



Minutes of the Aviation stakeholders forum
Wednesday 4th February 2016

Location:	ICIBI, 5 th Floor, Globe House, 89 Eccleston Square, London SW1V 1PN
Chair:	David Bolt – Independent Chief Inspector of Borders and Immigration
Attendees:	(DB) David Bolt (Chair) – ICIBI (RM) Rod McLean – ICIBI (CA) Christolite Ashley - ICIBI (CS) Carol-Ann Sweeney – ICIBI Collette Green – ICIBI (MC) Michael Cavanagh – BA (PC) Piers Croft – London City Airport (DK) Dale Keller – BARUK (DS) Danielle Sharp – London Gatwick Airport
Apologies:	Melanie Burnley – London City Airport Darren Caplan - AOA Justine Everett – Easy Jet Roger Koukkoullis -AOA Eddie Redfern – TUI

Item No.	Issue	Notes	Actions
1.	Welcome and Introduction from the Chief Inspector.	DB welcomed the group and set out his key aims for this meeting which were to: <ul style="list-style-type: none"> • discuss the reports that had been published since the forum last met, • explore what aviation areas might be inspected in his next inspection plan (2016/17). 	
2.	Minutes and action points of last meeting	No issues raised with the minutes of the last meeting - considered agreed. No further discussion on outstanding actions – now closed off	
3.	Update on published inspection reports since this forum met on 4 June 2015.	Updates were given on the inspections reports that had been published since the previous forum (GA/GM and Heathrow Airport, which were available on the ICI website). It was noted that the theme of the Heathrow report	

		<p>was one of improvement since the previous inspection however issues around fast track queuing times had been identified. The Manchester Airport report was about to be sent to the Home Secretary. Publication was down to her, but it was anticipated that the report would be laid in Parliament after Easter. Discussions moved to the definition of what is the standard primary arrival service provided by BF there was a feeling that this was inconsistent across UK airports. Discussions moved to queuing time SLA's and passengers perceptions of this. Digital signage showing real time queuing times was being installed at LGW immigration hall.</p> <p>Discussions continued around egates and the provision of hosts with inconsistencies noted in relation to funding for their services. It was agreed that not enough emphasis was put on preparing passengers on how to use the gates. A current suggestion was to include a leaflet on gate use in new passports. ID cards slowed down the effectiveness of the egates and put pressure on the control. It was considered that more needed to be done to educate EU passengers about the benefits of presenting passports as opposed to ID cards.</p>	
4.	Discussions about possible future inspections 2016/17.	<p>DB invited discussions on areas of interest to consider for his 2016/17 inspection programme.</p> <p>Issues around API, its use and quality of the data were discussed. Little impact on operations had been felt by carriers due to the introduction of exit checks.</p> <p>Dialogue with BF and aviation stakeholders was primarily through the Air Carrier Group chaired by Philip Duffy, BF's Chief Operating Officer, and AOC's at each airport. DK suggested that DB contacted the AOC network as they would be able to advise on any current or developing issues that members had raised which could be used to formulate future inspections.</p>	CG to contact AOC network via AOA.
5.	Any Other Business	Concerns were raised about the decline in RALON overseas network and the impact this has on carriers when assisting Border Force overseas.	
6.	Date of Next Meeting	TBA	