## Annex 1 – Outstanding TPR by status

ACTIVE         1306         100.00           Age 75 exceeded LGPS eligibility issue         4         0.3           CARE pay for 2014-2015 required         127         9.73           CARE pay for 2015-2016 required         151         11.56           Casual hours data required         95         7.22           Correct address required         497         38.00           Correct gender required         1         0.00           Correct NINO required         11         0.80           Correct NINO required ie Miss or Mr         1         0.00           Leaver form required         8         0.6           Correct required         8         0.6           Correct hours format required         5         0.33           CARE pay for 2016-2017 required         304         23.20           Correct FTE Pensionable Salary 16-17 req         87         6.60           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2015-2016 required         10         1.33           Casual hours data required         92         12.50           Correct Aldress required         92         12.50           Correct SILNO re	1% 2% 6% 7% 6% 3% 4% 5% 11%
CARE pay for 2014-2015 required         127         9.73           CARE pay for 2015-2016 required         151         11.56           Casual hours data required         95         7.22           Correct address required         497         38.00           Correct gender required         1         0.00           Correct NINO required         11         0.8           Correct title required ie Miss or Mr         1         0.00           Leaver form required         8         0.6           Pay Ref required         8         0.6           Correct hours format required         5         0.3           CARE pay for 2016-2017 required         304         23.2           Correct FTE Pensionable Salary 16-17 req         87         6.6           req         2 UNDECIDED         736         100.0           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2014-2015 required         17         2.3           CARE pay for 2015-2016 required         10         1.3           Casual hours data required         92         12.5           Correct address required         92         12.5           Correct NINO required         2         0.2 <td< th=""><th>2% 6% 7% 6% 8% 44% 38% 11%</th></td<>	2% 6% 7% 6% 8% 44% 38% 11%
CARE pay for 2015-2016 required         151         11.50           Casual hours data required         95         7.2           Correct address required         497         38.00           Correct gender required         1         0.00           Correct NINO required         11         0.80           Correct title required ie Miss or Mr         1         0.00           Leaver form required         8         0.6           Pay Ref required         8         0.6           Correct hours format required         5         0.30           CARE pay for 2016-2017 required         304         23.20           Correct FTE Pensionable Salary 16-17 req         87         6.60           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2014-2015 required         17         2.3           CARE pay for 2015-2016 required         10         1.30           Casual hours data required         92         12.51           Correct NINO required         2         0.2           Leaver form required         3         0.4           Correct scheme name required         1         0.1           Missing data on leaver for	5% 5% 3% 4% 5% 1%
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Correct address required         497         38.00           Correct gender required         1         0.00           Correct NINO required         11         0.80           Correct title required ie Miss or Mr         1         0.00           Leaver form required         15         1.11           Pay Ref required         8         0.6           Correct hours format required         5         0.36           CARE pay for 2016-2017 required         304         23.22           Correct FTE Pensionable Salary 16-17 req         87         6.60           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4*           CARE pay for 2014-2015 required         17         2.3*           CARE pay for 2015-2016 required         10         1.30           Casual hours data required         92         12.5f           Correct address required         92         12.5f           Correct NINO required         2         0.2*           Leaver form required         3         0.4*           Correct scheme name required         1         0.1*           Missing data on leaver form - escalation         19         2.5f           CARE pay for	5% 4% 3% 5% 1%
Correct gender required         1         0.00           Correct NINO required         11         0.86           Correct title required ie Miss or Mr         1         0.00           Leaver form required         15         1.19           Pay Ref required         8         0.6           Correct hours format required         5         0.33           CARE pay for 2016-2017 required         304         23.22           Correct FTE Pensionable Salary 16-17 req         87         6.60           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4*           CARE pay for 2014-2015 required         17         2.3*           CARE pay for 2015-2016 required         10         1.36           Casual hours data required         20         2.7*           Correct address required         92         12.5*           Correct NINO required         2         0.2*           Leaver form required         3         0.4*           Correct scheme name required         1         0.14*           Missing data on leaver form - escalation         19         2.5*           CARE pay for 2016-2017 required         22         2.9*           Correct	3% 4% 3% 5% 1% 3%
Correct NINO required         11         0.8           Correct title required ie Miss or Mr         1         0.00           Leaver form required         15         1.19           Pay Ref required         8         0.6           Correct hours format required         5         0.36           CARE pay for 2016-2017 required         304         23.20           Correct FTE Pensionable Salary 16-17 req         87         6.60           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2014-2015 required         17         2.3           CARE pay for 2015-2016 required         10         1.30           Casual hours data required         20         2.73           Correct address required         92         12.50           Correct NINO required         2         0.22           Leaver form required         539         73.23           Pay Ref required         3         0.4           Correct scheme name required         1         0.14           Missing data on leaver form - escalation         19         2.50           CARE pay for 2016-2017 required         22         2.99           Correct FTE Pens	4% 3% 5% 1%
Correct title required ie Miss or Mr         1         0.00           Leaver form required         15         1.11           Pay Ref required         8         0.6           Correct hours format required         5         0.33           CARE pay for 2016-2017 required         304         23.22           Correct FTE Pensionable Salary 16-17 req         87         6.60           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2014-2015 required         17         2.3           CARE pay for 2015-2016 required         10         1.30           Casual hours data required         20         2.73           Correct address required         92         12.50           Correct NINO required         2         0.22           Leaver form required         539         73.23           Pay Ref required         3         0.4           Correct scheme name required         1         0.1           Missing data on leaver form - escalation         19         2.50           CARE pay for 2016-2017 required         22         2.90           Correct FTE Pensionable Salary 16-17 req         8         1.00 <t< td=""><td>3% 5% 1% 3%</td></t<>	3% 5% 1% 3%
Leaver form required         15         1.19           Pay Ref required         8         0.6           Correct hours format required         5         0.33           CARE pay for 2016-2017 required         304         23.22           Correct FTE Pensionable Salary 16-17 req         87         6.60           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2014-2015 required         17         2.3           CARE pay for 2015-2016 required         10         1.30           Casual hours data required         20         2.72           Correct address required         92         12.50           Correct NINO required         2         0.2           Leaver form required         3         0.4           Correct scheme name required         1         0.1           Missing data on leaver form - escalation         19         2.56           CARE pay for 2016-2017 required         22         2.99           Correct FTE Pensionable Salary 16-17 req         8         1.09           req         4         DEFERRED         5128         100.00           Age 75 exceeded LGPS eligibility issue         3         0.00	5% 1% 3%
Pay Ref required         8         0.6           Correct hours format required         5         0.36           CARE pay for 2016-2017 required         304         23.26           Correct FTE Pensionable Salary 16-17 req         87         6.66           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2014-2015 required         17         2.3           CARE pay for 2015-2016 required         10         1.36           Casual hours data required         20         2.72           Correct address required         92         12.56           Correct NINO required         2         0.2           Leaver form required         3         0.4           Correct scheme name required         1         0.14           Missing data on leaver form - escalation         19         2.56           CARE pay for 2016-2017 required         22         2.99           Correct FTE Pensionable Salary 16-17 req         8         1.00           4 DEFERRED         5128         100.00           Age 75 exceeded LGPS eligibility issue         3         0.06	1% 3%
Correct hours format required         5         0.38           CARE pay for 2016-2017 required         304         23.28           Correct FTE Pensionable Salary 16-17 req         87         6.66           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2014-2015 required         17         2.3           CARE pay for 2015-2016 required         10         1.36           Casual hours data required         20         2.73           Correct address required         92         12.56           Correct NINO required         2         0.22           Leaver form required         539         73.23           Pay Ref required         3         0.4           Correct scheme name required         1         0.14           Missing data on leaver form - escalation         19         2.56           CARE pay for 2016-2017 required         22         2.96           Correct FTE Pensionable Salary 16-17 req         8         1.09           req         4         DEFERRED         5128         100.00           Age 75 exceeded LGPS eligibility issue         3         0.00	3%
Correct hours format required         5         0.38           CARE pay for 2016-2017 required         304         23.28           Correct FTE Pensionable Salary 16-17 req         87         6.66           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4           CARE pay for 2014-2015 required         17         2.3           CARE pay for 2015-2016 required         10         1.36           Casual hours data required         20         2.73           Correct address required         92         12.56           Correct NINO required         2         0.22           Leaver form required         539         73.23           Pay Ref required         3         0.4           Correct scheme name required         1         0.14           Missing data on leaver form - escalation         19         2.56           CARE pay for 2016-2017 required         22         2.96           Correct FTE Pensionable Salary 16-17 req         8         1.09           req         4         DEFERRED         5128         100.00           Age 75 exceeded LGPS eligibility issue         3         0.00	
Correct FTE Pensionable Salary 16-17 req         87         6.66           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4°           CARE pay for 2014-2015 required         17         2.3°           CARE pay for 2015-2016 required         10         1.30           Casual hours data required         20         2.7°           Correct address required         92         12.50           Correct NINO required         2         0.2°           Leaver form required         539         73.2°           Pay Ref required         3         0.4°           Correct scheme name required         1         0.1°           Missing data on leaver form - escalation         19         2.56           CARE pay for 2016-2017 required         22         2.99           Correct FTE Pensionable Salary 16-17 req         8         1.09           req         4 DEFERRED         5128         100.00           Age 75 exceeded LGPS eligibility issue         3         0.00	3%
Correct FTE Pensionable Salary 16-17 req         87         6.66           2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3         0.4°           CARE pay for 2014-2015 required         17         2.3°           CARE pay for 2015-2016 required         10         1.30           Casual hours data required         20         2.7°           Correct address required         92         12.50           Correct NINO required         2         0.2°           Leaver form required         539         73.2°           Pay Ref required         3         0.4°           Correct scheme name required         1         0.1°           Missing data on leaver form - escalation         19         2.56           CARE pay for 2016-2017 required         22         2.99           Correct FTE Pensionable Salary 16-17 req         8         1.09           req         4 DEFERRED         5128         100.00           Age 75 exceeded LGPS eligibility issue         3         0.00	- , -
req         2 UNDECIDED         736         100.00           Age 75 exceeded LGPS eligibility issue         3 0.4           CARE pay for 2014-2015 required         17 2.3           CARE pay for 2015-2016 required         10 1.30           Casual hours data required         20 2.73           Correct address required         92 12.50           Correct NINO required         2 0.2           Leaver form required         539 73.23           Pay Ref required         3 0.4           Correct scheme name required         1 0.14           Missing data on leaver form - escalation         19 2.50           CARE pay for 2016-2017 required         22 2.90           Correct FTE Pensionable Salary 16-17 req         8 1.00           4 DEFERRED         5128 100.00           Age 75 exceeded LGPS eligibility issue         3 0.00	3%
Age 75 exceeded LGPS eligibility issue       3       0.4         CARE pay for 2014-2015 required       17       2.3         CARE pay for 2015-2016 required       10       1.3         Casual hours data required       20       2.7         Correct address required       92       12.5         Correct NINO required       2       0.2         Leaver form required       539       73.2         Pay Ref required       3       0.4         Correct scheme name required       1       0.1         Missing data on leaver form - escalation       19       2.5         CARE pay for 2016-2017 required       22       2.9         Correct FTE Pensionable Salary 16-17 req       8       1.0         4 DEFERRED       5128       100.0         Age 75 exceeded LGPS eligibility issue       3       0.0	
CARE pay for 2014-2015 required       17       2.33         CARE pay for 2015-2016 required       10       1.36         Casual hours data required       20       2.72         Correct address required       92       12.56         Correct NINO required       2       0.27         Leaver form required       539       73.23         Pay Ref required       3       0.44         Correct scheme name required       1       0.14         Missing data on leaver form - escalation       19       2.56         CARE pay for 2016-2017 required       22       2.99         Correct FTE Pensionable Salary 16-17 req       8       1.09         4 DEFERRED       5128       100.06         Age 75 exceeded LGPS eligibility issue       3       0.06	)%
CARE pay for 2015-2016 required       10       1.36         Casual hours data required       20       2.72         Correct address required       92       12.56         Correct NINO required       2       0.27         Leaver form required       539       73.23         Pay Ref required       3       0.4         Correct scheme name required       1       0.14         Missing data on leaver form - escalation       19       2.56         CARE pay for 2016-2017 required       22       2.96         Correct FTE Pensionable Salary 16-17 req       8       1.09         4 DEFERRED       5128       100.06         Age 75 exceeded LGPS eligibility issue       3       0.06	
Casual hours data required         20         2.72           Correct address required         92         12.50           Correct NINO required         2         0.22           Leaver form required         539         73.23           Pay Ref required         3         0.4           Correct scheme name required         1         0.14           Missing data on leaver form - escalation         19         2.56           CARE pay for 2016-2017 required         22         2.99           Correct FTE Pensionable Salary 16-17 req         8         1.09           4 DEFERRED         5128         100.00           Age 75 exceeded LGPS eligibility issue         3         0.00	1%
Correct address required         92         12.50           Correct NINO required         2         0.21           Leaver form required         539         73.23           Pay Ref required         3         0.41           Correct scheme name required         1         0.14           Missing data on leaver form - escalation         19         2.56           CARE pay for 2016-2017 required         22         2.99           Correct FTE Pensionable Salary 16-17 req         8         1.09           4 DEFERRED         5128         100.06           Age 75 exceeded LGPS eligibility issue         3         0.06	3%
Correct NINO required         2         0.27           Leaver form required         539         73.23           Pay Ref required         3         0.4           Correct scheme name required         1         0.14           Missing data on leaver form - escalation         19         2.58           CARE pay for 2016-2017 required         22         2.99           Correct FTE Pensionable Salary 16-17 req         8         1.09           4 DEFERRED         5128         100.06           Age 75 exceeded LGPS eligibility issue         3         0.06	2%
Leaver form required       539       73.23         Pay Ref required       3       0.4         Correct scheme name required       1       0.14         Missing data on leaver form - escalation       19       2.58         CARE pay for 2016-2017 required       22       2.99         Correct FTE Pensionable Salary 16-17 req       8       1.09         4 DEFERRED       5128       100.00         Age 75 exceeded LGPS eligibility issue       3       0.00	)%
Pay Ref required       3       0.4         Correct scheme name required       1       0.14         Missing data on leaver form - escalation       19       2.58         CARE pay for 2016-2017 required       22       2.99         Correct FTE Pensionable Salary 16-17 req       8       1.09         4 DEFERRED       5128       100.00         Age 75 exceeded LGPS eligibility issue       3       0.00	7%
Correct scheme name required 1 0.14  Missing data on leaver form - escalation 19 2.58  CARE pay for 2016-2017 required 22 2.99  Correct FTE Pensionable Salary 16-17 8 1.09  req  4 DEFERRED 5128 100.00  Age 75 exceeded LGPS eligibility issue 3 0.00	3%
Missing data on leaver form - escalation 19 2.58  CARE pay for 2016-2017 required 22 2.99  Correct FTE Pensionable Salary 16-17 8 1.09  req  4 DEFERRED 5128 100.00  Age 75 exceeded LGPS eligibility issue 3 0.00	1%
CARE pay for 2016-2017 required       22       2.99         Correct FTE Pensionable Salary 16-17 req       8       1.09         4 DEFERRED       5128       100.00         Age 75 exceeded LGPS eligibility issue       3       0.00	1%
Correct FTE Pensionable Salary 16-17 8 1.09 req 4 DEFERRED 5128 100.00 Age 75 exceeded LGPS eligibility issue 3 0.00	3%
req         5128         100.00           Age 75 exceeded LGPS eligibility issue         3         0.00	9%
4 DEFERRED5128100.00Age 75 exceeded LGPS eligibility issue30.00	9%
Age 75 exceeded LGPS eligibility issue 3 0.00	201
L Correct address required L 5065 L 98 /	
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Correct NINO required 50 0.98	
Leaver form required 6 0.12	
Missing data on leaver form - escalation 1 0.02	
Historic refund case 1 0.02	
CARE pay for 2016-2017 required 1 0.02	
Correct FTE Pensionable Salary 16-17 1 0.02	2%
5 PENSIONERS 80 100.00	)%
Correct address required 79 98.79	
Correct NINO required 1 1.29	-O/
6 DEPENDANTS 29 100.00	<b>)</b> 70
Correct address required 27 93.10	
Correct title required ie Miss or Mr 2 6.90	0%
	<b>0%</b> 0%

9 FROZEN	888	100.00%
Age 75 exceeded LGPS eligibility issue	3	0.34%
CARE pay for 2014-2015 required	1	0.11%
CARE pay for 2015-2016 required	1	0.11%
Casual hours data required	4	0.45%
Correct address required	378	42.57%
Correct NINO required	17	1.91%
Leaver form required	2	0.23%
Missing data on leaver form - escalation	1	0.11%
Correct hours format required	1	0.11%
Historic refund case	479	53.94%
CARE pay for 2016-2017 required	1	0.11%
Grand Total	8197	

## **Annex 2 – TPR Errors by Member Numbers**

	Member Records	TPR Errors	%
ACTIVE	35757	1106	3.09%
DEFERRED	41823	5092	12.18%
DEPENDANTS	4514	29	0.64%
FROZEN	2729	770	28.22%
PENSIONERS	28771	79	0.27%
UNDECIDED	3724	665	17.86%
	117318	7741	6.60%

## Annex 3 – Outstanding Queries by Type

	TPR Errors	%
Age 75 exceeded LGPS eligibility issue	13	0.16%
CARE pay for 2014-2015 required	146	1.78%
CARE pay for 2015-2016 required	163	1.99%
CARE pay for 2016-2017 required	338	4.12%
Casual hours data required	119	1.45%
Correct address required	6143	74.94%
Correct FTE Pensionable Salary 16-17 req	96	1.17%
Correct gender required	1	0.01%
Correct hours format required	6	0.07%
Correct NINO required	81	0.99%
Correct scheme name required	1	0.01%
Correct title required ie Miss or Mr	3	0.04%
Historic refund case	481	5.87%
Leaver form required	570	6.95%
Missing data on leaver form - escalation	21	0.26%
Pay Ref required	15	0.18%
(blank)		0.00%
Grand total	8197	100.00%