

Justice and Innovation Group

December 2023 Meeting Notes

Video link [here](#)

1. Welcome and introductions

EE introduced the group and attendees introduced their interests via the chat function.

2. Tool and resource demonstrations

This session focused entirely on practical tool demonstrations and showcased new and developed tools.

a. Working Families Chatbot

Jane van Zyl from **Working Families** discussed their learning from a recent project which aimed to develop a chatbot that supported access to information and guidance and responded to queries out of hours.

The project has been slow to progress and difficult to manage. Jane shared some insight around the key challenges, in particular that the developing company didn't have a secure enough understanding of the type of organisation they were working with – small and under resourced yet dealing with technical language with a specialist and expert knowledge base.

If you have any further questions, please contact Jane at jane.vanzyl@workingfamilies.org.uk.

Attendees thanked Jane, particularly for sharing stories of things that have been difficult and haven't worked. They also asked questions (those answered live can be seen in the video) and shared some comments.

<i>The importance of sharing what doesn't work</i>	We only really learn from things not going quite to plan!
	Q: Can we discuss this topic going forward - what has not worked and why? A: Good idea. Let's pick up on this for 2024.
<i>Data searching and collection</i>	Thanks Jane. It would be good to connect. Searching for the right information is the first and most daunting task that every advice seeker faces, so this is a problem for the whole advice sector. I'll be in touch amandajfinlay@gmail.com
	Q: Would love to hear a bit more about the kind of data you're capturing. A: I have a presentation I can send to anyone interested on the data we've collected via Advice Pro. It's both demographic data, along with the issue the client has. 10
<i>Challenges to working with external partners</i>	I completely agree with the lack of internal support and systems meaning difficult to make progress in systems change. We just don't have the staff to devote time to this.
	It's also that at times they think they know / understand better than you.
	We've also been involved in a number of tech based initiatives that haven't got off the ground. As a natural non-tech-ie the best piece of advice I got (from the incredible Tracey Gyateng) was that if someone couldn't describe what they were doing in terms that you understood, the problem wasn't with you!

b. Wyser

Tamsin Kilby-Jones and **Neil Moffat** presented a new tool, **Wyser**. Wyser uses AI to generate a summary of triage and advice calls, allows for allocation of advice needed and next steps, and inputs the information directly into the organisation case management systems.

Attendees thanked the speakers, asked questions (those answered live can be seen in the video), and shared some comments.

Wyser - INFORM	<p>Q: Does it populate a specific CMS and if so, which one(s)?</p> <p>A: We have a generic product which integrates with MS Dynamics, however we are very happy to look at integration with other systems, and have done with other clients.</p>
	<p>Q: Can the AI incorporate funder and regulator requirements into the notes or does this have to be done by advisers as part of the review process? You can contact me at david.hawkes@adviceuk.org.uk.</p> <p>A: We'd be happy to work with you to look at this further and properly understand the requirement - it would be great to talk it through further. My email is Tamsin.kj@wyser.online</p> <p>C: It would be great if any follow up with the advice umbrellas could be done collaboratively. We'll be looking to do some fundraising for this type of work in 2024.</p>
	<p>Q: do you have information on the pricing structure?</p> <p>A: This would depend on the specific use case and how we would work with the organisation on data. We are sensitive to the sector we are working within and are committed to keeping costs as low as we can. Happy to have conversations with individual organisations to work through a pricing structure.</p>
	<p>Q: Thanks for the presentation - really interesting. You mention that your tools always give the option for the adviser to review and amend its work. Does it learn from these corrections?</p> <p>A: Yes. We regularly compare our suggestions with any amendments to ensure our model doesn't drift over time. Our maintenance structure includes model reviews to ensure that over time the models learn and improve</p>

c. Law Fairy

Raj Panasar, founder of **Law Fairy** gave an update on the platform which transforms complex document production with the power of deep automation. Law Fairy have also expanded into the immigration space, and they are working with Kids In Need of Defence on a project around eligibility for undocumented children.

If you have any further questions, please contact Raj at raj.panasar@lawfairy.com or find him on LinkedIn.

Attendees thanked the speaker, asked questions (those answered live can be seen in the video), and shared some comments.

Law Fairy	<p>Q: Could you tell us some more about the Immigration letters please?</p> <p>A: This question was answered live</p>
	<p>Q: Can it integrate with other for example triage tools?</p> <p>A: This question was answered live</p>
	<p>Q: Is it available for Scotland?</p> <p>A: This question was answered live</p>
	<p>The housing application tool is brilliant and would really speed up work in an advice / law centre.</p>
	<p>Thanks for kind words about Law for Life/ Advicenow and our housing and benefit guides https://www.advicenow.org.uk/lawforlife</p>

d. Tech for Good Alliance

Kirsty McIntosh, Head of Partnerships at the **Tech for Good Alliance** joined us to give an overview of their **Scottish Tech Army** initiative, which operates across the UK to provide a framework to encourage and enable the development of skilled tech volunteering programmes in charities as part of the corporate social responsibility activities of companies in the tech and tech-related sectors.

If you have any further questions, please contact Kirsty at kirsty@scottishtararmy.org.

Attendees thanked the speaker, asked questions (those answered live can be seen in the video), and shared some comments.

Tech for Good Alliance	Would love for you to come to our funders network too Kirsty.
	Sounds like an amazing offer Kirsty!
	I wholeheartedly recommend Kirsty and her volunteers. It's been a joy working with them.
	Really interesting and encouraging approach, Kirsty. So important not to reinvent the wheel
	Q: What are limits / boundaries on the problem apart from a common problem across a number of charities? e.g. something that can be solved in a week? or something that will not require ongoing maintenance? Etc. A: This question was answered live C: We'll definitely have to get you back to take us through the common issues and some of the open source resources volunteers have worked on!

e. Technology in Professional Services (TiPS)

Martin Spring, Professor of Operations Management at **Lancaster University Management School**, presented their **Technology in Professional Services programme**, which helps UK-based mid-tier and smaller accounting and law firms (including other legal advice organisations and charities) to innovate using digital technology, and generates new insights into adoption, for the professional services sector.

More information can be found here: <https://tipsaccelerator.co.uk/>. Please get in touch with Martin to discuss how you could participate.

f. SRA RPF3

Jatinderpal Loyal, from the **SRA** gave an overview of their **RPF** programme which seeks to stimulate technological solutions to progress alternative methods of Dispute Resolution instead of litigation, promote awareness of DR, and encourage its use. The Access to Justice Foundation is also providing support on this piece of work.

If you have any further questions, please contact the SRA team at innovate@sra.org.uk.

Attendees thanked the speaker, asked questions (those answered live can be seen in the video), and shared some comments.

RPF 3	Q: Would community mediation be a part of this project? A: This question was answered live
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3. AOB

EE extended thanks to the speakers, presenters, and those who shared their learnings and experiences via the chat, with the rest of the community.

Dates for 2024 meetings will be sent out in due course but if you have any thoughts on what you'd like to cover at this session, please [let Emmeline know](#).

Membership of this group remains open, please share joining details with colleagues who may be interested in joining and contributing. You can sign up to receive notifications of future meetings [here](#).