The year in review — 1,621 hours returned, item by item

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

Document issued on 09/11/2026

12 months of department logs, to be presented to the schools committee · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Every figure can be checked against the town's own logs** — the only way to stand up before a committee that asks where a total comes from. **Rounding is taken downwards.**

The 1,621 hours, item by item

Item	Annual volume	Before	After	Hours returned
Processing school and out-of-school enrolments	**2,302 files**	13 min 12	2 min 12	**422 h 02**
Routine answers to families	**9,460 enquiries**	3 min 36	54 s	**425 h 42**
Out-of-school billing runs	**10 runs**	84 h	16 h 48	**672 h 00**

Item	Annual volume	Before	After	Hours returned
September lists, roll numbers and rotas	**1 September**	128 h	26 h	**102 h 00**
Total	—	—	—	**1,621 h 44**

1,621 h 44, rounded down: 1,621 hours. On the statutory basis — 1,607 hours a year, 151.67 hours a month, 35 hours a week — that is more than one working year returned, or more than forty-six weeks. No post cut, no post created. The time goes back to the desk, to the families who need an officer in front of them, and to the files that were waiting behind the tariff questions — a family in payment difficulty, a disputed waiver, a separation under way.

The turnaround times held

Indicator	Before	After	What the family sees
Unanswered calls	**2,368 — 32.0%**	**148 — 2.0%**	**Someone picks up**
Email turnaround	**8 days**	**1 day**	An answer the same day
Enrolment processing time	**18 days**	**5 days**	**The missing document is requested on the day of submission**
Preparing a billing run	**4 working days for three**	**Under one day for three**	Accurate invoices, sent on time
Preparing the waiver panel	2 weeks	**Half a day**	96 files identical in form

The discrepancies taken out of the file — and what they are really worth

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Measure	Over the year	Reading
Discrepancies detected and handled	**98**	**98 incomprehensible invoices families did not receive**
Revenue restored	around €915	Sums due and not billed
Amounts not billed wrongly	around €1,587	**That many credit notes and calls avoided**
Invoices issued without a named validation	**0**	**The log shows it line by line**
Placements made without an officer	**0**	**No decision about a child is automated**
Items of data leaving the European Union	**0**	**Isolated resource hosted in France**

The schools committee indicators — extracted, dated, with their query

Indicator	What it measures	Freshness	Why the query is attached
Roll numbers by school and year group	2,340 pupils, 9 schools, 96 classes	**Daily**	**A councillor who asks where a figure comes from gets the answer in the meeting**
Out-of-school occupancy	By school and by session	Weekly	As above
Average enrolment processing time	**5 days**	Monthly	As above
Share of waivers granted, by ground	Across the 96 requests	Annual	**Lets you check consistency with previous panels**

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Indicator	What it measures	Freshness	Why the query is attached
Distribution of families by means-test bracket	Six brackets	Monthly	Informs any revision of the tariff grid

> **The review is still written and presented by the department: it is an act of the municipality, not a machine output. What the assistant brings is the figures, their date and the query that produces them** — so that no question asked in the meeting goes unanswered until the next committee.

The protocol proposed for the coming year

The heaviest item left is the spring enrolment campaign — 412 school files over six weeks. Protocol: in 4 of the 9 schools, the document request goes out on the day of submission; in the other 5, it goes out at the current pace. The only criterion measured is time to a complete file. It is a protocol, not a promise: if the gap is nil, the department will hear it from the assistant. A commitment is made on the method of measurement, never on a result announced in advance.

Review presented to the schools committee on: _____ — by: _____

Schools selected for the measurement protocol: _____ — starting on: _____

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