SERVICE SUPPORT

RECORDING OF ACTIVITY

PLANNING

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<tr>
<th>Owner</th>
<th>Director of Service Support</th>
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<tr>
<td>Date Written</td>
<td>January 2018</td>
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1. INTRODUCTION

Station Activity Schedules will be arranged to address those priorities identified in the Station Performance Plan. Station routines are designed to efficiently allocate the working day or night time activities.

2. OVERVIEW

Outlook calendar is an electronic diary tool linked to the Service email system. Watch Managers will use the Outlook Calendar to record all the planned and completed activities of the watch/station. It will also allow the Emergency Response Manager to schedule visits around Watch/Station activities and give opportunity for supporting staff to assist with the watch/station training.

Having created the schedule, all the activities should be recorded on the watch Outlook Calendar in accordance with the guidance described below. By using a standard format throughout the Service, all personnel will understand what activity is occurring from day to day and thereby provide better support.

3. SCHEDULING OF ACTIVITY

Each operational watch / station should include the following activities but, the timing and duration of each activity will be determined by the WM based on need and circumstance. Other suitable activities may occasionally be substituted with the permission of the Emergency Response Manager.

- Appliance checks and daily briefing
- Risk reduction on/ off station
- Training and development
- Maintenance and testing of appliances and equipment
- Maintenance and administration of the Watch/Station
- Fitness training
- Preparation for handover
- Refreshment and meal breaks

The time of commencement of breaks may be varied according to need, but this should not lead to excessively long work periods without a break. The morning and afternoon breaks are applicable during on-station duties and may be taken at an alternative location during off-station duties. Off-station duties should not be curtailed to facilitate an on-station break.

On-call Development Sessions should also encompass the relevant activities listed above. The timing of these activities may vary in length and activities may be planned to be simultaneous.
Each activity type has been designated a coloured label. This has been achieved by editing the drop down label list and will assist you when adding further activities to your day.

4. COLOUR CODING OF ACTIVITIES

- **RED** - Training + Development
- **DARK BLUE** - Non-specific activities
- **GREEN** - Fitness Training
- **GREY** - Handover Preparation
- **ORANGE** - Meals
- **BLUE** - Risk Reduction on/off Station
- **LIGHT BROWN** - Rest Period
- **PURPLE** - Maintenance + Testing
- **EMERALD GREEN** - Appliance Check + Briefing
- **YELLOW** - Tea Breaks

**WHITE** – Any of the colours should be turned white when a planned activity is not achieved. Justification for the planned activity not occurring must be entered, e.g. emergency calls, appliance changeovers, extenuating circumstances etc.

Incidents: These should also be turned white when entered onto Outlook Calendar.

5. INVITING ATTENDEES/EQUIPMENT REQUESTS

Once a planned event has been placed in the Outlook Calendar, it is possible to invite attendees, which will reduce the amount of duplication and paperwork.

This is done by left clicking on the ‘invite attendees’ tab at the top of the appointment box when an appointment is opened. This will open an email window which should be completed as that, with as many invitations at different levels as the author sees fit.

When an invitation is sent, an email automatically invites the person with the appointment and places the appointment in your Outlook calendar. The invited person then has to accept the invitation, tentatively accept or decline the request. By accepting the invitation, the invitee causes the appointment to be automatically entered into their Outlook calendar. Their response will be emailed back to you. This will be useful for example, when setting up National Vocational Qualification (NVQ) assessments. These can be programmed in the Outlook Calendar and the Watch Manager Emergency Response (WMER) can be invited to verify the assessment. This will mean with one entry, the watch plan will be completed, the WMERS notified of the date, time and location and an answer received as to whether they will attend or not.

This system can also be used to notify relevant personnel and managers of any training resources that are required for watch training. If a training event is planned and a resource is required, then the item(s) can be requested in the text box of the
invitation request. This will result in a return email to confirm the request has been received which will act as a receipt.

6. TRAINING

WMOS will be responsible for training Watch Management on the use of this system and providing local support if necessary.

If you require any further guidance in relation to this policy please contact Emergency Response