Common Data

Reference	Data Category	Examples of Error Types	Status (Active, Deferred, Pensioner)	Action Required	External dependency?	Data Impact	Number of Errors at Jan 2022	Movement since last update	Number of Errors at Sept 22	Commentary	Team now responsible	Revised Target Date (if applicable)
COM1	NI Number	NI Number is temporary, invalid format, prefix/suffix missing, or duplicated.	ALL	Manually correct records and investigate duplicates.	NO	Low	309	⬇	306	Most of these are unclaimed refunds with a temp NI number. Exercise to contact members after address tracing complete.	Projects Team	Mar-23
COM2	Expected Retirement Date	Scheme Retirement Date inconsistent	ALL	Manually/bulk correct records	NO	Low	247	⬆	417	Bulk correction run required but no impact on valuation data.	Technical Adviser	Nov-22
COM3	Membership Status	Active with Date Left	ALL	Manually correct inconsistent records.	NO	Low	139	⬇	17	Project team have removed majority of errors.	Projects Team	
COM4	Address	Lost Contact	Deferred Members	Engage Tracing Agency to locate potential updated address; send verification form.	YES	Medium	4301	⬇	3992	Numbers of lost contacts had significantly reduced but volumes increased again following 2022 Deferred Benefit exercise.	Customer Services	Process commenced in September 2021 and will continue during 2022 and early 2023.
COM5	Address	Invalid address, missing postcode etc	ALL	Manually correct incomplete address records.	NO	Low	581	⬆	606	To be completed as part of COM4 address tracing exercise.	Customer Services	As above.
COM6	Last Status Event	Duplicate status history	ALL	Manually correct inconsistent records.	NO	Low	44	⬆	86	Low priority error with no impact.	Projects Team	Mar-23
COM7	Membership dates	Missing start date, date of joining inconsistent with record, duplicated start dates.	ALL	Investigate and manually/bulk correct incomplete records.	NO	Low	30	⬇	17	Bulk correction exercise to be run.	Technical Adviser	Dec-22

							Total No of Errors	5,651		5,441			
							Total Records	179,137		181,902			
							Data Score	97%		97%			