



# 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 2018 TO APRIL 2019

### NORTH TERMINAL

Date	UK and EU	Non-EU
November 2018	99.90%	99.72%
December 2018	98.96%	98.19%
January 2019	99.16%	98.82%
February 2019	99.93%	99.96%
March 2019	99.76%	99.80%
April 2019	99.76%	99.69%

### SOUTH TERMINAL

Date	UK and EU	Non-EU
November 2018	99.86%	98.30%
December 2018	99.83%	97.98%
January 2019	99.70%	97.68%
February 2019	100.00%	99.74%
March 2019	99.76%	98.99%
April 2019	99.79%	97.33%