

Accuracy skills training for local government

Accuracy skills training is amongst the quickest, most efficient performance improvements you can make to your operations – and it's proven to work.



Working for the local government sector

Data accuracy is essential in the regularly audited local government sector. Housing benefit, council tax, business rates and all administrative functions must be correct. Since 2003, our flagship *Developing an Eye for Accuracy* in-house training programme has been proven to save money and boost productivity for our council clients. Results from the last ten most recent courses delivered within this sector (up to August 2018), show a saving per participant per annum of £1,595. This is purely the value of the time saved through making fewer errors and does not include savings from fewer fines or compensation payments.

Measurable results

Participants complete pre-course and post-course assessments which track their reduction in errors. Follow-up resources and assessments in the months after the training help your people sustain what they have learnt.

What the results show

The typical pre-course error rate for the local government sector is 2.97% – slightly under the national average. This means an error occurs in 2.97 of every 100 transactions. Organisations can spend 18-20% of their people's salary bill on making, finding and correcting mistakes. The cost of the wasted time is equivalent to employing your own 'Error Department'.

Results from the last ten courses:

Pre-course error rate

2.97%



Wasting **£3,574** per person per annum

Post-course error rate

1.46%



Saving **£1,595** per person per annum

Developing an Eye for Accuracy

Return on investment

SAVE £1,595*
per person per annum

*This figure is based on results from 250 participants in the local government sector, working an average of 37.5 hours a week and on a salary of £20,000

Reduction in errors of 51%

(range was 26%-63%)

Measured in the post-course assessment

Ask for a demo

Book a free, no obligation demonstration at your premises.

Who is the course for?

Developing an Eye for Accuracy is for people who spend 25% or more of their day handling data.

This includes job titles such as:

- Benefits Assessor
- Revenue Officer
- Claims Administrator
- Quality Assurance Officer
- Business Support
- HR Assistant
- HR Manager
- Resourcing Assistant
- Payroll Assistant
- Workforce Analyst
- Financial Support Advisor
- Reconciliation Officer
- Customer Support Representative.

Types of data:

- Tax credits
- Tax codes
- Case numbers
- Payments
- Account numbers
- Sort codes
- Reference numbers for claims, rent, property, landlords, council tax, and housing benefit
- National insurance numbers
- Names
- Postal addresses
- Email addresses
- Salaries.

Skills developed:

- Accurate data transfer
- Attention to detail
- Concentration
- Checking
- Consistency.

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Accuracy training will work for you

Imagine reducing your people's mistakes by 51%, meaning they are:

- More efficient and productive – getting more done correctly in the time available
- Dealing with fewer complaints – providing excellent customer service, not fire fighting
- Less stressed – needing to do much less re-work and feeling positive about their role.

Meet our accuracy experts



Catherine de Salvo
Director



Alice Hubbard
Senior Account Manager

Experience accuracy training in action

The best way to assess the value of accuracy skills training is to participate in a demonstration at your offices. It's an informal, lively presentation punctuated by practical activities designed to get you involved in thinking about the subject of accuracy and the consequences of errors. We'll look at examples of how other similar organisations have benefited, details of cost and delivery, and there will be plenty of time for questions. You'll learn:

- Why all human beings make mistakes
- Insights into 'the three Cs' of Accuracy: Checking, Consistency and Concentration
- How much errors are currently costing you
- How the *Developing an Eye for Accuracy* techniques relate to the work your people do
- Tips for reducing error
- How the training is delivered and what you can expect to achieve
- How to sustain accuracy improvements back in the workplace.



Measurable results



Proven to work



Relevant to the local government sector



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