



**Aviation Forum – 27 February 2019**

Venue: 5th Floor, Globe House, 89 Eccleston Square, London, SW1V 1PN

**Forum members:**

Henk van Klaveren (HVK)	Airport Operators Association
Dale Keller (DK)	Board of Airline Representatives in the UK
James McDonald (JM)	London City Airport
Rachel Melody (RM)	Manchester Airport Group
Andy Smith (AS)	SITA
Dave Powell (DP)	Virgin Atlantic Airways

**ICIBI:**

David Bolt (DB)	Independent Chief Inspector
Paul Sherratt (PS)	Inspector
Chris Thompson (CT)	Inspector

**Apologies:**

Michael Cavanagh	British Airways
Andy Palmer	London Gatwick Airport
David Joseph	TUI
Ana Maria Pastor	Ryan Air
Kirsty Lockie	Heathrow Airport

<u>Agenda Item</u>	<u>Issue</u>	<u>Action point</u>
ICIBI welcome and introduction	DB explained that his main aim from the meeting was to discuss ideas for the 2019-20 Inspection Plan ahead of meetings with Home Office ministers and officials.	Members to write to DB with any suggestions by the middle of March.
Updates and discussion	DB provided the forum with a brief summary of relevant inspections, covering recently published reports and those that were awaiting publication. The latter included “Charging for Services”, which had reviewed charging and fees across all areas of BICS. DB was limited in what he could say pending publication, but was not expecting major changes in advance of the 2019 Comprehensive Spending Review.	
	DB told the forum about the inspection of Glasgow and Edinburgh Airports that was underway. This was the first of what DB hoped to be a series of streamlined inspections looking at ‘clusters’ of airports. The inspection would be looking <u>inter alia</u> at	

	<p>how Border Force resourced these airports.</p> <p>The forum discussed Border Force resourcing, during which the point was made that Border Force’s approach was inflexible and there was a lack of clarity about any expansion of the use of egates and how this might affect Border Force’s staffing requirements.</p> <p>Forum members were critical of Border Force’s management tools. Airports and airlines had sophisticated systems to manage their data, staff rosters etc. and these had been offered to Border Force but the offers had not been taken up. The industry was frustrated about the regular seasonal problems Border Force experienced as they had all the information (not just “wheels up” but projected a year out) they needed from airports and to plan more effectively.</p> <p>The discussion covered complaints from passengers received by airports and airlines, which were principally about queuing times. Members felt that Border Force left them to deal with these complaints and there ought to be a shared response. They suggested that ICIBI simply needed to look at the airport twitter accounts to get a sense of what passengers were complaining about and the responses the airports and airlines were giving.</p> <p>The forum also discussed the queuing times service level agreement (25 minutes maximum for EEA passengers and 45 minutes for non-EEA). Members said that all long-haul carriers considered 45 minutes “excessive” and this SLA was “constantly breached” but there appeared to be no consequences for Border Force. There was a general frustration that conversations with Border Force about queues had been going on for years without anything changing.</p> <p>Members were interested to know Border Force’s plans for digital services at the border (DSAB). As yet, nothing had come to the market. In relation to biometrics, what were the UK’s intentions? Why was it not learning from others, for example the US?</p> <p>The forum discussed communication with Border Force at DG/Chief Operating Officer level and at port level. The point was made that the industry wanted to</p>	
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	<p>help and support Border Force, but to do so it needed to be kept informed. The Air Carrier Group worked well and locally communication and relationships were generally good, but sometimes Border Force left it too late to share its plans.</p> <p>In summary, members encouraged ICIBI to do whatever it could to look at the collection and use of data and technology as these were critical issues.</p>	
<b>AOB</b>	None	
<b>Date of next meeting:</b>	TBA	