

How are we performing?

Key to performance:

Service Level Agreement (SLA): >=95%



Non-EEA Immigration
waiting time 45mins

Queue ≤ 45 mins

Based on 15min time periods measured



EEA Immigration
waiting time 25mins

Queue ≤ 25 mins

Based on 15min time periods measured

September 2020			
Terminal 2	Terminal 3	Terminal 4	Terminal 5

