



Immigration and Naturalisation  
Service  
*Ministry of Justice and Security*

# Performance Update

Immigration and  
Naturalisation Service

# IND kraakt onder werkdruk en waarschuwt voor nóg langere wachttijden



**CBS: 35.500 eerste asielaanvragen in 2022, grootste aantal sinds 2015**

Vorig jaar hebben ruim 35.500 mensen in Nederland een eerste asielvraag ingediend. Dat is 44 procent meer dan in 2021 en het hoogste aantal sinds 2015. Toen ging het om ruim 43.000 mensen. Syriërs vormden opnieuw de grootste groep asielzoekers, meldt het Centraal Bureau voor de Statistiek op basis van cijfers van de Immigratie- en Naturalisatiedienst (IND).

**Jan Visscher** @mrvisscher

Vreemdelingenrecht. Dergelijke obstructie door de IND - geen verweerschrift, niet verschijnen op zitting - speelt al veel langer. Terecht en moedig (maar ook uniek) dat deze rechter dit aankaart. Zou goed zijn als @RechtspraakNL dit breder oppakt. #rechtsstaat #rechtsbescherming

**Judge Joyce (Joyce Lie)** @JudgeJoyce\_ · 29 jun. 2022

Rechter noemt handelen van de IND 'respectloos' en geeft de IND nog (veel) meer vegen uit de pan. Uitspraak: bit.ly/3byHQnw

10:35 a.m. · 1 jul. 2022



NOS Nieuws • Maandag 24 oktober, 10:15 • Aangepast maandag 24 oktober, 15:25

**Prognose ministerie: volgend jaar meer dan 50.000 asielzoekers**

► De verblijfsvergunning is binnen, nu alleen nog

# Piek in toestroom van internationale studenten

Ruim 16.000 studenten uit het buitenland vroegen voor dit studiejaar in Nederland een verblijfsvergunning aan, 10 procent meer dan vorig jaar. Dit weekend kregen ze hun pasjes uitgereikt in Den Haag.

denen psychologie aan de UvA uit het buitenland. Er is nog een probleem: het toch al grote tekort aan studentenwoningen wordt alleen nog maar groter. Dat raakt ook de internationale studenten. In Den Haag blijken veel studenten wel al

**Binnenland**

## IND worstelt met 'buikpijnzaken': werk wordt steeds moeilijker

## Amsterdamse vluchtelingen protesteren tegen lange wachttijd IND: 'Het voelt alsof ik voor niets leef'

**Wil Eikelboom** @wileikelboom

Vanochtend zitting in beroep tegen weigering om Witruissische cliënt te erkennen als vluchteling. IND had ondanks uitdrukkelijk verzoek van de rechtbank geen verweerschrift ingediend en is ook niet verschenen op de zitting. Ik snap de personeelskrapte maar dit is niet OK.

11:53 a.m. · 28 feb. 2022

# TOPICS

Preface	4
The number of applications is high, increasing and unpredictable	6
Policy is becoming more complex	9
Unintended effects of legislation	11
Penalty cases are increasing	13
Unnecessary contact	14
The IND at court hearings	16
Outdated information provision	18
In conclusion	19

# Preface

Dear reader,

An incredible amount of work is getting done at the IND. In recent years there have been more applications than expected. Because more and more people want to live and work in the Netherlands, or are seeking protection here. Until now, we have been able to decide on more applications than we promised in advance. But I also see that our work is not becoming easier.

Society, politics and policy makers are asking for more extensive support for our decisions. And court rulings and decisions in Europe also influence how we do our work. Our staff are affected by this on a daily basis. Files are becoming bigger, and training new people requires a lot from the IND. Our decisions have a great impact on people's lives. That is why we want to be able to take the time to listen to applicants' personal accounts. At the same time, we feel the pressure to quickly provide clarity about someone's future in the Netherlands. An impossible balancing act.

In recent years, the number of applications has been high, increasing and unpredictable. Because of the war in Ukraine and conflicts in Syria, Turkey, Yemen and Afghanistan, more and more people flee to a safe place, like the Netherlands. And sudden disasters like the earthquakes in Syria and Turkey in February this year result in more work for our organisation from one day to the next. Regular migration also continues to increase. Because of the tight labour market, more people are coming to our country for work. In addition, we again received many requests to become a Dutch citizen.



So, our work is becoming more difficult and we have got to deal with more applications. For these reasons, we are simply unable to process all applications on time. And it is painful to conclude that this will not change any time soon. We are approaching the limits of what the IND can handle. In 2023, we investigate the causes of this. What we already do know is that it is a sum of political choices, choices on organisation level, court rulings and European obligations. By working in a smarter way, we are already accelerating where we can. Yet, applicants will have to wait for clarity longer in 2023, and probably also in 2024. I can well understand this gives people stress and sometimes even makes them desperate. A terrible situation. I think it is extremely important that applicants notice the IND has not forgotten them. And that they know how long they have to wait. We must really get better at this in the coming period.

Nevertheless, there is also good news to share. In 2022, we processed more asylum applications: more than agreed, and more than a year earlier. The same goes for applications other than asylum, such as regular applications for labour and highly skilled migrants. A large number of people with a general pardon permit, the RANOV-permit holders, became Dutch nationals last year. And issuing 67,900 residence endorsement stickers to refugees from Ukraine demanded a lot from the organisation, but we did manage it in a short time.

Moreover, we improved our services, giving more room for the human dimension. This allowed us to achieve concrete results in consultation with stakeholders, the Bar and policy makers. For example, we have been more lenient with late applications for extension since 1 January. Moreover, some applicants no longer need a provisional residence permit, an entry visa for long-term residency, to apply for a residence permit. This concerns families with minor children who meet all other requirements. Lastly, the fees of a number of residence permits have been equalised since 2023, because differences were difficult to explain.

Notwithstanding, there is a lot of work for us to do. Solving this requires fundamentally different choices in migration policy. This must include a well-considered approach and a stable finance structure for the IND, to make it easier to implement policy. And with an eye for the way in which, for example, asylum, family reunification and labour migration influence one another. And the conflicting interests that may play a role in this. For instance, the advantages of migration, such as solving shortages on the labour market, can clash with social issues here and now. This is something we now see in the housing of labour migrants and refugees with an asylum status, for example. We must continue to have an open conversation about these matters with politicians, ministers, the Ministry of Justice and Security and others. And we must not forget about the European dimension: after all, a lot of migration policy comes from Brussels. The negotiations about the new migration pact may not have been completed yet, but I am concerned about the feasibility of what is currently on the table.

In 2022, we expressed the ambition to become more reliable, responsive and innovative as IND. More reliable: it is incredibly important that applicants know what to expect and how long it will take. More responsive because we increasingly more often have talks with, for example, the Bar and the judicial power. We also actively seek out the media to tell our story. This is how we show to the outside world how we do our job and what difficult things we encounter when doing it. More innovative because we are continuously busy doing our work in a smarter way. And that is a lot more than just technological innovation.

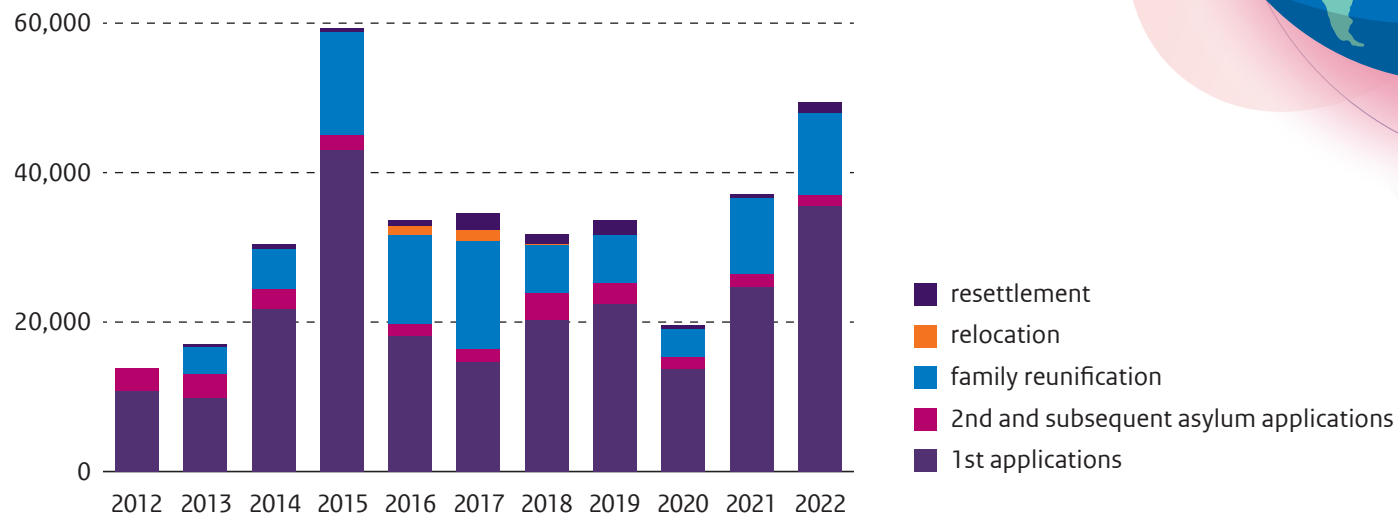
In this second Update, we, the IND, again share the most important bottlenecks, challenges and dilemmas of our work. We zoom in on the consequences of this for our applicants. We explain what we must do ourselves to perform our social task well. And what we need from others for this.

**Rhodia Maas**

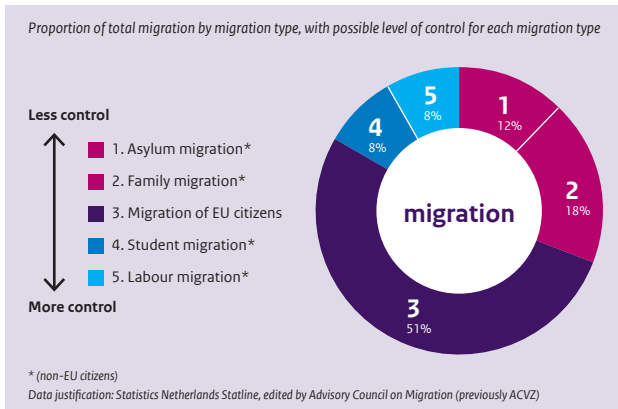
DG IND

# The number of applications is high, increasing and unpredictable

The number of asylum applications has been high for some time and has also fluctuated considerably in recent years. The applications for regular residence and naturalisation also continue to increase. We have learnt from experience that the number of applications for a residence permit varies from year to year and is difficult to predict. Often, the number of applications is higher than expected. New applications come 'on top of' the applications that the IND is already processing.



# The number of applications is high, increasing and unpredictable



Applicants more often come from all corners of the world. The majority of asylum seekers coming to the Netherlands did not apply for asylum in another EU Member State upon transit. Another – smaller – portion did do this. We also know that a large group of asylum seekers do not come directly from their country of origin. Instead, they come from countries where they were received immediately after they fled from war and violence.

Out of all migrants to the Netherlands, around 12% seek protection here, 18% want to be reunited with family in the Netherlands and 8% come here for work and 8% for study. The remaining 51% concern EU citizens who want to come to the Netherlands temporarily or permanently (source: ACVZ migration guidelines research).

Because of the tightness of the Dutch labour market, there is an increasing demand for foreign highly skilled migrants. In 2022, we received 33,030 applications for residence permits from companies and organisations. By now, this increase has acquired a permanent nature. For example, large groups of highly skilled

migrants from India, China, Turkey and the United States are living in the Netherlands.

In 2022, the IND decided on 51,480 naturalisation requests. This also includes 3,030 requests from holders of the so-called 'old' [RANOV regulation](#) (also called the pardon scheme). Because of a policy change in 2021, these permit holders no longer have to meet certain requirements. Because of this, they can now naturalise and become Dutch.

Compared to the European average, relatively many asylum seekers received a residence permit in the Netherlands last year. This is remarkable and cannot be explained easily. Explaining this requires looking into European differences in policy, court rulings and implementation practice. However, the development is a reason to improve the quality assessment of IND decisions in the coming period. This applies to assessing these decisions in advance. And retroactively, when the court reverses an IND decision, for example.

**Amsterdamse vluchtelingen protesteren tegen lange wachttijd IND: 'Het voelt alsof ik voor niets leef'**

## WHAT DOES THIS MEAN FOR THE APPLICANT?

As a result of the high number of applications, applicants must wait longer for a decision on their residence permit. Because of this, they remain in uncertainty for a longer time and - particularly where applications for asylum family reunification are concerned - in unpleasant or unsafe circumstances abroad.

## BOTTLENECK IN SHORT

Because of the high number of applications and its unpredictability, we are facing our limits as IND. This is amplified because migration policy is becoming more complex, and as a result its implementation. Last year, the IND received 48,000 asylum applications in total (first, second and repeat applications, and family members arriving for reunification). This was a lot more than expected. Yet, the IND was able to decide on almost 24,000 asylum applications, excluding Dublin the regulation and people from safe countries. And this was achieved although the IND is equipped to process 22,000 applications. Unfortunately, a lot of asylum seekers still have to wait long. We are simply unable to process so many additional applications on time. See the [2022 IND annual report](#) or a disaggregation according to application type.



Scan (or click on) the QR code for a one-minute explanatory animation about the increasing number of applications (only available in Dutch).

# The number of applications is high, increasing and unpredictable

## HOW DO WE DEAL WITH THIS?

It is impossible for us to keep up with the increase in the number of applications. Not even by continuing to hire new colleagues. Training and introducing new colleagues to the job takes a lot of time, because the work is complex and must be done carefully. Last year, many additional staff were hired to process applications and we are still doing this. In the coming period, the IND will grow in a responsible and controlled way.

In addition, we focus on:

1. Working smartly and differently.
2. Working with scenarios for fluctuating numbers of applications, with different actions and measures per scenario.
3. Expanding our operations and improving the information provision.

As IND, we want to decide within the legal decision periods as often as possible. What can help with this is to distribute outstanding applications - and IND processing staff - differently among organisation components. For this purpose, we introduced the so-called 'control tower' for asylum applications. The control tower is a way to distribute our work better among the various IND locations, and to have central control over achieving processing periods at the same time. By now, the IND is also working closely together with educational institutions to process applications for residence permits by international students on time and prevent study delays. For instance, the IND issued residence documents to around 10,000 international students at universities in September 2022. They did not have to come to an IND location for this.

## WHAT DO WE NEED FROM OTHERS?

The IND is not equipped for the high number of applications and their unpredictability. The developments in recent years require a fundamentally different view from politicians and policy makers on migration policy. This involves long-term agreements about realistic numbers of applications on which the IND can decide annually. And about the preconditions for this, such as enough staff and stable funding. Simplification of legislation - which has become more complicated over the years - must also be part of this.





# Policy is becoming more complex

Political choices have made parts of the migration policy difficult to implement. Moreover, courts have been imposing increasingly high demands on the support of a decision if the IND rejects an application.

## WHAT DOES THIS MEAN FOR THE APPLICANT?

The result is that processing applications takes more time. Because of this, applicants have to wait (even) longer for clarity about their future in the Netherlands.

## BOTTLENECK IN SHORT

Dutch and European legislation is becoming more complex, as became clear in the first, cross-governmental [Performance update](#). And rulings by the Dutch Council of State and the European Court of Justice have caused our work to become more time consuming. For instance, supporting rejections is becoming more difficult. As a result, processing applications is taking more time and the waiting times are increasing. Here, too, we are reaching the limits of feasibility.

### ***A few examples of court rulings which influence our work:***

The Council of State (*in Dutch: Raad van State or RVS*) issued two important rulings on Iranian applicants. One of them involves Iranian converts. The RVS says in the ruling that the IND must better assess new statements if someone says that their religion has remained or developed further. In another ruling, the RVS says that the IND must support more extensively that the applicant is not at risk when returning to Iran. Both rulings mean that explaining an IND decision takes more time. Consequently, it takes longer before it becomes clear whether the applicant can remain in the Netherlands.

On 6 July 2022, the RVS issued a ruling about the obligation to have an interview in objection cases. The result is that the IND must invite an applicant for an interview more often if they object to an IND decision. The average processing time of rejection cases is increasing as a result. Consequently, applicants have to wait longer. It does, however, mean that they have an extra chance to explain their objections.

On 17 August 2022, the RVS issued a ruling in two children's pardon cases with far-reaching consequences for our work. In those rulings, the RVS determined that the IND must always see whether there is a good reason to deviate from the rules.



# Policy is becoming more complex

## HOW DO WE DEAL WITH THIS?

We make sure that applications go to the right IND staff member where possible, and ensure the best possible process that way.

Other things we do.

- We learn from one another by discussing examples from practice, 'headache cases' and dilemmas together as colleagues. This allows us to give careful consideration, taking an applicant's personal circumstances into account. We consciously invest more time in this and pay additional attention to our training.
- Together with other organisations, we work on tailored solutions for migrants without a right of residence or reception. We do this within the National Aliens Facilities (in Dutch: *Landelijke Vreemdelingenvoorzieningen* or *LVV*) together with the Repatriation and Departure Service (in Dutch: *Dienst Terugkeer en Vertrek* or *DT&V*), local councils and local social organisations. The aim is to force breakthroughs for people who have become stuck in the residence-permit process. Or who have to return to the country of origin. It often concerns people who have been in the Netherlands for a long time.
- We work with an IND quality system which gives insight into the quality of our decisions and services. Every year, we assess this quality against the quality requirements. We establish these requirements with input from within and outside the organisation. This way, we keep track of whether there is improvement. And we determine which actions are necessary to do even better.

- We also continue to pay attention to recommendations from the Parliamentary Committee of Inquiry into Childcare Benefit (in Dutch: *Parlementaire ondervragingscommissie kinderopvangtoeslag* or *POK*) and the Work on Implementation programme (in Dutch: *Werk aan Uitvoering* or *WaU*). We do this by investing in our services continuously. And by being aware of the applicant's specific situation right from the beginning of the asylum procedure, together with our partners in the immigration system. This helps us to decide within the legal period as often as possible.

We would like to have more insight into the causes that make our work more complex. To achieve this, we are investigating how the assessment of asylum applications went from 2010 to 2022 inclusive. The purpose is to find out how this assessment has become more difficult. And to gain clarity about the reason for this. Does it have to do with the legislator? With court rulings? Or with Europe? Or do we make things difficult ourselves? Where possible, we want to make processing applications less complicated. At the same time, we are having talks with the responsible ministers and the (European) legislator about causes that we do not influence ourselves.



## WHAT DO WE NEED FROM OTHERS?

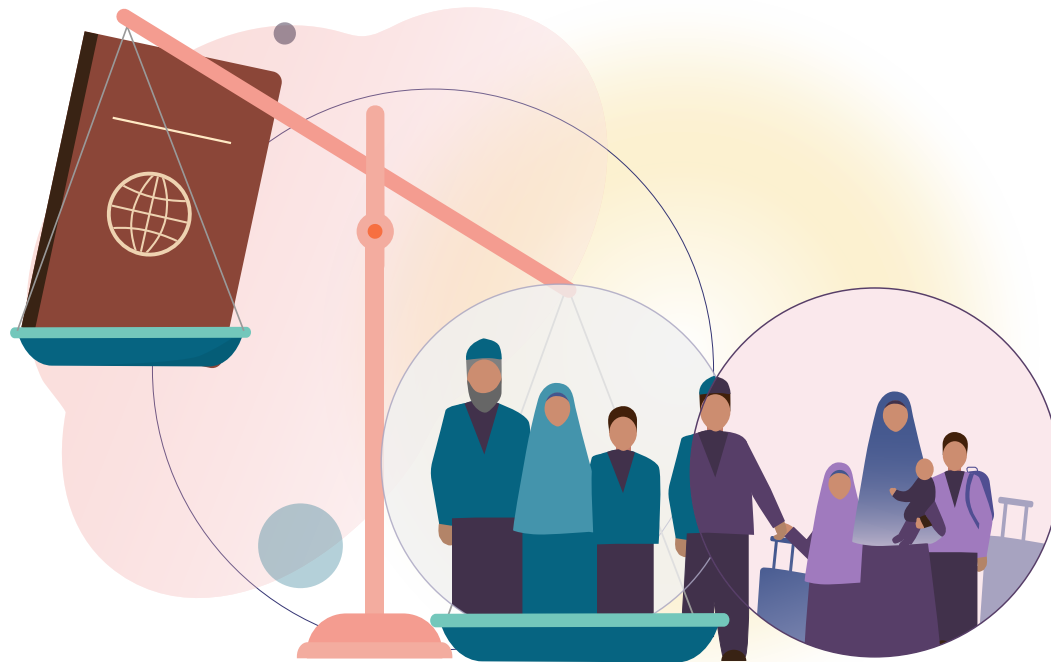
Policy must become less complicated. This will require considerable changes in laws and regulations. This applies not only to how we look at asylum migration, but also at regular residency and Dutch citizenship.



Scan (or click on) the QR code for a one-minute explanatory animation about the complexity of our work (only available in Dutch).

# Unintended effects of legislation

Migration sometimes has unintended effects. And the outcome is not always what we want as a society. Abuse and improper use lie in wait and undermine the intentions of policies. An example is the asylum family reunification policy ('reunification after reunification'). This also causes an additional workload for the IND.



## WHAT DOES THIS MEAN FOR THE APPLICANT?

The IND needs more time to process applications. And the waiting times for new applicants are increasing. Public backing of the policy decreases in case of abuse and improper use.

## BOTTLENECK IN SHORT

The asylum family reunification process is meant to have members of the core family - father, mother and children - come over to the Netherlands. We see that the reunification process is also used to bring other family members here. These are, for instance, children that do belong to the core family but have become independent and have their own family. It happens that these family members claim to still depend on the core family. After the IND has allowed reunification and they have come to the Netherlands, these people apply for asylum independently. The asylum reunification process is not meant for this.

# Unintended effects of legislation

## Reunification after reunification: an example

An applicant had become of age at the time of his application for asylum family reunification. But he claimed that he still depended on his parents, who were already living in the Netherlands. He did this by stating that he was not and had not been married, was not in a relationship, and did not have any children either. He signed a statement of marital status in which this was recorded. And stated the same during the interview at the Dutch embassy. The IND applied the rules and decided that he could come to the Netherlands for asylum family reunification. Shortly after his arrival in the Netherlands, the applicant submitted an asylum application of his own. And after being granted his asylum residence permit, he applied for asylum family reunification for his wife and children. Then, he admitted he had indeed been married. But that he had withheld this information earlier because this was the only way to come to the Netherlands legally with his family.

Something else that happens is repeatedly submitting applications that have no chance of succeeding. Applicants use fake addresses and fictional employment contracts for this. Their only purpose is to extend their stay in the Netherlands. This happens particularly among applicants who appeal to Turkish Association Law, which gives the right to a residence permit to work in the Netherlands.

## HOW DO WE DEAL WITH THIS?

Does a reuniting family member ask for asylum independently after arrival? Then we investigate the family relationship between the reuniting family member and the people who are already in the Netherlands. The family ties were the reason to approve the application for family reunification. The policy does not give the IND an opportunity to retroactively refuse someone in the Netherlands. However, the IND does report such cases to the police because someone has provided incorrect information in the family reunification process.

## WHAT DO WE NEED FROM OTHERS?

Policy must become less complicated. This will require considerable changes in laws and regulations. This does apply to how we look at not only asylum migration, but also regular residency and Dutch citizenship.

## Een verblijfsvergunning voor 3.000 euro per maand: payrollers helpen bij opzetten schijnconstructies

Wie een Nederlandse verblijfsvergunning wil, kan die effectief huren voor een paar duizend euro per maand. Payrollbedrijven slaan waarschuwingen van de IND in de wind en assisteren tegen betaling bij het opzetten van juridische schijnconstructies, blijkt uit onderzoek van BNR.

# Penalty cases are increasing

Since 30 November 2022, the administrative court is once again able to order the IND to pay a sum of money (penalty) to asylum applicants whose decision is taking too long.

Between 11 July 2020 and 30 November 2022, the 'Interim Act on the Suspension of Periodic Penalty Payments' stipulated that it was not possible to impose penalties. Neither was it possible for applicants to appeal against late IND decisions on asylum applications between July 2020 and July 2021. The Council of State (RVS) has reversed this because it was in conflict with European law.

## WHAT DOES THIS MEAN FOR THE APPLICANT?

Applicants can appeal if the IND decides too late on their asylum applications. They can ask for a penalty to encourage the IND to take a decision. And if the IND is unable to decide on an asylum application on time - within the term imposed by the administrative court? Then the IND may have to pay a penalty to the applicant.

## BOTTLENECK IN SHORT

The ruling by the RVS is leading to more appeal proceedings. With the option for applicants to ask the judge to impose a penalty on the IND in such proceedings. This means more work for IND staff, especially at the Legal Affairs Department. The ruling can also have considerable financial consequences for the IND if it is unable to decide on an application within the period imposed by the administrative court. It is estimated that the number of appeal proceedings and penalties will increase considerably until the end of 2024.

## HOW DO WE DEAL WITH THIS?

So: this has a great impact. And unorthodox measures are required to solve this problem. There are various initiatives to clear the backlog. We also inform applicants about the status of their procedure. And we explain backlogs, our planning and what applicants can expect. We do this to show that we have not forgotten them.



## WHAT DO WE NEED FROM OTHERS?

To have sufficient staff and means to process applications on time, the IND organisation needs stable funding. This would enable the IND to retain adequately trained staff. More efficiently organising application processes for asylum and regular residence permits is another important step to remain within the legal decision periods. This would allow us to process applications more quickly. At the same time, it is expected that the high and unpredictable number of applications will remain a challenge in the coming years. Therefore, the question is whether it is feasible to apply the Penalty Payment act to the decision period of the Aliens Act.

# Unnecessary contact

The increasing and varying number of applications influences our services, at desks and elsewhere. We want to keep our services up to scratch when it is busy. And we want to continue to serve applicants correctly and in good time. To achieve this, we must be flexible as an organisation. Hence, our ambition is to organise processes smarter - because there are limits to the deployment of additional people and means.



## WHAT DOES THIS MEAN FOR THE APPLICANT?

One of the things we do is to shed any superfluous contact. And other organisations - town halls, for example, or Nidos Foundation - can sometimes take over administrative work from the IND. This results in a reduction of work pressure at the IND and reduces waiting times for applicants. This often means less travel time as well, because applicants can be served closer to home.

### Busy times

In addition to the issuance of residence endorsement stickers to refugees from Ukraine, there were 446,930 desks visits in 2022. This is 100,000 more than in 2021. There were also 620,530 telephone calls. More information is available in the [annual report of 2022](#).

# Unnecessary contact

## BOTTLENECK IN SHORT

Rules and regulations stipulate that there must be several instances of contact between the applicant and the IND. For example to take photos or issue documents. Applicants and staff are right to often question whether the amount of contact can be reduced. This would be more pleasant for the applicant and saves the IND work. And some things can be done just as well by another organisation, which is often closer to the applicant.

## HOW DO WE DEAL WITH THIS?

Were we can improve ourselves as IND, we do. For instance, we now no longer take a new photo when extending some documents. Highly skilled migrants who do not need a long-stay visa to travel to the Netherlands can start working without a residence document if they inform the IND about this.

We are reducing the increasing waiting times at desks in several ways. The desks are open longer on working days, for example, and can now also be visited on Saturday. And we are hiring additional staff. We are also working with central issuance days for students and are expanding the services via the expat centres.

Moreover, applicants can choose at which desk they would like to make an appointment. And they can have this depend on how long they must wait for an appointment somewhere.

And what if, as IND, we see that a change in legislation is necessary to do our job better? Then we look for solutions together with the Ministry of Justice and Security and other organisations.

For example, we are examining whether:

- Documents can remain valid for longer so that fewer extensions are needed; and
- Other parties can issue documents. Now, this is the statutory task of the IND, with the exception of the occasional force majeure event. But issuance requires general knowledge of identification and verification, and not specific IND knowledge.

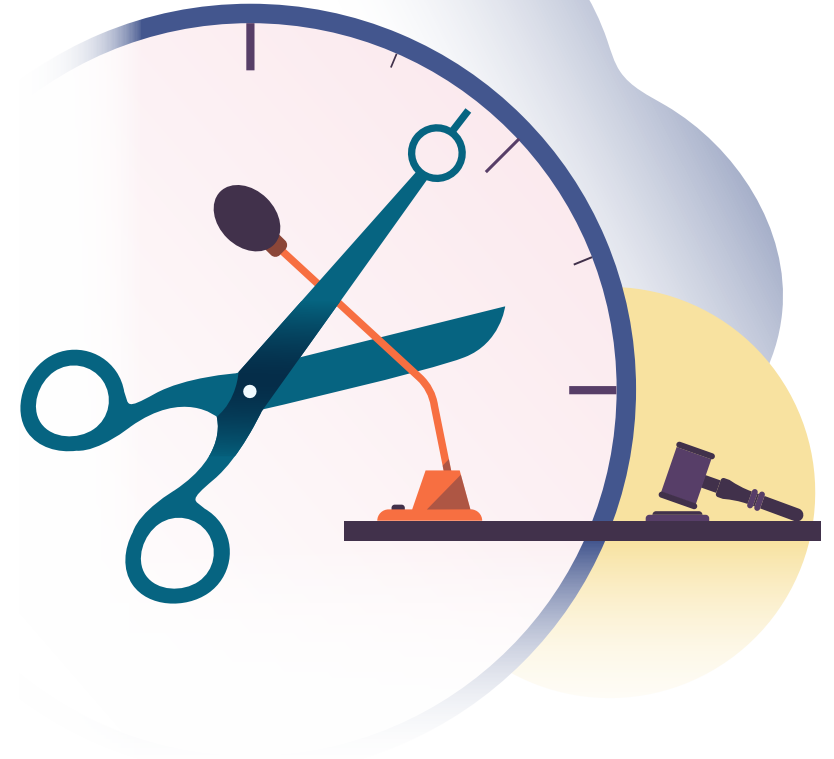


## WHAT DO WE NEED FROM OTHERS?

Rules and regulations stipulate that there must be several instances of contact between the applicant and the IND, often because of paperwork. The question is whether all of this contact is necessary. And whether other organisations may be able to do things just as well. For example town halls or Nidos Foundation, which supports unaccompanied children. To make this possible, legislative changes are needed.

# The IND at court hearings

In 2022, the vast majority of rejected asylum applications - and in some cases also cases where we did grant a residence permit - resulted in appeal proceedings at a district court. Combined with appeals in regular cases, this concerned 36,710 court cases about residency in total. And this number does not even take into account all penalty proceedings and reception, detention and admission proceedings. All of this means a lot of work for the lawyers of the IND. Particularly in the first half of 2022, the IND was unable to be present at all hearings. In the period from January to November 2022, we were at 91% of the hearings on average. From the autumn of 2022, this percentage increased to 96% on average. Up to now, the monthly percentage has increased to 99%. This means that for 2022, the IND was unable to attend 1,450 hearings of the total of 16,858 cases where there was a hearing.



## WHAT DOES THIS MEAN FOR THE APPLICANT?

If the IND is not present at a hearing, the applicant does not get an oral explanation from us about the decision we took. And as IND, we cannot respond to the applicant's account.

## BOTTLENECK IN SHORT

If the IND is not at a hearing, this leads to questions among applicants, judges and solicitors. We are not there to answer questions by the court. And it is the final chance for an applicant to tell their story and get a reply from us. This way, the applicant does not get an additional explanation for the IND decision.

This may give the applicant and the court the impression that the IND does not take the proceedings sufficiently seriously.



# The IND at court hearings

## HOW DO WE DEAL WITH THIS?

In addition to the recruitment of staff, we are adapting our work process, so that we can be present at as many hearings as possible. Since late 2022, the Legal Affairs Department has been planning differently and there is more control over the amount of work. Consequently, we see peaks in the workload coming sooner and are better able to respond. There are also initiatives to do things differently at local IND locations. For instance, the IND ran a successful pilot programme in 2022, which has now become an established work process. The substance of cases for which no hearing has been planned yet is inspected briefly. This allows us to find out (earlier) whether a case has any defects and whether we can remedy them in the appeal phase, or if further investigation is needed. And sometimes, the IND does not consider a hearing necessary for a judgment and we indicate this. Now, we see if we can implement this fast assessment at the beginning of the process more broadly within Legal Affairs. In addition, the IND is investing in better accessibility of IND lawyers for district courts.



## WHAT DO WE NEED FROM OTHERS?

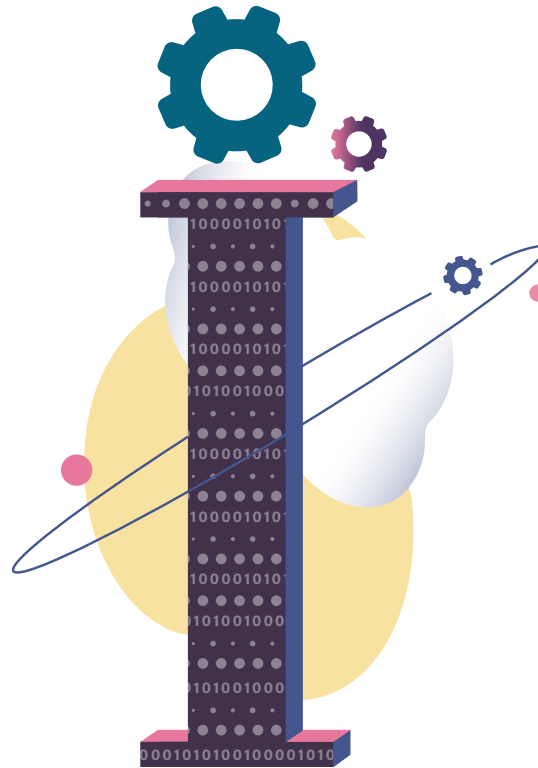
To keep control over the work coming at us and carry out this 'advance assessment' well, we depend on the judiciary and the Bar. What if we want to remedy a case in the appeal phase? Then we contact the district court and the applicant's solicitor. They must be willing to cooperate. The same applies to additional investigation before any hearing. District courts and solicitors want this very much.

We also have talks with district courts about how they can help us to schedule cases as well and early as possible. For us as IND, it is important for this that we give a reliable estimate of the number of cases we expect. District courts can then prepare for this.



# Updating the information we provide

To be able to help applicants well, our information provision must be up to par. In the coming years, we will modernise our digital information provision, so that it will continue to support our services effectively.



## HOW DO WE DEAL WITH THIS?

To improve our digital information provision we are working step by step towards a modern system that supports our decision processes. And at the same time, we are also updating our outdated ICT systems. In the meanwhile, the shop remains open: ICT services are crucial for our daily work and we need them to be able to provide our applicants the best possible services. Therefore, proper security and optimal performance have the highest priority, with as little failure as possible. Updating our ICT systems takes time and money. Also because management and maintenance of our current systems remains necessary to keep running and ensure continuity.

Future-proof information provision must lead to more efficient and smarter work. This means that our work processes are changing. We are working towards a situation where we supply better information to applicants, staff, organisations we cooperate with and politics. Information that helps us to guide our work, plan it and justify it. Moreover, it must become possible in the future to tell applicants the exact status of their application. So that they know how long it will take before there is any clarity.

## WHAT DOES THIS MEAN FOR THE APPLICANT?

Because our digital systems are improving, applicants will have up-to-date information about their processes in the future. Such as when it is their turn and when they can expect a decision from the IND.

## BOTTLENECK IN SHORT

Our information systems have become outdated. They no longer meet the requirements for acting on information, planning and justifying. This poses a risk to our operations in the long term.

## WHAT DO WE NEED FROM OTHERS?

In de eerste helft van 2023 brengt het onafhankelijk adviescollege ICT-toetsing een advies uit over het vernieuwen van onze digitale informatievoorziening. Dat geeft ons meer zicht op de haalbaarheid ervan. En op hoe we die vernieuwing verantwoord kunnen doen en succesvol kunnen maken.

# In conclusion

This second Performance Update again gives insight into the most important bottlenecks, challenges and dilemmas we are facing as IND.

A lot is going well, but we are reaching our limits as an organisation. Not only because of the high number of applications, but also because legislation is becoming increasingly complex, and with it, its implementation as a result. Therefore, the IND urgently needs a new perspective on how the migration policy can remain manageable and implementable.

Together with politics, the Ministry of Justice and Security and other involved organisations, our organisation would like to work on robust solutions for a future-proof migration policy.

*May 2023*

