



LEGAL SERVICES  
**BOARD**

# Technology and Innovation – Helping to Reshape Legal Services to Better Meet Society's Needs

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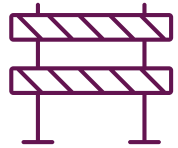
Chris Nichols – Director, Policy and Regulation

Westminster Legal Policy Forum  
30 March 2022

**Regulation needs to be open to innovation  
and technology, because that is what  
consumers need**

# As a sector we need to...

## 1 Be active in supporting innovation



Regulation can be perceived as a barrier



Regulators can address these barriers – joint statement on Digital ID tools



Regulators can directly support innovators – Lawtech Sandbox

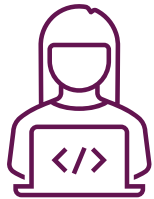
# As a sector we need to...

2

## Understand consumer needs, and how technology can address these



Growing evidence on what consumers want and need



SMEs do not want to choose between lawtech and traditional providers – they want both



The public and professionals see technology as less acceptable in complex cases, and they want clarity on regulatory standards

# As a sector we need to...

## 3 Actively collaborate more



Everyone has a stake in making the sector work better



There are already examples of collaboration – and more that we can do



An outward-looking, collaborative approach needs to become the default

# As a sector we need to...

## 4 Ensure regulatory frameworks address risk



Technology should not limit the ability of the public or professionals to access and deliver legal services



Regulatory frameworks must be evidence-based, proportionate and not risk-averse



The current regulatory framework was written for an analogue age – and may struggle to keep pace with changes

## **In conclusion..**

**As a sector, we need to be open to doing things differently – and doing them better**

**Too few people, and too few small businesses, are getting the legal help they need**

**We can all maximise the potential that lawtech provides in the interests of consumers and the public**



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**Thank you – any questions?**

