

## Annex 1 – TPR Errors by Member Numbers

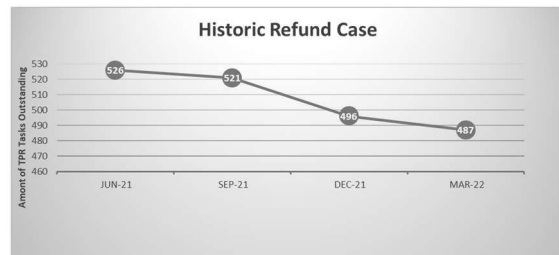
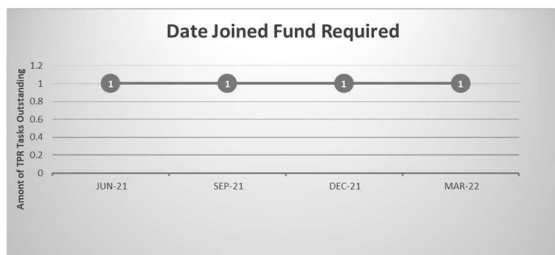
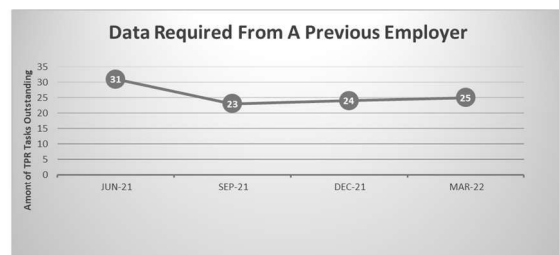
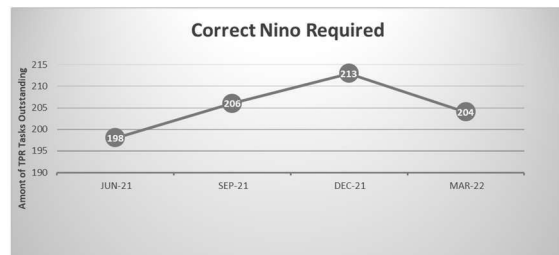
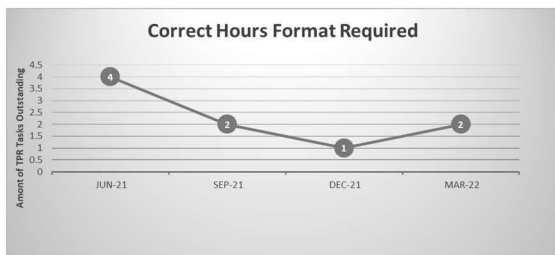
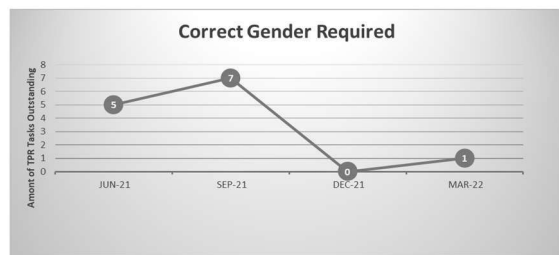
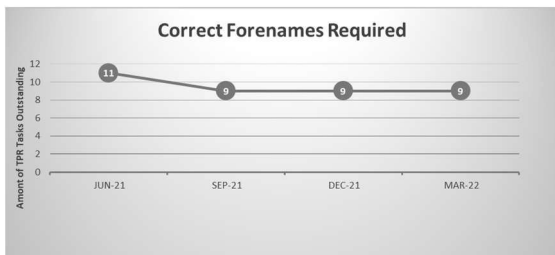
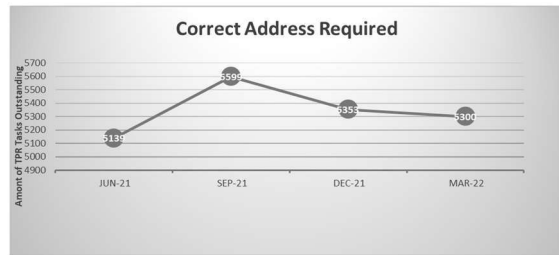
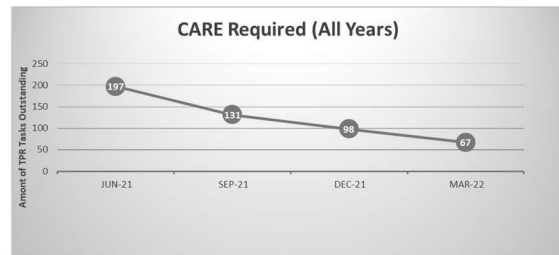
	Dec-21				Mar-22				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	39216	336	0.86%	99.14	39537	215	0.54%	99.46	- 121
UNDECIDED	5681	457	8.04%	91.96	5271	390	7.40%	92.60	- 67
DEFERRED	42784	3772	8.82%	91.18	43152	3730	8.64%	91.36	- 42
PENSIONERS	34300	285	0.83%	99.17	34691	289	0.83%	99.17	+ 4
DEPENDANTS	5201	147	2.83%	97.17	5235	151	2.88%	97.12	+ 4
FROZEN	4396	1474	33.53%	66.47	4704	1599	33.99%	66.01	+ 125
<b>TOTALS</b>	<b>131578</b>	<b>6471</b>	<b>4.92%</b>	<b>95.08</b>	<b>132590</b>	<b>6374</b>	<b>4.81%</b>	<b>95.19</b>	<b>- 97</b>

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

	Dec-21		Mar-22		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	71	1.08%	72	1.12%	+ 1
Care Pay For 2014-2015 Required	7	0.11%	5	0.08%	- 2
Care Pay For 2015-2016 Required	6	0.09%	4	0.06%	- 2
Care Pay For 2016-2017 Required	8	0.12%	6	0.09%	- 2
Care Pay For 2017-2018 Required	28	0.43%	24	0.37%	- 4
Care Pay For 2018-2019 Required	14	0.21%	9	0.14%	- 5
Care Pay For 2019-2020 Required	10	0.15%	7	0.11%	- 3
Care Pay For 2020-2021 Required	25	0.38%	12	0.19%	- 13
Missing data on leaver form - Escalation	0	0.00%	0	0.00%	0
Casual Hours Data Required	0	0.00%	0	0.00%	0
Correct Address Required	5353	81.70%	5300	82.08%	- 53
Correct Forenames Required	9	0.14%	9	0.14%	0
Correct Gender Required	0	0.00%	1	0.02%	+ 1
Correct Hours Format Required	1	0.02%	2	0.03%	+ 1
Correct Nino Required	213	3.25%	204	3.16%	- 9
Correct Title Required ie Miss Or Mr	4	0.06%	8	0.12%	+ 4
Data Required From A Previous Employer	24	0.37%	25	0.39%	+ 1
Date Joined Fund Required	1	0.02%	1	0.02%	0
Historic Refund Case	496	7.57%	487	7.54%	- 9
Leaver Form Required	280	4.27%	278	4.31%	- 2
Pay Ref Required	2	0.03%	3	0.05%	+ 1
<b>Grand total</b>	<b>6552</b>	<b>100%</b>	<b>6457</b>	<b>100%</b>	

\*Trend is influenced by number of errors

## TPR Error Numbers by Error Type



**TPR Error Numbers by Status**

