

Annex 1 – TPR Errors by Member Numbers

	December 2020				March 2021				Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	38249	317	0.83%	99.17	39146	245	0.63%	99.37	▲
UNDECIDED	5318	295	5.55%	94.45	5433	270	4.97%	95.03	▲
DEFERRED	42387	3784	8.93%	91.07	42768	3608	8.44%	91.56	▲
PENSIONERS	32813	275	0.84%	99.16	33014	270	0.82%	99.18	▲
DEPENDANTS	4950	119	2.40%	97.60	5019	123	2.45%	97.55	▼
FROZEN	3783	1105	29.21%	70.79	4055	1132	27.92%	72.08	▼
TOTALS	127500	5895	4.62%	95.38	129435	5648	4.36%	95.64	▲

Annex 2 – Outstanding Queries by Type (there may be multiple queries per member)

	December 2020		March 2021		Trend
	TPR Errors	%	TPR Errors	%	
Age 75 exceeded LGPS eligibility issue	64	0.99%	66	1.07%	▼
CARE pay for 2014-2015 required	17	0.27%	16	0.26%	▲
CARE pay for 2015-2016 required	18	0.28%	14	0.23%	▲
CARE pay for 2016-2017 required	26	0.40%	23	0.37%	▲
CARE pay for 2017-2018 required	46	0.72%	47	0.76%	▼
CARE pay for 2018-2019 required	60	0.93%	43	0.70%	▲
CARE pay for 2019-2020 required	83	1.29%	50	0.81%	▲
Casual hours data required	7	0.11%	16	0.26%	▼
Historic refund case	537	8.35%	532	8.64%	▲
Leaver form required	182	2.83%	154	2.50%	▲
Correct Forenames required	11	0.17%	11	0.18%	▼
Correct gender required	4	0.06%	6	0.10%	▼
Correct NINO required	167	2.60%	176	2.85%	▼
Correct address required	5179	80.51%	4965	80.6%	▲
Correct title required ie Miss or Mr	2	0.03%	6	0.10%	▼
Pay Ref required	3	0.04%	2	0.03%	▲
Date joined fund	1	0.01%	1	0.01%	▲▼
Data required from a previous employer	26	0.40%	33	0.53%	▼
Grand total	6433	100	6161	100	▲

Common Data

Scheme Specific Data

Annex 3 – Outstanding TPR by status

	TPR Errors December 2020	%	TPR Errors March 2021	%
1 ACTIVE	375	100	293	100
Age 75 exceeded LGPS eligibility issue	1	0.27%	2	0.68%
CARE pay for 2014-2015 required	14	3.73%	13	4.44%
CARE pay for 2015-2016 required	15	4.00%	12	4.1%
CARE pay for 2016-2017 required	17	4.53%	14	4.78%
CARE pay for 2017-2018 required	32	8.53%	30	10.2%
CARE pay for 2018-2019 required	44	11.73%	29	9.9%
CARE pay for 2019-2020 required	73	19.47%	36	12.3%
Casual hours data required	3	0.80%	11	3.75%
Correct address required	139	37.07%	103	35.2%
Correct NINO required	10	2.67%	11	3.75%
Correct gender required	2	0.53%	5	1.71%
Pay Ref required	2	0.53%	1	0.34%
Leaver form required	7	1.87%	5	1.71%
Correct Title required ie Miss or Mr	0	0.00%	4	1.37%
Data Required from a previous employer	16	4.27%	17	5.8%
2 UNDECIDED	337	100	305	100
Age 75 exceeded LGPS eligibility issue	0	0.00%	0	0.00%
CARE pay for 2014-2015 required	3	0.89%	3	0.98%
CARE pay for 2015-2016 required	3	0.89%	2	0.66%
CARE pay for 2016-2017 required	9	2.67%	9	2.95%
CARE pay for 2017-2018 required	13	3.86%	16	5.25%
CARE pay for 2018-2019 required	16	4.75%	14	4.59%
CARE pay for 2019-2020 required	10	2.97%	14	4.59%
Casual hours data required	1	0.30%	3	0.98%
Correct address required	93	27.60%	76	24.9%
Leaver form required	174	51.63%	148	48.5%
Pay Ref required	1	0.30%	1	0.33%
Correct NINO required	4	1.19%	3	0.98%
Date joined fund required	1	0.30%	1	0.33%
Data Required from a previous employer	9	2.67%	15	4.92%
4 DEFERRED	3824	100	3646	100
Age 75 exceeded LGPS eligibility issue	8	0.21%	9	0.25%
CARE pay for 2017-2018 required	0	0.00%	0	0.00%
Casual hours data required	3	0.08%	2	0.05%
Correct address required	3767	98.51%	3588	98.4%
Correct NINO required	46	1.20%	47	1.29%

5 PENSIONERS	277	100	271	100
Correct address required	273	98.56%	268	98.9%
Correct gender required	2	0.72%	1	0.37%
Correct NINO required	2	0.72%	2	0.74%
6 DEPENDANTS	122	100	125	100
Correct address required	63	51.64%	59	47.2%
Correct title required ie Miss or Mr	1	0.82%	1	0.8%
Correct Forenames required	2	1.64%	2	1.6%
Correct NINO required	56	45.90%	63	50.4%
9 FROZEN	1498	100	1521	100
Age 75 exceeded LGPS eligibility issue	55	3.67%	55	3.62%
CARE pay for 2017-2018 required	1	0.07%	1	0.07%
Correct Forenames required	9	0.60%	9	0.59%
Correct title required ie Miss or Mr	1	0.07%	1	0.07%
Correct address required	844	56.34%	871	57.3%
Correct NINO required	49	3.27%	50	3.29%
Historic refund case	537	35.85%	532	35%
Data Required from a previous employer	1	0.07%	1	0.07%
Leaver form required	1	0.07%	1	0.07%
Grand Total	6433	100%	6161	100%