



Welfare benefits — 214 claims and 96 eligible staff

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Full processing and non-take-up measured · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *Non-take-up is the open entitlement that is never claimed, because the person did not know it existed or could not ask for it. It is the one place where the department's work is measured by what does not arrive: the claims that are never filed.*

What the agent does on every claim

Step	What is produced	Who decides
Completeness check on filing	Answer to the person the same day: what is fine, what is missing, where to obtain it	—
Calculation of the entitlement	Income bracket, household composition, scale applied, with the calculation in plain sight under each line and the reference to the article of the rules	—

Step	What is produced	Who decides
File handed to the committee	Sorted in the order of its agenda	The committee awards
Notification	Draft written, reasoned, with the routes of appeal	Signed by the authority

The result measured over the quarter

Measure	Last year	This quarter	Reading
Claims complete on filing	139 out of 214	214 out of 214	No claim goes back for a document any more
Time between filing and the committee	41 days	16 days	On an emergency hardship payment, that delay is the benefit
Claims presented to the committee	214	214	Each costed and reasoned

Non-take-up, measured from the data already held

Finding	Volume	What is done
Staff meeting the conditions for at least one benefit and never having claimed anything	96	No named letter: a general notice, and the list of the departments concerned
Method	—	Crossing the scales in the rules with working time, index and the household composition already declared

Finding	Volume	What is done
Trial in two departments last quarter	14 claims filed within three weeks	11 of them granted
Proposal	6 departments	Posting per department: it reaches the same people without singling anyone out

A notice posted per department reaches the same staff as a named letter, and it tells nobody what a colleague receives. It is the only form that addresses non-take-up without exposing an individual situation.

For the establishment to settle

Departments chosen for posting the notice: _____

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