



LEGAL SERVICES
BOARD

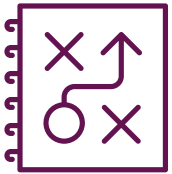
Technology and innovation in legal services

Aisling O'Connell, Regulatory Policy Manager

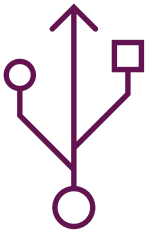
Technology and innovation in legal services



As the use of technology increases across the legal sector, it can help increase access to legal services

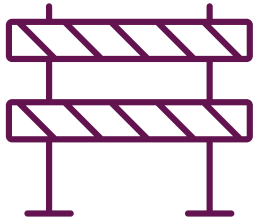


Challenges remain for technology and innovation in the legal services sector – some are not unique to legal services, but others are

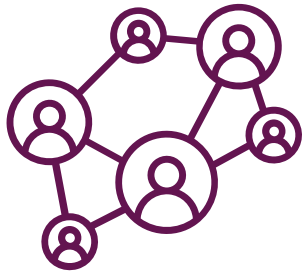


Regulation has an important role in creating certainty and building confidence in technological innovation so that legal services providers, and the public, benefit

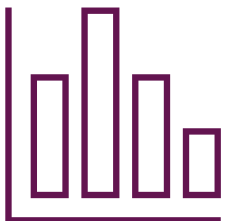
Challenges and barriers



Technology can help increase access to legal services – but there is a real risk of **excluding those with low digital capability**

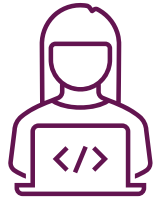


Technology can help open-up the profession to a more diverse range of individuals – but the impacts of new ways of working could also disadvantage some people and even hinder **diversity and inclusion**

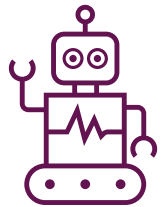


Technology can help increase access to legal services – but it relies on **good quality, accessible data** being available

Challenges and barriers



Technology is constantly evolving – and this has implications for the **education and training** that legal professionals need to keep pace



New and emerging technology, such as Artificial Intelligence (AI), poses real **ethical and regulatory challenges** – this often goes beyond traditional, sectoral boundaries



Trust in technology is an important enabler to the increased use of technology – but what is '**socially acceptable**' to the public, and professionals, is not clear

Reshaping legal services



Reshaping legal services to better meet society's needs

Fairer outcomes

- Lowering unmet legal need across large parts of society
- Achieving fairer outcomes for people experiencing greater disadvantage
- Dismantling barriers to a diverse and inclusive profession at all levels

Stronger confidence

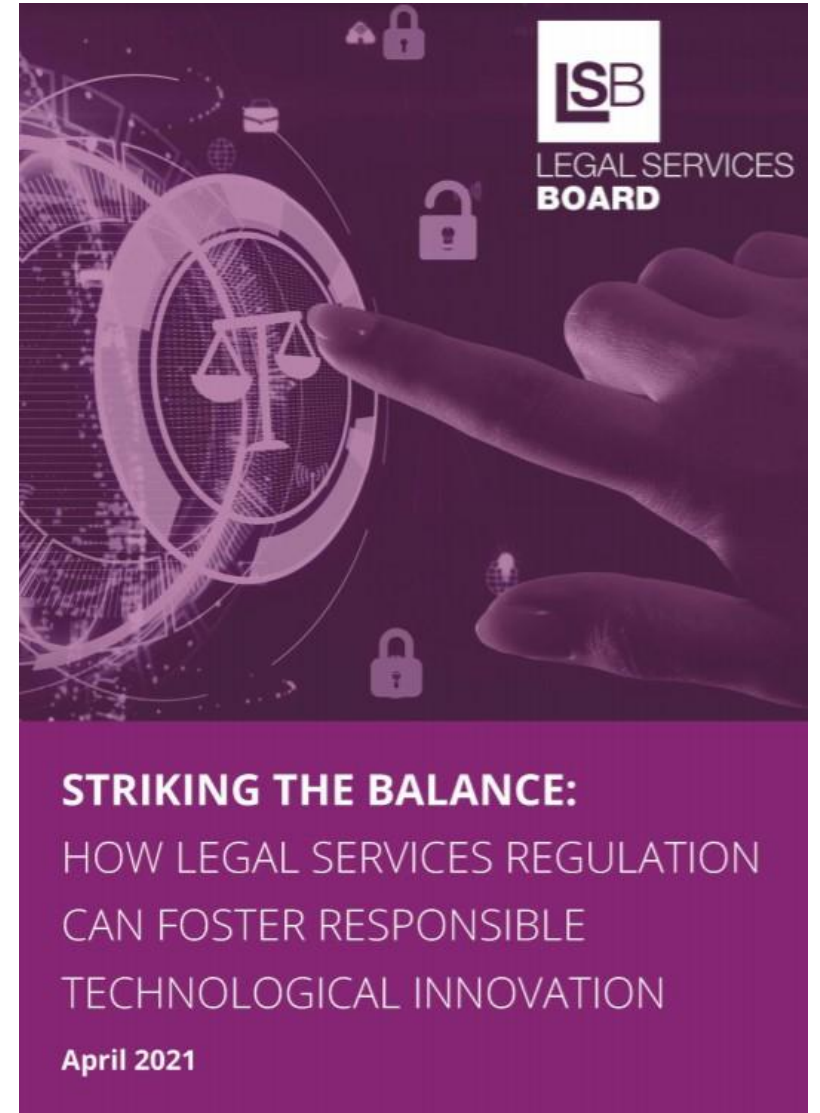
- Ensuring high quality legal services and strong professional ethics
- Closing gaps in consumer protection
- Reforming the justice system and redrawing the regulatory landscape

Better services

- Empowering consumers to obtain high quality and affordable services
- Fostering innovation that designs services around consumer needs
- Supporting responsible use of technology that commands public trust

How legal regulators can foster responsible innovation

- Technology and innovation can widen access to legal services, but the associated risks need to be considered and managed
- The current regulatory framework is conducive to innovation – but may not be flexible enough to protect consumers from risks as technology evolves
- There are **practical steps that regulators can take to foster responsible innovation**, including
 - Proactively engage with technology, including using it in carrying out regulatory functions
 - Working collaboratively with the regulated community, consumers, and others
 - Providing clear rules and guidance to their regulated community
 - Being accessible to innovators and the unregulated sector
 - Being open-minded and seeking to learn from a wide range of stakeholders and sectors



LSB priorities

Priorities for 2021-24

- Considering the implications of technology as part of our scope of regulation work
- Considering technology and innovation as part of our regulatory performance framework review
- Using our convening powers to help regulators bodies in developing their own regulatory approaches and capabilities
- Developing more and better open data
- Ensuring emerging uses of technology are ethical and socially acceptable

Priorities for 2021-22

- Understand how emerging uses of technology align with standards of trust and 'social acceptability' through dedicated research with our Public Panel
- Support the development of an open data ecosystem, including policy proposals for a Single Digital Register
- Actively collaborating with others and supporting existing initiatives, such as the LawtechUK Sandbox and Regulatory Response Unit
- As part of our regulatory performance framework review, consider whether to incorporate technology and innovation standards

Questions for discussion

- What role do regulators have in ensuring that technology benefits everyone equally?
- Can technology help to increase diversity and inclusion amongst legal services providers?
- How can legal services regulators support responsible innovation?
- How can public, and professional, confidence in technological innovation be increased?



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Thank you

Aisling O'Connell, Regulatory Policy Manager