



Statistics Netherlands

Annual Report for 2008

27 March 2009

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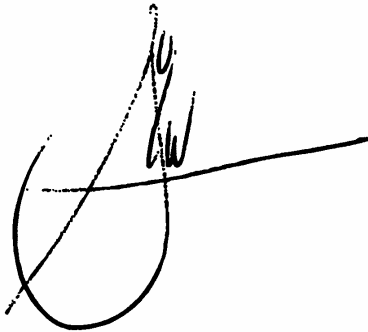
Preface

In this annual report Statistics Netherlands (in Dutch Centraal Bureau voor de Statistiek or CBS) accounts for its activities and results in 2008. The envisioned results – publications, articles and tables containing statistical information – were laid down in the annual plan for 2008. Most of the promised output proceeded according to plan.

The policy intentions of Statistics Netherlands are also laid down in general terms in the budget of the Ministry of Economic Affairs. Statistics Netherlands is also accountable through a series of performance indicators agreed with the Ministry. The general outlook is positive.

The financial situation is accounted for in the financial statements included in this annual report.

The Central Commission for Statistics (CCS) supervises Statistics Netherlands. The Commission has been chaired by J.N. van Lunteren since 1 January 2006. The CCS has adopted the financial statements and approved the annual report.

A handwritten signature in black ink, consisting of a large, stylized 'G' followed by 'van der Veen' written in a cursive script.

G. van der Veen
Director General of Statistics

The Hague and Heerlen, The Netherlands, 27 March 2009

Report of the Director General of Statistics

Developments

2008 was the last year of Statistics Netherlands' multi-annual programme for 2004-2008, which will be followed in 2009 by a new multi-annual programme for 2009-2013. This is an appropriate time to consider the results which are still to be achieved in the period ahead in addition to reviewing our performance in 2008 and the past four years.

Five years ago various developments occurred which have had a major impact on the implementation of our multi-annual programme for 2004-2008. For instance, Statistics Netherlands was transformed into an autonomous agency in 2004. This made it necessary to start overhauling operations. In addition, this transformation presented an opportunity to broaden Statistics Netherlands' external view, so as to respond more effectively to society's need for statistics. Apart from this, the debate about the administrative burden posed by government intensified. There was a growing desire in Europe for greater collaboration so as to produce internationally comparable statistical data. Finally, Statistics Netherlands has and has had to contend with duties and an obligation to economise imposed by the national government. The growing use of registers has led to greater dependence on quality, punctuality and changes. For instance, problems relating to WALVIS (*Wet administratieve lastenverlichting en vereenvoudiging in sociale verzekeringswetten* [Reduction of Administrative Burden and Simplification of Social Security Acts]) made matters difficult for Statistics Netherlands in terms of data quality and punctuality. Statistics Netherlands managed to cope with this in its normal output but it imposed limitations with regard to specific products (thematic publications and spearhead issues).

The variety of relevant developments resulted in a wide-ranging programme with ambitious targets: the ongoing production of statistical output to comply with national and international legal obligations, updating the statistical programme to ensure that it addresses community needs more closely, making available information more accessible to users, pursuing closer collaboration at the national and international level, reducing the response burden for the business sector, upgrading our operations and performing our tasks. This report shows the most important results achieved in 2008. The conclusion is that Statistics Netherlands has made significant steps towards the achievement of the objectives listed in the multi-annual programme.

New statistics to be developed in 2009-2013 have been identified for each theme. In addition, this new programme centres on the question as to how Statistics Netherlands' range of products and services can address users' needs and requirements, and can encourage the more intensive use of these products and services. Apart from this, a major programme of process innovations will be implemented.

Statistical programme

Every year Statistics Netherlands implements a statistical programme laid down in the corresponding annual plan. As in previous years, the statistical output scheduled for 2008 was achieved, complying with the national and international legal obligations. The output to be achieved as part of the normal statistical programme is translated into indicators which are described further on in this annual report.

Statistics Netherlands gauges customer satisfaction in the broadest sense of the term. Both individuals and businesses are asked to give their opinion. Statistics Netherlands achieved a general rating of 7.3 for its products and services in 2008. This is identical to the rating achieved in 2007. Our target is 7 or higher.

StatLine and www.cbs.nl were upgraded in 2008. The website's new design has made information much more accessible. Visitor tracking data for the website reveals that this has met with success. A new, more user-friendly user interface and more effective search engine have been put into service for StatLine. In addition, the texts and explanations accompanying the tables have been improved.

In 2008 the new website, www.cbsinuwbuurt.nl, was officially inaugurated by the State Secretary, Heemskerk (Ministry of Economic Affairs). This website has been designed for all inhabitants of the Netherlands and presents relevant information at the neighbourhood level. Shortly after it was launched, the new website attracted so many visitors that the servers were overwhelmed and the website had to be taken offline for a short period of time.

The first edition of *Provincie op maat* [Custom Provincial Profile] was also published in 2008. A separate edition of this publication was compiled for each province and analyses have been specifically conducted for each of them.

Many of the publications which Statistics Netherlands produced in 2008 generated political interest. The highlights are covered in the introduction to the chapter entitled *Implementation of the Statistical Programme*.

Programme renewal

In addition to implementing the normal statistical programme a major upgrade was carried out in the period from 2004 to 2008. This involved analysing the entire statistical portfolio of Statistics Netherlands to determine whether it was up-to-date, effective and efficient. The resources which were freed up through this operation were used for an ambitious renewal programme involving various special focal points. These special focal points are approaching the end of their developmental stage this year or next year, and will then become part of the normal operational programme.

The results achieved in the special focal points may be found further on in this annual report. For example, the focus on ageing came up with a coherent overview of the implications which ageing has for the economy. In 2008 this produced new data concerning pension entitlements and inheritances, a symposium on *Rekenen met pensioenen* [Counting on Pensions] organised in conjunction with Netspar. It also produced a study on the relationship between the socio-economic status of the elderly and their utilisation of care. Another example is the focus on international economic relations, the aim of which is to offer more coherent information about the effects of globalisation and internationalisation on economic growth and employment. In 2008 this resulted in the first version of an *Internationaliseringsmonitor* [Internationalisation Monitor]. This monitor provides a description of the Netherlands' position in the trade in goods and services, and financial flows at the global level along with employment and production at the national level. In 2008 the focus on health, welfare and care produced new statistical output on the utilisation of care provided by hospitals the AWBZ [Exceptional Medical Expenses Act] (care for the elderly and the disabled, and mental health care), and the operation and personnel of health care institutions. In addition, a new edition of the publication *Gezondheid en zorg in cijfers* [Health and Care in Figures] was published in 2008.

Quality

Statistics Netherlands' mission demands that the quality of its statistical information be guaranteed. To this end Statistics Netherlands decided on a system of quality assurance in 2008, which is based on the strictest international standards (European Statistics Code of Practice and the Quality Declaration of the European Statistical System) and which is in line with the Excellence Model of the European Foundation for Quality Management (EFQM). Statistics Netherlands published a quality declaration on the Internet in May 2008.

Two workshops were held for departmental staff in 2008 for the purposes of improving the questionnaires used by these government bodies. This will produce better questions, which will make it easier to fill in these forms. In turn this will improve the quality of completion, and the relevant data will be collected and processed more efficiently. Statistics Netherlands organised the workshops together with the National Government Information Service and the Ministry of the Interior and Kingdom Relations.

Because of the growing use of registers to reduce the administrative burden on businesses Statistics Netherlands is explicitly studying the way in which those registers are used and their quality. Various reports were published in this respect in 2008. One of them is the *Quality Framework for the Evaluation of Administrative Data*. In addition, methods have been developed to make adjustments for the breaks in trend due to the switch from survey findings to registers.

Statistics Netherlands publishes *De Methodenreeks van het CBS* [The Statistics Netherlands Methodology Series] to promote the use of validated statistical methods. To this end these statistical methods are described in a uniform manner using a standard template, and are made available in electronic form. It is now also possible to view this series on the Statistics Netherlands website.

Collaboration

Collaboration with other organisations helps to improve Statistics Netherlands' image, to reduce the response burden, to produce better statistical data and to ensure that this information meets user requirements. In 2008 new types of collaboration were initiated with many organisations, and existing ones were extended. There is collaboration in a growing number of areas, for example, in improving methodologies, data sharing, producing joint publications and seconding personnel.

As a knowledge-intensive institute Statistics Netherlands constantly devotes attention to knowledge development. This is done together with national and foreign universities, among others in 2008 in mixed-mode, non-response and imputation techniques. Statistics Netherlands makes methodological contributions to conferences and publishes in various professional journals, thereby ensuring that the academic level of its own methodologies is up to standard.

One example of collaboration is the project initiated with the provincial councils. A letter of intent was signed by the provincial councils and Statistics Netherlands at the end of 2008 for the purposes of working together in the area of policy information.

Closer collaboration with De Nederlandsche Bank [the Dutch central bank] is another example of this. In 2008 Statistics Netherlands worked with De Nederlandsche Bank on refining the methodology for analysing and processing statistics on financial institutions. Data exchange

between the two organisations has also been streamlined by making more widespread use of the Statistics Netherlands data storage system.

In 2008 a collaborative venture involving Statistics Netherlands and the three planning agencies (the Netherlands Bureau for Economic Policy Analysis, the Netherlands Environmental Assessment Agency and the Netherlands Institute for Social Research) produced an initial version of an annual *Monitor duurzaam Nederland* [Sustainable Netherlands Monitor] setting out the situation pertaining to sustainability. Statistics Netherlands will be developing the issue further as part of its programme for 2009-2013.

The Netherlands Institute for Social Research and Statistics Netherlands will be working together on the *Wet Maatschappelijke Ondersteuning* [Social Support Act] (Wmo) in general and expenditure under it in particular. To study these developments in 2008 Statistics Netherlands supplied data on quarterly and annual costs and revenues under the Wmo, taken from the municipalities' financial reports for the 2007 financial year. This collaboration addresses an explicitly expressed desire to source as much municipal financial information as possible from Statistics Netherlands' normal reports, so as to avoid the need for additional municipal surveys.

Statistics Netherlands works together with the Chambers of Commerce, the Confederation of Netherlands Industry and Employers, the Federation of Small and Medium-Sized Enterprises and the Economic Institute for the Building Industry to conduct the Dutch Business Survey (COEN).

Several other examples of new, successful collaboration: a residential survey of the Netherlands as a shared service project together with the Ministry of Housing, Spatial Planning and the Environment, improving the trade and transport statistics with the Rotterdam School of Management at Erasmus University, compiling international goods flow statistics with the VU University Amsterdam, compiling statistics on migration and the international protection of asylum seekers with the Immigration and Naturalisation Department (IND), compiling the price index for existing homes with the Land Registry, and compiling statistics on working conditions and sustainability with TNO [Institute for Applied Scientific Research].

International

The Director General's term of office as chairman of the Partnership Group (PG) of the EU's Statistical Programme Committee (SPC) ended on 31 December 2008. The PG acts as the executive board of the SPC, the committee of Directors General of the national statistical institutes of the EU member states. To mark the end of his term as chairman, an international conference was held in The Hague at the beginning of January 2009 to discuss the achievements of three working parties established under Dutch chairmanship. These working parties submitted proposals for the professionalisation of the European Statistical System,¹ the approach to be adopted towards urgent issues and the legal and institutional renewal the European Statistical System. In addition to the conference report, the Netherlands has been asked to prepare an action plan setting out the next steps to be taken.

Important milestones were achieved in institutional renewal. At the end of 2008 the European

¹ The European Statistical System (ESS) is a partnership comprising the Community's statistical body, namely, the Commission (Eurostat), and the national statistical bodies and other national organisations which are responsible for the development, production and dissemination of European statistics in each member state.

Parliament and Council formulated a common position on a new regulation governing European statistics. This has laid the basis for new European statistical law and the European Statistical System will acquire a legal basis. It is anticipated that this regulation on European statistics will be published in the *Official Journal* in the spring of 2009.

The legal basis was also laid for a new European Statistical Governance Advisory Board, a committee tasked with the regulation of the introduction of a European Code of Practice. Also, a legal basis was established for a new advisory committee of statistics users, the European Statistical Advisory Committee (the successor to CEIES – the European Advisory Committee on Statistical Information in the Economic and Social Spheres). The appointment of these two committees and the amendment of the 1997 European regulation on statistics has laid the basis for a new institutional framework for European statistics.

On 1 January 2009 Peter van de Ven, the head of the Statistics Netherlands national accounts department, was appointed to serve as the chairman of the CMFB (Committee on Monetary, Financial and Balance of Payments Statistics). The CMFB is a European advisory body active in the field of macroeconomic statistics, which devotes special attention to statistics on the intersection between central banks and statistics offices, and those concerning government finances (government deficits and debt). It consists of representatives of the various statistics offices and central banks within the European Union.

Process renewal

A process renewal project has been carried out in recent years. This means that far-reaching reforms have been made to the internal statistical production processes or still need to be made within the near future. The premise underlying this renewal is the reduction of the administrative burden by switching from surveys to the use of administrative sources and registers along with the further standardisation of methodology and ICT infrastructure. This complex project has achieved initial results but an even greater effort will be required in the years ahead.

This project involves the development and implementation of centralised services and standardised statistical tools. The centralisation of data storage is an example of this. All statistical data are saved, structured and stored in a single location. This location, a data service centre, will be put into service and extended further in 2009.

The creation of centralised services and tools will enable Statistics Netherlands to redesign its statistical production processes. The entire chain of economic statistics is such a production process that is being redesigned. In 2007 the contours of the future chain were determined and they were partly implemented in 2008. The purpose of redesigning the chain is to boost the efficiency of the production process, to lessen the administrative burden and to reduce the number of times that economic growth estimates need to be adjusted.

Burden

The reduction of the administrative burden for businesses is high on the political agenda. Statistics Netherlands is pursuing the government's target to lower the administrative burden by a quarter. In 2007 the burden caused by Statistics Netherlands was more than 6% down on 2006 and amounted to 21.7 million euro. The burden experienced by businesses declined as well.

It is not yet known what burden Statistics Netherlands was responsible for in 2008. However, major steps were taken to achieve a further reduction and to provide better services during the year. More details are provided about this in the section on efficiency.

A respondents' advisory council made up of business owners and representatives of Dutch businesses was established in order to make it possible to respond more effectively to the business sector's ideas about the response burden.

Operations

In the years ahead Statistics Netherlands will need to implement further quality improvements in its primary process along with far-reaching efficiency measures. The workforce will be reduced by approximately 30 percent between 2003 and 2013, while the programme will be retained. Because there will be compensation for fulfilling our new EU duties, the net decline during that period will amount to 20 percent. Various measures were adopted for this purpose in 2008. For instance, a facilities centre was established to assist employees upon their entry into, progress through, and departure from the organisation. In addition, a job market was organised and more than 100 Statistics Netherlands employees in Heerlen participated in the Mobility Week in Limburg, managing to have a look behind the scenes of other organisations. Finally, provisions were set aside in 2008 for several restructuring projects.

The four pilot projects led to adjustments in the principles underlying a current cost management project. Statistics Netherlands will provide an insight into the overall costs of product categories in order to ensure more transparent external accountability. Additional grounds were cited for the fees charged for external projects in 2008. The project administration is being reviewed to ensure better internal output-based management.

In 2008 operations were relocated from the Voorburg office to a new, modern office block in The Hague – Leidschenveen. So part of Statistics Netherlands now has appropriate accommodation and is ready to face the future. Her Majesty the Queen officially opened the new office on 8 October 2008. At present work is being carried out on a similar office block in Heerlen. Statistics Netherlands operations there will be relocating to this new building in the summer of 2009. The new building in Heerlen is fitted with a highly innovative, sustainable climate control system, where water from former mine shafts is pumped up from different depths for heating and cooling. Water at a depth of 200 m will be used for cooling purposes, while water sourced from a depth of 800 m will be used for heating purposes.

Apart from the relocation to The Hague, the computer centres of Voorburg and Heerlen were moved to the new Statistics Netherlands computer centre at the land registry premises in Apeldoorn in 2008. The virtualisation of servers and desktops required for this purpose has also been carried out. This extensive operation has ensured that the entire Statistics Netherlands computer centre has been set up in a single location and that contingency facilities have been established in the event of an emergency in Apeldoorn.

Budget and actual results

In 2008 Statistics Netherlands achieved total revenues amounting to 198 million euro, of which revenues from third parties accounted for 17 million euro. 191 million euro had been budgeted. The discrepancy between the projected and actual figures is the result of a supplementary forecast made in response to a new collective labour agreement and additional revenues from third parties. Statistics Netherlands suffered a loss of 3.7 million euro in 2008. Excluding staffing

provisions (8.1 million euro) and a release in relation to Eurostat (1.5 million euro), it achieved earnings of 2.9 million euro compared with a forecast of 0.8 million euro.

Statistics Netherlands had negative equity amounting to 0.7 million euro at the end of 2008, being the cumulative result of the period 2004-2008.

The financial statements and notice have been included in this annual report. The financial statements have been audited by KPMG Accountants NV and are accompanied by an auditor's report, which may be found after the financial statements in this report.

Statistics Netherlands' mission

Statistics Netherlands was founded in 1899 and was assigned the task of collecting, processing and publishing statistics for practical, policy and scientific purposes. This still constitutes the essence of the task assigned to Statistics Netherlands as part of its current legislative basis, the *Wet op het Centraal Bureau voor de Statistiek* [Statistics Netherlands Act] of 20 November 2003.

It is vitally important that factual, unbiased information is available, which all parties accept as their starting point. The quality of statistical information must be beyond any doubt. Statistics must be available quickly and reveal the relationship between social developments.

Statistics Netherlands' mission is to publish undisputed, coherent statistical information which meet society's requirements.

Central Commission for Statistics

The Central Commission for Statistics (CCS) is responsible for deciding on Statistics Netherlands' annual statistical programme and its five-year strategic, multi-annual programme, which is designed to serve as the basis for the annual plans. In addition it shares responsibility for adopting the budget and the annual accounts of Statistics Netherlands, approving the annual report of Statistics Netherlands. Apart from this, the Commission performs regulatory duties in relation to Statistics Netherlands with regard to limiting its administrative burden, avoiding unfair competition and making micro-data available. The CCS facilitates the coordination of the government supply of statistical information. The CCS provides guidance during the year based on regular executive information and half-yearly figures for the Minister of Economic Affairs.

The Audit Committee (AC) of the CCS prepares the discussion of management issues. The AC writes the financial reports, budget and the financial statements.

The CCS produces its own annual report for the Minister of Economic Affairs to account for the way it carries out its tasks. The annual report is published at the Statistics Netherlands website *About Us – Organisation – Central Commission for Statistics*.

Mr J.M.A. van Huut's first term of office expired on 31 December 2008. The Minister of Economic Affairs appointed him for a new four year term commencing on 1 January 2009.

The membership of the CCS at the beginning of 2009 was as follows:

- J.N. van Lunteren, Chair (member of the AC)
- J.J. van Duijn, Deputy Chair (member of the AC)
- G.P.J. Hogeweg
- J.M.A. van Huut RA (member of the AC)
- M.B.G.M. Oostendorp (member of the AC)
- Professor J. Plantenga
- P.C. Plooij-Van Gorsel
- Professor C.G.M. Sterks
- Professor J.T.M. van der Zee

Statement by the Central Commission for Statistics

The Central Commission for Statistics has taken cognisance of the 2008 annual report and financial statements of Statistics Netherlands. Based on its authority laid down in the Statistics Netherlands Act of 2003 (Bulletin of Acts and Decrees [*Staatsblad*], 516), it hereby approves Statistics Netherlands' 2008 annual report. Likewise based on its statutory authority, it agrees with the adoption of the financial statements of Statistics Netherlands for 2008 by the Director General of Statistics.

The Hague, 27 March 2009



J.N. van Lunteren, Chair



P. Spannenburg, Secretary

Implementation of the statistical programme

Statistics Netherlands acts on the principle that research findings should be made available to everyone at the same time. It uses various means of communication for this purpose (see the output table on the following page). The media cites many of these research findings or uses them as supporting material in articles. In 2008 Statistics Netherlands spokespeople were quoted extensively in daily newspapers or were interviewed on radio and television. News is no longer the exclusive domain of radio, television and newspapers. The internet is increasingly taking the lead when it comes to disseminating news. News reports citing Statistics Netherlands as a source may be found on news websites and newspaper pages on the internet almost every day. This may explain why news coverage in the national newspapers has declined drastically in recent years. Whereas more than 70 percent of Statistics Netherlands' reports were still used in a national newspaper in 2003, this figure had dropped to just over 45 percent in 2008 in spite of the fact that the ANP [the National News Agency] has been using more than 90 percent of Statistics Netherlands' reports for years now.

A selection of major events in 2008

- On Tuesday, 12 February, Heemskerk, the State Secretary for Economic Affairs, launched the new website, *CBS in uw Buurt* [Statistics Netherlands in Your Neighbourhood], during a press conference.
- A publication entitled *Het Nederlandse ondernemingsklimaat in cijfers* [The Dutch Business Climate in Figures] was presented to Ms van der Hoeven, the Minister of Economic Affairs, on Wednesday, 9 July.
- Heemskerk, the State Secretary for Economic Affairs, received the *Internationaliseringsmonitor* on 11 July.
- On 8 October 2008 Her Majesty Queen Beatrix officially opened Statistics Netherlands' new office in Leidschenveen (The Hague). Heemskerk, the State Secretary for Economic Affairs, Franssen, the Queen's Commissioner, and Ms Klijnsma, the acting mayor of The Hague also attended the opening.
- A press conference was organised for Wednesday, 10 September on the release of a publication entitled *De Nederlandse economie 2007* [The Dutch Economy in 2007]. Bos, the Minister of Finance, received the first copy.
- The first copy of *Jaarrapport integratie 2008* [Integration Annual Report 2008] was presented to Ms Vogelaar, the then Minister of Housing, Communities and Integration, on Thursday, 6 November.
- On Wednesday, 26 November, Balkenende, the Prime Minister, received the first copy of a publication entitled, *De Nederlandse samenleving 2008* [Dutch Society in 2008], from Van der Veen, the Director General of Statistics.
- On 3 December Rouvoet, the Minister for Youth and Family, was presented with an annual report entitled, *Landelijke jeugdmonitor 2008* [National Youth Monitor 2008], a joint publication of the Ministry for Youth and Family and Statistics Netherlands.
- The initial findings of the Dutch Business Survey (COEN), a joint venture involving the Chambers of Commerce, the Confederation of Industry and Employers, and Statistics Netherlands was presented to Van der Hoeven, the Minister of Economic Affairs, on Tuesday, 16 December.

In 2008 93% of press releases were issued on the date scheduled for them (compared with 87% in 2007). The punctuality of the paper publications also improved. Whereas 83 percent of all paper publications were released on the date scheduled for them in 2007, Statistics Netherlands managed to do so in 95 percent of all cases in 2008. The Statistics Netherlands website was visited approximately 6 million times in 2008. The online database, StatLine, attracted 3 million visits. The free telephone information service was also frequently consulted. In 2008 Statistics Netherlands provided information by telephone on almost 18,000 occasions and more than 10,000 times by email or letter.

Output 2008

Theme	Communication through:											
	Press releases	Economic Reports	Web Articles	StatLine Tables		Publications		Eurostat Contributions	Policy Statistics Centre		Information	
		Electronic	Electronic	Electronic Updates	New	Paper	Electronic	Data Files	Micro-data Files	Other	By Telephone	By E-mail/ letters/ faxes
	<i>number</i>											
Labour and social security	21		41	95	35	5	3	47	35	21	2558	1110
Enterprises	2		7	66	22	5	3	4	111	1	697	633
Population	6		25	108	28	8		10	12	5	2346	1540
Construction and housing	3	11	7	35	1			50			630	430
Financial and business services		28	4	43	3			18			122	133
Health and welfare	4		14	47	17	6		1	21	1	426	398
Trade, hotels and restaurants	16		6	15	4			53			289	205
Industry and energy		12	15	48	3	2	1	163			282	280
Income and spending	1	24	17	47	17		1		23	2	686	497
International trade		12	11	32	23			37			428	220
Agriculture			8	38	3			66	2		212	218
Macroeconomics	19		23	39	3	7	5	157			348	386
Nature and the environment			11	42	3			5	1		113	145
Education			21	77	19	1			18		431	316
Government and politics	1		12	45	13				1		119	114
Prices	12	12	17	35	9			23	2		5667	1657
Security and justice	2		19	53	3	7			1		267	212
Traffic and transport			8	45				98		1	275	309
Leisure and culture	1		15	65	2	4		19			454	396
Migrants			3	20								
Business cycles		12	5	25								
Emancipation				15								
European Union											353	550
Globalisation			2	11		1						
Historical series			1	10								
Lifecycle			1	12								
Regional Netherlands			7	57	3	7	3			1		
Business climate				14								
Ageing population				38								
Census												
Other	52		1			3	21				1130	785
Total	140	111	301	1177	211	56	37	751	227	32	17,833	10,534

Programme renewal

Statistics Netherlands is implementing a renewal programme so it can attain integrated descriptions of current social issues. The renewal programme consists of several special focal points laid down in the Multi-annual programme 2004–2008. This multi-annual programme can be found on [www.cbs.nl/about us/corporate information/publications](http://www.cbs.nl/about-us/corporate-information/publications)).

Social dynamics and extension of labour accounts

There has been a significant increase in the interest shown in social dynamics and human lifecycles within both the academic and the community debate. The aim of this focus on social dynamics and the extension of the labour accounts is to improve the provision of statistical information about the socio-economic course of people's lives.

On 22 April 2008 Statistics Netherlands organised a symposium entitled *Dynamiek in de statistiek* where the results achieved with this focal points were discussed with users, and plans were devised for the immediate future. For instance, the findings were presented of a statistical study into the arrival and departure of migrant labourers, the duration of unemployment, people who have been marginalised from society, the extent to which education addresses labour market requirements, business dynamics and the relationship between labour and care-related duties.

In 2008 a social dynamics satellite account was fleshed out in greater detail as part of the Social Statistics Database (SSB). This satellite account constitutes the basis for the production of data on social dynamics. The availability of registers and the possibility of linking them to the SSB at the micro-level from one year to the next make it possible to compile dynamic statistics on the situation in which people live.

Professionalizing microdata infrastructure

The data Statistics Netherlands has available for making statistics – the microdata – are very important to researchers outside Statistics Netherlands. Accessibility of the microdata is improved by professionalizing the infrastructure for microdata use. The primary objective in 2008 was to significantly boost the number of micro files which could be placed at the disposal of external researchers. Statistics Netherlands' microdata services have also been concentrated and professionalized further. The remote access facilities which had been developed were extended further to accommodate 40 users in 2008. The development project for this focal point has been completed and the work will be continued as part of normal production.

Long time series

It is through the focal point of long time series that Statistics Netherlands would like to devote more attention to the compilation and maintenance of consistent, long time series. An expert centre established for this purpose carries out concrete projects to achieve this goal in collaboration with the statistical departments.

In 2008 a publication of the revised series of national accounts was published following the revision in 2001. Supply and use tables based on constant prices have been compiled for the period 1970-1987 to supplement data published in 2007. This has made a comprehensive, consistent time series available, which describes Dutch macroeconomics in detail from 1969 until now.

Time series of diagnosis statistics were released in a publication entitled *Gezondheid en zorg in cijfers*. More information may be found about this subject in the following section.

Finally, a series of consumer price indices dating from 1900 was published on StatLine.

Health, social work and care

It is through the focus on health, social welfare and care that Statistics Netherlands seeks to provide a comprehensive, coherent description of the health and welfare of the Dutch population and its utilisation of care along with the resources employed in the care system and the latter's achievements.

In 2008 the health statistics database was extended further to include information about health and care consumption based on health care registers (containing details at the individual level). New statistical information has been developed on hospital care consumption and the utilisation of AWBZ-funded care for the elderly and the disabled, and mental health care.

In 2008 a long time series (1981-2005) dealing with hospital admissions broken down by diagnosis was produced on the basis of the Landelijke Medische Registratie [National Medical Register] (LMR). Although there are difficulties associated with the quality of the LMR, both the sector itself and the Ministry of Health, Welfare and Sport are convinced that it is indispensable.

The statistical care accounts have been extended to include information about the deployment of labour. Measuring price and volume increases in the health care sector has also been improved. The provision of care statistics on health care institutions were for the first time based on the *Jaardocument Maatschappelijke Verantwoording* [Social Accountability Annual Document] in 2008, which came to be required by law as of 2007. Several surveys have been dropped as a result.

A new edition of *Gezondheid en zorg in cijfers*, was released at the end of 2008. This fourth edition devoted considerable attention to issues for which Statistics Netherlands has new or greatly improved figures. For instance, the relationship between education and life expectancy, the average duration of hospital stays, the volume of health care for the disabled, and the health of children.

Grey pressure

The focus on grey pressure or ageing results in a coherent overview of the implications of ageing for various aspects of the economy. In 2008 the focus was shifted to the ongoing development of statistics concerning pension entitlements and inheritances following death, as well as developments affecting the care of the elderly.

Key figures on pension entitlements and statistics concerning the pension entitlements of employees and other individuals were published in StatLine in 2008. In this respect a symposium entitled *Rekenen op pensioenen* was organised together with Netspar (Tilburg University). A start was also made on the preparation of tables of the self-employed, inactive individuals and households.

A new StatLine table was developed to include data about inheritances. It lists the assets of people who died in 2005, in for which inheritance tax returns were filed in 2006.

In 2008 a study was published on the correlation between socio-economic status and care consumption by the elderly.

An initial micro database of pension entitlements was compiled for the Ministry of Social Affairs and Employment. The Ministry would like to study the flexibility of the AOW [General Old Age Pensions Act]) and retirement decisions through the Centre for Policy Statistics.

Space, housing and mobility

Sharing the limited space available in the Netherlands is a key issue on the political agenda. Choices must be made between housing, businesses, agriculture, roads, nature areas and leisure. It is increasingly important that both regional and local statistics (at the provincial, municipal but especially the neighbourhood levels) and spatial statistics are available to account for policy objectives. Spatial statistics are compiled using a breakdown based on geographical location, such as population centres, noise tolerance zones and polders.

Because Statistics Netherlands also increasingly had access to relational registry data (comprehensive and otherwise) in 2008, it was possible to compile more statistics about spatial features, and about neighbourhoods. A great deal of time was spent on accommodating the required statistical data and information which is available in the Basic Register of Addresses and Buildings, the Basic Land Registry Register and the Basic Topography Register.

In addition, a cartographic presentation of neighbourhood figures was improved in 2008. Using the cartographic publication, *Regionale kerncijfers Nederland* [Key Regional Figures in the Netherlands] it is possible for users to establish a relationship between municipal borders (the lowest administrative level) and various subdivisions of Dutch territory above the municipal level. This makes it possible for users to describe and compare different areas. They can use maps to select municipalities and to compare them with each other or with the rest of the Netherlands. Users can immediately see the region where they are located and there is no need to first have to look up the names of municipalities in order to draw a comparison.

Provision of integrated information on education

Statistical information about the role of education in society is being improved as part of the focus on providing comprehensive information on education. The more intensive utilisation of numbered educational databases makes it possible to supply information about school careers, school leavers and dropouts, and post-education involvement (initial or otherwise), all broken down by the demographic and socio-economic features of students and their parents.

In 2008 analyses were conducted into educational yields, student flows in secondary education (including school dropouts) and the transition from education to the labour market. Special attention was devoted to the transition from secondary to secondary vocational education and in and outflows within the latter in 2008.

An extensive education satellite account was implemented for the first time in 2008 as part of the Statistics Database (SSB). The availability of numbered educational databases makes it possible to relate individual student data contained in the SSB to the demographic and socio-economic registers which Statistics Netherlands has at its disposal.

The quality of statistical information has also been improved by more clearly identifying the correlation between the cost of education and its funding, on the one hand, and non-monetary data such as students and their educational achievements, on the other. In 2008 a wide-ranging study into the extension and improvement of statistics on spending in education was conducted for this purpose. It describes the cost of education and its funding broken down by economic sector. This led to a revision of the figures for the period 1995-2007.

Finally, the information available about adult education was extended after a pilot study was conducted for a future adult education survey (AES). This mandatory European AES will involve the collection of detailed information on formal and informal participation in education and informal learning.

Knowledge-based economy and productivity

The focal point of the knowledge-based economy and productivity was completed in 2008. In the same year statistics concerning multi-factor productivity were published as experimental data in the National Accounts for 2007 and in a separate publication entitled *Nederlandse groeirekeningen 2007* [The Dutch Growth Accounts for 2007]. The latter publication also includes the findings of the knowledge module, capital. A labour knowledge module was developed in 2008 and will be put into production in 2009.

Extension of price and volume information

It is through the focus on the extension of price and volume information that Statistics Netherlands seeks to supplement statistical information about volume and price changes, to improve them and to present them in a comprehensible manner.

A personal inflation monitor was placed on the website in 2008. This application enables visitors to compile their own consumer package and to calculate the applicable inflation rate. In addition, work was carried out for the purposes of compiling a single price index for services, which was scheduled to be published in early 2009. In 2008 a start was also made on a study of the price index for various types of households during the period 2000-2006. This study was also expected to be published at the beginning of 2009.

In 2008 a study was initiated into the impact of the introduction of market forces into hospital care on the volume of production. The research methods used by Statistics Netherlands and the Netherlands Institute for Social Research to investigate the care of the elderly were examined for the purpose of explaining discrepancies in their findings. These studies will be completed in 2009.

A method has been developed and put into service for care, which will make it possible to produce a figure for the volume of care based on the extrapolation of labour deployment figures, so as to bring the annual and quarterly figures as closely as possible in line with each other. Such a method has also been developed for tertiary education. In this case the extrapolation is based on the population breakdown.

Volume and price indices for land are required for the purposes of producing the land balance which is being developed for the national accounts. In 2008 a method was devised to break down changes in the price and volume of land used for residential and agricultural purposes.

A feasibility study was conducted into the potential for improving the volume indicators of education. The potential sources and methods serve as input for the debate about measuring output in the public sector.

Trade and services

The key focus on trade and services is concerned with gaps in statistical information about the trade and services sector. Services now account for more than 70 percent of the gross domestic product and employment of the Netherlands. A subsidiary project entitled *Handel* includes a monitor for the retail trade and one for the motorcycle and car industry. They comprise

quarterly electronic publications in which figures sourced from various statistics are presented in relation to each other.

A book containing the findings of an international sourcing survey has been published in conjunction with the Scandinavian countries as part of a project known as *International Sourcing*.

A conclusive time series has been produced for the period 1987-2005 using the key variables sourced from the production statistics for trade, transport and commercial services as part of a subsidiary project entitled *Tijdreeksen*.

Fast economic indicators

The focus on fast economic indicators has been largely concerned with extending the depth and breadth of economic statistics since 2007.

In 2008 research continued into the possibility of determining monthly production indices for commercial services. This study reveals that the use of data sourced from the VAT register offers a great deal of potential.

A monthly investment indicator has been developed. Diagrams have been prepared for the labour market, consumer spending, exports and investments, which reveal at a glance how the situation is developing in these areas.

Coherent information on justice and security

The focus on this issue has produced a satellite account for the Social Statistics Database (SSB). It includes a description of the criminal law chain setting out the process of tracking down suspects, their prosecution, trial and convictions. A relationship is also established with being a victim and lacking a sense of security.

New tables were entered into StatLine at the end of 2008. They contain information about young people involved in Halt crime prevention programmes and clients of Slachtofferhulp Nederland [Dutch Victim Support Centre]. Details about suspects, which were first included in 2005, were updated in 2008 to include new information on 2006. Using SSB variables an initial relationship was established between suspect and victim data sourced from the *Veiligheidsmonitor Rijk* [National Security Monitor]. In addition, a pilot study was launched to link judicial data with the SSB. A start was also made on a study involving young suspects.

The project *Veiligheidszorgrekeningen* [Security Accounts] provides a coherent, consistent and comprehensive statistical description of money flows in security. It also ties in with the national accounts system. In 2008 a test table was compiled containing information about *players* (including the centralised and decentralised government bodies and businesses involved in security as well as households spending money to feel safer) and *functions* (such as prevention, investigation, prosecution, trial, execution, compensation and so forth) spanning the reporting years 2002-2006. This approach and the initial findings of the security accounts were presented at a conference of the European Society for Criminology held in Edinburgh. A working paper has been published on the Statistics Netherlands website.

International economic relations

The focus on international economic relations refers to the collation of coherent information about the effects of globalisation and internationalisation on economic growth and employment. Economic and social globalisation cannot be viewed in isolation. Ultimately, the

economic performance of businesses determines individual employment and prosperity to a large extent.

The first version of the *Internationaliseringsmonitor* was released in 2008. It describes the position of the Netherlands in the global trade of goods and services with the financial flows. Employment and production are dealt with at the national level. Workshops were organised on globalisation research conducted by Statistics Netherlands and determinants of productivity.

Proposed research into outsourcing research and development was delayed and will be continued in 2009.

Social cohesion (new focal point introduced in 2008)

In 2008 Statistics Netherlands started to work on the new focal point of social cohesion. By doing so Statistics Netherlands wishes to improve the availability of data on the involvement of people in society. Their participation in an informal context, in organisations and in national associations (political or otherwise) is determined.

The extent of social cohesion has been examined, as well as the nature of involvement. For instance, in 2008 people's confidence in their own social contacts, in organisations and in national organisations (such as parliament) was examined. In addition, during the year under review, Statistics Netherlands reported on the nature and extent of contact between and within indigenous and migrant communities.

Regular work programme

The achievements of Statistics Netherlands' normal programme of work are too numerous to mention. The most important are dealt with below in the same thematic breakdown used on the Statistics Netherlands website (www.cbs.nl). More details can be found there. As it happens, the website edition of this annual report also facilitates such an in-depth exploration.

People

Statistics Netherlands published a new edition of *De Nederlandse samenleving* in 2008. Through this publication Statistics Netherlands presents a comprehensive overview of Dutch society through its demographics, social aspects, macroeconomic context, labour market, income and everyday surroundings. Social and economic developments on a global scale and at the European level have an impact on the makeup of the population, employment, the role of education, and the types of benefits available, just to mention a few things. Nevertheless, it is people's own immediate surroundings – the neighbourhood in which we live – which serves as the vantage point from which they view all aspects of society. Ordinary people's perspectives were therefore at the heart of *De Nederlandse samenleving 2008*.

► **Labour and social security**

Statistics Netherlands produces publications on the most important developments in labour and social security. Data is available about employment, unemployment and social security benefits. In addition, Statistics Netherlands compiles figures pertaining to wages, vacancies, collective labour agreements and working conditions, among other things.

Statistics Netherlands has switched to sourcing information from electronic payroll tax returns for statistics to determine the number of jobs and the remuneration of employees. Due to problems that have occurred in the 'payroll tax return process', the statistical findings concerning employment and remuneration have been delayed in several areas. It was impossible to accommodate all of these delays in 2008.

It was also possible for the first time in 2008 to publish annual figures on the size and composition of the workforce based on all five sequential questionnaires of the labour force survey (EBB). A new weighting method employed for the purposes of this labour force survey makes it possible to use all five questionnaires together, so the margin of error of the relevant findings can be reduced. Due to this methodological improvement it is now possible to publish quarterly figures for a number of variables.

In 2008 work was carried out for the purposes of revising the standard classification of occupations dating from 1992 in order to accommodate the current situation prevailing in the labour market. It was brought into line with the revision of the ISCO (International Standard Classification of Occupations) produced by the International Labour Organisation. The revised ISCO was completed in 2008.

► **Population**

Statistics Netherlands publishes figures on the size and composition of the population and households in the Netherlands, and produces demographic forecasts.

During the year under review the field work for a 2008 family study was carried out. As part of this process information was collected about changes in relationships and family ties along with their background.

A publication entitled *Nieuwe gezinnen* [New Families] was presented to Rouvoet, the Minister for Youth and Families. It is a publication about divorce and the creation of stepfamilies produced by E-Quality. Statistics Netherlands made a contribution to this publication.

In October 2008 new combined forecasts produced by Statistics Netherlands and the Environmental Assessment Agency for regional populations, migrants and households were released. They answered questions such as the following: Where in the Netherlands will the number of residents increase or decrease during the period 2007-2025? Will the same regional trends be evident in the future in relation to ageing and the number of single people as they were in 2007? Will the potential workforce (people aged 20-64) shrink everywhere or will some areas be spared in this respect? Will people from a non-Western migrant background continue to have a pronounced preference for large municipalities in the future? Will a shrinking population always keep pace with shrinking households or are these different issues? What changes will occur in the population and households, if the concentration of housing increases or lessens in larger municipalities? How much do the 25 largest municipalities resemble each other now and how much will they do so in the future?

A report entitled *Jaarrapport 2008 landelijke jeugdmonitor* [National Youth Monitor Annual Report 2008] was released at the end of 2008. This publication describes young people aged 0 to 25 with the aid of figures. This annual report is a joint publication of the Ministry for Youth and Family, and Statistics Netherlands. Here is a selection of the issues covered: young people living in single-parent families, overweight, youth care, education, school dropouts, community involvement, parental educational attainment, working, unemployment, feeling unsafe and young crime suspects.

► **Health and welfare**

Through the theme of health and welfare Statistics Netherlands provides an overview of its information about health and care in the Netherlands. Roughly speaking, the relevant statistics comprise two types of information. Statistics Netherlands publishes information about the health, lifestyle and consumption of care by individuals. And it provides an overview of production, the deployment of staff and the financial situation of care providers.

In addition to the normal programme of statistics about health and welfare, it was possible to extend the annual care accounts to cover the entire field of health care and social welfare services plus several related activities. 18 new players (groups of providers) were added to the publication, the majority of whom are active in the provision of social welfare services.

In addition, information is published about the number of jobs and fulltime equivalents of each player.

Apart from this, production statistics pertaining to specialist medical care, care for the elderly and disabled, and mental health care were published using a format in 2008.

► **Education**

Much of Statistics Netherlands's information about education concerns the student participation and pass rates in the various types of schools. Statistics Netherlands also publishes information about educational institutions, public spending on education and the education level of the population. With regard to lifelong learning, information is also available about business training attendance, post-initial education and non-government funded education. In addition, Statistics Netherlands also has more figures available on teaching staff and school dropouts.

The end of 2008 saw the publication of a new edition of *Jaarboek onderwijs in cijfers* [Annual Education Review in Figures] containing the most up-to-date figures available to Statistics Netherlands. In addition to standard information about students, educational institutions and spending, a number of issues were highlighted. For instance, the 2009 edition devoted attention to the educational qualifications of the population and the opportunities for graduates of secondary vocational and higher education and university graduates in the labour market. Of what actual use is the qualification a pupil or student has obtained?

The figures for spending on education were revised in 2008. The series were extended and their quality improved. What is new, for example, are the figures on employers' spending on supervising students and pupils in apprenticeships, and expenditure on private education. The figures on research into senior vocational and university education have been improved. Following this revision there was a major upward adjustment of overall educational spending. With its new figures Statistics Netherlands complies with the international regulations of the OECD and Eurostat. Findings of the review appeared on the Statistics Netherlands website during the year (private and work-based education). In December 2008 considerable attention was devoted to the entire review in the form of a webmagazine and a thematic article.

► **Government and politics**

In the theme government and politics attention is devoted to government finance, statistical information on elections, the involvement in politics, and political conduct and views of the population.

In 2008 a detailed publication was released about the structure, implementation and findings of the 2006 national voters' survey, which was conducted around the elections of 22 November 2006. The approach strategy adopted, which produced a high response rate, was discussed and voters also had their say. How much confidence do voters have in voting procedures? How do the rank and file of political parties feel about ethnic minorities, Europe, tax rebates on mortgage interest, and income distribution? What national problems should be top priority?

► **Justice and security**

Statistics Netherlands supplies information on aspects of the law, legal safeguards and the enforcement of the law in the Netherlands.

In 2008 Statistics Netherlands published the major findings of the *Veiligheidsmonitor Rijk*. The monitor is published at the request of the Ministries of Justice and of the Interior and Kingdom Relations. The *Veiligheidsmonitor Rijk* has started a new series of figures at the national and regional levels, which provides a better insight into crime victims, people's lacking sense of security, neighbourhood problems and opinions about police performance.

Various publications were released in 2008: *Criminaliteit en rechtshandhaving* [Crime and Law Enforcement] with the WODC [Research and Documentation Centre], *Brandweerstatiek 2007* [Fire Service Statistics 2007] and *Rechtspraak in Nederland* [Administration of Justice in the Netherlands]. Figures for the *Monitor wet schuldsanering natuurlijke personen* [Monitor of Act on Debt Repayment by Natural Persons] were provided. And the new European regulation governing statistical information about asylum and migration was implemented with the IND immigration service.

New micro and other data sources are constantly being developed. In 2008 databases on subsidised legal aid and people affected by debt rescheduling became available. Successful talks were held with the IND about obtaining access to micro-data on asylum seekers.

► **Leisure and culture**

As part of the theme of leisure and culture there is information available about employment, financial results and the regional distribution of cultural activities. The various components of culture are dealt with within the context of these four aspects: the cultural heritage in a general sense (monuments, museums, archives and libraries), the media (books, the press, film, radio and television), and the visual and the performing arts.

Work was carried out on standardising cultural statistics in conjunction with Eurostat. Culture, leisure and tourism – and figures pertaining to these areas – are attracting a growing amount of interest at the international level.

In 2008 a new edition of *Vakanties van Nederlanders* [The Dutch on Holiday] was published based on ongoing holiday research. This publication includes information about the holiday destinations of Dutch citizens.

A study of inbound tourism is to be conducted every three years as of 2008 (it used to be once every five years). Statistics Netherlands does this with the Netherlands Board of Tourism and Conventions. A series of publications entitled *Toerisme en recreatie in cijfers* [Tourism and Leisure in Figures] was reissued this year with an additional chapter on water recreation.

Because the Olympic Games were held in 2008, additional effort was channelled into publishing sports statistics and figures in the form of five webmagazine articles immediately before the Games started.

► **Migrants**

In 2008 Statistics Netherlands published *Jaarrapport Integratie* [Annual Report on Integration]. It provided answers to the following types of questions: In which areas do the native Dutch and migrants groups grow closer together? Which areas are lagging behind? What factors play a role in this? The *Jaarrapport Integratie* is a source of information about the current status of social integration processes and can serve as an important aid to anyone who is actively involved with policy on integration or who is interested in the ongoing integration of migrant communities.

► **Lifecycle**

For information about this theme see the special focus on social dynamics and the extended labour accounts in the section entitled *Programme renewal*.

► **Regional Netherlands**

A new website, www.cbsinuwbuurt.nl, was officially launched by the State Secretary, Heemskerk (Ministry of Economic Affairs), and the Statistics Netherlands Director General, Van der Veen. Statistics Netherlands publishes a wide range of regional information there, such as the number of families, and average incomes and home values. It is possible for visitors to the website to zoom into the neighbourhood where they live.

In November 2008 Statistics Netherlands explained the land use database on the National GeoRegister website, and the series of neighbourhood maps (both produced by Statistics Netherlands).

December 2008 saw the release of the first edition of *Provincie op maat*, a unique publication of which a separate edition was compiled for each province with analyses specifically for them. The appendices contain approximately 200 items of information on municipalities within the

borders of the province in question. By presenting provincial and municipal data in a clearly structured manner Statistics Netherlands expects to have made a valuable contribution for everyone who has anything to do with provincial administration. The publication was presented during a meeting of the provincial secretaries' forum and the Interprovincial Council.

Economy

Statistics Netherlands presented another edition of *De Nederlandse economie* in 2008. This publication is designed for economic analysts, policymakers, politicians, journalists, economic researchers and students. *De Nederlandse economie* reports on economic developments in the past year and devotes attention to special issues in the form of articles. The 2008 edition considers ongoing globalisation in great detail and, in doing so, devotes special attention to the significance of the recent emergence of China as an economic superpower. In addition, a contribution from De Nederlandsche Bank deals with the institutional causes of the credit crisis.

► Business

In 2008 the normal statistics were compiled to gauge the use of research & development (R&D) and ICT. A publication entitled *The Digital Economy* was also released. Just like in 2006 and 2007, a publication was produced for the Ministry of Economic Affairs about the business climate in the Netherlands.

The *Integraal Systeem Herontwerp voor de Financiële Instellingen* FINISH [Comprehensive System Redesign for Financial Institutions] was completed in 2008. The *raison d'être* for FINISH was the revision of the regulatory reports produced by De Nederlandsche Bank, which constitute the most important source for these statistics.

► Construction and housing

Statistics Netherlands compiles many figures about construction and housing. The perspectives from which these figures are approached vary from a description of key developments in the building process and labour in construction to building-related prices.

In addition to implementing the normal programme of statistics covering the building permits granted and completed homes, a quality upgrade of the housing stock register was completed in 2008.

► Industry and energy

The interest in sustainable energy is still growing. This is leading to a growing interest in Statistics Netherlands' publications on this subject. At the European level a study was conducted for SenterNovem to arrive at statistical methodologies for sustainable heating. As an extension of this, Statistics Netherlands gave a presentation on sustainable energy to a Eurostat working party.

The European Union is keen to understand the origins and destinations of natural gas within its borders, so as to be better able to anticipate disruptions of supply. The project entitled *Gas en Electricity Trade Statistics*, launched for this purpose, was completed on schedule in April 2008. A method has been developed to break down natural gas imports and exports by origin and destination on an annual basis. The findings have been incorporated into our normal supplies to Eurostat with retrospective effect to the 2005 reporting year.

Another step has been taken to make information available on the generation of electricity broken down by source. Now we know how much electricity is generated from fossil fuels, and sustainable and other energy sources.

The customer databases of network companies constitute a new source of figures. December 2008 saw the completion of an analysis of household energy consumption in the 2004 reporting year based on network companies' customer databases. The publication of these figures broken down by neighbourhood was scheduled for the start of 2009. There is considerable interest in these figures, especially because they offer the potential for research into energy efficiency. Many collaborative ventures with municipalities, network companies and research centres are still in the start-up stage.

► **Agriculture**

The agricultural sector now pays more attention to the sustainable use of scarce resources, such as water. In addition, the food supply is still playing a major role, albeit to a lesser extent at the European level now and more on a global scale. Failed harvests and the use of agricultural produce for bio fuels are leading to a decline in supply. The upshot is that the demand for statistics continues to exist, while there is simultaneously a demand for new information.

The work programme on agriculture was carried out. Thanks to investments in the agricultural censuses the supplies to Eurostat were on schedule for the first time in years.

Because of changes to the Common Agricultural Policy pursued by the European Union there has again been an increase in the demand for agricultural information. In 2008 preparations were started for the collection of data to accommodate the European Union's requirements.

It was possible to cut part of the annual survey concerned with cattle and the use of pasture thanks to the utilisation of the ear tag register. It was not possible to use this register for pigs.

► **Income and spending**

Statistics Netherlands maps the prosperity of people based on their income, spending and assets. How this income is derived, redistributed and spent is at the heart of this. In addition, assets represent a major component of prosperity. What is also covered is how people assess their own situation with regard to income. Together with the SCP, Statistics Netherlands also produces a separate publication about poverty in the Netherlands.

At the end of 2008 an income animation was published on the Statistics Netherlands website, which anyone can easily use to find their own position in relation to the distribution of income. This animation shows the users' income position not only in relation to all households but also to household categories and age groups.

The end of 2008 saw the release of a biennial poverty report, a joint publication of statistics Netherlands and the Institute for Social Research. The *Armoedebericht 2008* [Poverty Report 2008] identifies poverty in the Netherlands based on the level of income, duration of poverty, payments in arrears, financial limitations and households' views of their own financial situation. The Nationaal Instituut voor Budgetvoorlichting [National Budget Information Institute] (Nibud) made a guest contribution to the *Armoedebericht 2008*, presenting examples of minimum budgets for different types of households.

► **Macroeconomics**

In April 2008 the quarterly sector accounts were published for the first time in addition to the annual sector accounts, which have existed for much longer. A comprehensive system of accounts per institutional sector describes the entire economic process: production, income distribution and redistribution, spending, funding and balance sheet positions. A seminar on quarterly sector accounts was organised simultaneously with the release of the first publication. Major national and international users, such as De Nederlandsche Bank, government ministries, Eurostat and the European Central Bank, used the occasion to mention the importance of this new publication to them.

In the course of 2008 the level of detail of the quarterly sector accounts was extended and their quality was improved further. The availability of quarterly figures for derivatives transactions represents a significant extension. In addition, a comprehensive breakdown by capital provider and recipient (who-to-whom matrices) is now compiled for a number of financial titles and it is possible to break down foreign accounts by region (euro and other countries, European institutions and so forth). It is partly thanks to these extensions that Statistics Netherlands is able to comply with all international regulations and obligatory supplies in this respect.

The *Zwart en illegaal circuit* [Black Market and Illegal Dealings] project seeks to produce improved figures and forecasting methods for the black market and illegal economy. Statistics Netherlands released two internet surveys on undeclared work in 2007 and 2008 carried out at the behest of the Ministry of Social Affairs and Employment: a normal Statistics Netherlands survey conducted among the Dutch workforce and one conducted among benefit recipients. An estimate of the added value generated by illegal operations as part of the national accounts was not provided owing to a capacity shortfall. This is still to be done.

► **Traffic and transport**

With the traffic and transport statistics Statistics Netherlands maps the flow of goods into and through the country. The intended production of these statistics was achieved in 2008. Steps were taken to reduce the administrative burden while maintaining or even improving the output quality. In addition to the mandatory data supply to Eurostat, statistics Netherlands responded to the requirements of major Dutch stakeholders.

A logistics monitor was established for policy purposes together with the Ministry of Transport, Public Works and Water Management. The industrial association, Transport en Logistiek Nederland, was also closely involved in this.

► **Prices**

New price index figures for the inspections of materials as well as real estate agents and valuers were published in 2008. The development of an index figure for architects got underway later than planned and will be presented in 2009. All of the index figures for business services are now listed in a single table with 2006 serving as the reference year in accordance with agreements with Eurostat. After shifting the base year of the consumer price index (CPI) in 2007, the beginning of 2008 saw the start of the first real annual base shift. As a result the consumer price index measures the price changes of a 'basket' of goods and services in a way which is more in line with the actual consumption patterns of the Dutch.

Thanks to new software it is now also possible to produce price indices for various groups of goods and services and to distinguish sales channels.

The import price indices have been improved and new figures have now been published. Because of their more general coverage, the import price indices can be used more effectively in the national accounts.

The price index for existing homes was first published in January 2008 and is now published on a monthly basis. Arrangements have been made with the Land Registry to further extend the index, including breakdowns by region and the construction of absolute prices. Arrangements have also been made with the Nederlandse Vereniging van Makelaars en Vastgoeddeskundigen [Dutch Association of Real Estate Agents and Property Experts] (NVM). Thanks to the choice of a new random test design the number of pricing categories which need to be monitored will decline significantly in the course of 2009. This will have the effect of reducing the administrative burden.

► **Business cycles**

Statistics Netherlands has been publishing changes in the international terms of trade in its *Conjunctuurbericht* [Economic Monitor] every month since September 2008. This indicator reflects the difference between the changes in import and export prices. Changes in the terms of trade are relevant due to sharp fluctuations in raw materials and foreign exchange rates.

Since December Statistics Netherlands has been publishing a dashboard containing business cycle statistics on its website. It provides a comprehensive, graphical overview of the most recent economic conditions on a single page. The charts used are sourced from the indicators contained in the *Conjunctuurklok* [Tracer].

In December the initial figures that had been requested were supplied for the combined business cycle survey (the so-called COEN project) undertaken by Statistics Netherlands, the Chambers of Commerce and the Confederation of Netherlands Industry and Employers.

► **Trade, hotels and restaurants**

Production statistics are produced under the heading, 'trade', on agricultural and landscaping services, energy companies, mineral extraction, construction, wholesale and retail trade, letting and selling properties, research, development work and annual investment statistics.

The results of the wholesale quarterly statistics were entered into StatLine for the first time in October. This refers to the period 2003 until the third quarter of 2008.

A *Handelsmonitor* [Trade Monitor] has been compiled as of the first quarter of 2008. The first three issues have been produced according to plan.

Statistics Netherlands publishes the *Kwartaalbericht Detailhandel* [Quarterly Retail Trade Report] together with the Hoofdbedrijfschap Detailhandel (HBD). The four issues of 2008 were published according to plan.

The *Monitor Auto- en motorbranche* [Automotive and Motorcycle Industry Monitor] appeared for the first time in 2008. It is a quarterly publication which describes turnover changes and the numbers of vehicles and motorcycles that have been sold.

Hospitality and catering press releases and the *Horecamonitor* [Hospitality and Catering Monitor] were released four times in 2008. Business cycle data was included in the *Horecamonitor* during the same year. There was a greater interest than normal on the part of the Ministry of Health, Welfare and Sport in the figures for the third quarter of 2008 following the introduction of a ban on smoking inside hotels and restaurants etc...

► *Nature and the environment*

Due to a growing concern about the effects of climate change, problems relating to nature and the environment are high on the political agenda once again. Statistics Netherlands' statistics on nature and the environment make an important contribution to the figures used to account for the problems. For instance, nature statistics provide an overview of changes affecting flora and fauna, while environmental statistics account to a significant extent for the calculation of greenhouse gas emissions in the Netherlands. Together with the Environmental Assessment Agency and the Wageningen University and Research Centre, the organisation publishes the *Milieu- en NatuurCompendium* (www.milieuennatuurcompendium.nl)

Because there was still too much confusion about monitoring waste flows in the future – changes to the new Landelijk Afvalbeheerplan [National Waste Management Plan] also play a role in this respect – it was not yet possible to enter into a covenant with SenterNovem for monitoring purposes.

The response burden was reduced and Statistics Netherlands boosted its efficiency in the statistics for the protection of vegetation. An application developed by Bureau Fruitconsult for RegPro, a record-keeping system, is being used with success. Many fruit growers use this record-keeping system.

The initial findings of the TAPAS² project, *Regionale mineralenbalansen* and the Eurostat project, *Kunstmest-, fosfaat- en stikstofgebruik op bedrijfsniveau* were presented to meetings of working parties organised by Eurostat on the uses of minerals, fertilisers, and phosphates.

The production of municipal waste statistics, including additional work undertaken at the behest of SenterNovem, occurred entirely according to schedule.

² *Technisch actieplan voor de verbetering van de landbouw statistiek* [Technical Action Plan for the Improvement of Agricultural Statistics].

The international context

Associates and collaboration

European network of statistical offices

The pilot project, Cenex on Statistical Disclosure Control, which Statistics Netherlands led to success in 2007, continued under a new name, ESSnet on Statistical Disclosure Control, in 2008. Statistics Netherlands was involved in the ESSNet Price Statistics again in the same year. Using this model, of which the Netherlands is a great proponent, optimum use is made of the expertise available in statistical offices. The quality of the entire European Statistical System has been improved as a result.

European Statistical Training Programme

In 2008 courses were again given as part of the European Statistical Training Programme for 2007- 2011. Statistics Netherlands is an active member of this consortium headed by the German ICON Institute and the French organisation, Adetef. In 2008 Statistics Netherlands gave the eight-day *National accounts* course as it had in the previous year. It also gave a course entitled *Survey non-response* in conjunction with Sweden and courses entitled *Metadata* and *Administrative Use of Registers* together with Norway.

Technical assistance

Acting as a partner in a consortium together with ICON Institute, in 2007 Statistics Netherlands submitted a tender for Upgrading the Statistical System of Turkey (USST-II), an ambitious, targeted programme, the bulk of which was to be implemented in 2008. 10 five-day missions were undertaken to Turkey in connection with business registers and statistics, and NACE. Turkstat visited Statistics Netherlands to study various aspects of statistics as part of the same USST-II programme. Statistics Netherlands also welcomed a 10-person delegation from the Turkish Ministry of Justice. Together with ICON Institute, Statistics Netherlands is actively involved in a *Multibeneficiary Programme Phare* for Turkey, Croatia, Bulgaria and Romania. The aim is to help the countries to bring their short-term statistics up to the requisite European level.

Visit to Destatis on 29 and 30 May 2008

The Netherlands pays a visit to Germany or vice versa almost every year and collaboration between the two offices is excellent. On 29 and 30 May a Statistics Netherlands delegation headed by its Director General, Gosse van der Veen, paid a visit to the German statistical office, Destatis in Wiesbaden. The German delegation was led by Walter Radermacher, who was still the *Präsident* of Destatis at the time and who became the Director General of Eurostat on 1 August.

During this visit considerable attention was devoted to the work carried out by the London Group on Environmental Accounting under the auspices of the United Nations. Statistics Netherlands presented the state of the process review and HECS, the reduction of the administrative burden, and its activities in training and management.

International workshop for directors general of the northern countries

A high-level workshop on redesigning statistical processes was held in Oslo on 29 August. The

statistical offices of Finland, Denmark, Norway, Sweden, Iceland and the Netherlands are all involved in redesigning their statistical processes. During this workshop the directors general and programme managers shared their experiences and reviewed the situation in the various offices. Finally, issues were identified for further collaboration, examining whether there are any common areas of research and which of each other's tools and methods can be used.

DGINS 2008 in Vilnius

A DGINS (directors general of national statistical institutes) conference was held in Vilnius on 25 and 26 September 2008. The theme of this conference was the reduction of the administrative burden as proposed by Statistics Netherlands. All of the current and prospective EU member states attended this conference. Sessions were held to consider how to gauge the response burden within the European Statistical System, methods and tools to reduce the response burden on individuals and businesses, and modern technological solutions for the reduction of the response burden. Statistics Netherlands presented two papers at this conference. In the conclusions of the conference measures which could be adopted were identified. They included better communication – e.g. of the benefits of statistical information – more effective management of demand, more use of administrative sources, and modern techniques to reduce the response burden further.

Multi-annual European programme for 2008-2012

2008 was the first year of a new five-year period comprising the multi-annual European programme for statistics running from 2008-2012. This multi-annual programme is partly based on several wide-ranging principles, such as the restatement of priorities, the simplification of regulations and the reduction of the administrative burden. It provides an overview of the new statistical requirements for each of the European Union's areas of policy. The direct effects which this will have on Statistics Netherlands' statistical programme will largely occur in the years following 2008. Statistics Netherlands' new multi-annual programme makes allowances for the new focus in the European statistical policy.

Administrative burden

In 2008 further work was carried out to implement the European Commission's plan of action to reduce the administrative burden for the business sector by 25 percent. Statistical observations carried out for the purposes of the EU's internal trade statistics system (Intrastat) are responsible for the bulk of the administrative burden. At the end of 2008 the European Parliament and Council agreed to amend the Intrastat regulation. This represents an important step towards reducing the administrative burden for the business sector.

Institutional framework for European statistics

In 2008 the legal basis was laid for a new European Statistical Governance Advisory Board.³ It is a small committee whose duty is to regulate the implementation of the European Code of Practice for statistics within Eurostat and the ESS as a whole. The ECOFIN Council (a council consisting of the ministers of finance of the EU member states) has decided to establish this

³ Decision No 235/2008/EC of the European Parliament and of the Council of 11 March 2008 establishing the European Statistical Governance Advisory Board.

committee as part of a range of measures designed to improve the integrity and quality of European statistics.

In addition, the legal basis was laid for a new advisory committee of statistics users, the European Statistical Advisory Committee, in 2008.⁴ This advisory committee is the successor to the so-called CEIES (Committee on Statistical Information in the Economic and Social Spheres). The new committee is much smaller and will serve as an advisory body to users, suppliers and producers of statistical information concerning the objectives of Community policy.

In 2008 negotiations commenced in the Council's statistics working party for the purposes of amending Council Regulation (EC) No 2533/98 of 23 November 1998 concerning the collection of statistical information by the European Central Bank. It has been recommended that the existing Regulation 2533/98 be amended in the following respects:

- a change is to be made to the 'reference reporting population' (to include insurance companies and pension funds);
- statistical principles are to be mentioned;
- the non-disclosure provisions are to be amended, in particular, to bring the existing regulation into line with the new European regulation on statistics. This will make it possible for the ESS and ESCB to exchange confidential information.⁵

The appointment of the two committees together with the amendment of the 1997 European statistics legislation have laid the basis for a new institutional framework for European statistics. It is anticipated that the amended Regulation concerning the collection of statistical information by the European Central Bank will come into effect in 2009. This will complete the overall new institutional framework for European statistics.

Extension of statistical programme within the European context

In 2008 13 regulations and three decisions came into effect, which require that changes be made to the way in which Statistics Netherlands produces statistics.

In addition to the legislation enacted by the European Parliament and Council which has come into force, 17 so-called implementing or Commission regulations have come into effect.

- Regulation (EC) No 176/2008 of the European Parliament and of the Council of 20 February 2008 amending Regulation (EC) No 1059/2003 on the establishment of a common classification of territorial units for statistics (NUTS) by reason of the accession of Bulgaria and Romania to the European Union, OJ L 61 of 5 March 2008.
- Regulation (EC) No 177/2008 of the European Parliament and of the Council of 20 February 2008 establishing a common framework for business registers for statistical purposes and repealing Council Regulation (EEC) No 2186/93, OJ L 61 of 5 March 2008.
- Decision No 235/2008/EC of the European Parliament and of the Council of 11 March 2008 establishing the European Statistical Governance Advisory Board, OJ L 73 of 15 March 2008.
- Decision No 234/2008/EC of the European Parliament and of the Council of 11 March 2008 establishing the European Statistical Advisory Committee and repealing Council Decision 91/116/EEC, OJ L 73 of 15 March 2008.
- Regulation (EC) No 295/2008 of the European Parliament and of the Council of 11 March 2008 concerning structural business statistics (recast), OJ L 97 of 9 April 2008.

⁴ Decision No 234/2008/EC of the European Parliament and of the Council of 11 March 2008 establishing the European Statistical Advisory Committee and repealing Council Decision 91/116/EEC.

⁵ European System of Central Banks.

- Council Regulation (EC) No 362/2008 of 14 April 2008 implementing Regulation (EC) No 1177/2003 of the European Parliament and of the Council concerning Community statistics on income and living conditions (EU-SILC) as regards the 2009 list of target secondary variables on material deprivation, OJ L 112 of 24 April 2008.
- Regulation (EC) No 453/2008 of the European Parliament and of the Council of 23 April 2008 on quarterly statistics on Community job vacancies, OJ L 145 of 4 June 2008.
- Regulation (EC) No 452/2008 of the European Parliament and of the Council of 23 April 2008 concerning the production and development of statistics on education and lifelong learning, OJ L 145 of 4 June 2008.
- Regulation (EC) No 451/2008 of the European Parliament and of the Council of 23 April 2008 establishing a new statistical classification of products by activity (CPA) and repealing Council Regulation (EEC) No 3696/93, OJ L 145 of 4 June 2008.
- Regulation (EC) No 763/2008 of the European Parliament and of the Council of 9 July 2008 on population and housing censuses, OJ L 218 of 13 August 2008.
- Regulation (EC) No 762/2008 of the European Parliament and of the Council of 9 July 2008 on the submission by Member States of statistics on aquaculture and repealing Council Regulation (EC) No 788/96, OJ L 218 of 13 August 2008.
- Regulation (EC) No 1099/2008 of the European Parliament and of the Council of 22 October 2008 on energy statistics, OJ L 304 of 14 November 2008.
- Regulation (EC) No 1166/2008 of the European Parliament and of the Council of 19 November 2008 on farm structure surveys and the survey on agricultural production methods and repealing Council Regulation (EEC) No 571/88, OJ L 321 of 1 December 2008.
- Regulation (EC) No 1165/2008 of the European Parliament and of the Council of 19 November 2008 concerning livestock and meat statistics and repealing Council Directives 93/23/EEC, 93/24/EEC and 93/25/EEC, OJ L 321 of 1 December 2008.
- Decision No 1297/2008/EC of the European Parliament and of the Council of 16 December 2008 on a Programme for the Modernisation of European Enterprise and Trade Statistics (MEETS), OJ L 340 of 19 December 2008.
- Regulation (EC) No 1338/2008 of the European Parliament and of the Council of 16 December 2008 on Community statistics on public health and health and safety at work, OJ L 354 of 31 December 2008.

Foreign visits to Statistics Netherlands in 2008 (in chronological order)

- Eurostat
- Statistics Denmark
- CSO Ireland (Central Statistics Office Ireland)
- Turkstat
- Australian Bureau of Statistics
- Statistics Norway
- Korea National Statistical Office
- Statistics Finland
- Statistics Israel
- INSEE (the statistical office of France)
- Korea Institute for Health and Social Affairs
- the Romanian immigration and naturalisation department
- the National Institute for Health Development in Estonia
- Statistics New Zealand.
- Hosei University Tokyo (Japan)
- the University of Southampton
- the Belgian Federal Public Service Economy
- Destatis (the Federal Statistical Office of Germany)
- Statistics Latvia
- the International Monetary Fund
- Statistics Croatia
- State Statistics Committee of Ukraine

- Ministry of Justice of Turkey
- the Ukraine Energy Agency

Personnel

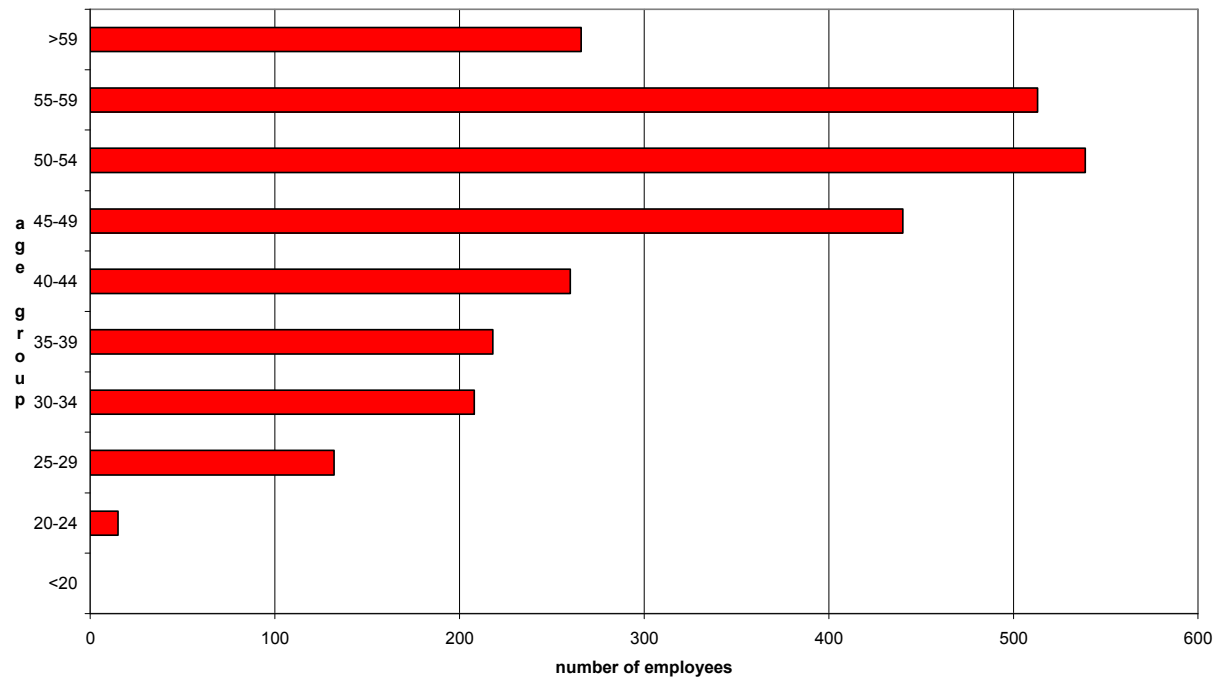
In 2008 Statistics Netherlands continued to improve the quality of its primary process and far-reaching efficiency measures were also adopted. After all, the task assigned to Statistics Netherlands by the fourth Balkenende government requires it to make major staffing cuts. On balance, the Statistics Netherlands workforce will have to be slashed by approximately 12 percent during the period from 2008 to 2012. Naturally, this will have significant implications for personnel and organisation. Work will be shifted, and positions and duties will change. It is estimated that a total of just under 300 jobs in the lower salary scales will disappear, while a limited number of new positions and duties will be created in the higher salary scales. Work for third parties in particular creates additional temporary jobs.

In order to cope with the consequences of this transition process as effectively as possible, various forms of action were initiated in 2008, especially in relation to promoting internal and external mobility. This has not yet resulted in a reduction of the workforce. The number of employees increased from 2,513 at the end of 2007 to 2,591 at the end of 2008. The average staffing amounted to 2,195 FTEs in 2008 compared with 2,178 in 2007. This increase is due to a rise in the orders received for third-party work and shared services, for which additional temporary personnel were appointed (predominantly field interviewers) with funds for them generated by the relevant contracts.

Organisational and personnel measures were adopted for the purposes of reducing the workforce. They will mainly have an impact as of 2010. Some of these measures constitute part of the staff compensation policy [*Sociaal Flankerend Beleid*] (SFB) for 2008 to 2012. This policy came into effect for the national government apparatus in 2008 and provides for a series of provisions which can be utilised to assist employees to move from one job to another. In line with the principles underlying the SFB, Statistics Netherlands has committed itself to the implementation of the policy governing progress through the organisation and departures from it. In this respect management and personnel will need to make a major effort directed to achieving the overall reduction of the organisation's authorised staffing complement through internal (within Statistics Netherlands) transfers and departures (to the national government and the market).

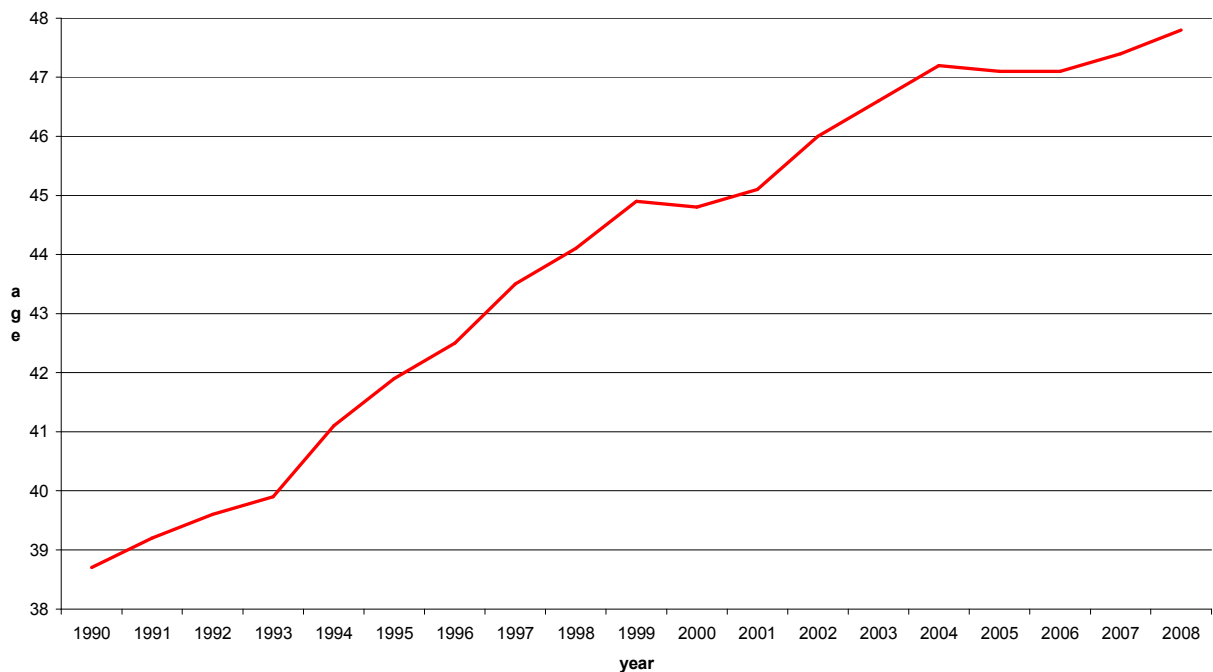
Another measure involved the establishment of a personnel deployment centre in 2008. This centre is responsible for the centralised coordination of the intake into, progress through and departure from Statistics Netherlands and, as such, will play an important role in the transitional process. The centre will play a guiding and managerial role in providing tools (tailored and otherwise) to facilitate the intake into, progress through and departure from the organisation, on the one hand, and networking, on the other. The centre is not designed to assume responsibility itself for assisting and matching employees. These services will be procured from our partners in the national government through the RijksMobiliteitsOrganisatie (RMO) and, where necessary, external agencies.

Number of employees by age group



The group of aged under 40 is underrepresented among the employees. The ageing trend is also clearly evident in variations in the average age of Statistics Netherlands employees. It was 38.7 years in 1990 and 47.8 at the end of 2008.

Average age of employees



The upgrading process which has been unfolding within Statistics Netherlands for a long time is now becoming more important due to the transitional project that has been launched. At the end of 2008 64 percent of staff fell in Scale 9 or higher. The corresponding figure was 54 percent a decade ago and 24 percent in 1985.

In 2008 the proportion of women working for Statistics Netherlands rose further from 37 percent to 39 percent. Of a total of 1,016 women who were employed by Statistics Netherlands at the end of 2008, 442 fell in Scale 9 or higher. They represent more than 25 percent of all staff holding more senior positions. In addition, 36 percent of staff worked part-time. The corresponding figure amounted to just under 34 percent at the end of 2007.

Within the area of working conditions a plan was drawn up for Statistics Netherlands in 2008 on the basis of the legislation governing working conditions (ARBO), and it was formally approved. This plan sets out the views on the policy on working conditions, a letter of intent from the Executive Board, and the targets which are to be achieved in working conditions and care. The plan also devotes attention to the way in which the management of working conditions is organised. In 2009 this plan will be supplemented with a *Handboek arbo en zorg* [Working Conditions and Care Handbook], which will set out duties, powers and responsibilities in relation to working conditions and care, and a *Werkboek arbo en zorg* [Working Conditions and Care Workbook], which will provide an overview of the processes through which the policy on working conditions and care is implemented.

The absenteeism rate rose slightly to 5.5 percent in 2008. The corresponding figure was 5.1 percent a year earlier. The reporting rate has also edged up. Statistics Netherlands employees reported sick 1.7 times on average in 2008.

Statistics Netherlands introduced the option of teleworking in 2008. Subject to conditions employees have the opportunity to work from home on an ad hoc or permanent basis (for a maximum of two days a week). At the end of 2008 a total of almost 250 employees used this opportunity.

In 2008 an intensive management development project was also launched for all employees who hold a corporate staff or line management position, and those who have the potential to hold a managerial position in the future. Different training programmes were developed for these target groups and a start was made in the second half of 2008. These programmes will be continued in 2009.

In the spring of 2008 two pilot projects were launched for the purposes of developing personnel policy based on an awareness of life stages: a pilot project on policy for the older employees in the Business Economics Statistics division, and one concerned with policy for young people in the Macroeconomic Statistics and Publications division. The reason for launching these pilot projects lies in the demographic and socio-economic developments (such as the ageing population and initiation) which are forcing numerous labour organisations – also Statistics Netherlands – to review ways of ensuring that the workforce can continue to be deployed in all stages of their lives as best possible on an ongoing basis. Based on the findings of these pilot studies, this life-stage aware personnel policy will be defined further in 2009.

The following points were discussed in the course of consultations between the Director General and the Works Council in 2008: the transitional project, the compensation policy for 2008-2012, various restructuring operations, a covenant governing the manner in which restructuring is to occur, telework, the introduction of a new position structure, guidelines for the implementation of qualifications policy, a plan of action for staffing policy based on an awareness of life stages, and field interviewers' job evaluations.

The following matters were discussed during consultations with the Working Conditions Committee: relocating to the new building in Leidschenveen, relocation in Heerlen, the working conditions plan for 2009 and Statistics Netherlands' internal regulations.

In 2008 Statistics Netherlands could again claim to be a Top Werkgever (top notch employer), as had been the case in 2007. This designation is based on a certified audit conducted by the external firm, CRF. The latter is an independent international firm which collects reliable information from employers about their terms of employment, secondary employment benefits, internal opportunities for promotion, working conditions and training opportunities by means of objective research. Only those employers who achieve a very satisfactory rating based on such a study may call themselves a top notch employer.

Efficiency and performance indicators

By the end of the period from 2003 to 2013 Statistics Netherlands will be implementing a basic programme that will have remained virtually unchanged with an authorised staffing complement which will have been reduced by almost 30 percent. As it happens, compensation will be provided to cover the increase in capacity required to perform work based on the organisation's EU obligations. That required for programme renewal will be funded by reallocating existing capacity. Making allowances for its programme renewal and European obligations, by 2013 the authorised staffing complement will be 20 percent smaller than it was in 2003.

Process renewal

The programme for redesigning the statistics powers the operation to make production processes more efficient. It entails a gradual extension of the use of secondary sources, searching for the best possible ways of keeping pace with developments which occur as part of the e-government programme, and boosting efficiency by making optimum use of the generic services and standard tools which have been developed.

In 2008 Statistics Netherlands made a major effort to use VAT registers to replace part of its primary observations. The monthly retail trade statistics made a major contribution to the administrative burden imposed on small and medium-sized enterprises (SMEs), and served as 'model statistics' in this respect. Observations will be based on VAT registers in the case of those businesses with 10 to 50 employees. More than 100,000 fewer survey forms will be sent to SMEs as a result. At present Statistics Netherlands is also investigating the possibility of utilising this secondary source for remaining size categories and other statistics.

Progress has also been made with the switch from paper to electronic questionnaires and an effective strategy has been implemented for the combined use of different survey methods (mixed mode). The *Woononderzoek Nederland* [Dutch Housing Study] surveys and the new structure of the *Veiligheidsmonitor* are telling examples of this.

Generic services and standard tools are developed and implemented as part of the programme, *Ontwikkeling generieke procesdiensten* [Developing Generic Process Services]. These services and tools are based on a comprehensive umbrella business and information architecture.

For instance, at the beginning of 2008 a decision was made in favour of a single customer relationship management solution for the purposes of collecting data. The harmonisation of the observation processes, the use of generic tools in this respect for observation for businesses and individuals, and the phase-out of the old systems immediately afterwards are together making a substantial contribution towards the efficiency in performing core duties. A significant personnel cut has been achieved thanks to the online collection of data from individual surveys, a decrease in the number of paper questionnaires that need to be processed, the decline of primary observation and the utilisation of improved data collection techniques.

Apart from this, in 2008 a range of basic services was developed for the data and metadata service centres (DSC and MSC). The DSC and MSC will be playing the centralised role of a data library for all of Statistics Netherlands' statistical production processes. They will facilitate and support the reuse of statistical data available within Statistics Netherlands. The DSC and MSC started providing these services on 1 January 2009.

A start has been made on simplifying the statistical tool set used to process data. Based on the processes differentiated within the business architecture, an initial selection has been made of 16 standard tools which are suitable for generic use. In addition, a start was made on developing and selecting a standard interactive editing tool and a tool to assist with managing and monitoring consecutive process stages.

The newly developed generic services and tools for the production of statistics, including the requisite software, will be effected with the aid of the projects to redesign the statistical production processes. Approximately 10 such projects were executed in 2008. They will result in a reduction of applications, which will have the effect of diminishing the IT administration workload.

With the concept of a chain as its guideline, the programme, *Herontwerp keten van economische statistieken* [Redesigning the Economic Statistics Chain], is restructuring the entire domain of economic statistics. The aim of this programme is to boost efficiency, improve quality and reduce the administrative burden. The economic statistics chain is the most extensive and important series of processes that will be redesigned with the aid of newly developed generic services. Because of its scope a separate programme has been prepared, which will continue until 2011.

One of the results achieved in 2008 was the use of a new support system for the process of compiling the national accounts by supplying lists, interim or otherwise, of major output variables. Another result was the completion of a process as part of which the key variables of 150 large, complex companies were made consistent.

Cost price model

Following four pilot projects in 2008 the introduction of a cost management model went ahead. The experience gained in the course of these pilot projects lead to adjustments in the programme. Statistics Netherlands will ensure that the overall costs of product categories are clear so that external accountability becomes more transparent. Rates for external project prices will be explained in greater detail. Since the internal management is guided by output, the project administration system will be modified so as to better record Statistics Netherlands' products in it.

Key business figures

The following table provides a summary of Statistics Netherlands' business performance in recent years in the form of several key figures. The bulk of these figures are presented within a broader context in the relevant financial statements.

Key financial figures illustrating Statistics Netherlands' performance

	2008	2007	2006	2005	2004
<i>Amounts in thousands of euros</i>					
Total revenues	197,882	188,807	179,647	175,216	167,142
Labour costs excluding casual hire and reorganisation costs	131,806	123,574	114,719	119,624	119,142
Other material expenses	64,872	63,738	56,690	47,963	46,313
Operating result excluding reorganisation costs	1,204	1,495	8,238	7,629	1,687
Interest income	2,282	3,309	2,400	1,255	370
Result for the financial year excluding reorganisation costs	3,486	4,804	10,638	8,884	2,057
Debit/credit to provision for reorganisation costs	7,206	7,558	-120	4,924	10,963
Net result for the financial year	-3,720	-2,754	10,758	3,960	-8,906
Average number of FTEs	2,195	2,178	2,112	2,203	2,241
Turnover per FTE	90.2	86.7	85.1	79.5	74.6
Labour costs per FTE	60.0	56.7	54.3	54.3	53.2

In the period 2004-2008 turnover per FTE rose by 21%, while labour costs per FTE only increased by 13 percent.

Performance indicators referred to in Section 9 of the Ministry of Economic Affairs' budget

Statistics Netherlands is monitored on the basis of non-financial performance indicators. It renders account in the Ministry of Economic Affairs' annual report using the indicators listed in the table at the end of the section. It sets out variations in the results achieved in recent years. These results of the indicators show limited fluctuation.

The target values were not achieved for the following indicators:

- *compliance with the publication schedule (data supplied to Eurostat).*
There were various reasons why the organisation failed to achieve its target: late receipt of payroll return data (WALVIS), a delay in the supply of data required for coal-related energy statistics, delays in SBS supplies in 2006 due to the late provision of production statistics and changes made to the business register, the late supply of data on inland water transport, complications affecting the SBSINS (insurance services) supplies due to the use of new source files from De Nederlandsche Bank;
- *discrepancies between provisional and final figures for economic growth.*
Discrepancies between initial and final estimates (two years later) of economic growth were largely due to limitations affecting the available sources in the case of the initial flash estimate. An analysis of the discrepancies during the period 2003-2005, which have become clear in recent years, has led to the improvement of the methods employed to produce estimates.

Reduction of the response burden

Viewed in terms of policy the administrative workload occasioned by the response burden is very important. Some consideration needs to be given to this indicator. When the current

administration took office, it was decided as a matter of principle to set a reduction of the administrative burden by 25 percent as the national government target. A reduction is a general goal within Europe. At the beginning of 2007 the government arranged for the level of the administrative burden of the entire national administrative apparatus to be determined in a uniform manner. According to this assessment Statistics Netherlands was responsible for a burden equivalent to 23.1 million euro (adjusted on the basis of 2006 figures).

The assessment of the administrative burden is partly determined by means of input from businesses. As a result, it is only possible to finalise these figures well after the end of the relevant calendar year. The figure for the 2007 burden is currently known: 21.7 million euro. This means that the burden for which Statistics Netherlands was responsible throughout 2007 fell by more than 6 percent.

Expressed as a figure, the burden for which Statistics Netherlands was responsible in 2008 is not yet known. Nevertheless, important steps were again taken to achieve a further reduction. What is important in this respect is the reduction of the number of businesses that are required to report on their activities in international trade in goods within the European Union. A business is only required to submit such a report, once its imports or exports exceed a specific threshold value. For a number of years this threshold had been 400,000 euro. In 2008 the threshold for exports was raised to 900,000 euro, with the result that approximately 1,500 businesses were no longer required to submit such a time-consuming report. The threshold for imports will also be raised to 900,000 euro in the coming year.

A new sample survey was introduced and more external sources were used for the purposes of the road haulage survey. As a result the vehicle fleet questionnaire, which tens of thousands of business owners were required to complete, has been abolished and the number of registration numbers to be surveyed has been drastically reduced. In addition, it has become possible for businesses to use XBRL to submit data sourced from their administrative records in electronic form, which has the potential to greatly reduce the administrative burden especially for large companies.

The collection of data from businesses with 10 to 50 employees for the purposes of the monthly retail trade statistics will be based on VAT registers. As a result more than 100,000 fewer survey forms will be sent to SMEs each year.

In addition to reducing the actual burden, Statistics Netherlands has invested in the provision of better services to businesses. Until recently statistics were among the greatest annoyances, even though Statistics Netherlands accounted for a proportion of the overall administrative burden of less than one quarter of a percentage point. This position improved last year. What was important in this respect was the so-called survey holiday, based on which small businesses that assisted with surveys for the production or investment statistics were in most cases exempt from doing so the following year. At the beginning of 2008 the effects were felt by approximately 13,000 businesses.

For several years now Statistics Netherlands has supplied businesses with turnover figures, which has enabled them to compare turnover changes in their respective industries. Initially begun as a pilot project, it appears that this initiative is greatly appreciated by businesses. In 2008 the group of relevant businesses was extended by more than 10,000. The target is to extend this service to 16,000 businesses in the year ahead.

A respondents' advisory council commenced operation in 2008, so as to make it possible to

respond to ideas emanating from the business sector about the administrative burden. A number of businesses and representatives of business associations serve as members of this advisory council.

In order to reduce the overall burden for businesses Statistics Netherlands has entered into a collaborative venture with the Confederation of Industry and Employers, the Federation of Small and Medium-Sized Enterprises, the Chambers of Commerce and the EIB. This involves incorporating four business surveys of these organisations into a new economic survey, COEN. This has reduced the administrative burden in this respect by a quarter.

Non-financial performance indicators

<i>Name and Description</i>	<i>2008 Target</i>	<i>Achieved 2008</i>	<i>Achieved 2007</i>	<i>Achieved 2006</i>	<i>Achieved 2005</i>	<i>Achieved 2004</i>	<i>Notes on Achievements in 2008</i>
Compliance with publication schedule – press releases Proportion of press releases published on the scheduled date	90% of planned press releases must be published on the scheduled publication date.	93%	87%	90%	95%	91%	
Compliance with publication schedule – mandatory EU supply Proportion of data consignments supplied to Eurostat on the scheduled date.	90% of data consignments are to be supplied to Eurostat on the scheduled date.	88%	91%	93%	86%	90%	Late receipt of payroll return data (WALVIS), a delay in the supply of data required for coal-related energy statistics, delays in SBS suppliers in 2006 due to the late provision of production statistics and changes made to the companies register, the late supply of data concerning inland water transport, complications affecting the SBSINS (insurance services) suppliers due to the use of new source files from De Nederlandsche Bank.
Number of formal corrections of publications Number of press releases corrected by means of a new one	Maximum of 3 press releases	0 releases	0 releases	.	.	.	
Discrepancies between provisional and final figures – economic growth The number of times that the final quarterly figures for economic growth in any year differ from the flash estimates for the quarters of that year by more than 0.75%	The discrepancy must be less than 0.75% for no less than 3 quarters of any year.	(Reference year: 2005) failed (0 quarters OK)	(Reference year: 2004) failed (0 quarters OK)	(Reference year: 2003) failed (1 quarter OK)	(Reference year: 2002) succeeded (4 quarters OK)	(Reference year: 2001) succeeded (3 quarters OK)	The adjustments of the initial estimates for economic growth to produce the final ones were largely due to the relationship between short-term economic statistics and production data.
Discrepancies between provisional and final figures – international trade The number of discrepancies in excess of 4% between the provisional and final figures in the relevant parts of the 6-week version of the monthly figures for international trade	No less than 80% of the discrepancies must amount to less than 4%.	(Reference year: 2007) 100%	(Reference year: 2006) 96%	(Reference year: 2005) 98%	(Reference year: 2004) 96%	(Reference year: 2003) 88%	
Discrepancies between provisional and final figures – population growth Annual figure indicator: an absolute discrepancy between the sum of the provisional monthly figures for population growth and the final annual figure Monthly figure indicator: the number of times that the final figures for population growth for the months of the previous calendar year differ from the provisional figures by more than 4000	Taken over 12 months the discrepancy may not exceed 16,000. The monthly figure may only differ by less than 4000 in no less than 8 of the 12 months.	(Reference year: 2007) succeeded (annual total: 1117; discrepancy of < 4000 in all months)	(Reference year: 2006) succeeded (annual total: 1078; discrepancy of < 4000 in all months)	(Reference year: 2005) succeeded (annual total: 1299; discrepancy of < 4000 in all months)	(Reference year: 2004) succeeded (annual total: 13173; discrepancy of < 4000 in 11 months)	(Reference year: 2003) succeeded (annual total: 3099; discrepancy of < 4000 in 11 months)	
Reduction of response burden The annual administrative burden achieved, as assessed by the ‘response burden gauge’ (EDM)	Decrease of 2% compared with 2007	-	Succeeded	Succeeded	Succeeded	Succeeded	The final figure for 2008 will be available in mid-2009.

Financial statements 2008

Balance sheet as at 31 December 2008

(before proposed profit appropriation)

Assets

	31-12-2008	31-12-2007
<i>In thousands of euros</i>		
FIXED ASSETS		
Tangible fixed assets		
New building in Leidschenveen	14,183	0
ICT equipment	11,872	8,706
Machinery and equipment	2,109	773
Other fixed assets	5,997	489
Tangible fixed assets under construction	<u>5,536</u>	<u>12,043</u>
	39,697	22,011
Financial fixed assets		
Ministry of Economic Affairs	13,128	16,313
Other financial fixed assets	<u>8,891</u>	<u>0</u>
	22,019	16,313
CURRENT ASSETS		
Inventories		
Work in progress	<u>661</u>	<u>589</u>
	661	589
Accounts receivable		
Receivables	3,085	2,003
Other receivable	<u>2,787</u>	<u>2,142</u>
	5,872	4,145
Cash and cash equivalents		
Cash and cash equivalents	<u>40,270</u>	<u>76,924</u>
TOTAL ASSETS	<u>108,519</u>	<u>119,982</u>

Liabilities

	31-12-2008	31-12-2007
<i>In thousands of euros</i>		
Equity		
Equalisation reserve	3,058	5,812
Result current year	-3,720	-2,754
	-662	3,058
Provisions		
Reorganisation 2008	3,288	0
Reorganisation 2007	7,939	6,633
Reorganisation 2006	22	425
Reorganisation 2005	3,677	4,968
Reorganisation 2004	8,993	12,145
Reorganisation 2000	2,719	3,093
Unemployment obligations	6,545	4,453
Long-service awards	2,499	2,117
Other	250	832
	35,932	34,666
Long-term liabilities		
Ministry of Finance	24,000	27,000
ICT intensification	10,288	15,378
	34,288	42,378
Current liabilities		
Ministry of Finance	3,000	3,000
Taxes and social insurance contributions due	5,098	4,710
Other liabilities	30,863	32,170
	38,961	39,880
TOTAL LIABILITIES	108,519	119,982

Profit and loss account 2008

	Actual 2008	Budget 2008	Actual 2007
<i>In thousands of euros</i>			
REVENUES			
Net turnover			
Ministry of Economic Affairs	179,783	176,635	172,941
Revenues from third parties	<u>16,696</u>	<u>13,411</u>	<u>14,067</u>
	196,479	190,046	187,008
Change in work in progress	72	0	-480
Other revenues	<u>1,331</u>	<u>470</u>	<u>2,279</u>
TOTAL REVENUES	197,882	190,516	188,807
OPERATING EXPENSES			
Wages and salaries	132,743	122,723	129,613
Pension and social security charges	22,548	22,240	19,822
Depreciation of tangible fixed assets	5,891	5,880	3,645
Other operating expenses	<u>42,702</u>	<u>40,880</u>	<u>41,790</u>
TOTAL OPERATING COSTS	203,884	191,723	194,870
OPERATING RESULT	-6,002	-1,207	-6,063
Financial income and expenses			
Interest income	3,454	2,000	3,403
Interest expenses	<u>-1,172</u>	<u>0</u>	<u>-94</u>
	2,282	2,000	3,309
RESULT FOR THE FINANCIAL YEAR	-3,720	793	-2,754

Cash flow statement

	2008	2007
<i>In thousands of euros</i>		
Result of financial year	-3,720	-2,754
Adjusted for:		
Changes in provisions	1,266	575
Depreciation	5,891	3,645
Change in working capital (excluding cash and cash equivalents)	-2,718	3,689
Cash flow from operating activities	4,439	7,909
Investments	-23,577	-20,303
Cash flow from investing activities	-23,577	-20,303
New loans	0	30,000
Redemption of loans	-3,000	0
Withdrawal from ICT intensification	-5,090	-5,447
Financial fixed assets	-8,891	0
Redemption of contribution Ministry of Economic Affairs	3,185	3,367
Cash flow from financing activities	-13,796	27,920
Changes in cash and cash equivalents	-36,654	12,772

General

Statistics Netherlands, with registered offices in The Hague and Heerlen, is an autonomous agency. The Statistics Netherlands Act (*Wet op het Centraal Bureau voor de Statistiek*), lays down its tasks, powers and operating method.

Statistics Netherlands has two management bodies, the Director General and the Central Commission for Statistics (CCS).

The annual report of Statistics Netherlands is drawn up in accordance with the Statistics Netherlands Act and the arrangements with the Ministry of Economic Affairs on the annual accounts laid down in the controlling guidelines or *sturingsafspraken*. The annual account of Statistics Netherlands is drawn up in accordance with Title 9, Book 2 of the Dutch Civil Code.

The organisation's overall result amounted to a loss of 3.7 million euro in 2008. This result includes a number of extraordinary items, such as those pertaining to the reorganisation provisions (a commitment of 7.2 million euro on balance), other personnel provisions (a commitment of 0.9 million euro on balance) and a reduction of liabilities following the settlement of a Eurostat claim (a release of 1.5 million euro on balance). If these extraordinary items are disregarded, the organisation achieved net income of 2.9 million euro compared with a forecast of 0.8 million euro.

Financial terms

It was agreed with the Ministry of Economic Affairs that financial obligations from the period before 3 January 2004 will be settled by the Ministry of Economic Affairs. The actual expenditure on these obligations by Statistics Netherlands is repaid by the Ministry of Economic Affairs.

The Ministry of Economic Affairs has provided long-term financing in the form of an interest-free credit 50 million euro to ensure that the organisation does not have to contend with a temporary liquidity shortfall due to the social security costs resulting from the tasks imposed on it by the first Balkenende government, the future ICT budget and the priority change (Herprioritering). If the credit need were to exceed 50 million euro, it is subject to consultation between Statistics Netherlands, the Ministry of Economic Affairs and the Ministry of Finance.

The risk agreements between the Statistics Netherlands and the Ministry of Economic Affairs stipulate that the relocation of Statistics Netherlands should not pose a budget problems for Statistics Netherlands. Agreements were made with the Ministry of Economic Affairs in 2006 for extra structural costs in 2008 - 2013. To finance the relocation, the Ministry of Finance granted Statistics Netherlands three loans totalling 30 million euro for the move to Leidschenveen, namely:

- an initial loan of 4.5 million euro with a term of five years;
- a second loan of 12 million euro with a term of 10 years;
- a third loan of 13.5 million euro with a term of 15 years.

An interest rate of 3.9% on average is payable on these loans.

A loan for a total of 25 million euro will be provided in 2009 for the Heerlen relocation.

Accounting principles

The basis to value fixed assets and liabilities and results are based on historical costs. Unless otherwise specified, the fixed assets and liabilities are the nominal values. Revenues and costs are attributed to the period to which they refer, while losses are taken as soon as they are foreseen. Unless otherwise specified the amounts in the annual account are expressed in thousands of euros.

Due to uncertainties inherent in the activities of Statistics Netherlands it is impossible to calculate certain items exactly. They have to be estimated. For example, provisions have to be estimated, as well as the useful life of tangible fixed assets. Making estimates is part of arriving at the financial statement.

Assets

Fixed assets

Tangible fixed assets

Tangible fixed assets are valued against acquisition price or the purchase price lowered by a straight-line depreciation based on expected useful life. Owing to the planned relocation, accelerated depreciation is applied to certain assets because of their shorter useful lives. The table below shows the depreciation rates per asset category.

<i>Fixed assets</i>	<i>Depreciation period</i>
New building in Leidschenveen	10 years
ICT equipment	3 years
Machinery and equipment	10 years
Other fixed operating assets	5 years

The fixed assets being constructed are depreciated at the moment they are put into use.

Financial fixed assets

Financial fixed assets are carried at their nominal value.

Current assets

Work in progress

The valuation of work in progress is based upon the production costs. Profits are taken based upon the percentage of completion method. Expected losses are deducted right away.

Accounts receivable

A provision for bad debt is deducted from the receivables.

Cash and cash equivalents

Cash at bank and in hand is carried at face value. Unless specified elsewhere these are at the free disposal of Statistics Netherlands.

Liabilities

Provisions

A provision is formed to cover the best possible estimates of the costs of the reorganisation, the provisions for liability for benefits under the unemployment insurance act, provisions for jubilees, and other provisions determined and carried at face value.

Accounting principles for the determination of the result

Revenue and costs are determined on the basis of historical costs.

Cash flow statement

The cash flow statement is drawn up in accordance with the indirect method, which means that in order to reflect the cash flows, the result for the financial year is adjusted for items which do not result in any receipts or outlay in the financial year, and for movements in provisions and working capital.

Notes to the balance sheet as at 31 December 2008

Assets

Fixed assets

Tangible fixed assets

	New building in Leidschenveen	ICT equipment	Machinery and equipment	Other tangible fixed assets	Assets under construction	Total
Situation as at 31-12-2007						
Purchase price	-	31,574	2,046	2,220	12,043	47,883
Depreciation	-	-22,868	-1,273	-1,731	-	-25,872
Accounting value as at 31-12-2007		8,706	773	489	12,043	22,011
Changes in book value						
Investments	14,786	7,884	1,610	6,148	-6,507	23,921
Disposals	-	-8,938	-574	-1,158	-	-10,670
Depreciation during financial year	-603	-4,490	-201	-597	-	-5,891
Accumulated depreciation of disposals	-	8,710	502	1,114	-	10,326
Changes in book value	14,183	3,166	1,337	5,507	-6,507	17,686
Situation as at 31-12- 2008						
Purchase value	14,786	30,520	3,083	7,208	5,536	61,134
Accumulated depreciation	-603	-18,648	-974	-1,212	-	-21,437
Accounting value as at 31-12- 2008	14,183	11,872	2,109	5,997	5,536	39,697

Additional investments occurred during 2008 mainly as a result of the relocation to the new building in Leidschenveen. Changes to the construction framework and built-in facilities are mainly accounted for as part of the new building in Leidschenveen. ICT equipment investments refer predominantly to the computer centre in Apeldoorn. Investments in new furniture are accounted for as part of other fixed assets. Those assets which have not been moved to the new building in Leidschenveen are accounted for as disposals.

Assets under construction include investments in the new building in Heerlen.

Financial fixed assets

Ministry of Economic Affairs

The amount receivable from the Ministry of Economic Affairs is made up of the following:

	31 -12-2008	31 -12- 2007
Reorganisation 2000	4,128	4,313
Reorganisation 2004	9,000	12,000
Total	13,128	16,313

In 2008 the Ministry of Economic Affairs provided Statistics Netherlands with a sum of 185,000 euro to fund in the 2000 reorganisation, thereby reducing the amount receivable from it. The Ministry undertook to provide a total of 21 million euro for the purposes of the 2004 reorganisation. It will pay the amount that has become receivable from it as a result in seven yearly instalments of 3 million euro (from 2005 to 2011). Consequently, a sum of 9 million euro remained at the end of 2008.

Other financial fixed assets

	31-12-2008	31-12-2007
VAT compensation paid in advance	8,891	0

In view of the fact that Statistics Netherlands is not liable for VAT, the landlord may not claim the VAT paid on investments in the building. Statistics Netherlands has paid the landlord 9.2 euro million as a result (VAT compensation). This amount will be debited to the result over 10 years. The maximum period allowed for the settlement of this VAT compensation is 10 years. In 2008 0.3 million euro was debited to the result.

Current assets

Inventories

Work in progress

	31-12-2008	31-12-2007
Activated costs	4,792	5,496
Invoiced instalments	-4,029	-4,834
Provision for expected losses	-102	-73
Work in progress	661	589

Work in progress includes projects for third parties which generate income continuing into the following year. The activated costs are minus the instalments that have already been invoiced and minus provisions for expected loss.

Accounts receivable

Receivables

	31-12-2008	31-12-2007
Receivables	3,257	2,243
Bad debt receivables	-172	-240
Total	3,085	2,003

The provision for bad debts pertains to receivables from enforcement debtors and was down from 31 December 2007. The total trade debt balance as at 31 December 2008 was up from 31 December 2007 as a result of an increase in turnover from work performed for third parties and shared services.

Other receivables

	31-12-2008	31-12-2007
Prepayments	1,756	1,162
Advances paid to employees	131	92
Other	900	888
Total	2,787	2,142

'Prepayments' increased due to the rise in the various maintenance contracts for hardware and software, while 'other receivables' consists mainly of interest on the fourth quarter that still have to be received. The term of the bulk of these other accounts receivable is less than one year.

Cash and cash equivalents

	31-12- 2008	31-12- 2007
Bank balances	20,891	22,755
Deposits	19,352	54,152
Cash and cash equivalents	27	17
Total	40,270	76,924

The decrease of cash and cash equivalents by almost 37 million euro was largely due to investments of 23 million euro mainly as a result of new construction, the VAT compensation of 9 million euro which was paid and a total of 5 million euro spent on additional ICT resources. The cash flow statement shows the changes in liquidities. These funds are freely disposable.

Equity

	Equalisation Reserve	Result of Current Year	Total
Situation as at 31-12- 2006	-4,946	10,758	5,812
Allocation of result for 2006	10,758	-10,758	0
Result for 2007	0	-2,754	-2,754
Balance as at 31-12- 2007	5,812	-2,754	3,058
Allocation of result for 2007	-2,754	2,754	0
Result for 2008	0	-3,720	-3,720
Balance as at 31-12- 2008	3,058	-3,720	-662

At the end of 2008 Statistics Netherlands had negative equity amounting to 0.7 million euro, comprising the results achieved in the financial years from 2004 to 2008. Statistics Netherlands had positive equity as of 2006. Its equity reverted to a negative sum in 2008 as a result of its scheduled reorganisation.

Provisions

	Reorganisation 2008	Reorganisation 2007	Reorganisation 2006	Reorganisation 2005	Reorganisation 2004	Reorganisation 2000 *	Unemployment obligations	Long-service awards	Other	Total
Situation as at 31-12- 2007	0	6,633	425	4,968	12,145	3,093	4,453	2,117	832	34,666
Additions in 2008	3,288	2,356	0	287	397	29	2,600	691	250	9,898
Withdrawal in 2008	0	-1,050	-24	-1,209	-2,575	-403	-508	-309	-167	-6,245
Released	0	0	-379	-369	-974	0	0	0	-665	-2,387
Balance as at 31-12- 2008	3,288	7,939	22	3,677	8,993	2,719	6,545	2,499	250	35,932

* The Ministry of Economic Affairs grants the additions for reorganisation provisions of 2000.

Reorganisation from 2004 to 2008

The provisions for 2004–2006 are formed to cover the social costs for employees who have to change jobs, either because of the Balkenende I and IV cuts, the change in statistical priorities, efficiency projects or the ICT-future budget, those leaving under the Remkesregeling, and to cover the costs of the other ongoing reorganisations.

The provisions are based on estimated and forecasts obligations to the workforce. The obligations consist of regular salary costs during the re-employment period of the employees, and agreed future benefits to ex-employees.

The 2008 reorganisation provision has been established for 10 newly designated candidates for outplacement. In addition, a provision has been set aside for the anticipated costs involved in training and career guidance for those employees who find themselves in the so-called Stage 2 as mentioned in the staff compensation policy (Sociaal Flankerend Beleid) for the national government sector.

The following table sets out the anticipated term of the commitments arising due to the reorganisation.

	2009	2010 to 2013	2014 onwards	Total
Reorganisation 2008	1,548	1,079	661	3,288
Reorganisation 2007	893	3,895	3,151	7,939
Reorganisation 2006	22	0	0	22
Reorganisation 2005	841	1,870	966	3,677
Reorganisation 2004	2,661	6,108	224	8,993
Total	5,965	12,952	5,002	23,919

Reorganisation in 2000

The provisions formed to cover the costs of reemployment candidates of the reorganisation of 2000, who were not dismissed prior to 3 January 2004. The Ministry of Economic Affairs has promised about 10.8 million euro to cover the outflow costs and the costs for the temporary extra ICT staff. The outflow costs are the total personnel costs during the re-employment period of 18 months plus the redundancy and other benefits payable by Statistics Netherlands.

The table shows the expected terms of the reorganisation of 2000.

	2009	2010 to 2013	2014 onwards	Total
Reorganisation in 2000	258	1,080	1,381	2,719
Total	258	1,080	1,381	2,719

Unemployment obligations

The provisions for benefits under the unemployment insurance act (WW) were formed to cover payments to ex-employees.

The following table sets out the anticipated term of the unemployment obligations.

	2009	2010 to 2013	2014 onwards	Total
Unemployment obligations	784	2,816	2,945	6,545
Total	784	2,816	2,945	6,545

Long-service awards

This provision concerns future obligations for 12.5, 25 or 40 year jubilees.

Other

This other provision has been established to accommodate acquired pension entitlements for former canteen staff (250,000 euro).

Long-term liabilities

Ministry of Finance

On 3 December 2007 the Ministry of Finance granted three loans totalling 30 million euro for the purposes of the relocation to Leidschenveen, namely:

- an initial loan of 4.5 million euro with a term of five years;
- a second loan of 12 million euro with a term of 10 years;
- a third loan of 13.5 million euro with a term of 15 years.

The interest rate on these loans averages 3.9 percent. 3 million euro needs to be repaid in 2009 and is accounted for as part of current liabilities. After five years 12 million euro of the total loan will be repaid.

The Ministry of Economic Affairs acts as the guarantor for the repayment of the loan as the Ministry of Finance stipulated.

ICT intensification

When long-term issues were resolved, Statistics Netherlands received an advance contribution of 24.6 million euro from the Ministry of Economic Affairs for ICT intensification. In accordance with the undertaking given by the Ministry this amount must be spent on restructuring the ICT infrastructure. A plan of action – the ‘Master Plan’ – was drawn up in 2006. An amount of 10.3 million euro, which is still to be spent on ICT, was included in the balance sheet at the end of 2008. This item varied in 2008 as follows:

	ICT intensification
Balance as at 31-12- 2007	15,378
Withdrawn	-5,090
Balance as at 31-12-2008	10,288

More than 24.6 million euro was spent on ICT during the period from 2004 to 2008. That spending in the period from 2004 to 2008 which for the time being has not been debited to the funds received in advance, largely took the form of investments in outfitting the computer centre in Apeldoorn.

Current liabilities

Ministry of Finance

Repayments due on the loans agreed to on 3 December 2007 will amount to 3 million euro in 2009.

Taxes and social insurance contributions

	31-12- 2008	31-12-2007
Income tax payable	3,256	2,950
Pension premiums and social insurance contributions	1,842	1,760
Total	5,098	4,710

Other liabilities

	31-12--2008	31-12-2007
Expenses payable	9,355	7,014
Holiday allowance payable	4,525	4,330
Creditors	7,145	9,947
Advances received	3,100	4,043
Holiday entitlements	2,703	3,115
Pre-invoiced turnover*	3,028	2,741
ICT capacity to be spent	385	504
Year-end payment	440	313
Other payables	182	163
Total	30,863	32,170

* Of this, 0.8 million euro represents work still to be performed for the purposes of the multi-annual statistical programme from 2003 to 2008.

The expenses payable are mainly periodical costs for which the invoices had not yet been received on 31 December. As at 31 December 2007 this item included a debt of 0.8 million euro payable to Eurostat, which was released and credited to the result in 2008.

The reduction of creditors is mainly due to a decline of investments in new accommodation and ICT equipment between the end of 2007 and that of 2008.

The advances received from the Ministry of Economic Affairs and the city of The Hague are for relocation investments.

The pre-invoiced turnover mainly consists of the Blaise licences.

The Ministry of Economic Affairs has made funds available for temporary extra ICT capacity for the 2000 reorganisation. The amount that remains to be spent is included under 'ICT capacity to be spent'.

The year-end payment concerns the amount reserved in December 2008, which will be paid out in November 2009 in respect of the period from 1 December 2008 to 30 November 2009.

The term of the bulk of other liabilities is less than one year.

Notes to the profit and loss account 2008

Revenues

Net turnover

Net turnover is the total of:

- the contribution of the Ministry of Economic Affairs;
- revenues from third parties;
- changes in work in progress;
- other revenues.

Contribution Ministry of Economic Affairs

	Actual 2008	Budget 2008	Actual 2007
Budgeted contribution	182,467	177,435	176,587
Repayment of payable to the Ministry of Economic Affairs regarding the 2004 reorganisation	-3,000	-3,000	-3,000
Contribution to reallocation office	600	1,500	-700
Funds to be spent	-185	-185	-367
Funds to spend regarding ICT capacity	119	50	421
Other changes	-218	835	0
Total	179,783	176,635	172,941

The contribution of the Ministry of Economic Affairs refers to the payments into the budget by the Ministry of Economic Affairs. Statistics Netherlands receives this contribution on the basis of the Multi-Annual Programme 2004–2008. At the end of this period the work programme must be implemented. In any year the contribution for parts that are not implemented are transferred to the next year.

The 2008 budget foresaw a lower budgeted contribution than actually realised. The difference is due to the wage and price compensation because of the new collective wage agreements (CAO).

In addition, compensation for a larger rental amounting to 1.1 million euro is accounted for as part of the budgetary contribution.

The contribution for relocation and the contribution still to be spent on ICT capacity are accounted for as payables on the balance.

Revenues from third parties

The table provides information on the revenues from third parties by region.

	Actual 2008	Budget 2008	Actual 2007
Netherlands	11,563	9,651	10,123
EU countries	3,729	2,708	2,841
Other countries	1,404	1,052	1,103
Total	16,696	13,411	14,067

Actual income from work performed is accounted for as part of orders placed by third parties. This also includes orders for which the national government provides a specific financial contribution and turnover generated by sales of Blaise licences.

Again in 2008 Statistics Netherlands raised more revenues from third parties and shared service projects than had initially been forecast. The various ministries are increasingly relying on the quality and independence of Statistics Netherlands' services.

The revenues from third parties by customer:

	Actual 2008	Budget 2008	Actual 2007
Central government	9,463	7,776	8,155
Statistical Institutes of other countries	2,272	1,807	1,895
Research institutes	2,219	2,120	2,224
European Union and Eurostat	2,130	1,283	1,346
Other	612	425	447
Total	16,696	13,411	14,067

Changes in work in progress

The 'changes of work' refer mainly to the increase of capitalised expenditure during the financial year less capitalised instalments that have been charged.

Other revenues

Other revenues consist mainly of yield from enforcement and publications.

Operating expenses

Wages and salaries and pension and social security expenses

	Actual 2008	Budget 2008	Actual 2007
Wages and salaries	109,258	107,740	103,752
Pension charges	14,310	14,111	13,319
Social security charges	8,238	8,124	6,503
Staff on loan	15,338	14,988	18,303
Change in provisions reorganisation	8,147	0	7,558
Total	155,291	144,963	149,435

The realisation of the total costs in this section on 'Wages and salaries, and 'Pension and social security charges' in 2008 was higher than budgeted, as the number of vacancies was less than had been budgeted for.

More temporary personnel needed to be hired than had been envisaged mainly due to the fact that the relocation of the computer centre went over-schedule.

Additions to less releases from the provisions for reorganisation (7.2 million euro), long-service awards (0.7 million euro) and former employees' pension entitlements (0.2 million euro) are accounted for as part of the movements in personnel provisions.

On average Statistics Netherlands employed 2,195 people (expressed as FTE's) in 2008 (2007: 2,178 FTE's). No employees work outside the Netherlands.

Emoluments of the Executive Board and the Central Commission for Statistics

In 2008 the emoluments of the Executive Board amounted to 504,000 euro, consisting of gross salary, employer's charges, pension contributions and expenses. Remuneration amounted to 533,000 euro in 2007. The membership of the Executive Board has remained unchanged and consists of two members.

The Central Commission for Statistics (CCS) performs a number of duties for Statistics Netherlands and for the purposes of collecting statistical information for the national government. In 2008 the Commission consisted of nine members and their combined expense account amounted to 94,000 euro. This was the same as the figure for 2007. The CCS members' expenses are debited to Statistics Netherlands' budget.

The *Wet Openbaarmaking uit Publieke middelen gefinancierde Topinkomens* [Disclosure Publicly Funded Top Incomes Act] (WOPT) came into force on 1 March 2006.

Disclosures in line with WOPT:

	2008	2007
Position: Director General		
Taxable income	160	156
Employer and employee's pension contributions	33	31
Hours contracted per week	36	36

The Minister of Economic Affairs determines the remuneration of the Director General on the recommendation of the CCS chair.

Other operating expenses

	Actual 2008	Budget 2008	Actual 2007
Housing	17,555	16,245	15,302
Other personnel	6,524	4,119	8,324
Office expenses	5,434	6,012	5,824
Travel	4,234	4,402	4,333
Consulting expenses	3,028	3,223	3,347
ICT	4,078	3,595	4,254
Change in provisions	-665	0	-2,075
Other expenses	2,514	3,284	2,481
Total	42,702	40,880	41,790

Housing includes rent, energy costs and costs related to the premises such as security, cleaning and running the canteen. The accommodation expenses were over budget due to the fact that the landlord charged a substantially larger fee for using the Heerlen location and the former office in Voorburg. The Ministry of Economic Affairs provided compensation for most of the excess charges, which are accounted for as part of sales routed through the Ministry.

Other personnel includes mainly the training costs for the Arbodienst, child care facilities, hiring and selection. The other personnel costs are higher than budgeted for 2008, especially due to the investments in training and outplacement costs.

Office expenses are costs for mailing, copiers and phone services. The office costs are lower than budgeted because the actual telephone and mailing costs turned out to be lower.

Consultancy fees were under budget thanks to a policy of restraint.

ICT costs went up because of the increase in licenses and hardware maintenance in line with the Master Plan.

Funds were released from the Eurostat provision.

The remaining other operating expenses chiefly consist of the costs of statistical source material. The release of the Eurostat debt (0.8 million euro) is also accounted for as part of this.

Accountant's fees

The following table lists the fees payable to KPMG Accountants N.V.

	2008	2007
Audit of the financial statements	166	168
Other auditing assignments	5	6
Tax consultancy services	0	0
Other non-auditing assignments	0	0
Total	171	174

Financial income and expenses

Interest income

The increased revenues from interest in 2008 are due to the delayed investments in the relocation to Leidschenveen.

Interest costs

The interest costs pertain to a loan from the Ministry of Finance to fund the relocation.

Assets and commitments not included in the balance sheet

Long-term financial obligations

	2009	2010 to 2013	2014 onwards
The Hague and Heerlen offices rent	13,789	24,280	52,328
Utilities and security services	15,300	0	0
ICT	3,300	0	0
Personnel	300	0	0
Total	32,689	24,280	52,328

Building rentals

The tenancy agreement for the new building in The Hague has been entered into for a term of no more than 15 years and will expire in 2023, following which it may be reviewed. The tenancy agreement for the building in Heerlen has been concluded for a maximum of 15 years and will expire in 2024. Less office space will be leased in the future due to the organisation's shrinking workforce. An estimated sum of 7.5 million euro has been accounted for as part of the building rentals by way of compensation for the VAT on the Heerlen rental in 2009.

Utilities

This item includes 10.2 million euro to cover the costs involved in modifications which need to be made in the Heerlen building. The relocation to Heerlen will take place in mid-2009.

ICT

This includes contracts with a value of 3.3 million euro, which have been concluded with suppliers.

Personnel and statistics

This refers to payroll costs. The amounts included are based on contracts and figures based on experience.

Assets

The project developer has committed to a one-off contribution of 2.2 million euro towards the Heerlen relocation.

The Hague and Heerlen, 27 March 2009

G. van der Veen

Director General of Statistics

Central Commission for Statistics:

J.N. van Lunteren, Chair

J.J. van Duijn, Deputy Chair

Members:

G.P.J. Hogeweg

J.M.A. van Huut RA

M.B.G.M. Oostendorp.

Professor J. Plantenga

P.C. Plooi-Van Gorsel

Professor C.G.M. Sterks

Professor J.T.M. van der Zee

Other information

Appropriation of profit

The proposal is to add the result to equity.

To the Director General of Statistics Netherlands

Auditors' report

We have audited the accompanying 2008 financial statements of Statistics Netherlands, located in The Hague, which comprise the balance sheet as at 31 December 2008, the profit and loss account for the year then ended and the notes.

Management's responsibilities

The management of Statistics Netherlands is responsible for the preparation and fair presentation of the financial statements and the preparation of the annual report, both in accordance with the legal requirements for financial reporting as stipulated in the Law on Statistics Netherlands and the other requirements of the Ministry of Economic Affairs, including the audit protocol as approved by the ministry. Management is furthermore responsible for the financial lawfulness of the revenue, expenses and balance sheet movements as presented in the financial statements. This implies that these items are in agreement with the provisions of the relevant laws and regulations.

This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair representation of the financial statements that are free from material misstatement, whether due to fraud or error, and the compliance with relevant laws and regulations; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Dutch law of the Netherlands and the auditing protocol which the Ministry of Economic Affairs has approved. This law requires that we comply with ethical requirements and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements and the compliance with relevant laws and regulations in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of internal control of Statistics Netherlands.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management of Statistics Netherlands, evaluating the overall presentation of the financial statements, as well as an evaluation of the reasonableness of the applied financial lawfulness' criteria.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the financial position of Statistics Netherlands as at 31 December 2008, and of its result for the year then ended in accordance with the financial reporting requirements included in the Law of Statistics Netherlands and the other requirements of the Ministry of Economic Affairs.

Furthermore, we are of the opinion that the income, expenditure and balance sheet movements which occurred in 2008 and are accounted for in these financial statements satisfy the requirements of financial lawfulness. This means that the relevant amounts comply with the provisions of the relevant laws and regulations, such as those of the audit protocol as approved by the Ministry of Economic Affairs.

Report on other legal and regulatory requirements

Furthermore, we report, to the extent of our competence, that the management board report is consistent with the financial statements.

The Hague, 27 March 2009

KPMG ACCOUNTANTS N.V.

J.A.A.M. Vermeeren RA

Organisational chart

Executive Board

G. van der Veen, *Director General*

J.E.J. van Angelen, *member of the Executive Board* (until 31 January 2009)

G. Bruinooge, *Director* (Deputy Director General as from 1 February 2009)

Corporate staff (225 FTEs)

F.W.M. Hendrikx, *Director*

Business Economics Statistics (680 FTEs)

J.A. Timmermans, *Director*

The Business Economics Statistics division produces statistical information on businesses, institutions, and enterprises. This information covers economic conditions and structures in all sectors of trade and industry, as well as all aspects such as the environment, transport, knowledge and technology.

Social and Spatial Statistics (585 FTEs)

W. van Nunspeet, *Director*

The objective of the Social and Spatial Statistics division is to compile statistical information on characteristics of the population, real estate and spatial units. The division collects the required data by making use of administrations and registrations, where necessary supplemented by personal surveys.

Macroeconomic Statistics and Publications (415 FTEs)

A.H. Kroese, *Director*

The division Macroeconomic Statistics and Dissemination is responsible for macroeconomic key data (inflation, economic growth, etc.). This division also publishes the electronic and printed publications of Statistics Netherlands in collaboration with the other divisions..

Information Technology Services (230 FTEs)

J.H. Veefkind, *Director*

IT services contributes to the quality and efficiency of the statistical processes and products by the use of state-of-the-art information technology. The division also provides support in the development and management of the other business processes.

Methodology and Quality (65 FTEs)

Dr. C. Zeelenberg, *Director*

The Methodology and Quality Assurance division ensures the development of general statistical methodology and more specific methods and techniques and quality assurance. It also manages a comprehensive system of the statistical processes.

(The FTE figures that are mentioned are estimates and do not include interim managers, employment agency staff, trainees and so forth.)

Advisory boards

Seven advisory boards, each of which covers a specific theme or subject, have been established to provide Statistics Netherlands with advice on the implementation of its statistical programme. A new Respondents Advisory Board was added to the existing six advisory boards in 2008. The chairpersons of the seven advisory boards and the directors of the planning offices together comprise an advisory council assisting the Director General.

Members of the Statistics Netherlands Advisory Council

G. van der Veen - Chair
Ms C. Olivers - Secretary

Members:

Prof. Dr. P. Ester - advisory body on society and the economy
Prof. Dr. P.B.F. Franses - advisory board on methodology and quality
Prof. Dr. M. Hajer - Netherlands Environmental Assessment Agency
Prof. Dr. L.H. Hoogduin - advisory body on prices
E.E. van de Lustgraaf - advisory board on economic statistics
A.P.R. van Rooij - Respondents Advisory Board

Prof. Dr. P. Schnabel - director of the Netherlands Institute for Social Research (SCP)
Prof. Dr. C.N. Teulings - director of the Netherlands Bureau for Economic Policy Analysis (CPB)

Prof. Dr. J.J.M. Theeuwes - advisory body on social statistics
Dr. J.P. Verbruggen - advisory board on macroeconomics

Guide

Statistics Netherlands collects data on individuals, businesses and institutions. The data are then processed into statistical information about groups of people, about their environment and about businesses. Statistics Netherlands makes the results available to everyone as soon as possible in several ways.

Statistics Netherlands website (www.cbs.nl)

The website offers free access to the results produced by Statistics Netherlands. The website provides the information and key figures about the Netherlands organised by theme. All publications are listed. Detailed figures are published in the StatLine databank, which is also free of charge.

The website also has an up-to-date publication calendar and product catalogue, policy information, and links to national statistical institutes and relevant international organisations..

NOS teletext

Teletext page 506 provides information on key economic indicators while page 507 contains recently published data..

Sale of Statistics Netherlands products

Publications can be ordered at the sales department at CBS, PO Box, 6401 CZ Heerlen; telephone: +31885707070; fax: +31455706268; email: verkoop@cbs.nl.

Information service

The central information desk for general questions about Statistics Netherlands and its products can be reached by telephone on +31885707070 or fax on +31703877429 or by filling in the web form on the website (www.cbs.nl/infoservice).

European Statistical Data Support

Users can get statistical information about Europe, which is sourced from Eurostat, may be obtained by calling +31885707070 (and selecting Option 5) or by using the contact form on the Statistics Netherlands website (www.cbs.nl/infoservice).

CBS Contact Centre

The central information desk for businesses, institutions and individuals for questions about Statistics Netherlands questionnaires or other survey materials can be reached by telephone on +31455706400, by email at contactcenter@cbs.nl or by filling in the web form on the Statistics Netherlands website (www.cbs.nl/contactcenter).

Press office

The press information office for the media can be reached by telephone on +31703374444 or by email at persdienst@cbs.nl. More information is provided on the Statistics Netherlands website at www.cbs.nl/informatie voor/pers.

Research subject to conditions: Centre for Policy Statistics

The Centre for Policy Statistics offers services to third parties under certain conditions:

- making micro data files available to researchers who are entitled to use them, authorised by the CBS law or after approval by the CCS. These files can be analysed for scientific or policy purposes, while strict security regulations apply (catalogue: www.cbs.nl/microdata);
- researching statistical source material to answer questions of government departments, planning bureaus, municipalities and other government organisations;
- advising clients, such as government departments and planning bureaus municipalities and other government organisations in finding, using and compiling the necessary information for policymaking and evaluation.

These services are not free of charge. Information can be obtained telephone on +31703374792, through www.cbs.nl/cvb or by email at cvb@cbs.nl.

Colophon

Statistics Netherlands

The Hague

Henri Faasdreef 312, 2492 JP The Hague, Leidschenveen

PO Box 24500, 2490 HA The Hague, The Netherlands

Telephone: +31703373800

Heerlen

Kloosterweg 1 (*CBS-weg 11, from the second half of 2009*)

PO Box 4481

6401 CZ Heerlen

The Netherlands

Telephone: +31455706000

Website

www.cbs.nl

Information service

Telephone: +31885707070

E-mail: using the contact form on the website at www.cbs.nl/infoservice

Fax: +31703705994

Teletext

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