Deadline alerts — 3,200 then 1,240

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Two twelve-week periods · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. **The figure the agent publishes about itself is published by the agent:** two alerts in three were pointless in the first twelve weeks. **A pointless alert makes the others invisible** — which is why it is corrected, and fast.

The two periods

Period	Alerts produced	Useful	Share useful
First 12 weeks	**3,200**	1,100	**34 %**
Following 12 weeks, tightened rule	**1,240**	**1,180**	**95 %**

The cause, measured

Origin of the 2,100 pointless alerts	Volume
Files already decided	**1,380**
Files whose handling was suspended pending an external element	720

An alert now fires only if three conditions are met: the file is open, no decision is recorded, **and the stage due on that date has not been reached. The 60 remaining pointless alerts are suspended files whose suspension had not been recorded: they are flagged separately, because they are the ones that go back into overrun.**

What each alert carries

Element	Why it is there
The file and the missing stage	The alert reads in ten seconds
The deadline and the days remaining	**Priority is visible without being calculated**
The document already drafted that unblocks the stage	**Letter opening the adversarial stage, document request, or draft decision if the file is complete**

The time this shifts

Item	Before	With the agent	Over the year
Reviewing the caseload's deadlines	**100 % of the task — 2 hours a week per caseworker**	**20 % — 24 minutes**	**1,728 hours across 24 caseworkers and 45 weeks**

> **The Monday record carries the only three figures useful to the head of service:** files due within fifteen days, adversarial stages not opened, files suspended for more than thirty days. **Reinforcements are arranged on Monday morning, not noted at quarter end.**

To be settled by the service

Recipient of the weekly record: _____

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