



Border Force



Partner Bulletin

Essential information for Border Force's partners

January 2015



Welcome to the Border Force Partner ebulletin.

First, I would like to take this opportunity to wish you a Happy New Year, from myself and my colleagues across Border Force.

As you know the recent Christmas holiday period was a busy time for us and our partners, with high numbers of passengers crossing the border. I am pleased to report that despite some minor disruptions Border Force maintained a high level of performance through this very busy period.

As part of Border Force's commitment to delivering excellent customer service, the roll out of next generation ePassport gates continues apace with 15 ePassport gates recently officially unveiled by James Brokenshire, Immigration Minister, at Stansted Airport. New ePassport gates also went live at Manchester Terminal 1, ahead of the peak Christmas and New Year period.

One of our priorities this spring is to continue to work with our colleagues in France, including the French Police, port operators and other partners, to improve the security at the Port of Calais as part of the Port improvement plan. It is hoped that this work will be completed by the summer of 2015, and that these combined measures will help prevent queuing vehicles from being targeted by clandestine migrants.

We are just concluding our planning for 15/16, as you will know resources across government will be reducing. For Border Force, this is against the back drop of the demand in passenger and freight flows increasing, whilst at the same time the terrorist threat is diversifying. I have identified the capabilities that Border Force must develop to overcome these challenges and succeed in becoming world class.

In the coming years Border Force will strengthen its technology and infrastructure, intelligence and targeting capabilities, organisational processes and will invest in its people and training. You can read about some of the developments that are already taking place below.

Finally, I am pleased to announce that David Wilson was appointed as the new Director of the Border Systems Portfolio in October 2014 and I am sure you will join me in welcoming David to Border Force. An important element of the portfolio is the implementation of Exit Checks, and we recognise that this is of particular interest to partners as we move towards the April 2015 delivery date. You will be able to get a regular progress update in this ebulletin throughout the year.

Sir Charles Montgomery, Director General, Border Force

The Border Force Partner Bulletin is also available on GOV.UK at Border Force/Publications.

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Key:  for information;  invitation to action

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Operational updates

▶ **Increasing security at the Port of Calais**

Border Force is continuing to work with the French Police, port operators and other partners to prevent those passing through the port of Calais from being targeted by illegal migrants. Border Force is taking a number of actions, following concerns and feedback received from our customers and partners, to reduce threats.

Steps include UK border controls being moved further into the port to prevent long queues from developing on the approach road and security fencing will also be installed, along with other anti-intrusion measures. Four additional lanes will be introduced at UK border controls, to deal with additional traffic during peak times, to help maintain the passenger flows. This work is beginning in early 2015 for completion by the summer of 2015.

All these measures will help prevent queuing vehicles from being targeted by clandestine migrants and keep the UK's borders secure. If you would like to know more about the actions being taken at Calais please contact Border Force [here](#).

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Border technology and transformation

▶ **New Director for Border Systems Portfolio (BSP)**

David Wilson has been appointed as the new Director of the Border Systems Portfolio (BSP), which is responsible for providing the IT solutions that enable Border Force and its partners to secure the border, prevent terrorism, cut crime and reduce immigration. David brings a long experience of large scale, complex and transformation and IT programmes having led and delivered major programmes in BT Global Services for more than a decade and most recently working as Director of Programme Management and Strategy for the HS2. David's vision and ambition for the Border Systems Programme is to fully support the Border Force operational teams through delivering world class technology in support of their mission.

▶ **Working towards implementing Exit Checks**

The Home Office is working closely with key partners on the implementation of Exit Checks in April 2015. We have looked closely at the best ways to implement Exit Checks for the various ports and operators, working with the grain of their operations as far as possible. Ongoing consultations are helping to ensure that Exit Checks meet the government's objectives with the least possible impact on travellers. Barry McGill, Director of Exit Checks said: "We have made significant progress on planned solutions with carriers and port operators. The programme is building on this engagement to ensure that the technical delivery arrangements meet everyone's needs". If you would like further information about Exit Checks and how to engage with the process please contact Fiona MacKay [here](#).

▶ **Working to secure borders**

BSP is working with its partners, both system providers and carriers, on initiatives to improve targeting, help strengthen UK national security, and tackle the 'foreign fighter' situation. Currently, carriers send data to support the UK Pre-Departure Checks Scheme (PDCS), which helps to identify individuals that pose a threat and the outcome of checks are communicated to carriers. Border Force has been working closely with carriers to increase the amount of Advanced Passenger Information (API) collected ahead of travel to prevent potentially harmful individuals from entering the UK.

For more information on these schemes, carriers are urged to contact Teresa Hardy, Head of the Carriers and Ports liaison team [here](#).

▶ **Minister visits latest set of ePassport gates**

Immigration Minister, James Brokenshire, recently visited Stansted Airport to officially open 15 new ePassport gates, tripling the number of gates at the airport. Further, new ePassport gates went live at Manchester Terminal 1, ahead of the peak Christmas and New Year period.

Transaction times for ePassport gates are approximately 40% quicker when compared to older gates, resulting in significantly reduced queue times for the travelling public.

Since the installation of its new ePassport gates, Gatwick South has rarely reported queue times in excess of five minutes, even during its busiest periods. At London City Airport, approximately 40% of all arriving passengers elected to use the newly installed ePassport gates in October 2014, further relieving queue pressures. The figure now stands at 109 operational ePassport gates across 17 UK airport terminals, 65 of which are 3rd generation gates that have been rolled out since October 2013. Increasing the use of new ePassport gates and working with airport operators, ensures we use the best technology available to give excellent customer experience and keep passenger queues to a minimum at our ports.

▶ **Improving processing times at the border**

As part of the drive to be the best border force in the world by 2018, the Border Force Transformation Delivery Programme is continuously improving our ways of working. One of our ongoing initiatives is the Dynamic Rostering Tool (DRT), which uses live and forecast flight information to model the flow of arriving passengers through the border. This new web-based tool recently went live at Birmingham, Heathrow, Stansted and Manchester, with Gatwick to follow shortly. Once fully embedded DRT will help Border Force officers manage increased passenger flows, while enabling the allocation of officers for other duties and training.

▶ **Registered Traveller Service extended**

Following a successful pilot, the Registered Traveller Service has been extended to be a permanent scheme. Frequent travellers from the United States, Canada, Australia, New Zealand and Japan who join the service will benefit being able to use the ePassport gates if they have a biometric passport, or join the queue designated for UK/EU nationals. A landing card will also no longer be required upon arrival in the UK.

To join the scheme applicants will require an invitation code, which is available upon request from Border Force officers at Gatwick and Heathrow, and other selected channels including airlines. Applicants will need to have visited the UK at least four times within the last 12 months to be eligible, and will be subject to extensive checks before being admitted.

The Registered Traveller Service will make it easier for business people and investors to come to the UK and contribute to the economy, whilst ensuring we maintain the security of the border. Plans are in place to extend the service to other ports in the coming months. Further information on [Registered Traveller](#), plus a [short video about the service](#) is available at GOV.UK. The RT team can also be contacted [here](#).

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Partnership Working

Hot Topics – Border Force as Best in the World

▶ **Partnership working to protect our borders** 

Recently, our Heathrow Safeguarding and Trafficking team worked in partnership with several agencies including the Finnish Police, SO18 and Interpol to safeguard a 16 year old Finish female, whilst preventing an individual that may harm the national interests from entering the UK. She had recently converted to Islam, and it was suspected she had run away from home in Finland in order to join ISIL, after entering into a proxy marriage with a British national. She was intercepted at Heathrow, and was successfully removed to Finland following liaison with the Ministry of Foreign Affairs in Helsinki into the care of Finnish Social Services.

▶ **Border Force Detection Dog receives special award** 

Tyke, a nine-year-old specially trained Labrador, who can sniff out illegal wildlife and animal products arriving at Heathrow Airport, has received a special award as “Animal of the Year” from the International Fund for Animal Welfare (IFAW). Tyke works with CITES (Convention on International Trade in Endangered Species), and to date has been responsible for detecting over a million cigarettes, a barbequed monkey on a spit, and 65 tonnes of products with an animal origin.

▶ **Deep rummage team continues to target large hauls** 

A brand new training ship, The Altea II, will be used to train Border Force's world leading National Deep Rummage Team (NDRT) and detection teams from around the world. The NDRT's role is to search commercial ships arriving in UK ports and to use their specialist skills and equipment to find drugs, prohibited and restricted goods. In the last year, the four searchers have found more than 1,259 kilos of cocaine worth more than £250 million and 300,000 cigarettes. As well as preventing harmful goods from getting to the UK, the teams have also been playing a key role in stopping illegal migrants entering the country through detecting and arresting stowaways.

▶ **Air Carrier Group meeting** 

The Air Carrier Group met on 15 October 2014 and discussed: changes to the UK's transit visa regime due to be implemented on 1 December 2014; undocumented British citizens and progress of plans for a limited carrier referral scheme pilot; Border Force performance, transformation and customer experience; new UKVI initiatives; Exit Checks and interactive Advance Passenger Information (API), in support of the Pre-Departure Checks Scheme (PDCS). Among the actions that arose it was requested an update on the carriers' liability consultation. Clarification was also asked for the issue of non-visa nationals bringing non-EEA family members to the UK. The Next meeting will be held on 28 January 2015. For more details please contact Alessandra D'Annunzio [here](#).

▶ **Maritime Sector Group Meeting** 

The third Maritime Sector Group was held on 17 November 2014. Items discussed as part of the agenda were: Exit Checks; modern slavery; queue management; actions being taken at Calais; non-stopping international voyages; Cyclamen; and cruise clearance procedures. During the meeting it was requested to organise a further Exit Checks meeting exclusively for the Maritime Sector and this has been

arranged on 26 January 2015. The next meeting will be held on 26 February 2015. For more details please contact Alessandra D'Annunzio [here](#).

News Round-up

▶ **Opportunity to engage with Border Force**

Border Force are keen to come and talk at your events to strengthen our relationships with your organisation and learn more about your business. It will be a valuable opportunity for you to see what Border Force can offer and how we can work better together. If you have a suitable opportunity in 2015, please contact the Border Force Partnership team [here](#).

▶ **Recognising fraudulent identity documents**

Identity documents are used as proof of identity, nationality, status and employment in the UK. There are thousands of fraudulent identity documents in circulation. A guide on how to detect basic forgeries in identity documents has been published by the Home Office. This guide explains the security features in identity documents; how identity documents are forged; and, how to detect basic forgeries. This guide can be found on [GOV.UK](#).

▶ **Border Force Transparency Data: November 2014**

Border Force have published data on clearance of passengers at the border within published service standards; drugs seized and volumes; Convention of international trade of endangered species (CITES) seizures and volumes; tax revenue that is protected through detecting goods where excise duty has not been declared; and, the annual cost per passenger processed at the border. Transparency data is published on [GOV.UK](#).

Response to inspection of the Queen's Warehouses report

The Home Office's response to the Independent Chief Inspector's report 'An inspection of how Border Force deals with seized drugs, tobacco, alcohol and other materials' or the [Queen's warehouses report](#), can be found on GOV.UK.

Response to the report 'An inspection of nationality casework'

The Home Office response to the Independent Chief Inspector's report 'An inspection of nationality casework', can be found of [GOV.UK](#).

Detections and seizures – highlights

▶ **Stopping counterfeited Christmas goods at the Border**

Through the Christmas period Border Force officers have continued to intercept millions of pounds worth of fake goods at the UK's ports and airports. In the financial year 2013/14 Border Force detained more than 24,000 consignments of Intellectual Property infringing goods in postal traffic, and more than 1,900 consignments in air and sea cargo and vehicle traffic. Examples of detections over

the last six months include £10m worth of watches seized at Southampton docks and £790,000 worth of fake GHD hair straighteners seized at Coquelles, France. You can read more about the success of the campaign [here](#).

▶ **Cigarette seizures made at Ports**

Border Force officers at Immingham have seized 9.6 million cigarettes. The discovery was made in a container that arrived on a cargo ship from Moerdijk in the Netherlands on 24 November 2014. If the haul had not been intercepted it could have cost the treasury approximately £2million in unpaid excise duty. This follows a previous successful detection by Border Force of five million cigarettes at Felixstowe, seven million at Dover and 12 million at Hull. During the financial year 2012/13, 487 million cigarettes and 359 tonnes of hand rolling tobacco were seized by Border Force.

▶ **Women caught smuggling banned animal products**

Border Force officers caught a woman trying to smuggle banned animal products through Cardiff Airport. She was stopped by officers as she arrived on a flight from Beijing via Amsterdam. A suitcase containing traditional Chinese medicines was searched and six packets were found to contain items banned under the Convention on International Trade in Endangered Species (CITES). The items included ground rhinoceros horn, a medicine containing bear bile and the plant extract shenrong weisheng wan. She was found guilty in November 2014 following a trial at Newport Crown Court and was fined £2,250, plus court costs. You can read more [here](#).

▶ **Cocaine concealed in rope netting seized**

Border Force officers at Gatwick Airport have seized 13 kilos of cocaine, concealed within rope netting used to secure a pallet of imported food. The package arrived at Gatwick on a flight from Jamaica on Thursday 13 November 2014, and contained a variety of fruit and produce including yams, sweet potatoes, avocados and soursop. The cocaine, which was high purity and has an estimated street value of more than £500,000, was hidden in the tubular rope packaging surrounding the pallet. You can read more [here](#).

▶ **Border Force makes Dover drugs seizure**

A man has appeared in court after Border Force officers at Dover's Eastern Docks seized approximately 25 litres of cocaine suspended in solution and 10 kilos of cannabis. Officers stopped the man who had arrived by coach from Belgium. After questioning him officers searched luggage and discovered the drugs in three suitcases. The cocaine solution will now be forensically tested to establish the purity and final value of the drug. The cannabis had an estimated street value of £20,800.

Published statistics

Statistics on migration and border control can be found on GOV.UK.

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