

Annex 1 – TPR Errors by Member Numbers

	Dec-24				Mar-25				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	40,745	132	0.32%	99.68	40,883	74	0.18%	99.82	- 58
UNDECIDED	7,988	96	1.20%	98.80	6,090	60	0.99%	99.01	- 36
DEFERRED	44,700	4,136	9.25%	90.75	45,210	3,960	8.76%	91.24	- 176
PENSIONERS	37,358	397	1.06%	98.94	37,412	370	0.99%	99.01	- 27
DEPENDANTS	5,142	131	2.55%	97.45	5,158	138	2.68%	97.32	+ 7
FROZEN	7,857	1,877	23.89%	76.11	8,575	1,969	22.96%	77.04	+ 92
TOTALS	143,790	6,769	4.71%	95.29	143,328	6,571	4.58%	95.42	- 198

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

	Dec-24		Mar-25		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	113	1.67%	113	1.72%	0
CARE pay for 2014-2015 required	0	0.00%	1	0.02%	+ 1
Care Pay For 2019-2020 Required	1	0.01%	0	0.00%	- 1
Care Pay For 2020-2021 Required	0	0.00%	0	0.00%	0
CARE pay for 2021-2022 required	1	0.01%	0	0.00%	- 1
CARE pay for 2022-2023 required	1	0.01%	0	0.00%	- 1
CARE pay for 2023-2024 required	11	0.16%	7	0.11%	- 4
Casual Hours Data Required	0	0.00%	1	0.02%	+ 1
Correct Address Required	6,010	88.79%	5,803	88.31%	- 207
Correct Forenames Required	6	0.09%	8	0.12%	+ 2
Next of kin address Required	19	0.28%	22	0.33%	+ 3
Correct Hours Format Required	0	0.00%	0	0.00%	0
Correct Nino Required	146	2.16%	156	2.37%	+ 10
Correct Title Required ie Miss Or Mr	0	0.00%	1	0.02%	+ 1
Data Required From A Previous Employer	1	0.01%	1	0.02%	0
Date Joined Fund Required	1	0.01%	1	0.02%	0
Historic Refund Case	451	6.66%	447	6.80%	- 4
Leaver Form Required	6	0.09%	3	0.05%	- 3
Pay Ref Required	1	0.01%	7	0.11%	+ 6
Correct Surname Required	0	0.00%	0	0.00%	0
Correct Date Of Birth Required	1	0.01%	0	0.00%	- 1
Grand total	6,769	100%	6,571	100%	

*Trend is influenced by number of errors

Outstanding TPR Cases by Error Type

