

TPR Improvement Plan Data

As at 31st December 2021

Annex 1 – TPR Errors by Member Numbers

	Sep-21				Dec-21				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	37980	364	0.96%	99.04	39216	336	0.86%	99.14	- 28
UNDECIDED	5823	382	6.56%	93.44	5681	457	8.04%	91.96	+ 75
DEFERRED	42740	4041	9.45%	90.55	42784	3772	8.82%	91.18	- 269
PENSIONERS	33838	268	0.79%	99.21	34300	285	0.83%	99.17	+ 17
DEPENDANTS	5126	138	2.69%	97.31	5201	147	2.83%	97.17	+ 9
FROZEN	4345	1533	35.28%	64.72	4396	1474	33.53%	66.47	- 59
TOTALS	129852	6726	5.18%	94.82	131578	6471	4.92%	95.08	- 255

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

	Sep-21		Dec-21		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	69	1.01%	71	1.08%	+ 2
Care Pay For 2014-2015 Required	7	0.10%	7	0.11%	0
Care Pay For 2015-2016 Required	8	0.12%	6	0.09%	- 2
Care Pay For 2016-2017 Required	15	0.22%	8	0.12%	- 7
Care Pay For 2017-2018 Required	36	0.53%	28	0.43%	- 8
Care Pay For 2018-2019 Required	28	0.41%	14	0.21%	- 14
Care Pay For 2019-2020 Required	14	0.21%	10	0.15%	- 4
Care Pay For 2020-2021 Required	23	0.34%	25	0.38%	+ 2
Missing data on leaver form - Escalation	0	0.00%	0	0.00%	0
Casual Hours Data Required	2	0.03%	0	0.00%	- 2
Correct Address Required	5599	82.35%	5353	81.70%	- 246
Correct Forenames Required	9	0.13%	9	0.14%	0
Correct Gender Required	7	0.10%	0	0.00%	- 7
Correct Hours Format Required	2	0.03%	1	0.02%	- 1
Correct Nino Required	206	3.03%	213	3.25%	+ 7
Correct Title Required ie Miss Or Mr	5	0.07%	4	0.06%	- 1
Data Required From A Previous Employer	23	0.34%	24	0.37%	+ 1
Date Joined Fund Required	1	0.01%	1	0.02%	0
Historic Refund Case	521	7.66%	496	7.57%	- 25
Leaver Form Required	223	3.28%	280	4.27%	+ 57
Pay Ref Required	1	0.01%	2	0.03%	+ 1
Grand total	6799	100%	6552	100%	

TPR Error Numbers By Status

