

Kahootz Consult Service Description

A detailed description of Kahootz's cloud-based consultation and web survey service for the UK Government's G-Cloud Digital Marketplace

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1. Kahootz Consult

1.1 What is Kahootz Consult?

Kahootz Consult is the new name for INOVEM Consult. It is a highly customisable, cloud-based digital engagement, consultation, and survey platform designed to enhance how you seek, manage, analyse, and report on stakeholder insights. It enables you to run large or small, private or public consultation and survey exercises quickly and securely. Delivering engagement platforms is what we do best at Kahootz; where specialist capabilities such as Geographic Information System (GIS) mapping or Artificial Intelligence are required, our approach allows you to integrate best-in-class tools to deliver an optimised solution.

It is secure, fast, easy to use, reliable and well-supported.

It is a hosted software service that allows users to access it from any current internet browser, and it is extremely quick to deploy.

1.2 Why is it different?

Kahootz Consult supports a range of online feedback techniques. Recognising that there will be times when simple web surveys will not be enough.

With Kahootz Consult, you provide an information-rich environment supporting interactive online surveys and facilities for stakeholders and other participants to submit comments on proposals and other content in online documents and share their views via online discussion forums.

1.3 How accessible is it?

The service is designed to align with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA, the US Section 508 standard, and EU regulations, and follows the principles of BS8878 (Web Accessibility Code of Practice). Clients can brand it to preserve the look and feel of their corporate website. To support our clients, we offer a comprehensive range of additional services, including training, product integration, and consultancy.

1.4 How do I get started?

Getting started is quick and easy. There is a choice of monthly or annual subscriptions with no long-term commitment, and a single or limited-use option should you need it.

"We are really pleased with our new consultation system; it is user-friendly and intuitive, and the support from the Kahootz team is excellent."

Rob Haigh - Senior Planning Policy Officer, Coventry City Council

1.5 Product Overview

Kahootz Consult has been helping organisations—including non-governmental organisations, local authorities, and government departments—throughout the UK and internationally run consultations and surveys for over twenty years. This enables residents and key stakeholders to have their say about the proposals and decisions the organisation makes, as well as the services it offers.

Our digital, cloud-based engagement portal offers a wide range of feedback mechanisms, including interactive surveys, online discussions, commenting on consultation documents and uploading response documents.

In brief, Kahootz Consult provides:

- A **brandable, highly configurable solution** allowing complete client control of the visual appearance of the portal and consultation **dashboard** webpages.
- A customisable Consultation Homepage including the option to add **interactive GIS Maps** (requires a GIS mapping tool that can output HTML) that can be linked directly to the appropriate site **comment form**.
- A searchable **consultation database** and **calendar** providing a single location for all past, present and future consultation activities.
- Configurable **privacy options** for public, private, accredited and anonymous consultations and surveys.
- Easy-to-build **web surveys** with conditional branching and real-time analysis through automatically generated **summary graphs**.
 - GIS integration to enable a survey question to **mark polygons on a GIS Map**, thus allowing respondents to submit sites or drop a pin on a map.
 - **The ability to comment** on very detailed web-based documents, point by point.
 - **Discussion forums** that integrate with email to stimulate timely and informed participation.
 - A **report wizard** to create, run, save and export responses to tables, graphs and online mapping
 - A client-configurable **stakeholder/consultee database** to manage and profile participant interests
 - A **"People-Finder"** facility to target potential consultees based on their interests, demographics and other profile information
 - **Mail-merge** and **letter production** to communicate with consultees
 - **Alerts** and automatic **email notifications**.
 - **Subscription alerts** to keep stakeholders informed by email, RSS feeds and posts.
 - **Consultation templates** to ensure standardisation and quick deployment.
 - The use of **tagging** to allow quantitative analysis of text-based comments.

- The **tag tree** results can be used to answer questions during a consultation review session as it provides the functionality to drill into a tag, the comments analysed, and the written response if completed.
- **Data export** and integration for **AI Analysis**.
- Simple export to CSV and Excel for questionnaire and comment responses, as well as tagging results.

Our robust, cloud-hosted solution is cost-effective and scales to support project, departmental, corporate and partnership consultation portals. Proven and in use by international agencies, central and local government, the NHS, planning authorities, consulting firms and organisations around the UK.

The service supports complete immersion into your organisation's existing web presence, improving the stakeholder experience and ensuring you meet government best practice guidelines for web accessibility, a must-have as part of a digital-by-default agenda.

The subscription fees are based on the term of use rather than the number of users to ensure that cost is not a barrier to user involvement. Because we also understand that consultation projects and survey activities will vary, we make it easy for you to quickly configure and customise your environment to provide helpful context to your stakeholders.

Our eConsultation system needed to be operational within approximately four weeks of the product purchase. This included set-up, incorporation within our existing site branding, moving information from historic consultation pages and user administrator training. Kahootz were able to implement the software within the agreed timescale and quality."

Policy Officer, Legal Services Commission

As system and data security are essential to our clients, our software has been penetration tested and subsequently trusted by many public sector clients who continue to use our service to consult on sensitive subjects with internal and external stakeholders.

Kahootz has achieved ISO 27001 certification to certify the quality of our service and internal processes. Kahootz previously received pan-government IL2 accreditation for our collaboration system Kahootz.com, which utilises the same platform and codebase as Kahootz Consult. Under the new security classification scheme, many clients have independently assured Kahootz.com up to the OFFICIAL-SENSITIVE level.

We are aware that most consultations undertaken through Kahootz Consult are public by nature, and we designed our solution to minimise as many barriers to participation as possible.

Even though our software is intuitive and incredibly easy to use, we pride ourselves on providing a range of excellent training services and unrestricted, cost-free Support.

Kahootz Consult provides many benefits and will allow you to:

- Manage your policy or strategic community engagement on a single platform from start to finish.
- Obtain digital feedback via surveys and comments, increasing efficiency.
- Improve coordination of all your consultation activities, avoid unnecessary duplication and maintain an electronic record of all activities.
- Provide a framework for best practice and consistency across your organisation or partnership.
- Enhance communications with participants before, during, and after each consultation activity and ensure high accessibility.
- Build up a self-maintaining stakeholder database that can be used to profile and target interested parties.
- Save time in assembling evidence on which to base a decision.
- Analyse feedback and increase efficiency in data processing.
- Quickly and efficiently publish summaries and formal and individual responses as required.
- Decrease errors and costs usually associated with data take-on and validation.
- Dramatically reduce print production and posting costs, and improve your sustainability rating.
- Easily create a web-based consultation document using a Microsoft Word document.

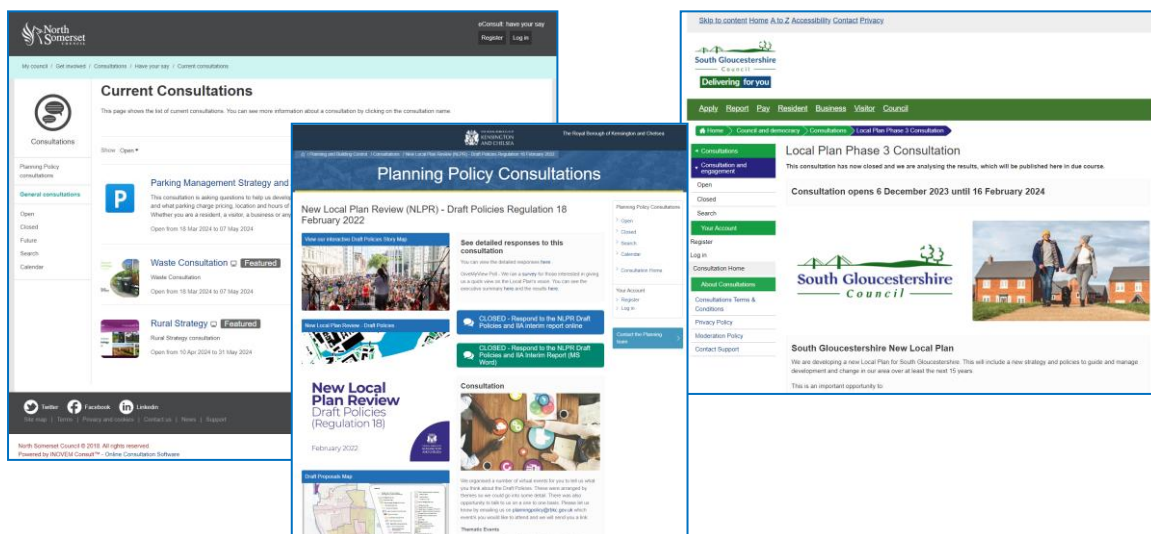
Interested in seeing it in action?

Why not use our trial service or request customer references?

1.6 Building on your brand

You can use the 'software's default branding for a quick, low-cost, no-fuss start. As part of the standard site set-up & configuration service, we can apply your simple header and footer to make our site resemble yours¹.

If you need a seamless transition between your corporate site and your Kahootz Consult site, we offer a **full branding service** and a **custom URL** that can be a sub-domain of your corporate website.



¹ Subject to some technical requirements

With the full branding service, we will style our service to match your existing corporate site as closely as possible. This includes:

- Header and footer styles for colours and graphics.
- Your breadcrumb trail.
- Button and link styles.
- Your code for monitoring/tracking.
- Links to relevant information on your public site.
- Customised page layout for different devices, mobile versus computer to improve interaction,

All your staff and stakeholders understand that they are dealing directly with you because the connection with your identity is preserved.

Supporting the facilities we provide for site branding, we provide a powerful **dashboard builder** allowing clients to individualise consultations, embed interactive GIS maps², adding significant visual impact and attractiveness and supporting our intention that Kahootz Consult promotes involvement wherever possible.

More information on the consultation dashboard builder is available to Kahootz Consult users below at Section 1.6.

1.7 Accessing the service

Kahootz Consult works with all commonly used web browsers and requires no software downloads or plug-ins, so there are no barriers to access. The service also works on any mobile device that supports web browsing. Our creative clients use the service via tablet PCs and other devices to carry out street and other mobile and remote surveys. Our bespoke branding option allows you to configure alternative page layouts for mobile phones.

We use email alerts to stimulate participation and Kahootz Consult works seamlessly with all modern email packages.

² Requires suitable GIS mapping software

1.8 Accessibility – A must-have for Government services

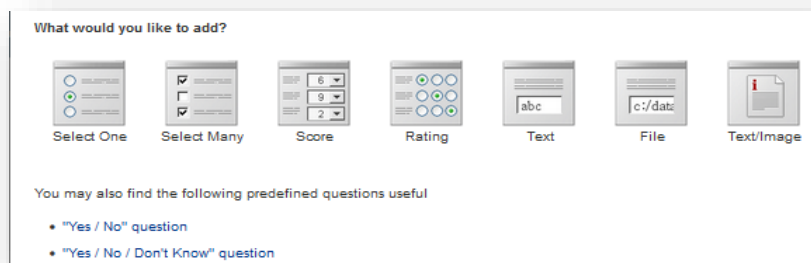
Kahootz Consult is designed to align with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA, the US Section 508 standard, and EU regulations, and follows the principles of BS8878 (Web Accessibility Code of Practice). Our software release process includes testing with text-only browsers and screen readers to support accessibility and help ensure the platform complies with accessibility standards' spirit and letter.

Why is this important? The EU Directive on the accessibility of public sector websites and mobile applications was brought into EU law in 2018. The government intends to implement the new rules in UK law by passing regulations. These will put new duties on public sector bodies to make their websites and apps, such as those for online consultation, accessible.

1.9 Response methods

1.9.1 Web surveys

The easy-to-use survey builder allows you to construct online surveys rapidly with a variety of question types. Each question type has its own set of options, enabling you to customise your questionnaire completely.

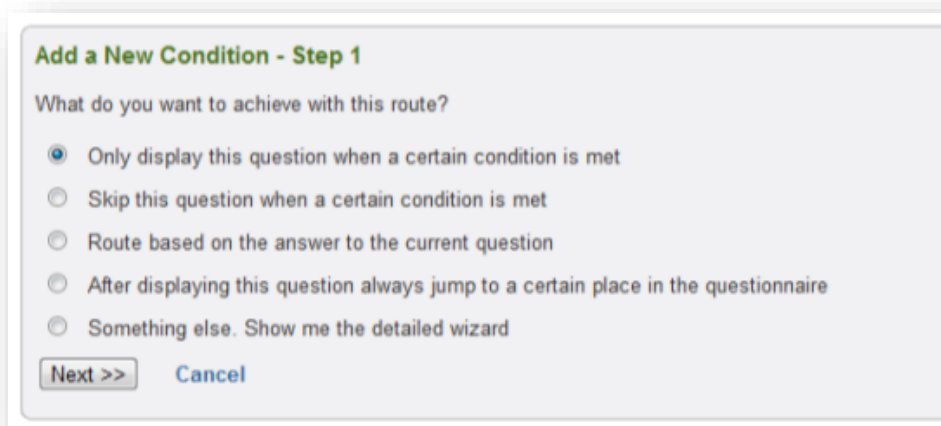


A user can create one or more surveys for a consultation activity. Surveys are very easy to set up and are constructed from a mixture of 'Select 'One', 'Select 'Many', 'Score', 'Rating' and 'Open' questions and file uploads. A survey can also have additional free text, such as 'Guidance' notes, and can be split up using page breaks. It is straightforward to set which questions are required or optional. On *Select Many* questions, you can define the minimum and maximum number of options that can be selected. There is also a facility to define an 'input 'mask' for answers to text questions. On many question types, the answer order can be set randomly to eliminate answer order bias.

When adding a question to a survey, there is a list of pre-defined questions that can be used (i.e. How old are you? What is your primary job role?). This list can be modified and added to by a site administrator to help improve the standardisation of surveys. You can also copy questions from existing surveys.

For each question, a user can use the built-in rich-text editor to add supporting text, images, links to reference information (such as uploaded supporting documents) and links to external websites.

The survey builder also provides a powerful but easy-to-use wizard that allows the inclusion of conditional routing in a survey. This allows the user to control which subsequent questions are asked based on their response to previous questions. Routing improves the online experience for respondents and helps optimise response times, validate answers, and guide users.



It is also possible to output surveys to Word documents, which, with a bit of formatting, provide a simple solution for members of the public without internet access.

When a user responds to a survey, they receive an automatic 'Thank 'You' email, and the consultation manager can also elect to be notified.

1.9.1.1 Integrated Map Type Question

Kahootz Consult includes a GIS mapping integration option that enables a survey question to mark polygons on a GIS Map, allowing respondents to submit sites or drop a pin on the map³.

³ Requires GIS Mapping tool

1.9.2 Forums and emails

Stroke Community Forum Ends on: 01 Jan 2012

Welcome to the Discussion Forum

This is an opportunity for you to discuss key issues openly, contribute your knowledge and opinions, and to get involved in the decision making process. Whether you simply want to add a comment to someone else's topic or raise issues yourself, you can do so in the knowledge that your views will be heard by your local NHS.

Good posting practice:

1. Be polite, relevant and considerate in your messages
2. Do not use offensive or discriminatory language or harass others
3. Be descriptive - title your postings concisely and accurately

To join in this discussion and add your views, please click on the relevant topic below, and on the next page you'll see 'reply' buttons against each of the discussion comments.

< Previous Page 2 of 2

Subject	Author	Replies	Last Message
Do you have views on rehabilitation services? Hi, we are interested to know what you think about Stroke Rehabilitation Services in Oxfordshire? What works and what doesn't work? Share your experience	Julia Stackhouse	1	19 Jul 2010 16:18 Julia Stackhouse
Next Stroke Forum - Wednesday 4th August Community Stroke Forum - Wednesday 4th August 2010 NHS Oxfordshire is delighted to invite you to attend the third Community Stroke Forum. The Forum w	Julia Stackhouse	1	17 Jul 2010 14:12 [Deleted] Tim La Haye

A discussion forum facility is available to support peer-to-peer discussion as part of a consultation exercise; this functionality is often used for focus groups. The discussion forum can be fully moderated (optional), and consultation moderators are notified by email whenever a new message requires moderation. Messages can be approved or rejected on the website. While awaiting approval, un-moderated messages will not be displayed to consultation visitors and participants. In approving forum submissions, a consultation manager can decide what level of moderation to perform, for example:

- Moderate every submission all of the time
- Moderate a few specific individuals or moderate everyone apart from a few individuals
- Moderate the first few messages from each person until they have had a certain number approved, and after that, they are no longer moderated.

A consultation can have more than one moderator, which helps to ensure that moderated messages are dealt with promptly.

Manage Consultation Discussion Settings

Settings Permissions Attributes Messages Discussions Checklist Audit Log

Permissions

You can enable the discussion list for all members to post (discussion), or just managers (broadcast). If you disable the discussion list, the archive of discussions on the website will be hidden, but managers will still be able to send an email to all members using Manage -> Send Email.

Enabled

Enable the discussion forum: Yes

Permissions

Who can view discussions?: Anyone - even non-registered

Who can start new discussions?: Members

Who can reply to discussions?: Members

Who can modify messages?: The creator

Discussion Forum Settings

Attachments

☐ Allow file attachments to be added to discussion messages

Message Moderation

Require a consultation moderator to preview any messages before they are sent. Always moderate

Automatic Moderation

Moderated messages that are not dealt with will be Left indefinitely for manual moderation

Email Notifications

Send from Email

☒ Allow people to start or reply to discussion messages from email

Subject Prefix

☒ Prefix the subject of consultation emails with safetycameras

To ensure participants don't receive unwanted emails, they can select whether they prefer immediate notifications or a periodic summary, or they can turn messages off and just check the website for new forum contributions.

If discussions are enabled, participants can elect to receive and respond to posts by email.

1.9.3 Document commenting

Sometimes, it is necessary (and often a statutory duty) to seek feedback on new policies, strategies, local and neighbourhood plans, draft policy statements and public sector service delivery alterations. In these situations, it is helpful to provide users with richer background information than can be provided by a web survey alone. In support of this requirement, Kahootz Consult allows users to navigate through interactive "structured documents" and assign their feedback, it may be comments or answering questions, to specific sections of the document, helping you to gather, organise and report on comments against specific paragraphs, policies and maps.

Client systems administrators easily and quickly customise the comment form completed by participants and can vary from a straightforward form to one that can be applied to support formal commenting processes such as those required for Planning Policy formation. For the ultimate flexibility, questions from a questionnaire can be embedded in a structured document, providing a consultation that includes the advantages of both approaches.

Where appropriate, all comments can be placed into a moderation queue for subsequent review and approval and optionally made available to other participants to view during or after the consultation exercise.

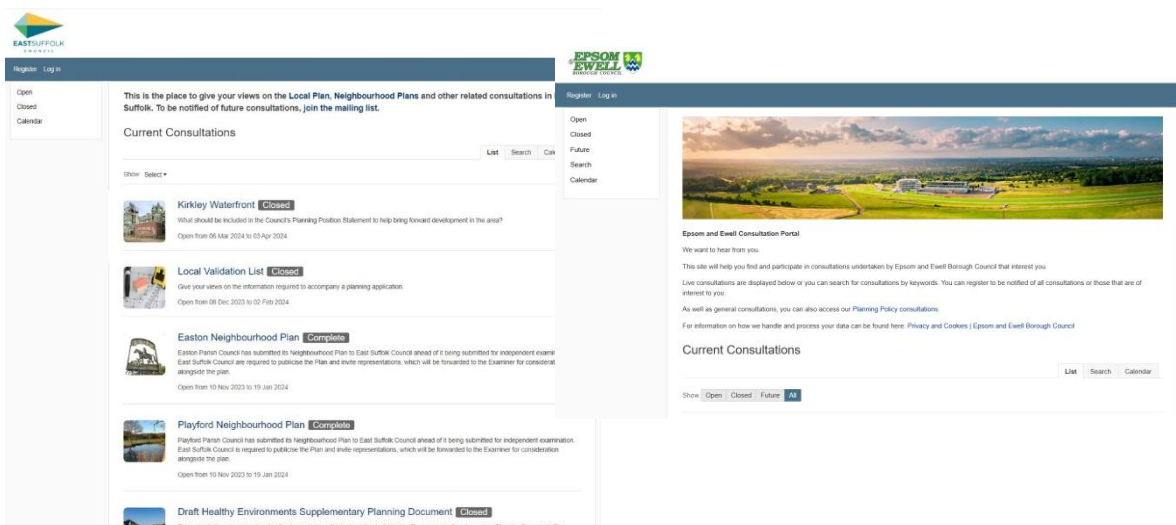
The screenshot displays the Kahootz Consult web interface. On the left is a navigation menu titled 'All Consultations' with a sub-section 'Joint Core Strategy - Developing the Preferred Option'. The main content area is titled 'Joint Core Strategy - Developing the Preferred Option' and '5. Developing the Preferred Option'. It contains text about the Joint Core Strategy (JCS) and a section titled 'What scale of development is required?'. A 'Make a comment' link is visible. A 'Your Comments' overlay form is shown, containing a 'This comment relates to:' dropdown, a 'Do you consider the DPD is Legally Compliant?' question with radio buttons for Yes/No, and a 'Do you consider the DPD is Sound?' question with radio buttons for Yes/No. It also includes a section for 'On which grounds do you consider the DPD unsound?' with radio buttons for Not Applicable / No Answer, Not Justified, Not Effective, and Not Consistent with national policy. A text box for 'Please give details in the box below of why you consider the DPD is not legally compliant, or is unsound. Please be as precise as possible. If you wish to support the legal compliance or soundness of the DPD, please also use this box to set out your comments.' is present, followed by a 'Comments' section with a text box for 'Please enter the detail of your comment below. Limited to 50000 characters.'

When a comment is submitted, Consult can be configured to send the participant an automatic email notification and an option to download a PDF record of their feedback for their records.

1.10 Adding rich content and support information

1.10.1 The Site Consultation List

The site homepage can be configured to include images and text to provide general information. The list of consultations can be filtered to show open, closed, and future consultations. There is also a calendar view, which is covered in 1.6.9. Each consultation has a consultation image, a brief description, and its dates.



1.10.2 The Consultation home page

Each consultation has its own homepage, which is the central hub of activity. This page can use the default layout provided by Kahootz Consult or reflect the consultation manager's and team's requirements by deploying the consultation webpage dashboard builder.

1.10.3 The Kahootz Consult default consultation home page

The default landing page contains the following items:

- Additional information about the consultation, taken from the attributes that have been entered into the database
- Links to the consultation documents
- Links to the online response pages and discussion forums
- Links to the formal response
- Links to the consultation calendar
- Links to external sites
- The consultation timeline



The consultation homepage can also include additional text for informational purposes and guidance. A good use of such text is the emotive 'call to' action' that helps to get people involved and engaged in the consultation process.

The text displayed on the consultation homepage can vary depending on whether the user is currently participating and whether the consultation status is 'Future', 'Open' or 'Closed'. As a result of combining status and user attributes, the consultation homepage will always display the appropriate information, regardless of the consultation state or the viewer's identity. This allows a consultation manager to create a more focused and interactive view of the consultation.

Entering this text does not require any additional effort because it is automatically created from site defaults when a consultation is created. However, a consultation manager can modify it. The additional text can be edited using Kahootz Consult's rich-text editor and can include formatted text and images.

1.10.4 Using the Kahootz Consult dashboard builder

Our dashboard builder is a user-friendly toolset—no specialist web or design skills are required to use it—that allows consultation managers to make each consultation they conduct stand out. It promotes the messages they wish the public and potential participants to respond to and provides user-friendly navigation through the various parts of the consultation.

Dashboards replace the default pages described above and can be used in addition to the specialist sections, like the members-only section. They allow non-specialists in 'clients' Comms and Planning teams to create visually attractive, highly impactful and interactive consultation landing pages with tightly focused content which will encourage interest and participation.

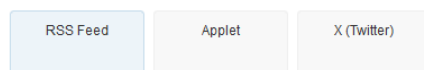
Dashboards can be utilised to promote the brands of external organisations on whose behalf a consultation is being conducted or include a Google map to provide directions to public briefings. They have even been used to enable a consultation based on a video.

The dashboard builder toolset is comprehensive and includes the following components:

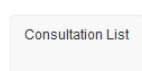
Text and Media



Integration



Site

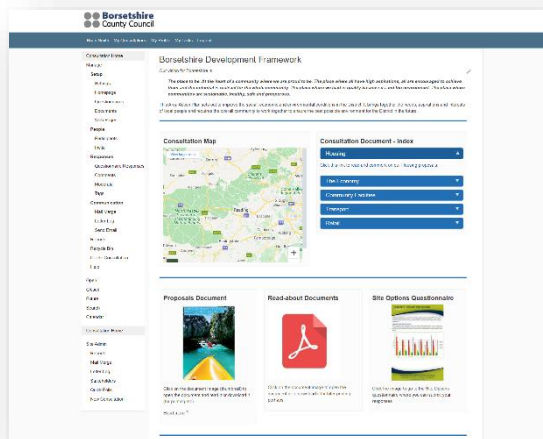


We offer comprehensive training in the use of the Dashboard builder and how to maximise the design

options available to clients around the consultation landing page.

1.10.5 Document management

Documents in common formats (such as PDF, Microsoft Office or plain-text) can be uploaded from a user's computer to provide additional supporting information and response templates (if offline responses are allowed). All documents are automatically full-text indexed, so users can find them by searching for words they contain.



Current Public Documents

[Return to Consultation Home](#)

This page lists the currently available public documents for this consultation.

Structured Document

A structured document provides a user-friendly way for people to navigate around a large document and make comments against specific points.

[The Use of Traffic Cameras for Enforcement](#)

- [Create a structured document](#)

Consultation Documents

These are documents that you would like people to read before responding. These documents describe the consultation topic and are shown to users in the 'Documents' section of the consultation website.

[Road Safety - Updating the legal component](#) (489Kb)

Presentation given by David Jamieson to the House of Commons Transport Committee (PowerPoint) 21st February 2005

26 Apr 2010 14:32

[Road Safety Bill](#) (156Kb)

The Road Safety Bill was introduced to the House of Commons on 30 November 2004 and contains a raft of measures designed to help achieve those targets and improve safety on Britain's roads.

26 Apr 2010 14:32

- [Add a new document](#)
- [Change document order](#)

Response Templates

If a participant wishes to respond by uploading a file, they are offered these documents to use as a template for their responses. You may provide several different response templates to deal with different situations.

[Consultation Response Template](#) (77Kb)

Last Modified: 26 Apr 2010 14:32

- [Add a new response template](#)

1.10.6 Co-creation of large proposal documents

To enable feedback on large documents, Kahootz Consult supports what we call 'structured documents'. These are hierarchical web documents that allow collaborative authorship, section by section.

Structured documents can be created using the web interface, by importing an existing Microsoft Word document, or by combining the two methods. The import facility utilises the heading structure of an imported Word file to break the content into sections and honours simple formatting, images, and tables.

Once a document has been created and uploaded, participants can navigate the document section by section or list document sections that match a keyword search.



The screenshot displays the 'Structured Document' interface for 'The Use of Traffic Cameras for Enforcement'. On the left, a sidebar shows a hierarchical tree of sections. The main area features a table with columns for 'Name', 'Accepted', and 'Pending' counts. The table lists various sections of the document, including Preamble, Introduction, Background, The Legal Framework, Identifying the Appropriate Solution, Deployment, Pre-enforcement Checks, Checks, Signing, Visibility and Conspicuity, and SVC intro. The 'Accepted' and 'Pending' counts are provided for each section.

Name	Accepted	Pending
The Use of Traffic Cameras for Enforcement	120	31
Preamble	9	1
Introduction	6	3
Intro para1-5	6	3
Background	31	7
Background	8	3
The Legal Framework	11	1
Legal	11	1
Identifying the Appropriate Solution	12	3
Solution	12	3
Deployment	34	4
Deployment - part 1	14	2
Deployment - part 2	8	0
Pre-enforcement Checks	12	2
Checks	12	2
Signing, Visibility and Conspicuity	40	16
SVC intro	7	1
Signing	9	8
Signing	9	8
Visibility	12	5

The document owner can enable comments on any selected section, and consultation visitors and participants will see the 'Add Comment' links within the document.

The comment submission form provided is entirely customisable and includes a facility to upload supporting documents if required. In addition to that comment form, questionnaire questions can be embedded in a structured document to allow more focused questions where required, thereby improving the response context.

The system can be configured so that participants can only see their comments. The consultation manager can review all comments section by section and see which participant made each comment. Kahootz Consult includes an option to add workflow facilities, allowing document managers to create structured documents and add editing and approval workflows to each document section. This option also provides near-desktop standard publishing facilities with the ability to generate print-ready PDFs directly from structured documents, utilising predefined corporate document styles and layouts. The PDF output can include links to the Kahootz Consult site to ensure the maximum number of people directly submit their comments, thereby maximising efficiency.

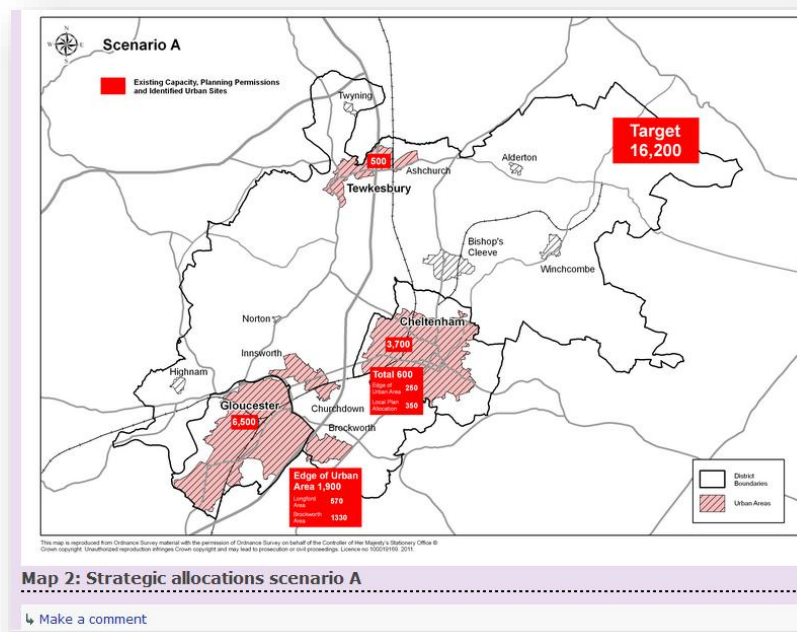
This option is available at no additional license cost but is subject to a further configuration fee.

1.10.7 Web links, wikis and web pages

Additional web pages can be added to a consultation to present useful information to visitors and participants, such as diagrams, maps, operational guidance, or even embedded content from other websites and social media. These web pages can be linked together to provide wiki-type navigation or contain links to other websites.

1.10.8 Image handling

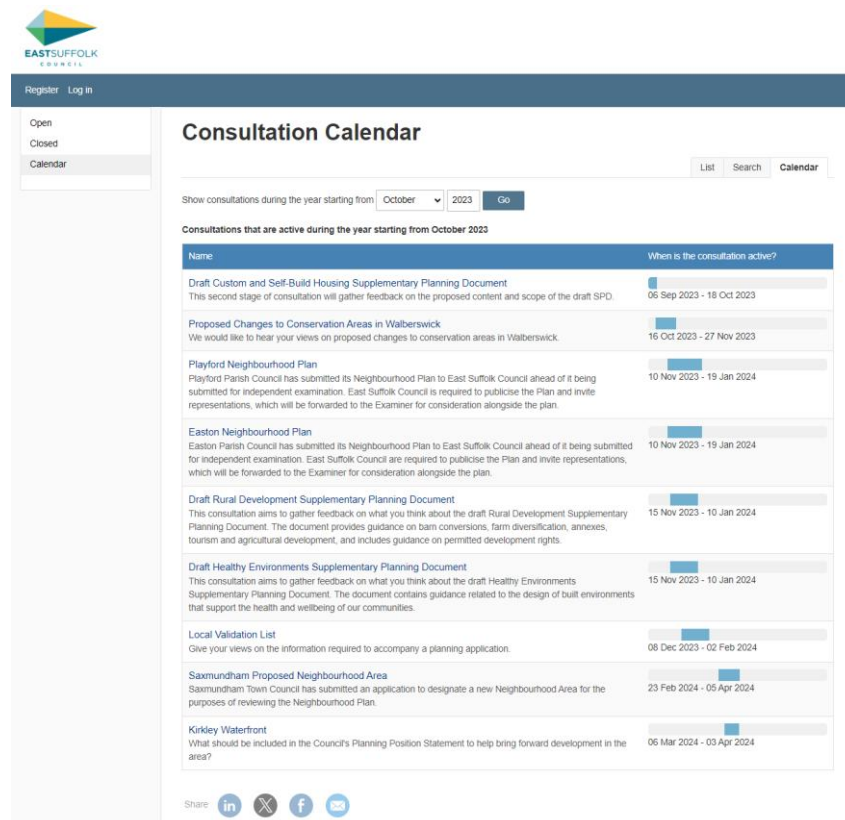
Kahootz Consult allows images to be uploaded and inserted into online documents, survey questions and informational web pages. A simple-to-use picture editor is provided to enable consultation managers and their teams to crop, rotate and resize images.



1.10.9 Consultation Calendar

The consultation calendar allows people to see a list of surveys and consultations in each of the following categories:

- **Current** - Consultations that are currently open that stakeholders may respond to.
- **Future** - Consultations that are due to open at a future date. Stakeholders can register their interest and be notified when the consultation opens.
- **Closed** - Consultations that have finished. Stakeholders cannot participate but can view the outcome and see how the consultation has affected policy.



On each of these, the list displays the name, description, open date and close date of the survey, forum or document consultation. When a visitor clicks a consultation's name, they are taken to its homepage, which provides more details.

There is also a timeline view that shows all the consultations taking place in a given time period and allows people to answer questions such as "What consultation activity is taking place from January 2020 and the following six months?"

The consultation calendar can be searched by any of the defined attributes or by free-text search. The default search page allows visitors to search by consultation status (open/closed/future), area of interest, ward, service area and free text. With additional configuration, this can include any of the consultation database attributes.

1.10.10 Templates

When creating a new consultation, an approved consultation manager can select from various pre-defined templates that clients can define. Each consultation type, whether for a particular service partner, department or use (i.e. Staff Survey, Planning Policy or Citizens' Panel) can have its own set of defaults, web address and branding. Such a flexible configuration makes it easy to create and deploy consultations and surveys, and increase the consistency of the approach.

1.11 Contact Management

1.11.1 Stakeholder database and user profile

The key asset of any consultation or survey system is the creation of a self-sustaining, up-to-date stakeholder database. As part of the setup process, Kahootz will configure your database to include your choice of fields, helping you profile and manage your stakeholders according to their interests and domain-specific attributes. A range of field data types can be used and presented as entry fields or drop-down/checkbox lists during user registration, marked as mandatory or optional. The captured profile information enables an authorised consultation manager to search and target communications to selected stakeholders.

The screenshot shows the 'Manage Stakeholders' interface. At the top, there are 'Search' and 'Tags' buttons. Below them is a 'Search Stakeholders' section with the instruction 'Find stakeholders who match all of the following details:'. The search criteria include:

- Show:** A dropdown menu set to 'All Stakeholders'.
- Email Address:** A text input field with radio button options: 'Starts with', 'Exact match', 'Contains', and 'No email address'.
- Stakeholder Name:** A text input field.
- Contact Blocked:** A dropdown menu set to 'Any'.
- Topics of Interest:** A list of checkboxes for various topics, including:
 - Adult learning & skills
 - Arts, culture & heritage
 - Children and young people
 - Crime and community safety
 - Customer service and satisfaction
 - Democracy and participation
 - Education and early years
 - Environment
 - Environmental Health and Trading Standards
 - Equalities issues
 - Fire and emergency planning
 - Health services and facilities
 - Housing issues
 - Jobs, careers and employment
 - Local economy & business issues
 - Local highways and transportation projects
 - Mental health
 - Older people
 - Planning policy & strategy
 - Regeneration issues
 - Social services and social care
 - Spending and budget
 - Sport & leisure
 - Transportation planning & policy

Because registered participants or stakeholders are empowered to update their user profiles as their interests and contact information change, the stakeholder database remains current, thereby reducing the workload for consultation managers and their teams.

1.11.2 Multi-factor subscription alerts

When a consultation is added to the database, it can be tagged with a similar topic list to those used as areas of interest in the stakeholder database. Registered stakeholders are periodically notified by email when a match occurs. For registrants who chose not to be notified, there remains a facility on the website for stakeholders to be shown any consultations they may be interested in based on their profile. Email notifications include the names and descriptions of consultations that may be of interest, along

with links to the website.

Through your site configuration, you can control various parameters about the way notifications are sent out, such as:

- how frequently notifications are sent
- the number of notifications that are sent about each consultation
- the amount of notice people receive about each consultation

Examples of uses are:

- Send a notification once a month relating to consultations that will start in the next month
- Send a notification once every two weeks that tells people about consultations that are one month away and reminds people about consultations that start in the next week
- Send a notification every day relating to consultations which start that day

1.11.3 Uploading offline responses

Consultation managers can enter responses received by post or email, such as paper surveys and consultation document comments, on behalf of the consultees. Consultation managers can assign the response by adding/retrieving the consultee record to/from the stakeholder database. This ensures that organisations can maintain a single holistic view of all consultee responses, including histories of what consultations they have responded to, regardless of how consultees have responded

1.11.4 Letter log and mail-merge

There will be stakeholders who prefer to use paper-based communications. To ensure that no one is unfairly excluded from an involvement opportunity, Kahootz Consult provides an integrated letter production facility that can generate customised paper (using your standard headed paper format) and/or email communications to selected sub-sets of stakeholders using their declared communication preference.

The screenshot shows the 'Letter Content' editor interface. It has a sidebar on the left with sections for 'Subject', 'Letter Header', and 'Letter Content'. The main area is divided into two sections: 'Paper letters only' and 'Paper letters and emails'. Both sections have a rich text editor with a toolbar and a text area. The 'Paper letters only' section shows a sample letter with a header for 'INOVM Ltd' and a body starting with 'Dear Sir / Madam,'. The 'Paper letters and emails' section shows a similar letter body.

Letter Content

Subject * Invite to an Open Meeting
This is to identify this mail merge in the letter log and is also used as the email subject

Letter Header

Paper letters only

Styles Paragraph

INOVM Ltd
Weston Court
Weston
Berkshire
RG20 9TE

Path: p

Letter Content

Paper letters and emails

Styles Paragraph

Dear Sir / Madam,

You have previously registered your interest in matters relating to Education so we are writing to you to inform you of Open Meeting we think you might be interested in.

Event details

Yours Sincerely

A mail-merge facility allows data from the consultation, stakeholder and response databases to be

inserted into a customised letter whose template can be saved for subsequent re-use. Distribution is controlled by a filtered search on the stakeholder database or a particular 'consultation's respondents. During production, an option is provided to send out letters and/or emails. Emails are dispatched immediately, and letters are batched into a PDF file for printing and subsequent posting.

A letter log is maintained of all letters and emails produced, and the stakeholder database can be used to review or re-send any correspondence.

1.11.5 Public/Private consultations

The consultation manager can make a consultation public or private (invitation-only), which determines whether it is visible to members of the public via the consultation database. This status can be changed at any time. Some of our users have used the private setting to pre-consult with selected stakeholders and/or get feedback from staff on the consultation design before it is made public. Consultation managers can choose to allow anonymous responses if required.

1.11.6 Providing feedback – closing the circle

It is important to 'close the circle' of consultation by providing feedback to participants on the outcome of each consultation. Kahootz Consult makes this process easy to manage because the stakeholder database automatically maintains information on who participated. This function supports the statutory duty to report on consultation in certain areas, such as the health sector. Kahootz Consult also includes an option to publish the Respondent list, Questionnaire summary charts, or All responses automatically based on the consultation status, for example, when the consultation is 'Open', 'Closed', or 'Complete'.

The screenshot shows the 'Public Involvement & Engagement' section of the Kahootz Consult website. It features a sidebar with navigation links like 'Our Consultations', 'Current Consultations', 'Future Consultations', 'Oxfordshire Voice', 'Closed Consultations', 'Search Consultations', and 'Consultation Calendar'. The main content area is titled 'Come and talk health' and includes a 'You Said, We Did' section. Below this, a table lists consultations with columns for Name, Status, Open Date, and Close Date. A 'Summary of Results' overlay is visible, explaining that the summary contains the analysis of results and official response by the consultation managers, and provides a link to 'Add a new summary of results'.

Name	Status	Open Date	Close Date
Creating A Healthy Oxfordshire On 29 October 2010 we held a public event to encourage learning and discussion around future changes to the delivery and provision of health and social care services, based on the challenges we face as a health system. We would like to thank the 120 attendees, ranging from members of the public to organisations involved in health and social care in Oxfordshire, for their input and valuable comments and questions. We have now compiled a report based on the event. We have also published the comments and questions posed during the event as appendices to the report. To read these documents please visit our consultation documents page.	Complete	15 Sep 2010	01 Apr 2013
Real Accountability Oxfordshire 2011 We have prepared a summary of all our consultations from the past year April 2010 to March 2011) together with an indication of some of the new consultations we are planning.	Closed	01 Oct 2011	01 Sep 2012
Buckinghamshire Have your say! We are commissioning our opportunity to design services, want the questionnaire to be contraceptive semi needs. We want to whatever your age contact Jenny Kent, Public Health Practitioner - jenny.kent@buckinghamshire.nhs.uk			
Redesign of Dermatology Outpatient Services in Buckinghamshire The intention is to commission a comprehensive evidence	Open	05 Dec 2011	23 Dec 2011

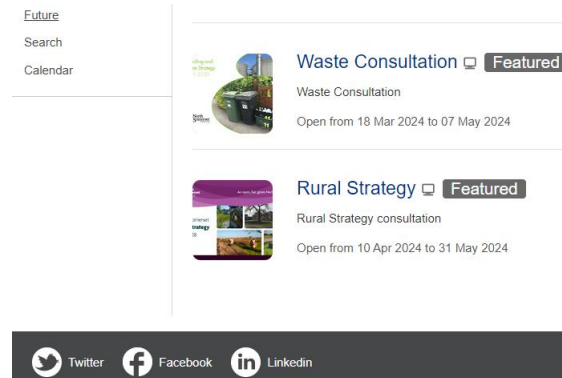
Summary of Results

The summary of results contains the analysis of results and official response by the consultation managers. You should add a summary of results after the consultation is complete. You may add multiple documents here if necessary.

- [Add a new summary of results](#)

1.12 Social bookmarking

RSS feeds and social bookmarking are provided on public-facing pages to aid viral promotion of survey and consultation activities.

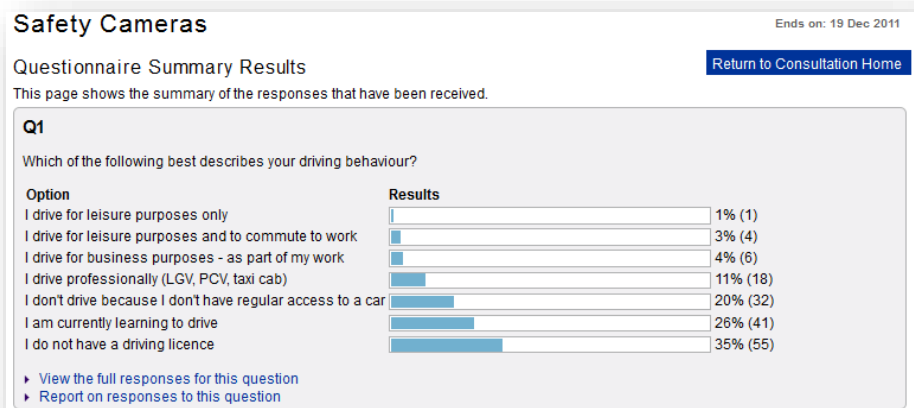


1.13 Data analysis and report creation

To understand user contributions, consultation managers have access to instant graphical summary views, a qualitative data analysis tool, and a powerful report writer that allows them to analyse segment, filter, and cluster contributions quickly.

1.13.1 Automatic Summary Reports

Kahootz Consult can display real-time summary information about survey responses.



The consultation manager can decide whether to show these to respondents and at what stage in the consultation process.

Consultation Permissions

Privacy
☒ Public ☐ Private

Membership
☒ Open ☐ Controlled ☐ Closed

Included in the site search
☒ Yes ☐ No

Response Visibility

Consultation managers can always see people's responses. Using the options below, you can control what information about responses is visible to non-managers at different stages of the consultation.

In a Public Consultation, information you make visible will be available to the public. In a Private Consultation, information you make visible will only be available to Consultation Participants and not to the public.

- **The List of Respondents** means the list of respondent names but not the individual responses.
- **Summary Charts for Questionnaires** means the summary results charts for questionnaires but not the individual responses.
- **All Responses** means the individual responses that people add, such as comments on documents and questionnaires responses.

What is visible to non-managers while the consultation is Open?

☐ The List of Respondents

☐ Summary Charts for Questionnaires

☐ All Responses

What is visible to non-managers while the consultation is Closed?

☒ The List of Respondents

☒ Summary Charts for Questionnaires

☒ All Responses

What is visible to non-managers while the consultation is Complete?

☒ The List of Respondents

☒ Summary Charts for Questionnaires

☒ All Responses

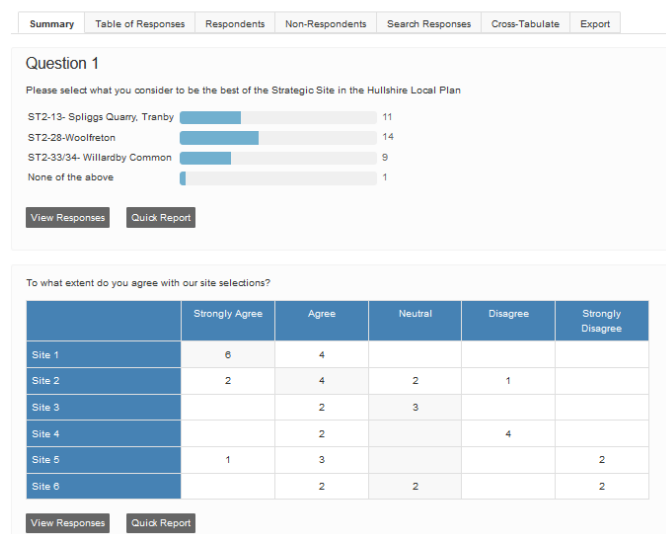
1.13.2 Viewing Responses

1.13.2.1 Questionnaires

Consultation Managers can monitor questionnaire responses and amend the questionnaire at any point to correct misunderstandings. Options to view the data include:

- Summary graphs and a quick report for each question, with a drill-down function to view individual responses.

Summary of Responses



- A table of responses.

List of Responses

Summary

Table of Responses

Respondents

Non-Respondents

Search Responses

Cross-Tabulate

Export

Show Complete responses*

Name or email or #id

Name	Question 1 Please select ...	To what extent do you agree with our site selected						
		Site 1	Site 2	Site 3	Site 4	Site 5	Site 6	Comments
 Billadore Bottomley	ST2-33/34- Willardby Common							
 Bill Wiley	ST2-28-Woolfethon							
 Arthur William Bradley	ST2-13- Spliggs Quarry, Tranby							
 Graham Smith	ST2-28-Woolfethon							
 Finley Smith	ST2-28-Woolfethon							
 Billadore Bottomley	ST2-28-Woolfethon	Strongly Agree	Disagree		Disagree			
 Billadore Bottomley	ST2-13- Spliggs Quarry, Tranby	Agree		Neutral	Agree	Strongly Disagree	Neutral	Great
 Finley Smith	ST2-33/34- Willardby Common	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
 Finley Smith	ST2-28-Woolfethon	Agree	Agree	Agree	Agree	Agree	Agree	
 Billadore Bottomley	ST2-13- Spliggs Quarry, Tranby							

1 of 4

→

↩

- A list of respondents

List of Respondents

Summary	Table of Responses	Respondents	Non-Respondents	Search Responses	Cross-Tabulate	Export
Show Complete responses*						
Name or email or #id						
Name	Modified	Started	Status			
Arthur William Bradley	29 Jan 2020 22:50	29 Jan 2020 22:50	Complete			
Bill Wiley	29 Jan 2020 22:48	29 Jan 2020 22:48	Complete			
Billadore Bottomley	29 Jan 2020 22:47	29 Jan 2020 22:47	Complete			
Billadore Bottomley	08 Mar 2022 14:47	08 Mar 2022 14:47	Complete			
Billadore Bottomley	24 Nov 2022 09:49	24 Nov 2022 09:49	Complete			
Billadore Bottomley	11 May 2023 16:19	11 May 2023 16:19	Complete			
Finley Smith	11 Nov 2021 10:31	11 Nov 2021 10:31	Complete			
Finley Smith	24 Nov 2022 09:51	24 Nov 2022 09:51	Complete			
Finley Smith	24 Nov 2022 10:00	24 Nov 2022 10:00	Complete			
Graham Smith	29 Sep 2021 21:35	19 May 2021 13:08	Complete			

1.13.2.2 Structured Document Comments

Summary statistics are available for structured document comments. You can also search for comments using a variety of parameters, browse the list of respondents or export the comments to Microsoft Excel, CSV or JSON.

Manage Structured Document ⚙️ ...

◀
Summary Workflow Numbering PDF **Comments** Changes

[Show all]

- HullShire Regional Plan**
 - Text Block
 - Table of Contents
 - Table of Maps
 - Table of Policies
 - List of Tables
 - Policy ST1 - A Balanced Strategy For Growth in a Constrai...
 - Strategic Sites
 - Housing Supply Components
 - Policy ST2 - Housing and Mixed Use Site Allocations
 - Sites Intro
 - Hullshire Urban Area
 - Tranby
 - Tranby
 - Question Set
 - Willardby
 - Woolfreton
 - Woolfreton
 - Millingthorpe
 - Bugton
 - Pockthorpe
 - Other Settlements

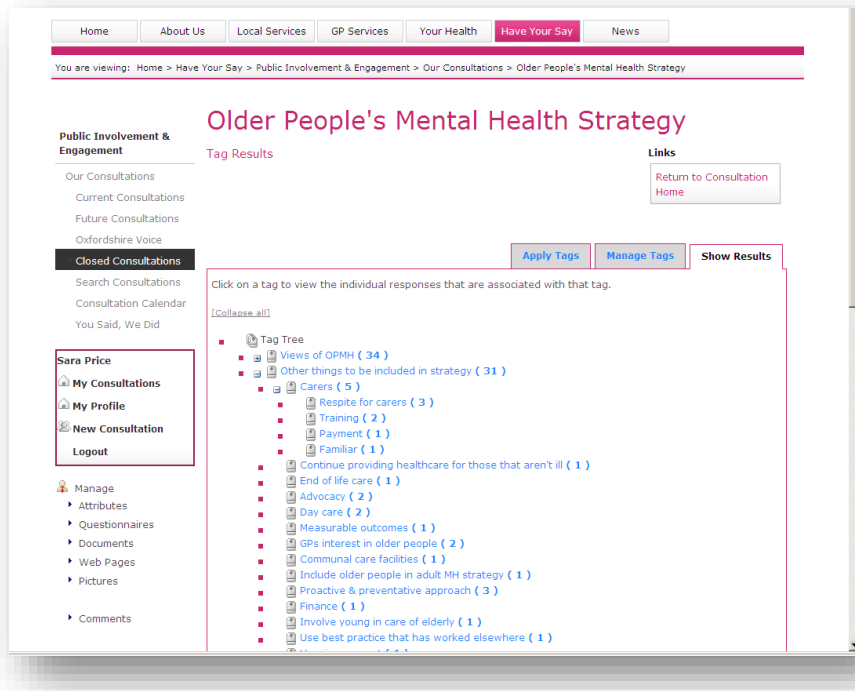
[Show all parts]

Name	Comments	Accepted	Pending	Rejected
HullShire Regional Plan		114	27	2
Text Block	No			
Table of Contents	No			
Table of Maps	No			
Table of Policies	No			
List of Tables	No			
Policy ST1 - A Balanced Strategy For Growth in a Constrained District	No	19	1	
Strategic Sites	No	47	11	1
Housing Supply Components	No	1		
Policy ST2 - Housing and Mixed Use Site Allocations	No	47	15	1

➕ Add a new text block, heading, table of contents or question set

1.13.3 Thematic Tagging and coding qualitative responses

Text-based qualitative responses often provide some of the most valuable feedback. One problem is that crucial nuggets of information usually get lost in vast narratives. Kahootz Consult provides a thematic tagging facility to help analysts systematically review comments and responses, abstracting vital themes, issues, and ideas using a shared, dynamically maintained hierarchical tag tree.



The tagging facility works with and brings together comments on documents, survey responses and discussion forum posts. Once coded, the tagging facility provides a valuable means of reporting stakeholder views as part of evidence-based decision-making. It can also be used to answer questions during a consultation review session, as it provides the ability to drill into a tag, the analysed comments, and the written response, if completed.

To improve consistency and efficiency, there are options to complete tagging by allocating individual questions or structured document section comments to a team member. As with questionnaires and comments, there is an option to export the Tag Tree results to CSV.

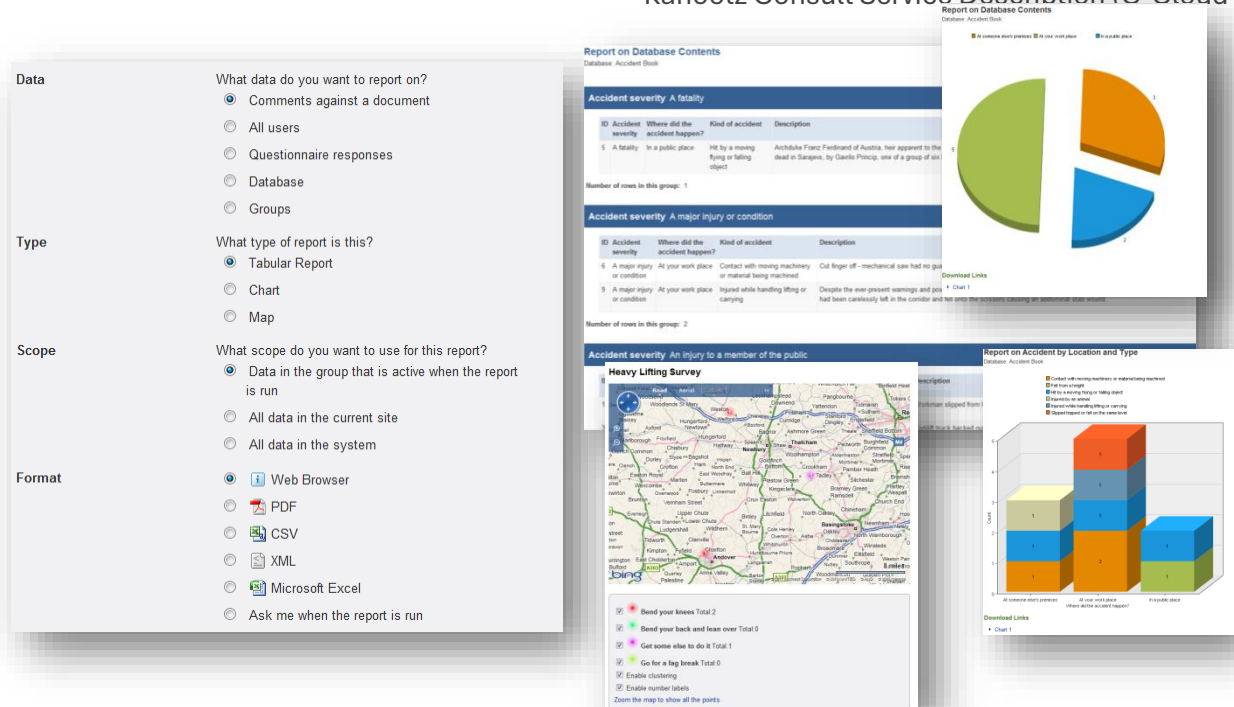
1.13.4 Report Writer

Kahootz Consult includes a powerful, user-friendly report writer that can generate a wide range of customised reports and charts based on the system's data.

Consultation managers can go through the user-friendly wizard interface to pick:

- The data they wish to report on (Comments against documents, survey results, consultation information, stakeholder's profiles and attributes)
- The scope of data to report on (a single consultation, all consultations in the site, all consultations in the system)
- What type of report they wish to create (Tables, Charts or Maps)
- The output format (Web Browser, PDF, CSV, Microsoft Excel)

Data can be sorted, grouped and filtered.



The tabular report wizard has an easy-to-use drag-and-drop editor for defining which attributes appear in the report, as well as functionality for specifying grouping, sorting, and data filters.

The charting options can produce a variety of graphs, including radar, pie, bar, and line charts. Multiple data series can be plotted on the same chart using various methods to combine the data. It is also straightforward to subdivide data by an attribute to display a separate chart for each value. In addition to database information, charts can include calculated values such as the sum, average, and count of values.

A report template can be easily customised to change the layout, format the text, and include images. Reports can also be saved for re-use, making regular reports easy to run.

1.13.5 Survey data export

In addition to the export functions provided by Kahootz Consult's report writer, survey responses can be exported directly to CSV, or Microsoft Excel format. Data exports can include thematic tags and attributes from a stakeholder's profile to assist with representative sampling analysis. Exports can also include all files submitted as part of the survey in a zip file.

1.13.6 Structured document comment data export

Structured document comments can be exported directly to CSV, JSON, or Microsoft Excel format. If you complete the analysis in Consult, data exports can include attributes from a stakeholder's profile and the Officer's Response/Recommendation to assist with representative sampling analysis. Exports can also include all files submitted as a comment form question in a zip file.

Export Comments

Options

Format

X Microsoft Excel
X CSV
T JSON

☐ Include all attachments in a zip file

Comment Selection

Status

☐ Awaiting Processing
☒ Accepted
☐ Rejected
☐ Deleted

Start Date

dd/mm/yyyy

End Date

dd/mm/yyyy

User Information

Which **public profile** information would you like to include?

☐ Title

Which **private profile** information would you like to include?

☐ Address Line 1
☐ Address Line 2
☐ Address Town
☐ Address Post Code
☐ Parish

Comment Information

Which of the additional attributes below would you like to include in the export?

☐ Assign To
☐ Submission Method
☐ Officers Response
☐ Officers Recommendation

Export
Cancel

1.13.7 AI Analysis

Kahootz enables AI-driven analysis through a secure, integration-led approach that allows clients to use best-in-class third-party AI tools. This model has already been applied successfully to analyse Kahootz data using externally licensed AI solutions. Where clients already hold licences, these can be used directly; where they do not, Kahootz can recommend and support appropriate AI options based on specific analytical and assurance requirements, including the secure return of analysis outputs.

2. License, ordering and commercial terms

2.1 Simple licensing

The Kahootz Consult license is term-based rather than user-based unless you opt for a single tactical use license. This helps because participation levels are often unknown when conducting broadcasting surveys and consultations. The license can be either multi-department or single-department.

When you use the software, you can have

- Unlimited consultations
- Unlimited consultees
- Unlimited documents
- Unlimited administrators
- Unlimited consultation managers

This straightforward approach also makes it easier for public sector organisations to effectively manage costs and avoid unnecessary issues if a consultation subject stimulates larger-than-expected responses. Local Authorities can license for a single department, i.e. Planning, or multiple departments. The default Government Department license fee covers up to 20,000 users, which, based on experience, will typically accommodate most, if not all, usage patterns.

2.2 Payment

Payment is due within 30 days of the start of each subscription period. We will send you an invoice, and you can pay by BACS using standard finance procedures.

An aggregated invoice can be provided when an organisation has several distinct subscriptions.

To facilitate invoicing and payment, you can pay in advance for as many months as you like. Alternative licensing schemes are available for organisations with capital and revenue budgets, but not via the G-Cloud procurement framework.

2.3 Trial service

We offer a 3-month license trial service for Kahootz Consult, subject to payment for set-up and training costs. Our many clients can attest that Kahootz Consult is easy to use once established. We believe, however, that a small investment in skill transfer will maximise the benefit from any trial of software as powerful and flexible as Kahootz Consult.

2.4 Subscription and termination terms

In order to protect service continuity, our subscription will automatically renew on the same terms as the original subscription unless it is cancelled at least thirty working days prior to its expiration.

Kahootz is permitted to terminate the service if the consumer falls more than 30 days behind in paying the subscription fees.

2.5 Consumer responsibilities

The consumer will:

- Provide a single point of contact and a deputy, the "site owner", for billing, payment, reporting and notifications about the service
- Ensure that the subscription fees are paid promptly
- Ensure that they meet their obligations as a GDPR Data Controller

3. Training and other services

Name	Description
Consultation manager training	• Creating consultations • Designing a consultation homepage • Uploading documents • Inviting people to the consultation • Creating online surveys • Analysing responses from surveys • Tagging of survey text responses • Survey and online responses
Advanced consultation manager training	• Online structured documents – creating document spanning multiple web pages • Comments against documents as a response method • Embedding questionnaires in Structured Documents • Reporting – tables and graphs of questionnaire responses, stakeholders etc • Mail Merge – customised letters to respondents / stakeholders etc • Online discussion forums • Embedding and linking interactive GIS maps on a dashboard
Tactical Training Courses	• Survey building and Analysis • Using Kahootz Co-publish • Authoring Structured documents • Stakeholder Database design and management • eMail merge and Letter Log • Consultation Dashboard/landing page content and consultation homepage design • Report writing and data export
Branding	The service can be branded to reproduce your corporate 'website's look and feel.
Data take-on	We can create scripts to automate data import from another service, or from data files you have exported from another service.
Document Conversion	We provide a document conversion for clients with

	ready-to-go content which enables them to shorten the time required to take finalised documents to consultation ready condition.
Co-publish Configuration	Assistance with setting up default styles, page layouts and publishing options.
Kahootz Office	We are developing the browser-based Kahootz Office, which will be available for an additional fee.

4. Service Management

4.1 Service utilisation

4.1.1 Provisioning and de-provisioning

Once a request has been submitted, the service will be provisioned to enable trialling of Kahootz Consult, with custom application branding and configuration handled as part of the setup process.

4.1.2 On-boarding

Kahootz supports rapid onboarding with built-in tools for:

- Bulk file, document and image upload (ZIP)
- Bulk data import into databases (CSV)
- Bulk user invitations

For complex migrations, professional services are available to design tailored onboarding processes.

4.1.3 Off-boarding and Exit Plan

Users can easily export data at any time, including:

- The stakeholder database, user lists, comments and survey results (Excel, CSV, JSON)
- Documents and images (ZIP)

Exports use open standards to ensure portability and interoperability.

Where additional assistance is required, an assisted data extraction service is available on request to support off-boarding and data portability. Structured data is supplied in open formats (such as JSON or CSV), and files are provided in their original format. Site Owners should contact their Kahootz Account Manager or Support to discuss requirements.

Kahootz Limited maintains a standard Exit Plan, aligned with the G-Cloud Call-Off Contract, which sets out the methodology for orderly transition of the service at contract expiry or termination.

4.1.4 Data removal

All client data is permanently deleted 30 to 40 days after licence expiry unless otherwise agreed. Removal from live systems occurs promptly, and backups are purged within one month.

4.1.5 Data restoration

Data restoration for deleted content is available where feasible and charged at our standard consultancy rate.

4.1.6 Customisation

The service is highly configurable, and there are many configuration options to control exactly what

functionality is available and how the software works.

Kahootz Consult is an off-the-shelf product, so we are not able to tailor the source code for individual users.

4.2 Service Level Agreement (SLA)

The service level agreement is as follows:

- **Availability:** The service will maintain a minimum availability of 99.95% per month, excluding up to 6 hours per quarter of scheduled downtime. Scheduled downtime occurs between 8 pm and 6 am on weekdays, or between 7 pm and 6 am on weekends, unless otherwise notified.
- **Performance:** The service is designed to deliver a fast and responsive experience for standard page requests under normal operating conditions. Bulk operations, reports, and pages containing third-party content may take longer to process.
- **Monitoring and Transparency:** An independent third-party service monitors availability and publishes a public record, providing visibility of service performance and uptime.

It is available at:

<https://help.kahootz.com/en-GB/kb/articles/service-status-page>

4.2.1 Service Credits

Service credits can be claimed when the service availability within any month falls below the target service level. The service credit is a percentage of that month's service fee. The service fee is treated as the pro-rata monthly fee for subscriptions that are not billed monthly.

Availability	Service Credit
>99% and <99.5%	5%
>= 98% and < 99%	10%
>= 97% and < 98%	25%
<97%	50%

Service credits will not accrue unless a site owner is up-to-date with their payment obligations.

To receive service credits, a site owner must submit a request to accounts.info@kahootz.com within 30 days of the end of the month in which the service failed to meet its service level agreement.

Availability excludes downtime caused by failures or outages of third-party infrastructure providers outside Kahootz's reasonable control, including cloud hosting providers.

4.3 Support Service

Kahootz provides comprehensive support to all users.

4.3.1 Channels

Kahootz Consult offers an online knowledgebase for self-service guidance. If extra assistance is needed, you can use the ticketing portal to request technical support. Every request is logged with a unique case number so you can track its progress.

4.3.2 Support hours

Requests can be logged 24/7 and will be handled during support hours. Support hours are weekdays 09:00 to 17:30 UK time (excluding UK public holidays).

4.3.3 Priority levels

When logging a Technical Support Request, you should indicate its priority with one of the following levels:

Level	Description
P1 - Critical	Complete service outage, data loss, security breach, or major functionality failure affecting most users. Examples: Production system down, authentication failures, payments blocked. Impact: Business-critical, no workaround.
P2 - High	Major functionality degraded, significant user impact, limited workaround. Examples: Performance degradation, key integrations failing. Impact: High business impact.
P3 - Medium	Non-critical feature issue, moderate impact, workaround available. Examples: Reporting issues, minor API failures. Impact: Business inconvenience.
P4 - Low	General questions or cosmetic issues. Examples: UI alignment, documentation clarification. Impact: Minimal or none.

4.3.4 Standard SLA Targets

Kahootz Technical Support responds to your problem as follows:

- **Acknowledgement** – The support portal automatically acknowledges receipt of your support request and assigns it a case number. If Kahootz disagrees with or has questions about the priority level you have suggested, we will discuss with you what the appropriate priority level should be.
- **Response** - Kahootz provides an initial response. This may include an answer, advice, workaround or full resolution of your problem. If Kahootz cannot reproduce or diagnose the problem, we may ask you for more information or suggest you do certain things to help us diagnose the problem.
- **Resolution** – If your case has not been resolved already, Kahootz will resolve it fully. For priority 1 and 2 cases, this may involve a software patch, a new release of the software or revised documentation. If Kahootz cannot reproduce or diagnose the problem or you are not satisfied with the solution, the case may be further escalated.

The priority of a Technical Support Request determines our target response times (within the Support Hours) as follows:

Level	Response	Resolution
P1 - Critical	30 mins	4 hours.
P2 - High	1 hour	1 to 2 business days.
P3 - Medium	4 business hours	3 to 5 business days.
P4 - Low	1 business day	Best effort / Backlog

4.3.5 Software releases

Kahootz operates a managed software release process that provides regular updates and security patches across its services.

4.4 Roadmap

Kahootz operates an evergreen development model, delivering regular feature enhancements and security updates without disruption to service.

4.4.1 Roadmap Access

The product roadmap is available to subscription holders under a standard non-disclosure agreement (NDA).

4.4.2 Customer Engagement

We actively involve clients in shaping future development through:

- User research and participation in surveys
- Focus groups with selected customers to discuss upcoming features
- Regular contact with account management teams
- Suggestions submitted via our support service

4.4.3 Transparency

Roadmap sessions showcase upcoming developments and allow customers to influence priorities. This ensures Kahootz continues to evolve in line with public sector needs and emerging standards.

4.5 Support for UK Government ICT Policies

Kahootz is designed to align with UK Government ICT strategies and principles, including those set out by the National Cyber Security Centre (NCSC), ensuring compliance, openness, and sustainability.

4.5.1 Technology Code of Practice

Kahootz Consult is delivered as a cloud-native SaaS platform, scalable and continuously improved through an evergreen release model. The platform supports user-centred design, open standards and interoperability.

4.5.2 Cloud First Policy

Kahootz Consult is a multi-tenanted SaaS solution hosted on AWS UK regions, enabling secure, cost-effective collaboration without bespoke infrastructure.

4.5.3 Open Standards & Portability

All data is exportable in open formats, such as CSV, JSON and XML, in order to avoid vendor lock-in. An API is available for integration with third-party systems.

4.5.4 Information Principles for the UK Public Sector

All data is owned by the client, whilst access controls ensure integrity and confidentiality. Kahootz Consult has a full audit trail, supporting accountability

4.5.5 Accessibility

The platform is designed to align with recognised accessibility standards, including WCAG 2.2 Level AA, BS8878 and the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018. It's also tested with screen readers and text-only browsers to help ensure an inclusive experience for all users.

4.5.6 Greening Government ICT Strategy

Kahootz Consult supports sustainable ICT practices by reducing the reliance on on-premise hardware through the use of shared cloud infrastructure.

Cloud services are hosted on AWS infrastructure. Amazon has committed to achieving net-zero carbon emissions across its global operations by 2040 under The Climate Pledge.

The service is accessible from any modern device, minimising energy consumption and reducing the need for dedicated client hardware.

4.6 Security

Kahootz systems meet UK Government security requirements for holding and sharing information, and are delivered **exclusively from the UK**. Used by the MOD, NHS, Cabinet Office and Ministry of Justice, security is embedded across architecture, operations, and governance. For more information, visit our security centre: [Cloud Data Security | Keep Data Secure on the Cloud](#)

4.6.1 Certifications and Assurance

Kahootz holds ISO/IEC 27001 and Cyber Essentials Plus certificates, with annual audits by a UKAS-accredited body and independent verifications of IT infrastructure security.

All personnel are vetted to a minimum of BS7858, with relevant staff having SC and NPPV clearance where applicable.

4.6.2 Government Compliance

All Kahootz systems fully align with the 14 UK Government Cloud Security Principles outlined by the National Cyber Security Centre (mapping available on request). Kahootz is also compliant with UK GDPR and ICO requirements.

4.6.3 Hosting and Data Location

All AWS facilities hosting Kahootz Consult data are in the UK and are certified to ISO27001, SOC 1/2/3 and PCI-DSS.

Physical security includes multi-layered access controls, biometric authentication, CCTV monitoring and intrusion detection.

4.6.4 Application Security

All traffic is encrypted using TLS 1.2/1.3 with Forward Secrecy. SSL Certificates are signed by GlobalSign or AWS and annual penetration testing covers OWASP Top 10 threats.

Kahootz Consult operates vulnerability scanning and code reviews during a secure development lifecycle.

For users, Kahootz Consult has strong authentication methods, including:

- Unique username and password per user.
- Configurable password complexity and expiry policies.
- **Two-Factor Authentication (2FA)** available for all users or administrators.

4.6.5 Encryption and Data Protection

All data is encrypted at rest using industry-standard AES-256 encryption. In cloud-hosted deployments, encryption is implemented using AWS Key Management Service (KMS) with keys managed under strict IAM policies.

Encryption key management approaches may vary depending on the deployment model and customer requirements. Where appropriate, alternative key management arrangements — including customer-managed keys — may be supported, subject to technical feasibility and agreement.

Under UK GDPR, Kahootz acts as the Data Processor, with clients retaining full data ownership. No data processing is conducted without client instructions.

All subcontractors are contractually required to follow Kahootz security procedures. Where possible, we select suppliers that hold ISO27001 or equivalent security certifications.

Our breach notification procedures are aligned with ICO and GovCert requirements.

4.6.6 Backup, Resilience and Disaster Recovery

The platform is built for high availability and resilience, using a multi-AZ deployment and AWS Elastic Load Balancing to distribute traffic. It's protected from DDoS attacks through AWS Shield and WAF. Data stored in RDS is backed up daily with encryption and supports point-in-time recovery. Disaster recovery processes are tested every year as part of ISO 27001 compliance.

4.6.7 Governance and Operational Security

Security at Kahootz is a board-level responsibility.

As part of our ISO27001 certification, we operate a comprehensive framework covering:

- Incident management
- Configuration and change control
- Vulnerability management
- Supply chain security

Continuous monitoring is conducted using AWS CloudWatch, Rapid7, Security Scorecard and Kahootz governance processes.

4.7 Technical Background

Kahootz Consult is delivered as a **cloud-native SaaS platform**, hosted exclusively on **AWS UK regions**. The service is designed for high availability, scalability, and security.

4.7.1 Client-Side Requirements

Kahootz consult supports all major browsers, including Microsoft Edge, Google Chrome, Mozilla Firefox, Safari and Opera. No software installations or plug-ins are required.

4.7.2 Mobile Devices

Kahootz Consult has a fully responsive design for smartphones, tablets and desktops, with no separate mobile app required.

4.7.3 Accessibility

Accessibility compliance is described in section 4.5.5. From a technical perspective, the platform is fully responsive and tested with assistive technologies.

4.7.4 Hosting Architecture

Kahootz Consult runs on a resilient, cloud-native architecture built using a range of AWS services, including:

- **EC2** for compute
- **ECS** for container orchestration
- **S3** and **EFS** for storage
- **RDS** for database management
- **IAM** for identity and access control
- **CloudWatch** for monitoring and alerting

The platform uses a multi-AZ design for resilience and fault tolerance, with traffic balanced through AWS ELB. Protection against DDoS attacks is provided by AWS Shield and AWS WAF.

4.7.5 API and Integration

There is an API available for Kahootz Consult. The API runs over HTTPS and uses secure, token-based authentication. It exchanges data in JSON format and supports integration with a wide range of third-party tools.

4.7.6 Open Standards

Kahootz Consult is built on open standards wherever they're appropriate, including HTTP, HTTPS, REST, SQL, XHTML, CSS and SMTP. It also supports WebDAV for simple, flexible document management. While the platform uses a range of open-source components, the product itself is not open-source.

5. Social Value Commitment

Kahootz is committed to creating lasting social value through the way we deliver and support our services. Our approach aligns with the UK Government Social Value Model, focusing on sustainability, community engagement, and digital inclusion.

As part of our commitment to tackling economic inequality, we offer a 25% discount on Kahootz products for charities and educational institutions. This ensures organisations that make a positive impact in society can access secure, collaborative technology at an affordable cost, helping them deliver essential services more effectively.

We also share the values of our parent company, Jonas Software, which operates the Jonas Software Foundation to support charitable initiatives and community projects. These efforts reflect our belief that technology businesses should contribute to improving lives and strengthening local communities, not just through products but through active engagement and philanthropy.

Environmental responsibility is central to our operations. Kahootz is hosted on Amazon Web Services (AWS), which achieved its goal of powering its global infrastructure with 100% renewable energy in 2025. By leveraging AWS's energy-efficient data centres and sustainability initiatives, we help reduce the carbon footprint associated with IT infrastructure and support the UK's Net Zero goals. Jonas Software also promotes environmental stewardship across its global operations, focusing on energy efficiency and sustainable practices.

Our partnership with AWS also enables us to contribute to digital skills development within the UK public sector. AWS invests heavily in training and resources to help organisations adopt cloud technologies, and Kahootz complements this by providing guidance, best-practice materials, and training sessions for our clients. This ensures public sector teams can collaborate securely and effectively, building resilience and capability in a digital-first world.

Through these initiatives, Kahootz demonstrates a clear commitment to creating social value—supporting charities and education, reducing environmental impact, and helping organisations develop the skills they need to thrive.