



**Statistics Netherlands**

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# ***Annual Report for 2010***

25 March 2011

The original financial statements were published in Dutch. This document contains English translations of these statements. In the case of any discrepancies between the English and the Dutch texts, the latter shall prevail.



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## Preface

In this annual report, Statistics Netherlands accounts for its results and activities in 2010. The envisioned results – publications, articles and tables containing statistical information – were laid down in the annual plan for 2010. The production promised in this plan was achieved.

The policy intentions of Statistics Netherlands are also laid down in general terms in the budget of the Ministry of Economic Affairs, Agriculture and Innovation.

Statistics Netherlands is also accountable through a series of performance indicators agreed with the Ministry. The general situation is positive.

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

G. van der Veen

Director-General of Statistics Netherlands

The Hague/Heerlen, 25 March 2011

## 1. Report of the Director-General of Statistics Netherlands

### Introduction

In this annual report, Statistics Netherlands accounts for its results and activities in 2010. The envisioned statistical results are described in the Annual Plan for 2010. The following chapters of this annual report contain a summary of the achievement of those results. In accordance with the law, this annual report has been approved by the Central Commission for Statistics (CCS).

This annual report also contains the financial statements. As laid down by law, the CCS has adopted the financial statements.

Statistics Netherlands has agreed a number of performance indicators with the Ministry of Economic Affairs, Agriculture and Innovation. These indicators, which summarise the results, are included in this report. The general situation is positive.

In this section, I will look in more detail at a number of major developments for Statistics Netherlands.

### Statistical programme

As in previous years, in 2010 Statistics Netherlands devoted effort to programme renewal in accordance with the long-term programme. This renewal comprised developing new programme components and putting previously implemented changes into production. The envisioned programme, including the renewal targets, was achieved.

One new aspect in 2010 was the development and realisation of statistics for the Dutch Caribbean territories (Bonaire, St. Eustatius and Saba). From 2011, a restricted statistical programme will be implemented for the new public bodies. Financing has now been secured for these statistics. Information on Dutch Caribbean territories will always be published separately from that on the (European) Netherlands.

A number of new EU directives have led to an increase in the delivery of data to Eurostat – the European statistical office. In a few cases, this resulted in the work programme being expanded.

### Administrative burden

Statistics Netherlands accounts for less than 0.25 percent of the total administrative burden on companies caused by the government. The reduction of this administrative burden is a constant matter for attention at Statistics Netherlands. In 2009, the administrative burden declined by 7 percent. The administrative burden over 2010 will be known in mid-2011.

Since the 1990s, Statistics Netherlands has succeeded in reducing the administrative burden annually. Major tools here are the use of register data, improved statistical techniques and methods and the transition from paper to digital surveys.

The majority of the administrative burden caused by Statistics Netherlands derives from the statistics on International Trade. A breakthrough on this was achieved in 2009. The EU raised the threshold above which companies have to submit data. Fewer companies therefore have to provide information to Statistics Netherlands.

However, new European directives are added every year. Over the past year, Statistics Netherlands has again argued in favour of placing a reduction in the administrative burden high on the agenda at European level. The EU's work programme for 2010 concluded that initial results of the reduction in the administrative burden would be visible as a result of European legislation governing statistical information provision. Statistics Netherlands is involved in various projects in this respect. It will take a long time to achieve the desired results. In 2010, this had not yet resulted in a reduction in the administrative burden due to European directives.



One spearhead in Statistics Netherlands policy is improved communication with respondents about surveys and the administrative burden. A dual approach has been adopted to achieve this improvement. On the one hand, the necessity is explained – why are surveys necessary? – and, on the other, respondents are referred to the use of statistical output and how they themselves can benefit from it. Statistics Netherlands does this in close conjunction with a council of respondents, in which trade and industry and Statistics Netherlands cooperate.

### **Services and accessibility**

Several steps were taken in 2010 with a view to better gearing Statistics Netherlands products and services to the needs of users.

For instance, Statistics Netherlands advised researchers and government bodies on the use of data and research design. On request, additional analyses were provided and access to microdata was given under strict security conditions. In doing so, over the past year Statistics Netherlands has emphasised its role as a service provider of statistical information.

Relationship management has also undergone further professionalisation. Relationship managers and account managers attended a joint training programme. In 2010, a survey was held among a number of strategic clients. These clients were asked to assess their cooperative relationship with Statistics Netherlands. The survey showed that the cooperative relationship is generally satisfactory, although a few potential improvements were also identified. The opening of a special unit to streamline external research requests has contributed to improved relationship management. This desk allows external clients – mostly government bodies – to be better supervised so that a more rapid assessment can be made of the feasibility of the assignment and the deadline for delivery.

Within the framework of advice on the use of data and research design, together with the Dutch-language Platform for Survey Research (NPSO) and the Dutch public broadcasting service (NPO), in mid-2010 Statistics Netherlands organised a conference on the quality of (internet) surveys and opinion polls and the effects of publicity on them. Opinion pollers, researchers and journalists discussed good and poor, sensible and non-sensible polls and the minimum requirements for holding a satisfactory poll. In doing so, Statistics Netherlands hopes not only to improve the quality of polls, but also that the results will be treated with greater awareness.

With a view to boosting ties with academia, Statistics Netherlands worked closely with several universities on joint research and the analysis of data and method development, and it offered students and research assistants work placements. Statistics Netherlands also created a number of special chairs at universities. Another Statistics Netherlands researcher was appointed a professor in 2010.

Each year, Statistics Netherlands measures client satisfaction among (non) respondents of various surveys and among users of the Statistics Netherlands Information Service. This survey also asks questions about the perceived quality of the delivered products and services. As in previous years, the score for general satisfaction was 7.3. The responses also provided concrete points for improvement.

Statistics Netherlands is aware of the creation of new media thanks to developments in communication technology and data exchange. For this reason, in 2010 attention was not focused purely on improving the existing website at [www.cbs.nl](http://www.cbs.nl), but also at disseminating information via the new social media networks.

Improving the website remains a key aspect, as this is still the main gateway to statistical information.

In December 2010, the 'beta' version of a new website was completed, aimed specially at teachers (geography and economics) in secondary education. They can use the information on this website in their lessons. The website was created in consultation with the target group and with the developers of teaching material. The website will be developed further in 2011.

Implementation of an action plan aimed at improving the existing website for companies/information sources was also initiated. The idea is that companies can easily obtain

information on surveys and their results. Companies will also be shown how they themselves can make the best use of the output.

The accessibility of the information on the website is also being increased through the application of interactive data visualisations which show trends at a glance. The Business Cycle Tracer is the best-known example of this.

In addition to the website, Statistics Netherlands has also gained experience in using YouTube and Twitter. Film clips are presented on YouTube on the set-up and background to the various statistics and on how to use StatLine. New publications are announced via tweets. A StatLine App has also been developed for iPhone, which enables users to gain access to Statistics Netherlands data. This App was downloaded over 18,000 times in 2010.

### **European and other international trends**

Within the European Statistical System (ESS) an ESS Sponsorship group on standardisation has been initiated. Standardisation is a major component in achieving efficiency. This group is investigating how information from several sources can be combined and used within the ESS, for instance, by eliminating differences in the methods and set-ups of uniform statistical classifications. Statistics Netherlands is co-chair of this group.

Under the auspices of the United Nations Economic Commission for Europe (UNECE), the office of the Conference of European Statisticians (CES) has set up a High Level Business Architecture Group (HLG-BAS). The objective of this group is to steer the strategic development of business architecture at senior management level. Statistics Netherlands' Director-General chairs this group, which in the first instance is focusing on inventorying the targets and tasks of the international groups and writing a strategy memorandum for the Conference of European Statisticians meeting in June 2011. This will result in a plan to implement common standards.

In 2010, Statistics Netherlands participated in a European consortium which initiated the European BLUE-Enterprise and Trade Statistics (BLUE-ETS) research project. Under the leadership of the Italian statistical office, this consortium is investigating several specific themes: measuring and reducing the response burden, the efficiency of data collection, the quality of administrative sources and the processing and publication of corporate statistics. In 2010, contributions were made to three reports, various presentations were held at international conferences and preparations were made for the BLUE-ETS conference on the response burden and motivation in company surveys.

Statistics Netherlands also plays a leading role with respect to measuring sustainable development. It heads the Task force for Measuring Sustainable Development, which was founded by the UN (UNECE), the OECD and Eurostat. The main objective is to create an internationally agreed set of indicators for sustainable development. A draft report has already been published. The conceptual basis for this report is almost identical to the Sustainability Monitor for the Netherlands.

There is also the Sponsorship Group on Measuring Progress, Well-being and Sustainable Development. This group was set up in 2010 by Eurostat and the French statistical office INSEE. Statistics Netherlands is co-chair with Italy at Director-General level. The objective of this group is to provide impetus to the Stiglitz report – Report by the Commission on the Measurement of Economic performance and Social progress – in the world of European statistics. This forum enjoys huge institutional prestige as it is supported by the Directors-General of all the European statistical offices.

Statistics Netherlands is chair of the London Group on Environmental Accounting, a group of experts which holds an advisory role, and it is also represented on the Editorial Board. Statistics Netherlands also participates in the UN Committee of Experts in Environmental Economic Accounting study group.

Statistics Netherlands is contributing to improving statistical information provision in Europe, and in a few cases also outside Europe, by providing support to national statistical institutes of member states and countries affiliated to the EU. In 2010, various workshops, training courses



and presentations were again held for delegations from various countries, both in the Netherlands and elsewhere.

### Process renewal and methodology

For Statistics Netherlands, process renewal focuses on improving the quality of the statistical output, reducing the administrative burden and implementing the targets imposed by the government. The methodology renewal of Statistics Netherlands has a dual purpose: reducing the administrative burden for respondents and retaining and improving as quickly as possible the reliability of statistical output.

At the end of 2009, Statistics Netherlands' Data Service Centre (DSC) was taken into use. This centre acts as the archive and library for Statistics Netherlands microdata. Here, microdata are standardised, labelled with the required metadata and stored centrally. This enables statistical departments to use their data in multiple ways. Various datasets have already been stored in the centre.

In 2010, the programme of requirements within the framework of contracting out a new primary and secondary computer centre was drawn up and published. The growth of the dataset and the limited space and provisions in the current computer centres necessitates a removal.

In November 2009, Statistics Netherlands drew up an XBRL implementation plan (eXtended Business Reporting Language). With the aid of XBRL, companies can deliver data more easily to requesting parties, such as Statistics Netherlands and the Dutch Tax and Customs Administration. This plan was partially implemented in 2010. Large quantities of XBRL messages can now be received. The introduction of XBRL is occurring in conjunction with external parties: the Dutch Tax and Customs Administration, the Chambers of Commerce, banks and government ministries.

The Redesign of Economic Statistics (HEcS) is a major component of process renewal with regard to statistics and content, whereby efficiency, a reduction of the administrative burden and the improvement and retention of quality come together. The first components have already been taken into production. One important aspect in the introduction of this new system is that – now that the system of statistics has been better defined – the organisation is also being adapted to the new *modus operandi*.

A large proportion of the data which Statistics Netherlands processes is now available via administrative registers, usually from the government. The number of direct surveys has therefore decreased. Many methodological efforts are therefore concentrated on the best-possible processing, use and combination of register data. Direct surveys are sometimes still necessary. In such cases, Statistics Netherlands attempts – via improved statistical techniques while retaining the required level of reliability – to make the samples as small as possible.

The Redesign of Personal Surveys project focuses on improving efficiency and the response to personal surveys conducted by Statistics Netherlands. A varied approach to asking questions is a major part of this. This so-called mixed mode is an efficient combination of various methods for approaching respondents: via telephone, internet and personal interviews. The smarter use of registrations and drawing up a joint basic questionnaire for various surveys are also important. Statistics Netherlands occupies a leading international role in this field. The Labour Force Survey and Health Survey are now completely conducted in this mixed mode. One result of this project is that we have been able to present monthly figures on unemployment since mid-2010. This is due to changed observation methods together with improved estimate methods on the basis of models.

Statistics Netherlands also aims to monitor trends which could affect the observation strategy in the near future. Other options which are being investigated include: the use of data from electronic files, the deployment of internet robots (e.g. for the job vacancies survey) information from payment transactions, the use of software programs which, with the permission of the user, are installed on computers or mobile phones and the use of track and trace data, which enables electronic IDs (tags) on products to be used for traffic and transport statistics.

## Operations

The size of the Statistics Netherlands workforce will be reduced (in FTEs) by about 30 percent between 2003 and 2013, while the statistical programme will be retained. As we will be compensated for fulfilling our new EU duties, the net decrease in this period will be about 20 percent.

As Statistics Netherlands reserves considerable amounts each year in order to be able to cover the costs incurred by the outflow of personnel, it has had negative equity over the past few years. In its operations, Statistics Netherlands aims to restrict the level of this negative equity. On the one hand, expenditure is restricted as much as possible by limiting internal budgets and managing any surpluses centrally. On the other, everything possible is done to help surplus personnel to find other jobs within Statistics Netherlands or elsewhere. This helps to keep social insurance costs and the provisions required to cover these as low as possible.

In 2010, various facilities were again made available to those employees whose jobs were cut with a view to helping them find another job. Workshops were organised to promote internal and external mobility, and re-employment managers are helping employees in their search for new jobs. A Personnel Deployment Centre (CVP) was established in 2008 to assist employees upon their entry into, progress through and departure from the organisation. These efforts have been a success. They have led to the number of re-employment candidates growing at a lower rate than was initially expected. These activities will be continued.

Furthermore, broad structural changes are being prepared to give organisational shape to the consequences of the process renewal, the imposed targets and the redesign of statistics. Various pilot schemes are being conducted to this end.

## Result

In 2010, Statistics Netherlands earned total revenues amounting to €209.6 million, of which revenues from third parties accounted for €19.6 million. €205.4 million had been budgeted. The discrepancy between the projected and actual figures is primarily the result of a larger number of third-party assignments than had been budgeted for.

In 2010, Statistics Netherlands achieved earnings of €0.8 million. Earnings from regular business operations (excluding the negative changes in reorganisation provisions of €4.1 million) amounted to €4.9 million.

As of the end of 2010, Statistics Netherlands had negative equity amounting to €0.8 million, being the cumulative result of the period 2004-2010.

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

## 2. Central Commission for Statistics

The Central Commission for Statistics (CCS) is responsible for deciding on Statistics Netherlands' annual statistical programme and its five-yearly strategic long-term programme. The latter is designed to serve as a basis for the annual plans. In addition, it shares responsibility for adopting the budget and the financial statements, and approving the annual report of Statistics Netherlands. Furthermore, the Commission supervises Statistics Netherlands with respect to reducing the administrative burden, avoiding unfair competition and making microdata available. The CCS promotes coordination of the government supply of statistical information.

During the year, the CCS provides guidance based on regular management information and the half-yearly figures for the Minister of Economic Affairs, Agriculture and Innovation.

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

The CCS produces its own report for the Minister of Economic Affairs, Agriculture and Innovation to account for the way it carries out its tasks. The annual report is published on Statistics Netherlands' website at 'About us/Organisation/Central Commission for Statistics'.

No changes were made to the composition of the Commission in 2010.

As of the start of 2011, the membership of the CCS is as follows:

I. Brakman, chair (member of AC)

Dr J.J. van Duijn, deputy chair (member of AC)

Professor L.H. Hoogduin

J.M.A. van Huut RA (member of AC)

M.B.G.M. Oostendorp (member of AC)

Professor J. Plantenga

Dr P.C. Plooijs-Van Gorsel

Professor C.G.M. Sterks

Professor J.T.M. van der Zee

### Statement of the Central Commission for Statistics

The Central Commission for Statistics has taken cognizance of the 2010 annual report and the 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' 2010 annual report.

Likewise based on its authority, it agrees with the adoption of the financial statements of Statistics Netherlands for 2010 by the Director-General of Statistics.

The Hague, 25 March 2011

I. Brakman, Chair

M.I. Tóth Pál, Secretary



### 3. Implementation of the statistical programme

#### Publication of results

Survey results published by Statistics Netherlands are made available to everyone at the same time. Various means of communication are used for this. For instance, in 2010 first quarterly estimates of economic growth were made public via press conferences. Many Statistics Netherlands publications and announcements of publications are reported in the media or used to underpin articles or reports. In 2010, the media – radio, TV and daily and opinion newspapers – again frequently cited Statistics Netherlands' spokespersons.

For some time now, news has not been the exclusive domain of radio, television and newspapers. The internet is increasingly being used to disseminate news. Initial reports on Statistics Netherlands survey results are therefore often to be found on the internet within minutes of being published on Statistics Netherlands' website. News reports based on Statistics Netherlands sources may be found on news websites and newspaper pages almost every day. Statistics Netherlands also has its own distribution system for disseminating its press releases and web articles to the media and to subscribers by e-mail free of charge. The National News Agency (ANP) also distributes Statistics Netherlands reports to its subscribers, albeit in edited form. Statistics Netherlands' economic reports are also published on Teletext pages 506 and 507. Survey results are also disseminated via Twitter (statistiekcb) every day.

#### A selection of major events in 2010

- On 12 February 2010, a press conference was held entitled *The Dutch Economy in 2009*;
- On 8 March 2010, the 2009 Statistics Netherlands Press Award was presented in Utrecht. The award was presented to Marcel van Dam and Hans Heijnen, compilers of the VARA documentary entitled *'De Onrendabelen (The Uneconomic)'*;
- On 12 May 2010, a press conference was held on Dutch economic growth in the 1st quarter of 2010 and broadcast live on television by RTL and NOS;
- On 17 May 2010, the book *Nederland langs de Europese meetlat* (The Netherlands on a European scale) was presented by Director-General Gosse van der Veen to Harm Evert Waalkens, chair of the fixed parliamentary committee for European affairs. Members of the Vrijzinnig Christelijk Lyceum's European Youth Parliament in The Hague attended the ceremony;
- On 2 June 2010, the Berlage Stock Exchange was the venue for the Surprise of Survey seminar. Statistics Netherlands organised this seminar together with the Dutch-language Platform for Survey Research (NPSO) and the Dutch broadcasting service (NPO);
- On 13 August 2010, the press conference was held for the first estimate of Dutch economic growth in the 2nd quarter of 2010 and broadcast live on television by RTL;
- On 8 September 2010, Director-General Gosse van der Veen presented *De Nederlandse economie 2009* (The Dutch Economy in 2009) to the Minister of Economic Affairs, Ms Van der Hoeven;
- On 2 November 2010, Director-General Gosse van der Veen presented the first copy of *De Nederlandse samenleving 2010* (Dutch Society in 2010) to the chair of Social and Economic Council of the Netherlands (SER), Mr Rinnooy Kan;
- On 12 November 2010, the press conference was held for the first estimate of Dutch economic growth in the 3rd quarter of 2010 and broadcast live on television by RTL;
- On 25 November, Director-General Gosse van der Veen presented a copy of *Jaarrapport Integratie 2010* (2010 Annual Report on Integration) to the chair of the board of FORUM, Mr Harchaoui during a press conference;
- On 17 December, the *Bevolkingsprognose 2010-2060* (2010-2060 Population Forecast) press conference was held.

## Output 2010

	Press releases	Econ. monitor reports	Web articles	StatLine - tables	Publications			Eurostat contributions	Microdata sets	Other customised	Information service	
					new	printed	digital	data sets	information	phone (incl. answer machine)	e-mail, letters and faxes	
Theme	number											
Labour and social security	22		46	318	31	5	15	80	71	37	1 905	1 505
Enterprises	2		4	59	23	17	11	19	26		667	694
Population	5		23	131	17	13	13	32	9		1 208	1 376
Construction and housing	3	12	4	125	2	1	27	26	23		260	380
Financial and business services		16	1	74	2		10	23	16		111	140
Health and welfare	3		17	66	4		2	11	52		508	632
Trade, hotels and restaurants	16		3	34		4	6	26	6		237	263
Manufacturing and energy		24	4	206	2	1	55	146	11		141	280
Income and spending	1	24	19	81	7	1	1	11	40	1	535	662
International trade		12	8	487	1		1	39			282	382
Agriculture			7	64	3	2		77	2		99	207
Macroeconomics	13		14	197	6	4	25	107			226	476
Nature and the environment			13	38	7	4	2	17	11		78	159
Education	1		16	150	20	1	4	10	27		314	374
Government and politics	2		11	40	8	1	3		7		109	134
Prices	12	12	12	190	6			78	2		8 664	1 659
Security and justice	2		17	91	17	4	1	90	4		244	266
Traffic and transport			11	90	8		2	107	12		264	412
Leisure and culture	1		5	58		4	1	19	4		324	408
Historical series				60	1		1					
Regional statistics			6	190	11		7			8		
Other	2	16	14	55	3	2	13	17		5	1 965	1 617
Total	85	116	255	2 804	179	64	200	935	323	51	18 141	12 026

## Labour and social security

Each year, Statistics Netherlands produces publications on the main trends in labour and social security. Data are available on employment, unemployment and social security benefits. Statistics Netherlands also compiles data on wages, job vacancies, collective labour agreements and working conditions, among other things.

The regular statistics programme on labour and social security was achieved in 2010. In doing so, among other things attention was devoted to: self-employed persons who do not employ staff, wage discrepancies between men and women, wages for people with a non-western background in the private sector, the consequences of the recession for bonuses, employees from east European EU countries, part-time Unemployment Insurance Act (WW), parental leave, labour participation by mothers with a non-western background, employees who wish to continue working until the age of 65 and the most common occupations.

In describing the socio-economic lifecycle, the focus is on education, labour market flows and welfare trends. The role of the demographic lifecycle and health are charted, and the extent to which social participation corresponds to the socio-economic lifecycle. The improvement in statistical information on the socio-economic lifecycle is one of the priorities Statistics Netherlands has set itself in renewing its statistical programme.

On 20 May 2010, *Beperkt aan het werk: rapportage ziekteverzuim, arbeidsongeschiktheid en arbeidsparticipatie* (Restricted working: report on absence through illness, disability and labour participation) was published. This report was the result of cooperation between the Netherlands Institute for Social Research, Statistics Netherlands and TNO.

On 13 July 2010, the book *Alle hens aan dek: niet-werkenden in beeld gebracht* (All hands on deck: a depiction of non-workers) was published. This book answers questions such as: which groups have the potential to be part of the labour force but are not? Exactly how large are these groups? Which trends can be identified in these groups? The book was published jointly by TNO and Statistics Netherlands.

On 22 July 2010, the first unemployment press release was published based on monthly figures on the labour force. Previous unemployment press releases were based on quarterly figures. Statistics Netherlands has developed a method for producing monthly unemployment figures. Unemployment figures for the previous month were published occurred each month from July 2010 onwards.

In 2010, the Labour Accounts were expanded to include quarterly figures on the jobs of those in work and the number of hours worked by the self-employed since 2002.

The social data on the ageing population concern trends in the population, the labour market, healthcare and the residential situation of older people. The financial data on the ageing population comprise chiefly information on the three pillars of the Dutch pension system: the Old Age Pensions Act (AOW), company pensions and individual pension schemes. Attention is also paid here to income of and spending by older people.

The integrated information provision on the *population ageing* spearhead has been completed. The spearhead's product, the pension entitlements statistics, has now been included in the regular production programme. In December 2010, the results of the reporting years 2005 to 2008 were published on StatLine as a starting point for further annual production.

Apart from statistical output, the spearhead has resulted in two covenants with external parties: one with the Dutch Association of Insurers for the supply of pension data by life insurance companies and one with Netspar for potential joint research.

The *wage cost index* spearhead focuses on developing a new quarterly wage cost index. This will meet the user need for a total wage cost index. In this index, wage cost trends are revised for changes to the employee population according to economic activity, sex, age and educational level. The first index figures will be published over the second quarter of 2011 under the name Labour Price Index.



## Enterprises

As of the start of 2010, a new unit was introduced to the statistics on enterprises: enterprise groups, called OG+. This unit consolidates enterprises and institutions in a different way than was usual in the enterprises statistical unit in the past. The new statistical unit means that there are very few noteworthy gaps in the series. Insofar as there were gaps, these have been filled. One huge advantage of enterprise groups is that these better match external registers, including that of the Dutch Tax and Customs Administration. This greatly improves the use of secondary data for compiling statistics, which means a reduction in the administrative burden.

In 2010, research was conducted into the relationship between innovation, ICT use and productivity. Statistics Netherlands cooperated with research institutes, ministries and universities on this. Enterprise data from several Statistics Netherlands surveys were used. A paper was published on a recent survey in conjunction with UNU-MERIT (a research institute of the University of Maastricht and the United Nations University), which was presented at an international conference in London in June 2010.

In 2010, an extensive survey of patent applications was conducted for the first time and a short report was published on this at the end of the year. For the purpose of the survey, patent registrations were linked to the Statistics Netherlands enterprise register, which allowed the characteristics of patent applicants to be identified for the first time. The survey took place in conjunction with the Dutch Patent Office division of NL Agency<sup>1</sup>.

Foreign Affiliate Trade Statistics (FATS) give an impression of the internationalisation of Dutch trade and industry. This involves data on the interests of foreign companies in the Netherlands and the interests of Dutch companies abroad.

Statistics Netherlands worked together with De Nederlandsche Bank (DNB) on non-financial companies in the Netherlands. This project had previously provided a joint data model which even offers the opportunity for the integration of existing questions from the DNB and Statistics Netherlands. The ICT consequences of such operations are far-reaching, however. For the time being, it has been decided to continue to match up DNB and Statistics Netherlands data at a limited cost. Data discrepancies often prove to be caused by population differences. Within the project, it has therefore been decided as part of the project that as of 1 January 2011 the populations used by the DNB and Statistics Netherlands will be fully harmonised and used in the statistical processes by both institutes.

For the access to finance survey, the availability of financing options for small and medium-sized enterprises is being assessed. Contacts have been made on the study itself with the Ministry of Economic Affairs, Agriculture and Innovation. The results of the study will be presented to a sounding board created by the ministry.

From the *information for enterprises* spearhead, further improvements have been implemented to the [www.cbsvooruwbedrijf.nl](http://www.cbsvooruwbedrijf.nl) website, the main target group of which is the Statistics Netherlands' business respondents.

With respect to the *impact of ICT* spearhead, among other things the focus is on reducing the administrative burden by using new survey methods via the internet. Tasks within the spearhead in 2010 concentrated chiefly on mapping out social requirements in this field and preparatory tasks for the actual survey which will start in 2011.

The holdings and *intra-company services* spearhead is aimed at improving data observation for large companies, particularly multinationals. In 2010, observation guidelines and a revised set-up for the holdings and company services statistics were provided for large companies. The questionnaire was revised and a population survey was also held. In 2010, the project results were transferred to the regular statistics, business-economic statistics and national accounts.

In 2010, Statistics Netherlands compiled a financial-economic summary of the creative sector within the *trade and services* spearhead. This project was developed in conjunction with

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<sup>1</sup> Since the start of 2010, NL Agency has been part of the Ministry of Economic Affairs, Agriculture and Innovation. It combines the EVD, Dutch Patent Office and SenterNovem.

external parties such as TNO, the Ministry of Education, Culture and Science and a number of universities. The results of this project will be published in 2011.

In September 2010, the new monthly indicator for corporate investment was introduced. This has filled a gap in the economic statistics system. The new indicator has gained a place in the regular economic reporting.

## Population

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

At the end of 2010, the new bi-annual *CBS-bevolkingsprognose 2010-2060* (Statistics Netherlands Population Forecast 2010-2060) was published. The most remarkable result was that a more rapidly-ageing population and higher life expectancy are forecast than had previously been assumed.

In 2010, the quarterly *Bevolkingstrends* (Population Trends) reported, among other things, on the removal behaviour of young people, health and welfare of older people, religion and differences in wealth and income, faith in fellow humans and institutions, risk factors for school drop-outs and youth crime, healthy life expectancy for people with a low income and the effect of the economic crisis on demographic trends.

Each year, Statistics Netherlands compiles information on people with a foreign background in the Netherlands, both in terms of their numbers and composition and their residential situation and social integration. At the end of November 2010, the *Jaarrapport Integratie 2010* (2010 Annual Report on Integration) was published. This annual report lists a number of essential statistical facts and trends regarding the integration of people with a non-western foreign background. In addition, the report devotes specific attention to the new immigrant groups from Afghanistan, Iraq, Iran, Somalia, Poland, Romania and Bulgaria.

Within the framework of the ageing population, in 2010 Statistics Netherlands published reports on early retirement, labour market participation among older people, the pensionable age of employees and trends in healthy life expectancy, among others.

Each year, Statistics Netherlands compiles statistical information on young people. Most of the information is available on the themes population, health, education, income, social security and the labour market. There is also a limited amount of information on themes such as leisure and culture, security and justice. At the request of the Ministry of Health, Welfare and Sport, Statistics Netherlands also maintains the National Youth Monitor website.

In December 2010, the *Trendrapport 2010* (2010 Trend Report) was published by the National Youth Monitor. This contains key youth trends of the past few years. It is a joint publication by the Ministry of Health, Welfare and Sport and Statistics Netherlands.

At the start of November, the bi-annual publication *De Nederlandse samenleving* (Dutch Society) was published. The 2010 edition provides an overall picture of the prosperity and welfare of the Dutch people on the basis of the nine aspects of the quality of life. An indication of the situation in the Netherlands is given for each of the various aspects of the quality of life, the changes which have occurred and how these trends differ between population groups.

At the start of December 2010, the book *Sociale Samenhang: Participatie, Vertrouwen en Integratie* (Social Cohesion: Participation, Trust and Integration) was published. This describes social cohesion from the three aspects of participation, trust and integration. Topics such as social contacts, helping others, membership of clubs and volunteering for these and political participation and activities are included.

On 10 and 11 May 2010, Statistics Netherlands organised the UNECE-Eurostat Expert Group Meeting on Register-Based Censuses in The Hague, in conjunction with Eurostat and the statistical division of the United Nations Economic Commission for Europe (UNECE). There were 76 participants from 30 countries. Many participants wished to know how to organise a census as effectively as possible and when and how it is possible to link the data from various data sources. The Netherlands is one of the countries which no longer makes use of the



traditional method of data collection for censuses, but which bases its statistics entirely on registers and other already-available sources of information.

### Construction and housing

Statistics Netherlands compiles a wide range of figures on the construction and housing sector. The aspects looked at vary from trends in the construction process to construction-related prices. Several reports were published on new housing and construction permits in particular. Against the background of the economic downturn, a special report was also published on the benefits of the mortgage interest tax allowance.

Accompanied by a joint press release from Statistics Netherlands and the Ministry of Housing, Spatial Planning and the Environment, *Het wonen overwogen* (Looking at Housing) was published on 22 March 2010. This publication describes recent trends on the Dutch housing market on the basis of the Study of Residential Areas in the Netherlands. This survey was conducted jointly by Statistics Netherlands and the Ministry of the Interior and Kingdom Relations, the ministry which has taken over the tasks of the former Ministry of Housing, Spatial Planning and the Environment since autumn 2010 with respect to housing, residential areas and integration.

In 2010, publication of the monthly Construction Sector Turnover Statistics and New Assignments for Architects was based on the new enterprise group statistical unit.

The production statistics on construction over 2008 were published in 2010. Among other things, this means that over 2008 project developers participated in the statistics on the construction industry for the first time.

### Financial and business services

For the statistics on insurance companies and pension funds, the efficiency target was achieved by switching to source data collected via the Direct Reports (DRA) survey held by De Nederlandsche Bank. Supervisory data were used as the source in the past.

Research was conducted into the possibility of expanding statistics on savings accounts at banks to include flow data. Partly due to the fact that research by the DNB was adapted to include total savings in 2010, it proved difficult to make a sound estimate of the flow data in savings accounts at banks. A satisfactory solution to this problem will be found for the publication of figures on types of savings in 2011.

In 2010, the Financial Markets Risk Indicators project was initiated. This aims to develop statistics which provide information on the risks run within the economy by sectors or groups on the financial markets or by financial products which lead to greater vulnerability in the event of specific economic trends.

In November 2010, the report *Geld van nu voor later* (Today's money for tomorrow) was published on the pension entitlements statistics of Statistics Netherlands. These statistics provide insight into the accrued and achievable pension entitlements of non-pensioners in the various types of pension. The report makes the Dutch pension system more accessible to non-experts.

At the end of 2009, the publishers of the *Assurantie Jaarboek* (Insurance Year Book; Statistics Netherlands and Kluwer) decided to cease its publication. This means that data on financial institutions will no longer be provided to the insurance industry. All available data on insurance companies and pension funds will still be updated periodically and included in StatLine.

### Health and welfare

The health and welfare theme provides information on health and care in the Netherlands. These statistics can roughly be divided into two types: on the health, lifestyle and consumption of care of individuals and on the production, staffing and finances of care providers.

As part of the regular statistics programme for health and welfare, reports were published on turnover at care institutions, the growth in expenditure on care, labour productivity in care of the elderly, the physical workload and absence due to illness, the proportion of car drivers among traffic accident fatalities, the number of people without medical insurance, people with mental health problems and blood donors.

Within the framework of programme renewal, new statistics were developed, among other things on operations in hospitals, socio-economic differences in healthy life expectancy and contacts with GPs, and the profits and costs of GP practices.

In addition, various comprehensive personal registrations have been used to develop new statistical information. In 2011, this will lead to new output in StatLine on medicine consumption, the use of mental healthcare, indications in long-term care and the labour market position of paramedics and doctors. Finally, research was conducted into financial and staffing figures on the care of young people and social and women's shelters. At the start of 2011, this will result in an expansion of the tables on care institutions.

### Trade, hotels and restaurants

The trade, hotels and restaurants theme provides data on turnover, prices, volume, company costs and corporate results, information on retail, the auto and motorcycle industry and hotels and restaurants.

In 2010, the publication of the short-term turnover statistics within the theme was based on enterprise groups, the new statistical unit.

For the *business cycle* spearhead, a stocks indicator has been developed for wholesale trade.

In 2010, within the framework of the *impact of ICT* spearhead, a survey was conducted into the size of online trade and the influence of this specific trade on economic growth, consumption and international trade flows. The first part of this survey – which comprised literature research and interviews with specialists – was completed at the end of November. Completion of the entire project is scheduled for the end of August 2011. This will result in an estimate of the size of online trade which can be used in national calculations.

### Manufacturing and energy

The energy statistics provide information on the supply and consumption of energy, energy flows for the Netherlands as a whole and per fuel and economic sector. In 2010, reports were published on these themes and on specific topics within these themes – such as renewable energy and electricity and heat production via combined heat and power plants.

For instance, in 2010 Statistics Netherlands published the annual report entitled *Hernieuwbare energie in Nederland* (Renewable Energy in the Netherlands; previously *Duurzame energie in Nederland*). The name change derives from a revision to the Sustainable Energy Monitoring protocol, whereby the name of this protocol was also changed. The revision to the protocol also led to a revision of the annual series and the opportunity was also taken to include improved insight into the basic statistical material. The data play a major part in evaluating policy on renewable energy.

The client files of energy companies to which Statistics Netherlands has access have also been linked to various registers. This enables detailed information on energy consumption to be made available for more sectors – in addition to the industrial sector which was already known. In 2010, a StatLine table was published on energy consumption by household characteristics.

### Income and spending

Statistics Netherlands maps the prosperity of people based on their income, spending and assets. The key here is how income is generated and redistributed and what it is spent on. Assets also form a major component of the prosperity of households, as does how people



assess their own situation regarding income. Statistics Netherlands also publishes data on poverty and social exclusion in the Netherlands.

In implementing the regular statistical work programme on income and spending, special attention was devoted to purchasing power trends, capital losses among households as a result of the economic recession, part-time jobs held by school pupils, pressure caused by income tax and social security contributions, babyboomers' income and assets, income discrepancies within and between municipalities and the use and costs of childcare and the childcare allowance.

In December 2010, *Armoedesignalement 2010* (2010 Poverty Definition) was published, a joint publication by the Netherlands Institute for Social Research (SCP) and Statistics Netherlands. This summarises the main trends in poverty in the Netherlands. For the *Lokale Belasting Benchmark* (Local Taxes Benchmark), we worked together with COELO, a research agency based in Groningen. A prototype *Lokale Belasting Benchmark* was developed in 2010.

In December 2010, the consumption radar was published for the first time. This data visualisation depicts household consumption each month.

### International trade

In early 2009, VAT legislation was amended, which resulted in a threat to the continuity of the statistics for international trade over 2009 and 2010. Timely measures prevented a gap occurring and the quality of the data was maintained.

The details of the statistics on international trade have been expanded. This is in response to the wishes of, among others, De Nederlandsche Bank (DNB). New output has been compiled by linking various data sources: international trade in goods to the General Business Register (ABR), international trade statistics for services, manufacturing statistics, the Community Innovation Survey and the Social Statistics Database.

A table containing Balassa indices was compiled for the Ministry of Economic Affairs, Agriculture and Innovation. Balassa indices indicate the degree of specialisation of a country's exports. The Ministry also received a report on the characteristics of potential exporters. This report was used to answer questions in the Dutch Parliament.

Regular meetings were held with EIM Business and Policy Research and the Netherlands Bureau for Economic Policy Analysis (CPB) on the progress of research into globalisation and the specific role of international trade within that. These meetings focused on the usability of linked trade data (CPB) and the transfer of regular tables about the export index (EIM). These led to an alliance being set up on the theme of re-exports (CPB) and the inclusion of new export index tables in StatLine.

The *International Economic Relations (SIER)* spearhead is researching the cohesion between globalisation, internationalisation, economic growth and employment. Initial results were published in the *2010 Internationalisation Monitor*.

Research was also completed into the relationship between foreign ownership and multi-factor productivity. Here, use was made of macrodata from growth accounts, microdata from manufacturing statistics and data on international trade.

The knowledge gained in the spearhead will now also be used internationally in two projects: a global value chains survey and the development of the microdata link between International trade and the General Business Register.

### Agriculture

The preliminary figures from the 2010 Agricultural Census have been published. The integration of the annual agricultural census into the mandatory European census – the Farm Structure Survey – has resulted in alterations. The main change is the switch to a new type of economic size for companies and new company classification. Up to and including 2009, the economic size of agricultural companies was expressed in Dutch size units (NGE). As of 2010, this was replaced by Standard Yields (SO).

Eurostat received information on the surface area of organic agriculture and the quantities produced by that type of agriculture.

In 2010, on the basis of the new directive on crop statistics, information was supplied on the acreage and production of crops, fruit and vegetables. Information on fruit and vegetables was previously published on the basis of a gentlemen's agreement.

## Macroeconomics

The official overall statistics of the national economy are based on the national accounts. National income, economic growth, government deficits or surpluses and employment are examples of key data provided by the national accounts. These statistics play a central role in determining and evaluating economic and monetary policy. Important users in this regard are therefore the Ministry of Finance and the European Union. The national accounts also form the foundation for economic forecasts and analyses by the Netherlands Bureau for Economic Policy Analysis (CPB).

A feasibility study was conducted into the possibility of further speeding up initial estimates of economic growth from 45 to 30 days after the end of a quarter.

In the estimate of the quarterly sector accounts, as of the estimate for the second quarter of 2010 the process was speeded up by a few days. As a result, the quarterly sector accounts now comply with what is known as the one-on-one norm for timely publication. This is in line with the future delivery requirements of Eurostat.

In 2010, the initial estimate of regional economic growth over the previous year was speeded up considerably. The estimate was published in May, while in previous years this had been in July. In 2011, this will be speeded up further and publication will take place in April.

In 2010, the national accounts system was expanded to include statements of non-financial assets. On the basis of this new statistical information, a systematic picture can now be sketched of national assets and changes to these from year to year.

The research and development programme of the *business cycle* spearhead is aimed at improved and more rapid information on the business cycle. The focus lies here on speeding up delivery, plugging gaps and developing cohesive indicator sets for current phenomena. The results are described in the statistical themes Enterprises, Construction and housing, Financial and business services, Trade, hotels and restaurants, Industry and the economy, Income and spending. Radar visualisations have also been developed for several themes, enabling a clear overview of the current business cycle to be presented visually on the website.

## Nature and the environment

The *Compendium voor de Leefomgeving* (Living Environment Compendium) ([www.compendiumvoordeleefomgeving.nl](http://www.compendiumvoordeleefomgeving.nl)) was expanded to include initial indicators on the Spatial theme.

The report *Gestandaardiseerde berekeningsmethode voor dierlijke mest en mineralen* (Standardised calculation method for manure and minerals) describes in detail the methodology and basic principles applied in the period 1990-2008. The report is a reference work for the producers and users of data on animal manure.

Various projects were initiated within the framework of the evolution of environmental costs, including a set-up for determining environmental costs in the Dutch construction industry and a project which distills the administrative environmental burden from the registers of the various ministries. In addition, we are looking at whether and how the costs of using and reducing the consumption of natural fuels – petroleum and natural gas – should be included in the expenditure on environmental protection.

Until now, water statistics concentrated on water purification. Water consumption was added in 2010. This resulted in a report on water consumption and extraction from ground and surface



water to the river basin. The work was conducted within the framework of the EU Water Statistics Grant: Water Abstraction and Use at River Basin Level.

## Education

The majority of the information Statistics Netherlands provides on education relates to participation in education and pass rates at the various levels of education. Statistics Netherlands also publishes data on educational institutes, government expenditure on education and the population's level of education. Information is also available on company training, adult education, non-government-funded education, teaching staff and early school leavers.

In the regular educational statistics programme, reports were published on, among other things, early school leavers, the educational careers of pupils, pass rates, the length of courses and participation in work-related courses.

In 2010, Statistics Netherlands cooperated with the Netherlands Organisation for Scientific Research (Programme Council for Educational Research) and a consortium of research institutes to conduct *Cohortonderzoek Onderwijsloopbanen onder leerlingen van 5 tot 18 jaar* (COOL<sup>5-18</sup>; Cohort study into the educational careers of pupils aged 5 to 17). This study monitors pupils from the age of 5 to 17 throughout their school careers at primary and secondary education and secondary vocational education.

In December 2010, the *Jaarboek onderwijs in cijfers 2010* (Annual Education Review in Figures) was published. This book contains several special topics and up-to-date information on education: about educational institutes and publications, and pupils and students (flows and cohorts).

On 24 December 2010, the 'beta' version of the educational website *CBS in de klas* (Statistics Netherlands at school) was launched. This site is a co-production by Statistics Netherlands and secondary school teachers. Initial efforts have focused on teaching material for the subjects of geography and economics.

## Government and politics

Statistical information in the Government and politics theme concerns the finances (budgets, quarterly and annual figures) of central government and local authorities. Within this, national and international interest focused on the data on the EMU balance and EMU debt. This theme also contains information on political elections, the participation of citizens, their political behaviour and views.

On 15 June 2010, a delegation from the European Commission visited Statistics Netherlands for the regular bi-annual dialogue visit in the framework of the Excessive Deficit Procedure (EDP). Statistics Netherlands and the Ministry of Finance were able to answer most of the questions to satisfaction. Current registration in the EDP of the discussed transactions was largely approved by Eurostat. Shortly afterwards, Statistics Netherlands and the Ministry of Finance provided Eurostat with additional information on several transactions. Eurostat's detailed report will be published on its website.

An amendment to the directive which regulates the provision of statistical information to the European Commission was approved by the European Parliament. The European Commission is to be given greater powers to consult (non-statistical) data, such as government accounts, if Eurostat sees reason to do so.

Statistics Netherlands paid various working visits to the Central Bureau of Statistics of Curaçao (CBS-Curaçao, formerly CBS-Netherlands Antilles) in Willemstad. This was with a view to offering CBS-Curaçao advice, on the one hand on compiling figures on the collective sector of Curaçao, Sint Maarten and the Netherlands Antilles and, on the other, on compiling figures on the collective sector of Bonaire, Sint Eustatius and Saba (Dutch Caribbean). The resulting reports were also checked for the correct application of the statistical regulations. The figures are reported to the Board of Financial Supervision (Cft) and the Council of Ministers of the

Kingdom of the Netherlands. Support was also provided for the partial automation of work processes.

The Association of Netherlands Municipalities (VNG) and the Ministries of the Interior and Kingdom Relations (BZK) and Finance have, in conjunction with Statistics Netherlands, concluded a contract which exempts small municipalities from providing quarterly data. This will considerably reduce the administrative burden on these municipalities. This partial observation for the quarterly data will be introduced when the source data for the larger municipalities comply with the criteria drawn up by Statistics Netherlands with respect to timeliness and quality. Also in 2010, the Ministry of Interior and Kingdom Relations tightened its policy which applies to the regular delivery of source data from local authorities, known as Information for third parties (Iv3). This has provided an additional boost to improving the quality of these source data.

The information in StatLine on educational finances was improved and expanded in 2010. The table on national and international education indicators (such as education expenditure as a percentage of national income) has been made easier to understand. New information is available on spending per diploma and private expenditure on education. The figures on school finances have been amended to comply with the new guidelines on annual reporting. The historical series on government education expenditure has also been revised and made consistent. This enables analysis of this expenditure since 1900.

In 2010, at the request of the Dutch Foundation for Electoral Research, Statistics Netherlands conducted a National Electorate Study around the election for the House of Representatives of the Dutch Parliament on 9 June 2010.

## **Prices**

On 20 October 2010, Statistics Netherlands published figures on relative consumer price levels within the Dutch Caribbean. This was an assignment from the Ministry of Social Affairs and Employment (SZW), as the islands Bonaire, Sint Eustatius and Saba were added to the Netherlands territory as public bodies as of 10 October 2010. The Ministry of Social Affairs and Employment will use these figures to determine a supplement to the local old-age pension on the islands. These are the first Dutch Caribbean statistics for which Statistics Netherlands conducted the observation, data processing and publication.

Since January 2010, Statistics Netherlands has surveyed prices on St. Eustatius and Saba. Until this date, there was no price observation for these islands. The existing price observation on Bonaire was intensified in 2010 from once every two months to monthly, also with a view to publication of the consumer price index (CPI).

In 2010, Statistics Netherlands became Western Group Leader for the European purchasing power parity programme. This involved Statistics Netherlands directing and processing two surveys in 2010 for nine European countries, including the Netherlands, Germany and France.

The *price developments* spearhead aims to add to, improve and publish clear statistics on prices. The following results were achieved in this respect: publication of average prices, completed surveys into the price index of household groups and the price index of routine expenditure (publication to follow in spring 2011), and the development of a Statistics Netherlands outlook for average price statistics. The main users of these statistics are institutions which use the CPI for e.g. indexation.

Two tables containing average prices were published on StatLine. One contains the average consumer prices of a small number of articles (such as potatoes, cheese, eggs and coffee) since 1800. The other contains the prices of various consumer articles (various foods, car fuels, hotels and restaurants and hairdressers) since 2000.

## **Security and justice**

Statistics Netherlands provides information on justice, legal protection and law enforcement in the Netherlands.



On 12 April 2010, the first edition was published of *Rechtspleging civiel en bestuur* (Civil and administrative justice). This publication, which is the result of an alliance between Statistics Netherlands, the Research and Documentation Centre (WODC) and the Council for the Judiciary, gives an overview of trends regarding the various options for settling disputes in civil and administrative law over the period 2000-2008.

On 23 April 2010, the *Landelijke rapportage van de integrale veiligheidsmonitor 2009* (National report of the integrated security monitor) was published. The *Integrale veiligheidsmonitor* (IVM; Integrated Security Monitor) is the result of an alliance between Statistics Netherlands, the Ministries of the Interior and Kingdom Relations, Security and Justice and Nicis Institute's Security Monitor Office. In addition to national measurement by Statistics Netherlands, municipalities, regions, urban agglomerations and/or police forces also participate in this monitor. This makes the Integrated Security Monitor an excellent instrument for the formulation of security policy, at national, regional and local levels.

On 1 November 2010, *Criminaliteit en rechtshandhaving 2009* (Crime and Law Enforcement) was published jointly by Statistics Netherlands and the Research and Documentation Centre and describes crime and law enforcement trends since 1999. It brings together available data on crime and criminal law response, allowing a broad overview of the functioning of the entire criminal law chain.

Contributions were also made to various internal and external publications, such as the *Jaarrapport integratie* (Annual Report on Integration) and the WSNP monitor (Dutch Debt Adjustment Act for Natural Persons). Under the flag of the United Nations, Statistics Netherlands worked on the Victim Surveys Manual.

At the end of 2010, three revised StatLine tables on 'security accounts' were published. The tables contain expenditure on security, including data on staffing and material expenditure. Figures were also published at the 2002 price level (constant prices) and an index and annual changes have been added in order to depict the evolution of volume growth. Publication of the tables brings a formal end to the development phase of the security accounts, part of the *security spearhead*. As of the start of 2011, the security accounts were transferred to the production phase.

The *security spearhead's* symposium *In cijfers gevangen – criminaliteit en sociale veiligheid* (Captured in figures – crime and social safety and security) was well attended on 20 April 2010. During presentations and workshops, participants looked at the relevant Statistics Netherlands figures on crime, crime fighting and perception of security and the latest developments in these fields, the importance of reliable figures on crime, and at social trends and wishes.

## Traffic and transport

Statistics Netherlands' traffic and transport statistics describe means of transport, infrastructure, the use of infrastructure, the transportation of goods and people, transporters and other related topics. In 2010, all the transport statistics were delivered to clients and published in StatLine as planned.

Since January 2010, Statistics Netherlands has been conducting the *Onderzoek verplaatsingen in Nederland* (OviN; Dutch National Travel Survey). This survey is the successor to the old *Mobiliteitsonderzoek Nederland* (Dutch Mobility Survey). It is conducted by Statistics Netherlands in conjunction with Directorate-General for Public Works and Water Management.

The new and efficient process for statistics on road transport has been taken into production. In spite of major changes to the process, the preliminary figures were delivered on time.

In 2010, publication of the quarterly turnover statistics for transport companies was based on a new statistical unit, the enterprise group (OG+).

## Leisure and culture

Culture is a broad topic and is covered by various Statistics Netherlands statistics. Figures are available on cultural participation, employment in the cultural sector, financial results in this sector and the regional distribution of cultural activities.

Statistics Netherlands publishes annual data on leisure and distinguishes between various types: sport, hobbies, culture, recreation, going out, and holidays. Statistics Netherlands also publishes figures on media use. Finally, it also conducts surveys on levels of satisfaction with respect to leisure.

In 2010, figures published included Dutch and foreign tourists in the Netherlands, holiday destinations for the Dutch, internet use by young people and people with a non-western background, participation by the over-55s in social and societal activities and participation in sport among men and women. Three publications on tourism were also presented.

Statistics Netherlands contributed to the development of the *Monitor Vrije Tijd en Toerisme* (Leisure and Tourism Monitor), an initiative of the Expertise Centre for Leisure and Recreation. This monitor combines nationally available information on tourism and recreation.

Within the *social cohesion* spearhead, a number of publications were realised which are linked to leisure, such as social contacts, providing informal aid, participation in activities within clubs, voluntary work and participation in political activities. Various contributions were included in the *Jaarboek integratie* (Annual Report on Integration), the *Jeugdmonitor* (Youth Monitor), and also in the shape of articles in *Bevolkingstrends* (Population Trends). The book *Sociale samenhang: participatie, vertrouwen en integratie* (Social Cohesion: Participation, Trust and Integration) was also published.

In conjunction with the Ministry of Education, Culture and Science (OC&W), Statistics Netherlands also contributed to the European Statistical System Culture network. This network aims to harmonise statistics on culture. In 2011, it will complete its tasks by issuing recommendations to the European statistical committee.

In 2010, Statistics Netherlands conducted research into ICT use by people and households within an EU context. The results of this survey are now available in StatLine.

At the request of the Ministry of Health, Welfare and Sport (VWS) and in conjunction with HAN University of Applied Sciences, Statistics Netherlands has conducted a preliminary study into the possibility of setting up a sports satellite account. A study has also been initiated into the national availability of data with respect to performing arts. Both studies will be completed in 2011.

## Sustainability

Via the *sustainability* spearhead, Statistics Netherlands aims to provide a cohesive, integrated picture of sustainable development in the Netherlands. In addition to this cohesive overview, datasets will be compiled which will allow more in-depth analysis. This will complement the provision of specific statistical information on the environment.

A key part of the spearhead is the *Monitor duurzaam Nederland* (Sustainability Monitor for the Netherlands). This monitor is the result of an alliance between Statistics Netherlands and three institutes: the Netherlands Bureau for Economic Policy Analysis (CPB), the Netherlands Environmental Assessment Agency (PBL) and the Netherlands Institute for Social Research (SCP). In the wake of an initial publication in 2009, the theoretical foundation was further developed in 2010. The resources dashboard has been expanded to include dashboards for current prosperity and the international aspect of sustainability. With a view to making the key data from the monitor suitable for a wider audience, a booklet and a web visualisation have been developed. The second monitor, the booklet and the website will be published in 2011.

Statistics Netherlands also plays a major international role in developing sustainability indicators and environmental statistics. In 2010, Statistics Netherlands headed the Task force for Measuring Sustainable Development. This group was set up by the UN's economic commission for Europe (UNECE), the OECD and Eurostat in order to further harmonise the measurement of sustainable development at international level.



The environmental statistics have been expanded to include data on the valuation of sustainable energy sources, emission rights and environmental subsidies, and also data on material flows expressed in Raw Material Equivalents. More data on the potential economic consequences of climate change for the Netherlands have also been included. The results were used in the Environmental Accounts of the Netherlands 2009, which was published on 17 November 2010. More detailed statistics on environmental technology were also published in StatLine. Initial results of a three-year project to expand the environmental cost statistics were also delivered.

### Historical series

The long-term time series expertise centre was set up to allow Statistics Netherlands to devote greater attention to compiling and maintaining consistent long-term time series. As external users are also experiencing difficulties due to gaps in series, the wishes of the main users of Statistics Netherlands statistics have been inventoried. Requirements which were quick and easy to fulfil have since been met. More time-consuming time series, which take up more capacity, have been included in the planning for 2011.

Time series projects have been conducted in fifteen different projects across the entire range of Statistics Netherlands statistics. For instance, a time series was created on educational finances since 1900, as was a time series on the labour force since 1800. All successfully completed time series projects are included in the StatLine table with methodological notes.

Support was also provided for recent breaks in series. Within the framework of the introduction of the new SBI-2008 standard industrial classification, breaks were repaired in the job vacancies statistics, company waste statistics and in the industrial production index. This project was completed in mid-2010.

A number of time series projects were initiated in 2010 and will be completed in 2011. These include time series for collective labour agreement wages, households, causes of death and municipal finances.

Within Statistics Netherlands, preparations are being made to revise the national accounts in 2014. The amendment to the national accounts time series will be made in a more structured and automated manner than was the case for the previous revision. A start was made on this in 2010.

With respect to studies based on historical time series, various publications were presented which received a great deal of attention in a number of national newspapers. In August 2010, the Business Cycle Tracer for the Interwar Period (1922–1938) was published. In September 2010, *111 Jaar statistiek in tijdreeksen (1899–2010; 111 years of statistics in time series)*. An edited version of this was published in December 2010 entitled *Terugblikken. Een eeuw in de statistieken/Looking back. A century of Dutch Statistics* in a combined edition of 36 thousand copies.

### Regional statistics

Statistics Netherlands publishes statistical data on a large number of subjects at regional level. Special key data tables contain figures on the most important topics for all regions. Statistics Netherlands also maintains the regional divisions of the Netherlands and publishes spatial statistics such as land use in the Netherlands.

As part of the regular programme, data published included the number of municipalities, residential areas receiving special attention, the length of the Dutch road network, differences in facilities between town and country, the distance to supermarkets and child facilities, proximity to schools, GPs and accessibility by car.

Within the *regional economic statistics* spearhead, the survey into the feasibility of a regional unit base was completed in 2010. This will be used to allocate business-economic figures to regions. This will improve the possibility of describing economic trends in the regions.

## 4. Methodology

### Methods Series

With respect to methodology, in 2010 Statistics Netherlands reached a milestone in completing the Methods Series. This series documents all the methods required for compiling reliable official statistics and describes the complete process for compiling statistics. The Methods Series increases the transparency of Statistics Netherlands' *modus operandi* and contributes to the standardisation of methods and statistical processes at Statistics Netherlands. This publication, which is constantly being updated, has confirmed and boosted Statistics Netherlands' status as a leading international statistical office with respect to methodology.

### Cooperative alliances: with universities, the Leiden conference and in Europe

Cooperative alliances between Statistics Netherlands and the universities on methodological research are both useful and important. These were expanded in 2010. In addition to existing joint research projects with, among others, the University of Utrecht, VU University Amsterdam and the University of Amsterdam, joint research projects were initiated with the University of Maastricht and the University of Southampton. In many cases, cooperation with universities takes the form of PhD research in fields relevant to Statistics Netherlands.

Joint research was also conducted at European level. Together with the statistical offices of Norway and Slovenia and the universities of Louvain and Southampton, an indicator was developed for the representativeness of research data. Use of this indicator will enable adjustments to be made during the collection of statistical data by approaching specific target groups more intensively. The latter means that data can be collected more efficiently and the quality of statistical output improved. The results of this project are currently being implemented by Statistics Netherlands. There is also a great deal of interest in this approach from abroad.

Register data are the main source of Statistics Netherlands' statistical publications for an ever greater number of fields. These are also made available to academics via remote access or on-site facilities. On 24 June 2010, the *Registers in sociaalwetenschappelijk onderzoek: mogelijkheden en valkuilen* (Registers in socio-scientific research: options and pitfalls) conference was held in Leiden. External speakers presented research in which they had made use of register data and described the problems they encountered. Participants then commented on these and often suggested solutions. The contributions were published in a book bearing the same title as the conference at the end of 2010.

### Internet polling, checklist for polls and software standardisation

The internet enables the rapid and cheap collection of a great deal of statistical data. A growing number of organisations and bodies are making use of this. Unfortunately, many of the studies do not use well-founded methodologies, which means that the reliability of the results leaves a lot to be desired. Statistics Netherlands continues to define its role as a statistical authority. This has led to the creation of a *Checklist for polls*. This brochure aims to help policy officers and journalists to separate the wheat from the chaff when reporting on research.

Statistics Netherlands aims as much as possible to use computer software which can be used in different parts of the organisation. For processing and analysing statistical data, Statistics Netherlands has opted for R, a statistical software package commonly used internationally. In 2010, an internal expertise centre was set up with a view to promoting the development and application of generic modules in R. In addition, Statistics Netherlands is also developing its own standard software (MacroView) for tracing and correcting errors in collected data. This software package is already operational in several statistics sets. In choosing R and developing MacroView, Statistics Netherlands has taken major steps towards standardising its software.



## 5. Quality assurance

Statistics Netherlands' quality assurance system complies with the Excellence Model of the European Foundation for Quality Management (EFQM). This EFQM model is the standard within the European Statistical System (ESS). Within this framework, Statistics Netherlands conducts audits and draws up quality reports. Audits are conducted in the main statistics compiled by Statistics Netherlands. Out of cost considerations, the number of audits is restricted to a maximum of ten per year. This is why an additional three-year cycle of self-assessments was introduced in 2010. These will be conducted on the basis of a specially developed questionnaire. This questionnaire will be used to check systematically all the criteria with which statistics and the underlying process have to comply. These criteria are derived from a statistical norm framework which was developed in 2010 with financial support from the EU. The self-assessments are conducted in parallel with the previously introduced process guarantees in line with the *Voorschrift Informatievoorziening Rijksdienst* (VIR 2007; Provision of Public Service Information Regulation).

## 6. Administrative burden

In 2010, it turned out that the administrative burden on trade and industry caused by Statistics Netherlands was reduced by 7 percent in 2009. The net burden over 2009 compared to 2008 declined by €1.5 million to €19.8 million. This is less than 0.25 percent of the total administrative burden caused by the government. The administrative burden over 2010 will be determined in mid-2011 once all studies over 2010 have been completed.

Research was conducted into methods which could further reduce the administrative burden. These concern alternatives for data collection and recalibration of the observation strategy, such as making greater use of existing datasets, extending internet questionnaires and applying advanced sample methods.

One major area for attention in this respect is the Standard Business Reporting Programme (SBR Programme), a national approach focused on relieving the administrative burden for trade and industry. Statistics Netherlands is working on this together with, among others, the Dutch Tax and Customs Administration, the Chambers of Commerce and the banks. In 2010, Statistics Netherlands prepared itself to receive SBR reports from trade and industry. The one-off preparation of company administration systems in line with SBR will mean that the various reports will no longer have to be compiled and distributed manually. This will save businesses time, money and energy. In 2011, this work will be continued by actively approaching the relevant market parties (agents and software suppliers).

Statistics Netherlands works together with the Advisory board on respondents. This board comprises both representatives from business and trade organisations. The cooperation focuses on an approach aimed at reducing both the actual and perceived administrative burden.

## 7. Efficiency and performance indicators

At the end of the period 2003-2013, Statistics Netherlands will carry out its statistical programme with almost thirty percent less staff, and at the same time be flexible enough to meet new statistical information needs. Programme renewal will be funded by reallocating existing capacity. Incidentally, compensation will be provided – in terms of capacity – to cover the tasks which derive from EU obligations. On balance, the workforce will be approximately 20 percent smaller in 2013 than it was in 2003.

### Process renewal

Statistics Netherlands is working on a large-scale process renewal programme. Its objective is to achieve efficiency gains, improve quality, reduce the administrative burden, achieve a better match with the ICT infrastructure of other government authorities and reduce the ICT maintenance and management burden.

The structure for central portfolio management, started in 2009, continued to take shape in 2010. This is used to establish at central level and on the basis of Statistics Netherlands' strategy and renewal targets which process renewal projects will be implemented, what priority will be assigned to them and which resources will be used.

Until 2010, the emphasis was on developing a number of generic services for collecting data from people and companies and for storing, managing and making datasets available centrally. New standard resources have also been made available for processing data. In 2010, the emphasis shifted to the large-scale redesign of the statistical production processes.

One component of the renewal is the Redesign of Economic Statistics (HEcS) programme, which is putting in place a new production process on the basis of Statistics Netherlands business architecture. As part of this, in 2010 the *Eenhedenbase* (Unit Base) was taken into production, which has considerably improved the coupling of Statistics Netherlands units to fiscal data. A new operating process with corresponding computerisation system for processing production statistics was delivered and an application was developed and implemented for making data from large companies consistent. Also in 2010, huge strides forward were taken in the processing of VAT data into turnover statistics. Elaboration of the management chain required to allow the system to function properly is making good progress. Finally, various new resources have been developed for the national accounts with a view to conducting tasks more efficiently and transparently.

Within the *Herontwerp Persoonsenquêtes* (Redesign of Personal Questionnaires) programme, the Health Survey and Labour Force Survey were redesigned in 2009/2010. As of 1 January 2010, the survey design was altered from face-to-face observation to mixed mode observation. The latter is an efficient combination of different methods. It is a significant pillar of process renewal and efficiency improvement of the social statistics.

The *Herontwerp Consumentenprijsindex* (Consumer Price Index Redesign) programme, started in 2009, led to less primary observation and a new processing process in 2010. In 2010, a new system was introduced for the use of scanner data from supermarkets in the consumer price index.

For international trade statistics, as a result of changes to the law on VAT registration Statistics Netherlands switched to different source data taken from registers as of 1 January 2010. Changes to the source information necessitated a redesign of the production process. To this end, the *Vernieuwing Internationale Handel* (International Trade Renewal) programme was initiated. Preliminary methodological research was completed in 2010, and construction and implementation will follow in 2011.

The *Herontwerp Statistiek Verkeer en vervoer* (Redesign of Traffic and Transport Statistics) programme comprises various production processes which are in need of revision. In 2010, the components Inland shipping, Electronic questionnaires, XMLite (for sourcing data directly from the administrations of large transport companies via standardised electronic messages (XML))

and Streamlining road transport were completed. The Sea-shipping component has experienced delays due to the external administrative source being made available later.

### Cost price model

In 2009, a cost model was established for the external reporting of the integrated costs per product group of Statistics Netherlands. The basic principles of this model were determined in consultation with the Central Commission for Statistics (CCS). The model was tested by an external party, which issued a positive opinion. At the start of 2010, consultations with the Ministry of Economic Affairs about the operation and results of the model were completed and the Ministry issued its approval.

The model allocates the total integrated costs over 2010 of a total of €203.9 million (excluding changes in the reorganisation costs) to the activities for compiling statistical datasets and the publication of statistical information per theme. The table also provides insight into the costs for the presentation of Statistics Netherlands figures via its website and StatLine, the costs for supplying customised information for the purpose of research and policy by the Centre for Policy Statistics and the costs for the Blaise software program used to compile questionnaires.

Table 1 shows the results over 2010, whereby a distinction is made between costs for the regular statistical year programme and costs for products on request.

Table 1 Costs per product group in 2010

<b>Costs per product group</b> (in millions of euro)	<b>regular programme</b>	<b>request-driven</b>	<b>total</b>
Statistical datasets	55.6	5.6	61.2
Labour and social security	8.8	2.2	11.0
Enterprises	9.9	0.5	10.4
Population	4.4	1.4	5.8
Construction and housing	3.9	0.4	4.3
Finance and business services	1.2	0.0	1.2
Health and welfare	5.9	0.5	6.4
Trade, hotels and restaurants	3.8	0.0	3.8
Industry and energy	6.2	0.2	6.4
Income and spending	2.5	0.4	2.9
International trade	11.6	0.0	11.6
Agriculture	1.3	0.2	1.5
Macroeconomics	18.0	0.7	18.7
Nature and the environment	3.9	1.5	5.4
Education	3.8	0.3	4.1
Government and politics	5.6	0.2	5.8
Prices	8.4	0.8	9.2
Security and justice	3.7	0.0	3.7
Traffic and transport	6.8	0.3	7.1
Leisure and culture	1.3	0.0	1.3
Cross-theme	8.1	0.7	8.8
Presentation of Statistics Netherlands figures	7.8	0.0	7.8
Centre for Policy Statistics	0.0	3.2	3.2
Blaise	0.0	2.3	2.3
<b>Total</b>	<b>182.5</b>	<b>21.4</b>	<b>203.9</b>



In 2010, compared to 2009 the total costs for the regular statistical programme declined by 0.4 percent, from €183.2 million in 2009 to €182.5 million in 2010, in spite of wage costs as a result of previous collective labour agreements rising by 3.4 percent in 2010 compared to 2009. On balance, cost savings of 3.8 percent were therefore made. This was chiefly due to the use of new data collection methods.

### **Performance indicators under section 9 of the budget of the Ministry of Economic Affairs, Agriculture and Innovation**

Statistics Netherlands' performance can be defined by a number of performance indicators, also referred to as non-financial indicators. The indicators presented in the table at the end of this chapter are also included in policy section 9 (meeting society's need for statistics) of the Ministry of Economic Affairs' annual report<sup>2</sup>. A number of indicators are explained below.

- *Discrepancies between provisional and definite figures for economic growth*  
Statistics Netherlands figures on economic growth are adjusted regularly using new and improved information. The aim in this regard is to make an initial estimate of economic growth that is as complete as possible so that adjustments to subsequent estimates are not too large. Adjustments for the period 2003-2005 which became clear in 2007/2008 prompted Statistics Netherlands to undertake additional efforts. These efforts focused on further improvements to the sources and methods used for the initial estimate. Initial efforts did subsequently improve and the target value was achieved over the calendar year 2007. Limitations with respect to the cover and quality of source information as well as uncertainties regarding new developments will continue to play a part.
- *Reduction of the administrative and response burdens*  
Restriction of the burden caused by Statistics Netherlands' questionnaires is a continuing spearhead. Detailed information on this can be found in chapter 4 *Administrative burden*.

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<sup>2</sup> A separate annual report will be drawn up on the 2010 budget of the former Ministry of Economic Affairs.



## Non-financial performance indicators

Name and description	2010 target	Achieved 2010	Achieved 2009	Achieved 2008	Achieved 2007	Achieved 2006
<b>Compliance with publication schedule – press releases</b> Proportion of press releases published on planned date	90 percent of planned press releases must be published on the scheduled publication date.	91%	92%	93%	87%	90%
<b>Compliance with publication schedule – mandatory Eurostat delivery</b> Proportion of deliveries to Eurostat on planned date	90 percent of data deliveries to Eurostat are to occur on the scheduled date.	93%	93%	88%	91%	93%
<b>Number of formal corrections to publications</b> Number of press releases corrected by means of a new one	Maximum of 3 press releases per year	0 releases	0 releases	0 releases	0 releases	.
<b>Discrepancies between provisional and definitive figures – economic growth</b> The number of times that the definitive quarterly figures for economic growth in any year differs from the flash estimates for the quarters of that year by more than 0.75%.	The discrepancy must be less than 0.75% for at least 3 quarters in one year.	(reference year 2007) passed (4 quarters OK)	(reference year 2006) failed (2 quarters OK)	(reference year 2005) failed (0 quarters OK)	(reference year 2004) failed (0 quarters OK)	(reference year 2003) failed (1 quarter OK)
<b>Discrepancies between provisional and definitive figures – international trade</b> The number of discrepancies in excess of 4 percent between the provisional and definitive figures in the relevant parts of the 6-week version of the monthly figures for international trade	At least 80 percent of the discrepancies must amount to less than 4%.	(reference year 2009) 92%	(reference year 2008) 98%	(reference year 2007) 100%	(reference year 2006) 96%	(reference year 2005) 98%
<b>Discrepancies between provisional and definitive figures – population growth</b> Annual figure indicator: an absolute discrepancy between the sum of the provisional monthly figures for population growth and the definitive annual figure. Monthly figure indicator: the number of times that the definitive figures for population growth for the months of the previous calendar year differs from the provisional figures by more than 4,000	Taken over 12 months, the discrepancy may not exceed 16,000.  The monthly figure may only differ by less than 4,000 in at least 8 of the 12 months.	(reference year 2009)  passed (annual total: 2623; discrepancy of <4000 in all months)	(reference year 2008)  passed (annual total: 800; discrepancy of <4000 in all months)	(reference year 2007)  passed (annual total: 1117; discrepancy of <4000 in all months)	(reference year 2006)  passed (annual total: 1078; discrepancy of <4000 in all months)	(reference year 2005)  passed (annual total: 1299; discrepancy of <4000 in all months)
<b>Reduction of response burden</b> The annual administrative burden achieved, as	A maximum administrative burden of €19.8 m (2009)	still unknown	passed	passed	passed	passed



Name and description	2010 target	Achieved 2010	Achieved 2009	Achieved 2008	Achieved 2007	Achieved 2006
assessed by the 'response-burden gauge' (EDM)						

## 8. ICT

### **The search for new computer centre premises**

In 2009, it was decided that the two computer centres of Statistics Netherlands in Apeldoorn will not be able to keep pace with its ambitions. For this reason, the primary computer centre was expanded by a second location in Apeldoorn which was previously used as a back-up location. A third computer centre was therefore required and has since been taken into use as a back-up location in Almere.

It was subsequently decided to select a new party for housing the computer centres via a non-public European tendering process. The Request for a Proposal (RFP) was presented to the market at the end of 2010. Five parties were selected for the tendering round. In line with the planning, in June 2011 a contract will be signed with a selected party and the new computer centre will be taken into use as of the end of 2011.

### **Continuity of ICT facilities**

The ICT Continuity Facilities project was initiated in 2009. In 2010, this project was continued with preparations for continuity facilities for the ICT infrastructure in order to be able to demonstrate physically that Statistics Netherlands is able to relocate its ICT facilities in the event of an emergency. A successful relocation test was held in mid-2010.

### **Large-scale replacement: old software on workstations and servers**

Over the past few years, Statistics Netherlands has devoted a great deal of attention to modernising its ICT infrastructure. The final part of this operation is to update the operating system for employee workstations to include the most recent version. This update will enable employees to use new applications and information systems on their workstations.

Preparations were made for this replacement programme in 2010. The decision to replace the Microsoft platform was also taken in 2010 and Windows 7 will be installed on employee workstations.

In 2010, an extensive application inventory took place and a start was made on describing the target architecture. The plan is for migration to commence in mid-2011 and for the first new workstations to be operational then. The migration is expected to be completed in mid-2012.

### **Renewing applications**

In 2010, major steps were taken in the application of the business and ICT architecture established for Statistics Netherlands. The Road Transport and Sea Shipping projects are examples of this. At the start of each new project, an assessment is held of the extent to which use can be made of this architecture, of previous designs and of standard services.

## 9. The international context

### Tightening of European laws and legislation

In 2010, the European Commission further tightened European laws and legislation on the supervision of the quality of statistical data for the government. The reason behind this was the substantial adjustments to Greek statistics on the government deficit and government debt. The Commission now has more options for checking government accounts in the event of serious doubts on the quality of the budget statistics delivered by the member states. The Commission – in this case Eurostat – drew up a plan of action with a view to plugging the gaps in the Greek statistical system. Statistics Netherlands contributed to this plan of action on several occasions. Firstly, it participated in three methodological visits by Eurostat. During these, the Greek government data were checked in detail. Statistics Netherlands also worked on the bilateral support programme by holding a presentation on Dutch cooperation between the Ministry of Finance and Statistics Netherlands. Finally, Statistics Netherlands paid three study visits which focused on company registers and software.

### International cooperative projects

In order to put the statistical expertise of the EU's statistical offices to the best-possible use and to make it available for the entire European Statistical System (ESS), partners in the ESS can enter into cooperative projects. These projects focus on, for instance, increasing the efficiency of the ESS and reducing the response burden for trade and industry. In 2010, Statistics Netherlands participated in 17 cooperative networks. The results will be made available over the next few years.

Statistics Netherlands plays a prominent role in the standardisation of the system of environmental accounts (SEEA). This is a satellite account of the system of national accounts, in which the relationship between the economy and the environment is described. In 2010, recommendations were formulated for possible amendments. At the start of 2011, the UN statistical committee is expected to approve these recommendations. The plan is that SEEA will be created a statistic standard in 2012.

The Group of Experts on the Impact of Globalisation on National Accounts and related statistics (GGNA) – a project by UNECE, OECD and Eurostat – was mandated in 2007 to make more concrete recommendations on the consequences of globalisation for the compilation of national statistics. The resulting draft manual was completed at the end of 2010 and will be put to the relevant member states for consultation in the first half of 2011. Statistics Netherlands made a major contribution to this manual, including writing a number of chapters and chairing the group.

In the methodological field, Statistics Netherlands is participating in various international projects which are being implemented in conjunction with foreign statistical offices and universities. The main topics here are:

- Methods for measuring the representativeness of statistical data;
- Indicators for determining the quality of register data as a source for statistical data;
- Efficient methods for combining data from different sources;
- Practical use of administrative sources, in particular VAT data, as a source for statistical data;
- Quality gauges for statistics with a low level of detail, with initial application for security figures per police region;
- Research into secure remote access to a common European company register.

With respect to quality, Statistics Netherlands plays an active international role, particularly in the revision of the quality declaration and corresponding code of practice of the ESS. Statistics Netherlands also contributes to the harmonisation of statistical quality frameworks of the ESS with the quality frameworks of other statistical producers, such as central banks.

In 2010, 42 international visits and consultations took place.



In 2010, Statistics Netherlands again held courses within the framework of the European Statistical Training Programme (ESTP) 2007-2011. For instance, it held two Metadata courses in conjunction with its Norwegian counterpart and a course on Data Disclosure Control together with the German national statistical office.



## 10. Personnel

### Top employer

In 2010, Statistics Netherlands was designated a Top Employer in the Netherlands for the fourth year in a row. Based on an annual study into primary and secondary conditions of employment, employers are awarded this accreditation if they obtain more than 60 percent of the available stars. The research is independent and assessed as 100 percent reliable by the Dutch Accreditation Council. The accreditation recognises Top Employers as reliable and upstanding employers with excellent HRM policies. In 2010, a total of 48 companies and organisations in the Netherlands were able to display this accreditation.

### Mobility

In addition to constant attention to improving the quality of the statistical process, in 2010 the far-reaching efficiency measures which were initiated two years earlier were continued. These measures mean that Statistics Netherlands is on target with respect to staff reductions. Statistics Netherlands' workforce must be reduced by approximately 12 percent in the period from 2008 to 2012.

With a view to smoothing the staffing consequences of this transition as much as possible, in 2010 measures were taken to promote internal and external mobility. Two specially assigned re-employment managers, who started their tasks in 2009, have so far assisted 88 employees in finding suitable new jobs, at Statistics Netherlands or elsewhere. These employees were designated as re-employment candidates as their jobs had been cut. A suitable solution was found for over half (46) of them in 2010, resulting in them successfully avoiding unemployment. The majority of the remaining re-employment candidates have sound prospects. As a result of the reorganisation as of 1 January 2011, at the end of 2010 a further 19 employees were designated as re-employment candidates.

In March 2010, the Mobility Week was held in the province of Limburg. This week was organised partly at the initiative of Statistics Netherlands. During the week, about one thousand employees from seventy different organisations voluntarily switched jobs for one day. Nearly 100 Statistics Netherlands employees in Heerlen participated in this initiative.

Since 2008, the reduction of the workforce has been supported by organisational and personnel-related measures pursuant to the Staff Compensation Policy 2008-2012 (SFB) for the central government sector. Management and employees are working hard to achieve the reduction in the workforce both through job transfers within Statistics Netherlands and elsewhere.

In conjunction with the *Rijksmobiliteitsorganisatie* (RMO), the Personnel Deployment Centre (CvP) set up in 2008 has a directing and controlling role in the inflow, advancement and outflow of personnel. The centre is a temporary organisation which is due to be disbanded on 1 January 2012. However, as these issues will continue due to the ongoing reorganisation at Statistics Netherlands and labour market trends give cause for concern, at the end of 2010 an external agency conducted research into the organisational structure and the capacity required for this job mediation in the period from 2012 to 2017. In 2011, a decision will be taken on what form this will take at Statistics Netherlands based on these research results.

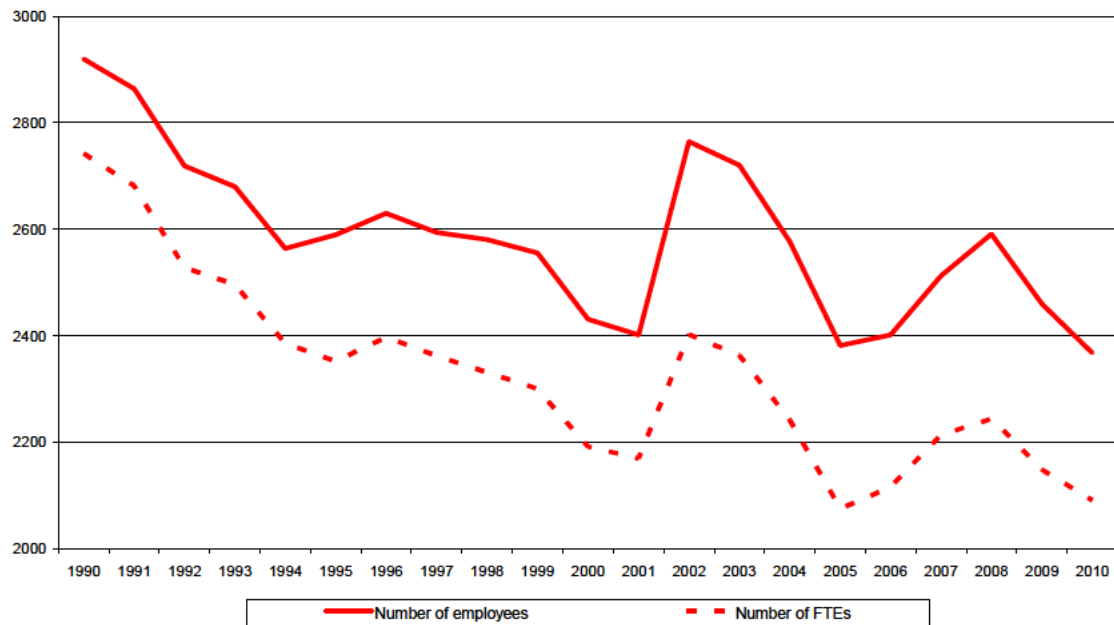
Within this framework, it is also important to note that a Central Recruitment and Selection Committee was set up at both locations in 2010. This committee focuses on the initial selection round and monitors the extent to which candidates are generally suited to working at Statistics Netherlands. Taking into account the changing labour market, Statistics Netherlands wishes to take on candidates who can be deployed more flexibly and to focus on retaining new employees.

### Composition of the workforce

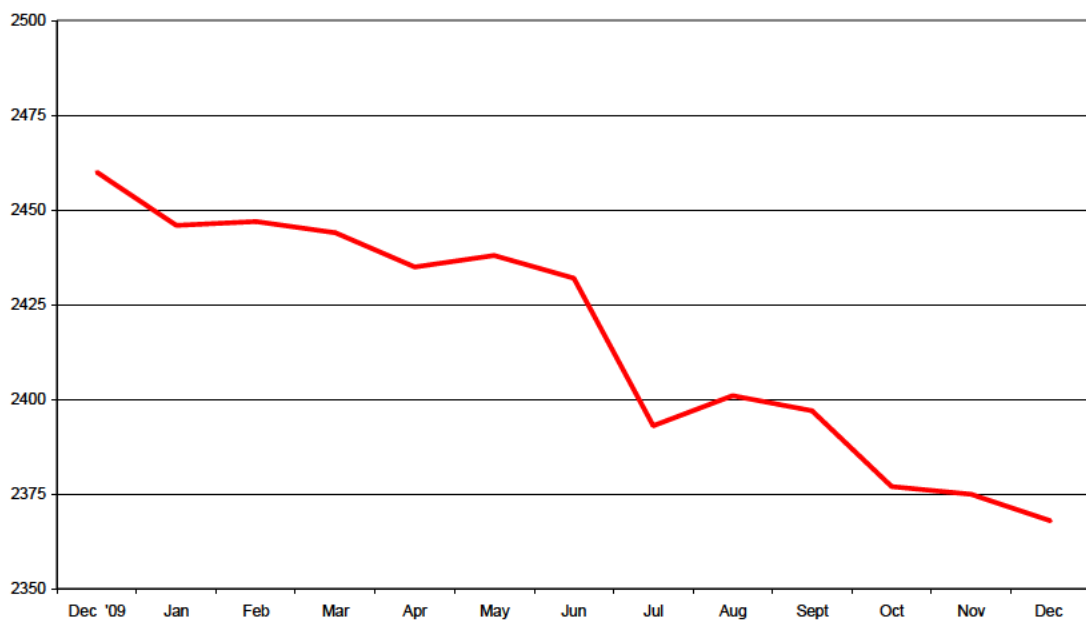
The size of the workforce declined further in 2010 (see Graph 1). The average operational workforce – see also the annual accounts – in 2010 was 2,059 FTEs compared to 2,140 FTEs in

2009, a reduction of 81 FTEs and a decline in the number of employees by almost 100. In 2010, the reduction in the workforce occurred mostly in the second half of the year (see Graph 2).

Graph 1 Workforce (as of 31 December)

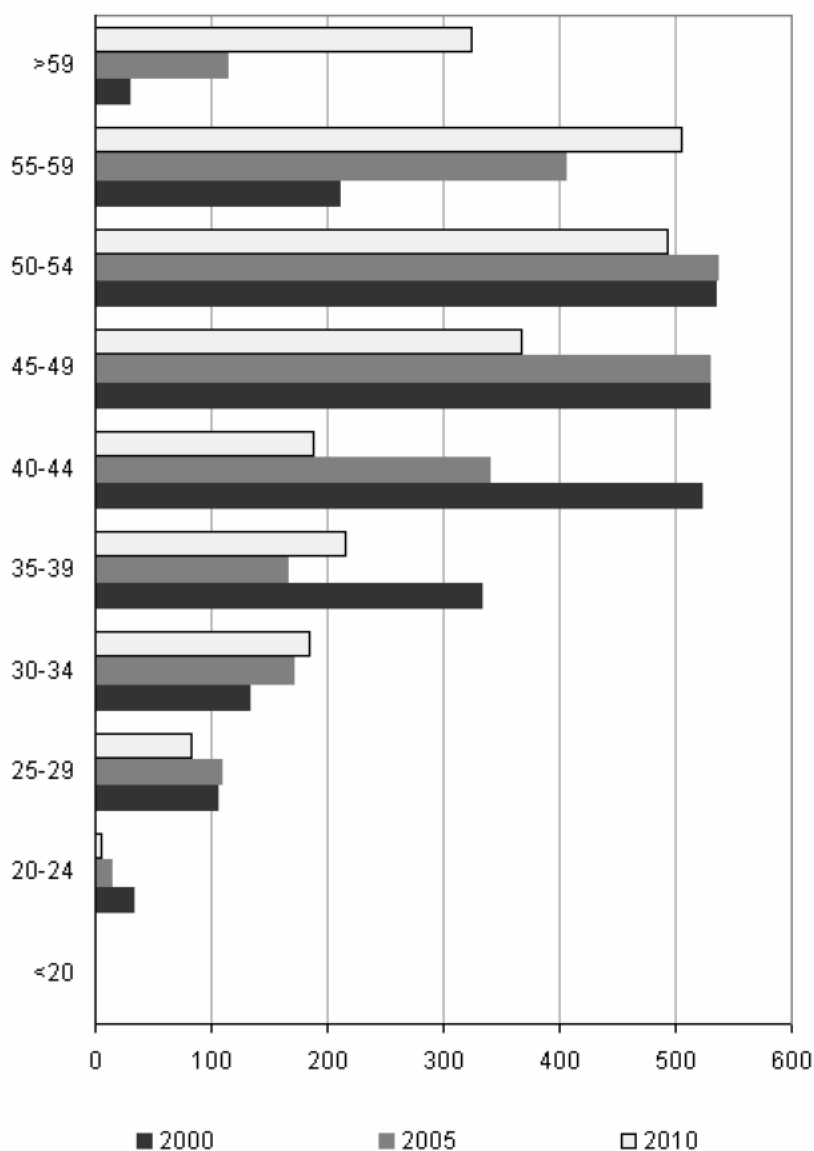


Graph 2 Workforce (as of the end of the month; 2010)



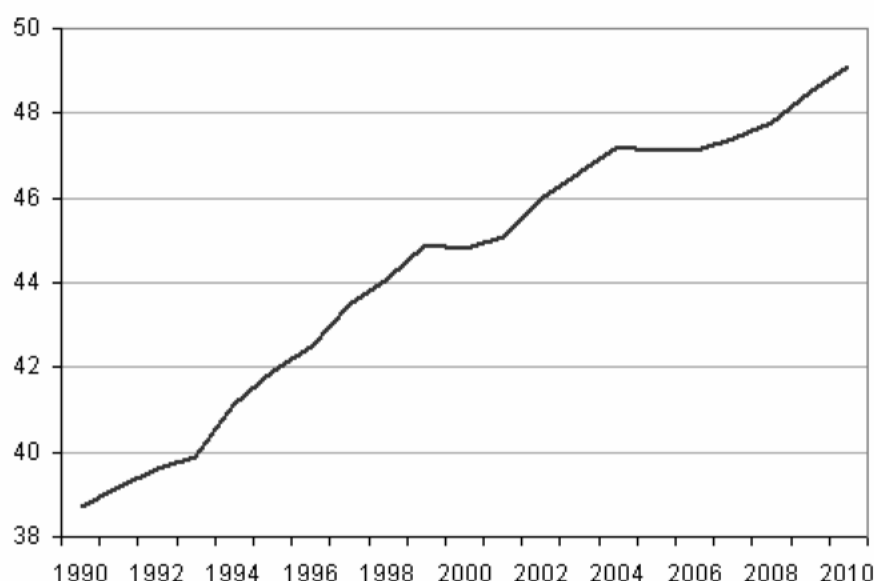
Over 70 percent of employees are over the age of 45. In particular the number of employees over 55, about 35 percent of the total, is relatively high. This means that a large outflow will occur over the next few years, from about 2013-2014 onwards. The continuing ageing of the workforce is clearly shown in Graph 3, which depicts the number of employees by age category at the end of 2010 compared to the numbers at the end of 2000 and 2005.

Graph 3 Statistics Netherlands staff by age category



The ageing workforce is clearly shown in the evolution of the average age of Statistics Netherlands employees (see Graph 4). This has risen sharply since 1990: from an average age of 38.7 at the end of 1990 to 49.1 at the end of 2010.



**Graph 4 Average age of Statistics Netherlands staff**


At the end of 2010, 69 percent of employees held positions in grade 9 or higher (2009: 67 percent). In 2000, this percentage was 60. The percentage of women employed at Statistics Netherlands in 2010 remained about the same (38). The proportion of women in more senior positions – i.e. grade 9 or higher – increased due to the changes in tasks in 2010. At the end of 2010, 443 of the total of 908 women employed at Statistics Netherlands held positions in grade 9 or higher. This constitutes 27 percent of all employees holding more senior positions. Out of the total management positions, over a quarter are held by women. Moreover, the proportion of female managers is expected to increase further over the next few years: over half of the participants in the various Statistics Netherlands management potential programmes are female. Over one third of all employees worked part-time.

### **Working conditions**

With respect to working conditions, 2010 was dominated by the implementation of a risk inventory and evaluation (RI&E) at both locations. Statistics Netherlands conducted a mandatory RI&E survey into the possible risks to health, safety and the environment in its organisation. This was used to draw up a 2011 Working Conditions and Care strategy plan, which identifies which actions need to be undertaken on the basis of the findings.

Since 2004, an annual work satisfaction survey has been conducted within Statistics Netherlands. Another was held at the end of 2009 and in early 2010. The surveys show, among other things, that over the years Statistics Netherlands employees perceive the ambience at work as positive. The level of satisfaction with management has also risen over the past few years. The grade awarded for work satisfaction in general was 7.2 (out of 10) for the last survey.

A Statistics Netherlands Code of Conduct and Complaints Procedure for Harassment was also developed in 2010. The basic principle here is that employees treat each other with respect. The complaints procedure has been expanded and aside from sexual harassment now also covers discrimination, aggression, violence and bullying.

Absence due to illness rose slightly in 2010 to 5.5 percent. A year earlier, this percentage was 5.3 and it has been reasonably stable over the past few years: since 2006 it has fluctuated between 5 and 6 percent. In 2010, the norm was 4.7 percent. The reporting frequency has fallen slightly, however. Statistics Netherlands employees reported in sick an average 1.5 times in 2010 (2009: 1.7 times).

Statistics Netherlands made teleworking possible from the summer of 2008. After a hesitant start, participation in teleworking has increased markedly. At the end of 2008, a total of nearly 250 employees were making use of this option. In 2009, this number had risen to over 800 and to 1,150 in 2010.

To maintain the deployability of employees in a sustainable and optimum manner, Statistics Netherlands devotes explicit attention to its employees' lifecycle stage in the implementation of its HRM policy. As part of this, in 2010 a 50+ project was initiated at the initiative of one of the divisions, whereby employees over the age of 50 are given, where relevant, the opportunity to switch jobs temporarily or to work on a project outside their organisational unit.

In 2010, the implementation of management development programmes for various target groups was continued and in some cases completed. The target groups comprised all employees holding an executive or line management position and those who have the potential to hold a management position at some point in the future. Different training programmes were developed for these groups. About 175 employees participated in the generic section of the programme. The specific section – for the department managers – was held for 44 participants. Fifteen people participated in the programme for young potentials.

The training programme for future project managers, implemented within the framework of project management professionalisation, was completed at the end of 2010 with the kick-off for the Project Management Services (PMS) pilot organisation. Project leaders will consequently be given independent status.

### **Employee participation**

Statistics Netherlands attaches great importance to employee participation in decision-making. During meetings between the Director-General and the Works Council in 2010, points addressed included: 2011 and 2012 reorganisations (chiefly: the so-called rough organisation outlines, the Organisation and Workforce reports, the structure of the pilots for the temporary organisational units KES and BNM, evaluation of the data collection pilot, the positioning of secondary observation, the overall structure of Statistics Netherlands 2012, phase 2 problems and the re-employment procedure within the framework of the 2011 reorganisation), internal mobility, external recruitment, the creation of a Central Recruitment and Selection Committee for the two locations, evaluation of special bonuses and the degree of openness about these, the Project Management Services pilot and a proposal for restricting the interchangeability of the positions of management assistant and administrative officer within the Secretarial and Administrative Support position plan.

In the working conditions committee meetings, points included the following: the risk inventory and evaluation (RI&E) at the two locations, the *Eigen Regie en Verzuim* (Self-Management and Absence) project at the ITS division, the Human Energy Management survey conducted among Policy Staff, various issues relating to the premises, the 2010 Working Conditions and Care Manual and the strategy plan for the 2011 version, the position of prevention officer and the designated smoking areas at the two locations.

### **Doctorates and appointments**

In 2010, Dr Martijn Tennekes was awarded a doctorate by the University of Maastricht. His doctoral thesis was on the topic of Network Formation Games.

Dr Jan van den Brakel was appointed Professor of Survey Methodology at the School of Business and Economics of the University of Maastricht.



## 11. Financial statements

### **Financial statement 2010**



## Balance sheet as at 31 December 2010

(before profit appropriation)

### Assets

	31 December 2010	31 December 2009
<i>Amounts in thousand euro</i>		
<b>FIXED ASSETS</b>		
<b>1) Tangible fixed assets</b>		
New building (shell modifications)	23,310	25,878
ICT equipment	2,300	4,412
Machinery and installations	2,692	2,833
Other fixed assets	<u>7,223</u>	<u>9,486</u>
	35,525	42,609
<b>2) Financial fixed assets</b>		
Ministry of Economic Affairs, Agriculture & Innovation	5,651	9,354
Other financial fixed assets	<u>12,610</u>	<u>14,177</u>
	18,261	23,531
<b>CURRENT ASSETS</b>		
<b>3) Accounts receivable</b>		
Receivables	3,042	1,929
Other receivables	<u>4,532</u>	<u>5,402</u>
	7,574	7,331
<b>4) Cash and cash equivalents</b>		
Cash and cash equivalents	<u>24,633</u>	<u>22,484</u>
<b>TOTAL ASSETS</b>	<b>85,993</b>	<b>95,955</b>

## Liabilities

	31 December 2010	31 December 2009	
<i>Amounts in thousand euro</i>			
<b>5) Equity</b>			
Equalization reserve	-1,646	-662	
Result of current year	816	-984	
	-830		-1,646
<b>6) Provisions</b>			
Reorganization 2010	4,564	0	
Reorganization 2009	4,987	8,426	
Reorganization 2008	1,682	2,879	
Reorganization 2007	3,071	4,048	
Reorganization 2006	0	16	
Reorganization 2005	2,716	3,497	
Reorganization 2004	5,050	6,954	
Unemployment obligations	6,859	6,917	
Reorganization 2000	1,280	1,473	
Long-service awards	3,094	2,711	
	33,303		36,921
<b>7) Long-term liabilities</b>			
Ministry of Finance	18,000	21,000	
	18,000		21,000
<b>8) Current liabilities</b>			
Ministry of Finance	3,000	3,000	
Taxes and social insurance contributions due	5,751	5,813	
Other liabilities	26,769	30,867	
	35,520		39,680
<b>TOTAL LIABILITIES</b>	<b>85,993</b>		<b>95,955</b>

## Profit and Loss Account 2010

	Actual 2010	Budget 2010	Actual 2009
<i>Amounts in thousand euro</i>			
<b>REVENUES</b>			
<b>9) Net turnover</b>			
Ministry of Economic Affairs, Agriculture & Innovation	188,958	188,026	189,927
Revenues from third parties	<u>19,667</u>	<u>16,542</u>	<u>16,587</u>
	208,625	204,568	206,514
Other revenues	<u>941</u>	<u>860</u>	<u>1,064</u>
<b>TOTAL REVENUES</b>	<b>209,566</b>	<b>205,428</b>	<b>207,578</b>
<b>10) OPERATING EXPENSES</b>			
Wages and salaries*	132,535	126,846	136,043
Pension and social security charges	25,989	26,029	25,091
Depreciation of tangible fixed assets	9,109	8,008	6,025
Other operating expenses	<u>40,344</u>	<u>41,999</u>	<u>40,948</u>
<b>TOTAL OPERATING EXPENSES</b>	<b><u>207,977</u></b>	<b><u>202,882</u></b>	<b><u>208,107</u></b>
	1,589	2,546	-529
<b>11) Financial income and expenses</b>			
Interest income	163	500	598
Interest expenses	<u>-936</u>	<u>-1,750</u>	<u>-1,053</u>
	<u>-773</u>	<u>-1,250</u>	<u>-455</u>
<b>RESULT FOR THE FINANCIAL YEAR</b>	<b>816</b>	<b>1,296</b>	<b>-984</b>

\* actual expenses include allocations to reorganization provisions; the budget is excluding allocations to reorganization provisions



## Cash Flow Statement 2010

	2010		2009
<i>Amounts in thousand euro</i>			
<b>Result of financial year</b>		816	-984
<b>Adjusted for:</b>			
Changes in provisions	-3,618	989	
Depreciation	9,109	6,025	
Changes in working capital, excl. cash and cash equivalents	-4,403	-79	
	<u>1,088</u>		<u>6,935</u>
<b>Cash flow from operating activities</b>	1,904		5,951
Net investments in tangible assets	-2,025	-19,225	
<b>Cash flow from investing activities</b>	-2,025		-19,225
Redemption of loans	-3,000	-3,000	
Depreciation/changes in financial fixed assets	1,567	-5,286	
Redemption of contribution from Ministry of Economic Affairs, Agriculture & Innovation	3,703	3,774	
<b>Cash flow from financing activities</b>	<u>2,270</u>		<u>-4,512</u>
<b>Changes in cash and cash equivalents</b>	2,149		-17,786

## Notes to the financial statement 2010

### General

Statistic Netherlands, with its registered offices in The Hague and Heerlen, is an autonomous administrative authority (ZBO). Its duties, powers and working method are laid down in the Statistics Netherlands Act (*Wet op het Centraal Bureau voor de Statistiek*).

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

The financial statements of Statistic Netherlands are drawn up in accordance with the Statistic Netherlands Act and the other agreements concluded with Ministry of Economic Affairs, Agriculture & Innovation (EL&I) concerning the financial statements as set out in, among other things, the so-called control agreements. Within the aforementioned parameters and as far as possible, the financial statements of Statistic Netherlands are drawn up with analogous application of the provisions of Title 9 of Book 2 of the Dutch Civil Code.

### Financial terms

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

The Ministry of Economic Affairs, Agriculture & Innovation has provided long-term financing in the form of a credit facility provisionally amounting to €50 million to prevent liquidity shortages as a result of the potential social insurance charges arising from the targets imposed by the first Balkenende government, the ICT future budget and the so-called reprioritization. If the need for credit exceeds €50 million, consultation on the matter will take place between Statistics Netherlands and the Ministries of Economic Affairs, Agriculture & Innovation and Finance. To date, no use has been made of this credit facility.

The risk agreements in place between Statistics Netherlands and the Ministry of Economic Affairs, Agriculture & Innovation stipulate that relocation may not constitute a budgetary problem for Statistic Netherlands. Within this framework, agreements were made with the Ministry of Economic Affairs, Agriculture & Innovation in 2006 concerning the additional costs for the years 2008 – 2013. For the relocation in Heerlen, the option of using a loan facility totalling €25 million remains. No time limit has been attached to this.

### Accounting principles

The accounting principles used to place a value on the assets and liabilities and for the determination of results are based on historical costs. Unless otherwise stated, the assets and liabilities are recognized at nominal value. Revenues and costs are attributed to the period to which they refer, while losses are recognized as soon as they are foreseen.

Unless otherwise stated, the amounts in the financial statements are expressed in thousand euro.

The figures over 2009 have been reclassified with a view to enabling comparison with 2010.

Due to uncertainties inherent in Statistics Netherlands' activities, it is not possible to determine the exact amounts of certain items in the financial statements. Such items are therefore estimates. The estimates in question are made on the basis of the relevant information available. Estimates are required for, for example, determining the size of the provisions. The useful life of tangible fixed assets is also estimated. The actual results may deviate from these estimates. Making reasonable estimates is an important part in the preparation of these financial statements. The estimates and underlying assumptions are assessed periodically. Revisions of estimates are recognized in the period in which the estimate is revised and in future periods for which the revision has consequences. In 2010, however, Statistics Netherlands charged the entire additional depreciation burden for the ICT infrastructure network components totalling €1.2 million *directly* to the 2010 financial year, in order that the book value of the assets in question is in accordance with the working value they represent for Statistics Netherlands, thereby providing a more accurate presentation of Statistics Netherlands' assets.

### Financial instruments

Financial instruments comprise trade and other receivables, funds, loans and other financing liabilities, and trade and other payables. Financial instruments are processed at actual value when first recognized. Following initial recognition, financial instruments are valued at amortized cost price based on the effective interest rate method. Because share premiums, discounts and transaction costs do not apply, the amortized cost price is equal to the nominal value.

## Assets

### Fixed assets

#### *Tangible fixed assets*

Tangible fixed assets are valued at the purchase price less the linear depreciation based on expected useful life. The table below shows the depreciation period of each category.

<i>Fixed assets</i>	<i>Depreciation period</i>
New building (shell modifications)	10 years
ICT equipment	3-5 years
Machinery and installations	10 years
Other fixed operating assets	5 years

Tangible fixed assets with a long useful life must be assessed according to special value deductions when changes or circumstances arise which could potentially result in the book value not actively being recouped. The payback time of assets in use is determined by comparing the book value of an asset to the estimated present value of future net cash flows which the asset is expected to generate.

In the event that the book value of an asset is higher than the estimated present value of the future cash flows, special value deductions are recognized for the gap between the book value and the realizable value.

#### *Financial fixed assets*



The accounting principles for financial fixed assets are included in the financial instruments section.

## **Current assets**

### ***Accounts receivable***

The accounts receivable are valued at nominal value subject to the deduction of a provision for bad debts. The still to be invoiced entry under accounts receivable concerns the part of the work for third-party projects not yet invoiced pro rata the work progress as of the end of the financial year.

### ***Cash and cash equivalents***

Cash and cash equivalents are valued at nominal value. Unless otherwise stated, these are at the free disposal of Statistics Netherlands.

## **Liabilities**

### ***Provisions***

Provisions are recognized in the balance sheet in the event that:

- there is a legally enforceable or actual liability arising from an event in the past; and
- a reliable estimate can be made; and
- it is probable that settlement of the liability will necessitate an outflow of resources.

The reorganization provisions, provisions for unemployment obligations and long-service awards are valued at nominal value based on the best estimate.

### ***Employee benefits and pensions***

The basic principle in this regard is that the pension costs to be processed in the reporting period are equal to the pension contributions owed for that period. Insofar as pension contributions owed have not been paid on the balance sheet date, a liability is recognized. If the pension contributions already paid on the balance sheet date exceed the pension contributions owed, a prepayments and accrued income item is recognized insofar as repayment by the fund or settlement against future pension contributions owed will take place. Furthermore, a provision for existing additional obligations with respect to the fund and employees is recognized on the balance sheet date, if it is likely that an outflow of resources will occur when meeting those obligations and the extent of those obligations can be reliably estimated. The existence or otherwise of additional obligations is determined on the basis of the administration agreement with the fund, the pension agreement with the employees and other explicit or implicit promises made to the employees. The provision is valued at the best estimate of the present value of the amounts required to settle the obligations on the balance sheet date. A receivable is recognized for a surplus existing at the pension fund on the balance sheet date if the corporation has the power of disposition over this surplus, it is likely that the surplus will accrue to the corporation and the receivable can be reliably determined.

### ***Long-term liabilities***

The accounting principles for long-term liabilities are included in the financial instruments section.

### ***Current liabilities***

The accounting principles for current liabilities are included in the financial instruments section.

## 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 movements in financing, provisions and working capital.

## Notes to the balance sheet as at 31 December 2010

### Fixed assets

#### 1) Tangible fixed assets

<i>Amounts in thousand euro</i>	New building (shell modifications )	ICT equipmen t	Machinery and installations	Other tangible fixed assets	Total
<b>Situation as at 31-12-2009</b>					
Purchase price	28,402	19,419	3,727	12,228	63,776
Accumulated depreciation	2,524-	15,007-	894-	2,742-	21,167-
<b>Accounting value as at 31-12-2009</b>	<b>25,878</b>	<b>4,412</b>	<b>2,833</b>	<b>9,486</b>	<b>42,609</b>
<b>Changes in book value</b>					
Investments	301	1,332	222	222	2,077
Disposals		803-	104-	13-	920-
Depreciation during financial year	2,869-	3,390-	361-	2,489-	9,109-
Accumulated depreciation of disposals	-	749	102	17	868
<b>Changes in book value</b>	<b>2,568-</b>	<b>2,112-</b>	<b>141-</b>	<b>2,263-</b>	<b>7,084-</b>
<b>Situation as at 31-12-2010</b>					
Purchase price	28,703	19,948	3,845	12,437	64,933
Accumulated depreciation	5,393-	17,648-	1,153-	5,214-	29,408-
<b>Accounting value as at 31-12-2010</b>	<b>23,310</b>	<b>2,300</b>	<b>2,692</b>	<b>7,223</b>	<b>35,525</b>

An additional depreciation of €1.2 million is recognized in the depreciation for ICT equipment as the estimate of the useful life of ICT infrastructure network components has been reduced from 10 to 5 years.

#### 2) Financial fixed assets

##### *Ministry of Economic Affairs, Agriculture & Innovation*

The amount receivable from the Ministry of Economic Affairs, Agriculture & Innovation is made up of the following:

<i>Amounts in thousand euro</i>	31-12-2010	31-12-2009
Reorganization 2000	2,651	3,354
Reorganization 2004	3,000	6,000
<b>Total</b>	<b>5,651</b>	<b>9,354</b>

In 2010, the Ministry of Economic Affairs, Agriculture & Innovation provided €0.7 million to Statistics Netherlands to finance the 2000 reorganization, thereby reducing the amount receivable from it. Of the total amount receivable concerning the 2000 reorganization, an amount of €0.6 million is less than one year.

For the 2004 reorganization, the Ministry of Economic Affairs, Agriculture & Innovation undertook to provide a total of €21 million. It will pay the amount that has become receivable from it in seven yearly instalments of €3 million (from 2005 – 2011). An amount of €3 million remains as at the end of 2010.



**Other financial fixed assets**

<i>Amounts in thousand euro</i>	<b>31-12-2010</b>	<b>31-12-2009</b>
VAT compensation paid in advance	12,610	14,177
<b>Total</b>	<b>12,610</b>	<b>14,177</b>

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 new buildings in The Hague and Heerlen. Statistics Netherlands has therefore undertaken to pay the landlord €9.2 million for The Hague and €6.5 million for Heerlen by way of providing VAT compensation. The amounts will be paid from the result over a period of ten years. The maximum settlement period for settlement of this VAT compensation is ten years. In 2010, €1.6 million was charged to the result (2009: €1.2 million).

**Current assets**
**3) Accounts receivable**
**Receivables**

<i>Amounts in thousand euro</i>	<b>31-12-2010</b>	<b>31-12-2009</b>
Receivables	4,826	2,442
Provision for bad debts	-1,784	-513
<b>Total</b>	<b>3,042</b>	<b>1,929</b>

Receivables include an item of €1.3 million for one large debtor. The indebtedness and the size of the item are disputed by the debtor. Statistics Netherlands is challenging this, but has recognized the receivable by way of precaution. Negotiations are continuing with the debtor in question.

**Other accounts receivable**

<i>Amounts in thousand euro</i>	<b>31-12-2010</b>	<b>31-12-2009</b>
Prepayments	2,447	2,401
Projects still to be invoiced	1,736	1,639
Advances paid to employees	59	121
Other	290	1,241
<b>Total</b>	<b>4,532</b>	<b>5,402</b>

The prepayments item consists largely of prepaid maintenance contracts. The projects still to be invoiced item concerns the part of the work for third-party projects not yet invoiced pro rata the work progress as of the end of the financial year. The other item consists largely of interest revenue still to be received for the fourth quarter and invoicing still to be carried out for the supply of microdata.

Most of the other receivables have a term of less than one year.

#### 4) Cash and cash equivalents

<i>Amounts in thousand euro</i>	<b>31-12-2010</b>	<b>31-12-2009</b>
Bank balances	19,975	17,870
Deposits	4,651	4,594
Cash and cash equivalents	7	20
<b>Total</b>	<b>24,633</b>	<b>22,484</b>

The cash flow statement shows the changes in liquidities.

These funds are freely disposable.

#### 5) Equity

<i>Amounts in thousand euro</i>	<b>Equalization reserve</b>	<b>Result of current year</b>	<b>Total</b>
<b>Situation as at 1/1/2009</b>	3,058	-3,720	-662
Allocation of result 2008	-3,720	3,720	0
Result 2009	-	-984	-984
<b>Situation as at 31/12/2009</b>	-662	-984	-1,646
Allocation of result 2009	-984	984	0
Result 2010		816	816
<b>Situation as at 31/12/2010</b>	<b>-1,646</b>	<b>816</b>	<b>-830</b>

At the end of 2010, Statistics Netherlands had negative equity of €0.8 million. This amount comprises the result of the years 2004 up to and including 2010. This equity is negative as a result of the targets imposed, which have led to extra social insurance charges arising from the initiated reorganizations.

#### 6) Provisions

<i>Amounts in thousand euro</i>	<b>Reorganization 2010</b>	<b>Reorganization 2009</b>	<b>Reorganization 2008</b>	<b>Reorganization 2007</b>	<b>Reorganization 2006</b>	<b>Reorganization 2005</b>	<b>Reorganization 2004*</b>	<b>Unemployment provision</b>	<b>Subtotal</b>	<b>Reorganization 2000**</b>	<b>Long-service awards</b>	<b>Total</b>
<b>Situation as at 31/12/2009</b>	0	8,426	2,879	4,048	16	3,497	6,954	6,917	32,737	1,473	2,711	36,921
Addition in 2010	4,564	0	1,524	0	0	123	223	880	7,314	0	614	7,928
Withdrawal in 2010	0	-1,302	-1,989	-905	-13	-714	-2,071	-938	-7,932	-142	-231	-8,305
Released	0	-2,137	-732	-72	-3	-190	-56	0	-3,190	-51	0	-3,241
<b>Situation as at 31-12-2010</b>	<b>4,564</b>	<b>4,987</b>	<b>1,682</b>	<b>3,071</b>	<b>0</b>	<b>2,716</b>	<b>5,050</b>	<b>6,859</b>	<b>28,929</b>	<b>1,280</b>	<b>3,094</b>	<b>33,303</b>

\* Here the provision of €0.7 million is also recognized for training and outplacement.

\*\* The release of the Reorganization 2000 is owed to the Ministry of Economic Affairs, Agriculture & Innovation.

### Reorganization from 2004 to 2010

The provisions were put in place to cover the social insurance costs for employees who, due to the targets imposed by the first to fourth Balkenende governments, reprioritization of statistics, efficiency projects and the ICT future budget, have been designated as reassignment candidates or who are making use of the scheme enabling early retirement (*Remkesregeling*) and to cover the costs of other initiated reorganizations. In determining the provisions, estimated and foreseeable obligations to employees were assumed. In addition to regular salary costs during the reassignment period, the obligations comprise agreed future payments to former Statistics Netherlands employees.

The reorganization provision for 2010 was formed for 36 newly-designated reassignment candidates.

The table below shows the expected terms of the obligations arising from the 2004-2010 reorganizations:

<i>Amounts in thousand euro</i>	2011	2012 to 2015	2016 onwards	Total
Reorganization 2010	1,483	1,888	1,193	4,564
Reorganization 2009	1,037	1,743	2,207	4,987
Reorganization 2008	1,468	71	143	1,682
Reorganization 2007	712	1,230	1,129	3,071
Reorganization 2005	550	1,019	1,147	2,716
Reorganization 2004	2,462	2,415	173	5,050
<b>Total</b>	<b>7,712</b>	<b>8,366</b>	<b>5,992</b>	<b>22,070</b>

### Unemployment provision

The unemployment provision was formed to cover payments made under the Unemployment Insurance Act to former Statistics Netherlands employees.

The table below shows the expected term of the unemployment obligations:

<i>Amounts in thousand euro</i>	2011	2012 to 2015	2016 onwards	Total
Unemployment obligations	1,446	3,257	2,156	6,859
<b>Total</b>	<b>1,446</b>	<b>3,257</b>	<b>2,156</b>	<b>6,859</b>

### Reorganization in 2000

The provision was formed to cover the outflow costs of employees designated as reassignment candidates during the reorganization in 2000, but who were not dismissed before 3 January 2004. At the time, the Ministry of Economic Affairs, Agriculture & Innovation undertook to pay approximately €10.8 million to cover the outflow costs. The outflow costs comprise the total personnel-related costs during the 18-month reassignment period and the redundancy and other payments made by Statistics Netherlands.

The table below shows the expected term of the obligations associated with the reorganization in 2000:

<i>Amounts in thousand euro</i>	2011	2012 to 2015	2016 onwards	Total
Reorganization in 2000	129	639	512	1,280
<b>Total</b>	<b>129</b>	<b>639</b>	<b>512</b>	<b>1,280</b>



### **Long-service awards**

This provision concerns future obligations with respect to 12.5, 25 or 40-year long-service awards. This provision has been raised as a result of wage increases in 2010.

## **7) Long-term liabilities**

### **Ministry of Finance**

For the relocation to The Hague, the Ministry of Finance made three loans available on 3 December 2007 totalling €30 million.

Loan tranche 1 amounts to €4.5 million and has a term of 5 years.

Loan tranche 2 amounts to €12 million and has a term of 10 years.

Loan tranche 3 amounts to €13.5 million and has a term of 15 years.

The average interest rate of these loans is 3.9 percent.

The repayment obligation for 2011 is €3 million and is recognized under current liabilities. Of the total amount payable of €21 million as at 31 December 2010, €7.8 million has a term of over 5 years.

In accordance with the requirements of the Ministry of Finance, the Ministry of Economics, Agriculture & Innovation has guaranteed the repayment of this loan.

## **8) Current liabilities**

### **Ministry of Finance**

The 2011 repayment obligation for the loans secured on 3 December 2007 is €3 million.

### **Taxes and social insurance contributions**

<i>Amounts in thousand euro</i>	<b>31-12-2010</b>	<b>31-12-2009</b>
Income tax payable	3,749	3,895
Pension and social insurance contributions	2,002	1,918
<b>Total</b>	<b>5,751</b>	<b>5,813</b>

### **Other liabilities**

<i>Amounts in thousand euro</i>	<b>31-12-2010</b>	<b>31-12-2009</b>
Expenses payable *	8,505	6,925
Holiday allowance payable	4,507	4,568
Creditors	3,155	7,406
Project developer advances received	3,048	3,418
Holiday entitlements	2,598	2,453
Pre-invoiced turnover **	3,774	4,915
ICT capacity to be spent	385	385
Year-end payment	670	679
Other payables	127	118
<b>Total</b>	<b>26,769</b>	<b>30,867</b>

\* Of this, an amount of €1.7 million is owed to the Ministry of Economics, Agriculture & Innovation with respect to the reorganization in 2000 (31/12/2009: €1.9 million).

\*\* Of this, an amount of €0.8 million as at 31-12-2008 represents work still to be performed for the long-term programme 2003-2008.

The expenses payable are chiefly periodic costs for which the invoices had not yet been received on 31 December.

The project developer advances received concerned a non-recurring contribution in 2008 for the new location in The Hague and a non-recurring contribution in 2009 for the new location in Heerlen for the rental costs over the next ten years.

The pre-invoiced turnover comprises mainly the pre-invoiced Blaise licences and work still to be performed.

The Ministry of Economics, Agriculture & Innovation made a contribution available to cover the costs of temporary additional automation capacity for the reorganization in 2000.

The year-end payment concerns the reservation for December 2010 that will be paid out in November 2011.

Most of the other payables have a term of less than one year.

## **Financial instruments**

### **General**

In the course of its normal business operations, Statistics Netherlands makes use of a wide range of financial instruments which expose it to market and/or credit risks. These concern financial instruments which are recognized in the balance sheet.

### **Credit risk**

Receivables on the basis of credit are concentrated in government bodies for which there is a limited credit risk.

### **Interest rate risk**

The interest rate risk is restricted to any changes in the market value of arranged loans. These loans are subject to a fixed interest rate throughout the entire term. The loans are retained until the end of the term. Statistics Netherlands' policy therefore excludes the use of derivative financial instruments to control any interim interest rate fluctuations.

### **Market value**

The market value of most of the financial instruments recognized in the balance sheet, including receivables, cash and cash equivalents and current liabilities, is close to their book value.

## **Assets and liabilities not recognized in the balance sheet**

### **Long-term financial liabilities**

<i>Amounts in thousand euro</i>	<b>2011</b>	<b>2012 to 2015</b>	<b>2016 onwards</b>
Rent on premises in The Hague and Heerlen	7,700	29,700	55,500
<b>Total</b>	<b>7,700</b>	<b>29,700</b>	<b>55,500</b>

### ***Leased premises***

The lease on the new premises in The Hague has been concluded for a maximum of 15 years and runs until 2023. The lease on the new premises in Heerlen has been concluded for a maximum of 15 years and runs until 2024.

**Notes to the profit and loss account 2010**
**9) Net turnover**

The net turnover is the total of:

- the contribution of the Ministry of Economic Affairs, Agriculture & Innovation;
- revenues from third parties;
- other revenues.

**Contribution of Ministry of Economic Affairs, Agriculture & Innovation**

<i>Amounts in thousand euro</i>	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Actual 2009</b>
Budgeted contribution	189,129	189,129	184,065
Repayment of payable to Ministry of Economic Affairs, Agriculture & Innovation regarding 2004 reorganization	-3,000	-3,000	-3,000
Repayment of payable to Ministry of Economic Affairs, Agriculture & Innovation regarding 2000 reorganization	-703	-703	-774
Still to be spent	392	0	-415
Wage compensation and price adjustment	0	2,300	7,151
Contribution to supplementary social policy	1,524	0	0
Contribution to relocation	0	0	2,600
Contribution to VAT issue	1,316	0	0
Other changes	300	300	300
<b>Total</b>	<b>188,958</b>	<b>188,026</b>	<b>189,927</b>

The contribution of the Ministry of Economic Affairs, Agriculture & Innovation concerns the budgeted contribution made available by the Ministry of Economic Affairs, Agriculture & Innovation. Statistics Netherlands receives this amount on the basis of the long-term plan 2009 – 2013. Statistics Netherlands must complete the work programme by the end of this period. The contribution in any year for the uncompleted part of the work programme is passed on to the subsequent year.

The 2010 budget provided for a higher contribution from the Ministry of Economic Affairs, Agriculture & Innovation for wage compensation and price adjustment than was actually received. The difference was due to the non-granting of wage and price compensation.

**Revenues from third parties**

The table below shows revenues from third parties by region.

<i>Amounts in thousand euro</i>	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Actual 2009</b>
Netherlands	13,442	11,034	12,413
EU countries	4,356	3,854	2,789
Other countries	1,869	1,654	1,385
<b>Total</b>	<b>19,667</b>	<b>16,542</b>	<b>16,587</b>

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



The table below shows revenues from third parties by customer:

<i>Amounts in thousand euro</i>	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Actual 2009</b>
Government	11,598	9,402	10,750
Statistical offices of other countries	2,044	1,809	2,441
Research institutes	1,709	1,512	1,305
European Union and Eurostat	2,098	1,856	1,082
Other	2,218	1,963	1,009
<b>Total</b>	<b>19,667</b>	<b>16,542</b>	<b>16,587</b>

### **Other revenues**

Other revenues consist mainly of yield from enforcement and publications.

## **10) Operating expenses**

### **Wages and salaries**

<i>Amounts in thousand euro</i>	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Actual 2009</b>
Wages and salaries	112,901	113,075	112,991
Staff on loan	15,509	13,771	15,988
Changes in reorganization provisions	4,125	0	6,817
Changes in other provisions	0	0	247
<b>Total</b>	<b>132,535</b>	<b>126,846</b>	<b>136,043</b>

The addition (€7.3 million) less the release (€3.2 million) in the reorganization provisions for 2004 up to and including 2010 and the provision for unemployment obligations are recognized in the changes in reorganization provisions item.

In 2010, Statistics Netherlands had an average, as expressed in FTEs, of 2,059 employees (2009: 2,140 FTEs). Two employees live and work outside the Netherlands.

### **Emoluments of the Director-General and the Central Commission for Statistics**

In 2010, the emolument of the Director-General was €217,000 (2009: €208,000) and comprised gross salary, fixed allowances, social insurance contributions and pension costs.

The Central Commission for Statistics (CCS) has a number of duties pertaining to Statistics Netherlands and the central government's supply of statistical information. In 2010, the commission comprised 9 members and the combined expense account of the CCS was €92,000 in 2010. In 2009, this was €94,000. The expenses of the commission's members are charged to Statistics Netherlands' budget.

The *Wet Openbaarmaking uit Publieke middelen gefinancierde Topinkomens* [Executives' Pay Financed from Public Funds (Disclosure) Act] (WOPT) came into force on 1 March 2006.

Disclosures pursuant to the Executives' Pay Financed from Public Funds (Disclosure) Act are shown in the table below:

<i>Amounts in thousand euro</i>	<b>2010</b>	<b>2009</b>
<i>Position: Director-General</i>		
Taxable income *	176	171
Employer's and employee's pension contribution	37	35
Hours contracted per week	36	36

\* comparable figures have been amended due to grossing up of the representation expenses allowance in 2010.

The Ministry of Economic Affairs, Agriculture & Innovation determines the remuneration of the Director-General on the recommendation of the chair of the CCS.

#### ***Pension and social insurance costs***

<i>Amounts in thousand euro</i>	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Actual 2009</b>
Pension costs	15,141	15,164	14,575
Social insurance costs	10,848	10,865	10,516
<b>Total</b>	<b>25,989</b>	<b>26,029</b>	<b>25,091</b>

#### ***Depreciation of tangible fixed assets***

<i>Amounts in thousand euro</i>	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Actual 2009</b>
Depreciation costs	9,109	8,008	6,025
<b>Total</b>	<b>9,109</b>	<b>8,008</b>	<b>6,025</b>

In 2010, depreciation costs were higher than had been estimated due to a reduction in the depreciation term for ICT infrastructure network components on the basis of their useful life.

#### ***Other operating expenses***

<i>Amounts in thousand euro</i>	<b>Actual 2010</b>	<b>Budget 2010</b>	<b>Actual 2009</b>
Housing	13,628	14,689	14,885
Other personnel	5,294	5,301	5,368
Office expenses	5,169	5,901	5,512
Travel	4,814	4,190	4,492
Consulting expenses	2,571	3,411	3,111
ICT	5,281	5,528	3,584
Other	3,587	2,979	3,996
<b>Total</b>	<b>40,344</b>	<b>41,999</b>	<b>40,948</b>

Housing includes rent, energy costs and costs related to premises such as security, cleaning and running the company restaurant.

The item other of operating expenses comprises largely costs for statistical base material. The other operating expenses are higher than estimated due to an increase in the provision for bad debts.

*Accountants' fees*

<i>Amounts in thousand euro</i>	<b>Actual 2010</b>	<b>Actual 2009</b>
Audit of the financial statements	132	174
Other auditing assignments	8	0
Tax consultancy assignments	0	0
Other non-auditing assignments	14	25
<b>Total</b>	<b>154</b>	<b>199</b>

## 11) Financial income and expenses

### *Interest income*

Interest income fell due to a declining interest rate on the current account and a lower outstanding balance.

The Hague/Heerlen, 25 March 2011

Director-General of Statistics Netherlands

G. van der Veen

Central Commission for Statistics

I. Brakman, chair

Dr J.J. van Duijn, deputy chair

*members:*

Professor L.H. Hoogduin

J.M.A. van Huut RA

M.B.G.M. Oostendorp

Professor J. Plantenga

Dr P.C. Plooi-Van Gorsel

Professor C.G.M. Sterks

Professor J.T.M. van der Zee

## Other information

### - Proposal for appropriation of profit

The proposal is to charge the result to the equalization reserve.

### - Auditor's report:

To the Director-General of Statistics Netherlands

## *Independent auditor's report*

### Report on the financial statements

We have audited the accompanying financial statements 2010 of Statistics Netherlands, The Hague and Heerlen, which comprise the balance sheet as at 31 December 2010, the profit and loss account for the year then ended and the notes comprising a summary of the accounting policies and other explanatory information.

#### *Management's responsibility*

Management of Statistics Netherlands is on the basis of article 70 of the Statistics Netherlands Act responsible for the preparation and fair presentation of the financial statements and for the preparation of the management report, both in accordance with the stipulations in the Statistics Netherlands Act and the other requirements of the Ministry of Economic Affairs, Agriculture & Innovation. Management is furthermore responsible for the financial lawfulness of the income, expenditure and balance sheet movements as presented in the financial statements. Furthermore, management is responsible for such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### *Auditor's responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit, as stipulated in article 72 of the Statistics Netherlands Act. We conducted our audit in accordance with Dutch Law, including the Dutch Standards on Auditing and in accordance with the Statistics Netherlands auditing protocol of 20 January 2009. This requires that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about 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 preparation and fair presentation of the financial statements 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 the 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, as well as evaluating the overall presentation of the financial statements.

The approval tolerance applied in our audit is 1% for errors and 3% for uncertainties of the total revenue. This tolerance is laid down in the Statistics Netherlands auditing protocol of 20 January 2009.

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 2010, and of its result for the year then ended in accordance with the financial reporting requirements included in the Statistics Netherlands Act and the other requirements of the Ministry of Economic Affairs, Agriculture & Innovation.

Furthermore, in our opinion, the income, expenditure and balance sheet movements that occurred in 2010 and are accounted for in these financial statements satisfy the requirements of financial lawfulness. This means that the amounts comply with the provisions of the relevant legislation and regulations, as included in the Statistics Netherlands auditing protocol of 20 January 2009.

**Report on other legal and regulatory requirements**

We report that the management report, to the extent we can assess, is consistent with the financial statements.

The Hague, 31 March 2011

KPMG ACCOUNTANTS N.V.

J.G.A. Bruinsma RA

## Organisation chart

### Director-General

G. van der Veen

Director-General

### Other members of the Executive Board

G. Bruinooge

Deputy Director-General (member)

F.W.M. Hendrikx

Director (member)

M. Renaud

Head of Policy Staff (secretary)

### Business Economics Statistics

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 and aspects such as the environment, transport, knowledge and technology.

### Social and Spatial Statistics

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

Dr A.H. Kroese, *Director*

The Macroeconomic Statistics and Publications division is responsible for key macroeconomic data (inflation, economic growth etc.). In cooperation with the other divisions, this division prepares the digital and printed publications of Statistics Netherlands.

### Information Technology Services

J.H. Veefkind, *Director*

The Information Technology Services division 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

Dr C. Zeelenberg, *Director*

The Methodology and Quality division is responsible for the development of knowledge and general frameworks and their application in the areas of general statistical methods, quality assurance and process development. The division is also responsible for the consistency of the statistical production processes within Statistics Netherlands.

### Corporate Staff

F.W.M. Hendrikx, *Director*

Corporate Staff comprises human resources, operational management and facility services.

## Advisory Boards

Advisory boards, each with a specific theme or subject, have been established to provide Statistics Netherlands with advice on the implementation of its statistical programme. The chairpersons of the seven advisory boards jointly constitute an advisory council for the Director-General.

### **Members of the Statistics Netherlands Advisory Council as at the end of 2010**

G. van der Veen	- Chair
M.I. Tóth Pál	- Secretary
Professor P.J. Boelhouwer	- advisory board on price statistics
Professor P. Ester	- advisory board on society and the economy
Professor P.H.B.F. Franses	- advisory board on methodology and quality
E.E. van de Lustgraaf	- advisory board on economic statistics
A.P.R. van Rooij	- advisory board on information sources
Professor H. Entzinger	- advisory board on social statistics
Dr J.P. Verbruggen	- advisory board on macroeconomics

## Guide

Statistics Netherlands collects data on individuals, business and institutions and makes the results of its studies publicly available as soon as possible using various methods.

### **Statistics Netherlands website ([www.cbs.nl](http://www.cbs.nl))**

The website offers access to the results of Statistics Netherlands research. It provides information and key figures about the Netherlands organized by theme. All publications are listed. Detailed figures are published in StatLine, the free databank.

The website also contains an up-to-date publication calendar and product catalogue and, in addition, policy information and links to national statistical offices and relevant international organizations.

Statistics Netherlands has also developed a number of websites for four target groups. See in this regard: [www.werkenbijhetcbs.nl](http://www.werkenbijhetcbs.nl); [www.cbsinuwbuurt.nl](http://www.cbsinuwbuurt.nl); [www.cbsvooruwbedrijf.nl](http://www.cbsvooruwbedrijf.nl) and Statistics Netherlands at school: ([www.cbs.nl/cbsindeklas](http://www.cbs.nl/cbsindeklas))

### **New media**

In addition to the existing channels, over the past year Statistics Netherlands has also distributed its output via YouTube (<http://www.youtube.com/statistiekCBS>) and Twitter (<http://www.twitter.com/statistiekCBS>). A StatLine App has also been developed for iPhone. Statistics Netherlands' first e-Book was launched on 1 July 2010. The *Statistical Yearbook 2010* was used for this pilot edition. The book can also be read on iPhone, iPod Touch and iPad.

### **NOS teletext**

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

### **Sale of Statistics Netherlands products**

Statistics Netherlands products can be ordered through its Customer Service Department, P.O. Box 4481, 6401 CZ Heerlen, The Netherlands, by telephone on +31 (0)88 570 70 70 or by E-mail at: [verkoop@cbs.nl](mailto:verkoop@cbs.nl).

### **Information service**

The central information desk for general questions on Statistics Netherlands and its products can be reached by telephone on +31 (0)88 570 70 70 and by E-mail at [infoservice@cbs.nl](mailto:infoservice@cbs.nl).

### **European Statistical Data Support**

Statistical information about Europe sourced from Eurostat can be requested by telephone on +31 (0)88 570 70 70 (option 5) or by E-mail at [infoservice@cbs.nl](mailto:infoservice@cbs.nl).

### **CBS Contact Centre**

The central information desk for businesses, institutions and individuals for questions about Statistics Netherlands questionnaires or other survey material can be reached by telephone on +31 (0)45 570 64 00, or by E-mail at: [contactcenter@cbs.nl](mailto:contactcenter@cbs.nl) or by filling in the web form on the Statistics Netherlands website at: [www.cbs.nl/contactcenter](http://www.cbs.nl/contactcenter).

### **Press office**

The central information desk for the media can be reached by telephone on +31 (0)70 337 44 44 or by E-mail at: [persdienst@cbs.nl](mailto:persdienst@cbs.nl). More information is provided on Statistics Netherlands' website at: <http://www.cbs.nl/informatie/pers/default.htm>



**Research subject to conditions: Centre for Policy Statistics**

The Centre for Policy Statistics provides a range of services to external parties:

- Making microdatasets available, at Statistics Netherlands and under strict security conditions, to researchers duly authorized under the Statistics Netherlands Act or by the permission of the Central Commission for Statistics (CCS) to enable such researchers to carry out their own analyses of the files (catalogue <http://www.cbs.nl/nl-NL/menu/informatie/beleid/catalogi>);
- Carrying out studies using statistical basic material to provide answers to questions of ministries and public policy and research institutes, large municipalities and other government agencies;
- Providing advice to customers such as ministries and public policy and research institutes, large municipalities and other government agencies with respect to finding, organizing and using information required for policy formulation and evaluation.

These services are not free of charge. Further information can be obtained by telephone on +31 (0)70 337 47 92, through the website at [www.cbs.nl/cvb](http://www.cbs.nl/cvb) or by E-mail at: [cvb@cbs.nl](mailto:cvb@cbs.nl).

## List of abbreviations

ABR: General Business Register

AC: Audit Commission

AIO: trainee research assistant

ANP: Netherlands National News Agency

AOW: Old Age Pensions Act

App: application or computer software enabling users to perform specific tasks

BLUE-ETS: BLUE-Enterprise and Trade Statistics

BNM: temporary Statistics Netherlands division

BZK: Ministry of the Interior and Kingdom Relations

CBS: Netherlands Statistics

CCS: Central Commission for Statistics

CES: Conference of European Statisticians

Cft: Board of Financial Supervision

CPB: Netherlands Bureau for Economic Policy Analysis

CPI: Consumer Price Index

CvP: Centre for Personnel Provision

Destatis: German statistical office

DG: Director-General

DNB: De Nederlandsche Bank (Dutch central bank)

DRA: Direct reports

DSC/MSD: Data Service Centre / Meta Service Centre

EIB: Economic Institute for Construction

EIM: EIM Business and Policy Research

EDP: Excessive Deficit Procedure

EFQM: Excellence Model European Foundation for Quality Management

EL&I: Ministry of Economic Affairs, Agriculture and Innovation

EMU: European Economic and Monetary Union

ESS: European Statistical System

ESTP: European Statistical Training Programme

EU: European Union

Eurostat: European statistical office

FATS: Foreign Affiliate Trade Statistics

FORUM: Institute for Multicultural Affairs

GGNA: Group of Experts on the Impact of Globalization on National Accounts and related statistics

HEcS: Redesign of Economic Statistics

HLG-BAS: High Level Business Architecture Group

HRM: Human Resource Management

ICT: information and communication technology

I&M: Ministry of Infrastructure and the Environment

INSEE: French statistical office

ICT: information and computer technology

ITS: Netherlands Statistics Information Technology Services division

Iv3: information for third parties

IVM: Integrated Security Monitor

KES: temporary Netherlands Statistics division

MCB: Centre for Policy Related Statistics

MKB: association for small and medium-sized enterprises

NGE: Dutch size unit

NPO: Dutch public broadcasting service

NPSO: Dutch-language Platform for Survey Research

OECD: Organization for Economic Cooperation and Development

OG+: enterprise groups

OVIN: Dutch National Travel Survey

PBL: Netherlands Environmental Assessment Agency

PMS: Project Management Services

PUMPS: Program Upgrade Microsoft Platform and Systems

R: statistical software package

RI&E: risk inventory and evaluation

RTL: Dutch commercial radio and television broadcaster of Radio Télévision Luxembourg

SIC: Statistic Netherlands' Standard Industrial Classification

SBR Programme: Standard Business Reporting Programme

SCP: Netherlands Institute for Social Research

SEEA: standardization of environmental and economic accounting system

SFB: supplementary social policy (2008-2012)

SIER: spearhead International Economic Relations

SER: Social and Economic Council of the Netherlands

SO: standard yield

SZW: Ministry of Social Affairs and Employment

TNO: Dutch organization for applied science research

UNECE: United Nations Economic Commission for Europe

UNU-MERIT: research and training centre of Maastricht University and the United Nations University

VIR: Dutch national government regulation on information provision

UN: United Nations

VNG: Association of Netherlands Municipalities

VROM: former Ministry of Housing, Spatial Planning and the Environment

VWS: Ministry of Health, Welfare and Sport

WW: Unemployment Insurance Act

WODC: Research and Documentation Centre

WOPT: Executives' Pay Financed from Public Funds (Disclosure) Act

WSNP: Dutch Debt Adjustment Act for Natural Persons

XBRL: extended Business Reporting Language

ZBO: autonomous administrative authority





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