



Border Force



Partner Bulletin

Essential information for Border Force's partners

Issue 5

June 2013

We have had a number of interesting challenges this month including the arrival of delegates for the G8 Summit in Northern Ireland and the new Dreamliner flight into Manchester Airport.

You can also find out how our detector dogs can sniff out a range of goods to keep the UK safe from drugs, firearms and to detect clandestines. Border Force were also recently represented at the Global Canine Forum in Moscow.

Recent significant seizures have included methamphetamine, cocaine, heroin, opium, cigarettes and cash. In addition two men have been sentenced for attempting to smuggle opium.

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Key: **i** for information; **a** invitation to action

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Operational updates **i**

Passenger numbers were high through many ports during the bank holiday weekend and the start of the half term. Despite this, no significant queue breaches occurred. Nationally, the percentage of queues remaining within service level agreement (SLA) times, are up on the comparative period last year, from 98.3% to 99.5%.

As part of our overall passenger service monitoring programme, Heathrow records [queue lengths](#) and produces information on a monthly basis.

▶ **G8 Summit Arrivals**

A Regional Critical Incident was established by Border Force to manage the arrivals and departures phases at Belfast International Airport for the G8 Summit. All arrivals were handled professionally and without incident or delay. The North region has received a note of thanks from Number 10 praising their efficient handling of the arrivals.

▶ **Arrival of new Dreamliner flight**

Border Force Manchester ensured appropriate arrangements were in place to receive the new Dreamliner. This flight, carrying commercial, media and VIP passengers on arrival from Seattle, was an extremely high profile event for Manchester Airport Group, Boeing and Thomson Airways. The arrival was one of several promotional events to rebuild the brand following grounding for safety reasons. The Chief Operating Officer authorised a variation to the Operating Mandate for nine senior executives to be cleared at the aircraft (34 additional passengers attended the PCP). All passengers were processed without incident. Heathrow Airport is scheduled for the next UK arrival of the Dreamliner in July 2013.

▶ **E-Borders - National Border Targeting Centre (NBTC)**

NBTC results for alerts issued to the border agencies (Border Force, Police and SOCA) and resultant arrests include a total of 3805 alerts between the four week period commencing 19 May 2013 to 9 June 2013, resulting in 257 arrests.

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Border transformation 

▶ **Border Force Transformation: Aiming towards our Target Operating Model**

The Border Force Transformation Programme is based on an emerging Target Operating Model which will describe the capabilities that Border Force needs in the future and how it will develop these. It sets out success criteria for the programme. We will also consult with public and private sector partners (such as HM Revenue and Customs, port operators and carriers) to develop the optimal model.

The Transformation Programme will create a world class organisation that, in partnership with public and private sector organisations, provides a complete and holistic security operation at the border, preventing criminal activity and serious organised crime whilst facilitating national prosperity and growth.

▶ **Border Force Transformation at Heathrow**

Heathrow has now filled 420 new posts, with recruitment on going. Our ambitious leadership and management programme has been officially launched and a comprehensive review of processes is in progress.

Operational trials to consider potential models for an improved premium service have concluded, with outputs of these trials to be discussed with partners.

This month sees the launch of the Heathrow Border Experience Project, in collaboration with Heathrow Airport Limited (HAL), to review opportunities to improve customer service.

The Heathrow Transformation Team have started working in collaboration with Border Force Gatwick to consider how learning from Heathrow can contribute to ongoing transformation at Gatwick. This will form the model for expanding transformation to other regions.

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Detections and seizures – highlights

Border Force officers use hi-tech search equipment to prevent illegal entry of people and detect smuggled, banned or restricted goods. They use many search techniques including: detector dogs, scanners, carbon dioxide detectors and heartbeat monitors - as well as visual searches to find stowaways, controlled drugs, firearms and tobacco products hidden inside vehicles, freight, luggage and parcels.

The following are a small number of recent operations.

▶ **Border Force seize methamphetamine at Heathrow**

Border Force officers at Heathrow Airport have made two separate seizures of methamphetamine with a combined street value of around half a million pounds.

The drugs were discovered on consecutive days on Saturday 8 and Sunday 9 June 2013.

On both occasions around four kilos of the class A drug were concealed within suitcases. If sold in the UK it is estimated the combined eight kilo haul would have had a street value of approximately £480,000.

Two men were arrested, both had flown into Heathrow on flights from Casablanca in Morocco, but their journeys had originated in Burkina Faso.

▶ **Two in court after huge Manchester airport drugs seizure**

Heroin and cocaine with an estimated street value of over £2.3million has been seized by Border Force at Manchester Airport.

Officers believe the seizure of 35 kilos of heroin from a man arriving from Pakistan is the largest single detection of class A drugs at the airport.

The seizure was made on 7 June when officers searched a chapatti making machine belonging to a passenger aboard the Pakistan flight and found the heroin.

▶ **Two charged over Portsmouth cash seizure**

Men from Sussex and Lancashire have been charged with money laundering offences after hundreds of thousands of pounds in cash was seized at Portsmouth continental ferry terminal.

Both men were charged on 6 June with one count of conspiracy to acquire, use or had possession of, criminal property (commonly referred to as money laundering) contrary to sections 329 and 334 of the Proceeds of Crime Act 2002.

They appeared at Portsmouth Magistrates' Court on Friday 7 June and were both bailed to appear at Portsmouth Crown Court on Friday 21 June.

▶ **Two arrested after cocaine worth £2M seized at Poole**

A man from Weston-super-Mare was one of two people arrested after 20 kilos of cocaine was seized at Poole ferry terminal.

Border Force officers stopped a lorry which had just arrived on a ferry from Bilbao, Spain, at about 6.05pm on Thursday 6 June. They arrested two men, a 54-year-old from Weston-super-Mare and a 21-year-old from Malaga, Spain. Both were bailed until 6 September 2013.

The drugs, which would have been worth around £2 million if cut and sold on the street, were found among a load of furniture.

▶ **Two men sentenced for opium smuggling attempt**

Two men were sentenced at Canterbury Crown Court on 7 June 2013 to a total of 20 years imprisonment after being found guilty of importing approximately 11.6 kilos of opium with an estimated street value of up to £232,000.

The drugs were found by Border Force officers who stopped a British-registered Mercedes at the inward tourist controls at Dover's Eastern Docks. On searching the car, officers found hidden in the vehicle's fuel tank seven silver foil wrapped litre plastic bottles containing a tar-like substance which tested positive to opium.

▶ **Cigarettes seized at Leeds Bradford International Airport**

Border Force officers have foiled an attempt to smuggle nearly 30,000 cigarettes through Leeds Bradford International Airport, including thousands hidden inside specially adapted waistcoats. [Read more...](#)

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Partnership Working 

▶ **Pilot schemes for maritime carriers**

Following significant growth in cruise traffic and commercial shipping in the past year, two pilot schemes were introduced last month. They aim to make it easier and quicker for maritime carriers to send crew and passenger information to Border Force.

Both pilots allow ship owners to use new web technology to report electronically to Border Force their information in advance of travel. This will ensure business is offered a seamless, consistent service from the keyboard to the border.

The pilots couldn't be more diverse, from cruise liners operating from Southampton to commercial shipping in Scotland. The experience we gain during the pilots will inform our national implementation in this sector.

▶ **Special 'fans zone' at Gatwick Airport**

Gatwick was the host airport for Bayern Munich VIPs, football players, families and supporters for the Champions League Final at Wembley on 25 May 2013. Border Force worked with Gatwick Airport Limited to set up a special 'fans zone' annex in the arrivals hall in the North Terminal, to accommodate the 5,000-plus supporters who arrived on the day. The following day, the West Indies cricket team flew into Gatwick as well as Chelsea football players who arrived home from their USA tour. Our handling of these volumes at juxtaposed controls was praised by our French partners who considered the weekend to have been a success.

▶ **Heathrow's new command and control centre take emergency in their stride**

Heathrow's new command and control centre quickly handled a tricky situation on 24 May 2013 when a British Airways flight en-route to Oslo had to make an emergency landing after a reported fuel leak. Being part of Heathrow's incident notification network, Border Force's control centre knew of the incident within minutes and relayed vital information to frontline managers. The centre coordinated and deployed extra staff and equipment to Terminal 5 to support the survivors reception centre, where passengers and crew were taken after the plane landed safely at Heathrow airport.

▶ **Global focus on dog management**

Border Force was represented at the second Global Canine Forum in Moscow on 29 May 2013, by Steve Elms from the National Dog Programme. The forum organised by the World Customs Organisation (WCO), brings together all participating detector dog units of Customs/ Border Police authorities to share best practice, new ideas and ways of working. Representatives from 28 countries took part in the three-day forum, exchanging views on various aspects on detector dog management and training programmes.

▶ **Air Carrier Group (ACG)**

The next meeting is due to take place in 13 August 2013. For more information you can contact the Home Office ACG secretariat [Daniel Smith](#).

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▶ **Croatia to join the EU** 

Croatia will officially join the EU on 1 July 2013, becoming the 28th member state ratified. From that date Croatian nationals are able to move and live freely in any Member State of the EU.

▶ **Border Force to showcase work at Civil Service Live** 

Border Force will have a stand at 'Civil Service Live London on 2 July 2013, the annual conference and exhibition which brings together senior stakeholders from government departments, agencies and private sector organisations to launch policy, share best practice and showcase collaborative working.

Come and see us on the day if you would like to find out more about the work we do, how we engage with partners and what our vision is for the future.

We will be displaying a wide range of seized items, a number of Border Force officers will be there, including a forgery expert who will answer questions visitors have about the aspects of their work.

Please go to the [Civil Service Live 2013 website](#) if you would like to register.

▶ **Hounding the bad guys – Border Force detector dogs** 

Border Force detector dogs literally have a nose for trouble and can sniff out a range of goods to keep the UK safe from drugs, firearms and smuggled people.

Border Force uses hi-tech equipment and methods to stop smuggled goods entering the UK but man's best friend remains top dog when it comes to quickly spotting suspicious freight, packages, vehicles or passenger luggage. [Read more...](#)

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