



# Annual overview 2020

## Regular residence

FAMILY <sup>1</sup>	2020	2019	2018
Applications	32,730	40,830	37,580
Decisions	32,460	40,320	39,050
Approved	80%	85%	80%

<sup>1</sup> Including Family reunification based on art. 8 ECHR for unaccompanied minors (AMV) (2020: 3,400 applications, 3,420 decisions, 33% grants).

KNOWLEDGE AND TALENT	2020	2019	2018
Applications	13,710	20,970	19,840
Decisions	13,760	21,390	19,350
Approved	91%	94%	94%

Start-ups	2020	2019	2018
Applications	100	150	130
Decisions	120	140	130
Approved	64%	68%	70%

Students	2020	2019	2018
Applications	12,310	20,430	18,640
Decisions	12,640	20,630	18,670
Approved	96%	99%	98%

Labour migrants	2020	2019	2018
Applications	2,480	3,710	2,960
Decisions	2,600	3,610	2,900
Approved	70%	78%	78%

Brexit	2020
Applications	34,790
Decisions	32,920
Approved	99%

## Naturalisation

NATURALISATION	2020	2019	2018
Applications	43.660	44.400	26.080
Decisions	50.870	27.090	22.410
Approved	97%	97%	96%

## Asylum

FIRST ASYLUM APPLICATIONS	2020	2019	2018
Applications	13,670	22,530	20,350
Decisions	17,350	18,190	14,970
Approved	49%	25%	21%

Second and subsequent applications for asylum	2020	2019	2018
Applications	1,600	2,720	3,560
Decisions	1,540	3,680	2,400
Approved	12%	10%	15%

Family reunification <sup>2,3</sup>	2020	2019	2018
Applications	9,300	6,130	6,580
Decisions	5,970	5,250	9,410
Approved	70%	66%	52%
Family members who joined the asylum seekers and entered the country <sup>4</sup>	3,860	4,180	6,460

<sup>2</sup> Family members of asylum status holders may qualify for an asylum permit under certain conditions.

<sup>3</sup> Excluding Family reunification based on art. 8 ECHR for unaccompanied minors (AMV) (2020: 3,400 applications, 3,420 decisions, 33% grants).

<sup>4</sup> This concerns the number of people who came to the Netherlands as part of family reunification based on asylum permit.

## Top 3 nationalities approved

### Family

1. Indian
2. Turkish
3. Syrian

### Knowledge and talent

1. Indian
2. Chinese
3. American

### Start-ups

1. Indian
2. Russian
3. American

### Students

1. Chinese
2. Indian
3. American

### Labour migrants

1. Chinese
2. American
3. Indian

### Naturalisation

1. Syrian
2. Eritrean
3. Stateless

### 1st applications

1. Syrian
2. Turkish
3. Yemeni

### 2nd and subsequent applications

1. Syrian
2. Afghan
3. Iraqi

### Family reunification

1. Syrian
2. Yemeni
3. Eritrean

## Legal Cases

LEGAL PROCEEDINGS	2020	2019	2018
Number of legal proceedings received	41,150	54,940	46,590
Number of legal proceedings concluded	39,880	51,280	44,640
Percentage asylum upheld	91%	92%	90%
Percentage regular residence upheld	86%	83%	84%

## Services

TELEPHONE	2020	2019	2018
Total number of calls handled	448,670 <sup>5</sup>	464,240	442,600
Total number of e-mails per year handled	88,380	38,570	48,250
Average number of e-mails per month handled	7,370	3,210	4,020

<sup>5</sup> The number of calls handled includes 41,677 calls from the appointment line.

COOPERATING SERVICE	2020	2019	2018
Total number of calls handled	160,000	158,700	150,580
Total number of e-mails per year handled	3,760	6,210	5,100
Average number of e-mails per month handled	315	520	430

DOCUMENTS	2020	2019	2018
Temporary regular residence permit	125,830	157,600	140,730
Permanent regular residence permit	10,510	8,560	13,440
Temporary asylum residence permit	25,850	21,280	21,050
Permanent asylum residence permit	23,160	19,870	9,510
W document	30,770	32,630	25,760
W2 document	1,020	1,310	1,030
EU/EEA citizens residence document	5,630	7,370	9,420
EU/EEA family members residence document	5,370	7,470	5,210
Long-term residents residence	9,030	12,440	11,650
Type of EU/EEA, Withdrawal agreement fixed-term <sup>6</sup>	16,160		
Type EU/EEA, Withdrawal agreement indefinite term <sup>6</sup>	17,400		
Document "frontier worker" under the Withdrawal Agreement <sup>7</sup>	40		

<sup>6</sup> This concerns residence documents for a definite period and for an indefinite period (permanent residence) on the basis of the Withdrawal Agreement. This application can be made by UK nationals or family members of UK nationals who have stayed in the Netherlands for less than five years or five years or longer, respectively.

<sup>7</sup> British frontier workers who worked as frontier workers in the Netherlands before 1 January 2021 and who want to continue these activities as a frontier worker in the Netherlands after 31 December 2020 are eligible for this document.

CUSTOMER CONTACTS IND DESKS	2020	2019	2018
IND desk (incl. biometrics, issuing documents, counter appointments) <sup>8</sup>	270,540	350,410	354,980
Extra location in Utrecht and Amsterdam (Brexit biometrics)	10,000		
Total number of documents delivered via IPKD <sup>9</sup>	28,960		
Total number of documents delivered via PostNL	9,320		
Total	318,820	350,410	354,980

<sup>8</sup> These figures do not include the activities of the expat centres. Customer contacts for DNA testing and the info desk virtually came to a standstill in 2020 as a result of Corona measures.

<sup>9</sup> Interdepartmental Post and Courier Service.

IND CARIBBEAN NETHERLANDS	2020	2019	2018
Applications and requests	4,640	5,440	4,980
Handled	5,170	4,610	5,920

## Notices of default and complaints

NOTICES OF DEFAULT	2020	2019	2018
Number received	8,420	10,250	7,230
Processed on time <sup>10</sup>	20%	37%	50%

<sup>10</sup> In 2020, the percentage of default notices dealt with on time decreased to 20% because due to the applicable Corona measures no interviews could take place in the spring of 2020 and it was therefore practically impossible to take a decision within 14 days of submitting a notice of default. The total amount of penalties paid (notices of default and appeals not being decided on time) for 2020 is € 13 million.

COMPLAINTS	2020	2019	2018
Number received	2,900	1,880	2,010
Processed on time	85%	82%	81%

## INCOME 2020

€ 495.9 million

This amount consists to a large extent (85%) of a contribution from the department. The remaining amount consists of proceeds from fees and other proceeds.

## COSTS 2020

The IND's costs consist of € 365.6 million for human resources (67% of the total). The remaining amount concerns material costs such as premises and automation.

## EXPENDITURE 2020

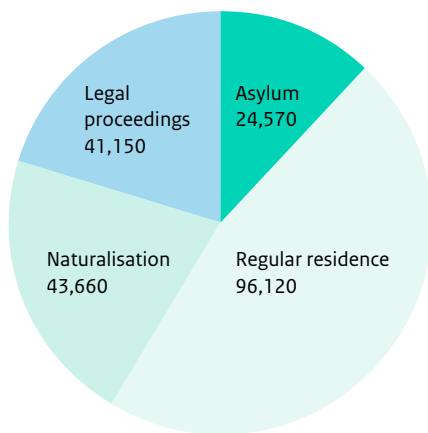
€ 543.8 million

As a result, this represents a negative result of € 47.9 million. The main cause of this is the substantially lower production (as a result of the Corona crisis) where the costs have not dropped as strongly.

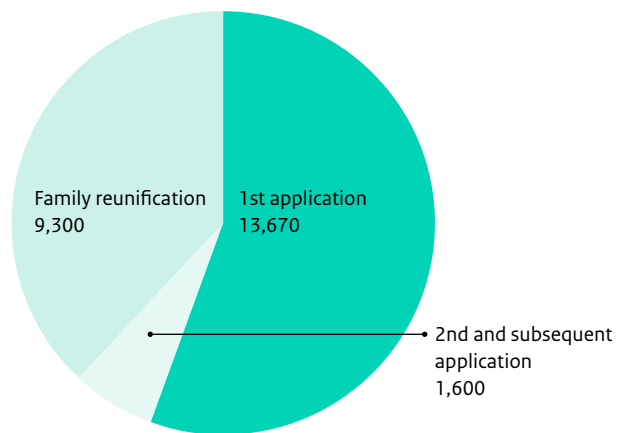
## STAFFING 2020

At the end of 2020, official staffing levels were 3.914 fte. As of 31 December 2020, the number of external colleagues was 848 fte. (including the Task Force).

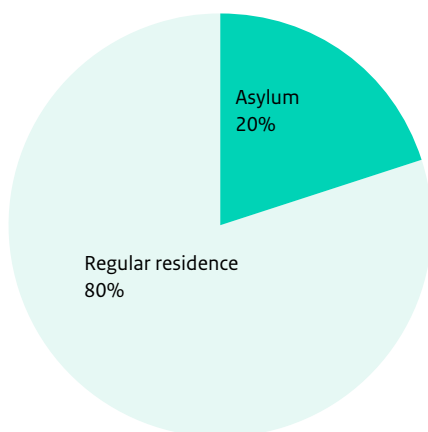
## Number of applications and proceedings



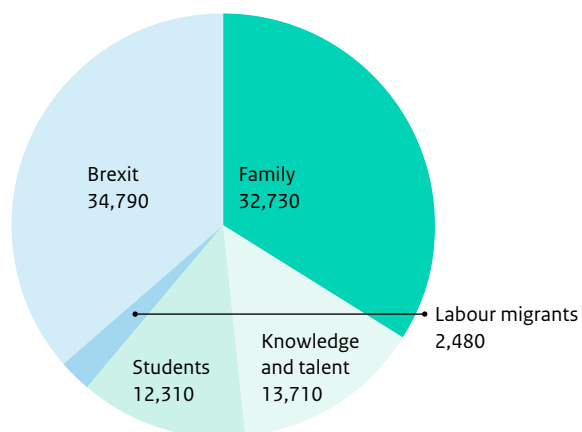
## Applications for asylum



## Number of applications for residence in the Netherlands



## Applications for regular residence



## Number of decisions

