

# **Annual Plan 2017**

**Statistics Netherlands**

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# 1 Introduction

The information provided by Statistics Netherlands (CBS) is of great value to the public sector, politicians and academics. The information provided by CBS makes it possible for public debate and decision-making to be supported by reliable statistical information.

The Annual Plan 2017 elaborates on the plans set out in the Multi-annual Programme 2014-2018. In this Annual Plan, CBS looks ahead to the activities it will carry out and the anticipated results in 2017, and discusses the changes in the programme that will be made in 2017.

Most of CBS' statistical output involves information prescribed by European legislation. The core of CBS' activities is therefore devoted to timely and accurate compliance with those obligations. Statistic Netherlands is also required by law to produce statistics that are not required by the European Union (EU), but which meet a demand in the Netherlands. The performance of CBS' statutory duties is financed from the budget of the Ministry of Economic Affairs. The regular funding from the Ministry for the production of statistics that are not mandated by European legislation will be reduced further in 2017. From that time on, a substantial portion of the statistical information that would otherwise no longer be produced will be financed directly by the relevant ministries.

There is only limited financial scope for programme renewal and innovation designed to meet all of the demand for statistical information. Consequently, CBS is increasingly seeking alliances with other partners, which is leading to an increase in the volume of commissioned work it performs for third parties. The need for collaboration also formed the basis for the establishment of a Center for Big Data Statistics, in which CBS is working with external partners to generate statistics from new sources, and of Urban Data Centers, in which CBS has joined forces with municipalities and provinces in looking for ways to improve the use of statistical information provided by CBS and local authorities.

## *Financial framework*

CBS is faced with a tight financial framework for the entire period of the Multi-annual Programme. With additional funds for investments and barring any financial setbacks, it was envisaged that, after a period of projected negative equity, CBS' equity would just reach zero at the end of that period in 2018. It has now become clear that this will not happen and the latest projections suggest that, without any further setbacks, it will be 2021 before equity is positive again.

As set out in the Multi-annual Programme, considerable spending cuts have been made in recent years in response to the targets set by Prime Minister Rutte's first government (Rutte I) and in the Spring Agreement. In 2017, these cuts are being realised by improving efficiency to an amount of € 3.5 million as well as temporary deployment of equity.

Furthermore, CBS has had to meet the additional target set by Rutte II to cut spending further to an amount of € 10.6 million in 2017. This target was not foreseen in the Multi-annual Programme budget. In response to the spending cuts under Rutte I and Rutte II, CBS has reached agreements with the Ministry of Economic Affairs regarding a future-proof budget for implementation of the Multi-annual Programme. CBS is receiving an additional contribution of € 12 million for strengthening of CBS' equity. This is related to the targets imposed by Rutte II, namely a remaining amount of € 4 million in budgetary cuts over 2016, € 4 million in 2018 and € 2 million in 2019. After that, the contribution from the Ministry of Economic Affairs will temporarily be reduced by € 2 million for a duration of six years from 2021 to 2026 inclusive. Taking into account this additional contribution from the Ministry of Economic Affairs, the Ministry's contribution is reduced by € 8.9 million in 2017 relative to

2016 as a result of the Spring Agreement and the targets set by Rutte II. The lower contribution by the Ministry will be compensated for through reductions in the statistical programme.

Since the vast majority of the statistical programme ensues from EU obligations which leave no room to make any savings, the reductions will affect the statistics that are not required by the EU. In 2016, CBS approached the relevant ministries to seek alternative financing for those statistics, with the result that it will still be possible to generate the majority of the non-mandatory statistics in the work programme. However, a small portion of the non-mandatory statistical programme has been discontinued with effect from 1 January 2017. Further reductions will be realised in 2017 through continued improvements in efficiency (€ 1.6 million) based on the implementation of Lean Six Sigma and additional cutbacks on the material budget.

As for expenditure, CBS experienced two setbacks for which no compensation can be found: an amount of € 0.5 million due to insufficient compensation for the rise in pension contributions and € 2.5 million in social expenses (on staff redundancies and the assignment of 'from work to work' (VWNW) candidates).

The cumulative effect of all these factors is that CBS' equity will be temporarily negative from 2017 onwards. When it submitted the Multi-annual Programme for 2014-2018, CBS called on the Ministry of Economic Affairs to provide additional financing for investment in IT, innovation and staff to enable it to achieve its efficiency targets. That funding has not yet been granted, which means there is scarcely any scope to make the extensive modifications to the IT landscape required to avert risks to the organisations' continuity and the quality of its service. CBS' systems have been upgraded repeatedly over many years in order to meet the continually changing circumstances. The ever more complex constellation of systems is now approaching the end of its life: management of the systems is precarious and the obsolete systems cannot be adapted any further. If the modernisation of the IT architecture does not continue, there will be significant risks to the continuity of CBS' primary task, including interruption of the production of statistics. At the same time, society's demand for real-time answers to topical issues, and the statistics to support them, is growing, making the need for modification of the IT system even more urgent.

The priorities in 2017 will be to improve the data collection infrastructure, make improvements to systems that pose the greatest threat to the continuity of operations and make the most urgent improvements in the IT infrastructure.

### *Plans for 2017*

The **standard output** forms the core of CBS' work programme. It embraces a wide range of subjects. Most of the output comprises statistical information that CBS is obliged to produce by virtue of European legislation. Every day, CBS publishes tables and press releases with the very latest information. For many years, it has been publishing detailed figures in StatLine, the free database. CBS' entire database – almost 4,000 tables – is also available as open data.

In 2017, the process of **programme renewal** will continue to a limited extent on the basis of the three main substantive themes set out in the Multi-annual Programme. Following implementation of the cutbacks made by the current government, there will be fewer than 10 FTEs available to perform this component of CBS' activities. One of the main themes is *Business Developments*, for which statistical research will cover aspects such as the breakdown of economic statistics at provincial level and reporting on the turnover generated by online trade and web stores. On the theme of *Labour Market Flexibilisation*, statistical information will be generated about combi-jobs, where people combine self-employment and paid employment, for example. Research on the theme of *Household wealth* will generate statistics on the capital position of households that are more complete and of better quality. Several elements of the programme renewal announced in the Multi-annual Pro-

gramme can no longer be financed from the regular budget because of the targets set by the current government and will instead be financed by the ministries responsible for the relevant policies in 2017.

Another priority set out in the Multi-annual Programme for 2014-2018 is **making information more accessible**, for example by increasing the volume of information available at local level and making it more accessible, as well as expanding the use of modern communication tools to improve access to and use of the information provided by CBS.

Because the **demand for statistical information** from public authorities is greater than can be met from the regular funding, CBS will perform more commissioned work in 2017. Section 2 presents several examples of research commissioned for 2017.

Continually investing in its relationship with **stakeholders** is important for the work and position of CBS. As in previous years, CBS will use its knowledge and experience to contribute to the targeted exchange of knowledge through bilateral and multilateral alliances. It will continue to build on its good relationships with parliament, ministries, national policy analysis agencies, knowledge institutes, including universities and universities of applied sciences, and enterprises in 2017.

In the autumn of 2016, CBS established the **Center for Big Data Statistics (CBDS)**. For the first time, the centre brings together national and international public authorities, enterprises, academics and the education sector to explore the potential of technologies and methods that use Big Data for the production of statistics. The goal of the CBDS is to develop new statistics and methods of producing them in the coming years, to accelerate the production of more up-to-date output, with greater detail, at lower cost and with fewer surveys required.

To safeguard the level of quality despite the cutbacks, in 2017 CBS will continue the process of securing **ISO certification**, as recommended in the peer review in 2015. The peer review concluded that CBS complies with the standards laid down in the Code of Practice for European Statistics, but that quality assurance in the organisation was a point requiring attention, for example by certification and better review of the quality of the output. Privacy is another major priority for CBS and it will therefore take steps to secure certification as fully privacy-proof by the spring of 2018.

Innovation and change also demand an agile **organisation** with sufficient professional and motivated employees: the right people in the right places, today and in the future. Retaining knowledge within the organisation is a challenge, partly because of the impending departure of employees who will be retiring. Accordingly, within the financial constraints and uncertainties it faces, in 2017 CBS will endeavour to recruit talented new employees and promote knowledge transfer, permanent employability and staff mobility.

#### *Administrative developments*

Until 1 January 2017, CBS had two independent administrative bodies: the Central Commission for Statistics (CCS) and the Director General (DG). At the end of 2013, the government decided that these two bodies must be reduced to one as part of the government-wide review of the repositioning of autonomous administrative bodies. The bill providing for this change of structure was passed in 2016 and the CCS's status as an autonomous administrative body was abolished with effect from 1 January 2017. Since then the DG has been advised on the performance of his tasks and powers by an Advisory Council.

As prescribed by law, this Annual Plan has been approved by the CCS and the DG has adopted the budget in consultation with the CCS.

## 2 Statistical programme and services

### 2.1 Standard statistical programme

The **standard statistical programme** forms the core of CBS' output and encompasses a wide range of subjects. The themes covered by its programme are:

- Labour and social security
- Enterprises
- Population
- Construction and housing
- Financial and business services
- Health and welfare
- Trade, hotels and restaurants
- Manufacturing and energy
- Income and spending
- International trade
- Agriculture
- Macroeconomics
- Nature and the environment
- Education
- Government and politics
- Prices
- Security and justice
- Traffic and transport
- Leisure and culture
- The Dutch Caribbean
- Dossiers and other output outside the themes

Most of the output comprises statistical information that CBS is obliged to produce by virtue of European legislation. Every day, CBS publishes tables and press releases with the very latest information. For many years, it has been publishing detailed figures in StatLine, the free database. CBS' entire database is also available as open data.

The budget for the statistical programme has declined substantially in the last few years as a result of the targets set by the first Rutte government and the Spring Agreement and will shrink further in the coming years. The Multi-annual Programme states that CBS will respond to these budget cuts by taking measures to maximise efficiency in combination with the use of its equity and the discontinuation of the smallest possible number of statistics. Unless alternative funding is found, **further reductions in the non-mandatory component of the statistical programme** will be necessary as a result of the additional targets set by the current government. In 2016, therefore, CBS asked the ministries to indicate which of the non-mandatory statistics they wished to retain and would be willing to pay for. Thanks to funding from a number of ministries, it will be possible to retain the majority of the non-mandatory statistics in 2017. The following statistics and data have been discontinued with effect from 2017.

- Overarching annual statistics on Quality of Life, in which various aspects that together determine quality of life are grouped according to various dimensions.
- The five-yearly Family and Fertility Survey;
- Statistics on expenditures on safety care in the Netherlands, on the spending on the fire brigade and on civil law;
- Statistics on sales of new and second-hand motor vehicles and the motorcycles and mopeds survey;
- The annual publication Transport and Mobility;

- The statistics on financial markets and investment funds;
- Statistics on prices of inland waterways transport services;
- The seasonal series of statistics on accountancy services;
- Statistics on homes for sale and new commissions for architects;
- Expenditure per diploma;
- Decomposition of expenditure on education (analysis of how changes affecting individual components of expenditure on education influence developments in total education spending);
- The annual statistics for the *Bank for the Accounts of Companies Harmonised* (BACH) database taken from the Statistics on the Finances of Enterprises (SFO);
- Some specific datasets derived from the annual statistics on investments.

CBS also makes changes in the standard programme in response to developments in society and/or as a result of the availability of new sources or methods. Some of the changes being made within the standard programme in 2017 are mentioned below.

In 2017, the **National Accounts, Revision 2015** will be published. This revision is not the result of the introduction of new international guidelines, but is for the purpose of making some minor adjustments to sources and methods of making estimates, for example. The revision will also implement the previously mentioned harmonisation of the balance of payments statistics and the international investment position in the national accounts. Various projects relating to the revision of the national accounts will be completed in mid-2017, so that steps can be taken to produce the actual estimates for the revision year in the second half of 2017. In addition, work will start on the rapid compilation of time series so that the revisions for 2015, the definitive figures for 2016 and the provisional figures for 2017 can be published together with a time series for 1995-2014 in June 2018. It appears at the moment that this time series will contain less detail than time series that have been published in the past.

In consultation with the Netherlands Bureau for Economic Policy Analysis (CPB) and De Nederlandsche Bank (DNB), the method of calculating the **labour income ratio** (LIR) was revised in 2016. The LIR statistics will be published according to the new method of calculation in 2017.

In 2016, the **Income Panel Survey (IPS)** and the **Regional Income Survey (RIS)** were integrated, laying the foundation for more detailed statistics, including figures for developments in purchasing power and income and wealth inequality at the level of municipalities. The preparation of these statistics will commence in 2017.

Among the significant changes occurring in the Dutch economy are the increase in the number of self-employed persons without employees and the number of web stores. CBS has to adjust to these trends in order to continue accurately measuring the economy. Phenomena that CBS will devote special attention to in 2017 are **inflation, the blurring of the boundaries between sectors and the sharing economy**.

Every year the **System of Social Statistical Datasets (SSB)** provides CBS and researchers with even greater possibilities to combine micro data from registers, other sources of administrative data and surveys in an effective way. Data from panels are also available over a longer period every year, for example by supplementing data from the SSB with earlier surveys such as the Socio-Economic Panel Survey. Panel data allow individuals to be monitored over time, which generates information that can be used for new studies.

The statistics on the **consumption of medical specialist care and mental health care** based on the records for Diagnosis Treatment Combinations (DTC) will be expanded in 2017 with tables based on the background characteristics of patients taken from the SSB, which will generate more detailed information, such as the consumption of care broken down by people's country of origin or income. On the basis of the DTCs, CBS and the Dutch

Healthcare Authority will also be developing a method for measuring the changes in the prices and volumes for medical specialist care.

With the help of an EU grant, a pilot module on **spending, debt and wealth** will be incorporated into the mandatory EU survey of income and living conditions (EU-SILC). The new module contains many of the basic variables that are already covered in the three-yearly European Household Finance and Consumption Survey (HFCS), which is carried out by De Nederlandsche Bank (DNB) for the European Central Bank (ECB) in the Netherlands. CBS and DNB are currently exploring the possibilities of integrating the HFCS and EU-SILC.

The redesign of the **Pension entitlement statistics** that started in 2016 will be completed and the results published in 2017.

## 2.2 Communication, statistical services and alliances

CBS is a modern, innovative organisation that actively responds to society's needs. It shares the wealth of information it generates with public authorities, politicians, academics, the media, the public and enterprises. CBS allows public debate to be conducted on the basis of reliable statistical information. It does not merely publish individual figures, but provides insight into social and economic phenomena by presenting figures in relation to each other. By publishing press releases and Tweets in response to current affairs, CBS expands the reach and the use of the statistics it produces. At the same time, it collaborates with a growing number of national and international partners. CBS is constantly striving to improve its **services**, for example through the use of modern communication tools.

Users can contact the Infoservice if they need assistance finding information via the CBS website or StatLine or have questions about Eurostat publications. Authorised organisations may use **microdata** (i.e., anonymised personal and business data) for research under strict conditions. Research can be carried out on site at CBS' offices in The Hague or Heerlen or at the user's own organisation with remote access to CBS over a secure internet link. Users can then also use their own microdata sets in the research. All data sets remain within CBS' secure network environment. In 2017, users wishing to access microdata will be able to identify themselves with a combination of a token and a TAN code rather than by means of biometric identification with fingerprints, making it possible to work from any PC rather than from special PCs fitted with fingerprint readers.

In 2017, CBS will intensify its **relationship with parliament**. Relevant planned and ongoing activities include maintaining contacts with parliament's Bureau for Research and Public Expenditures (BOR), managing the help desk for members of parliament and providing technical briefings or organising bilateral working visits with individual parliamentarians and parliamentary committees.

Alliances with **universities and universities of applied sciences** remain a key priority. The use of interns and graduate and post-doctoral researchers contributes to the exchange of knowledge and a sound policy for recruiting future staff members for CBS. This collaboration takes the form of strategic partnerships with the universities in relation to innovation, research and data, as well as actively promoting joint projects, including the establishment of special university chairs and doctoral research on specific subjects.

The collaboration with De Nederlandsche Bank (DNB) will be further intensified in 2017 with the aim of developing a joint operational process for producing sector accounts (CBS statistics) and the balance of payments (DNB statistics) in 2018. The intention is to eliminate the discrepancies that currently exist between the two sets of statistics that describe the Netherlands' international economic relations. The two organisations will endeavour to publish the revised national accounts for the 2015 reporting year in 2018, from which time the national accounts data from CBS and the balance of payments data from DNB should be entirely in agreement.

## 2.3 Commissioned work

There is a huge demand from a great many users for the statistical information and services that CBS provides. It is CBS' statutory duty to meet that demand, but the budget CBS receives from the Ministry of Economic Affairs is limited. Insofar as the necessary information or services are no longer included in the standard work programme, CBS meets the demand by providing statistical services for a fee, mainly for ministries, local authorities and other public institutions, but also occasionally **customised studies** for market actors. The results of the commissioned work are published on CBS' website and are therefore available to everyone. The projected income from commissioned work in 2017 is substantially higher than in previous years at € 37 million (including just over € 5 million for statistics funded by ministries as a result of the financial target set by the current government). This section presents a number of examples of commissioned research.

To meet the demand for statistical information from the municipalities of Heerlen and Eindhoven, in 2016 CBS and the municipalities established **CBS Urban Data Centers** to increase the volume of information at local level available to them and improve access to it. By consolidating their expertise and data, CBS and the municipalities can use them more effectively for the benefit of society in general. CBS is currently discussing the possibility of establishing similar Urban Data Centers with other municipalities in 2017. In addition, a Euroregional Data Center which opened in Vaals in 2016 for the purpose of producing cross-border statistics will be further developed in 2017.

Further efforts will be made to generate **bespoke information for municipalities and provinces**. This information will be closely matched to CBS' envisaged contribution to Ondernemersplein.nl, the government website that provides information for enterprises about specific sectors and regions.

Local, national and international authorities currently have insufficient data to produce information about the **situation on both sides of border regions**. In 2016, CBS signed a cooperation agreement with the statistical institute of the German state of North Rhine-Westphalia and published joint reports on the labour market in the border regions with the statistical institutes of Lower Saxony and Belgium. This collaboration will be further expanded in 2017, with the aim of creating an infrastructure for compiling structural data about aspects of life in cross-border regions. In addition, euroregion-wide data will be produced for the euPrevent Meuse-Rhine Euroregion Foundation. CBS has also been commissioned by the European Commission, in association with other statistical offices, to develop a methodology for compiling cross-border statistics for the EU.

In 2016, a special parliamentary committee published a report entitled 'Mapping Welfare', in which it advised the government to ask CBS to publish an annual **Monitor of Well-being** for the purposes of the annual debate in May when the House of Representatives reviews the government's implementation of its policies. The committee's recommendations were adopted by the House of Representatives. If the funding is made available, the first issue of the monitor will appear in 2018. It will be modelled on the Sustainability Monitor of the Netherlands, which will be gradually expanded into a Monitor of Well-being over the coming years by incorporating the aspects mentioned by the parliamentary committee.

Agreement has been reached in the United Nations on the **Sustainable Development Goals (SDGs)** for the period from 2015 until 2030. The agreement sets out 17 goals encompassing 169 specific targets for sustainable economic, social and environmental development. The goals range from eradicating poverty worldwide to protecting rain forests. An international framework comprising a coherent set of statistical economic, social and environmental indicators has been developed for measuring and reporting on the progress made in achieving the goals. CBS will play a role in providing data by which to measure these indicators for the Netherlands. In 2017, the content of the national report and CBS' role in compiling it will be fleshed out in consultation with the

Ministry of Foreign Affairs and other bodies. The first government-wide SDG report is scheduled for publication in mid-2017. In collaboration with national and international parties, CBS will further develop and define the set of SDG indicators. It will also investigate how the SDGs can best be incorporated in the envisaged Monitor of Well-being.

For the Ministry of Economic Affairs, CBS will continue to supplement the data from the agricultural census with data from the annual tax returns of farmers and will further expand them with quarterly data on VAT returns. Consequently, in addition to figures about the financial situation of enterprises in the **agriculture** sector, the Ministry will also have up-to-date figures regarding their turnover. Once again, data on subsidies from the Netherlands Enterprise Agency will be linked to the information from the agricultural census supplemented by the tax data. This is a spin-off from a successful Datamatch by the Ministry of Economic Affairs, with which the Ministry wants to generate ideas for making more effective use of public databases. Following a survey of the use of the subsidy for the general bad weather insurance for farmers in 2016, in 2017 CBS will make a quantitative analysis as part of the evaluation of the Agricultural Guarantee Scheme for start-up farmers.

In 2016, a method was devised for highlighting **family-owned enterprises in the General Business Register (ABR)**. Links were then made with other data sources to quantify trends relating to family businesses. If there is financing available, the aim is to publish regular statistics about family-owned enterprises from 2017.

A growing need for statistical information on **delivery vans** has been expressed, particularly by the Netherlands Institute for Transport Policy Analysis (KIM), the Netherlands Environmental Assessment Agency (PBL), the Ministry of Infrastructure and the Environment (I&M), Rijkswaterstaat and trade organisations Dutch Association for Transport and Logistics (TLN), Dutch Shippers Council (EVO) and the National and International Road Transport Organisation (NIWO), in order to learn more about the consequences of the Internet economy. With the sector's approval, in 2016 CBS launched a new survey to gather statistics about delivery vans. The initial results of this commissioned research into transport by delivery van will be published in the first half of 2017.

By analogy with the statistics on sport, in 2017 the Ministry of Education, Culture and Science will fund the compilation of statistics on **Culture**, which will provide the first complete picture of the contribution made by cultural activities to the Dutch economy.

In 2015 and 2016, CBS was commissioned by the National Coordinator for Groningen (NCG) to conduct research into developments in the **housing market in the area around the Groningen gas field**. The researchers investigated whether there was a discrepancy between the development of the housing market in the area affected by earthquakes and a similar area in the vicinity. The study will continue and two new reports will be published in 2017.

At the request of the Ministry of the Interior and Kingdom Relations, CBS will carry out the **National Housing Survey (WoON)** in 2017. The purpose of the survey is to collect statistical information about the current, former and future housing aspirations (homes and living environment) of households and individuals, including household expenditure. The data collection will be completed in 2017 and the results will be published in 2018.

For the Ministry of Foreign Affairs, CBS will endeavour to improve the price observations (including rents) in the **Caribbean Netherlands and Aruba** and provide advice for improving the statistics regarding government finances.

CBS has been engaged with **The State of SMEs** programme since 2014. The regular production of new information will continue in 2017. The Ministry of Economic Affairs will be consulted about what additional information about SMEs should be developed as a bespoke commissioned assignment in 2017.

CBS will also provide advice and services for other public sector organisations in relation to open data in 2017, covering issues such as defining the metadata, accessing and updating the data and safeguarding privacy. Work

will start in 2017 on the development of a new technical architecture that will make it easier to publish different file formats as **open data**. An advanced search function will also be available. Other public sector organisations will also be able to use the new technical architecture to disseminate open data.

## 2.4 New European obligations in 2017

EU statistics support the formulation of national policy, but also the development, monitoring and evaluation of European Union policy with reliable, objective, comparable and coherent information. To this end, in mid-2016 the European Commission presented an outline of its statistical work programme for 2017. This programme is part of the European statistical programme for 2013-2017 and also largely determines the work programme of CBS.

The European statistics work programme for 2017 is in line with the EU's priorities, in particular the Europe 2020 strategy for smart, sustainable and inclusive growth, which includes EU targets on employment, innovation, education, social cohesion, climate and energy. As in previous years, the European Commission's plans for 2017 are ambitious. The work programme embraces policy intensification in practically every area of statistics, such as economic and monetary policy, social policy, the internal market and sustainability.

The following new obligations apply from 2017:

1. Correction of non-financial accounts for seasonal influences.
2. The number of hours worked in the public sector.

In 2017, the European Parliament and the Council will continue their negotiations on legislative proposals for reform of the social, business and agricultural statistics.

## 2.5 Programme renewal

The Multi-annual Programme for 2014-2018 identifies three main themes for programme renewal: business developments, labour market flexibility and household wealth. Following implementation of the cutbacks made by the current government, there are fewer than 10 FTEs available for these activities. Because of this target, some development activities will be carried out as commissioned statistical research. Another priority is to make further improvements in the accessibility and availability of information.

Within the theme of **Business developments**, tables will be compiled on the topic of **Internationalisation and globalisation** with data about the dynamic of employment in the private sector and time series relating to international business and employment will be expanded with information about innovation, R&D, investment and jobs. Provided additional financing is available for it, data will be combined to compile tables about the role of financial management based on innovation and chain structure, and about foreign trade, differentiated by control relationships.

To highlight what core and supporting corporate activities are being relocated abroad, the dynamic in the roles played by Dutch companies in **(international) value chains** will be identified by analysing which link in the value chain is involved (employment, added value, R&D) and whether the locations where decisions are made, such as a head office, are also being relocated.

In 2017, data will be produced about innovation, R&D and international trade in services at **regional level**. The possibilities of generating data about investment and taxation at regional level will also be explored. The information from this infrastructure could then be used to deliver output on the basis of commissioned research.

In 2017, CBS will publish monthly figures for online retail sales in order to provide information about the turnover generated by **online trade and web stores**. In light of the blurring of the distinction between physical outlets and online stores, one or more reports will be published concerning specific branches of the retail sector. In 2017, CBS will also explore the possibility of publishing statistics about the development of turnover from online sales to Dutch consumers by international web stores. On behalf of the Ministry of Economic Affairs, research will be carried out into other relevant developments and innovations relating to online trade, such as the security of websites and the growth of the Internet economy.

Further steps will be taken to develop and improve relevant indicators in order to generate data relating to **sustainability and green growth**. For example, a time series of the material footprint (consumption) will be produced on the basis of raw material equivalents (RME), the indicators for the circular economy (CE) and energy saving in the civil engineering sector developed in 2016 will be used for the first time and indicators will be developed for energy saving in housing building. Finally, the method of calculating the CO<sub>2</sub> footprint (emissions) will be further refined in 2017 and extended to encompass other greenhouse gases. The complete greenhouse gas footprint will be published annually from 2018.

In the area of **labour market flexibility**, in 2017 the StatLine tables on different forms of self-employment will be expanded to include additional characteristics, and statistical information will be produced about combi-jobs held by self-employed persons and employees. In addition, a study will be carried out to investigate the feasibility of developing a statistic on the use of social security by self-employed persons. A proposal will be drafted for a new set of tables concerning the income position of employees in companies' flexible employment shell in 2017. In association with the Research Centre for Education and the Labour Market, further research will be conducted into the relationship between knowledge migrants and operating results. Furthermore, additional questions will be formulated about the working conditions of self-employed persons for the Labour Force Survey and a table will be produced about the relationship between voluntary work and paid work.

On the theme of **Household wealth**, further efforts will be made in 2017 to produce an improved and more complete set of statistics, which can also be used for the section on household finances in the national accounts. The activities launched in 2016 with the aim of producing a more complete observation of the level of non-mortgage household debt will continue in 2017, with the focus on acquiring the missing data on consumer credit. Work to determine the capital position and buffers of self-employed persons will also continue in 2017.

The demand from users for **information at the regional and sub-regional level** has increased enormously in recent years, particularly as a result of the delegation of public tasks to the municipalities. CBS will therefore expand its range of local and regional statistics, as well as improving access to them and accelerating their publication. In addition, the new data and the existing geographic information will be made more accessible and easier to find. Variables at district and neighbourhood level will be expanded in 2017, for example with socio-economic data such as level of education and crime rates in specific locations. The publication of statistics by grid cell and postcode will be expanded. Finally, CBS will join an EU initiative to develop a grid of geographic cells (spatial areas) and soil use which can be used to compile comparable European statistics at grid cell level, even across borders. CBS' involvement will include its participation in the *European Forum for Geography and Statistics* and will also embrace developments relating to the *United Nations Initiative on Global Geospatial Information Management* (UN-GGIM). Also in 2017, the website CBSinuwBuurt.nl will be upgraded with modifications to the underlying technology and the layout. CBS will endeavour to provide a table joining service via the database of government geodata, Public Service on the Map (*Publieke Dienstverlening op de Kaart, PDOK*), in 2017. PDOK is an innovative online service, based on open data, by which statistical data (from StatLine in this case) can be combined with geographic visualisation, thus allowing CBS' data to be incorporated easily into external applications that use a map.

### 3 Innovation and efficiency

In 2017, CBS will continue to employ the **more efficient methods and work processes** by which it has been able to achieve the same results with fewer resources in the recent past. They include the Lean Six Sigma method, by which small-scale improvements are made in order to achieve a more structured approach to efficiency and gain tighter control of processes. CBS has also adopted Lean Operational Management (LOM), a method of working designed to lower the threshold in resolving process bottlenecks with teams of employees so that critical performance indicators can be achieved and enhanced. Scrum, a flexible method of delivering operational products with a multidisciplinary team working in short sprints with a fixed length of one to four weeks, is also starting to bear fruit.

**Phoenix, a major programme to enhance the data collection process**, was launched in 2015 to guarantee the continuity of data collection, increase the flexibility and user-friendliness of surveys for the respondents and improve the speed and efficiency of the process. Key features of the programme are the use of computer-assisted web interviewing (CAWI) and supporting new methods of observations. The electronic observation chain established in 2016 will be expanded in 2017.

**Innovation** is crucial to CBS' ambition of continuing to provide high-quality statistical information now and in the future within the constraints of a steadily declining budget. CBS is actively exploring the possibilities created by new technologies and data flows, such as Big Data, which could make it possible to describe economic and social phenomena in a way that provides a far better and more complete picture of the situation or reduces the response burden for individuals and enterprises. For example, CBS believes that data about payment transactions could open the way to significant improvements in the existing statistics on consumers and households. With these data, it would also be possible to describe the economy in terms of a network, with the transactions constituting the links between consumers, enterprises, employers, employees and other economic actors.

In the autumn of 2016, CBS established a **Center for Big Data Statistics (CBDS)** with the task of conducting research into the potential of Big Data. Various parties have joined this initiative, including a number of statistical offices, Eurostat, TNO and DNB, companies such as IBM and KPN, as well as SURF-data and universities and universities of applied sciences. For the first time, the centre brings together national and international public authorities, enterprises, academics and the education sector to explore the potential of technologies and methods that use Big Data for the production of statistics. The goal of the CBDS is to reduce the cost of producing new statistics and to develop methods for generating more up-to-date and more detailed output, while reducing the administrative burden. This will enable policy advisers and decision-makers to make better use of CBS' data, while the automated integration of sources and streams could yield efficiency gains. The CBDS will carry out a wide variety of projects, in consultation with the partners. The CBDS' work programme is designed in such a way that it can be revised every two months in response to external or internal changes, such as the emergence of new issues, the formation of new alliances or the availability of new sources.

In 2017, CBS will explore the possibility of developing a number of new **products**, including a description of the energy transition using sources including satellite data, further expansion of the statistics on the Internet economy, the growth of the services sector, a real-time safety index and insight into the cost-efficiency of the healthcare sector. Subjects such as measuring well-being and the Sustainable Development Goals (SDGs) will also play an important role in the CBDS, because Big Data will be needed to compile the set of more than 100 indicators. Which of these products will actually be developed depends on whether they are found to be feasible, but also on whether they meet a demand from customers who are willing to pay for the information. As a spin-off from the Big Data project of the *European Statistical System Network (ESSnet)*, in 2017 the possibilities of generating analyses of water-borne traffic from the *Automatic Identification System (AIS)* for ships will be

investigated. CBS will also investigate which of its existing statistics could be enhanced and what new statistics could be produced with the help of AIS data. It will also investigate whether this source could be used to calculate emissions. CBS and its partners in the CBDS will seek financing for these activities from paying clients and in the form of subsidies, grants and co-financing.

Coinciding with the launch of the CBDS, CBS also opened the **innovation portal** (<https://www.cbs.nl/en-gb/our-services/innovation>), where it showcases the services and products that are currently under development. The purpose of the portal is to attract feedback about these innovative products and services from potential users. The portal will be expanded to incorporate new products and services in 2017.

## 4 Operations, information security and risk management

### 4.1 Human resources

An organisation like CBS that is continuously making improvements and increasing efficiency makes huge demands on its workforce. The employees are the organisation's capital. Modernisation is not only crucial in relation to the technology and statistics, but also for CBS as an organisation and the individual employee. CBS therefore strives to create an agile organisation with sufficient professional and motivated employees to perform its tasks: the right person in the right place, not just today but also in the future. In pursuit of that goal, CBS will focus on the following priorities in 2017.

**Recruitment and employer branding.** With the anticipated departure of a large number of employees who will be reaching retirement age in the coming years, CBS faces the enormous challenge of recruiting new skilled employees in the labour market. This can be accomplished with labour marketing and by offering more internships and traineeships, as well as through collaboration with partners in recruiting talented employees. CBS also has a good onboarding programme and offers working conditions geared to personal growth and development.

**Permanent employability and mobility.** It is important for CBS to be able to constantly keep pace with external developments. CBS has to remain agile if it is to keep pace with the rapid technological developments and the changing demands of the market. Because of the relatively high average age of the workforce and the lengthy period in which employees remain in the same job, special attention has to be devoted to the permanent employability of staff members, for example by working more on the basis of short-term projects in order to enhance their flexibility and internal mobility. The health and vitality of employees must also receive constant attention.

**Talent development and leadership development.** The development of CBS as an organisation starts with the continuous personal development of its employees. In an agile organisation, employees must be able to progress smoothly through the organisation in the course of their career. That calls for an organisation that is more aware of the talents of the individual and invests in them (career development policy, learning and development, sharing and safeguarding knowledge, etc.), not only through formal learning, but also with new forms of learning and knowledge transfer. Managers have an important role to play in this process, not only in terms of providing practical coaching, but also by stimulating, inspiring and encouraging the employees in their personal development.

**Performance management.** Performance management is crucial in light of CBS' ambitions. It is important for an organisation confronted with change to engage in a dialogue with employees about the need to deliver added value in pursuit of the formulated goals. In a new job appraisal cycle to be introduced in 2017, managers and employees will explicitly discuss both job performance and personal development.

### 4.2 Information security

The internal **monitoring of the protection of personal and business data** is primarily the responsibility of the line management, but CBS has also appointed a data protection officer and a security officer. Both of these officials have a supervisory and an advisory role. The data protection officer supervises compliance with the Data Protection Act (Wbp) and, by extension, monitors the proper governance of information security. He performs the latter task in conjunction with the security officer, who advises management on specific measures to improve information security and ensure that CBS complies with relevant legislation and regulations.

New **EU privacy legislation** will enter into force in 2018. In 2017, CBS will make the necessary preparations to ensure that it can comply with the new legislation in time, for example by carrying out a detailed study of the final text of the General Data Protection Regulation and an analysis of its potential consequences for the organisation.

Two objectives have also been formulated in relation to promoting awareness of **privacy protection and information security**. At the end of 2016, CBS had achieved the first objective of being compliant with the Civil Service Information Security Baseline (BIR). The primary objective for 2017 is to remain compliant with the BIR, in other words, remaining demonstrably in control with regard to information security. In 2016, the ESS IT security framework, a set of standards for information security similar to the BIR, was adopted at European level. CBS' objective for 2017 is to demonstrate that it also complies with that framework. Secondly, it is CBS' stated ambition to be entirely privacy-proof by the spring of 2018, thus ensuring that it continues to meet the highest privacy protection standards.

The BIR and the ESS IT security framework are both based on **ISO standards 27001 and 27002** for information security. The standards adopted by the Dutch Data Protection Authority refer to a large extent to those same ISO standards. Accordingly, there is an overlap between privacy audits and information security audits. A proposal will be drafted and implemented for developing an integrated process to secure privacy-proof certification and external certification of information security by the end of 2017. CBS also monitors compliance with legislation and regulations and arranges internal and external audits.

In the context of the BIR, CBS organised an Information Security Awareness programme in 2015 and 2016. To guarantee continued attention to the possible risks relating to information security, elements of the programme will be permanently embedded in the organisation from 2017 by providing training (during CBS' onboarding programme, for example), through regular communication and audits and by drawing attention to specific risks relating to information security at logical times, for example when issuing devices.

### **4.3 Quality assurance**

Given the radical measures that have been taken to increase efficiency, it is important to devote permanent attention to maintaining the quality of the statistical output. As with privacy protection and information security, CBS endeavours to demonstrate its compliance with generally accepted international standards. In 2017, it will take further measures to further enhance the quality management system in accordance with the principles of ISO 9001 in order to ensure that the quality of the output meets the statutory requirements or, in the case of commissioned research, the wishes of the client.

CBS' goal is to secure ISO 9001 certification by the beginning of 2019.

### **4.4 Performance indicators**

CBS' performance indicators serve as an external accountability instrument and an internal management tool. Together, the indicators provide a good picture of the performance of CBS in its core duties and its operations. The indicators can be broken down into different areas, such as statistics (quality, use of output, updates, customer satisfaction), operations (staff, finance) and response burden. **Appendix A** of this Annual Plan sets out the performance indicators with regard to external accountability.

### **Fewer revisions of national accounts**

In 2016, it was found that CBS had not complied with performance indicator 3.1 for the revisions of the GDP for the 2013 reporting year and would very probably not do so for the 2014 reporting year. In succession to the action plan in 2015 to reduce the discrepancy between the flash estimate and the quarterly estimate, a new action plan was drafted in 2016. The new action plan, which will be implemented in 2017, is designed to reduce the size of the discrepancies between quarterly estimates and annual estimates. The plan provides that a committee of external experts will conduct a peer review of the current methods and make recommendations on how to reduce the size of the discrepancies.

### **Administrative burden**

One of the performance indicators is the administrative burden or the response burden. As far as possible, CBS obtains the basic information it needs to produce reliable and coherent statistical information from existing records. However, these records are not always sufficient, meaning that supplementary questions to enterprises are still required. CBS collects data in such a way as to keep the administrative burden for enterprises and institutions to a minimum. Considerable progress has been made in terms of the actual and perceived administrative burden in recent years, as the business sector has also observed. The administrative burden caused by CBS is among the lowest in Europe at 0.25% of the total burden caused by the government. Nevertheless, CBS devotes constant attention to the actual and perceived administrative burden, always balancing the response burden against the absolute necessity of guaranteeing the reliability of the data.

In 2015, it was decided that almost half of the enterprises required to report data on their European supplies for the International Trade in Goods statistics would in future be allowed to report annually rather than every month. This measure, in combination with the introduction of a new app for delivering the international trade returns in 2015 and the raising of the exemption threshold for the survey reduced the administrative burden caused by CBS by € 4.7 million to € 14.5 million in 2015. Consequently, the target for this performance indicator was met. With these measures, together with the earlier reductions in the administrative burden, CBS has achieved the target set by the Ministry of Economic Affairs of reducing the administrative burden by € 5.8 million euro compared with the burden in 2009.

From 2016, however, the lowering of the exemption threshold is expected to nullify the decline in the administrative burden to a small extent. The total value of the trade by enterprises then falling under the exemption threshold declined in 2015. The threshold values had to be adjusted from 2016 in order to comply with the requirements for the volume of trade covered as prescribed in the European regulation.

Enterprises and their representatives are closely involved in efforts to simplify and modernise the questionnaires used by CBS with a view to **reducing** the response burden. To further reduce the actual administrative burden, in 2017 CBS will investigate whether the target group of enterprises that can report annually rather than monthly for the International Trade in Goods statistics can be expanded, in light of the recent marked improvements resulting from this measure.

CBS will continue to search for new and improved **sources**, which allow it to use records in combination with estimates generated by models. This would include the use of websites as a source of data, such as information about vacancies and price information for the consumer price index. The Center for Big Data Statistics will also conduct research into innovative measures that could further reduce the administrative burden in 2017.

In association with other public authorities and market organisations, CBS developed the **Reference Ledger System (RGS)** and **Standard Business Reporting (SBR)**, which allow data from enterprises to be recorded in one

go in a standard format. This saves enterprises and intermediaries time in compiling and delivering mandatory reports, which are then easier for CBS to process. If there is sufficient financing, a pilot project will be carried out in 2017 with a view to increasing the number of reports compiled using RGS that are delivered to CBS by SBR.

With this substantial decline in the response burden in relation to the international trade in goods, the administrative burden is expected to be almost as low as it can be. A further reduction in the response burden will have negative consequences, in the shape of less coherent information, less accurate figures and larger revisions. CBS still needs information from enterprises in order to continue producing high-quality statistics. CBS works closely with the Business Respondents' Advisory Board, which includes representatives of enterprises and industry organisations, in searching for ways to minimise the administrative burden.

## **4.5 Risk management**

As part of the risk management process, CBS continuously analyses its risks, looking in particular at their relationship with the targets in the Strategic Multi-annual Programme.

### **Financial risks**

The budget for 2017 (see section 5) encompasses the following financial risks:

- In the budget it is assumed that pay rises under collective labour agreements in 2017 and subsequent years will be compensated in full by the Ministry of Economic Affairs. It is now known that the pension contributions will rise further in 2017 (additional wage costs of approximately € 0.5 million). In the budget it is assumed that any further increase in the pension contributions will be compensated by the Ministry of Economic Affairs, but this is still uncertain.
- The budget takes no account of the extra investment of € 15 million that is needed to achieve the efficiency targets. CBS called on the Ministry of Economic Affairs to provide additional financing for this investment when it submitted its Multi-annual Programme for 2014-2018. Since the Ministry has not made these resources available, CBS will have to absorb these costs within its own long-term budget, which is part of the reason for CBS' negative equity in 2017.
- Because of the targets set by the current government, the continued financing of statistics by ministries to a sum of € 7 million is uncertain because the relevant ministries have not made any long-term financial commitments. The disappearance of any or all of this financing will have a direct impact on CBS' programme and will lead to additional personnel costs arising from redundancies.

### **Obsolete IT environment**

A significant precondition for sound statistical processes and reliable operations is the continuity of the IT infrastructure, including the hardware, the corresponding software and the computer centre. To function properly, Statistic Netherlands depends on an advanced data and information infrastructure built on speed and efficiency and the use of new technologies. One aspect of this is adapting the application landscape to new observation methods and the use of Big Data as mentioned in chapter 3. However, the resources available to CBS are stretched.

CBS has a centralised system for managing and allocating IT resources, and in 2016 it reassessed its priorities for current and planned IT projects. In 2017, only investments that are strictly necessary and improvements in the

IT infrastructure that are essential to safeguard the continuity of operations will be made. Priority will be given to modifications in the data collection process (Phoenix). As a result, it will not be possible to start various other replacement projects and other projects will be scaled down or deferred. Consequently, many systems that have been upgraded time and again over many years to meet the continually changing circumstances will become more outdated. That creates risks for the continuity of the operations, the management of the systems and the associated management costs.

### **Loss of knowledge**

An important priority for CBS is the need to absorb the loss of knowledge arising from the departure of staff members who are retiring. One of the themes of human resources policy in 2017 will therefore be recruitment and employer branding.

## 5 Central Commission for Statistics

On 1 January 2017, a change in the law took effect abolishing the Central Commission for Statistics (CCS) as an autonomous administrative body and establishing an advisory council for CBS. One of the tasks of the advisory council is to provide the Director General with solicited and unsolicited advice about the performance of his tasks and the exercise of his powers. Subjects on which the advisory council will advise the Director General will in any case include:

- CBS' Multi-annual Programme and work programme;
- Measures that can be taken to improve the accuracy and completeness of the statistics to be published on behalf of the government so that they meet the needs of professionals, policymakers and academics;
- CBS' operations and efficient use of resources.

When the position of the Director General becomes vacant, the advisory council will draw up a profile, select candidates on the basis of a procedure that is transparent and based exclusively on professional criteria, and make a recommendation to the Minister.

The advisory council can appoint committees, from among its members but also including persons other than members of the advisory board, to prepare advisory reports. Advisory reports will be adopted by the advisory council. The advisory committees will be chaired by a member of the advisory council. The advisory council will appoint at least the following committees:

- an audit committee, which will prepare the advisory reports for the Director General concerning operations, including the financial reporting and risk management policy;
- an IT committee, which will prepare the advisory reports for the Director General concerning CBS' strategy and policy in relation to information protection and IT and their implementation;
- a programme council, which will prepare the advisory reports for the Director General concerning the Multi-annual Programme, the work programme and measures to promote the accuracy and completeness of the statistical programme.

Following this legal amendment, an administrative regulation will be adopted for CBS and the management agreements with the Ministry of Economic Affairs will be reviewed.

The members of the CCS at the end of 2016 were:

Inge Brakman, chair (AC member)

Tini Hooymans

Professor Janneke Plantenga

Professor Steven Brakman

Professor Frans van der Wel (chair of the AC)

Johan van Hall (deputy chair, AC member)

Corien Wortmann-Kool

**Statement of the Central Commission for Statistics**

The Central Commission for Statistics has taken cognizance of the 2017 Annual Plan and budget of CBS.

Based on its authority laid down in the Statistics Netherlands Act of 2003, it endorses the 2017 Annual Plan of CBS.

Further, based on this authority, it consents to the adoption of the budget of CBS for 2017 by the Director General of CBS.

The Hague, 2 December 2016

Inge Brakman, chair

Monique Tóth Pál, secretary

## Appendix A: Performance indicators

Performance indicator	Description	Target for 2017
1a. Publication calendar - press releases	Proportion of press releases published on the planned date.	At least 90% of planned press releases must be published on the planned date.
1b. Publication calendar - compulsory deliveries to Eurostat	Proportion of deliveries to Eurostat made on the planned date.	At least 90% of data deliveries to Eurostat must be made on or before the planned date.
2. Number of formal corrections to publications	Number of press releases corrected or replaced with another press release.	A maximum of three press releases a year.
3.1. Discrepancies between provisional and definitive figures – GDP	The number of times the final quarterly GDP figures for a year deviate by more than 0.75 of a percentage point from the flash estimates for the quarters of the year.	The discrepancy for at least three quarters of a year must be less than 0.75 percentage points.
3.2. Discrepancies between provisional and definitive figures - international trade	The number of discrepancies of more than 4% between the provisional and definitive figures of the components of the six-week version of the monthly international trade figures.	At least 80% of the differences must be less than 4%.
3.3. Discrepancies between provisional and definitive figures - population growth	Subindicator, annual figure: the absolute discrepancy of the sum of the provisional monthly population growth figures from the definitive annual figure.	Accumulated over 12 months, the discrepancy must be no greater than 16,000.
	Subindicator, monthly figures: the number of times the definitive population growth figures for the months of the previous calendar year differ by more than 4,000 from the provisional figures.	For at least 8 of the 12 months, the discrepancy in the monthly figure must be less than 4,000.
4. Reduction of response burden	The outcome of the annual response burden measured by the 'Response Burden Meter' (EDM)	The response burden for industry must be no greater in 2017 than in 2016.

## Appendix B: Advisory Boards

Six advisory boards, each with a specific theme or subject, have been established to provide CBS with advice on the implementation of its statistical programme. The chairs of these advisory boards jointly form an advisory council for the Director General, the CBS Advisory Council.

### Composition of the CBS Advisory Council at the start of 2017:

Tjark Tjin-A-Tsoi - chair

Monique Tóth Pál - secretary

Michaël van Straalen - Business Respondents' Advisory Board

Eduard van de Lustgraaf - Economic Statistics Advisory Board

Pim Claassen - Macroeconomic Statistics Advisory Board

Peter van der Heijden - Methodology and Quality Advisory Board

Han Entzinger - Social Statistics Advisory Board

Peter Boelhouwer - Statistics of the Living Environment Advisory Board

## **Appendix C: Organisation as of 1 January 2017**

### **Director General**

Tjark Tjin-A-Tsoi

### **Deputy Director General**

Bert Kroese

### **Central bureau for policy and management support**

Cecile Schut

### **Chief Information Officer**

Matjaz Jug

### **Blaise**

Harry Wijnhoven (acting)

### **CBS Communication and News**

Mike Ackermans

Cees Buijs (deputy)

### **Corporate Services, IT and Methodology**

Wim van Nunspeet

Marijke Renaud (deputy)

### **Data Collection**

Astrid Boeijen

Jeroen van Velzen (deputy)

### **Economic and business statistics and national accounts**

Hanneke Imbens

Hank Hermans (deputy)

**Socio-economic and spatial statistics**

Huib van de Stadt

Marleen Verbruggen (deputy)

## Appendix D: Guide

CBS collects data on individuals, business and institutions and releases the results of its studies using various methods at the earliest opportunity.

### Statistics Netherlands website ([www.cbs.nl](http://www.cbs.nl))

The current website provides access to the output of CBS' studies, together with information and key figures about the Netherlands, organised by theme. All the publications are laid out clearly on the website and detailed figures are published in the free databank StatLine. The website also has an up-to-date publication calendar and product catalogue.

CBS also offers websites for four target groups. See:

- [www.werkenbijhetcbs.nl](http://www.werkenbijhetcbs.nl);
- [www.cbsinuwbuurt.nl](http://www.cbsinuwbuurt.nl);
- [www.cbsvooruwbedrijf.nl](http://www.cbsvooruwbedrijf.nl);
- [www.cbs.nl/cbsindeklas](http://www.cbs.nl/cbsindeklas)

### YouTube, Twitter, Facebook

In addition to the website, CBS also distributes its output via

- YouTube (<http://www.youtube.com/statistiekpbs, including subtitled videos>);
- Twitter (<http://www.twitter.com/statistiekpbs and statisticspbs>);
- Facebook ([facebook.com/statistiekpbs and statisticspbs](https://facebook.com/statistiekpbs and statisticspbs)).

### Open data

Since 2014, CBS has provided all tables in StatLine as open data in the form of datasets (<http://opendata.cbs.nl/dataportaal/portal.html# la=nl>). There is also a web app that uses open data and which can display all tables in StatLine as graphs or maps (<http://opendata.cbs.nl/dataportaal/index.html>). This app has been optimised for tablets.

### Corporate news

The CBS Corporate News web app (<https://corporate.cbs.nl>) was launched in 2015 offering topical news items, including new services and products, international developments and events at CBS. It is the digital successor to CBS' printed magazine and is intended for external contacts. The app has been developed specially for use on tablets, smartphones and desktops. The articles are easy to filter and review and they can be shared easily on Facebook, Twitter and LinkedIn. Corporate news is available in English as well (<https://www.cbs.nl/en-gb/about-us/cbs-corporate-news>).

### **Innovation portal**

On the innovation portal (<https://www.cbs.nl/en-gb/our-services/innovation>) CBS showcases the innovative services and products it is developing.

### **Sale of CBS products**

CBS' products can be ordered through the Customer Service Department, P.O. Box 4481, 6401 CZ Heerlen, The Netherlands, by telephone on +31 (88) 570 70 70 or by e-mail at [verkoop@cbs.nl](mailto:verkoop@cbs.nl).

### **Information service**

The central information desk for general questions about CBS and its products can be contacted by telephone on + 31 (88) 570 70 70 or by e-mail at [infoservice@cbs.nl](mailto:infoservice@cbs.nl).

### **European Statistical Data Support**

Statistical information about Europe sourced from Eurostat can be requested by telephone on +31 (88) 570 70 70 (option 5) or by e-mail at [infoservice@cbs.nl](mailto:infoservice@cbs.nl).

### **Statistics Netherlands Contact Center**

Companies, institutions and the public can contact this central information desk with any questions about CBS questionnaires or other survey material by telephone on +31 (45) 570 64 00 or by e-mail at [contactcenter@cbs.nl](mailto:contactcenter@cbs.nl) or by using the contact form on the CBS website at [www.cbs.nl/contactcenter](http://www.cbs.nl/contactcenter).

### **Press office**

The central information desk for the media can be contacted by telephone on +31 (70) 337 44 44 or by e-mail at [persdienst@cbs.nl](mailto:persdienst@cbs.nl). There is more information on the CBS website: [www.cbs.nl/nl-nl/over-ons/contact/pers](http://www.cbs.nl/nl-nl/over-ons/contact/pers).

### **Centre for Policy-related Statistics**

The Centre for Policy-related Statistics provides a variety of services:

- Bespoke research into available source material.
- Advice for clients, such as ministries and public policy and research institutes, large municipalities and other government agencies, on finding, organising and using information required for policy formulation and evaluation.
- Subject to authorisation by the Director General, providing microdatasets to researchers to perform their own analyses under strict security conditions (catalogue <http://www.cbs.nl/nl-nl/menu/informatie/beleid/catalogi>). For the catalogue, see <http://www.cbs.nl/nl-nl/menu/informatie/beleid/catalogi>.

The Centre for Policy-related Statistics charges for its services. Additional information can be obtained by telephone on +31 (70) 337 47 92, on the website at [www.cbs.nl/cvb](http://www.cbs.nl/cvb), or by e-mail at [maatwerk@cbs.nl](mailto:maatwerk@cbs.nl) or [microdata@cbs.nl](mailto:microdata@cbs.nl).

## **Publishing details**

### **Statistics Netherlands**

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#### **The Hague**

Henri Faasdreef 312, 2492 JP The Hague

P.O. Box 24500, 2490 HA The Hague

Telephone +31 (70) 337 38 00

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#### **Heerlen**

CBS-weg 11, 6412 EX Heerlen

P.O. Box 4481, 6401 CZ Heerlen

Telephone +31 (45) 570 60 00

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#### **Bonaire**

Bulevar Gobernador Nicolaas Debrot 67, unit 9 | Kralendijk Bonaire, Caribbean Netherlands

Telephone +599 7178676

E-mail: [caribischnederland@cbs.nl](mailto:caribischnederland@cbs.nl)

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#### **Website**

[www.cbs.nl](http://www.cbs.nl)

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#### **Information service**

Telephone +31 (88) 570 70 70

Email: [infoservice@cbs.nl](mailto:infoservice@cbs.nl)

Fax: + 31 (70) 370 59 94

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