

# 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*

