TPR Improvement Plan Data As of 31st March 2023

Annex 1 – TPR Errors by Member Numbers

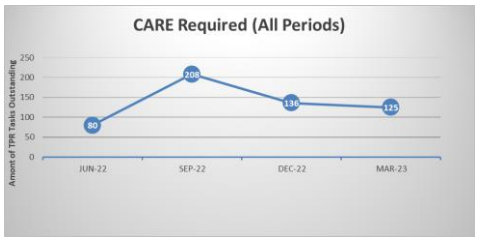
	Dec-22				Mar-23				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	39789	286	0.72%	99.28	40235	193	0.48%	99.52	-93
UNDECIDED	6621	236	3.56%	96.44	6064	226	3.73%	96.27	-10
DEFERRED	43825	3822	8.72%	91.28	44310	3718	8.39%	91.61	-104
PENSIONERS	35986	301	0.84%	99.16	36454	308	0.84%	99.16	+7
DEPENDANTS	5479	110	2.01%	97.99	5563	105	1.89%	98.11	-5
FROZEN	5631	1740	30.90%	69.10	6011	1765	29.36%	70.64	+25
TOTALS	**137331**	**6495**	**4.73%**	**95.27**	**138637**	**6315**	**4.56%**	**95.44**	-180

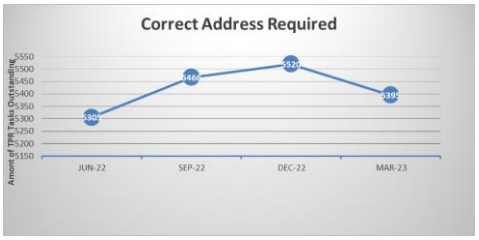
Annex 2 – Outstanding Queries by Type (there may be multiple queries per member)

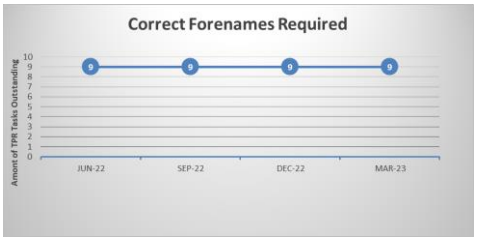
	Dec-22		Mar-23		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	77	1.17%	70	1.10%	-7
Care Pay For 2014-2015 Required	7	0.11%	3	0.05%	-4
Care Pay For 2015-2016 Required	10	0.15%	4	0.06%	-6
Care Pay For 2016-2017 Required	9	0.14%	3	0.05%	-6
Care Pay For 2017-2018 Required	7	0.11%	7	0.11%	0
Care Pay For 2018-2019 Required	14	0.21%	16	0.25%	+2
Care Pay For 2019-2020 Required	8	0.12%	13	0.20%	+5
Care Pay For 2020-2021 Required	19	0.29%	14	0.22%	-5
CARE pay for 2021-2022 required	62	0.94%	53	0.83%	-9
CARE pay for 2022-2023 required	0	0.00%	12	0.19%	+12
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	5520	83.97%	5395	84.47%	-125
Correct Forenames Required	9	0.14%	9	0.14%	0
Correct Gender Required	0	0.00%	0	0.00%	0
Correct Hours Format Required	2	0.03%	0	0.00%	-2
Correct Nino Required	157	2.39%	156	2.44%	-1
Correct Title Required Ie Miss Or Mr	2	0.03%	1	0.02%	-1
Data Required From A Previous Employer	22	0.33%	9	0.14%	-13
Date Joined Fund Required	4	0.06%	1	0.02%	-3
Historic Refund Case	478	7.27%	478	7.48%	0
Leaver Form Required	165	2.51%	138	2.16%	-27
Pay Ref Required	0	0.00%	5	0.08%	+5
Correct Surname Required	0	0.00%	0	0.00%	0
Correct FTE Pensionable Salary 16-17 req	2	0.03%	0	0.00%	-2
Grand total	**6574**	**100%**	**6387**	**100%**	

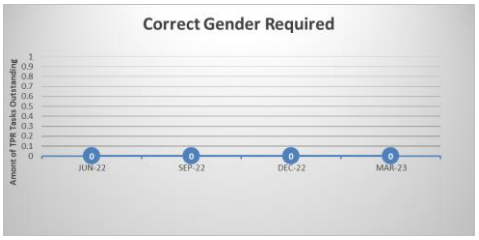
***Trend is influenced by number of errors**

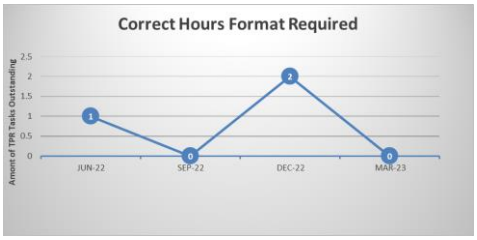
TPR Error Numbers by Error Type

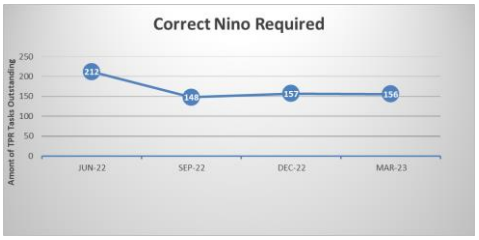


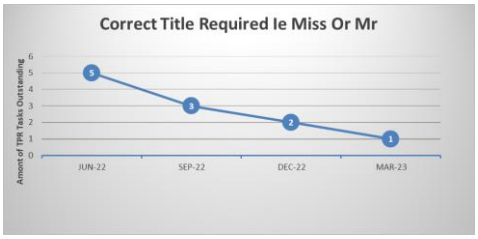


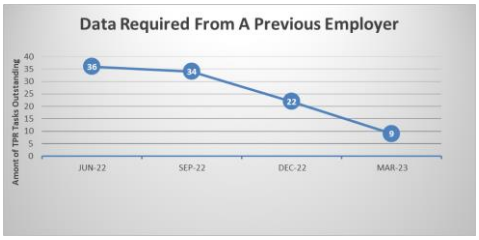


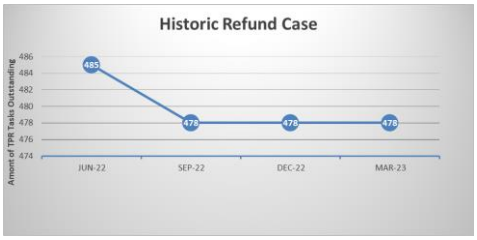
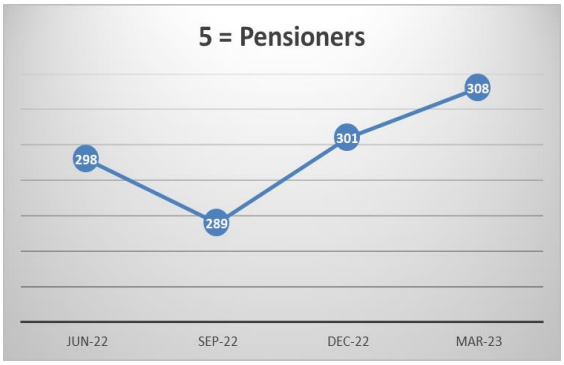
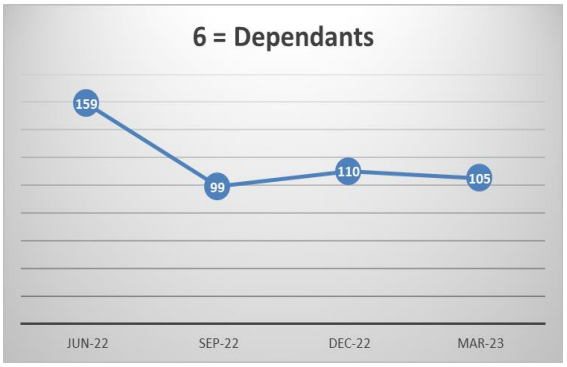
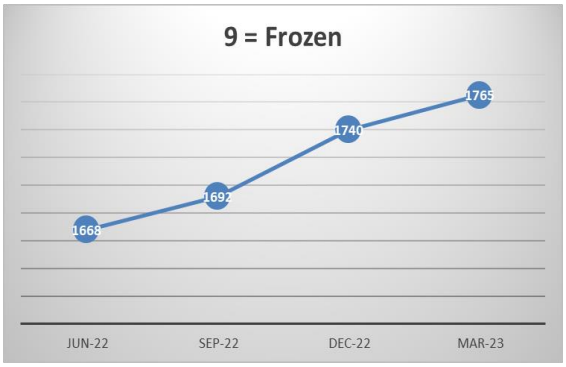












TPR Error Numbers by Status