



Developing an
Eye for Accuracy

Improves the quality and reputation of your operations,
delivers cost-saving gains and increases productivity.
Getting it right first time, every time.

Working for local government



Think of all the data your people process for housing benefit, council tax, business rates, trading standards and planning applications every day. Even small errors waste time and cost money. Mistakes which take only a few seconds to make have big repercussions.

The average error rate for our council clients is 3.09%.

Meaning 3.09 in every 100 pieces of data your people process contains a mistake.

Our research suggests once a mistake is made it takes twice as long to track down and twice as long again to fix.

Results show that people working in local government typically spend 18.5% of their time making, finding and fixing mistakes.

**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**



Measurable results prove return on investment

All participants take a test assessment at the beginning and the end of the training. This tracks their improvement in accuracy and processing speed.

Results show the training measurably reduces data error within local government by 52%.

The return on investment is calculated through the value of the time saved through making fewer errors. The typical saving within local government is £1,924 per person per year.



Think about **GREATER PRODUCTIVITY**
- more achieved in the time saved
through improved accuracy and
greater efficiency

Think about the **MONEY SAVED** -
fewer fines, compensation payments
and lost business opportunities



Think about **NEW SKILLS** - developing
core abilities such as accurate data
transfer, concentration, attention to
detail, checking and consistency

Think about **WELLBEING** - fewer
complaints and less re-work mean less
stress, less hassle and a happier
workforce



Contact us for a demo

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Get it right. Do it better.

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.