



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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New Ministerial Appointment

Following recent changes to Cabinet Office ministers, and the appointment of Oliver Dowden as Chancellor of the Duchy of Lancaster (CDL), we can announce that Baroness Lucy Neville-Rolfe DBE CMG was appointed as Cabinet Office Minister of State (Lords) in September 2022. Baroness Neville-Rolfe will support CDL on Borders and the Single Trade Window. The commitment of the Cabinet Office to borders work and the work of our team remains unaffected. If you have any questions about this, please contact us at border.enquiries@cabinetoffice.gov.uk.

Reminder for EU to GB imports of high priority plants and plant products

A reminder that since 1 January 2022, [high-priority plants and plant products](#) that are imported from the EU, Liechtenstein and Switzerland must have:

- a phytosanitary certificate (PC) obtained by the EU exporter

- a pre-notification submitted by the importer in England, Scotland or Wales on the relevant IT system (PEACH or IPAFFS)
- a physical inspection at the [Place of Destination](#) (PoD).

For all other plants and plant products, you must still submit a pre-notification on the relevant IT system (IPAFFS or PEACH), but a phytosanitary certificate is not currently required.

Read more on the [Plant Health Portal](#)

How to get help with the Customs Declaration Service (CDS)

The Customs Declaration Service (CDS) is now the only way businesses should be making import declarations. HMRC understands that new systems and processes can be challenging. If you have any questions about CDS, you can contact HMRC at one of [these channels](#) or speak to your Account Manager or Customer Compliance Manager if you have one.

To raise an issue with a GOV.UK service webpage or interface such as CDS, you can create a support ticket by selecting the 'Get help with this page' link at the bottom of any screen.

For critical issues experienced outside of HMRC's main customer service hours, such as goods stuck at the border, you can call our Customs and International Trade helpline on 0300 322 9434 and choose option one. If the issue is more complex, you can email cds.operations@hmrc.gov.uk for 24/7 CDS technical support. Both channels are available for critical issues only from 8pm to 8am weekdays and weekends.

You can always keep up to date with HMRC service availability and issues on [GOV.UK](#).

Apprenticeship webinars for SMEs

The Employer Engagement & Performance Division of the Apprenticeships Directorate (Department for Education) are delighted to introduce a free brand-new SME webinar programme for 2022/2023. These webinars will support SMEs in their end-to-end apprenticeship journeys with a focus on recruiting and supporting young people.

[Recruitment & Promoting apprenticeship vacancies](#) (7 December, 11:00 - 11:40)

Hear how other SMEs have successfully advertised and promoted their apprenticeships and connected with schools and colleges to attract young talent to their organisation.

[Onboarding & Induction](#) (11 January, 11:00 - 11:40)

Hear how other SMEs have committed to giving their apprentices the best start on their programme, ensuring their business is set up to effectively support apprenticeships.

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](#).
