

# 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

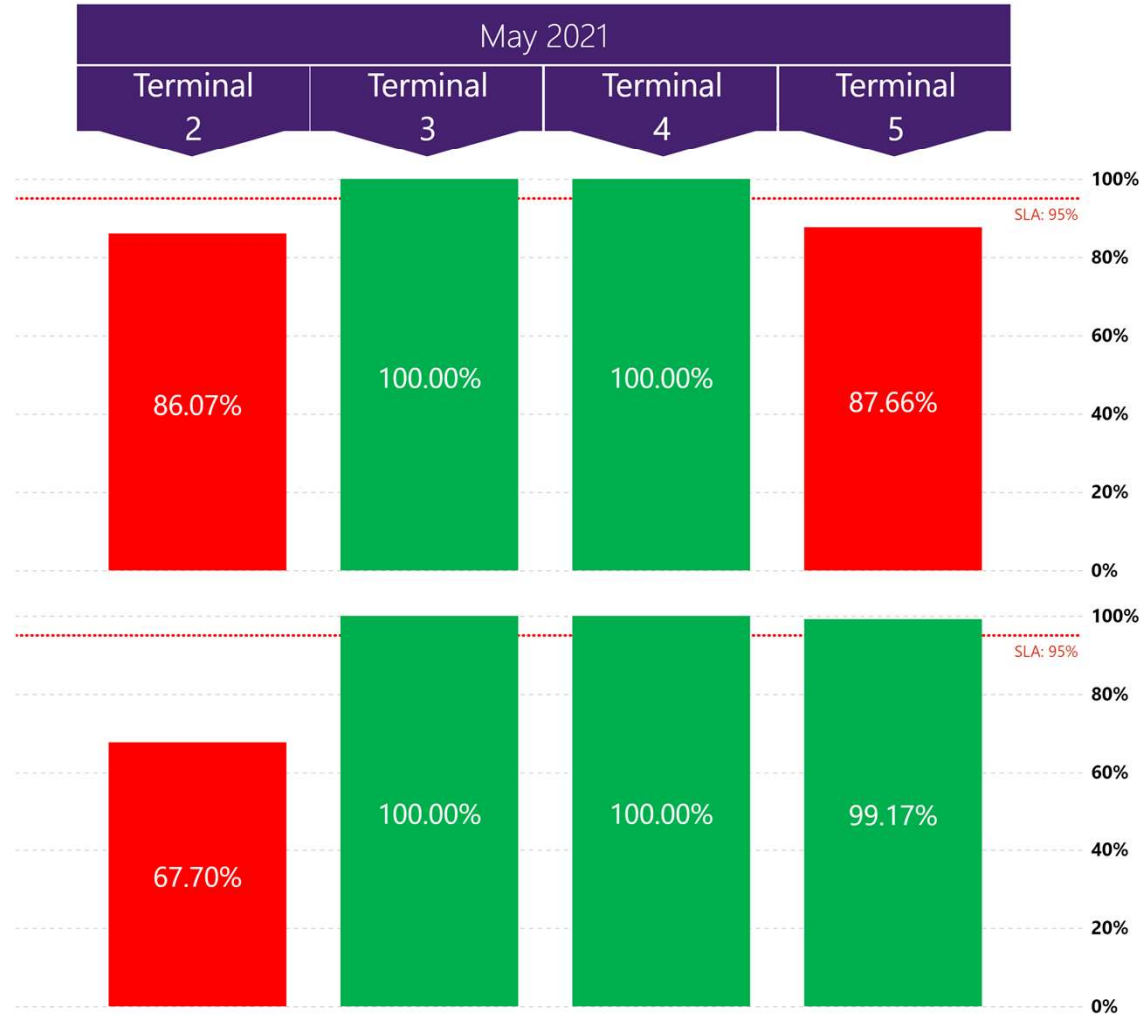
*Based on 15 minute time periods measured*



**EEA Immigration  
 waiting time 25 minutes**

Queue ≤ 25 mins

*Based on 15 minute time periods measured*



# Immigration Monthly Summary

Refreshed on Fri 18 Jun 2021 at 07:16

Selected Month

Last Month

Terminal

T2

T3

T4

T5

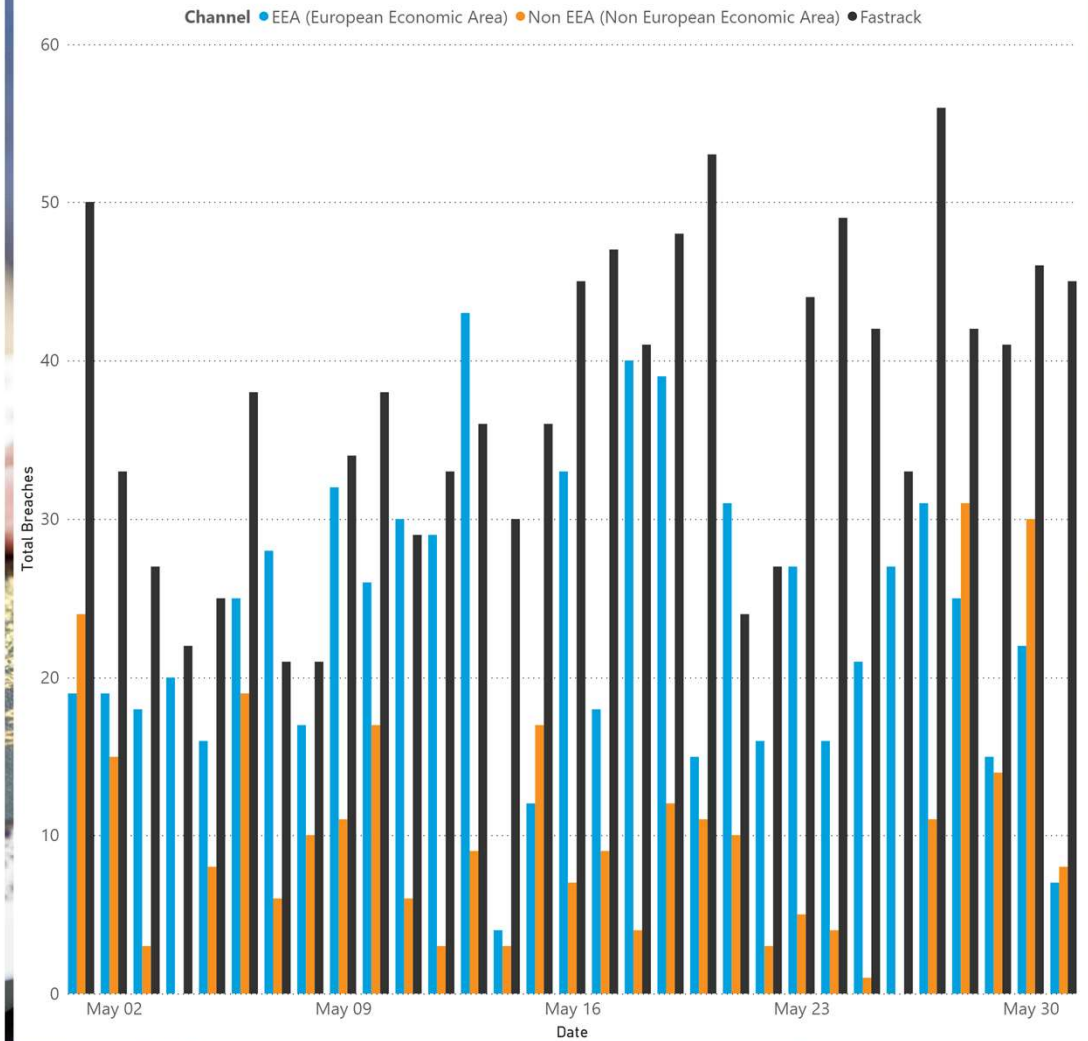
Information

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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 May 2021	19	51	24	102	50	79
02 May 2021	19	54	15	83	33	98
03 May 2021	18	60	3	59	27	90
04 May 2021	20	67	0	43	22	75
05 May 2021	16	49	8	106	25	87
06 May 2021	25	74	19	109	38	62
07 May 2021	28	54	6	72	21	44
08 May 2021	17	100	10	80	21	59
09 May 2021	32	52	11	73	34	74
10 May 2021	26	62	17	104	38	77
11 May 2021	30	115	6	70	29	66
12 May 2021	29	56	3	54	33	88
13 May 2021	43	78	9	70	36	138
14 May 2021	4	48	3	66	30	105
15 May 2021	12	65	17	126	36	104
16 May 2021	33	76	7	59	45	176
17 May 2021	18	57	9	99	47	192
18 May 2021	40	96	4	54	41	162
19 May 2021	39	108	12	79	48	152
20 May 2021	15	65	11	64	53	115
21 May 2021	31	73	10	78	24	179
22 May 2021	16	38	3	55	27	82
23 May 2021	27	49	5	61	44	114
24 May 2021	16	66	4	65	49	200
25 May 2021	21	65	1	46	42	158
26 May 2021	27	87	0	37	33	204
27 May 2021	31	112	11	64	56	204
28 May 2021	25	58	31	79	42	244
29 May 2021	15	56	14	114	41	90
30 May 2021	22	77	30	109	46	199
31 May 2021	7	45	8	66	45	107
<b>Total</b>	<b>721</b>	<b>115</b>	<b>311</b>	<b>126</b>	<b>1,156</b>	<b>244</b>

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



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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 May 2021	0	31	9	65	7	23
02 May 2021	0	11	15	119	14	36
03 May 2021	0	21	4	66	3	28
04 May 2021	0	15	0	40	0	14
05 May 2021	1	32	9	104	6	33
06 May 2021	0	18	3	59	0	6
07 May 2021	1	26	19	146	28	61
08 May 2021	1	28	6	79	0	11
09 May 2021	1	27	8	65	0	14
10 May 2021	1	26	10	68	8	30
11 May 2021	0	20	7	87	0	7
12 May 2021	1	26	15	117	11	49
13 May 2021	0	22	4	76	0	10
14 May 2021	0	22	18	114	5	29
15 May 2021	0	18	14	126	9	32
16 May 2021	0	17	17	94	11	48
17 May 2021	3	33	13	117	12	57
18 May 2021	1	29	3	66	2	23
19 May 2021	2	26	13	127	14	48
20 May 2021	0	23	1	46	0	14
21 May 2021	0	17	12	104	8	28
22 May 2021	0	19	2	54	1	16
23 May 2021	0	18	10	79	3	19
24 May 2021	2	26	11	106	2	20
25 May 2021	1	26	11	108	2	22
26 May 2021	3	32	9	124	10	65
27 May 2021	0	18	4	51	3	31
28 May 2021	0	25	11	110	16	32
29 May 2021	0	0	0	1	0	0
30 May 2021	0	14	8	70	7	30
31 May 2021	0	22	0	35	0	11
<b>Total</b>	<b>18</b>	<b>33</b>	<b>266</b>	<b>146</b>	<b>182</b>	<b>65</b>

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

