



Decision and notification — reasoned refusals and overpayments

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9 overpayments detected within 34 days instead of 8 months · 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 decision to grant, refuse or recover belongs to the committee, to the head of service under delegation or to the board depending on the rules — and it is handed to them in minutes, on a complete, reasoned, dated and challengeable file.**

Who decides what, and what the agent hands over

Decision	Whose it is	What the agent hands over	Timing
Award of discretionary assistance	The committee's	Note, calculation, history, amount the rules allow	Meeting pack in 16 minutes
Assistance below the threshold in the rules	The head of service's, under delegation	Complete file the same day	The same day

Decision	Whose it is	What the agent hands over	Timing
Emergency relief	The head of service's, under delegation	Pre-instruction in 8 minutes	The same day, instead of 3 days
Recovery, instalments or waiver of an overpayment	The board's	Amount, period, document that establishes it, instalment plan calculated on disposable income	Two-page file instead of an afternoon of reconstruction

The reasoned refusal — the most closely read letter of the service

Element	Content	Effect measured
Reasoning	The precise point in the rules, the income taken into account and the calculation in plain terms	The resident understands without ringing up
Appeal routes and time limits	In the wording the CCAS uses	The decision is challengeable, and therefore defensible
Referral attached	The schemes the person can turn to, address and documents	31 of the 47 refusals went out with a referral, and 19 came through elsewhere

A refusal that does not refer is a refusal that creates non-take-up. It is the one point in the journey where a negative decision can still deliver a service — **and it does so nineteen times out of forty-seven.**

The year's overpayments

Measure	Before	This year	What it changes for the household
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Average detection time	8 months	34 days	An overpayment caught early is recovered over three months; caught at year end, it becomes a debt a fragile household cannot repay
Overpayments detected	—	9	Monthly consistency check between amounts paid and case documents
Outcomes decided by the board	—	6 instalment plans, 2 waivers, 1 file to be examined	The decision stays with the board, the file is ready
Reconstruction time per file	4 hours	Covered by the check	36 hours returned over the year

The next step proposed

Measure	Expected effect	Decision
Consistency check run fortnightly rather than monthly	Of the 9 overpayments of the year, 7 would have been seen within the month they arose	The head of service sets the reporting threshold

A reasoned, dated and logged decision is a decision that holds — before the resident who challenges it as before the public accountant. **It is the act the agent does not perform, and that is precisely what gives value to everything it prepares.**

For the CCAS to settle

Reporting threshold for a gap at the consistency check: _____ €

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