Immigration Queue Reporting

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

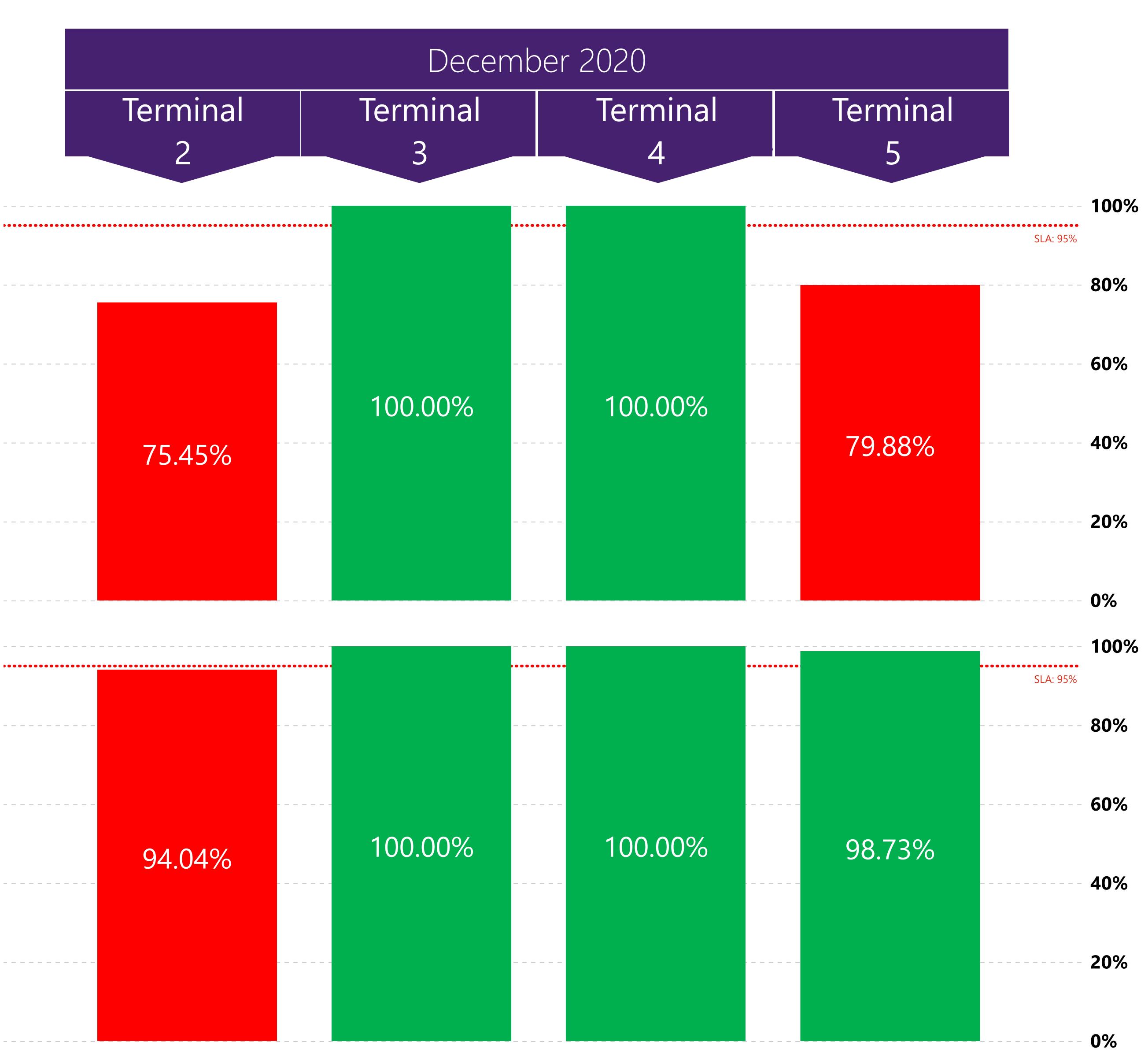


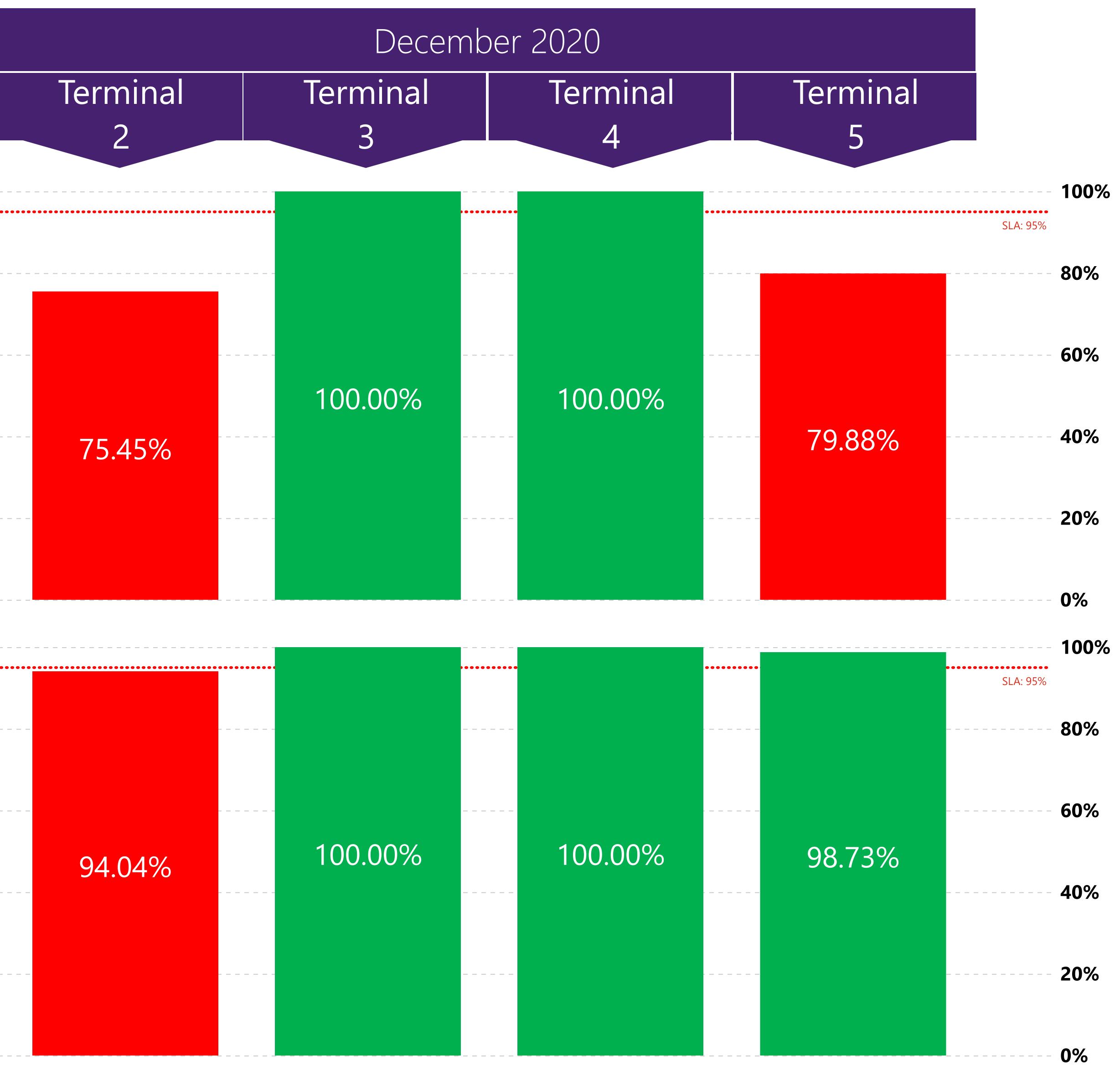
EEA Immigration waiting time 25 minutes

Queue ≤ 25 mins

Based on 15 minute time periods measured

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Refreshed on Thu 21 Jan 2021 at 10:14