Quarterly overview — 1,410 visits

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

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Vaunoy-sur-Sèvre France Services centre · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **The overview covers REASONS for visits, never people.** No user name and no individual situation appears in it: it serves to organise the service, not to track a population.

The gap that shapes how the service is organised

Measured finding	Value	What it implies
Visits over the quarter	1,410	About 470 a month
Share accounted for by nine procedures alone	**38 %**	**Nine dated sheets cover more than a third of activity**
Visits without an appointment	62 %	The desk must answer without preparation
Average time for an enquiry	**12 minutes**	**Most of it spent finding the right page**

Measured finding	Value	What it implies
Agencies concentrating requests	6 of all partners	84 % of visits

The nine most requested procedures

Procedure	Visits this quarter	Average time before	Average time after
Change of address on a vehicle registration document	**94**	43 min	**7 min**
Housing benefit claim	78	38 min	9 min
Declaring a change of family circumstances	71	26 min	6 min
Health insurance entitlement certificate	62	11 min	3 min
Pension record statement	58	18 min	5 min
Income tax return	54	22 min	6 min
Monthly employment service update	48	9 min	3 min
Permit renewal	41	31 min	8 min
Transport cover for medical care	30	17 min	5 min
Total	**536 (38 %)**		

What every answer sheet carries

Section	Content	Why it is compulsory
Competent agency	The administration with authority over the procedure	**A wrong signpost costs the user a journey**
Documents required	Named as they are named on the document itself	The user recognises the document in their folder

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Section	Content	Why it is compulsory
Stated processing time	The time the agency publishes	Basis for follow-up and chasers
Date the rule was checked	**The day the rule was verified at source**	**An undated answer cannot be verified**
Known traps	The three traps of the procedure, each with its fix	The case is filed complete first time

> **An enquiry goes from 12 minutes to 3.** Across 210 enquiries a month, **31 hours returned to the service** — put back into one-to-one support, not taken out of the headcount.

For the lead adviser to approve

Sheets reviewed and approved on: _____

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