



## CABINET OFFICE

Civil Service Chief Operating Officer & Cabinet Office Permanent Secretary

Catherine Little CB

Civil Service Chief Operating Officer  
and Cabinet Office Permanent Secretary

**23 January 2026**

Sir Geoffrey Clifton-Brown MP  
Chair  
Public Accounts Committee

Dear Sir Geoffrey,

### **AI efficiencies – follow up**

Following the evidence session on 15 December 2025, I am writing to provide the Committee with the further information requested on the impact of AI across all workforce types, including staff, consultants and contingent labour.

The Government is taking steps to realise the potential for AI to improve productivity across the public sector workforce. In terms of employment categories, analysis carried out by the Government Digital Service focuses on task-level data aggregated by role. This means we've looked at the tasks associated with each Civil Service role, but not whether those roles are filled by civil servants or contingent labour. This is a common approach in the academic literature when analysing the impact and potential on AI.

A cross-government pilot of 20,000 civil servants using tools such as Microsoft Copilot found 26 minutes saved per person per day, releasing capacity for higher-value tasks, while developer productivity trials showed 56 minutes saved per day through AI coding assistants. Research published alongside these experiments suggests AI could support up to 41% of tasks across public sector roles, particularly routine administrative functions. Collectively, these findings demonstrate how AI can streamline manual processes, reduce administrative burdens, and free up time across the full mix of government workforce types to focus on delivery, specialist expertise, and improved public outcomes.

More widely, evidence from early deployments shows significant time savings across diverse workforce groups: i.AI's Consult tool has reduced processing time for government consultations, while Extract has cut the time required to convert planning documents from 1–2 hours to 40 seconds. In frontline roles, MoJ's Justice Transcribe has reduced probation officer notetaking

time by 75%, and NHS Ambient Voice has enabled doctors to spend almost 25% more time directly with patients.

We will collate further information and provide an update to the Committee by end of Summer 2026.

Yours sincerely,

**Catherine Little CB**

Civil Service Chief Operating Officer & Cabinet Office Permanent Secretary

**Email** [PSCatherineLittle@cabinetoffice.gov.uk](mailto:PSCatherineLittle@cabinetoffice.gov.uk)