



The Home Office response to the Independent Chief Inspector's report:

A re-inspection of Border Force Operations at Heathrow Airport

May 2016

The Home Office thanks the Independent Chief Inspector (ICI) for this report.

This report provides assurance that progress has been made at Heathrow Airport since the last inspection, particularly in relation to record keeping on immigration detention, the search of passengers and decision quality. The re-inspection has also highlighted that there is still work to be done to improve performance in some areas of customs activity and related record keeping.

Since the re-inspection, Border Force has created an additional customs duty manager role at Heathrow to provide the capacity to conduct assurance of activity in the channels and across the customs business. Border Force at Heathrow has also initiated a project focusing on professionalism across the airport, including the cultural and people issues that will help drive forward frontline transformation.

Border Force Operational Assurance has recently worked with the Heathrow Senior Management Team to provide targeted second line assurance to inform and support local development plans and will continue with the Heathrow team to test compliance with policy and legislation and the implementation of planned improvements.