



A focus on the IND

Annual results 2007

Justitie



Immigratie- en Naturalisatiedienst

In 2007, the staff of the Immigration and Naturalisation Service delivered an excellent performance. Close cooperation with the municipalities has resulted in our offices being able to take on a great deal of the local administrative work associated with immigration and naturalisation matters. The pardon scheme was also implemented according to plan and is set to be completed in 2008. The IND has managed to take care of virtually all open applications, eliminating backlogs and reducing waiting times. We are keeping in step with the times, and these successful initiatives have translated into an excellent report card for the IND: in a client satisfaction survey we received a score of 7 on a 10-point scale.

New challenges await us in 2008. For example, we will be laying the foundations for a new information service system and we hope that the first benefits of the Modern Migration Policy will become visible. The IND is continuing to evolve into an organisation that is and remains *“with the times”*!

Managed migration

The backlogs around application processing for regular stays have been almost entirely cleared. In addition, the new influx of applications has been handled effectively, with processing times being reduced.

During the course of 2007, the IND established 9 new offices throughout the Netherlands to help handle applications for regular purposes of stay. In doing so, the IND fully assumed the municipalities' office tasks to do with immigration and migration matters. The IND offices enable the IND to help the customer in a professional, quick and customer-friendly manner.

The workshop 'customer in view' has been developed for our staff, to help them better serve the public through a conscious focus on being customer-oriented.

2007 also saw the start of the **Modern Migration Policy** project. In this project, the IND, together with, amongst others, the Ministry of Justice and the **co-operating organisations**, is working on the Netherlands' future admission policy. In advance of the definitive Modern Migration Policy documents, 2007 saw the IND already score a number of points. One of those is the agreements made with educational institutions to speed up the applications of foreign students.

The IND has concentrated the information lines for enquiries about managed migration procedures in Rijswijk and Den Bosch. As a result, telephone accessibility has been greatly improved.

** In 2007, very many residence documents were extended.*

This explains the large increase from 2006. See also under 'Documents'.

Other managed migration procedures *	2007	2006
Number	63,300	32,850
Number of decisions	62,950	32,500
Files still being processed as of 31-12	700	

Provisional residence permit (mvv)	2007	2006
Number of applications	40,250	40,450
- of which reduced mvv <i>(including highly-skilled migrants)</i>	12,900	11,050
Number of decisions	37,950	43,100
Number of application review decisions	3,050	4,150
Granted applications <i>(% of total number of decisions)</i>	74%	62%
Files still being processed as of 31-12	5,050	
Number of application review decisions still to be taken as of 31-12	500	
Regular residence permit (vvr)	2007	2006
Number of applications	55,000	77,550
Number of decisions	55,250	77,300
Number of application review decisions	22,450	13,150
Granted applications <i>(% of total number of decisions)</i>	83%	81%
Files still being processed as of 31-12	7,300	
Number of application review decisions still to be taken as of 31-12	5,700	
Number of Medical Advice Bureau investigations	280	
Number of linguistic analyses	10	
Extensions of regular residence permit	2007	2006
Number of applications	129,300	125,500
Number of decisions	140,200	116,800
Granted applications <i>(% of total number of decisions)</i>	88%	89%
Files still being processed as of 31-12	13,400	
Short-stay visa	2007	2006
Number of applications	14,600	15,800
Number of decisions	14,650	16,250
Number of application review decisions	6,700	4,200
Granted applications <i>(% of total number of decisions)</i>	50%	55%
Files still being processed as of 31-12	700	
Number of application review decisions still to be taken as of 31-12	1,000	

Top 10 nationalities for mvv applications					
1. Chinese	4,506	11%	7. Indonesian	1,585	4%
2. Indian	3,756	9%	8. Brazilian	1,109	3%
3. Turkish	3,738	9%	9. Filipino	983	2%
4. Surinamese	2,341	6%	10. Russian	952	2%
5. Moroccan	2,244	6%	Other	16,966	43%
6. Somali	2,070	5%	Total	40,250	
Top 10 nationalities for vvr applications					
1. American	4,615	8%	7. Polish	2,104	4%
2. Turkish	4,485	8%	8. Romanian	1,732	3%
3. Chinese	4,187	8%	9. Indonesian	1,532	3%
4. Indian	2,908	5%	10. Japanese	1,516	3%
5. Moroccan	2,881	5%	Other	26,635	49%
6. Bulgarian	2,455	4%	Total	55,050	

MVV applications according to purpose of stay	% of total number of applications	% granted applications for each purpose of stay
Family formation/reunification	52%	62%
Study	18%	93%
Work	9%	81%
Highly-skilled migrants	14%	95%
Other	7%	75%
VVR applications according to purpose of stay		
Family formation/reunification	36%	88%
Highly-skilled migrants	10%	98%
Work	8%	82%
Study	16%	96%
Other	30%	68%

Asylum

The number of asylum applications experienced fluctuations in 2007.

In the spring, the number of applications declined considerably. At the end of the year, just as in the rest of Europe, there was an increase. This was mainly caused by the increasing number of asylum seekers coming from Iraq and Somalia. **Categorical protection** applies to both countries.

With such fluctuations in the influx of asylum seekers, a more flexible effort from staff is needed.

The integration of the Application Centre (AC) and the subsequent (OC) procedure at one location can offer a solution to this. In 2007, a pilot study to explore the possibilities in this area was started. In addition to a more efficient and effective contribution from people and resources, this **AC/OC integration** also offers the possibility of working in a more customer-oriented manner. After all, a quicker conclusion of applications means that the asylum seekers know where they stand.

In order to further increase flexibility, work was carried out in 2007 on the re-organisation of the Zevenaar office for the AC procedure.

Influx of asylum seekers	2007	2006
AC influx 1st application	6,300	5,850
AC influx 2nd or subsequent application	2,100	3,400
Other influx of asylum seekers	1,350	5,200
Total	9,750	14,450
% unaccompanied minor asylum seekers	6%	3%
% applications granted in AC	13%	13%
% applications rejected in AC	15%	29%
Asylum procedures (incl. asylum-related and 14-1)	2007	2006
Number	22,300	33,800
Number of decisions	25,750	33,600
Number of application review decisions	2,950	6,000
Granted applications <i>(% total no. of decisions, including application review)</i>	47%	48%
Files still being processed as of 31-12	7,500	
Number of application review decisions still to be taken as of 31-12	1,050	
Number of Medical Advice Bureau investigations	970	
Number of linguistic analyses	1,060	

Top 10 asylum nationalities					
1. Iraqi	2,450	25%	7. Sierra Leonian	250	2%
2. Somali	2,000	21%	8. Nigerian	200	2%
3. Afghan	500	5%	9. Eritrean	150	2%
4. Iranian	350	4%	10. Burundian	150	2%
5. Chinese	250	3%	Other	3,200	31%
6. Guinean	250	3%	Total	9,750	

Legal representation

In 2007, the IND had to deal with a slight decline in the influx and outflow of judicial procedures.

The number of court procedures is at a stable level and, as a result, it has become possible to work in accordance with the General Administrative Law Act.

Because the Aliens Chamber is dealing with appeals quicker than was previously the case, the application processing time can be considerably reduced. This working method has now been introduced at the majority of aliens chambers.

As a result of the decline in the decision process backlogs, the absolute number of notional appeals in connection with the exceeding of processing times also went down in 2007.

The start of the Repatriation and Departure Service and the pardon scheme has had a great influence on legal representation.

Both developments require a flexible contribution from the staff.

In 2007, important steps were taken with regards to quality improvement. Examples include an implemented judgment framework, intercollegiate testing and continual guidance in the areas of punctuality, completeness and quality. Also, substance has been given in various ways to the notion of service provision. By placing the emphasis on the internal qualitative service provision, the staff contribute towards the creation of the underlying attitude whereby “the applicant is central”.

Handling of regular procedures	2007	2006
Appeal	11,000	9,800
Provisional ruling	12,650	11,350
Applications granted in provisional rulings	25%	17%
Appeal to the Council of State	2,550	2,800
Habeas Corpus	21,400	25,600
Appeal declared well-founded by judge	16%	16%
Appeals against late decisions declared well-founded by judge	6%	7%
Handling of asylum procedures	2007	2006
Appeal	8,500	9,850
Provisional ruling	3,650	4,850
Applications granted in provisional rulings	12%	5%
Appeal to the Council of State	1,950	3,000
Habeas Corpus	1,600	2,250
Appeal declared well-founded by judge	13%	15%
Appeals against late decisions declared well-founded by judge	6%	6%

IND staffing

	Male	Female	2007	2006
Number of FTE's	1.535	1.875	3.410	3.684
Scale 1 - 10	1.014	1.519	2.533	2.744
Scale 11 and above	521	356	877	940
Younger than 35	414	918	1.332	1500
35 - 45 years	584	638	1.222	1.327
Older then 45	537	319	856	857
Health-related absenteeism			6,3%	6,5%

Glossary

Medical Advice Bureau investigation

An investigation into the health status of an alien who has submitted an application for residency at the IND or who, in the event of removal, has indicated that it would be medically unsound for him/her to travel.

Regular permits

A *provisional residence permit (mvv)* is an entry visa for residents of most countries outside of the European Union who want to stay longer than three months in the Netherlands. For stays in the Netherlands of less than three months, a *visa* application is necessary. Companies and educational institutions who submit more than ten mvv applications per year for foreign workers and students can make use of a shortened application procedure (*reduced mvv*). As soon as the alien has entered the Netherlands with a mvv, he/she must apply for a *regular residence permit (vvr)*. The vvr must be periodically extended (*extensions*).

Modern Migration Policy

The government wants to make a fundamental review of the admissions policy in order to be able to respond quickly and decisively to the needs of society and the employment market and to make optimal use of the possibilities offered by migration.

Co-operating organisation

The IND collaborates intensively with various partners, such as the Aliens Police, the Royal Marechaussee, the Repatriation & Departure Service, the Central Agency for the Reception of Asylum Seekers and the International Organisation for Migration (IOM). Each partner has its own area of responsibility within the immigration policy. More information about our partners can be found at www.ind.nl.

Categorical protection

The granting of a residency permit to all asylum seekers from (parts of) countries in which, according to the judgment of the Secretary of State, the situation is too unsafe to return.

AC-OC integration

Decisions on asylum applications within the AC procedure (48 working hours: no extensive investigation necessary) and decisions in the OC or subsequent procedure (6 months: investigation necessary) taken at one location.

Dublin Claim

In the Dublin Agreements and Regulation (EG) 343/2003, it has been established that the country in which an asylum seeker has entered the European Union is responsible for the handling of the asylum application. The result of this is that a country can submit a Dublin Claim to another country if an asylum seeker:

- entered the EU in a country other than the country in which he/she has submitted an asylum application, or
- has previously already submitted an asylum application in another EU country.

Dublin Claim in: a return or readmission request from another EU country or partner state to the Netherlands.

Dublin Claim out: a return or readmission request from the Netherlands to another EU country or partner state.

Legal representation

Appeal: if an application for admission to the Netherlands is refused, the alien may submit an appeal against the decision before the judge of the Aliens Chamber.

Provisional ruling: an alien can request a provisional ruling if he/she wants to wait for the ruling in his/her appeal or review case in the Netherlands.

Appeal to the Council of State: if an asylum seeker does not agree with the ruling of the judge, he/she can, in most cases, submit an appeal to the Council of State. The IND can also submit an appeal to the Council of State against the ruling of a judge.

Habeas Corpus (detention): an alien who is in the Netherlands illegally or an alien to whom access has been refused at the Dutch border is taken into detention. After several weeks, the judge must examine whether the detention is lawful or not. This is the Habeas Corpus procedure.

Naturalisation

On 1st January 2007, the Civic Integration Act came into effect. As a result of this, from 1st April 2007, the naturalisation test in its old form was replaced by the civic integration examination. This examination is administered by the Informatie Beheer Groep. An important difference between the naturalisation test and the civic integration examination are the latter's more rigorous exemption requirements.

It is possible that the above-mentioned change prompted people to submit their naturalisation request in the first months of the year because this number greatly exceeded the estimates. As a result of this peak, processing times increased by a couple of weeks but the requests have still all been settled comfortably within the legal time limit. Extra staff was recruited to prevent backlogs from

occurring. In the second half of the year, the number of requests again declined.

In order to further improve quality in the naturalisation chain, from 1st October 2007 the IND has been measuring the quality of the dossiers delivered by the municipalities. In 2008, the quality of the IND's contribution to the chain is also being measured. With the results of this measurement, in 2008 a start can be made on drawing up targeted improvement plans.

Naturalisation	2007	2006
Number of applications	27,100	28,200
Number of decisions	26,650	23,900
Number of application review decisions	1,300	950
Granted applications (% of total no. of decisions, incl. review decisions)	81%	83%
Files still being processed as of 31-12 (excl. review decisions)	12,250	

Pardon Scheme

On 15th June 2007, the Settlement of the Old Aliens Act Estate Scheme (the pardon scheme) came into effect. Under the pardon scheme, a residency permit can be granted, subject to conditions, to aliens who submitted an asylum application under the old Aliens Act (before 1st April 2001) and who are still in the Netherlands. The IND had already begun its preparations for the pardon scheme in the spring of 2007 (after the appearance of the Coalition Agreement). This meant that implementation could begin directly after the scheme's coming into effect.

The first dossiers to be assessed were those of aliens who were known to the IND. From October 2007, the dossiers arrived of aliens who were not (no longer) known to the IND. These were registered by the municipalities via a so-called mayor's declaration. 23,500 of these aliens satisfy the conditions of the pardon scheme. They have received

a letter with an offer of a residence permit. In 2007, 20,400 aliens from this group took up this offer and received a residence document. In 2008, the pardon scheme will be completed. It is expected that 27,500 persons shall qualify for the scheme.

In order to implement the pardon scheme, many employees from all divisions of the IND put in a great deal of extra effort. In addition, the collaboration with the co-operating organisations, such as the Association of Netherlands Municipalities (VNG), the Repatriation & Departure Service (DT&V), the municipalities themselves - and with interest organisations including the Dutch Council for Refugees, was an important factor in the professional and successful implementation of the pardon scheme.

Total number of dossiers assessed	29,700
Residence documents ordered	20,400
Offer letters sent but still no residence document ordered	3,100
Not qualifying for residence	4,800
Already in possession of residence permit (outside the scheme) or not taking up offer	1,400

Documents

In 2007, the production of aliens documents was higher than average. For example, 20,000 extra documents were issued as part of the pardon scheme. Also, just as in 2006, many residence documents which were issued between 2001 and 2003, (after the introduction of the new Aliens Act) were extended. These documents are valid for 5 years and must therefore be renewed in 2006 and 2007.

Last year, the IND investigated 7,021 documents. This figure is roughly equal to that of 2006. The documents were supplied for investigation from the various divisions of the IND and from the municipalities. It concerns, amongst other things, proofs of identity, marriage and birth certificates, family records and arrest warrants. Thanks to the increased knowledge about source

documents (proofs of identity and certificates) in particular, the IND is increasingly better able to establish the authenticity of documents. It was established of more than 10% (in 2006: 8%) of the documents investigated that they were false or forged or had not been issued by the competent authority. In 4% of cases (in 2006: 4.5%) there appeared to be a reasonable level of doubt.

Documents	2007	2006
Regular temporary residence permit	139,550	130,000
Regular permanent residence permit	92,600	66,000
Temporary asylum residence permit	6,100	6,000
Permanent asylum residence permit	8,150	12,800
Residence permit for community citizen	4,550	15,800
W-document (<i>identity document for asylum seekers during their procedure</i>)	14,900	20,100
Total	265,850	250,700

Accessibility

Telephone

During 2007, the IND took a number of concrete measures in order to improve its telephone accessibility. One of the measures is the introduction of a so-called ‘live menu’. As a result of this system, the caller of the 0900 numbers receives a quicker and better connection to a member of staff. The number of calls to practically every information line has decreased in comparison with 2006.

With the Co-operation authorities line, the number of telephone calls increased by 51,050 in comparison with 2006. The Co-operation authorities line is the information line for our co-operating organisations. In 2007, several international organisations and the Court Offices joined us as co-operating organisations. This last group in particular and questions about the pardon scheme ensured an increase in the number of calls.

Website

The website of the IND, www.ind.nl, supports the IND in its tasks by providing insight into the admission, residence and naturalisation procedures. Thanks to the information on the website, aliens and sponsors are better able to go through these procedures. Also, an explanation of the immigration policy and information about the IND as an organisation is provided for the ‘interested citizen’.

The website’s visitor statistics show that www.ind.nl was visited no less than three million times by 554,067 different visitors. Compared to 2006, the number of unique visitors increased by 86,738.

The “Residence Wizard” is by far the most visited part of the website. The brochure “Verblijf in Nederland” (Residence in the Netherlands) was downloaded more than 140,000 times.

Accessibility by telephone	number of enquires	average accessibility
Managed migration	701,200	90%
Asylum	42,550	88%
Naturalisaton	35,150	98%
Public information	315,700	83%
Co-operation authorities line	163,750	87%
Total	1,258.350	88%

Complaints

In 2007, the IND received 51% less complaints than in 2006. 55% of these complaints related to the processing time and 42% to the service provision. The sharp decrease is partly the result of the clearing of the backlogs. However, complaints about the service provision also decreased in absolute terms. The majority of complaints (96%) were settled within the legal time limit.

The IND wants to be a learning organisation. In 2007, three audits and six improvement groups were held, for example about the processing of mail. A complainant satisfaction survey was carried out for the first time whereby complainants were asked about their experiences of how the IND dealt with their complaint. The average score was a 6.

Complaints	numbers		as % of no. procedures	
	2007	2006	2007	2006
Managed migration	3,543	7,974	0,8%	1,8%
Asylum	782	1,327	2,0%	2,3%
Naturalisation	172	129	0,4%	0,3%
Other	324	412		
Total	4,821	9,842	1,0%	1,7%

This booklet provides an overview of the most important results obtained by the IND. Large numbers have mostly been rounded off to the nearest hundred. An overview of all annual results (figures) can be found on the IND's website (www.ind.nl).

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