

Annex 1 – TPR Errors by Member Numbers

	Mar-25				Jun-25				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	40,883	74	0.18%	99.82	41,196	87	0.21%	99.79	+ 13
UNDECIDED	6,090	60	0.99%	99.01	4,549	65	1.43%	98.57	+ 5
DEFERRED	45,210	3,960	8.76%	91.24	45,666	3,617	7.92%	92.08	- 343
PENSIONERS	37,412	370	0.99%	99.01	37,782	381	1.01%	98.99	+ 11
DEPENDANTS	5,158	138	2.68%	97.32	5,190	165	3.18%	96.82	+ 27
FROZEN	8,575	1,969	22.96%	77.04	8,895	1,935	21.75%	78.25	- 34
TOTALS	143,328	6,571	4.58%	95.42	143,278	6,250	4.36%	95.64	- 321

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

	Mar-25		Jun-25		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	113	1.72%	122	1.94%	+ 9
CARE pay for 2014-2015 required	1	0.02%	0	0.00%	- 1
CARE pay for 2023-2024 required	7	0.11%	2	0.03%	- 5
CARE Pay Req (add dates in task comment)	0	0.00%	34	0.54%	+ 34
Casual Hours Data Required	1	0.02%	0	0.00%	- 1
Correct Address Required	5,803	88.31%	5,366	85.24%	- 437
Correct Forenames Required	8	0.12%	8	0.13%	+ 0
Next of kin address Required?	22	0.33%	62	0.98%	+ 40
Correct date of birth required	0	0.00%	7	0.11%	+ 7
Correct Nino Required	156	2.37%	176	2.80%	+ 20
Correct Title Required ie Miss Or Mr	1	0.02%	0	0.00%	- 1
Data Required From A Previous Employer	1	0.02%	1	0.02%	+ 0
Date Joined Fund Required	1	0.02%	1	0.02%	+ 0
Historic Refund Case	447	6.80%	443	7.04%	- 4
Leaver Form Required	3	0.05%	20	0.32%	+ 17
Pay Ref Required	7	0.11%	14	0.22%	+ 7
Correct Surname Required	0	0.00%	39	0.62%	+ 39
Grand total	6,571	100%	6,295	100%	

*Trend is influenced by number of errors

Outstanding TPR Cases by Error Type

