Anomaly rules — 11 reviewed, 4 rewritten

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Replayed over 12 months · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. *An anomaly rule is a written rule that flags a file for examination.* **Every rule proposed here has been run across the department's last twelve months**: the choice is made on figures, not on a hunch.

What the 11 rules in force produced

Measure	12 months	Reading
Alerts produced	**3,240**	—
Confirmed after examination	**690 — 21 %**	—
Files examined to no effect	**2,550**	**2,550 claimants held up by a control that found nothing**
Controllers involved	4	Time taken away from the real cases

Rule no. 7, in detail

Element	Version in force	Tightened version proposed
Rule	Gap between the declared address and the one on the latest assessment	**Two addresses active at the same time over the same period**
Alerts over 12 months	**840**	**190**
Confirmed	**26**	**26 — all kept**
Confirmation rate	1 in 32	**1 in 7**
Claimants spared a pointless control	—	**650**

The cause is measured, not assumed: the rule in force fires on any house move, whereas the situation it targets assumes **two addresses at once**. The tightened version loses no confirmed case — **it simply stops catching 650 that were not cases at all.**

The four rewritten rules

Rule	Alerts before	Alerts after	Confirmations kept	Let through
No. 7 — addresses	**840**	**190**	**26 / 26**	**0**
No. 3 — duplicate identities	610	**240**	118 / 118	**0**
No. 5 — amounts outside bounds	480	**310**	201 / 204	**3**
No. 9 — circumstance dates	390	**210**	97 / 97	**0**

The “let through” column is the one everyone forgets, and it is the only one that says what a rule really costs. **On rule no. 5, the tightened version lets 3 cases through out of 204**: the department can refuse it, or accept it knowingly — **the figure is on the table before the decision, not after.**

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What the control file now contains

Element	Effect on control time
The exact line that triggered the alert	**No more reconstruction**
The two documents side by side	Immediate comparison
The claimant's history	Context given, not searched for
Detecting an anomaly	**37 % → 8 % of the time a control takes, 22 min → 5 min**
Across 3,100 files controlled in the year	**878 hours given back to the 4 controllers**

> **Bringing a rule into force stays with the department:** a rule applies only once signed, and that is precisely what makes it open to challenge by a claimant. **The writing and the measuring are done; the decision takes ten minutes instead of a committee.**

For the department to settle

Rules approved for entry into force: _____

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