

# How are we performing?

Key to performance:

Service Level Agreement (SLA):  $\geq 95\%$



**Non-EEA Immigration  
waiting time 45mins**

Queue  $\leq 45$  mins

Based on 15min time periods measured



**EEA Immigration  
waiting time 25mins**

Queue  $\leq 25$  mins

Based on 15min time periods measured

