

Public Consultation Agent

Bilingual Public Consultation Platform

A proof-of-concept for the General Optical Council

Livedata Limited — Female-led | UK Public Sector

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The Problem

UK regulators — including the General Optical Council — manage public consultations through a fragmented set of tools:

- **PDFs** distributed by email with no tracking
- **Spreadsheets** to collate and count responses
- **Manual processes** for Welsh-language versions
- **No central portal** for citizens to find or participate in consultations

This creates delays, compliance risks, and an inaccessible experience for respondents.

The impact on regulators is significant:

- **No real-time visibility** into consultation progress
- **No audit trail** for responses or analysis
- **Welsh language compliance** requires duplicate effort
- **Analysis of free-text** is manual and time-consuming

Livedata built Public Consultation Agent to solve every one of these challenges.

Our Solution

Core Modules

- **Public Portal** — bilingual, WCAG 2.2 AA accessible, no login required
- **Survey Builder** — visual drag-and-drop with template library
- **Response Management** — save-and-resume via cookies, no account needed
- **AI Analysis** — thematic extraction with confidence scores

Integration & Compliance

- Microsoft Dynamics (OData v4) connector
- WCAG 2.2 AA throughout
- 3 user roles: admin, analyst, viewer

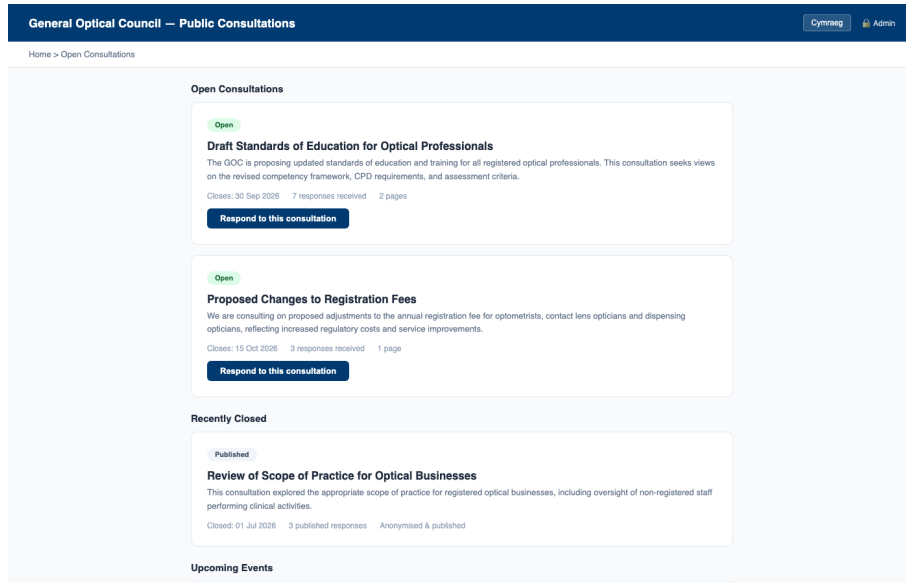
Platform Capabilities

- **Bilingual (EN/CY)** across every screen and survey
- **7 question types** — single, multi, dropdown, matrix, Likert, text, date, email, file upload
- **Anonymous publishing** of consultation responses
- **Event management** with live subtitles and public booking

Built With

- Flutter Web + Riverpod
- Designed for UK public sector procurement

Screen: Public Consultation Portal



Bilingual access

- English and Welsh toggle on every page
- WCAG 2.2 AA compliant — no login required
- Save-and-resume via cookies and localStorage

Consultation browsing

- Open and closed consultations with status indicators
- Category filters and search functionality

What this means for you: Citizens can find, read, and respond to consultations in either language without barriers.

Screen: Visual Survey Builder

GOC Admin

Dashboard

Consultations

Survey Builder

Responses

Analysis

Publishing

Events

Settings

Survey Builder — Draft Standards of Education

Save Survey

+ Likert Scale+ Matrix/Grid+ EDI: Age+ EDI: Gender+ GDPR Consent+ Free Text

MATRIX / GRID

How well do the proposed standards address each competency area?

	Poorly	Fairly	Well	Very Well	N/A
Clinical Skills	☐	☐	☐	☐	☐
Patient Communication	☐	☐	☐	☐	☐
Record Keeping	☐	☐	☐	☐	☐

MULTI-SELECT

Which areas require the most significant changes? (Select all that apply)

☐ Pre-registration education☐ Continuing professional development☐ Assessment criteria☐ Clinical placement requirements☐ Ethical and professional standards

LONG TEXT

Please provide any additional comments on the proposed standards.

Respondent types here...

Drag-and-drop builder

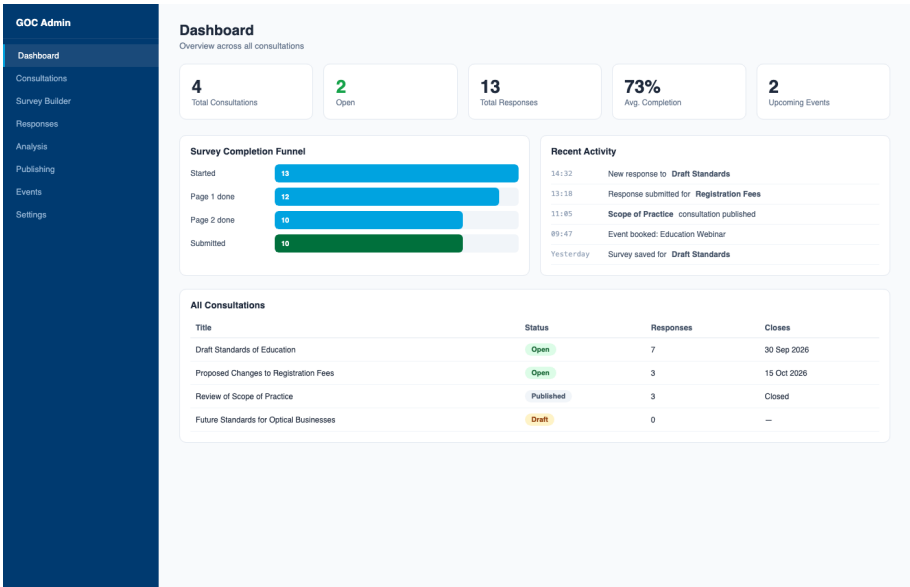
- 7 question types: single, multi-select, dropdown, matrix/grid, Likert, text, date, email, file upload
- Reorder questions with up/down controls
- Live preview of the respondent experience

Template library

- Pre-built EDI (age/gender), GDPR consent, Likert, and matrix templates
- Custom templates for recurring consultation patterns

What this means for you: Non-technical staff can build complex surveys in minutes without external support.

Screen: Admin Dashboard



KPIs at a glance

- Total responses, completion rate, average time to complete
- Real-time counters updated as submissions arrive

Completion funnel

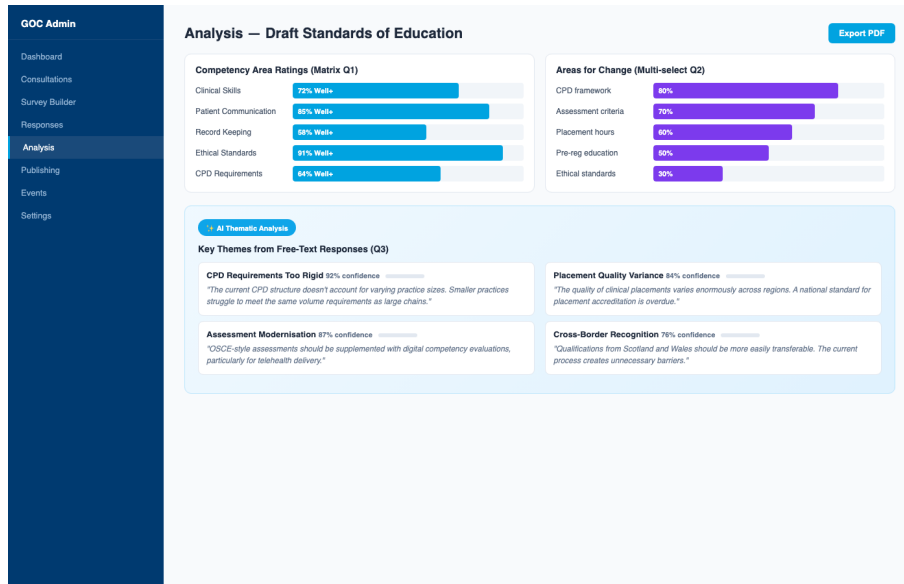
- Visual funnel from started to completed responses
- Drop-off analysis by question or section

Activity feed

- Live log of recent submissions and user actions
- Filter by consultation, date range, or respondent status

What this means for you: Programme managers see consultation health in real time without running reports.

Screen: AI Thematic Analysis



Theme extraction

- Automatically identifies recurring themes from free-text responses
- Groups related comments into labelled theme cards

Confidence scoring

- Each theme assigned a confidence score based on frequency and consistency
- Visual bar charts show theme prevalence across the response set

Sentiment patterns

- Positive, neutral, and negative sentiment mapped per theme
- Summary reports generated for regulatory decision-making

What this means for you: Hundreds of free-text responses are analysed in minutes rather than weeks.

AI-Powered Consultation Analysis

How it works

Our thematic analysis engine processes open-text consultation responses through a multi-stage pipeline:

- **Ingestion** — responses collected via the public portal are normalised and deduplicated
- **Keyword extraction** — domain-specific terms and phrases are identified
- **Clustering** — semantically similar responses are grouped using pattern recognition
- **Theme labelling** — clusters are assigned descriptive labels with confidence scores
- **Sentiment mapping** — each theme is tagged with positive, neutral, or negative sentiment

What this delivers for regulators

- **Speed** — hundreds of responses analysed in minutes, not weeks
- **Consistency** — algorithmic analysis removes human bias from theme identification
- **Auditability** — every theme links back to source responses with confidence metrics
- **Reporting** — summary reports generated automatically for council papers and public notices

The engine is designed to augment — not replace — human judgement. Analysts review and refine AI-generated themes before publication.

Who Public Consultation Agent Is For

UK Professional Regulators

- General Optical Council (proof of concept)
- General Medical Council, Nursing and Midwifery Council
- Health and Care Professions Council
- Any regulator conducting public consultations under statutory duty

NHS and Health

- Integrated Care Board consultations
- NHS England public engagement
- Health research consultations

Local Government

- Local authority statutory consultations
- Planning and transport consultations
- Community engagement and citizen surveys

Cross-sector

- Any UK public body running bilingual consultations
- Organisations needing WCAG 2.2 AA compliance
- Teams replacing PDF-and-spreadsheet workflows

Public Consultation Agent is purpose-built for the UK public sector regulatory environment — not adapted from a generic survey tool.

Why Livedata + Next Steps

Why Livedata Limited

- **UK public sector specialists** — experienced in regulated procurement
- **Female-led** — committed to diversity in technology delivery
- **Proven platforms** — LLFA, TenderPulse, DocScope in production
- **AI capability** — Legal RAG Agent at TRL 4–5, pgvector search on live platforms
- **Compliance-first** — WCAG 2.2 AA, Welsh Language Standards, GDPR

Next Steps

1. Walkthrough of the Public Consultation Agent proof of concept
2. Tailored demo for GOC consultation workflows
3. Discussion of deployment and hosting options
4. Plan for iterative development beyond PoC

Contact us at admin@livedata.link

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