

Redbox — the UK Civil Service's Generative-AI Assistant, Built, Scaled and Then Sunset

AI in the Public Sector · Good practice · United Kingdom

Quality score: 47/100

Evidence strength: Moderate

Summary

The UK Cabinet Office's Incubator for AI scaled Redbox, a bespoke generative-AI chatbot for civil servants, to 6,000+ users and 1.3 million messages by 2025 — then sunset it, concluding that Microsoft Copilot delivered similar value once licensed government-wide.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-24

[Incubator for AI \(i.AI\), Cabinet Office](#) — accessed 2026-08-24

[i.AI: Redbox Reflections — 5 key lessons](#) — accessed 2026-08-24

[Global Government Forum: UK closes AI pilots amid strategic changes](#) — accessed 2026-08-24

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