

How are we performing?

Key to performance:

Service Level Agreement (SLA): >=95%
SLA Performance Hours from 05:00 to 23:00



Non-EEA Immigration
waiting time 45mins

Queue ≤ 45 mins

Based on 15 minute time periods measured



EEA Immigration
waiting time 25 minutes

Queue ≤ 25 mins

Based on 15 minute time periods measured



Immigration Monthly Summary

Refreshed on Tue 11 May 2021 at 09:41

Selected Month

Last Month

Terminal

T2

T3

T4

T5

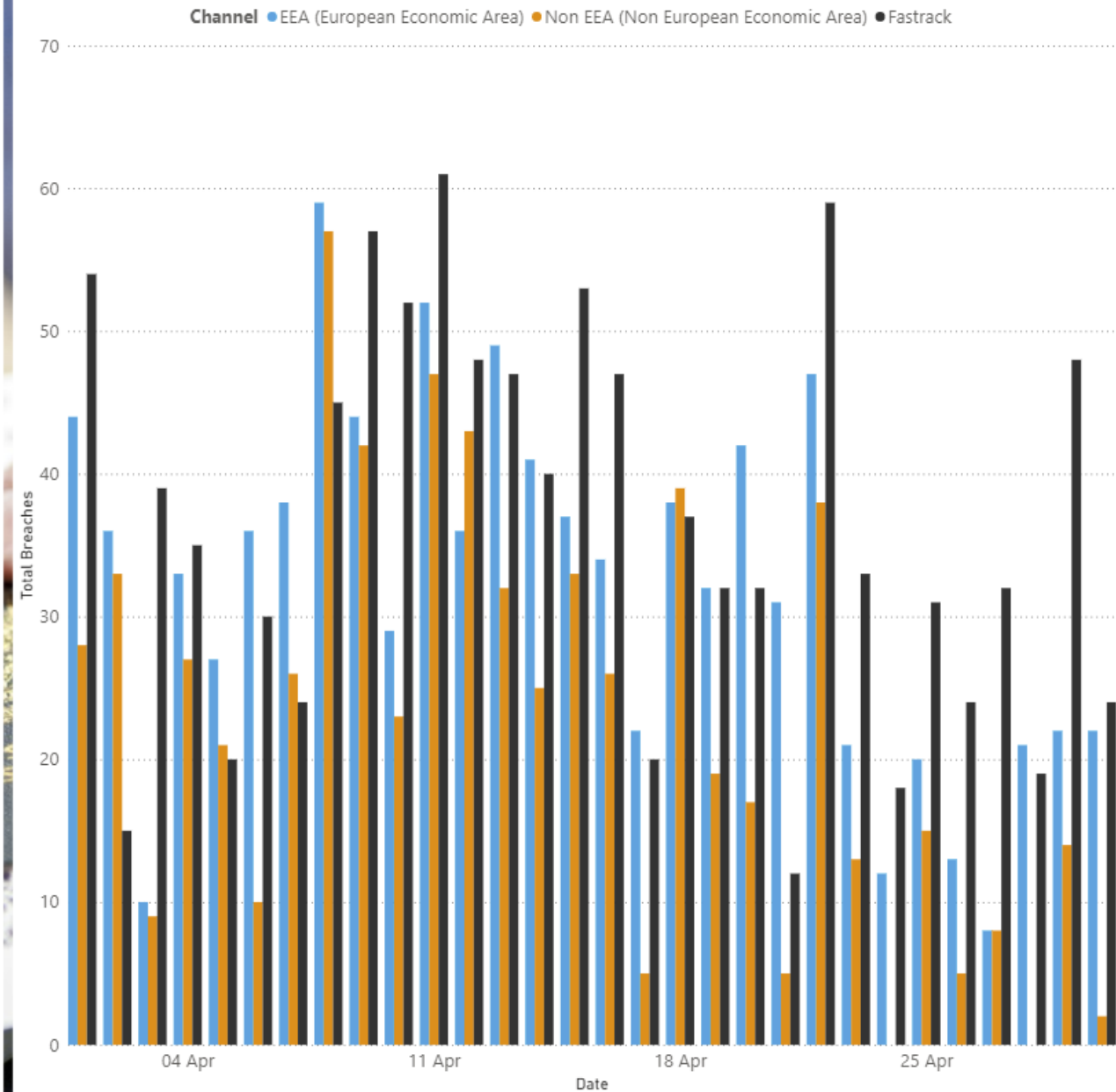
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On each day during the month, how many breaches and what was the longest queue time for each channel?

Channel	EEA (European Economic Area)		Non EEA (Non European Economic Area)		Fastrack	
	Date	Total Breaches	Longest Queue in Mins	Total Breaches	Longest Queue in Mins	Total Breaches
01 April 2021	44	80	28	95	54	119
02 April 2021	36	124	33	132	15	51
03 April 2021	10	46	9	65	39	91
04 April 2021	33	130	27	127	35	100
05 April 2021	27	91	21	89	20	60
06 April 2021	36	99	10	70	30	72
07 April 2021	38	121	26	203	24	59
08 April 2021	59	107	57	167	45	138
09 April 2021	44	117	42	171	57	107
10 April 2021	29	74	23	156	52	86
11 April 2021	52	101	47	190	61	123
12 April 2021	36	86	43	213	48	95
13 April 2021	49	118	32	140	47	130
14 April 2021	41	89	25	90	40	126
15 April 2021	37	70	33	98	53	133
16 April 2021	34	69	26	117	47	100
17 April 2021	22	77	5	63	20	39
18 April 2021	38	77	39	119	37	89
19 April 2021	32	109	19	113	32	86
20 April 2021	42	99	17	102	32	71
21 April 2021	31	94	5	60	12	42
22 April 2021	47	130	38	114	59	133
23 April 2021	21	106	13	153	33	124
24 April 2021	12	49	0	26	18	62
25 April 2021	20	82	15	87	31	76
26 April 2021	13	56	5	70	24	61
27 April 2021	8	49	8	68	32	103
28 April 2021	21	95	0	37	19	70
29 April 2021	22	79	14	94	48	75
30 April 2021	22	82	2	49	24	53
Total	956	130	662	213	1,088	138

On each day during the month, how many breaches occurred each day within each channel?



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On each day during the month, how many breaches and what was the longest queue time for each channel?

Channel	EEA (European Economic Area)		Non EEA (Non European Economic Area)		Fastrack	
	Total Breaches	Longest Queue in Mins	Total Breaches	Longest Queue in Mins	Total Breaches	Longest Queue in Mins
01 April 2021	2	27	6	83	0	8
02 April 2021	0	22	7	70	3	38
03 April 2021	0	24	7	98	0	3
04 April 2021	1	27	12	85	1	17
05 April 2021	0	22	4	55	0	10
06 April 2021	4	27	6	95	0	11
07 April 2021	2	27	9	82	0	10
08 April 2021	6	40	14	73	0	4
09 April 2021	3	38	12	99	7	34
10 April 2021	3	32	6	79	9	34
11 April 2021	0	22	10	97	8	33
12 April 2021	0	20	9	90	4	30
13 April 2021	1	30	9	92	4	26
14 April 2021	0	22	9	80	7	37
15 April 2021	4	30	7	111	0	5
16 April 2021	0	19	16	108	13	47
17 April 2021	0	15	5	60	3	20
18 April 2021	0	19	2	50	0	9
19 April 2021	2	31	4	60	3	33
20 April 2021	3	28	5	73	0	11
21 April 2021	0	21	15	119	2	19
22 April 2021	0	23	18	86	0	8
23 April 2021	1	26	12	127	12	48
24 April 2021	4	33	9	105	5	32
25 April 2021	0	21	10	127	5	28
26 April 2021	0	20	0	43	4	28
27 April 2021	2	27	5	83	0	7
28 April 2021	0	22	14	127	18	74
29 April 2021	0	16	1	46	0	8
30 April 2021	1	29	11	142	10	35
Total	39	40	254	142	118	74

On each day during the month, how many breaches occurred each day within each channel?

