



Annual overview 2019

Regular residence

FAMILY	2019	2018	2017
Applications	40,830	37,580	35,360
Decisions	40,320	39,050	38,610
Approved	85%	80%	75%

Top 3 nationalities

1. Indian
2. Turkish
3. Syrian

KNOWLEDGE AND TALENT	2019	2018	2017
Applications	20,970	19,840	16,640
Decisions	21,390	19,350	16,560
Approved	94%	94%	94%

Top 3 nationalities

1. Indian
2. American
3. Chinese

Start-ups	2019	2018	2017
Applications	150	130	80
Decisions	140	130	80
Approved	68%	70%	68%

Top 3 nationalities

1. Indian
2. Iranian
3. South African

Students	2019	2018	2017
Applications	20,430	18,640	17,310
Decisions	20,630	18,670	17,320
Approved	99%	98%	98%

Top 3 nationalities

1. Chinese
2. American
3. Indian

Labour migrants	2019	2018	2017
Applications	3,710	2,960	2,600
Decisions	3,610	2,900	2,590
Approved	78%	78%	74%

Top 3 nationalities

1. Chinese
2. American
3. Indian

Naturalisation

NATURALISATION	2019	2018	2017
Applications	44,400	26,080	23,360
Decisions	27,090	22,410	20,910
Approved	97%	96%	97%

Top 3 nationalities

1. Stateless
2. Syrian
3. Unknown ¹

¹ This 'unknown' group largely concerns children born in the Netherlands who become Dutch through naturalisation together with their parents and are (still) registered in the system with an unknown nationality.

Asylum

ASYLUM	2019	2018	2017
First asylum applications	22,530	20,350	14,720
Second and subsequent applications for asylum	2,720	3,560	2,120
Family reunification ²	4,180	6,460	14,490
First, second and subsequent applications for asylum	22%	20%	30%

Top 3 nationalities

1. Syrian
2. Nigerian
3. Iranian

² 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	2019	2018	2017
Number of legal proceedings received	54,940	46,590	41,510
Number of legal proceedings concluded	51,280	44,640	39,100
Percentage asylum upheld ³	92%	90%	91%
Percentage regular residence upheld ³	83%	84%	88%

³ The rates for decisions upheld in 2018 and 2017 have changed slightly as a result of a new means of calculating that only counts substantive appeals.

Services

TELEPHONE	2019	2018	2017
Total number of calls handled	464,240	442,600	420,210
Total number of e-mails per year	38,570	48,250	37,400
Average number of emails per month	3,210	4,020	3,120

CHAIN SERVICE LINE	2019	2018	2017
Total number of calls handled	158,700	150,580	154,060
Total number of e-mails per year	6,210	5,100	5,580
Average number of e-mails per month	520	430	470%

DOCUMENTS	2019	2018	2017
Regular temporary residence permit	157,600	140,730	120,160
Regular permanent residence permit	8,560	13,440	22,400
Temporary asylum residence permit	21,280	21,050	35,390
Permanent asylum residence permit	19,870	9,510	6,130
W document	32,630	25,760	20,660
W2 document	1,310	1,030	900
EU/EEA citizens residence document	7,370	9,420	7,400
EU/EEA family members residence	7,470	5,210	3,690
Long-term residents residence	12,440	11,650	9,030

IND DESK VISITS (excluding Expat Centres)	2019	2018	2017
Total number of visits whether or not by appointment at IND desks (excluding handing out documents, taking biometrics and DNA) ⁵	56,900	79,580	102,370
Total number of residence documents issued by the IND	211,080	183,400	189,510

⁵ Including handing out documents, taking biometrics and DNA, the figure for 2019 is: 350,410.

Notices of default and complaints

NOTICES OF DEFAULT	2019	2018	2017
Number received	10,250	7,230	7,990
Processed on time ⁶	37%	50%	57%

⁶ The total amount of penalties paid in 2019 was € 6.6 million.

COMPLAINTS	2019	2018	2017
Number received	1,880	2,010	2,340
Processed on time	82%	81%	86%

INCOME 2019

€ 459.1 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.

EXPENDITURE 2019

€ 481.6 million

As a result, this represents a negative result of € 22.5 million. The main reason for this is the creation of a provision for the payment of penalties.

COSTS 2019

The IND's costs consist of € 312.2 million for human resources (65% of the total). The remaining amount concerns material costs such as premises and automation.

STAFFING 2019

At the end of 2019, official staffing levels were 3.701 fte.

As of 31 December 2019, the number of external colleagues was 601 fte.