

UK i.AI Redbox — Open-Source AI Document Analysis for Civil Servants

AI in the Public Sector · Good practice · United Kingdom

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

The UK i.AI built Redbox, an open-source RAG chatbot enabling civil servants to interrogate policy documents via LLM. Deployed to 6,000+ staff across 3 departments, it saved a median 2 h/week per user. Sunset in 2025 when enterprise AI tools were adopted.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-25

[UK Cabinet Office / Incubator for Artificial Intelligence \(i.AI\)](#) — accessed 2026-06-25

[GOV.UK Algorithmic Transparency Record: DSIT Redbox](#) — accessed 2026-06-25

[i.AI: Redbox Reflections — 5 Lessons](#) — accessed 2026-06-25

[House of Commons Library: AI in UK government](#) — accessed 2026-06-25

[Computing: Cabinet Office trials AI chatbot](#) — accessed 2026-06-25

Cite this — Evidoria. *UK i.AI Redbox — Open-Source AI Document Analysis for Civil Servants*. Persistent ID: 8467fe08-8cc9-48d4-bbe2-4693c914e877.