Developing an Eye for Accuracy

Accuracy at the heart of local government operations

Getting it right first time, every time

Name: _____

Department: _____

Date: _____

Please record your time here: _____

(Time limit: 3 minutes)

Score: / 25

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Developing an Eye for Accuracy Local government operations

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.

Column 1	S	D	Column 2
Revenue Officer	S	D	Revenue Officer
Benefit reference: 19567	S	D	Benefit reference: 19576
Purchase Order Number: 500178	S	D	Purchase Order Number: 500178
Personal reference: OS452582	S	D	Personal reference: O5452582
NI number: JN 52 81 63 T	S	D	NI number: JN 52 81 63 T
Property ref number: N165483000	S	D	Property ref number: N16548300
Financial Support Officer	S	D	Finacial Support Officer
Claim reference: 37001705	S	D	Claim reference: 37001705
Bank balance Lloyd's Bank £1,572.84	S	D	Bank balance Lloyd's Bank £1,572.48
Mrs Sophia Wettering	S	D	Mrs Sophie Wettering
Bank account number 89792939	S	D	Bank account number 89792989
Date of birth 28/03/1983	S	D	Date of birth 28/03/1983
Housing Benefit Award: £117.70	S	D	Housing Benefit Award: £171.70
69, Ashbourne Terrace	S	D	69, Ashbourne Terrace
Telephone number 01843 365 815	S	D	Telephone number 01834 365 815
Tax Credit Letter dated 12/10/2019	S	D	Tax Credit Letter dated 12/10/2019
Customer SS45812A	S	D	Customer SS45812A
Council Tax Number 21784309	S	D	Council Tax Number 27184309
Invoice number 30442975	S	D	Invoice number 30422975
Award amount £134.55	S	D	Award amount £143.55
Landlord Reference 17505	S	D	Landlord Reference 170505
Rent reference number 003271257869	S	D	Rent reference number 003271257869
Mr Jonathan Palmer	S	D	Mr Jonathan Palmer
Planning application: Y/5/2019/1005	S	D	Planning application: Y/5/2020/1005
Budget code: PJ660	S	D	Budget code: PJ600

Find the answers on the last page

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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 within local government have an average error rate of 3.09% and typically spend 18.5% 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 18.5% of your council's salary bill

It's like employing your own error department!

ERRORS

Results show a 52% reduction in errors!

That's £1,924 saved per person per year

Proven to work

Since 2003 we have been working with local government operations equipping teams to accurately process housing benefit, council tax, business rates, trading standards and planning applications. Typically, our participants achieve a 52% 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 local government sector is £1,924 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

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Alice Hubbard
Senior Account Manager, Scott Bradbury Limited.

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

Source	S	D	Duplicate	Note
Revenue Officer	✓	D	Revenue Officer	
Benefit reference: 19567	S	✓	Benefit reference: 19576	Transposition
Purchase Order Number: 500178	✓	D	Purchase Order Number: 500178	
Personal reference: OS452582	S	✓	Personal reference: O5452582	S not 5
NI number: JN 52 81 63 T	✓	D	NI number: JN 52 81 63 T	
Property ref number: N165483000	S	✓	Property ref number: N16548300	Missing 0
Financial Support Officer	S	✓	Finacial Support	Missing n
Claim reference: 37001705	✓	D	Claim reference: 37001705	
Bank balance Lloyd's Bank £1,572.84	S	✓	Bank balance Lloyd's Bank £1,572.48	Transposition
Mrs Sophia Wettering	S	✓	Mrs Sophie Wettering	a not e
Bank account number 89792939	S	✓	Bank account number 89792989	3 not 8
Date of birth 28/03/1983	✓	D	Date of birth 28/03/1983	
Housing Benefit Award: £117.70	S	✓	Housing Benefit Award: £171.70	Transposition
69, Ashbourne Terrace	✓	D	69, Ashbourne Terrace	
Telephone number 01843 365 815	S	✓	Telephone number 01834 365 815	Transposition
Tax Credit Letter dated 12/10/2019	✓	D	Tax Credit Letter dated 12/10/2019	
Customer SS45812A	✓	D	Customer SS45812A	
Council Tax Number 21784309	S	✓	Council Tax Number 27184309	Transposition
Invoice number 30442975	S	✓	Invoice number 30442975	4 not 2
Award amount £134.55	S	✓	Award amount £143.55	S not 5
Landlord Reference 17505	S	✓	Landlord Reference 170505	Extra 0
Rent reference number 003271257869	✓	D	Rent reference number 003271257869	
Mr Jonathan Palmer	✓	D	Mr Jonathan Palmer	
Planning application: Y/5/2019/1005	S	✓	Planning application: Y/5/2020/1005	19 not 20
Budget code: PJ660	S	✓	Budget code: PJ600	6 not 0

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