



Immigration and Naturalisation  
Service

*Ministry of the Interior and  
Kingdom Relations*

# A focus on the IND

Annual results 2010

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# Foreword

In 2010 the IND once again devoted itself to providing good service to the client and ensuring the timely and meticulous handling of applications. Processing times were shortened, and the percentage of decisions on applications for residence permits that was completed within the term that has been laid down by law or that was agreed in consultation with the foreign national or his lawyer, is 94%. The service standards (promises to the client) that are used for the IND desks and the Appointments Line were measured twice in 2010, and show an appreciation of more than 80% by the client. In addition, the IND received more than 6% fewer complaints in 2010 than in 2009.

In the past year the improved asylum procedure took effect and the bill on Modern Migration Policy (MoMI) was adopted by parliament. As the introduction of the new IND information system INDiGO requires more time than had been estimated beforehand, MoMI will take effect later than planned.

In this booklet you will find - apart from a brief review of the main developments of the past year - an overview of, among other things, completed procedures, residence permits issued, naturalisation requests granted, and objection and appeal procedures. Large numbers have, for the most part, been rounded off to the nearest fifty. An overview of all the annual results (annual figures) can also be found on our website: [www.ind.nl](http://www.ind.nl).

In the centre of the booklet you will find a concise immigration chart showing the principal countries of origin of immigrants registered in 2010, categorised by the different purposes of stay (students, highly skilled migrants, labour migrants, family formation/reunification, asylum).

I hope you will enjoy reading this booklet.

R.J.T. van Lint  
*General Director of the IND*

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# Improved asylum procedure realised

On 1 July 2010 the improved asylum procedure took effect. The implementation of this new procedure was carried out successfully from the very beginning, in good collaboration with the cooperating organisations. In the middle of 2010 the asylum location in Rijsbergen was also closed down, and the new application centre in Den Bosch was taken into use. With its opening there are now three equivalent locations in addition to AC Schiphol, whereby each location processes a proportionate part of the influx.

After the introduction of the new procedure and the opening of the third countryside AC, each location handles its own influx in a fully independent manner. Starting from this fact, the Asylum Department gives increasingly more substance to *case responsibility*. This means that one employee is linked to each case.

***Case responsibility** entails that the same employee handles an application for a residence permit and manages the progress in the relevant file.*

## Completion of applications under the Spekman motion

In 2010 the Spekman motion was implemented. This motion entailed that asylum seekers who had exhausted all legal remedies and who had submitted an application for medical reasons, would, in any case, receive accommodation. Up to and including 22 November 2010 about 60 of these applications were submitted to the IND desk. Thus, only a very small number of foreign nationals used this possibility at that time. Because the implementation of the motion substantially reduces the processing times in the relevant procedures, and due to the efficient collaboration with the cooperating organisations, the motion was completed successfully. The implementation of the motion is now included in the regular work process.

# Client contacts

## Service standards for desks and the Appointments Line

As a client-oriented organisation the IND draws up service standards. These service standards are promises to the client. Because many client contacts take place at the IND desks and the Appointments Line, these departments were among the first to formulate service standards, namely:

- You will have access to an IND desk within two weeks.
- Within 5 working days you will receive written confirmation of your appointment for the submission of your application.
- You will be given a route description so that you can find the IND desk
- For general information you can turn to an IND desk without an appointment.
- Our employees will give you an explanation about your residence permit.

These service standards were measured twice in 2010. On average a score of more than 80% was received, with respect to all the standards.

### Accessibility

	2010	2009
• Total number of questions by telephone	1.09 mil.	1.33 mil.
• Average accessibility by telephone	*80%	88%
• Visits to the desk (= number of appointments made)	88,400	94,400
• Unique visitors <a href="http://www.ind.nl">www.ind.nl</a>	1,2 mil.	1,3 mil.
- of which visits to <a href="http://www.ind.nl">www.ind.nl</a>	2,5 mil.	2,2 mil.

*\* The accessibility in the period July to October dropped as a result of organisational reasons (temporarily lower staffing at the telephones) and an increased demand. On the basis of the measures taken in response to this, the accessibility has reached the old level of more than 90% since October.*

### Accessibility of telephone services

Telephone services were set up at two locations in the past year: Zwolle and Rijswijk. Apart from giving information and making appointments, these units also provide presentations and handle e-mail requests that are submitted via Internet. The Rijswijk location includes, in addition, the Business Services unit, also called the Cooperating Service.

Both locations have a Front Desk and a Back Office. Daily more than 2000 clients call the Front Desk. The Back Office answers all calls that are passed on by the Front Desk in connection with their complexity. Every day more than 600 calls are taken by the Back Offices. In the case of Business Services, all calls come from Cooperating Organisations such as the Repatriation and Departure Service, the municipalities, the Aliens Police and the legal profession. This concerns about 550 calls a day.

## Modern Migration Policy: a lot of work behind the scenes

In 2010 the Modern Migration Policy Bill was adopted by the Senate and placed in the Bulletin of Acts and Decrees. Meanwhile the Aliens Act Implementation Guidelines, application forms, leaflets and correspondence texts have been modified accordingly. An intensive coordination has been conducted with the cooperating organisations, about - among other things - the data exchange. In spite of all these preparations, however, the fact remains that one of the preconditions for the implementation of the Modern Migration Policy has not been fulfilled yet, namely the roll-out of the new IND information system INDiGO. As a result of this, the Modern Migration Policy has not been implemented yet. Several pilots have already been realized, in which the IND and its clients are testing the new policy. En route to the implementation of the Act, the number of pilots will be intensified.

## Once again fewer complaints

Fortunately the number of complaints about the IND is continuing to decrease: in 2010 the IND received well over 6% fewer complaints than in 2009. Among these complaints, 52% concerned the duration of the procedure, 37% concerned services, 6% concerned policy and 3% concerned the way in which the person involved had been treated. Since 1 October 2009 the 'Wet Dwangsom en beroep niet tijdig beslissen' (Penalty Payments and Appeal (Failure to Give Timely Decisions) Act has been in force. In 2010 1,052 notices of default were submitted, of which 66% were dealt with within fourteen days. In 2010 the IND dealt with 90.7% of all complaints within the statutory term of six weeks. In 2009 this was 91%. Private complainants are called by phone after the settlement of their complaints. They are asked whether they are satisfied with the handling of their complaints. That appreciation rose to a 6 (out of 10) in 2010, while this was 5.2 in 2009.

### Complaints

	2010	2009
• Total number of complaints	2,793	2,974
• Timely settlement of complaints	90.7%	91%
• Complaints in respect of procedures	0.8%	0.9%
• Notices of default	1,052	-

# Fraud is becoming increasingly difficult

In 2010 the IND made a cognizable and discernible effort to enforce the Aliens Act by means of directed intensification of checks for fraud and abuse. In that way, together with the Ministry of Foreign Affairs, efforts were made in combating fraud occurring through *consular marriages*. In 85% of the 240 investigated files, this led to a rejection of the application. Owing to this temporary intensification of the checks, the influx of residence applications of this type fell to almost zero. The focus on fraud by Somalian nationals travelling in connection with family reunification also had a strongly preventive effect in 2010. In this way the influx of residence applications for Somalian foster children dropped sharply.

## Organisations cooperating in the process

Enforcement is becoming more and more integrated as a result of cooperation with partners inside and outside the criminal law chain. Fraud occurring in the general pardon scheme, for example, became the subject of a large-scale investigation conducted in 2010 by the IND Bureau of Special Investigation, together with the aliens police and the Public Prosecution Service. Identity fraud was reported by the IND in 450 of the

approximately 30,000 files. The residence permits were also withheld in 350 of these files.

In the other files an investigation into withdrawal is ongoing. This led to criminal convictions in a large number of cases.

The IND is also involved as a principal in a pilot of the Public Prosecution Service called “The Wall”, which refers to measures against Chinese migration criminality.

## Fraud in the case of naturalisation

In 2010 the IND found suspicions of fraud in 172 files of naturalised Dutch citizens. In 45% of the cases these concerned suspicions of identity fraud. The other files involved suspicions of other types of fraud, such as the simulation of a relationship. For 19 persons this actually led to the withdrawal of Dutch citizenship, and for 10 persons to the opinion that they never had been Dutch citizens. In 5 files the IND ultimately saw no reason to continue the withdrawal procedure. The remaining files are still being handled.

*A consular marriage is a marriage that has been concluded at an embassy or consulate of the country of origin of one of the spouses, whereby neither person is (also) of Dutch nationality (as well as the nationality of the country of origin).*



## Coming soon: residence documents with chip

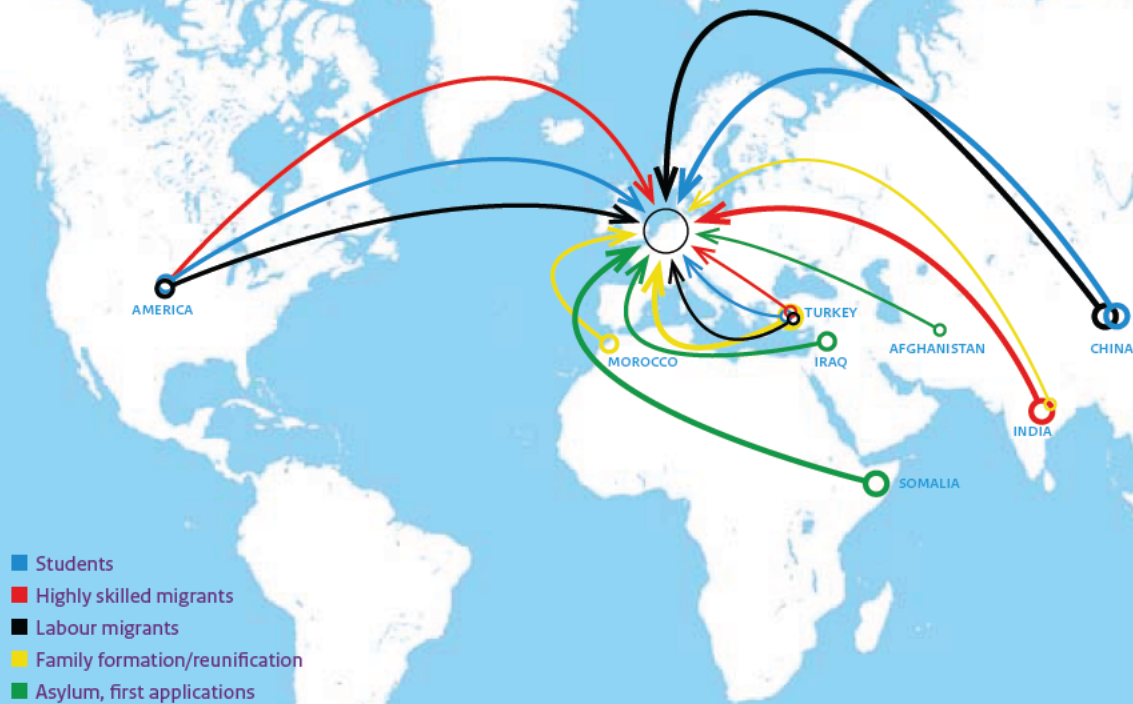
Soon, aliens documents will be subject to the same rules as passports. This means that residence documents of EU countries will be provided with a chip with a digital photograph and two fingerprints. This measure is intended to combat fraud with residence documents.

The preparations for this measure were made in 2010. In the course of this year booths will be placed at several IND locations where the biometric data can be taken (facial scan, fingerprints) and new residence documents, with a chip, will be issued.

## IND Caribbean Netherlands Unit

In 2010 the IND acquired an overseas unit; the IND Caribbean Netherlands Unit. On the three BES islands Bonaire, Saint Eustace and Saba this unit is responsible for the implementation of the aliens policy and the naturalisation policy. The unit handles admission applications and requests for naturalisation, and provides (administrative) activities in connection with Return. The principal establishment is on Bonaire, and in addition there are establishments on St Eustace and Saba. The IND is responsible for the Caribbean Netherlands Unit in terms of content, and also manages the Unit. On the islands, new regulations under immigration law are used, which are tailored to the situation on the BES islands.

## Top 3 influx visualized



## Cross-border Cooperation

In 2010 the EU made funds available for a project relating to medical country information (MEDCOI). In the meantime, also countries such as Germany, Italy and Belgium have shown interest for this project.

Existing successful products such as the 'Interpreters Pool Project' and 'Temporary Desk on Iraq' are being continued.

In this way, the knowledge and experience gained remain useful for the realisation of a European asylum policy.

In Bosnia Herzegovina and Turkey the IND retains international influence as well, because there are at present various 'twin cities' projects still ongoing with these countries.

This year the IND made interpreters available for a mission that must strengthen the external borders of Greece.

These interpreters provide the translation when the first screening is done by border security officers.

The Immigration Liaison Officer (ILO) post in Cameroon was closed according to plan, and the preparations for a new post in Cairo were completed. In addition, preparations were made to establish ILOs at other locations in the world as well.

## Objection and appeal

With the IND the client comes first. To be able to serve the client even better, the project 'Reducing Valid Objections' has been started. This project is aimed at taking the right decisions in the first instance in one go, and strives for an easing of the burden for citizens, less costly objection procedures for the IND, and a reduction in subsidised legal assistance.

Within this project employees are challenged to work in another manner, the so-called informal approach.

Examples include more contact by telephone, or an informal talk with the client. This informal approach is derived from the more comprehensive 'Degree of Regulations and Service Programme (PRED)' of the Ministry of the Interior and Kingdom Relations, which focuses on various government organisations in the Netherlands.

### Rulings from the Council of State

In 2010 the Council of State expressed its opinion on, among other things, the manner in which it is assessed whether a substantial Dutch economic interest exists in the case of a Turkish self-employed person. The assessment was that the Assessment Framework used since 2007 is contrary to the Association Agreement with Turkey. To prevent forced payment

of penalties, the Economic Migration Department, in cooperation with legal presentation, has again submitted 480 cases to the Ministry of Economic Affairs, Agriculture and Innovation to obtain modified advice. On this basis new decisions have been taken in all these cases.

There has also been an important decision concerning Somalian asylum cases. In both current and new cases the IND must, as yet, explain why Somalians - despite the poor general situation in their country of origin - can return to Somalia.

## Shorter processing times

Timely and qualitatively correct handling of the supply of work had also high priority for the IND in 2010. As regards the handling of applications for residence, the IND is bound to statutory terms inside which a decision must be taken. In addition, there is the possibility to adjourn the term for making a decision. It is also possible to make an agreement with the lawyers and/or the foreign national regarding a date at which a decision must have been taken, which is separate from the statutory terms.

In 2010 94% of the applications (including objections) were completed within the term that has either been laid down by law or that had been agreed in consultation with the foreign national or his lawyer.

## Naturalisation

Also in the past year, the Naturalisation Department made its decisions well within the statutory term of 52 weeks. The fact is that the average term for making a decision amounted to 29 weeks. The term starts after the submission of the application with the municipality.

## Asylum applications

The Asylum Department realized 81% of the production in 2010 within the promised term. In 2009 this percentage was 71%. The average processing time was substantially reduced, and was ultimately calculated at 191 days for the whole of 2010 compared to 240 days in 2009. In 2010 the Asylum Department consequently took decisions on asylum applications more quickly, and in more cases in a timely manner. This progress is also the result of the introduction of the improved asylum procedure.

## Regular purposes of residence

Applications for regular purposes of residence (family migration, paid employment etc.) are completed within the IND by 2 departments (Managed Migration Department and Economic Migration Department). For the Economic Migration Department, decisions were taken for 98% within the statutory term. For the Managed Migration Department this percentage was 93%. When terms could not be realized, the client was informed in good time and new arrangements were made about a modified term for completion.

## Direct decisions at the IND desk

In the field of family migration, decisions were also taken as much as possible at the IND desk. In 40% of all the applications for residence permits within the framework of family migration for which a regular provisional residence permit was required, and for children who are born in the Netherlands, the desk units decided directly. This had a positive effect on the processing time of these products.

# Operational management

## Income

In 2010 the income of the IND consisted of an amount of the parent ministry (about 85%) and of the income of administrative charges (about 15%).

The IND closed the books in 2010 with a positive balance of € 2,725,000.

## Staffing level

The total staffing of 3,322 FTE (official and external) declined in 2010 by 236 FTE compared to the end of 2009 (3,558 FTE).

Estimated income and expenditure	Framework Realisation Realisation		
	2010	2010	in %
• Total income	369,409	365,144	99%
• Total expenditure	369,409	362,419	98%
- including staffing costs	200,371	211,375	105%
- including material costs	169,038	151,044	89%
• Balance of income and expenditure	0	2,725	-

(Figures x € 1,000)

# Organisation chart

## General Management

- General Management
- Support Bureau for the General Management Staff
- Corporate Communication Department

## Staff directorates

- Implementation policy
- Information provision (being established)
- Resources & Control
- Human Resource

## Departments

- Asylum
- Managed Migration
- Economic Migration
- Naturalisation
- Legal representation
- Specialist Services and International Cooperation

# Results in figures

## Documents

	2010	2009
• Temporary regular resident permit	105,800	118,850
• Permanent regular residence permit	19,550	23,400
• Temporary asylum residence permit	11,150	10,450
• Permanent asylum residence permit	3,800	3,250
• Residence permit for a community citizen	3,000	3,150
• W-document	23,750	19,500
• Total	167,200	178,600

## Exclusion orders

	2010	2009
• Number of decisions	2,000	2,300
• Number of exclusion orders (of the number of decisions)	1,400	1,650

## Timeliness

	2010	2009
• Total number of decisions	246,100	272,600
- of which with statutory term	235,100	264,400
• Number of decisions within the statutory term	220,900 (94%)	240,600 (91%)

## Asylum influx

	2010	2009
• AC influx, 1st application	12,700	13,900
• AC influx, 2nd or subsequent application	1,750	1,200
• Other asylum influx	750	1,100
Total	15,200	16,200

## Asylum influx (continued)

	2010	2009
• Unaccompanied Minor Asylum Seekers/ Foreign Nationals	5%	7%
• Number of applications in AC granted	22%	14%
• Number of applications in AC rejected	18%	12%

## Decisions

	2010	2009
• Total supply of decisions to be taken	24,900	24,300
• Number of decisions	26,100	22,700
• Total number of applications for review submitted	500	800
• Number of decisions on applications for review	700	700
• Grants (percentage of total number of decisions including applications for review)	40%	41%

## Top 3 nationalities seeking asylum,

### 1st applications

	number	percentage
1. Somalian	3,400	25%
2. Iraqi	1,400	10%
3. Afghan	1,400	10%
Other	7,100	55%
Total	13,300	100%

## Top 3 nationalities seeking asylum,

### 1st applications granted

	number	percentage
1. Somalian	3,600	41%
2. Iraqi	1,450	17%
3. Afghan	750	9%
Other	2,900	33%
Total	8,700	100%

## Students

	2010	2009
• Number of applications for mvv	8,550	8,500
• Number of decisions on mvv	8,400	8,550
• Grants for mvv	99%	98%
• Number of applications for vvr	10,550	10,150
• Number of decisions on vvr	10,350	10,050
• Grants for vvr	99%	99%

### Top 3 nationalities, number of granted

Applications for vvr, 1st application	number	percentage
1. Chinese	2,150	21%
2. American	1,300	12%
3. Turkish	650	6%
Other	6,200	60%
Total	10,300	100%

## Highly skilled migrants

	2010	2009
• Number of mvv applications	4,700	4,450
• Number of decisions on mvv	4,650	4,300
• Grants for mvv	98%	97%
• Number of applications for vvr	5,900	5,400
• Number of decisions on vvr	5,450	5,150
• Grants for vvr	99%	98%

### Top 3 nationalities, number of granted

applications for vvr, 1st application	number	percentage
1. Indian	1,750	32%
2. American	750	14%
3. Turkish	450	8%
Other	2,500	46%
Total	5,450	100%

## Labour migrants

	2010	2009
• Number of mvv applications	2,300	2,900
• Number of decisions on mvv	2,450	2,650
• Grants for mvv	81%	84%
• Number of applications for vvr	3,300	3,500
• Number of decisions on vvr	2,650	3,800
• Grants for vvr	78%	82%

### Top 3 nationalities, number of granted

applications for vvr, 1st application	number	percentage
1. Chinese	600	28%
2. American	300	14%
3. Turkish	100	6%
Other	1,100	53%
Total	2,050	100%

## Family formation/reunification

	2010	2009
• Number of mvv applications	33,150	29,050
• Number of decisions on mvv	33,200	27,100
• Grants for mvv	47%	58%
• Number of applications for vvr	20,900	22,000
• Number of decisions on vvr	19,450	21,250
• Grants for vvr	94%	93%

### Top 3 nationalities, number of granted

applications for vvr, 1st application	number	percentage
1. Turkish	2,450	13%
2. Moroccan	1,650	9%
3. Indian	1,150	6%
Other	13,050	71%
Total	18,300	100%



### Other regular purposes of residence

	2010	2009
• Number of mvv applications	4,850	5,750
• Number of decisions on mvv	5,350	5,000
• Grants for mvv	62%	67%
• Number of applications for vvr	15,350	17,050
• Number of decisions on vvr	14,000	16,000
• Grants for vvr	78%	72%

### Top 3 nationalities, number of granted

applications for vvr, 1st application	number	percentage
1. Bulgarian	1,350	12%
2. Rumanian	750	7%
3. American	700	6%
Other	8,100	74%
Total	10,950	100%


### Total overview Regular

	2010	2009
• Total number of applications for mvv	53,600	50,700
• Total number of decisions on mvv	54,050	47,650
• Total number of applications for vvr	56,000	58,100
• Total number of decisions on vvr	51,950	56,250
• Total number of applications for extension*	74,550	95,700
• Total number of decisions on applications for extension*	72,050	92,300
• Total number of applications for review submitted (mvv + vvr)	11,500	12,500
• Total number of decisions on applications for review (mvv + vvr)	10,100	13,200
• Total number of applications for short stay visa	3,350	5,050
• Total number of decisions on applications for short stay visa	3,350	5,200
• Total number of applications for review of short stay visa	4,850	4,900
• Total number of decisions on applications for review of short stay visa	4,500	5,100

\* Total number of applications for extension contains the following procedures: vvr (permanent regular residence permit), vvr extension and amendment of purpose of stay.

<b>Legal representation</b>	<b>2010</b>	<b>2009</b>
• Number of appeal procedures	18,000	13,400
• Appeal held well-founded by the court	21%	20%
• Number of provisional ruling procedures	13,000	11,000
• Number of further appeal procedures	4,600	2,800
• Number of Habeas Corpus procedures	19,000	19,000
• Number of further appeal Habeas Corpus procedures	1,500	1,500

<b>Naturalisation</b>	<b>2010</b>	<b>2009</b>
• Number of applications	26,300	25,000
• Number of decisions	20,000	25,600
• Total number of applications for review submitted	900	1,000
• Number of decisions on applications for review	1,150	1,600
• Grants (percentage of total number of decisions including applications for review)	89%	89%



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