Non-take-up — 1,340 situations, 764 grants awarded

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Campaign approved by the unit head · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *Non-take-up is when a person meets the conditions of an entitlement without ever claiming it.* **Detection relies solely on the pathways already known to the service.**

What the matching produced

Stage	Volume	Reading
Jobseekers eligible for a grant never claimed	**1,340**	**780 on the mobility grant, 410 on a funded course**
Messages sent, after the service's decision	**1,340**	Amount or content of the grant, 2 documents to enclose, direct link
Applications filed	**902**	**67 % of the messages**
Grants awarded after review	**764**	**Reviewed and signed by the advisers**

Stage	Volume	Reading
Support appointments reopened	**212**	**People we no longer saw, back through the door of a grant**

What reviewing an application costs the adviser

Stage	Before	After
Review of a grant application	**22 minutes**	**6 minutes**
What the adviser receives	A raw file	**Conditions ticked, documents checked, amount calculated, notice ready**
Decision to award	**The adviser**	**The adviser — reasoned, and therefore open to challenge by the person**

The rhythm proposed

Rule	Reason
Detection rerun every quarter	**A non-take-up situation arises from a change in circumstances**
Messages sent in waves of 300	**So that advisers absorb the applications generated**

> **764 people obtain what the schemes already opened to them**, and 212 pathways reopen along the way. **It is the campaign that brought the most people back to interview this quarter, ahead of every reminder.**

For the service to settle

Wave size and departure date: _____

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