



WorkInConfidence: What3Things Pulse Survey

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.
- **What3Things:** Monthly pulse survey platform.
- **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. What3Things Pulse Surveys

3.1 Service Overview

What3Things is a cloud-based monthly pulse survey service that enables organisations to collect regular, anonymous employee feedback and convert it into timely management insight.

The service is designed to provide continuous visibility of employee sentiment using a consistent, low-burden approach, supporting organisational improvement, employee engagement, and early identification of emerging issues.

3.2 Service Functionality

What3Things consists of three monthly survey questions:

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

Employees complete the survey once per month via a secure web link. Typical completion time is under two minutes.

Key functional characteristics include:

- Anonymous participation to encourage open and candid feedback.
- Fixed monthly questions to support trend analysis over time.
- Web-based access with no software installation required.
- Compatibility with desktop, tablet and mobile devices.

3.3 Data Collection and Processing

The service is intentionally designed to collect lightweight qualitative and sentiment data only. No unnecessary personal data is requested.

Survey responses are securely stored within the WorkInConfidence platform and processed automatically at the end of each monthly cycle.

3.4 Analysis and Outputs

What3Things includes AI-powered analysis to support rapid interpretation of results.

Outputs provided to authorised managers include:

- **Automated executive summaries**
AI-generated summaries (typically 50–500 words).
- **Sentiment scoring and trend tracking**
Numerical sentiment indicators with month-on-month comparison to monitor changes in organisational health.



- **Access to full survey results**

Managers can review underlying responses alongside summarised insights.

Results are made available within hours of each month-end, enabling timely decision-making.

3.5 Service Benefits

The service supports public sector organisations by:

- Providing near real-time insight into employee sentiment.
- Reducing reliance on infrequent, resource-intensive annual surveys.
- Enabling early identification of issues that may affect wellbeing, performance, or retention.
- Supporting evidence-based management and continuous improvement.
- Demonstrating an ongoing commitment to listening to staff.

3.6 Implementation and Onboarding

What3Things is a self-service SaaS offering.

Implementation requires:

- No technical installation.
- No integration with internal systems.

Organisations can launch the service within minutes. Employees access the survey via a secure link distributed by the organisation.

4. 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.

5. 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.

6. General

6.1 Onboarding support

The platform is very easy to get started with and designed to be simple, but WorkInConfidence provides support with training videos, training calls if necessary, and online materials.

6.2 Offboarding Support

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

6.3 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.

6.4 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.

6.5 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.

6.6 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>.

6.7 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.

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- 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.

6.8 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.

6.9 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

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- 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.