



IMMIGRATION

queuing time performance

YOUR
LONDON
AIRPORT
Gatwick



Border Force

working together to improve performance

The Border Force is responsible for passport control checks at all UK airports and there are national targets set by the Home Office for maximum queuing times at UK immigration.

We have been working with the Border Force to support them in delivering these targets and have a 100% success rate at Gatwick to date.

targets

- 95% of **EU** passengers processed in **25 minutes or less**
- 95% of the **rest of the world** passengers processed in **45 minutes or less**

UK BORDER FORCE PERFORMANCE AGAINST THESE TARGETS FROM NOVEMBER 2016 TO APRIL 2017

NORTH TERMINAL			SOUTH TERMINAL		
Date	UK and EU	Non-EU	Date	UK and EU	Non-EU
November 2016	99.86%	99.79%	November 2016	99.72%	99.27%
December 2016	99.06%	98.99%	December 2016	99.50%	98.52%
January 2017	99.97%	99.33%	January 2017	99.50%	97.58%
February 2017	99.67%	99.48%	February 2017	99.63%	98.21%
March 2017	99.66%	99.26%	March 2017	99.60%	98.19%
April 2017	98.16%	98.23%	April 2017	99.31%	96.74%