Declaration discrepancies — 214 flags and 4 costed rules

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Every discrepancy with its document, every rule with its twelve months · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Nine discrepancies in ten are explained without calling a family into question — and it is that sorting, done upstream, that makes the tenth worth having.** The agent matches, shows and ranks the hypotheses; characterising belongs to the caseworker, and to the checking unit when it is called in. *The quarterly income declaration is the form on which a claimant declares what they received over the last three months.*

What one month of matching brings up

Nature of the discrepancy	Volume	Where the finding comes from
Amount discrepancy between declaration and payslips	**96**	Payslips in the file

Nature of the discrepancy	Volume	Where the finding comes from
Change of circumstance visible in a document, absent from the declaration	61	Address, employer, household composition
Field entered as zero while a document shows income	57	Certificates and supporting documents in the file
Total	**214**	**across 2,400 files examined**

What a flag contains

Item	Why it is there
Declared amount and amount read	Both side by side, never one without the other
The image of the document at the exact place where the amount reads	**The caseworker does not have to believe the agent: they look**
Period and field concerned	A discrepancy with no period cannot be checked
The three readings of the discrepancy, already weighed	**Misunderstood box 61%, payslip arriving after the declaration 26%, income left out 13% — the caseworker decides on figures**

The figure the agent publishes about itself

Finding	Value	Its real cause	What was done about it
Groundless flags	**63 out of 214 — 29%**	**50 concerned maintenance payments received, entered under “other income” rather than in the dedicated field — the amount was right, the box was not**	**Rule refined + field wording reported to the head of the benefits department**

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Finding	Value	Its real cause	What was done about it
Measurement over the following two months	**29% → 11%**	The same form defect also causes 71% of online procedure abandonments	**39 fewer families looked at for nothing every month, and the rule keeps tightening with each measurement**

The four rules written by the agent, run over the 28,800 files of twelve months

Rule, written in the form of the office's framework	Flags over 12 months	Confirmed after examination	Files let through
Field entered as zero for three consecutive quarters while a document in the file shows a payment over the period	**340**	**214 — 63%**	**11**
Return to work visible on a payslip and absent from the following quarter's declaration	**268**	**191 — 71%**	**24**
Address differing between two documents filed in the same quarter	1,190	106 — 9%	**Advised against as it stands: 1,084 households looked at for nothing**
Its tightened version: address differing AND a change of household composition declared in the same quarter	**148**	**106 — 72%**	**None more — 1,042 families spared**

The 191 confirmed cases of the second rule are overpayments caught before payment: 191 families with nothing to pay back. Putting a rule in force is a signature: the head of the checking unit settles the rules they keep, and that signature is

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what makes them enforceable — and open to challenge by a claimant. **A written, published and dated rule can be argued with; a departmental habit cannot.**

Targeting: signed rules rather than a score

What the agent produces	The mechanism	What it avoids
Written, published and dated rules, signed by the head of the checking unit and applied to every file that meets them	**A written rule can be read, argued with and challenged; it holds for every file that meets it, without exception**	**A risk score would steer the checking towards the files it designated itself; it would therefore confirm the score, and discrepancies in files never looked at would stop being visible**
Sorting by effect on the family's entitlement	88 discrepancies concern a payment that has not yet gone out, 29 change the amount paid by more than €50 a month	A ranking of claimants, where the order of the queue would end up standing in for the decision

> **With every rule put in force, the agent returns two lists:** the files the rule selects, **and those it excludes**. It is the second that proves the rule is fair — and it is handed over as a matter of course, without having to be asked for.

For the office to settle

Entitlement-effect threshold triggering priority handling: €_____ a month

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