

Liverpool City Council's 'Digital Layer' — a £2.7m AI and Automation Contract Projected to Save £1.8m a Year

AI in the Public Sector · Good practice · United Kingdom

Quality score: 33/100

Evidence strength: Descriptive / self-reported

Summary

Liverpool City Council signed a five-year, £2.7m contract with Jadu to build a low-code 'Digital Layer' combining case management, Microsoft Power Platform and generative AI, projected to cut costs by about £1.8m a year by reducing residents' need to chase service updates.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	0/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-14

[Liverpool City Council, with Jadu](#) — accessed 2026-09-14

[UKAuthority coverage](#) — accessed 2026-09-14

[Jadu announcement](#) — accessed 2026-09-14

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