Substantive corrections — 214 then 31

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Two quarters · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This figure is published by the agent itself**: a department is better off learning it from its tool than from a claimant.

What was corrected, and why

Quarter	Pre-assessments	Substantive corrections	Rate	Measured cause
First	2,900	**214**	**7.4 %**	**168 on files assessed in the 6 weeks following the scale uprating; 46 situations without precedent**
Second	2,760	**31**	**1.1 %**	**31 particular situations, no expired scale left**

It was not a reading error: the agent was faithfully applying a table the department had not yet replaced in its sources. **The scale was up to date in the board decision, and**

not yet in the tables.

What was put in place

Measure	Effect
Every scale carries its effective date and the number of the decision that sets it	**No more anonymous table**
The updated table is written overnight after the board meeting	**Before a single file is assessed on the old one**
Blocking	**A pre-assessment produced on a scale whose effective date is later than the file comes back to a named caseworker**

What protects the caseworker's signature

Measure	Two quarters
Pre-assessments reread and signed by a person	**5,660 out of 5,660**
Corrections made before sending to the claimant	**245 out of 245**
Corrections made after sending	**0**

> **The 46 particular situations become 46 reference cases**, written and submitted to the quality team. **Of the 31 corrections of the second quarter, 22 already fell into one of them** — the same correction, applied one notch further.

For the department to settle

Date for reviewing the 46 reference cases: _____

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