

# Leiden International Centre

Supporting international newcomers and their employers in Key Region Leiden



## 2025 year review

Throughout the year, we worked to ensure international talent felt welcomed and supported across the region. Through dedicated helpdesk support, community events and providing assistance to employers, we helped internationals feel at home.

The results speak for themselves, as engagement with our centre continued to grow across every channel.



Helpdesk



Community & Integration



Support for Employers



Regional Knowledge Centre

Key Region Leiden is home to a total of **24.625** internationals. **6.810** are knowledge workers, **6.580** are labour migrants, **2.395** are students, **1.960** are refugees, **1.415** are income-dependent partners and **5.465** are children.

*Decisio Report Leiden, April 2024  
based on CBS data from 2022.*

2.955

2.100

2.565

13.995

1.285

1.515

210



# Helpdesk for Internationals



**1.700** contact moments

**340** BSN registrations

Our helpdesk provides specialised support for internationals. They can reach us via email, video call and in-person. We receive questions about registration procedures, healthcare and a wide range of other topics.

## Top 10 countries

Knowledge migrants living in\*  
**Key Region Leiden**

Poland



Germany



Italy



UK



Spain



France



Belgium



India



Turkey



Romania



## F.A.Q.



“Where can I buy train tickets?”

How do I register with a doctor?

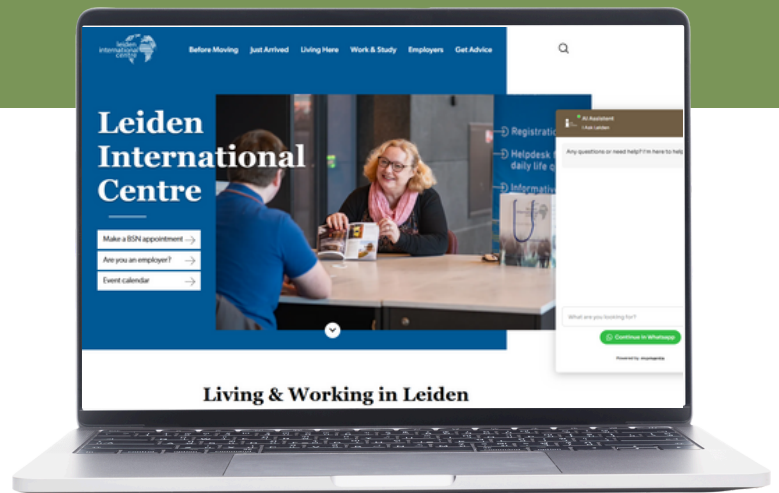
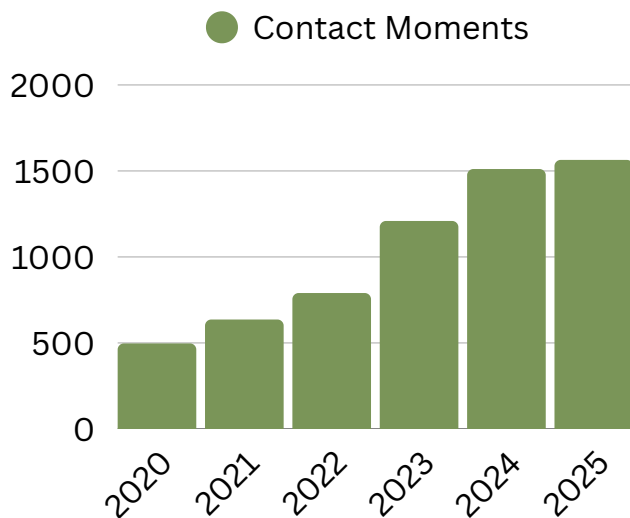


“I need to find housing! Can you help?”

I have a partner visa but I am getting divorced. What now?



“Can I use health insurance from my home country?”



Top 3 pages on our website	
1	Relocating to NL from the US
2	Event Calendar
3	Housing for students

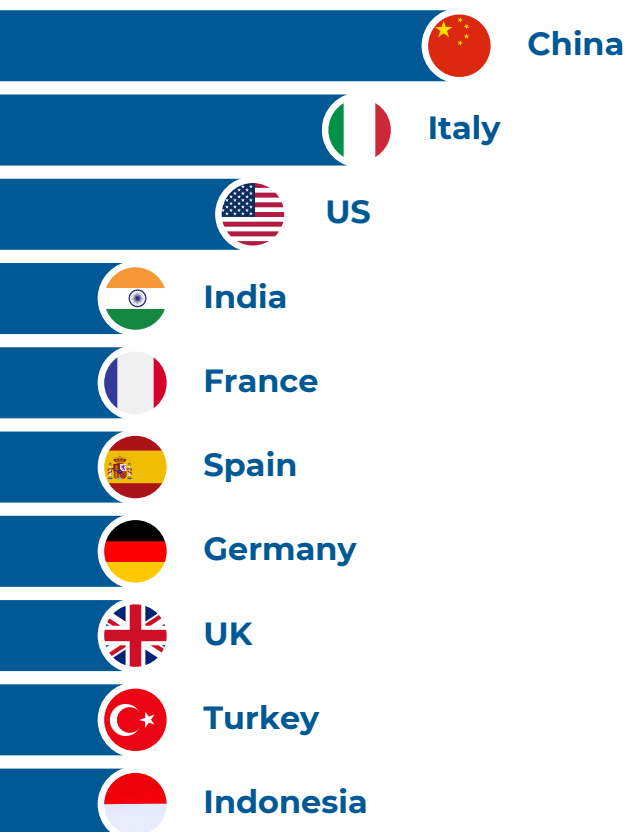
## 122K Website sessions

Our website offers useful information for both internationals and their employers. This year, we expanded our pages on working in the region and added more information for international students.

## ies of origin

New arrivals 2025

## Our registrations



## 5.4K Conversations

with our website chatbot

in **65 languages**



## 9.1K Social media followers

Our Instagram and Facebook pages connect our followers with upcoming events across the region, stories from fellow internationals, and Dutch language and culture.

Our LinkedIn page is for employers and HR. This year we reached 1.500 followers!

## 4K Newsletter subscribers

In our monthly newsletter we share important updates and useful tips for living in the Leiden region. We also share articles and events from our network of service providers, municipalities and other partner organisations.





# Building Community

## PRAAT NEDERLANDS DAY

On 9 October we hosted a day-long programme to support **integration** by creating **safe spaces** for internationals to practice Dutch at any level. Our aim was to build **confidence** and increase **motivation** for their Dutch language journey - key for putting down **solid roots** in the Leiden region.

1 Day

10 Events

120+ Internationals

“

*I only speak English and French with my clients, and I don't have many Dutch colleagues. It's nice that I can practice here now!*

Katarina, participant



Working together  
in the Leiden Region

10 Partners

10 Companies

40 Local Businesses



Dutch classes



Conversation  
events



Easy-Dutch  
museum tours



Lecture



Dutch class by ATC



Tour at RMO



Praat Nederlands at the Shop



Our Praat Nederlands pin

## A growing international community

We organised **14** informative and social events for **600** participants in 2025. Many of these were hosted in collaboration with our service partners or other local organisations.

Highlights of 2025 were our financial advice event on Women's Day and an enlightening career workshop.

Alongside our monthly Meet&Mingles, we experimented with a new format: At the Movies with LIC.

The first edition featured the 3 October documentary - *'Tis maar eens per jaar*. It was a great way for our guests to get to know the city, and each other, better!



## International stories

In 2025 we published interviews with many members of our community, so others can be inspired and learn from their experiences of relocating to the Leiden region.

Ana Paulina's story was even more special. She is one of the three winners of *Uni-Visions*, Leiden University's art competition to celebrate its 450 year anniversary. We are proud to have her as part of our community!







# Support for Employers

Through our newly launched [Employer Partnership Programme](#), we helped **companies across the region** with hiring and retaining international talent.

Our fast-track BSN appointments enabled new employees to quickly get started. A key benefit of these is the ability to use the employer's address for registration, if housing has not yet been found.

Employers value the practical insights we offer to support them in **recruiting and onboarding** new employees, such as responding to inquiries about immigration and BSN registration.



Our numerous services for employees are also highly appreciated, as new arrivals are helped to quickly feel at home via our helpdesk and events - vital for **retaining talent!**

## Company Services

- Free consultations
- Support for employers section on our website
- LinkedIn
- Corporate Newsletter
- Referral to service partners

## Employee Services

- Newcomer Guide
- Fast-track BSN registration
- Registration at employer's address
- Helpdesk and informational channels
- Social & informative events





# Regional Collaboration

## Work in South Holland

With funding from the Province of South Holland, we are working together with the cities of The Hague, Delft, and Rotterdam to better serve highly skilled migrants and their families.

We've joined forces on events about universal topics like taxes, immigration, and finding work. This has the extra benefit of freeing up more time and budget for our local, Leiden region-specific initiatives.



### Joint Events

Webinars by experts on Immigration and Taxes

Webinars for new arrivals "Living & Working in South Holland"

IAm Expat Fair

Corporate conference: International Talent in South Holland

### Dual Career Support

Career workshops for international spouses and newcomers in collaboration with EURES

- Personal branding
- CV and cover letter
- Networking and LinkedIn
- Job interviews

### Decisio Monitor 2010-2024

We commissioned an extensive report on all internationals living and working in South Holland.

Data from the report will be shared with our partner network in early 2026.



## Our Partner Network

We work with **46 Service Partners**, including language schools, tax advisers, housing agencies, and more. Their expertise is valuable for our community of internationals and employers. We referred clients to them **1.600 times** in 2025!



# Looking ahead to 2026



2026 will mark 10 years since the founding of our centre. As well as celebrating this milestone, we are working on several new initiatives that reflect our commitment to innovation and collaboration:

- Plan to increase **contact with employers** of all sizes across Key Region Leiden. From start-ups to multinationals, we can assist.
- A greater variety of **community events** to improve social cohesion and integration across the whole region.
- Developing our collaboration with The Hague and Rotterdam International Centres through **Work in South Holland**, including new events and a regional website.
- Expand our **"Praat Nederlands Met Me" campaign** to encourage even more people to learn and practice Dutch across the country.
- Increase our guidance for **International Students**, to help them to stay and work in the region after their studies.



## Let's keep in touch!

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