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Association running grants	**2,100**	**33 %**	**Ceiling out of date in the tools**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Ceiling of the association scheme replaced by resolution last year	**214 awards made on the repealed ceiling**

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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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