Non-take-up — 890 situations, 431 grants awarded

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

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Campaign approved by management · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *Non-take-up is when a person or an association meets the conditions of an entitlement without ever claiming it.* **Detection relies solely on applicants already known to the authority.**

What the matching gave

Stage	Volume	Reading
Applicants eligible for a grant never claimed	**890**	**610 households on the renovation grant, 280 associations on the running grant**
Letters sent, after management's decision	**890**	Estimated amount, 3 documents to enclose, direct filing link
Files filed	**520**	**58 % of the letters**
Grants awarded	**431**	**Assessed by the officers, decided by the competent authority**

Stage	Volume	Reading
Files complete on arrival	**91 %**	**Because the letter named the documents — 12 minutes of pre-assessment instead of 45**

What it says about a scheme

Finding	Figure
Filing rate among households eligible for the renovation grant	**31 % → 58 % in a year**
Criteria changed to achieve it	**None**

A scheme that does not find its public is not necessarily a bad scheme: it is often a scheme its public does not know about. **It is the strongest argument to put to elected members wondering why an envelope is under-spent.**

The rhythm proposed

Rule	Reason
Detection rerun every quarter	**A non-take-up situation arises from a change in circumstances or a new scheme**
Letters sent in waves of 200	**So that the twelve officers absorb the filings generated**

For the department to settle

Wave size and departure date: _____

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