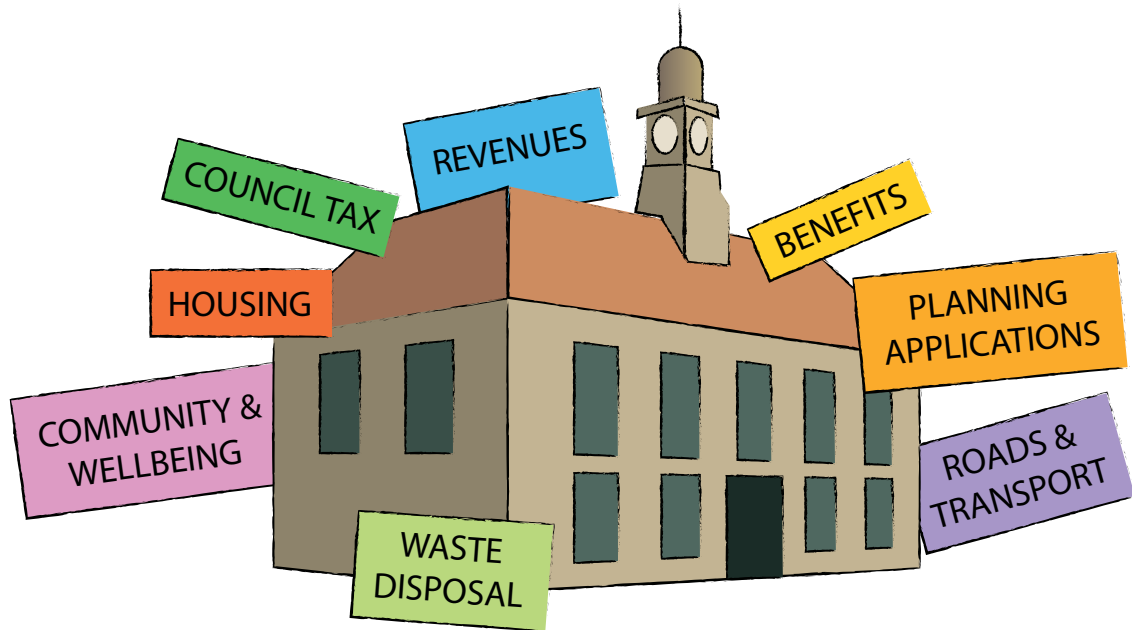


# Developing an Eye for Accuracy



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

## 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.

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 12/10/2016	S	D	Tax Credit Letter dated 12/10/2016
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/5/2017/1005	S	D	Planning application: Y/5/2018/1005
Budget code: PJ660	S	D	Budget code: PJ600

# Developing an Eye for Accuracy Local government operations

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	✓	Financial 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 Wattering	S	✓	Mrs Sophie Wattering	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 12/10/2016	✓	D	Tax Credit Letter dated 12/10/2016	
Customer SS45812A	✓	D	Customer SS45812A	
Council Tax Number 21784309	S	✓	Council Tax Number 27184309	Transposition
Invoice number 30442975	S	✓	Invoice number 30422975	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/5/2017/1005	S	✓	Planning application: Y/5/2018/1005	7 not 8
Budget code: PJ660	S	✓	Budget code: PJ606	6 not 0

## How did you do? And what does it mean?

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.

An average error rate of just 3% wastes around 20% of your salary bill in lost productivity alone. No-one likes having to re-do work and sort out problems arising from mistakes. Accuracy skills training boosts personal effectiveness and organisational efficiency.

### Proven to work

We have many years' experience of working with local government, equipping council employees with practical accuracy skills which save money and increase efficiency. Typically, council employee participants achieve a 51% reduction in errors.

### Our unique programmes

*Developing an Eye for Accuracy* – our flagship in-house data accuracy programme for people who work with information

*Preventing Mistakes at Work* – our practical in-house workshop for reducing the incidence of 'silly' human error

*Accurate Documentation Skills* – our practical in-house workshop for people who work with written communications

*One-day Accuracy Skills* – our open course for individuals seeking to improve their attention to detail

### Free consultation

A free consultation enables you to explore how accuracy training works and the typical cost savings and productivity gains you can expect to achieve. Pick up useful advice on how accuracy skills training relates to the work your people do and how you can take advantage of the proven methodologies for reducing error.

### Contact us

[www.accuracyprogramme.co.uk](http://www.accuracyprogramme.co.uk)

+44 (0)1638 723590

[accuracy@scottbradbury.co.uk](mailto:accuracy@scottbradbury.co.uk)



**3%** **UK NATIONAL  
ERROR RATE**

**=3 IN EVERY 100  
TRANSACTIONS CONTAIN AN ERROR**

**20%** **OF SALARY  
BILL SPENT  
ON MAKING  
AND FINDING  
MISTAKES**



**IT'S LIKE  
HAVING  
YOUR OWN  
ERROR  
DEPARTMENT**



**TIME  
WASTED**



**STRESS  
CAUSED**



**MONEY  
WASTED**

**DELIVERING**  
**Developing an  
Eye for Accuracy**  
**SINCE 2003**

**51%**

**REDUCTION  
IN ERRORS**

**MEASURABLE RETURN**

**PRODUCTIVITY GAINS**