



The casework team's workload — where the time goes

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486 applications, 612 letters and 5,400 enquiries a year, with four people · fictitious document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictitious document, produced for the demonstration. **The measurement covers what the CCAS produces and receives, not what any one person does.** No individual indicator is produced: **in a team of four, an individual indicator would identify the person.**

The four items measured, and what the agent does with them

Item	Before	After	Annual volume	Time returned
Pre-instruction of an application for discretionary assistance	48 min	8 min	486	324 hours
Reply letter to an applicant	32 min	8 min	612	244 hours
Answering a resident's routine question	6 min	3 min	3,100	155 hours

Item	Before	After	Annual volume	Time returned
Full pack for one committee meeting	80 min	16 min	11 meetings	11 hours
Total	—	—	—	734 hours a year

734 hours is more than twenty weeks of one full-time officer's work, on the statutory 35-hour basis — the rounding is done downwards. **It is not a saving on posts and must not be presented as one to a board:** no post is cut, none is created. **It is officer time returned to supporting people**, and what defends itself in the meeting is what that time produced.

What the CCAS receives each year

Channel	Volume	Of which the 12 routine subjects	Observation
Phone calls	3,020	1,810	1,238 unanswered — 41 %, beyond the 24 opening hours
Counter visits	1,460	820	Concentrated on four half-days
E-mails and messages	920	470	Average response time: 9 days
Total	5,400	3,100 — 57 %	More than one enquiry in two already has its written answer somewhere

The response times the CCAS was not meeting

Commitment	Before	What explains it
Reply to a resident's letter	9 days	The letter waits for the half-day when the team is free

Commitment	Before	What explains it
Time from filing to notification	24 days	Missing documents are discovered after filing, not at the counter
Files complete on the day of the interview	231 out of 486	An out-of-date document only shows when the file is opened
Decision on emergency relief	3 days on average	The file must be built before the social worker can rule on it

None of these delays comes down to the quality of the work: they come down to four people for 486 applications, 612 letters and 5,400 enquiries. **That is exactly the kind of load an agent absorbs without taking anything away from anyone.**

For the CCAS to settle

Item to be tackled first, settled by the head of service: _____

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