

Common Data													
Reference	Data Category	Examples of Error Types	Number of Errors at Jan 2021	Status (Active, Deferred, Pensioner)	Action Required	External dependency?	Target Date for Completion	Data Impact	Team/person(s) Responsible	Number of Errors at July 2021	Movement since last update	Commentary	Revised Target Date (if applicable)
COM1	Ni Number	Ni Number is temporary, invalid format, prefix/suffix missing, or duplicated.	201	ALL	Manually correct records and investigate duplicates.	NO	Jul-21	Low	Benefits Team (RC/WH)	197	↓	Most of these are unclaimed refunds with a temp Ni number. Exercise to contact members after address tracing complete.	Nov-21
COM2	Expected Retirement Date	Scheme Retirement Date inconsistent	796	ALL	Manually/bulk correct records	NO	Jul-21	Low	Benefits Team and Technical Adviser	426	↓	Bulk correction exercise to be run.	Aug-21
COM3	Membership Status	Active with Date Left	19	ALL	Manually correct inconsistent records.	NO	Apr-21	Low	Benefits Team (JS)	17	↓		Aug-21
COM4	Address	Lost Contact	5,158	Deferred Members	Engage Tracing Agency to locate potential updated address; send verification form.	YES	Apr-21	Medium	Customer Services/NoPA	5056	↓		September 2021 to write to all known addresses. Outcomes and next steps will depend on response levels.
COM5	Address	Invalid address, missing postcode etc	17	ALL	Manually correct incomplete address records.	NO	Feb-21	Low	Customer Services	25	↑	To be completed as part of COM4 address tracing exercise.	Sep-21
COM6	Last Status Event	Duplicate status history	44	ALL	Manually correct inconsistent records.	NO	Jul-21	Low	Benefits Team (JS)	55	↑	Low priority error with no impact.	Sep-21
COM7	Membership dates	Missing start date, date of joining inconsistent with record, duplicated start dates.	173	ALL	Investigate and manually/bulk correct incomplete records.	NO	Jul-21	Low	Technical Adviser	185	↑	Bulk correction exercise to be run.	Aug-21

Total No. of Errors	6,407
Multiples of above	670
Total No. of Records	167,482
Overall Data Score Reported to Regulator 2020	96%

Last Updated: Jul 2021

Conditional Data													
Reference	Data Category	Examples of Data Types	Number of Errors at Jan 2021	Status (Active, Deferred, Pending)	Action Required	Escalated (Priority?)	Target Date for Completion	Data Impact	Team/Person(s) Responsible	Number of Errors at July 2021	Movement since last update	Commentary	Revised Target Date (if applicable)
CDN61	Shelter Details (Dataflow)	Count and other information missing (systemic)	61	All	Check documentation on file and manually update	Partial	Jul-21	Low	Benefits Team	71	↑	Numbers increased due to system upgrade team. System fix required for the migration timeline.	Sep-21
CDN62	Transfer in (Dataflow)	Missing transfer amount dates and amounts (systemic)	215	ACTIVE and DEFERRED	Check documentation on file and manually update	No	Jul-21	Low	Benefits Team	244	↑	Customer complaints with respect.	Oct-21
CDN63	Miscellaneous Missing Dataflow	Missing/incorrect data relating to additional cases record	108	DEFERRED and PENDING	Manually investigate and correct records	No	Jul-21	Low	Benefits Team (at 4 Times)	263	↑	Increased in numbers caused for 2021. Previous software run.	Sep-21
CDN64	Salary Information	Part time hours above the maximum (missing)	23	ACTIVE	Manually investigate and correct records	No	Apr-21	Low	Benefits Team (RM)	See commentary		This report will be available from 2021 Annual Benefit Statement exercise completed.	Sep-21
CDN65	CASE Data	CASE Pension Missing	469	ACTIVE and DEFERRED	Investigate and manually correct records	No	Apr-21	Medium	Benefits Team	523	↑		Aug-21
CDN66	CASE Resolutions	CASE Resolution Missing	764	ACTIVE and DEFERRED	Investigate and manually correct records	No	Apr-21	Medium	Benefits Team/Systems Team/Technical Advisor	See commentary		This report will be available from 2021 Annual Benefit Statement exercise completed.	Sep-21
CDN67	HMRC Dataflow (Dataflow)	Equalisation letter sent value missing (systemic)	244	Pending	Manually investigate and correct records	No	Sep-21	Low	Benefits Team	244	↔	Customer complaints with respect.	Nov-21
CDN68	Annual Allowance (Dataflow)	Pension input amounts missing	2,205	ACTIVE	Investigate and manually correct records	No	May-21	Medium	Benefits Team/Systems Team/Technical Advisor	See commentary		This report will be available from 2021 Annual Benefit Statement exercise completed.	Sep-21
CDN69	Contracting our Data	Data out of range (systemic error)	740	Active	Full system correction	Yes	Mar-21	Low	Systems Team/Technical Advisor	546	↓	System fix required to have data migrated from incorrectly entered by power systems. Closing cases.	Sep-21
CDN70	COMP Data	Missing COMP Value	6317	DEFERRED and PENDING	Monitor other COMP reconstruction activities	Yes	May-21	Medium	HMPP Support (at request to RM)	6262	↓	Customer Support request for final HMPP data.	Oct-21

Total No. of Errors	11,376
Number of errors	289
Rate No. of Errors	117,454
Overall Error Rate	0.06%

Last updated 14/10/2021