



Social schemes — 1,100 applications, 52 days down to 21

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Heating and school meals · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **These two schemes open entitlements for people:** the chain is the same as for a grant, with one more requirement on who decides and on what the applicant can challenge.

What the agent prepares

Element	Rule applied
Income conditions	Ticked against the documents, each value with its tax assessment and page
Scale	Applied line by line, with its effective date
Amount proposed	Calculated in plain terms — no aggregated total, each line stands on its own
Draft notice	In plain language, reasoning, routes and time limits for appeal, right to obtain an explanation of the calculation

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What stays with the public official

Decision	Who takes it	What it brings
Awarding, refusing, revising or withdrawing a social benefit	The competent public official	A decision reasoned, dated, traced and open to challenge by the person
Time required	—	9 minutes instead of 40, complete file and reasoning written

What the year gave

Measure	Before	After
Applications assessed	—	1,100
Average time	52 days	21 days
Files complete at filing	44 %	89 %
Heating grant notified before 15 November	61 households	214 households

For a household waiting on the heating grant, a notice received before 15 November is not a management indicator: it is a bill they can pay.

What is proposed next

Measure	Effect
Assessment together with the benefits department rather than alongside it	The documents are the same in 8 files out of 10 — an applicant provides them twice today
Measured effect	340 hours a year given back, and one procedure removed for 1,100 households

For the department to settle

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Date for pooling documents with the benefits department: _____

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