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Senator Wendy Kinnard
Minister, Home Affairs
c/o Home Affairs Department
11 Royal Square
St Helier
JE2 4WA

15 November 2007

Dear Senator Kinnard

Our Company's management has been in discussion with your Customs & Immigration executive over difficulties which are now being faced in Jersey through increasing demand on your Immigration Service, essentially due to external forces.

As Jersey forms part of the United Kingdom Common Travel Area, Jersey's Immigration Service is obligated to comply with the procedures and process required at all 'first point of entry' locations in the Common Travel Area. In recent months the procedures have become more onerous as the political imperative in the UK to tighten border controls has resulted in a raft of new requirements including pilot work on E-boarders projects. In the medium-term and longer-term, the requirements at all first points of entry are undoubtedly going to become more stringent and work-intensive. Our Company is an industry representative in liaison with the UK Home Office on these developments.

Quite separate to the above, in 2007 two new ferry operators commenced operations between St Malo and Jersey / Guernsey, one of which has had a high frequency of calls at St Helier. The effect of these new operations has been to virtually double the number of northbound vessel calls at St Helier, with every call carrying passengers either disembarking in St Helier or transiting Jersey en route to either Guernsey or the United Kingdom. Since Jersey is the first point of entry to the Common Travel Area, both transit passengers and disembarking passengers require to be processed and cleared by Jersey's Immigration Service.

As our Company understands things, the number of Immigration Officers in Jersey has been effectively reduced during the past two years, either through the merging of Customs and Immigration functions or through straight reduction in establishment. Either way, the combined effect of lower manpower and severely increased workload requires to be addressed before the Spring of 2008 or procedural failures are likely to be an outcome.

I am advised by my management that the Immigration Services of both Jersey and Guernsey are indeed very highly regarded by the UK Home Office – I believe 'beacons of success' has been a term used. I can also confirm to you that, in our experience, Jersey's Immigration Service has always been extremely diligent and

indeed co-operative in executing its functions in such a way as to minimise customer/passenger inconvenience.

It is becoming quite clear to our Company that Jersey's Immigration Service is under-resourced for its summer workload in particular, and we would support any action to strengthen their number. Indeed if there are any ways in which my on-board or port staff in Jersey can be delegated to assist in execution of the immigration requirements, then we would be willing partners in the process.

The arrival of new ferry operators on the St Malo route has, as I am sure you are aware, increased the number of vehicles and passengers travelling on the ferry routes between St Malo and the Islands. As a result of this growth, additional revenues will have accrued to the States of Jersey through harbour dues and pilotage earned by Jersey Harbours. With overall year-on-year growth of some 13,000 car movements and 60,000 passenger movements on the St Malo routes (mostly to/from Jersey), combined with additional Inter-Island growth, perhaps some of this new revenue could help justify the increased manpower requirements of the Immigration Service.

You will I trust be aware of our Company's voluntary agreement with HMRC, Jersey Customs & Immigration and Guernsey Customs & Immigration to limit our duty-free sales on board our vessels by means of vendor control. Whilst this agreement clearly reduces our sales volume, and is therefore a severe financial commitment, it does nevertheless provide re-assurance to the Customs Departments that abuse is being controlled and that the routes we operate remain unattractive to those undesirable elements which would otherwise focus attention on them. We know that this agreement assists the workload demand on all Customs Departments and is perhaps evidence of our appreciation of the issues faced.

This note is certainly not intended to be prescriptive. It is intended to be supportive of Jersey's Immigration Service, and to ask that you be supportive to its position. Please advise if there is any way in which our Company can be of assistance.

Yours sincerely

Robert Provan
Chief Executive

Tim Oldham

From: Rob Provan
Sent: 22 April 2008 11:55
To: Scrutiny
Cc: Wendy Kinnard;
Subject: Public Call for Evidence - Customs & Immigration Service

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Per Attention

Deputy Deirdre Mezbourian
Chair, Education and Home Affairs Scrutiny Panel

Dear Deputy Mezbourian

I have been requested by my management to respond to your call for evidence regarding funding pressures on Jersey's Customs & Immigration Service and the possible effect on its ability to perform its duties. I do hope that this note is not beyond the submission deadline, and I trust that this note is acceptable in electronic form.

Our Company is required to cooperate with Jersey's Customs and Immigration Service on several fronts. The Service's diligent execution of their duties is extremely important not only to our customers embarking/disembarking in Jersey, but also to our customers who are transiting Jersey en route to the UK, France or Guernsey. Discussions between the executive of the Service and our management in recent months do indicate that the increasing workload demand on the Service is putting at risk its ability to sustain the high quality of execution of its various tasks.

The Service is to our knowledge facing workload increases from 3 sources - the UK Home Office E-borders project requiring more stringent procedures across the UK Common Travel Area (to which Jersey is a gateway); the commencement of two new ferry services in 2007, which has effectively doubled the number of vessel calls at St Helier; the imposition of GST in Jersey, which will doubtless require substantial workload to implement additional control processes on imported goods.

None of these workload increases have been within the power of the Service to avoid, and it would appear obvious that efficiency alone will not create the manpower resource to ensure that standards of performance are sustained in the future. Thus we would ask that your panel consider favourably the approving of funding of the Service adequate to the execution of its duties.

Our Company is absolutely not an apologist for Jersey's Customs & Immigration Service. We are however very dependent on its performance in delivering services to our freight customers and passengers. The Service is highly regarded outside the Island, and we trust this will remain the case in the future.

Please find attached to this message a copy of our communication to the Minister of Home Affairs in November 2007 on the same topic, which expresses our view in a more thorough form.

Yours sincerely

Robert Provan
Chief Executive
Condor Group

23/05/2008