The department's flow — 12,300 enquiries, 11 topics, 1,621 hours

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12 months of enquiry logs, reconciled against the childhood/family file · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement covers the department's QUEUES and TURNAROUND TIMES, never what a named officer does. The 11 reference answers are written, sourced and dated: the department reads eleven texts, not 9,460 replies.**

Where the year's 12,300 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the school desk	**7,400**	**60.2%**	**2,368 ring unanswered — 32.0%, 1,704 of them in May and June**	**All answered; the 11 topics handled end to end, at any hour**
Emails to the education department	3,100	25.2%	**8 days average turnaround**	**1 day**

Channel	Enquiries	Share	What it costs today	What changes
Desk visits	1,200	9.8%	Queue in the morning, file searched for in front of the family	File assembled before the interview: family, children, means-test bracket, bookings, last letter
Family portal forms	600	4.9%	5 days before the first acknowledgement	Qualified acknowledgement within the minute, with documents received and missing
Total	**12,300**	**100%**	—	—

The 11 topics that cover 9,460 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Meal price and means-test bracket	**1,680**	Tariff resolution, arts. 3 to 6 (six brackets, sibling discount)	16/12/2025
Booking and changing out-of-school sessions	**1,520**	Out-of-school service rules, arts. 4 and 5	16/12/2025
Before- and after-school hours and how they work	1,240	Out-of-school service rules, art. 2	16/12/2025
School enrolment: documents required, calendar	**1,060**	Document list set by the department + art. L. 3111-2 of the public health code	12/01/2026
Wednesday and holiday clubs: places, tariffs	940	Local education plan + tariff resolution, art. 7	04/07/2025
Catchment school, catchment map	**820**	Catchment resolution (art. L. 212-7 of the education code)	03/02/2026

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Topic	Enquiries	Source of the reference answer	Dated version
Menus, allergies and individual care plans	640	Departmental catering protocol	26/08/2025
Reading an invoice, due date, payment methods	580	Out-of-school service rules, art. 9 + revenue office rules	16/12/2025
Absence, cancelling a meal, notice period	420	Out-of-school service rules, art. 4	16/12/2025
Catchment waiver: conditions, calendar	320	Resolution of 16/12/2025 (internal grounds) + art. L. 212-8 of the education code	16/12/2025
School transport and the weekly rhythm	240	Agreement with the transport authority	01/09/2025
Total of the 11 topics	**9,460**	**76.9% of the 12,300 enquiries**	—

The remaining 2,840 enquiries go to a case officer — with the file already assembled. The family, the enrolled children, the current means-test bracket and its validity date, the month's bookings, the last letter sent and the question asked word for word. **The case officer picks up knowing, instead of picking up searching**, and that is where most of the time returned is won: it is not the difficult situation that costs, it is the searching that precedes it.

The three items from the sheet's « the gain » section, costed against your own logs

Item	Share of time today	After	In minutes	Annual volume	Hours returned

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Processing a school or out-of-school enrolment — document checks, catchment, data entry	**60%**	**10%**	**13 min 12 → 2 min 12**	**2,302**	**422 h 02**
Answering a routine family question	**40%**	**10%**	**3 min 36 → 54 s**	**9,460**	**425 h 42**
Preparing the month's out-of-school billing	**100%**	**20%**	**84 h → 16 h 48 per run**	**10 runs**	**672 h 00**
September enrolment lists, roll numbers and out-of-school rotas	—	—	128 h → 26 h per September	1 September	102 h 00
Total	—	—	—	—	**1,621 h 44**

1,621 h 44, rounded down: 1,621 hours returned over the school year. On the statutory working-time basis — **1,607 hours a year, 151.67 hours a month, 35 hours a week** — that is **more than one working year**, or **more than forty-six weeks**, returned to your five staff. **Rounding is always taken downwards:** a gain rounded up is a gain a councillor can challenge in the meeting. **No post cut, no post created** — it is time returned to the desk, to the families who need an officer in front of them, and to the difficult files that were waiting behind the tariff questions.

The gap the reconciliation brought out — and what it is worth town-wide

Scope	Families	Discrepancies	Revenue not billed	Amounts billed wrongly
Jules-Ferry school group	**412**	**23**	**€214.80**	**€372.60**
The 9 schools, over the school year	**1,760**	**98**	**around €915**	**around €1,587**

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The rule this demonstrator defends, and which holds everything else together: EVERY CHILD'S FILE REACHES THE DECISION COMPLETE, SOURCED AND DATED. Documents checked, catchment rule quoted with its resolution, means-test bracket still valid. **A file missing any one of the three does not go to decision — it goes to a document request, the same day. This is not administrative caution: it is what lets you, faced with a family disputing a placement or an invoice, produce the document, the article and the date, instead of an outcome.** The year's 98 discrepancies are not worth €2,502 first and foremost — **they are worth 98 incomprehensible invoices that families do not receive.**

Version of the 11 reference answers approved by the education service manager, on: _____

Next review of topics and volumes — proposed at six months — set for: _____

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