

TPR Improvement Plan Data As of 31st March 2024

Annex 1 – TPR Errors by Member Numbers

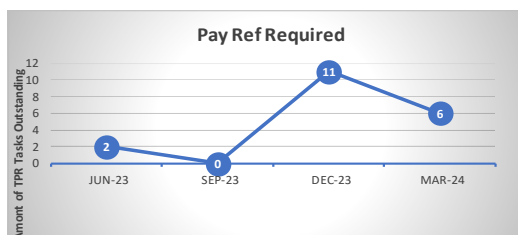
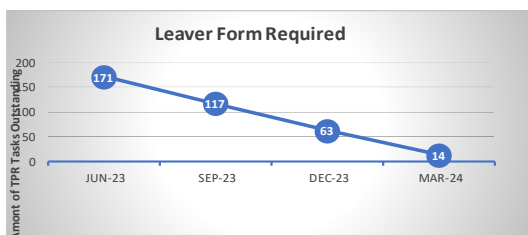
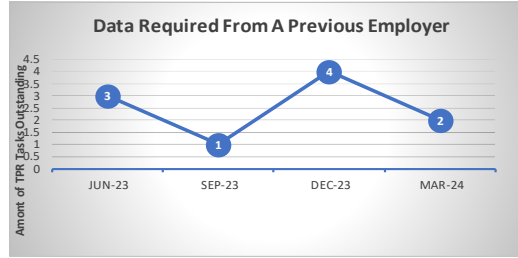
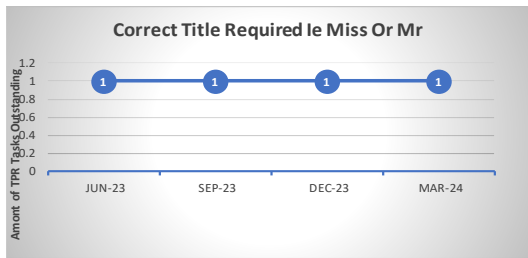
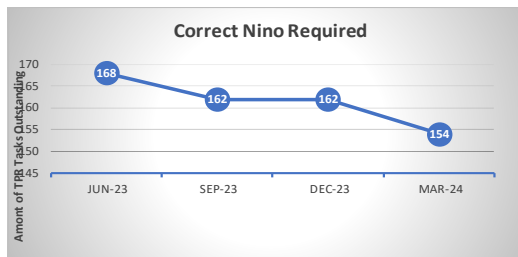
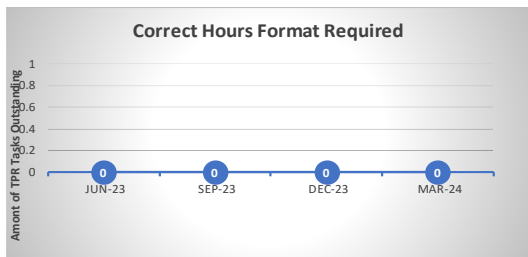
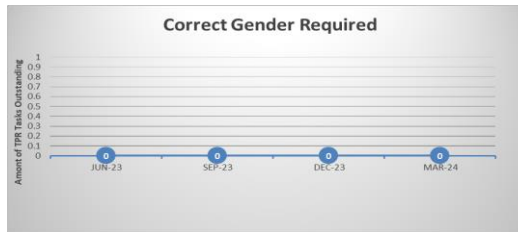
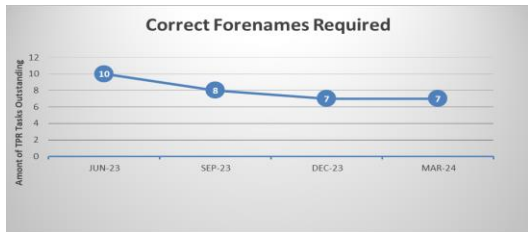
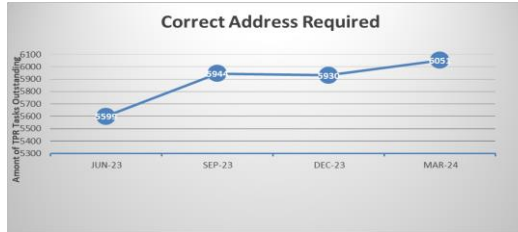
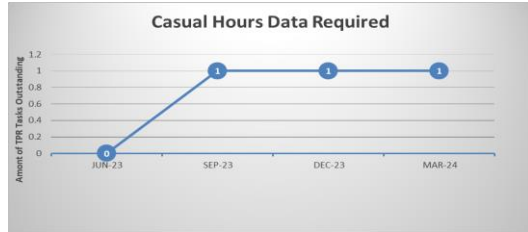
	Dec-23				Mar-24				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	40952	144	0.35%	99.65	40643	108	0.27%	99.73	-36
UNDECIDED	6995	144	2.06%	97.94	6972	97	1.39%	98.61	-47
DEFERRED	45006	4052	9.00%	91.00	44516	4118	9.25%	90.75	+66
PENSIONERS	36788	468	1.27%	98.73	36085	482	1.34%	98.66	+14
DEPENDANTS	5354	138	2.58%	97.42	5158	136	2.64%	97.36	-2
FROZEN	7267	1870	25.73%	74.27	7657	1924	25.13%	74.87	+54
TOTALS	142362	6816	4.79%	95.92	141031	6865	4.87%	95.13	+49

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

	Dec-23		Mar-24		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	93	1.36%	106	1.54%	+13
Care Pay For 2014-2015 Required	1	0.01%	0	0.00%	-1
Care Pay For 2015-2016 Required	3	0.04%	0	0.00%	-3
Care Pay For 2016-2017 Required	2	0.03%	0	0.00%	-2
Care Pay For 2017-2018 Required	2	0.03%	2	0.03%	0
Care Pay For 2018-2019 Required	3	0.04%	1	0.01%	-2
Care Pay For 2019-2020 Required	6	0.09%	3	0.04%	-3
Care Pay For 2020-2021 Required	10	0.15%	6	0.09%	-4
CARE pay for 2021-2022 required	20	0.29%	12	0.17%	-8
CARE pay for 2022-2023 required	19	0.28%	6	0.09%	-13
CARE pay for 2023-2024 required	0	0.00%	1	0.01%	+1
Casual Hours Data Required	1	0.01%	1	0.01%	0
Correct Address Required	5930	87.00%	6050	88.13%	+120
Correct Forenames Required	7	0.10%	7	0.10%	+0
Next of Kin Address Required	0	0.00%	18	0.26%	+18
Correct Hours Format Required	0	0.00%	0	0.00%	0
Correct Nino Required	162	2.38%	154	2.24%	-8
Correct Title Required ie Miss Or Mr	1	0.01%	1	0.01%	0
Data Required From A Previous Employ	4	0.06%	2	0.03%	-2
Date Joined Fund Required	4	0.06%	1	0.01%	-3
Historic Refund Case	474	6.95%	474	6.90%	0
Leaver Form Required	63	0.92%	14	0.20%	-49
Pay Ref Required	11	0.16%	6	0.09%	-5
Correct Surname Required	0	0.00%	0	0.00%	0
Correct Date Of Birth Required	0	0.00%	0	0.00%	0
Grand total	6816	100%	6865	100%	

*Trend is influenced by number of errors

TPR Error Numbers by Error Type



TPR Error Numbers by Status

