



Luke Piper
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Your Reference: "Flying and Entry to the UK"

15 April 2021

Dear Mr. Piper,

Thank you for your email of 15 January regarding difficulties some passengers have had from airlines demanding proof of digital settled status even though this is not required for entry to the UK, and the frustration of those passengers affected in the examples you provided. I have been asked to respond on behalf of the Minister and apologise for the length of time it has taken to respond,

You have asked for more details on the channels of communication being used as you feared, at the time of writing this letter, messages were not getting across as effectively as hoped. Advice was issued to all carriers responsible for international services through our central and port carrier liaison teams explaining they do not need to request evidence of settled or pre-settled status for eligibility for carriage to the UK. Internal guidance was also issued to the Home Office's International Liaison Officer network based in the UK and overseas so they can advise carriers correctly should a carrier or local border authority overseas refer such a case. Additionally, we ensured the global IATA managed tool, available to all carriers to check entry requirements for passengers to all countries, was updated with relevant information.

All carriers have a wide range of sources they can refer to for checking the admissibility of passengers to the UK, including Home Office staff deployed overseas who are available on call. I note in the examples quoted from your letter we would have had Home Office staff available on call should the airline have been unsure of whether or not to carry a passenger.

Officials will continue to monitor how prevalent this issue remains and, where necessary, will target carriers and locations for specific messaging if problems persist. The Home Office (including Border Force) hold regular sessions with carriers where key border messaging is shared, and operational issues can be raised and discussed. We also work closely with Other Government Departments in particular DfT and FCDO, to ensure key messages are shared with the travelling public and travel industry through wider Government channels.

Yours sincerely,

R. Hooton
Migration and Borders Group