



Current picture — 21 schemes and three time items

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

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3 years of files reread · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Every measurement comes from the authority's own files** — 19,200 applications assessed over three years — and not from an outside benchmark.

The year's flow, scheme by scheme

Scheme	Applications a year	Share of flow	Sensitive point
Association running grants	2,100	33 %	Ceiling out of date in the tools
Home renovation grants	1,200	19 %	11 documents required, the itemised quotation missing one time in three

Scheme	Applications a year	Share of flow	Sensitive point
Mobility grants	900	14 %	Two-month deadline most often missed
Eighteen other schemes	2,200	34 %	Steadier
Total	6,400	100 %	—

The five documents that explain 7 gaps out of 10

Missing document	Share of incomplete files	Measured cause
Profit and loss account for the last closed year	23 %	The leaflet does not say which financial year is expected
Itemised quotation	18 %	Overall quotation with no breakdown
Bank details in the applicant's name	13 %	Provided in a third party's name in one case out of five
Insurance certificate	9 %	Expired at the date of filing
Resolution authorising the application	7 %	Confused with the statutes
Combined	70 %	Rewriting five leaflets is enough to treat the cause

The six rulebooks no longer in their version in force

Finding	Effect on files
Ceiling of the association scheme replaced by resolution last year	214 awards made on the repealed ceiling

Finding	Effect on files
Two eligibility criteria amended in session without being carried into the published leaflet	Applicants had a replaced criterion applied to them
Three other rulebooks	Formal discrepancies, with no effect on decisions
What is already done	The 6 versions in force are restored, replaced line and replacing line side by side, resolution and effective date

The three time items measured

Item	Today	With the agent	In minutes
Pre-assessing a grant file	45 % of the file's time	12 %	45 min → 12 min (100-minute file)
Completeness check	25 %	8 %	25 min → 8 min
Answering a recurring question from an applicant	10 %	6 %	10 min → 6 min

Three schemes out of twenty-one carry 4,200 of the 6,400 applications. That is where we start: the other eighteen wait until autumn without anything getting worse for an applicant.

For the department to settle

Schemes opened first: _____

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