

**BORDER FORCE RESPONSE TO THE RECOMMENDATIONS OF
THE INDEPENDENT CHIEF INSPECTOR OF BORDER FORCE OPERATIONS AT
STANSTED AIRPORT**

	Recommendation – That Border Force:	Border Force Response	Actions Planned/Underway /Implemented
1.	Should assess its priorities and review whether the planned additional recruitment will be sufficient to drive improvement across the whole range of immigration and customs activities.	Accept in full	<p>The best possible mix of staff and skills will be delivered through a Workforce Planning Model which will be implemented by the end of March 2014.</p> <p>To address current shortfalls, increasing number of passengers and to fulfil new commitments at Cambridge Airport, Border Force (BF) Stansted are recruiting 40 staff. The new recruits will receive core training by 30 June, enabling deployment during summer 2014.</p> <p>In addition to this recruitment, and building on the success of Heathrow, BF Stansted is developing a new Central Region Operations Centre, which will ensure that the right interventions are made at the right time, by the right people in the right place. Additionally, the formation of a dedicated Cyclamen/Freight team on 1 December 2013 will ensure the most effective utilisation of resource.</p>
2.	Ensures that staff know their legal powers, responsibilities and jurisdiction when operating between immigration and customs functions.	Accept in full	<p>The national core skills training given to officers on joining provides details of legal powers to be used when operating either customs or immigration functions. BF Stansted will reinforce this by commencing a skill refresh and consolidation programme in January 2014.</p> <p>Assurance of staff's knowledge of legal powers will be determined through a dedicated operational assurance capability which is provided by the new Border Force-wide Operational Assurance Directorate, to be implemented by April 2014.</p>
3.	Puts in place an effective quality assurance framework that provides senior managers with the confidence that all staff are complying with policy, guidance and legislation that covers their work	Accept in full	An effective quality assurance framework will be put into place by April 2014, which will ensure compliance with legal and policy requirements, frontline instructions and guidance. Compliance with guidance and instructions, including those relating to asylum and prosecutions procedures, will form a routine and significant part of frontline manager responsibilities in relation to assurance



	activities.		and control measures.
4.	<p>Ensures that staff dealing with passengers suspected of swallowing prohibited or restricted drugs are trained about risks to health and safety and the preservation of evidence.</p>	Accept in full	<p>Life saving skills and preservation of evidence are already included within the national core skills training for Secondary examinations. Further to enhance these skills, officers will also be trained from December 2013 in the recognition of signs of intoxication and potential leakages of prohibited drugs at an early stage, so that referrals to health care practitioners can urgently be made.</p> <p>Regional Border Force managers have been directed to raise awareness of all Border Force officers, including Primary Control Point staff, on the risks associated in dealing with this type of smuggler and to ensure these cases are immediately referred to colleagues who have been appropriately trained.</p> <p>To reiterate the importance of preserving evidence and ensure a consistent approach to the monitoring of suspected drug swallows at all ports from the moment of interception, Border Force will also shortly be publishing a new Drugs Swallows Policy.</p>
5.	<p>Ensures that all fast-parcels are subject to targeting and selection systems and that:</p> <ul style="list-style-type: none"> resources are available to examine them; and staff reconcile the parcels they examine against those selected for examination. 	Accept in full	<p>BF Stansted have formed a dedicated team to focus on Cyclamen and Freight duties, which includes Fast Parcels. Since 1 December 2013, this team has delivered a more timely and consistent approach to the examination of all freight, including targeted fast parcel consignments.</p> <p>From April 2014, all Fast Parcel targeting will be centralised at East Midlands Airport where a dedicated resource already exists.</p>
6.	<p>Ensures that the re-issued guidance relating to the prosecution of asylum applicants who present forged documents is adhered to and communicated to all relevant staff.</p>	Accept in full	<p>On 4 October 2013, Border Force communicated its policy relating to the prosecution of asylum applicants who present forged documents to all Border Force Officers. Assurance that this policy is being followed will be part of the assurance framework and will form a routine and significant part of frontline manager responsibilities in relation to assurance and control measures.</p>
7.	<p>Provides opportunities for staff to maintain their skill</p>	Accept in full	<p>BF Stansted will establish a dedicated Cyclamen/Freight team in December 2013. Staff</p>



	levels, particularly in a live operational environment.		<p>will rotate through this team on a 3 monthly basis and provide opportunities for all staff to maintain their skill levels. This will be used as a test model for wider changes.</p> <p>By the end of March 2014, Border Force will maintain a comprehensive database of skills and specialisms so that operational areas can consistently ensure that officers maintain their skill levels.</p>
8.	Ensures that searched passengers are requested to self-classify their ethnicity, and give full consideration to whether other diversity data should be requested and recorded.	Accept in part	<p>A 2005 review, and operational feedback, demonstrated that self-classification of ethnicity by passengers led to confusion and inaccurate or incomplete data being recorded.</p> <p>A new "Search of Person" recording process is already being developed and piloted. This pilot relies on a coding system that provides a simple method for identifying categories of ethnicity that can be more easily applied by officers.</p> <p>In February 2014, Border Force will evaluate the data captured under this pilot, to ensure it is meaningful and allows Border Force to meet its legal obligations under the Equality Act 2010.</p>
9.	Stops passengers buying duty free goods and then leaving the airport without travelling.	Accept in full	<p>BF Stansted has held initial discussions with the airport's owners, MAG, to tackle the abuse of duty free goods. The Customs Approvals Team will advise as to whether the process / infrastructure at Stansted comply with their Customs Approvals requirement. In the interim, BF Stansted will continue to deploy officers where intelligence indicates a risk.</p> <p>At a national level Border Force will continue to work jointly with HMRC on an ongoing basis to tackle this issue across all ports in line with agreed enforcement priorities.</p>
10.	Ensures that the statistics it keeps accurately reflect the number of passengers who have been subject to further examination at the Primary Control Point.	Accept in full	<p>To ensure the accurate reflection of passengers that have been subject of further examination at the PCP, BF Stansted advised all officers on 29 November 2013 of the requirement to record the details on a log located at a central point.</p> <p>To ensure completion a Senior Office Duty Manager will undertake a daily check of the log.</p>
11.	Mandate a set period	Accept in	An appropriate time period for the clearance of



Border Force

	within which a summary report of a refusal is completed.	full	IS125s will be mandated in the Border Force Operations Manual in January 2014.
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