Year review — 1,286 hours given back

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Logs for both periods, the service's turnaround records · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. **The calculation belongs to the service and fits in three lines** — it can be redone without us, on its own logs. **This is the page to take to senior management.**

The calculation, item by item

Item	Share of the task's time	In real time	Annual volume	Time given back
Draft records	**60% → 10%**	**15 min → 2 min 30**	**1,736**	**362 hours**
Full copies and abstracts	40% → 10%	4 min → 1 min	14,800	**740 hours**
Marginal annotations	100% → 20%	5 h → 1 h a week	46 weeks	**184 hours**
Total	—	—	—	**1,286 hours**

What these hours have become, and it needs saying before anyone asks: officer time given back to checking files and to receiving families. **No post cut, no post created — the 1,286 hours went where the service was short of them.** In a registration service, **checking is precisely what deserves that time.**

The turnarounds held for the public

Commitment	Before	After	Source
Entering an annotation	**21 days**	**4 days**	Annotation log
Annotation backlog	**1,460 waiting**	**Cleared in 7 weeks**	Sign-off record
Issuing a copy	**8 days**	**2 days**	Request log
Unanswered calls	**38%**	**7%**	Switchboard record
Marriage files complete when lodged	**29 out of 46**	**41 out of 46**	File register
Ceremonies delayed by a document discrepancy	**2**	**0**	Marriage register
Copy requests refused for missing documents	2,900	**1,340**	Request log

The figure the agent publishes about itself, published with the rest

Finding	Volume	Measured cause	What was done
Transcription errors, year 1	**47 out of 3,100 — 1.5%**	**41 came from a poorly legible source**	**Automatic exit from the route for any source that cannot be read with certainty**
Transcription errors, year 2	**6 out of 3,240 — 0.2%**	Old handwriting	Enhancement of the historic holdings

Finding	Volume	Measured cause	What was done
Errors entered, over the two years	**0**	—	**All stopped at sign-off**

The framework measure

Indicator	Year
Traced outputs	**19,600**
Records drawn up or signed without a registrar	**0**
Copies issued without sign-off	**0**
Annotations entered without sign-off	**0**
Records corrected by the agent	**0**
Civil status data leaving the council	**0**
Transfers outside the European Union	**0**

> **These zeros are not a cautious setting: they are the way the agent is wired.**
> The technical read account has no permission to write into the civil status software, and signing belongs to the registrar.

To be set by the council

Date the review is presented to senior management: _____

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