



Grant campaign — 27 applications pre-assessed

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21 complete with a proposed band, 6 missing-document letters · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The families named are invented and no amounts are reproduced:** the proposed band results from the national scale for the campaign, in the version published in the official bulletin, applied only to values read in the documents filed. **The award remains the decision of the competent authority — Article 22 of the General Data Protection Regulation.**

The 27 applications of the week

Status	Applications	What is ready	What is left to the business office
Complete	21	Proposed band, calculation printed line by line, source document alongside	A 5-minute check, then forwarding

Status	Applications	What is ready	What is left to the business office
Incomplete	6	Letter drafted naming the document, what to send back, where to file it and the deadline	A read-through and a signature
Total	27	—	2 h 15 instead of 13 h 30

Four files, exactly as they are put up

Family	Status	What the page carries	What was read, and where
Bertoli family	Complete	Proposed band: 3. The calculation follows the order of the campaign scale — income taken into account, dependants, charge points, band	Tax assessment for the expected year, boxes reproduced one by one · composition declaration signed on 12 September
Nguyen-Delorme family	Complete, with a flag	Proposed band: 5. Flagged in plain sight: the band in the previous campaign was 3, the gap comes from a change in income	Tax assessment · previous campaign's assessment, values set side by side
Ouattara family	Complete, decision pending a conversation	No band proposed: an end-of-contract certificate dated 3 October, later than the assessment, is on file. The question is asked, not guessed	Tax assessment · certificate of 3 October, flagged at the head of the file

Family	Status	What the page carries	What was read, and where
Marchetti family	Incomplete	Letter drafted: « your tax assessment reached us as the first page only; pages 2 and 3 are required »	Tax assessment, 1 page received out of 3 stated

Not one line of the calculation is the agent's: each points back to the document and the box where it was read. **The calculation can be redone by hand in two minutes on the campaign scale, and that is exactly the point — a family who contests contests figures they can check.**

The time a file takes, before and after

Step	Share of the time	By hand	With the agent	What is left to the business office
Pre-assessment — read the documents, take the values, apply the scale	60 %	30 min	5 min	Check a printed calculation
Check, conversation where needed, forwarding	40 %	20 min	20 min — unchanged	That is the job, and it does not move by a minute
Total per file	100 %	50 min	25 min	Pre-assessment goes from 60 % to 10 % of the file's time

Over the 486 files in the year, that is 202 hours given back to the business office — more than five weeks of work on the statutory basis of 35 hours. And the peak week, the one with 132 files, goes from 66 hours of pre-assessment to 11 hours.

The figure that does not flatter the agent — and what it did about it

Batch	Files pre-assessed	Bands corrected by the business office	Measured cause
First batch	132	29 — 22 %	24 out of 29: a document dated after the tax assessment was on file, and the agent read the assessment without seeing it
Second batch	148	7 — 4.7 %	Situations only a conversation with the family could settle

The fix is an action, not a promise: any document dated after the tax assessment is flagged at the head of the file, **and no band is proposed without it having been put on the table. That is what took corrections from 22 % to 4.7 %.**

Files checked and forwarded by (name, role, date): _____

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