Current picture — 9,400 pathways and three time items

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

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12 months of support reread · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Every measurement comes from the service's own files** — 9,400 pathways, 31,000 interviews over twelve months — and not from an outside benchmark.

The three time items measured

Item	Today	With the agent	In minutes
Preparing a support interview	**45 % of the interview's time**	**15 %**	**27 min → 9 min** (60-minute interview)
Writing an interview record	30 %	**8 %**	18 min → 5 min
Answering a recurring jobseeker question	10 %	**6 %**	6 min → 3 min 40

What rereading the pathways showed

Finding	Measure	Consequence
Preparations done in the 5 minutes before the interview	**62 %**	**A caseload of 204 people per adviser leaves no other slot**
Interviews actually prepared	38 %	Time goes on piecing the file together rather than on listening
Records written more than 48 h later	**41 %**	**The person's words, the barriers and the commitments are lost**
Pathways interrupted with no recorded reason	**21 %**	**The reason is missing to act on — the most fixable of the three measures**
Jobseekers eligible for a grant never claimed	**1,340**	**Entitlements opened by the schemes and never exercised**

The year's volume

Element	Volume
Jobseekers supported	**9,400** — 204 per adviser
Interviews	**31,000**
Enquiries by phone, message, e-mail	**52,000**
Active local vacancies	12,400
Schemes, partners and procedures to know	**340**

> **The career summary of the 9,400 files is already written**, one page per person, and it regenerates with every document filed. **Three volunteer advisers test it for a week, correct what is missing, and the service switches over the following week.**

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For the service to settle

Volunteer advisers for the trial week: _____

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