

Annex 1 – TPR Errors by Member Numbers

	Sept 2017				Dec 2017				Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	35757	1106	3.09%	96.91%	36359	822	2.26%	97.74%	▼
DEFERRED	41823	5092	12.18%	87.82%	42031	4689	11.16%	88.84%	▼
DEPENDANTS	4514	29	0.64%	99.36%	4563	73	1.60%	98.40%	▲
FROZEN	2729	770	28.22%	71.78%	2998	972	32.42%	67.58%	▲
PENSIONERS	28771	79	0.27%	99.73%	29234	78	0.27%	99.73%	◀
UNDECIDED	3724	665	17.86%	82.14%	4675	606	12.96%	87.04%	▼
TOTALS	117318	7741	6.60%	93.40%	119860	7241	6.04%	93.96%	▼

Annex 2 – Outstanding Queries by Type

	Sept 2017		Dec 2017		Trend
	TPR Errors	%	TPR Errors	%	
Age 75 exceeded LGPS eligibility issue	13	0.16%	8	0.10%	▼
CARE pay for 2014-2015 required	146	1.78%	77	0.99%	▼
CARE pay for 2015-2016 required	163	1.99%	88	1.13%	▼
CARE pay for 2016-2017 required	338	4.12%	179	2.31%	▼
Casual hours data required	119	1.45%	97	1.25%	▼
Correct FTE Pensionable Salary 16-17 req	96	1.17%	39	0.50%	▼
Correct hours format required	6	0.07%	3	0.04%	▼
Correct scheme name required	1	0.01%	0	0.00%	▼
Historic refund case	481	5.87%	669	8.62%	▲
Leaver form required	570	6.95%	494	6.37%	▼
Missing data on leaver form - escalation	21	0.26%	13	0.17%	▼
Correct Forenames required	0	0.00%	1	0.01%	▲
Correct date of birth required	0	0.00%	1	0.01%	▲
Correct NINO required	81	0.99%	68	0.88%	▼
Correct address required	6143	74.94%	5977	77.03%	▼
Correct gender required	1	0.01%	8	0.10%	▲
Correct title required ie Miss or Mr	3	0.04%	14	0.18%	▲
Pay Ref required	15	0.18%	20	0.26%	▲
Date joined fund	0	0.00%	3	0.04	▲
Grand total	8197	100.00%	7759	100.00%	▼

Common Data

Scheme Specific Data

Annex 3 – Outstanding TPR by status

	TPR Errors Sept 2017	%	TPR Errors Dec 2017	
1 ACTIVE	1306	100.00%	926	100.00%
Age 75 exceeded LGPS eligibility issue	4	0.31%	3	0.32%
CARE pay for 2014-2015 required	127	9.72%	70	7.56%
CARE pay for 2015-2016 required	151	11.56%	81	8.75%
Casual hours data required	95	7.27%	84	9.0%
Correct address required	497	38.06%	428	46.22%
Correct gender required	1	0.08%	8	0.86%
Correct NINO required	11	0.84%	4	0.43%
Correct title required ie Miss or Mr	1	0.08%	12	1.30%
Leaver form required	15	1.15%	5	0.54%
Pay Ref required	8	0.61%	11	1.19%
Correct hours format required	5	0.38%	3	0.32%
CARE pay for 2016-2017 required	304	23.28%	174	18.79%
Correct FTE Pensionable Salary 16-17	87	6.66%	38	4.10%
Correct date of birth required	0	0.00%	1	0.11%
Correct Forenames required	0	0.00%	1	0.11%
Date joined fund required	0	0.00%	3	0.32%
2 UNDECIDED	736	100.00%	645	100.00%
Age 75 exceeded LGPS eligibility issue	3	0.41%	2	0.31%
CARE pay for 2014-2015 required	17	2.31%	6	0.93%
CARE pay for 2015-2016 required	10	1.36%	6	0.93%
Casual hours data required	20	2.72%	11	1.71%
Correct address required	92	12.50%	107	16.59%
Correct NINO required	2	0.27%	1	0.16%
Leaver form required	539	73.23%	487	75.50%
Pay Ref required	3	0.41%	8	1.24%
Correct scheme name required	1	0.14%	0	0.00%
Missing data on leaver form - escalation	19	2.58%	12	1.86%
CARE pay for 2016-2017 required	22	2.99%	4	0.62%
Correct FTE Pensionable Salary 16-17	8	1.09%	1	0.16%
4 DEFERRED	5128	100.00%	4719	100.00%
Age 75 exceeded LGPS eligibility issue	3	0.06%	2	0.06%
Correct address required	5065	98.77%	4669	98.92%
Correct NINO required	50	0.98%	48	1.02%
Leaver form required	6	0.12%	0	0%
Missing data on leaver form - escalation	1	0.02%	0	0%
Historic refund case	1	0.02%	0	0%
CARE pay for 2016-2017 required	1	0.02%	0	0%
Correct FTE Pensionable Salary 16-17 req	1	0.02%	0	0%
5 PENSIONERS	80	100.00%	78	100.00%
Correct address required	79	98.75%	77	98.71%
Correct NINO required	1	1.25%	1	1.28%

6 DEPENDANTS	29	100.00%	27	100.00
Correct address required	27	93.10%	25	92.60%
Correct title required ie Miss or Mr	2	6.90%	2	7.40%
9 FROZEN	888	100.00%	1364	100.00%
Age 75 exceeded LGPS eligibility issue	3	0.34%	1	0.07%
CARE pay for 2014-2015 required	1	0.11%	1	0.07%
CARE pay for 2015-2016 required	1	0.11%	1	0.07%
Casual hours data required	4	0.45%	2	0.15%
Correct address required	378	42.57%	670	49.13%
Correct NINO required	17	1.91%	17	1.25%
Leaver form required	2	0.23%	1	0.07%
Missing data on leaver form - escalation	1	0.11%	1	0.07%
Correct hours format required	1	0.11%	0	0.00%
Historic refund case	479	53.94%	669	49.05%
CARE pay for 2016-2017 required	1	0.11%	1	0.07%
Grand Total	8197		7759	

