Decision and notification — reasoned refusals and overpayments

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

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9 overpayments detected within 34 days instead of 8 months · fictitious document

Fictional document — demonstration example

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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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