



Border Force



# Border Force Bulletin

Essential information for Border Force's partners

Issue 2

March 2013

Welcome to the second issue of the monthly Border Force Bulletin, an email to provide you with regular, accessible information on what's happening across Border Force.

Thank you for providing your feedback on the bulletin in the online survey last month. Your views and ideas were very useful. They will help to shape and develop the bulletin over the coming months. Please continue to give us your feedback by emailing the [Border Force Partners inbox](#).

*[[Subscribe](#) to this Bulletin]*

---

Key:  for information;  invitation to action

## Index

- ▶ [Operational updates](#)
- ▶ [Border technology and transformation](#)
- ▶ [Detections and seizures – highlights](#)
- ▶ [Partnership working](#)
- ▶ [News round-up](#)

---

## Operational updates

The programme of improvements continues across Border Force with the Heathrow transformation programme (below) and the National Customs Operations (NCO) command. We are also developing our business plan for 2013-14, in which we will set out the organisation's vision and strategy for delivery. More will follow soon.

▶ **Industrial relations – strike ballot results** 

The Public and Commercial Services (PCS) union have confirmed that they will be asking members across the civil service to participate in industrial action on 20 March 2013.

Our top priority is security of the border, whilst we are also focused on keeping disruption of the service provided at the border to an absolute minimum.

Your local point of contact in Border Force will be in touch to discuss local operations, including joint activity to mitigate any impact on your customers. You can also contact the 24/7 National Command Centre (Tel: 020 7035 1352, [BorderForceNCC@homeoffice.gsi.gov.uk](mailto:BorderForceNCC@homeoffice.gsi.gov.uk)) who lead for Border Force in national level critical incidents if you have any concerns that cannot be addressed at a local level.

#### ▶ **National Customs Operations**

To reflect the importance and priority Border Force gives to discharging its EU and UK customs responsibilities at the border, we have established the National Customs Operations (NCO) command under Kevin Franklin.

The NCO will work in partnership with HM Revenue & Customs (HMRC), operational colleagues and partners to drive an enhanced strategic response to our customs work and deliver a high quality and seamless service for the UK.

For further information on the National Customs Operation, email [Border Force Heathrow Secretariat](mailto:Border Force Heathrow Secretariat).

#### ▶ **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 3691 alerts between week commencing 13 January 2013 and 10 February 2013, resulting in 268 arrests.

[top of page](#)

---

## **Border technology and transformation**

### ▶ **Border Force transformation programme at Heathrow**

The Border Force transformation programme at Heathrow was established to continue the good work achieved over the past year in improving the customer experience at Heathrow whilst maintaining border security. There are a number of projects to be developed and delivered over the next two years.

So far we have initially focused on recruiting and training an additional 425 staff, 200 are already in post with the remainder by June 2013. We are also looking at ways to improve the experience of customers, including the service available to premium and high value passengers. We will provide information on our plans as they develop over the coming months.

For further information on the Heathrow transformation programme, email [Catriona.Welch@homeoffice.gsi.gov.uk](mailto:Catriona.Welch@homeoffice.gsi.gov.uk).

### ▶ **Gatwick queue measurement methods reviewed**

Gatwick has recently been awarded the highest level of assurance of queue measurement by the Home Office. The team at Gatwick have worked closely with Gatwick Airport Limited on improvements to the end to end customer experience and, as part of this work, employed concierges to use “spotting” methodology to regular take queue measurements.

For information on this work, please contact the team at [Gatwick](#).

### **Queue performance at Heathrow**

Heathrow terminals 1, 4 and 5 are all performing above target for January 2013. Terminal 4 and 5 performance has improved in comparison to the last quarter of 2012. Terminal 3 is still slightly below its monthly target. For full details and for January’s queue performance, go to [Heathrow Airport’s Central Security queues page](#).

### ▶ **Online General Aviation reporting**

Border Force and the police, in partnership with the Aircraft Owners and Pilots Association (AOPA), have developed a new internet portal for the submission of the General Aviation Report (GAR) form.

The web-based portal allows pilots, operators and owners to report quickly and easily to Border Force and the police their details for international and Common Travel Area (CTA) journeys to and from the UK.

The portal will be available soon and is part of Border Force’s work to move away from its paper-based system and use efficient web-based methods and Smartphone applications to modernise and improve its customer service.

For more information please contact [Kevin McAnally](#).

### ▶ **e-Borders - ferry implementation**

An application to enable advanced passenger information (API) data from ferry operators to be extracted from the existing Freight Targeting System (FTS) went live in September 2012.

There are now 16 routes live from three ferry operators. Nearly two million passenger movements have been processed resulting in 1,407 alerts, leading to 137 interventions including two murder suspects, one rape suspect, a suspected child pornographer and a smuggler of endangered species.

For more information please contact [Kevin McAnally](#).

[top of page](#)

---

## **Detections and seizures – highlights**

Border Force has over 8,200 officers working 24/7 at 140 air and sea ports across the UK and overseas. The following are a small number of recent operations.

### **Traveller found with 94 kilos of dried caterpillars at Gatwick Airport**

Border Force officers have seized 94 kilos of dried insects at Gatwick Airport. The discovery, which is among the largest of its kind at the airport, was made after a 22-year-old man travelling from Burkina Faso via Istanbul was stopped at the South Terminal.

When officers checked his luggage they discovered tens of thousands of dried caterpillars shrink-wrapped in cellophane, which had been packed into four hessian bags. The man claimed that they were for personal consumption and that they were to be used as food.

For the full story go to the [Home Office website](#).

### **Cocaine seized by Border Force at Channel Tunnel**

Border Force officers seized approximately eight kilos of cocaine at the Channel Tunnel entrance in France on 28 February, in a British-registered car.

Officers searched the vehicle and found the drugs concealed within the car's bodywork. They have an estimated street value of £320,000.

### **Lorry driver jailed for £1.3M drug smuggling attempt at Dover**

A lorry driver from Croatia has been sentenced to eight years in prison at Canterbury Crown Court after being found guilty of attempting to smuggle approximately two kilos of cocaine, 150 kilos of cannabis resin and 30 kilos of herbal cannabis into the UK. The combined estimated street value of the drugs is £1.3 million.

### **Ayrshire man jailed for attempted drug smuggling**

An Ayrshire man who attempted to smuggle two kilograms of Mephedrone into Scotland via the postal system, was jailed for 14 months at Kilmarnock Sheriff Court on 11 February.

### **Border Force officers rescue frozen stowaways**

Border Force officers working at the port of Dunkerque in France rescued seven would-be stowaways, four of whom were children, who were locked in a refrigerated lorry, on 1 February.

The group of seven were found when Border Force officers opened a lorry bound for Dover and found them hiding amongst a load of soft cheese. The temperature inside the trailer was minus two degrees centigrade.

The four children, who were all aged between 9 and 16, and one of the adults were judged to be suffering from hypothermia and were taken to hospital. It is estimated that had they not been found the group would have faced at least another seven hours inside the truck.

## Partnership Working

### ▶ **Home Office consulting on Carriers Liability**

For four weeks from 12 March the Home Office began consulting on a package of proposals to reduce the number of passengers arriving in the UK without proper documentation. The consultation is seeking views from airlines and ferry companies bringing passengers to the UK, industry representative bodies, passenger groups, and the Civil Aviation Authority.

The consultation document and impact assessment can be found at [Consultations | Home Office](#).

Presentations for the business sectors involved are scheduled and if you have any questions relating to the consultation please email [CL&ARconsultation@homeoffice.gsi.gov.uk](mailto:CL&ARconsultation@homeoffice.gsi.gov.uk).

### ▶ **Protecting world wildlife**

We have been working with the World Wildlife Fund to highlight Border Force's role in the prevention of illegal imports of endangered species. Journalists from the Sun, Observer, ITV News and BBC Radio 4 visited the CITES (Convention on the Trade in Endangered Species) team at Heathrow. The [Observer published a feature](#) to coincide with the 40<sup>th</sup> anniversary of the CITES convention on Sunday 3rd March, whilst the other media outlets are planning to run features over the course of the CITES conference, which is currently taking place in Bangkok until mid March.

### ▶ **Strategic Partner Group**

The next Border Force Strategic Group, to be chaired by the new Director General, Sir Charles Montgomery, will meet on 28 March 2013 in 2 Marsham Street, London. For more details please contact [Border Force Partners](#).

### ▶ **Air Carrier Group**

The next Home Office Air Carrier Group remains provisionally booked for the end of April 2013. For more information you can contact the Home Office ACG secretariat [Daniel Smith](#).

## News Round-up

### ▶ **Drug Seizure Statistics made by Border Force released**

Data on drug seizures made and the quantity of drugs seized by Border Force in the UK for the financial year 2011-12 and quarter 1 (April – June) 2012-13 were released on 28 February 2013.

To find out more go to the [Home Office website](#).

▶ [Border Force's response to the Independent Chief Inspector's report on Birmingham Airport](#)

▶ **Border Force web pages go live on [homeoffice.gov.uk](http://homeoffice.gov.uk)**

New interim Border Force web pages have been published on the Home Office website. These pages are a temporary measure until all Border Force and Home Office online content is moved to the government's new online portal, [GOV.UK](http://GOV.UK), in March 2013.

[Border Force interim web pages.](#)

▶ **Dog day of action leads to £150,000 criminal cash find.**

The Dover Detector Dog unit took an innovative way to improve its delivery to the region. In a day's intensive exercise, 10 detector dogs were deployed to assist the detection teams at Freight and tourist controls at Dover's eastern docks. Many detections took place throughout the day and night. The major find of the day was by cash dog Tiko, who indicated to a massive stash of money, over £150,000 hidden inside lorry.

[top of page](#)

---

▶ [Subscribe](#) to this Bulletin

*[Please pass this bulletin on to anyone else who you think might want to subscribe]*

▶ [Unsubscribe](#) from this Bulletin

*[If you don't want to receive this bulletin anymore, you will need to unsubscribe]*

**Contact Us**

Border Force Communications

Email: [BorderForcePartners@homeoffice.gsi.gov.uk](mailto:BorderForcePartners@homeoffice.gsi.gov.uk)

Phone: 020 8196 3763

For all the latest Home Office news, photos and video visit the media centre:  
[www.homeoffice.gov.uk/media-centre](http://www.homeoffice.gov.uk/media-centre). Follow us on Twitter at <http://twitter.com/ukhomeoffice>.

---