TPR Improvement Plan Data   As of 30th September 2024

Annex 1 – TPR Errors by Member Numbers

	Jun-24				Sep-24				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	40,557	58	0.14%	99.86	39,737	194	0.49%	99.51	+ 136
UNDECIDED	7,213	130	1.80%	98.20	8,307	117	1.41%	98.59	- 13
DEFERRED	44,594	4,103	9.20%	90.80	44,566	4,306	9.66%	90.34	+ 203
PENSIONERS	36,471	478	1.31%	98.69	37,129	424	1.14%	98.86	- 54
DEPENDANTS	5,240	168	3.21%	96.79	5,153	134	2.60%	97.40	- 34
FROZEN	7,832	1,959	25.01%	74.99	7,773	1,900	24.44%	75.56	- 59
TOTALS	141,907	6,896	4.86%	95.14	142,665	7,075	4.96%	95.04	+ 179

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

	Jun-24		Sep-24		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	105	1.52%	110	1.55%	+ 5
Care Pay For 2019-2020 Required	2	0.03%	2	0.03%	0
Care Pay For 2020-2021 Required	1	0.01%	0	0.00%	- 1
CARE pay for 2021-2022 required	3	0.04%	1	0.01%	- 2
CARE pay for 2022-2023 required	4	0.06%	3	0.04%	- 1
CARE pay for 2023-2024 required	15	0.22%	15	0.21%	0
Casual Hours Data Required	2	0.03%	0	0.00%	- 2
Correct Address Required	6,024	87.35%	6,295	88.98%	+ 271
Correct Forenames Required	8	0.12%	7	0.10%	- 1
Next of kin address required?	17	0.25%	20	0.28%	+ 3
Correct Hours Format Required	0	0.00%	0	0.00%	0
Correct Nino Required	173	2.51%	149	2.11%	- 24
Correct Title Required Ie Miss Or Mr	1	0.01%	0	0.00%	- 1
Data Required From A Previous Employer	2	0.03%	2	0.03%	+ 0
Date Joined Fund Required	1	0.01%	0	0.00%	- 1
Historic Refund Case	474	6.87%	458	6.47%	- 16
Leaver Form Required	58	0.84%	13	0.18%	- 45
Pay Ref Required	6	0.09%	0	0.00%	- 6
Correct Surname Required	0	0.00%	0	0.00%	0
Correct Date Of Birth Required	0	0.00%	0	0.00%	0
Grand total	6,896	100%	7,075	100%	

*Trend is influenced by number of errors

Outstanding TPR Cases by Error Type

TPR Error	Trend			
Age 75 Exceeded LGPS Eligibility Issue	93 (Dec-23)	106 (Mar-24)	105 (Jun-24)	110 (Sep-24)
Missing CARE (All Periods)	159 (Dec-23)	137 (Mar-24)	130 (Jun-24)	131 (Sep-24)
Casual Hours Data Required	1 (Dec-23)	1 (Mar-24)	2 (Jun-24)	
Correct Address Required	5,930 (Dec-23)	6,050 (Mar-24)	6,024 (Jun-24)	6,295 (Sep-24)
Correct Forenames Required	7 (Dec-23)	7 (Mar-24)	8 (Jun-24)	7 (Sep-24)
Correct NINO Required	162 (Dec-23)	154 (Mar-24)	173 (Jun-24)	149 (Sep-24)
Correct Title Required ie Miss Or Mr	1 (Dec-23)	1 (Mar-24)	1 (Jun-24)	
Data Required From A Previous Employer	4 (Dec-23)	2 (Mar-24)	2 (Jun-24)	2 (Sep-24)
Date Joined Fund Required	4 (Dec-23)	1 (Mar-24)	1 (Jun-24)	
Historic Refund Case	474 (Dec-23)	474 (Mar-24)	474 (Jun-24)	458 (Sep-24)
Leaver Form Required	63 (Dec-23)	14 (Mar-24)	58 (Jun-24)	13 (Sep-24)
Next Of Kin Address Required		18 (Mar-24)	17 (Jun-24)	20 (Sep-24)
Pay Ref Required	11 (Dec-23)	6 (Mar-24)	6 (Jun-24)	