



# Borders Bulletin

Dear Stakeholder,

This bulletin provides the latest news from the Government relating to UK borders.

Please share these updates with your clients, customers and members and feel free to highlight content on your communications channels.

For more information, go to [gov.uk/transition](https://www.gov.uk/transition)

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## Single Trade Window consultation document

On 21 July the government published a consultation relating to the UK Single Trade Window (STW) on [gov.uk](https://www.gov.uk) which can be found [here](#). The consultation paper sets out the UK government's proposed approach to four key areas, where we expect legislation will be needed to enable the full functionality of the STW:

- The collection, use and sharing of data within government;
- Enabling government visibility, and use of, supply chain data;
- Facilitating trade through targeted international data sharing with other countries and territories; and
- Transitioning to the STW as the sole point of entry for border data required for transactional processes.

We are interested in any views or feedback you may have so that we can ensure the STW improves UK businesses' ability to import and export by reducing costs and burdens, and ultimately drives economic growth. Your feedback will ultimately inform the approach the government takes to legislating to enable the STW. Should you wish to discuss the proposals, please contact [btbo-event-enquiries@cabinetoffice.gov.uk](mailto:btbo-event-enquiries@cabinetoffice.gov.uk). The Cabinet Office and HMRC would be happy to arrange a time to understand your views on the proposals.

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## Help traffic move freely in Kent

A shortage of French border control staff at the border in Dover, who control entry to France, and exceptionally high numbers of people travelling this weekend have led to roads in Kent becoming extremely busy. The Department for Transport is working closely with French authorities, the Port of Dover, Kent Resilience Forum and police to ease disruption and provide on the ground support. We strongly recommend passengers check the latest advice from their operators before travelling and, as with any long journey, ensure they have enough water and food provisions with them.

Outbound border controls at Dover are the responsibility of the French Police aux Frontières, who control entry to France through their juxtaposed controls at the entry to Dover port. The UK Government works closely with our French counterparts to ensure fluidity through these controls. The Home Office have been in touch with French Authorities to seek reassurances on the staffing of officers to resolve the situation in the interest of passengers

The Government is working closely with the Port of Dover, Kent Resilience Forum and the French Government to ensure passengers have the smoothest journey possible. Our priority continues to be to ensure that we maintain the flow of passengers and goods whilst ensuring the security of the UK's border is maintained.

The Driver and Vehicle Standards Agency is expecting a high level of congestion in Kent to continue over the next two weekends due to increased summer holiday traffic.

During the recent half term holiday, they discovered some hauliers were causing congestion by deliberately violating traffic management guidance.

Thank you to the majority of hauliers who followed the signposted routes. Because some didn't, there will be additional enforcement teams in Kent during this busy period. They will intercept drivers who are trying to bypass the queues by using other roads.

Any vehicles caught violating traffic management guidance will be issued with a £300 fine and sent to the back of the queue.

[Read the latest traffic updates about Operation Brock.](#)

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# Move to the Customs Declaration Service now to continue importing after 30 September 2022

HMRC has emailed businesses with help and support on how to prepare for the Customs Declaration Service ahead of the 30 September deadline. This included information about a new series of [short videos](#) on HMRC's YouTube channel which expand our range of online support. You can find out more in the attachment.

Time is running out: the Customs Handling of Import and Export Freight (CHIEF) training service closes on 26 July 2022 at 10am.

We understand that some users may have an exceptional need to use the CHIEF training service and they can make an application for continued access to [amtradepartnerreadiness@hmrc.gov.uk](mailto:amtradepartnerreadiness@hmrc.gov.uk) with the subject line 'CHIEF TRAINING SERVICE'.

Businesses can visit the [Customs Declaration Service](#) and [online resources](#) on [GOV.UK](#) to learn more about what steps they need to take now to ensure they can continue making import declarations from 1 October 2022.

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## Changes to fees on imports of plants and plant products from Friday 22 July

As a result of recent legislation, and consultations with stakeholders, UK Plant Health Services will be making changes to the frequencies of plant health import inspection checks and associated fees for imports into Great Britain (GB). These changes will come into effect from Friday 22 July.

Firstly, a new GB focused risk-based inspection regime will be introduced which will assign the appropriate frequency of plant health checks to address the degree of risk posed by different categories of commodities imported into Great Britain.

The second change is to update the fees for plant health checks to ensure they reflect this new risk-based import checks regime. This includes introducing a new flat-rate fee across England and Wales, for physical and identity checks on imports of plants for planting and cuttings.

Find out more information on the [Plant Health Portal](#).

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# Plant health - IT systems reminder: Exports - the move from eDomero to PHES (England and Wales only)

[The Plant Health Export Service](#) (PHES) is replacing PEACH and eDomero. Those who export plants and produce are already using PHES and we are migrating over the final commodities so that all exporters of plants and plant products can submit export applications through PHES. The new service is faster, more efficient and provides a modern and user-friendly interface for traders to submit export applications.

## When do the final commodities need to move over to PHES?

If you are an exporter of **seeds** or **bulbs** you can now move over to PHES and complete your export applications on there. Please note that from the end of July, you will no longer be able to make export applications for seeds on eDomero. [Register now for the Plant Health Export Service.](#)

If you are an exporter of **potatoes**, you should continue to use eDomero. We will update you on when you can move over to PHES shortly.

If you have any questions, contact: [Defra-SPSIT-Plant\\_comms\\_enquiries@defra.gov.uk](mailto:Defra-SPSIT-Plant_comms_enquiries@defra.gov.uk)

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## Sign up to UKCA Newsletter - BEIS

The BEIS UK Conformity Assessment (UKCA) team is now offering a way to help businesses stay up-to-date on the UKCA regulatory regime.

The UKCA newsletter and alerts provide important information you'll need for using and complying with the UKCA mark. You only need an email address to sign up!

You can sign up [here](#).

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## Register for IPAFFS and attend an introductory webinar

The new Import of products, animals, food and feed system (IPAFFS) is now ready for registration and the notification of imports. If you import between GB and EU, you should have received an email inviting you to register for IPAFFS, along with links to register for

upcoming webinars, access guidance materials, contact details if you experience issues and more. The email was sent on June 7 at 14:59 (issued from Plants Systems IT). Please see the links below to register for an IPAFFS Introductory session:

- [Tuesday 26 July](#)

If you have any issues, please contact: Defra-SPSIT [Plant\\_comms\\_enquiries@defra.gov.uk](mailto:Plant_comms_enquiries@defra.gov.uk)

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## Helpline numbers

**Here is the list of helplines you may find useful.** We have added hyperlinks that will take you to pages that provide extra information such as the opening hours for the helpline all of which have sufficient capacity to support businesses.

- [Export support service](#)
  - Telephone: 0300 303 8955
  - Textphone: 18001 0300 303 8955
  - Monday to Friday, 8am to 6pm (excluding public holidays)
- HMRC Customs & International Trade Helpline - 0300 200 3700
- [HMRC Imports and Exports General Enquiries](#) (including GVMS) - 0300 322 9434
- [New Computerised Transit System](#) - 0300 322 7095
- [DVLA Contact Centre](#) - 0300 790 6802
- DVSA:
  - [Vehicle Operator Licensing Enquiries](#) - 0300 123 9000
  - [International Road Haulage Permits](#) - 0330 678 1117
- [The Office for Product Safety and Standards](#) - 0121 345 1201
- [MHRA Customer Service Centre](#) - 020 3080 6000
- [National Supply Disruption Centre](#) - 0800 915 9964
- [Rural Payments Agency \(RPA\) Trader team](#) - 0330 041 6500
- [Animal, Plant and Health Agency \(APHA\)](#) - 0300 100 0313
  - IPAFFS general - 0300 100 0313
  - IPAFFS technical - 0330 041 6999
  - PEACH - 0345 607 3224
- [Defra Rural Services](#) - 0300 020 0301
- [Environment Agency England](#) - 03708 506 506
- [Forestry Commission](#) - 0300 067 4000
- [Fish Exports Helpline](#) - 0330 159 1989
- [The Intellectual Property Office](#) - 0300 300 2000
- [BEIS Public Enquiries Helpline](#) - 020 7215 5000
- BEIS Business Support Lines:
  - [England](#) - 0800 998 1098
  - [Scotland](#) - 0300 303 0660
  - [Wales](#) - 0300 060 3000
  - [Northern Ireland](#) - 0800 181 4422
- [Citizen Advice Consumer Helpline](#) - 0808 223 1133

- [Department for Education Helpline](#) - 0370 000 2288
- [Home Office - UK Visas & Immigration Helpline](#) - 0300 790 6268
- [Home Office - EU Settlement Scheme Application Resolution Centre](#) - 0300 123 7379

HMRC also operates a number of services, including:

- Import/export general enquiries can be made by calling 0300 200 3700.
- You can also [speak to an adviser online](#) about general import and export queries.
- It is also possible to [send a question about imports, exports and customs reliefs](#).

DEFRA Helplines:

DEFRA also has a number of additional [helplines](#) for the commodity you are exporting to the EU.

For questions to the DVSA on vehicle operator licensing you can call 0300 123 9000. For questions to the DVLA you should call 0300 790 6802.

The UK Government also operates an online forum where you can access key information and ask questions directly on [customs and tax](#).

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