



WorkInConfidence: Speak Up (Includes Anonymous Speak Up, Open Case Logging and Case Management)

1. Service Summary

WorkInConfidence is a cloud-based Speak Up, whistleblowing and case management service designed for public sector organisations. It provides a secure, trusted and auditable process for raising, managing and reporting concerns, supporting organisations to meet statutory and regulatory obligations while strengthening governance and oversight.

The service enables concerns to be raised anonymously or openly through a single, unified platform. Issues are routed to the appropriate contacts and can be securely reallocated where required, ensuring clear ownership, consistent handling and timely resolution. Two-way anonymous communication supports psychological safety while maintaining an appropriate audit trail and organisational oversight.

WorkInConfidence includes secure case management functionality for the centralised storage, tracking and management of all cases, whether raised via the platform or received through other channels. Built-in reporting provides senior leaders and boards with oversight of case volumes, themes, status and outcomes, supporting assurance, shared learning and continuous improvement.

By enabling early identification and resolution of issues related to culture, safety, inclusion and wellbeing, the service helps reduce organisational risk and supports effective workforce engagement. WorkInConfidence strengthens employee voice, supports duty of care, and enables informed decision-making based on reliable, structured data.

2. Service Elements: Summary

Anonymous Speak Up: Enables secure, two-way anonymous conversations between individuals and named managers. Individuals can raise concerns or ideas without revealing their identity, while organisations can respond, request clarification and provide updates.

Case Logging: Allows individuals who are willing to be identified to log cases directly into the system using a secure online form, without requiring user registration.

Case Management: Provides a secure, centralised workspace to record, track, update and close all speaking-up and HR cases, regardless of how they were raised (anonymous, direct, email or phone).

Surveys: These enable you to check back that the process is working for your people.

Reporting and Insight: Built-in reporting dashboards provide oversight of volumes, themes, case status and resolution times. Reports can be exported for internal governance, audits and regulatory returns.

3. Service Elements More Detail

3.1 Anonymous Conversation

3.1.1 Anonymous Conversation Summary

Empower your people to raise concerns anonymously so you need never have problems left unresolved. Spot problems before things escalate and before they end up in the public domain or with regulators. Creates psychological safety for the reticent to speak up.

- Employees/stakeholders contact management through the platform and exchange messages (non real-time) to raise concerns (or ideas).
- Employees/stakeholders know who they are contacting – but can remain anonymous themselves.
- Employees/stakeholders log in, select their topic and the relevant manager and send a message. The manager gets a notification to her or his inbox, logs in and can respond to the anonymous employee/stakeholder. Managers can request further information, provide assurances or update the employee/stakeholder, whilst never knowing their identity (unless the person chooses to be identified).
- The conversation can continue until both parties are happy that it has reached its conclusion.
- Built in anti-abuse.
- Clear central reporting always lets you know what topics are live.

Include topics such as:

- Respect and fair treatment (including harassment & bullying).
- Major concerns.
- Corporate Social Responsibility.
- Wellness at Work.
- Operational issues.

You can also push questions out to staff through the system.

WorkInConfidence is far more than a whistleblowing platform– it enables two-way discussion between employees/stakeholders and appropriate managers.

3.1.2 Anonymous Conversation: Benefits

- Employees/stakeholders know who they are contacting – and get a direct response from the relevant manager. This:
 - Enhances trust and makes for early use before problems escalate.
 - Provides a lower perceived barrier to use than a whistleblowing line.
 - Gives direct contact with managers to enable resolution opportunities.
- Real time informative reporting of traffic, themes and whether dealt with.
- Easy to add new managers / change categories / amend system settings.
- Quickly ready to go but highly configurable.
- Highly flexible:
 - Admin function so you are in control of the system.
 - Built in anti-abuse.
 - Ability to limit conversations one person can receive or start.
 - Permission based transfer facility if recipient manager feels a colleague is better placed to handle the topic.



- Multiple set up options:
 - 1:1 anonymous dialogue.
 - Share dialogues at conclusion with primary admin.
 - Share dialogues at conclusion with all managers (with user's knowledge and approval).

In each case, the situation is always clear to the end user.

3.2 Case Logging

Case logging enables those people who are happy to give their details, to log a case directly into case management. The online link enables you to easily collect the necessary details to then pick up and progress the case. The responsible manager will receive a notification that they have a case to pick up and review and can then track and manage the case in case management. No user registration is necessary to use the case logging link.

3.3. Case Management

3.3.1 Case Management Summary

One secure online place to record, track, update and report on all speaking up matters whether raised through WorkInConfidence or by other route such as email, phone or directly. Across a complex organisation this gives you the opportunity for better management and tracking of cases.

- Secure, encrypted, storage of cases.
- Multiple user access – with ability to decide who to share cases with.
- Mobile enabled.
- Consolidated reporting.

Easy to create cases: Create new cases quickly and easily. Once created you can add come back and update or close the case at any time.

Easily add your own fields: If fields are not already in the system you can add your own, which once set up are then available to all case managers in your organisation.

Create notes templates: You can also create your own notes templates to prompt case managers to collect appropriate information for various case types.

Store Necessary Details on Case Raisers: Again, you can add fields which are necessary for your organisation.

Add files: You can add files such as pdf, word doc or image to the case.

Multiple Sharing Options: Settings case managers to decide whether to share case details with all case managers, just named case managers/groups or to keep case details private. The existence of the case and whether open or closed will appear in overall reports.



Comprehensive reporting: Allows you to keep track of case progress as well as providing information for internal and external requirements. Reports include:

- Total cases currently open.
- Cases opened/closed in any given period.
- Average days to close.
- Breakdown by source/category/case owner/field/period.
- Export results to Excel or .csv for further analysis.

Other reports can be included.

3.3.2 Case Management: Benefits

- **Multi-User:** Hold your case details in a secure central location that is accessible anywhere by anyone you grant access to.
- **Easy Reporting:** Quickly and easily generate reports that show you the number of cases raised no matter how they were raised.
- **Secure:** Your data is encrypted to ensure that your cases remain secure.
- Cases raised in WorkInConfidence anonymous Speak Up and cases logged by your staff automatically populate into case management (for the appropriate manager). Cases brought to you directly can also be handled in case management so you have one unified view of all speaking up cases.

3.4 Surveys

WorkInConfidence includes a survey module. In the context of Speak Up, surveys can be used to:

- Check in whether people feel you have a Safe Speak Up environment and process (even if they are anonymous).
- Check in whether people feel you have a respectful and safe environment.
- Check in whether people found the Speak Up process safe and effective.

This includes check back on Speak Up processes not the full engagement and pulse survey module.

4. Technical and Operational Details

4.1 Security and reliability

- Cloud-hosted in the UK on Amazon Web Services (AWS).
- Encrypted data storage and secure access controls.
- Multi-availability-zone architecture with automated failover.
- Daily database backups.
- Designed to meet public sector security expectations.
- IASME and Cyber Essentials Plus accredited.
- Target availability of 99.95%, excluding planned maintenance.

4.2 Accessibility and usability

- Web-based application requiring no installation.
- Fully mobile-optimised for desktop, tablet and mobile browsers.
- Supports all major browsers.



- Designed for ease of use by staff, managers and administrators.

4.3 AI Augmentation

WorkInConfidence is AI augmented but with extreme care taken over information governance and power given to client organisation over whether to enable AI or not.

- Anonymous Speak Up: AI-suggested responses: Recommended draft responses for managers to consider when addressing issues raised by staff. Suggestions clearly marked as an AI generated recommendation and must be reviewed before use.
- Anonymous Speak Up: AI-Assisted Improvements to manager responses: Guidance to help refine or improve manager replies. Each suggestion clearly marked as an AI generated recommendation which must be reviewed before use.
- Case Management: AI summary of case notes: Automated summarisation of case management notes. These will only be visible to the Case Managers with access to the relevant cases.
- Overall Platform: AI-Powered Search and Recommendations for Support Queries: Smart search and suggested responses drawn from existing support materials.

4.3 Configuration and flexibility

The service is highly configurable through an administrator interface, allowing organisations to:

- Define topics, categories and workflows.
- Control how anonymous conversations are routed and shared.
- Add custom data fields and templates.
- Set permissions and access controls.
- Tailor messaging and guidance for users.

No bespoke development is required for configuration.

4.4 Onboarding and support

WorkInConfidence includes structured onboarding to ensure successful setup and adoption. This includes system configuration, administrator training, manager guidance and launch support.

Ongoing support is provided via UK-based telephone, web chat and online support and AI assisted online guides. during business hours, with defined response and resolution targets.

5. Why WorkInConfidence

5.1 Proven

Around 90 organisations with c. 250,000 staff use WorkInConfidence. Already used extensively across the NHS, other parts of the public sector and the private sector.

- Easy to use: Cloud based + mobile optimised makes us easy for everyone.
- Trusted: We are IASME and Cyber Essentials Plus accredited and highly secure.
- You are in control: Clear manager and admin roles for easy management.



- We are supportive: We have exemplary onboarding and ongoing support.
- Actionable insights: We deliver clear actionable insights.

5.2 Onboarding support

WorkInConfidence provides a comprehensive onboarding programme, designed to ensure set up and launch is easy for the client, and the client and their staff are immediately able to get the full benefits of the system. As soon as a client issues a purchase order, the WorkInConfidence support team begins the comprehensive onboarding process. The aims of the onboarding process, and accompanying steps, are:

- a) Ensure the system is set up appropriately for the client on handover; and
- b) Ensure system administrators, case managers and conversation recipients are trained in using the system.

Step (a) above ensures that the system is ready on handover – but we want the appropriate people in your organisation to know the steps they can take at any time to easily enhance and tailor the system for your needs; Accordingly, we run training sessions for system managers and administrators, and have a comprehensive set of online guides and video tutorials covering key aspects of the system;

- c) Ensure managers who can both use the system and be contact points for anonymous concerns/ideas raised are at ease with the system.

We help you to ensure at the outset that managers who may be using the system are aware of how it works and ready to both respond to and solicit views from staff, again through comprehensive online guides and video tutorials;

- d) Ensure the system is well publicised for you:

As part of the onboarding process, we run through our comprehensive guide to publicising the system – in conjunction with your relevant stakeholders from HR, governance and/or comms, to ensure you are covering the right steps to publicise the benefits of the system to your staff.

At all times we are available to guide you through the above with a comprehensive mix of one-on-one discussions, online guides and webinars.

In addition to the above we offer a quarterly catch up to discuss how else you can get more from the system.

5.3 Data Backup and Restore

WorkInConfidence is hosted on Amazon Web Services the UK.

The WorkInConfidence database run in multiple availability zones such that should the primary one fail for any reason the database would automatically switch over to the secondary zone. This would result in a short period of downtime (less than 30 minutes) and no loss of data. There is also a full database backup carried out daily.

5.4 Offboarding Support

Given the promise of anonymity we make to end users, we cannot provide a data download of all system data to be directly entered into any other system:

- On termination of contract, clients can download conversation summaries and case summaries in .csv and historic conversations in pdf format.



- We are happy to agree a run-off period with us when historic conversations stay available within the system. A run-off is charged at 15% of the usual system price.

5.5 Customisation

- WorkInConfidence is highly customisable so the client is in control of whether they are using it as a staff engagement and feedback system, for whistleblowing, harassment and bullying, or for a combination of all scenarios.
- The system allows for a number of administrators within the client who can alter settings and administer the system at any time through a web interface.
- Customisation of the service is enabled in two key areas (1) Messaging on landing pages and inside the system; and (2) system settings.
- Key system settings which can be customised are:
 - Whether staff anonymous conversation is 1:1 manager, 1 to manager plus admin, shared with all managers;
 - What categories (topics) and management (responders) are on the system, and whether particular topics are linked to management most suitable to handle them;
 - Whether push questions are enabled and if so for whom;
 - Periods for reminders, suspensions (for anti-misuse);
 - Whether staff are asked to select some area/function identifiers so patterns within the organisation can be more clearly identified.
- Case managements settings: Fields, notes templates, group sharing.
- Reports.

5.6 Maintenance and upgrade windows

We aim to release upgrades to WorkInConfidence on a regular basis, typically once a month. These releases can be a mix of new functionality and bug fixes. These releases will result in the system being unavailable for a period, usually less than 30 minutes, and are carried out early in the morning UK time. Smaller hot fixes are applied without any downtime.

Any periods of planned downtime are notified in advance by a message on the system landing page.

5.7 Service levels

We aim to be available at least 99.95% of the time, apart from reasonable scheduled maintenance (either outside normal business hours or up to one day per quarter). If we exceed this, clients are entitled to seven days free for each day of service interruption as long as requested within 28 days of the outage.

Any refund would either be set off against the next invoice or paid to the client within 28 days of agreement.

System status and uptime percentages can be viewed at <https://status.workinconfidence.com>.

5.8 Support

Support is by two means:

- Telephone: This is via our UK contact number, which is available from 9:00 to 17:00 Monday to Friday, excluding bank holidays in England and Wales.
- Web Chat: Via our support site.
- Online: Via web form or email.
- AI powered support notes.



Most support issues are for advice on how to use the system or how it works.

- Immediately sortable: We will sort the user/client query there and then.
- Not immediately sortable - critical: We will rapidly allocate resource to fix the issue and advise the client or user of the timeline.
- Not immediately sortable; Non-critical: We will advise the user or client of the timeline.

Response times

- We aim to acknowledge 95% of support requests within 2 business hrs, and all support requests within 5 business hours.
- We aim to resolve 90% of support questions within 2 business hrs and 95% within one business day.

5.9 Technical requirements

WorkInConfidence is cloud hosted so requires no installation. Use the of system requires access to a web browser (either on a desktop or mobile device) and, in most instances an email address.

As part of the onboarding process, we check with clients that no enablement needs to take place to ensure system notifications are not blocked by their systems (in any event this quickly sorted).

We support Edge, Firefox, Chrome (Desktop and mobile), Safari (Mac and iOS) and Opera.

5.10 Ordering and Invoicing

Ordering follows the format of:

- Complete call off contract – with any appropriate details and specific terms added.
- Arrange for onboarding process to start – client contact introduced to WorkInConfidence Support Team.

Dependent on whether we and the client have agreed annual/monthly/quarterly invoicing accounts@workinconfidence.com will invoice in such periods. Where billing is monthly, we prefer, but do not insist, on automated payments (standing order).

6. About Us

6.1 Who We Work With

The WorkInConfidence system is available to around 200,000 staff in around 75 organisations, this number is growing rapidly and encompasses:

- Healthcare including a number of major NHS trusts in the UK
- Banks and financial institutions / legal firms
- Retailers
- Technology firms
- Charities
- Regulators and governmental departments.



6.1 Our details

WorkInConfidence is run by WorkInConfidence Limited (a company registered in England and Wales with registered address at 2 Hoathly Road, East Grinstead, RH19 1RB and registered number 08255296) ("WorkInConfidence").