



LEGAL SERVICES
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Are the public ready for changes to legal technology?

Discussion event, Leeds, 7 June



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Introducing the LSB

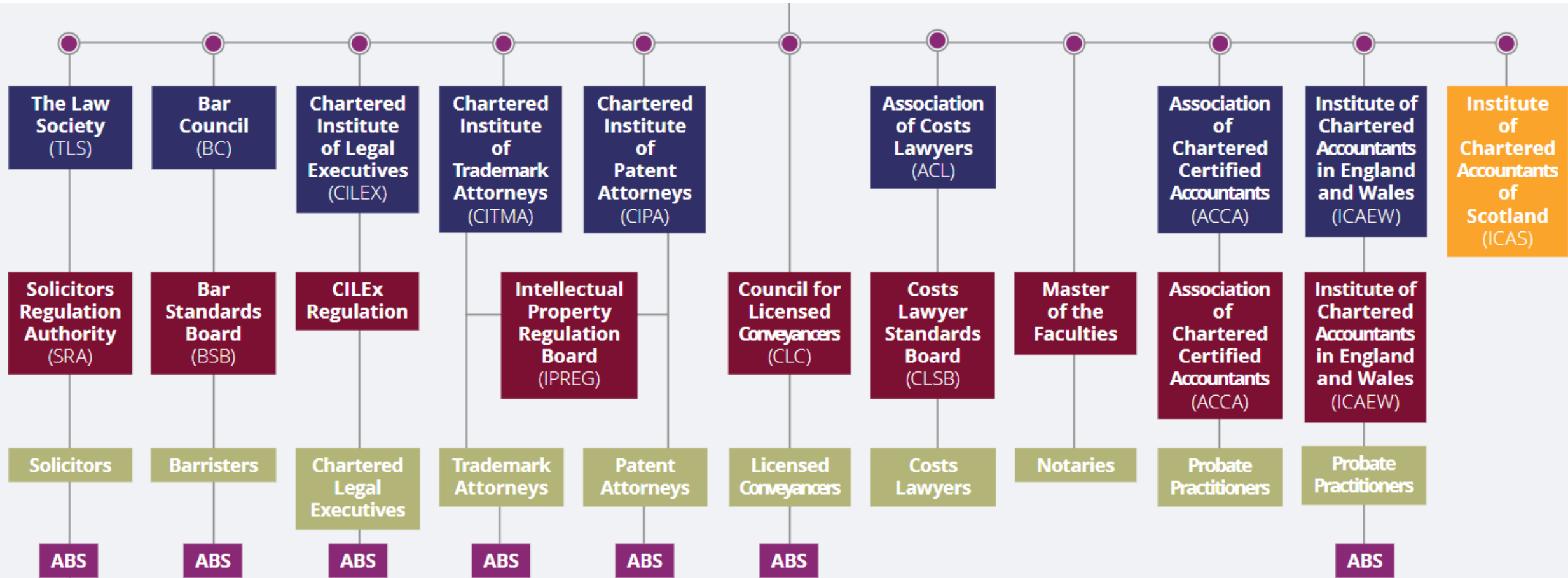
Steve Violet

7 June 2022

Legal Services Board



Regulators map



KEY

■ Representative body ■ Regulatory body ■ Regulatory body (not active) ■ Profession ■ Alternative Business Structures

Reshaping legal services



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**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

DIVERSITY



Kingsley Napley: Championing diversity in the legal profession

By Shannett Thompson, Kingsley Napley | 3
May 2022

ACCESS TO JUSTICE



ACSO's recommendations for the legal services sector to help vulnerable consumers access justice



“Welcome to the Reshaping Legal Services
microsite - a collaborative platform to track
progress against the challenges set out in
the sector-wide strategy.”

Welcome to the Reshaping Legal Services microsite!

[Find out more here...](#) →

LAWTECH



LawtechUK: Seizing the data opportunity – The Legal Data Vision

By Felix Brown, LawtechUK | 26 April 2022

CONSUMER PROTECTION



Professional Paralegal Register: Closing the gap in consumer protection

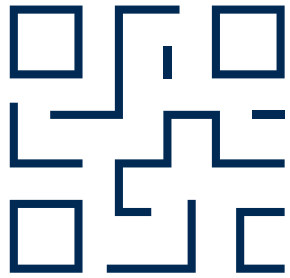


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Social acceptability of technology: Finding the redlines for lawtech

Tom May, Research Manager
June 2022

Social acceptability



...sectoral regulators, including regulators in the legal services sector, should be guided by a three-pronged general principle.

*...At the core of the general principle is the demand for social acceptability. What this means is that the **regulation of new technologies should be broadly acceptable to the most proximate stakeholders** in the service (the service providers and consumers) **as well as being compatible with general societal interests.***

*...**regulation will not be acceptable if a technology is permitted to cross any 'red lines'.** ...Provided that no such red lines are crossed, the question of **social acceptability will hinge typically on achieving a balance of benefits and risks**, as well as a distribution of benefits and risks, that is judged to be reasonable or 'acceptable'*

The potential of lawtech

- Access - 31% individuals and 12% small businesses with a legal issue estimated to have an unmet legal need
- Reducing (some) vulnerability
- More than half of law firms have increased use of technology since start of pandemic... ...90% expect changes to remain post-pandemic
- Further take up depends on levels of social acceptability



[With] remote service delivery... [there] is building evidence it actually does have the potential to reach more vulnerable people. Because for example, in our tribunal project where tribunals are being held remotely, the feedback from a lot of the clients is that actually they prefer that.

Legal support organisation

Approach

- 36 members of the public in a three week online forum
- 29 legal professionals in a two week online forum
- 1,020 members of the public 15 min online survey
- 166 legal professionals 15 min online survey

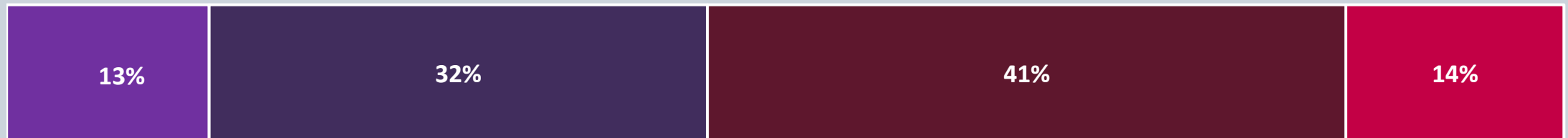


Early adopters

I love to be the first...

Late majority

I prefer to wait and see...



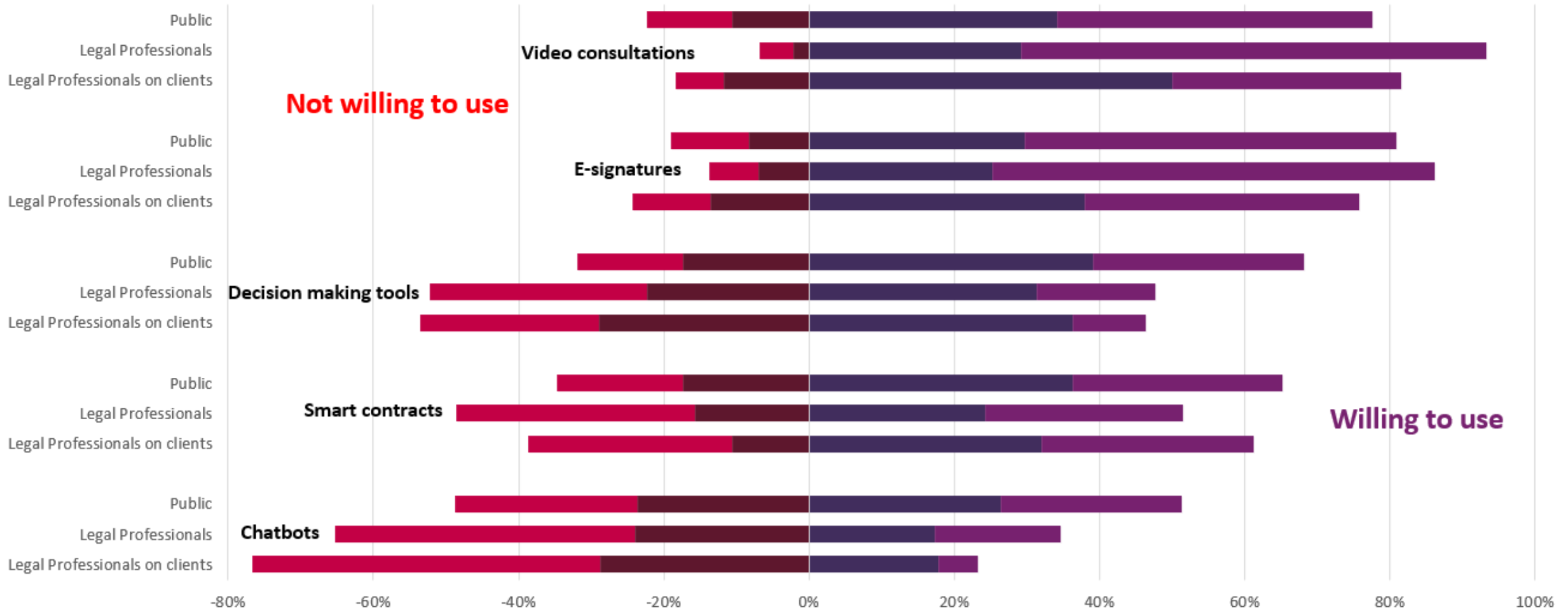
Early majority –

I am interested in new tech...

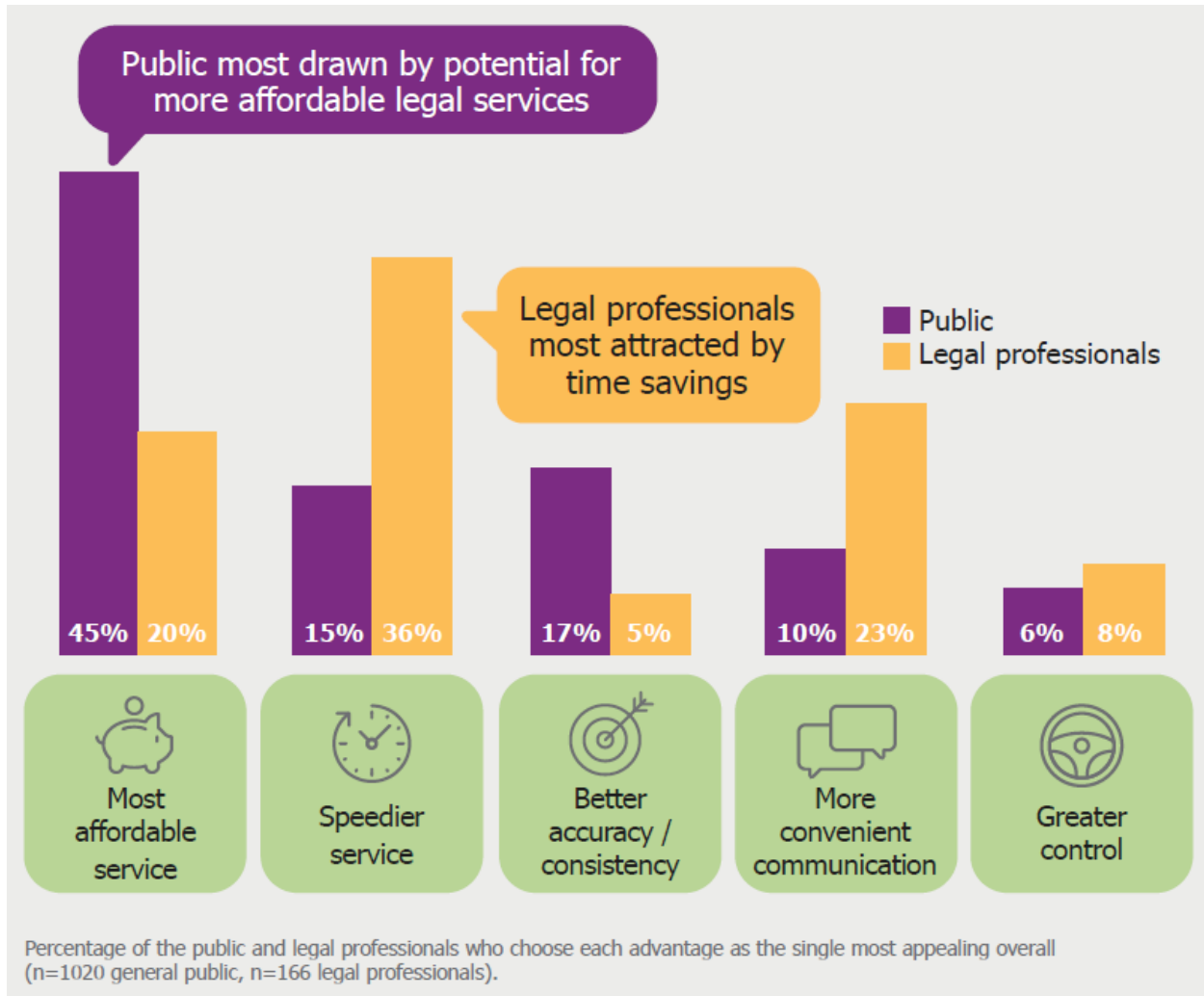
Resistors

I am wary...

Public: lawtech redlines



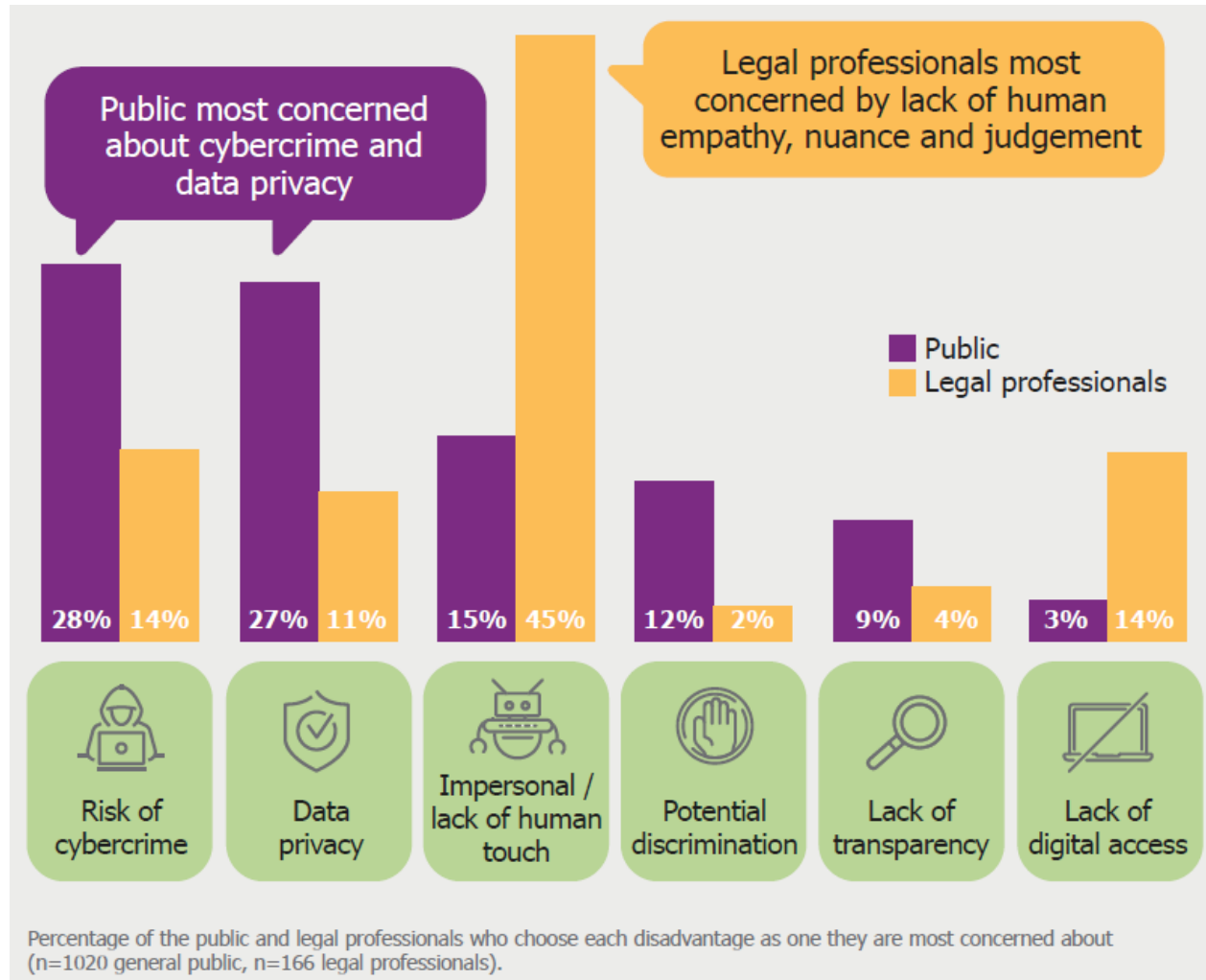
Appeal in affordability, speed, accuracy, convenience



People can get excellent legal services no matter how rurally they live as zoom meetings make this possible. I can see this being of great use to those who have disabilities, illnesses or other restrictions stopping them travelling to the legal people.

Public survey respondent

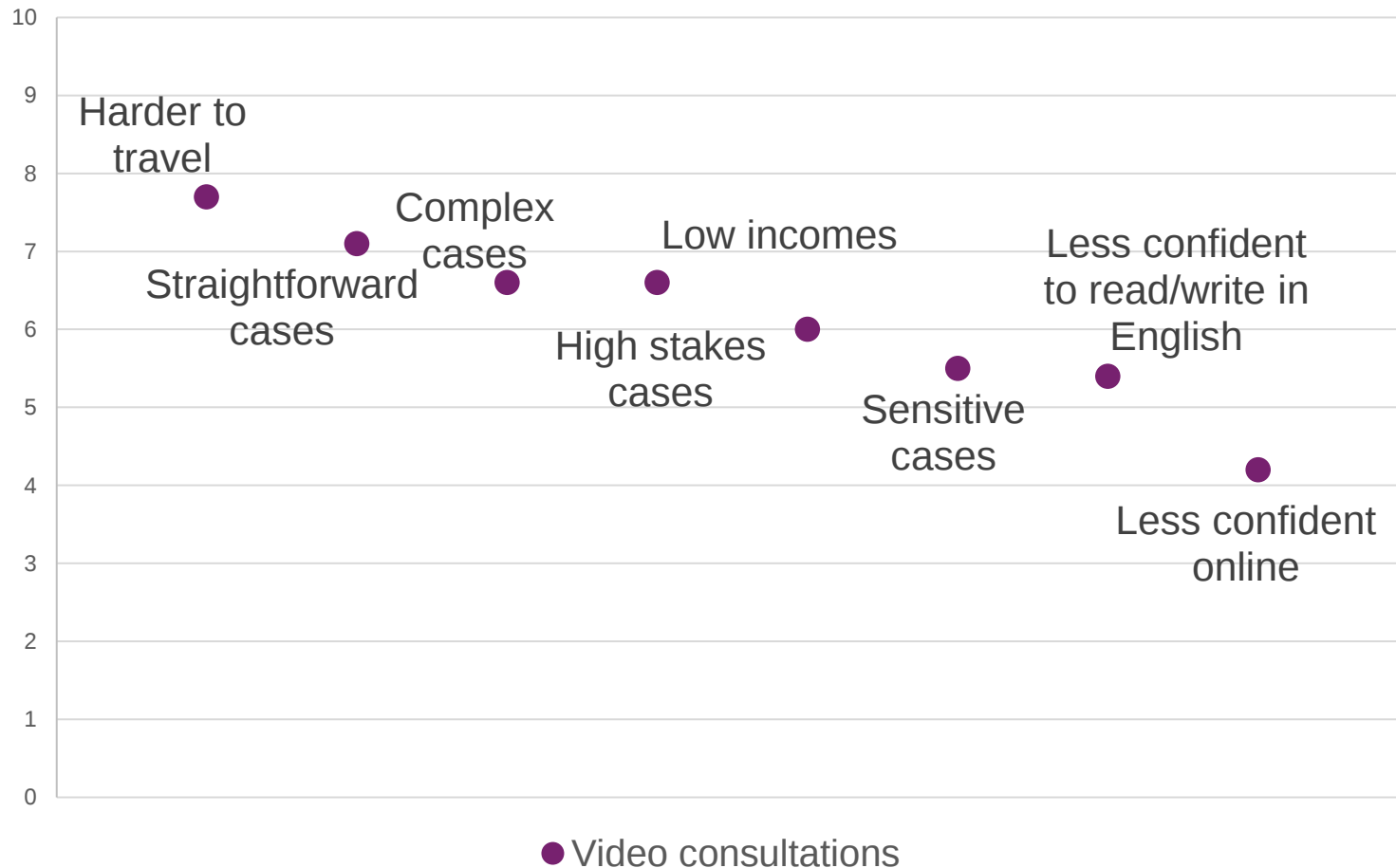
Concerns on cybercrime, data security, lack of human touch



Except for a couple of exceptions, I am still lacking confidence in law tech in general. This is probably due to my lack of understanding about cybercrime, so I tend to think the worst.

Public Forum participant

Acceptability depends on case type and client characteristics



Red lines:

- If lawtech only option
- Makes final decision
- Complex high stakes cases

One thing to feel more comfortable about lawtech

Building public confidence

Easy to use, with tech support if needed



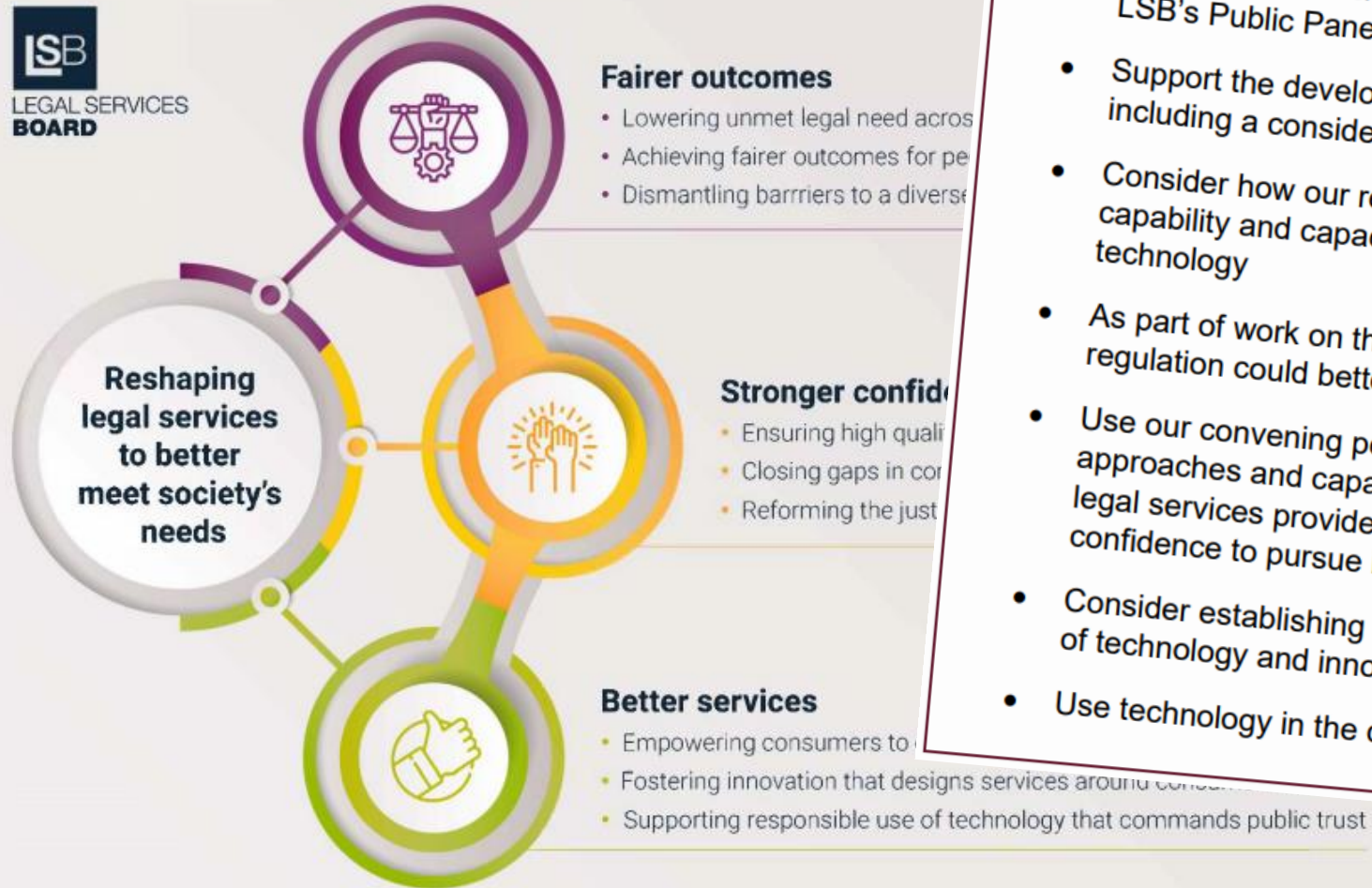
Visible regulation and governance (especially data and redress)

Raising profile of tech and its benefits

What next?



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How LSB will contribute to this priority in 2021-24

- Carry out research on the social acceptability of developments in technology with LSB's Public Panel
- Support the development of cross-regulator open data standards and approaches, including a consideration of the sector's data assets
- Consider how our regulatory performance framework can be used to assess the capability and capacity of regulatory bodies to respond to developments in technology
- As part of work on the scope of regulation, consider how a risk-based approach to regulation could better enable innovation and use of technology
- Use our convening power to help the regulatory bodies build their own regulatory approaches and capabilities so that they can provide technology developers and legal services providers with information, advice, oversight, and ultimately confidence to pursue innovation and meet regulatory standards.
- Consider establishing an advisory panel for regulatory bodies to consult on issues of technology and innovation
- Use technology in the discharge of our regulatory and statutory functions



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