

Annex 1 – TPR Errors by Member Numbers

	Sep-25				Dec-25				*Trend
	Member Records	TPR Errors	% Errors	Data Score	Member Records	TPR Errors	% Errors	Data Score	
ACTIVE	40,056	81	0.20%	99.80	41,535	149	0.36%	99.64	▲ 68
UNDECIDED	4,080	44	1.08%	98.92	2,573	58	2.25%	97.75	▲ 14
DEFERRED	45,667	3,595	7.87%	92.13	45,579	3,801	8.34%	91.66	▲ 206
PENSIONERS	38,260	355	0.93%	99.07	38,697	368	0.95%	99.05	▲ 13
DEPENDANTS	5,250	164	3.12%	96.88	5,295	169	3.19%	96.81	▲ 5
FROZEN	8,994	1,917	21.31%	78.69	9,217	1,993	21.62%	78.38	▲ 76
TOTALS	142,307	6,156	4.33%	95.67	142,896	6,538	4.58%	95.42	▲ 382

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

	Sep-25		Dec-25		*Trend
	TPR Errors	%	TPR Errors	%	
Age 75 Exceeded Lgps Eligibility Issue	120	0.02	128	1.96%	▲ 8
CARE pay for 2014-2015 required	0	0.00%	0	0.00%	▲ 0
CARE pay for 2023-2024 required	0	0.00%	0	0.00%	▲ 0
CARE Pay Req (add dates in task comment)	11	0.18%	4	0.06%	▼ 7
Correct hours format required	0	0.00%	1	0.02%	▲ 1
Casual Hours Data Required	0	0.00%	2	0.03%	▲ 2
Correct Address Required	5,259	84.89%	5,603	85.70%	▲ 344
Correct Forenames Required	8	0.13%	9	0.14%	▲ 1
Next of kin address Required?	71	1.76%	69	1.06%	▼ 2
Correct date of birth required	5	0.08%	14	0.21%	▲ 9
Correct Nino Required	170	2.76%	180	2.75%	▲ 10
Correct Title Required ie Miss Or Mr	1	0.02%	0	0.00%	▼ 1
Data Required From A Previous Employer	0	0.00%	0	0.00%	▲ 0
Date Joined Fund Required	0	0.00%	1	0.02%	▲ 1
Historic Refund Case	440	7.10%	437	6.68%	▼ 3
Leaver Form Required	14	0.23%	10	0.15%	▼ 4
Pay Ref Required	5	0.08%	8	0.12%	▲ 3
Grand total	6,156	100%	6,538	100%	

*Trend is influenced by number of errors

Outstanding TPR Cases by Error Type

TPR Error	Trend										
Age 75 Exceeded LGPS Eligibility Issue	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>113</td><td>122</td><td>120</td><td>128</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	113	122	120	128
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	113	122	120	128							
Missing CARE (All Periods)	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>8</td><td>35</td><td>10</td><td>4</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	8	35	10	4
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	8	35	10	4							
Casual Hours Data Required	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>1</td><td>0</td><td>0</td><td>2</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	1	0	0	2
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	1	0	0	2							
Correct Address Required	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>5800</td><td>5300</td><td>5200</td><td>5600</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	5800	5300	5200	5600
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	5800	5300	5200	5600							
Correct Date Of Birth Required	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>0</td><td>6</td><td>5</td><td>14</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	0	6	5	14
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	0	6	5	14							
Correct Forenames Required	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>8</td><td>8</td><td>8</td><td>9</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	8	8	8	9
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	8	8	8	9							
Correct Hours Format Required	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>0</td><td>0</td><td>0</td><td>1</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	0	0	0	1
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	0	0	0	1							
Correct NINO Required	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>155</td><td>175</td><td>170</td><td>180</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	155	175	170	180
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	155	175	170	180							
Correct Surname Required	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>5</td><td>30</td><td>50</td><td>70</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	5	30	50	70
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	5	30	50	70							
Correct Title Required ie Miss Or Mr	<table border="1"> <tr><th>Month</th><td>Mar-25</td><td>Jun-25</td><td>Sep-25</td><td>Dec-25</td></tr> <tr><th>Count</th><td>1</td><td>1</td><td>1</td><td>0</td></tr> </table>	Month	Mar-25	Jun-25	Sep-25	Dec-25	Count	1	1	1	0
Month	Mar-25	Jun-25	Sep-25	Dec-25							
Count	1	1	1	0							

