



Yearly review — 12,740 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 the difficult files and to the members about to give up.

The calculation, item by item

Item	Annual volume	Before → after	Hours given back
Pre-assessing a benefit file	18,000 files	60 % → 10 % — 24 min → 4 min	6,000 h
Letter to a member	20,000 letters	40 % → 10 % — 10 min → 2 min 30	2,500 h
Complete multi-branch file	1,200 files	100 % → 20 % — 3 h 20 → 40 min	3,200 h

Item	Annual volume	Before → after	Hours given back
Documents already filed	5,200 requests avoided	12 min → 0	1,040 h
Total	—	—	12,740 h — eight full-time staff

What those hours became

Measure	Before	After
Multi-branch file	31 days	9 days
File awaiting a document	21 days	7 days
Unanswered calls · reply to an e-mail	34 % · 8 days	4 % · under 24 hours
Inconsistency flags to review	640	210, for 118 confirmed anomalies out of 121
Returns to the desk on the 4 rewritten notifications	1,780 a year	410
Entitlements opened for members who had never claimed them	0	81 from the first 120 letters

The framework measures

Indicator	Two quarters
Outputs approved by a person	12,100 out of 12,100
Entitlements opened without a caseworker	0
Access to a medical item outside the medical service	0

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

To be settled by the fund

Date the review is presented to the board: _____

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