

Fernleigh Community Trust

GENERATED FROM 21 RESPONSES • 9/15/2026

OVERALL READINESS

3.47

ADVANCED

EXPOSED
1.00–1.80

EMERGING
1.81–2.60

PROGRESSING
2.61–3.40

ADVANCED
3.41–4.20

FUTURE-READY
4.21–5.00

Foundations are solid and most of the organisation is moving in the right direction. What holds a score back at this level is usually a specific, addressable inconsistency, not a lack of capacity.

Executive Summary

There is real strength here, and it shows. Foundations are solid, governance is generally functioning well, and most of the organisation is moving in the right direction. What tends to hold organisations at this level back is not a lack of capacity - It is the unresolved pockets of inconsistency that quietly undermine what is otherwise good work. The next step is identifying what is holding the score down and addressing it deliberately, rather than waiting for it to surface as a problem.

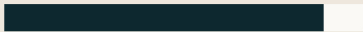
STRENGTH: OPERATIONS

Operations is where this organisation has done the work. Systems are in place, processes are understood, and the organisation can deliver consistently. That is harder to build than most people realise, and it creates real capacity to take on what comes next.

EXPOSURE: STRATEGY

Without a clearer, more embedded strategic direction, the organisation risks staying busy without making meaningful progress. This also applies to your efforts in genuine application of sustainability. Energy is being spent, but it needs to be spent in the right direction.

01 Pillar Scores

PILLAR	SCORE	RESULT	GAP
Operations and Infrastructure	GOVERNANCE 	3.9	3.71 +0.1
	LEADERSHIP 	3.8	
	EMPLOYEES 	3.6	
Workforce and Culture	GOVERNANCE 	4.4	3.61 +0.8
	LEADERSHIP 	3.6	
	EMPLOYEES 	3.2	
Governance and Trust	GOVERNANCE 	4.0	3.45 +1.0
	LEADERSHIP 	3.0	
	EMPLOYEES 	3.4	
Strategy and Sustainability	GOVERNANCE 	4.0	3.13 +1.3
	LEADERSHIP 	3.7	
	EMPLOYEES 	2.4	

Governance, leadership and employee scores are shown for each pillar, combined into one figure where showing a group on its own would risk identifying individuals. Gap is the largest of the group differences this assessment can safely measure. The larger the gap, the greater the risk that work is being designed against a picture part of the organisation does not recognise.

Pillar Insights

OPERATIONS AND INFRASTRUCTURE

3.71

Operations are largely reliable, and most processes are in place and working. There are likely some areas where documentation could be stronger, or where the organisation is still dependent on specific people rather than systems, but day-to-day delivery is generally sound. The opportunity here is to discover and reinforce what already works, rather than starting from scratch.

GOVERNANCE AND TRUST

3.45

Governance structures are solid and generally working well. There is good awareness of responsibilities at board and leadership level, and accountability systems are reasonably clear. The area to watch is whether the trust that exists at governance level is as visible to people further down the organisation. That gap, if left unaddressed, tends to grow quietly, and will distract from strategic delivery.

WORKFORCE AND CULTURE

3.61

Your organisation's culture is generally positive, development is supported, and most people feel a reasonable level of connection to the organisation's direction. The gap to close is typically about consistency - ensuring that the values and expectations that feel clear at leadership level are just as clear across the whole workforce.

STRATEGY AND SUSTAINABILITY

3.13

The organisation has a strategy, but it is not yet working as a living guide for decisions. Plans are written but not always followed, and when conditions change, the response tends to be reactive rather than intentional. Sustainability thinking is likely present at leadership level, but not yet embedded in practice across the organisation.

02 Perception Gaps

PERCEPTION GAP: GOVERNANCE AND TRUST

There is a moderate difference in how governance and leadership perceive trust and accountability. Governance may be holding a higher standard or a different frame of reference than leadership, and that difference is worth surfacing before it becomes a source of friction.

PERCEPTION GAP: STRATEGY AND SUSTAINABILITY

Leaders are significantly more aligned with the organisation's strategic direction than employees are. If people do not understand or believe in the direction, they are much less likely to make the decisions needed to move toward it. Translating strategy into something people can see and act on is the priority here.

Actionable items to consider

- Facilitate a strategic review that includes voices from across the organisation, not just leadership, to stress-test whether the current direction is understood, credible, and deliverable.
- Review your governance framework against your current size and complexity, because what was appropriate when the organisation was smaller may not be adequate now, or into the future.

We are here to help

The discovery session is the right place to start the conversation.

[Book a discovery session](#)

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The Clairsyn Threshold report is a perception-based snapshot. It reflects how people in your organisation currently experience these four areas, not a formal audit or externally validated benchmark. As survey methodology consistently shows, perception data is powerful precisely because it reveals what people believe to be true, which shapes how they act regardless of what any management report says. Use this as a starting point for honest conversation, not as a definitive verdict. The most valuable thing you can do with these findings is take them seriously enough to explore them further with your team, your board, and anyone else who has a stake in where this organisation goes next.

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