

# Justice and Innovation Group

## June 2024 Meeting Notes

Video link [here](#)

### 1. Welcome and introductions

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

### 2. The Potential of AI

#### a. [Simplexco](#)

**Uwais Iqbal**, Founder of **Simplexco**, which offers white-glove AI services around education, design, and development for Legal AI. Uwais gave an overview of how AI may be used in the legal sector.

Uwais highlighted that while humans have the wider context and understanding of what they're doing and why, AI lacks this context, and is really looking to replicate and mimic unique human capabilities. AI may be applied as a way of capturing expertise and scaling expertise.

AI in the legal sector may be used to meet demand through the use of machines and scalable applications. AI should be used to perform a specific task, and with the recent emergence of generative AI, there is a greater overlap in what AI systems are good for and with what lawyers do on a day-to-day basis.

While we are still in the early stages of Legal AI, in the future we may look to AI becoming more embedded and applied across the entire legal industry to change the status quo. It will help enable access to justice.

If you have any further questions, please get in touch with Uwais through LinkedIn:

<https://www.linkedin.com/in/uwaisiqbal/>

Attendees thanked Uwais and asked questions and shared some comments

<b>Using AI to support infrastructure</b>	<p><b>Q:</b> Do you see AI playing a role in the tier 1 space?</p> <p><b>A:</b> Yes, there is a role for this. There is an opportunity around removing barriers for people who are less digitally savvy making it easier for them to access these systems. There are opportunities around creating well curated legal advice, structuring it in the right format, and creating interfaces where it's much easier to access in order to remove tech barriers. This will help more people access legal advice.</p>
<b>Challenges around AI implementation</b>	<p><b>Q:</b> How can we improve AI systems to make sure they're safer for vulnerable populations?</p> <p><b>A:</b> Bias is a real concern when it gets scaled inside models. There is currently no great way to safeguard it, as it's hard to safeguard something that's very general. If there are more targeted capabilities it makes it easier to safeguard.</p> <p><b>C:</b> I actually saw a recent article about this. The central argument was that the less biased you make the model the less powerful the model becomes. It's a kind of 'double optimisation' or 'payoff' issue to some extent</p> <p><b>Q:</b> Thank you, Uwais, for a fantastic presentation. My question is could there be risks of misuse that we need to be aware of?</p> <p><b>A:</b> Thanks- there are a whole range of misuses. You can look up prompt injections, adversarial prompting and jailbreaking for language models. Usually, the AI providers have safeguards they have put over these models to prevent harmful or toxic or explicit content being generated - there are now ways to jailbreak or shortcut those safeguards.</p>

	<p><b>C:</b> <a href="https://theconversation.com/we-asked-chatgpt-for-legal-advice-here-are-five-reasons-why-you-shouldnt-229147">https://theconversation.com/we-asked-chatgpt-for-legal-advice-here-are-five-reasons-why-you-shouldnt-229147</a>. This is an interesting article about AI/GPT and legal matters.</p>
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### 3. AI and its Impact on Users

#### a. The Legal Services Board

**Samuel Omolade**, Head of Strategy and Research with the **Legal Services Board**, spoke to the LSB's work in this area including some of the updates on their approach to regulating AI use.

The "pacing problem" refers to the challenge of keeping up with the rapid pace of technological advancements, making it difficult for regulatory systems to stay relevant. Horizon scanning capabilities allow regulators to anticipate future trends and drivers of change, enabling them to consider the implications for the legal sector, regulation, and the LSB.

To keep up with the rapid pace of technological advancements, Samuel suggests adopting an outcomes-focused regulatory framework that prioritizes broader goals like access to justice rather than being overly prescriptive about specific technologies.

A lot of regulators are looking at horizon scanning ability, for example, regulatory sandboxes where innovators can trial products with stakeholders including regulators.

Attendees thanked Samuel and asked questions in the chat.

<b>Statutory framework for regulatory guidance</b>	<p><b>Q:</b> Is any of this regulation legally backed yet? Or is this guidance only for the time being?</p> <p><b>A:</b> The LSB guidance has statutory backing, and it is incumbent on the regulators that we oversee to demonstrate that they are complying and we have an assessment framework annually to essentially mark their homework and we have enforcement tools that we can call upon if necessary. Worth highlighting that existing practices can in some cases accommodate the growth and adoption of AI without introducing new rules. So for example, there are already existing obligations for legal professionals to be transparent to those they are providing a service to. With AI blurring the perception of human interaction, these existing obligations may need to stress the need for professionals to be transparent on if/how they used the tech. More broadly, the UK so far does not have the equivalent of an AI Act that the EU has enacted as it has chosen a more principled based rather than a formal legislative approach.</p>
<b>Further insights</b>	<p><b>C:</b> Thank you for your insights. I was at the AI Fringe Summit yesterday (the Summit itself was hosted in Seoul) where Henri Verdier (French Ambassador for Digital Affairs) spoke about the programme for next year's AI Summit being hosted in France. They are planning an Innovation Institute to draw on cross-jurisdiction initiatives including AI. LSB may wish to get involved.</p>
<b>Protecting consumers</b>	<p><b>Q:</b> I know LSB are low touch on technology regulation, but if not them then who is, or should be, responsible for consumers accessing legal services through tech driven platforms?</p> <p><b>A:</b> This question was answered in the session.</p>

### 4. Using AI to Deliver Advice

#### a. Access Social Care

**Amit Kohli**, Head of Data Insights at **Access Social Care** gave an update on how they view and explore AI at Access through their chatbot AccessAva.

Access Social Care provides free legal advice for people with social care needs to help them achieve better quality of life. AccessAva is an online solution that is changing the landscape in accessing health and social care.

You can access it here: <https://accesscharity.org.uk/accessava>

Some challenges that arise around using AI are that it can be difficult to understand where to take this without regulation, there are huge costs to embracing tech, there are requirements on data assurance, and funders might not feel comfortable funding AI based solutions even when they're necessary to meet demand. Ultimately, we need to take into consideration that there are gaps everywhere which can be plugged by technology and AI.

If you have further questions, please contact Amit at [Amit.Kohli@accesscharity.org.uk](mailto:Amit.Kohli@accesscharity.org.uk).

Attendees thanked Amit and expressed that his comments were insightful and useful.

**b. Northumbria Law School and Tabled**

**Paul Massey**, CEO of **Tabled**, and **Dr. Paul McKeown**, Associate Professor and Head of Education at **Northumbria Law School** gave a joint presentation, providing a walkthrough of the process in developing a tech tool.

**Project Odyssey** looks to open the National Archive's legal data to AI for access to justice. It combines legal data refinement, data availability, novel approaches to application of Large Language Models and consumer access to justice for ESG.

As part of the Project, the **Libra** app is being developed to enable the public to self-service their issues or get triaged to a law clinic. Through a controlled environment, it seeks to give people access to resources and help them through their legal options in family law, consumer law, and housing. This 20 month project will look to expand into more areas of law.

Massey and McKeown encouraged people to get in touch with any questions, or with insight into what's needed in other areas of law for future expansion. You can contact them at [paul@tabled.io](mailto:paul@tabled.io) and [paul.mckeown@northumbria.ac.uk](mailto:paul.mckeown@northumbria.ac.uk).

Attendees thanked the speakers and added questions and comments to the chat.

<b>Implementation</b>	<b>C:</b> Brilliant presentation of a fantastic idea. Thanks Paul and Paul
	<b>Q:</b> I would like our advisers to be able to have access to this app. How could we get involved?
	<b>A:</b> Please email me at <a href="mailto:paul@tabled.io">paul@tabled.io</a>
<b>Likely users</b>	<b>Q:</b> This is relevant to literate users and good for our advisers, not sure about our clients - vulnerable migrants
	<b>A:</b> It's about contributing to solving the problem
	<b>C:</b> Skilling up trusted intermediaries is also important, including family and friends.
	<b>Q:</b> Libra looks like a great self-help tool, we encourage our clients to become empowered and self-sufficient and deliver workshops. How quick can you update legislation on the app?
	<b>A:</b> The app can be updated very quickly via our portal, adding new resources or changing workflows if the law changes.
	<b>Q:</b> It looks interesting, though I'm not sure it replaces an individual obtaining tailored legal advice about their case. Can you guarantee the form is accurately completed with all possible defences etc, or just the information the client is aware of (which may not be accurate or complete if they don't have the benefit of advice)?
<b>A:</b> We agree it doesn't replace which is why it includes relevant referrals to legal providers, law clinics etc. but those providers are often overrun so it can help triage and self-help up to a point to try to triage those who really need support to the clinics and advisors.	
<b>C:</b> I can see it would be useful to address legal issues for capable clients with less complex issues and leave adviser capacity for more vulnerable, at Essex	

	<p>Law Clinic demand outstrips capacity and this would be really useful. Am really interested in this app.</p> <p><b>A:</b> Would be great to get you involved, please feel free to email me <a href="mailto:paul@tabled.io">paul@tabled.io</a>.</p>
<b>Future funding</b>	<p><b>Q:</b> Great app. How is it intended the app be funded post-launch?</p> <p><b>A:</b> Through the provider marketplace and potentially premium services.</p> <p><b>Q:</b> Subscription model then?</p> <p><b>A:</b> Under review but probably not for the litigants in person who it will remain free for.</p>
<b>Signposting system</b>	<p><b>Q:</b> Great app, how do you ensure the signposting to local providers remains accurate and up to date?</p> <p><b>A:</b> Providers will be able to have access to their profile to keep it up to date, also with prompting from the team.</p> <p><b>C:</b> We maintain a UK-wide database of frontline advice if of interest? Linked to by gov.uk, for example, so a trusted, reliable service: <a href="https://advice.local.uk/find-an-adviser">https://advice.local.uk/find-an-adviser</a></p> <p><b>Q:</b> Great presentation. I'm interested in the journey for the client between Libra and onward support. Do you have a relationship with the referral providers e.g. are they orgs using the app already or is this a list of local providers?</p> <p><b>A:</b> So currently we have a relationship with all service providers - it is early days. We do want to ensure they are vetted and information is correctly inputted into the system so that clients are referred to relevant providers, by location, legal area, capacity of provider and opening times (eg some law clinics are closed for 3 months over summer) etc.</p>
<b>Identifying and triaging legal issues</b>	<p><b>Q:</b> We spend a lot of time helping people understand their interconnected legal issues - a lot of the AI solutions appear to expect a level of understanding of people's legal issue is already established. What could the role of AI be in actually identifying the interconnected and scope of people's legal issues realistically? Thoughts welcome!</p> <p><b>C:</b> Try looking at the resources on Advicenow <a href="https://www.advicenow.org.uk/advicenow-guides">https://www.advicenow.org.uk/advicenow-guides</a></p>

## 5. Using AI to Support Advice Organisations

### a. [Citizens Advice Stockport, Oldham, Rochdale, and Trafford](#)

**Stuart Pearson**, Head of Innovation at **Citizens Advice Stockport, Oldham, Rochdale and Trafford** gave an overview of the use of AI at CASORT.

**Caddy** draws on trusted public sources to provide quicker answers to clients via digital channels. It is designed to deal with online queries but can be used to support face to face advice too. It draws from Citizen Advice's own platform as well as gov.uk and other trusted sources.

Caddy provides the answer and includes the source it got it from. The answer then goes to a supervisor who validates the responses before being passed onto the client which helps to provide quality assurance.

If you have any questions, please contact Stu at [stuart.pearson@casort.org](mailto:stuart.pearson@casort.org).

Attendees thanked the speaker and added comments to the chat.

<b>Access for specialist advisers</b>	<p><b>Q:</b> Thanks Stu, that was really interesting from a Citizens Advice perspective. How do specialist workers use this?</p> <p><b>A:</b> Specialist really like it but want CPAG added</p>
<b>Data protection</b>	<p><b>Q:</b> Is this Open AI based? How does this work from a confidentiality perspective?</p> <p><b>A:</b> We are using Anthropic Claude and no PII is shared as part of the queries. Which is standard practice. It has had a full DPIA by national Citizens Advice.</p>

## b. [Wyser](#)

**Mark Pearce**, CEO of **Wyser**, discussed what is needed from funders and the frontline to enable the implementation of working AI efficiency tools such as Wyser.

Generative AI is part of the solution in addressing sector capacity issues in meeting unmet demand. It is about scaling the human touch rather than replacing it. These tools make processes more efficient, increasing capacity and productivity on the supply side while lowering costs.

Wyser's tool **ASSIST** is used to listen, capture, and summarize calls with clients that are then fed back to the advisor. It saves time by 90% and increases advisor capacity by 10-15%.

Mark highlighted that a key problem with AI is around change management, but change is necessary in order to optimize processes, mitigate risks, and better align with business goals.

Mark encouraged attendees to get in touch with any questions at [mark@wyser.online](mailto:mark@wyser.online).

Attendees thanked the speaker and shared some positive feedback.

<b><i>Navigating user accents</i></b>	<b>Q:</b> With the ASR model, is consideration given to non-UK accents at all? <b>A:</b> Yes, consideration is being given to non-UK accents in the ASR project.
<b><i>Resourcing and change management challenges</i></b>	<b>C:</b> This is why this work needs to be properly resourced, change management takes time.
	<b>C:</b> Spot on in terms of change management challenges.

## 6. 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.

Our next meeting will be held on **Thursday 5<sup>th</sup> September from 10-11:30am**.

As always, if you have any thoughts on this session or what you'd like to see at future meetings, please do reach out and [let Emmeline know](#).

Membership of this group remains open, so 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](#).