



Annual figures for 2017

Asylum	2017	2016
First applications for asylum	14,720	18,170
Second and subsequent asylum applications	2,120	1,660
Family reunification	14,490	11,810
Initial, second and subsequent asylum applications	30%	54%

*Family members of asylum holders may be eligible under certain conditions after travelling to the Netherlands for family reunification. It concerns the number of people travelling to the Netherlands in the context of family reunification.

Knowledge & Talent	2017	2016
Applications (11,850 TEV + 4,790 VVR)	16,640	13,900
Decisions (11,790 TEV + 4,770 VVR)	16,560	13,900
Approved (97% TEV + 84% VVR)	94%	93%

Migrant workers	2017	2016
Applications (1,860 TEV + 740 VVR)	2,600	2,030
Decisions (1,840 TEV + 750 VVR)	2,590	1,950
Approved (75% TEV + 73% VVR)	74%	79%

Students	2017	2016
Applications (12,460 TEV + 4,850 VVR)	17,310	16,170
Decisions (12,530 TEV + 4,790 VVR)	17,320	16,480
Approved (98% TEV + 99% VVR)	98%	98%

Family	2017	2016
Applications (23,720 TEV + 11,640 VVR)	35,360	36,840
Decisions (26,880 TEV + 11,720 VVR)	38,610	31,800
Approved (71% TEV + 86% VVR)	75%	78%

Legal proceedings	2017	2016
Number of legal proceedings received	41,510	41,040
Number of legal proceedings concluded	39,100	38,080
Percentage of asylum decisions upheld	91%	89%
Percentage of regular residence upheld	88%	87%

Telephone	2017	2016
The total number of calls received	543,020	510,090
Average number of emails per month	4,080	2,250
Average telephone availability	77%	75%

Documents 2017	2016
Regular temporary residence permit	120,160
Regular permanent residence permit	22,400
Temporary asylum residence permit	35,390
Permanent asylum residence permit	6,130
W-document	20,660
W2-document	900
EU/EEA citizen residence document	7,400
EU/EEA family member residence document	3,690
Long-term resident residence document	9,030

IND Desk visits (excluding Expat centres)	2017	2016
Total number of visits whether or not made by appointment at an IND desk (excluding issuing documents, taking biometrics and DNA)*	102,370	64,890
Total number of residence documents issued by the IND	189,510	162,050

*Including issuing documents, taking biometrics and DNA, the figure for 2017 is: 382,820

The number of IND desk visits in 2016 is not entirely comparable to that in 2017. The higher number of desk visits in 2017 is partly explained by poorer telephone availability in 2017, resulting in customers from the IND going to the walk-in and information desks. In addition, the increase can be explained by a different system, namely the walk-in desk.

Naturalisation	2017	2016
Applications	23,360	23,190
Decisions	20,910	22,800
Approved	97%	97%

Top 3 nationalities first asylum applications

1 Syrian 2 Eritrean 3 Moroccan

Top 3 Nationalities Knowledge & Talent

1 Indian 2 American 3 Chinese

Top 3 Nationalities Migrant Workers

1 Chinese 2 American 3 Indian

Top 3 Nationalities Students

1 Chinese 2 American 3 Indian

Top 3 Nationalities Family

1 Indian 2 Syrian 3 Turkish

IND Caribbean Netherlands 2017	2016
Applications and requests	4,900
Concluded	4,500

Complaints	2017	2016
Number received	2,340	1,540
Processed on time	86%	80%

Notices of default	2017	2016
Number received	7,990	4,420
Processed on time	57%	63%

Other figures	2017
Income	€ 414.1 million.
Expenditure	€ 383.7 million.
Staffing	3,057 fte.