



Completeness queue — 2,400 files analysed

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One month of checks, based on the household's documents · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The file arrives ready to sign off in 3 minutes instead of 18:** a caseworker's sign-off is on all 2,400, and it is what makes the decision reasoned, dated and open to challenge. *A completeness check verifies that a claim carries every document the benefit requires, before assessment.*

Why one file in three goes back out as a request for documents

Reason for the request	Files	Share	What it reveals
Document already filed by the household, elsewhere	470	63%	The office already held the document — under another file name or in another claim
Genuinely missing document	168	23%	The only reason that justifies writing to the family
Unreadable document	106	14%	Cropped photograph, scan too dark

Reason for the request	Files	Share	What it reveals
Total requests	744	31% of the queue	—

What a request costs a family: 11 days of waiting on average before the entitlement is granted. **470 avoidable requests means 470 households waiting for a document already in our hands** — and 470 calls to the switchboard a week later.

What matching already-filed documents changes

Measure	Before	After
Rate of files sent back for documents	31%	12%
Files concerned each month	744	288
Time for a completeness check	18 minutes — 60% of the processing time	3 minutes of review — 10%
Hours returned to caseworkers	—	600 h a month

What the caseworker is shown, file by file

Item	Content
Required document	Against it: the document found, its filing date and the claim it came from
Rule applied	Quoted from the office's internal framework, with its version — never reworded
Points to reconcile	Where two documents say two different things
Declaring the file complete	The file arrives ready to sign in 3 minutes instead of 18; the caseworker's sign-off makes it reasoned, dated and open to challenge

What is reported to the head of the benefits department

Finding	Volume	Why it is reported
Files where two rules of the framework contradict each other	37	Shared custody arrangements for the most part — both possible readings are written and run over the 444 files of twelve months: reading A, 214 entitlements opened; reading B, 96 at the full rate. The gap covers 118 families a year
Files declared complete without sign-off	0 out of 2,400	Framework measure, from the sign-off log

A contradiction settled once holds for every file that follows. This is exactly the kind of gap that produces different treatment for two families in the same situation — and it is settled in one 90-minute session.

For the office to settle

Date of the ruling session on the 37 files: _____

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