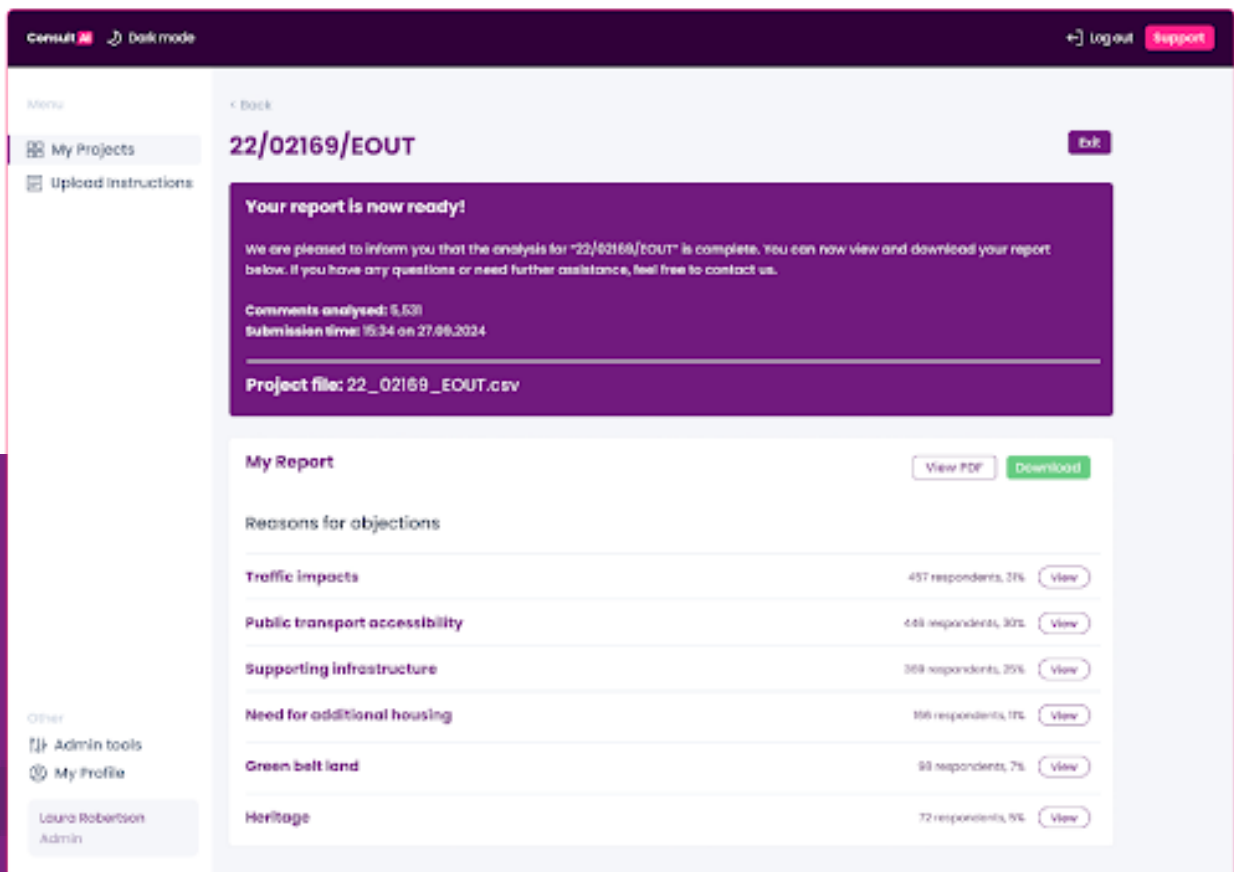




Accurate and defensible public feedback analysis software



the future fox 

ConsultAI is the only AI-powered platform for analysing and reporting on public consultations.

What used to take weeks now takes minutes, with precision and consistency.



HM Government
G-Cloud
Supplier

Find us on the

Digital Planning Directory

digitalplanningdirectory.org

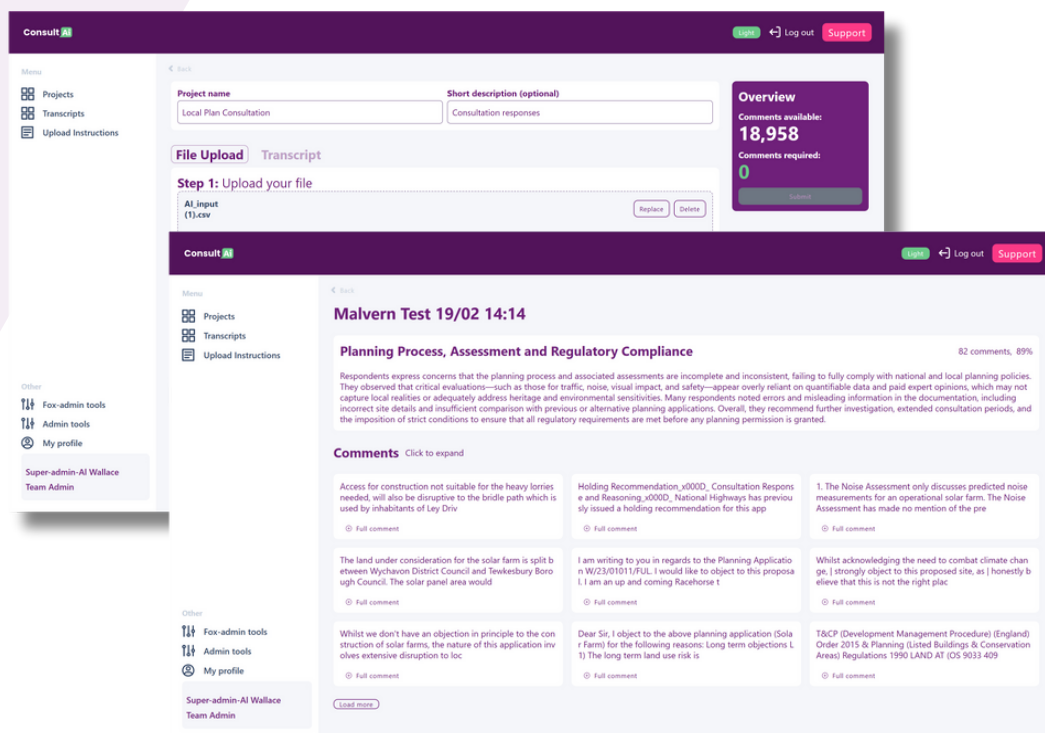
From community voices to confident decisions

We created ConsultAI to help local authorities and government understand their communities better, and be more confident in the decisions they make.

ConsultAI is an AI-powered SaaS platform for analysing and reporting on public consultations. Built in collaboration with local authority teams, ConsultAI transforms complex public feedback into crystal-clear, accurate reports.

Use ConsultAI for any public or stakeholder statutory or informal consultations:

- Local Plans – Reg 18, Reg 19 and Gateways under the new regime
- Parking and transport TRO consultations
- Planning applications (Development Management)
- Strategic plans
- and more!



Why your team will love ConsultAI

Save time and meet deadlines

However unpredictable your workload is, ConsultAI enables you to plan and achieve tight deadlines. It helps teams save >96% time in analysing large volumes of feedback, and achieve accurate, auditable results.

Proven under scrutiny

ConsultAI supported the first AI-supported Regulation 19 Local Plan in the UK to be deemed Sound following Examination in 2025 (Winchester City Council). Its uniquely powerful analyses provide accuracy, reduce human error and bias, and maintain the full digital paper trail.

No need to switch!

ConsultAI accepts data from any of your existing consultation or survey tools, and handles documents, emails paper based forms, and even handwritten letters.

“

I don't think there's any question that this technology has the potential to save significant time and money.

Michelle Luscombe – Planning Policy Manager, Teignbridge District Council

The team found this process extremely helpful in meeting an extremely demanding timescale for the project... overall this was a very positive experience for the team.

Adrian Fox – Principal Planning Officer, Winchester City Council

Meeting our report deadlines would not have been possible without the use of this technology.

Hannah Gooden – Planning Policy Team Leader, Sevenoaks District Council

Key features

ConsultAI takes the time and stress out of analysing public feedback, whether you have a few questions or a consultation covering hundreds of questions or policies. It helps you save up to 98% of your team's time on this work, while enhancing the quality and consistency of your reporting workflow.



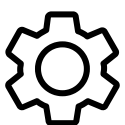
Easy data upload

Getting started is simple. Just drop in your data, and use the intuitive controls to get your data ready.



Comprehensive report generation

Choose from a range of report types, all designed in collaboration with local authority officers to meet regulatory and consultation requirements.



In-built customisation

Choose which analysis settings to apply without needing to learn prompt engineering; ideal for mixed and non-technical teams, while achieving unmatched accuracy.



Human-in-the-loop validation

Access a user-friendly dashboard that lets you validate and review your results quickly. With easy-to-read visualisations, you can ensure accuracy and transparency at every stage of your analysis.



Responsible AI

Your data is never used to train any models. All data is held within a closed system and you can choose how personal data is protected to match your organisational policies.

Save 98% of the time you'd normally spend and get polished, professional reports ready-to-use.

Customer support

We believe in providing more than just a platform—we're here to support you every step of the way. All plans include dedicated support days to ensure you get the most out of ConsultAI.

Your dedicated Customer Success Manager

You'll be assigned a Customer Success Manager (CSM) who will be with you from the start, ensuring smooth onboarding, guiding you through platform use, and coordinating with our technical specialists when needed. Available Mon-Fri, 9-5, your CSM will be there to support you throughout the contract.

Standard support included in every package

Each package comes with tailored support designed to help you succeed:

- Kick-Off meeting: We'll start with a meeting to understand your objectives, schedule your onboarding, and plan any additional support services you might need.
- Platform guidance, on how to configure the platform to meet your specific analysis needs.
- Hands-on help with formatting your data
- Best Practice guidance, on Data Protection and Responsible AI usage to ensure compliance with relevant regulations.
- Results Review meetings

Additional support services

We can also support you to:

- prepare your data
- integrate with planning portals or insights dashboards
- customise your reports and insights
- design and run online surveys

Responsible AI

Our approach to all data usage, including AI, rests on the highest standards and strict governance built with industry experts.

Your data is never used for model training. All your data is stored using industry gold standards on dedicated UK infrastructure (AWS), with time-limited processing and storage by nominated AI data subprocessors. Privacy-by-design ensures personal data is not shared with third parties.

- Validated accuracy and ongoing human in the loop quality assurance
- Data removal within 60 days
- Core security features such as MFA and strict user permissions
- Secure software development including automated vulnerability testing, real-time security alerts
- We commit to a 4-hour response time for high-priority security incidents
- Cyber Essentials Plus certified
- Controls aligned to ISO 42001 and ISO 27001

For full details please see our Responsible AI Policy.



Data storage and processing

All data is hosted on The Future Fox's secure AWS environment in the UK for storage and core processing. The Future Fox's AI systems use third party model providers and data subprocessors under commercial license only, each holding appropriate and recognised data protection, information security, and AI management credentials. Our subprocessors are:

Amazon Web Services (UK) – servers, data storage, document transcription service

OpenAI (US) – comments (eg suggestions, preferences, representations etc) data only, which may at times include personal data, is shared with this subprocessor.

Cloudflare (US) – content delivery

Microsoft (UK) – document transcription service, data storage, administration

Google Workspace (EU) – administration

When our AI features rely on OpenAI's large language models (LLMs), data is transferred temporarily for inference under OpenAI's commercial terms. They may retain the content of these requests for up to 30 days for abuse monitoring purposes, but none of it is used to train OpenAI's models. After the short retention window, the data is deleted. While we separate personal data from comment data before AI processing, some comments may inadvertently include personal data. Our approach ensures that any personal data in comments, if present, remains protected at all times.

The international transfer of data from the UK to OpenAI US is processed in accordance with the EU SCCs as amended by the UK addendum.

<https://openai.com/policies/data-processing-addendum/>

We work closely with our customers' Data Protection teams to ensure our architectures meet their compliance requirements, including data minimisation and lawful processing principles. Where appropriate, we can also configure self-hosted models owned and managed by the customer.

Please see our Privacy Policy and Responsible AI Policy for further information.

Data security and hosting

Technology requirements

ConsultAI is a responsive web application that runs on all modern browsers, including Microsoft Edge, Firefox, Google Chrome, Safari, Opera. Customers are required to have access to the internet, and a method for two-factor authentication (authenticator app or email).

Hosting and Infrastructure

ConsultAI is hosted securely on Amazon Web Services (AWS) within the UK (London – eu-west-2), leveraging a modern container-based architecture for resilience, scalability and performance. Services are deployed using AWS ECS Fargate, with infrastructure split across multiple availability zones (eu-west-2a and eu-west-2b) to support high availability and failover. Our application consists of three main components:

- A Next.js frontend, served via a secure internet-facing load balancer.
- A FastAPI backend, deployed in a private subnet and used exclusively by the frontend application.
- A PostgreSQL database, hosted via AWS Aurora with read and write replicas.

All components apart from the frontend are isolated within private subnets. No infrastructure services are publicly accessible.

Data Storage and Encryption

- Database: PostgreSQL, hosted via AWS Aurora with high availability and automatic backups.
- Encryption: All data is encrypted at rest and in transit.
 - Data in transit is secured via HTTPS (TLS 1.2+).
 - Data at rest is encrypted using AWS-managed encryption keys (KMS).
- Infrastructure access: Enforced via AWS IAM and secured with a Client VPN for internal services.

Authentication and Access Control

User authentication is managed via AWS Cognito, with Multi-Factor Authentication (MFA) required via email and TOTP. All user permissions and roles are enforced via Cognito policies. Internal system access is tightly controlled through role-based access and secured VPN tunnels. All container images are scanned as part of our CI/CD workflows.

Data security and hosting

Backup and Disaster Recovery

- Daily automated backups of the PostgreSQL database, managed via AWS Aurora.
- Support for full system redeployment via CI/CD pipelines (GitHub Actions).
- Redundant architecture across availability zones provides immediate failover.
- Disaster recovery planning and regular backup validation are in place.

Service Availability and Support

ConsultAI is designed to deliver 99.9% availability, supported by:

- Load-balanced infrastructure across multiple availability zones.
- 24/7 monitoring and alerting.
- Planned maintenance conducted outside UK business hours with advance notice.

Our support model includes email, phone, and web chat assistance available Monday–Friday, 9 am–5 pm (UK time). All requests are logged within one business day and responded to within 48 hours. A Customer Success Manager coordinates support alongside our technical team.

Security Operations

ConsultAI's infrastructure is protected through:

- Virtual Private Clouds (VPCs) with strict ingress/egress controls.
- Intrusion Detection and Prevention Systems (IDPS).
- Role-based access and audit trails across all environments.
- Regular vulnerability scans and access reviews.

Development & CI/CD Security

We maintain a secure and auditable software development lifecycle:

- Code is version-controlled via GitHub with role-based access controls.
- Changes are peer-reviewed and tested via automated pipelines.
- Production deployments use GitHub Actions with environment segregation between staging and production.

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**Ready to transform your
team's workload?**

Contact us at
hello@thefuturefox
for a demo or more
information.

www.thefuturefox.com