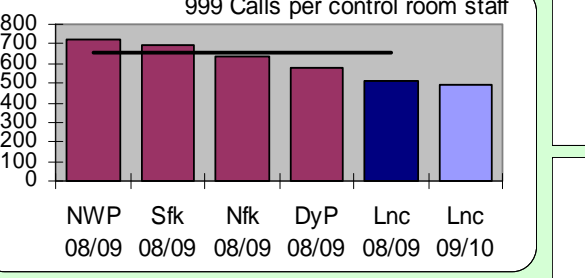
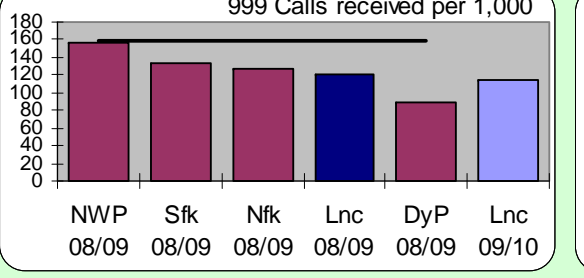


(Management)  
dealing with local non-urgent  
Support Overheads:  
(such as photocopying,  
sport

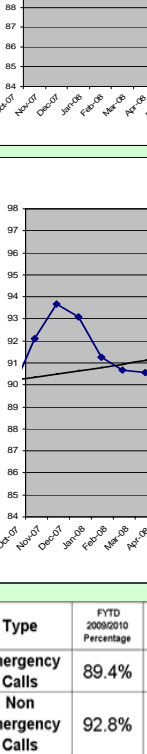
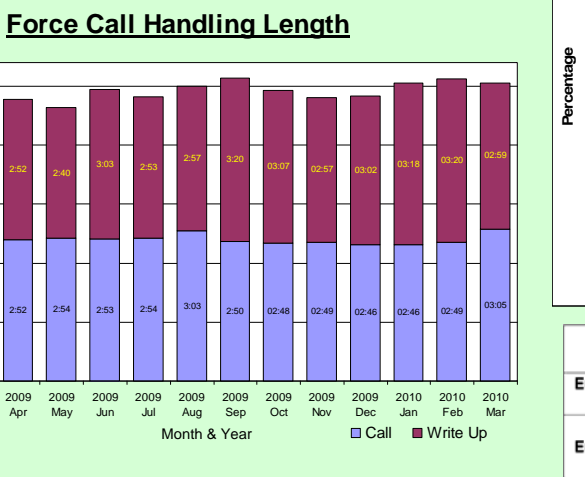
**Output:** Lincolnshire is meeting the pledge target. However, compared to its MSFs Lincolnshire has the 2<sup>nd</sup> lowest number of calls answered on time.

**Linking Finance and Performance:**  
The force spends lower than average in this area yet is performing on target, providing VFM. However, other forces are receiving more calls per FTE yet answering a higher % of calls on time (example Dyfed Powys). Although the 2009/10 performance shows a steady improvement, the three year trend shows a gradual decline.



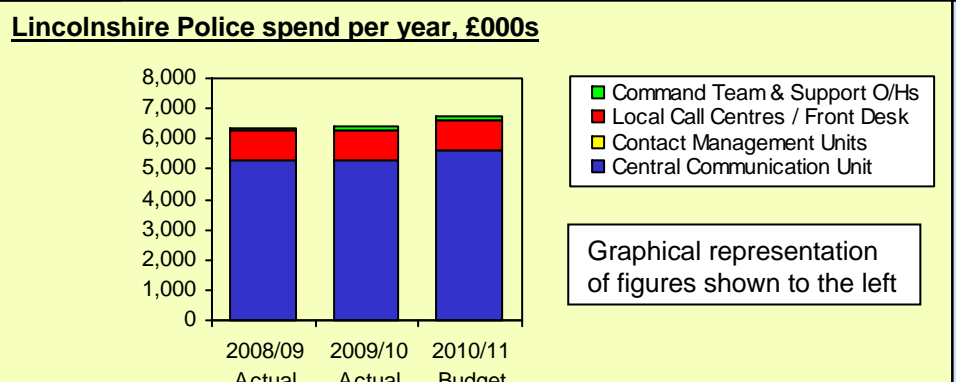
**REQUIREMENTS**  
within 10 seconds  
promptly  
risks by introducing an  
ge between performance  
communications centre to maximise  
promptly and to deploy the  
d on agreed and published

Qualitative information for consideration: This box should include some contextual narrative to supplement the quantitative information shown above. For example in this case, call duration, quality of call, requirement of the call taker to take additional information etc. should all be included here ideally from the lead of the area.

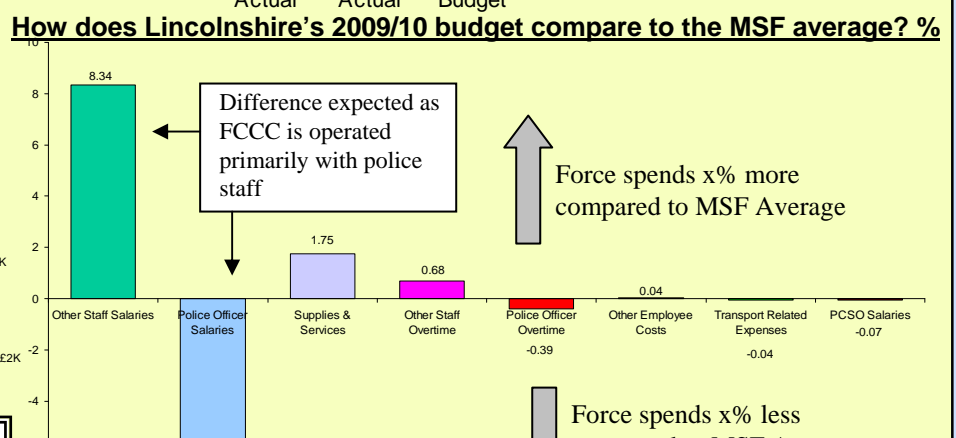
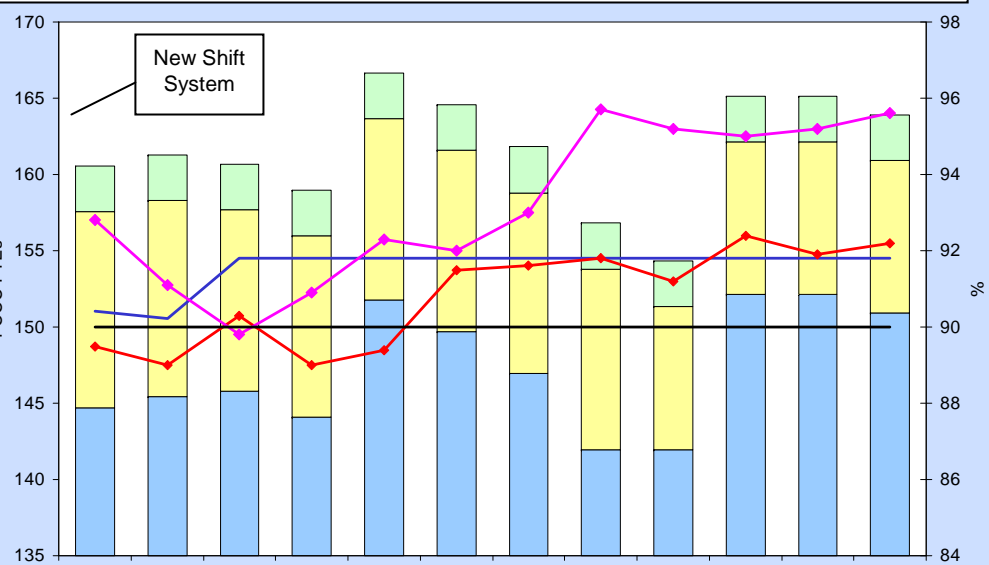


**ES - DATA**  
**ED**

	Budget 09/10	Budget 2010/11
	981	1,000
	5,296	5,600
	0	0
	125	150
<b>Total</b>	<b>6,402</b>	<b>6,750</b>



**HR**  
**FCCC FTEs (Apr 09 to Mar 10) and Performance Indicators**  
Commentary: In 2009/10 there is no vacancy factor on the FCCC. In 2010/11 there is no vacancy factor on call takers, supervisors and switchboard operators. It was agreed at EMB that they can be over established by 6 FTEs at any one time for call takers and supervisors (informally also includes switchboard operators).



Lincolnshire has