

Appendix 2

TPR Improvement Plan Data

As of 30th June 2022

Annex 1 – TPR Errors by Member Numbers

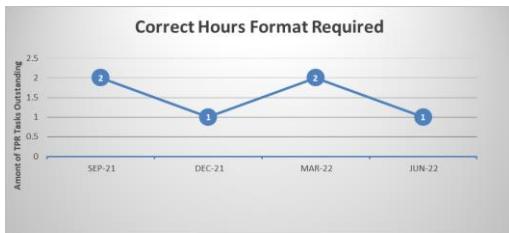
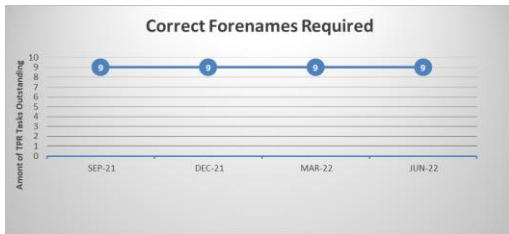
| | Mar-22 | | | | Jun-22 | | | | *Trend |
|---------------|----------------|-------------|--------------|--------------|----------------|-------------|--------------|--------------|------------|
| | Member Records | TPR Errors | % Errors | Data Score | Member Records | TPR Errors | % Errors | Data Score | |
| ACTIVE | 39537 | 215 | 0.54% | 99.46 | 39516 | 171 | 0.43% | 99.57 | -44 |
| UNDECIDED | 5271 | 390 | 7.40% | 92.60 | 5783 | 422 | 7.30% | 92.70 | +32 |
| DEFERRED | 43152 | 3730 | 8.64% | 91.36 | 43475 | 3707 | 8.53% | 91.47 | -23 |
| PENSIONERS | 34691 | 289 | 0.83% | 99.17 | 35097 | 298 | 0.85% | 99.15 | +9 |
| DEPENDANTS | 5235 | 151 | 2.88% | 97.12 | 5303 | 159 | 3.00% | 97.00 | +8 |
| FROZEN | 4704 | 1599 | 33.99% | 66.01 | 5066 | 1668 | 32.93% | 67.07 | +69 |
| TOTALS | 132590 | 6374 | 4.81% | 95.19 | 134240 | 6425 | 4.79% | 95.21 | +51 |

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

| | Mar-22 | | Jun-22 | | *Trend |
|--|-------------|-------------|-------------|-------------|--------|
| | TPR Errors | % | TPR Errors | % | |
| Age 75 Exceeded Lgps Eligibility Issue | 72 | 1.12% | 80 | 1.23% | +8 |
| Care Pay For 2014-2015 Required | 5 | 0.08% | 4 | 0.06% | -1 |
| Care Pay For 2015-2016 Required | 4 | 0.06% | 2 | 0.03% | -2 |
| Care Pay For 2016-2017 Required | 6 | 0.09% | 4 | 0.06% | -2 |
| Care Pay For 2017-2018 Required | 24 | 0.37% | 24 | 0.37% | 0 |
| Care Pay For 2018-2019 Required | 9 | 0.14% | 9 | 0.14% | 0 |
| Care Pay For 2019-2020 Required | 7 | 0.11% | 8 | 0.12% | +1 |
| Care Pay For 2020-2021 Required | 12 | 0.19% | 16 | 0.25% | +4 |
| CARE pay for 2021-2022 required | 0 | 0.00% | 13 | 0.20% | +13 |
| Missing data on leaver form - Escalation | 0 | 0.00% | 0 | 0.00% | +0 |
| Casual Hours Data Required | 0 | 0.00% | 1 | 0.02% | +1 |
| Correct Address Required | 5300 | 82.08% | 5305 | 81.43% | +5 |
| Correct Forenames Required | 9 | 0.14% | 9 | 0.14% | 0 |
| Correct Gender Required | 1 | 0.02% | 0 | 0.00% | -1 |
| Correct Hours Format Required | 2 | 0.03% | 1 | 0.02% | -1 |
| Correct Nino Required | 204 | 3.16% | 212 | 3.25% | +8 |
| Correct Title Required le Miss Or Mr | 8 | 0.12% | 5 | 0.08% | -3 |
| Data Required From A Previous Employer | 25 | 0.39% | 36 | 0.55% | +11 |
| Date Joined Fund Required | 1 | 0.02% | 1 | 0.02% | 0 |
| Historic Refund Case | 487 | 7.54% | 485 | 7.44% | -2 |
| Leaver Form Required | 278 | 4.31% | 298 | 4.57% | +20 |
| Pay Ref Required | 3 | 0.05% | 2 | 0.03% | -1 |
| Grand total | 6457 | 100% | 6515 | 100% | |

*Trend is influenced by number of errors

TPR Error Numbers by Error Type



TPR Error Numbers by Status

