



# The IND in 2014

## Foreword

People come to the Netherlands for all kinds of reasons. People who don't feel safe in their own country, talented young students who want to come here to study, high-tech engineers who want to share their knowledge with us, family members who want to hold each other again after years of being apart. The world is constantly changing. As the agency responsible for the implementation of government policy on foreign nationals this is something we are confronted with on a daily basis. This annual report presents a summary of the events that influenced our work last year and the efforts we made, together with cooperating organisations, to ensure that policy on foreign nationals was implemented as fairly, consistently and efficiently as possible.



One of the more notable developments in 2014 was the sudden surge in the number of asylum seekers from Eritrea. Whereas in the past relatively few Eritreans applied for asylum in the Netherlands, in April we in the Netherlands were surprised when in that month alone more than a thousand Eritrean asylum seekers turned to us for refuge. The increase in the influx of Eritreans was relatively short lived (it lasted until the end May). However, the number of Syrian asylum seekers remained high. The enormous influx of refugees – mostly from Syria – meant that the total number of asylum seekers in the Netherlands more than doubled between 2013 and 2014. Various measures and the dedication of our asylum caseworkers helped keep waiting times at an acceptable level, which was no mean achievement.

The so-called children's pardon scheme was a matter of contention in 2014. Dutch burgomasters signed a manifesto urging the State Secretary to review a number of rejected asylum applications for children who have been long-term residents in the Netherlands. In particular, opinions were divided on the correct application of the 'evasion of supervision' principle. The Council of State recently issued a ruling on the matter.

In the meantime the 'regular' immigration of students, labour migrants, highly skilled migrants, family members and relatives continued unabated. The number of Expat Centers, where IND works in partnership with regional authorities and representatives of the business community, continued to expand, and the stream of visitors seeking assistance at existing Expat Centers where IND provides services continued to increase. The influx of foreign students was also greater than in 2013. This too presented us with a great deal of work, which was done swiftly and meticulously with due consideration of the interests of the people we serve.

I hope this annual review will provide you with a good insight into the scope of our work in 2014.

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

14-01

## IND, COA and DT&V management teams meet to discuss the way forward

The three organisations that form the core of the asylum chain - IND, the Central Agency for the Reception of Asylum Seekers (COA) and the Repatriation and Departure Service (DT&V) –deepened their alliance. Coordination of the various work processes eliminates unnecessary double work and helps ensure a more effective reception and repatriation process.

On 14 January the MT members of the three organisations met for the first time to discuss the intensification of the alliance. Since January 2014 the directors of the three organisations have formed a joint management team.



PHOTO: CORBIS

17-01

## Refugees invited to the Netherlands

From 17 to 29 January delegates from IND and the Central Agency for the Reception of Asylum Seekers (COA) selected refugees in camps in Jordan for whom resettlement was a necessary solution. Reasons for selection included the fact that the refugees in question were not safe in Jordan or needed medical assistance not available in the camp.

Asylum Director Renger Visser was a member of the delegation: "It was clear from what we were told by the UNHCR camp manager who showed us around that the refugees are starting to realise that they will be staying longer than they thought. This is evident from their behaviour and their decisions and the development of the camp. Three thousand little shops and other small businesses have since been set up, most of which line streets with somewhat cynical names, such as the Champs-Elysées."

In addition to the mission to Jordan, there were also resettlement missions to Thailand, Sudan, Lebanon and Burundi in 2014. Every year the Netherlands invites an average of 500 refugees to settle in the Netherlands. The number varies from one year to another based on a four-year quota of 2,000. A total of approximately 800 refugees selected during missions in 2013 and 2014 travelled to the Netherlands in 2014.



PHOTO: IMAGO STOCK & PEOPLE GMBH/HOLLANDESE HOOGTE

A total of 278 Syrians were accepted during missions to Jordan, Thailand and Lebanon. Most of these refugees travelled to the Netherlands in 2014. The others will arrive during the course of 2015.

03-02

## The Netherlands does not provide refuge for war criminals

On Monday 3 February Asylum Director Renger Visser held a presentation for national media representatives to explain the Netherlands' policy on so-called '1F applicants' (*persons suspected of having committed war crimes or crimes against humanity*) and the role of the IND 1F Unit in relation to the policy. In the presentation Renger Visser addressed war crimes in Rwanda, Iraq and Syria, the position of the victims (*many of whom are traumatised and do not wish to be confronted with the perpetrators*) and the international agreements designed to ensure that policy is consistent.



05-02

## Digital applications project launch

'Online where possible, in person where necessary.' Under this motto, on 5 February 2014 IND launched a project that will eventually make it possible to apply for residence online. And electronic application forms are just the start.

Director Provision of Services Bert van Hoorn: "IND is investing in a high-quality digital infrastructure, so in the near future we will also be able to communicate with our clients electronically. Applicants will be able to seek advice from our staff through a chat function, access their status information and use an online tool to check the viability of their application. We also plan to develop portals for institutions and other organisations that are registered with us as recognised sponsors. The whole process will be faster, simpler and more client friendly. And that will mean that it is also more cost-effective."



BERT VAN HOORN

## Controversial anti-homosexuality legislation in Uganda

The signing into law of the Uganda Anti-Homosexuality Act on 24 February made the situation for lesbian, gay, bisexual and transgender (LGBT) people in Uganda far worse. This led State Secretary Fred Teeven to relax the Netherlands' admission policy for Ugandan LGBT asylum seekers even further. Together with LGBT organisation COC Nederland, IND previously organised a master class for IND and COC personnel to raise awareness and understanding of LGBT-related issues in the asylum process (*with regard to coming out among other things*).

IND Policy Officer Kaj Muijs: "There are no objective measurable criteria that can be used to assess the credibility of a person's stated sexual orientation. Given that this is the case, it is essential for IND personnel to be acutely aware of the position of LGBT refugees in their own country. This was addressed by even more specific training provided in association with COC in 2014."



PHOTO: POLARIS IMAGES/HOLLANDE HOOGTE

## Continued cooperation with the municipality of Amsterdam at the Expat Center

On Wednesday 5 March State Secretary Fred Teeven and the Burgomaster of Amsterdam Eberhard van der Laan signed a voluntary agreement to continue their cooperation at the Expat Center in Amsterdam. The Expat Center Amsterdam Area was set up in partnership with IND in June 2008 to help speed up various administrative processes, such as registering with the municipality, obtaining residence documents, and provision of information, for highly skilled migrants and businesses in the region of Amsterdam. The need for the services provided by the Expat Center is evident from the increase in the number of visitors: between 2013 and 2014 the number of highly skilled migrants and family members assisted by the centre rose from 6,500 to almost 8,400 largely due to the growth of the IT sector and creative industry.

In the autumn of 2014 IND also started providing services at Expat Center Food Valley (Wageningen), Expat Center Twente (Enschede), and the International Welcome Center North (Groningen). In 2014 IND received approximately 11,000 applications for residence permits in connection with highly skilled and talent migration and approximately 1,700 applications in connection with labour migration.

HIGHLY SKILLED AND TALENTED MIGRANTS		2014	2013
Applications	(7,920 TEV + 2,980 VVR)	10,900	10,280
Decisions	(7,910 TEV + 3,350 VVR)	11,260	10,300
Applications granted	(TEV: 97% / VVR: 67%)	88%	93%

LABOUR MIGRANTS		2014	2013
Applications	(920 TEV + 770 VVR)	1,690	2,470
Decisions	(910 TEV + 810 VVR)	1,720	2,750
Applications granted		69%	67%

These figures relate to labour migrants who applied for a residence permit. Very few of these migrants are EU nationals.



### Top 3 nationalities

#### Highly skilled migrants

1. Indian
2. American
3. Chinese

#### Labour migrants

1. American
2. Chinese
3. Indian

**Highly skilled and talented migrants:** highly skilled migrants, graduate orientation year, scientific researchers and independent entrepreneurs

**Labour migrants:** work in paid employment, cross-border service providers, paid employment as non-privileged military or civilian personnel, trainees, apprentices, seasonal labour

With the introduction of the Modern Migration Policy Act (Wet Modern Migratiebeleid) the formerly separate application processes for Regular Provisional Residence Permits (MVV) and Regular Residence Permits (VVR) were combined as a single Entry and Residence (TEV) application. If a Regular Provisional Residence Permit is not required, application for a Regular Residence Permit will suffice.

## New series of courses on how to spot signs of human trafficking

Slavery has long been a criminal offence in the Netherlands, yet people are still being bought, sold and exploited. Exploitation occurs in many forms such as prostitution, child pornography, forced begging, organ trading, forced labour and provision of services. In addition to this human trafficking, people are also smuggled into the Netherlands in exchange for payment. Human trafficking and human smuggling are both migration-related crimes in which admissions procedures are abused to arrange residence for the victims for reprehensible reasons. On 10 March 2014 the Human Trafficking and Smuggling Information Group (Mensenhandel en -smokkel Informatie Groep), of which IND is a member, started running a new series of training courses for IND personnel who could potentially come into contact with (possible) victims of human trafficking. The courses are designed to alert staff to signs that might point to human trafficking or human smuggling.



11-03

## Premiere of RULE™

Would you allow a stranger into your home at night? What do you do if friends who are staying with you exploit your rules to suit their own ends? What do you do when a person applies for asylum?

The premiere of RULE™, a theatre production directed by Emke Idema, was held on 11 March. The interactive play endeavours to expose the problems of illegality and migration by exploring personal notions of hospitality. In RULE™ the actors are the audience. IND personnel provided Emke Idema with information that helped create this special theatrical experience.



PHOTO: THOMAS LENDEN PHOTOGRAPHY

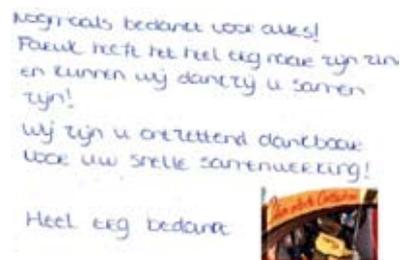
12-03

## A compliment and chocolates for a member of staff

“Thanks again for your swift assistance!” said the note with a box of chocolates handed to one of our staff. Needless to say, compliments are always welcome, but IND also receives complaints. Fortunately there was another significant drop in the number of complaints in 2014. In fact, we regard the halving of the number of complaints and letters of formal notice in relation to 2013 as a compliment.

The number of complaints has been declining for years. This applies in particular to complaints that are relatively easy to prevent. More complex complaints take longer to resolve. This is one of the reasons why 22% of the complaints received in 2014 were not resolved on time. Nevertheless, we aim to resolve at least 90% of complaints on time.

In 2014 IND received 2,020 letters of formal notice for failure to issue decisions on time. 60% of the cases referred to in the letters of formal notice were processed within the grace period. Those that were not completed within the grace period resulted in the automatic imposition of pledged penalties amounting to € 156,470.



COMPLAINTS	2014	2013
Received	1,270	2,760
Resolved on time	78%	83%

24-03  
25-03

## Nuclear Summit in The Hague

The largest summit ever held in the Netherlands was the Nuclear Security Summit 2014 (NSS) hosted in The Hague on Monday 24 and Tuesday 25 March. Many organisations - including IND - worked together to ensure that the meeting of 60 world leaders in the presence of 5,000 foreign delegates and 3,000 journalists went smoothly. IND assisted the Royal Netherlands Marechaussee (KMar) with the preparations and enforcement of border controls (including control of the internal borders in the Schengen Area) between 14 and 28 March 2014.



PHOTO: WWW.FLICKR.COM/PHOTOS/102232632@N04

01-04

## New IND Desk opens in Rotterdam

On Tuesday 1 April the IND Desk Rotterdam moved from the Stadswinkel on Coolsingel to a new office in the Groothandelsgebouw building next to Rotterdam Central Station. The new street address is: Immigration and Naturalisation Service, Conradstraat 28, 3013 AP Rotterdam.

IND also has information desks in Amsterdam, Utrecht, Eindhoven, Zwolle, Den Bosch, Hoofddorp and Rijswijk. Between 2013 and 2014 there was a considerable reduction in the number of applications submitted through the information desks as a result of the modified procedures introduced by the Modern Migration Policy Act (Wet Modern Migratiebeleid).



PHOTO: INGE VAN MILL

VISITS TO INFORMATION DESKS	2014	2013
Total number of visits to information desks	120,480	125,730
Total number of applications submitted through information desks (including return visa and visa extension applications)	34,300	67,580
Total number of residence documents issued by information desks	142,210	188,490

01-04

## New Single Permit for Residence and Work

Following the introduction of a new Single Permit (GVVA) on 1 April 2014, IND and the Netherlands Employees Insurance Agency (UWV) are now following a new procedure. Rather than having to submit two separate applications, applicants can now apply to IND for a Single Permit. The IND caseworker seeks advice on the work section of the permit from a colleague at UWV. The conditions under which a person is entitled to live and work in the Netherlands remain the same.



PHOTO: WWW.FLICKR.COM/PHOTOS/PHILIPS\_NEWSCENTER/SETS/72157648109482006/

11-04

## Congolese demonstrate in front of the head office IND

On the afternoon of Friday 11 April a group of approximately 75 Congolese held a demonstration opposite the IND head office in Rijswijk. Several of the demonstrators came from Belgium, the former colonial power. The group protested against the possible deportation of Congolese asylum seekers who have exhausted all legal remedies to Congo-Kinshasa, because the region is considered to be unsafe. A delegation of the demonstrators presented a petition to General Director of IND Rob van Lint, who promised to bring the petition to the attention of the State Secretary. This has since happened and the Congolese demonstrators have received a reply.



PHOTO: DEJAN JEREMIC

24-04

## Publication of Dutch Safety Board report on the safety of refugees

In line with a promise made by State Secretary Fred Teeven following the parliamentary debate prompted by the suicide of Alexander Dolmatov in 2013, the Dutch Safety Board (OVV) conducted an investigation of the safety of refugees who have entrusted themselves to the protection of the Dutch government. In its report the Safety Board concluded: 'There is nothing to suggest that asylum seekers in reception and detention centres who have exhausted all legal remedies are intrinsically unsafe. Yet there are risks that can cause these refugees to suffer physical or psychological harm.' The Safety Board advised the State Secretary of Security and Justice to implement measures to limit the risks faced by refugees. One of these measures is to ensure that the safety of refugees is monitored by an external body throughout the process. The Inspectorate of Security and Justice has since been assigned responsibility for this.



30-04

## Exceptional increase number of Eritrean asylum seekers

In April and May 2014 an exceptionally large number of Eritreans travelled to the Netherlands to apply for asylum. By way of comparison, a total of 980 Eritreans sought protection in the Netherlands in 2013, while in 2014 more than 1,000 Eritreans applied for asylum in April alone. This exceeded reception centre capacity, which meant that the government had to create temporary solutions in gymnasiums and empty barracks. There was no obvious reason for the sudden surge in the influx of Eritreans. However, the severity of the situation in Eritrea meant that most Eritrean refugees were entitled to protection in the Netherlands. The influx of Eritreans decreased from the end of May onwards. Yet, mainly due to the large number of Syrian refugees, considerably more people applied for asylum in the Netherlands in 2014 than the year before.



PHOTO: KOEN VERHEIDEN/HOLLANDE HOOGTE

See also 29 August: 3 million Syrians flee for their lives

01-05

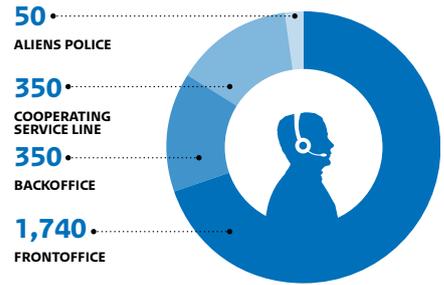
## Rotation of client service staff

On 1 May 2014 IND started rotating client service staff who man the Public Information Centre (telephone calls, email and issuing group information) and IND Desks so they learn to perform each other's tasks. This allows them to gain a greater understanding of each other's work and encourages reciprocal knowledge sharing. It also enables them to provide a better service for clients. This 'exchange' is a step towards the integrated teams that IND plans to create following the restructuring in mid-2015. The staff who form these integrated teams will service at least two client channels. This will ensure continuous professionalization of services.

TELEPHONE CALLS	2014	2013
Total number of incoming calls to the front office	491,580	633,200
Average number of emails per month	1,650	2,160
Average telephone accessibility	93%	83%

Michelle Meere-Flikweert works at the Public Information Centre: "The essence of the exchange is that we learn from each other and use the information to provide a better service for the client. I can use the experience I gain on the information desk when providing telephone services. I also use the knowledge and information I need to provide telephone services while working on the information desk. I see this as progress. The exchange is beneficial for the client."

AVERAGE DAILY NUMBER OF CALLS PER DAY



MICHELLE MEERE-FLIKWEERT



01-05

## New UAF chairman

Many of the refugees admitted to the Netherlands are highly educated people who had good jobs in their own countries. UAF provides study support for highly educated refugees and helps them find suitable work. Refugees with a Dutch qualification who are well prepared to enter the labour market can lead an independent life and build a new future. On 1 May 2014 Job Cohen took over from Ruud Lubbers as Chairman of UAF.

Cohen is keen to stress that Dutch society and the refugees both benefit from thorough integration and full participation. "I am convinced that refugee students make a positive contribution to Dutch society, not only culturally but also economically. It is important that refugees are offered opportunities to develop their talents."



PHOTO: VENUS VELDHOEN

21-05

## Burgomasters lead the way in calling for a more inclusive children's pardon

A scheme introduced in 2013 provides for permanent residence to be granted to children with an asylum background and their family members who have been living in the Netherlands for years without any prospect of acquiring residence status. In the spring of 2014 the rejection of asylum applications for children caused commotion in the Netherlands. Many burgomasters signed a manifesto urging the State Secretary to review several of these cases. The Children's Ombudsman in the Netherlands also got involved in the debate and published several of the files on its website on 21 May. State Secretary Fred Teeven promised to review the cases referred to in the letters from the burgomasters and many of the families in question were subsequently granted a residence permit. Some of these applications were granted under existing policy (based on new information). Others were granted because the State Secretary saw fit to exercise his discretionary powers.



PHOTO: STIJN RADEMAKER/HOLLANDE HOOGTE

22-05

## Ukrainians apply for asylum on Sint Eustatius

In May the authorities on Sint Eustatius were faced with an unusual situation when two Ukrainians claiming to be crew members on a sail yacht arrived on the island. The men applied for political asylum on the grounds that there was fighting in the region they came from. When their applications were rejected they proceeded to appeal. The request for political asylum was unusual. Almost all of the requests and applications submitted on the BES islands involve normal migration and naturalisation.

THE IND IN THE CARIBBEAN NETHERLANDS	2014	2013
Number of applications and requests submitted	4,680	5,040
Completed procedures	5,550	5,050



PHOTO: WWW.FLICKR.COM/PHOTOS/MR-PI/

23-05

## IND signs a new cooperation agreement with the national police force

On 23 May signed Rob van Lint, General Director of IND, and Paul van Musscher, Portfolio Holder for Migration Affairs within the national police force, signed a new cooperation agreement. The two organisations have separate powers and responsibilities in implementing the Aliens Act 200 (Vreemdelingenwet 2000). The cooperation agreement addresses the interfaces between the work processes of the two organisations (in areas such as information exchange and allocation of responsibilities) and contains agreements designed to ensure that aliens legislation is implemented as efficiently as possible. The cooperation agreement is consistent with the programme of measures designed to strengthen the monitoring and enforcement of refugee rights, which involves the participation of the national police force, IND, the Royal Netherlands Marechaussee (KMar), the Repatriation and Departure Service (DT&V), the Central Agency for the Reception of Asylum Seekers (COA), the Inspectorate of Social Affairs and Employment, the Ministry of the Interior and Kingdom Relations and municipal authorities.



16-06

## @IND\_NL

It was only a matter of time and on Monday 16 June it eventually happened: IND opened its own Twitter account - @IND\_NL. Through the Twitter account IND actively informs the public by issuing tweets that contain important factual information about regulations, activities, changes and other important information. It also responds to questions submitted to IND in the form of a tweet. The existing set of direct communication methods - telephone, information desks, email and the internet - has been further expanded with the addition of a Twitter account. In 2014 we made a cautious start:

- We answered 93 first and 56 follow-up questions that clients submitted through Twitter.
- Tweets issued by IND were re-tweeted a total of 111 times.
- The majority of the questions submitted by clients were answered within three hours.



20-06

## World Refugee Day

For the first time since the Second World War there are now more than 50 million refugees, asylum seekers and internally displaced persons in the world. This was revealed by a report published by the UN High Commission for Refugees (UNHCR) on 20 June 2014, World Refugee Day.



FOTO: EPA/LETA/ANSA

27-06

## Council of State rules on asylum applications submitted by ICC witnesses

In 2014 the Administrative Jurisdiction Division of the Council of State issued several rulings on the issue of whether witnesses who testify before the International Criminal Court (ICC) in The Hague are entitled to asylum protection in the Netherlands. This would include, for example, refugees from African countries who testify at the trials of those accused of crimes against humanity. The ICC has an agreement with the Netherlands which makes it possible for these witnesses to travel to and testify in the Netherlands under the responsibility of the ICC. The ICC occasionally arranges resettlement for these witnesses in other (African) countries if they run the risk of persecution, possibly for having testified, on return to their country of origin.

Despite assurances by the ICC that witnesses will be allowed to settle in a third country, in a ruling issued on 19 February, the Council of State concluded that assessment of applications for asylum in the Netherlands must include consideration of the possibility of return to the country of origin.

On 27 June 2014 the Council of State ruled that IND was right to reject an application for asylum submitted by a witness, partly because the ICC had obtained guarantees from the authorities in the country of origin.

In 2014 the IND Directorate for Legal Representation received 47,550 new appeal cases. A total of 45,260 appeal cases were processed. In more than 85% of these cases the Court ruled that the decision made IND was correct and could be upheld (asylum: 87%, normal migration: 85%).



PHOTO: WWW.ICC-CPLINT/ICCDocs/PIDS/TL/TIMELINE

29-06

## IND shares knowledge with Tanzanian Migration Service through VSO

Two IND managers travelled to Tanzania in 2014 to take part in an exchange project under the auspices of the international development organisation Voluntary Service Overseas, which works to alleviate poverty through the exchange of knowledge. One of the IND delegates spent a period working with the Tanzanian Migration Service to help find solutions to current problems and suggest ways of improving the structure of the organisation.

IND manager Kitty de Koning: "It is a unique opportunity to be able to use your own experience and competencies in a third world country. When working for VSO you have to be open-minded and very flexible. But if you are practical in the way you approach things you can achieve a great deal in a short space of time. You also gain valuable experience that you can use in your own work on your return."



01-07

## Common Advisor on Immigration sets to work in Accra

On 1 July IND seconded a Common Advisor on Immigration to the Netherlands Embassy in Accra as part of an EU-funded project designed to combat fraud in migration procedures. The Common Advisor on Immigration works closely with the Regional Support Office of the Ministry of Foreign Affairs and the visa departments of the Netherlands Embassy and other EU embassies.



PHOTO: [HTTP://EN.WIKIPEDIA.ORG/WIKI/GHANA](http://en.wikipedia.org/wiki/Ghana)

16-07

## Definitive abolition of EU citizen's duty to report to IND

Citizens of the European Union who live and work in the Netherlands are no longer required to report to IND. State Secretary Fred Teeven had already informed the House of Representatives the Dutch parliament of the plan to abolish the duty to report. The requirement was definitively abolished on 16 July with the publication of the decree in the Dutch Bulletin of Acts and Decrees.



PHOTO: INGE VAN MILL

01-08

## Peak workload for the Study Unit

At the beginning of August, just before the start of the new academic year, the IND Study Unit was confronted with a peak in the number of applications - as it is every year.

### Top 3 nationalities

1. Chinese
2. American
3. Indonesian

STUDY		2014	2013
Applications	(9,990 TEV + 2,700 VVR)	12,690	11,710
Decisions	(9,920 TEV + 2,630 VVR)	12,550	12,440
Applications granted	(TEV: 99% / VVR: 99%)	99%	100%

With the introduction of the Modern Migration Policy Act the formerly separate application processes for Regular Provisional Residence Permits (MVV) and Regular Residence Permits (VVR) were combined as a single Entry and Residence (TEV) application. If a Regular Provisional Residence Permit is not required application for a Regular Residence Permit will suffice.

**Study:** migration to pursue higher, secondary, vocational or professional education, or in order to sit further examinations.

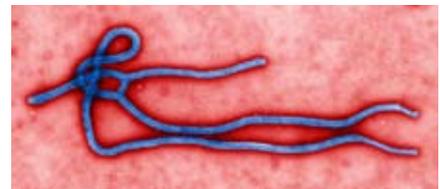


PHOTO: JAN DE GROEN/HOLLANDE HOOGTE

08-08

## Ebola outbreak

On 8 August 2014 the WHO Emergency Committee advised that the outbreak of Ebola in West Africa constituted a threat to other countries. IND and other cooperating organisations also implemented measures. Asylum seekers with a fever who had departed from countries affected by the Ebola epidemic less than three weeks before were placed under medical supervision. Several people were quarantined, but no cases of Ebola were found.



29-08

## UNHCR reports sad milestone as three million Syrians flee for their lives

In 2014 more than three million Syrians fled the country to escape the civil war. The total number of Syrians forced to leave house and home now exceeds ten million. Syrian refugees form a significant portion of the population in neighbouring countries such as Jordan. Neighbouring Lebanon decided to close its borders to the massive influx. There has also been a large influx of Syrian refugees in the Netherlands and waiting times are increasing. Additional caseworkers have been appointed in an attempt to minimise waiting times for asylum seekers.

ASYLUM	2014	2013
First applications	21,810	9,840
Second and subsequent applications	2,720	3,260
Family members joining asylum seekers	5,850	3,650
Applications granted excluding family members	65%	47%
Applications granted including family members	75%	58%



FOTO: INGE VAN MILL

### Top 3 nationalities

1. Syrian
2. Eritrean
3. Stateless

22-09

## Council of State addresses 'evasion of supervision' in children's pardon

Under certain conditions refugees who apply for asylum in the Netherlands at least five years before their 18th birthday are eligible for residence under the children's pardon. To qualify the refugees must have actually resided in the Netherlands during those five years and must not have evaded government supervision for more than three consecutive months. However, the correct application of the 'evasion of supervision' principle has been a matter of debate in parliament and in the media.

Several Courts issued rulings on the issue in the summer of 2014. The Court in Arnhem held that refusal to issue a residence permit under the children's pardon was only acceptable if a refugee had actively evaded government supervision. Yet it has since become apparent that views on the ruling are very much divided. IND appealed against the ruling issued in Arnhem (and other similar rulings) on the basis that the regulations leave open the question as to whether evasion was deliberate or inadvertent. In a hearing held on 22 September the Administrative Jurisdiction Division of the Council of State focused in particular on the question of the extent to which a refugee can be expected to remain under constant government supervision and the legal obligation on which this requirement is based.

The issue was addressed a second time in a hearing on 20 November after the State Secretary granted residence permits on a discretionary basis in several cases involving evasion of supervision. During this second hearing it was explained that these particular cases did not mean that the 'evasion of supervision' principle no longer applies. In a ruling issued on Wednesday 4 March 2015 the Council of State found that the state could expect refugees to 'make an active effort' to remain under supervision by the respective authorities.



PHOTO: SABINE JOOSTEN/HOLLANDESE HOOGTE

The Council of State also held that evasion of supervision administered by IND did not always mean that the refugee also evaded the supervision of the State Secretary since the Repatriation and Departure Service (DT&V) also falls under the responsibility of the State Secretary. However, contact with municipality is not sufficient because they are not charged with implementing government policy on foreign nationals.

23-09

## IND Staff Day

In workshops staff brainstormed with members of the management team on the new organisation that will take shape following the restructuring in mid-2015. The organisation will be flatter. There will be fewer managers, staff will be given more freedom and responsibility and cooperation will be intensified both internally and with cooperating organisations.



24-09

## A Dutch human smuggler is arrested in Germany

German authorities arrested a Dutch man accused of smuggling five illegal Syrians into the country. The 51-year-old man was arrested in a car park next to the A7 motorway near Würzburg on Monday. Human smugglers seek to exploit the large influx of refugees.

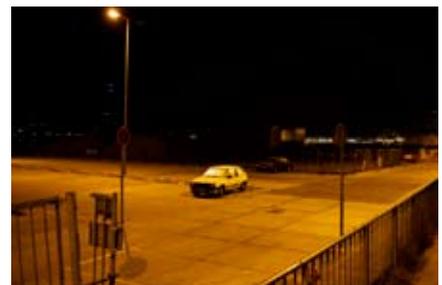
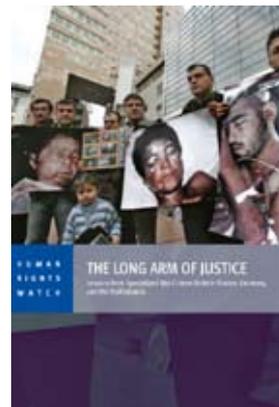


PHOTO: GOOS VAN DER VEEN/HOLLANDESE HOOGTE

25-09

## Human Rights Watch: The Netherlands shows leadership in combating atrocity crimes

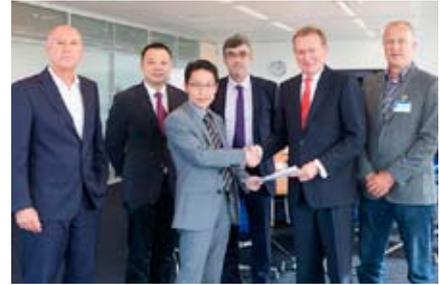
The Netherlands sets an example for other countries in bringing persons guilty of committing grave international crimes to justice. This was the conclusion of The Long Arm of Justice, a report published by Human Rights Watch on 25 September. The report examines the approach adopted by war crimes units in France, Germany and the Netherlands. IND is also involved in these efforts. Having set up a 1F Unit at IND in the late 1990s, the Netherlands shows leadership in investigating war criminals. The report also states that, 'The Dutch experience demonstrates the key role that specialised immigration units can play in ensuring that those who have committed grave international crimes do not obtain asylum.'



01-10

## Asian Catering Industry Covenant

On 1 October 2014 IND, the Netherlands Employees Insurance Agency (UWV) and employer organisations in the Asian catering industry signed the Asian Catering Industry Covenant. Under the terms of this covenant a limited number of qualified Asian chefs working in certain jobs can be granted a combined residence and work permit for a period of two years. This means that between 1 October 2014 and 31 March 2015 IND can issue a maximum of 900 Single permit (GVVAs).



04-10

## Homes of Justice Department officials daubed with paint

During the night between 3 and 4 October the homes of two Justice Department officials – one in Rijswijk and one in The Hague – were daubed with paint and slogans. The words ‘stop deportation’ were written on the front of the house in Rijswijk in orange paint. The action was claimed by a group that calls itself The Visitors.

The State Secretary of Security and Justice spoke out against those who seek to intimidate and threaten individual officials: “It is becoming increasingly common for activists who do not agree with our asylum and deportation policy to intimidate government officials who work for the Aliens Department. These are cowardly people who conceal their identity with scarves and hoods and try to deter legal decisions by threatening individual members of staff.”



27-10

## ‘Goed Gesprek’ project nominated as best practice

The ‘Goed Gesprek’ [Constructive Dialogue] approach to interacting with the client is back in the spotlights. The ‘Goed Gesprek’ project was nominated for the Goede Praktijken Competitie, a best-practice competition launched by Nederlands Focal Point. ‘Goed Gesprek’ training courses teach client-facing staff communication skills and de-escalation strategies so they can conduct informal customer-focused consultations with clients.



PHOTO: CORBIS

29-10

## Publication report of Marriage Migration in the Netherlands

On 29 October The Netherlands Institute for Social Research published the *Huwelijksmigratie in Nederland* report. The report features stories that recount direct experiences and describe why people migrate to be with a partner in another country, their reasons for migrating to the Netherlands, their experiences of the migration procedure, the process of starting a family, the search for work and the process of building a life in the Netherlands. IND received 24,830 ‘Family and relatives’ applications in 2014.

FAMILY & RELATIVES		2014	2013
Applications	(15,665 TEV + 9,165 VVR)	24,830	27,190
Decisions	(15,130 TEV + 9,180 VVR)	24,310	27,640
Applications granted	(TEV: 83% / VVR: 85%)	84%	80%

**Family and relatives:** family formation, family reunification, children born in the Netherlands, the right to family life under article 8 of the European Convention for the Protection of Human Rights and Fundamental Freedoms (ECHR), adoption and foster children.

With the introduction of the Modern Migration Policy Act (Wet Modern Migratiebeleid) the formerly separate application processes for Regular Provisional Residence Permits (MVV) and Regular Residence Permits (VVR) were combined as a single Entry and Residence (TEV) application. If a Regular Provisional Residence Permit is not required, application for a Regular Residence Permit will suffice.



### Top 3 nationalities

1. Indian
2. Turkish
3. American

31-10

## VluchtelingenWerk celebrates its 35th anniversary

VluchtelingenWerk has been supporting refugees and asylum seekers for 35 years. The organisation chose to mark the occasion with an anniversary conference at the Antropia conference centre in Driebergen. Speaking at the conference State Secretary of Security and Justice Fred Teeven said: "VluchtelingenWerk and the State Secretary of Security and Justice stand for the same thing: fair asylum policy. Now and again we approach the task slightly differently..." He reviewed the developments that have occurred in the last 35 years and concluded with a summary of the current shared challenges.



PHOTO: VLUCHTELINGENWERK NEDERLAND

31-10

## ACVZ finds no fraud in the case of family reunification policy

At the request of the State Secretary of Security and Justice, the Advisory Committee on Migration Affairs (ACVZ) issued advice on policy regarding journeys in connection with family reunification ('*Na de vlucht herenigd*'). The policy regarding journeys in connection with family reunification is a special form of family reunification for families who have been separated because one or more family members fled from the country of origin (or a country where the family was previously staying). An important conclusion in the advisory report is that the ACVZ does not see any reason to officially reassess all applications for journeys in connection with family reunification submitted between 2008 and 2013. The Children's Ombudsman in the Netherlands called for a reassessment in a report published on 6 June 2013 on basis that the policy regarding journeys in connection with family reunification was alleged to violate the rights of the child. The ACVZ arrived at its conclusion based on the findings of its own investigation.



PHOTO: VLUCHTELINGENWERK NEDERLAND

The findings of the ACVZ investigation also indicate that IND is careful to consider the sometimes complex situations faced by families who have been separated because a family member has fled. The ACVZ also noted that in a limited number of cases applications were rejected without (sufficient) reason being given, not properly assessed in relation to the relevant conditions, or rejected on the basis of an insufficiently careful assessment of the actual family relationship. This is an incentive to keep devoting attention to the quality and transparency of decisions regarding journeys in connection with family reunification.

04-11

## Document recognition training in Kenya

In November 2014 the IND Immigration Liaison Officer (ILO) in Kenya ran a training course on document recognition for Kenyan officials and staff of Kenya Airways. The course was designed to help the Kenyan authorities prevent illegal migration. The participants included delegates from Kenya Immigration, the National Registration Bureau, the Anti Terrorist Police Unit, Kenya Airways and several consular officials. IND ILOs ran more than 290 training courses on document verification and Schengen regulations (among other subjects) in 2014. The courses were attended by more than 4,500 airline and Immigration Department delegates.



IND is Internationally renowned for its expertise in document verification (the processes involved in establishing the authenticity of documents submitted by refugees) and frequently runs training courses in other countries. The Identity and Document Investigation Unit, where the expertise is pooled, is also responsible for the production of residence cards.

DOCUMENTS	2014	2013
Temporary regular residence permit	97,110	140,900
Permanent regular residence permit	11,280	22,150
Temporary asylum residence permit	26,230	15,950
Permanent asylum residence permit	7,750	5,450
W-document	28,940	8,650
W2-document	1,260	9,950

W-documents are the documents issued to refugees who are waiting for an asylum decision.

12-12

## Art academy students present works that explore asylum policy dilemmas

Having spent the previous six months exploring the issue of art and engagement, on the evening of Friday 12 December some 35 third-year students at the AKV | St. Joost academy of art and design in Breda and Den Bosch presented their work on asylum policy dilemmas. The students studied the issues that need to be addressed when implementing policy on foreign nationals. To form a mental image, they visited the IND offices in Den Bosch and Rijswijk, where IND caseworkers took them on a guided tour and explained the various procedures. The students also visited other organisations, such as VluchtelingenWerk, the Central Agency for the Reception of Asylum Seekers (COA), and the Vluchtwerk asylum seeker support group, where they spoke with asylum seekers and volunteers.

On the evening of Friday 12 December they presented their work in Humanity House in The Hague: a mix of videos, posters, performances, paintings, photography and more. Some of the work will be exhibited in the atrium of the Ministry of the Interior and Kingdom Relations (Turfmarkt 147, The Hague) in the last week of April 2015 and throughout most of May.



15-12

## National Naturalisation Day

Naturalisation ceremonies were held by more than 400 Dutch municipalities, including the special municipalities of Bonaire, Sint Eustatius and Saba, and also by Dutch embassies and consulates-general throughout the world. During the ceremonies those who have recently acquired Dutch citizenship swore the Oath of Allegiance, promising to respect the freedoms and rights and fulfil the duties associated with Dutch citizenship.

In 2014 IND received 24,930 applications for Dutch citizenship. 27,580 applications were processed. Approximately 96% of the applications were granted.



31-12

## Income and expenditure in 2014

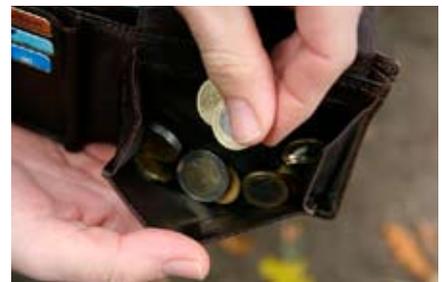
### Income and expenditure

IND had revenues of € 376 million in 2014. The majority (approximately 86%) of this income is provided by the department. The remainder consists of income in the form of fees and other revenues.

Expenditure was slightly less than income in 2014 at € 375 million, which produced a positive operating result of approximately € 1 million. This was the fifth consecutive year in which IND achieved a positive operating result. The majority (approximately 64%) of IND's expenditure is personnel costs. Non-staff expenditure includes overheads such as accommodation and IT costs.

### Personnel

As of 31 December 2014 IND employed 2014 3,500 FTEs. The number of officials remained more or less the same at 3,000 FTEs. Slightly more external staff was hired in to help cope with the sharp rise in the influx of asylum seekers.



## Summary numbers total

ASYLUM	2014	2013
First applications	21,810	9,840
Second and subsequent applications	2,720	3,260
Family members joining asylum seekers	5,850	3,650
Applications granted excluding family members	65%	47%
Applications granted including family members	75%	58%

### Top 3 nationalities Asylum

1. Syrian
2. Eritrean
3. Stateless

HIGHLY SKILLED AND TALENTED MIGRANTS	2014	2013
Applications (7,920 TEV + 2,980 VVR)	10,900	10,280
Decisions (7,910 TEV + 3,350 VVR)	11,260	10,300
Applications granted (TEV: 97% / VVR: 67%)	88%	93%

### Top 3 nationalities Highly skilled migrants

1. Indian
2. American
3. Chinese

LABOUR MIGRANTS	2014	2013
Applications (920 TEV + 770 VVR)	1,690	2,470
Decisions (910 TEV + 810 VVR)	1,720	2,750
Applications granted	69%	67%

### Top 3 nationalities Labour migrants

1. American
2. Chinese
3. Indian

STUDY	2014	2013
Applications (9,990 TEV + 2,700 VVR)	12,690	11,710
Decisions (9,920 TEV + 2,630 VVR)	12,550	12,440
Applications granted (TEV: 99% / VVR: 99%)	99%	100%

### Top 3 nationalities Study

1. Chinese
2. American
3. Indonesian

FAMILY & RELATIVES	2014	2013
Applications (15,665 TEV + 9,165 VVR)	24,830	27,190
Decisions (15,130 TEV + 9,180 VVR)	24,310	27,640
Applications granted (TEV: 83% / VVR: 85%)	84%	80%

### Top 3 nationalities Family and relatives

1. Indian
2. Turkish
3. American

THE IND IN THE CARIBBEAN NETHERLANDS	2014	2013
Number of applications and requests submitted	4,680	5,040
Completed procedures	5,550	5,050

DOCUMENTS	2014	2013
Temporary regular residence permit	97,110	140,900
Permanent regular residence permit	11,280	22,150
Temporary asylum residence permit	26,230	15,950
Permanent asylum residence permit	7,750	5,450
W-document	28,940	8,650
W2-document	1,260	9,950

VISITS TO INFORMATION DESKS	2014	2013
Total number of visits to information desks	120,480	125,730
Total number of applications submitted through information desks (including return visa and visa extension applications)	34,300	67,580
Total number of residence documents issued by information desks	142,210	188,490

TELEPHONE CALLS	2014	2013
Total number of incoming calls to the front office	491,580	633,200
Average number of emails per month	1,650	2,160
Average telephone accessibility	93%	83%

COMPLAINTS	2014	2013
Received	1,270	2,760
Resolved on time	78%	83%

### AVERAGE DAILY NUMBER OF CALLS PER DAY

50 ALIENS POLICE

350 COOPERATING SERVICE LINE

350 BACKOFFICE

1,740 FRONTOFFICE

