

Annex 1 – TPR Errors by Member Numbers

	Jun-25				Sep-25				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	41,196	87	0.21%	99.79	40,056	81	0.20%	99.80	▼ 6
UNDECIDED	4,549	65	1.43%	98.57	4,080	44	1.08%	98.92	▼ 21
DEFERRED	45,666	3,617	7.92%	92.08	45,667	3,595	7.87%	92.13	▼ 22
PENSIONERS	37,782	381	1.01%	98.99	38,260	355	0.93%	99.07	▼ 26
DEPENDANTS	5,190	165	3.18%	96.82	5,250	164	3.12%	96.88	▼ 1
FROZEN	8,895	1,935	21.75%	78.25	8,994	1,917	21.31%	78.69	▼ 18
TOTALS	143,278	6,250	4.36%	95.64	142,307	6,156	4.33%	95.67	▼ 94

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

	Jun-25		Sep-25		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	122	1.94%	120	1.94%	▼ 2
CARE pay for 2014-2015 required	0	0.00%	0	0.00%	▲ 0
CARE pay for 2023-2024 required	2	0.03%	0	0.00%	▼ 2
CARE Pay Req (add dates in task comment)	34	0.54%	11	0.18%	▼ 23
Casual Hours Data Required	0	0.00%	0	0.00%	▲ 0
Correct Address Required	5,366	85.24%	5,259	84.89%	▼ 107
Correct Forenames Required	8	0.13%	8	0.13%	▲ 0
Next of kin address Required?	62	0.98%	109	1.76%	▲ 47
Correct date of birth required	7	0.11%	5	0.08%	▼ 2
Correct Nino Required	176	2.80%	171	2.76%	▼ 5
Correct Title Required ie Miss Or Mr	0	0.00%	1	0.02%	▲ 1
Data Required From A Previous Employer	1	0.02%	0	0.00%	▼ 1
Date Joined Fund Required	1	0.02%	0	0.00%	▼ 1
Historic Refund Case	443	7.04%	440	7.10%	▼ 3
Leaver Form Required	20	0.32%	14	0.23%	▼ 6
Pay Ref Required	14	0.22%	5	0.08%	▼ 9
Correct Surname Required	39	0.62%	52	0.84%	▲ 13
Grand total	6,295	100%	6,195	100%	

*Trend is influenced by number of errors

Outstanding TPR Cases by Error Type

