

Developing an Eye for Accuracy



The value of accuracy really hits home

Getting it right first time, every time

Name: _____

Department: _____

Date: _____

Please record your time here: _____

(Time limit: 3 minutes)

Score: / 25

Developing an Eye for Accuracy Housing sector

Compare each item in Column 1 to its match in Column 2. If the items are the same, put a tick in the 'S' column. If the items are different, put a tick in the 'D' column, and then circle the error in Column 2. Please write how long it takes you to complete this exercise on the front of this paper.

29 Mount Pleasant Road	S	D	29 Mount Pleasant Road
N4 1PL	S	D	N4 1PL
Policy number PB543221	S	D	Policy number PB534221
Mr R. May and Mrs C. May	S	D	Mr R. Ray and Mrs C. May
Rent account: 16556600710454	S	D	Rent account: 16556600710454
Complaint ref: WK/556778	S	D	Complaint ref: WK/5667778
Tenancy Agreement 01/12/2019	S	D	Tenancy Agreement 01/12/2019
Sort code 60 04 23	S	D	Sort code 60 04 23
Repair job number JN172345	S	D	Repair job number JN172345
Case ref. LBH/345587	S	D	Case ref. LBH/345587
Property reference UPRN 3444	S	D	Property reference UBRN 3444
Waiting list WR00568	S	D	Waiting list WR00568
Heating charge £54.55pw	S	D	Heating charge £54.55pa
Rent arrears £862.44	S	D	Rent arrear £862.44
9 Cawston Court	S	D	6 Cawston Court
Complaint LBH/67781	S	D	Compliant LBH/67781
Process no.: 91479	S	D	Process no.: 94179
Policy number PB121212	S	D	Policy number PB121212
59 Grays Inn Road	S	D	59 Grays Inn Road
Job number 7049867	S	D	Job number 7048967
UPRN 497021	S	D	UPRN 497021
Council Tax £187.50	S	D	Council Tax £187.50
Repair bill £397.25	S	D	Repair bill \$397.25
Mr George Bandisson	S	D	Mr George Bandissen
Tel.: 01442 506778	S	D	Tel.: 01442 506778h

How did **you** do?

There are just 25 pieces of information to compare and verify in the test – just one mistake equates to a 4% error rate. The test should take no more than three minutes to complete. Imagine if your people made one error every three minutes! That's 20 errors every hour and 140 errors in a seven-hour day. It's easy to see how it mounts up.

What does it mean?

Our results show that people working in the housing sector have an average error rate of 3.9% and typically spend 23% of their time making, finding and fixing mistakes. No-one likes having to re-do work and sort out problems arising from mistakes. Accuracy skills training boosts personal effectiveness and organisational efficiency.

That's 23% of your company's salary bill

It's like employing your own error department!



Results show a 46% reduction in errors!

That's £2,160 saved per person per year



Proven to work

Since 2003 we have been working with the housing sector equipping administrative teams to accurately process tenant records, maintenance appointments and rent collections by improving numeracy and data-transfer skills. Typically, our participants achieve a 46% reduction in errors. A return on investment saving is calculated through the value of time saved through making fewer errors. The typical saving within the housing sector is £2,160 per person per year.

Which workshop is best for you?

Developing an Eye for Accuracy

Our flagship in-house workshop for people who work with data and information

Accurate Written Communication

Our interactive in-house workshop for people who work with documents and emails

Preventing Mistakes at Work

Our practical in-house workshop for reducing the incidence of 'silly' human error

One-day Accuracy Skills

Our open workshop for individuals seeking to improve their attention to detail



Contact us for a demo

www.accuracyprogramme.co.uk

+44 (0)1638 723590

accuracy@scottbradbury.co.uk

Alice Hubbard

Senior Account Manager, Scott Bradbury Limited.



Where do we get our facts and figures from? The results are taken from the last five *Developing an Eye for Accuracy* workshops delivered for housing sector organisations. The average salary of the participants is £22,000 (working 37.5 hours per week). Figures last updated September 2019.

Developing an Eye for Accuracy Housing sector

29 Mount Pleasant Road	✓	D	29 Mount Pleasant Road	
N4 1PL	✓	D	N4 1PL	
Policy number PB543221	S	✓	Policy number PB534221	Transposition
Mr R. May and Mrs C. May	S	✓	Mr R. Ray and Mrs	M not R
Rent account: 16556600710454	✓	D	Rent account: 16556600710454	
Complaint ref: WK/556778	S	✓	Complaint ref: WK/566778	5 not 6
Tenancy Agreement 01/12/2019	✓	D	Tenancy Agreement 01/12/2019	Extra 7
Sort code 60 04 23	✓	D	Sort code 60 04 23	
Repair job number JN172345	✓	D	Repair job number JN172345	
Case ref. LBH/345587	✓	D	Case ref. LBH/345587	
Property reference UPRN 3444	S	✓	Property reference UBRN 3444	P not B
Waiting list WR00568	✓	D	Waiting list WR00568	
Heating charge £54.55pw	S	✓	Heating charge £54.55pa	w not a
Rent arrears £862.44	S	✓	Rent arrear £862.44	Missing s
9 Cawston Court	S	✓	6 Cawston C	9 not 6
Complaint LBH/67781	S	✓	Complaint LBH/677	Transposition
Process no.: 91479	S	✓	Process no.: 94179	Transposition
Policy number PB121212	✓	D	Policy number PB121212	
59 Grays Inn Road	✓	D	59 Grays Inn Road	
Job number 7049867	S	✓	Job number 7048967	Transposition
UPRN 497021	✓	D	UPRN 497021	
Council Tax £187.50	✓	D	Council Tax £187.50	
Repair bill £397.25	S	✓	Repair bill \$397.25	£ not \$
Mr George Bandisson	S	✓	Mr George Bandissen	o not e
Tel.: 01442 506778	S	✓	Tel.: 01442 506778h	Extra h