



AD HOC QUERY ON 2019.48 Information and requests to customers in residence permit matters

Requested by EMN NCP Finland on 5 April 2019

Responses from Austria, Belgium, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherland, Poland, Slovakia, Spain, Sweden, United Kingdom plus Norway (23 in Total)

Disclaimer:

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1. Background information

ERSUS (Easy to Read – Speak – Understand –Service) is a project in the Finnish Immigration Service which aims for a more customer-oriented process in residence permit matters. The project focuses on improving and clarifying the communication with customers who are applying for a residence permit to Finland. If the residence permit application requires additional information or if an interview or a DNA test is required from the customer, the Finnish Immigration Service (FIS) approaches the customer with a customer letter. These customer letters are revised and clarified in the ERSUS project. The project aims to reduce the customers' need to contact the Finnish Immigration Service (FIS) by making sure the customers know what is expected of them and by proactively giving information of the residence permit process to customers.

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The ERSUS project also produces clear and simple phrases for explaining the terms and processing stages of residence permit matters. These phrases are meant to be used by the FIS personnel during customer service encounters by phone or in person. The explanatory phrases aim for a consistent and clear way of giving guidance to the customers. In addition, video and graphic instructions for visiting our service points and using our electronic service are produced in the project.

ERSUS project was granted EU project funding from the Asylum, Migration and Integration Fund (AMIF).

The Finnish Immigration Service is especially interested in the measures the other member states have taken to reduce the use of formal bureaucratic language and increasing clear and understandable language in customer communication. Due to our service languages, we are interested in English and Swedish language materials. We are also looking for information on projects and development work aiming for a more customer oriented residence permit process.

2. Questions

1. 1. Has your member state revised its customer letters in residence permit matters with plain language (English or Swedish) and customer oriented approach taken into consideration?

Available choices: Yes, No

2. a) If yes, can you please send a short description of the renewal process and access to the revised customer letters? b) Can you please provide the contact details of the person in charge of the renewal process?

3. 2. Has your member state produced phrases or other ways to explain the terms and the procedure stages in residence permit applications to the customers?

Available choices: Yes, No

4. a) If yes, can you please provide examples of the said phrases / other ways of communication in English or Swedish? b) Can you please provide the contact details of the person in charge of the renewal process?

5. 3. Has the member state produced any instructional videos and / or visual materials (e.g. posters, leaflets, booklets, info board contents) to support customers in navigating through the residence permit process, visiting the customer service points and/or using electronic services?

Available choices: Yes, No

6. a) If yes, can you please provide a description of the design process and examples of the produced materials? b) Can you please provide the contact details of the person in charge of the production process?

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7. 4. Has your member state conducted projects or other development work with the aim in making the residence permit process more customer-oriented?

Available choices: Yes, No

8. 5. Has your member state made efforts to reduce the use of bureaucratic language in its customer communication?


Available choices: Yes, No

9. a) If yes, can you provide examples of this in English or Swedish? b) Can you please provide the contact details of the person in charge of the renewal process?

We would very much appreciate your responses by **3 May 2019**.

3. Responses

1



		Wider Dissemination ²	
	EMN NCP Austria	No	

¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

² A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."


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	<p>EMN NCP Belgium</p>	<p>Yes</p>	<p>1. No</p> <p>2. /</p> <p>3. No</p> <p>4. /</p> <p>5. No</p> <p>6. No, but the website of the Belgian Immigration Office contains information about the procedures for inter alia family reunification and studying in Belgium. Currently the Immigration Office is in the process of revamping its website. The revamped website will have a clearer structure and will be available in English (right now only a part of the website is available in English).</p> <p>7. No</p> <p>8. No</p> <p>9. /</p>
	<p>EMN NCP Croatia</p>	<p>Yes</p>	<p>1. No Until this moment, letters sent to the parties have not been revised, but there is an effort made to explain the matter in the letters in a simple way.</p> <p>2. N/A</p> <p>3. No</p>


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			<p>4. N/A</p> <p>5. No</p> <p>6. N/A</p> <p>7. Yes</p> <p>8. Yes</p> <p>9. The section “Foreigners” within the official website of the Ministry of Interior that concerns issues of temporary and permanent residence, work and other issues of interest to foreign nationals is in Croatian and English, which makes it easier for foreign nationals to obtain key information for the purpose of undertaking concrete actions before the competent authorities in the Republic of Croatia.</p>
	EMN NCP Cyprus	Yes	<p>1. Yes</p> <p>2. In regards to the requirements of the migration legislation in relation to obtaining residence documents, the Civil Registry and Migration Department of the Republic of Cyprus systematically prepares and makes available to the public, documents that translate such legal requirements into tangible and more comprehensive documentation. These take the form of specific checklists for all scenarios for which a permit is required. This means that it is clear to the public which document must be submitted in order to fulfil certain legal requirements. For example, different checklists are available for admission in Cyprus and for a permit renewal as well as different checklists are in place depending on the purpose of residence (i.e. student, worker, etc). All checklists are available through the website of the Civil Registry and Migration Department, both in Greek and English languages. Furthermore, the Civil Registry and Migration Department, underwent a process of standardizing – to the extent possible – the letters sent to the public in regards to application rejections and in regards to the request for additional documents for supporting an application. These letters are now produced by the IT system used for the processing of the applications. Standardisation ensures that all necessary for the public information is included and that information foreseen by</p>


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			<p>the legislation is included. Furthermore it contributes to familiarising the public with this type of communication. It is noted that such letters can be produced in the Greek or English language.</p> <p>3. No</p> <p>4. The procedures for submitting applications are available through the website of the Civil Registry and Migration Department. All information is available in Greek and in English. No specific phrases have been produced for this purpose.</p> <p>5. No</p> <p>6.</p> <p>7. Yes</p> <p>8. No</p> <p>9. For Q4. - The Civil Registry and Migration Department has completed a project for process reengineering and simplification. The Department is currently undergoing the implementation of major findings. Although customer oriented residence permit process was not a direct goal of the project, nonetheless improving the provided customer services through the improvement of the Department's efficiency was the main purpose of the project.</p>
	<p>EMN NCP Czech Republic</p>	<p>Yes</p>	<p>1. No</p> <p>2. N/A</p> <p>3. No</p> <p>4. N/A</p>


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			<p>5. Yes</p> <p>6. The project called “How do I do this?” has started in 2012 and its aim is to clarify basic administrative procedures related to the immigrants` legal stay, so that they are able personally to deal with all residency-related issues. Under this project was created a movie which is shown without sound in waiting rooms of offices of the Ministry of the Interior visited by immigrants. The movie is also accessible via web page and is also accompanied by leaflet which describes procedures in detail. For more details click here: https://www.mvcr.cz/mvcren/article/how-do-i-do-this.aspx The Czech Republic is also about to launch the project (Utilization of intercultural workers in the Foreigner residence unit and quality improvement of providing information for third-country foreigners) which aims, among other things, on the reform of communication between clients (foreigners) and the DAMP's offices. One of this project's goals is to create new information portal which will be user-friendly and which will support both foreigner's navigation through the residence permit process and their integration process. The posters, leaflets etc. are supposed to be created as well.</p> <p>7. Yes</p> <p>8. Yes</p> <p>9. It is one of many purposes of the above mentioned project (Utilization of intercultural workers in the Foreigner residence unit and quality improvement of providing information for third-country foreigners).</p>
	<p>EMN NCP Estonia</p>	<p>Yes</p>	<p>1. No</p> <p>2. N/A</p> <p>3. No</p> <p>4. No, all information related to the procedure stages in residence permit applications is available on the Police-</p>


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			<p>and Border Guard Board homepage:https://www2.politsei.ee/en/teenused/residence-permit/tahtajaline-alamisluba/The Police- and Border Guard Board homepage is available in Estonian, English and Russian languages.</p> <p>5. No</p> <p>6. There is a list of several websites facilitating navigation through the residence permit process: http://www.studyinestonia.ee/en/study/https://www.workinestonia.com/?lang=ethttps://roadmap.workinestonia.com/en Additionally the Police- and Border Guard Board provides migration adviser service and customer counselling:https://www2.politsei.ee/en/teenused/migratsiooninoustajad/Integration counselling for newcomers are provided by the Integration Foundation: https://www.integratsioon.ee/en/counselling-web.</p> <p>7. No</p> <p>8. No</p> <p>9. N/A</p>
	<p>EMN NCP Finland</p>	<p>Yes</p>	<p>1. No</p> <p>2. a) Not yet, The process has just started in the ERSUS-project described in the background information.b) Project manager Essi Lojander, essi.lojander@migri.fi</p> <p>3. No</p> <p>4. a) Not yet, The process has just started in the ERSUS-project described in the background information.b) Project manager Essi Lojander, essi.lojander@migri.fi</p> <p>5. Yes</p>

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			<p>6. a) There are currently instructions online, mainly on the websites: www.emn.fi/en/home and www.enterfinland.fi/eServices, but the ERSUS-project aims to develop instructional videos and more visual materials to make it easier for customers to navigate through the residence permit process.b) Project manager Essi Lojander, essi.lojander@migri.fi</p> <p>7. Yes</p> <p>8. Yes</p> <p>9. a) We have participated in a campaign aiming for a clear language with study based residence permit applicants previously, but ERSUS project is the first with a larger interest group (all residence permit applicants).b) Project manager Essi Lojander, essi.lojander@migri.fi</p>
	<p>EMN NCP France</p>	<p>Yes</p>	<p>1. No</p> <p>2. In France, residence permit applications have to be submitted to the prefectures. Third-country nationals must make an appointment directly at a prefecture to submit their application. If an application is incomplete, the prefecture will not handle it and the applicant will have to make a new appointment to submit a complete application. Depending on the application, prefectures may ask additional information by e-mail or by mail but this is not automatic.</p> <p>3. Yes</p> <p>4. In order to inform applicants on the application process to obtain a residence permit, each prefecture's website provides a tab dedicated to residence permits and informing the applicant about the application process and the required documents. This information is available only in French. Similarly, the websites of French consulates abroad inform third-country nationals on the process of visa applications (steps and required documents). The content on French consulates' websites are all available in French and in the official language of the country where the consulate is located. Furthermore, the portal "Accueil des étrangers" ("Welcoming of foreign nationals") created</p>


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			<p>by the French Ministry of Home Affairs in 2015 gathers all the information related to the issuing or the renewing of all existing residence permits in France (see http://accueil-etrangers.gouv.fr/). The content of this portal is available only in French. The website "Service Public" also lists the different residence permits in France and their requirements (https://www.service-public.fr/particuliers/vosdroits/N110) only available in French. Finally, since October 2017, the portal "France-Visa" helps guiding and supporting third-country nationals with their visa application (https://france-visas.gouv.fr/). This portal is multilingual: it is available in French, English, Spanish, Chinese, Arabic, and Russian.</p> <p>5. No</p> <p>6. N/A.</p> <p>7. Yes The websites "Accueil des étrangers" and "France-Visa" have been created to efficiently inform and support applicants for residence permits in France by facilitating the processing and the follow-up of applications. The applicant can submit and monitor the processing of his/her application, and exchange with the responsible departments. Besides, the France-Visa website also provides the "Assistance visa" tool: the applicant can fill in a short questionnaire on his/her situation, and then be instantly informed about his/her need to obtain a visa to enter France.</p> <p>8. Yes</p> <p>9. The recent evolutions of France's migratory policy, including the law of 7 March 2016 "on the rights of foreign nationals" in France and the one of 10 September 2018 "for a managed immigration, an effective right of asylum and a successful integration", as well as the dematerialisation of the application process for residence permits launched in 2015, have simplified the entire procedure for resident permit applications. This simplification partially relies on clear, concise, and harmonised indications on the relevant websites.</p>
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	<p>EMN NCP Germany</p>	<p>Yes</p>	<p>1. Yes Since the foreigners authorities are responsible for residence- and passport- related measures and rulings in Germany and the foreign missions abroad are responsible for matters relating to passports and visas pursuant to the Residence Act (Section 71 subsections 1 and 2 of the Residence Act (Aufenthaltsgesetz), and since the federal structure takes effect, the questionnaire cannot be answered consistently for the whole of Germany. Rather, the programmes and online services provided by the individual foreigners authorities and foreign missions abroad would need to be evaluated depending on the relevant jurisdiction. The Federal Government launched a portal for qualified professionals from around the world at www.make-it-in-germany.com several years ago. The portal, which can be browsed in a variety of different languages, offers information for those interested in moving to Germany – starting with preparations in the home country, to the actual move, to the first steps to be taken in Germany. “Make it in Germany” provides comprehensive information about entry and visa procedures, finding jobs, and life in Germany. Qualified professionals interested in working in Germany can also obtain individual advice from experts by e-mail, hotline or chat. This service is available in German and English. In addition to providing information in French and Spanish, the homepage itself offers brief information in eleven other languages. The information and media library contains publicly accessible information brochures, checklists and explanatory videos on the subject of immigration, residing, living and working in Germany. This reference refers to a standardised, low-threshold online service which is also available in English.</p> <p>2. see above</p> <p>3. Yes see question 1</p> <p>4. see question 1</p> <p>5. Yes see question 1</p> <p>6. see question 1</p> <p>7. Yes</p>
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			<p>see question 1</p> <p>8. Yes see question 1</p> <p>9. see question 1</p>
	EMN NCP Hungary	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. No</p> <p>4. N/A</p> <p>5. No</p> <p>6. N/A</p> <p>7. No</p> <p>8. No</p> <p>9. N/A</p>
	EMN NCP Ireland	Yes	<p>1. Yes During 2018, the Irish Naturalisation and Immigration Service (INIS) committed to further the use of Plain English across all its communications. Plain English is a way of presenting information that helps ensure people will</p>



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			<p>understand it the first time they read it. We took a number of actions throughout the year, driven by our communications unit and the wider network.70 people across the organisation received training in Plain English from the National Adult Literacy Agency (NALA), including the senior management team. A full review of all of our paper based application forms was carried out, with the majority of forms redesigned and rewritten, to ensure ease of use. Plain English is now being used on all new information going on our website, with a full review of all existing content ongoing.Last year, the Immigration Annual Report received the Plain English Approval Mark from NALA, and we also received the mark for our Service Improvement Plan. We were also shortlisted for an award in the category of Best Use of Plain English by an Organisation. We expect to build on this progress over the course of 2019, ensuring that all our communications are easily understood by our customers and stakeholders.</p> <p>2. See clarification to question 1.</p> <p>3. No</p> <p>4. Please note an YES/NO response to this question is not possible. No has been selected as an "other" or "n/a" option has not been provided in the dropdown menu, and a selection is mandatory to submit the query. No further information provided. See clarification to question 1.</p> <p>5. No</p> <p>6. Please note an YES/NO response to this question is not possible. No has been selected as an "other" or "n/a" option has not been provided in the dropdown menu, and a selection is mandatory to submit the query. No further information provided. See clarification to question 1.</p> <p>7. Yes See clarification to question 1.</p> <p>8. Yes See clarification to question 1.</p> <p>9. .</p>
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	EMN NCP Italy	Yes	<ol style="list-style-type: none"> 1. No 2. N/A 3. No 4. N/A 5. Yes 6. Over the years, Italy has produced some visual materials to support customers in navigating through the residence permit process. Below, we report some examples and a brief description:1) An informative video produced by Fondazione Mondo Digitale, with the financial support of the Italian Ministry of the Interior. The video, only available in Italian language, describes in detail the necessary steps required to apply for a permit of stay in Italy. https://www.youtube.com/watch?v=lZ3V-6hNabA 2) A detailed vademecum produced by ANPAL (the Italian National Agency for Labor Policies). The main aim of the document, only available in Italian, is to describe the administrative process that each third country citizens has to comply in order to receive the permit of stay. Moreover, the vademecum also provide additional details according to the specific category the third country citizen belongs to. (i.e vulnerable conditions, international protection applicants).https://immigrazione.it/docs/2019/anpal-vademecum.pdf 7. No 8. No 9. N/A
	EMN NCP Latvia	Yes	<ol style="list-style-type: none"> 1. No


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			<p>2. N/A</p> <p>3. No</p> <p>4. N/A</p> <p>5. No</p> <p>6. N/A</p> <p>7. Yes Partially, by reducing number of documents that have to be submitted, by improving appointment system.</p> <p>8. No Not yet</p> <p>9. N/A</p>
	EMN NCP Lithuania	Yes	<p>1. Yes</p> <p>2. There were no special projects dedicated to this, but while sending letters/messages or replies to applicants, the Migration Department seek to provide the essence of the letter/message or answer in a "plain" language. A summary of the answer is also provided in a preferred foreign language (usually English, less often Russian).</p> <p>3. Yes</p> <p>4. a) Information about procedures, submitted requests and documents is published on the website of the Migration Department: https://www.migracija.lt (https://www.migracija.lt/index.php?-1497548128) and http://migracija.lrv.lt/lt/b) As mentioned earlier, there was no specific project. The divisions of the Migration</p>

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			<p>Department are responsible for updating the information in accordance with their competence.</p> <p>5. Yes</p> <p>6. a) Information about procedures, submitted requests and documents is published on the website of the Migration Department: https://www.migracija.lt/index.php?-1488882078 and http://migracija.lrv.lt/lt/b Resource management division of the Migration Department.</p> <p>7. Yes</p> <p>8. Yes</p> <p>9. The Migration Department, together with its partners, is implementing projects with the EU funding for 2014-2020, during which the Lithuanian Migration Information System is developed and implemented - a unified electronic system for administration of migration procedures, provision of services and documentation, file processing, analysis and archiving. During the project "Development of Electronic Migration Services", an external portal (eMIGRIS) is being created, through which persons will be provided with 23 electronic migration services on a one-stop-shop basis (an integrated e-service "Arriving to Lithuania"). For the convenience of users, an user guide will be developed. Information will be provided in Lithuanian and English. Users of the portal will be able to submit electronic applications, necessary documents, monitor the progress of the documents/applications, reserve time for the visit to the appropriate institution, receive decisions electronically.</p>
	<p>EMN NCP Luxembourg</p>	<p>Yes</p>	<p>1. No The letters sent to third-country nationals related to residence permits are in French language.</p> <p>2. N/A</p> <p>3. No</p>


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			<p>4. N/A.</p> <p>5. No</p> <p>6. N/A.</p> <p>7. No</p> <p>8. Yes</p> <p>9. 5. Yes. The government website (www.guichet.lu) and the website of the Directorate of Immigration in regard to residence permits are very clear and easy to understand and as we mentioned are available in different languages.a. Examples of the residence permits are:1. Salaried worker: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/salarie/salarie-pays-tiers.html 2. Independent/self-employed worker: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/travailleur-independant/independant.html 3. European Blue Card Holder: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/hautement-qualifie/salarie-hautement-qualifie.html 4. Investor: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/investisseur/investisseur-pays-tiers.html 5. Family Member of a third-country national: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/membre-famille/regroupement-familial.html 6. Student: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/etudiant/etudiant-pays-tiers.html 7. Researcher: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/chercheur/chercheur-pays-tiers.html 8. ICT worker: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/salarie-transfere/transfert-intragroupe-ICT.html 9. Posted worker: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/salarie-detache/detache-entreprise-hors-ue.html 10. Sportmen and coaches: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/sportif-entraeneur/sportif-entraeneur-pays-tiers.html 11. Au pairs: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/jeune-au-pair/au-pair-tiers.html 12. Private reasons: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/raisons-privees/sejour-raisons-privees.html 13. Long-term residence: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/long-term-residence.html</p>
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			<p>tiers/sejour-5-ans/statut-resident-longue-duree-ressortissant-pays-tiers.html 14. Trainee: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/stagiaire/stage-pays-tiers.html 15. Volunteer: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/volontariat/volontaire.html 16. Pupil: https://guichet.public.lu/en/citoyens/immigration/plus-3-mois/ressortissant-tiers/eleve/scolarite-4-ans.html</p>
	EMN NCP Malta	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. No</p> <p>4. N/A</p> <p>5. Yes</p> <p>6. 3. Identity Malta Agency, which is the authority responsible for the processing of residence permits, is in the process of revisiting its information material regarding residence permits.3a. The information material currently available may be accessed at the following website https://identitymalta.com/</p> <p>7. No</p> <p>8. Yes</p> <p>9. Refer to question 3.</p>
	Netherland	Yes	<p>1. Yes</p>

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			<p>The Immigration and Naturalisation Service (IND) of the Netherlands has one core value when it comes to customer communication via letters, website and social media. The core value is 'customer first'. The IND is busy incorporating this core value throughout the organisation and took their first steps into this journey last year. This value encompasses that the IND doesn't think in terms of 'what does the organisation need from this customer' but instead 'what does the customer need from us as organisation' and 'can we as organisation meet the needs of the customer'</p> <p>2. The renewal process of customer letters has been an ongoing process since somewhat 5 years ago. First the management has to agree on the framework and guidelines about 'what is customerfriendly language'. Because it is important that the guidelines are supported by everyone in the organisation. It is important that you involve a range of different employees when you draw up the guidelines. Not only managers but also employees who write and employees who know what the customer wants and needs. - When you have drawn up the guidelines it is essential that you test them with a group of people that can represent your customer. The feedback you incorporate etc.- When the guidelines are OK then rewriting and redesigning come into the picture. Try to be datadriven, data about what are the biggest things that customers find difficult, where do they make the most mistakes, what do they call about the most?- Then think about solutions in a broad sense. Is the customer satisfied/helped with a new/better letter or can the IND help/him her with an infographic/explanation etc. Test the solutions you've came up with.- Write and rewrite according to the new guidelines.The IND aims to write at language level B1. This means the IND doesn't use difficult words, try to avoid difficult/specific terms, use short sentences, structure the text and make use of headlines.</p> <p>3. Yes The IND also makes use of infographics, animations or brochures if necessary.</p> <p>4. The IND aims to keep the letter as simple as possible. So one letter one message and the most important information you provide as first. Be critical about the content of the letter. Do not try to shovel in extra information that is not necessarily part of the primary goal of the letter.The IND does communicate in English with their customers although this is primarily via their website and not with letters. Only the letters concerning the Brexit have thus far been translated in English.</p> <p>5. Yes</p>
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			<p>Yes, see the answer above. The IND has an English version of an animation video which is going live on their website in a few weeks. You can find the link to this animation video in the accompanying e-mail. Because it is not live on their website yet the IND kindly asks to take this fact into account and not yet forward the video to other teams etc. This animation video is part of the project the IND initiated in 2018 to take customers and their needs more serious.</p> <p>6. The IND has developed a salary-checker. This tool will enable the visitor to the website to figure out whether the salary criteria are met in order to submit a successful application. Furthermore the IND has recently produced an animation video which gives an insight in the application process. The major steps in this process are made clear now before one submits an application. The designing process started with constructing an overview of the obstacles customers experience when trying to submit an application. Once those obstacles were all known, the IND came together in a multidisciplinary team design sprint of a week; this is a Google method. In order to be successful in a week long design sprint you have to be thoroughly prepared. Sketch all the problems, do research, think about which kind of employees can help solve the problem or have usable knowledge. Think about people who can build solutions etc. In this one week an UX designer, a developer, someone who knows a lot about frontdeskwork (telephone, mail and customer contact), writers and fresh new people who can think outside the box joined up. In one week the IND did this: (see attachment) Minus the testing phase (which they did later on). With testing you get feedback. The feedback you use to improve the ideas you had at the start. When the IND found out that some of the solutions they came up with were really an improvement they brought it to their management for realisation.</p> <p>7. Yes Yes, digitalisation and providing online application forms.</p> <p>8. Yes The IND aims to communicate at language level B1 with customers. They are currently trying to implement this wish within all layers of the organisation.</p> <p>9. Check the English website of the IND (https://ind.nl/en?pk_campaign=header&pk_kwd=taal-selectie-en) and the animation video .CONTACT. If you want further information on the topics you can contact: Lidy van der Werff, L.vd.Werff@ind.minvenj.nl Gerard Hesselink, G.J.Hesselink@ind.minvenj.nl They are both part of the customer</p>
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			communication team and experienced in customer language and developing new products. image_clearification.png
	EMN NCP Poland	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.
	EMN NCP Slovakia	Yes	<p>1. No We do not have/are not a part of such ERSUS project. All information regarding residence permit are available at the website of the Ministry of Interior (www.minv.sk) also in English. We also give a list of necessary documents also in English to the foreigners who require information for applying for a residence permit. Direct telephone lines for providing specified information regarding foreigners´ situation and residence permits are also available. For foreigners (TCNs) there is a possibility to visit IOM Migration Information Centre, where they get legal, labour and social counselling.</p> <p>2. We do not have/are not a part of such ERSUS project. All information regarding residence permit are available at the website of the Ministry of Interior (www.minv.sk) also in English. We also give a list of necessary documents also in English to the foreigners who require information for applying for a residence permit. Direct telephone lines for providing specified information regarding foreigners´ situation and residence permits are also available. For foreigners (TCNs) there is a possibility to visit IOM Migration Information Centre, where they get legal, labour and social counselling.</p> <p>3. No</p> <p>4.</p> <p>5. No</p>


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			<p>6.</p> <p>7. No</p> <p>8. No</p> <p>9. No, not yet.</p>
	EMN NCP Spain	Yes	<p>1. Yes</p> <p>2. Yes, it is a general process that has taken place during the last decade, through which all the administrative decisions, requirements and information leaflets have been reviewed and simplified. It has been a mainstreamed process in all the administrations (national, regional and local), sometimes as part of a program, and sometimes as part of a periodic review. Among the communications that have been revised and simplified are all the migration related topics (international protection, asylum, visas and permits...), whose content and presentation are currently more user friendly, less legal-administrative, with clear language and instructions, questions and answers and the like. Most of them have been translated into English and French. As mentioned above, there is not only one person in charge of this process, but it has been undertaken by many administrations, even in migration related topics.</p> <p>3. Yes</p> <p>4. They are available at: http://extranjeros.mitramiss.gob.es/es/InformacionInteres/FolletosInformativos/index.html (Please note that they are under revision, and some could not be updated yet).</p> <p>5. Yes</p> <p>6. As for the leaflets, see the aforementioned link. As for the videos and visual materials, we are currently preparing a dissemination campaign on legal migration paths that will include visual materials, among which a video will be the main one. We are right now in the contracting phase. It is being managed at an institutional level,</p>

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			<p>through the procedural channels, so there is not a person in charge as such. It is the responsibility of the General Secretariat for Immigration and Emigration.</p> <p>7. Yes</p> <p>8. Yes</p> <p>9. As for Q4, not only residence permits processes, but also the rest of administrative processes in Spain are constantly under review to detect potential areas of improvement, but not as part of any project, but as part of the evaluation of public services that takes part in Spanish Administration. Part of these improvements are the information materials. Other are the means to disseminate them (as broadly and nearer to the customer as possible), or the use of the electronic administration, where possible, among others. Again, for examples, please follow the link in Q2.</p>
	<p>EMN NCP Sweden</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. Vi har kollegor på kommunikationsavdelningen (enheten för digital kommunikation) som ständigt uppdaterar våra kundbrev/mallar med klarspråk (plain language) ur ett kundperspektiv. Vi arbetar också med klarspråk på vår externa webbplats www.migrationsverket.se genom att skriva texterna till mottagaren. Vi arbetar med att förklara processen med hjälp av olika delar av verksamheten. När det gäller översättningar av texter så pågår det ett arbete för att få fram en policy/strategi kring översättningar då vi märker att det är väldigt svårt att hålla informationen aktuell och uppdaterad när den finns på för många språk samt att vi själva inte kan kvalitetsgranska texterna som kommer från översättningsbyråerna. Det gjordes en väldigt stor ansträngning för att översätta informationen under ingången som heter Skydd och asyl www.migrationsverket.se/privatpersoner/skydd-och-asyl-i-sverige, men den informationen är svår att hålla aktuell då det är kostsamt och kräver en hel del resurser för att bara göra små ändringar. Framtagande av innehåll på webb och kundbrev/mallar sker i samarbete med olika delar av organisationen (rättsliga experter, kommunikation och processledare) våra servicecenter har vi informations-skärmar för att informera våra besökare (sökande) om olika aktuella saker. Allt ifrån hur processen fungerar till tips på vart man kan vända sig för att komma i kontakt med lokala aktörer. Den centrala</p>


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			<p>informationen på skärmarna ansvarar enheten för digital kommunikation för, sedan finns det ansvariga redaktörer på de olika orterna där skärmarna finns som kan lägga upp lokal information.Kontakt: digital kommunikation@migrationsverket.se</p> <p>3. Yes</p> <p>4. I beslutsmallen finns exempel på hur centrala juridiska termer förklaras för den sökande. I utbildningar i beslutsskrivning för handläggare och beslutsfattare betonas att termer ska användas med omdöme, det vill säga endast när de behövs, och då förklaras.I klarspråk ingår att skriva begripligt för mottagaren, så i de texter vi skriver behöver vi förklara termer som läsaren inte är van vid eller känner till sedan tidigare.Kontakt: digital kommunikation@migrationsverket.se</p> <p>5. Yes</p> <p>6. Några exempel på material som vi har publicerat på vår externa webbplats:• informationsfilmer om asylprocessen på olika språk • särskild information till barn på sajten, i form av nedladdningsbara broschyrer.I våra servicecenter har vi även informationsskärmar med information till besökarna.Vi har varit med i arbetet för att ta fram en app som riktar sig till yngre barn, Stories. Den är fortfarande under utveckling och kommer att uppdateras med fler filmer under våren. För mer information om appen kan ni kontakta: suzan.larsson@migrationsverket.seVi är med i olika myndighetsgemensamma projekt/uppdrag, exempelvis: https://workinginsweden.se/sv/ • https://www.informationsverige.se/Om ni vill ha mer information eller exempel på material som presenteras på informationsskärmar eller annat informationsmaterial så är ni välkomna att höra av er. Vi svarar gärna på frågor när det gäller myndighetsgemensamma uppdrag som vi deltar i: digital kommunikation@migrationsverket.se</p> <p>7. Yes</p> <p>8. Yes</p> <p>9. 4. Åren 2013–2015 genomförde Migrationsverket ett systematiskt arbete med att förbättra begripligheten i asylbesluten. Vi tog fram nya beslutsmallar avsedda att fungera som ett pedagogiskt verktyg både för dem som</p>
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			<p>skriver beslut och för dem som tar emot besluten. I den fasta malltexten förklaras på ett enkelt sätt hur prövningen går till, och dessutom förklaras vissa centrala, juridiska termer. En beslutsmall (avslag) för asylärenden bifogas som exempel. Inom ramen för satsningen på begripliga asylbeslut fick den handläggande personalen inom asylprövningen utbildning i beslutsskrivning. Vi tog även fram ett handläggningsstöd för begripliga beslut som publicerades på myndighetens intranät. Handläggningsstödet erbjuder konkreta råd i beslutsskrivningen och innehåller autentiska exempel från beslut med tillhörande begriplighetsanalyser samt förslag på alternativa formuleringar. Två av avsnitten bifogas här som exempel. Åren 2017–2019 fortsatte arbetet med begripliga beslut inom den delen av verksamheten som prövar ansökningar om uppehållstillstånd på grund av familjeåterförening. Vi tog fram nya beslutsmallar enligt samma principer som inom asylprövningen, och den handläggande personalen fick utbildning i hur man skriver begripliga beslut. Handläggningsstödet för beslutsskrivning kompletterades med exempel från beslut i familjeåterföreningsärenden. Arbetet med att förbättra begripligheten i Migrationsverkets beslut bedrivs i samarbete med rättsavdelningen eftersom motiveringen med den juridiska argumentationen är central för begripligheten. Sedan 2015 ska alla nyanställda, oavsett befattning och arbetsuppgifter, gå en tre timmar lång introduktionsutbildning i klarspråk. 5. Se svaret på fråga 4! Som bifogade dokument finner ni två av avsnitten från handläggningsstödet för begripliga beslut (det inledande avsnittet och avsnittet om begripligt språk) samt en beslutsmallar för asylärenden (avslag). Bifallsmallen ser likadan ut fram till avslutningen, då utgången blir att personen i stället får uppehållstillstånd. Ansvarig för förbättringsarbetet med begripliga beslut är Migrationsverkets språksexpert Anna Hammarström, som är knuten till kommunikationsavdelningen. E-post: anna.hammarstrom@migrationsverket.se, telefon: 0046-72-236 87 31. Till sist: Vi arbetar ständigt med klarspråk i informationen som vänder sig till sökande, både vad gäller webbsidor, nyheter och fysisk informationsmaterial. Så det är flera olika roller på kommunikationsavdelningen som arbetar tillsammans när det tas fram material, kommunikatörer, webbredaktörer och skribenter i samverkan. Ofta i arbetsgrupper så att flera kan läsa texterna innan det publiceras. För mer information om arbetet på avdelningen: digitalkommunikation@migrationsverket.se</p>
	EMN NCP United Kingdom	No	This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further.

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	<p>EMN NCP Norway</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. Yes, in 2010 with the new Immigration Act, all of the UDI standard letters had to be edited and at the same time Norway took the opportunity to implement major changes to how we addressed the individual applicant in writing. A project was started in 2008 to meet this need. UDI was awarded a prize for this work in 2010. Pls contact kac@udi.no for details.</p> <p>3. Yes</p> <p>4. Malin Andersen, maan@udi.no We are delayed, but still working on getting examples. These will be sent directly to Finland NCP.</p> <p>5. No</p> <p>6. Malin Andersen, maan@udi.no https://www.sprakradet.no/Klarsprak/prosjekthjelp/laer-av-andre/Utlendingsdirektoratet/ Further links on this website about UDIs work on this matter in Norwegian – UDI has been addressing this issue throughout the organization since 2009. https://www.sprakradet.no/upload/Klarspr%C3%A5k/Dokumenter/UDIs%20spr%C3%A5kprofil.pdf Guidelines in Norwegian; about 30 pages. https://www.sprakradet.no/Klarsprak/prosjekthjelp/laer-av-andre/Utlendingsdirektoratet-brev/ The goal of the “New Law project” was to adapt and improve all the standard letters sent out to applicants. (2008) Norwegian http://www.mynewsdesk.com/no/pressreleases/gratulerer-med-klarspraakprisen-udi-521765 https://kommunal-rapport.no/artikkel/udi_hedres_for_klart_sprak UDI awarded a prize for good, clear writing/ texts in 2010. Norwegian language https://www.regjeringen.no/no/aktuelt/har-spraket-i-staten-blitt-klarere/id746695/ Evaluation about UDI project information – in Norwegian https://www.regjeringen.no/no/dokumenter/klart-vi-kan/id746781/ Evaluation report of project in the Norwegian State – in Norwegian. 2013 https://www.sprakradet.no/upload/Klarspr%C3%A5k/Dokumenter/Klarspr%C3%A5k%20til%20web.pdf General as well as specific articles about UDIs work from 2010. In Norwegian see pages 35 – 39. More information being collected. Will be sent directly to Finland NCP.</p> <p>7. Yes</p>
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			<p>8. Yes</p> <p>9. Yes, absolutely, see response to Q 3aFor more details about this project and work, please contact Malin Andersen, maan@udi.no in the communications division of UDI.</p> <p>no_response_fi_emn_ahq_on_information_and_requests_to_customers_in_residence_permit_matters-1.docx</p>
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