



The IND in 2013

Foreword

Looking back on 2013 I can conclude that a lot has happened with regard to the policy on foreign nationals. In February we commenced with the implementation of the Regulation for the long-term residence of children (*the 'Children's Pardon'*), and since 1 June 2013 the Modern Migration Policy has been in force. We've invested a great deal in providing our service, and taking the results of our periodic client satisfaction survey into consideration, this was also appreciated by our clients. The collaboration with cooperating organisations has been both extended as well as enhanced, particularly the Central Agency for the Reception of Asylum Seekers and the Repatriation & Departure Service, important partners in the asylum chain. Although it still took some getting used to at the beginning, since the spring of 2013 our new information system INDiGO provides access to a 'future proof' system: it's user-friendly, reliable and prepared for future developments.



Aside from that, we were also confronted by some tragic events, like the suicide of Alexander Dolmatov, the unrest in Syria and it's surrounding countries and the disaster at sea close to the Italian island of Lampedusa.

Events that have consequences for the organisations cooperating in the immigration process, like a far greater influx of asylum seekers. And matters that have led to extra measures, for example, like the measures for improvement, taken to prevent situations in future such as those that occurred as a result of the death of Dolmatov.

The IND is an organisation that operates at the heart of society. This annual report portrays which external events have influenced our work. And what efforts we have made for an optimal implementation of the policy on foreign nationals in the Netherlands. In close collaboration with our cooperating organisations. Careful, quick and focused on the client.

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

01-01

Everything under one roof: a fast and diligent asylum procedure

A single building where the various judicial processes take place in conjunction with each other. That was the idea behind the Schiphol Criminal Justice Complex (Justitieel Complex Schiphol, JCS) that was opened in December 2012. The complex consists of a registration centre for asylum seekers, meeting and interview rooms, offices, courtrooms and a removal centre. The JCS's 'main users' are the IND, the Public Prosecution Service, the judiciary (judges), the Repatriation and Departure Centre (DT&V) and the Custodial Institutions Agency. Placing the various agencies together is conducive to a fast and diligent asylum procedure.

As well as at Schiphol, the IND has offices in Rijswijk, Hoofddorp, Zwolle, Den Bosch, Zevenaar and Ter Apel. There are also IND counters throughout the country (including the Caribbean Netherlands).



PHOTO: MAARTEN NOORDIJK

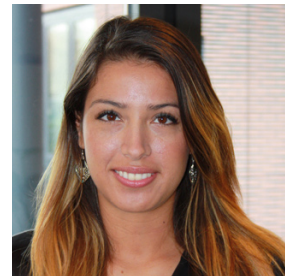
14-01

Start of two-day training course 'A Good Conversation' for personnel with client contacts

Goed gesprek centres on the service given to both the client and the employee. In this training course personnel with client contacts - counters, Public Information Centre, (telephone, email correspondence, group information) and asylum - learn communication and de-escalating techniques in order to speak to clients in an informal, client-oriented manner.

This works both ways: the client is extremely positive and the employee experiences much more job satisfaction. The IND has developed a 'A Good Conversation toolkit' that can also be used by other governmental organisations with client contacts.

Jennifer Bedoya Sanchez of the Public Information Centre: "How the conversation goes is largely determined by emotions. Making use of the knowledge acquired in the *Goed gesprek* course - and the tips and points we discussed during the course - gives me control and I'm able to deal effectively with the client's emotions. This definitely has a favourable effect on my talks with clients."



17-01

On 17 January the Russian asylum seeker Alexander Dolmatov was found dead in his cell

The Security and Justice Inspectorate opened an investigation into the circumstances of his death. The inspectorate established (among other things) that the transfer of information between the cooperating organisations had not gone as smoothly as it should have and on 12 April it presented its investigation report containing critical findings on the role of various parties. The State Secretary of Security and Justice announced improvement measures. Based in the inspection report and the analyses of all of the partners involved in the immigration process - including the IND - substantial investments in improvements were made during the course of 2013. The IND made improvements concerning the registration for the residence status of foreign nationals, thus guaranteeing that a foreign national is not wrongly automatically assigned the status 'removable'. Also, the IND is now available 24 hours a day to answer questions from cooperating organisations about current residence status.



PHOTO: EPA/SERGEY DOLZHENKO

01-02

The regulation for long-term resident children (Children's Pardon) came into effect

Foreign nationals who applied for asylum in the Netherlands at least five years before their eighteenth birthday are generally eligible for the regulation. They must however actually have been living in the Netherlands during that five-year period, and must not have evaded the national government for longer than three months during that period.

A transitional arrangement was temporarily - from 1 February to 1 May - in effect for children who had already been living in the Netherlands for longer than five years. On 1 September the IND had decided on virtually all of the applications based on the transitional arrangement. Of the total of 3,280 applications (both children and their family members) 630 children and 710 family members were granted a permit. About 1,800 applications were initially turned down. The objection procedures were handled from 1 September onwards.

After 1 May 400 applications were submitted for the definitive regulation. Of the 170 applications on which an initial decision was made, 10 were granted and 160 were turned down.



PHOTO: WILLIAM HOOGTEYLING/HOLLANDESE HOOGTE

11-03

First penalty imposed for too late decision

An optimum service calls for timely decisions. Although the IND does its utmost, it does not always succeed in this. The IND failed to respond in time to a request made by a Turkish couple for the reimbursement of incorrectly paid fees. The IND also failed to respond sufficiently promptly after being held in default by the couple. This made the IND liable for the payment of an automatic penalty and the couple received € 320.00. This was the first automatic penalty paid under the Aliens Act.

Of the total of approximately 300,000 decisions taken by the IND in 2013 (for applications for asylum, regular and naturalisation, including extension applications and objections) 3,890 default notices were submitted. In 2013 a total of 3,960 default notices were processed (including some from 2012). The default notices that were not settled on time resulted in a sum of € 81,400.00 being awarded in automatic penalties.



ILLUSTRATION: STUDIO BONT

25-03

First joint annual plan for IND, COA and DT&V personnel

Close cooperation between the jointly-acting organisations presents many advantages: no duplicate work, greater diligence and a smaller chance of misunderstandings. Not to mention lower costs. On 25 March all IND, COA and DT&V personnel received an overall annual plan, an abridged version of the overall annual plan with subjects that the cooperating organisations worked on in 2013: information supply, sharing of staffs, intensified cooperation in the asylum process, shared accommodation...

25-03

Hearing of the Aliens Chamber of the Council of State: the sincerity of a religious conversion

In 2013 a lot of attention was paid in proceedings under aliens law to the issue of 'converts': foreign nationals who claim in their asylum application that they have converted to Christianity in the Netherlands and are no longer able to return to their country of origin owing to that religious belief.

This is illustrated by the Iranian asylum seeker who claimed that he had converted to Christianity in the Netherlands, went to church services and actively worked for his church. He underpinned his conversion with an original christening certificate, showing that he was christened in the Netherlands on 4 December 2011. He claimed that he could not return to Iran because of Iran's stance regarding Christians. His application was turned down because he was unable to credibly demonstrate that his conversion to Christianity was sincere. The court set aside the ruling on appeal. The court ruled that the IND had not sufficiently substantiated its position.

The IND lodged an appeal. During the hearing the IND explained which fixed and diligent line of conduct it had operated in assessing the issue of credibility: how the investigation was conducted. This was done on the basis of a questionnaire that was formulated in consultation with (among others) ecclesiastical bodies and an organisation that represents the interests of Christian asylum seekers.

Reference was also made to the IND's assumption that a conversion is a conscious and well-considered choice of a foreign national. That is certainly the case if a foreign national comes from a country that predominantly has another religion, and the alternative belief is unacceptable or punishable. The Administrative Jurisdiction Division of the Council of State accepted the IND's detailed explanation and upheld the appeal.

The IND's Legal Representation department dealt with 51,250 appeal cases in 2013. 50,070 of these were settled. The cases covered a broad range of themes (see also 21 October: hearing on a female circumcision case).



PHOTO: CORBIS

09-04

Working visit of Princess Beatrix - still Queen at the time - to the Expertise Centre for Human Trafficking and Human Smuggling in Zwolle

The Expertise Centre for Human Trafficking and Human Smuggling (EMM) is a partnership between the Royal Netherlands Marechaussee, the National Police Crime Squad, the inspectorate of the Ministry of Social Affairs and Employment and the IND. The EMM focuses intensively on the detection and countering of human trafficking, human smuggling and related crime.

Personnel of the EMM and the national public prosecutor for human trafficking and human smuggling informed the princess about the expertise centre's work and recent developments.



PHOTO: DUTCH MINISTRY OF DEFENSE

18-04

IND/DT&V partnership selected for ‘twinning project’ with Serbia

The purpose of the twinning project is to help non-EU countries that aspire to join the EU to build up modern and efficient government services. The Serbian Ministry of Home Affairs had asked for support with setting up a visa system, a database for the organisations cooperating in the immigration process, staff training and a monitoring system for expelled foreign nationals. Several countries have presented plans for this. It was decided to opt for the Dutch approach. A start was made in 2013 with the preparations in partnership with the Repatriation and Departure Centre (DT&V) and European partner countries.

Other than that, there has also been a twinning project with Azerbaijan and running since 2012. The purpose of this is to provide the State Migration Service (the Azerbaijani IND) with expertise on four main subjects: strengthening migration legislation, implementing measures to counter illegal migration, developing internal training programmes and setting up public campaigns. The IND and DT&V are also acting jointly in this project.

30-04

Dutch citizenship henceforth conferred by King Willem-Alexander

When a request for naturalisation is granted the personal details of the applicant are laid down in a Royal Decree that is signed by the head of state. On 30 April King Willem-Alexander assumed this duty from his mother, Princess Beatrix, formerly Queen of the Netherlands.

PHOTO: ANP ROYAL IMAGES/LEX VAN LIESHOUT



10-05

Friday 10 May is a popular wedding day

May is a popular month for getting married. And Friday is the day most people want. That includes people planning to marry a foreign partner, such as Sandra O. from Utrecht. The Admission and Residence (TEV) application for her Tunisian partner had been granted a few months previously, because both Sandra and her partner met all of the conditions.

10 May was an unforgettable day for them: their wedding day.

The application of Sandra and her partner was one of the 28,000 applications made in 2013 for family formation and reunification.



PHOTO: PIET DEN BLANKEN/HOLLANDE HOOGTE

Family forming/Family reunification	2013	2012
Applications (19,630 TEV + 8,700 VVR)	28,330	28,130
Decisions (18,730 TEV + 8,380 VVR)	27,110	26,740
Approvals (TEV: 76% / VVR: 84%)	78%	73%

Since the Modern Migration Policy Act passed into law the separate applications Regular Provisional Residence Permit (MVV) and Regular Residence Permit (VVR) have been combined in a single TEV application (Admission and Residence). The application for a VVR is sufficient for applicants without an MVV obligation.

Top 3 nationalities

1. Turkish
2. Indian
3. Chinese

01-06

Modern Migration Policy Act passes into law: faster procedures and reduced administrative burden

Now that the Modern Migration Policy Act has passed into law the service provided by the IND to its clients has been further optimised by speeding up the procedures and reducing the administrative burden for citizens and companies. The modern migration policy makes the Netherlands more attractive to migrants who are sorely need to strengthen the economy, culture and science: highly skilled migrants, talented students, entrepreneurs.

The Act also provides better enforcement resources, such as the introduction of the administrative fine and the imposition of obligations on (recognised) sponsors.

One of the most important conditions for the introduction of the modern migration policy – a complete transition to the new information system INDiGO – was met a few months ago. Following setbacks in the development and rollout phase, with INDiGO the IND now has a ‘future-proof’ system: user-friendly, reliable and prepared for future developments.



IAN COOPER RECEIVES THE FIRST RESIDENCE DOCUMENT UNDER THE MODERN MIGRATION POLICY ACT ON JULY 12 2013.

PHOTO: WWW.FACEBOOK.COM/MINISTERIEVANVEILIGHEIDENJUSTITIE

06-06

Research report Children's Ombudsman on family reunification policy

In 2012 and 2013 various amendments were made to the family reunification policy for asylum seekers' family members: no more interviews for children under the age of 12, for biological underage children a DNA test as standard rather than an interview, broadening of the interpretation of actual family relationship (amendment to the formulation of Section 3 of the European Convention on Human Rights). The research report of the Children's Ombudsman on the implementation of the family reunification policy is based in part on research and findings from the period prior to this policy change.

According to the Children's Ombudsman the policy has been implemented negligently - by both the IND and the Dutch diplomatic stations abroad - and the rights of children have been violated.

In his response to the report the State Secretary for Security and Justice said that he did not share the conclusion that children's rights were being violated. "The family reunification policy has always been pursued within the current laws and regulations. I stand for the prudence of my policy and its implementation and for the expertise and objectivity of the personnel involved."

Other than that, the legislative proposal on the Rearrangement of the grounds for asylum also makes it possible for families with different nationalities and families formed in a third country to be reunited under the family reunification policy. This too was a point of criticism of the Children's Ombudsman.

Family reunification	2013	2012
Applications	6,580	7,800
Decisions	6,970	8,170

08-06

A peak in requests for information by telephone

The introduction of the Modern Migration Policy (MoMi) has led to a sharp rise in the number of telephone calls to the Public Information Centre. The new law led to the number of client enquiries temporarily doubling in the months of May and June.

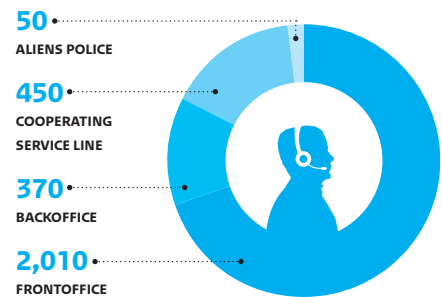
As well as providing information and making counter appointments, the Public Information Centre also gives presentations and settles requests made by email.

The total number of calls received by the front office in 2013 was 633,200 (in 2012: 637,800). Average monthly emails: 2,160

Average telephone access: 83% (2012 89%)

The combination of a rise in the number of telephone calls (related to the introduction of the MoMi) and a temporary manpower shortage (in connection with training staff for the introduction of the MoMi) led to a lower average telephone access rate. Telephone access has now been restored to its previous level, not least owing to the introduction of a new call centre application (see 4 November).

AVERAGE DAILY NUMBER OF CALLS PER DAY



15-06

26,000 'amnesty permits' extended

15 June saw the expiry of the term of validity of the majority of the 26,000 residence documents of the group of foreign nationals who received an 'amnesty permit' in June 2007 under the Regulation for the Settlement of Legacy Cases under the Previous Aliens Act.

Following the first granted application in 2008 the applications for a new five-year extension poured in during the spring of 2013.

The application forms - which were sent out proactively by the IND - have been received in large numbers since March, with a peak of 2,500 extension applications a week compared to the normal weekly receipt of 1,200.

Most of the applicants are temporarily granted a new residence document. Those who have to await a decision receive a temporary alternative to travel and demonstrate lawful residence.

18-06

A compliment from deputy Ombudsman Frank van Dooren

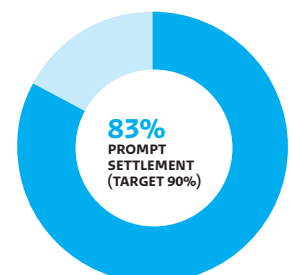
Complaints officers of the IND are entering into talks with staff of the National Ombudsman office on the subject of complaint settlement. Deputy Ombudsman Frank van Dooren gives a compliment on the course 'A Good Conversation' at the IND.



PHOTO: WWW.NATIONALEOMBUDSMAN.NL

The number of complaints has been declining for years. Especially the complaints that are relatively easy to prevent. The more complex complaints take more time to settle. This goes some way to explaining why 17% of the complaints were not settled on time in 2013. Despite that we set out to achieve the 90% by means of preventative measures (learning from 'client signals') and prioritising prompt complaint settlement.

IN 2013 THE IND RECEIVED 2,760 COMPLAINTS.



25-06

Personnel come up with ideas on changes at the IND: more intensive cooperation, an even better service and a more horizontal organisation

Voor Mensen - Over Grenzen (for people - across borders) is the title of the change programme in which the IND heads for the organisation it intends to become. Change themes include: structure & control, organisational culture (a more horizontal organisation with fewer managers and more space and responsibility for staff members), intensified cooperation...

During this IND staff day personnel can familiarise themselves with and contribute to the intended changes by means of workshops and discussions.

PHOTO: DUTCHFOTO.NL/LAWRENCE MOOIJ



11-07

The government has asked the Social and Economic Council to advise on the potential contribution of labour migration to the Dutch economy

In 2007 the Social Economic Council (SER) had already advised on the need for and shape of a labour migration policy (Advice on Labour Migration Policy, 2007/02). The government wants the SER to advise again on this subject because there have been new developments since that time. Many labour migrants have arrived in the Netherlands from other EU countries, for example. Many of them have now permanently settled here. To achieve its ambition to remain amongst the world's leading knowledge economies the Netherlands will also have to make more effort that has been made up to now to attract highly education knowledge workers to our country.

Labour migrants		2013	2012
Applications	(1,730 TEV + 1,560 VVR)	3,290	3,740
Decisions	(1,970 TEV + 1,200 VVR)	3,170	3,380
Approvals	(TEV: 59% / VVR: 57%)	58%	64%

These are labour migrants who have applied for a residence permit. Most of them are not EU subjects. Since the Modern Migration Policy Act passed into law the separate applications Regular Provisional Residence Permit (MVV) and Regular Residence Permit (VVR) have been combined in a single TEV application (Admission and Residence). The application for a VVR is sufficient for applicants without an MVV obligation.



PHOTO: WWW.FLICKR.COM/PHOTOS/ROYALDUTCHSHELL/

Highly skilled migrants		2013	2012
Applications	(5,540 TEV + 1,860 VVR)	7,400	6,830
Decisions	(5,670 TEV + 1,910 VVR)	7,580	6,540
Approvals	(TEV: 97% / VVR: 96%)	97%	97%

Top 3 nationalities

Labour migrants

1. American
2. Chinese
3. Indian

Highly skilled migrants

1. Indian
2. American
3. Chinese

15-07

European Commission grants subsidy for placement of Common Advisor on Immigration in Accra (Ghana)

This Common Advisor - a Dutch national - will be deployed for enforcement in regular migration procedures on behalf of and for a number of countries - including the Netherlands. The placement - for a period of one year - is one of the four

project proposals that the IND has submitted together with Sweden, Hungary, Germany, Belgium and Portugal for the European External Borders Fund. All of the project proposals have been accepted.

21-08

Poison gas attack in Syria

More than 1,500 men, women and children lost their lives in the poison gas attack in the Ghouta region close to Damascus. The civil wars and unrest in Syria and various other countries in the Middle East and Africa have led to a large stream of refugees. This has led - throughout Europe - to a sharp increase in asylum seekers.

A total of 17,190 people applied for asylum in 2013.

74% percent of the applications were settled within eight days.

85% were settled within six months.

Asylum	2013	2012
First applications	14,400	9,710
Second and subsequent applications	2,790	3,460
Total applications	17,190	13,170
Total applications temporary asylum (incl. decisions following upheld appeal and withdrawal of decision)	18,700	15,790
Total asylum applications settled, continued	6,880	7,220
Granted	58%	40%

Top 3 nationalities for first applications

- | | |
|-----------|-------|
| 1. Somali | 3.080 |
| 2. Syrian | 2.670 |
| 3. Iraqi | 1.090 |

02-09

Opening of the 2013/2014 academic year

The Netherlands remains as popular as ever among foreign students. Despite the continuing economic crisis approximately 12,000 foreign students arrived in the Netherlands to study at a Dutch university, university of applied sciences or special vocational training establishment.

Students		2013	2012
Applications	(9,330 TEV + 2,450 VVR)	11,780	11,390
Decisions	(9,940 TEV + 2,530 VVR)	12,470	11,000
Approvals	(TEV: 100% / VVR: 99%)	100%	99%

Since the Modern Migration Policy Act passed into law the separate applications Regular Provisional Residence Permit (MVV) and Regular Residence Permit (VVR) have been combined in a single TEV application (Admission and Residence). The application for a VVR is sufficient for applicants without an MVV obligation.



PHOTO: INGE VAN MILL

Top 3 nationalities

1. Chinese
2. American
3. Brazilian

14-09

Resettlement mission Kenya

From 14 to 18 September personnel of the IND and COA will be going to Kenya to select refugees for reception in the Netherlands. The refugees are from Eritrea, Ethiopia, Congo-Kinshasha and Sudan, and have been placed in the refugee camp Kakuma and in Nairobi.

The Netherlands is a signatory to the global resettlement programme of the UNHCR and invites an average of 500 refugees a year to come to the Netherlands. As well as Kenya, 2013 also saw missions to Jordan, Rwanda/Uganda, Thailand, Sudan and Romania. (The mission to Romania concerned Eritreans from Yemen who were transferred by the UNHCR to the Emergency Transit Centre in Romania.) As well as these missions individual Iraq refugees in Syria (Damascus) were selected in the summer and autumn via video conferencing from the Netherlands for resettlement in the Netherlands. A mission at the location was impossible owing to the situation in Syria. In 2013 a total of around 600 refugees were accepted for residence in the Netherlands via the resettlement programme.



SMALL CLINIC IN THE REFUGEE CAMP KAKUMA IN KENYA.

23-09

INDIS/INDiGO conversion completed

It will have gone entirely unnoticed by the person himself, but a 31-year-old man from Guinea was the very last foreign national to be converted from the old information system INDIS to INDiGO. A special occasion for the IND!

Edwin Eichelsheim of the Directorate for Information Provisioning:

"Strangely enough it affected us less than we had thought it would. You all work together towards it for so long... Once the conversion was successfully completed, the main feeling was one of relief: at last, we've made. It was a huge job, but we can all be extremely proud of the result."



27-09

Start of Masterplan Information Provisioning for cooperating organisations (COA, DT&V, IND)

To reduce the vulnerabilities in the mutual exchange of information and improve the quality of the information, COA and the Repatriation and Departure Service and the IND together made a start with putting together an Information Masterplan for cooperating organisations. The plan covers points including the following:

- digital exchange of the transfer file between IND and DT&V
- digital interface with the courts so that all parties are immediately informed that a foreign national has lodged an appeal and of the court's rulings in appeals proceedings.
- digital exchange of information between IND and COA when it comes to decisions and rulings of the court (which could have implications for the right to refuge).



01-10

Start of pilot with Rotterdam: prevention of irregular benefit applications

In partnership with the Municipality of Rotterdam the IND is starting a pilot in which the municipality first checks with the IND whether the benefit application of an EU citizen has implications for the right of residence before the benefit is granted.



01-10

Admission regulation for wealthy foreign nationals comes into effect

This regulation makes it possible to obtain a residence permit for foreign nationals wishing to invest at least € 1,250,000 in the Dutch economy.

Although interest in the regulation has been expressed on various fronts, no residence permits were issued under this regulation in 2013.

03-10

Migrant boat sinks off coast of Lampedusa: over 300 fatalities

As a result of the shipping disaster the EU is now once again subjecting its refugee policy to critical scrutiny.

On 10 October 2013 the European Parliament approved the plan to set up a new border control system: Eurosur. Eurosur consists (among other things) of drones, high-resolution cameras, satellites and aircraft to locate migrant boats (and drug smugglers) at sea. There is also an information system that can be used to rapidly exchange and share all of this operational information. The EU had already decided to help Italy and other European countries on the Mediterranean. Frontex missions, to which the Netherlands has made a contribution, have been extended, for example.



PHOTO: EPA/ETTORE FERRARI

07-10

10,000th visitor to information desk

The IND desks - at nine locations throughout the Netherlands - not only provide information, but also collect residence permit applications (some of which are decided on straight away at the desk), handle requests for a return visa or visa extension, issue residence documents and, since mid-2013, also collect biometric data.

On 7 October the 100,000th desk visitor arrived with a request for information.

In 2013 a total of 125,730 clients visited the desks with requests for information.

It has also become clear that clients appreciate the IND's service.

Recently - in March 2014 - the results of the customer satisfaction survey 2013 taken by TNS Nipo for the IND among client groups of all client departments were announced.

Information assistant Linda Geuzendam

"For many clients it remains difficult to translate the information on our sites and in our forms and leaflets in to their own situation. At the desk we can provide a specific information so that people know how they stand and are able to make progress. We are also often able to help clients who have come up against practical problems. A single telephone from us to a decision officer or - for example - someone from the Documents Bureau can get things moving again..."



The clients give the service an average rating of 7.7. In 2011 this was still 7.4.

The survey covered the IND-wide service (not just the desks).

The business partners give the service an average rating of 7.2.

Counter visits	2013	2012
Total number of visits to information desks	125,730	105,230
Total number of applications submitted to desks (incl. return visa and visa extensions)	67,580	72,350
Total number of residence documents issued by the desks	188,490	191,240

09-10

Intensive international cooperation: doing and sharing more together

The IND has been placing Immigration Liaison Officers abroad for more than ten years. There are currently IND officers working in Turkey, China, South Africa, Thailand, Ukraine, Jordan, Ghana, Russia, the United Arab Emirates, Kenya, Nigeria and Panama. They work on the prevention of illegal migration to the Netherlands and Europe. For this purpose they advise and train airline companies and immigration services on aspects such as travel documents, visa regulations and traveller profiles.

Information about migration is also collected and shared, and the ILO's key tasks including facilitating and investigation repatriation options. At an international conference in Amsterdam agreements have been made on further cooperation and the exchange of information between the various national networks of Immigration Liaison Officers.

Hearing of the Aliens Chamber of the Council of State on a female circumcision case

The appeal concerns a foreign national from Sierra Leone who had helped her mother to circumcise girls for 25 years. When she was asked to take over the task following her mother's death, she left her country and applied for asylum in the Netherlands. Her asylum application was turned down because female circumcision is regarded in the Netherlands as a crime against humanity and is therefore a ground for exemption from refugee status (Article 1F of the Convention on Refugees).

When the foreign national lodged an appeal the court in Assen ruled that the asylum request should be reconsidered because the woman could not have known that female circumcision is an offence under Article 1F. After all, she was a member of a culture in which female circumcision is customary and not forbidden by law. Although she had acted under great pressure from her social setting when performing the circumcisions, the IND found it a serious matter that she had committed 'female genital mutilation' over a long period of time, a heinous intervention condemned by the UN as a serious crime that must be eradicated. Since the Netherlands attaches importance to the application of Article 1F of the UN Convention on Refugees, it was decided to appeal against the court's ruling.

However when the appeal was heard the Council of State judged none the less that more account should be taken of the fact that in her specific situation the foreign national could not have known that female circumcision is a serious crime. The Council of State (in its ruling of 10 February 2014) thus upheld the ruling of the District Court in Assen.

The IND's Legal Representation department dealt with 51,250 appeal cases in 2013. 50,070 of these were settled.

In over 80% of these cases the court ruled that the IND's decision was correct and could be upheld:

Upheld decisions	2013	2012
Asylum	86%	86%
Regular	84%	79%



PHOTO: ANP/JERRY LAMPEN

'Growth in population of Caribbean Netherlands owing to increased immigration'

This was headline news in the Caribbean Netherlands. Both in 2011 and 2012 immigration, at 2,200 and 2,300 people respectively, was considerably higher than in 2010. The level in that year was 1,800 people. More than a quarter of the immigrants came from the Netherlands and another quarter from the United States and Canada.

16% are from the other Caribbean kingdom countries (Curaçao, Aruba, Sint Maarten), 19% from other South and Central American countries (mainly Peru, Colombia and the Dominican Republic). 9% are from other countries.

Saba is popular among people from the United States and Canada. That has to do with a medical study programme established on this island and which has a partner relationship with American and Canadian hospitals.

Bonaire attracts a relatively large number of Dutch people.



The IND in the Caribbean Netherlands	2013	2012
Applications and requests Caribbean Netherlands (residence and naturalisation)	5,040	5,600
Settled procedures	5,050	5,750

Human trafficking conference: joining hands to achieve more together

A joint conference, organised by the Human Trafficking and Human Smuggling Information Group and the European Migration Network (EMN). The theme of the day was raising awareness and cooperating on the subject of human trafficking, and was attended by people from the IND and various partner and network organisations. A substantive contribution was made by representatives of the Ministry of Security and Justice, the National Rapporteur on Trafficking in Human Beings, the Municipality of Amsterdam, the universities of Leiden and Aberystwyth (UK) and GRETA (Group of Experts on Action against Trafficking in Human Beings, Council of Europe).

It was also agreed that IND people would be trained more systematically than before on recognising signs of human smuggling and trafficking.

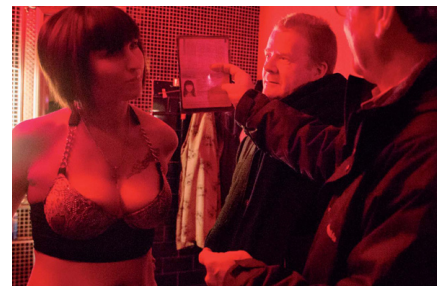


PHOTO: INGE VAN MILL

31-10

Enforcement tools extended: 15,700 reports on convicted foreign nationals received

In 2012 an electronic interface with the criminal law system was put in place in the context of the IND's enforcement task. Since January 2013 this interface has provided the IND a report as standard in cases where a foreign national is convicted for a criminal offence.

If the report concerns someone with an asylum or regular residence permit (approximately 35% of all reports; the rest relate

to people with an EU residence permit and foreign nationals living illegally in the Netherlands) the IND considers - after verifying that the conviction is irrevocable - whether this has implications for the residential status.

In 2013 a total of 19,120 reports were received. These are unique reports on offences at all levels. It is therefore possible that more than one report relates to one and the same person.

03-11

IND provides authentication training in Prague

On 3 and 10 November the IND liaison officers stationed in Moscow and Kiev provided document training for the Regional Support Office for Foreign Affairs in Prague. The visa applications of a large number of East European countries are processed here, and the documents submitted for this purpose are checked for authenticity. The ILOs are supported in this by people from the Documents Bureau of the IND. The Documents Bureau is regarded nationally and internationally as an authority on authentication and is consulted by numerous organisations at home and abroad.

PHOTO: INGE VAN MILL



04-11

Voice over IP

Voice over IP (VoIP) is the collective name for phone calls made over the internet. Now that the new telephone exchange at the Public Information Centre has been taken into use, IND has access to VoIP). With VoIP IND is well prepared for new options offered by technological developments in voice communication.

Following on from the Public Information Centre, the rest of the IND will be connected to this during the course of 2014. The old general 0900 number will be replaced by the new 088 043 0430.



14-11

Focus on lesbian, homosexual, bisexual and transgender (LHBT) asylum seekers

In association with the Dutch Association for the Integration of Homosexuality (COC) a masterclass is being held to give IND and COC participants more awareness and a clearer understanding of the LHBT issue in the asylum procedure (on matters such as

coming out). Two former asylum seekers gave a talk on how they experienced the asylum procedure and highlighted the aspects that caused them difficulty. The day was unanimously experienced as being very valuable.

14-11

Publication of Court of Audit inquiry into progress of IND improvements

The Court of Audit presented its second inquiry report into the progress of the improvements made at the IND since 2007. The report reviews the 2012 period.

The Court of Audit's report was critical of the backlog in the processing of Regular provisional Residence Permit applications and objection procedures caused by the delayed launch of INDiGO in combination with a manpower reduction. The Court of Audit also questioned how the IND could achieve the expected performance levels with fewer resources, resulting from additional cutbacks. The State Secretary of Security and Justice responded that since 2012 - the reviewed period - INDiGO has been completely rolled out and that the focus has now been placed back on clearing the backlogs. The number and duration of regular residence permit applications has been falling back to the agreed standards since the beginning of 2013.

Lead times

Percentages within the statutory period or period agreed with the foreign national

	2013	2012
Asylum	85%	88%
Regular	87%	89%
Naturalisation*	70%	91%

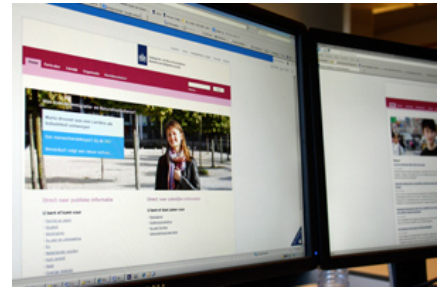
*Since 2012 it has also been possible for foreign nationals with an 'amnesty permit' (Regulation for the Settlement of Legacy Cases under the Previous Aliens Act (RANOV) from 2007) to naturalise. In 2013 a start was made with clearing the naturalisation applications under the RANOV arrangement. This resulted in the percentage of naturalisation applications settled within the statutory period falling in 2013 compared to 2012.



19-11

IND website revamped

For the IND, everything revolves around the applicant. The site meets the wide range of information requirements of various client groups. This site creates the foundation for the interactive website the IND intends to launch within a few years: a site on which the applicant can check online whether he is eligible for a residence permit and on which he can also directly submit an application and view the status of its processing.



02-12

Support for Italy: The Special Support Plan

In the context of the Special Support Plan for Italy implemented by the European Asylum Support Office (EASO), workshops for country information were given on West Africa from 2 to 4 December.

The country specialists from Belgium and the Netherlands gave presentations on Nigeria, Mali, Ghana and Senegal and answered questions so that the Italian asylum case workers would henceforth be better prepared.

Also, two Dutch experts gave workshops for three weeks in Rome to the Italian Dublin unit, representatives of the immigration departments and to the border police on the subject of the new Dublin regulation that came into effect on 1 January 2014.



03-12

IND management conference: the IND in 2015

Society is changing and the IND plans to change with it. To keep pace with the changes in expectations and requirements of the world around is:

- A more personal approach to the service in which not just the legal but also the human aspect is taken into account.
- Making efficient use of community funding, by working in intensive partnership with cooperating organisations, for example.
- Keeping pace with technological developments.
- A more horizontal organisation with fewer departments and a smaller management board.

The road map to 2015 was explained and discussed in the presence of all IND managers. After all, this will of course have implications for all managerial staff at the IND.

15-12

National Naturalisation Day

Naturalisation ceremonies are held in over four hundred Dutch municipalities, including Bonaire, St. Eustatius and Saba, but also at embassies and consulates general all over the world. During the ceremony the new Dutch citizens take the 'Declaration of Solidarity'. They thus undertake to respect the freedoms and rights associated with Dutch nationality and to meet their obligations.

In 2013 24,230 applications for Dutch nationality were submitted. 24,330 of them were settled.



PHOTO: INGE VAN MILL

Biometrics on residence documents

The residence documents issued by the IND now have fingerprints stored on a chip in addition to the photograph and signature. The fingerprints were taken and placed in the residence document in stages over each target group. The preparations for the last target groups were completed at the end of December 2013. The Ministry of Foreign Affairs has arranged in close consultation with the IND for fingerprints to be taken as soon as the application is made at the foreign stations.

Documents	2013	2012
Temporary regular residence permit	140,900	120,150
Permanent regular residence permit	22,150	55,150
Temporary asylum residence permit	15,950	9,400
Permanent asylum residence permit	5,450	6,950
Residence permit for community nationals	18,400	9,950
W-document	8,650	8,600
W2-document	9,950	8,500
Total	221,450	218,700



PHOTO: INGE VAN MILL

(W-documents are cards issued to foreign nationals awaiting a decision on the asylum application.)

Income and expenditure in 2013

Income and expenditure in 2013

In 2013 the IND's income totalled € 371 million. Most of this amount (around 80%) originated from the ministry. The rest (about 20%) originates from the proceeds of fees and other income.

The IND's expenditure in 2013 was slightly lower: € 369 million, representing a positive result of € 1,500,000.

Most of the IND's costs (approximately 59%) consist of personnel costs. The rest (approximately 41%) consist of material expenses.

Staffing establishment

At the end of 2013 the IND's total staffing establishment was 3,481 FTE. Within the overall staffing establishment the civil service staffing rose compared to 2012 (from 2,900 to 3,000 FTE). The external hiring level fell from 17% in 2012 to approximately 13% in 2013.