

TPR Error Numbers by Error Type

Annex 1 – TPR Errors by Member Numbers

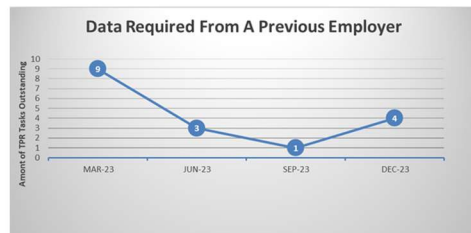
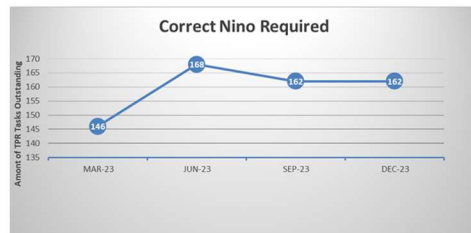
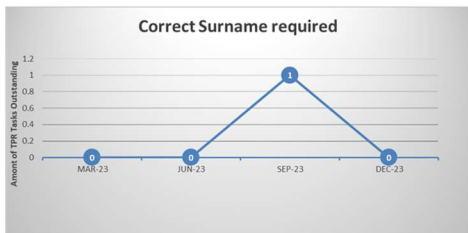
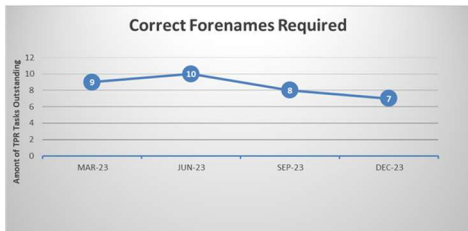
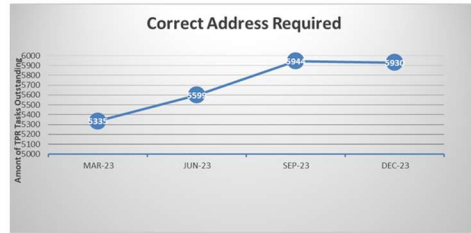
	Sep-23				Dec-23				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	40608	314	0.77%	99.23	40952	144	0.35%	99.65	-170
UNDECIDED	7115	260	3.65%	96.35	6995	144	2.06%	97.94	-116
DEFERRED	45134	4024	8.92%	91.08	45006	4052	9.00%	91.00	+28
PENSIONERS	36561	481	1.32%	98.68	36788	468	1.27%	98.73	-13
DEPENDANTS	5413	150	2.77%	97.23	5354	138	2.58%	97.42	-12
FROZEN	6628	1766	26.64%	73.36	7267	1870	25.73%	74.27	+104
TOTALS	141459	6995	4.94%	95.06	142362	6816	4.79%	95.92	-179

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

	Sep-23		Dec-23		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	77	1.10%	93	1.36%	+16
Care Pay For 2014-2015 Required	1	0.01%	1	0.01%	0
Care Pay For 2015-2016 Required	3	0.04%	3	0.04%	0
Care Pay For 2016-2017 Required	5	0.07%	2	0.03%	-3
Care Pay For 2017-2018 Required	9	0.13%	2	0.03%	-7
Care Pay For 2018-2019 Required	11	0.16%	3	0.04%	-8
Care Pay For 2019-2020 Required	18	0.26%	6	0.09%	-12
Care Pay For 2020-2021 Required	17	0.24%	10	0.15%	-7
CARE pay for 2021-2022 required	48	0.69%	20	0.29%	-28
CARE pay for 2022-2023 required	92	1.32%	19	0.28%	-73
CARE pay for 2023-2024 required	0	0.00%	0	0.00%	0
Casual Hours Data Required	1	0.01%	1	0.01%	0
Correct Address Required	5944	84.97%	5930	87.00%	-14
Correct Forenames Required	8	0.11%	7	0.10%	-1
Correct Gender Required	0	0.00%	0	0.00%	0
Correct Hours Format Required	0	0.00%	0	0.00%	0
Correct Nino Required	162	2.32%	162	2.38%	0
Correct Title Required ie Miss Or Mr	1	0.01%	1	0.01%	0
Data Required From A Previous Employ	1	0.01%	4	0.06%	+3
Date Joined Fund Required	3	0.04%	4	0.06%	+1
Historic Refund Case	476	6.80%	474	6.95%	-2
Leaver Form Required	117	1.67%	63	0.92%	-54
Pay Ref Required	0	0.00%	11	0.16%	+11
Correct Surname Required	1	0.01%	0	0.00%	-1
Correct Date Of Birth Required	0	0.00%	0	0.00%	0
Grand total	6995	100%	6816	100%	

*Trend is influenced by number of errors

TPR Error Numbers by Error Type



TPR Error Numbers by Status

