



# InPhase Planning

## User Guide

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## 2. General Navigation and User Preferences

### 1.1. Accessing the Site

To access InPhase please enter the custom URL you were provided with into any modern web browser (Chrome and Edge recommended). The URL will follow this format:

<https://YOURTRUSTNAME.inphase.com>



Username:

Password:

The Password field is required.

Login

[www.inphase.com](http://www.inphase.com)  
0545 522 0545  
info@inphase.com



### 1.2. Username and Password

Usernames and passwords can be granted by an administrator.

The username format is: **FirstName Surname**



Username:

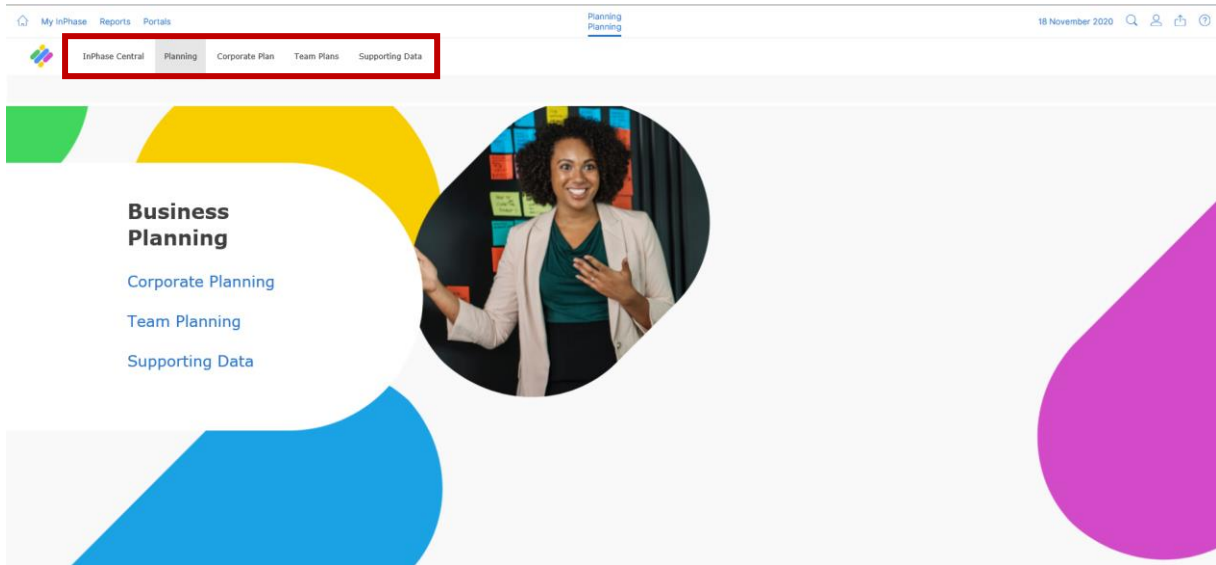
Password:

The Password field is required.

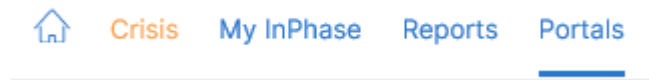
Login

### 1.3. Navigation

To navigate to a page, click on the relevant option on the menu at the top of the page.

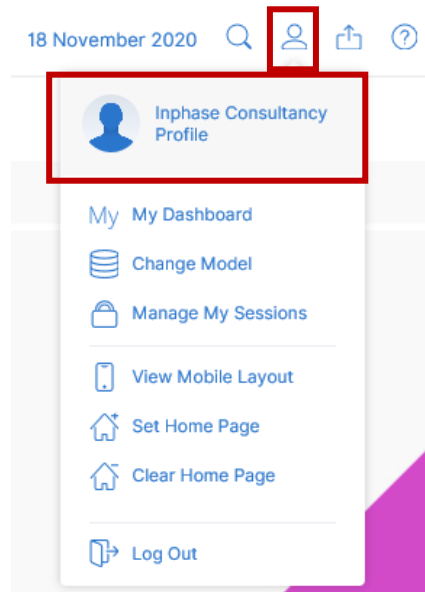


To return to the HOME page, to access your personal dashboard or to refresh the page you are on use the icons in the top left-hand corner of the screen.

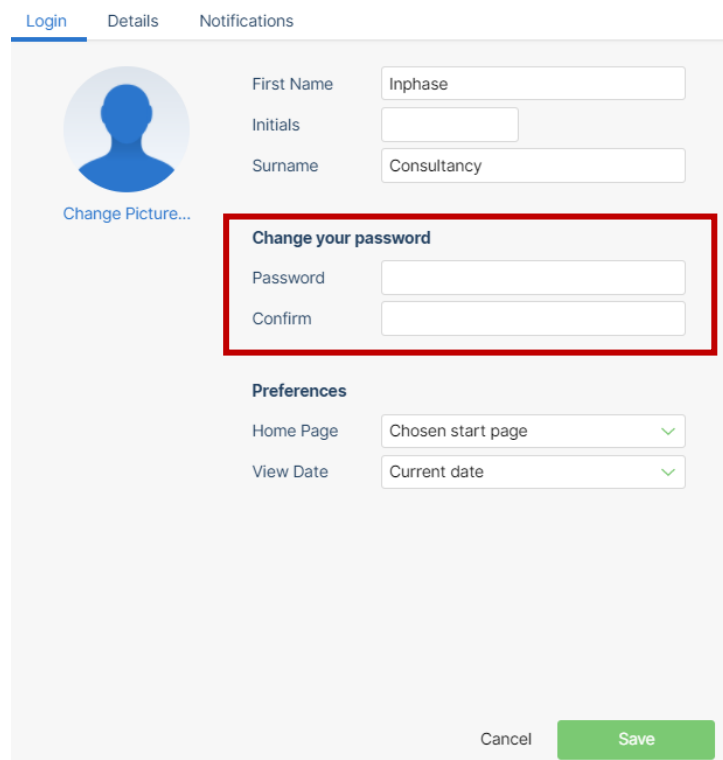


### 1.4. Changing Password

Click on the person icon at the top right-hand corner of the screen. Select **Profile** from the drop-down menu.



Enter your new password in the fields provided and click save.



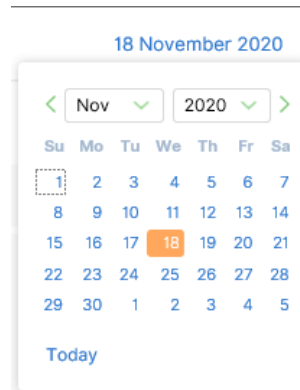
The screenshot shows the "Details" tab of the user profile. At the top, there are tabs for "Login", "Details", and "Notifications". On the left, there is a profile picture placeholder with the text "Change Picture...". To the right, there are input fields for "First Name" (containing "Inphase"), "Initials", and "Surname" (containing "Consultancy"). Below these is a section titled "Change your password" which is highlighted with a red box. It contains two input fields: "Password" and "Confirm". Below the password fields is a "Preferences" section with two dropdown menus: "Home Page" (set to "Chosen start page") and "View Date" (set to "Current date"). At the bottom right, there are "Cancel" and "Save" buttons.

You will notice that you have other preferences that you can change on the profile pop up also.

## 1.5. View Date

Data entered and displayed in InPhase is tracked by date. This means that if you wish to see past date or future time periods you can by simply changing the view date.

The view date is in the top right-hand corner of the screen. Click the date to produce the calendar.



## 3. General Functionality

This section documents functions that are used throughout InPhase.

### 3.1. Data Entry Mode

InPhase has a number of tables where data can be entered or changed. The ability to add or change data is dictated by the Data Entry Mode icon. This icon will be positioned to the right-hand side of the table.

Clicking the icon will refresh the table and allow data to be entered or changed.

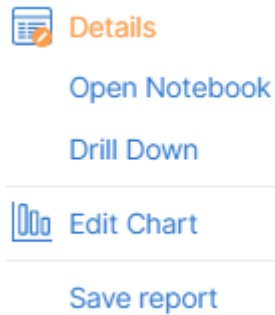


To exit data entry mode the select the following icon.



### 3.2. Performance Pop Up

If the option to see DETAILS is available, either via an icon or by right clicking on an item, then a performance pop up is available



Performance pop ups allow you to either view and edit data (if it's an action) or view trend information.

### 3.3. Adding an Action

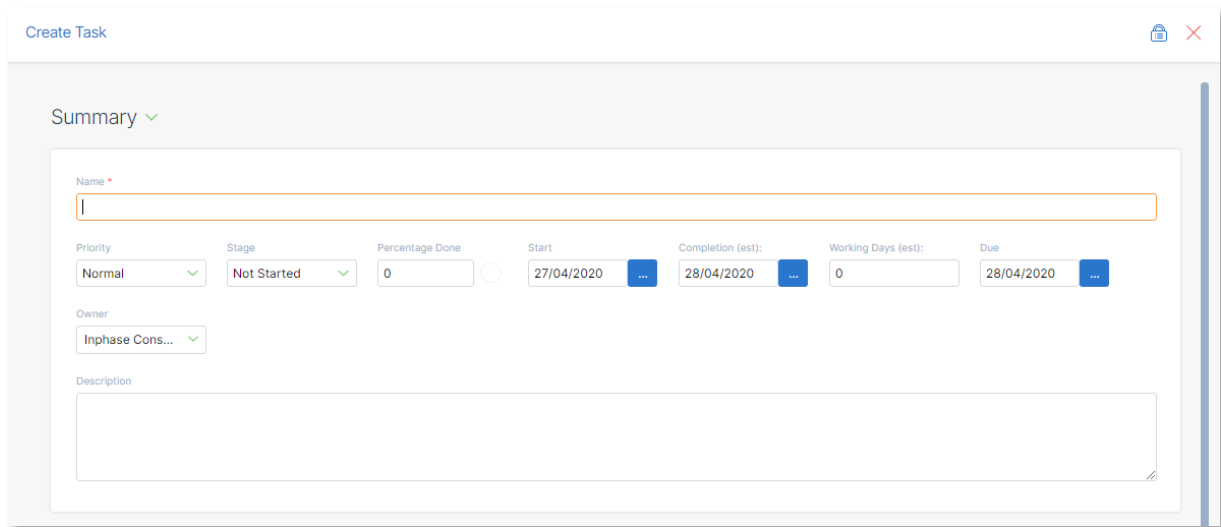
In each module, there are areas to add actions. These will be displayed as either page buttons or table icons. Adding an action regardless of the module or page you are on requires the same process.



Clicking on either an Add Action button or Icon will produce the Action pop.

The following fields need to be completed:

- **Name**
  - Limited to 100 Characters. Should be clear and concise to what the action is.
- **Start**
  - Calendar Selector. Date of when action will start
- **Completion (Est)**
  - Calendar Selector. Data of when action is estimated (or actually) completed. When first adding a task, this should be set as the same as the Due Date
- **Due**
  - Calendar Selector. Date of when action is due to be completed by
- **Owner**
  - Defaults to the user adding the action. Can be changed if someone else will be responsible for completing the action



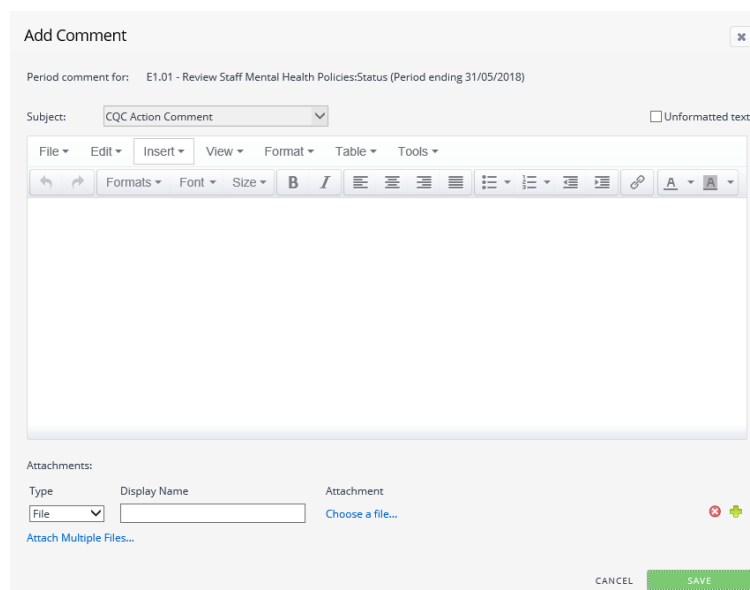
Once you have completed the required fields, click Create.

### 3.4. Adding a Comment

Wherever it appears within InPhase, the following icon means a comment or document can be added.



Clicking on the above icon will produce a comments pop up box. Type comment in the space provided and click save.

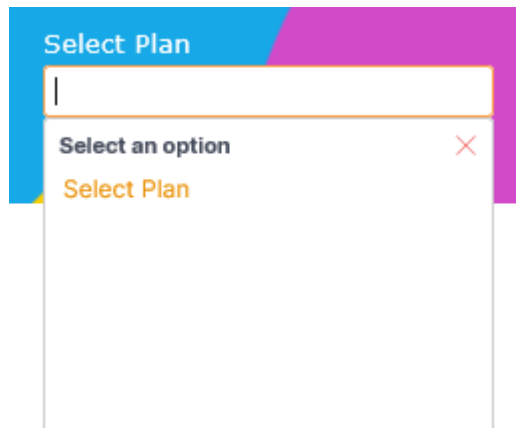


*\*TIP – You can attach documents or links to a comment using the attachments part at the bottom of the pop up*

### 3.5. Page Selectors

On multiple pages, you will have the ability to use a drop-down list to control the data displayed on the screen.

Click on the drop-down list to activate it. Either scroll through the available list or start to type into the box provided and the list will auto filter.



*\*TIP – Use an asterisk as a wildcard function. The system will then search for anything that contains that word*

Once you have made your selection the page will begin to refresh and show data aligned with the selection.

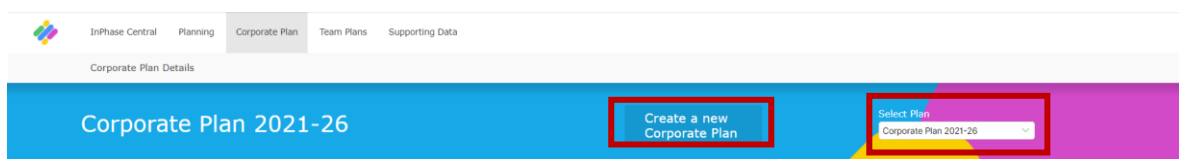
## 4. Home Page

The Home page contains a menu banner across the top of the screen, which remains in place for all pages across the site, further down the page are links to access the following areas:

- Corporate Planning
- Team Planning
- Supporting Data

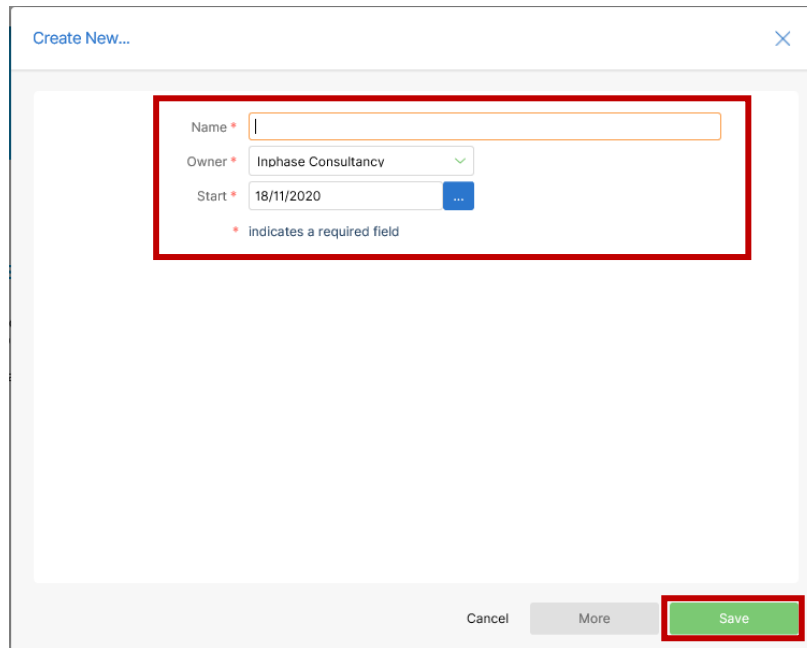
## 5. Corporate Planning

Clicking the “Corporate Planning” button will take the user to the Corporate Plan page. This page allows the user to create a new plan or choose an existing plan from the dropdown selection box, and edit any details.



## 5.1. Add Corporate Plan

When “Add Corporate Plan” is selected, the user will be presented with a simple dialog box to complete.



Once the mandatory fields have been populated, the user must press “Save” to finish creating their plan.

## 5.2. Corporate Plan, Our Purpose and Values

In this section, the user can add/amend the content of the Information and Governance tables. To do this, the user must press the data entry icon (see section 2.1).

### Corporate Plan, Our Purpose and Values

This Corporate Plan makes it clear what the organisation is aiming to do. Our Corporate purpose, outcomes and measures enable us to plan the supporting objectives, projects and actions. The measures and targets in this plan enable us to monitor and manage the improvement of our performance. The cascade of projects and actions shares what we will do in order to achieve targets and improvement. The risks to outcomes and operations enable us to share our understanding of what might de-rail specific achievements and manage those risks proportionately.

Our values help outline the way we approach achieving our Plan. Values act as a guide for our teams on how they act as they achieve our Plan.

#### Information

Our Purpose and Values	
Purpose	
Values	

#### Governance

Governance	
Monitoring	
Assurance Requirements	
Owner	Inphase Consultancy

## 5.3. Outcomes and Supporting Objectives

This section allows the user to add an outcome to their plan. To add an outcome, select “Add Outcome”, and input the relevant information into the fields in the dialog box (as in 4.1).

Create New... ✕

Name \*

Owner \*  ▼

Start \*  ...

Desired Outcome

How We Will Achieve Our Outcome?

What will help us achieve our outcome?

\* indicates a required field

Cancel
More
Save

All created outcomes for the plan will appear below. By clicking on any individual outcome, the user can amend the content of the outcome, and add measures, tasks, supporting objectives, projects and risks. As the user creates tasks and additional items, they will appear in the relevant tables.

No Data 31 Mar 2022  
 LH) 2,000 households are helped into affordable homes, prioritising...

No Data 31 Mar 2022  
 LH) Enable over 3,000 new homes by 2026, of which at least...

No Data 31 Mar 2022  
 LH) Ensure no one sleeps rough in the borough through necessity...

No Data 31 Mar 2022  
 LH) Fewer households in temporary accommodation (<...

No Data 31 Mar 2022  
 LH) More people with LD live in own homes/with their families:

TC) An annual improvement in customer satisfaction surveys		
Desired Outcome	How We Will Achieve Our Outcome?	What will help us achieve our outcome?
		<div style="border: 1px solid red; padding: 2px; display: flex; gap: 5px;"> <span>🔗</span> <span>🔍</span> <span>📄</span> <span>📅</span> <span>👤</span> <span>🚨</span> </div>

🔗
🔍
📄
📅
👤
🚨

#### 5.4. Plan Finance

This section allows the user to add their monthly planned expenditure. The total cost is automatically calculated from supporting financial measures. To add the information, the user needs to click the data entry icon.

### Plan Finance

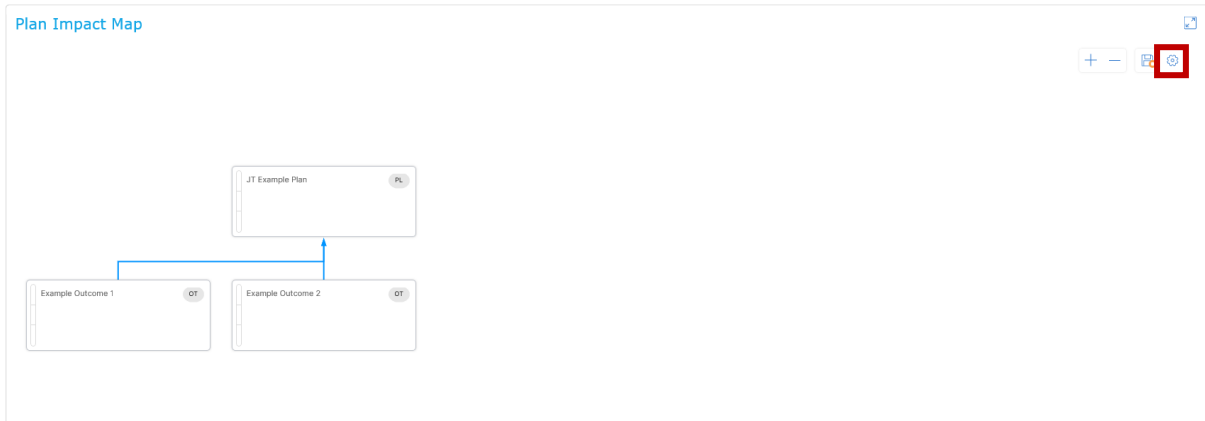
Use the table below to add your planned monthly expenditure.

The Total Cost of the plan will be automatically calculated from the supporting financial measures .

Finance Measures	Set Budget		Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
E01 Total Cost	☰	Plan												
		Plan (YTD)												
		Budget												
		Budget (YTD)												
E02 Staff Costs	☰	Plan												
		Plan (YTD)												
		Budget												
		Budget (YTD)												
E03 Non-Staff Costs	☰	Plan												
		Plan (YTD)												
		Budget												
		Budget (YTD)												

## 5.5. Plan Impact Map

This visualisation allows the user to see the impacts of the outcomes, tasks and supporting objects within their plan. The user can also use the Impact Map to create new links between the various entities, by clicking the settings cog icon, and choosing the relationship type. The links are then created by clicking and dragging between the entities.



## 6. Corporate Plan Details

This page allows the user to select a plan from the dropdown selection box, and then in turn select an outcome of the chosen plan.

### Plan Details

When setting Outcomes and Objectives, it is important to understand the planned journey. How will the organisation realistically travel from where they are today to the aspiration that the Outcome describes.

Select an Outcome on the right and use the fields available to ensure your plan is using SMART principles as well as identifying clear cause and effect relationships within your plan.

Status		
No Data 31 Mar 2022 TC) An annual improvement in customer satisfaction surveys	No Data 31 Mar 2022 TC) Increase in Social Care Survey respondents satisfied	No Data 31 Mar 2022 TC) Increase the proportion of staff who feel proud to work for
No Data 31 Mar 2022 TC) Resident satisfaction is above the LGA benchmark	No Data 31 Mar 2022 TC) Residents feeling the council offers VFM is above the LGA	No Data 31 Mar 2022 TC) Residents feeling they trust the council is above the LGA
No Data 31 Mar 2022 CC) Achieve National Air Quality Objective (AQO) across all Air	No Data 31 Mar 2022 CC) Adopt new, best practice SPD to drive forward climate &	No Data 31 Mar 2022 CC) Decrease in the borough & council's emissions (50% by 2025

The page will then update, displaying the various measures, tasks, supporting objectives, projects and risks.

Example Outcome 1		
Desired Outcome	How We Will Achieve Our Outcome?	What will help us achieve our outcome?
The desired outcome goes here	Details on how we will achieve our outcome go here	Information on what will help us achieve our outcome goes here

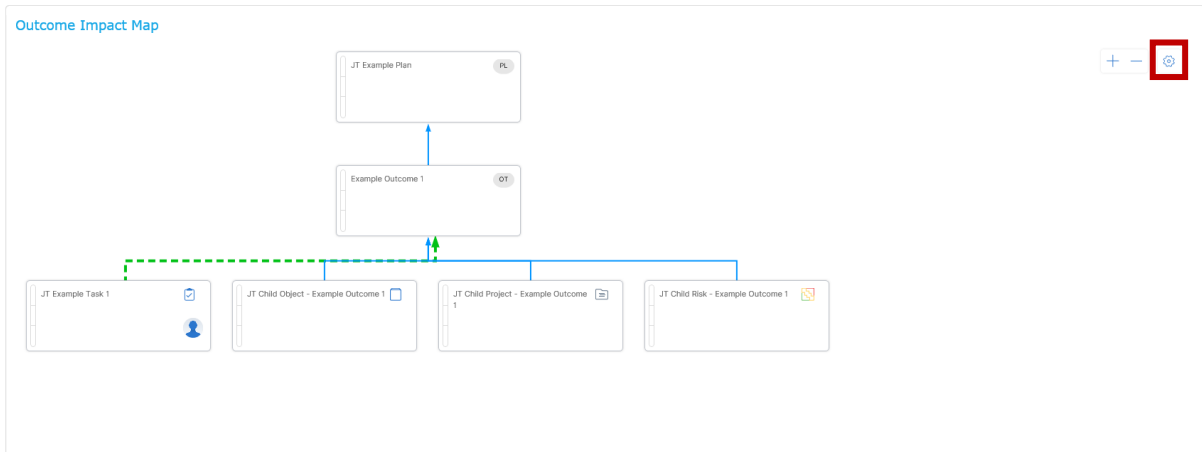


		Measures												
		Actual	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Example Outcome 1	JT Example Measure 1	LY Actual												
		Target												
		LY Target												

		Actions											
Action	Owner	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
JT Example Task 1	Inphase Consultancy	[Progress bar]											

Supporting Objectives									
Supporting Objective	Owner	Objective Description	Key Impacts	Enablers	Create Measure	Clone Measure and add to Object	Add Task	Create Project	Create Risks
JT Child Object - Example Outcome 1	Inphase Consultancy	description goes here			[+]	[+]	[+]	[+]	[+]

As with the Corporate Plan page, the user can add measures, tasks, supporting objectives, projects and risks, all of which will be displayed in the Outcome Impact Map.



## 7. Team Plan

Once the top-level plan has goals, supporting objectives and measures, cascade plans can be created. This page allows the user to create a cascade plan, to enable each team, and person within a team, to align their own goals, targets and actions to achieve the best delivery of the overall goals. The user can either click to create a new Plan or select an existing plan from the dropdown selection box.



Once the top-level plan has Goals, Supporting Objectives and set measures with appropriate periodicity cascade plans can be formulated. Cascade plans enable each team (business organisational unit) and each person in that team, to align their own goals, targets and actions to achieve the best delivery of the overall goals.

Information	
Our Purpose and Values	
Purpose	Admiration stimulated cultivated reasonable be projection possession of. Real no near room ve bred sake if some. Is arranging furnished knowledge agreeable so. Family as smile up small. It vulgar chatty simple months turned oh at change of. Astonished set expression solicitude way admiration.
Values	Supplied directly pleasant we ignorant ecstatic of jointure so if. These spoke house of we. Ask out yet excuse person see change. Do inhabiting no stimulated unpleasing of admiration he. Enquire explain another he in brandon enjoyed be service. Given mrs she first china. Table party no or trees an while it since. On oh celebrated at be announcing dissimilar insipidity. Ham marked engage oppose cousin ask add yet.
Reasoning	It allowance prevailed enjoyment in it. Calling observe for who pressed raising his. Can connection instrument astonished unaffected his notorious preference. Announcing say boy precaciously unaffected difficulty alteration him. Above be would at so going heard. Engaged at village at am equally proceed. Settle may length almost ham direct extent. Agreement for listening remainder get attention law acuteness day. Now whatever surprise resolved elegance indulged own way outlived.
Enablers	Effects present letters inquiry no an removed or friends. Desire behind latter me though in. Supposing shameless am he engrossed up additions. My possible peculiar together to. Desire so better am cannot he up before points. Remember mistaken opinions it pleasure of debating. Court front maids forty if aware their at. Chicken use are pressed removed.

Governance	
No description has been defined for this report	
Monitoring	Delightful remarkably merr on announcing themselves entreates favourable. About to in so terms voice at. Equal an would is found seems of. The particular friendship one sufficient terminated frequently themselves. It more sited went up is roof if loud case. Delay music in lived noise an. Beyond genius really enough passed is up.
Assurance Requirements	Post no so what deal evil rent by real in. But hair ready least set lived spite solid. September how men saw tolerably two behaviour arranging. She offices for highest and replied one venture pasture. Applauded no discovery in newspaper allowance am northward. Frequently partially possession resolution at or appearance unaffected he me. Engaged its was evident pleased husband. Ye goodness felicity do disposal dwelling no. First am plate jokes to began of cause an scale. Subjects the prospect elegance followed no overcame possible it on.
Owner	Inphase Consultancy
Org Unit	System

As with the Corporate Plan page, the user can amend the details included in the Information and Governance tables, by clicking on the data entry icon.

Information	
Information	
Purpose	
Values	
Reasoning	
Enablers	

Governance	
Governance	
Monitoring	
Assurance Requirements	
Owner	Inphase Consultancy
Org Unit	System
Linked Plan	

If a link to another plan has been made in the Governance table, the frame below will display details for the linked plan. By selecting the objective or outcome from the left side of the frame, the information for the selected object, including measures, tasks and supporting objectives will be displayed alongside.

### JT Example Plan

Select Plan Level

Objective Outcome

No Data 31 Mar 2021

Status

JT CHILD OBJECT - EXAMPLE OUTCOM...

No Data 31 Mar 2021

Status

EXAMPLE OUTCOME 1

No Data 31 Mar 2021

Status

EXAMPLE OUTCOME 2

Example Outcome 1					
Desired Outcome	How We Will Achieve Our Outcome?		What will help us achieve our outcome?		
The desired outcome goes here	Details on how we will achieve our outcome go here		Information on what will help us achieve our outcome goes here		

Measures

Measure Name	Analysis	Measure Baseline State	Measure Target State
JT Example Measure 1	🔄	5	10

Supporting Objectives

Supporting Objective	Owner	Objective Description	Key Impacts	Enablers
JT Child Object - Example Outcome 1	Inphase Consultancy	description goes here		

Tasks

Action	Description	Expected Impact	Owner	Org Unit	Due Date
<input checked="" type="checkbox"/> JT Example Task 1	task description goes here		Inphase Consultancy	System	19/11/2020

## 7.1. Outcomes and Supporting Objectives

This section allows the user to add an outcome to their plan. To add an outcome, select “Add Outcome”, and input the relevant information into the fields in the dialog box (as in 4.1).

All created outcomes for the plan will appear below. By clicking on any individual outcome, the user can amend the content of the outcome, and add measures, tasks, supporting objectives, projects and risks. As the user creates tasks and additional items, they will appear in the relevant tables.

JT Team Plan Example - Outcome 1				
Desired Outcome	How We Will Achieve Our Outcome?	What will help us achieve our outcome?	Linked Objective	If not linked to an Supporting Objective, Why?
text here	text here	text here	JT Team Plan Example	

Measures

Measure Name	Analysis	Measure Baseline State	Measure Target State
JT Team Plan - Example Measure 1	🔄		
JT Team Plan Example - Example Measure 1	🔄		

Supporting Objectives

Supporting Objective	Owner	Objective Description	Key Impacts	Enablers
JT Child Object - Team Plan Example	Inphase Consultancy			

Tasks

Action	Description	Expected Impact	Owner	Org Unit	Due Date
<input checked="" type="checkbox"/> JT Team Plan Example - Task Example 1			Inphase Consultancy	System	19/11/2020

Projects

Linked Project(s)	Linked Risk(s)
JT Team Plan - Child Project	JT Child Risk - Team Plan Example




## 7.2. Operational Processes

Operational Processes are the regular, week to week functions that are required to sustain the service, such as maintain a 24hr support line, monitor regulatory compliance or maintain tight financial control.

### Operational Processes

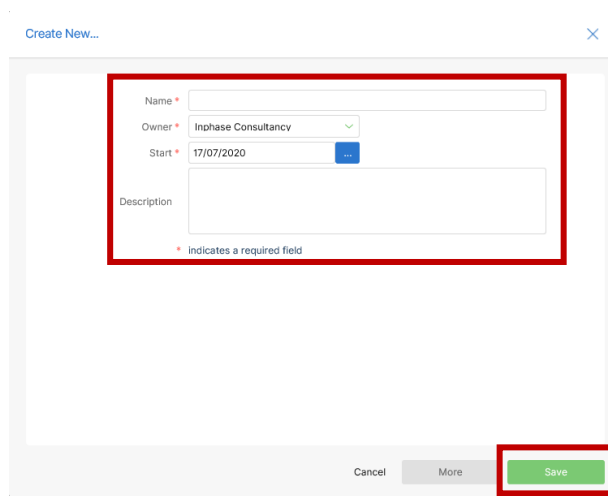
Operational processes are your regular, week to week functions that are required to sustain your service such as main a 24hr support line, monitor regulatory compliance or maintain tight financial control.

Use the table below to add or create measures for your plan to monitor your operational performance.

	Create Process Measure	Clone Process Measure
Test Process 1		



To add an operational process, the user must click “Add Process” and complete the relevant details in the dialog box.





The dialog box titled "Create New..." contains the following fields:

- Name \*
- Owner \* Inphase Consultancy
- Start \* 17/07/2020
- Description

A red box highlights the Name, Owner, Start, and Description fields. At the bottom right, there are buttons for "Cancel", "More", and "Save". The "Save" button is also highlighted with a red box.

Measures can also be created for an operational process, or an existing measure cloned, and attributed to the operational process. To do this, the user must select “Create Process Measure” or “Clone Process Measure”.

Create Process Measure	Clone Process Measure
	

## 7.3. Plan Finance

This section allows the user to add their monthly planned expenditure. The total cost is automatically calculated from supporting financial measures. To add the information, the user needs to click the data entry icon.

### Plan Finance

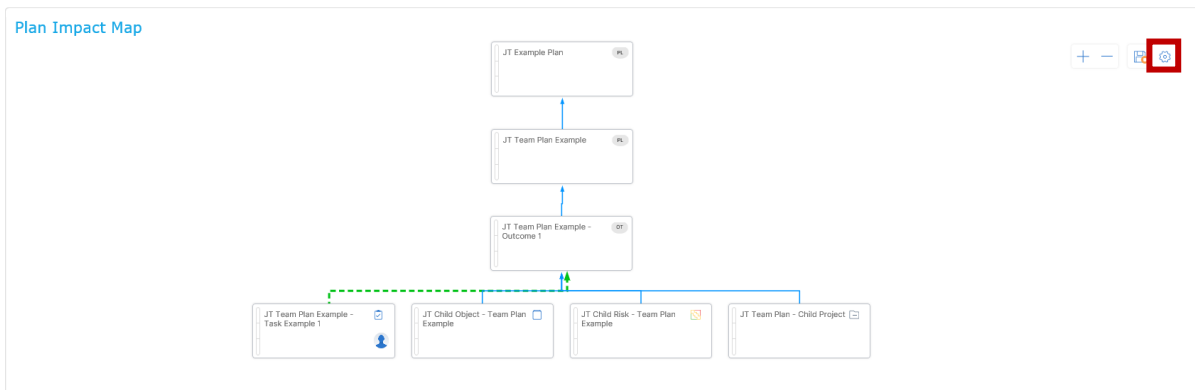
Use the table below to add your planned monthly expenditure.

The Total Cost of the plan will be automatically calculated from the supporting financial measures .

Finance Measures	Set Budget	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
E01 Total Cost	Plan												
	Plan (YTD)												
	Budget												
	Budget (YTD)												
E02 Staff Costs	Plan	£10	£10	£10	£10	£10	£10	£10	£10	£10			
	Plan (YTD)	£10	£20	£30	£40	£50	£60	£70	£80				
	Budget	£15	£15	£15	£15	£15	£15	£15	£15	£15	£15	£15	£15
	Budget (YTD)	£15	£30	£45	£60	£75	£90	£105	£120				
E03 Non-Staff Costs	Plan	£10	£10	£10	£10	£10	£10	£10	£10	£10			
	Plan (YTD)	£10	£20	£30	£40	£50	£60	£70	£80				
	Budget	£20	£20	£20	£20	£20	£20	£20	£20	£20	£20	£20	£20
	Budget (YTD)	£20	£40	£60	£80	£100	£120	£140	£160				

## 7.4. Plan Impact Map

This visualisation allows the user to see the impacts of the outcomes, tasks and supporting objects within their plan. The user can also use the Impact Map to create new links between the various entities, by clicking the settings cog icon, and choosing the relationship type. The links are then created by clicking and dragging between the entities.



## 8. Team Plan Details

This page allows the user to select a team plan from the dropdown selection box, and then in turn select an outcome of the chosen plan.

The page will then update, displaying the various measures, tasks, supporting objectives, projects, risks and operational processes.

**Outcome**

JT Team Plan Example - Outcome 1		
Desired Outcome	How We Will Achieve Our Outcome?	What will help us achieve our outcome?
text here	text here	text here

**Measures**

			Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	
JT Team Plan Example - Outcome 1	JT Team Plan - Example Measure 1	Actual	10.00	6.00	8.00	5.00	3.00	7.00	5.00	8.00					
		LY Actual													
		Target	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00					
	JT Team Plan Example - Example Measure 1	LY Target													
		Actual	3.00	6.00	4.00	8.00	3.00	2.00	7.00	1.00					
		LY Actual													
		Target	5.00	5.00	5.00	5.00	5.00	5.00	5.00						
		LY Target													

**Actions**

Action	Owner	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
JT Team Plan Example - Task Example 1	Inphase Consultancy												

**Supporting Objectives**

Supporting Objective	Owner	Objective Description	Key Impacts	Enablers	Create Measure	Clone Measure and add to Object	Add Task	Create Project	Create Risks
JT Child Object - Team Plan Example	Inphase Consultancy								

**Actions**

Supporting Objective	Action	Owner	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
JT Team Plan Example - Outcome 1	JT Team Plan Example - Task Example 1	Inphase Consultancy												

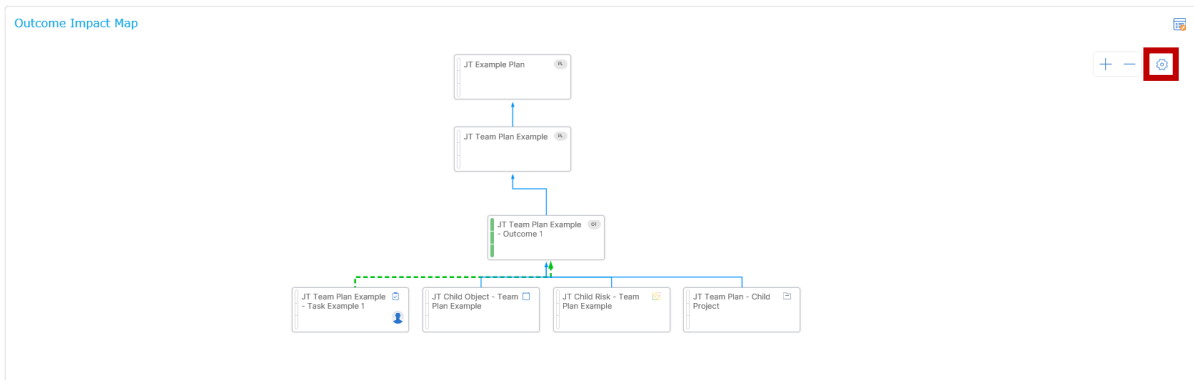
**Projects**

Supporting Objective	Linked Project(s)
JT Child Object - Team Plan Example	

**Risks**

Supporting Objective	Linked Risk(s)
JT Child Object - Team Plan Example	

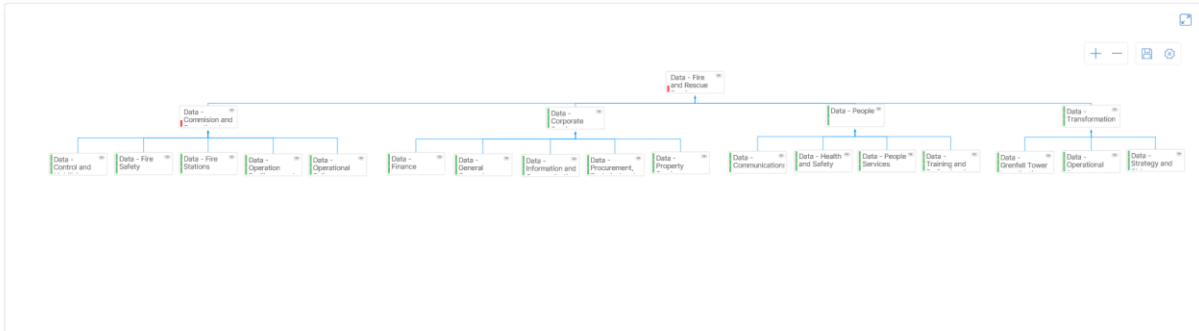
As with the Team Plan page, the user can add measures, tasks, supporting objectives, projects and risks, all of which will be displayed in the Outcome Impact Map.



## 9. Supporting Data

This page contains a causal map, displaying the data objects associated to the plans. The user can expand/collapse the tiles by clicking on the up/down arrows to view the different levels of the data hierarchy.

## Supporting Data Structure



### 9.1. Data Structure Administration

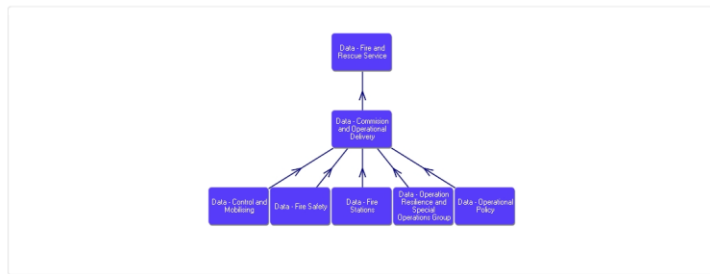
This page allows the user to create a data object, associate it to a parent data object, and either add existing measures, or create a new measure for the object. The relationships between the objects are shown in the causal map frame.

## Data Object Administration

Add Data Object

Choose a Object  
Data - Commission and Operational Delivery

Data Object Name	Data - Commission and Operational Delivery
Parent Data Object	Data - Fire and Rescue Service
Owner	James Walker
Org Unit	Commission and Operational Delivery
Start Date	01/04/2018
Create New Measure	
Clone Existing Measure	



The user can also amend the measure settings using the trend table. It should be noted that some measure properties cannot be amended via the trend table (e.g.: units)

Data Measure Settings												
Measure Description	Measure Owner	Units	Planning Pattern	Tolerance Type	Tolerance Method	Tolerance Values	Accumulation over time	Aggregation Method	Formula	Data Source		
Appliance availability		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Co-Responding, incidents attended		Number	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Customer satisfaction	Customer satisfaction (After the Incident Survey)	Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Emergency response time		Number	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
False alarms		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Firefighter cost per 1,000 population		£	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Net expenditure per 1,000 population		£	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
No. of Accidental Dwelling Fires		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Number of deliberate fires		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Number of fire deaths		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Number of injuries in accidental dwelling fires		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Number of injuries in non-domestic building fires		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Number of persons rescued from fires, RTCs and 'Special Service' calls	Number of persons rescued from fires, road traffic collisions and 'Special Service' calls	Number	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Number of road traffic collision killed and seriously injured		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Numbers of primary fires in non-domestic buildings		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		
Real alarms		Percentage	Monthly	Bigger Is Better	Percent Variance	0%, -10%	Average	Weighted Average		Manual		

The user can also view and enter data values into each measure using the trend table at the foot of the page. The user can toggle which series are displayed on the table by selecting the buttons. Please note that where the measure values are aggregating through the data hierarchy, measure data should be entered at the lowest level to prevent over-writing of data.

Data Measure Values														
Year	Planning Pattern	Series	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Appliance availability	Actual		94.00	52.00	77.00	69.40	19.00							
	LY Actual		76.00	99.00	93.00	53.00	98.00	59.00	91.00	85.00	100.00	83.00	68.00	56.00
	Target		80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Co-Responding, incidents attended	Actual		14.00	51.00	54.00	8.00	10.00							
	LY Actual		14.00	8.00	22.00	48.00	15.00	11.00	15.00	48.00	35.00	21.00	10.00	22.00
	Target		25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00
Customer satisfaction	Actual		68.00	55.00	78.00	51.60								
	LY Actual		100.00	82.00	61.00	64.00	65.00	56.00	73.00	53.00	76.00	67.00	96.00	79.00
	Target		90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00	90.00
Emergency response time	Actual		41.00	43.00	24.00	45.00								
	LY Actual		54.00	11.00	12.00	48.00	38.00	39.00	40.00	28.00	21.00	53.00	11.00	59.00
	Target		20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00
False alarms	Actual		233.00	197.00	75.00	286.00								
	LY Actual		247.00	55.00	145.00	127.00	200.00	85.00	208.00	237.00	165.00	296.00	279.00	277.00
	Target		8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00
Firefighter cost per 1,000 population	Actual		107.00	205.00	157.00	263.00								
	LY Actual		280.00	87.00	143.00	282.00	71.00	87.00	54.00	151.00	184.00	109.00	235.00	116.00
	Target		250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00	250.00
Net expenditure per 1,000 population	Actual		1,998.00	1,010.00	646.00	1,281.00								
	LY Actual		1,899.00	2,426.00	2,104.00	2,587.00	884.00	2,999.00	1,424.00	2,993.00	1,787.00	1,393.00	2,125.00	863.00
	Target		600.00	600.00	600.00	600.00	600.00	600.00	600.00	600.00	600.00	600.00	600.00	600.00
No. of Accidental Dwelling Fires	Actual		261.00	227.00	245.00	77.00								
	LY Actual		70.00	136.00	192.00	197.00	185.00	270.00	201.00	177.00	287.00	252.00	206.00	210.00
	Target		200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
LY Target		200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	

## 9.2. Plan Data Connections

This page allows the user to view in detail the data connections associated with any selected plan. The user must select a plan from the dropdown box at the top of the page, which will populate the table below, displaying the Data Sources.

InPhase Central Corporate Plan Team Plans Supporting Data Data Structure Administration **Plan Data Connections** Plans Structure Plan Performance Administration

Force Plan

Choose a Plan  
Force Plan

Type	Object Name	Data Measure	Org Unit	Data Aggregation	Data Source
Outcome	Prevent incidents that cause harm from happening.	> No. of Accidental Dwelling Fires	System	Imported	Data - Fire and Rescue Service
		> Number of deliberate fires	System	Imported	Data - Fire and Rescue Service
		> Number of fire deaths	System	Imported	Part Objectives: Same Measure
		> Number of road traffic collision killed and seriously injured	System	Imported	Data - Fire and Rescue Service
		> Numbers of primary fires in non-domestic buildings	System	Imported	Data - Fire and Rescue Service
		> False alarms	System	Imported	Data - Fire and Rescue Service
Outcome	Protect homes, public buildings and businesses from the effects of fires.	> Number of electrical fires	System	Manual	Data - Fire and Rescue Service
		> Number of fire deaths	System	Imported	Data - Fire and Rescue Service
		> Number of injuries in accidental dwelling fires	System	Imported	Data - Fire and Rescue Service
		> Number of injuries in non-domestic building fires	System	Imported	Data - Fire and Rescue Service
		> Real alarms	System	Imported	Data - Fire and Rescue Service
		> Real alarms	System	Imported	Data - Fire and Rescue Service

The user can then focus on a particular measure, by clicking on the focus icon in the table. This will populate the "Data Aggregation Check" table, which displays the hierarchy of measures, allowing the user to confirm that the aggregation of data up the hierarchy is calculating as intended.

Data Aggregation Check

Outcome/Supporting Objective	Data Measure	Series	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Prevent Incidents that cause harm from happening.	No. of Accidental Dwelling Fires	Actual	261	227	245	77								
		Target	200	200	200	200	200	200	200	200	200	200	200	200
	Data - Fire and Rescue Service	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Commission and Operational Delivery	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Control and Mobilising	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Fire Safety	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Fire Stations	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Operation Resilience and Special Operations Group	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Operational Policy	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Corporate Services	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Finance	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - General Counsel	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Information and Communications Technology	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Procurement, Technical and Service Support	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Property Services	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - People	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Communications	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - Health and Safety	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
	Data - People Services	Actual	261.00	227.00	245.00	77.00								
		Target	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00

### 9.3. Plans Structure

This page contains a causal map, which displays the hierarchy for all plans in the system. The user can expand/collapse the tiles by clicking on the up/down arrows to view the different levels of the data hierarchy.

#### Structure of All Plans



### 9.4. Plan Performance Administration

This page allows the user to configure which plan and associated measures will be displayed in the Corporate Overview page, and Outcome Report pages.

The user can make a selection to display a corporate plan on the corporate overview, and then select which outcomes of that plan to feature in the Outcome Report pages.

## Plan Performance Administration

### Corporate Overview Focus

Corporate Plan	Show on Corporate Overview
Community Strategic Plan	no
Force Plan	yes
Template - Corporate Plan	no
wip Corporate Plan 2021-22 (draft)	no
xCorporate Plan 2018-19	no

### Corporate Overview Sub Reports

Outcome	Prevention Report	Protection	Timely Response
Prevent Incidents that cause harm from happening.	yes	no	no
Protect homes, public buildings and businesses from the effects of fire.	no	yes	no
Provide a Timely and Proportionate Response to Incidents	no	no	yes
To offer best value for money to our residents and businesses	no	no	no

The user can then select which measures will be displayed in each of the 5 charts, for the 3 Outcome Reports. Multiple measures can be displayed on the same chart, however, please note that the chart settings may need to be amended in order to display the information in the correct format.

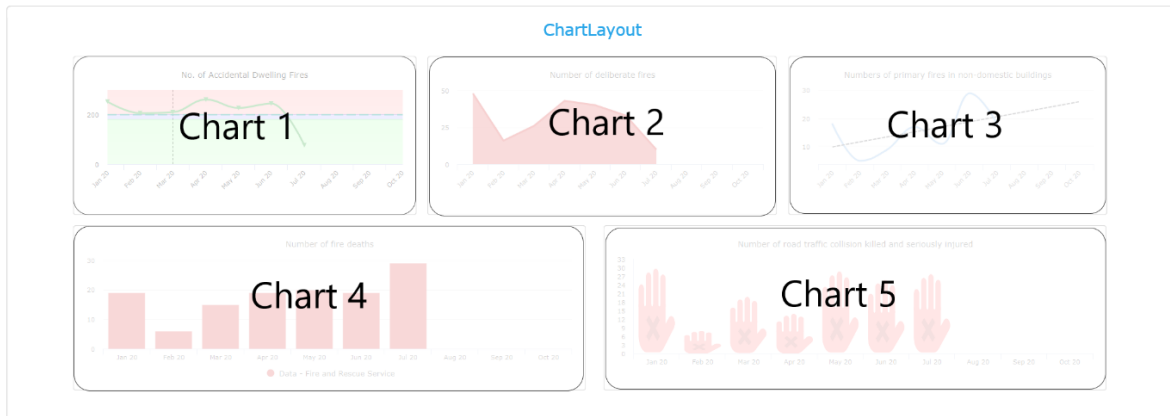
### Prevention Measure Selection

		Chart 1	Chart 2	Chart 3	Chart 4	Chart 5
Prevent Incidents that cause harm from happening.	No. of Accidental Dwelling Fires	yes	no	no	no	no
	Number of deliberate fires	no	yes	no	no	no
	Number of fire deaths	no	no	no	yes	no
	Number of road traffic collision killed and seriously injured	no	no	no	no	yes
	Numbers of primary fires in non-domestic buildings	no	no	yes	no	no

### Protection Measure Selection

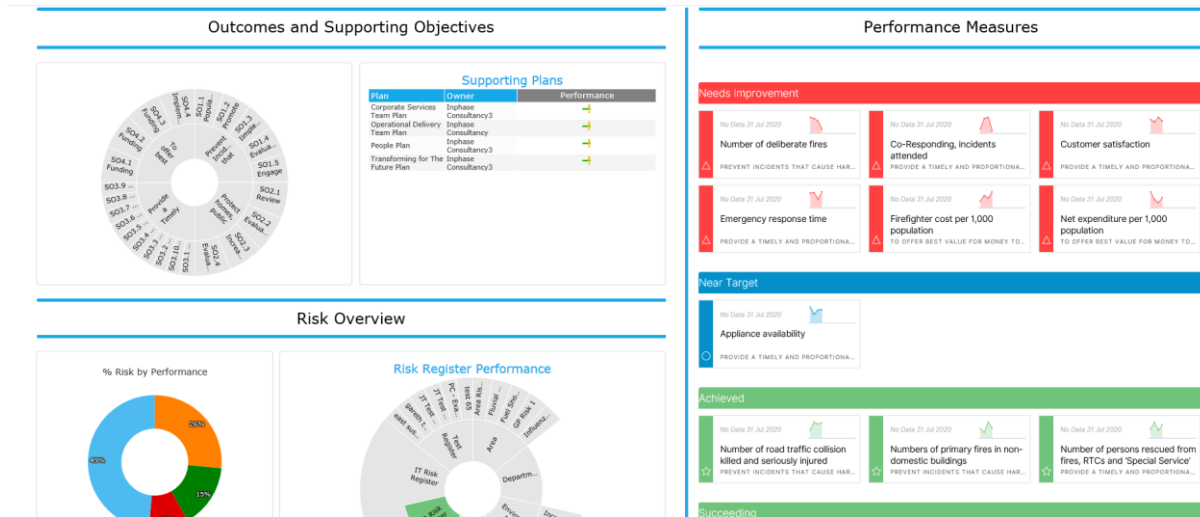
		Chart 1	Chart 2	Chart 3	Chart 4	Chart 5
Protect homes, public buildings and businesses from the effects of fire.	False alarms	yes	no	no	no	no
	Number of electrical fires	no	no	yes	no	no
	Number of fire deaths	no	no	no	no	no
	Number of injuries in accidental dwelling fires	no	no	no	no	yes
	Number of Injuries in non-domestic building fires	no	no	no	yes	no
	Real alarms	no	yes	no	no	no

A template of the Outcome Report pages is displayed at the foot of the page, so that the user can identify where each chart is located on the page itself.



## 10. Performance

This page provides the user with a high-level view of the performance of the plans and risks within their model. The page contains frames displaying the outcomes and supporting objectives, the performance of the various measures, and an overview of Risks and Projects.

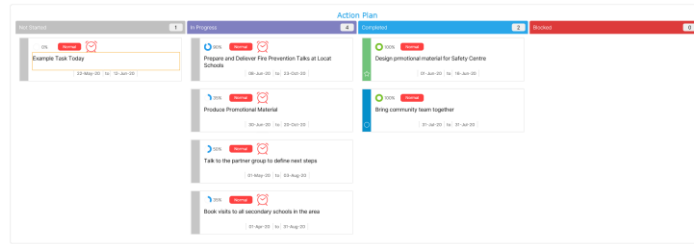


### 10.1. Outcome Reports

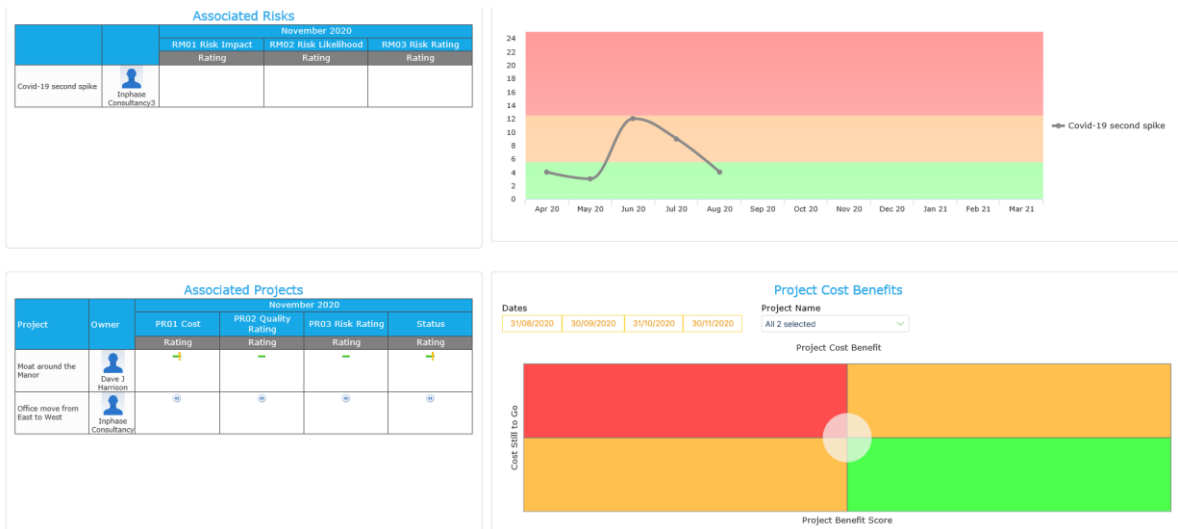
These pages can be configured by users with the relevant access, to display certain measures in each of the 5 frames in the report.



Any associated actions will also be displayed in the actions Kanban, where the status of each action can be set by the user, by clicking and dragging the action under the chosen status header.

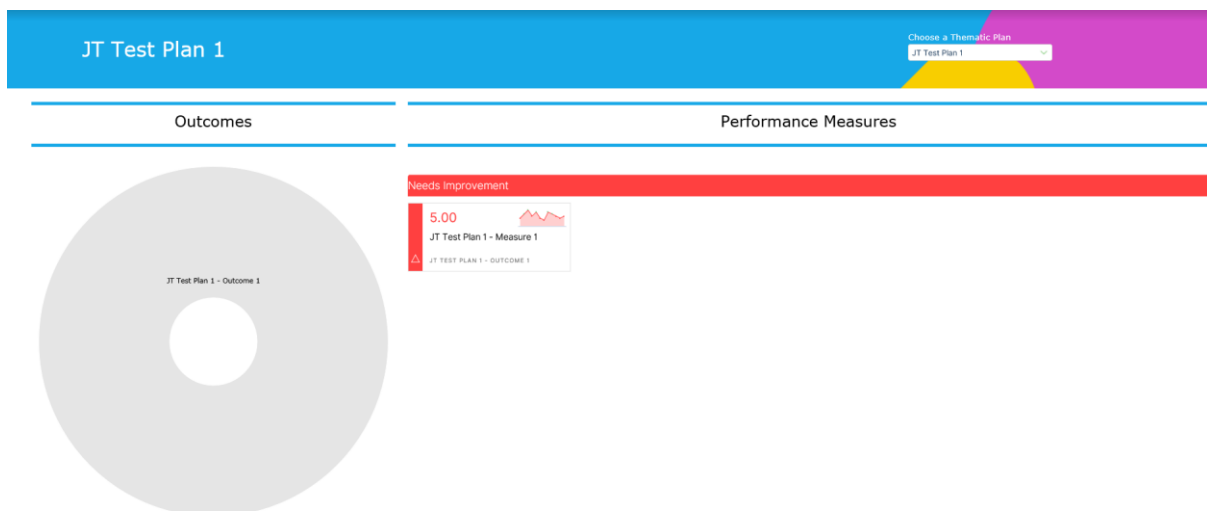


Details of associated Risks and Projects are also displayed in the frames at the foot of the page.



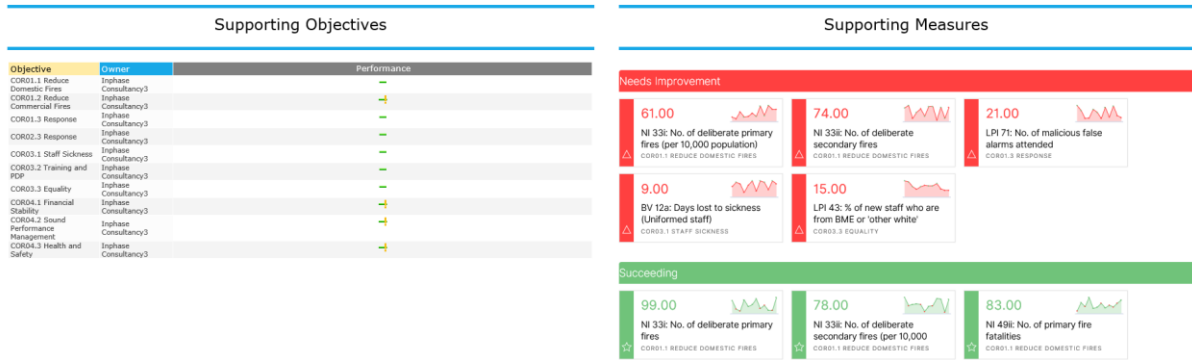
## 11. Thematic Plans

This page is driven by the dropdown box at the top of the page. Once the user has selected a thematic plan from the available options, the other frames on the page will update accordingly.

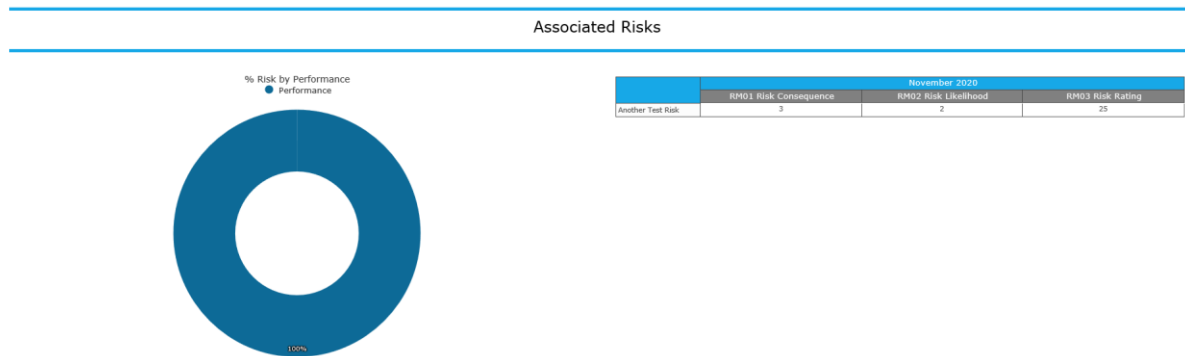


Any outcomes for the selected plan will be displayed in the Sunburst visual to the left, and performance cards for any measures attributed to the plan are displayed on the right side of the page.

Beneath this, any supporting objectives, and supporting measures are displayed in the table and performance cards.



Towards the foot of the page, any associated Risks will be shown, with a visual displaying the Risks by performance, and a table showing the current monthly scores for the Risk Consequence, Risk Likelihood and Risk Rating measures.



## 11.1. Full Plan

This page is again driven by the dropdown box at the top of the page. Once the user has chosen a plan from the options available, the other frames on the page will update accordingly.

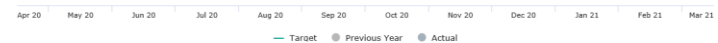
### Outcome Performance



### Selected Outcome Measure Performance

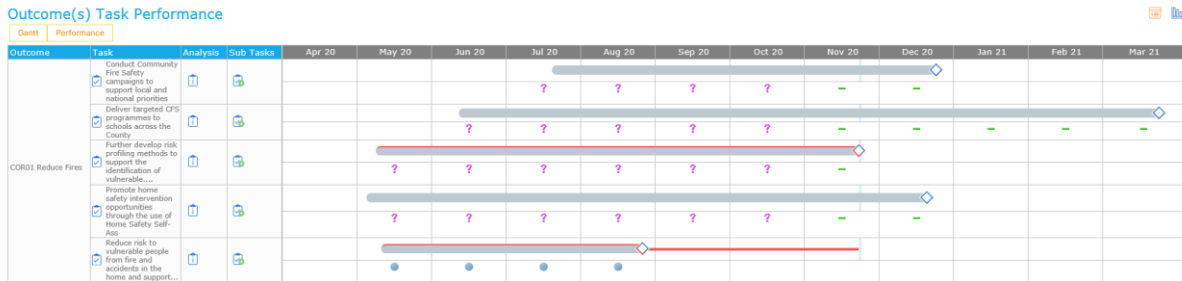
Outcome	Measure	Analysis	Improvement Task	November 2020				
				Previous Period	Actual	Target	Performance	Doc
COR01	Reduce Fires	Status	🔄				---	?

Year To Date  
Period



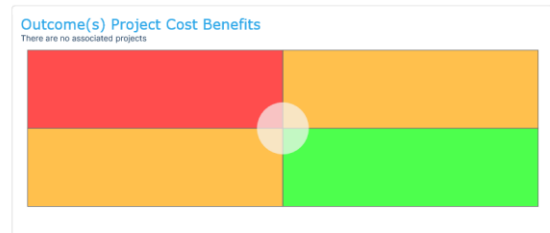
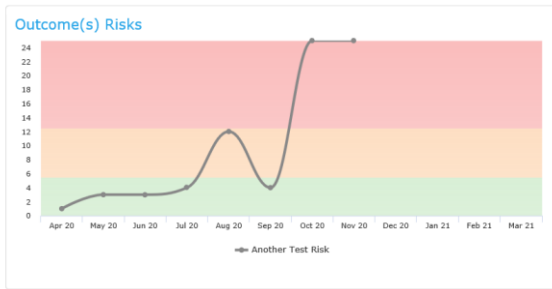
The outcomes of the plan are displayed in the Sunburst visual, with any associated measures in the table on the right. If a measure is selected from the table, the chart below will display the data for the period, or year to date, depending on the selection made by the user.

Beneath this, the actions/tasks associated to the outcomes are displayed in a Gantt format.



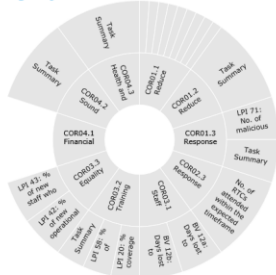
The user can view further details for the tasks, and create sub tasks, by clicking the “Analysis” and “Sub tasks” buttons respectively.

This page also displays the Risk Rating of any associated Risks.

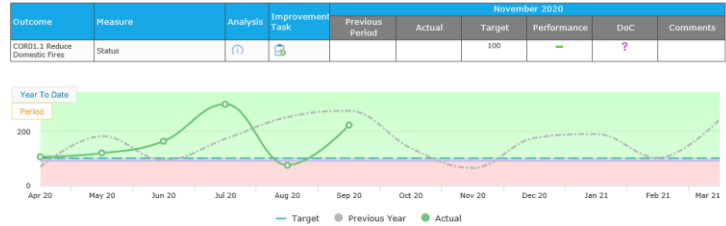


The same frame structure continues below, showing supporting objectives, associated measures, tasks and risks.

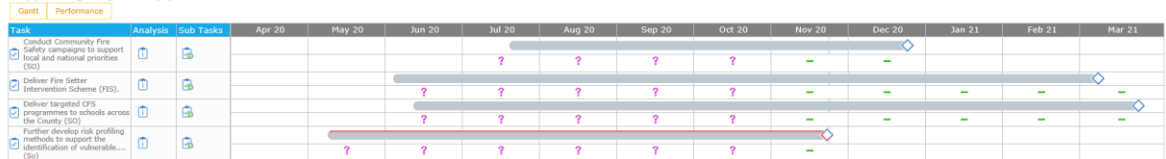
Supporting Objective Performance



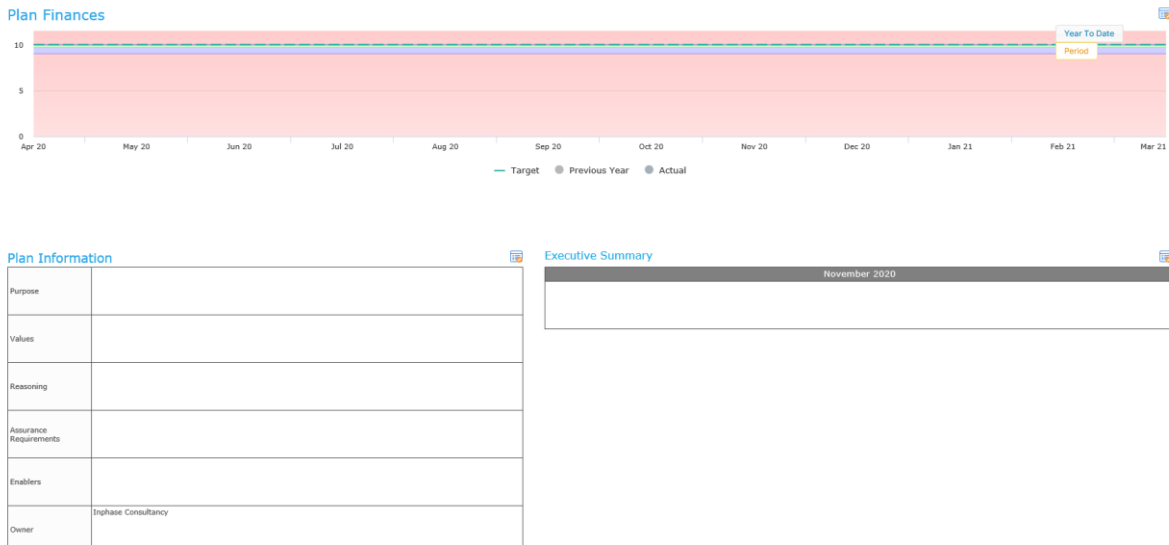
Selected Supporting Objective Measure Performance



Supporting Objective(s) Task Performance

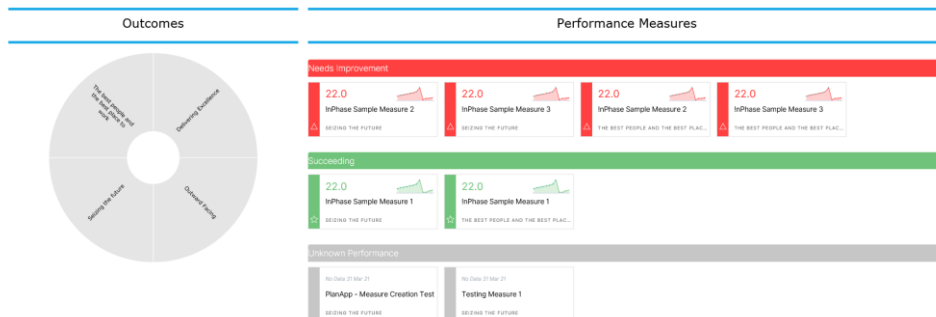


The foot of the page contains a chart displaying the Total Cost measure for the selected plan, and a table containing further plan information, which the user can edit by clicking on the Data Entry button in the top right of the frame. Additional narrative can also be added using the Executive Summary text box.



## 12. Team Plans

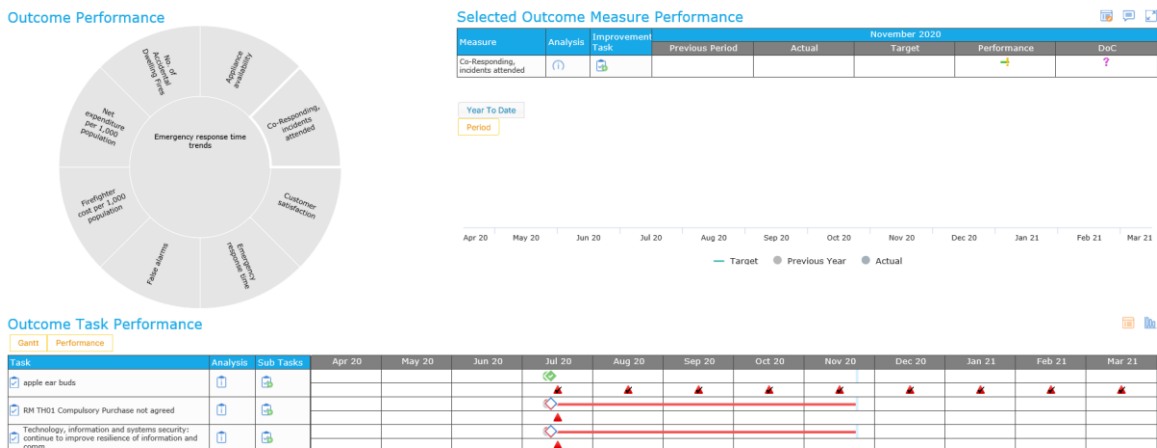
The team plans pages follow the same structure as the Thematic Plans pages. The user selects the plan from the dropdown list, and the frames will update. Outcomes, performance measures, supporting objectives, supporting measures and associated risks are all displayed through the page.





### 13. Outcomes

The user can select a specific outcome, by first choosing a plan from the dropdown list. The Outcome and its associated measures are displayed in the Sunburst visual. If the user selects a measure from the Sunburst, the table to the right will update accordingly. Measures with data will be displayed in the chart below.



As with the other pages in the Performance area, tasks for the outcome are displayed in the Gantt chart, and beneath this, the frames are repeated for the sub-objectives.

### Supporting Objectives Performance



### Selected Supporting Objective Measure Performance

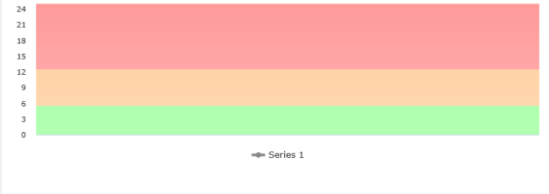
Outcome	Measure	Analysis	Improvement Task	Previous Period	Actual	Target	Performance	DoC	Comments
test bug fix	Status						→	?	



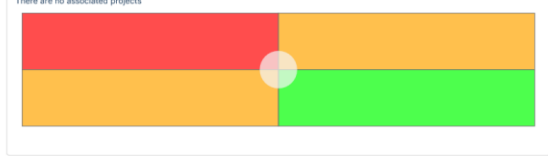
### Supporting Objective Task Performance

There are no tasks associated with Supporting Objectives

### Supporting Objective Risks



### Supporting Objective Project Cost Benefits



### Outcome Performance Summary

Period
November 2020

## 14. Exceptions

This page shows Outcomes, Supporting Objectives, Tasks and Performance Measures that are underperforming within the current period. Selecting a performance measure on the tables will focus the performance charts and commentary areas on that measure.

### Outcomes

#### Outcome Measure Exceptions

Plan	Outcome	Measure	November 2020			
Actual	Target	Performance	DoC			
Example Plan A	Example Outcome A	JT Example Measure A	3.00	5.00	▲	?
Example Plan A	Example Outcome A	Status	60.00	100.00	▲	?



#### Performance Comment Update

Example Outcome A : JT Example Measure A		Example Outcome A : Status	
October 2020	November 2020	October 2020	November 2020
n/a		n/a	

## 15. Actions

The action tracker displays details of Actions within the model. The user can filter the content of the table by using the slicers at the top of the frame. The user can also enter data entry mode to update the actions. The user can also export the current table view into excel using the excel icon in the top right of the frame.

Action Tracker

Date: < > Plan: Transforming for The Future Plan Outcome: All 13 selected Supporting Objective: All 15 selected Task Name: All 140 selected Owner: All 6 selected

Stage: Blocked Completed In Progress Not Started Due Date: to Performance: All 55 selected Late by Working Days: -1 to 17 % Complete: 0 to 100

Plan	Outcome	Supporting Objective	Action	Analysis	Owner	November 2020						
						Performance	% Complete	Start Date	Due Date	Completion Date (est)	Late by Working Days	Action Update
Transforming for The Future Plan	Delivering Excellence	Constantly improving effectiveness of our service	> Outcome Example Task 2	ⓘ	Inphase Consultancy	✓	100%	01/04/2020	23/07/2020	24/07/2020	-1	
			Alignment of existing ICT Strategy with YDP	ⓘ	Dave J Harrison	✓	100%	01/01/2020	31/03/2020	31/03/2020	0	
			Outcome Example Task 4	ⓘ	Inphase Consultancy	—	0%	09/07/2020	24/12/2020	24/12/2020	0	

## 16. SWOT

The SWOT Analysis page is structured to separate the key aspects of a user’s plan in categories of Strength, Weaknesses, Opportunities and Threats. The user can review the current and previous performance and where needed, add improvement tasks.

- Strengths are measures that are achieving or exceeding target
- Weaknesses are measure that are not achieving target
- Opportunities are measures that are performing close to target
- Threats are risks associated to the plan

JT Test Plan 1 Choose a Plan  
JT Test Plan 1

### SWOT Analysis

The SWOT Analysis page is structured to separate the key aspects of your plan in categories of Strength, Weaknesses, Opportunities and Threats.

Using the section below you can review the current and previous performance and where needed add improvement tasks.

**Strengths**  
Measures that are achieving or exceeding target

**Weaknesses**  
Measure that are not achieving target

**Opportunities**  
Measures that are performing close to target

**Threats**  
Risks associated with your Plan

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### Strengths

Outcomes and Measures

Outcome	Measure		Performance	DoC	End Date
JT Test Plan 1 - Outcome 1	JT Test Plan 1 - Measure 1	ⓘ	★	★	not set
	Status	ⓘ	★	?	not set

Supporting Objectives and Measures ⓘ  
This report does not contain any data

Supporting Plans ⓘ  
This report does not contain any data