

Technologies for access: How lawtech can benefit businesses and consumers

Legalex

28 November 2024



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Challenges and Priorities

- **32%** of individuals and **12%** of SMEs had an unmet legal need after facing a legal issue
- Harnessing opportunities of legal technology (**Lawtech**)
- **Protecting** consumers from risk

Technology and Lawtech not a panacea but is part of the solution



Technologies for Access

Slido

<https://www.slido.com>

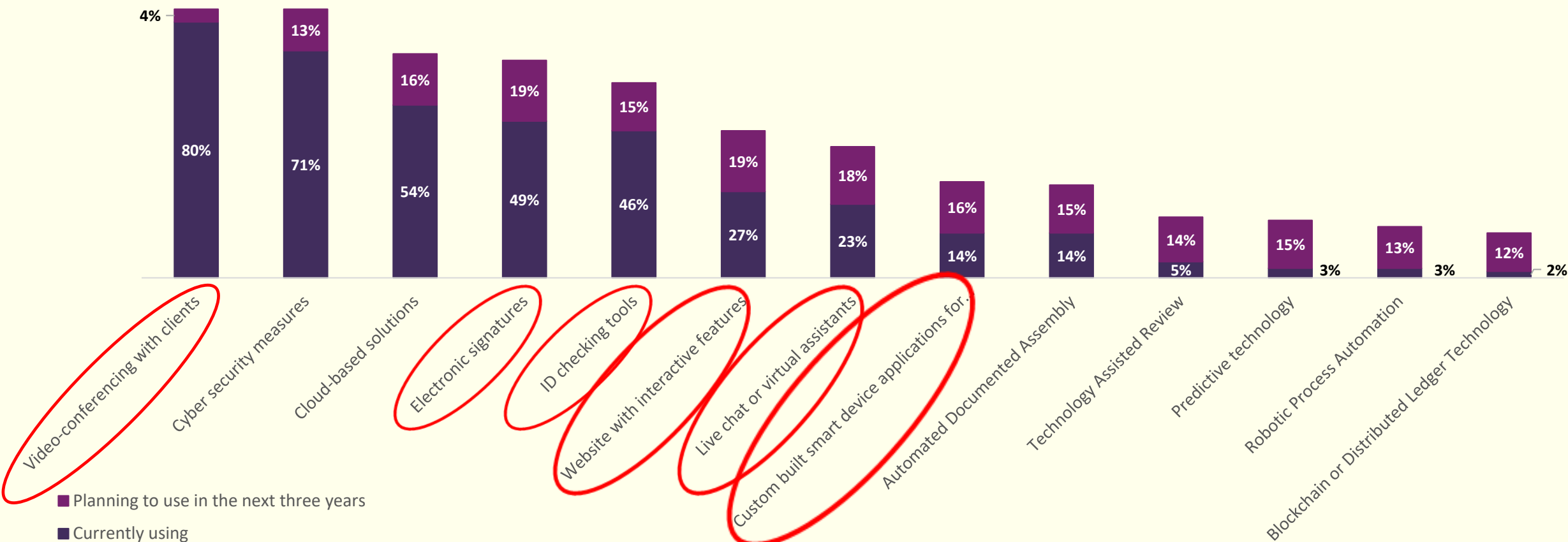
#2405795



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Using specific technologies 2021

Does your organisation use, or in the next three years have plans to start using, any of the following?



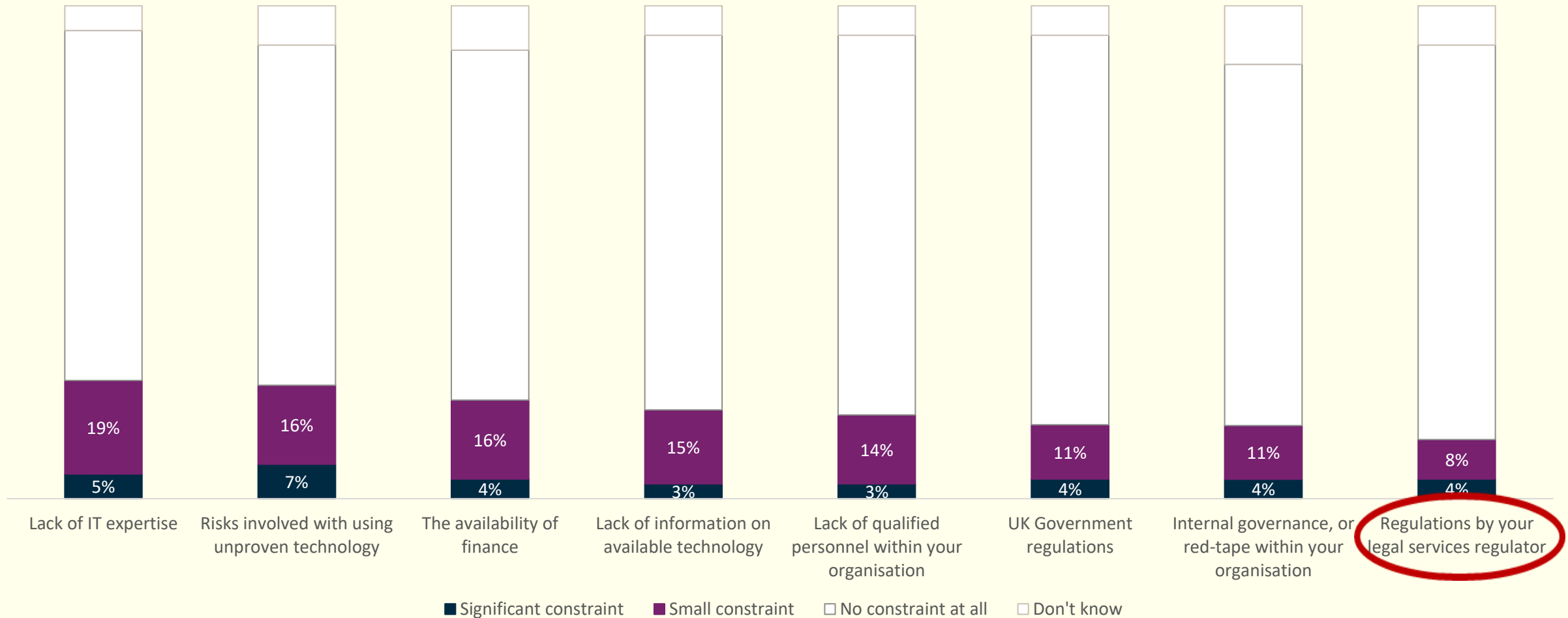
Weighted ns = 193 to 195



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Effect of potential constraints – new technology

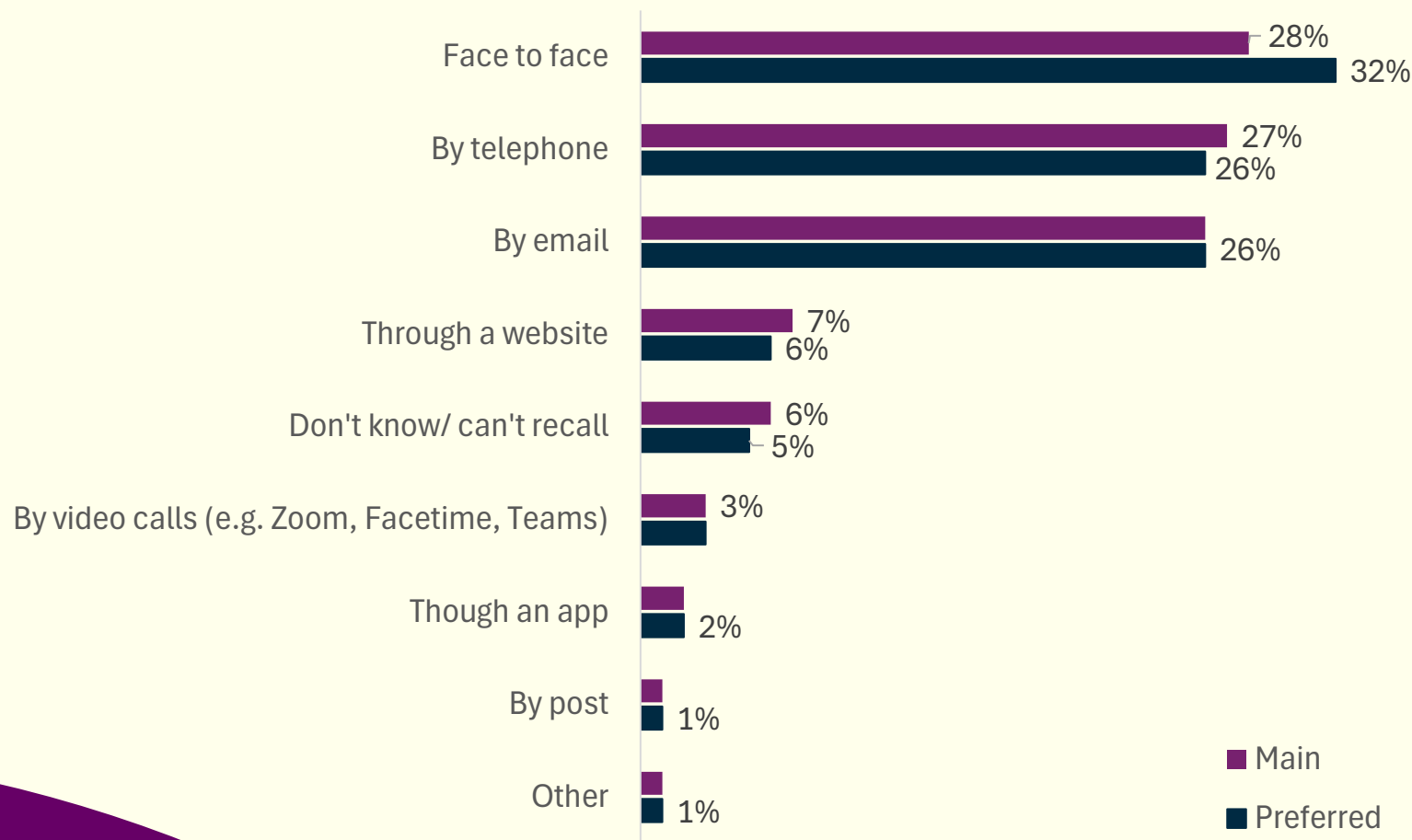
Please tell me the extent to which each of the following has been a barrier to your take up of technology:



Weighted ns = 668 to 1,300

Delivering services

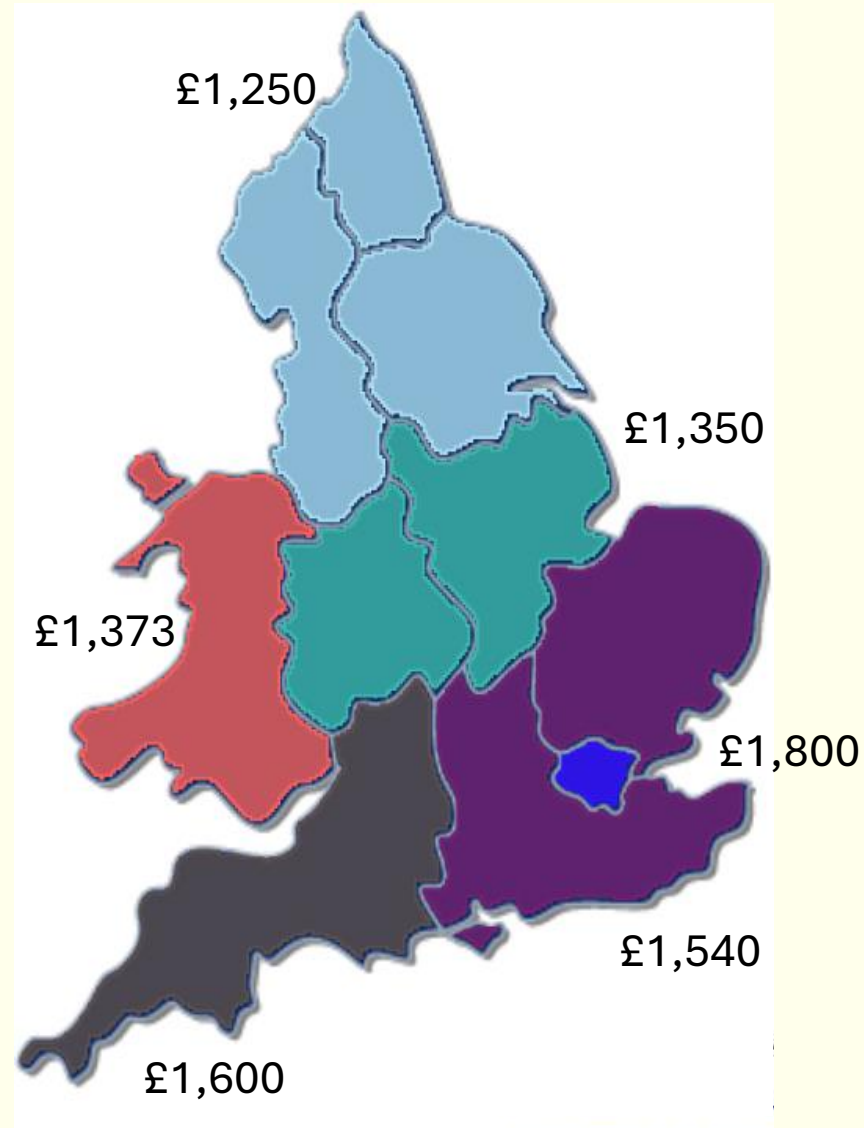
Main and preferred ways of communicating with adviser:



Weighted n = 4,979

Delivering services

Median cost of selling and buying a freehold property:



Appeal of lawtech to SMEs

Cost, cost
certainty and
convenient access
at least for
straight forward
queries or tasks

...we need to know the cost of something way in advance, like we do with our IT spends and so on. The legal area is the only area where we've never been able to batten down this cost... And this is why to our own detriment, we're doing it all ourselves. (Small)

... they do the same job as my current legal team though may be considerably more cost effective. (Medium)

During the day we tend to be pretty flat out ... Whereas [with an online solution] then I could do that in the evening at my own time. (Micro)

The work I do is quite specialist and, although any lawyer can, potentially, deal with my cases, experience has taught me that good lawyers in my industry are few and far between so I always use those I know are good at what they do. (Sole trader)

The advantages are that help is there instantly and it's less time consuming as there can be a lot of time wasted trying to get the likes of your accountant who is always very busy and don't have the time to check things out. (Small)

Our guidance on promoting technology and innovation to improve access to legal services



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- **Outcome 1:** Regulation enables the use of technology and innovation to support improved access to legal services and to address unmet need.
- **Outcome 2:** Regulation balances the benefits and risks, and the opportunities and costs, of technology and innovation in the interests of the public and consumers.
- **Outcome 3:** Regulation actively fosters a regulatory environment that is open to technology providers and innovators.



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Statutory guidance on promoting technology and innovation to improve access to legal services – response to consultation.

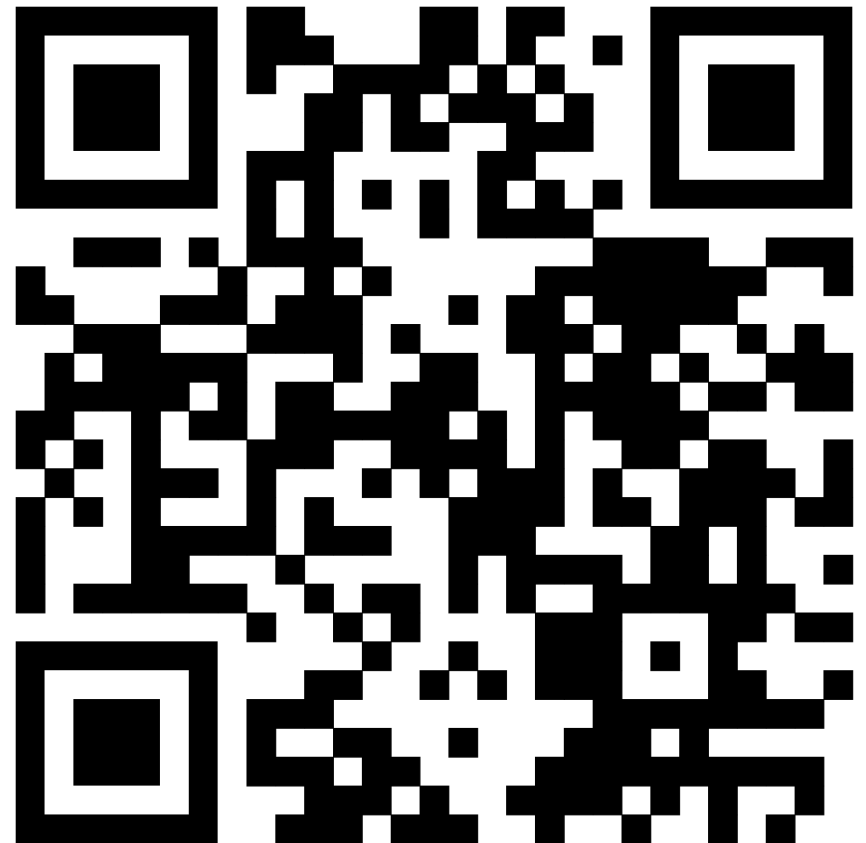
The LSB's response to its consultation on new statutory guidance on promoting technology and innovation to improve access to legal services.

April 2024

Our Approach

- Outcomes-based
- Non-prescriptive
- Technology neutral

*The Legal Service Board's Website
Innovation and Technology page*





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Artificial Intelligence

LSB publishes update on approach to regulating AI use

Posted on [29th April 2024](#)

The Legal Services Board (LSB) has set out its [pro-innovation approach to the regulation of artificial intelligence \(AI\)](#) in the legal services sector.

Published yesterday, the update explains the oversight regulator's overall approach to technology, including AI and the scope of LSB's regulatory remit. It also sets out:

- The LSB's new [statutory guidance on technology and innovation](#)
- How the LSB assesses regulators' performance
- The LSB's plans in relation to AI, technology and innovation over the next year.

The update was published in response to a [ministerial request](#) from the Department of Science, Innovation and Technology and the Ministry of Justice.

The LSB looks forward to continuing to work with the government as the proposals from the AI White Paper are implemented.

Questions, Comments

<https://www.slido.com>

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