



## **EMN Ad-Hoc Query on 2019.48 Information and requests to customers in residence permit matters**

Requested by Rafael BÄRLUND on 5 April 2019

### **Protection**

Responses from EMN NCP Finland, EMN NCP Latvia , EMN NCP Austria, Linda Burger, EMN NCP Lithuania, EMN NCP Norway, EMN NCP Sweden, EMN NCP Slovakia (8 in total)

#### *Disclaimer:*

*The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.*



## **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. 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.

## **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?**

**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?**

## **Responses**

### **EMN NCP Finland**

Wider Dissemination: Yes

*Rafael BÄRLUND, Practitioners (Government Officials only)*

1. No
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](mailto:essi.lojander@migri.fi)
3. No
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](mailto:essi.lojander@migri.fi)
5. Yes
6. a) There are currently instructions online, mainly on the websites: [www.emn.fi/en/home](http://www.emn.fi/en/home) and [www.enterfinland.fi/eServices](http://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](mailto:essi.lojander@migri.fi)

- 7. Yes
- 8. Yes
- 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](mailto:essi.lojander@migri.fi)

**EMN NCP Latvia**

Wider Dissemination: Yes  
*Stanislavs LOPATINSKIS, EMN NCP Latvia*

- 1. No
- 2. N/A
- 3. No
- 4. N/A
- 5. No
- 6. N/A
- 7. Yes

Clarification:  
Partially, by reducing number of documents that have to be submitted, by improving appointment system.

- 8. No

Clarification:  
Not yet

- 9. N/A

**EMN NCP Austria**

Wider Dissemination: No

**Linda Burger**

Wider Dissemination: Yes

*Linda Burger, EMN NCP Netherlands*

1. Yes

2. 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'. 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.

3. Yes

4. The IND also makes use of infographics, animations or brochures if necessary. They aim 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.

5. Yes

6. 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. The IND has developed an 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 frontdeskwor (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 fase (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.

Clarification:

bijlage\_1.docx

7. Yes

Clarification:

bijlage\_2.docx

8. Yes

9. 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. Check the English website of the IND ([https://ind.nl/en?pk\\_campaign=header&pk\\_kwd=taal-selectie-en](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, GJ.Hesselink@ind.minvenj.nl They are both part of the customer communication team and experienced in customer language and developing new products.

## EMN NCP Lithuania

Wider Dissemination: Yes

*Vytautas EŽERSKIS, EMN NCP Lithuania*

1. Yes

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).

3. Yes

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.

5. Yes

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.

7. Yes

8. Yes

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, a 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.

## EMN NCP Norway

Wider Dissemination: Yes

*Kathleen CHAPMAN, EMN NCP Norway*

1. Yes
2. delayed response. we will get back to you asap.
3. Yes
4. x
- 5.
6. x
7. Yes
8. Yes
9. x

## EMN NCP Sweden

Wider Dissemination: Yes

*Marie BENGTTSSON, EMN NCP Sweden*

1. Yes
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](http://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](http://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: [digital kommunikation@migrationsverket.se](mailto:digital kommunikation@migrationsverket.se)

3. Yes

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](mailto:digital kommunikation@migrationsverket.se)

5. Yes

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.se](mailto: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: [digital kommunikation@migrationsverket.se](mailto:digital kommunikation@migrationsverket.se)

7. Yes

8. Yes

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 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 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](mailto: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: [digital kommunikation@migrationsverket.se](mailto:digital kommunikation@migrationsverket.se)



## EMN NCP Slovakia

Wider Dissemination: Yes

*Simona MESZAROSOVA, EMN NCP Slovakia*

1. No

Clarification:

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](http://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.

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](http://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.

3. No

4.

5. No

6.

7. No

8. No

9. No, not yet.