



**Statistics Netherlands**

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# ***Annual Report for 2011***

23 March 2012

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**

This Annual Report presents and accounts for Statistics Netherlands' results and activities in 2011. The Annual Plan for 2011 specified the publications, articles and tables of statistical information to be produced. Statistics Netherlands achieved this planned output.

Statistics Netherlands' policy intentions are laid down in general terms in the budget of the Ministry of Economic Affairs, Agriculture and Innovation, for which Statistics Netherlands is accountable through a series of performance indicators agreed with the Ministry. The indication of performance is favourable.

Statistics Netherlands also presents its financial statements for 2011 in this Annual Report.

G. van der Veen

Director-General of Statistics Netherlands

The Hague/Heerlen, 23 March 2012

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

This Annual Report presents and accounts for Statistics Netherlands' results and activities in 2011. The first chapter introduces several major developments at Statistics Netherlands and explains a number of salient issues. The details are then given in the subsequent chapters. As prescribed by law, this Annual Report has been approved by the Central Commission for Statistics (CCS) and the financial statements have been adopted in agreement with the CCS.

## Publications, access and services

A total of 202 press releases and digital economic monitors were published in 2011. Furthermore, 272 publications were issued and 688 micro databases made available. More than 3500 StatLine tables have been updated or added to the database.

The Statistics Netherlands publications that were published in 2011 frequently attracted the attention of the national press and politicians. One example is the *Sustainability Monitor for the Netherlands*, which was presented to the state secretary for Infrastructure and the Environment, Joop Atsma, on 5 September. *The Dutch Economy* was presented to the Minister of Finance, Jan Kees de Jager, on 8 September. Other Statistics Netherlands publications that draw considerable attention are the quarterly inflation and economic growth figures.

Information produced by Statistics Netherlands is also distributed through other channels, such as the web site and the Centre for Policy Related Statistics. Measures were taken in 2011 to substantially improve access to these channels.

Interactive data visualization techniques that reveal trends at a glance now make it easier to access information on the web site. The best known examples are the Business Cycle Tracer and the Population Pyramid. Priority has been given to making StatLine information easier to find, with a view to opening up the wealth of information in Statistics Netherlands' possession. The first concrete result of this effort is the search suggestion function that was introduced into StatLine in 2011 to make specific information easier to find. Further progress was made in 2011 on the standardization of classifications and concepts, so that they can be called up conveniently for compiling StatLine tables. Yet more StatLine tables have been made available in English.

The importance of aligning Statistics Netherlands products and services with user needs is undiminished, and further steps were made along this path in 2011. One example is the development of the web site [www.cbsvooruwbedrijf.nl](http://www.cbsvooruwbedrijf.nl), which provides sector-specific information and allows companies to perform their own benchmarks. Also in 2011, information has been added to the education site [CBS in de klas \(Statistics Netherlands in the classroom\)](#) about secondary school economics, geography and social studies courses.

Other important resources that Statistics Netherlands uses for the provision of information alongside the web site are YouTube and Twitter. There are YouTube videos about the design of and background to the various statistics and the use of StatLine. Twitter followers can receive our tweets about new publications.

Policymakers and others may approach the Centre for Policy Related Statistics with requests for custom research, or to perform research of their own in databases. The rapidly increasing demand for Centre for Policy Related Statistics services testifies to a considerable underlying need. The Centre for Policy Related Statistics had been prevented from pursuing appropriate growth, which would have conflicted with national government policy to reduce employee numbers, and was accordingly not in a position to meet this rising demand. These constraints were lifted in 2012, thereby freeing the Centre to tackle the waiting list.

## Cooperative alliances

In 2011 Statistics Netherlands collaborated with national and local public authorities, public policy and research institutes, universities and other educational organizations, trade

associations, and various international organizations and institutes. The cooperative activities involved the creation of statistical information, joint publications and organizing symposiums. The following specific examples are worthy of mention.

There has been intensive collaboration in the past year with the three public policy and research institutes mentioned below. The *Compendium voor de Leefomgeving (Compendium for the Living Environment)* has been expanded and made more accessible together with the Netherlands Environmental Assessment Agency. We published the *Emancipation Monitor* on behalf of the Ministry of Education, Culture and Science together with the Netherlands Institute for Social Research. The above-mentioned *Sustainability Monitor for the Netherlands 2011* was created together with the Netherlands Bureau for Economic Policy Analysis and the two other public policy and research institutes.

Statistics Netherlands participated in 2011 in various international consultation forums. For instance, in 2011 Statistics Netherlands chaired the High Level Group for Strategic Directions in Business Architecture in Statistics, which was founded by the United Nations Economic Commission for Europe (UNECE), and the Task Force on Measuring Sustainable Development, which was founded by the United Nations Educational, Scientific and Cultural Organization (UNESCO), the Organization for Economic Cooperation and Development (OECD) and Eurostat. Statistics Netherlands also jointly chaired the Sponsorship on Standardization (SoS) with Eurostat in 2011. SoS was formed in late 2011 in order to clear the path for extensive standardization within the European Statistical System network (ESSnet), with a view to improving efficiency and quality. In 2011 Statistics Netherlands attended the annual meetings of the European Statistical System Committee (ESSC). Statistics Netherlands and the Italian institute of statistics ISTAT enrolled in 2011 in the European Framework for Measuring Progress (e-FRAME) project.

In the past year Statistics Netherlands has entered into long-term contracts with South Korea, China and Vietnam, as part of the policy of collaborating with certain Asian countries. The scope of the collaboration includes knowledge transfer for a three-year period for population and other registers, capital goods inventory, national accounts and IT applications.

### **Programme renewal**

As in previous years, Statistics Netherlands devoted effort in 2011 to programme renewal, in accordance with the Long-Term Programme for 2009–2013. One aspect of programme renewal was the development of new subjects, such as the Impact ICT spearhead, the economic cycle, price trends and ageing, and the other aspect involved taking previously implemented statistics package renewals into production. The proposed programme, including the renewal targets, was achieved. One important result was the publication of the report 'Green growth in the Netherlands', which gives an impression of the status of sustainable growth in the Netherlands based on twenty OECD-defined indicators. The report was well received in the Netherlands and abroad. The Netherlands is the first country to have published on the basis of these indicators.

Statistics Netherlands assumed responsibility on 10 October 2010 for the statistics of Bonaire, Saba and Sint Eustatius, which are known collectively as the Dutch Caribbean. The CCS has adopted the Dutch Caribbean Statistical Programme. As of the first quarter of 2011, quarterly statistics have been published about the labour market, international trade, minimum wages, and energy and water. A combined census of companies and economic survey was conducted on the three islands in late 2011.

### **International trends**

The global financial crisis has exposed problems with financial and economic governance in the European Union (EU). The Member States worked on developing measures in 2011 that will culminate in new legislation. The measures are intended to ensure that Member States adjust their economic policies more rapidly in future. The new legislation will also have an impact on the statistical bureaux. Any implications for the work of Statistics Netherlands will become clear in the near future.

The crisis has led to requests in Europe for new and more detailed information, which is one of the reasons for our missing the target of reducing expenses attributable to European regulations in 2011. Statistics Netherlands, with the support of the Ministry of Economic Affairs,

Agriculture and Innovation, is advocating an amendment to European legislation, including with respect to international trade statistics, with a view to substantially reducing the administrative burden for companies. Most of the administrative burden caused by Statistics Netherlands is from these statistics. An increasing number of Member States are echoing this view. Statistics Netherlands complies with the steadily increasing European requirements, but will always seek an approach that minimizes additional administrative burden.

### **Process renewal**

Statistics Netherlands performs production process renewal on a continuous basis with a view to maximizing statistics production efficiency and effectiveness into the future. The targets for process renewal were achieved in 2011. These targets included a sustained reduction in administrative burden, statistics quality improvement, greater compatibility with IT infrastructure elsewhere in the public sector, increased production process efficiency and lower IT system maintenance and administration expenses. The completion and implementation of the Redesign of Economic Statistics (HEcS) programme has contributed significantly to achieving these targets. The HEcS programme covers the most important renewals within the economic statistics chain. The development of this new system started in 2009. One of the HEcS objectives was to reduce the adjustments between successive economic growth estimates. The target value of the related performance indicator 'discrepancies between preliminary and definitive figures for economic growth' was achieved in 2011.

### **Renewed observation strategy**

Another important development in 2011 was the review of the observation strategy, which was prompted by the opportunities presented to Statistics Netherlands by technological advances. Another reason was the need to continue to reduce the administrative burden. When new information is required, consideration is first given to whether data already available to Statistics Netherlands will suffice. If not, information from registers is then considered. Surveys are a last resort, and then only for indispensable information. Another way of minimizing the burden for respondents is the use of a balanced combination of observation strategies (web questionnaires, and telephone and personal interviews).

One effect of the greater use of registers is to make Statistics Netherlands more dependent on the suppliers of the registers concerned. The potential impact of the nonavailability of a single register is enormous. While the use of registers continues to increase, there is therefore good reason to explore other sources and facilities for obtaining observations, such as by gathering readily available information from Internet and mobile devices. These opportunities are also covered in the redesigned observation strategy.

The main difference with the old observation strategy is the contribution from new technology, with greater opportunities for finding available data sources (such as price information on Internet, or mobile telephone data) alongside registers. New opportunities for collecting data are also being investigated (such as with mobile devices, text messaging and Skype), as well as web questionnaires and the ongoing development of tools based on the eXtensible Business Reporting Language (XBRL). Some specific examples are obtaining information from electronic funds transfer, by installing software (with user consent) on computers and mobile phones, and using track-and-trace data, whereby electronic ID tags on products can be used in producing traffic and transport statistics.

### **Reduction of administrative burden**

Statistics Netherlands is constantly alert to ways of reducing administrative burden. The Statistics Netherlands activities for reducing administrative burden are consistent with the national government's aim, as stated in the coalition agreement, of reducing the number of requests for statistical and other information.

Statistics Netherlands has been successfully diminishing administrative burden for some considerable time. Important contributions have come from the use of register data, improved statistical techniques and methods, and the transition from paper to digital surveys. The

administrative burden continued to fall in 2010, by 4 percent relative to 2009. The administrative burden for 2011 will be known in mid 2012. It is notable moreover that Statistics Netherlands accounts for less than 0.25 percent of the total administrative burden attributable to the government.

Besides initiatives to limit actual administrative burden, Statistics Netherlands also implements measures to reduce perceived response burden, to which end several projects were started in 2011. For example, companies have been consulted about the phrasing of survey questions. Statistics Netherlands also held a one-day event for industry representatives in 2011 to demonstrate how Statistics Netherlands can make the collection and exchange of information more compatible with industry. The Branchemonitor (Sector Monitor), which was launched at this event, provides a wide range of statistical information for most sectors by size category, including turnover trends, financial indicators and the economic significance of a sector. It also supports benchmarking (comparing business data within a specific sector).

## **Operations**

The Statistics Netherlands workforce will decrease by about 30 percent in FTEs between 2003 and 2013, with no corresponding reduction in the statistical programme. The budgetary compensation received for fulfilling our new EU duties will bring the net decrease in this period to about 20 percent.

Continuing to meet the public demand for more, better and faster statistics with a contracting Statistics Netherlands workforce will require selective recruitment, and investment in education, coaching and training. Over €2 million was expended on education, coaching and training in 2011. Internal statistics-related courses were provided for all employees. These courses were also open to a limited extent to people from outside Statistics Netherlands, such as Dutch central bank (DNB) employees.

A risk management activity undertaken in 2011 was to reassess the most significant risks. Control measures for each risk are set down in strategy plans, and will continue to be refined in 2012.

Several pilot projects were performed in 2011 in connection with organization structure changes effective as of 1 January 2012. The main reason was the observed negative impact on production process renewal progress of having employees who are implementing the renewals scattered widely around the organization. The employees concerned have now been brought together in a single directorate. There are four other directorates alongside the above: one for data collection, two for statistics production, and one for operations and communication. The independent consultancy on methods and statistical policy now reports to a new Director of Methods and Statistical Policy.

## **Statistics Netherlands evaluation**

The relevant Act (previously Article 82 of the Statistics Netherlands Act and currently Article 39 of the Nondepartmental Public Bodies Framework Act) requires the Ministry of Economic Affairs, Agriculture and Innovation to submit a report to both parliamentary houses every five years for the purpose of assessing the efficiency and effectiveness of Statistics Netherlands' performance. In 2011 the Ministry of Economic Affairs, Agriculture and Innovation requested the organizational consulting firm Berenschot to conduct this evaluation for the 2004-2009 period. Berenschot used documentary sources and augmented this information with input from representatives of the CCS, Statistics Netherlands, the Statistics Netherlands advisory boards, the Ministry of Economic Affairs, Agriculture and Innovation, and stakeholders (practitioners, policymakers and academics). On the effectiveness aspect of performance, the report found that Statistics Netherlands had drawn up and executed clear and relevant long-term and other programmes, resulting in widely used and well regarded up-to-date and high quality statistics. Statistics Netherlands and the CCS provided independent safeguards of the effectiveness of the provision of information, in good consultation and collaboration with strategic partners. The researchers also found that the efficiency of Statistics Netherlands performance had improved. Total Statistics Netherlands output rose substantially between 2004 and 2009, while the work programme was executed with almost 20% less capacity. Regarding operations, the



researchers concluded that Statistics Netherlands had made considerable progress. Earnings from operations were in surplus in the evaluation period and the CCS had played an important part in improving operations and efficiency.

## 2. Central Commission for Statistics

The Central Commission for Statistics (CCS) assesses and adopts Statistics Netherlands' long-term programme and Annual Plan. In practice these duties involve assessing the internal consistency and relevance of the programme-based intentions for the coming period in relation to the public need and the financial and organizational frameworks. The CCS is involved in drawing up Statistics Netherlands' budget and financial statements, which are adopted by the Director-General in consultation with the CCS. Furthermore CCS approval is required for the Statistics Netherlands Annual Report. The CCS also supervises Statistics Netherlands with respect to reducing the administrative burden, avoiding unfair competition and supplying microdata. The CCS promotes the coordination and quality of national-government-provided statistical information. The CCS also safeguards Statistics Netherlands' independent position and the professional independence of official statistics.

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 performance of its duties. The Annual Report is posted on the Statistics Netherlands web site.

On 31 December 2011 the terms of office of Dr P.C. Plooij-Van Gorsel and Dr J.J. van Duijn (deputy chair and AC member) came to an end. Both have stood down from the CCS. As of 1 January 2012 M.B.G.M. Oostendorp has been appointed deputy chair by the Minister of Economic Affairs, Agriculture and Innovation, and Ms C.M. Hooymans has been appointed member. As of the start of 2012, the members of the CCS are as follows:

- Ms I. Brakman, chair (AC member)
- Prof. L.H. Hoogduin (AC member)
- Ms C.M. Hooymans
- J.M.A. van Huut RA (chair of the AC)
- M.B.G.M. Oostendorp, deputy chair (AC member)
- Prof. J. Plantenga
- Prof. C.G.M. Sterks
- Prof. J.T.M. van der Zee

### **Statement of the Central Commission for Statistics**

The Central Commission for Statistics has taken cognizance of the 2011 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' 2011 Annual Report.

Likewise based on its authority, it consents to the adoption of the financial statements of Statistics Netherlands for 2011 by the Director-General of Statistics Netherlands.

The Hague, 23 March 2012

I. Brakman, chair

M.I. Tóth Pál, secretary

## 3. Implementation of the statistical programme

### 3.1 Publication of research results

Research results published by Statistics Netherlands are released simultaneously to all concerned through a variety of channels. Much Statistics Netherlands research output is the subject or basis of media reports and articles. In 2011 Statistics Netherlands spokespersons were widely cited in various media, and interviewed on radio and TV. Furthermore all quarterly economic growth estimates in 2011 were announced in press conferences.

News is no longer the exclusive domain of radio, television and newspapers, while dissemination on Internet is constantly increasing. Statistics Netherlands is acknowledged as source in bulletins on news sites and newspaper Internet pages almost every day. The first reports about Statistics Netherlands research output often appear on Internet within minutes. Statistics Netherlands has its own system for e-mailing bulletins to the media and (free of charge) to subscribers. Alongside Statistics Netherlands' own distribution, the bulletins are also carried by ANP, which distributes them in edited form to its subscribers. Statistics Netherlands' economic reports are also published on Teletext pages 506 and 507. Research results are also announced daily on Twitter (*statistiekcbcs*) and RSS feeds.

The financial crisis has, in recent years, accelerated demand for background information to the figures. There has also been more attention to visual presentation, analysis and conclusions. Most of the new products developed in 2011, such as the Investment Radar, the Vacancy Indicator, the local taxation comparison tool and new Business Cycle Tracer functionality were compiled into the brochure *Responding to the financial crisis: Actions taken by Statistics Netherlands*, which has been the subject of international lectures and papers. Major international organizations such as the OECD, the UN and the IMF often refer to Statistics Netherlands as an initiator and innovator in this field.

### 3.2 A selection of major events in 2011

A selection of the events organized by Statistics Netherlands in 2011 is given below.

- On 11 January the *Internationalization Monitor* for 2010 was presented to the Secretary-General of the Ministry of Economic Affairs, Agriculture and Innovation, Chris Buijink.
- On 20 January 2011 Statistics Netherlands held the educational symposium *Education, the statistics* (see also Section 3.3).
- On 15 February a press conference was held on *The Dutch Economy in 2010*.
- On 17 February the *Emancipation Monitor* for 2010 was presented at a press briefing to the Minister of Education, Culture and Science, Marja van Bijsterveldt.
- On 26 May 2011 Statistics Netherlands in The Hague hosted the symposium *Statistics without borders* (see also Section 3.3).
- On 26 and 27 May Statistics Netherlands hosted the international *Nordic SPPI seminar* on the production and development of services producer price indexes.
- On 5 September the *Sustainability Monitor for the Netherlands* was presented to the state secretary for Infrastructure and the Environment, Joop Atsma.
- On 8 September the publication *The Dutch economy 2010* was presented to the Minister of Finance, Jan Kees de Jager.
- On 6 October the publication *The Netherlands through the crisis* was presented to the president of the House of Representatives, Gerdi Verbeet.
- 8 October was the date of the 2011 Dutch Labour Market Day (see also Section 3.3).
- On 27 October Statistics Netherlands held the symposium *Building on Statistics Netherlands* (see also Section 3.3).

- On 31 October the *Internationalization Monitor* for 2011 was presented to the chair of the Confederation of Netherlands Industry and Employers (VNO-NCW), Bernard Wientjes.
- On 10 November the *Statistics Netherlands Sector Day* was held for all trade associations in the Netherlands. This event was organized together with the Confederation of Netherlands Industry and Employers (VNO-NCW) and the foundation for small businesses MKB Nederland.
- On 12 December the *Statistics Netherlands press award* was presented to Elisa Hermanides, editor of *Het Financieele Dagblad*, for the article *Mortgage expensive for customer*.
- On 20 December the publication *The Dutch Enterprise Culture* was presented to the Director-General for Enterprise and Innovation at the Ministry of Economic Affairs, Agriculture and Innovation, Bertholt Leeftink.
- On 22 December the chairman of the executive board of the Association of Netherlands Municipalities (VNG), Ralph Pans, and the director of the Association of Provincial Authorities (IPO), Gerard Beukema, opened the *Municipal Portal*, which Statistics Netherlands developed.

### 3.3 Main statistical programme

#### 1. Labour and social security

The work programme for labour and social security statistics was fulfilled in 2011, with publications about the trends in collective labour agreement wages, overtime, temporary employees, creative occupations, employees from central and east European countries, absence through illness, employees with burn-out symptoms, strikes, union membership, seeking and finding jobs, temporary employment contracts, average employee retirement age, unemployment benefits, disability benefits and the use of unpaid child care.

There was collaboration in 2011 with the Employee Insurance Agency (UWV) on publishing the monthly unemployment press release, with the latest unemployment figures, and information about the unemployed job seekers registered with the UWV's work placement branch (UWV WERKbedrijf), and unemployment benefits paid by the UWV. There is also a quarterly press release about the trend in the number of jobs and vacancies and the number of people receiving supplementary benefit.

The quarterly journal *Sociaaleconomische trends* (Socioeconomic trends) has articles about the economic independence of working men and women, income from work and poverty risk, the income of employees with flexible working arrangements and self-employed workers without employees, income and the combination of work and care, school drop-outs, foreign companies and ethnic minority employees.

In February 2011 *Dynamiek op de Nederlandse arbeidsmarkt: de focus op kwetsbare groepen* (*The Dutch labour market gains momentum: the focus on vulnerable groups*), was published together with TNO, universities and other research institutes. It presents an overview of how the labour market has changed for vulnerable groups, such as older and less educated people, and those in poor health, whose careers have been interrupted, or who have temporary jobs. A workshop about this publication was held in The Hague on 3 March 2011. Ministries, municipalities, other government organizations and universities presented and discussed recent insights and new needs for information about vulnerable groups on the Dutch labour market.

In May 2011 Statistics Netherlands attended the expert meeting of the Parliamentary Temporary Committee into the Lessons of Recent Labour Migration (the LURA Committee) in order to explain the significance of the migration figures available from Statistics Netherlands in terms of the motives for migration, foreign employees and the population forecast.

On 8 October 2011 Statistics Netherlands in The Hague held the 2011 Dutch Labour Market Day, having collaborated closely on organizing the conference with the Dutch Labour Market Day organization. The conference attracted over 100 practitioners, policymakers and academics. Summaries of the papers presented are available on the conference web site

([www.arbeidsconferentie.nl](http://www.arbeidsconferentie.nl)). A compilation of selected papers was issued as a special edition of the *Tijdschrift voor Arbeidsvraagstukken* (*Journal for Labour Issues*).

In 2011, the existing tables on StatLine about the numbers of social benefits were augmented with tables giving the number of social benefits per person.

## 2. Enterprises

New definitions were agreed with the Dutch central bank (DNB) in 2011 for company structures, the status of special financial institutions (SFIs), captive financial institutions (CFIs) and enterprises with foreign operations only, for the purpose of determining the research population for the enterprise financing statistics. The background to these agreements was the observance of discrepancies in data reporting in earlier research as a result of population differences.

The form of the production statistics for holding corporations and ancillary units was revised in 2011, thereby also encompassing intragroup services. The results will be published in 2012.

The first edition of *ICT, knowledge and the economy* appeared in 2011 as the successor to *The digital economy* and the Dutch-language *Kennis en economie* (*Knowledge and the economy*). The most recent edition of *Het Nederlandse ondernemingsklimaat* (Dutch business climate) appeared at the end of 2011.

A new study was started in 2011 in conjunction with the statistical bureaus of the United Kingdom, Sweden, Norway, Italy, Germany, France, Denmark, Ireland, Slovenia, Austria, Finland, Luxembourg, Poland and Romania into the relationship between the use of ICT and productivity. Progress was also made on revising the estimates of the research and development expenditure of small businesses. The *Journal of Industry, Trade and Competition* presents the output of a study into the relationship between competition and research and development.

As of November 2011 the monthly publication of the economic survey has been extended to cover the retail trade and automotive sector, having been limited previously to industry and business services. The information was also broken down by province.

## 3. Population

The regular work programme for population statistics produces publications about population growth, immigration and emigration, life expectancy of Dutch people, and the numbers of adopted children, central and east European people and Chinese people in the Netherlands.

In 2011 the Statistics Netherlands quarterly *Bevolkingstrends* (Population trends) covered the population forecast for 2010–2060, life expectancy without chronic disease, regional differences in the proportion of highly educated people and labour market participation, social rise and the influence of the neighbourhood, long-term unemployment, the size and spread of Surinamese population groups in the Netherlands, the socioeconomic position of parents and children by region of origin, attitudes towards dual nationalities, and ties with the neighbourhood and neighbours. The *Regional population and household forecasts for 2011–2040* were published on 12 October.

After an initial increase to 66 years of age in 2020, the new Pensions Act proposes linking the target age for general old age pension and retirement to remaining life expectancy at 65 years of age. The proposal is to assess every five years, on the basis of Statistics Netherlands forecasts, whether a further increase of at least one year is justified. In 2011 Statistics Netherlands used mortality forecasts to estimate the most probable future pensionable age under the proposed new Act for a given year of birth.

## 4. Construction and housing

The regular statistics programme for construction permits and home completions was performed in 2011.

Following on from periodic publications in professional journals such as *Stedebouw en architectuur*, from 2011 Statistics Netherlands bulletins have also appeared in the professional journal *Cobouw*.

In October 2011 Statistics Netherlands held the symposium *Bouwen op het CBS* (Building on Statistics Netherlands) about the relationship between the construction figures and how to use them in determining construction industry trends. A one-day event that was held for the construction industry the following month was a great success and deserves to be repeated. It has been proposed that similar events be held for other branches of industry.

## **5. Financial and business services**

The regular work programme for financial and business services statistics was fulfilled. The publication series for the financial institutions, money market and capital market accounts, institutional investors, credit institutions and insurers and pension funds have been brought further into line with those of the sector accounts in the national accounts.

## **6. Health and welfare**

The regular work programme for health and welfare statistics was fulfilled in 2011. The reports covered spending on health and welfare care, seriously overweight Dutch people, the distribution of mental ill-health in the adult Dutch population, doctors' pay, traffic fatalities in the Netherlands, mortality from AIDS, over-the-counter medicines and suicides.

The publication *Gezondheid en zorg in cijfers 2011* (Health and care in figures 2011) appeared in December 2011 with the latest health and care statistics and trends.

The *Health Monitor 2012* project started in early 2011. It is being performed jointly by the community health services (GGDs) and Statistics Netherlands, and sets out to integrate the health surveys of these parties. The project is led by Statistics Netherlands, the Association of Community Health Services (GGD Nederland) and the National Institute of Public Health and Environmental Protection (RIVM). The three parties signed a covenant on 30 November 2011 for the joint execution of the national and local health surveys in 2012.

Statistics Netherlands assumed responsibility at the start of 2011 for producing the *Hospital Standardized Mortality Ratio* (HSMR), which compares hospitals' death rates with the national average. The statistic takes a wide variety of patient characteristics and circumstances of admission into account. Hospitals approach Statistics Netherlands as an independent organization to produce the HSMR as an indicator of the quality of care provided. The findings are published in December and attract considerable press attention.

Two implementing regulations came into force in 2011 in connection with the European framework regulation for statistics on public health and health and safety at work, accidents at work and causes of death.

## **7. Trade, hotels and restaurants**

Since August 2011, VAT records have been used in determining the turnover development of small and medium-sized companies in the wholesale trade and by sector, which has reduced the administrative burden for wholesalers.

An inventory indicator was developed in 2011. This indicator has been produced quarterly since the first quarter of 2011. As a result, Statistics Netherlands is meeting the substantial demand for information about inventories in connection with the financial crisis.

## **8. Manufacturing and energy**

The *Manufacturing Radar* was introduced in June 2011. It is an instrument for analysing industrial production trends and placing them in context. It presents six indicators, which show whether circumstances have changed for the better or the worse for the Netherlands.

The *energy balance sheet* was redesigned in 2011. The new version of the energy balance sheet, which was introduced on StatLine in May, presents the figures for renewable energy, nuclear energy and energy from waste in a clearly identifiable form. The energy balance sheet is now also available in English. The annual report on *Renewable energy in the Netherlands 2010* appeared in September. The data it contains play a major part in evaluating renewable energy policy.

The analysis of the energy companies' customer files has improved considerably. By linking various registers we are now able to allocate much of the registered gas and electricity consumption to specific economic sectors. The final checks were performed in 2011, and publication will follow in early 2012.

Requests received from the International Energy Agency (IEA) for contributions to developing energy statistics in China testify to the high esteem in which Dutch energy statistics are held internationally.

## **9. Income and spending**

The proposed work programme for income and spending statistics was fulfilled in 2011. The reports were mainly concerned with purchasing power trends and bequests to charities.

The *Armoedesignalement 2011* (Poverty Definition 2011) was published in December 2011 jointly by the Netherlands Institute for Social Research (SCP) and Statistics Netherlands. This document is a concise annual report of the state of poverty in the Netherlands.

A pilot project was performed in 2011 regarding the introduction of the use of Internet for the budget survey. It was concluded early in 2012 that the pilot had been successful. The 2012 budget survey will accordingly be administered among households in a new form.

## **10. International trade**

Eleven new StatLine tables were published in August 2011 as a result of the improved output of international trade statistics. The new tables are the detailed tables for the trade of the Netherlands on the level of some ten-thousand commodities and almost 250 countries. Compared with the existing tables, improvements have been made in completeness, quality and ease of user access.

In 2011 the annual data (2009) about the international trade in goods were broken down for the first time by size of company (number of employees) and business activity (SBI standard industrial classification).

## **11. Agriculture**

There was more intense collaboration on agriculture with the Ministry of Economic Affairs, Agriculture and Innovation in 2011. In January 2011 the Ministry awarded Statistics Netherlands a contract for the delivery of data for the Agricultural Census and the identification and registration of animals, thereby simplifying performance of the census.

In 2011 collaboration started with the Agricultural Economics Institute (LEI) on agricultural land prices and rents, with the purpose of providing Eurostat with relevant information in 2012 (on methodology as well as datasets for reporting year 2011).

The organic farming figures (crop production and livestock) were delivered to Eurostat in accordance with the new regulations.

A revised classification system for agricultural holdings was introduced with the 2010 Agricultural Census. The revisions have been applied retroactively to the relevant StatLine tables. New StatLine tables were consequently released in 2011, and series are available from 2000.

## **12. Macroeconomics**

The *national accounts* migrated to the new SBI 2008 standard industrial classification for business activities in June 2011, in accordance with European agreements. The new structure allows for more detailed reporting on services, which is appropriate in view of the greater importance of services in the economy. The new structure has been applied to both annual and quarterly tables, while the national accounts macro totals are unchanged. The time series to 1988 were also replaced.

The *Labour Price Index* was published in September 2011. This is a new quarterly Labour Accounts index giving the wage cost trend per worked hour, with adjustment for changes in the employee population. In 2011 the Labour Accounts time series were augmented, improved and

replaced as far as 1969. The data include jobs, active employees, hours worked, wages and wage costs.

Substantial progress has been made in constructive collaboration with the Dutch central bank (DNB) on reducing the differences between the balance of payments figures in Statistics Netherlands' sector accounts and those of DNB. This comprehensive and complex project will continue in 2012. Significant progress was made in 2011 on the alignment of company legal structures. The alignment of the population of special financial institutions (SFIs) completed in 2011 and procedural agreements have been made to guarantee the completeness and timely updating of the aligned population.

The HEcS programme was completed in 2011. The HEcS programme covers the most important renewals within the economic statistics chain. For additional information see Chapter 6.

### **13. Nature and the environment**

A consortium consisting of the United Nations University, Statistics Netherlands and TU Delft produced a model in 2011 for determining the quantity of electronic waste. The consortium's partners included Wecycle, Witteveen+Bos and Ffact.

The report *Meetprogramma's flora en fauna in 2010* (Measurement programmes for flora and fauna in 2010) was published in March 2011.

Statistics Netherlands delivered data for the OECD report on green growth. Statistics Netherlands published the report *Green Growth in the Netherlands* with an initial description and analysis of the relevant indicators for the Dutch situation.

The environmental accounts were updated and developed in 2011 according to plan. The publication *Environmental accounts of the Netherlands* appeared in November. There were three theme items: the economy of the North Sea, environmental subsidies and the valuation of wind energy resources.

New flora indicators – flora in marsh, dunes and wooded banks – were released in 2011 and posted on the *Compendium voor de Leefomgeving* (Compendium for the Living Environment) web site ([www.compendiumvoordeleefomgeving.nl](http://www.compendiumvoordeleefomgeving.nl)), which explains and provides context for the interplay of nature, the environment, open space and energy. The site is a coproduction of Statistics Netherlands, the Netherlands Environmental Assessment Agency (PBL), and Wageningen University and Research Centre (WUR). The open space theme on the site was redesigned in 2011 to make it more easily accessible.

### **14. Education**

The regular statistics programme was performed in 2011. The reporting covered school drop-outs, in-company training courses and out-of-school care.

On 20 January 2011 Statistics Netherlands held an educational symposium, *Onderwijs, de cijfers* (Education, the figures), for eighty external participants. The symposium set out to inform the educational statistics users about the data available from Statistics Netherlands and where they can be found: the Education theme page, StatLine, the *Jaarboek Onderwijs* (Annual Education Review) and the Centre for Policy Related Statistics.

The latest edition of the *Jaarboek Onderwijs in cijfers* (Annual Education Review in figures) appeared in December 2011, with Statistics Netherlands' most recent information about pupils, educational institutions and education expenditure. The Review also presented several special subjects: incoming higher education students from outside the education system, regional differences in educational level, international pupil performance, and expenditure per certificate.

The annual joint data supply to UNESCO, OECD and Eurostat acquire a legally compulsory character in 2012 through the European regulations for statistics about education and lifelong learning. New statistics were accordingly developed in 2011 in order to fill gaps in the data supply.



## 15. Government and politics

### Government

There has been much interest in the public finance statistics since the start of the debt crisis in Europe. Following the problems with Greece, Eurostat was given greater powers through new regulations in verifying government deficit and sovereign debt figures. Due diligence is being intensified and the Eurostat audit missions are now carried out annually instead of every two years. The last audit was in December 2011. The Dutch government deficit and sovereign debt reports to the European Commission were adopted without objection.

There is also considerable national interest in the tenability of public finance, which gave rise in 2011 to numerous contributions to seminars. Furthermore, new public finance tables have been made available on StatLine in accordance with international statistical guidelines. In particular there is now a table for public spending, broken down into almost seventy policy areas.

Steps were taken in 2011 to ensure that the Education Expenditure statistics comply in full with EU requirements applicable as of 2012. The method for determining Research and Development expenditure has been revised. The historical series on government education expenditure from 1900 has been broken down in greater detail. Now, for example, the series gives information about student grants by educational level. Articles were submitted for the *Jaarboek Onderwijs 2011* (Annual Education Review 2011) about expenditure per certificate, the historical trend of higher education expenditure and an international comparison of education expenditure. Statistics Netherlands is also active internationally, submitting proposals for the alignment of figures about the expenditure of companies on practical vocational training. This will facilitate comparison with other countries and the OECD publication *Education at a Glance*.

### Politics

Among the subjects of publications in 2011 were proxy voting, political party membership, the political interest of immigrants, and public opinion about the tax deductibility of mortgage interest and dual nationality.

An international conference was held in Maastricht on 8 and 9 April 2011 on the observation and assessment of elections. This was the first gathering of academics, politicians and representatives of a variety of international organizations – including the Organization for Security and Cooperation in Europe (OSCE), the Council of Europe and the EU – to discuss observer missions. The minutes of the meeting *International election observation and assessment of elections* were published on 30 November 2011. The minutes give an impression of the decision process and the role and findings of thirty-thousand international observers. The report was published jointly by Statistics Netherlands and Maastricht University.

The publication *Verkiezingen: participatie, vertrouwen en integratie* (Elections: turnout, confidence and integration) was issued in October 2011. The publication sets out the backgrounds to the Dutch electorate's voting conduct based on the Dutch General Election Opinion Poll that was carried out for the 2010 elections for the House of Representatives.

## 16. Prices

Since the start of 2011 vehicle fuel prices have been published weekly on StatLine and delivered to the European Commission. The information concerned is the actual prices at the pump for petrol, diesel and LPG, which are calculated from the data received by Statistics Netherlands from a national fuel credit card issuer. Statistics Netherlands has taken over responsibility for this compulsory delivery from the Ministry of Economic Affairs, Agriculture and Innovation.

Effort continued in 2011 on the development of new housing market price indexes in connection with new European requirements for owner-occupied housing in the regulations for the harmonized consumer price index. Some of these indexes were delivered to Eurostat in 2011 as experimental figures, including the total house price index (HPI) and the buildings insurance price index.

The vehicle operating lease price index was improved in February 2011. The statistic was updated to the market situation of 2010. The new table also includes price trends of lease cars broken down by taxation category.

Statistics Netherlands entered into a collaboration agreement with the Independent Post and Telecommunications Authority of the Netherlands (OPTA) for revising the business telecommunications price index. OPTA is to supply data it collects from telecommunications companies in connection with the structural market monitor. These data will then be used as weighting information and to measure price trends.

## 17. Security and justice

The findings of the *Integrale Veiligheidsmonitor 2010* (Integrated Security Monitor 2010) were published in March 2011. The Monitor is published jointly by Statistics Netherlands, the Ministry of the Interior and Kingdom Relations and the Ministry of Security and Justice, with coordination by the Nicis Institute (Bureau Veiligheidsmonitor). Statistics Netherlands performs the national measurement and there are contributions from municipalities, regions, metropolitan areas and police forces. The national report published in March set out Dutch people's perceptions of the livability of their residential neighbourhood, community problems, sense of insecurity, willingness to report crime, experiences with common offences, the public's assessment of police performance, and crime prevention behaviours.

The 2010 edition of the annual *Criminaliteit en Rechtshandhaving* (Crime and Law Enforcement) appeared in November 2011, with an additional chapter about infringements and costs, and a contribution from the Council for the Judiciary.

A start was made in 2011 on redesigning the fire statistics. The Netherlands Association of Fire and Disaster Control Services (NVBR) and the Ministry of Security and Justice are involved in this project, which sets out to revise fire statistics, making use wherever possible of existing records and registers. The project will substantially reduce the administrative burden for fire services, and is also expected to improve the quality of the statistical output.

The research report *De burger als rechter: Een onderzoek naar geprefereerde sancties voor misdrijven in Nederland* (The citizen as judge: A study of preferred sanctions for crimes in the Netherlands) was published in October. The research was performed by the Netherlands Institute for the Study of Crime and Law Enforcement (NSCR), Radboud University Nijmegen and Statistics Netherlands. Furthermore, Statistics Netherlands and the Research and Documentation Centre (WODC) published a report on juvenile delinquency in May.

## 18. Traffic and transport

For the first time since the redesign, three web magazine articles were published in 2011 about the goods transport by road statistics, including one in August, *International road transport often stays close to home*. The web magazine articles present the goods transport by road statistics and how they interrelate in a comprehensible form to a broad audience.

There were publications in 2011 about the content of containers arriving by sea. Apportionment formulas for the shares of over fifty groups of container transport goods were also produced for research performed both by Statistics Netherlands and others. A comprehensive theme publication is in preparation.

The first *Logistics Monitor* was delivered in June 2011. This project is financed by the Ministry of Economic Affairs, Agriculture and Innovation. The Monitor gives an impression of logistics services turnover.

The *traffic index statistics* were updated in 2011, having become outdated for recent years because of incomplete basic data and other reasons. A new series of traffic index figures was published on StatLine for the 2000–2010 period, replacing the published time series up to and including 2005.

Statistics Netherlands held the first *expert group for goods transport by road* in November 2011. The group consists of external and internal experts. The group's purpose is to share knowledge and experience about specific areas of transport and to improve services to users.

## 19. Leisure and culture

The data published in 2011 were concerned with museum visits, artist numbers, spending on winter sports and foreign tourist numbers, which is in accordance with the work programme.

Three publications about tourism appeared in 2011. The publication *Toerisme in Nederland 2010* (Tourism in the Netherlands 2010) is concerned with the use of Dutch sleeping accommodation by both Dutch and foreign guests. The publication *Toerisme en recreatie in cijfers 2011* (Tourism and leisure in figures 2011) gives a consistent statistical overview of tourism and leisure activities in the broadest sense. The publication *Vakanties van Nederlanders 2010* (Dutch people's holidays 2010) has information about where Dutch people take their holidays.

Preliminary research in 2011 affirmed the feasibility of a satellite account for sport, and the Ministry of Health, Welfare and Sport has now given instructions to compile this account.

The *ESSnet project on Culture*, whose culture experts were drawn from Statistics Netherlands, the Ministry of Education, Culture and Science and elsewhere, delivered a handbook with culture research recommendations to Eurostat in 2011.

In 2011 Statistics Netherlands drew up an inventory of nationally available data sources with a view to redesigning the performing arts statistics, at the request of the Ministry of Education, Culture and Science.

## 20. The Dutch Caribbean

The statistical package for the Dutch Caribbean (Bonaire, Sint Eustatius and Saba) was extended in 2011, after Statistics Netherlands had started supplying statistical output about the three islands at the end of 2010.

In 2011 Statistics Netherlands performed the duties set down in the new Public Bodies of Bonaire, Sint Eustatius and Saba (Finances) Act, working together with the Board for Financial Supervision in Curaçao. In addition Statistics Netherlands, in accordance with the Financial Supervision (Curaçao and Sint Maarten) Kingdom Act, provided support to the Central Bureau of Statistics Curaçao and advised the Dutch government and the governments of Curaçao and Sint Maarten regarding the composition of the public sector of the countries of Curaçao and Sint Maarten.

In 2011 the table with the minimum hourly wage for the Dutch Caribbean was published, broken down by island, as determined by the Ministry of Social Affairs and Employment.

Time series for energy and water covering 1993–2009 that had never previously been published were placed on StatLine in 2011.

Two StatLine tables and a web article about the population figures for the Dutch Caribbean were also published. The figures concerned give the position as of 1 January 2011 and trends such as birth, mortality, immigration and emigration for 2010. Statistics Netherlands used the islands' population records in computing the figures.

Until October 2010 the Labour Force Survey was conducted on Bonaire every two years by the Central Bureau of Statistics of the Netherlands Antilles. Bonaire became part of the Netherlands on 10 October 2010, since when the Labour Force Survey has been performed by Statistics Netherlands. A web article and a press release were published about the labour situation on Bonaire in 2010.

A method was developed in 2011 for producing the energy balance sheet for Bonaire.

Finally, a combined census of companies and economic survey was started together with the chambers of commerce on the three islands at the end of 2011. All companies registered in the companies' register of the Chamber of Commerce were approached. The field work was completed in December 2011.

Statistics Netherlands assumed responsibility for measuring consumer prices on the Dutch Caribbean in the first quarter of 2010. Inflation figures have been published for the individual islands from the first quarter of 2011.

## **21. Dossiers**

Explanatory notes are given below about certain selected dossiers that transcend the themes and hold salient information of Statistics Netherlands about a specific subject, such as regional statistics, or people with a foreign background.

### ***People with a foreign background***

In accordance with the work programme, the data published in 2011 were concerned with labour migration, asylum seekers, refugees in the Netherlands, unemployment among members of people with a non-western background, marriages of people with a foreign background and Chinese people in the Netherlands.

### ***Business cycle***

Various visual improvements were made to the Business Cycle Tracer in 2011. Adjustments were made to the instrument's design and functionality was added, such as the Trail option. It is now possible to display for each indicator the path traversed in the Tracer in a user-specified period.

The Investment Radar, which entered production at the start of 2011, was developed for the analysis of private sector investment. The Investment Radar completes the series of monthly radars for the spending categories of the economy (the Export Radar and the Consumption Radar having already been included in the business cycle reporting).

The business cycle reports have been extended with a monthly Vacancy Indicator, which comprises the business cycle tests and gives an initial impression of the direction in which job vacancy numbers are developing. The Vacancy Indicator therefore anticipates the actual figures – on a quarterly basis – of the vacancy statistics.

### ***Emancipation***

The sixth edition of the *Emancipatiemonitor* (Emancipation Monitor) appeared in February, and covered recent trends in education, paid labour, combining work and care, income, political and social decisions and violence against women. The Emancipation Monitor is a joint publication of Statistics Netherlands and the Netherlands Institute for Social Research (SCP) on behalf of the Ministry of Education, Culture and Science.

### ***Young people***

In accordance with the work programme, the data published in 2011 were concerned with young people in temporary employment, supplementary benefit among young people, youth unemployment, school drop-outs, unhealthy lifestyles of young people, the influence of social ties with school on school drop-out rates, juvenile delinquency and child and youth care.

The report *Regionaal beeld van de jeugd 2011* (Regional profile of young people 2011), appeared in December 2011. It is a joint publication of the Ministry of Health, Welfare and Sport and Statistics Netherlands. The report presents the situation of young people in each province, where possible also covering the municipalities. The subjects are divided among the themes of young people and family, health and welfare, education, the labour market, and security and justice.

### ***The ageing population***

Statistics Netherlands publications in 2011 covered the pace of population ageing, the over-fifties on the labour market, pensions, employee pensionable age, expenditure on general old age pensions, health and welfare of older people, and care for the elderly.

### **Regional statistics**

For the regional and spatial statistics, the publications in 2011 covered the number of municipalities, the decline in the population by municipality, special attention districts, the economic characteristics of companies in the Parkstad urban region, inner cities and their residents, and National Landscapes.

Other publications in 2011 were a new edition of *Gemeente op maat* (The measure of the municipality), in which Statistics Netherlands provides a statistical overview of each Dutch municipality in existence on 1 January 2010. The publication comprises eight thematic chapters that present municipal data in a regional context. The publication also has key figures about municipal districts and neighbourhoods and gives an introduction to the diversity of regional data that Statistics Netherlands provides in the StatLine databank.

Statistics Netherlands in The Hague hosted the symposium *Cijfers zonder grenzen* (Statistics without borders) on 26 May 2011 for approximately one-hundred external attendees. External speakers augmented the spatial statistics presentations given by Statistics Netherlands employees. The subjects discussed included land cover, neighbourhood figures and geoservices.

### **3.4 Programme renewal (spearheads)**

The Strategic Long-Term Programme for 2009–2013 presents various social trends that are deemed to be structural and to which Statistics Netherlands should respond with the provision of statistical information. The elaboration of the programme into specific proposals for research or new statistics takes the form of a renewal programme consisting of spearheads. The most important renewals are grouped below.

#### **International economic relationships (SIER)**

This is a spearhead research programme into the impact of globalization and internationalization on economic growth and employment. The programme involves linking social statistics microdata (including job data) with business statistics trade data.

The research output is presented in the *Internationalisation Monitor 2011*, which includes time series and articles about the characteristics of companies that trade internationally and their contribution to employment.

A feasibility study was also performed in 2011 into combining existing macroeconomic overviews broken down by sector of all transactions with other countries (wages, interest, dividends, and income transfers).

#### **Economic target group analysis and company behaviour**

The objective of this spearhead is to structurally combine information about the economy that is present in the various statistics and sources in order to facilitate the flexible presentation of the interrelationships between important or new groups of companies. There was collaboration in 2011 with EIM Business and Policy Research on a study into the dynamics, capital and income of self-employed workers without employees. A literature survey about the performance of economic chains and clusters is ongoing in 2012.

#### **Business cycle**

This spearhead is intended to lead to better and faster information about the business cycle. Work continued in 2011 on the development of a monthly indicator for economic growth. The method of estimating the growth of commercial services was improved. A series adjusted for the working day that was also compiled provides a more accurate picture of the underlying business cycle movements than the original series.

The study into bringing forward the initial economic growth estimate from 45 to 30 days after the end of a quarter also continued in 2011. A test estimate after 30 days was produced for the first three quarterly flash estimates of economic growth.

The financial markets risk indicators project delivered a design for a macrofinancial risks fact sheet, which gives an overview of a small number of variables that illuminate structural trends in the Dutch financial economy. A StatLine table with all the relevant indicators was then developed. Research is ongoing in 2012.

Work was carried out in 2011 on the development of an international trade analysis system. A draft visualization was delivered that gives early warning of events of importance for Dutch exports, such as those concerned with important customers (e.g. producer confidence in other countries). The visualization will be published in 2012.

### **Price trends**

The price trends spearhead aims to add to, improve and publish clear statistics on prices. A new StatLine table that was developed and published in 2011 presents the consumer price index (CPI) by type of household. The table includes information from 2006 onwards, in which households are categorized in accordance with their primary source of income as employees, self-employed, welfare recipients or retired. A StatLine table of the price index of frequent purchases was also published, and a study of CPI by sales channel was completed. The figures will serve as input for the retail trade statistics. As a conclusion to the spearhead, an article was produced covering three facets of CPI heterogeneity: where (sales channels), who (types of household) and how often (frequency).

### **Regional economic statistics**

The objectives of the regional economic statistics spearhead are to expand and improve the quality of the regional economic statistical information and to make it more comprehensible. The Regiobase, which was developed in 2011, is an improved version of the enterprise register, with business location information on a regional level. The Regiobase provides a standard means of creating regional-level economic statistics. The first StatLine table to be based on the Regiobase appeared in late 2011, and was a regional interpretation of various main variables from the annual production statistics broken down by sector.

### **Impact ICT**

The Impact ICT spearhead started in 2011 and has two objectives: the development of new indicators that provide a clearer view of the impact of Internet on the economy and the community, and research into the opportunities provided by Internet as a source of data for creating, possibly new, statistics. Internet use (including social media) and the Internet economy are of great economic and social importance. Up-to-date information is indispensable in tracking rapid trends, also in relation to policy. The use of Internet and other new technologies as data sources is an essential way of controlling costs and the response burden of existing and new surveys. There is collaboration within this spearhead with various external parties that possess knowledge of Internet-based data collection techniques. The Ministry of Economic Affairs, Agriculture and Innovation contributes to the financing of this spearhead. Eurostat, the OECD and others have expressed interest in the output. The spearhead has produced internal reports and accounts of research.

### **Social dynamics and expansion of labour accounts**

This spearhead addresses the need for more information about the theme concerned in response to the increased pace of change in society, the greater diversity in people's career patterns and the changing (and increasingly flexible) labour market. Statistics that were developed within this spearhead in 2011 and have now been incorporated in the regular work programme include: forced mobility following unemployment, globalization and workers' careers, duration of benefit receipt, benefit dependence, job security, duration of unemployment

and job seeking, transition into and out of unemployment, the relationship between post-experience education and job and occupational mobility, immigration and the socioeconomic integration of immigrants, labour, care and child day care, integration and reintegration into work of people with health problems, and job changes and career development. These statistics are published in StatLine, various other Statistics Netherlands media and external journals, such as the *Tijdschrift voor Arbeidsvraagstukken*.

### **Transport and logistics**

This spearhead started in 2011. The objective is to increase our understanding of the economic significance of transport and physical chains of goods. There is considerable external demand for figures about the logistics sector in view of both the transport sector's economic importance for the Netherlands and its contribution to road congestion and environmental and climate-related issues. The studies performed in 2011 into value chains of road transport and into chains of goods will lead in 2012 to publications on StatLine.

### **Mobility**

The objective of the mobility spearhead is to describe mobility more in relation to demographic, sociocultural, economic, spatial and technological trends. One important output of the spearhead is the Mobility Satellite of the Social Statistical Database, which has a component about registrations that can be linked to persons and households. Two publications were based on this component in 2011: about household and personal vehicle ownership, and about ownership of mopeds and motor-assisted bicycles.

### **Income, tax expenditure and tax burden**

This spearhead sets out to provide an up-to-date picture of the distribution of the total tax burden over households. New StatLine tables about income tax were compiled in 2011, with data on tax amounts, tax burden and tax incentives, tax credits, exemptions and tax-deductible items. Other new StatLine tables were created about indirect taxes (such as VAT and excise duties) and local taxes (municipal and water board taxes) and the burden arising from both sources. Articles were also published on these subjects in the economics journal *ESB* ('The distribution of the collective burden') and the tax law journal *Weekblad voor Fiscaal Recht* ('Unredeemed tax credits').

A new interactive visualization on the Statistics Netherlands web site is the local taxation comparison tool (LLV). This tool shows the impact on the personal situation in terms of local taxes of an addition to the family, buying a second car, and moving or buying a house. A prototype was then developed for the Personal Taxation Calculator.

### **Social cohesion**

The objective of this spearhead project is to provide a coherent picture of social cohesion in the Netherlands, and the social capital of various population groups. Various articles were produced in 2011 about cohesion in the neighbourhood, social cohesion and welfare, volunteer work, dual nationalities, and resources available to people in their network. A book about political participation was also compiled, based on the Dutch General Election Opinion Poll for 2010, the Minority Groups Integration Survey and the New Groups Integration Survey. A report about the social capital measuring instrument was completed, and a new measuring instrument has been created in the form of an estimate based on data from 2010. The instrument's robustness has been tested and the first year-on-year-trends analysed. The measuring instrument was also extended with information about volunteer work and informal help, which were missing in earlier years. Finally, improvements were made to the social cohesion question module in Statistics Netherlands surveys.

## **Life course**

The objective of the life course spearhead is the development of statistics to illuminate the diversity in life courses. The spearhead focuses on the successive life course phases (youth, adolescence, working life and the subsequent period) and the transfer of life course behaviour from parents to children. The following statistics were developed within this spearhead in 2011: growing up in the Netherlands by social mobility, cumulation of risk-taking behaviour (dropping out of school and juvenile delinquency), unhealthy lifestyles and their effects, new family forms, the regional labour market situation of young people, changing labour market relationships, transitions between work and social security, and prosperity-related differences in health and care for specific groups of older people.

## **The ageing society**

The *ageing society* spearhead is oriented to generating additional age-related data, with particular attention to changes in the age distribution structure of the population. The changing age distribution structure of the population is expected to push up demand for information about the effects of these demographic changes on socioeconomic trends. The spearhead therefore listed the other statistical information that is needed for analysing the economic issues surrounding the ageing society and identifying any gaps in the available information. The result in 2011 was the formulation of a statistical analysis framework for describing these issues.

## **Perceptions**

Research is carried out in the perceptions spearhead with an emphasis on collecting subjective information about Dutch people's attitudes, preferences and perceptions. The initial results in this area in 2011 were information about attitudes towards solidarity in the healthcare system.

## **Education**

The objective of the education spearhead is to fulfil the national and international information requirement about the role of education in society. In 2011 the statistics production based on education numbers files yielded StatLine tables, publications in journals, contributions to thematic publications and building blocks for external partnerships. The StatLine tables include figures about transfers and leavers in senior secondary vocational education, the transition from secondary education to senior secondary vocational education, early school leavers, crime suspects by type of education and school year, the transition from senior secondary vocational education to the labour market, and education expenditure.

## **Security**

This spearhead sets out to provide a comprehensive description of the security field from complementary points of view. There are three subprojects: the Security Satellite of the Social Statistical Database, the Security Satellite and Security Monitor, and the Security Accounts.

Agreements were made with two important register holders within the security spearhead (the Central Fine Collection Agency and the Judicial Information Service) about the delivery of information about individuals who have come into contact with the criminal justice system. The purpose is the further development of the Security Satellite of the Social Statistical Database. Police data about interviewed suspects, reporters and victims, and data about prisoners were investigated to ascertain their suitability for inclusion in the satellite.

A new link was made in the Security Satellite in 2011 between the Integrated Security Monitor and the register of the Government Road Transport Agency in order to clarify the number of vehicle thefts. Cycle thefts were likewise linked to police data. Furthermore (as in 2010) a contribution was made to the Joint Statistical Meetings of the American Statistical Association.

Four new StatLine tables were published in December 2011 of contacts between the public and the police and about preventive measures broken down by personal and neighbourhood characteristics. The existing tables about victims of crime, insecurity and livability and



neighbourhood problems broken down by personal and neighbourhood characteristics were also updated with recent information.

The security accounts went into production at the start of 2011. The security accounts were also used as a basis for a chapter on 'The costs of crime' in the publication *Criminaliteit en Rechtshandhaving 2010* (Crime and Law Enforcement 2010).

### **Pension entitlement statistics**

The population structure of the Netherlands is set to change substantially in the next few years, which will have major social, economic and spatial impacts. This spearhead sets out to develop new statistics to illuminate these impacts and provide reference points for policy in relation to the ageing society. The pension entitlements covered by pension funds and pension insurers for 2010 were investigated in 2011. The data about the first pillar of the pension system (the general old-age pension), the second pillar (compulsory pension insurance) and the third pillar (voluntary pension insurance) have been taken into production. The results of the integrated wealth statistics (personal savings, the fourth pillar of the pension system) have also been incorporated in the pension entitlement statistics. New in 2011 was the transition from a written to a digital survey of pension funds and insurers, with particular reference to the databases that these parties make available to the Pensions Register.

### **District and neighbourhood information**

This spearhead is concerned with the development of new, sequentially comparable statistics about districts and neighbourhoods. The spearhead provided the following new data in 2011: *Kerncijfers Wijken en Buurten* (Key Figures on Districts and Neighbourhoods), the web site CBSinuw-buurt.nl and a 'Statistics Netherlands layer' in Google Earth. New information was also made available for the *Regionale Kerncijfers Nederland* (Regional Key Figures for the Netherlands), population centres, length of infrastructure, *Provinciemonitor* (Province Monitor) and spatial data through web services, in particular for neighbourhood statistics, soil statistics and grid-based statistics. It is possible to calculate the distance to many facilities based on the proximity statistics. This information is useful not only to local authorities, but also to companies, with a view to their business location policy. The results can be aggregated and published on various regional levels. Various articles have been produced about this statistic in Statistics Netherlands media and external journals.

### **Housing market**

The objective of the housing market spearhead is to gather together statistics about the housing market and improve the mutual consistency. The housing market spearhead delivered information in 2011 about the risks for owner-occupiers, types of mortgage and housing costs. A new statistic was also created about vacant property and housing corporation ownership, and an article was published in an external publication about high-income earners who occupy social housing at disproportionately low rents. Other published articles were about house prices and housing energy labels.

As an experiment, the asking prices of homes for sale in the province of Utrecht were monitored daily in 2011, with the purpose of gauging the tension on the housing market. The results are promising and justify further research, such as into the legal aspects of this form of monitoring.

### **Municipality portal**

Statistics Netherlands holds a substantial amount of local-level information. The sheer quantity of figures can sometimes make it hard for users to find what they are looking for. The objective of this project is to create a portal to make the information on StatLine and the web site more readily accessible and easier to find. The portal was officially launched on 22 December by the Association of Netherlands Municipalities (VNG) ([www.cbs.nl/decentraleoverheden](http://www.cbs.nl/decentraleoverheden)).

## Health

New statistics have been developed within the health spearhead to provide information about care services (e.g. provided by general practitioners and medical specialists), healthcare use and quality of life (defined as healthy life expectancy). Some sixty StatLine tables were updated with the most recent figures in 2011. The tables concerned were personal statistics based on records of hospital care, care provided under the Exceptional Medical Expenses Act (AWBZ), general practice, perinatal care, mental healthcare and medicine use, the healthy life expectancy statistic and the statistic of people with no compulsory medical insurance. A long time series of care spending, care spending by age and gender, and a table of care sector financing and production statistics of youth care institutions, informal care and privately financed care providers were compiled.

### The changing care sector

The 'changing care sector' spearhead covers three important health themes,

- indicators for the impact of market operation, which are concerned with care sector price trends, the rise in the use of hospital care, the use of labour, policyholder mobility and satisfaction with care;
- the relationship between costs, use and quality of care;
- the consequences of the changing population profile (e.g. because of population ageing) and changing lifestyles and eating habits.

The healthcare insurance market was investigated in 2011. Linking policyholder databases with the Health Statistics Database and Social Statistics Database revealed information about the characteristics of people who switch insurers. The price trend was measured in the care supply market sectors where prices are or will be unregulated (oral care, physiotherapy and pharmacy). An investigation was performed into the numbers of people who actually receive hospital care outside their own region. The relationship between output, costs and use of labour in the 2006–2010 period were investigated for the hospitals sector and one of the sectors that provide care under the Exceptional Medical Expenses Act (AWBZ).

## Well-being

The well-being spearhead arose from the growing awareness of the inadequacy of gross domestic product as an indicator of prosperity and well-being. Accordingly there has been a call for additional indicators related to quality of life. A paper (in English) was produced within the well-being spearhead about the output of research into the multidimensional Personal Well-being Index. Another paper was produced about the results of the scale satisfaction survey that was performed together with Erasmus University Rotterdam. Furthermore several new StatLine tables and web articles that were created will be included in the regular statistics production as of 2012. Updated time series were also released in 2011.

## Sustainability

The objective of the sustainability spearhead is to contribute relevant statistics to the public sustainability debate. The *Sustainability Monitor for the Netherlands 2011* that was published in 2011 is a joint product of Statistics Netherlands, the Netherlands Bureau for Economic Policy Analysis (CPB), the Netherlands Environmental Assessment Agency (PBL) and the Netherlands Institute for Social Research (SCP). It provides a solid foundation for government sustainability policy. The publication of the paper edition coincided with the launch of the corresponding file page on the Statistics Netherlands web site and the publication of various sustainability-related statistics. In 2011 further progress was made on raw material consumption statistics, expressed in raw material equivalents (RMEs). The energy consumption of companies was also broken down by standard industrial classification (SBI) code. Work was also continued on the development of new sectors – international and households – in the environmental costs and financing statistics.

### **Households in the national accounts**

This spearhead is a response to recommendations about traditional issues in the measurement of national income and prosperity. Research within the 'households in the national accounts' spearhead produced a feasibility study into the distribution of household wealth and a broader analysis of prosperity. The feasibility study confirmed the feasibility of categorizing wealth by type of household as well as household income and expenses. A set of experimental tables of household wealth, incomes and expenses were then produced. The report of the *Commission on the Measurement of Economic Performance and Social Progress* (the Stiglitz-Sen-Fitoussi Commission) of 2009 stresses the importance of measuring prosperity (material and nonmaterial).

### **Information for companies**

The [www.CBSvooruwbedrijf.nl](http://www.CBSvooruwbedrijf.nl) web site provides general statistical findings and branch-of-industry data for entrepreneurs. Information is also provided to Statistics Netherlands survey participants, thereby providing better service to entrepreneurs both as suppliers and users of data, while also helping to lower the perceived administrative burden. The main focus within this priority area in 2011 was on providing more information about Statistics Netherlands surveys and the more than forty branches on [www.CBSvooruwbedrijf.nl](http://www.CBSvooruwbedrijf.nl). The Branch Monitor visualization allows companies to benchmark themselves.

### **StatLine easier to find**

The objective of this spearhead is to lead StatLine users more clearly and efficiently to the available information. StatLine users are not always able to find the information they are looking for even if the information is available. Accordingly, a search suggestion function was developed and taken into production in December 2011. When a search expression matches one of a large number of recognized searches, one or more related terms are presented so as to make a hit more likely.

### **Centre for Statistical Research**

The Centre for Statistical Research has the objective of highlighting the relevance of Statistics Netherlands for the public debate through incidental, short duration, in-depth and, frequently, cross-theme analyses. The products are reports and articles that are disseminated widely in the outside world. Any of the subjects on which Statistics Netherlands produces statistics may be covered. In 2011 five articles or reports and five web articles were published. The subjects reported on included youth care, abortion, green growth, the appeal of regions and demographic consequences, pension fund funding ratios and the postwar economic development of the Netherlands and Germany. In addition, in connection with projects related to self-employed people, three databases were created and a methodological memo published with the profit updates of self-employed people.

## 4. International trends

### Strengthening economic governance in the EU

The global financial crisis has exposed a need for strengthening economic governance in the EU. Within Europe measures were prepared in 2011 that will facilitate faster adaptation of economic policy by Member States. The legislative measures, which are known as the 'Six Pack', are oriented to macroeconomic imbalances within the EU, and their prevention. The legislation also affects the statistical bureaus. For instance, there are provisions for putting the professional independence of the statistical bureaus in the Member States on a legal footing, and attaching sanctions to the manipulation of public finance statistics.

### Focus on independence and integrity of European statistics

The European Statistics Code of Practice has been tightened in response to the substantial adjustments to Greek government statistics. The Code of Practice is a self-regulating instrument that sets out fifteen key principles that the national statistical authorities strive on a voluntary basis to apply. Statistics Netherlands is the statistical authority in the Netherlands. The Code of Practice has two objectives: to improve confidence in the statistical organizations and to improve the quality of the statistics. There is an assessment system based on peer reviews and a set of good practice indicators. The peer review of the Netherlands was carried out in 2006. Eurostat monitors compliance with the Code of Practice on an annual basis, in which the national statistical bureaus are required to report on their progress on implementing the recommendations made by the peer review teams. The national statistical bureaus also report on quality assessment activities. Finally the European Statistical Governance Advisory Board solicits compliance information each year when preparing its report on Europe-wide implementation of the Code of Practice.

The European Commission is consulting with the Member States on the preparation of an amendment to current European statistical law with a view to providing stronger guarantees of the professional independence of the EU statistical bureaus. Alongside the Code of Practice, the Commission proposes to require national governments to sign Commitments on Confidence (CoCs), with performance obligations specific to the national situation concerned. The European Commission is proposing to incorporate certain components of the Code of Practice and the obligation on governments to sign a CoC explicitly in the law, which will make them directly legally enforceable.

### International meetings and cooperative projects

Between 2 and 11 April 2011 Statistics Netherlands acted as an observer in the *International Monitoring Operation* (IMO) for the Kosovo census. The IMO participants included Eurostat, the Council of Europe, the United Nations Economic Commission for Europe (UNECE) and the United Nations Statistics Division (UNSD). Over ninety percent of the Albanian-speaking population took part in the census. but only a small proportion of the Serbian-speaking minority was willing to cooperate. The questions about ethnicity, religion and language proficiency gave few problems, whereas those about occupations were more difficult than expected.

The *New Directions in Welfare* conference was held in Paris between 6 and 8 July 2011. It was organized by the OECD and the UK Open University. Statistics Netherlands was a member of the panel in the opening session discussion, the theme of which was the recently introduced questions about well-being in the household surveys of the UK Office for National Statistics (ONS). Italy and France have recently followed suit. Statistics Netherlands is further advanced in this respect than other statistical bureaus in Europe, because the Netherlands is alone in having monitored happiness and satisfaction for more than thirty-five years. Statistics Netherlands' presentation on the second conference day about the research into life events and well-being attracted considerable interest, especially from the UK and Germany.

Statistics Netherlands also plays a major international role in developing sustainability indicators and environmental statistics. Statistics Netherlands and the Italian statistical bureau ISTAT have enrolled in the e-Frame project, which produces scientifically relevant papers and holds conferences to bring together knowledge and expertise about sustainability. The Dutch-Italian consortium is chaired by the Director-General of Statistics Netherlands and the president of ISTAT and has nineteen partners, including the UK and French statistical bureaus, the OECD and various universities.

Statistics Netherlands has led the *Task force for Measuring Sustainable Development* since 2009. This group was set up by UNESCO, the OECD and Eurostat in order to further harmonize the measurement of sustainable development at an international level. A set of indicators for sustainable development has been proposed based on theoretical insights, a list of existing sets of indicators and sustainable development data. The intention is to present the final report to the Conference of European Statisticians (CES) in June 2012.

Statistics Netherlands also took part in the *Sponsorship Group on Measuring Progress, Well-being and Sustainable Development* and the OECD group working on the development of green growth indicators.

The ESSnet project on measuring global value chains started in the autumn of 2011. The main objective of the project is to improve monitoring of economic globalization in the European Statistical System. Statistics Netherlands leads a subproject for defining and developing a standard set of economic globalization indicators.

Statistics Netherlands chaired the *European Statistical System (ESS) Sponsorship Group on Standardisation*, which had its third formal meeting in 2011. The sponsorship group was set up by the ESSC to make strategic proposals for standardization (in the broadest sense) in European statistics. The group drafted a work programme in late 2011 around three activity pillars: stocktaking, framework and pilots. Furthermore, the Director-General of Statistics Netherlands continued to chair the *High Level Group for Strategic Directions in Business Architecture in Statistics*, which was founded by the United Nations Economic Commission for Europe. This group has the objective of international coordination and modernization of the work of the many currently active specialist groups, and the promotion of the industrialization of statistics. The group has drawn attention to the substantial changes that are taking place on the statistical playing field, which compel a review of statistical practice in the information society. A strategy memorandum was duly prepared, and was accepted by the *Conference of European Statisticians* in June 2011. The strategy memorandum sets out the objectives for the next ten years. The most important strategic pillars are product renewal and process improvement.

As in 2010, Statistics Netherlands provided technical assistance to the Hellenic Statistical Authority EL.STAT. The main support provided in 2011 was for the formation of a companies register in Greece. Agreements were made with external register owners and a contribution was made to the methodology of the companies register.

## 5. Process renewal

Statistics Netherlands performs production process renewal on a continuous basis with a view to maximizing statistics production efficiency and effectiveness into the future. Consequently, the process renewal objectives for 2011 were to raise the efficiency of the production processes and to reduce the maintenance and management expenses of IT systems. Other objectives were to further reduce administrative burden, improve the quality of the statistics, and improve compatibility with the IT infrastructure of other public authorities. A number of these programmes and projects are explained below.

The HEcS programme was completed in 2011. This programme encompasses renewals within the economic statistics chain. This programme has completed the redesign of the observation and the processing of the data of large and complex enterprises, which were taken into production in 2011. The turnover data estimates for the national accounts are now also calculated using a new methodology, with the support of newly developed IT systems. At the end of 2011 the turnover data of the automotive trade, wholesale and transport sectors also migrated to this new methodology. The observation process for these sectors has terminated now that registered data are used instead. Other sectors will follow in 2012. Redesigned production statistics have been taken into use, and an improved version will be delivered in early 2012. This redesign programme has produced a saving of 102 FTEs. An investigation is being performed into possible modifications to the current production statistics questionnaires to make them more compatible with information present in company accounting systems, for the benefit of the improved version of the redesigned statistics.

Various improvements have been made to the international trade statistics production process to increase efficiency and improve IT system continuity. The observation and processing process for the marine shipping statistics has also been renewed. In line with government policy to minimize administrative burden for industry, some of the surveys for this statistic have also been replaced by the use of information available from other sources. For instance, data about marine ships and the ship movements in Dutch ports are drawn from an existing external source.

Contrary to expectations, the New Trade Register (NHR) of the Netherlands Chamber of Commerce was not completed on time. As long as this key register remains unavailable, Statistics Netherlands will use data from the Key Business Register (BBR) and the current delivery from the Trade Register. Once the NHR is on line, Statistics Netherlands will start the development process to connect with it, thereby replacing the two current sources. In due course the key register is expected to yield higher quality source data.

At the end of 2011 the municipal housing stock and other real estate statistics were based on data from the Key Registers for Addresses and Buildings (BAG), which has reduced the administrative burden for municipalities. The twenty-year old production system was also renewed, thereby increasing efficiency within the Statistics Netherlands production process.

Work also continued in 2011 on the *Redesign of Personal Surveys* (HPE) programme, which sets out to use the latest knowledge and technologies to improve the efficiency of observation of persons and households. Use is made of a balanced combination of observation techniques (internet questionnaires, and telephone and personal interviews) to minimize the burden for respondents. Observation for the Health Survey is now performed in this way. Telephone observation was introduced in 2011 for the Labour Force Survey (EBB) and an Internet observation pilot was carried out. In 2012 the EBB will also migrate to combined observation using Internet, telephone, and home visits. A start has also been made on renewal of the Budget Survey observation technique. For the short term, the feasibility is being investigated of migrating to Internet observation. For the long term, consideration is being given to the use of registers combined with observation that burdens respondents as little as possible.

In 2011 implementation continued on the central control of observation and monitoring for the current development projects. Then at the end of 2011 a single organization unit was introduced to combine all the disciplines for process and IT development, and the management of IT applications and infrastructure.

## 6. Methodology, risk management and quality assurance

### 6.1 Methodology

#### Cooperative projects

in 2011 Statistics Netherlands again took part in various national and international partnership projects concerned with methodology.

Research was performed into data integration and data quality methods together with the statistical bureaus of Italy, Norway, Poland, Spain and Switzerland. The methods and software developed and identified will allow information from multiple sources to be verified and combined more effectively. For instance, it will be possible to produce enriched statistical information consistently. The methods may be used for compiling a training register and measuring its quality. The methods are also used in detecting and adjusting for errors in linking VAT data with the Statistics Netherlands enterprise register.

Research was performed together with the statistical bureaus of Italy, France, Germany, Norway, Poland, Spain and the United Kingdom into estimating methods for improving sample output from registers. For instance, it is possible to increase the regional detail of unemployment-related survey findings by using data about welfare recipients by municipality, and to increase the accuracy of determining types of crime victims by police region with reference to police crime reports. This approach has proved to be effective and is a key point in regionalizing survey output.

In 2011 Statistics Netherlands worked intensively with various universities, including in Utrecht, Delft, Amsterdam, Maastricht, Eindhoven, Rotterdam, Stanford, Southampton and Michigan. The cooperation with universities frequently takes the form of PhD research or internship projects in fields relevant to Statistics Netherlands. Also six professors by special appointment and professors occupying endowed chairs at VU University Amsterdam, the University of Amsterdam, TU Delft and Maastricht University are attached to Statistics Netherlands.

Statistics Netherlands again provided courses in 2011 as part of the *European Statistical Training Programme* (ESTP) for 2007-2011. In this connection, Statistics Netherlands provided methodology-related courses on statistical disclosure control, survey nonresponse, statistical metadata and reporting on quality when using registers and survey data. Furthermore lectures and courses were provided at the request of the South African Reserve Bank and Statistics Korea. Statistics Netherlands also held a conference in which experts from Europe and the United States exchanged ideas about improving business data, reducing administrative burden and data collection in the future.

#### New methods and software

There has been substantial progress in the data processing area on research into automatic error detection and correction. The methods have been incorporated into the statistics software package *R* and successfully tested, including on the data of care institutions. There is also much international interest in this approach.

Furthermore the software package developed by Statistics Netherlands in 2010 for detecting errors through macro-analyses has proved to be a successful product. Development continued on the software package in 2011 and it is being used in an increasing number of statistical processes within Statistics Netherlands. The research into error detection and correction is therefore leading to more efficient and more standard operational processes at Statistics Netherlands.

## Observation methodology

The output of sample surveys is influenced by the observation method used. For instance, paper questionnaires produce different findings from telephone surveys. A large scale survey was carried out in 2011 into the size and influence of these observation methods on various important statistics. The findings were translated into proposals for questionnaire design, approach strategy and estimating methods.

## 6.2 Risk management and quality assurance

The Statistics Netherlands quality assurance system complies with the *Excellence Model* of the *European Foundation for Quality Management* (EFQM), which is the standard within the European Statistical System (ESS). Pursuant to this quality system Statistics Netherlands audits its most important statistics in a three-year cycle, in which ten statistics are audited each year.

Statistics that are not audited are the subject of self-assessments, in which a specially developed questionnaire is used in investigating all the criteria with which the statistics and the underlying process have to comply. There is also a three-year cycle for self assessments, which runs in parallel with the previously-introduced process safeguards in line with the Public Service Data Security Regulations (VIR 2007).

In response to the increasing importance of data security, the function of security officer was created at the start of 2011. Also in 2011 the most important risk areas were analysed, including appropriate measures for controlling the risks. Statistics Netherlands also made an important contribution to the renewal of the *European Statistics Code of Practice*, which is a key part of the European quality system.

The annual *Customer Satisfaction Survey* again yielded a general score of more than seven out of ten.



## 7. Accounting model and performance indicators

### 7.1 Accounting model

The accounting model allocates the total integrated costs for 2011 of €191.7 million (excluding changes in the reorganization costs) to the activities for compiling statistical datasets and the publication of statistical information for each theme. The table also specifies the costs for the presentation of Statistics Netherlands figures on the web site and Statline, the costs for supplying custom information for the purpose of research and policy by the Centre for Policy Statistics and the costs for Blaise Survey Software, which is used for generating questionnaires.

Table 1 gives the results for 2011, distinguishing between costs for the regular statistical year programme and costs for products on request.

Table 1 Costs per product group in 2011

Costs per product group x €1 million	Regular programme	Demand-driven	Total
Statistical datasets	41,4	4,4	45,8
Labour and social security	8,1	3,4	11,5
Enterprises	9,4	0,9	10,3
Population	3,7	0,8	4,5
Construction and housing	4,2	0,3	4,5
Finance and business services	2,2	0,0	2,2
Health and welfare	6,4	1,0	7,4
Trade, hotels and restaurants	2,9	0,0	2,9
Manufacturing and energy	6,4	0,0	6,4
Income and spending	3,3	0,0	3,3
International trade	11,2	0,0	11,2
Agriculture	1,3	0,3	1,6
Macroeconomics	16,8	0,6	17,4
Nature and the environment	4,0	1,7	5,7
Education	3,2	0,2	3,4
Government and politics	5,4	0,1	5,5
Prices	9,8	0,9	10,7
Security and justice	5,2	0,1	5,3
Traffic and transport	6,4	0,2	6,6
Leisure and culture	1,5	0,2	1,7
Cross-theme	8,2	1,3	9,5
			0,0
Presentation of Statistics Netherlands figures	8,7	0,4	9,1
Centre for Policy Statistics	0,0	3,2	3,2
Blaise	0,0	2,0	2,0
	<b>169,7</b>	<b>22,0</b>	<b>191,7</b>

The total costs for the regular statistical year programme went down in 2011 relative to 2010 from €182.5 million in 2010 to €169.7 million in 2011.

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

Statistics Netherlands' performance can be defined by a number of performance indicators, also referred to as nonfinancial indicators. The indicators given in Table 2 at the end of this chapter are also included under Policy Section 9<sup>1</sup> (meeting the public need for statistics) in the Annual Report of the Ministry of Economic Affairs, Agriculture and Innovation.

In 2011 Statistics Netherlands met all the targets associated with the performance indicators. Section 7.3 explains the 'performance indicator' response burden.

## **7.3 Response burden**

Every year Statistics Netherlands devotes effort to further reducing administrative burden. The activities concerned with reducing administrative burden are consistent with the government's aim as stated in the coalition agreement, which identifies reducing the number of requests for statistical and other information as an area for attention. The target for 2010 was the same or a lower response burden than in 2009 (€19.8 million). However, a greater reduction occurred in 2010: at €19.0 million the administrative burden was 4 percent (€0.8 million) lower than in 2009. The administrative burden for 2011 will be determined in mid-2012 once all studies related to 2011 are complete.

The fall in 2010 was mainly attributable to a substantial reduction in the short-term turnover statistics. In 2009 there was still a need to expand the sample within the building industry in order to guarantee the quality of the statistics. New observation methods allowed this expansion to be reversed in 2010. The administrative burden for the other statistics remained fairly stable.

Also in 2011 Statistics Netherlands has advocated a reduction in the administrative burden for economic operators within Europe. These efforts are focused on the international trade in goods statistic, which causes the greatest administrative burden. The achievement of this aim depends on future changes in European regulations.

Statistics Netherlands is working together with the Business Respondents' Advisory Council, which has representatives of business and trade organizations, and advises Statistics Netherlands on how to reduce the actual and perceived administrative burden. For instance, Statistics Netherlands held a one-day event for industry representatives in 2011 to demonstrate how Statistics Netherlands can coordinate the collection and exchange of information with industry. Statistics Netherlands will also collaborate with logistics organization EVO and the Dutch Transport Operators Association (TLN) on simplifying the completion of the annual road transport questionnaire.

Reducing administrative burden is also an important point in the review of the observation strategy that Statistics Netherlands undertook in 2011. The Director-General's report above provides additional information about the observation strategy. Statistics Netherlands intends to make matters as convenient as possible for respondents: a research and development project was started in 2011 to bring the information requested by Statistics Netherlands more into line with the information in business respondents' accounting systems. Business respondents will then be able to supply the requested information directly from their systems, which may possibly involve Standard Business Reporting (SBR). A one-time structuring of an accounting system to support SBR will remove the need for manual compilation and distribution of the various reports.

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<sup>1</sup> Starting with the 2012 Ministry of Economic Affairs, Agriculture and Innovation budget, the relevant policy section has been renumbered to 11.4.

**Table 2 Nonfinancial performance indicators**

Name and description	Target for 2011	Achieved in 2011	Achieved in 2010	Achieved in 2009	Achieved in 2008	Achieved in 2007
<b>Publication calendar – press releases</b> Proportion of press releases published on the planned date.	At least 90 percent of the planned press releases must be published on the planned publication date.	94%	91%	92%	93%	87%
<b>Publication calendar – compulsory deliveries to Eurostat</b> Proportion of deliveries to Eurostat made on the planned date.	At least 90 per cent of the data deliveries to Eurostat must be made on the planned date.	93%	93%	93%	88%	91%
<b>Number of formal corrections to publications</b> Number of press releases corrected or replaced with another press release.	A maximum of 3 press releases a year.	1 press release	0 press releases	0 press releases	0 press releases	0 press releases
<b>Discrepancies between provisional and definitive figures – economic growth</b> The number of times the final quarterly economic growth figures for a year deviate by more than 0.75 of a percentage point from the flash estimates for the quarters of the year.	The discrepancy for at least three quarters of a year must be less than 0.75 of a percentage point.	(reference year 2008) satisfactory (4 quarters OK)	(reference year 2007) satisfactory (4 quarters OK)	(reference year 2006) unsatisfactory (2 quarters OK)	(reference year 2005) unsatisfactory (0 quarters OK)	(reference year 2004) unsatisfactory (0 quarters OK)
<b>Discrepancies between provisional and definitive figures – international trade</b> The number of deviations of more than 4 percent between the provisional and definitive figures of the components of the six-week version of the monthly international trade figures.	At least 80 per cent of the differences must be less than 4 percent.	(reference year 2010) 98%	(reference year 2009) 92%	(reference year 2008) 98%	(reference year 2007) 100%	(reference year 2006) 96%
<b>Discrepancies between provisional and definitive figures – population growth</b> Subindicator, annual figure: the absolute deviation of the sum of the provisional monthly population growth figures from the definitive annual figure. Subindicator, monthly figures: the number of times the definitive population growth figures for the months of the previous calendar year deviate by more than four thousand from the provisional figures.	Accumulated over the twelve months the discrepancy must be no greater than sixteen thousand. For at least eight of the twelve months the discrepancy in the monthly figure must be less than four thousand.	(reference year 2010) satisfactory (annual total: 820; discrepancy for all months <4000)	(reference year 2009) Satisfactory (annual total: 2623; discrepancy for all months <4000)	(reference year 2008) satisfactory (annual total: 800; discrepancy for all months <4000)	(reference year 2007) satisfactory (annual total: 1117; discrepancy for all months <4000)	(reference year 2006) satisfactory (annual total: 1078; discrepancy for all months <4000)
<b>Reduction of response burden</b> The outcome of the annual administrative burden measurement with the 'response burden meter'.	The response burden for industry must be no greater in 2010 than in 2009.	Satisfactory Final figure for 2010: €19.0 mln	Satisfactory Final figure for 2009: €19.8 mln	Satisfactory Final figure for 2008: €21.3 mln	Satisfactory Final figure for 2007: €21.7 mln	Satisfactory

## 8. IT and Operations

### 8.1 IT

#### Software platform (PUMPS project)

The *Programme to Upgrade the Microsoft Platform and Systems* (PUMPS) project replaced the old software platform for the user environment, the servers and the database management system. At year-end 2011 approximately twenty percent of the computer software used in Statistics Netherlands had been made compatible with the new platform, and the first user groups migrated to their new Windows 7 environment.

#### The computer centre function

A tendering process in 2011 resulted in the selection of and contract award to a supplier for the two computer centres. The primary computer centre will be in Almere and the secondary computer centre in Haarlem. Implementation of the primary computer centre also started, and it was ready for use on 9 December. It is expected to be fully operational in the first half of 2012. The programme will complete when the secondary computer centre is operational, which is scheduled for the second half of 2012.

#### Diginotar

The national government withdrew its confidence in security certificates issued by Diginotar in the autumn of 2011, pursuant to which Statistics Netherlands replaced the certificates concerned. Apart from causing additional work for Statistics Netherlands and business respondents, the operation led to no major problems.

### 8.2 Operations

#### Financial statements

The financial statements of Statistics Netherlands for 2011 show a total surplus for the year of €11.4 million, after contributions to the provisions for the net reorganization costs of €6.6 million. A total of €4.2 million of the annual surplus of €11.4 million is attributable to structurally lower material costs (€1.8 million net) and structural compensation for higher wages (€2.4 million). There was also incidental income because of additional revenue from work for third parties, nonrecurring contributions from the Ministry of Economic Affairs, Agriculture and Innovation and a release from the provision for bad debts.

Of the total surplus of €11.4 million it is proposed in the course of 2012 to transfer €1.4 million to the equalization reserve and to add €10 million to a special investment reserve for process renewal and adjustment for the purpose of efficiency gains and other measures.

The financial statements and the notes are given in Chapter 9 of this Annual Report. The financial statements have been audited by KPMG Accountants N.V., and the independent auditor's report follows the financial statements in this Annual Report.

#### Risk analysis

Statistics Netherlands performed a risk analysis in 2006. The risk inventory was reviewed in 2011. The identified risks in 2011 largely correspond with the areas for attention identified previously. Control measures for each risk have been set down in strategy plans and discussed with the Audit Committee. Implementation of the control measures, the associated progress

monitoring through the planning and control cycle, and subsequent evaluation of points for attention, will proceed in 2012.

### **Corporate social responsibility and sustainability**

Statistics Netherlands attaches a high priority to sustainability and corporate social responsibility. Careful consideration is given to sustainability, the reduction of CO<sub>2</sub> emission and fossil fuel consumption in many matters related to the buildings.

An investigation into the sustainability aspects of buildings was carried out in 2009 in connection with the new offices in Heerlen. The resulting Dutch building environmental index (MIG) is equivalent to a Dutch energy label rating of 'B', which is on a scale from A (less environmental burden) to G (more environmental burden), and where the average rating for sustainable buildings was 'D' at the time. One of the most important contributory factors to this favourable rating is the use of heat pumps to extract energy from water in disused mines. No similar investigation was performed in The Hague, but the building was laid out in accordance with the same principles, and energy consumption was kept down by using heat/cold storage technology. Other measures in both buildings include 100% recyclable floor covering and the use of light sensors. Moreover, both buildings are near to a station, and the use of public transport is encouraged, with a view to reducing the CO<sub>2</sub> emission attributable to commuting.

Statistics Netherlands also has the ambition of achieving 100% sustainable purchasing, as is evident in the inclusion of a sustainability requirement in European tenders. For instance, when Statistics Netherlands purchases IT hardware it insists on certain certificates for energy consumption and recyclability, and assurances that no child labour was used in their manufacture. The tender for catering services in 2011 addressed the use of ecological products, and sustainability was also a factor in the procurement of the core range of office supplies.

### **Top employer**

For the fifth time in a row Statistics Netherlands has been named as a *Top Employer in the Netherlands*, for which employers qualify by being awarded over 60 percent of the available stars in an annual investigation of primary and secondary conditions of employment conducted by the CRF Institute. The investigation is independent and assessed as 100% reliable by the Dutch Accreditation Council. A Top Employer is recognized as a reliable and solid partner with an excellent HRM policy.

### **Reorganization**

When the 2003–2013 period ends Statistics Netherlands will have almost thirty percent fewer staff working on its statistical programme, while retaining the flexibility to meet new statistical information needs. Programme renewal will be funded by reallocating existing capacity. Compensation in the form of capacity will also be provided to cover duties that derive from EU obligations. On balance, the workforce will be approximately 20% smaller in 2013 than in 2003.

One effect of the sweeping efficiency measures implemented in 2011 has been a further reduction in the workforce. The average operational workforce (see also the financial statements) in 2011 was 1,964 FTEs, which is 95 FTEs fewer than the 2,059 FTEs in 2010. These measures put Statistics Netherlands in a position to meet the staff reduction target.

### **Mobility**

In 2011 internal and external mobility continued to be important elements in absorbing the impact of this change process as much as possible. Since 2009, 111 employees have been helped to find suitable alternative work, inside or outside Statistics Netherlands. These employees were designated as re-employment candidates when their jobs were cut in previous reorganization rounds. Almost two-third of them had actually found a suitable job by the end of 2011. The remaining re-employment candidates are engaged on programmes that offer sound

prospects. The reorganization that ended in 2011 added another four employees to the list of re-employment candidates. The process has been supported by organizational and HR measures pursuant to the Staff Compensation Policy for 2008-2012 (SFB) for the central government sector.

The temporary Personnel Deployment Centre also provided mobility support prior to 1 January 2012, in which it worked with the Civil Servants' Mobility Organization to direct and monitor the entry, advancement and exit of personnel. The Centre's beneficial effect led in 2011 to the decision to form a new organizational unit as of 1 January 2012: the Management Unit for Mobility Promotion and Support.

Preparations started in November 2011 for the Mobility Week event to be held in Zuid-Limburg in March 2012, following on from the two successful previous events in 2008 and 2010. Statistics Netherlands is one of the initiators of the event, which attracts approximately one-hundred organizations from the education and care sectors, municipalities, government and industry.

### **Composition of the workforce**

At year-end 2010, 70 percent of employees were above 45 years of age. One year later the proportion had risen to over 72 percent. The number aged 55 and over is particularly strongly represented, accounting for almost 38 percent of all Statistics Netherlands staff.

There will inevitably be a substantial outflow from 2013-2014 onwards. The average age of the workforce has risen steadily since 1990, from 38.7 years at year-end 1990 to 49.7 at year-end 2011.

At the end of 2011, 71 percent of employees held positions in grade 9 or higher (2010: 69 percent). The proportion in 2000 was 60 percent. The rise is attributable to the considerably greater complexity of the statistical processes and the consequent increasing need for highly educated staff. The proportion of women employees at Statistics Netherlands was unchanged in 2011 (38 percent). Likewise unchanged was the proportion of women in relatively senior positions (i.e. grade 9 or higher), with 433 of the 852 Statistics Netherlands women employees in grade 9 or higher at year-end 2011. This constitutes 27 percent of all employees holding more senior positions. More than one quarter of all management positions are held by women.

### **Working conditions**

A dominant aspect of working conditions in 2011 was the initiation and implementation of the strategy plan for occupational health and safety and care. The plan defines actions arising from the risk inventory and evaluation (RI&E) conducted in The Hague in 2010. The RI&E for the Heerlen site was completed in 2011.

The annual work satisfaction survey that has been conducted in Statistics Netherlands since 2004 was repeated in early 2011. Over the years the surveys have reflected a favourable employee perception of the working atmosphere at Statistics Netherlands. The satisfaction with management has also risen in the past few years. Furthermore most Statistics Netherlands staff are satisfied with their career prospects. The grade awarded for work satisfaction in general was 7.1 in the last survey (7.2 in the preceding year).

The rate of absence through illness went down in 2011 to 5.1 percent from 5.5 percent one year earlier. For 2011 the norm absence through illness rate for Statistics Netherlands (according to the Dutch 'Verbaan' method) was 4.64 percent.

Statistics Netherlands has allowed teleworking for several years. A substantial majority of employees now choose to use this option.

Population ageing and other factors will confront Statistics Netherlands in the next few with a sizeable group of older employees who remain in employment for an increasingly long period on average. Variety in the work performed can help this growing group of employees to continue to work productively and with pleasure. The over-fifties pilot project was started in 2010 with this in mind. The pilot was so successful that it was prolonged into 2011. The project has two options: a temporary exchange of jobs, or joining a project outside the normal working

environment. Return to the former position is guaranteed in either option. The new situation can be made permanent if both parties and their managers decide that the job exchange was a step forward.

### **Employee participation**

Statistics Netherlands attaches great importance to employee participation in decision-making. The agendas of the meetings between the Director-General and the Works Council in 2011 included the following items: the reorganizations in 2011 and 2012, the possible target to be imposed by the current coalition government, the evaluation and formalization of various pilots, the transfer of work between the two sites, Works Council recommendations on internal mobility and external recruitment, and the evaluation of special bonuses. Items on the agendas of meetings with the working conditions committee included: the Working Conditions and Care strategy plan for 2011, the risk inventory and evaluation on both sites, The New World of Work, the work satisfaction survey, the Self-Management and Absence project in one of the divisions, and various accommodation issues.

### **Professorial appointment**

Dr Jan de Haan has been appointed endowed professor of statistical methods in housing in the Faculty of Architecture of TU Delft.

## **9. Financial statements**

### **Financial statements 2011**



## 9.1 Balance sheet as at 31 December 2011

### Balance sheet as at 31 December 2011 (before profit appropriation)

<b>Assets</b>	<b>31 December 2011</b>	<b>31 December 2010</b>
<i>Amounts in thousand euro</i>		
<b>FIXED ASSETS</b>		
<b>1) Tangible fixed assets</b>		
New buildings (shell modifications)	20,557	23,310
ICT equipment	3,092	2,300
Machines and installations	2,447	2,692
Other fixed assets	4,991	7,223
Assets under construction	5,308	0
	<u>36,395</u>	<u>35,525</u>
<b>2) Financial fixed assets</b>		
Ministry of Economic Affairs, Agriculture & Innovation	2,296	5,651
Other financial fixed assets	11,043	12,610
	<u>13,339</u>	<u>18,261</u>
<b>CURRENT ASSETS</b>		
<b>3) Accounts receivable</b>		
Receivables	2,788	3,042
Other receivables	4,780	4,532
	<u>7,568</u>	<u>7,574</u>
<b>4) Cash and cash equivalents</b>		
Cash and cash equivalents	37,625	24,633
<b>TOTAL ASSETS</b>	<b><u><u>94,927</u></u></b>	<b><u><u>85,993</u></u></b>

**Liabilities**

	<u>31 December 2011</u>		<u>31 December 2010</u>	
<i>Amounts in thousand euro</i>				
<b>5) Equity</b>				
Equalization reserve	-830		-1,646	
Result of the financial year	<u>11,407</u>		<u>816</u>	
		10,577		-830
<b>6) Provisions</b>				
Reorganization 2011	3,855		0	
Reorganization 2010	2,938		4,564	
Reorganization 2009	6,618		4,987	
Reorganization 2008	0		1,682	
Reorganization 2007	396		3,071	
Reorganization 2005	2,016		2,716	
Reorganization 2004	3,215		5,050	
Unemployment obligations	8,332		6,859	
Reorganization 2000	1,087		1,280	
Long-service awards	<u>3,043</u>		<u>3,094</u>	
		31,500		33,303
<b>7) Long term liabilities</b>				
Ministry of Finance	<u>15,000</u>		<u>18,000</u>	
		15,000		18,000
<b>8) Current liabilities</b>				
Ministry of Finance	3,000		3,000	
Taxes and social insurance contributions due	5,107		5,751	
Other liabilities	<u>29,743</u>		<u>26,769</u>	
		37,850		35,520
<b>TOTAL LIABILITIES</b>		<u><u>94,927</u></u>		<u><u>85,993</u></u>

## 9.2 Profit and Loss Account 2011

### Profit and Loss Account 2011

<i>Amounts in thousand euro</i>	<u>Actual 2011</u>	<u>Budget 2011</u>	<u>Actual 2010</u>
<b>REVENUES</b>			
<b>9) Net turnover</b>			
Ministry of Economic Affairs, Agriculture & Innovation	188,659	184,088	188,958
Revenues from third parties	19,611	15,710	19,667
	<u>208,270</u>	<u>199,798</u>	<u>208,625</u>
Other revenues	1,735	1,390	941
	<u>210,005</u>	<u>201,188</u>	<u>209,566</u>
<b>10) OPERATING EXPENSES</b>			
Wages and salaries	128,370	130,381	132,535
Pension and social security charges	26,242	26,145	25,989
Depreciation of tangible fixed assets	5,710	6,437	9,109
Other operating expenses	38,020	41,015	40,344
	<u>198,342</u>	<u>203,978</u>	<u>207,977</u>
	11,663	-2,790	1,589
<b>11) Finance income and expenses</b>			
Interest income	567	500	163
Interest expenses	-823	-750	-936
	<u>-256</u>	<u>-250</u>	<u>-773</u>
<b>RESULT OF THE FINANCIAL YEAR</b>	<u><u>11,407</u></u>	<u><u>-3,040</u></u>	<u><u>816</u></u>

### 9.3 Cash flow statement 2011

<b>Cash flow statement 2011</b>		
	<u>2011</u>	<u>2010</u>
<i>Amounts in thousand euro</i>		
<b>Result of the financial year</b>	11,407	816
<b>Adjusted for:</b>		
Changes in provisions	-1,803	-3,618
Depreciation	5,710	9,109
Changes in working capital, excl. cash and cash equivalents	<u>2,336</u>	<u>-4,403</u>
	<u>6,243</u>	<u>1,088</u>
<b>Cash flow from operating activities</b>	17,650	1,904
Net-investments in tangible assets	-6,580	-2,025
<b>Cash flow from investing activities</b>	-6,580	-2,025
Redemption of loans	-3,000	-3,000
Depreciation/changes in financial fixed assets	1,567	1,567
Repayment of contribution from the Ministry of Economic Affairs, Agriculture & Innovation	<u>3,355</u>	<u>3,703</u>
<b>Cash flow from financing activities</b>	1,922	2,270
<b>Changes in cash and cash equivalents</b>	<u><u>12,992</u></u>	<u><u>2,149</u></u>

## 9.4 Notes to the financial statements for 2011

### General

Statistics 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*).

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

The Statistics Netherlands financial statements are drawn up in accordance with the Nondepartmental Public Bodies Framework Act, the Statistics Netherlands Act and other agreements related to the financial statements that have been concluded with the Ministry of Economic Affairs, Agriculture & Innovation, as set out in the 'control agreements'. Within the aforementioned parameters and as far as possible, the financial statements of Statistics Netherlands are drawn up with analogous application of the provisions of Title 9 of Book 2 of the Dutch Civil Code.

### Accounting principles

The accounting principles for the valuation of assets and liabilities and for determining the result are based on historical costs. Unless stated otherwise, assets and liabilities are recognized at nominal value. Revenues and costs are attributed to the period to which they refer, while losses are recognized when first foreseen.

Unless stated otherwise, the amounts in the financial statements are expressed in thousands of euros.

As a result of the uncertainties inherent in Statistics Netherlands' activities certain items in the financial statements cannot be measured with exact precision. Such items are therefore estimated. Estimation involves judgments based on the available relevant information. For example, estimates are required for determining the size of the provisions. The useful life of tangible fixed assets is also estimated. The actual results may deviate from these estimates. The use of reasonable estimates is an essential part of the preparation of these financial statements. The estimates and underlying assumptions are assessed periodically. The effect of a change in an estimate is recognized in the period in which the estimate is changed and in future periods affected by the change.

### 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 purchase price less the linear depreciation based on expected useful life. The table below shows the depreciation period for each category.

<i>Fixed assets</i>	<i>Depreciation period</i>
New buildings (shell modifications)	10 years
ICT equipment	3-5 years
Machines 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*

Accounts receivable are valued at their nominal value less a provision for probable bad debt. The 'unbilled receivables' item under accounts receivable represents the unbilled portion of work on third-party projects in proportion to progress toward completion at year-end. The portion of work on third party projects billed in advance is carried under 'other liabilities' under the item 'revenue billed in advance'.

#### *Cash and cash equivalents*

Cash and cash equivalents are valued at nominal value. Unless stated otherwise, 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 present obligation (legal or constructive) as a result of a past event; and
- a reliable estimate can be made; and
- it is probable that an outflow of resources will be required to settle the obligation.

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 policies for long term liabilities are included in the financial instruments section.

#### ***Current liabilities***

The accounting policies 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 determines cash flows by starting with the result for the financial year and adjusting for items that cause no receipts or outlay in the financial year and for changes in financing, provisions and working capital.

## 9.5 Notes to the balance sheet as at 31 December 2011

### Fixed assets

#### 1) Tangible fixed assets.

<i>Amounts in thousand euro</i>	New buildings (shell modifications)	ICT equipment	Machines and installations	Other fixed assets	Assets under construction	Total
<b>Balance as at 31-12-2010</b>						
Purchase price	28,703	18,792	3,845	12,437	0	63,777
Accumulated depreciation	5,393-	16,492-	1,153-	5,214-	0	28,252-
<b>Carrying amount as at 31-12-2010</b>	<b>23,310</b>	<b>2,300</b>	<b>2,692</b>	<b>7,223</b>	<b>0</b>	<b>35,525</b>
<b>Changes in carrying amount</b>						
Investments	172	1,142	132	184	5,308	6,938
Disposals	5-	783-	11-	15-	0	814-
Depreciation during financial year	2,920-	3-	371-	2,416-	0	5,710-
Accumulated depreciation of disposals	-	436	5	15	0	456
<b>Changes in carrying amount</b>	<b>2,753-</b>	<b>792</b>	<b>245-</b>	<b>2,232-</b>	<b>5,308</b>	<b>870</b>
<b>Balance as at 31-12-2011</b>						
Purchase price	28,870	19,151	3,966	12,606	5,308	69,901
Accumulated depreciation	8,313-	16,059-	1,519-	7,615-	0	33,506-
<b>Carrying amount as at 31-12-2011</b>	<b>20,557</b>	<b>3,092</b>	<b>2,447</b>	<b>4,991</b>	<b>5,308</b>	<b>36,395</b>

The ICT intensification contribution from 2009 has been charged in three annual instalments of €3.4 million to the depreciation of IT hardware.

#### 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>	<b>31-12-2011</b>	<b>31-12-2010</b>
Reorganization 2000	2,296	2,651
Reorganization 2004	0	3,000
<b>Total</b>	<b>2,296</b>	<b>5,651</b>

Of the total amount receivable in connection with the 2000 reorganization, €0.7 million has a term of less than one year.

For the 2004 reorganization, the Ministry of Economic Affairs, Agriculture and Innovation undertook to provide a total of €21 million. The Ministry of Economic Affairs, Agriculture & Innovation paid this receivable in seven annual instalments (2005 – 2011) of €3 million. This receivable had been fully paid at year-end 2011.



#### Other financial fixed assets

<i>Amounts in thousand euro</i>	<b>31-12-2011</b>	<b>31-12-2010</b>
VAT compensation paid in advance	<b>11,043</b>	<b>12,610</b>

Since Statistics Netherlands is not liable for VAT, the lessor is not entitled to claim a VAT refund on investments in the new buildings in The Hague and Heerlen. Statistics Netherlands has therefore undertaken to pay the lessor €9.2 million in respect of The Hague and €6.5 million in respect of Heerlen as compensation for VAT loss. The amounts will be charged to profit and loss over a period of ten years. The maximum settlement period for this VAT compensation is ten years. In 2011 €1.6 million was charged to profit and loss (2010: €1.6 million).

#### Current assets

##### 3) Accounts receivable

###### Receivables

<i>Amounts in thousand euro</i>	<b>31-12-2011</b>	<b>31-12-2010</b>
Receivables	2,986	4,826
Provision for bad debts	-198	-1,784
<b>Total</b>	<b>2,788</b>	<b>3,042</b>

At year-end 2010 an receivable of €1.3 million was included under trade debtors for one large debtor, for which a full provision was formed. Most of the outstanding invoices were paid in 2011, with a resulting reversal of the provision in favour of the result of the year.

###### Other accounts receivable

<i>Amounts in thousand euro</i>	<b>31-12-2011</b>	<b>31-12-2010</b>
Prepayments	4,605	2,447
Unbilled projects	0	1,736
Advances paid to employees	22	59
Other	153	290
<b>Total</b>	<b>4,780</b>	<b>4,532</b>

The prepayments account consists largely of prepaid maintenance contracts and prepaid rent. The increase in this account relative to year-end 2010 is attributable to several new contracts that were awarded at the end of 2011.

The other receivables are generally due within one year.

#### 4) Cash and cash equivalents

<i>Amounts in thousand euro</i>	<b>31-12-2011</b>	<b>31-12-2010</b>
Bank balances	32,905	19,975
Deposits	4,720	4,651
Cash and cash equivalents	0	7
<b>Total</b>	<b>37,625</b>	<b>24,633</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>Unappropriated result of the financial year</b>	<b>Total</b>
<b>Balance as at 1-1-2010</b>	-662	-984	-1,646
Allocation of result 2009	-984	984	0
Result 2010		816	816
<b>Balance as at 31-12-2010</b>	-1,646	816	-830
Allocation of result 2010	816	-816	0
Result 2011	0	11,407	11,407
<b>Balance as at 31-12-2011</b>	<b>-830</b>	<b>11,407</b>	<b>10,577</b>

The equalization reserve comprises the result of the years from 2004 to 2010, inclusive.

#### 6) Provisions

<i>Amounts in thousand euro</i>	Reorganization 2011	Reorganization 2010	Reorganization 2009	Reorganization 2008	Reorganization 2007	Reorganization 2005	Reorganization 2004*	Unemployment provision	Subtotal	Reorganization 2000**	Long-service awards	Total
<b>Balance as at 31-12-2010</b>	0	4,564	4,987	1,682	3,071	2,716	5,050	6,859	28,929	1,280	3,094	33,303
Internal transfer	0	0	0	0	-1,835	0	0	1,835	0	0	0	0
Addition in 2011	3,855	56	2,635	0	0	11	214	727	7,498	0	209	7,707
Costs incurred in 2011	0	-1,682	-925	-1,296	-685	-550	-1,955	-1,089	-8,182	-147	-260	-8,589
Released	0	0	-79	-386	-155	-161	-94	0	-875	-46	0	-921
<b>Balance as at 31-12-2011</b>	<b>3,855</b>	<b>2,938</b>	<b>6,618</b>	<b>0</b>	<b>396</b>	<b>2,016</b>	<b>3,215</b>	<b>8,332</b>	<b>27,370</b>	<b>1,087</b>	<b>3,043</b>	<b>31,500</b>

\* This provision also includes a provision for training and outplacement of € 0.7 million.

\*\* The amount released from the provision for the 2000 reorganization is payable to the Ministry of Economic Affairs, Agriculture & Innovation.

### **Reorganization from 2004 to 2011**

The provisions were formed to cover (1) the social costs for employees who were designated as re-employment candidates pursuant to targets imposed by previous coalition governments (the first to the fourth governments, inclusive, under Prime minister Balkenende), the reprioritization of statistics, efficiency projects and the 'ICT Future' budget, (2) the costs of employees who have availed themselves of the 'Remkes' early retirement arrangements and (3) the costs of other ongoing reorganizations. In determining the provisions, estimated and foreseeable obligations to employees were assumed. In addition to regular salary costs during the re-employment period, the obligations comprise agreed future payments to former Statistics Netherlands employees.

The reorganization provision for 2011 was formed for 31 newly designated re-employment candidates.

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

<i>Amounts in thousand euro</i>	<b>2012</b>	<b>2013-2016</b>	<b>2017 onwards</b>	<b>Total</b>
Reorganization 2011	1,584	2,093	178	3,855
Reorganization 2010	857	997	1,084	2,938
Reorganization 2009	739	2,200	3,679	6,618
Reorganization 2007	87	205	104	396
Reorganization 2005	393	664	959	2,016
Reorganization 2004	2,111	939	165	3,215
<b>Total</b>	<b>5,771</b>	<b>7,098</b>	<b>6,169</b>	<b>19,038</b>

### **Unemployment provision**

The unemployment provision was formed to cover redundancy payments to former Statistics Netherlands employees.

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

<i>Amounts in thousand euro</i>	<b>2012</b>	<b>2013-2016</b>	<b>2017 onwards</b>	<b>Total</b>
<b>Unemployment provision</b>	<b>1,270</b>	<b>3,724</b>	<b>3,338</b>	<b>8,332</b>

### **Reorganization in 2000**

The provision was formed to cover the outflow costs of employees designated as re-employment candidates during the reorganization in 2000, but whose employment did not terminate before 3 January 2004. At the time, the Ministry of Economic Affairs, Agriculture and Innovation undertook to pay approximately €10.8 million to cover severance expenses, which comprise the total personnel-related costs during the 18-month re-employment 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>	<b>2012</b>	<b>2013-2016</b>	<b>2017 onwards</b>	<b>Total</b>
<b>Reorganization 2000</b>	<b>173</b>	<b>561</b>	<b>353</b>	<b>1,087</b>

### **Long-service awards**

This provision is concerned with future obligations with respect to 12.5, 25 and 40-year long-service awards.

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

#### *Ministry of Finance*

For the relocation to The Hague, the Ministry of Finance extended three loans on 3 December 2007 totalling €30.0 million.

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

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

Loan tranche 3 is €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 2012 is €3.0 million and is recognized under current liabilities. Of the total amount payable of €18 million at year-end 2011, €6.6 million has a term of over 5 years.

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

## 8) Current liabilities

### Ministry of Finance

The 2012 repayment obligation for the loans secured on 3 December 2007 is €3.0 million.

#### Taxes and social insurance contributions

Amounts in thousand euro	31-12-2011	31-12-2010
Income tax payable	2,320	3,749
Pensions and social security contributions	2,787	2,002
<b>Total</b>	<b>5,107</b>	<b>5,751</b>

#### Other liabilities

Amounts in thousand euro	31-12-2011	31-12-2010
Expenses payable*	9,595	8,505
Holiday allowance payable	4,584	4,507
Creditors	3,995	3,155
Project developer advances received	2,770	3,048
Holiday entitlements	2,476	2,598
Revenue billed in advance**	5,145	3,774
IT capacity to be deployed	385	385
Year-end payment	646	670
Other	147	127
<b>Total</b>	<b>29,743</b>	<b>26,769</b>

\* Of this, an amount of €2.0 million is owed to the Ministry of Economics, Agriculture & Innovation with respect to the reorganization in 2000 (year-end 2010: €1.7 million).

\*\* Of which €0.2 million represents work still to be performed for the 2003-2008 long-term programme: €0.8 million).

The expenses payable are chiefly periodic costs for which the invoices had yet to be received at year-end.

The project developer advances received concerned a non-recurring contributions 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.

Most of the revenue billed in advance is concerned with the Blaise Survey Software licences and work to be performed. This item includes €1.4 million for work still to be performed in connection with modifications to the General Business Register (ABR) (31 December 2010: €1.4 million). Most of the increase in revenue billed in advance relative to year-end 2010 is attributable to the €1.1 million billed in advance at year-end 2011 for work on the 'Study of Residential Areas in the Netherlands' third-party project.

The Ministry of Economic Affairs, Agriculture & Innovation provided a contribution to cover the costs of temporary additional IT capacity for the reorganization in 2000.

The year-end payment concerns the amount reserved for December 2011 that will be paid out in November 2012.

The other payables are generally due within one year.

## **Financial instruments**

### ***Treasury policy***

Statistics Netherlands is obliged pursuant to the Departmental Agencies Regulations 2011 to participate in treasury banking with the Government Accounts Division. The Government Accounts Division is the unit within the Ministry of Finance that has treasury responsibility.

Treasury banking restricts cash holdings to a current account with the Government Accounts Division and permits loans only from the Government Accounts Division. Statistics Netherlands itself arranges the contract with the Government Accounts Division that states the conditions to be applied to the deposit or loan.

Treasury banking may be viewed as a central treasury for public funds. The principle of treasury banking is that public money leaves the treasury no sooner than necessary for the performance of the public duty concerned. Treasury banking allows Statistics Netherlands to perform cash management at the lowest possible risk.

### ***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 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 carrying amount.

## Off-balance sheet assets and liabilities

### Long term financial liabilities

<i>Amounts in thousand euro</i>	<b>2012</b>	<b>2013-2016</b>	<b>2017 onwards</b>
<b>Rent for premises in The Hague and Heerlen</b>	<b>7,300</b>	<b>26,700</b>	<b>53,000</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.

### 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 are repayable 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 for €50 million to prevent liquidity deficits arising from the potential social costs of meeting personnel targets imposed by a previous government (the first government under prime minister Balkenende), the ICT future budget and the 'reprioritization'. If the need for credit exceeds €50 million, consultation on the matter will take place between Statistics Netherlands and the Ministry of Economic Affairs, Agriculture & Innovation and the Ministry of 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 provide that relocation may not cause any 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, inclusive.

## 9.6 Notes to the profit and loss account for 2011

### 9) Net turnover

The net turnover is the total of:

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

#### *Contribution from the Ministry of Economic Affairs, Agriculture & Innovation.*

<i>Amounts in thousand euro</i>	<b>Actual 2011</b>	<b>Budget 2011</b>	<b>Actual 2010</b>
Budgetary contribution	187,431	187,431	189,129
Repayment of contribution from the Ministry of Economic Affairs for 2004 reorganization	-3,000	-3,000	-3,000
Repayment of contribution from the Ministry of Economic Affairs for 2000 reorganization	-643	-643	-703
In hand	30	0	392
Wage compensation and price adjustment	2,351	0	0
Expansion of activities for the Dutch Caribbean	675	0	0
Contribution to Long-Term Programme for 2003-2008	596	0	0
Contribution to Staff Compensation Policy	1,135	0	1,524
Contribution to VAT issue	0	0	1,316
Adjustment to EU obligations	-216	0	0
Security Monitor	300	300	300
<b>Total</b>	<b>188,659</b>	<b>184,088</b>	<b>188,958</b>

The contribution from the Ministry of Economic Affairs, Agriculture & Innovation is the budgeted contribution made available by this ministry. Statistics Netherlands receives this contribution under the 2009–2013 long-term plan. Statistics Netherlands is required to 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.

#### *Revenues from third parties*

The table below shows revenues from third parties by region.

<i>Amounts in thousand euro</i>	<b>Actual 2011</b>	<b>Budget 2011</b>	<b>Actual 2010</b>
Netherlands	14,098	11,294	13,442
EU	3,303	2,646	4,356
Other	2,210	1,770	1,869
<b>Total</b>	<b>19,611</b>	<b>15,710</b>	<b>19,667</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 Survey Software licences.



The table below shows revenues from third parties by customer:

<i>Amounts in thousand euro</i>	<b>Actual 2011</b>	<b>Budget 2011</b>	<b>Actual 2010</b>
Government	9,434	7,557	11,598
National statistical institutes of other countries	1,685	1,350	2,044
Research institutes	3,531	2,829	1,709
European Union and Eurostat	2,579	2,066	2,098
Other	2,382	1,908	2,218
<b>Total</b>	<b>19,611</b>	<b>15,710</b>	<b>19,667</b>

#### *Other revenues*

Other revenues consist mainly of revenues from supplying data, enforcement and publications.

#### **10) Operating expenses**

<i>Amounts in thousand euro</i>	<b>Actual 2011</b>	<b>Budget 2011</b>	<b>Actual 2010</b>
Wages and salaries	109,979	109,571	112,901
External staff	11,768	13,310	15,509
Changes in reorganization provision	6,623	7,500	4,125
<b>Total</b>	<b>128,370</b>	<b>130,381</b>	<b>132,535</b>

The addition (€7.5 million) less the release (€0.9 million) in the reorganization provisions for 2004 to 2011, inclusive, and the provision for unemployment obligations are recognized in the 'changes in reorganization provisions' item.

Statistics Netherlands employed an average of 1,964 FTEs in 2011 (2010: 2,059 FTEs). Three employees live and work outside the Netherlands.

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

In 2011, the emolument of the Director-General was €218,000 (2010: €217,000) and comprised gross salary, fixed allowances, social security contributions and pension charges.

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 2011, the commission comprised 9 members and the combined expense account of the CCS was €95,000 in 2011. In 2010, this was €92,000. The expenses of the commission's members are charged to Statistics Netherlands' budget.

The Executives Pay Financed from Public Funds (Disclosure) Act (WOPT) came into force on 1 March 2006.

Disclosure of income under the Executives' Pay Financed from Public Funds Act, WOPT:

<i>Amounts in thousand euro</i>	<b>2011</b>	<b>2010</b>
Position: Director-General		
Employed since: 1-11-2003		
Taxable salary	176	176
Employer's and employee's pension c	38	37
Hours contracted per week	36	36

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

### **Pension charges and social security contributions**

<i>Amounts in thousand euro</i>	<b>Actual 2011</b>	<b>Budget 2011</b>	<b>Actual 2010</b>
Pension charges	15,439	15,382	15,141
Social security contributions	10,803	10,763	10,848
<b>Total</b>	<b>26,242</b>	<b>26,145</b>	<b>25,989</b>

The pension scheme is managed by the General Pension Fund for Public Employees (ABP). The scheme is an industry-wide pension fund and Statistics Netherlands is obliged to pay supplementary contributions in the event of a pension fund deficit, separately from the payment of any higher future premiums. The funding ratio for the General Pension Fund for Public Employees at year-end 2011 was 94%.

The pension scheme has the following features:

Pension system	Average earnings
Holiday bonus	8%
Pensionable age	65
Pension base	Pensionable salary less deductible
Surviving dependant's pension	50% of retirement pension
Orphans' pension	10% of retirement pension
Deductible (2011)	€10,700
Accrual rate	2.05% of pension base

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

<i>Amounts in thousand euro</i>	<b>Actual 2011</b>	<b>Budget 2010</b>	<b>Actual 2010</b>
<b>Depreciation charges</b>	<b>5,710</b>	<b>6,437</b>	<b>9,109</b>

Depreciation was lower in 2011 than in 2010 because a portion of the assets (furniture and ICT hardware) had been depreciated in full in the course of 2011 in connection with the relocation in 2008.

### **Other operating expenses**

<i>Amounts in thousand euro</i>	<b>Actual 2011</b>	<b>Budget 2011</b>	<b>Actual 2010</b>
Housing	13,578	13,912	13,628
Other personnel	4,020	4,162	5,294
Office expenses	4,895	6,019	5,169
Travel	4,386	4,415	4,814
Consulting expenses	2,868	2,264	2,571
IT	5,637	7,461	5,281
Other	2,636	2,782	3,587
<b>Total</b>	<b>38,020</b>	<b>41,015</b>	<b>40,344</b>

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

Administrative overheads were lower because of the lower telephone costs following downward movements in charges and consumption.

IT expenses were substantially below budget because of favourable maintenance contracts, which will lead to lower costs for 2011 and beyond.

The 'other' item of operating expenses largely comprises costs for statistical base material.

**Auditor's fees**

<i>Amounts in thousand euro</i>	<b>2011</b>	<b>2010</b>
Audit of the financial statements	91	132
Other audit engagements	11	8
Tax consultancy engagements	0	0
Other nonaudit engagements	24	14
<b>Total</b>	<b>126</b>	<b>154</b>

**11) Financial income and expenses****Interest income**

The increase in interest income is attributable to a higher outstanding balance.

The Hague/Heerlen, 23 March 2012

Director-General of Statistics Netherlands

G. van der Veen

Central Commission for Statistics

Ms I. Brakman, chair

Prof. L.H. Hoogduin

Dr C.M. Hooymans

J.M.A. van Huut RA

M.B.G.M. Oostendorp, deputy chair

Prof. J. Plantenga

Prof. C.G.M. Sterks

Prof. J.T.M. van der Zee

## Other Information

### - Proposal for appropriation of the surplus

Of the total surplus of €11.4 million it is proposed in the course of 2012 to transfer €1.4 million to the equalization reserve and to add €10 million to a special investment reserve for process renewal and adjustment for the purpose of efficiency gains and other measures.

### - Independent 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 2011 of Statistics Netherlands, The Hague and Heerlen, which comprise the balance sheet as at 31 December 2011, 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, the other requirements of the Ministry of Economic Affairs, Agriculture & Innovation and article 6 of the 'Wet openbaarmaking uit publieke middelen gefinancierde topinkomens'. Management is furthermore responsible for the financial lawfulness of the income, expenditure and balance sheet movements as presented in the financial statements. 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. 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 35, paragraph 2 of the 'Kaderwet Zelfstandige Bestuursorganen'. 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, as well as in the framework of financial lawfulness for the compliance with those relevant legislation and regulations, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control of Statistics Netherlands. An audit also includes evaluating the appropriateness of accounting policies used and the criteria used for financial lawfulness and the reasonableness of accounting estimates made by management of Statistics Netherlands, as well as evaluating the overall presentation of the financial statements.

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 2011, and of its result for the year then ended in accordance with the Statistics Netherlands Act, the other requirements of the Ministry of Economic Affairs, Agriculture & Innovation and article 6 of the 'Wet openbaarmaking uit publieke middelen gefinancierde topinkomens'.

Furthermore, in our opinion, the income, expenditure and balance sheet movements that occurred in 2011 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.

The Hague, 23 March 2012

KPMG ACCOUNTANTS N.V.

J.G.A. Bruinsma RA

## Appendix 1: Output table<sup>2</sup>

Theme	Press releases	Com monitor reports	Web articles	Statline tables	Publications		Eurostat contributions		Metadata sets	Other customized information	Information service	
	number				new	updated	digital	data sets			phone (incl. answer machine)	e-mail, video and fax
Labour and social security	25		37	395	40	5	16	105	387	45	1 518	1 207
Immigration	3		6	175	13	4	6	23	48	5	186	82
Population	3		22	145	15	5	18	12	12	-	1 318	1 108
Construction and housing	2	12	6	111	3		35	51	22	-	274	39
Finance and business services		14	1	54			6	24	1	-	133	12
Health and welfare	2		15	120	25	-	6	11	9	-	532	603
Trade, hotels and restaurants	16		3	51	5		15	24	3	-	128	229
Manufacturing and energy		24	5	240	5	-	38	145	15	-	150	323
Income and spending		24	18	97	13	-	3	15	113	-	155	524
International trade		12	6	154	14		1	33		-	302	328
Agriculture			1	101	5		2	65	1	-	125	27
Macroeconomics	13		5	230	28	5	9	105		-	160	347
Nature and the environment			6	51	9	4	6	17	2	-	57	142
Education	1		14	85		2		9	51	-	283	357
Government and politics	1		13	51	15		2	5	8	-	96	153
Prices	12	12	5	222	4		2	62	11	-	7 192	1 229
Security and justice	2		15	152	13	5	1	21		-	235	275
Traffic and transport			16	115	6		5	103	2	2	196	304
Leisure and culture	1		18	122	4	5	2	12		-	250	376
People with a foreign background										3	251	225
Business cycle		28	7									
Emancipation	1		1			-						
European Union											281	359
Globalisation						-						
Historical time series				42								
Regional Statistics			5	100	10					29	200	203
Entrepreneurial climate			2			5	3					
Other				247	5	5	50				1 507	825
<b>Total</b>	<b>81</b>	<b>121</b>	<b>219</b>	<b>2 221</b>	<b>221</b>	<b>54</b>	<b>218</b>	<b>915</b>	<b>180</b>	<b>77</b>	<b>16 473</b>	<b>18 882</b>

<sup>2</sup> There are fewer updated or new StatLine tables in the database than planned. The main reasons are rearrangements of the information for a wide variety of subjects plus a significant reduction in the number of tables for International Trade because of European regulations that were not foreseen in the plans. There are many more micro datasets than foreseen; almost 600. This reason was a change in the Social Statistical Database (SSB). The files have fewer columns, and the presentation of the same amount of information therefore demands more files. Datasets from previous years have also been modified.

## Appendix 2. 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 performance of the advisory boards was evaluated in 2011. The overlap in subjects and membership of the advisory boards and Statistics Netherlands' new organization structure as of 1 January 2012 led to a decision to reorganize the advisory boards. The chairs of the six advisory boards jointly form an advisory council for the Director-General.

### **Composition of the Statistics Netherlands Advisory Council at the start of 2012:**

G. van der Veen – chair

Ms M.I. Tóth Pál – secretary

M.A. van Straalen – Business Respondents' Advisory Board

E.E. van de Lustgraaf – Economic Statistics Advisory Board

vacancy – Statistics of the Living Environment Advisory Board

H.M.M. Claassen – Macroeconomic Statistics Advisory Board

P.H.B.F. Franses – Methodology Advisory Board

Prof. H. Entzinger – Social Statistics Advisory Board

## Appendix 3. Organization in 2011

**Director-General** G. van der Veen

Deputy Director-General G. Bruinooge

Secretary to the board Ms M. Renaud

**Central Staff** F.W.M. Hendrikx, *director*

The Central Staff department comprises HR, Operations and Technical Services.

**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.

**Macroeconomic Statistics and Publications** 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 Statistics Netherlands' digital and printed publications.

**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.

**Data collection** H.J.C.M. Hermans, *director*

The Data Collection division is responsible for applying and reviewing Statistics Netherlands' observation Strategy. The division also acts as a central observation unit and moreover works towards harmonizing the observation processes.

**IT Services** J.P. Buiten, *acting director*

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

**Methodology and Quality** 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.



## Appendix 4. Guide

Statistics Netherlands collects data on persons, business and institutions and publishes the results of its studies using various methods at the earliest opportunity.

### **CBS web site ([www.cbs.nl](http://www.cbs.nl)):**

The web site provides access to the output of Statistics Netherlands research, together with information and key figures about the Netherlands organized by theme. All the publications are laid out clearly. Detailed figures are published in StatLine, the free databank.

The web site also has an up-to-date publication calendar and product catalogue. There is also policy information and links to national statistical offices and relevant international organizations.

Statistics Netherlands has also developed a number of web sites for four target groups, including: [www.werkenbijhetcbs.nl](http://www.werkenbijhetcbs.nl); [www.cbsinuwbuurt.nl](http://www.cbsinuwbuurt.nl); [www.cbsvooruwbedrijf.nl](http://www.cbsvooruwbedrijf.nl). and the education site on [www.cbs.nl/cbsindeklas](http://www.cbs.nl/cbsindeklas)

### **New media**

Alongside the existing channels, Statistics Netherlands has also distributed its output through YouTube (<http://www.youtube.com/statistiekcbs>) and Twitter (<http://www.twitter.com/statistiekcbs>) in the past year. A StatLine App has also been developed for iPhone.

### **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 the Customer Service Department, P.O. Box 4481, 6401 CZ Heerlen, The Netherlands, by telephone on +31 (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 contacted by telephone on +31 (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 (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 contacted by telephone on +31 (45) 570 64 00, by e-mail at: [contactcenter@cbs.nl](mailto:contactcenter@cbs.nl) or by filling in the web form on the Statistics Netherlands web site at: [www.cbs.nl/contactcenter](http://www.cbs.nl/contactcenter).

## **Press office**

The central information desk for the media can be contacted by telephone on +31 (70) 337 44 44 or by e-mail at: [persdienst@cbs.nl](mailto:persdienst@cbs.nl). There is additional information on the Statistics Netherlands web site at: [http://www.cbs.nl/informatie voor/pers](http://www.cbs.nl/informatie_voor/pers).

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

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

- supplying micro datasets under strict security conditions on Statistics Netherlands premises to researchers appropriately authorized under the Statistics Netherlands Act or by the CCS, for the purpose of performing their own analyses (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;
- advising customers, such as ministries and public policy and research institutes, large municipalities and other government agencies, on finding, organizing and using information required for policy formulation and evaluation.

The Centre for Policy Related Statistics charges for its services. Additional information can be obtained by telephone on +31 (70) 337 47 92, on the web site at [www.cbs.nl/cvb](http://www.cbs.nl/cvb) or by e-mail at [cvb@cbs.nl](mailto:cvb@cbs.nl).

## Appendix 5. List of Dutch and international abbreviations

AAB: foreign operations only

AC: Audit Commission

AKO: Labour Force Survey

ANP: Dutch News Agency ANP

AOW: General Old Age Pensions Act

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

BAG: Key Registers for Addresses and Buildings

BFI: special financial institution (SFI)

BTW: VAT

BZK: Ministry of the Interior and Kingdom Relations

CBS: Statistics Netherlands

CCS: Central Commission for Statistics

CES: Conference of European Statisticians

CFI: captive financial institution

CoC: Commitment on Confidence

CPB: Netherlands Bureau for Economic Policy Analysis

CPI: consumer price index

CvB: Centre for Policy-Related Statistics

CvP: Personnel Deployment Centre

DG: Director-General

DNB: De Nederlandsche Bank (the Dutch central bank)

EBB: Labour Force Survey

EFQM: European Foundation for Quality Management

e-Frame: European Framework for Measuring Progress

EIM: EIM Small Business Research and Consultancy

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

ESB: Economisch Statistische Berichten (an economics journal)

ESS: European Statistical System

ESSC: European Statistical System Committee

ESTP: European Statistical Training Programme

EU: European Union

Eurostat: the statistical office of the European Union

EVO: Eigen Vervoerders Organisatie (a business association for logistics)

GGD: community healthcare services

HEcS: the Redesign of Economic Statistics programme

HPE: redesign of personal surveys

HPI: housing price index

HRM: human resource management

HSMR: hospital standardized mortality ratio

ICT: information and communication technology

IEA: International Energy Agency

I&M: Ministry of Infrastructure and the Environment

IMF: International Monetary Fund

IMO: international monitoring operation

IPO: Association of Provincial Authorities

ISTAT: the Italian National Institute of Statistics

IT: information technology

KvK: chamber of commerce

LEI: Agricultural Economics Institute

LURA: lessons of recent labour migration

MKB: small and medium-sized business

NHR: New Trade Register

NKO: Dutch general election opinion poll

NR: national accounts

NSCR: Netherlands Institute for the Study of Crime and Law Enforcement

NVBR: Netherlands Association of Fire and Disaster Control Services

OCW: Ministry of Education, Culture and Science

OECD: Organization for Economic Cooperation and Development

ONS: the UK Office for National Statistics

OPTA: Independent Post and Telecommunications Authority

OViN: Dutch National Travel Survey

OSCE: Organization for Security and Co-operation in Europe

PBL: Netherlands Environmental Assessment Agency

PUMPS: Programme to Upgrade the Microsoft Platform and Systems

RI&E: risk inventory and evaluation  
RIVM: National Institute of Public Health and Environmental Protection  
RME: raw material equivalents

SBI: the Statistics Netherlands standard industrial classification  
SBR: standard business reporting  
SCP: Netherlands Institute for Social Research  
SFB: Staff Compensation Policy (2008-2012)  
SIER: International Economic Relations spearhead  
SIM: Minority Groups Integration Survey  
SING: New Groups Integration Survey  
SPPI: service producer price index  
SSB: Social Statistical Database  
SZW: Ministry of Social Affairs and Employment

TLN: Dutch Transport Operators Association  
TNO: Netherlands Organization for Applied Scientific Research

UM: Maastricht University  
UNECE: United Nations Economic Commission for Europe  
UNESCO: United Nations Educational, Scientific and Cultural Organization  
UNSD: United Nations Statistics Division  
UvA: University of Amsterdam  
UWV: Employee Insurance Agency

VIR: Civil Service Data Security Regulations  
VM: Security Monitor  
UN: United Nations  
VNG: Association of Netherlands Municipalities  
VU: VU University Amsterdam  
VWS: Ministry of Health, Welfare and Sport  
V&J: Ministry of Security and Justice  
VZR: security accounts

WW: Unemployment Benefits Act  
WODC: Research and Documentation Centre  
WUR: Wageningen University and Research Centre

XBRL: eXtensible Business Reporting Language  
zzp'er: self-employed worker without employees

## **Publishing details**

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#### **Published by**

Statistics Netherlands

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