

# 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*

