

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

