Multi-branch file — 31 days down to 9

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Four branches on a single statement · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the file where the single desk is decided:** a farmer on sick leave, a grant claim pending and late contributions, that is four caseworkers and three systems for one person.

What used to happen, across 1,200 files

Finding	Measure
Successive caseworkers on one file	**4**
Systems consulted	3
Average delay	**31 days**
What the file was really waiting for	**Not a review, but four people being available at the same time**

The single statement handed over today

Branch	What appears on the statement	What is checked
Health	**Current sick leave and its duration, as notified by the medical service**	Agreement with the contribution period
Family	Household composition declared	**Divergence found: two years old, does not carry the youngest child — update prepared**
Pensions	Periods on the career statement	Continuity of the declared periods
Contributions	Position and any arrears	**Income used as the basis for both calculations**

The three decisions, and the order to take them in

Decision	Who decides	Rank
Contributions instalment plan	The head of service	**1 — the other two assume a member up to date or being brought up to date**
Opening the benefit entitlement	The caseworker	2
Award of the grant	The social action committee	3

Time and delay

Measure	Before	With the agent
Handling a complete multi-branch file	**100 % — 3 h 20**	**20 % — 40 minutes**
Delay for the member	**31 days**	**9 days**
Time given back across 1,200 files	—	**3,200 hours**

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The member stops being the one who carries information between the branches of his own fund. The four caseworkers no longer take turns: they work on the same page, each on what their role allows them to see.

To be settled by the fund

Trigger threshold for the single statement (number of branches): _____

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