



## Quality Assurance

**QA delivers a more efficient and effective assessment checking process that has been proven to reduce both error in benefit assessments and the administrative overhead of checking.**

On an ongoing basis QA helps to improve the number of benefit assessments which are accurate first time. This helps to ensure authorities claim full subsidy whilst speeding up claim processing and minimising administration caused by inaccurate assessments.

QA is a powerful integrated tool for helping to reduce error in the Benefits system. It enables fewer resources to check more claims but in a targeted way, focusing on staff (e.g. new starters) or claims where error is more likely to be found. Recording error is both simple and consistent across checking staff; this enables training needs to be identified and addressed. A comparison of error before and after training can help to assess the effectiveness and value of training provided.

### Proven Benefits

The Audit Commissions Best Value Performance Indicators show that QA customers' average improvement in accuracy was 3.5 times that of customers without QA.

Individual customers have identified many benefits that they have realised from QA. Suffolk Coastal District Council implemented QA in 2007 realising the following benefits:

- Exceeded their target to check 10% of benefit assessments. This was achieved using the same resource that had previously checked 4% of benefit claims prior to the introduction of QA
- Improved assessment accuracy from 90% to 95-96%
- Minimised payment of incorrect claims
- Reduced customer complaints
- Saved 20% of decision-makers time by cutting out the paper chase
- Saved 30% of Training Officer's time by freeing them from administration enabling problem areas to be identified swiftly and training targeted appropriately
- Minimised customers concerns on inaccurate and unclear letters
- Created a more structured checking process.

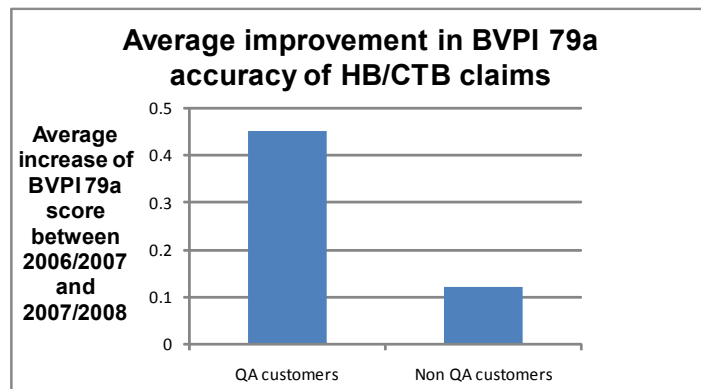
### Fully customisable

The success of QA is largely down to the ability to customise QA to meet individual authority requirements. The software automatically selects assessments for checking based on selected criteria; samples can be made up of a wide range of criteria including specific claim details and the assessor. The module automatically suppresses payments and notifications until the claim has been checked, helping to prevent overpayments.

Quality Assurance Officers are provided with an efficient structured process for checking, recording and feeding back errors. Results of inspections are recorded and a training needs analysis tool provided to identify areas for improvement.

### QA customers make the greatest accuracy improvements.

The latest Best Value Performance Indicators show that customers using Capita's Quality Assurance module improved their performance against BVPI 79a by an average 0.46 in 2007/2008.



*"Bringing in QA achieved a very significant cultural change and it has made great gains in many areas for us. It has rapidly become both a morale booster and an essential tool for us and I certainly wouldn't want to be without it now."*

Margaret Hardwick, Benefits Manager, Suffolk Coastal District Council

*"With QA you no longer have to resend letters, you don't generate overpayments and you don't have to explain errors to your customers. It's automated yet you're still in control."*

Loraine Radford, Head of Revenues & Benefits, Eastleigh Borough Council