



Yearly review — 7,410 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 contributors who need a call.

The calculation, item by item

Item	Annual volume	Before → after	Hours given back
Preparing an amicable reminder	21,600 reminders	60 % → 10 % — 9 min → 1 min 30	2,700 h
Reminders now pointless	2,400 letters	15 min → 0	600 h
Routine contributor question	62,000 enquiries	40 % → 10 % — 2 min → 30 s	1,550 h

Item	Annual volume	Before → after	Hours given back
Request for time to pay with a plan	4,800 files	100 % → 20 % — 40 min → 8 min	2,560 h
Total	—	—	7,410 h — close to five full-time staff

What those hours became

Measure	Before	After
First reply to a request for time to pay	21 days, 41 % beyond	3 days, 100 % within 5 days
Unanswered calls	38 %	5 %
Contributor reply unattended beyond 48 h	—	0 out of 412
Monthly entries into enforced collection on the profiles followed	34	9
Waivers granted to contributors who had never asked	0	58 from the first 80 letters

The framework measures

Indicator	Two quarters
Outputs approved by a person	8,000 out of 8,000
Decisions taken without an officer	0
Contributor records out of the body	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 body

Date the review is presented to management: _____

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