



# Annual overview 2021

## Regular residence

Family <sup>1</sup>	2021	2020	2019
Applications	42,690	32,730	40,830
Decisions	39,580	32,460	40,320
Approved	82%	80%	85%
Knowledge and talent	2021	2020	2019
Applications	22,840	13,710	20,970
Decisions	21,580	13,760	21,390
Approved	94%	91%	94%
Start-ups	2021	2020	2019
Applications	100	100	150
Decisions	100	120	140
Approved	82%	64%	68%
Students	2021	2020	2019
Applications	20,560	12,310	20,430
Decisions	20,600	12,640	20,630
Approved	99%	96%	99%
Labour migrants	2021	2020	2019
Applications	3,300	2,480	3,710
Decisions	2,810	2,600	3,610
Approved	72%	70%	78%
Brexit	until 2021	until 2020	
Applications	39,520	34,790	
Decisions	39,360	32,920	
Approved	98%	99%	

<sup>1</sup> Including Family reunification based on art. 8 ECHR for unaccompanied minors (AMV) (2021: 4,900 applications, 3,790 decisions, 44% grants).

## Naturalisation

Naturalisation	2021	2020	2019
Applications	59,680	43,660	44,400
Decisions	55,930	50,870	27,090
Approved	98%	97%	97%

## Asylum

First asylum applications	2021	2020	2019
Applications	24,690	13,670	22,530
Decisions	19,910	17,350	18,190
Approved	59%	49%	25%
Second and subsequent applications for asylum	2021	2020	2019
Applications	1,810	1,600	2,720
Decisions	1,340	1,540	3,680
Approved	22%	12%	10%
Family reunification <sup>2,3</sup>	2021	2020	2019
Applications	13,980	9,300	6,130
Decisions	12,780	5,970	5,250
Approved	81%	70%	66%
Family members who joined the asylum seekers and entered the country <sup>4</sup>	10,120	3,860	4,180

<sup>2</sup> Family members of asylum status holders may qualify for an asylum permit under certain conditions.

<sup>3</sup> Excluding Family reunification based on art. 8 ECHR for unaccompanied minors (AMV) (2021: 4,900 applications, 3,790 decisions, 44% grants).

<sup>4</sup> This concerns the number of people who came to the Netherlands as part of family reunification based on asylum permit.

## Top 3 nationalities approved

### Family

1. Indian
2. Turkish
3. Syrian

### Knowledge and talent

1. Indian
2. Chinese
3. Turkish

### Start-ups

1. Indian
2. Iranian
3. Russian

### Students

1. Chinese
2. Indian
3. American

### Labour migrants

1. Chinese
2. American
3. Indian

## Naturalisation

1. Syrian
2. Eritrean
3. Indian

## 1st applications

1. Syrian
2. Afghan
3. Iranian

## 2nd and subsequent applications

1. Iranian
2. Afghan
3. Iraqi

## Family reunification

1. Syrian
2. Turkish
3. Yemeni

## Legal Cases

Legal proceedings	2021	2020	2019
Number of legal proceedings received	33,880	41,150	54,940
Number of legal proceedings concluded	34,780	39,880	51,280
Percentage asylum upheld	86%	91%	92%
Percentage regular residence upheld	84%	86%	83%

## Services

Telephone	2021	2020	2019
Total number of calls handled	461,466	448,670 <sup>5</sup>	464,240

<sup>5</sup> The number of calls handled includes 41,677 calls from the appointment line.

Cooperating Service	2021	2020	2019
Total number of calls handled	147,065	142,386	142,269

Documents	2021	2020	2019
Temporary regular residence permit	138,601	125,830	157,600
Permanent regular residence permit	26,624	10,510	8,560
Temporary asylum residence permit	35,835	25,850	21,280
Permanent asylum residence permit	22,682	23,160	19,870
W document	28,692	30,770	32,630
W2 document	853	1,020	1,310
EU/EEA citizens residence document	5,208	5,630	7,370
EU/EEA family members residence document	7,996	5,370	7,470
Long-term residents residence	10,557	9,030	12,440
Type of EU/EEA, Withdrawal agreement fixed-term <sup>6</sup>	9,895	16,160	
Type EU/EEA, Withdrawal agreement indefinite term <sup>6</sup>	5,214	17,400	
Document "frontier worker" under the Withdrawal Agreement <sup>7</sup>	746	40	

<sup>6</sup> This concerns residence documents for a definite period and for an indefinite period (permanent residence) on the basis of the Withdrawal Agreement. This application can be made by UK nationals or family members of UK nationals who have stayed in the Netherlands for less than five years or five years or longer, respectively.

<sup>7</sup> British frontier workers who worked as frontier workers in the Netherlands before 1 January 2021 and who want to continue these activities as a frontier worker in the Netherlands after 31 December 2020 are eligible for this document.

Customer contacts IND desks	2021	2020	2019
IND desk (incl. biometrics, issuing documents, counter appointments) <sup>8</sup>	346,331	270,540	350,410
Extra location in Utrecht and Amsterdam (Brexit biometrics)	757	10,000	
Total number of documents delivered <sup>9</sup>	33,118	38,280	
Total	380,206	318,820	350,410

<sup>8</sup> These figures do not include the activities of the expat centres. Customer contacts for DNA testing and the info desk virtually came to a standstill in 2020 as a result of Corona measures.

<sup>9</sup> The documents include both Brexit and non-risk files.

IND Caribbean Netherlands	2021	2020	2019
Applications and requests	6,310	4,640	5,440
Handled	5,070	5,170	4,610

## Notices of default and complaints

Notices of default	2021	2020	2019
Number received	4,390	8,420	10,250
Processed on time <sup>10</sup>	32%	20%	37%

<sup>10</sup> The total amount of penalties paid (notices of default and appeals not being decided on time) for 2021 is € 17,9 million.

Complaints	2021	2020	2019
Number received	3,080	2,900	1,880
Processed on time	69%	85%	82%

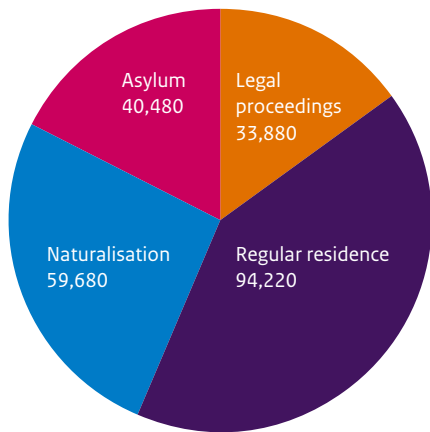
## Income and costs 2021

The financial result of 2021 has been set at € 21.3 million negative.

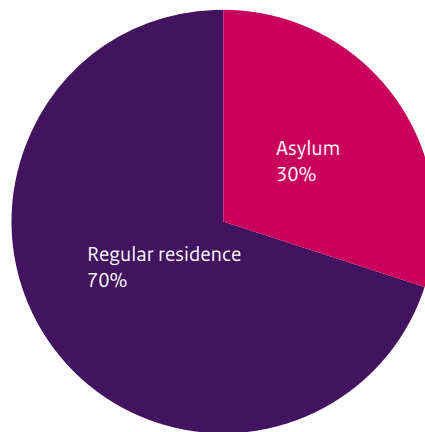
## Staffing 2021

At the end of 2021, official staffing levels were 4.120 fte. As of 31 December 2021, the number of external colleagues was 848 fte. The entire IND staff has expanded by 207 fte in 2021.

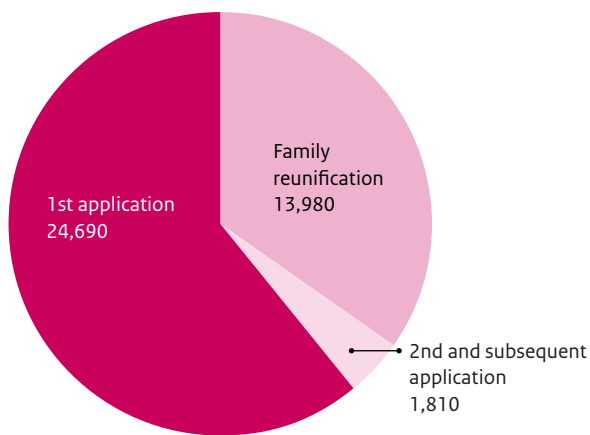
### Number of applications and proceedings



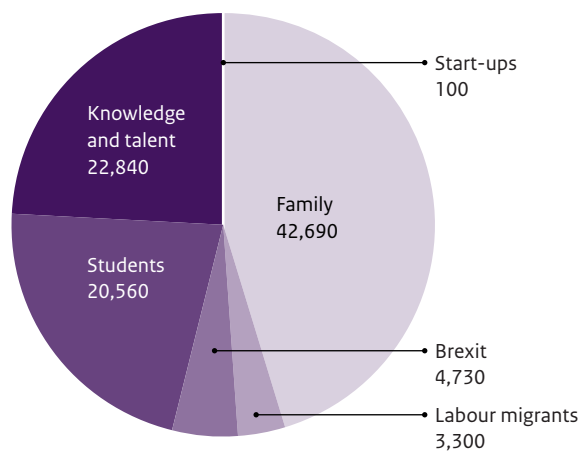
### Number of applications for residence in the Netherlands



### Applications for asylum



### Applications for regular residence



### Number of decisions

