

GOV.UK Chat — the UK Government's Generative-AI Assistant for Citizen Guidance

AI in the Public Sector · Good practice · United Kingdom

Quality score: 87/100

Evidence strength: Observational / pre–post

Summary

The UK's Government Digital Service piloted GOV.UK Chat, a retrieval-augmented generative-AI assistant answering citizens' tax, benefits and visa questions — accuracy rose from 76% to 90% across two public pilots totalling over 10,000 users and 26,000 questions.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-19

[Government Digital Service \(GDS\), UK Department for Science, Innovation and Technology](#) — accessed 2026-07-19

[Inside GOV.UK: Developing GOV.UK Chat](#) — accessed 2026-07-19

[Civil Service World: GOV.UK AI chatbot achieves 90% accuracy](#) — accessed 2026-07-19

Cite this — Evidoria. *GOV.UK Chat — the UK Government's Generative-AI Assistant for Citizen Guidance*. Persistent ID: a5e87618-0a27-4572-be99-7a8f109d24bd.