



WorkInConfidence: Full Platform

(Includes Anonymous Speak Up, Open Case Logging and Case Management, Surveys, Pulse Surveys and Forums)

1.0 Service Definition

WorkInConfidence is an online platform (web app) to deliver better organisational health by enabling staff feedback in a trusted and candid way, whilst delivering actionable management insights.

The service supports organisations to enhance engagement, speaking up, respect and communications.

Speaking Up & Whistleblowing: Too often the fear of speaking up – “It will affect me adversely” – and the sense of futility – “Nothing will be done anyway” inhibits speaking up. WorkInConfidence helps remove the fear of speaking up for individuals whilst making the storage, tracking, reporting on and learning from cases better for organisations.

Engagement: The service supports organisations to get a much more effective understanding of their people on a day to day basis.

The platform is AI-augmented, with all AI features strictly opt-in and fully controlled by the client organisation. AI capabilities are designed to support users through transparent suggestions, summaries and intelligent search, while maintaining strong information governance and human oversight at all times.

WorkInConfidence is already trusted by public sector bodies across the UK, including the NHS, and is designed to be easy to use and administer, configurable through administrative controls and secure by default.

- a. 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.
- b. 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.
- c. 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).
- d. Surveys:** For use across feedback on speak up, pulse mini and long form engagement surveys including What3Things rolling pulse surveys.
- e. Forums/Discussion Boards:** To foster discussion and sharing of ideas.
- f. 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.

2. WorkInConfidence: Service Components

2.1. Anonymous Conversation

2.1.1 Intro

Create psychological safety and 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.

- 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.
- 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. The manager can request further information, provide assurances to encourage someone to step forward 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 it has concluded.
- Built in anti-abuse.
- Clear central reporting.

Include topics such as:

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

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

2.1.2 Anonymous Conversation: Benefits

- Employees/stakeholders know who they are contacting – and get a direct response from the relevant manager. This:
 - Enhances trust.
 - 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 status.
- Easy to add new managers / change categories / amend settings.
- Quickly ready to go but configurable through administrative controls.
- 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 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.

2.2 Case Logging

Case logging enables those people who want to log a case directly into case management to do so. 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. Configurable fields of data to be collected.

No user registration is necessary to use the case logging link.

2.3 Case Management

2.3.1 Introduction

One secure online place to record, track, update and report on all speaking up matters whether raised through WorkInConfidence or by other routes such as email, phone or directly. 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: Once created you can update the case at any time.

You can add your own fields to suit your organisation. Organisations can also create your own notes templates to prompt case managers to go through appropriate steps.

Add files (such as pdf, word doc or image) cases.

Store necessary details on case raisers with your own choice of appropriate fields.

Multiple Sharing Options: Settings enable users to decide whether to share case details with no-one or named managers or groups. The existence of cases does 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.
- Export results to Excel or .csv for further analysis.

Other reports can be included.

2.3.2 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 cases.

2.4 Surveys

a. Survey Platform Details

WorkInConfidence provides an easy to use and administer, trusted, flexible and informative staff survey system. Organisations can run surveys of all lengths to improve understanding of their people.

The platform accommodates:

- Pulse surveys.
- Mini surveys.
- Long form surveys.

b. Managing the Platform

WorkInConfidence is easy to administer in your organisation:

- Easily set up multiple managers and administrators within your organisation so your teams can run their own surveys.
- Ability for survey managers to share or have private surveys.
- Results only access.
- See real-time results and track changes over time.

c. Potential Uses

Check you are in the right place in areas such as:

- Communications.
- Resources.
- Training & development.
- Fair treatment.
- Equality & diversity.
- Harassment / bullying.
- Wellness at work.
- Onboarding and exit.
- Annual engagement surveys.

d. Set Up Surveys

WorkInConfidence makes it easy to set up surveys:

- An extensive template bank to get you started.
- Clone surveys as a basis to start building new ones.
- Easy survey builder.
- Multiple question formats:
 - 4, 5, 10 or 11 point scales - pre-built scales or add your own.
 - Yes / No.
 - Single select or multi select pick list.
 - Free text.
 - Percentage slider.
 - Smiley face.



- Choose which characteristic questions you wish to break responses down by (such as location, department, role) subject to minimum group size protections
- Optional or mandatory questions.
- Include headers, section headers, logo, end message.

e. Running Surveys

WorkInConfidence gives you multiple easy routes to run surveys – so you can select the most appropriate one for your needs:

- An email from the system, if you upload your people. Send reminders to just those who have not completed. Tailor the welcome and reminder mails.
- Select just a % of staff to poll (with option to omit people who have responded to a recent survey).
- Take a link from the system to send to people from your own email.
- Place a survey link somewhere public – like your website or the intranet
- Using a QR code from the system

f. Online Progress Visibility

View progress on any survey easily online at any stage.

g. Results Analysis

WorkInConfidence is both informative and flexible when it comes to reviewing survey results – so that you get clear, comprehensive information, whilst we ensure identities of your people are protected.

- Results can be viewed online or extracted as .xls .csv or png.
- Onscreen you can see:
 - Results by question and section graphed.
 - Charts / graphs.
 - Groups analysis (for instance different roles or locations side by side).
 - Heat map analysis.
 - +/-ve sentiment, net promoter analysis.
 - Time series analysis.
 - Sentiment analysis of free text comments.
 - Select which time period and which groups you wish to see results for.
- Results extract (subject to minimum group size protection) includes:
 - Heat mapped .xls
 - .csv (for deeper analysis)
 - .png of charts / graphs.

2.5 What3Things Pulse Surveys

The platform includes What3Things streamlined monthly pulse check in with your teams. Three simple monthly questions taking less than two minutes for your people to complete.

- "What's going well?"
- "What could we improve?"
- "How are you feeling about work?"

AI-powered analysis delivers instant insights and executive summaries within hours of month-end, with sentiment scoring and trend tracking.



The service features minimal compliance concerns, rapid setup.

Helps organisations demonstrate they value employee voice while gaining real-time visibility into team sentiment and workplace issues.

2.6 WorkInConfidence: Discussion Boards

Online discussion boards to enable staff to share and discussing ideas together.

Crowdsource improvements. Help with change management. Never miss an idea on smarter working – and all the time enhance engagement.

Organisations can create their own topics – and staff can choose whether to remain anonymous or self-identify.

When you are soliciting views on an area under focus you can direct staff to these and leave them available throughout the year for when staff have something they wish to share.

3. General

a. 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.

b. 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.

c. AI Augmentation [Opt-in at organisational level]

WorkInConfidence is AI augmented but with care taken over information governance and power given to clients over when to enable AI.

- Anonymous Speak Up: AI-suggested responses: Recommended draft responses for managers to consider when addressing issues raised. Each suggestion is clearly marked as AI generated and must be reviewed before use.
- Anonymous Speak Up: AI-assisted improvements to manager responses: Guidance to help refine or improve manager replies on the platform. Each suggestion is clearly marked as AI generated and must be reviewed before use.



- Case Management: AI summary of case notes for case managers with access to the relevant cases.
- Overall Platform: AI-powered recommendations for support queries.

d. Configuration and flexibility

The service is configurable through administrative controls via an administrator interface, allowing organisations to:

- Define topics, categories and workflows.
- Include your logo.
- 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.

e. 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 during business hours, with defined response and resolution targets.

4. Why WorkInConfidence

- 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.
- Ease of use: Cloud based + mobile optimised makes us easy for eone.
- Security and assurance: The service is IASME and Cyber Essentials Plus accredited and secure.
- Client control: Clear manager and admin roles for easy management.
- Highly supportive service: We have exemplary onboarding and ongoing support.
- Management insights: We deliver clear actionable insights.

5. Key benefits

- Reduces barriers to speaking up by offering anonymous and non-anonymous routes.
- Improves regulatory compliance for whistleblowing, worker protection and equality legislation.
- Clearer understanding of staff and greater engagement. Reduced risk.
- Supports early intervention, reducing risk escalation and reputational harm.
- Provides a single source of truth for all speaking-up and people-related cases.
- Delivers actionable insight to support organisational learning and continuous improvement.

6. General

a. 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 begin the comprehensive onboarding process. The aims of the onboarding process, and accompanying steps, are:

- i. Ensure the system is set up appropriately for the client on handover; and
- ii. Ensure system administrators are trained in administering 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.

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

The service enables organisations 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

- iv. 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.

b. Data Backup and Restore

WorkInConfidence is hosted on Amazon Web Services the UK.

The WorkInConfidence database runs 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.

c. 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 cases summaries in .csv and historic conversations in pdf format.
- WorkInConfidence is happy to agree a run-off period when historic conversations and cases stay available within the system. Run-off is charged at 15% of usual system price.

d. Customisation

- WorkInConfidence is 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.
- Surveys: Survey types, sections, headings.

e. Maintenance and upgrade windows

The service is designed 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 10 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.

f. Service levels

The service is designed to be available at least 99.95% of the time, apart from reasonable scheduled maintenance. 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>.

g. 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 enhanced search of support notes.



Support issues are mostly for advice on how to use the system or how it works, but also break into the following categories:

- 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

- The service is designed to acknowledge 95% of support requests within 2 business hrs, and all support requests within 5 business hours.
- The service is designed to resolve 90% of support questions within 2 business hrs and 95% within one business day.

h. 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 rapidly sorted).

We support:

- Edge.
- Firefox.
- Chrome (desktop and mobile).
- Safari (Mac and iOS).
- Opera.

i. Ordering and Invoicing

Ordering usually comprises of:

- Complete call off contract – with any appropriate details and specific terms added.
- Purchase order from client.
- Arrange for onboarding process to start – client contact introduced to WorkInConfidence support team.

Dependent on whether WorkInConfidence and the client have agreed, annual, monthly or 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).



7. Who We Work With

The WorkInConfidence system is available to approximately 250,000 staff in approximately 100 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.

8. 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).

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