TPR Improvement Plan Data As of 30th September 2023

Annex 1 – TPR Errors by Member Numbers

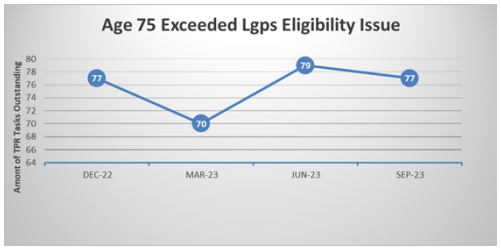
	Jun-23				Sep-23				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	40979	294	0.72%	99.28	40608	314	0.77%	99.23	+20
UNDECIDED	6294	272	4.32%	95.68	7115	260	3.65%	96.35	-12
DEFERRED	44512	3696	8.30%	91.70	45134	4024	8.92%	91.08	+328
PENSIONERS	36729	485	1.32%	98.68	36561	481	1.32%	98.68	-4
DEPENDANTS	5624	158	2.81%	97.19	5413	150	2.77%	97.23	-8
FROZEN	5930	1766	29.78%	70.22	6628	1766	26.64%	73.36	+0
TOTALS	**140068**	**6671**	**4.76%**	**95.24**	**141459**	**6995**	**4.94%**	**95.06**	**+324**

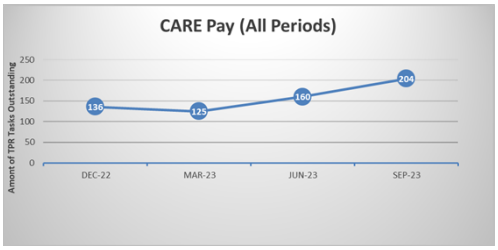
Annex 2 – Outstanding Queries by Type (there may be multiple queries per member)

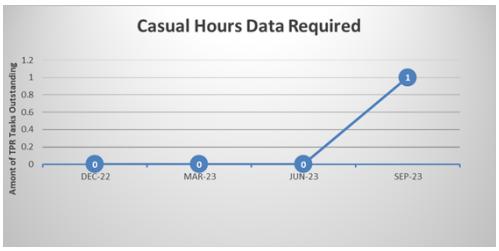
	Jun-23		Sep-23		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	79	1.18%	77	1.10%	-2
Care Pay For 2014-2015 Required	3	0.04%	1	0.01%	-2
Care Pay For 2015-2016 Required	4	0.06%	3	0.04%	-1
Care Pay For 2016-2017 Required	5	0.07%	5	0.07%	0
Care Pay For 2017-2018 Required	9	0.13%	9	0.13%	0
Care Pay For 2018-2019 Required	13	0.19%	11	0.16%	-2
Care Pay For 2019-2020 Required	20	0.30%	18	0.26%	-2
Care Pay For 2020-2021 Required	21	0.31%	17	0.24%	-4
CARE pay for 2021-2022 required	54	0.81%	48	0.69%	-6
CARE pay for 2022-2023 required	31	0.46%	92	1.32%	+61
Missing data on leaver form - Escalation	0	0.00%	0	0.00%	0
Casual Hours Data Required	0	0.00%	1	0.01%	+1
Correct Address Required	5599	83.93%	5944	84.97%	+345
Correct Forenames Required	10	0.15%	8	0.11%	-2
Correct Gender Required	0	0.00%	0	0.00%	0
Correct Hours Format Required	0	0.00%	0	0.00%	0
Correct Nino Required	168	2.52%	162	2.32%	-6
Correct Title Required Ie Miss Or Mr	1	0.01%	1	0.01%	0
Data Required From A Previous Employer	3	0.04%	1	0.01%	-2
Date Joined Fund Required	2	0.03%	3	0.04%	+1
Historic Refund Case	476	7.14%	476	6.80%	0
Leaver Form Required	171	2.56%	117	1.67%	-54
Pay Ref Required	2	0.03%	0	0.00%	-2
Correct Surname Required	0	0.00%	1	0.01%	+1
Correct Date Of Birth Required	0	0.00%	0	0.00%	0
Grand total	**6671**	**100%**	**6995**	**100%**	

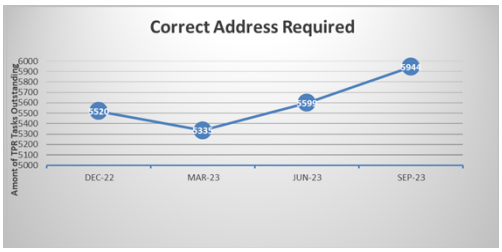
***Trend is influenced by number of errors**

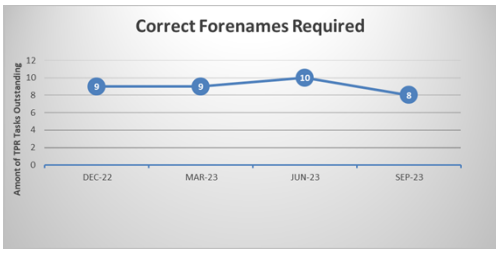
TPR Error Numbers by Error Type

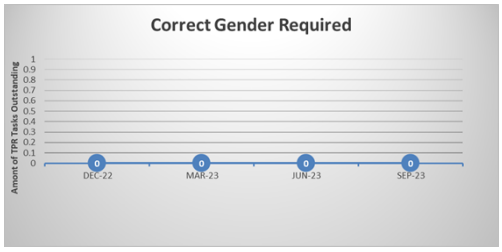


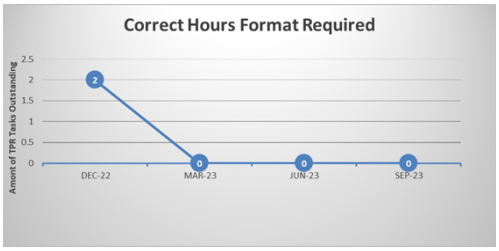


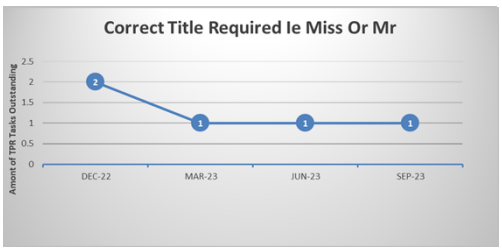


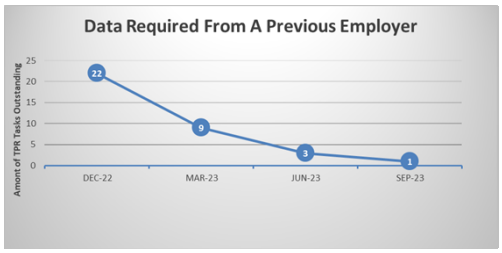


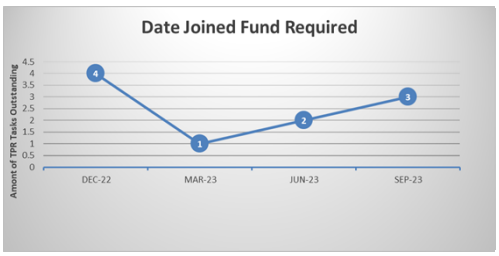


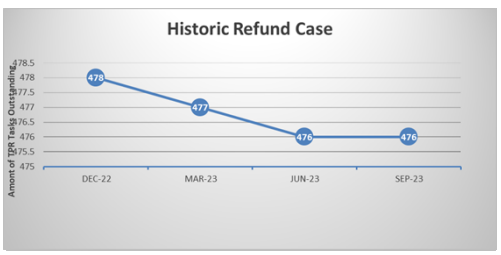


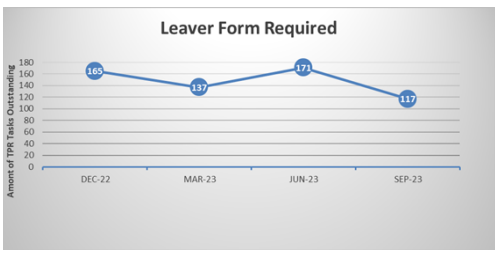
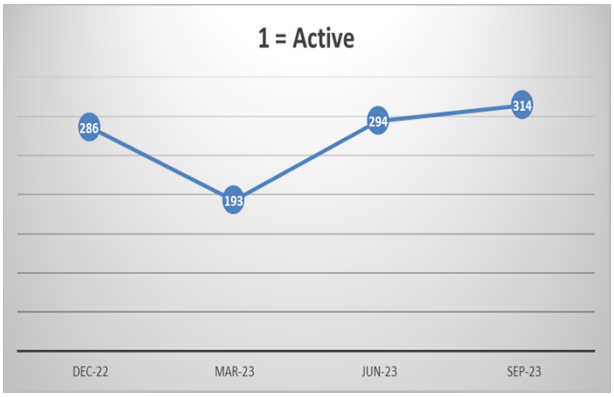
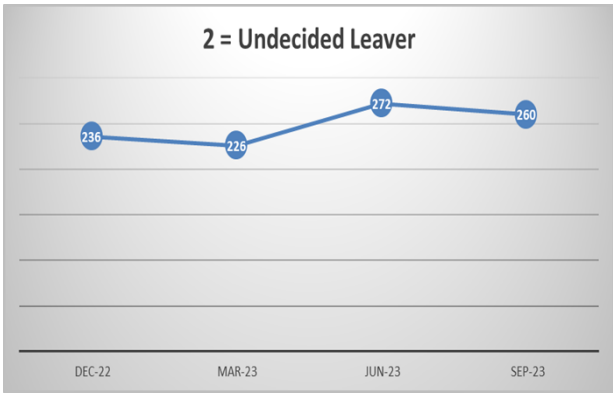
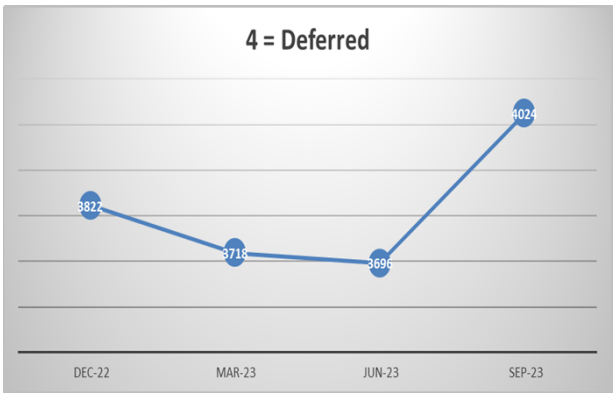
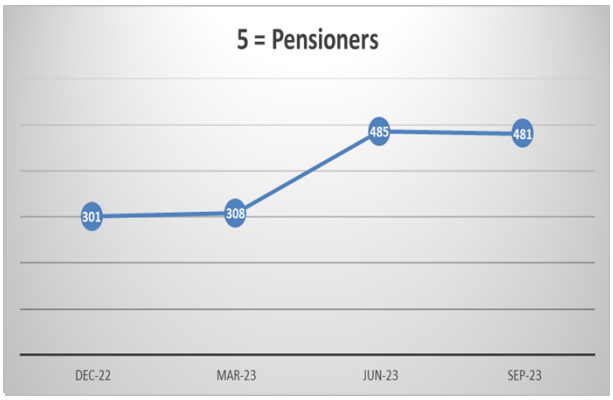
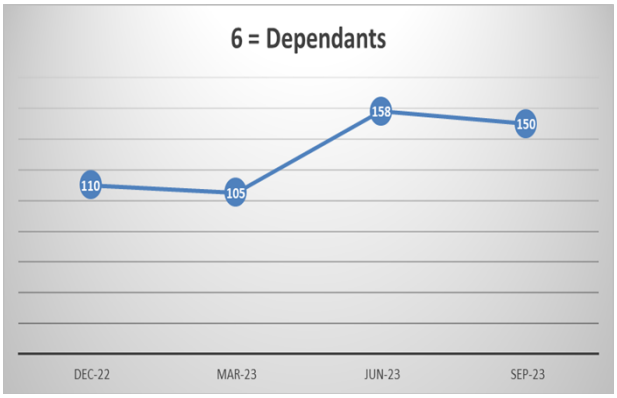
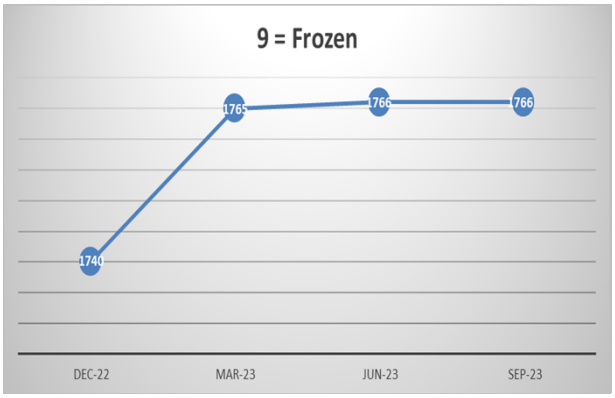












TPR Error Numbers by Status