The service flow — 9,400 enquiries, 12 topics, 1,550 hours

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12 months of enquiry log, reconciled against the means-test file and the attendance records · 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. **The measurement covers QUEUES and RESPONSE TIMES, never what a named member of staff does. The 12 reference answers are written, sourced and dated: the service rereads twelve texts, not 7,240 replies.**

Where the year's 9,400 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the single desk	**5,200**	**55.3%**	**1,664 ring unanswered — 32.0%**	**All picked up; the 12 topics handled to the end**
Service emails	2,300	24.5%	**8 days average response time**	**1 day**

Channel	Enquiries	Share	What it costs today	What changes
Counter visits	1,100	11.7%	Queue at opening hours, file searched in front of the parent	File assembled before the interview: application, points and documents, last letter
Family portal forms	800	8.5%	5 days before the first acknowledgement	Qualified acknowledgement within the minute, with missing documents and the panel date
Total	**9,400**	**100%**	—	—

The 12 topics that cover 7,240 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Where my application stands — position on the waiting list	**1,380**	Resolution of 14 October 2025, criteria grid + family file	14/10/2025
Documents required for registration	**1,120**	Operating rules, art. 4 — admission file	14/10/2025
How the means-tested invoice is calculated	**980**	Resolution of 14 October 2025, art. 6 — effort rate	14/10/2025
Change of circumstance to declare	760	Operating rules, art. 9	14/10/2025
Panel dates and how the panel works	640	Resolution of 14 October 2025, art. 2	14/10/2025
Types of childcare available — nursery, micro-nursery, childminder	580	Childcare guide of the childminder support centre	12/01/2026

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Topic	Enquiries	Source of the reference answer	Dated version
Opening hours, days and closures of the settings	520	Operating rules, art. 3 + annual calendar	14/10/2025
Absences, illness and deduction on the invoice	440	Operating rules, art. 11	14/10/2025
Payment methods and due dates	360	Resolution of 14 October 2025, art. 8	14/10/2025
Settling in, the first week, what to bring	200	Family welcome booklet	01/03/2026
Childminder support centre and list of childminders	160	Childcare guide of the childminder support centre	12/01/2026
Family portal — access, password, uploading a document	100	Family portal user notice	01/09/2024
Total of the 12 topics	**7,240**	**77.0% of the 9,400 enquiries**	—

The remaining 2,160 enquiries go to a case officer — with the file already assembled. The family, the child, the filing date, the points carried and the document behind each, the last letter sent, and the question as it was asked. **The case officer picks up already knowing, instead of picking up and searching**, and that is where most of the time returned is won: it is not the difficult situation that is expensive, it is the search that precedes it. **And it is precisely those 2,160 situations — an emergency placement, a separation under way, a child with a disability — that deserve a professional in front of them.**

The three items from the sheet's « the gain » section, costed against your own logs

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Item	Share of time today	After	In minutes	Annual volume	Hours returned
Processing an application — document checks, finding the criteria, scoring	**60%**	**10%**	**13 min 12 → 2 min 12**	**486**	**89 h 06**
Letter to a family about its file — drafting	**40%**	**10%**	**8 min → 2 min**	**3,260**	**326 h 00**
Preparing an allocation panel	**100%**	**20%**	**126 h → 25 h 12 per panel**	**4 panels**	**403 h 12**
Information handled to the end, all channels	—	—	9 min → 1 min 30	5,860	732 h 30
Total	—	—	—	—	**1,550 h 48**

1,550 h 48, rounded down: 1,550 hours returned over the year. 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 your five single-desk staff. **Rounding is always taken downwards:** a gain rounded up is a gain a councillor can challenge in session. **No post cut, no post created** — it is time given back to families, to the setting teams and to the situations that need an available professional.

The gap the reconciliation brought out — and what it is worth over a year

Scope	Contracts	Discrepancies	Income not billed	Amounts billed wrongly

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Last half-year, 405 active contracts	**405**	**26**	**€291.50**	**€548.70**
Over the year, 2 half-years	**405**	**52**	**€583.00**	**€1,097.40**

The rule this demonstrator defends, and which holds everything else together: NO FILE GOES BEFORE THE PANEL WITHOUT ITS SOURCE DOCUMENT AND THE SCORING CRITERION THAT JUSTIFIES IT. A point missing its document is not carried on the file — **it goes to review**. **This is not administrative caution: it is what allows you, before a parent asking why, to produce the article of the resolution and the dated document, rather than a rank.** And the corollary is worth writing out in full: **the position the grid produces is never an allocated place. The panel reviews, weighs and allocates in session, on the record.**

Version of the 12 reference answers settled by the early years coordinator, on: _____

Next review of topics and volumes — proposed at six months — set for: _____

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