

New practice for lost travel documents

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Organisation: Ministry of the Interior and Kingdom Relations of the Kingdom of The Netherlands

Country: Netherlands

Level of government: Central government, Local government

Sector: General public services, Public order and safety

Type: Public Service

Launched in: 2009

Link to the innovation's website

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Description

The innovative part of this program is the bottom-up approach: Citizens, businesses, institutions or a local authority comes up with an idea. This idea is tested for feasibility. The new method can be translated into legislation if it is successfully tested. Due to reports from police professionals, several police units and municipalities in the Netherlands, Curacao and special municipality Bonaire started a pilot in which a better and sufficient practice for lost Dutch travel documents (and licenses) is introduced.

This practice is interdepartmental supported by the Dutch Ministries of the Interior and Kingdom relations and Security and Justice and finally the Ministry of Infrastructure and Environment. The Ministry of Interior and Kingdom Relations has the leading role. Under the applicable law two separate reporting procedures apply if there is a missing travel document. First the loss has to be declared at the police station. Second the municipality has to be notified of the loss. The duty to declare a missing document to the police lapses during the pilot. The applicant shall only notify the municipality of his residence or domicile of his lost, and a new passport (or driving license) can be requested.

In a well-founded suspicion of fraud the police will be tipped off by the municipality. The police can conduct criminal investigations if the suspicion proves to be founded. The Public Ministry will proceed to prosecution. The pilot aims to achieve an increase in service quality to the citizens, a highly targeted approach to identity fraud and to reduce the administrative burden for the police.

Why the innovation was developed

Factors that led to the innovative practice: (1) Burden-reduction and better detection/prevention of fraud have been two political priorities since 2008; (2) Police officer(s) informed the Department of the Interior and Kingdom Relations of the administrative burdens in the process of lost Dutch travel documents; (3) Renewed attention for prevention and detection of fraud (by the cross-organisational 'Programma Versterking Identiteitsketen Publieke Sector' or Strengthening Identity fraud chain public sector).

Objectives

Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction

- Reduction of administrative burdens for police, citizens and issuing authorities (like municipalities).
- Better collaboration between all involved parties.
- Better tracing of fraud and misuse of Dutch travel documents.

Main beneficiaries

General population, Government bodies, Government staff

- Police.
- Municipalities.
- Citizens.

Results

Efficiency

Police officers can be used for other tasks because of the time savings of 187 500 hours (for filling out a report and questioning every citizen that lost a travel document). These 187 500 hours stand for almost 120 FTEs (full-time equivalents). And for issuing authorities (like municipalities) the time saving will be a little over 15 000 hours (in total, for all municipalities).

Service quality

Accessibility:

Citizens can be helped at one point by the travel document issuing authority, instead of also going to the police. This means time savings for the citizens of approximately 200 000 hrs (in total, nationally per year).

User satisfaction

User-satisfaction research shows improvement of the satisfaction among citizens. Citizens are (very) satisfied.

Other improvements

- Identity fraud: There's an improvement of collaboration between involved parties, which led to a slight improvement in the detection of fraud.
 - Increased satisfaction of police personnel: They want to see a continuation of the new practice.
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Evaluation

The pilots have been evaluated. It was a general evaluation including time measurement, interviews and satisfaction measurement. The evaluation strongly suggests adjusting the passport law and the roll-out of the innovation in all police regions. It is the basis of a bill to change the passport law.

Development

Design

The programme reduces the administrative burden within the Ministry of the Interior and Kingdom Relations and invests in ideas by professionals as to how to make their work more effective with less red tape. The idea of the innovation was generated from the report of police professionals who informed the Ministry about the administrative burdens in the process of lost Dutch travel documents. The Ministry collaborated with the police unit of Amsterdam - Amstelland to start a pilot to test the new method.

Testing

- The first pilot started in the area of Amsterdam – Amstelland (police and municipalities) in 2009. Other units followed.
- The police regions and municipalities are supported by the Ministry and all have their own project workgroups.
- All involved employees are trained and educated about the new practice.
- The pilots are closely monitored and have been evaluated in 2011.
- In 2012/13 and 2014 new regions are connected to the pilot.

Testing time: 5 years

Implementation

Tools used:

Further implementation will start as soon as a bill to change the passport law has passed in parliament.

Resources used:

- There are no indirect costs due to the financial support of the police departments.
 - The department of the Interior and Kingdom Relations are in control and fund the entire project.
 - For the police and the municipalities, the indirect costs are mainly training and finding new ways to collaborate with each other.
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Challenges and solutions

Biggest challenge: To make sure that fraud and misuse are detected, criminally investigated and persecuted.

Partnerships

Ministries of the Interior and Kingdom Relations, Infrastructure and Environment and the Ministry of Security and Justice

Other Public Sector

The Ministries of the Interior and Kingdom Relations, Infrastructure and Environment and the Ministry of Security and Justice were involved from the start, structuring the pilots and outcomes.

Police departments

Other Public Sector

Police departments were involved from the start as participants. The police departments are in control and carry indirect costs for training and finding new ways to collaborate with each other.

Municipalities

Other Public Sector

Municipalities were involved from the start as participants.

Lessons Learned

Lessons Learned

- Ask civil servants what they would change. They know best! The best ideas start bottom-up.
 - Use the positive energy that's generated from a successful project. Use the enthusiastic participants to spread the word!
 - People are always looking to find a way to do their job better. This process shows that you can have a safe identity management structure and reduce the red tape.
 - Don't let a law hold you back! Try to experiment and challenge the law.
 - Possible problems or issues should be thought of in the early stages, or when an unforeseen problem occurs.
 - You should take measurements as soon as possible.
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Conditions for success

The proven method shall be implemented in Dutch laws and regulations. The agreements between the police and judiciary will continue to be respected, and departments, municipalities, prosecution and police join forces should continue to work together in their approach of combating identity fraud.

Other information

This innovation is still in a pilot phase.

The general idea of this innovation is that even though there's a law that states a certain practice, sometimes it's good to test the current law by starting a new practice, especially when the suggestion starts bottom-up.

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