

MCU Daily Activity and Status Report - 18 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	Target	Throughput*				Items Outstanding as at COB			
									TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	1518	-	-	-	218	283-425	-	-	-	544	-	-	-	1192
Hard copy correspondence - analysis	2	5	0	7	36	108	2	146	items	36	103	1	140	2	10	1	13
Hard copy correspondence - registration and allocation of Gen Reps	-	903	-	903	-	103	-	103	90	-	41	-	41	-	965	-	965
																	2170

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

Comments:

- overtime staff will be assisting MCU with processing hard copy items from 19-28 May .
- taking into account their projected contribution (750 items) and staffing changes in the week commencing 24 May (two new starters will be backfilling two experience staff, who are taking extended leave), it is anticipated that the hard copy registration backlog will reduce to approx. 400 items by 1 June.
- gains are also expected against PM emails over the same period, although these are likely to be more modest given absences (Pat is ill and will be absent for at least 4 days) from the A&A team.

MCU Daily Activity and Status Report - 19 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	Target	Throughput*				Items Outstanding as at COB			
									TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	1192	-	-	-	239	175-263	-	-	-	680	-	-	-	751
Hard copy correspondence - analysis	2	10	1	13	35	80	8	123		37	90	7	134	0	0	2	2
Hard copy correspondence - registration and allocation of Gen Reps	-	965	-	965	-	90	-	90	180	-	133	-	133	-	922	-	922
																	1675

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

Comments:

- overtime staff are assisting MCU with processing hard copy items from 19-28 May.
- taking into account their projected contribution (750 items) and staffing changes in the week commencing 24 May (two new starters will be backfilling two experience staff, who are taking extended leave), it is anticipated that the hard copy registration backlog will reduce to approx. 400 items by 1 June.
- gains are also expected against PM emails over the same period, although these are likely to be more modest given absences (Pat is ill and will be absent for at least 4 days) from the A&A team.

MCU Daily Activity and Status Report - 20 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	Target	Throughput*				Items Outstanding as at COB			
									TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	751	-	-	-	185	110-141	-	-	-	212	-	-	-	724
Hard copy correspondence - analysis	0	0	2	2	49	82	2	133		46	82	4	132	3	0	0	3
Hard copy correspondence - registration and allocation of Gen Reps	-	922	-	922	-	82	-	82	90	-	5	-	5	-	999	-	999
																	1726

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

Comments:

- Pat absent due to illness. Gil not in office (works Mon-Wed).

MCU Daily Activity and Status Report - 21 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	Target	Throughput*				Items Outstanding as at COB			
									TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	724	-	-	-	212	127-173	-	-	-	129	-	-	-	807
Hard copy correspondence - analysis	3	0	0	3	34	88	2	124		37	88	2	127	0	0	0	0
Hard copy correspondence - registration and allocation of Gen Reps	-	999	-	999	-	88	-	88	30	-	0	-	0	-	1087	-	1087
																	1894

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

Comments:

- No items were registered due to Lynsey being absent on leave (Belinda covered P&P and distro; Ray completed outstanding childrens items, referrals and translations).
- Analysis throughput was down due to Pat being absent (ill) but on target for 2 FTE.

MCU Daily Activity and Status Report - 24 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	Target	Throughput*				Items Outstanding as at COB			
										VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	807	-	-	-	405	185-260	-	-	-	707	-	-	-	505
Hard copy correspondence - analysis	0	0	0	0	35	102	0	137		35	63	0	98	0	39	0	39
Hard copy correspondence - registration and allocation of Gen Reps	-	1087	-	1087	-	63	-	63	305	-	267	-	267	-	883	-	883
																	1427

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

Comments:

- Yvonne absent due to illness
- Lynsey absent on leave
- Overtime staff contribution to registration throughput = 257 items

MCU Daily Activity and Status Report - 25 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
									Target	Throughput*				Items Outstanding as at COB			
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	505	-	-	-	293	219-313	-	-	-	397	-	-	-	401
Hard copy correspondence - analysis	0	39	0	39	31	87	0	118		31	126	0	157	0	0	0	0
Hard copy correspondence - registration and allocation of Gen Reps	-	883	-	883	-	126	-	126	75	-	40	-	40	-	969	-	969
																	1370

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

Comments:

- Yvonne absent due to illness
- Registration throughput below target due to above average distribution and P&P volumes
- Overtime staff contribution to registration throughput = 35 items

MCU Daily Activity and Status Report - 26 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
									Target	Throughput*				Items Outstanding as at COB			
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	401	-	-	-	225		-	-	-	443	-	-	-	183
Hard copy correspondence - analysis	0	0	0	0	42	88	3	133		42	88	3	133	0	0	0	0
Hard copy correspondence - registration and allocation of Gen Reps	-	969	-	969	-	88	-	88	90	-	43	-	43	-	1014	-	1014
																	1197

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

MCU Daily Activity and Status Report - 27 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	Target	Throughput*				Items Outstanding as at COB			
									TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	183	-	-	-	215		-	-	-	283	-	-	-	115
Hard copy correspondence - analysis	0	0	0	0	28	73	6	107		28	73	6	107	0	0	0	0
Hard copy correspondence - registration and allocation of Gen Reps	-	1014	-	1014	-	73	-	73	90	-	37	-	37	-	1050	-	1050
																	1165

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

MCU Daily Activity and Status Report - 28 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	Target	Throughput*				Items Outstanding as at COB			
									TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	115	-	-	-	189		-	-	-	85	-	-	-	219
Hard copy correspondence - analysis	0	0	0	0	34	71	0	105		34	49	0	83	0	22	0	22
Hard copy correspondence - registration and allocation of Gen Reps	-	1050	-	1050	-	49	-	49	90	-	10	-	10	-	1089	-	1089
																	1330

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.

MCU Daily Activity and Status Report - 31 May 2010

Activity	Items Carried Over From Previous Workday				Daily Incoming*				Performance								
									Target	Throughput*				Items Outstanding as at COB			
	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL	TOTAL	VIP&Org	GenRep	Child	TOTAL	VIP&Org	GenRep	Child	TOTAL
PM emails - analysis, registration and allocation	-	-	-	219	-	-	-	631		-	-	-	300	-	-	-	550
Hard copy correspondence - analysis	0	22	0	22	35	93	3	131		35	115	3	153	0	0	0	0
Hard copy correspondence - registration and allocation of Gen Reps	-	1089	-	1089	-	115	-	115	90	-	214	-	214	-	990	-	990
																	1540

* Items received/processed after COB (5.00pm) are included in the following day's figures. Monday figures include emails received/processed on Saturday and Sunday.