



Immigration and Naturalisation
Service
Ministry of Security and Justice

The IND in 2016

Annual Report



Foreword

2016 was yet another turbulent year that saw many asylum seekers entering our country. Even though the numbers had nearly halved compared to 2015, there was still a lot of work to be done.

The influx fluctuations required a great degree of flexibility from the IND (Immigration and Naturalisation Service) and the authorities involved in asylum and migration matters. Whereas last year, most asylum applications originated from Syria, in the second half of 2016, the IND received many asylum applications from individuals from 'safe countries' and individuals who had previously applied for asylum elsewhere in Europe. The introduction of the track policy has made it possible to fast-track unsuccessful asylum applications, which means these individuals will no longer occupy places that are intended for true refugees.

In 2016, the emphasis was also on the processing of applications from 'dependent' family members of asylum seekers who have been admitted to this country.

The IND also played a role in the asylum process outside the Netherlands. IND members of staff with a range of expertise (asylum assistants, document experts) helped out in Greece and Italy.

The other responsibilities of the IND continue as normal. A lot of regular applications for residence permits were submitted by individuals who travel to the Netherlands because of family. The IND contributed to making our country more attractive for foreign students and highly educated people who want to work or set up a business here. For instance, 01 March 2016 saw the introduction of a less strict regulation for the admission of highly educated people who are looking for a suitable job in the Netherlands or beyond after having graduated.

Service provision is an important aspect for the IND and it has to run well, smoothly and pleasantly. An important element in that respect is the provision of digital services to customers, whether they are private individuals, businesses or partners from the authorities involved in asylum and migration matters. In 2015, the IND took its first steps in the field of digital service provision and it experienced a considerable development in 2016. A higher number of customers were able to submit a digital application for a residence permit via www.ind.nl, like the approximately 4,000

business clients for whom a special portal for recognised sponsors has been set up. A revamped website went live on 01 November 2016.

Communications with our partners also run digitally on an increasing basis. The work process for appeal hearings at the court switched to digital and paperless in 2016. By using a link via the 'Mijn Rechtspraak' portal it is now possible for the court, lawyers and the IND to communicate with each other. A milestone was achieved in April 2016, when the 1000th court case was received by the IND digitally (this number had risen to as much as approximately 4,000 by the end of 2016).

So as to ensure our service provision tied in neatly with customer needs, the IND organised various customer sessions in 2016. This report will tell you more about them.

The aliens policy cannot be executed without some form of collaboration. This takes place in various areas. Last year, we collaborated with the Central Agency for the Reception of Asylum Seekers [Centraal Orgaan opvang Asielzoekers (COA)] and the Repatriation and Departure Service [Dienst Terugkeer & Vertrek (DT&V)], among others, to execute the track policy in the field of information about the asylum procedure and the organisation of a joint Open Day. We also work with various partners during the relocation process. The collaboration with the Inspectorate SZW [Inspectie SZW] in terms of enforcement was intensified. Furthermore, we collaborate with other countries in order to share knowledge and expertise. One example is the conference with Latvian document specialists last October.

The 2016 plans to find shared accommodation for the COA, DT&V and the IND in The Hague will be realised in 2017. This will further boost our collaboration.

I hope you will enjoy reading this report!

Rob van Lint,
IND managing director

January

12/1 - 13/1



International Conference on People Smuggling

The Netherlands started its 2016 EU chairmanship with putting the international fight against people smuggling firmly on the European agenda. Within that context, the European Migration Network (EMN) and the Ministry of Security and Justice organised the 'Promoting the multidisciplinary approach in addressing migrant smuggling' conference in Amsterdam on 12 and 13 January. More than 200 experts from all EU Member States gathered to discuss the combat against people smuggling on a national and international level.

More information about this conference can be found here <https://www.eu2016.nl/actueel/nieuws/2016/01/14/nederland-promoot-multidisciplinaire-aanpak-van-mensensmokkel>

19/1

More migrants leaving voluntarily

Figures published by the International Organisation for Migration (IOM), the intergovernmental organisation that helps migrants with their voluntary return, show that a growing number of migrants leave voluntarily. This concerns both asylum seekers who recently arrived in the Netherlands and migrants who have been staying in the Netherlands for a long time now. A total of 4,640 migrants voluntarily cooperated in their return throughout 2016. This figure was 2,940 in 2015.

19/1



King Willem-Alexander visits Ter Apel

On Tuesday 19 January 2016, King Willem-Alexander and State Secretary Dijkhoff of the Ministry of Security and Justice paid a working visit to Ter Apel. At the so-called joint foreign nationals location, members of staff from the IND, COA, DT&V and AVIM (the Aliens Identification and Migration division, formerly known as the Aliens Police) work as a team to execute the asylum policy. During the guided tour, the King was told about all the phases asylum seekers go through after their application, such as the initial reception, the assessment of their asylum application and the housing of those who have exhausted their appeals, just before their return.

27/1

Reading stories to asylum-seeking children

During 'Het Nationale Voorleesontbijt', deputy director of the IND, Nanette van Schelven, and the director of the Repatriation and Departure Service, Rhodia Maas, visited asylum seekers' centre school 'de Verrekijker' in Katwijk. They read to toddlers and infants from 'Hoera, we hebben er een geitje bij', a picture book.



Nanette was enthusiastic when she was asked to take part in 'Het Nationale Voorleesontbijt'. 'This is all about the target group we work for. It's interesting to have a look behind the scenes of an asylum seekers' centre school and to see how teachers work with children from different countries. And we made our own contribution at the same time', says Nanette.

February

9/2



List safe countries of origin expanded

In his letter to the House of Representatives, State Secretary Dijkhoff for Security and Justice reported about the addition of Ghana, India, Jamaica, Morocco, Mongolia and Senegal to the national list of safe countries of origin.

A country is deemed a safe country of origin when, in principle, no persecution, torture or inhumane treatment takes place. It enables the IND to make decisions in fast-track proceedings about the asylum application from asylum seekers who originate from one of these countries.

March

1/3

Track policy comes into force

The continuously high influx of asylum seekers has prompted the IND to develop a so-called 'track policy' in order to speed up asylum procedures. Different procedures (tracks) are used for different target groups. This track policy came into force on 01 March 2016. More information can be found here

https://www.tweedekamer.nl/kamerstukken/brieven_regering/detail?id=2015Z22914&did=2015D46286

14/3-18/3

ILO conference 2016

The annual ILO conference was held at IND's offices in Rijswijk between 14 and 18 March. Immigration Liaison Officers (ILOs) discussed their work but they also exchanged information about their discipline with other IND divisions and external agencies.



The IND has been placing ILOs in Dutch diplomatic positions abroad for 15 years now.

The ILOs try to prevent illegal migration to the Netherlands and the rest of Europe. With this objective in mind, they advise and give training to airline companies, immigration services and consular departments of embassies in the fields of travel documents, visa legislation and traveller profiles. They also facilitate the return process and they investigate options for migrants to return. ILOs also have responsibilities in terms of the enforcement of admission procedures and they actively gather and share information about migration in the broadest sense of the word.

24/3

Many asylum seekers originate from the Balkan

A quarter of those applying for asylum in the Netherlands during the first few months of 2016 originated from a safe country of origin. Many of them originated from the Balkan. Albanians, Serbs and Kosovars submitted most of the asylum applications.

April

1/4



IND receives 1000th digital case

In April 2016, the IND received the 1000th case via the Judiciary's portal, Mijn Rechtspraak (by the end of 2016, it had risen to approximately 4,000).

With effect from April 2015, lawyers have been able to litigate in asylum and detention cases digitally on a voluntary basis. This means that a lawyer can lodge a digital appeal with the court via Mijn Rechtspraak. These cases arrive in the IND information system via a system link, after which all documents - from case file to decision - are exchanged digitally.

All of this is done within the framework of the trend that all professional parties in administrative law will be obliged to litigate digitally in the future. The IND is the first administrative body to connect by means of a system link.

13/4

Council of State reinforces verification of account of the reasons for asylum request

In a number of cases, the administrative jurisdiction Division ruled that the administrative court will from now on verify asylum decisions more closely. As such, the Division gives an interpretation of a rule from the Directive 2013/32/EU about the way in which the administrative court has to verify points of view about the credibility of accounts of the reasons for asylum requests in a decision by the State Secretary of Security and Justice.

18/4

Deployment of Dutch experts

On 18 April, four asylum experts departed from the Netherlands to go to Greece. For a number of weeks, they helped the Greek authorities on Lesbos and Chios to interview asylum seekers who had made the crossing from Turkey to Greece. Throughout 2016, about 50 IND members of staff with a wide range of expertise (asylum assistants, document experts) took turns to help out in Greece and Italy for an 8-week period.

May

10/5

Collaboration agreement with Studielink

On Tuesday 10 May, the IND signed a collaboration agreement with Studielink. It sets out agreements about the digital exchange of data between educational institutions and the IND through Studielink.



STUDENTS		2016	2015
Applications	(11,770 TEV + 4,390 VVR)	16,170	15,220
Decisions	(11,900 TEV + 4,580 VVR)	16,480	15,170
Approvals	(97% TEV + 99% VVR)	98%	100%

Top 3 nationalities Students: 1) Chinese 2) American 3) Indonesian

19/5

IND customers harassed by fraudsters

In 2016, fraudsters tried for a long time to swindle dozens of IND customers (people who submitted an application to the IND) out of their money by calling them. The fraudsters posed as IND members of staff and tried to get money and personal details. They told the IND customers that there were issues with their residence documents and that they had to pay because otherwise they would be deported. The IND warned its customers against these fraudsters both via the website and Twitter.

24/5

Children's interest groups stand firm for asylum children

Nationally well-known organisations again asked politicians to drastically improve the position of children in asylum centres. Like their parents, these children often have to move home, which means they are unable to build up any friendships and become educationally disadvantaged. They want to bring an end to the relocations, enabling these children to develop in a stable environment.



June

7/6

Europe wants lower threshold for foreign talent

The European Commission suggested scrapping national regulations to attract highly skilled migrants and replacing those regulations with the European 'blue card'. Member States will still be able to decide how many highly skilled migrants they wish to recruit from outside Europe. However, Germany is the only country that uses the 'blue card'. In the fight for talented people, the EU has to beat other rich countries, according to the motion from Euro commissioner Dimitris Avramopoulos (migration).

20/6

World Refugee Day

World Refugee Day is a special memorial day that is celebrated on 20 June each year. This memorial day was instigated in 2000 through a special resolution of the General Meeting of the United Nations in order to raise sympathy for refugees and to celebrate their contributions to peace.



The UNHCR, the United Nations refugees organisation, publishes a report on this day each year. In its report with the 2015 figures, the UNHCR concluded that war and persecution have resulted in a record number of 65.3 million displaced people across the globe.

23/6

Brexit prompts many questions among British nationals

The result of the advisory referendum about the UK's EU membership held on 23 June 2016 led to a lot of questions being submitted to the IND. How will it affect British nationals in the Netherlands or those who wish to settle here?



A Brexit Information Point was set up at the Amsterdam Expat Centre. Brits who have questions about their residence, as well as businesses that may be affected by future political decisions, can contact the centre for more information.

<http://www.iamsterdam.com/en/expatcenter/expats/brexit-info-point>

July

1/7



Change in admission system foreign investors

With effect from 01 October 2013, foreign investors can apply for a residence permit. With effect from 01 July 2016, the conditions for obtaining such a residence permit are simplified.

The verification of an investor's added value to the Netherlands is more general than before, for instance. In addition, the validity of the first residence permit has been extended from one year to three years and investors no longer need to submit an audit certificate. By removing these bottlenecks, the cabinet hopes to encourage foreign investors who would benefit employment in the Netherlands to settle here.

August

13/8

Investigation into suicide Iraqi asylum seeker

The authorities involved in asylum and migration matters did treat an Iraqi asylum seeker who committed suicide in January correctly. That was the conclusion of the Inspectorate of Security and Justice [Inspectie Veiligheid en Justitie (IVenJ)] following an investigation that had been ordered by State Secretary Dijkhoff. The IVenJ did conclude that the information given to asylum seekers about waiting times, the order in which they progress and the duration of the procedure is open to improvement and the recommendation is to organise more informative meetings for asylum seekers and staff at asylum centres. The IND, COA and DT&V have already implemented this recommendation.

22/8

Drop in the number of asylum applications results in reduction in staffing

The IND said goodbye to 300 temporary members of staff who were no longer needed in their current positions due to a drop in the number of asylum applications in the Netherlands.

September

13/9



Presentation of 'Ik ben Miran'

On 13 September, State Secretary Dijkhoff presented 'Ik ben Miran' at Laurentius primary school in Breda. The book was written by Anne-Marieke Samson at the request of the IND, COA and DT&V. It tells the story of a child refugee that has to find his way around the Netherlands.

What's it like to be a child on the run? What's it like to end up in a completely new country where everything is different? What's it like to live in an asylum centre? 'Ik ben Miran' answers these and many more questions.

14/9

Albania still a designated safe country

The administrative jurisdiction Division ruled in a case about two Albanian women who had appealed against the State Secretary of Security and Justice's refusal to grant them an asylum residence permit. Since November 2015, Albania has been on the list of safe countries of origin, which is why they did not qualify for asylum.

In its ruling, the Division indicated that the State Secretary rightfully designated Albania as a

safe country of origin and that the asylum residence permits were, therefore, rightfully refused.

This is one of the cases that kept the IND Legal Affairs department busy during 2016. In 2016, this department dealt with 41,040 new appeal cases.

A total of 38,080 appeal cases were processed. In 89% of the appeal cases and 87% of regular cases, the court ruled that the decisions of the IND were correct and that they could be upheld.

15/9

Start study Family reunification of Third-Country Nationals in the EU plus Norway: National Practices

A large-scale European study into the way in which the various Member States and Norway implement the family reunification policy got under way on 15 September.

It concerns a study by the European Migration Network (EMN). The Dutch point of contact of the EMN - at the Research & Analysis department of the IND - is responsible for the Dutch part of the study. The study is now in its final stages.

FAMILY		2016	2015
Applications	(25,900 TEV + 10,940 VVR)	36,840	27,960
Decisions	(21,120 TEV + 10,680 VVR)	31,800	25,910
Approvals	(76% TEV + 84% VVR)	78%	81%

Top 3 nationalities Family: 1) Syrian 2) Eritrean 3) Indian

24/9

Refugees given an identity during the national asylum centre open day



Approximately 40,000 people visited the national asylum centre open day. More than 70 asylum centres opened their doors to the public today. The national asylum centre open day is an initiative of VluchtelingenWerk Nederland and the COA in collaboration with the IND and the DT&V.

The open day intends to allow visitors and refugees to get to know each other and see how the latter live. It also gives people an idea of the work undertaken by the organisations involved.

October

1/10

Dutch population growing due to immigration

The Dutch population has risen by 88,000 during the first nine months of 2016.

This is evidenced by figures from Netherlands Statistics [Centraal Bureau voor de Statistiek (CBS)]. The Dutch population grew faster in the first three quarters of 2016 than it did in the same period of last year. The natural population also grew: there were 19,000 more live births than deaths; that figure too is higher than last year (17,000).

The most important growth factor is the rise in immigration. In 2016, 175,000 immigrants arrived in the Netherlands up to and including September. That is considerably more than last year, and the main cause is asylum immigration from Syria, Eritrea and Ethiopia in particular. Immigration from India and China has also increased, according to the CBS report. Compared to 2015, the number of emigrants has fallen. This year, 107,000 people left the Netherlands, which is more than 8,000 less than last year. Among other things, this drop is the result of fewer people with a Turkish or Surinam background having emigrated.



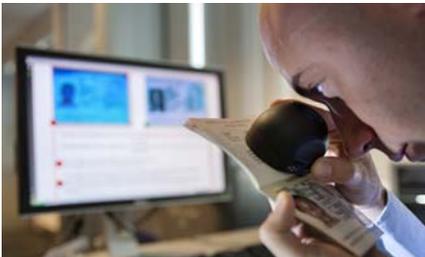
6/10



More dependants

The influx of asylum seekers in the Netherlands has been rising again since early September. This rise was caused by the arrival of dependants - family members of people with an asylum residence permit who may qualify for a derived asylum residence permit subject to certain conditions. At the same time, the IND also noticed an increase in the number of first asylum applications. One striking fact was the rise in the number of asylum seekers from safe countries of origin such as Morocco, Albania and Serbia. The IND is able to make decisions during fast-track proceedings about the asylum application from asylum seekers who originate from one of these safe countries or origin.

27/10



IND document experts in Latvia

On Thursday 27 and Friday 28 October, document experts from the IND Documents Agency held a presentation about DISCS in the Latvian capital of Riga. DISCS (Document Information System Civil Status) contains information about authenticity features of all kinds of documents from different countries. Those who attended the meeting and who are affiliated with the Eastern Partnership (EaP) were highly interested in the specific approach of document examination by the Documents Agency. Apart from being a knowledge specialist, the Documents Agency is also responsible for generating residence documents.

DOCUMENTS	2016	2015
Temporary regular residence permit	102,075	94,440
Permanent regular residence permit	35,850	8,550
Temporary asylum residence permit	47,230	40,990
Permanent asylum residence permit	8,520	8,110
W-document	27,320	42,670
W2-document	930	1,090
EU/EEA-citizens	6,300	5,830
EU/EEA-citizens family members	2,770	2,380
Long-term third country nationals outside EU	5,330	5,210

November

1/11

Inspectorate SZW gains better insight into international bogus schemes

Exposing international bogus schemes, unravelling non-transparent payroll records and identifying bogus schemes faster are some of the results of the Inspectorate SZW's bogus scheme team. The investigations prove to be complex and highly labour-intensive. The Inspectorate SZW works closely with other partners, including the IND. A Knowledge and Information platform has been set up, for instance, where knowledge is shared with these partners. Within the framework of the practical implementation of the aliens policy, committing fraud with employment contracts and/or salary payments may result in an application for a residence permit being rejected or in a residence permit that had already been granted being revoked.

<https://www.rijksoverheid.nl/actueel/nieuws/2016/11/01/inspectie-szw-krijgt-meer-zicht-op-internationale-schijnconstructies>

3/11

Medal awarded to IND member of staff Ivo Kersten



On Thursday 03 November, IND member of staff Ivo Kersten was awarded the Commemorative Medal for Peace Operations in the Nieuwe Kerk in The Hague. A total of 49 officers of the Royal Netherlands Military Constabulary [Koninklijke Marechaussee], the national police [Nationale Politie] and civil experts received a medal from Minister Van der Steur.

Ivo received his medal for taking part in an EU mission during the summer of 2016 to reform the civil safety sector in the Ukraine. This sector encompasses organisations such as the judiciary, the public prosecution service, the police, border control, etc. Reformation mainly means improving awareness among those working for these organisations that they are not merely there to implement the rules, but that they are there for Ukrainian civilians. A good service provision to civilians is crucial.

29/11

Easier transfer employees of multinationals within EU countries

KNOWLEDGE & TALENT		2016	2015
Applications	(9,690 TEV + 4,220 VVR)	13,900	12,320
Decisions	(9,680 TEV + 4,220 VVR)	13,900	12,140
Approvals	(98% TEV + 81% VVR)	93%	92%
Top 3 nationalities Knowledge & Talent: 1) Indian 2) American 3) Chinese			
LABOUR MIGRANTS		2016	2015
Applications	(1,190 TEV + 840 VVR)	2,030	1,960
Decisions	(1,130 TEV + 820 VVR)	1,950	2,040
Approvals	(77% TEV + 81% VVR)	79%	80%

Top 3 nationalities Labour Migrants: 1) Chinese 2) American 3) Japanese

It will be easier for multinationals to transfer highly educated employees from third countries to a branch or subsidiary in the EU. They will be granted a special, combined residence and work permit that enables them to be transferred from one EU country to the other within the enterprise. Managers and experts will be granted a permit for a maximum of three years and trainees will get a permit for a maximum of one year. To that end, Dutch legislation was promptly amended, coming into effect on 29 November.

December

15/12

Tenth Naturalisation Day

The tenth national Naturalisation Day was held on Thursday 15 December. King Willem-Alexander personally attended the ceremony held in The Hague.

Naturalisation Day was originally introduced in order to present individuals who have become Dutch nationals with the official certificate - the naturalisation decision - during a ceremony. Local authorities are officially obliged to hold a naturalisation ceremony on 15 December each year but it has now become a 'normal' festive day. Still, the ceremony is not

entirely without obligation, because everyone aged 16 and older is obliged to attend. The new Dutch national makes a declaration of solidarity, saying that the laws of the Kingdom of the Netherlands also apply to him.



In 2016, 23,190 requests for Dutch citizenship were submitted. A total of 22,800 were processed and approximately 97% thereof were granted.

29/12



4,000 followers on Twitter

On 29 December 2016, the IND's Twitter account reached 4,000 followers. In 2016, 2,590 public customer requests and 1,810 direct messages were processed. Approximately 64% of questions were submitted in English and 36% was submitted in Dutch.

Customers can also contact the IND by telephone or e-mail (on business days) if they have any questions.

TELEPHONE	2016	2015
Total number of front office calls received	510,090	511,100
Average number of emails per month	2,250	1,920
Average telephone accessibility/waiting time	75%	80%

31/12



Income and expenditure in 2016

The IND's income in 2016 amounted to €450.2 million.

Most (approximately 85%) of this amount originates from the ministry. The remainder consists of the revenue from fees and other income.

IND's expenditure for 2016 was slightly higher compared to 2015: €444 million, which means a positive result of approximately €6.7 million.

The IND's expenses consist of €275.1 million (approximately 62%) in personnel costs. The remainder relates to material costs such as accommodation and automation.

Staffing level

The official staffing level amounts to 2,946 FTE.

Our service provision

Anything for our customers

In 2016 too, the IND's emphasis was on the customer - whether it concerns the application for a visa, asylum or residence permit, Dutch citizenship or just information. Helping customers correctly, pleasantly and fast ties in with our mission.

In line with the social trend of more communications between civilians and between civilians and the authorities taking place digitally, the IND continued developing its online service provision during the past year. A higher number of customers were able to apply for a residence permit online via the revamped website www.ind.nl, and the amount of information exchanged digitally between cooperating organisations and network partners also increased. The work process during which the IND prepared and attended appeal cases at the court with paper dossiers was transformed into digital and paperless in the course of 2016.

So as to ensure our service provision tied in neatly with customer needs, the IND also organised various customer sessions in 2016, which you can read more about here.

Knowledge day with highly skilled migrants

Each year, more than 10,000 highly skilled migrants and scientific researchers reinforce our economy with their expertise. To benefit from their unique talents to the greatest possible extent, highly skilled migrants can make use of the highly skilled migrant scheme.

This scheme offers a simple and fast residence procedure because the IND cooperates closely with businesses that want to recruit these people. However, because there is always room for improvement, the IND organised a 'Learning from the customer' knowledge day for this target group in September. The central question: how can we ensure that our service provision ties in even better with our customers' wishes?

Continuous improvement

'Who knows better about what customers want than the customer himself?', says Tatjana Vucenovic, who is a member of the Knowledge Migration customer group. 'Because we want to improve our service provision continuously, we decided to ask customers to share their wishes and experiences with us. A staggering 17 businesses



we work with under the highly skilled migrant scheme attended this day.'

Uniform customer wish

Regardless of how the organisations differed from each other, some wishes were uniform. Vucenovic: 'Several organisations said that they would like to receive our correspondence in English rather than in Dutch. But they also made suggestions with regard to the amount of correspondence and the option to receive decisions from the IND by e-mail from now on.'



We're really happy with all the input and some of the subjects raised were picked up immediately. We now send a summary in English with all decisions to grant an application and we only send one notification letter per family, rather than one for each person. Other subjects, such as the development of online services, are dealt with across the IND, which means they will be available slightly later.'

High mark

She continued: 'During this knowledge day we obtained a lot of information in a short space of time. We listened closely to our customers and that didn't go unnoticed, as they gave this day a magnificent score of 8.5. That encourages use to keep organising these knowledge days next year too.'

The voice of the customer

The focus on the customer: that was one of the basic principles of an extensive reorganisation completed by the IND in 2015. For our organisation, this meant that we had to actively find out how to keep our service provision in line with the wishes of our customers.

But what exactly are those wishes? In order to answer that question, the Service Provision division and the Regular Residence and Dutch Citizenship division organised two extensive sessions with customers from the 'au pair' target group in 2016.

Three types of customer

'In the case of au pairs, the IND has to deal with three different customers', says Bibi van Epen, operational manager of the Service Provision division. 'First, the au pair agencies that link up the au pairs with host families and who sort out all the paperwork, then the au pairs themselves and finally the host families.'

Because all these parties may have different needs, we decided to organise an individual day for each party. In 2016, we finalised the days for au pair agencies and the au pairs themselves. We obtained a lot of information on those days, which we have used right away.

Au pair agencies, for instance, indicated that the way in



which they notify us of changes is very laborious; they notify us of the change in writing, after which they wait for our confirmation. However, when we are very busy, that confirmation may take a while and all that time, the agencies are wondering if we received the change in time.

Online application

After that meeting, we immediately made sure changes can be submitted by e-mail, after which the sender automatically receives confirmation. For these customers, we have by now completely switched to online applications, but this temporary solution proved to be a big relief for our customers.'

Service provision The Hague Expat Centre highly appreciated

Expat centres are service centres set up for highly skilled migrants, scientific researchers and their employers. They can contact the centres with questions, but the centres mainly arrange their affairs with the authorities.

One of the Dutch expat centres can be found in The Hague. The Hague International Centre receives expats from all corners of the world who want to live and work in the Netherlands for a longer period of time.

Collaborating partners

At the expat centre in The Hague, the local authorities from The Hague, Leidschendam-Voorburg, Wassenaar, Rijswijk and Delft, the IND and the non-profit volunteer organisation ACCESS all work together. The local authorities register the expat in the database of his place of residence and issue a citizen service number [BSN], the IND issues the residence document and ACCESS provides additional information about life in the Netherlands.

High level of customer appreciation

As the expat centre thinks it is important to know what customers think of its services, it has two iPads in the reception area, where expats can leave feedback. A study held in the spring of 2016 showed that customers rate the service provision very highly, giving it an average score of 9.5!

ICT experts

Alexandra Blank, who works as a relocation and immigration consultant for Altair Global, takes her customers to the expat centre in The Hague every week. She mainly works for a number of ICT businesses that recruit ICT experts from



India. They are mostly men aged between 30 and 40, who may or may not bring their families with them.

Alexandra, who also has experience with other expat centres, confirms the positive image of The Hague. 'I love going there, the expat centre employees are very friendly, they work fast and they focus, and they help customers in any way they can.'

Carine van Melsen, who works for the globally operating Team Relocations, is also extremely appreciative of the service provided by the centre in The Hague. 'They are incredibly efficient. Every foreigner I talk to is very impressed.'

Questions about the Netherlands

Ahmet and Maryna Bolat - he is Turkish, she is from the Ukraine - and their young daughter have come to the Netherlands from Turkey. Ahmet arrived at the end of September and Maryna followed about a month later. After having been to the local authorities and the IND, they ended up at ACCESS.

Maryna in particular had many questions about the Netherlands. 'I'm an environmentally-conscious person and I wanted to know what this country does in terms of separating waste. Emergency numbers, the doctor, infant school, that's the kind of thing I wanted to know about. And we often have people at the door collecting money - who can we trust to give our money to?'

In 2016, a total of 64,890 visits (by appointment or otherwise) were made to the (information) desks of the IND. The desks issued a total of 162,050 residence documents in 2016.

Steps towards an extensive digital service provision

Fast, correct and convenient. That is the kind of service provision envisaged by the IND. An important element in that respect is the provision of digital services to customers, whether they are private individuals, businesses or partners from the authorities involved in asylum and migration matters. New steps in that direction were taken in 2016. The IND goes digital!

In today's world, online service provision is the rule rather than the exception. Whether it concerns taking out insurance, buying a project, or booking a trip, we can all do it from behind our computers.

The IND cannot and does not want to stay behind in that respect. During the past year, the e-Service Provision programme has taken important steps in the field of the digital submission of residence permit applications and the digital exchange of data with other organisations.

2016 results

We would like to list the most important results:

- **Renewal/extension of residence documents**

Applications for the renewal and extension of residence documents can be submitted online. The customer's details are automatically filled, all the customer has to do is check them and add information when necessary.



- **Highly skilled migrants, scientific researchers, au pairs & exchange**

About 4,000 business customers can use a special portal for recognised sponsors for various online services. They can submit online applications, view the status of pending cases and report de-registrations or requests for change.

- **Studying**

Educational institutions can contact Studielink, one of the IND's partners, with their applications. They can submit online applications for students and they can de-register students. By smartly linking up systems, data from the educational institutions automatically ends up at the IND with the help of Studielink.

- **Automation of internal processes**

A number of internal processes are partially automated, like searching the records of other government partners and entering and processing digitally submitted residence permit applications.

Scheduled developments for 2017

In 2017 too, the e-Service Provision programme will continue the development of online services and automation of internal processes. Online services will be realised for so-called 'customer groups' such as Family, EU citizens and persons who want to have Dutch nationality, while the underlying internal processes will also be automated, where possible. The aim is to offer the best possible service to the customer.



Influx fell, high workload remained

The total asylum influx for 2016 was nearly half that of 2015, a peak year. However, IND members of staff were still very busy processing requests from people who were on the run from war, violence, famine, poverty and destitution. Apart from their actual jobs of interviewing and making decisions about asylum applications, they were also asked to supervise and coach new recruits and they also worked during the weekends for part of the year. As the influx of asylum seekers fell, they were able to pay more attention to dealing with so-called Dublin cases and applications from asylum seekers from safe countries.

‘Everyone in the asylum process had to work hard’

During the past year, fewer asylum seekers arrived in the Netherlands compared to 2015. However, this did not mean that IND members of staff were able to sit back and relax. Renger Visser, Asylum & Protection director: ‘For my department, 2016 was the most exciting year.’

Visser: ‘We noticed that the asylum influx in 2016 fell considerably compared to 2015. One of the reasons is the agreements made in a European context and measures taken by other countries. Nevertheless, everyone in the asylum process had to work hard in 2016, at times too hard. There were many applications that required a decision and from September onwards, we experienced a substantial rise in the number of dependants, for instance.’

The commotion surrounding the arrival of large numbers of asylum seekers forced the various organisations involved in asylum and migration matters to reinforce their collaboration. After all, we all depend on each other for the correct execution of our duties.

Visser: ‘My members of staff were under a lot of pressure. They worked many weekends, for instance, and they were



also asked to supervise and coach new recruits on top of their actual jobs of interviewing and making decisions about asylum applications. And now that we have had to say goodbye to some of the external members of staff, we're losing colleagues whom we've enjoyed working with.

The commotion also demanded a lot of my personal attention and time. The efforts to be able to put enough members of staff on the asylum process have caused me a lot of headaches.

I'm glad things have quietened down a bit as the asylum influx has fallen, although we still have plenty to do.'

Renger Visser



ASIEL	2016	2015
Initial applications for asylum*	18,170	43,090
Second and subsequent applications for asylum	1,660	1,940
Family reunification migrants**	11,810	13,850
Approvals for initial, second and subsequent applications for asylum	54%	70%

Top 3 nationalities first asylum applications: 1) Syrian 2) Albanian 3) Eritrean

*An analysis of the automated reporting system showed that due to the way cases are registered and processed in automated reports, some cases no longer show up in the figures in these reports. The IND is working on a system modification in order to remove this discrepancy. Given the limited degree of the deviation and so as to safeguard consistency between reports, this report has assumed the data as it was entered in the automated reporting system. The analysis has shown that, in derogation from these figures, the total influx of first asylum applications for 2016 amounted to 18,250.

**this relates to family members of permit holders who have travelled to the Netherlands.

I particularly like filet Americain and sausage rolls

During the past year, a lot of family members of asylum seekers who had already been granted an asylum residence permit came to the Netherlands. These so-called 'dependants' want to be reunited with their family member. The families of Hiyab Berhane Kidane from Eritrea and Bissan Tiba from Syria arrived in our country recently.



Two years ago, Hiyab (19) left his hometown of Khartoum (Sudan) and started a long and dangerous journey, which took him through the Libyan desert and the Mediterranean to western Europe. Although Denmark was his final destination, his journey ended in the Netherlands.

Proving relationship under family law

Shortly after having been granted the status of unaccompanied minor alien, Hiyab asked for his parents, two sisters and young brother to be brought over. As he was unable to submit documents such as birth certificates, a DNA investigation was started in order to confirm the family ties. This investigation did confirm the relationship between all family members.

Emotional reunion

And then came the moment the family arrived in the Netherlands. Hiyab: 'I missed my family a lot when I had just arrived in the Netherlands. But at one point, I just got used to it. I thought it was incredibly

exciting, seeing them again after more than two years. It was an unbelievable moment, I couldn't quite believe it myself. When we saw each other we ran towards each other, it was very emotional.'

New experiences

He has integrated well and speaks Dutch almost flawlessly. Does he miss Sudan? 'I don't really miss anything, perhaps the hot weather. What was totally new for me was the food. I particularly like filet Americain and sausage rolls. And I've noticed how you have to ask for permission for almost everything here. Visiting someone, how long you can stay, they're not matter-of-fact. In Sudan, those things are not an issue.'

Hiyab is working hard on his future. 'I'm highly fascinated by shipbuilding. Becoming a shipbuilder is my dream. I'm currently doing a senior secondary vocational education course and then I want to work in the shipbuilding industry.'

We haven't seen each other in almost two years

Hassan (48), Kinan (17) and Laura (12) did not see Badre, wife and mother, for almost two years when they arrived in the Netherlands. Again, the reunion was emotional.

When the war in Syria was two years under way, Hassan Badre and his wife Tiba Bissan (40) decided to leave their hometown of Damascus. They travelled to Turkey and found housing, but with difficulty. Tiba then decided to travel to the Netherlands, where it is safe and where family reunions procedures are completed fast.





Reunion

Early November and the moment is there: Hassan and the children are reunited with Tiba. Laura: 'It was especially hard on me being without her, I really need my mum. We were reunited at Schiphol and we cried a lot.' Her brother Kinan adds: 'It was like a dream seeing her again. It was fantastic, I'm struggling to tell you how happy I was.'

While their mother is living in Rotterdam, the family members are staying at the recently opened asylum seekers' centre in Harderwijk. They find it difficult to live with the fact that they can hardly see each other due to the distance, but they call each other every day.

Future plans

The children, however, are full of optimism about the future. Kinan: 'I know I'm going to go to university, graphic design probably.' Laura: 'And I'd like to make and direct films. And I want to write.'

Father Hassan, who is clearly upset because he misses his wife so much, smiles when he talks about his future plans. 'I'd like to open a bar in Rotterdam. And I will only play music from the sixties, seventies and eighties.'

Simple and fast procedures for foreign talent

The cabinet encourages highly skilled migrants and entrepreneurs from abroad to start working in the Netherlands. Ambitious entrepreneurs are a source of innovation and new jobs and they can make a significant contribution to economic growth.

It often concerns new businesses in the start-up phases. Justin and Annemie Fourie from South Africa are a prime example of ambitious start-ups from outside the European Union who established their business in the Netherlands in the autumn of 2016.

It may also concern highly educated individuals who, after having graduated in the Netherlands or abroad, hope to find a suitable job in the Netherlands. In order to offer this group that opportunity, the policy for highly educated individuals was changed with effect from 01 March 2016.

South African start-up Handle Hands sets up head office in Rotterdam

Annemie and Justin Fourie from South Africa settled in the Netherlands in the autumn. As start-ups, they decided to have the head office of their company, Handle Hands, in Rotterdam. The company focuses on hands and wants to produce products for the commercial and health/medical sectors.

Universal handle

The first product is a detachable universal handle that can be secured to a multitude of objects. It protects your hands against cold, heat and electricity, but it also provides a better grip and renders the use of gloves obsolete.

Annemie came up with the idea for this product and she designed it with two Dutch industrial designers. Annemie: 'It's striking that the handle was developed in the Netherlands mainly and that it will be launched in the Netherlands too, now that it's ready.'

The handle is indeed a special invention. It helps people with restricted hand function to hold pens, cups, cutlery and all sorts of other things.

The Netherlands

Why did you choose the Netherlands?

Annemie: 'No innovation without ambition and collaboration, all of which can be found in the Netherlands, it's in the Dutch DNA. Just look at how the Dutch paved the way for innovation and partnership throughout the centuries. You can't shift water without innovation or do business internationally without partnership.'

Expansion of product range

Your ambition is to expand your product range. What kind of products do you have in mind?

Annemie: 'Our hands have to face a multitude of challenges such as arthrosis, rheumatoid arthritis, numbness, injuries as a result of an accident, loss of hand function after a stroke.'

And despite remarkable developments in hand therapy and surgery, there aren't that many technologies that support



your hand when it comes to daily functioning. We believe that collaboration and innovation will help us to invent and make products that prevent hand-related problems, that give your hands some grip, or just a helping hand.

Not only do our hands connect us to the world around us, they also enable us to create, to make, repair, love, they are our tools, they can solve mysteries, they offer opportunities, they allow us to reach for the stars, they create the future. The products we will invent are aimed at keeping our hands connected to the world. This way, they create a better world for everyone living in it.'



More accommodating rules for foreign talented people

The 'graduates job-seeking year' and the scheme for highly educated individuals were combined into a single scheme on 01 March 2016. The new 'job-seeking year for highly educated individuals' offers the best of both worlds for foreign students, researchers and businesses.

Foreign talented people will be given more opportunities to find a job in this country, while the Netherlands will find it easier to have foreign students and researchers commit themselves. Apart from foreign talented people, the job-seeking year is also interesting for employers. During this year, they can focus on recruiting foreign talented people and they can also use a lower salary criterion.

'I studied road and hydraulic engineering', says Spencer Milburn from Australia. 'The Netherlands are leaders in this field and that very much appeals to me. The position of cyclists, for instance, is organised better here than anywhere else in the world. But I'm also attracted by the Dutch management style of seeking consensus and the fact that businesses are always looking for ways to innovate.'

Although I haven't found a job yet, I'm very happy with the opportunities my residence permit offers me on the basis of this job-seeking year. I learned to speak Dutch during the past few months, I conducted a thorough market research and built up a network. I passed my NT2 exam this summer, which was a very important milestone for me because even though most Dutch people speak English, it does make it easier to hold a conversation and find a job if you speak Dutch well. I've got a job interview in Dutch this week and the fact that I've reached that level really is a breakthrough.

A lot of Dutch people I meet are amazed by the fact that an Australian wants to live in the Netherlands, whereas they would like to move to Australia. But

I'm enjoying myself tremendously in the Netherlands and although my residence permit is only valid for one year, I have good hope of finding a suitable job in time.'

A few weeks after the interview Spencer reported to have found a job as a project manager at TNO.

The IND and its partners

Collaboration in the chain



The IND, COA and DT&V, which together form the so-called 'Small Chain' (Kleine Keten), have been working increasingly closer together in implementing the aliens policy during the past few years. They do so in a world in which many people are on the run. People who travel to the Netherlands from a range of countries, different situations and for various reasons. A good example of collaboration in the Small Chain is the group information given to asylum seekers by members of staff of the IND and COA.

Whether it concerns the accommodation or reception of asylum seekers or, when they are told they cannot stay here, their return and departure, the members of staff of the three organisations also closely and intensively work with other organisations such as the police, the Royal Netherlands Military Constabulary, local authorities and social partners (see the article about collaboration between the IND and the Inspectorate SZW).

'We discovered we needed each other'

The arrival of large groups of asylum seekers in the Netherlands caused a lot of new insecurity for them. A new environment, regular relocations, insecurity about how long the procedure would take. When the emergency accommodation was set up, colleagues from the IND and the COA decided to join forces in order to give asylum seekers the best possible information about what to expect.

'We met when our bosses asked us to hand out more information at the emergency accommodation of the local authorities', says Willy van der Mark (COA). 'I was asked at four thirty in the afternoon and we had a consultant in front of a group of asylum seekers at emergency accommodation at seven thirty that evening.'

'We too had to provide information', notes Désirée Wouters (IND). The women indirectly got into contact with each other and developed a close relationship. 'Together we've taken on the coordination of all requests for information in the country.'

Enormous pressure

Emergency accommodation at local authorities boiled down to a maximum stay of 72 hours in halls and gyms. As



Willy van der Mark (left)
and Désirée Wouters

soon as asylum seekers could move to a more permanent location, they left the emergency accommodation. Uncertain times for people arriving in a strange country. Willy and Désirée made sure that there were consultants to explain to asylum seekers what to expect. 'Subjects ranged from pocket money and food to the asylum procedure and waiting times.'

'We worked under enormous pressure and we had to do something that had never been done before: we had to tell the asylum seekers why they were accommodated like this and what would happen to them afterwards', says Désirée. 'And at the same time, waiting times for starting an asylum application got longer', says Willy. 'That led to additional uncertainty and tension. People didn't know what was going to happen and we had to adjust our information in accordance with the current situation. We always made sure, even if there was hardly any time, that our consultants were at the emergency accommodation.'

They evidently are still proud of the fact that information was provided in so many locations.

More personal information

The emergency accommodation in towns and cities has now been closed and asylum seekers are accommodated only in locations that fall under the responsibility of the COA.

Still, there are things that have changed permanently. 'We've learned that we need to give more personal information to asylum seekers the moment they arrive', says Désirée. 'We and our refugee work partners are developing means to inform asylum seekers better.'

Willy explains the importance of a personal approach: 'Give people the feeling they exist. Talk to them, ask them questions. We shouldn't be making up what asylum seekers need. It sounds daft, but that's what we did, we made it up.' Now, we ask them.'

A word of thanks to Venj in beeld 01/October 2016

Intensification collaboration between IND and Inspectorate SZW

Since 01 June 2016, two IND members of staff have been seconded to the Inspectorate SZW. Within the framework of the bogus scheme programme and compliance with labour agreements, they and colleagues from the Inspectorate SZW investigate employment contracts that may be fictitious.

In the case of a fictitious employment contract, an employee is, on paper, employed by a business and is paid a certain wage, but this is not the case in reality. The employer and the employee hope to gain from this. They may do it in order to bypass a prevailing labour agreement (employer) or to comply with the means requirement for a partner to come to the Netherlands from abroad (employee).

Supervisory body

The Inspectorate SZW and the IND have agreed to conduct a number of investigations each year when the IND suspects a fictitious employment contract. Based on aliens law legislation, the Inspectorate SZW is the supervisory body of the social and recognised sponsor (that is the person or business vouching for an alien's stay in the Netherlands).

Own caseload

Programme manager Minjon van Heijningen is enthusiastic about the collaboration so far: 'After their arrival, we gave the IND members of staff on-the-job training. That meant they joined us during inspections, seeing for

themselves what happens during an investigation in practice. Our inspectors also explained the workings of the registration systems of the Inspectorate SZW to them. Once they had been trained, they were given their own caseload. They prepare a schedule and approach an inspector to join them. And after each investigation, they prepare a report, with the help from one of our inspectors, if they feel that's necessary.'

Appreciation for work IND

IND member of staff Mathie Løhe is also happy with this collaboration. Mathie: 'I've noticed that not everyone at the Inspectorate SZW is aware of the work of the IND. I find it useful that we can contribute to creating a better picture of what we do exactly. This keeps lines short, also towards our own decision-makers who deal with the underlying application for residence. I really enjoy myself here.'



Across the
borders

International collaboration

The IND promotes international collaboration through projects and conferences. We work alongside other European admission and naturalisation services and through international projects, we use our experience to build up capacity and to transfer knowledge to other countries. A good example of that is the secondment of IND members of staff Sara Abraha and Lara Woest. They worked in Greece for a couple of months in order to help out the Greeks with implementing the asylum procedure.

The IND has been placing IND Immigration Liaison Officers (ILOs) at Dutch diplomatic agencies abroad since 2000. In these locations and the corresponding regions, the ILOs work to prevent illegal migration to the Netherlands and the rest of Europe. In November, one of them, Ivo Kersten, was given the Commemorative Medal for Peace Operations for his participation in an EU mission.

IND members of staff help the Greek implement asylum policy

In order to help Greece with the influx of asylum seekers, various Dutch organisations, including the IND, provided people and expertise to the European Asylum Support Office (EASO) during the past year. Sara Abraha and Lara Woest, both IND members of staff, were seconded to Kos and Chios respectively for a couple of months.

And suddenly you find yourself in the Greek sun among thousands of refugees who had to leave their countries, forced or otherwise. That is what happened to Sara Abraha and Lara Woest. Both left with the desire to gain new experiences abroad.

Vulnerability

Sara: 'I ended up in a small village in the interior of Kos, where a team of foreign colleagues implemented the asylum process. My job was to assess if the person in front of me was vulnerable. Factors include minority, suffering from a disability, pregnancy or being a single parent. When a refugee has family members in Europe, that also makes a difference.'

Assessing vulnerability forms part of the Greek asylum procedure. If you earmark a person as vulnerable, he will be admitted to the substantive Greek asylum procedure. When a person is not deemed vulnerable, we assess if he can be sent back to Turkey, where they will look after him.'

Surrounded

Lara ended up on Chios, where she too worked as a vulnerability officer. Right in the first week after arriving, she was personally confronted with extreme tensions among asylum seekers on the island. Lara: 'We worked in a former factory unit on the camp site. At one point, the camp was

EASO

EASO is an independent and specialist agency of the European Union. One of its objectives is to support EU Member States that are under particular pressure, especially by coordinating expert teams that issue advice about processing asylum applications and setting up refugee centres.

See <https://www.easo.europa.eu/>



surrounded by unhappy immigrants. It took a while for us to be rescued, but I continued what I was doing. I'm not easily scared anyway.'

Impressions

Apart from interviewing people and preparing recommendations for the Greek authorities, Sara and Lara also processed asylum applications from people with other nationalities, such as Pakistani, Algerians and Georgians.

Is there anything that made an impression on them while they were there?

Sara: 'I was amazed at the enormous size of the group of asylum seekers. So many people who had to stay in camps for months on end.' Lara shares her sentiment: 'Being confronted with so many people living in tents, their despair, that's something that will stay with you forever.'

Commemorative medal for Ivo Kersten

On Thursday 03 November 2016, in the Nieuwe Kerk in The Hague, Immigration Liaison Officer (ILO) Ivo Kersten and 48 colleagues from the Royal Netherlands Military Constabulary and the national police, among others, received the Commemorative Medal for Peace Operations. They received this medal for taking part in an EU mission to reform the so-called 'civil safety sector' in the Ukraine.

Ivo, what was the objective of this EU mission?

'After Maidan* and after the Russian invasion of the Krim, the European Union decided to support the Ukraine to the greatest possible extent. The EU wanted to help the population reach the goal for which Maidan was started, namely a juster and a fairer society.

An EU advisory committee then analysed the bottlenecks in civil terms. They concluded that the way in which organisations such as the judiciary, the public prosecution service, the police, border control - the civil safety sector so to speak - operate had to change. We wanted to help these organisations reform.'

What exactly is it that you did?

'The aim of the EU mission is to convince people at these organisations that they are not merely there to implement the rules, but that they are there for Ukrainian civilians. I was involved in border control.'

What was it that had to change?

'On the one hand, it was about improving the work processes - how can you work more efficiently and how do you set up your organisation accordingly? And on the other hand, it was about changing people's attitudes, the value aspect so to speak.

The IND has been placing IND Immigration Liaison Officers (ILOs) in Dutch diplomatic positions abroad for 15 years now. The ILOs try to prevent illegal migration to the Netherlands and the rest of Europe. With this objective in mind, they advise and give training to airline companies, immigration services and consular departments of embassies in the fields of travel documents, visa legislation and traveller profiles. They also facilitate the return process and they investigate options for migrants to return. ILOs also have responsibilities in terms of the enforcement of admission procedures and they actively gather and share information about migration in the broadest sense of the word.



You have to remember that the population comes from a Soviet system with strict hierarchic relationships. Personal initiative was punished. Their mentality was that if there was a problem and there was no rule to tell you what you had to do in such a situation, a new solution was not possible anyway.'

What was it like for you, dealing with these people?

'Fortunately, I already knew people at customs and border control thanks to my prolonged stay in the Ukraine. The advantage of that is that they don't see you as some know-it-all who's there to tell them how to do it.

Did you achieve something?

'Absolutely, even if it's just that the people you work with are now aware of the fact that things can be done differently. Also, the strategy and a number of work processes of border control have changed. This mission may not sound sexy, but it definitely makes a difference.'

* Name of the central independence square in Kiev, synonymous with the protest movement that was instigated at the end of 2013 against the regime of president Viktor Yanukovich following his refusal to sign the association treaty between the European Union and the Ukraine.

Total overview of the figures

ASYLUM		2016	2015
Initial applications for asylum*		18,170	43,090
Second and subsequent applications for asylum		1,660	1,940
Family reunification migrants**		11,810	13,850
Approvals for initial, second and subsequent applications for asylum		54%	70%
<p>*An analysis of the automated reporting system showed that due to the way cases are registered and processed in automated reports, some cases no longer show up in the figures in these reports. The IND is working on a system modification in order to remove this discrepancy. Given the limited degree of the deviation and so as to safeguard consistency between reports, this report has assumed the data as it was entered in the automated reporting system. The analysis has shown that, in derogation from these figures, the total influx of first asylum applications for 2016 amounted to 18,250.</p> <p>**this relates to family members of permit holders who have travelled to the Netherlands.</p>			
KNOWLEDGE & TALENT		2016	2015
Applications	(9,690 TEV + 4,220 VVR)	13,900	12,320
Decisions	(9,680 TEV + 4,220 VVR)	13,900	12,140
Approvals	(98% TEV + 81% VVR)	93%	92%
LABOUR MIGRANTS		2016	2015
Applications	(1,190 TEV + 840 VVR)	2,030	1,960
Decisions	(1,130 TEV + 820 VVR)	1,950	2,040
Approvals	(77% TEV + 81% VVR)	79%	80%
STUDENTS		2016	2015
Applications	(11,770 TEV + 4,390 VVR)	16,170	15,220
Decisions	(11,900 TEV + 4,580 VVR)	16,480	15,170
Approvals	(97% TEV + 99% VVR)	98%	100%
FAMILY		2016	2015
Applications	(25,900 TEV + 10,940 VVR)	36,840	27,960
Decisions	(21,120 TEV + 10,680 VVR)	31,800	25,910
Approvals	(76% TEV + 84% VVR)	78%	81%
NATURALISATION		2016	2015
Applications		23,190	25,450
Decisions		22,800	23,330
Approvals		97%	96%
VISITING THE IND DESK		2016	2015
Total number of visits to (information) counters		64,890	92,530
Total number of residence documents issued by the counters		162,050	161,770
TELEPHONE		2016	2015
Total number of front office calls received		510,090	511,100
Average number of emails per month		2,250	1,920
Average telephone accessibility/waiting time		75%	80%

Top 3 nationalities Initial applications for Asylum

- 1 Syrian
- 2 Albanese
- 3 Eritrean

Top 3 nationalities Knowledge & Talent

- 1 Indian
- 2 American
- 3 Chinese

Top 3 nationalities Labour Migrants

- 1 Chinese
- 2 American
- 3 Japanese

Top 3 nationalities Students

- 1 Chinese
- 2 American
- 3 Indonesian

Top 3 nationalities Family

- 1 Syrian
- 2 Eritrean
- 3 Indian

DOCUMENTS	2016	2015
Temporary regular residence permit	102,075	94,440
Permanent regular residence permit	35,850	8,550
Temporary asylum residence permit	47,230	40,990
Permanent asylum residence permit	8,520	8,110
W-document	27,320	42,670
W2-document	930	1,090
EU/EEA-citizens	6,300	5,830
EU/EEA-citizens family members	2,770	2,380
Long-term third country nationals outside EU	5,330	5,210

IND IN THE CARIBBEAN NETHERLANDS	2016	2015
Applications and requests	4,510	4,670
Total number processed	4,410	4,420

COMPLAINTS	2016	2015
Total number of complaints	1,540	1,340
Percentage processed in good time	80%	80%

DEFAULT NOTICES (on account of failure to issue timely decisions)	2016	2015
Received	4,420	1,850
Percentage processed in good time	63%	74%

The default notices that were not processed on time resulted in a total of € 188.000 being awarded in automatic penalties.

INCOME & EXPENDITURE	2016
Income	€450,2 mln
Expenditures	€444 mln

STAFFING	2016
Number of employees	2,946 fte

Colophon

The IND in 2016 – Annual Report
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