### 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 $\leq 45$ mins

Based on 15 minute time periods measured

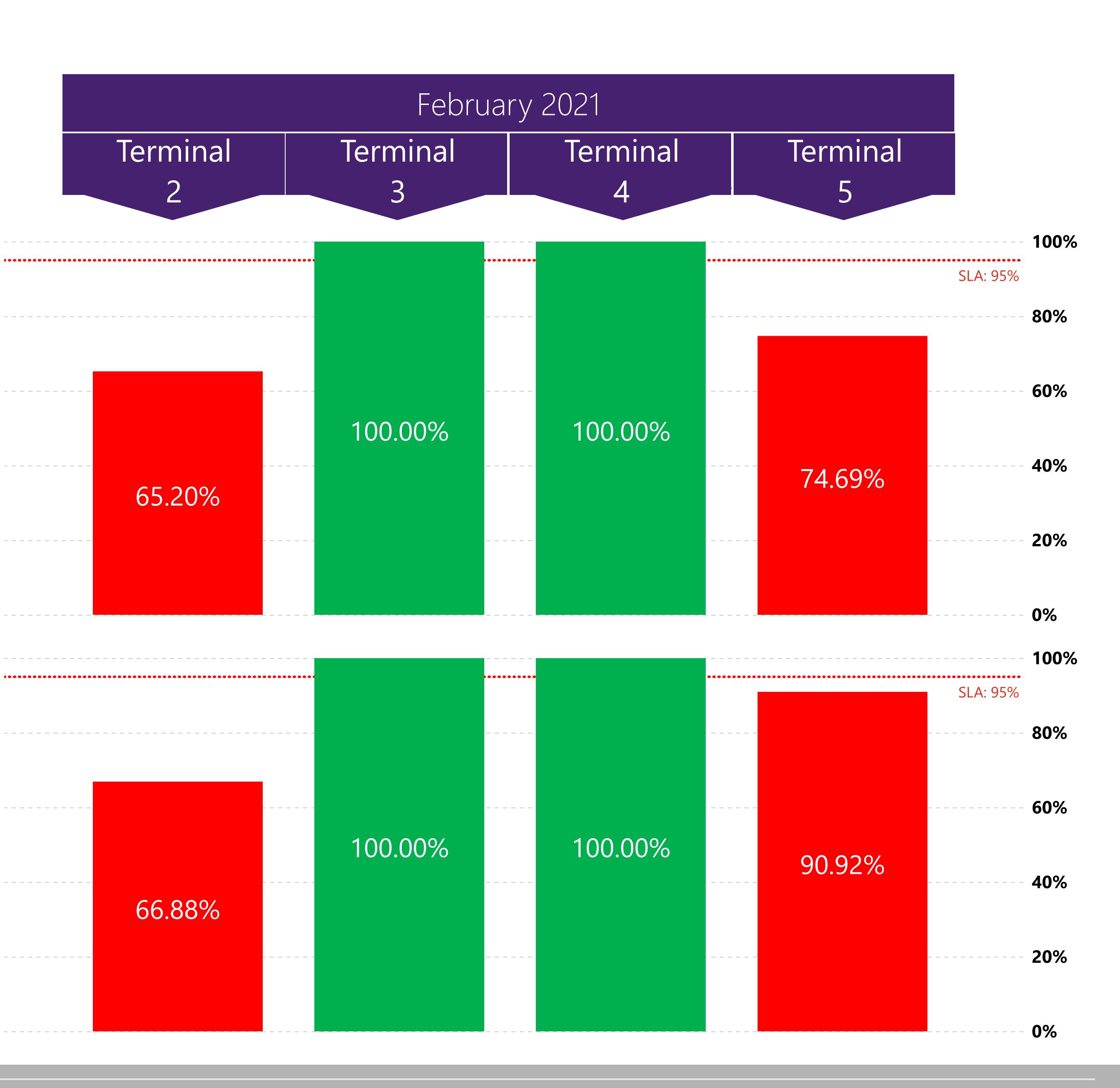


## EEA Immigration waiting time 25 minutes

Queue  $\leq 25$  mins

Based on 15 minute time periods measured

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