



The year in review — 1,550 hours returned, item by item

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Document issued on 24/09/2026

Twelve months of service logs, presented to the town council · 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. **Every figure in this review can be checked against the authority's own logs** — it is the only way to stand up before a council, and it is also what allows a councillor to ask where a figure comes from and get the answer in the session.

The 1,550 hours, item by item

Item	Annual volume	Before	After	Hours returned
Processing applications	486	13 min 12	2 min 12	89 h 06
Letters to families	3,260	8 min	2 min	326 h 00
Preparing the panels	4	126 h	25 h 12	403 h 12

Item	Annual volume	Before	After	Hours returned
Day-to-day information, all channels	5,860	9 min	1 min 30	732 h 30
Total	—	—	—	1,550 h 48

1,550 hours returned, rounded down. On the statutory working-time basis — **1,607 hours a year, 151.67 hours a month, 35 hours a week** — that is **more than ten months, or more than forty-four weeks**, returned to the five single-desk staff. **No post cut, no post created.** That time goes back to families received at the counter, to supporting the setting teams and to the situations that need an available professional — **the 2,160 enquiries the agent routes to a case officer rather than handling to the end.**

Response times met

Response time	Before	After
Unanswered calls	1,664 of 5,200 — 32.0%	104
Reply to an email	8 days	1 day
First acknowledgement on a portal form	5 days	Within the minute
Time to complete an application file	24 days	5 days
Files held over from one panel to the next	74	The check at filing catches them upstream

What the council will ask first — the four zeros

What is checked	Result over the year	Where it can be read
Places allocated outside a panel	0	Minutes of the 4 sessions, file by file
Positions changed after a session	0	Waiting-list movement log
Invoices issued without a named approval	0	Approval log, with name, date and time
Items of children's data leaving France	0	Hosting architecture and access log

The 11 indicators already kept up to date for your activity report

Indicator	Value for the year	Query that produces it
Applications lodged	486	Single desk — filings of the year
Applications reviewed by a panel	412	Session packs of the 4 panels
Places allocated	138	Minutes of the 4 panels
Average time from filing to first panel	47 days	Filing → session date
Share of files complete at filing	80.7%	Document checks at filing
Room occupancy rate	74%	Hours taken / opening hours
Active contracts at 31 December	405	Early years software
Invoices issued	3,840	Billing file
Changes of circumstance handled	620	Change log
Enquiries received, all channels	9,400	Switchboard, mailbox and portal logs
Requests for a human met	312 of 312	AI disclosure log

Each indicator is dated and comes with the query that produces it, so that a councillor who asks where a figure comes from gets the answer in the session. **The activity report is still written and presented by the authority: it is an act of the service, not a machine output.**

The next step proposed for the coming year, and it is a protocol, not a promise. Room occupancy is 74% over the year, against 82% in the objectives agreement. The agent can produce, every week, **the booked hours not taken up by room and by time slot**, set against **the occasional-care requests left unanswered in those same slots. If the two curves do not overlap, the service will hear it from the agent** — a reconciliation that yields nothing is information, not a failure.

Review presented to the town council on: _____ by: _____

Protocol on unused booked hours — started on: _____ first measurement on: _____

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.