Finance Inspectorate audit calls for improved capacity and coordination at the National Reception Office

As part of the 2023-2028 government programme, the Ministry of Family Affairs, Solidarity, Living Together and Reception of Refugees commissioned an audit of the National Reception Office (NRO) to assess its governance, financial management and operational capacity, against a backdrop of increased migratory pressures.

The report highlights persistent pressure on Luxembourg's reception system for applicants for international protection and beneficiaries of temporary protection. Following the arrival of people fleeing Ukraine in 2022, accommodation capacity increased from around 4,000 to nearly 8,000 beds, mainly through temporary facilities, reaching 8,238 beds according to data from January 2025. However, occupancy rates remained particularly high, at 97% in temporary accommodation facilities for applicants for international protection (SHTDPI) and 96% in temporary protection facilities (SHPT). Despite the increased capacity, waiting lists remained in place, highlighting the gap between legal obligations and the practical provision of reception.

The report further identified the continued occupation of accommodation by beneficiaries of international protection who no longer fell within the reception system as an obstacle to freeing up places for new arrivals. It also found differences in the quality of reception and social support provided by the ONA and its external partners, namely the Luxembourg Red Cross, HUT and Inter-Actions. Responsibilities were not always clearly defined, and common standards and monitoring mechanisms were lacking. The report recommended revising partnership agreements, harmonising reception and social support practices, and strengthening monitoring and controls. It also raised the possibility of bringing certain tasks, particularly first reception and support for vulnerable people, directly under the ONA.

Source(s)

- Government of Luxembourg | Gouvernement Luxembourgeois (1 February, 2026), Revue organisationnelle et financière de l'Office national de l'accueil [Organizational and Financial Review of the National Reception Office],

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