



Pre-assessed income support file — ready to decide

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Every amount tied to its document · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. *Pre-assessing means gathering and checking everything the caseworker needs in order to decide — without taking the decision.* **Granting the entitlement, its effective date and the appraisal of the situation remain wholly with the caseworker.**

What the file contains, in reading order

Section	Content	The agent's rule
Household composition	At the date of the claim, with the documents that establish it	No composition inferred from a declaration alone
Income base	Amount by amount over the required period, each one tied to its payslip or certificate	An amount with no attachable supporting document is displayed as pending, with the exact document to request and the letter already written

Section	Content	The agent's rule
Verifiable conditions	Ticked with the rule quoted from the internal framework and its version	Never reworded
Points to reconcile	Two here: a period of employment overlapping two declarations, an address that differs between two documents	Presented with both versions and the document behind each — the caseworker settles it in one minute
Draft decision	Written and reasoned both ways — grant and refusal, each with its grounds and its effective date	The caseworker appraises, chooses and signs; they no longer have to write, and their signature makes the decision open to challenge

The time this shifts

Measure	Before	With the agent
Full pre-assessment of an income support claim	100% of the processing time — 50 minutes	20% — 10 minutes of checking
First claims a month	640	640
Hours returned each month	—	427 h

The remaining ten minutes are the most useful of a caseworker's day: they look at a situation instead of rebuilding an income table. **It is the part of the job the system frees up and protects — and the part that decides whether the entitlement granted is the right one.**

The next step proposed

Extension	Volume concerned	Expected effect
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Apply the pre-assessed file to reviews	Three times the volume of first claims	That is where the 15-day service commitment is won or lost
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For the office to settle

Benefits chosen for extension to reviews: _____

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