



Non-take-up — 41 situations flagged

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Past quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **For each of the 41 situations the claim is written, the documents listed and the form pre-filled: the adviser asks the question, the user signs. Opening the entitlement belongs to the agency — which is what makes it reasoned, dated and open to challenge by the user.**

Where the flags come from

Detail already given by the user	Why they had given it	What it may open elsewhere
Household composition	Income tax return	Housing and family related support
Tenant status and rent amount	Change of address	Housing benefit
Age and retirement situation	Pension record statement	Supplementary health cover

Detail already given by the user	Why they had given it	What it may open elsewhere
Change of employment contract	Monthly update	Declaration owed to several agencies

The three most frequent families

Family	Situations spotted	Question asked by the adviser	Procedure started
Housing benefit possible, not claimed	17	13	6
Supplementary health cover not claimed	13	9	3
Change of circumstances not declared	11	7	3
Total	41	29	12

12 procedures started out of 41 flags: the figure does not flatter the agent, and it is published as it stands. The cause is known and it belongs to the service: **twelve extra minutes per visit are not available every day. The proposal is therefore to narrow, not to push harder.**

Why narrow to undeclared changes of circumstances

Family	What the claim opens for them	What filing today gains
Housing benefit	Housing benefit paid from the date of filing	Every month of filing gained is a month of support gained

Family	What the claim opens for them	What filing today gains
Supplementary health cover	Out-of-pocket costs that disappear	The entitlement can be claimed at any time, and the claim is written already
Change of circumstances not declared	An overpayment repayment avoided	Every month of declaring gained is one repayment fewer

Flagging scope chosen by the manager: _____

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