



Non-take-up — 96 situations flagged

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41 claims filed, 33 entitlements granted · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **33 entitlements granted in one quarter, on information already held**: the agent flags the situations where a condition is met on the household's own documents, and builds the pre-assessed file for the caseworker. *Non-take-up describes someone not claiming a benefit they might be entitled to.*

How a situation is spotted

Element matched	Origin	What triggers a flag
Household composition	The family's declarations	—
Declared income	Quarterly declarations	—
Benefits in payment	Benefits system	A condition met on the household's own documents and no matching claim

Element matched	Origin	What triggers a flag
No outside data	Nothing is bought, nothing is collected elsewhere	Spotting works on what the office already holds

What goes out, and when each piece of information arrives

Item	Regime
Invitation to check	“Based on the information you have given us, you may be entitled to ..., here is how to check in ten minutes”
Promise of an entitlement	The invitation states what is checkable, and no more: that is what produced 41 claims out of 96
Estimated amount	Communicated with the notification, after the caseworker's assessment
Assessment of the entitlement	Caseworker, as for any claim

What the quarter produced

Step	Volume
Situations flagged	96
Claims actually filed	41
Entitlements granted by caseworkers	33

Thirty-three households were receiving less than they were entitled to, and did not know it. The other 55 families received the information and keep the choice: whether to claim is entirely theirs, and the quarterly review will put it to them again.

Equal treatment, and the mechanism that protects it

Rule	Implementation	What it avoids
One single rule for all 118,000 claimants	No targeting by neighbourhood, by length of claim or by any population criterion	Geographic targeting would produce an unequal take-up rate between two identical families — and the inequality would show up in the office's own figures the following year
Systematic periodic review	Three benefits reviewed each quarter	Forgetting the least-claimed benefits

For the office to settle

Three benefits chosen for the quarterly review: _____

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