

Clearance of passengers at the border within published service standards¹

	Full Year					Full Year					Full Year							
	Quarter 1 2010-11	Quarter 2 2010-11	Quarter 3 2011-11	Quarter 4 2010-11	Outturn 2010-11	Quarter 1 2011-12	Quarter 2 2011-12	Quarter 3 2011-12	Quarter 4 2011-12	Outturn 2011-12	Quarter 1 2012-13	Quarter 2 2012-13 ⁵	Quarter 3 2012-13 ⁶	Quarter 4 2012-13	Outturn 2012-13	Quarter 1 2013-14	Quarter 2 2013-14	Quarter 3 2013-14 ^{7,8}
Number of passengers sampled ^{2,3,4}	51,086	55,748	47,240	44,636	198,710	55,145	63,152	54,900	55,679	228,876	62,013	78,906	119,632	126,694	387,245	131,513	135,741	127,470
Number of passengers cleared within service standards	50,295	54,236	46,654	43,935	195,120	53,511	60,876	54,086	54,558	223,031	60,422	78,118	119,186	126,439	384,165	131,023	134,893	127,106
% of passengers cleared within service standards	98.5%	97.3%	98.8%	98.4%	98.2%	97.0%	96.4%	98.5%	98.0%	97.4%	97.4%	99%	99.6%	99.8%	99.2%	99.6%	99.4%	99.7%

Footnotes

1) The service standards are: 95% of European Economic Area (EEA) passengers with 25 minutes; and 95% non-EEA passengers within 45 minutes

2) Sampling methodology: Most ports and airports involved in the sampling aim to take one queue measurement every hour during passenger arrival times, where it is practical to do so (but see notes 3 and 4 below). A queue is defined from when a passenger / vehicle joins a static body of people / line of vehicles to when they arrive at the UK Border control desk. To ensure consistency of approach ports are advised to use one of two recommended methods - either a passenger or vehicle is picked out as they join a queue and then visually traced (by an officer on location or by CCTV) until they reach the border control desk or the passenger will be handed a card with the time of joining queue noted and they are asked hand the card to UKBA officer on the desk as soon as they reach that point.

3) At some ferry ports, we measure the median queue length for cars and coaches as the representative sample of immigration queue length. At these locations, we measure the time taken for the first car and the last car to clear the controls and divide this by 2 to calculate the median queue length. This allows for a more accurate evaluation of the queuing time that excludes the waiting on board ship for disembarkation.

4) A recent audit of the methods used to measure waiting times found variations in the approaches being used. As a result of the recommendations made, work is underway to implement a more robust and consistent approach across all ports on entry.

5) From 25th August 2012, queue measures were taken every 15 minutes at Heathrow. This means that there has been an increase in the number of passengers sampled.

6) From 28th October 2012, queue measures were taken every 15 minutes at Gatwick. This means that there has been an increase in the number of passengers sampled.

7) From 2nd November 2013, queue measures were taken every 15 minutes at Stansted.

8) Ports have been reminded not to record a zero queue length unless passengers are present in the arrivals hall. As a result the number of measures taken have reduced.

All figures quoted are management information only which have been subject to internal quality checks and may be subject to change.