The application backlog — 5,900 live, 1,312 incomplete

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

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National registration system, twelve-month extract · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement bears on files and on the organisation's turnaround times, never on what any one person does. The 1,312 document-request letters are written and waiting on the review of five templates: the office reads them, corrects a word and the chief executive signs.**

What the live application backlog holds

State of the application	Number	Share	What it changes in committee
Complete applications, presentable at a sitting	**4,588**	**78 %**	Can be put forward as soon as a matching home comes up
Incomplete applications	**1,312**	**22 %**	**Hold a place in the queue without ever being presentable**

State of the application	Number	Share	What it changes in committee
Total live on the national registration system	**5,900**	**100 %**	**One application in five is waiting on a document, not on a home**

The 1,312 incomplete files rest on five documents

Missing document	Files concerned	Where the form requires it	Letter template
Tax assessment notice missing, or from too old a tax year	**438**	« Household income » section, line 4	**Template A — reviewed, awaiting approval**
Incomplete proof of income	**361**	« Household income » section, lines 5 to 9	**Template B — reviewed, awaiting approval**
Certificate of accommodation absent although the form mentions it	214	« Current housing situation » section, line 2	Template C — reviewed, awaiting approval
Identity document or residence permit expired since filing	187	« Identity of household members » section	Template D — reviewed, awaiting approval
Household composition not updated after a declared birth or separation	112	« Household composition » section, line 1	Template E — reviewed, awaiting approval
Total	**1,312**	—	**5 templates to read, not 1,312 letters**

One hour of reading covers all 1,312 files. Every letter names the document, quotes the line of the form that requires it, carries a filing deadline and repeats the three ways of filing — front desk, online form, post. **A document request that quotes the line requiring it is a request an applicant does not contest.**

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The item measured: eligibility and completeness checking

Item	Share of the time on one application, before	After	In minutes	Annual volume	Time returned
Eligibility and completeness checking	**60 %**	**10 %**	**15 min → 2 min 30**	**4,700 applications**	**979 hours**
Of which: checking the income ceilings	—	—	*6 min → 20 s*	*4,700*	*442 hours*
Of which: presence and validity of the documents	—	—	*7 min → 1 min 20*	*4,700*	*443 hours*
Of which: consistency of the declarations with one another	—	—	*2 min → 50 s*	*4,700*	*94 hours*

Applications struck off last year — 604, of which 431 on complete files

Reason for removal	Number	File complete at the time of removal?	What would have prevented it
Annual renewal not confirmed	**431**	**Yes — nothing left to do but confirm**	**Three reminders instead of one, on the household's own channel**
Renewal not confirmed, file otherwise incomplete	108	No	The missing-document letter, then the reminders

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Reason for removal	Number	File complete at the time of removal?	What would have prevented it
Home obtained elsewhere, removal in good order	42	Not applicable	Nothing — this is the system working
Application withdrawn by the household	23	Not applicable	Nothing
Total	**604**	—	**431 avoidable removals out of 604**

297 of the 431 households struck off filed a fresh application within six months, starting again from zero waiting time — 2 years and 4 months lost on average. None of those losses comes down to the quality of the caseworkers' work: they come down to five people assessing 4,700 applications, preparing 26 sittings and answering 14,200 enquiries. **That is exactly the load the agent absorbs without taking anything away from anyone.**

To be settled by the office

Sending order for the 1,312 letters, settled by the head of applications and allocations: _____

Date the five templates are approved by the chief executive: _____

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