

WorkInConfidence: Surveys: GCloud Service Definition

1. Introduction

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

The WorkInConfidence Platform covers:

- **Surveys:** To understand your people better.
- **Forums:** To foster discussion and sharing of ideas.
- **Anonymous Speak Up:** 2 way Anonymous Conversation to empower Speaking Up.
- **Case Logging:** To give staff who are happy to be identified an easy way to log cases.
- **Case Management:** Easy, safe storage and tracking of Speak Up & HR cases.
- **Central Reporting:** Giving you a clear oversight across the platform.

WorkInConfidence is fully mobile optimised and accessible on desktop, mobile and tablet

This document covers WorkInConfidence surveys.

2. Areas We Help

Organisations frequently understand their people less than they believe. Enhancing staff feedback and management insights can substantially enhance performance.

- **Respect:** 60% of people experience or witness workplace bullying - less than half raise it. This costs the UK £18b a year. 52% of women suffer workplace harassment - less than a quarter raise it.
- **Engagement:** Highly engaged organisations with strong employee voice are on average 21% more productive, have 41% less absenteeism and enjoy 59% less staff turnover.
- **Operations:** Deep understanding of your people not only motivates them but means you work better, see problems earlier and never miss opportunities for development.
- **Continuous improvement:** 90% of millennials want senior leadership to listen to their input. How much more productive are you when everyone feels they can contribute?

3. WorkInConfidence: Surveys

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

3.1 Survey Platform Details

WorkInConfidence provides a highly flexible, easy to use, enterprise level survey platform which can be used for surveys across large groups of people – either staff or wider stakeholder groups. The platform accommodates:

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

3.2 Managing the Platform

WorkInConfidence is easy to administer in your organisation:

- Easily set up multiple managers and administrators so your teams can run their own surveys.
- Decide which level of rights to allocate – administrator, survey manager, review surveys only.
- Ability for survey managers to share or have private surveys.
- Results only access.
- See real-time results and track changes over time.

3.3 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 surveys.
- Long form engagement surveys.

3.4 Setting Up Surveys

WorkInConfidence makes it easy to set up surveys:

- Easy survey builder to build pulse, mini or long form surveys.
- An extensive template bank to get you started.
- Clone any existing survey as a basis to build a new one.
- Multiple question formats to draw on:
 - 4, 5, 10 or 11 point scales. Choice of pre-built scales or add your own.
 - Yes / No.
 - Single 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 or end message.

3.5 Running Surveys

WorkInConfidence gives you multiple easy routes to run surveys – so you can select the most appropriate one for your needs. People do not need to register or log in to complete surveys. Survey initiation options include:

- Sending 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.
- Selecting just a % of staff to poll (with option to omit people who have responded to a recent survey).
- Taking a link from the system to send to people from your own email client.
- Placing a link to the survey somewhere public – like your website or the intranet.
- Using a QR code available from the system

3.6 Online Progress Visibility

You can view progress on any survey easily online at any stage.

3.7 Results Analysis

WorkInConfidence is both informative and flexible when it comes to reviewing survey results – so that you can see clear, comprehensive information, whilst we ensure identities of completers 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.
- Surveys: AI powered sentiment analysis and summaries of free text responses:
- Surveys: AI recommend questions.

4. What3Things Pulse Surveys

The platform includes What3Things – a 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.



5. Additional Help from WorkInConfidence

WorkInConfidence can also assist in ensuring questions are aligned to your organisational needs, run the survey for you, prepare reports / recommendations from your annual staff survey and if required run management presentations of results and action planning sessions.

6. Why WorkInConfidence

Proven: Around 100 organisations with c. 250,000 staff use WorkInConfidence. Already used extensively across the NHS, local authorities, 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.

7. General

7.1 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:

- a) Ensure the system is set up appropriately for the client on handover:
- b) Ensure system administrators and survey managers 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 administrators and survey managers and have a comprehensive set of online guides and video tutorials covering key aspects of the system.

7.2 Offboarding Support

Historic survey results can be downloaded into .xls, csv and in some cases .png.

7.3 Data Backup and Restore

WorkInConfidence is hosted on Amazon Web Services in 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.

7.4 Customisation

- WorkInConfidence is highly customisable.
- 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.

7.5 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.

7.6 Service levels

We aim to be available at least 99.9% of the time, apart from reasonable scheduled maintenance (either outside normal business hours or up to one day per quarter). Historic availability has exceeded 99.95%. If we exceed the above downtime, clients are entitled to seven days free for each day of service interruption as long as requested within 28 days of the outage.

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

7.7 Support

Support is by the following 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 augmented 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.
- Non-critical: We will advise the user or client of the timeline.
- Not immediately sortable or critical: We will rapidly allocate resource to fix the issue and advise the client or user 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.

7.8 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 system notifications are not going to be blocked by their systems (in any event this quickly sorted).



At the date of publishing, we support;

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

7.9 Ordering and Invoicing

Ordering follows the format 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 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).

7. 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").

Email: sales@workinconfidence.com

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8. Who We Work With

The WorkInConfidence system is available to around 250,000 staff in around 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

We have a number of clients with 100 - 20,000 staff each. We also have a number of clients whose staff base is spread across multiple sites, with many spread across 20-100 locations.