



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

Requested by Rafael BÄRLUND on 5 April 2019

Compilation produced on 25 September 2019

Responses from Austria, Belgium, Estonia, Finland, Ireland, Italy, Latvia, Lithuania, Slovakia, Spain, Sweden plus Norway (12 in Total)

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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

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		Wider Dissemination ²	
	EMN NCP	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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	Austria		
	EMN NCP Belgium	Yes	<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>
	EMN NCP Estonia	Yes	<p>1. No</p> <p>2. N/A</p>

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			<p>3. No</p> <p>4. No, all information related to the procedure stages in residence permit applications is available on the Police- and Border Guard Board homepage:https://www2.politsei.ee/en/teenused/residence-permit/tahtajaline-elamisluba/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/studyhttps://www.workinestonia.com/?lang=ethhttps://roadmap.workinestonia.com/enAdditionally 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>
	EMN NCP Finland	Yes	<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)</p>

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			<p>Project manager Essi Lojander, essi.lojander@migri.fi</p> <p>5. Yes</p> <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 Ireland</p>	<p>Yes</p>	<p>1. Yes</p> <p>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 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</p>

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			<p>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>
	<p>EMN NCP Italy</p>	<p>Yes</p>	<p>1. No</p> <p>2. N/A</p> <p>3. No</p>

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			<p>4. N/A</p> <p>5. Yes</p> <p>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=IZ3V-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</p> <p>7. No</p> <p>8. No</p> <p>9. N/A</p>
==	EMN NCP Latvia	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. No</p> <p>4. N/A</p>

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			<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 Department are responsible for updating the information in accordance with their competence.</p> <p>5. Yes</p>

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			<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 Slovakia</p>	<p>Yes</p>	<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</p>

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			<p>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> <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</p>

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			<p>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, 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</p>	<p>Yes</p>	<p>1. Yes</p>

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	<p>Sweden</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) I våra servicecenter har vi informationsskärmar 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 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: digitalkommunikation@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: digitalkommunikation@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:</p>
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			<p>suzan.larsson@migrationsverket.se Vi 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: digitalkommunikation@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 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 handlägningsstöd för begripliga beslut som publicerades på myndighetens intranät. Handlägningsstödet 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. Handlägningsstödet 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 handlägningsstödet för begripliga beslut (det inledande avsnittet och avsnittet om begripligt språk) samt en beslutsmall 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</p>
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			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
	EMN NCP Norway	Yes	<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</p>

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			<p>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> <p>8. Yes</p> <p>9. Yes, absolutely, see response to Q 3a For 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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