# UK to pilot “agentic AI” assistants to ease bureaucracy and guide life choices



The government has launched a national programme to test “agentic” AI assistants aimed at cutting the time people spend on everyday bureaucracy and providing personalised guidance through major life transitions.

According to procurement notices and government announcements, the National AI Tender will bring together Whitehall expertise and specialist labs to prototype and pilot systems before any nationwide rollout. A phased “Scan, Pilot, Scale” model is planned, with pilot activity during 2025/26, scale targeted for 2026/27 subject to review, and broader deployment by late 2027 if trials prove successful.

Agentic AI goes beyond chatbots. Government guidance describes it as autonomous, task-oriented software made up of interacting agents and enhanced by large language models, capable of reasoning, orchestrating multi-step tasks and retaining memory. Advocates say such assistants could book appointments, complete forms and provide tailored advice, while explaining their actions to users.

Early pilots will focus on high-impact life moments: helping 16–34-year-olds find apprenticeships and career routes, guiding education choices and supporting housing transitions. Frontier model providers are explicitly invited to contribute to an “agentic-AI powered” GOV.UK Chat.

Officials stress that participation will be voluntary and development will follow a test-and-learn methodology with human oversight, staged functionality and clear accountability. The guardrails mirror national AI guidance calling for robust testing, transparency, governance and proportionate risk controls.

Technology Secretary Peter Kyle framed the initiative as part of a wider rethink of public service delivery. “If deployed successfully, agentic AI could deliver unprecedented levels of service, helping people find better opportunities and avoid wasting hours on administrative tasks,” he said.

The push builds on evidence from earlier AI projects. A major trial with 20,000 civil servants found generative tools saved an average of 26 minutes a day by drafting documents, summarising meetings and automating routine tasks. Other “Exemplar” projects include an Extract tool digitising decades-old planning records, freeing planning officers’ time.

Reforms to procurement and infrastructure are central. The AI Opportunities Action Plan sets out measures to support smaller innovators, encourage shared infrastructure and open standards, and fund scaling. Officials emphasise that projects can be adapted or halted if safety or effectiveness thresholds are not met.

Challenges remain. Agentic systems’ autonomy raises questions over error handling, auditing, privacy and remedies when decisions go wrong. Civil libertarians and technologists are likely to demand clarity on data use, third-party model reliance and oversight mechanisms.

If pilots show consistent reliability, user benefit and robust governance, the UK could establish a global model for deploying agentic AI in government services while maintaining public trust. Ministers are pitching the programme as an experiment in being both ambitious and careful — using AI to make everyday life less bureaucratic without compromising safety or accountability.

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## Bibliography

1. <https://coincentral.com/uk-government-to-trial-ai-agents-to-simplify-life-admin-and-public-services/> - Please view link - unable to able to access data
2. <https://coincentral.com/uk-government-to-trial-ai-agents-to-simplify-life-admin-and-public-services/> - CoinCentral reports the UK government will trial agentic AI to simplify life administration and public services. The article explains that AI assistants could help citizens complete forms, book appointments and manage everyday bureaucracy, with early use cases suggested for careers, educational routes and housing transitions. It describes collaboration between Whitehall officials and specialist AI labs, stressing an optional, safety‑first approach and iterative 'test and learn' development. A National AI Tender will seek frontier AI providers to prototype, pilot and potentially scale systems, following a 'Scan, Pilot, Scale' framework, with national rollout ambitions by about 2027.
3. <https://www.gov.uk/government/publications/ai-insights/ai-insights-agentic-ai-html> - The UK Government Digital Service's AI Insights publication defines agentic AI as autonomous, task‑oriented software built from interacting agents enhanced by large language models. It explains how agentic systems can reason, remember and orchestrate sequences of actions to achieve objectives, differentiating them from basic generative tools. The guidance outlines benefits such as automating routine tasks, improving citizen experiences and enabling complex workflows, while highlighting risks including reliability failures, unsafe behaviour and accountability gaps. Recommended mitigations include human oversight, robust testing, transparency and clear governance. The document stresses careful public‑sector adoption, user research and alignment with digital infrastructure and policy frameworks.
4. <https://www.gov.uk/government/publications/ai-opportunities-action-plan/ai-opportunities-action-plan> - The AI Opportunities Action Plan, published by the UK government, prescribes a 'Scan, Pilot, Scale' method for adopting AI across the public sector. It recommends rapid prototyping, multi‑stage procurement and shared infrastructure to test projects, evaluate outcomes and scale successful pilots nationally. The plan emphasises public‑private collaboration, open sourcing, interoperability and procurement reform to enable smaller innovators to participate. It calls for central support to fund scaling, a national tendering approach for mission‑critical AI and better access to data and compute. The document presents AI adoption as a route to boost productivity, modernise services and deliver public value at scale.
5. <https://www.find-tender.service.gov.uk/Notice/011096-2025> - A Department for Science, Innovation and Technology Find a Tender notice sets out a National AI Tender pre‑market engagement inviting frontier AI companies to support an agentic AI powered GOV.UK Chat. The notice describes completed Scan work, user research into personalised guides and a phased 'Scan, Pilot, Scale' approach. It outlines Pilots focused on life transitions such as education, apprenticeships and career guidance for 16–34 year olds in 2025/26 and indicates Scale activity targeted for 2026/27 subject to stage‑gate review. The exercise emphasises test‑and‑learn procurement, involvement of frontier LLM providers and cross‑government coordination.
6. <https://www.gov.uk/government/news/pm-unveils-ai-breakthrough-to-slash-planning-delays-and-help-build-15-million-homes-6-june-2025> - A GOV.UK press release announces 'Extract', an AI tool designed to digitise decades‑old planning documents and maps, speeding up local planning decisions. Developed with industry partners, Extract uses the Gemini model to convert handwriting and scanned records into structured data in minutes, aiming to save around 250,000 administrative hours annually for planning officers. The Prime Minister presented Extract as part of the AI Exemplars programme to modernise public services and accelerate housebuilding targets. The release states Extract will be trialled in councils and aims for wider availability in 2026, forming one of multiple exemplar projects across health, education and justice.
7. <https://www.gov.uk/government/news/landmark-government-trial-shows-ai-could-save-civil-servants-nearly-2-weeks-a-year> - A government press release reports that a landmark trial involving over 20,000 civil servants found generative AI tools saved an average of 26 minutes per user per day, equating to nearly two working weeks annually. Participants used AI to draft documents, summarise meetings and process routine tasks, demonstrating productivity gains across departments including DWP and Companies House. The trial supports the government's Plan for Change to modernise services and references Alan Turing Institute research on public‑sector task automation. Technology Secretary Peter Kyle commented on benefits for public services. The release frames AI as a productivity enabler while stressing rigorous evaluation.