## Annex 1 – TPR Errors by Member Numbers

| | June 2019 | | | | September 2019 | | | | Trend |
|---|---|---|---|---|---|---|---|---|---|
| | Member Records | TPR Errors | % Errors | Data Score | Member Records | TPR Errors | % Errors | Data Score | |
| ACTIVE | 36934 | 228 | 0.62 | 99.38 | 36732 | 714 | 1.94 | 98.06 | ▼ |
| UNDECIDED | 2933 | 385 | 13.13 | 86.87 | 3180 | 358 | 11.26 | 88.74 | ▲ |
| DEFERRED | 42331 | 4265 | 10.08 | 89.92 | 42414 | 4443 | 10.48 | 89.52 | ▼ |
| PENSIONERS | 31082 | 157 | 0.51 | 99.49 | 31486 | 153 | 0.49 | 99.51 | ▲ |
| DEPENDANTS | 4766 | 97 | 2.04 | 97.96 | 4819 | 88 | 1.83 | 98.17 | ▲ |
| FROZEN | 3958 | 1123 | 28.37 | 71.63 | 4092 | 1169 | 28.57 | 71.43 | ▼ |
| **TOTALS** | 122004 | 6255 | 5.13% | 94.87% | 122723 | 6925 | 5.64% | 94.36% | ▼ |

## Annex 2 – Outstanding Queries by Type

| | June 2019 | | September 2019 | | Trend |
|---|---|---|---|---|---|
| | TPR Errors | % | TPR Errors | % | |
| Age 75 exceeded LGPS eligibility issue | 53 | 0.78% | 57 | 0.7% | ▲ |
| CARE pay for 2014-2015 required | 4 | 0.06% | 38 | 0.5% | ▲ |
| CARE pay for 2015-2016 required | 10 | 0.15% | 49 | 0.64% | ▲ |
| CARE pay for 2016-2017 required | 24 | 0.36% | 112 | 1.4% | ▲ |
| CARE pay for 2017-2018 required | 47 | 0.70% | 185 | 2.42% | ▲ |
| CARE pay for 2018-2019 required | 4 | 0.06% | 383 | 4.95% | ▲ |
| Casual hours data required | 9 | 0.13% | 21 | 0.27% | ▲ |
| Historic refund case | 699 | 10.35% | 578 | 7.5% | ▼ |
| Leaver form required | 289 | 4.28% | 263 | 3.40% | ▼ |
| Missing data on leaver form - escalation | 2 | 0.03% | 0 | 0.00% | ▼ |
| Correct hours format required | 2 | 0.03% | 0 | 0.00% | ▼ |
| Correct Forenames required | 12 | 0.18% | 11 | 0.14% | ▼ |
| Correct gender required | 4 | 0.06% | 4 | 0.05% | ▼ |
| Correct NINO required | 158 | 2.34% | 156 | 2.04% | ▼ |
| Correct address required | 5414 | 80.17% | 5756 | 75.3% | ▲ |
| Correct title required ie Miss or Mr | 6 | 0.09% | 6 | 0.07% | ▼ |
| Pay Ref required | 3 | 0.04% | 8 | 0.1% | ▲ |
| Date joined fund | 0 | 0.00% | 1 | 0.01% | ▲ |
| Data required from a previous employer | 13 | 0.19% | 12 | 0.15% | ▼ |
| **Grand total** | **6753** | **100.00%** | **7640** | **100.00%** | ▲ |

| Common Data |
|---|
| Scheme Specific Data |

**Annex 3 – Outstanding TPR by status**

| | TPR Errors June 2019 | % | TPR Errors Sept 2019 | % |
|---|---|---|---|---|
| **1 ACTIVE** | **236** | **100.00%** | **936** | **100%** |
| CARE pay for 2014-2015 required | 3 | 1.27% | 37 | 3.95% |
| CARE pay for 2015-2016 required | 6 | 2.54% | 48 | 5.13% |
| CARE pay for 2016-2017 required | 16 | 6.78% | 104 | 11.11% |
| CARE pay for 2017-2018 required | 38 | 16.1% | 173 | 18.48% |
| CARE pay for 2018-2019 required | 2 | 0.85% | 371 | 39.64% |
| Casual hours data required | 5 | 2.12% | 13 | 1.39% |
| Correct Forenames required | 2 | 0.85% | 1 | 0.11% |
| Correct gender required | 3 | 1.27% | 3 | 0.32% |
| Correct hours format required | 2 | 0.85% | 0 | 0% |
| Correct address required | 144 | 61.02% | 159 | 16.99% |
| Correct NINO required | 3 | 1.27% | 7 | 0.75% |
| Pay Ref required | 1 | 0.42% | 7 | 0.75% |
| Leaver form required | 5 | 2.12% | 8 | 0.85% |
| Data Required from a previous employer | 6 | 2.54% | 5 | 0.53% |
| **2 UNDECIDED** | **397** | **100.00%** | **371** | **100.00%** |
| Age 75 exceeded LGPS eligibility issue | 3 | 0.76% | 5 | 1.34% |
| CARE pay for 2014-2015 required | 1 | 0.25% | 1 | 0.27% |
| CARE pay for 2015-2016 required | 4 | 1.01% | 1 | 0.27% |
| CARE pay for 2016-2017 required | 8 | 2.02% | 8 | 2.15% |
| CARE pay for 2017-2018 required | 8 | 2.02% | 10 | 2.69% |
| CARE pay for 2018-2019 required | 2 | 0.5% | 12 | 3.23% |
| Casual hours data required | 3 | 0.76% | 6 | 1.61% |
| Correct NINO required | 1 | 0.25% | 0 | 0% |
| Correct address required | 68 | 17.13% | 72 | 19.62% |
| Leaver form required | 284 | 71.54% | 247 | 66.40% |
| Pay Ref required | 2 | 0.05% | 1 | 0.27% |
| Missing data on leaver form - escalation | 2 | 0.5% | 0 | 0% |
| Correct gender required | 1 | 0.25% | 0 | 0% |
| Data Required from a previous employer | 7 | 1.76% | 7 | 1.88% |
| Historic refund case | 3 | 0.76% | 1 | 0.27% |
| Date joined fund required | 0 | 0% | 0 | 0% |
| **4 DEFERRED** | **4297** | **100.00%** | **4477** | **100.00%** |
| Age 75 exceeded LGPS eligibility issue | 7 | 0.16% | 7 | 0.16% |
| CARE pay for 2017-2018 required | 1 | 0.02% | 2 | 0.04% |
| Casual hours data required | 1 | 0.02% | 2 | 0.04% |
| Correct address required | 4240 | 98.67% | 4418 | 98.68% |
| Correct NINO required | 48 | 1.12% | 47 | 1.05% |
| Leaver Form Required | 0 | 0% | 1 | 0.02% |

| | | | | |
|---|---|---|---|---|
| **5 PENSIONERS** | **157** | **100.00%** | **154** | **100.00%** |
| Correct address required | 156 | 99.36% | 153 | 99.35% |
| Correct NINO required | 1 | 0.64% | 1 | 0.65% |
| **6 DEPENDANTS** | **99** | **100.00%** | **91** | **100.00%** |
| Correct address required | 39 | 39.39% | 37 | 40.66% |
| Correct title required ie Miss or Mr | 5 | 5.05% | 5 | 5.49% |
| Correct NINO required | 55 | 55.56% | 49 | 53.85% |
| **9 FROZEN** | **1567** | **100.00%** | **1611** | **100.00%** |
| Age 75 exceeded LGPS eligibility issue | 43 | 2.74% | 45 | 2.79% |
| Correct Forenames required | 10 | 0.64% | 10 | 0.62% |
| Correct title required ie Miss or Mr | 1 | 0.06% | 1 | 0.06% |
| Correct address required | 767 | 48.95% | 825 | 51.21% |
| Correct NINO required | 50 | 3.19% | 51 | 3.17% |
| Historic refund case | 696 | 44.42% | 677 | 42.02 |
| Date joined fund required | 0 | 0% | 1 | 0.06% |
| Leaver form required | 0 | 0% | 1 | 0.06% |
| **Grand Total** | **6753** | **100.00%** | **7640** | **100.00%** |