



Annual overview 2018

Regular residence

FAMILY	2018	2017
Applications	37,580	35,360
Decisions	39,050	38,610
Approved	80%	75%

Top 3 nationalities

1. Indian
2. Turkish
3. Syrian

KNOWLEDGE AND TALENT	2018	2017
Applications	19,840	16,640
Decisions	19,350	16,560
Approved	94%	94%

Top 3 nationalities

1. Indian
2. American
3. Chinese

Start-ups	2018	2017
Applications	130	80
Decisions	130	80
Approved	70%	68%

Top 3 nationalities

1. Indian
2. Iranian
3. American

Students	2018	2017
Applications	18,640	17,310
Decisions	18,670	17,320
Approved	98%	98%

Top 3 nationalities

1. Chinese
2. American
3. Indian

Labour migrants	2018	2017
Applications	2,960	2,600
Decisions	2,900	2,590
Approved	78%	74%

Top 3 nationalities

1. Chinese
2. American
3. Indian

Naturalisation

NATURALISATION	2018	2017
Applications	26,080	23,360
Decisions	22,410	20,910
Approved	96%	97%

Top 3 nationalities

1. Stateless
2. Somali
3. Moroccan

Asylum

ASYLUM	2018	2017
First asylum applications	20,350	14,720
Second and subsequent applications for asylum	3,560	2,120
Family reunification ¹	6,460	14,490
First, second and subsequent applications for asylum	20%	30%

Top 3 nationalities

1. Syrian
2. Iranian
3. Turkish

¹ Family members of asylum holders may, under certain conditions, be eligible for an asylum permit. It concerns the number of people travelling to the Netherlands in the context of family reunification.

Legal Cases

LEGAL PROCEEDINGS	2018	2017
Number of legal proceedings received	46,590	41,510
Number of legal proceedings concluded	44,640	39,100
Percentage asylum upheld	91%	91%
Percentage regular residence upheld	83%	89%

Caribbean Netherlands

IND CARIBBEAN NETHERLANDS	2018	2017
Applications and requests	4,940	4,900
Concluded	4,840	4,500

Services

TELEPHONE	2018	2017
Total number of calls handled	442,600	420,210
Total number of e-mails per year	48,250	37,400
Average number of emails per month	4,020	3,120

CHAIN SERVICE LINE	2018	2017
Total number of calls handled	150,580	154,060
Total number of e-mails per year	5,100	5,580
Average number of e-mails per month	430	470

DOCUMENTS	2018	2017
Regular temporary residence permit	140,730	120,160
Regular permanent residence permit	13,440	22,400
Temporary asylum residence permit	21,050	35,390
Permanent asylum residence permit	9,510	6,130
W document	25,760	20,660
W2 document	1,030	900
EU/EEA citizens residence document	9,420	7,400
EU/EEA family members residence	5,210	3,690
Long-term residents residence	11,650	9,030

IND DESK VISITS <i>(excluding Expat Centres)</i>	2018	2017
Total number of visits whether or not by appointment at IND desks <i>(excluding issuing documents, taking biometrics and DNA)</i> ²	79,580	102,370
Total number of residence documents issued by the IND	183,400	189,510

² Including issuing documents, taking biometrics and DNA, the figure for 2018 is 354,980.

Notices of default and complaints

NOTICES OF DEFAULT	2018	2017
Number received	7,230	7,990
Processed on time ³	50%	57%

³ Notices of default that were not processed on time resulted in a sum of €1,354,000 in automatic penalties.

COMPLAINTS	2018	2017
Number received	2,010	2,340
Processed on time	81%	86%

INCOME 2018

€ 418.7 million

This amount comes to a large extent from the department. The remaining amount consists of proceeds from fees and other proceeds.

EXPENDITURE 2018

€ 394.3 million

As a result, this represents a positive result of € 24.3 million.

COSTS 2018

The IND's costs consist of € 265 million (around 67%) for human resources. The remaining amount concerns material costs such as premises and automation.

STAFFING 2018

At the end of 2018, official staffing levels were 2.933 fte.

As of 31 December 2018, the number of external staff was 855.5 fte.