

Technology and innovation webinar

Transcript

Thank you everyone for joining us and on this particularly pleasant day today are all here today to answer the question how do we unleash the potential of law Tech and Innovation to benefit all. I'm Kate Briscoe Legal Services Board member and co-founder of legal beagles which is the UK's busiest free legal advice forum this means that I am passionate about both access to Justice and technology which are some of the principal reasons I chose to join the LSB earlier this year therefore this event is of particular Fascination to me personally and I'm thrilled to host this discussion to examine how technology is impacting the world of law as the oversight regulator the legal services board's overarching mission is to be shy we shape legal services to better meet the needs of society count embracing Tech Solutions into legal practice improve access to justice and create better services and if so what if the role of regulation in creating this new environment we're here today to look at the findings of the lsb's latest research on levels of innovation and technology in law firms the last few years have certainly shown a step up in response to the challenges presented by covid-19 and as they say necessity is the mother of all invention or innovation in this case but we are still a long way off seeing the Revolutionary impact that technology can have on a sector as seen in Banking and Financial Services is the legal services sector ready to embrace AI predictive technology and automation joining me today is research manager Tom May who is going to take us through the insights from the research policy manager Lorena Esposito story who will outline the lsb's position on developing policy guidance for technology and legal services David Abbott from the legal services Consumer Panel to give a consumer perspective on the opportunities and pitfalls of lawyers embracing technological change I'm also being joined by award-winning lawyer and Tech expert Jennifer swallow for the discussions but before I invite Tom and Lorena to take us through the research findings and our work from here I'd like to ask all of you joining us on this session today how confident are you about the future of technology and innovation in legal services for better legal services for everyone we're going to have a poll function here and we'd like to hear your feedback on how you're feeling about the adoption of tech in legal services please could you all make a selection and uh press which one you uh you feel most represents your view and we'll have a little look at what that shows from the audience View yeah it's coming up shortly oh oh that's nice to see 48 of you on this meeting are very confident 30 percent are unsure and 22 not confident yeah I think that's that's very aligned with some of what we're going to be seeing in the research I'm sure Tom will mention that when he comes on to that but that's it's really good to see that a majority of the people actually on this call I mean I would

hope they're all fairly confident that it can do some promising things but that's good to see thank you everyone for voting so we will also be our questions after the presentations so please feel free to type any questions you've got about Tom or Lorena's presentations on the research findings and the policy guidance into the Q a sector and we will then upload those through after the presentations to have a little chat about but for the time being let's hand over to Tom to present his most recent research findings on technology and innovation in law thanks Tom lovely thanks Kate let me just share my screen okay hopefully you can now see as it it comes through the the first slide so uh if you can't do do shout in the Q a uh but otherwise I shall assume that it's all good and we shall we shall keep going my name's Tom I'm the research manager at the LSB uh and shortly I'll hand over to uh Lorena as well two bits here we're going to take you through the the highlights and then on to the the policy side and the consultation that we currently have running on our draft guidance to promote the use of technology and Innovation as Kate has said any questions as we go through please do time them into the uh the Q&A function and we'll we'll very happily go into those as soon as we've been through through this bit here so this is the third wave of the use of technology and Innovation survey that we've run here at the LSB and as you can see obviously the first one since 2020 where we went through the pandemic finally leaving the EU and then subsequently that that increasing and cost of living that we see uh right now ironically for a survey on on Innovation and Technology we run it as a telephone survey rather than as an online survey and that helps us get more completions and therefore better data we've gotten total as you can see just over 1300 responses and that's sampled and weighted to be representative of the legal services providers across England and Wales mainly regulated but we do have in their 150 unregulated as well now as a longitudinal survey one of the things we have to strike a balance on is is keeping the measures the same so we can measure that change but also keeping the measures relevant and adapting over time so one of the big changes we see here is looking at the links to the pandemic and Associated restrictions and leaving the EU and then increasing cost of living Technologies themselves are the use of prominence have also changed so back in 2018 we had these top three bundled all together of e-signatures and email security and ID checking tools we've separated those out this time round and and back in 2018 we didn't ask about video conferencing because who thought that would be important or at all useful or even Central to the way that we might deliver uh legal services and get to customers and clients and service users what we see all three of these cost of living leaving the EU and the pandemic they've all driven increased use but it's the pandemic that's been the real driver that we can see so so nearly a third say that it's increased their use of technology and Innovation a lot and and four in ten so it's increased it's a little bit it's not all one way but you can see the net effect overwhelmingly it's it's driving increased use and as we see increases we see increased trust in that technology within each organization as well across the board but again most notably with with the pandemic almost a

fifth 18 say the reviews are a lot more positive and then double that at nearly four in ten saying it a little bit more positive again not entirely one way but but the net effect is is very very clear now this is probably the slide that you're probably most interested in so you see along the bottom here the 13 technologies that that we asked about and then the darker purple that is firms or organizations that we're currently using it when we ask them and then the lighter color the lighter purple are those who are planning to use it in the next three years and we can see video conferencing very much leading the way in the most use down at this end of the scale or the charts where not obviously law Tech and perhaps not necessarily that most uh Advanced or sophisticated in terms of technology and compared to this end where more obviously about law Tech more chance or opportunity you can see or use for for artificial intelligence but but much much lower taper though notably planning wise still over 10 the same but they're looking to to use these within the next 10 and three years but it's a bit in the middle that's the most interesting you see here most of these have got a last risk above them denoting that they are what we're calling Technologies for Access so this is anything that means that you don't have to be at a certain place at a certain time to meet a certain person probably with a certain document and and that can can make life easier certainly for for users and consumers you know you don't have to travel you don't have to take time off work etc etc there's also an opportunity there for for providers as well because there's then the chance to scale without having to add the same number of Staff or humans to do those jobs to get that further reach and and potentially to to grow and and to to serve uh more customers of course the next thing that's interesting after knowing what's being used is when it was started to be used and we can see down this end on the right hand side of the chart and again dominated by those uh Technologies for Access especially video conferencing so you can see that the dark blue is is Autumn 2019 or earlier that lighter purple that's from from what's in 2019 so just before the pandemic and then over the height of the pandemic and the associated restrictions and then the lighter Grays dropping off on the peak of the pandemic to dare I say it perhaps getting into post-pandemic territory we can see with the video conferencing yes one third we're using before but then we've got a third over the height and then another third post and real growth and and similar with with live chat or virtual assistants and custom built apps and less so but still you can see significant more recent take up for for the likes of electronic signatures and ID checking tools so this is where we get a sense of of what's been started to be used when now looking at the changes over time actually when we look at investing in New Or improved Services compared to 2018 that's decreased by seven seven percentage points and we think that's probably because organizations have been focusing on just delivering the things that they're trying to already have going rather than going bigger or better but when we look at the Technologies it's slightly nuanced so it's hard to get the exact measure of change but we can see that there is an increase if we look at those same 10 categories from 2018 to 2022 there's a

slight change but it's not statistically significant but then when we look at when people introduce something to at least one of those 13 6 in 10 have done that in the last three years and then you see the massive use of video conferencing 80 where two-thirds of that have been from Autumn 19 or more recently we can also look at the rate of use in each firm and that's increased so firms that we're using technology in 2018 they're using more of it now 10 percentage Point increase and as you can see from those earlier charts a lot of that increases come from those technologies that can help make access more easy I've talked about all the things that are promoting or driving use of Technology of course it's not all one way and there are those constraints all those drag factors now when it comes to new services regulatory factors are the biggest thing eight percent say it's a significant constraint and just over a quarter say it's a small constraint when we dug into that a little bit more and asked for exactly what what was constraining or slowing it seems that perception there's a role here and and while some would point to GDPR and others one or two other things actually it was quite hard for for people in the survey to to say and point something concrete to to the actual regulation or set of regulations that were stopping them doing a certain thing so so yes there's some concrete barriers but also some perception there as well when we look at the introduction new technologies however regulation in terms of Legal Services is at the bottom of the pile still there but it's the smallest thing instead actually it's much more around the lack of knowledge money and going into the unknown and this is where again we're interested in uh looking to achieve with with the guidance balancing the benefits with with the potential risks both for individual users or potential users and customers but also for that wider public good and benefit as we've seen from as I said at the beginning increased use increased Trust but also decreasing perceptions that there are those barriers and there are real constraints on introducing things regulatory factors is is seen the lowest drop but still some nine percentage points when it comes to introducing new or improved services when it comes to technology though it's dramatic some 26 percentage Point drop between 2018 and 2022 so you can see increased use increased trust decreasing barriers or real constraints so when we step back and look at all that we can see that the potential you know it's not only but especially those Technologies for Access that help it make it easier to avoid having to be at that certain place at that certain time to meet that person with the right documents etc etc and to really help potentially scale up and increase access to Legal Services and therefore Justice and and that's something that Lorena will be talking to shortly overall not yet a revolution but certainly a step change and you can see from some of the comments here you know those who try it they start to see the benefits and I particularly see here that middle quote where they can get that further reach in ways that they never would have been able to prior to to more traditional purely face-to-face purely paper-based uh way of ways of working and doing business so yeah so we see we see a dramatic change if if not a an overall Revolution I'll then I'll now hand over to uh to Lorena who will take us through

everything on the the consultation and the guidance side thank you Tom good afternoon everyone we just wanted to take this opportunity today to give you all a brief overview of our proposals to publish new guidance related to promoting the use of technology and Innovation with the ultimate aim of improving access to Legal Services so why are we looking to publish new guidance at this point and essentially it builds on the evidence base that the LSB has pulled together over the last few years which recognizes the transformative potential of technology for improving access to services but also the role that regulation has in unlocking those benefits for users and providers alike so what does the evidence tell us well broadly it tells us that consumers both individuals and businesses are open to using technology in accessing legal services and are aware of the benefits of using it and increasingly as Tom slides show are expecting it to be used legal Professionals in turn are responding to this positively by using and supporting the use of tech and innovation in particular those Technologies for Access such as video conferencing more broadly the evidence also highlights the benefits that technology can bring to name a few the provision of more diverse and cost-effective services the provision of more Affordable Services which obviously have a benefit for the end consumer services that are more responsive to client needs and improved communication between lawyers and consumers despite this openness to use and the recognition of the benefits it can bring the data on technology take-up and service offerings does actually show that there is still more scope for greater adoption of use of technology and innovation in the sector and it also shows us that there are barriers to adoption that can affect consumers professionals and innovators that we believe and hope that regulation can help to address and that brings us very neatly on to why we are providing the guidance sorry Tom would you mind slipping back to the previous slide thank you so in terms of the guidance it's overall aim as you can see there is to promote the adoption of technology and Innovation to improve access to services and build on the momentum and drive forward that momentum that the pandemic created the guidance clarifies our expectations of what we think Regulators should be working towards and encourages them to develop their regulatory approaches around three key outcomes which we believe will help create a pro-innovation regulatory environment that promotes the use of technology and innovative solutions for Consumer benefits but also help to address the issues and the barriers that hamper the adoption of tech in terms of the features of the guidance so in line with our normal regulatory approach it's non-prescriptive it's based around three key outcomes as I said and we think that outcomes-based approach is the right one it allows flexibility and recognizes the diversity of the sector allowing Regulators to develop their individual regulatory approaches that work for their regulated communities and the consumers that they serve also the guidance is deliberately technology neutral the reasons for this are twofold the first being it allows the guidance to remain flexible as developments occur it also means that the guidance doesn't preclude Regulators from publishing or issuing specific guidance on specific

Technologies such as AI for example if that's required next slide please Tom so just to go back to those three outcomes they focus very much on regulation being a positive enabling factor and developing regulatory Frameworks related to technology and Innovation that as per outcome one are consumer focused putting consumers at the heart of the policy supporting consumers to access legal services and meet their legal needs outcome two relates to following a risk-based risk based approach looking for solutions that can benefit consumers while being aware of and mitigating for risks but not allowing them to become obstacles to adoption an outcome three is very much outward looking to those technology providers and innovators who are looking to enter the market and looking to address and lower the barriers that they might face next slide please Tom and in terms of where we are in next steps so the consultation is currently live it closes on the 2nd of October and we very much welcome all and any responses and do feel free to comment on the guidance on the consultation in the chat in the Q a function during the discussion once the consultation is closed or review and consider the responses that we've received before we finalize the guidance which will then need to be approved by our board and the aim is for us to publish that final guidance early next year so with that I'll stop and hand back to Kate thank you so much Tom and Lorena really interesting I mean it is really interesting to see that even if actual practice hasn't changed in some areas the appetite to adopt more technological practices are certainly increase since covid Tom the data is giving us a better understanding of attitudes across the sector but are there differences in terms of the responses between different types of provider yes absolutely I think the the the first group that very much Stand Out are the ABS structured firms and they're more likely to be offering online services more likely to developing significantly newer improved Services and they were more likely compared to everybody as a whole introduced nine out of the 13 Technologies we we asked about so yes you know you always hear about ABS being being an important thing this illustrates why you have some of that excitement yeah it's really interesting I'm Point At You On abs and David thank you very much for joining us a humor perspective how much do you see the take-up of Technologies for Access helping to increase access to Legal Services and also please do tell us a little bit about your role on the legal services Consumer Panel at the same time absolutely hello everybody it's really great to be invited to join this webinar and really appreciate the opportunity so I'm one of the eight members of the legal services Consumer Panel we are appointed under the legal services act to act as independent advisors really to the board and to The Wider legal sector and we represent consumer interests in the legal services sector so I think it's right to say that for the panel unmet unmet legal need is really the top of our agenda we're extremely concerned about a lack of access to Services due to their unavailability so-called advice deserts and unaffordability for various factors and also barriers to accessing existing services so where even where there are there is provision kind of getting into it is sometimes difficult that may be due to a lack of knowledge and perceptions of cost

or really just generally inadequate information about services so for the panel technology therefore has a really important part to play in connecting consumers to the services that exist extending the reach of those services so to get over geographical boundaries and issues helping services to fit into busy lives and improving the efficiency and reducing the cost of services and I think probably just one note of caution which is that digitally excluded people are amongst the most marginalized in society and so we wouldn't therefore be looking to see the sector put all its eggs into the digital basket and there's actually some really interesting research that was published last week actually by the SRA which was looking to segment consumers of legal services and under kind of understand gaining insight into their attitudes and behaviors and I think one of the things that that showed us is that so some people their preferences maybe accessing Services by technology for others it isn't it absolutely isn't face to face is their necessity but it's very hard to segment them in the traditional sort of sense so you it's not to do necessarily with with kind of ethnicity or you know that kind of the kind of social economic factors but there are there are just different preferences for people and so it's really important therefore the sector gives has a variety of provision to meet everybody's needs yeah it's a really good point actually about the sort of those in society who don't have access to digital connections for those that do though do you think consumer expectations around you expecting to use technology to access their lawyers have changed they've become the norm yeah absolutely and I think the context for that and our ability to speak with authority about that is that we run something we call the consumer tracker survey we've been running this survey since 2012. it's the only large-scale longitudinal study of consumer attitudes and experiences so we've got an enormous amount of data now over for over a decade and we're interviewing three and a half thousand people every year about their experiences so we do have some some data about this and I think the first thing to say by context is that consumer behaviour is evolving all the time for all sorts of reasons and so for example consumers desire to shop around has actually grown enormously in the 12 in the 11 12 years that we've run in the service so when we started it 22 of people were shopping around now it's more like 39 so a real step change there for for people ease of finding information is is really important but they find the price information for example which is one of the main drivers for many people isn't easy to access and there are the reports this year is that only maybe about 12 to 15 percent of of people can get the information they want to that price from websites for example so what we find is that consumers prefer may be a hybrid approach face-to-face initially to maybe to generate that establish the relationship with the legal service provider and then being perfectly happy after that to have email updates so we find actually over 44 of people are happy to kind of have their constant communication by email they're not they're not concerned about that they actually value that although again a slight note of caution that 25 who receive their service in over the last 12 months through email or online would absolutely prefer to

have more of an opportunity to speak to their lawyer you know along the way so they're not only looking for that provision they do want that kind of mixed economy a couple of other things I would just say unbundling of Legal Services is growing in popularity and it has done over the last 12 years or so so this is just where people receive some legal services from professionals and then maybe do other parts of the the case themselves and that is actually aided by digitization it's you know it's one of the tools that can help people with that so for example the panel has received a presentation from a phone called Bala so I'm not particularly endorsing that that company is you know as a particular provider but just that we know about their approach to on bundling and the provision of services using technology in in the sector that I actually work in employment they've offered a kind of a new range of services and technology is enabling that so I think we're finding that face-to-face provision of service is actually kind of plateauing it was 36 percent over the last 12 months whereas it had been 44 during the height of the pandemic whereas it was 21 in 2012 so that there is a long-term uh growth and change but it is slightly plattering Maybe and yeah I mean I think those are some of the kind of highlights I point to for my recent tracker survey certainly thank you David it's really interesting from your tracker survey actually you know sort of as you were mentioning the interface between the transparency rules and Tech and Innovation because obviously the two are sort of somewhat complementary but it'd be interesting coming years to see how that beds in Jennifer can I turn to you now because I'd love to pick on your experience and ask you how do you think these insights compare with your experience of considering which Technologies to implement and when over the last three years the obvious thing where the legal services provided especially on the High Street providers I'd go where are they going now yes sure and hi everyone great great to be with you and great to see this work and the conversation and that it enables and also I'm still reeling from some of the things that David shared that 20 of people are not able to get clear information about pricing seems to me completely wrong and needs to be addressed yes so and actually a lot of what I see here and what Tom presented is very congruent with what I'm hearing what I'm seeing and although I do think it would have been very interesting to see the data cut in different ways always right so you know because the legal sector is so diverse the nature of the work the nature of client need the type of firm Etc all means that their needs on technology are very very different the problem that they need to solve for their clients or for themselves and service of their clients of course is completely different and so to some extent it's hard to generalize can I just say one of the things I love is this Insight that having been forced to that there are benefits that are being realized and I think that is as such a fantastic point to make and it's it's very typical of course in life right you've got you've got to get involved and experience something and see the universe as a possible in order to to actually evaluate it and harness it and I think that's something I really hope people take take away from this the other thing I hope people take away is also that since we were forced to do things that doesn't mean

now that we can sit back and Coast although of course there's a consolidation period which is something I'm seeing as well for example I'm seeing a people focusing Less on making apps which was trending for a while and it may be that that is because of investment cycles and because of the different priorities that came forward and during covert that meant those things perhaps went on the back burner and I see that there are a number of people that are wanting to bring those back forward but the the mid mid-size and larger firms or those serving particularly corporate and civil litigation clients I think are ahead of what the insights State and perhaps that's because there's significant pressure from those clients Which is less so in the High Street right that's probably a bit of a lag there and I think that's that's very relevant I loved the very long bar that said 95 ability to be more responsive to client needs please please please let's keep focused on that and but otherwise matches what I'm seeing particularly at the the small end of the slides which talked about distributed Ledger automation Tech assisted reviewing things there's been a lot more investment and research and r d in in larger firms on those things and of course since open AI in November last year with chat GPT the the the larger firms are all swarming around trying to figure out how to use generative Ai and there's a lot of work happening on on chat Bots and things like that which perhaps we could talk about because I think they've got a there's a big impact there potentially in terms of disintermediation for consumers that need access to information but can't get it so where do they go they go to environments like that will they be well served potentially yes would they be even better served by firms and others being able to deploy that technology themselves so that they get an extra layer of of personalization in respect of human contact but also in respect of making sure that that the answers that they're getting are correct the other thing that's not referenced but kind of in in indirectly is Knowledge Management is a massive theme for the internals of of firm environments just handling data in the large scale of change Etc is a big one and also again implicit but that isn't specifically stated is data just the ability of firms and legal service providers to be able to understand their world and their clients way better and that I know is implicit into Tech deployment but it is a slightly different flavor it requires a slightly different skill set and expertise and the opportunity there I think must not be be understated and then the thing that I that your Asterix is that show about your four access categories one of the things that's been trending for a while in the the larger firms or the sort of more commercial environments are what's called front doors or self-service is another way of describing it in the in-house community and in-house legal Community use this a lot and that I think is that asynchronous way of allowing people to do the thing they need to do on their timing you know a small business owner I'm finish my day job as it were at seven o'clock I put the kids to bed and I need to be able to go and do my legal stuff at nine ten o'clock at night that type of thing I think is fantastic and we need to be a lot more aware of that type of usability and I think one of the things we don't do so well in legal services is user testing and in the tech world you wouldn't do

anything without user testing as you of course know so well okay and I think the other thing I would just say before I pause because I may or may not be answering the question in full but I think the thing I found surprising and worrying although maybe it's not really that surprising because we know it is that at approximately 20 of legal service providers are still not on the Cyber are still not on cloud are still not on video are still not on a signature or digital ID these are things which of course there's a long tail but they seem so fundamental to the operation of a legal services organization and also serving the client so just digital ID is so much easier for a consumer uploading documents and having things scanned in an in a digital way subject to digital exclusion Etc so I'll pause for a minute but that's some initial thoughts thanks Jennifer no it was very interesting to as you say sort of the just on the basics of video conferencing just the huge uptake on that which is such a big shift but then it's not at all surprising to see Predictive Technologies and blockchain right way down at the lower end but I do agree that that they they are being adopted by the larger more corporate firms but if they're well adopted and you know sort of tested as you say and the data's right then there is definitely an opportunity for a Slowdown to Consumer benefits further down the line Lorena turning back to you if you don't mind it's interesting that there's a perception from the sector that there are these regulatory barriers to exploring or adopting Tech adoption and I think we remember during covid obviously there was almost the joke about whoever owns zoom and the shares you know and the value going up because everyone was hopping on Zoom but I do remember you know that there was a little bit more hesitation about for example e-signatures and virtual IDs which obviously very practical and there was some you know changes and that's now been something I think law firms have seen is is a necessary and as Jennifer just pointed out we need to see more of that because it does create a very smooth or much smoother transitional process for onboarding a new client as an example to do a new process you know these regulatory barriers real or perceived you know are they barriers to exploring adopting Tech Solutions and how important is it for the LSB to be encouraging the use of technology to deliver legal services with this background of the regulatory perspective I mean I think the fact that we are publishing guidance which actively encourages the adoption and the promotion of technology and innovation in the delivery of services underlines how important we think it is the reason it's so important from our perspective is circling back to something that David said earlier about the levels of unmet legal need in the market we know that there are significant levels of unmet legal need both through individual consumers but also for small businesses and we can see ourselves that as you've just said okay that the use of technology and Innovation is an ideal way to sort of reach those consumers who may otherwise struggle and such as again just moving back to what you said initially about regulatory barriers and the perception or actual barriers so in Tom's slides we saw that from a firm perspective they're saying that regulatory factors it depends on whether it's services or technology but overall they've declined

as a constraint between the two survey waves over the last four years but they are and so that's good news obviously but they are still reported as constraints so there is clearly still some work to do there and sort of aside from firms we do know specifically that innovators experience and perceive regulation to be a barrier when they're trying to bring new Solutions into the market so again it's doubly important that we work to remove those barriers and address them but aside from that and sort of looking at specific barriers I think from our perspective it's really important that regulation has a bigger overarching role than it is this positive enabling force that actively encourages adoption where we can see that there's benefits and then that brings us back full circle to the guidance again you know the permissive open-facing sector that's consumer focused and where regulatory approaches are harmonized across the piece that from our point of view we would really hope would start to again reduce that perception of constraints even further and provide more regulatory certainty can I make a comment on that which is I find really really important so typically if people are coming to work in this sector they have a real awareness whether they're regulated or not of the responsibility that there is that you know a lot of the the tech Pioneers I've worked with are very aware of and they're driven by the purpose of supporting people to have a better experience than they currently do or to drive down cost or whatever it might be and the fact that the law has a purpose which is societal only in first and always and so I think what we've got is a cohort of really responsible people who want to be told that it's okay so rather than looking at the law and saying well there's nothing that stops me doing that and the regulator doesn't seem to stop me doing that they want an active it's okay and sometimes they go to law firms to get that advice but actually I think there is a lot and of course that's why we stood up the regulatory Response Unit at law Tech UK because we felt like the other part of it is you've got 11 Legal Services Regulators that's a really complicated environment for a tech Pioneer for example to step into and I think it's interesting to see some in in the in the research the fact that regulatory basis does seem to have an impact on the type of innovation that people are interested in and whether people will partner with the law Tech or not and the perception of how they're regulate how their regulator might see that you know will I get told off by the SRA if I partner with the law Tech to deliver that service so I think there's there's a piece here around the perception and hearing from the regulator that we encourage it but I think there's also more practical things and I think alongside that there's probably also something around competence and the requirement for a lawyer in any area to have some level of tech competence I'm not talking about coding or anything scary but just to have a level of competence with deploying the correct tooling that is necessary for your clients to receive the benefit of the service correctly yeah it's very good point there Jennifer I mean I think that is that's a very accurate summary that there are lots of new providers coming into the sector we always need more obviously but there are many coming in and what their perception is of the the rules I mean I think it's partly as you say there are 11 different regulated

entities covering the different sectors I mean it's a big argument for why policy overarching policy is coming from the LSB in the way that it is because it is actually creating a cohesive view to The Regulators below but nevertheless I mean I think they're going to shift into the Q a and I think actually one of the first questions we've had actually addresses that question rather well from dummy star mystery which is is there any data difference for the unregulated sector because they do seem further ahead in terms of tech adoption and I know Tom when we were reviewing the research last week we this this exact question came up Tom do you want to have a comment on the unregulated sector and where they sit in this yes happy to this was probably one of the one of the surprises working through this because you think you know unregulated unfettered free reign off we go you know maybe not quite wild west but but you know no no worries few cares and and you know it's all easy but we don't actually see that surprisingly and actually amongst 150 unregulated firms organizations involved there are more likes to introduce only three out of those 13 technologies that we asked about and we're more likely to say compared to the group as a whole uh so that it faced constraints and I think yeah that takes a bit more digging and obviously every good researcher will always say the answer is more research but beyond that I think probably you know what's happening is that may reflect that obviously you know we think on regulated market or sector it's not one homogenous block that looks very similar you've got those who were who were a big you know probably have funding from wherever are using technology probably exploiting it very well at the other end you've got the traditional cottage industry you know not exclusively but will writing is probably a a stereotypical example where it is it's done on Word of Mouth I come to your home I sit down I write up my notes I go away I come back to you after a couple of calls uh with a will you know and it's minimal use of Technology on that side so I think actually surprisingly they're not necessarily the place to look if you're looking further ahead and actually abs's are Beyond where where you might think the unregulated providers are maybe I can just jump in briefly there and because I happen to work in part of the unregulated sector I work for a third sector legal provider and so I from our experience I think it's definitely a question of capacity and capability actually we're a very small organization getting the resources to keep the basic service going is a big enough challenge let alone getting funds to to develop in these ways which we would daily love to do and it was only really by chance actually that we put in place that the basic technologies that you need to operate remotely just before lockdown happened otherwise you know it would have been a real problem for us so I think you're quite right to say that the unregulated sector is it's a real kind of mixture of different kinds of organizations and certainly speaking for my part of the sector resourcing is a really big issue thanks David yes I can imagine it is a huge commitment as well in terms of time and training taking on a new software alone we all that we've all had to do it in legal practice in the past and I think that is is another factor that could be impacted can I make a comment on that Kate because I think this is really massive

so and I saw this in some of the research data around you know it's training but it's also access to Specialists and it's also access to somebody who can think the thoughts in the first place you know if your main specialism of course is legal giving legal advice or some form of legal service then it's off the side of your desk to even think about operationally how things might be different so I do think there's something we've seen this in universities for example when one particular person of a particular specialism or ability to build a community or Innovative focus steps into a university environment then there's a hub that starts to be created around them and then they bring other people together we saw this in financial services in the Khalifa review and and the opportunity for connectivity so I do think there's something about connectivity collaboration respectful of the fact that some people in the survey have said that collaboration has not served them well or they that they didn't have the benefits that they wanted from collaboration but I do think it's access to Specialists so in the way that we've got we've got uh you know lists of lawyers but we don't have lists of data scientists legal Engineers legal design people and I'm not saying that the LSP would endorse something like that but they could support with the crowdsourcing of those types of lists people are used to working this environment I'm sure I heard the phrase I can't remember to start to it like not a unicorn as in a type of successful startup but a unicorn and a person who possesses these four key qualities into and it's very rare for one person to have all four because I remember we did my project and I had one or two of the qualities but do you remember what those qualities were and how Rarity and as you say it does mean you have to collaborate doesn't it to find the four qualities together to successfully embed and yes is Newton or even or even to think about it in the first place my amazing High Street firm that do convincing probate these types of things they just would never even think their thoughts they're too busy just trying to serve their client community and I think that's part of it is how do we support them to connect with people so they can even have the space to think about that in the first place yeah no I think that is it's a really that is a big challenge alongside everyday legal provision let alone in the pro bono or third sector because you know as we all know funding is one of the biggest crashes there do we have any other questions that come in from our audience I think we have oh no we have thank you from Gerald watkinson How Deeply have you drilled down into potential attitudinal barriers you may have just touched on it there are you monitoring specific attitudes or merely asking at the highest level to what extent attitudinal barriers in general are a concern I ask because the recent survey of solicitors my team University of Manchester and UCL under Turk with the help of the Law Society revealed marked variations depending on the specific specific issues addressed by the attitude statement that's one to Jennifer I feel yes right right in your lap this is just so I'm Jared I'm with you I'm completely with you and I think it's it's hard I'm sure it's hard to address and I think part of this I go back to the fact that and I had this at law Tech UK when I was looking across the entire sector it's a very diffuse diverse community you know the

client communities are very a very diverse as well so I think attitudes to the extent that you can thematic have to have a thematic approach is very very interesting but I'd be even more interested in looking at it much more in cohorts so for the people who are serving you know the High Street firms this type of needs of clients what are their attitudes I think we'd need to look at it from from that point of view I'd also love it would be amazing if you could come off the mic and and talk about it too because I do think there is at the point sort of evidences it that since you've been forced as a community to adopt a range of Technologies therefore you have been able to see that they are of value to you if we've been able to beforehand look at attitudes which actually we had at All Tech UK a lot of this is emotional cultural you know my experience before I just feel uncomfortable with tech because I'm not really very techy I think all of those play into it but this is why I come back to what is the purpose of Law and what does competence actually require so we have to get over the concerns that we might have to have a go but of course we need help to make sure that we're doing it in a responsible way and I couldn't agree with you more I think I think we really do need to drill down quite deeply I mean what we what we found in our survey just to give you some quick headlines for example pretty well everyone in our survey could see the business benefits to low Tech adoption but how is it going to benefit their careers not at all convinced how's it going to benefit their pay and promotion prospects not at all convinced how far do we see gaps for example between current levels of provision and what they would want to be providing ideally enormous so we have to ask very specific questions it's not enough to just say to what extent our attitudinal barriers in the abstract are concern that will elicit very different kinds of responses from when you drill down to specific issues that we have to go through issue by issue I think to get a more nuanced picture of what's really going on and Gerald this this to me comes back to competence as well because if I've got intrinsic and extrinsic pressures upon me or you know influences upon me which I do in my practice and and you know my competence requirement is non-specific in respect to this then I will just defer to the the current status quo and how I'm surviving I won't be encouraged to advance or push beyond my comfort zone or do something beyond my day job and that's where I think as a community we need to be looking at service in the context in a in a way more purpose-driven way I think and I know that's very hard when people are busy but I agree with you yeah great just to say very briefly Philly Philly agree with that and and you know out of curiosity alone I would love to to go much further into that than we can doing this survey to keep it short enough to say it's already a telephone survey to be able to get people to stay to the end and give us as much information we can get out of them as possible we did sort of have a few not many a few open questions about you know where they see things going as you saw some of those quotes at the end but also around those regulatory barriers for example those who are open responses and and to be honest some of it was sort of immediate cost benefit analysis you know people going right well it's not obviously broken at the moment yes it's

tomorrow's or next year's problem yes I know I probably need to come to it but actually it's not at the top of the list of things that need to happen today tomorrow and and we don't know all the one or two of the smaller providers you know well yes I can fix this or actually I can just Coast to retirement and then it's not my problem when I'm done it's it's not worth you know that effort to get over all that friction to get to that other that other place completely understandable thanks Tom I wanted to find out there was one more question I wanted to put to David about certain areas of law or types of consumer that might be best served by the adoption of tech Solutions do you have any thoughts on that David that'd be great to hear yeah just briefly I think it's probably fair to say that transactional legal work lends itself more to Technology Solutions which you know makes perfect sense rather contentious but actually even contentious a lot a lot of a lot of the answer I think comes down to relationship building you can run contentious work using Technology Solutions you know they might be appropriate for you know for parts of the process and you should think about the where they do add value but I would direct people's attention back again to the SRA segmentation research which was published last week which I think is is insightful and I think one of the points that makes is that you can actually change people's levels of confidence and abilities by giving them information so if you have a chance to look at the research you'll see there were some interventions which were taken which actually changed people's levels of confidence just by giving them certain kinds of information so I think you don't have to kind of surrender and just say well it's it's those people are it isn't those people but you can actually make a difference and make a dynamic situation sometimes it can be useful to not only look at client need but the type of activity that technology could be deployed to so if there is document preparation document review if there is preparation of Case Files uh David mentioned Valor earlier in the employment space fantastic products so it for example helps you DIY the chronology of the case of an employment dispute and put your case File together like that's the type of thing that is of Great Value to a lawyer to them beyond the receiving end of oh fantastic you've used Valor I'm now receiving that so now we can go forward together you're better on board to this process and you have the documentation in an order that actually is is more affordable for you to have done it through Valor than for me to be doing it for you as a lawyer so I think looking at the types of activities that people would need whether or not it's a SME or a you know a person just you know a regular person for example that's really interesting I must admit bundle preparation is my personal sort of Fear Factor task and it takes a huge amount of time and it's actually just really collation of lots of repetitive jobs documents and making sure that numbering and everything is correct and really that's a waste of an expensive lawyer's time so if there are products out there I'd certainly be interested I mean it does certainly seem as if the pandemic has been a real change driver I mean it's interesting to think about whether that change is being maintained or whether it's plateaued but this research does seem to suggest that it's it's acted as a sort of threshold through which a lot of firms have come and

they've now successfully adopted you know at the very least video tech and some e-signatory and ID checking so it is at least in terms of conversations and research in 2018 we have moved on a long way and this has been a really interesting and fascinating discussion around this I think we are now coming towards the end of our lovely session today I'm so glad all of you did manage to join us and share these insights from this uh this latest research I want to thank everyone for attending the webinar I want to thank Tom Jennifer David and Lorena for your insights as well it's been really really useful if any of you have any questions at all about the survey findings or lfb research ongoing please contact our team at research@legalservicesboard.org dot UK I think that will pop on screen at some point and I'd like to highlight that registration for our annual conference in March next year are now open please visit the reshaping legal services website to register your interest and I'll hopefully look forward to seeing all of you or some of you there once again thanks everyone for joining us take care all.