



Border Force

UK Border Requirements: National Statement of Expectations

A photograph of an airport terminal with a long queue of passport control desks. The desks are numbered 29 through 36. A large sign above the desks reads "UK Border". A sign above the desks also says "Baggage reclaim Exit".

UK Border



ARRIVALS

Flight	Origin	Time	Gate
AA 100	New York	10:00	10
DL 150	Atlanta	10:15	15
UA 200	Chicago	10:30	20
SW 300	London	10:45	30
BA 400	Paris	11:00	40
AF 500	Amsterdam	11:15	50
KL 600	Brussels	11:30	60
IB 700	Madrid	11:45	70
RY 800	Copenhagen	12:00	80
SK 900	Stockholm	12:15	90
OS 1000	Vienna	12:30	1000
MA 1100	Munich	12:45	1100
EW 1200	Newark	13:00	1200
B6 1300	Boston	13:15	1300
DL 1400	Los Angeles	13:30	1400
AA 1500	San Francisco	13:45	1500
UA 1600	Seattle	14:00	1600
SW 1700	Portland	14:15	1700
DL 1800	San Diego	14:30	1800
AA 1900	Phoenix	14:45	1900
UA 2000	Denver	15:00	2000
SW 2100	Las Vegas	15:15	2100
DL 2200	San Jose	15:30	2200
AA 2300	San Antonio	15:45	2300
UA 2400	Fort Worth	16:00	2400
SW 2500	Dallas	16:15	2500
DL 2600	Fort Lauderdale	16:30	2600
AA 2700	Miami	16:45	2700
UA 2800	Orlando	17:00	2800
SW 2900	Fort Lauderdale	17:15	2900
DL 3000	Miami	17:30	3000
AA 3100	Fort Lauderdale	17:45	3100
UA 3200	Miami	18:00	3200
SW 3300	Fort Lauderdale	18:15	3300
DL 3400	Miami	18:30	3400
AA 3500	Fort Lauderdale	18:45	3500
UA 3600	Miami	19:00	3600
SW 3700	Fort Lauderdale	19:15	3700
DL 3800	Miami	19:30	3800
AA 3900	Fort Lauderdale	19:45	3900
UA 4000	Miami	20:00	4000
SW 4100	Fort Lauderdale	20:15	4100
DL 4200	Miami	20:30	4200
AA 4300	Fort Lauderdale	20:45	4300
UA 4400	Miami	21:00	4400
SW 4500	Fort Lauderdale	21:15	4500
DL 4600	Miami	21:30	4600
AA 4700	Fort Lauderdale	21:45	4700
UA 4800	Miami	22:00	4800
SW 4900	Fort Lauderdale	22:15	4900
DL 5000	Miami	22:30	5000

No entry

ARRIVALS

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1. Introduction



1.1. Purpose of the National Statement of Expectations

The UK Government has set out its vision in the [2025 UK Border Strategy](#), to have the world's most effective border while placing partnership with the border industry at its core.

Current border policies require port operators to provide border provisions, to enable a fully operational and secure border. However, Border Force recognises the challenge industry faces in navigating border policies to ascertain the border requirements. The **UK Border Requirements: National Statement of Expectations (NSE)** will support ports to deliver border facilities and amenities.

In collaboration with wider government departments, Border Force has worked to develop a central source of border guidance, relating to border standards, policies, and processes.

The UK Border Requirements NSE supplements and streamlines current policies by outlining clear and detailed specifications relating to border infrastructure for ports to implement. These specifications are known as the **Border Force Infrastructure Standards**.

Check out these links

- [2025 UK Border Strategy](#)



1.2. Delivering the 2025 UK Border Strategy

Border Force is a law enforcement command within the Home Office, responsible for securing the border and promoting national prosperity. Border Force does this by facilitating the legitimate movement of individuals and goods, while preventing those that would cause harm from entering the UK.

The UK Border is changing, and Border Force is transforming to ensure it can respond effectively to the changing environment and demands. There are three key pillars of Border Transformation that will help make our ambitions a reality:

- 1. The future border:** The design and delivery of the future operational border, one that provides an enhanced digital end-to-end customer journey that improves the flow and security of people and goods across the border in all modes.
- 2. Performance metrics:** Development of a new dashboard of performance metrics to transparently communicate Border Force performance to our external stakeholders, identify variances in performance, and to make data-driven decisions to achieve the future border vision.
- 3. Port provisions:** Setting out the standards and requirements for border infrastructure and facilities, as well as how the border of the future could be funded by way of a consistent, transparent, fair, and sustainable model.

2. Border Force Infrastructure Standards



2.1. Introduction to Border Force Infrastructure Standards

As established in the [2025 UK Border Strategy](#), Border Force is committed to working with ports and the border industry to set out the standards and requirements for border infrastructure and facilities at ports.

Port structures are complex. Border Force operations at ports are multi-faceted and must remain responsive to the changing passenger flow and risk trends. To maintain a secure border, Border Force requires a range of facilities, accommodation, infrastructure, and equipment.

Border Force recognises the need to provide clarity regarding border requirements for internal and external delivery partners. Border Force is launching a comprehensive set of infrastructure standards to define the capabilities, features and legal requirements that are necessary to uphold the UK border. These standards have been developed in collaboration with stakeholders across the government, and respond to the 2025 UK Border Strategy commitment to set out the standards and requirements for border infrastructure and facilities at ports.

Each infrastructure standard provides an overview of the specific requirement along with optimal space planning guidelines, architectural room data sheets and exemplar layouts. In addition to the individual standards documents, Border Force has developed the:

- **Introduction to Border Force Infrastructure Standards** – to introduce the individual BFIS, how they should be used, and wider considerations
- **Space Planning Principles** – to illustrate optimal infrastructure adjacency/ layouts diagrams

Check out these links

- [2025 UK Border Strategy](#)



2.2. Implementing the Border Force Infrastructure Standards

With direct access to the BFIS, Border Force will enable port operators to plan future port developments and projects more proactively and efficiently.

All BFIS are held on a secure browser, [Viewpoint](#), with port operators able to access the documents at any time. This will significantly reduce the delays caused by manual processes in obtaining this information from Border Force officials. The BFIS may also minimise project costs as ports will be able to deliver port infrastructure and developments to meet the agreed technical and mechanical specifications.

2.3. Accessing the Border Force Infrastructure Standards

The BFIS are marked 'Official – Sensitive' under the [Government Security Classifications](#).

Due to the sensitive nature of the BFIS, the documents are held on [Viewpoint](#). Access to Viewpoint will be granted subject to the following criteria being met:

- a genuine requirement, or a business need for access (e.g. port development)
- valid Counter Terrorist Check security vetting (which is confirmed by the Home Office Security Support Team)

Further information on national security vetting and clearance levels can be found [here](#).

The Border Force Infrastructure Standards Team is a dedicated Border Force team which holds responsibility for managing the BFIS including Viewpoint access requests. If you are a new user and meet the user criteria, please contact the Border Force Infrastructure Standards Team BFIS@homeoffice.gov.uk.

Check out these links

- [Government Security Classifications](#)
- [Viewpoint](#)
- [National security vetting and clearance levels](#)



3. List of Border Force Infrastructure Standards



Table 1.0 – Complete list of the BFIS documents.

Ref	Standard
BF-SD-0001	Introduction to Border Force Infrastructure Standards
BF-SD-0002	Space Planning Principles
BF-IS-0001	Border Force Baggage Search Bench
BF-IS-0002	Border Force Customs Lock-up
BF-IS-0003	Border Force Forgery Room
BF-IS-0004	Border Force Interview Rooms
BF-IS-0005	Border Force Passenger Primary Control Point Desks
BF-IS-0006	Border Force Search of Person Room
BF-IS-0007	Border Force Server Room
BF-IS-0008	Border Force Vehicle Examination Lanes and Vehicle Examination Sheds
BF-IS-0009	Border Force Cold Storage/Examination
BF-IS-0010	Border Force Customs Passenger Channels and Customs Passenger Examination
BF-IS-0011	Border Force Customs Watch House/Observation Room
BF-IS-0012	Border Force Embark Control and Office
BF-IS-0013	Border Force Equipment Room
BF-IS-0014	Border Force General Staff Areas

Ref	Standard
BF-IS-0015	Border Force Biometrics Room
BF-IS-0016	Border Force Kitchen Facilities
BF-IS-0017	Border Force Rest Room
BF-IS-0018	Border Force Vehicle PCP Lanes and Vehicle PCP Booths
BF-IS-0019	Border Force Watch House (Arrivals Hall)
BF-IS-0020	Border Force Freight Examination
BF-IS-0021	Border Force Command and Control Unit
BF-IS-0022	Border Force Customs Examination – International Post
BF-IS-0023	Customs Declarations Counter (Public/Trade)
BF-IS-0024	Border Force Cyclamen – Portal and Examination Areas – Air Freight
BF-IS-0025	Border Force Cyclamen – Pedestrian Portal Area
BF-IS-0026	Border Force Cyclamen – Server Room and Primary and Secondary Monitoring Office
BF-IS-0027	Border Force Cyclamen – Portal and Examination Areas – Vehicle
BF-IS-0028	Border Force External Detection Equipment Area
BF-IS-0029	Border Force First Aid Room
BF-IS-0030	Border Force Drug Testing Room
BF-IS-0031	Border Force Staff and Official Vehicle Parking

Ref	Standard
BF-IS-0032	Border Force Passenger Arrivals Hall and Parking
BF-IS-0033	Border Force Staff Locker Room
BF-IS-0034	Border Force Straddle Room
BF-IS-0035	Border Force Vehicle Capture Point
BF-IS-0036	Border Force Specimen Isolation Room
BF-IS-0037	Border Force Armoury and Firearms Inspection Room
BF-IS-0038	Border Force Border and Perimeter Security
BF-IS-0039	Border Force Custody Suites
BF-IS-0040	Border Force Dog Kennel Facilities and Rest Area
BF-IS-0041	Border Force Immigration Stamp Lockers
BF-IS-0042	Border Force Non-Detained Waiting Area
BF-IS-0043	Border Force Non-Residential Short-Term Holding Facilities
BF-IS-0044	Border Force Signage
BF-IS-0045	Border Force Sample Rooms
BF-PIR-0001	Port Requirements: CCTV, Trader System Access, Maintenance, Offload Service and WiFi

3.1. Port Development Projects – Engaging with Border Force

Border Force works closely with a wide range of internal stakeholders to support the delivery of new port infrastructure and refurbishment of existing port infrastructure. This will ensure port developments meet safety, security, and operational requirements.

When planning a port development project, it is critical for port operators to engage with Border Force before committing to architectural and commercial plans.

Port operators should note that Border Force requires at least six months advance notice to sign-off any port infrastructure developments. In some cases this may be extended due to the scale and/or complexity of the proposed project. Failure to provide Border Force with sufficient notice may result in delays of approval.

A high-level overview of Border Force's Estates Delivery Process is set out below. This process provides clarity and transparency of the end-to-end steps to provide port operators with an understanding of the actions taken at various stages.

Diagram 1 – A high-level overview of Border Force's Estates Delivery Process. Further information on the Estates Delivery Process can be found in the Introduction to Border Force Infrastructure Standards (BFIS) document (available via Viewpoint).

1

Port Operator to refer to BFIS in the UK Border Requirements NSE.

2

Port Operator to note Border Force require at least 6 months* advance notice to sign-off any port infrastructure developments.

3

Port Operator and Border Force to discuss and establish the project need, considering the Border Force infrastructure and space planning requirements.

4

Border Force to raise an Estates Service Request (ESR) to initiate the process and engage internal teams and Border Force delivery partners.

5

A feasibility study must be completed to understand the full scope of the work. Feasibility and any related costs are agreed with the port operator and underwritten by Border Force in a Letter of Intent (LOI) 1.

6

A feasibility study is completed by Border Force delivery partners and a Border Force requirements report is shared with the Port Operator.

7

Port Operator develops layout designs, in line with BFIS and build specification set out in the feasibility study in conjunction with Border Force delivery partners.

8

The Port Operator will be informed of the project requirements and their TPF** funding obligations. These will be agreed in a Letter of Intent (LOI) 2.

9

Port Operators to provide detailed and finalised plans on the basis of funding responsibility agreed in the LOI 2 for Border Force and delivery partners sign-off.

10

Border Force and delivery partners to review and sign-off on project plans.

11

Port Operators to begin project construction, collaborating with Border Force and their delivery partners throughout to ensure all project requirements are met.

12

Where all project requirements have been met, Border Force will sign-off the completed project and authorise use for Customs and / or Immigration purposes. This will include cost recovery from the Port Operator for TPF projects.

Please note the following caveats linked to the Border Force Estates Delivery Process:

- * In certain cases, due to the scale or complexity of the development, there may be additional steps or lengthier timescales which apply, i.e. cyclamen projects or IT projects.
- ** Customs and Immigration legislation (including, but not limited to the: Customs and Excise Management Act 1979, the Immigration Act 1971 and the Immigration and Asylum Act 1999) places legal obligations on the managers of ports to provide facilities and amenities that are reasonably necessary for, or in connection with, the operation of immigration control at the port and/or are considered necessary to facilitate the administration, collection, or enforcement of any duty of customs or the administration of general customs control. The collective term for this legislation is Trader Provided Free (TPF) legislation.
- *** Border Force delivery partners refers to Ministry of Justice (MOJ) and Professional Service Providers (surveyors/consultants) they employ.



4. Current Port Requirements



In accordance with Trader Provided Free (TPF) legislation, Border Force has the authority to designate and/or approve UK ports for the arrival and/or departure of goods and passengers. Under these powers, Border Force may issue directions and set approval conditions that require port operators to make facilities and amenities available to Border Force on a free of charge basis. We refer to those as Trader Provided Free (TPF) facilities.

4.1. Customs Approvals

A border location is an international boundary or first control point, where the movement of people and goods coming into or leaving the UK can be controlled.

All border locations must be an approved area and have a customs approval issued by Border Force before any international movements of people or goods takes place.

The approval terms and conditions relate to the use of the border location to move people or goods into or out of the UK. The approved operator is legally required to comply with the terms and conditions. Carriers, hauliers, and traders who operate under the terms of the approval must also comply.

Further information on getting approvals to operate a customs border location in the UK can be found [online](#).

4.2. Designation of (Immigration) Control Areas

Designation of immigration control areas are required under Immigration Act 1971, to ensure Border Force, carriers and port operators agree and understand the control areas for the embarkation or disembarkation of passengers in any port, and any relevant conditions and restrictions that apply in the control area are observed. The primary purpose of the legislation is to ensure all relevant passengers are subjected to immigration control.

'Designation of control areas' are subject to ongoing review and change, as necessary (e.g. port developments). Border Force will continue to work closely with port operators and carriers to review and update 'designation of control areas' as required.

For any queries relating to a current designation of control area, you will need to contact the Border Force National Frontier Approvals Unit at: NationalFrontierApprovalsUnit@homeoffice.gov.uk

Check out these links

- [Getting approvals to operate a customs border location in the UK](#)



5. Maintaining open dialogue with Ports



Border Force is committed to working in partnership with internal and external delivery partners to develop the future border approach and jointly deliver the 2025 UK Border Strategy.

Border Force will maintain open and transparent dialogue with delivery partners, ensuring collaboration remains at the heart of subsequent guidance and policy development. The UK Border Requirements NSE will remain the primary tool by which Border Force will share information relating to border provisions.

For enquiries relating to port developments, please continue to liaise directly with the local Border Force contacts.





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Any enquiries regarding this publication should be sent to the Border Force Infrastructure Standards Team at BFIS@homeoffice.gov.uk