



APCI RESPONSE

**Performance Data for Periods 26 and 27:
October 2020 – September 2021**

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Key Performance Indicators

Periods	26/27	24/25	Variation
Call centre charges	£1,115.16	£1,582.82	-29.5%
Members at period end	145	143	+1.4%
Average cost per member	£7.69	£11.07	-30.5%
No of calls received	n/a	n/a	n/a
Average cost per call	n/a	n/a	n/a
Number of jobs received	112	103	+8.7%
Average cost per job	£9.96	£15.37	-35.2%

Figure 1: Key Performance Indicators

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Jobs by type of work provider

Work provider	Periods 26/27		Periods 24/25	
	No	%	No	%
Magistrates Courts	1	0.9	1	1.0
Crown Courts	0	0.0	0	0.0
Other Courts	2	1.8	0	0.0
Solicitors	13	11.6	21	20.4
Police	86	76.8	63	61.2
CPS/WCU	9	8.0	14	13.6
Health/voluntary	0	0.0	1	1.0
Local Government	0	0.0	1	1.0
Other	1	0.9	2	1.9
Total	112	100.0	103	100.1

Figure 2: Jobs by type of work provider

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Police jobs by work provider

Work provider	Periods 26/27	
	No	%
Essex Police	48	55.8
BCH Police	16	18.6
City of London Police	17	19.8
Marine Management	3	3.5
BTP	2	2.3
Others	0	0.0
Total	86	100.00

Figure 3: Police jobs by work provider

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Top 10 languages

This year	Last year	Language	%
1=	1	Romanian	9%
1=	4	Albanian	9%
3	5=	Arabic	8%
4	2=	Polish	6%
5	2=	Lithuanian	6%
6=	5=	Portuguese	4%
6=	-	Spanish	4%
8=	8=	Bengali	4%
8=	-	French	4%
8=	-	Dutch	4%

Figure 4: Jobs by language