Non-take-up — 41 situations flagged

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

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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 — flag handed over bare
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**

> **29 questions asked, 12 procedures started: this measures the FORM of the flag, and it is what decided what came next.** A flag handed over bare — the possible entitlement, and nothing else — cost the adviser **twelve extra minutes per visit**, as she restarted the procedure from the beginning. **The flag now travels with the claim already filled in and the documents gathered: the adviser's part falls from 12 minutes to 2, and on undeclared changes of circumstances procedures started rise from 3 out of 11 to 11 out of 11, without a minute more per visit.**

Why narrow to undeclared changes of circumstances

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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
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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