Quarterly review — what is returned to the service

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Activity records and sign-off log · fictional document

> **Fictional document — demonstration example**
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Fictional document, produced for the demonstration. **1,492 hours a month, and not one post cut:** ten caseworkers returned to the situations that call for professional judgement, and two rural drop-in offices reopened.

The three measured items

Item	Before	After	Hours returned per month
Completeness check on a file	**60% — 18 minutes**	**10% — 3 minutes**	**600 h**
Notification letter to a claimant	40% — 12 minutes	**10% — 3 minutes**	465 h
Full pre-assessment of an income support claim	**100% — 50 minutes**	**20% — 10 minutes**	**427 h**

Item	Before	After	Hours returned per month
Total	—	—	**1,492 h — 9.8 full-time equivalents**

What families saw

Measure	Before	After
Average time — first in-work benefit claim	**21 days**	**12 days, 15-day service commitment kept**
Files sent back for documents	31%	**12%**
Calls for clarification after a letter	27%	**11%**
Entitlements granted through non-take-up work	—	**33**

The figure the agent publishes about itself

Finding	Value	Real cause	What was done about it
Groundless discrepancy flags	**63 out of 214 — 29% in the first month**	**50 concerned maintenance payments entered in the wrong field of the form**	**Rule refined and wording reported: 29% → 11% over the following two months**

Where the hours went

Destination	Change	Source
Guidance appointments	**+38%**	Quarterly activity records

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Destination	Change	Source
Rural drop-in offices	**2 reopened, closed for two years for want of available staff**	**The only line of this review that can be seen from the front desk**
Status enquiries handled by caseworkers	**2,900 → 440 a month**	Switchboard and online channel log

The framework measures

Indicator	Quarter
Entitlements granted, revised or refused without a caseworker's sign-off	**0 out of 41,000**
Data leaving the European Union	**0**
Automated decisions	**0**

> **The time returned goes back into supporting families:** it is public spending that stops being consumed by the search for a document already held. **No post cut, no post created — ten caseworkers returned to the profession, and two rural drop-in offices reopened.**

For the office to settle

Priority for the coming quarter (reviews / portal screens / non-take-up): _____

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