



Yearly review — 7,678 hours given back to the service

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The calculation fits in four lines · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Time given back is not a staffing saving**: at unchanged headcount, no post cut, no post created — caseworker time going back to files with reservations and circumstance investigations.

The calculation, item by item

Item	Annual volume	Before → after	Hours given back
Pre-assessing a report	10,000 files	60 % → 10 % — 27 min → 4 min 30	3,750 h
Standard notification	12,000 letters	40 % → 10 % — 8 min → 2 min	1,200 h
Reviewing the caseload's deadlines	24 caseworkers, 45 weeks	100 % → 20 % — 2 h → 24 min a week	1,728 h

Item	Annual volume	Before → after	Hours given back
Incomplete reports avoided	2,400 a year	25 min → 0	1,000 h
Total	—	—	7,678 h — close to five full-time staff

What those hours became

Measure	Before	After
Deadline reached with no adversarial stage opened	1,400 a year	0
Instruction deadlines overrun	780	41 — 739 files that become decisions again
Observations received at the adversarial stage	19 % of files	41 %
Unanswered calls · reply to an e-mail	29 % · 6 days	4 % · under 24 hours
Incomplete reports · delay before first complete document	3,000 · 19 days	600 · 2 days
Cases recognised for insured people whose leave was not linked	0	27 from the first 60 letters

The framework measures

Indicator	Two quarters
Outputs approved by a person	10,600 out of 10,600
Classifications made without an officer	0
Access to a medical item outside the medical service	0

The calculation page fits on one side — four lines of calculation, six delay measures, three framework measures. **Sent with the agenda, it is discussed better than a figure discovered in the room.**

To be settled by the body

Date the review is presented to management: _____

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