



**CUSTOMS AND IMMIGRATION SERVICE
ANNUAL REPORT
2010**

MISSION STATEMENT

“THE CUSTOMS AND IMMIGRATION SERVICE IS COMMITTED TO PROVIDING A STRONG AND EFFECTIVE BORDER CONTROL IN ORDER TO PROTECT JERSEY FROM THE THREATS OF:

- ILLEGAL IMMIGRATION AND THE MOVEMENT OF PROHIBITED OR RESTRICTED GOODS; AND**
- LOSS OF GOVERNMENT REVENUE FROM THE EVASION OF IMPORT TAX OR DUTY;**

WHILST HONOURING THE ISLAND’S EXTERNAL CUSTOMS, IMMIGRATION, PASSPORT AND NATIONALITY OBLIGATIONS AND, WHEREVER PRACTICAL, MEETING THE PRINCIPLES OF FREE MOVEMENT FOR PEOPLE AND GOODS.”

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FOREWORD

FOREWORD BY THE HEAD OF SERVICE

I am pleased to present the 2010 Annual Report for the Customs and Immigration Service. 2010 proved to be another busy year for us and I am pleased to acknowledge the hard work, commitment and professionalism of all those working in our Service - they can justifiably be very proud of their efforts for which I thank them.

This Report gives the results from our three core areas – Revenue & Goods Control, Law Enforcement and Immigration & Nationality. It will speak for itself but I will highlight some of the more significant issues.

The priority for the Law Enforcement sections was still the detection of importations of Class A controlled drugs – heroin in particular. The amount of drugs seized during 2010 showed a marked decrease from 2009 and, to a lesser extent, a decrease on the average of the previous three years. However it should be noted that the amount of commercial importations detected did not decrease in the same ratio, 20 in 2009 and 15 in 2010.

Excellent intelligence work led us to identify three separate instances of Bangladeshi nationals working illegally in the Island. They had all arrived in the Island from the UK and thus had not passed through our immigration controls. This small, but worrying, trend is now being closely monitored.

In 2010 we hosted a meeting of the Customs and Border investigation teams of Rouen, Nantes and Guernsey. This was part of our ongoing liaison and close working to identify and disrupt smuggling attempts into the Channel Islands from the nearby coast of France. We have built up an excellent working relationship with our French and Guernsey colleagues over the years which has served the Island very well and which we are determined to maintain.

The Revenue & Goods Control (RGC) section continued to deal with the increased workload that followed the introduction of GST. Critical to managing this workload was the upgrading of our bespoke IT system CAESAR (Customs and Excise System for Administration of Revenue). This enabled the automatic checking of ships manifests to identify goods that would be liable to tax or duty. In addition the system lets importers make on-line declarations and payment.

We also undertook a review of staffing in the RGC office and replaced two Customs & Immigration Officers with three Office Assistants. The Office Assistants undertake the general clerical work in the office and deal with enquiries from the public, releasing the remaining Customs and Immigration Officers to concentrate on the vital areas of audit and compliance. As well as improving efficiency this office rationalisation delivered a

FOREWORD

saving of £29,000 per annum. September saw the introduction of Vehicle Emissions Duty (VED), an excise duty with rates calculated in the main by CO₂ emissions. Whilst VED is similar to Vehicle Registration Duty which had been abolished in 2008, in that the duty is liable on the first registration of a vehicle in Jersey, new systems and procedures were successfully developed and introduced with the close co-operation of the Driver and Vehicle Standards Department.

The Immigration and Nationality section managed the introduction of immigration fees for third country nationals who wish to vary or extend their immigration permission for staying in the Island. The required legislation was agreed by the States in May.

Negotiations continued with the UK Identity and Passport service over the forthcoming production of the 'new generation' biometric passports. One priority is to retain Jersey variant British passports. A number of options are being explored and it is too early to say definitively what the outcome will be, but we are looking to find the most cost effective solution with an acceptable level of service. The Island is not alone in these negotiations as the exact same issues are there for Guernsey and the Isle of Man and we are working closely with our colleagues in the other Islands.

One of our major tasks this year was the management of our contribution to the Home Affairs' input to the States Comprehensive Spending Review. All States departments were charged with identifying a total of 10% savings in their budgets by 2013. This was very challenging for us because of the high ratio of our staff budget. In fact our staff costs and other unavoidable expenses such as rent comprise nearly 90% of our budget. This means that we only had a rump of 10% of our budget to make the required savings unless we were to lose staff. Our Minister recognised this and from 2011 we will lose two posts one in the Passport Office and one in the Intelligence Bureau. These posts were selected as they will have the least impact on our front line services. However there will be repercussions which we will have to manage going forward.

The Service will continue to look at other options for savings and will be working closely with our colleagues in the States of Jersey Police to ensure that there are no unnecessary overlaps in the law enforcement areas of our work.

I would like to finish by expressing my gratitude to those that I report to for their continued support and recognition of our work, namely the Home Affairs Minister, the Treasury & Resources Minister, His Excellency the Lieutenant-Governor and the Chief Officer of the Home Affairs Department.

Michael Robinson
Head of Service

LAW ENFORCEMENT

INTRODUCTION

The Law Enforcement section of the Service consists of the Frontiers, the Investigation Unit, the Joint Financial Crimes Unit and the Joint Intelligence Bureau. These sections are responsible for investigating drug importations, financial crime aspects of drug trafficking, immigration offences and excise/GST fraud. The **strategy that will be adopted** when investigating these types of offences is as follows:-

Drugs

The Service will investigate the importation of all types of controlled drugs, but with a particular emphasis on the importation of Class A drugs as these are judged to pose the biggest risk to the people of the Island.

For this purpose the intelligence and investigation sections of the Service will work together closely and support each other in the development of drug operations which lead to the arrest and prosecution of the principals behind these drug syndicates.

The Service will look to work jointly with other law enforcement agencies, both on and off Island, wherever possible to achieve its aims in this area.

In such operations, Officers in the Service will always look to effect arrests and make seizures where this will cause the greatest impact on the drug syndicate itself. If this means arranging for action to be taken by a law enforcement agency outside the Island then that is the strategy that will be adopted. In this way the Service will meet its responsibilities under the Island's Criminal Justice Policy.

A significant part of the work of Officers in the Frontiers section of the Service is the identification of drug couriers. The role of the courier is usually at the lower level of the drug syndicate chain and such investigations are concluded over a short period of time. Nevertheless the quantity/value of the drugs seized can often be large.

The identification, interception and prosecution of drug couriers, therefore, will continue to be an important part of the Service's daily drug investigation duties.

The Service's investigation remit does not extend to drug street dealing/possession of drugs in the Island.

LAW ENFORCEMENT

Financial Crime

The Officers in the Service, who are based in the Jersey Financial Crimes Unit (JFCU), will continue to investigate the financial status of those individuals who are convicted of drug trafficking offences in Jersey, with a view to making a confiscation order to the Royal Court to seize any assets which are identified as the proceeds of drug trafficking.

The Officers will also undertake financial investigations on behalf of Customs authorities from outside the Island particularly in relation to drugs/VAT/Excise fraud.

Immigration

The Service will investigate all aspects of 'illegal immigration' both at the frontier and inland. The term 'illegal entrant' includes persons attempting to enter the Island either with false documents, by employing deception or entering clandestinely, and persons discovered after entry who gained entry or leave to remain illegally, e.g. asylum seekers.

Again the Service will look to work jointly with other law enforcement agencies, both on and off Island, wherever possible in such investigations.

Excise/GST Fraud

The investigation of offences into excise fraud and GST importation fraud will also be undertaken by Officers from the Service. Depending on the scale of the fraud the resources of the Intelligence section of the Service would be utilised in such investigations. At the present time however, excise/GST fraud is considered low risk though the increased rates of both excise and GST could lead to a change in the risk level.

LAW ENFORCEMENT

ENFORCEMENT ACTION

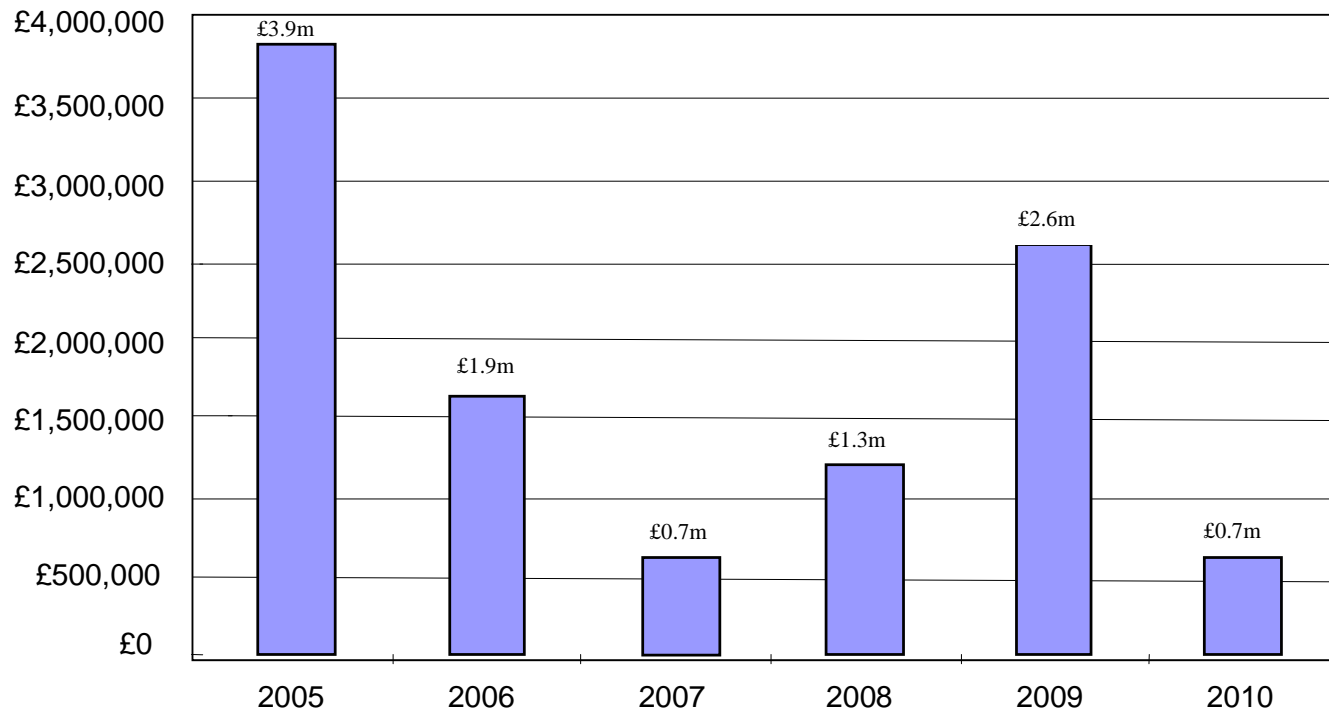
Drug Seizures

During 2010 Officers in the Service were responsible for the seizure of £688,105 worth of drugs. In total there were 121 separate drug seizures during 2010, an increase of 9% on 2009, of those, 15 were of a commercial nature. 42 cases were brought to court in 2010, all resulting in a conviction for the individuals concerned. In total the court handed out sentences totalling 61 years imprisonment, 1240 hours of community service and £2,065 in fines.

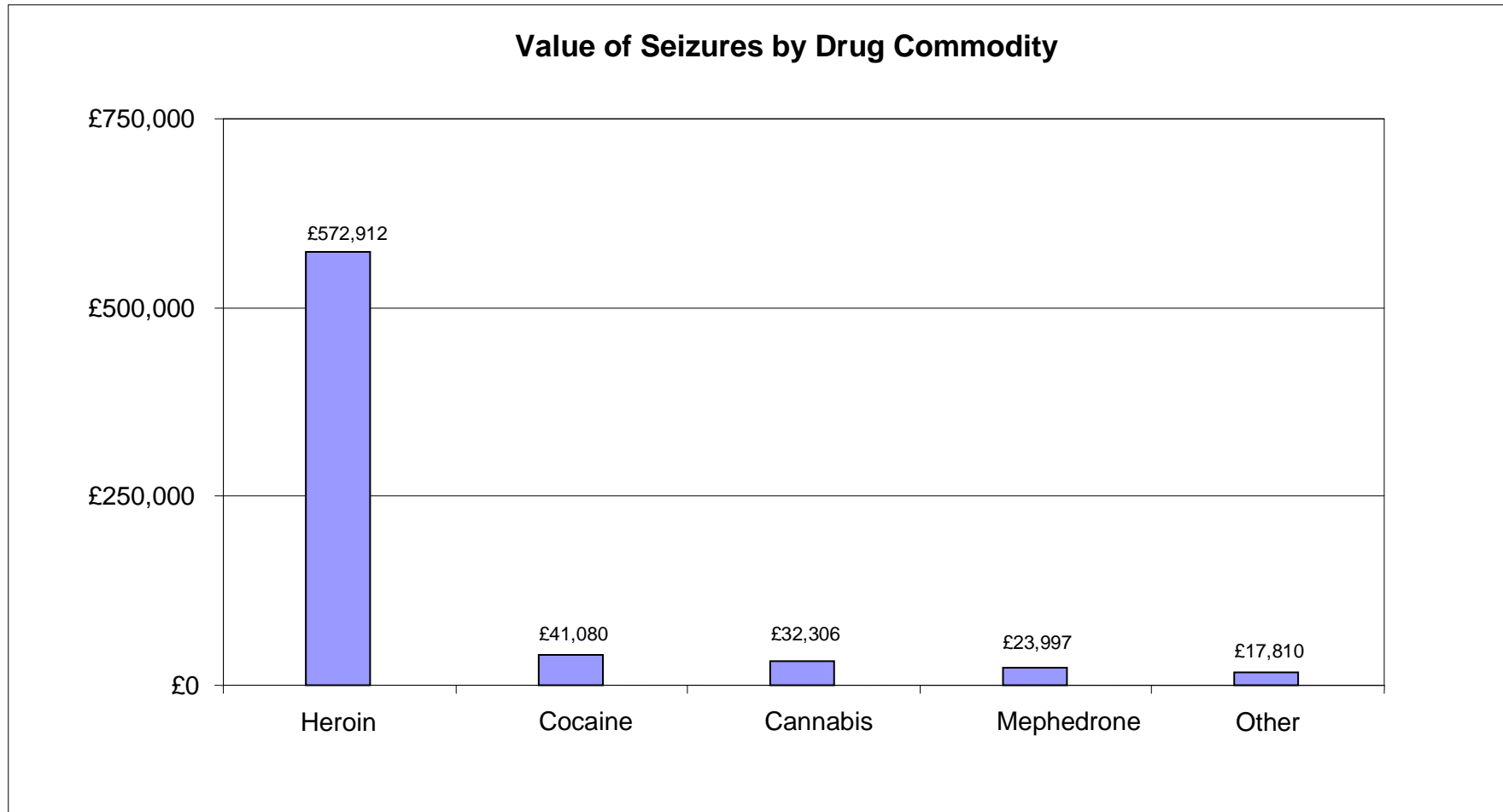
In value terms, heroin represented approximately 83% of the drugs seized at £572,912. Overall drug seizure values were significantly down on both 2009 figures and the previous 3 year average. The number of commercial seizures, however, was not significantly different from 2009. The reason for the lower value tended to be that the quantity of drug seized for each commercial seizure was smaller than in previous years. In addition there were no large cannabis seizures in 2010.

LAW ENFORCEMENT

Value of Drugs Seizures detected by Customs & Immigration



LAW ENFORCEMENT



LAW ENFORCEMENT

Cash Seizures

The Customs and Immigration Officers in the Joint Financial Investigation Unit were responsible for the investigation of 67 drug trafficking cases in 2010. These investigations resulted in the confiscation of £14,230. In addition, the Officers in the unit managed 8 cash seizure cases which were suspected to be the proceeds of drug trafficking. These resulted in the forfeiture of £30,362.

Revenue Detections

There were a total of 432 separate instances of potential revenue evasion.

A total of 138,944 cigarettes and 34.5 kilos of tobacco were seized in 2010 with a revenue potential of £27,108. There were 281 individual seizures made, 3 of which were of a commercial nature and resulted in the people concerned being prosecuted. In addition, Officers at the Frontiers were responsible for the collection of an additional £62,000 duty on alcohol/tobacco goods which had not been declared, but where a passenger was given the option of paying the duty. Seizure figures for 2010 continue to indicate that cigarette/tobacco smuggling does not present a particularly high risk.

£60,750 in GST was collected at the ports (NB. One instance alone accounted for £51,000).

Other Seizures

There were 78 other seizures, 27 of which related to obscene/indecent material and 24 to alcohol. Other seizures of note were 9 of counterfeit goods, 4 of offensive weapons, 4 of fireworks and 2 of endangered species. The counterfeit goods consisted of 15 mobile phones, 800 headphones (4 seizures), 400 Wii Motion Plus Controllers (2 seizures), 70 Nintendo DS games and 32 Links of London bracelets. The offensive weapons consisted of 2 Tasers, 1 Flick knife and 1 CS Spray.

LAW ENFORCEMENT

Immigration Refusals

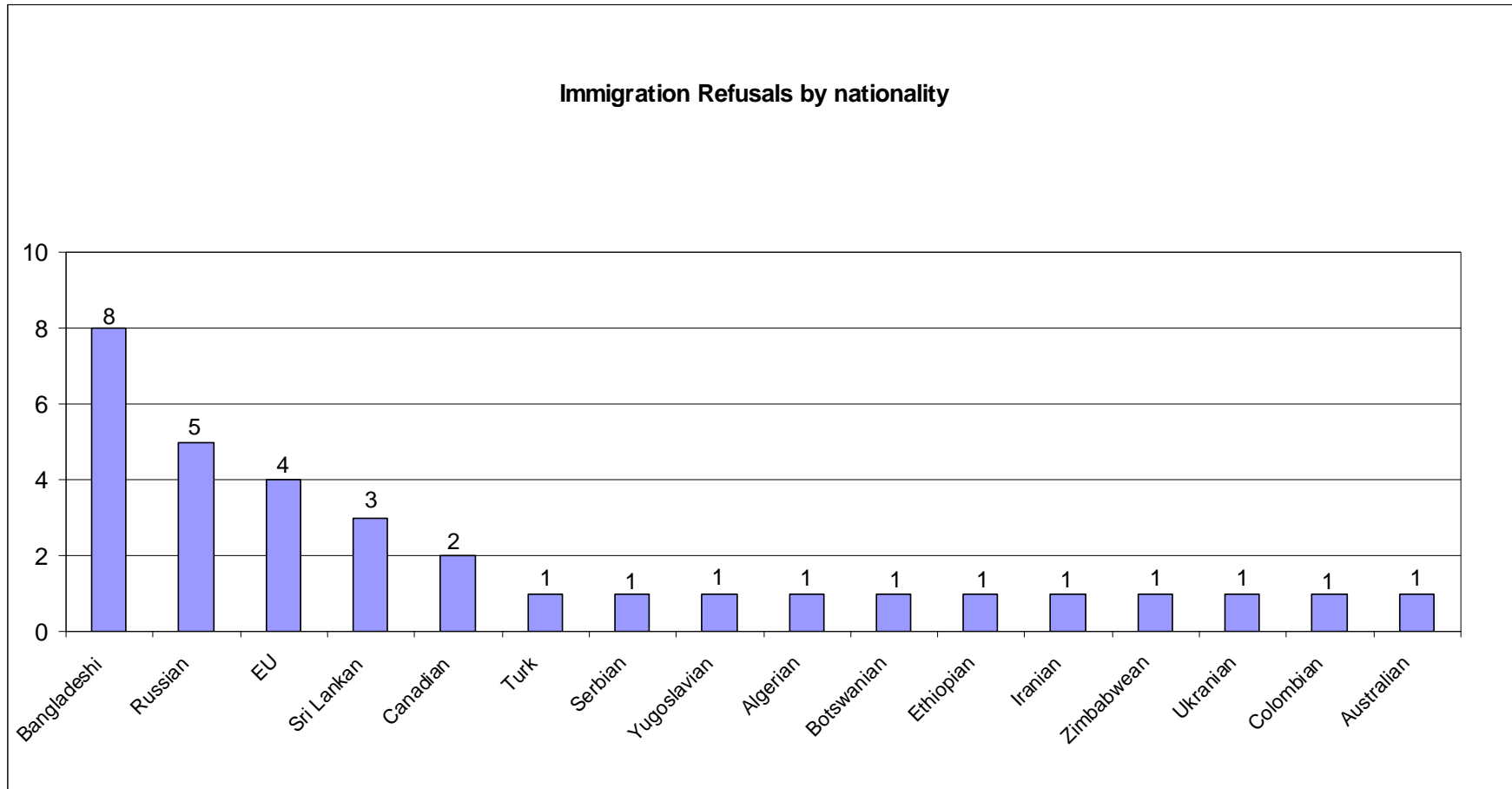
The number of third country nationals who were refused leave to enter the Island totalled 33 which was a 14% decrease on the 2009 figure. Consideration however, should be given to the fact that in 2009 two private yachts arrived in the Island carrying 9 Ukrainians and 6 Russians. All were refused as a result of not having the relevant visas. If these refusal figures were removed from the 2009 total, then this would have resulted in a 50% increase in refusals in 2010. On the previous 3 year average, refusal figures increased by 18%.

Three of these refusals were encountered as a result of executing Immigration Search Warrants and discovering Bangladeshi nationals working illegally in the Island. All had arrived in the Island from the UK. Two of the three were returned to Bangladesh whilst the third was returned to the UK where he filed a case for asylum.

It would seem that there is a trend emerging where third country nationals living illegally in the UK are making their way to Jersey and are managing to find employment in the Island. There will be occasions when some of these individuals will be picked up as a result of an internal customs control and in 2010 there were 13 individuals identified in this way. Resources at the frontiers however, are limited and it is inevitable that some of these individuals will successfully gain entry to the Island. It is only as a result of the Service's intelligence resources that such individuals are subsequently identified and removed.

Two forged travel documents were detected in 2010 whereas there were none in 2009.

LAW ENFORCEMENT



LAW ENFORCEMENT

TRAINING

Accreditation

In March 2010, a further 10 Officers achieved the Edexcel BTEC National Diploma Award in Detection (Anti Smuggling). In addition, 4 Officers achieved the equivalent qualification in relation to Criminal Investigation Standards. To achieve these awards, Officers are required to provide evidence of competence in the required Detection/Investigation Standards which is assessed by a UK Border Agency/HM Revenue and Customs Assessor and followed up by a professional discussion with the Assessor to establish further the officer's level of knowledge. This evidence is then verified by an External Verifier from Edexcel, the Awarding Body.

International Diploma in Anti-Money Laundering

In September 2010, the 2 Officers studying for the International Diploma in Anti Money Laundering passed their exams to achieve this qualification. The qualification is awarded by the International Compliance Association in association with the University of Manchester Business School. As a result, all the Customs and Immigration Officers working in the Joint Financial Crimes Unit now have the qualification.

LAW ENFORCEMENT

LOOKING FORWARD

e-Borders

The e-Borders programme relates to the collection and analysis of information by the UK Border Agency on passengers/crew intending to travel to or from the UK. The information is used to assess the risks presented by people entering the UK and identify those of interest to the authorities before they arrive or leave the UK.

In last year's Annual Report it was stated that it was the UK Border Agency's intention to extend the e-Border regime to the Crown Dependencies by the end of 2010. The change of government in the UK led to a review of the e-Borders programme and the cancellation of the contract of the I.T. provider. As a result, progress was delayed. The Coalition Government has now indicated that it supports the e-Borders programme and further discussions will take place during 2011 with a view to extending the programme to the Island probably during the course of 2012.

The legislation changes that needed to be implemented to allow the collection of passenger/crew data for journeys into and out of the Island from outside the Common Travel Area are close to being finalised.

REVENUE AND GOODS CONTROL

INTRODUCTION

The Revenue and Goods Control section of the Service is responsible for the collection of customs duty on goods imported into the Island from outside the customs area of the European Community, collection of impôts duty on excise goods imported into or produced in the Island and collection of Goods and Services Tax (GST) on goods imported by individuals and businesses not registered for GST with the Taxes Office, overall the revenue collected by the Service each year is equal to approximately 8% of the total revenue of the States of Jersey. A further responsibility of the section is to ensure that all licensing requirements are met concerning goods imported into or exported from the Island.

REVENUE

2010 again represented a busy and varied year for Officers involved in revenue collection and goods control duties, including the introduction on 1st September of Vehicle Emissions Duty, (VED). This is an Impôts (excise) duty similar to the previous Vehicle Registration Duty which was withdrawn in 2008, except that VED duty rates are mainly calculated on a vehicles' CO₂ emissions. Total revenue collected in 2010 was £51,049.

Impôts

In 2010 the quantities of all alcohol, tobacco and fuel put to duty was lower than 2009. This together with a freeze on excise duty in the 2010 Budget resulted, as forecast, in approximately 4% less revenue yield from these commodities than the previous year. Despite the slightly increased revenue due to the introduction of VED the total Impôts revenue for 2010 was almost £2 million less than 2009.

In December the 2011 Budget was debated by the States Assembly and proposals for impôts duty increases on all alcohol, tobacco and fuel were agreed. Following the Budget the Impôts duty on some common excise goods are:

- A litre of whisky - £9.95
- A bottle of table wine - £1.19
- A pint of normal beer - £0.30
- 20 cigarettes - £3.50
- A litre of unleaded petrol or diesel - £0.43

REVENUE AND GOODS CONTROL

Goods and Services Tax (GST)

All goods arriving in Jersey must be properly declared to the Customs and Immigration Service and, under normal circumstances, any revenue charges must be paid before the goods are released to importers. In addition to impôts duties and other tariffs, imported goods are subject to GST.

GST on imports is collected by the Service on behalf of the Comptroller of Taxes. However, in the interest of providing a fast and efficient service to importers and in keeping with the desire to keep the administration and collection of GST as simple as possible, special 'fast-track' clearance procedures are available for traders that are approved by the Service to use this simplified procedure.

Customs-approved traders may take immediate possession of imported goods before making a declaration and without paying revenue charges at the time of importation. They have a 30 days period of grace in which to make declarations and pay any customs and excise duties and GST.

An additional advantage for Customs-approved traders who are also registered entities for GST is that they are not required to pay GST at import to the Service; traders simply record the total GST-exclusive value of their imports on their quarterly GST returns to the Taxes Office.

Currently 316 businesses and individuals have been granted Customs-approved trader status and benefit from 'fast-track' clearance procedures with a further 1140 approved traders that are also GST registered, these approvals show a small increase on 2009.

Over 51,000 separate declarations were made electronically by importers during 2010, 14,000 more than 2009. Whilst approximately 2,000 of these were due to VED, many more items were detained for declaration due to a lack of value information at import. The Service continues to work closely with freight companies and the postal service to improve the provision of this required information.

Notwithstanding this increase in detained goods more than 850,000 separate consignments were processed in 2010 and the procedures for accounting for Import GST ensured that 95% of all freight consignments were not held up at the ports awaiting payment of the tax.

GST collected by the Service during 2010 on importations of goods by non-registered entities (import GST) was consistent with 2009 and again amounted to just over £1.6 million

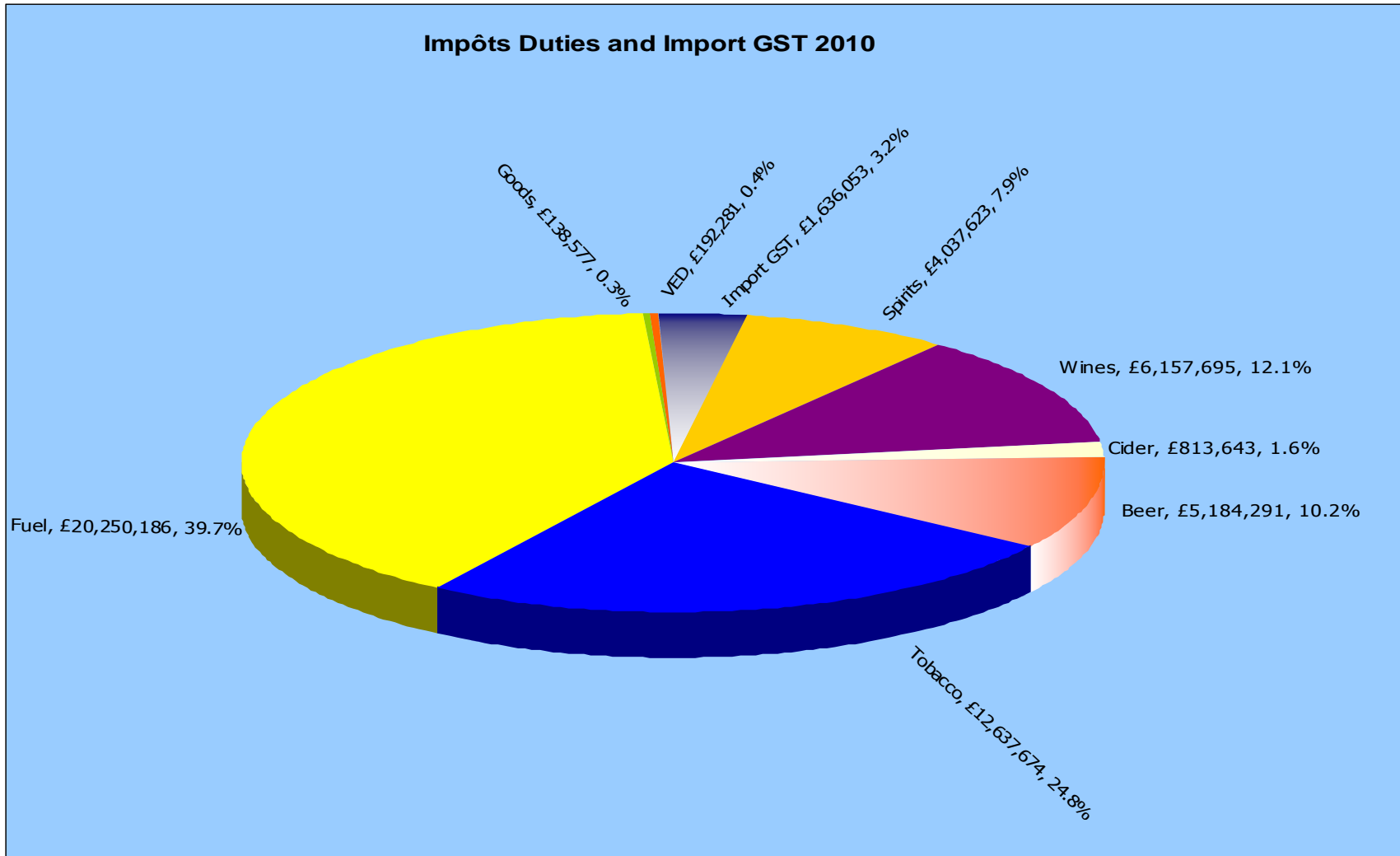
REVENUE AND GOODS CONTROL

REVENUE RECEIPTS £ MILLIONS

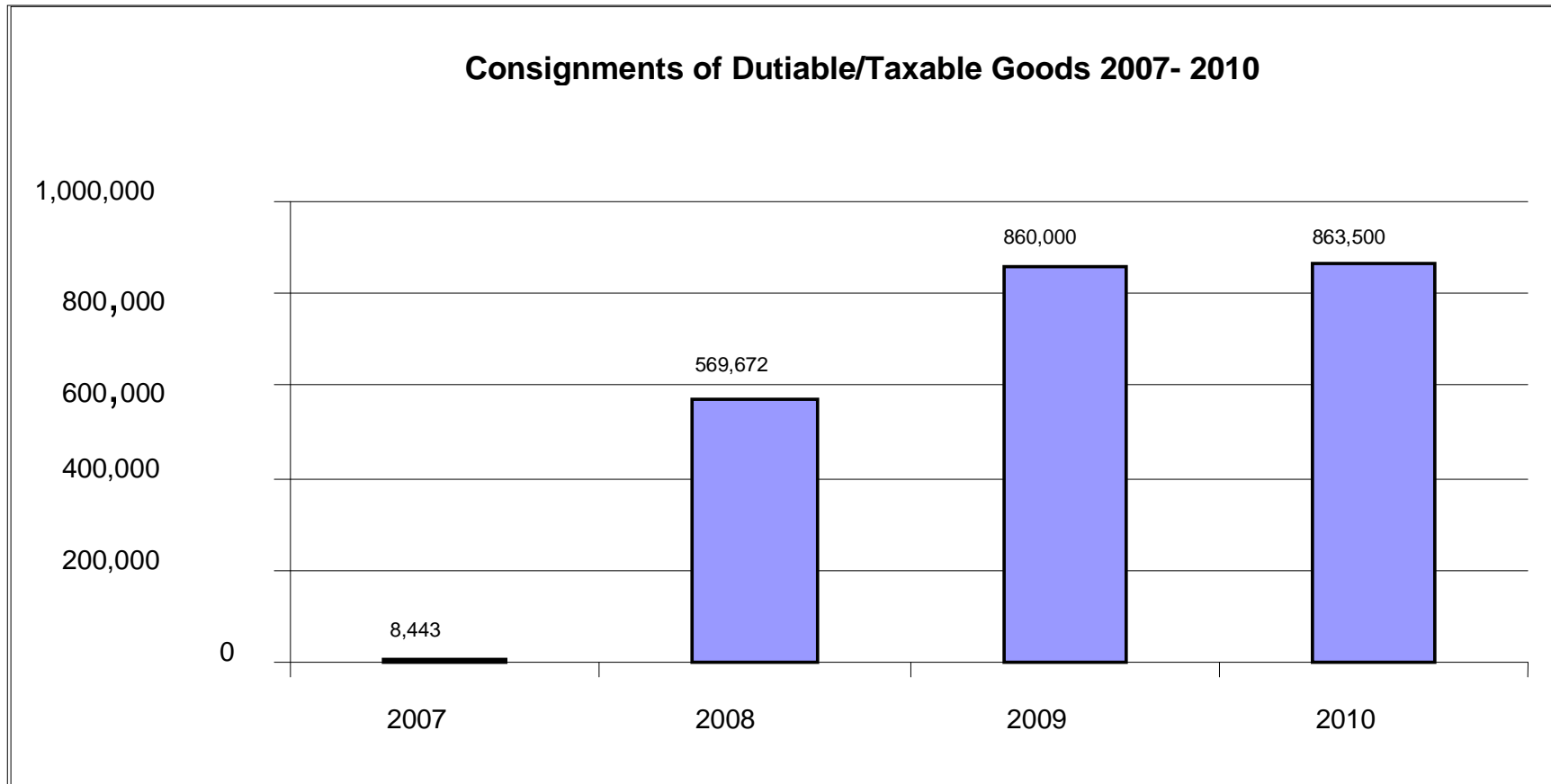
	2000	2001	2002	2003	2004	2005	2006	2007*	2008*	2009*	2010*
Spirits	3.882	3.835	3.804	4.466	3.781	4.058	4.194	3.928	4.008	4.172	4.038
Wine	3.608	3.765	4.426	4.980	4.873	5.272	5.351	5.661	5.863	6.340	6.158
Cider	0.413	0.310	0.372	0.473	0.532	0.575	0.633	0.710	0.742	0.870	0.814
Beer	2.810	3.163	4.104	4.858	4.708	4.767	5.042	4.961	5.094	5.324	5.184
Tobacco	11.167	12.008	12.367	13.354	13.913	12.508	12.953	12.672	12.715	13.856	12.638
Fuel	11.763	11.717	13.985	16.355	18.660	18.452	19.051	19.876	20.469	20.685	20.250
VRD/VED	-	-	-	2.912	3.687	4.033	4.047	5.836	0.674	-	0.192
Customs	0.360	0.190	0.106	0.110	0.136	0.174	0.113	0.193	0.235	0.125	0.139
Import GST	-	-	-	-	-	-	-	-	0.861	1.628	1.636
TOTAL	34.003	34.988	39.164	47.508	50.290	49.839	51.384	53.837	50.661	53.000	51.049

*Please note that from 2007, figures include all accrual adjustments to comply with Generally Accepted Accounting Policies (GAAP)

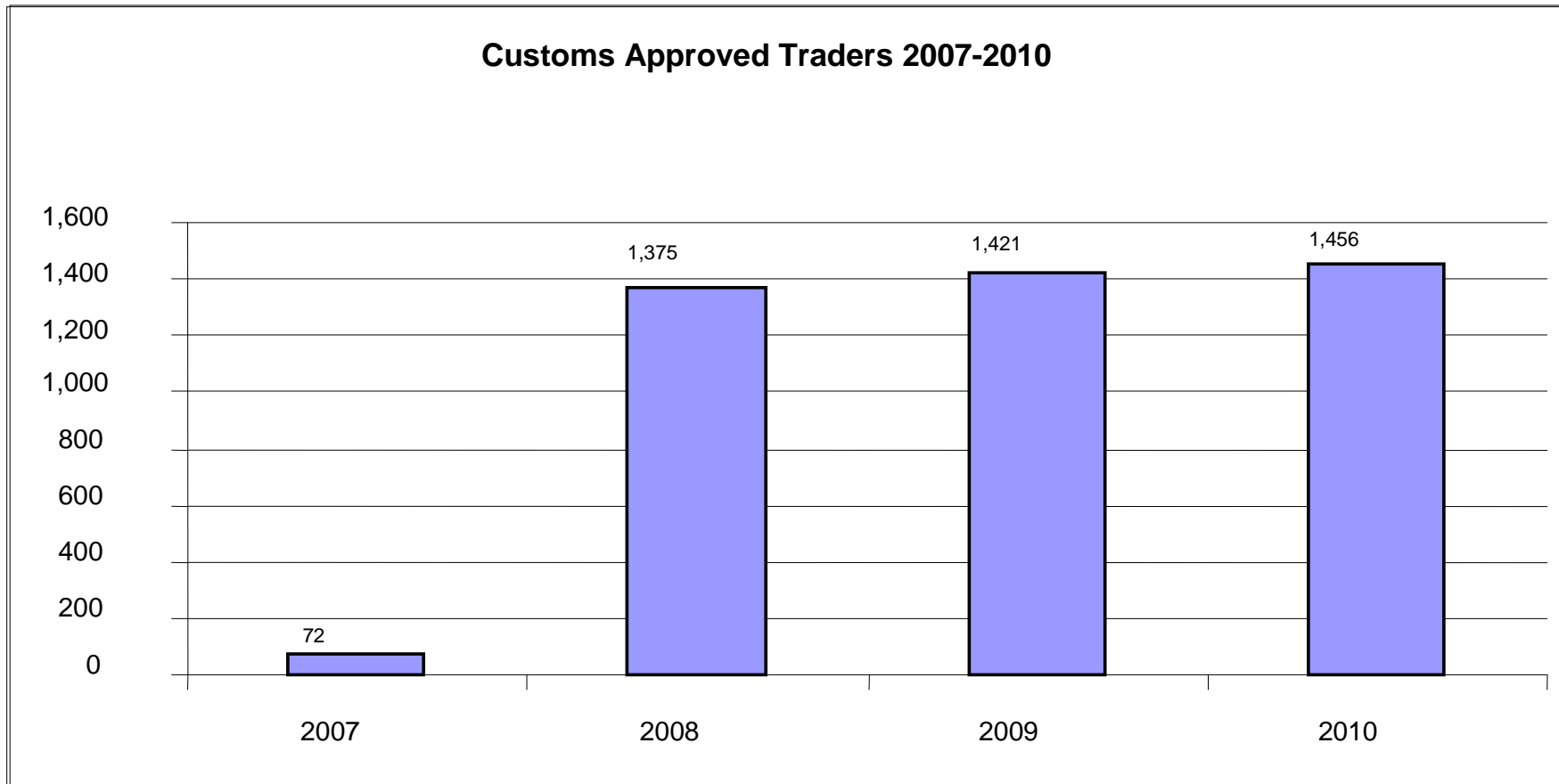
REVENUE AND GOODS CONTROL



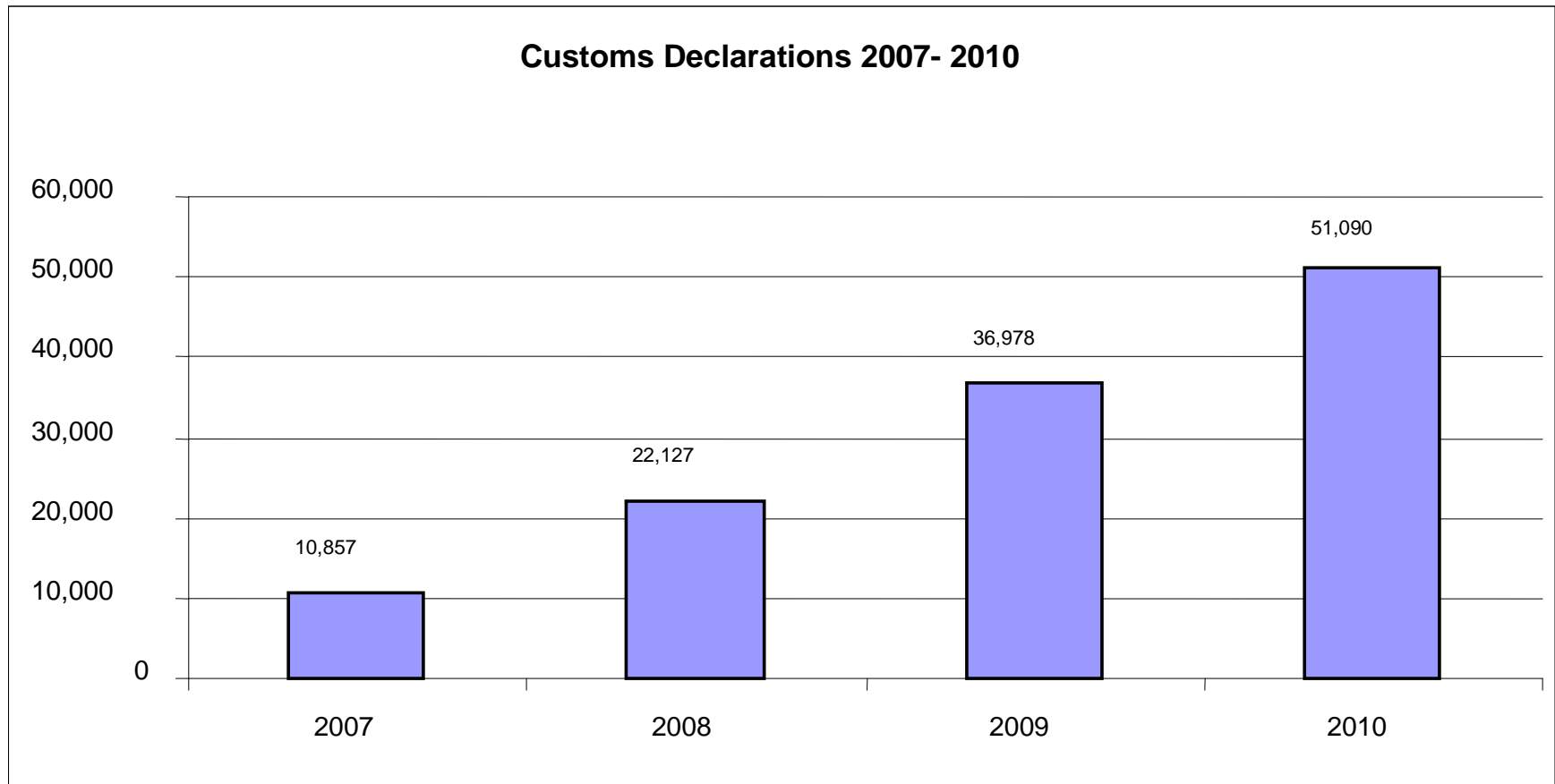
REVENUE AND GOODS CONTROL



REVENUE AND GOODS CONTROL



REVENUE AND GOODS CONTROL



Note: The marked increase in declarations is due to the introduction of GST and a gradual decrease in the risk tolerances allowed by the Service's IT system.

REVENUE AND GOODS CONTROL

GOODS CONTROL

Freight Profiling

The Freight Investigation Team now forms an intrinsic part of the Revenue and Goods control section. The main functions of the team are:

- Identifying and examining all consignments suspected of containing prohibited and restricted items
- Developing and enhancing relationships with local and UK freight carriers
- Increasing awareness in all areas of the Service, particularly Frontiers, of the need to gather and record information which may have any bearing on freight movement
- Acting on all information/intelligence related to freight movement
- Supporting the examination of consignments for tax/duty purposes
- Maintaining risk assessments of all carriers

During the year there were a number of consignments that were detected and included mis-declared goods, undeclared goods, counterfeit goods and CITES items (endangered species). Acting on intelligence is fundamental to this operation and in this respect there is close liaison between the intelligence sections of the Service.

Diesel Checks

In 2010 the Service continued the enforcement of conditions attached to the use of fuels benefiting from relief of excise duty. Legislation allows the relief of excise duty in certain circumstances for example, on tractors, lifting vehicles and aircraft refuelling vehicles. Relief is not allowed for the sole use of propulsion of a vehicle on a public road. To ensure duty free fuel was not being used in road vehicles Officers took part in 5 road checks together with the Honorary Police and Officers from DVSD; no customs infractions were detected.

REVENUE AND GOODS CONTROL

VAT Accounting Scheme

The UK Import VAT Accounting Scheme allows for the pre-payment of UK Import VAT on postal items that are over £18 in value sent by locally based traders to customers in the UK. Traders who agree to join the scheme are required to keep records and submit to a regime of audit and assurance. Import VAT is remitted by the traders to Jersey Post who in turn pay the monies onto HM Revenue and Customs.

The scheme continued to perform well and the Annual Report submitted to HM Revenue and Customs on the operation of the scheme during 2009 was accepted in full.

The number of scheme members at the end of 2010 stood at 110.

All of the scheme members are part of what is commonly referred to locally as the 'fulfilment industry'.

Staffing

In January 2010 an internal review was conducted which looked at work streams and associated resources within the section. It was apparent that since the introduction of GST there had been a significant increase in the amount of clerical work arising from the introduction of GST. An internal scoping exercise took place and a restructuring programme was recommended and accepted by the Senior Management Team which involved replacing two retiring Officers with three Office Assistants. This meant that the increase in clerical work could be addressed and it also allowed the Officers to concentrate on investigation and audit work. In essence it meant that the work stream was more appropriately aligned to the roles of the staff. It also resulted in a saving of £29,000 per year.

LOOKING FORWARD

GST

In the 2011 Budget the Minister for Treasury and Resources successfully proposed that the rate of GST would increase to 5% on 1st June 2011, however in order to further protect local businesses the Minister decided to retain the de-minimis waiver limit at £12 of duty and tax.

REVENUE AND GOODS CONTROL

The de-minimis waiver is an administrative procedure whereby the Service is allowed by the Minister to waive the duty and tax liability on imported goods where it is considered that the cost of collection is likely to be more than the duty or tax to be collected. In the main the waiver is only applicable to goods imported by private individuals and not to commercial importations.

In real terms this will mean that whilst previously many importers of goods with an inclusive value of £400 (3% of £400 is £12) or less benefited from the administrative waiver, from the 1st June only goods with an inclusive value of £240 or less may have the GST waived (5% of £240 is £12).

It is assessed that the number of imported items detained for declaration and payment of GST will further increase as will the number of importers applying for approved trader status. The Service considers that it can meet these challenges with existing resources; however this may be at a cost to resources in other areas of the Service. This situation will be monitored throughout the second half of 2011 to ensure that service to the public and trade remains at an acceptable level whilst effective controls are retained at the borders.

Vehicle Emissions Duty

VED was successfully introduced on 1st September 2010 and is an Impôts (excise) duty similar to the previous Vehicle Registration Duty, VRD, which was withdrawn in 2008, but in the main the duty rates are calculated on a vehicle's CO₂ emissions. As these details are only available for cars and small passenger vehicles registered on or after 1st March 2001, for similar vehicles that were first registered outside the Island before 1st March 2001 the duty rates are calculated on engine size. For any other vehicles the duty rates are also calculated on engine size

For vehicles with low CO₂ emissions (less than 121 g/ CO₂/km) or small engine size (below 1001cc) there is a zero rate of duty, with a maximum duty rate of £1,250 for vehicles with CO₂ emissions of more than 300 g/ CO₂/km or with an engine size exceeding 3,500cc. The duty is payable when an application is made to the Driver and Vehicle Standards Department to register a vehicle.

Second-hand imported vehicles have a reduced duty liability dependent on age, stock-in-trade vehicles can benefit from a suspension of duty for up to twelve months. In addition certain vehicles, such as those imported due to a change of residence or exported within a given period, benefit, subject to conditions, from a relief (non-payment), or drawback (refund), of VED.

The target revenue yield from VED for 2010 was £0.5 million however the duty failed to achieve this revenue and the final yield was just over £190,000 inclusive of all accrual adjustments for vehicles registered but granted duty suspension.

REVENUE AND GOODS CONTROL

Research has indicated that new vehicle registrations, September to December 2010, were almost 25% lower than new vehicle registrations during the same period in 2009, there were also a greater number of new vehicles that benefited from the low emissions, zero rate of duty than was originally estimated.

It is not known to what extent the introduction of VED has influenced a consumer's decision on vehicle purchase but the current economic situation must also be a contributing factor. A review of the duty will take place in 2011 in order to help inform the Minister for Treasury and Resources decisions for the 2012 Budget.

REVENUE AND GOODS CONTROL

The current duty rates for VED are as follows:

TABLE 1 LPV ¹ 's FIRST REGISTERED ON OR AFTER 1st MARCH 2001				
1 CO ₂ mass emission figure	2 LPV 1st registered in Jersey	3 LPV 1st registered outside Jersey 1 year or less ago	4 LPV 1st registered outside Jersey more than 1 but 2 years or less ago	5 LPV 1st registered outside Jersey more than 2 years ago
120g or less	£0	£0	£0	£0
More than 120g but not more than 150g	£40	£40	£25	£20
More than 150g but not more than 165g	£120	£120	£80	£60
More than 165g but not more than 185g	£180	£180	£115	£90
More than 185g but not more than 225g	£300	£300	£195	£150
More than 225g but not more than 250g	£600	£600	£390	£300
More than 250g but not more than 300g	£1,000	£1,000	£650	£500
More than 300g	£1,250	£1,250	£815	£625

¹ LPV means a light passenger vehicle, being a motor vehicle designed and constructed for the carriage of passengers and comprising no more than 8 seats in addition to the driver's seat

REVENUE AND GOODS CONTROL

TABLE 2 ALL OTHER MOTOR VEHICLES				
1 Cylinder capacity of engine	2 Vehicle 1st registered in Jersey	3 Vehicle 1st registered outside Jersey 1 year or less ago	4 Vehicle 1st registered outside Jersey more than 1 but 2 years or less ago	5 Vehicle 1st registered outside Jersey more than 2 than years ago
1000cc or less	£0	£0	£0	£0
More than 1000cc but not more than 1400cc	£150	£150	£100	£75
More than 1400cc but not more than 1800cc	£250	£250	£165	£125
More than 1800cc but not more than 2000cc	£380	£380	£245	£190
More than 2000cc but not more than 2500cc	£500	£500	£325	£250
More than 2500cc but not more than 3000cc	£750	£750	£490	£375
More than 3000cc but not more than 3500cc	£1,000	£1,000	£650	£500
More than 3500cc	£1,250	£1,250	£815	£625

IMMIGRATION AND NATIONALITY

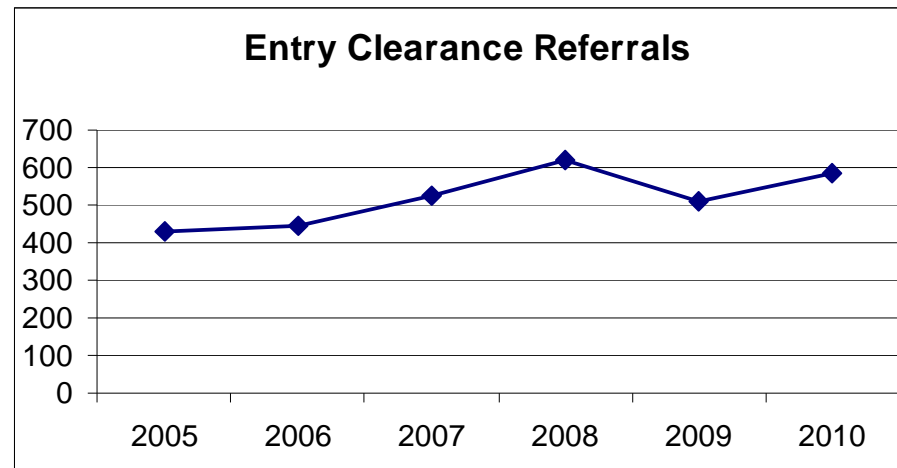
INTRODUCTION

The Immigration and Nationality section is responsible for all technical immigration casework such as the approval of entry clearance for persons seeking visas to come to the Island, the issue of work permits, the enforcement of deportation orders and the maintenance of legislation. The section also handles the nationality work of processing applications for British citizenship and the issue of passports.

IMMIGRATION CASEWORK

Entry Clearance

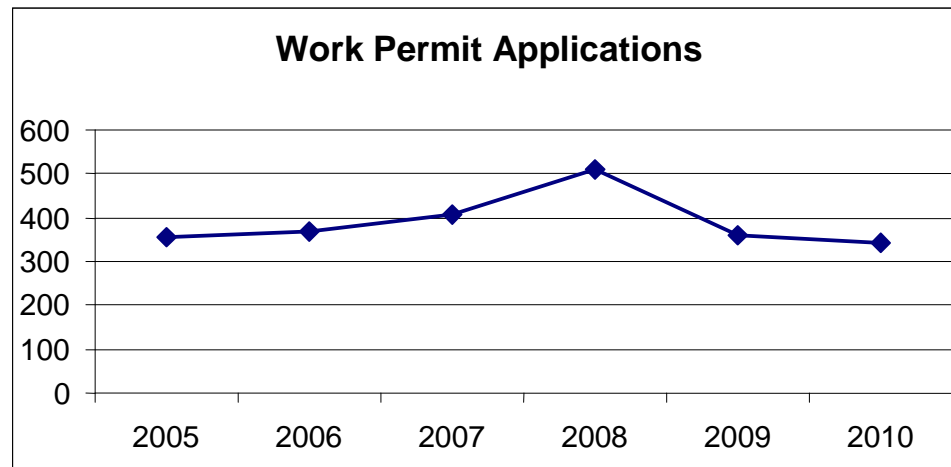
The casework section regulates the entry and settlement in Jersey of persons subject to immigration control. Applications for entry clearance (visas) are received by British diplomatic posts abroad and referred to the Customs and Immigration Service for authority to issue or refuse. 585 entry clearance referrals were made to the Customs and Immigration Service during 2010, a 15% increase on the previous year.



IMMIGRATION AND NATIONALITY

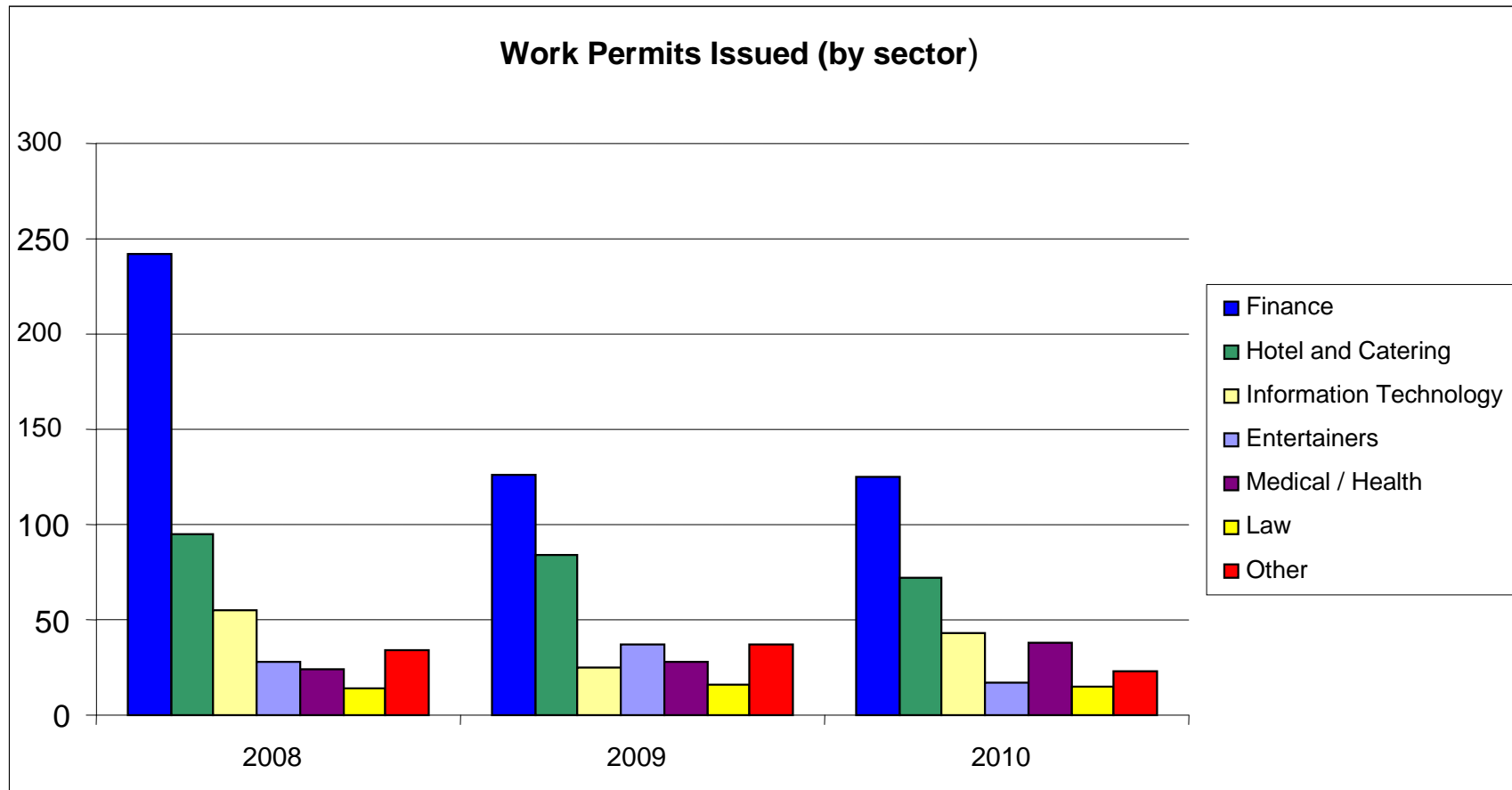
Work Permits

The Immigration (Work Permits) (Jersey) Rules 1995 are administered by the Customs and Immigration Service under delegated authority of the Minister for Home Affairs. A work permit is issued to a specific employer and allows them to employ a person from outside the European Economic Area for a limited period where it can be demonstrated that particular qualifications or skills are in short supply in the resident and permit free European labour market. The number of work permit applications received by the Service remained static – 343 applications were considered during 2010 compared with 358 the previous year.



IMMIGRATION AND NATIONALITY

The number of work permits issued by sector did not show any significant changes between 2009 and 2010:

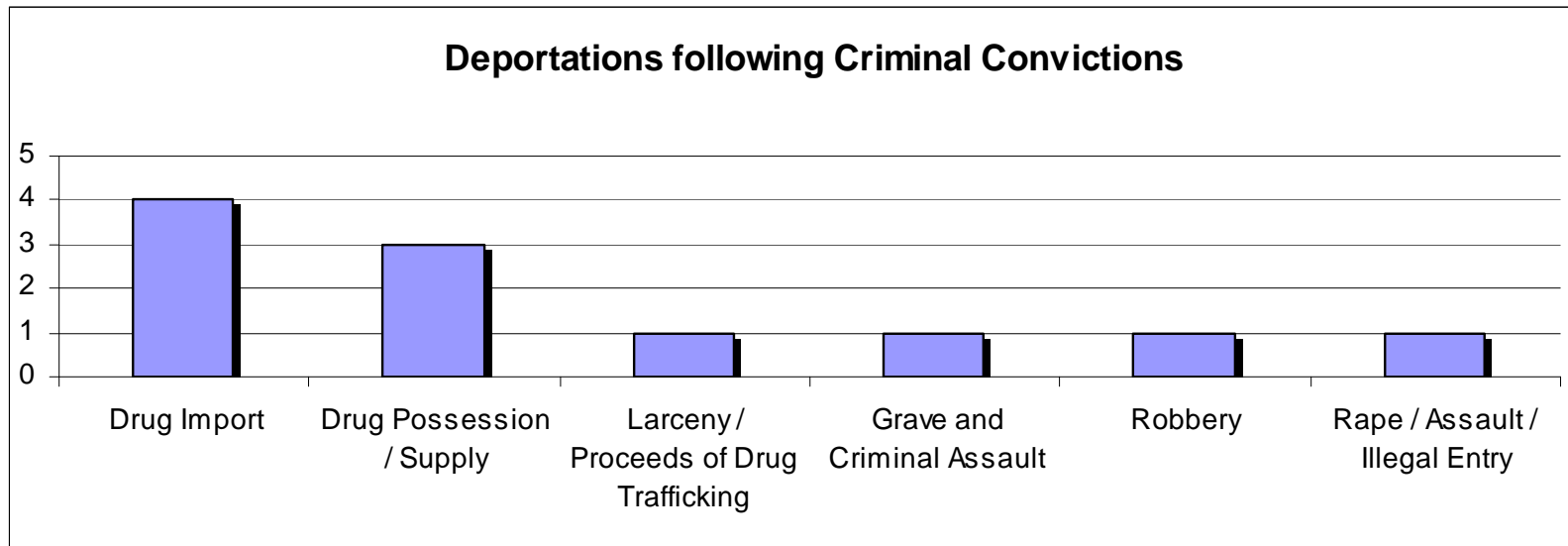


IMMIGRATION AND NATIONALITY

Deportation

A deportation order requires the subject to leave the Bailiwick of Jersey and authorises his detention until he is removed. It also prohibits him from re-entering for as long as it is in force and invalidates any leave to enter or remain in the Bailiwick of Jersey given him before the order was made, or while it is in force.

11 people were deported from the Island during 2010, all of whom had been convicted of crimes in Jersey and had received prison sentences varying between 9 months and 8 years. The majority of deportees (7 out of 11) had been convicted of drug offences in the Island. 9 persons were deported to Portugal, 2 to Poland.



IMMIGRATION AND NATIONALITY

Immigration Fees

Fees for many immigration services were introduced from 1 May 2010 following States approval of the Immigration Fees (Jersey) Order 2010. From that date applications for the variation or extension of immigration permission were subject to the following fees:

- | | |
|---|------|
| • indefinite leave to remain | £820 |
| • limited leave to remain (other) | £465 |
| • limited leave to remain (work permit holder) | £400 |
| • transfer of a no time limit stamp into a new passport | £165 |

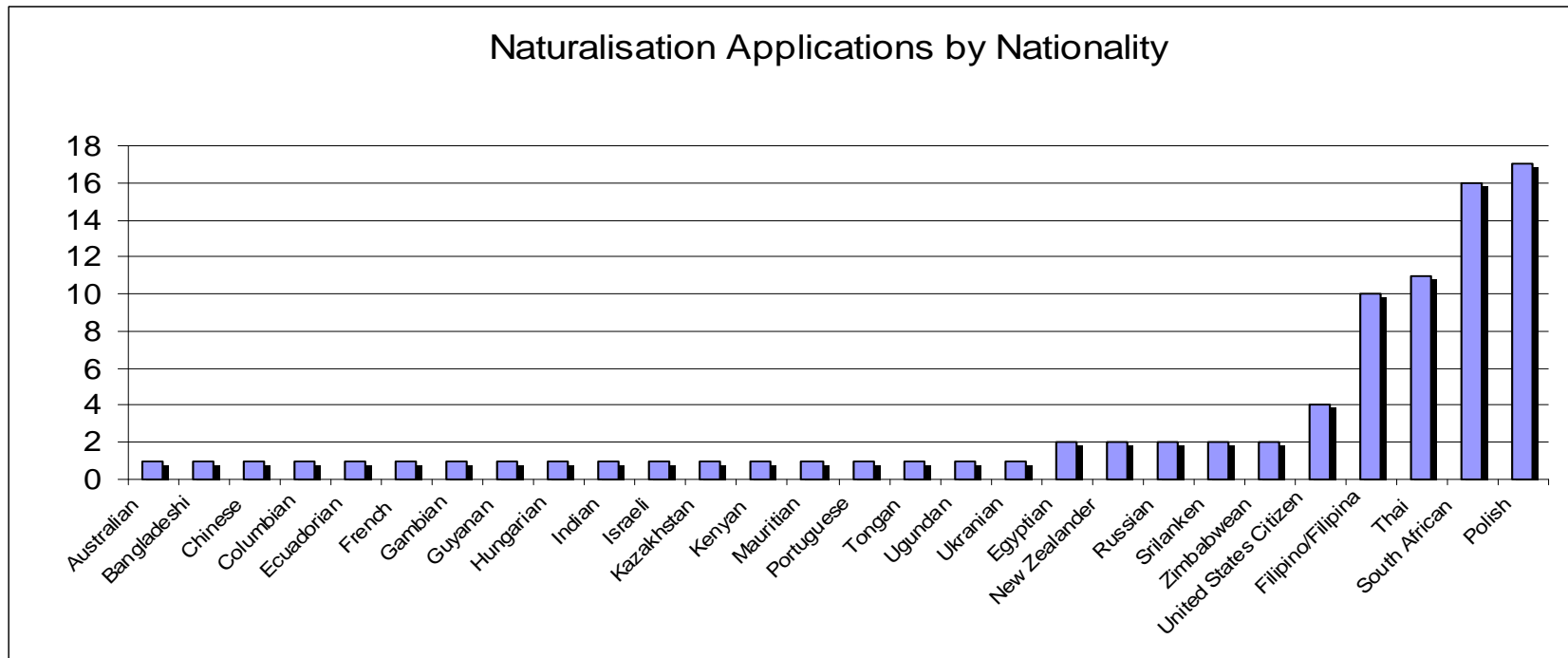
The introduction of fees brings Jersey in line with the UK and Isle of Man who have charged for identical immigration services for some time. Guernsey Border Agency are also shortly to seek the introduction of similar immigration fees.

IMMIGRATION AND NATIONALITY

NATIONALITY

Naturalisation

Applications for British citizenship are considered by the Customs and Immigration Service on behalf of the Lieutenant-Governor. 86 applications for naturalisation were received during 2010, up from 60 the previous year. This increase is mostly as a result of Polish nationals who, as European Economic Area nationals, were eligible to apply for naturalisation in their own right from 1 May 2010.



IMMIGRATION AND NATIONALITY

Passports

10,802 British passports were issued by the Customs and Immigration Service during 2010. This shows a very slight decrease from 11,060 passport issues in 2009. In general terms, however, the volume of passport applications has remained fairly static for a number of years.

Passport application fees were not increased by the United Kingdom Identity and Passport Service during 2010 and remain at £77.50 for adult passports, and £38.50 for child passports. The last fee increase was made in September 2009.

797 applicants took advantage of our 'Express Service' of £116 for the processing of passport applications which is provided for people who wish to renew their passport in a shorter time than our standard processing time allows. 506 passports were reported lost or stolen during 2010.

The Passport Office was able to meet its target of processing all passport applications within 3 weeks, with the exception of a period of approximately 1 month during July 2010 when the processing time increased to 4 weeks.

Legalisation

The Passport Office undertakes the role of legalising locally originating documents for use abroad; legalisation is the official confirmation that a signature, seal or stamp on a document is genuine. This role is fulfilled by the Foreign and Commonwealth Office in the UK and was taken on locally in 1990.

Our Legalisation of Documents service saw a slight increase in demand. 8,695 documents were legalised in 2010 against 8,192 in 2009, or an increase of 6%.

IMMIGRATION AND NATIONALITY

LOOKING FORWARD

Immigration Legislation

The new UK Government took the decision to formally cease work on a new Immigration Bill, the aim of which was to consolidate and simplify immigration legislation. This legislation would have been capable of being extended to Jersey, thus serving to modernise and update the Island's immigration law to bring it in line with the UK, Isle of Man and Guernsey.

Our work has instead now started on identifying those provisions contained in existing UK immigration legislation introduced between 1999 and 2010 which the Island would benefit from bringing into force.

The coalition Government has also deferred Earned Citizenship, introduced through the Borders, Citizenship and Immigration Act 2009. The concept of Earned Citizenship proposed to create a clearer journey to citizenship where migrants earn the right to make the UK their home by making ongoing positive contribution.

Next Generation Passports

The phased introduction of a newly designed British passport started in October 2010 in the United Kingdom; however the Crown Dependencies will continue to issue the current style of British passport until approximately December 2012. The new-style passport features various design improvements, including additional security measures.

In December 2010 the Minister for Home Affairs gave in principle agreement that from the end of 2012 British passports issued in Jersey will be printed in the UK. Passports issued in Jersey after 2012 will continue to be a variant of the standard UK passport and will be marked 'British Islands, Bailiwick of Jersey'.

The final decision on whether passport printing will take place in the UK will be influenced by the course of action decided upon by the authorities in Guernsey and the Isle of Man, with whom costs associated with the development of a new IT system are expected to be shared.

RESOURCES

STAFF

The total staff complement of the Customs and Immigration Service at the end of 2010 was:

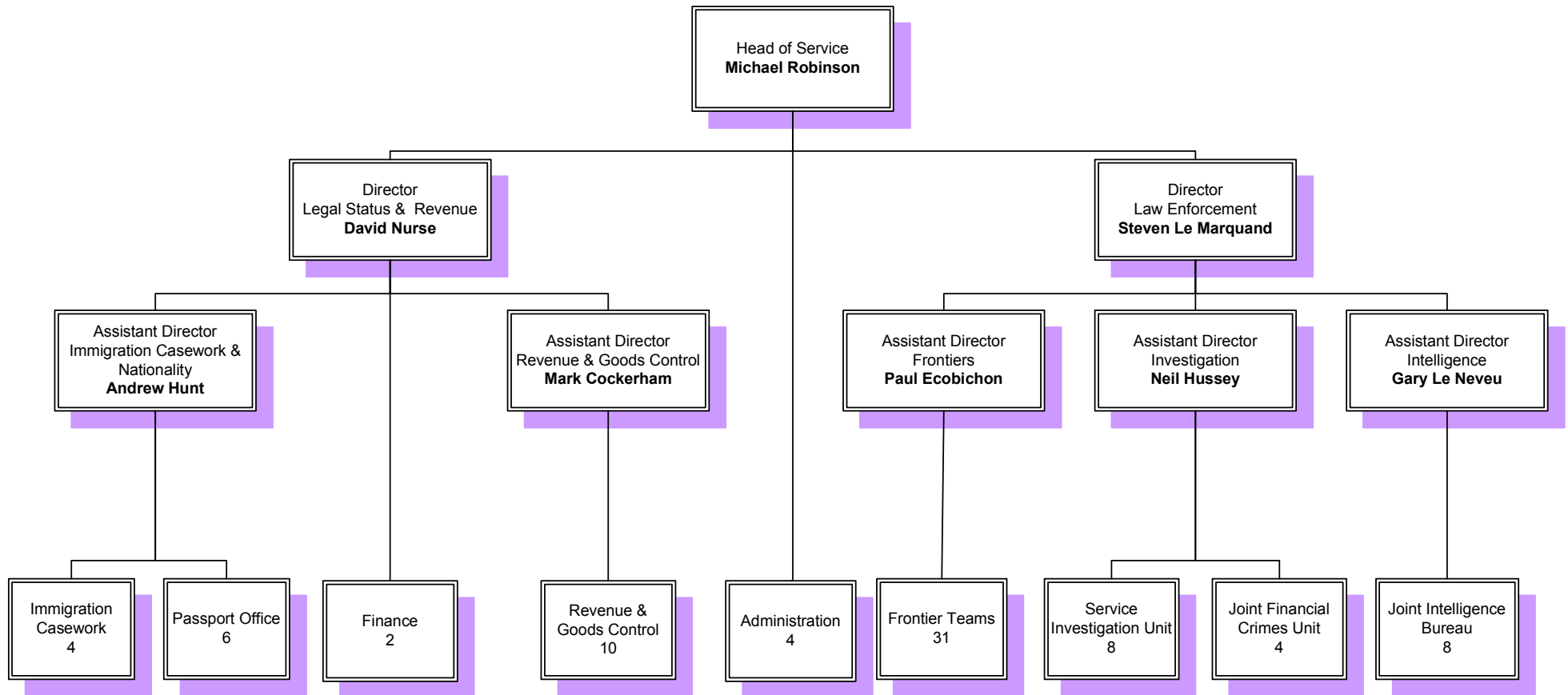
Position	No
Head of Service	1
Directors*	2
Assistant Directors*	5
Senior C&I Officers*	9
C&I Officers*†	38
Trainee C&I Officers*	6
Assistant C&I Officers*	5
Immigration Casework Officer	1
Training and Compliance Officer	1
Intelligence Analyst	1
RGC Office Manager	1
RGC Office Assistant	1
Passport Officer	1
Assistant Passport Officers	4.17
Finance Manager	1
Finance Officer	1
PA to Head of Service	1
Admin. & Secretarial Assistants	2
Vacancy	2.33
Total positions (FTE):	83.5

* Denotes multi-functional Officers

† The complement of Customs & Immigration Officers is still 3 below minimum operating effectiveness due to enforced savings cuts in previous years.

RESOURCES

JERSEY CUSTOMS & IMMIGRATION SERVICE



RESOURCES

FINANCES

Expenditure by service area for the year

Revenue Collection		Total
Staff	£725,251	
Premises	£74,818	
Supplies & Services	£107,440	
Administrative	£17,541	£925,050
Enforcement		
Staff	£3,526,883	
Premises	£474,929	
Supplies & Services	£200,610	
Administrative	£122,079	
Court & Case	£128,885	
<i>Home Affairs executive</i>	£56,841	
<u>less: Income ¹</u>	<u>(£39,792)</u>	£4,470,435
External Obligations		
Staff	£910,479	
Premises	£100,841	
Supplies & Services	£111,636	
Administrative	£97,426	
<u>less: Income ²</u>	<u>(£1,087,750)</u>	£132,633
		£5,528,118

Notes: ¹ Enforcement income is derived from miscellaneous administrative fines. ² External Obligations income is derived from passports, work permits, legalisation of documents, immigration fees and naturalisation fees.

RESOURCES

CUSTOMER SATISFACTION SURVEY

Between January and March 2010 the Service conducted an in depth customer satisfaction survey for its two public facing offices at Maritime House, namely:

- the Customs office where the public can enquire about goods detained, make declarations for those goods and pay any duty liable; and
- the Passport office where the public can personally submit passport applications and make general enquiries.

67 members of the public who attended at the offices during the survey period agreed to take part – 35 at the Customs office and 32 at the Passport office.

All aspects of the public's interaction with the Service in these areas were addressed. There were ten separate questions giving the respondees an opportunity to rank their experience on a grade of 1 to 10 and also to offer specific comments. The results were then analysed under five generic headings:

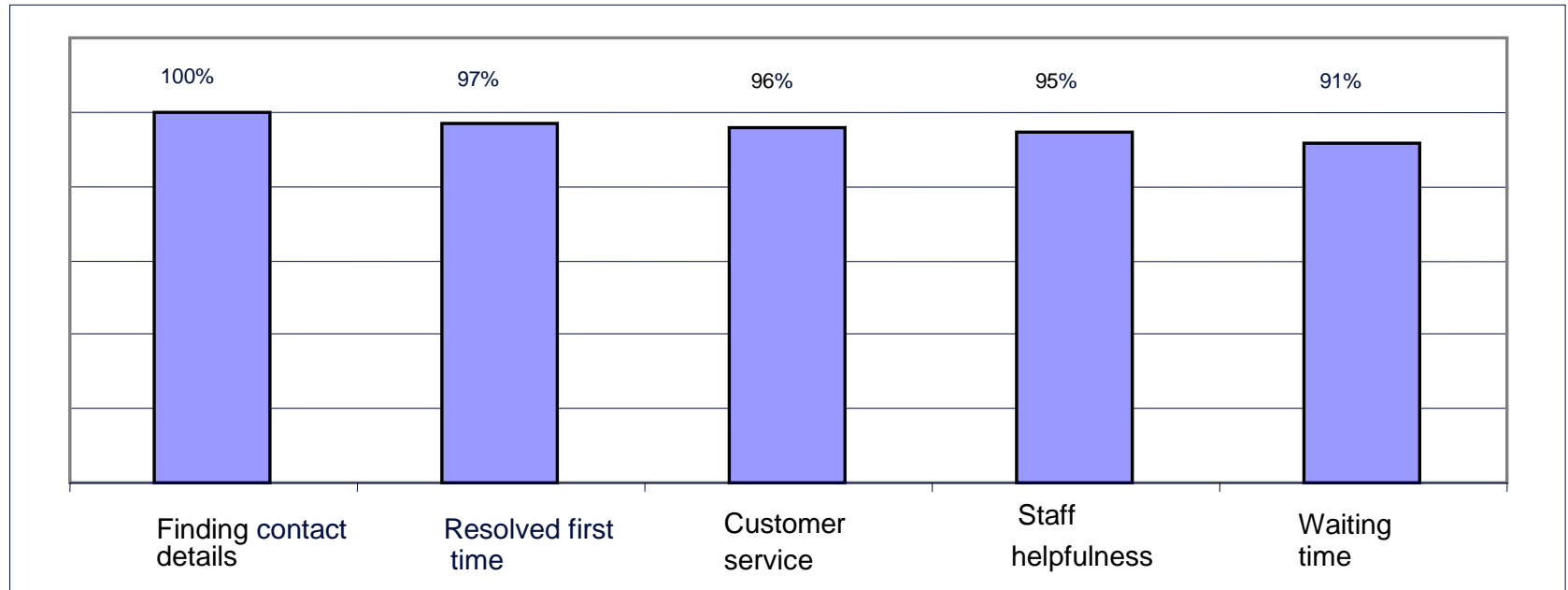
1. Finding contact details
2. Customer service
3. Staff helpfulness
4. Resolved first time
5. Waiting time

The responses have been measured in percentage terms to produce the overall levels of customer satisfaction and the results are shown in the table on the next page.

RESOURCES

CUSTOMER SATISFACTION LEVELS

Customs & Passport public offices: Jan – Mar 2010



It can be seen that the least favourable result was for 'waiting time' but unfortunately this is likely to decline further due to increasing workloads and fewer staff. Where suggestions were put forward proposing improvements, they were considered and where possible acted upon.

In addition to these excellent results some very positive general comments were received regarding the standard of service provided by the staff in the public offices, including these - *"Genuine, friendly, knowledgeable staff"* / *"Girls are very obliging, maybe more staff would help them"* and last, but not least, *"I thought all Customs people were grumpy but my experience today changed my mind" !!*