The casework team's workload — where the time goes

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

486 applications, 612 letters and 5,400 enquiries a year, with four people · fictitious document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictitious document, produced for the demonstration. **The measurement covers what the CCAS produces and receives, not what any one person does.** No individual indicator is produced: **in a team of four, an individual indicator would identify the person.**

The four items measured, and what the agent does with them

Item	Before	After	Annual volume	Time returned
Pre-instruction of an application for discretionary assistance	**48 min**	**8 min**	**486**	**324 hours**
Reply letter to an applicant	32 min	**8 min**	612	**244 hours**
Answering a resident's routine question	6 min	**3 min**	3,100	**155 hours**

Item	Before	After	Annual volume	Time returned
Full pack for one committee meeting	**80 min**	**16 min**	11 meetings	**11 hours**
Total	—	—	—	**734 hours a year**

734 hours is more than twenty weeks of one full-time officer's work, on the statutory 35-hour basis — the rounding is done downwards. **It is not a saving on posts and must not be presented as one to a board:** no post is cut, none is created. **It is officer time returned to supporting people**, and what defends itself in the meeting is what that time produced.

What the CCAS receives each year

Channel	Volume	Of which the 12 routine subjects	Observation
Phone calls	**3,020**	**1,810**	**1,238 unanswered — 41 %, beyond the 24 opening hours**
Counter visits	1,460	820	Concentrated on four half-days
E-mails and messages	920	470	**Average response time: 9 days**
Total	**5,400**	**3,100 — 57 %**	**More than one enquiry in two already has its written answer somewhere**

The response times the CCAS was not meeting

Commitment	Before	What explains it
Reply to a resident's letter	**9 days**	The letter waits for the half-day when the team is free

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Commitment	Before	What explains it
Time from filing to notification	**24 days**	**Missing documents are discovered after filing, not at the counter**
Files complete on the day of the interview	**231 out of 486**	**An out-of-date document only shows when the file is opened**
Decision on emergency relief	3 days on average	**The file must be built before the social worker can rule on it**

> **None of these delays comes down to the quality of the work:** they come down to four people for 486 applications, 612 letters and 5,400 enquiries. **That is exactly the kind of load an agent absorbs without taking anything away from anyone.**

For the CCAS to settle

Item to be tackled first, settled by the head of service: _____

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-agent-action-sociale

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales