



# Utrecht International Center

2024 in numbers

# 5 years

of supporting the  
international community

2024 was a special year for the Utrecht International Center. It marked our five year-anniversary of helping Utrecht's international community. Over the past half-decade, we supported ten thousands of internationals in their journey to make Utrecht feel like home. From attracting to retaining international talent, and from immigration support to cultural integration: our mission is to create a welcoming and inclusive space for all. This annual report covers how we have been doing this and what we achieved in 2024.



Average customer  
satisfaction score

**8.8**

## 10,000 desk visits

Close to 10,000 internationals visited the Immigration and Naturalisation Service (IND), Civil Affairs and information desk at the Utrecht International Center. While this is a small decrease from the previous year, we are still incredibly proud to have assisted so many highly skilled migrants, labor migrants, and international students with their residence documents, municipal registration, and practical information about living and working in the Utrecht region.

## Country of origin of visitors Top 10



2. United States
3. China
4. Germany
5. Spain
6. United Kingdom
7. Turkey
8. Italy
9. Australia
10. France

# Frequently asked questions

We have received many questions about working and living in the Utrecht region: 2,198 in total. The most settling-in questions concerned:

## 1. Administrative matters

such as how to prepare for relocation, register with the municipality and arrange a residence permit

## 2. Housing inquiries

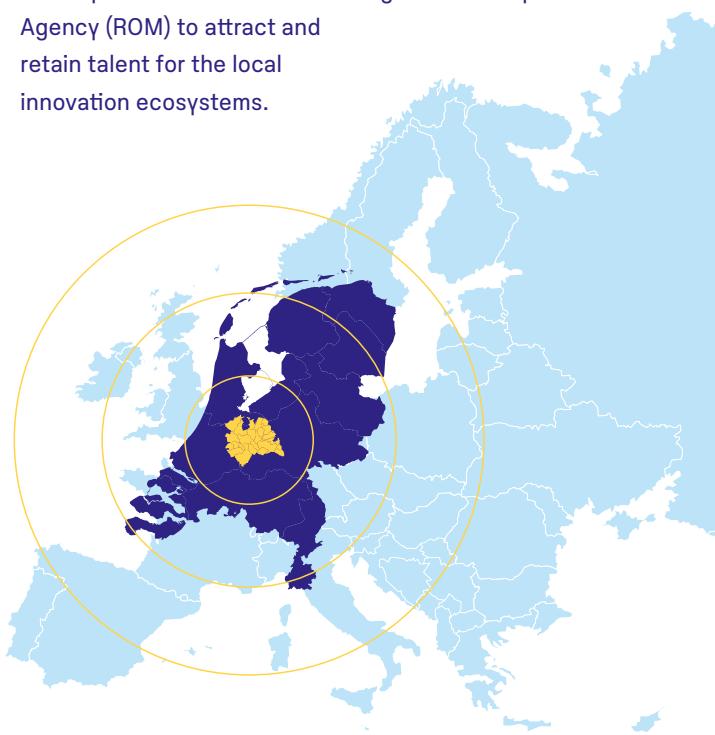
such as renting or buying an apartment or house

## 3. Employment

such as finding work and starting a business

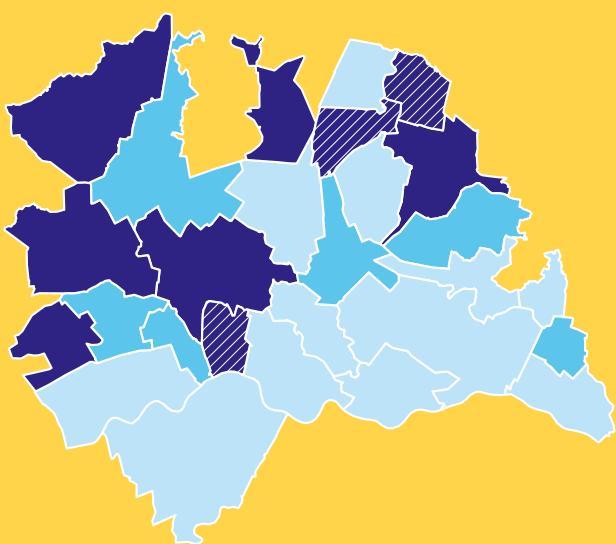
# Collaborations in NL and abroad

2024 was all about strengthening our regional, national, and international networks. We intensified our efforts in the Utrecht region with the Utrecht Economic Board and other stakeholders; joined the International Dual Career Network to further facilitate the professional integration of dual-career partners & spouses; expanded our international network with new collaborations with Barcelona, Brno, and Bologna; kicked off the European Talent Alliance; joined the Work in NL project; and successfully applied for the EU Interreg project with the city of Utrecht and Utrecht Regional Development Agency (ROM) to attract and retain talent for the local innovation ecosystems.



# Partner network

We welcomed many new businesses, foundations, and non-profit organizations to our partner network in 2024. It now consists of 91 partners, ranging from corporate organizations to service providers, in a wide range of sectors. With the support of these business partners, we can provide the international community and staff of corporate partners with the high-quality information and services they need.



# Collaborations with municipalities

We further expanded our network of municipalities in the Utrecht region with new collaborations with Baarn, Bunschoten and Nieuwegein. They joined our economic partnership which offers their international citizens and businesses access to our English information support and events. The full partnership also includes the option for internationals to register at our center, while picking up their permit and visiting our helpdesk, providing them with a one-stop-shop solution.

- Fully partnered up with the Utrecht International Center
- Economically partnered up with the Utrecht International Center

- In close contact
- Yet to contact



## Cities for Talent

The Utrecht International Center brought international centers and government organisations from all over Europe together to share knowledge and best practices about talent attraction and retention. First and foremost, at the Cities for Talent Meeting in Utrecht. Twenty-six international centers joined us for a successful three-day congress, where we discussed the pull and push factors of international talent to choose for or leave a country, region, or organisation; social cohesion initiatives and alliances with the private sector. We are going to continue these valuable collaborations and explore these topics in greater depth in the shape of a brand-new network called the European Talent Alliance, initiated and coordinated by the Utrecht International Center.



## New name

The International Welcome Centre Utrecht Region changed its name to Utrecht International Center in 2024. The new name better suits our services and mission to be a welcoming place for all internationals working and living in the Utrecht region. Our goal is to make their time here as smooth and enjoyable as possible by providing all the information, support, and community connections they need. This way, we contribute to a healthy living environment for internationals, and a strong economic and social Utrecht region.



## Labor migrants

The Utrecht International Center joined the national Work in NL Project to address and improve the poor living and working conditions, discrimination, and exploitation of labor migrants in the Utrecht region. Our center is now an official information point offering labor migrants multilingual information about their rights and important topics such as healthcare, accommodation and registration. We will further expand our services with a mobile team, walk-in consultation sessions in neighbourhoods, and educational workshops in 2025.

# Connecting with our community and network

In 2024, we reached many internationals, businesses and government organisations

## 1,549

people visited the events of the Utrecht International Center and our ambassador club

adding up to a total of **33** events



**61,678** people visited our website

with a total of **190,872** page views

## 6,216 people

follow the Utrecht International Center on social media

Most website visitors came from:

1. The Netherlands
2. United States
3. India
4. Germany
5. United Kingdom



## Follow us

Want to stay up to date on the Utrecht International Center's developments? Subscribe to our business newsletter and follow us on LinkedIn to stay informed. Please visit our website or send an email to [info@utrechtinternationalcenter.com](mailto:info@utrechtinternationalcenter.com) for more information about our services and partnerships.

## Founding partners of the Utrecht International Center