

DWP's Controlled Evaluation of Microsoft 365 Copilot — A More Rigorous Estimate of UK Civil-Service Time Savings

AI in the Public Sector · Good practice · United Kingdom

Quality score: 73/100

Evidence strength: Quasi-experimental

Summary

The UK's DWP ran a six-month Microsoft 365 Copilot trial with a genuine comparison group of non-users. Copilot users saved an average of 19 minutes a day — notably less than an earlier self-reported 26-minute figure from a 20,000-person cross-government trial.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	3/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[UK Department for Work and Pensions \(DWP\)](#) — accessed 2026-07-13

[GOV.UK: An evaluation of DWP's Microsoft 365 Copilot trial](#) — accessed 2026-07-13

[The Register: DWP finds Copilot saves civil servants 19 minutes a day](#) — accessed 2026-07-13

[Computing: 19 Minutes a Day saved by CoPilot, DWP trial finds](#) — accessed 2026-07-13

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