



# 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 MAY 2019 TO OCTOBER 2019

### NORTH TERMINAL

Date	UK and EU	Non-EU
May 2019	99.76%	99.29%
June 2019	96.74%	97.40%
July 2019	99.43%	99.63%
August 2019	95.03%	97.55%
September 2019	97.57%	97.99%
October 2019	98.62%	99.80%

### SOUTH TERMINAL

Date	UK and EU	Non-EU
May 2019	100%	97.58%
June 2019	98.58%	93.35%
July 2019	99.66%	98.86%
August 2019	98.72%	97.75%
September 2019	99.03%	97.92%
October 2019	99.90%	99.13%