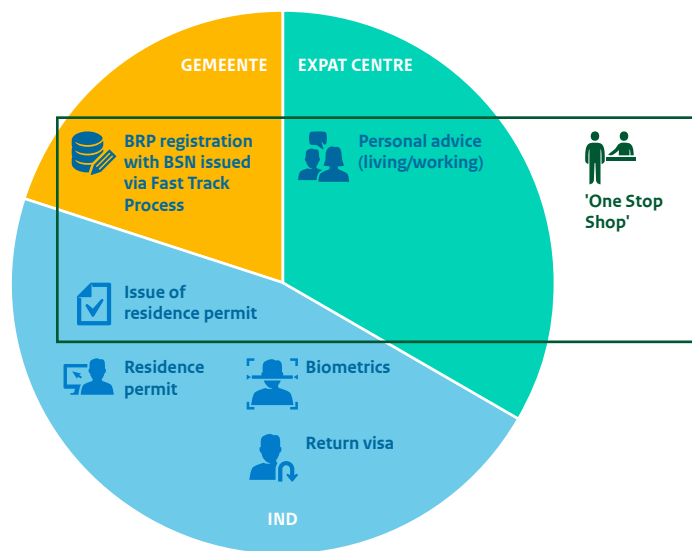


# Pilot Expat Centre Maastricht Region, Gemeente Maastricht and Immigratie- en Naturalisatiedienst – IND

Expat Centre Maastricht Region (part of Maastricht International Centre), Gemeente Maastricht and Immigratie- en Naturalisatiedienst – IND jointly ran a pilot with the aim to improve services for international clients. The pilot started in January 2020 and was intended to last one year. Due to the COVID-19 pandemic the pilot was extended by six months and ended on 1 July 2021.

## Pilot overview



**Client rating:**  
Clarity of written information provided



**Client rating:**  
Front desk staff

Expat Centre 4.9  
GemeenteLoket 4.8  
IND 4.8

(on a scale of 1-5)

Expat Centre 4.95  
GemeenteLoket 4.93  
IND 4.95

(on a scale of 1-5)

## Total number of clients at ECMR desk

2019 548  
2020 1,769  
2021\* 1,005

## Total number of residence documents issued

2019 3,932  
2020 4,630  
2021\* 2,947

## Total number of 'One Stop Shop' appointments

2020 193  
non-EU 144  
2021\* 206  
non-EU 148

## Since January 2020

- Biometrics
- Residence permit
- Return visa

Total\* 3,570

\* 2021 figures based on results calculated to 01 July 2021.

Note: Due to the corona virus pandemic, Expat and IND desks were closed from 16 March to 15 June 2020. On 15 June 2020 services reopened under certain restrictions.

## Quotes from our clients

### How would you rate the information you received about living and working in the Maastricht Region?

- "Straightforward process and friendly people."
- "Very warm and welcoming service."

### How satisfied are you with the way your application for a residence permit was processed?

- "The procedure is simple and well organised."
- "Very efficient and fast."

### What are you most satisfied with?

- "Clear instruction of steps of how things work."
- "Services and friendly staff."

### What can we do better?

- "No issues yet."
- "Not sure, all was good."

## Pilot progress across 2020-2021



### What are the expectations for 2021?

After eighteen months, this combined service has turned out to be so successful that the approach will be continued. In July 2021, a final evaluation of the pilot has been carried out and subsequently we will implement the achieved outcomes in a sustainable way.