

News

Joint research reveals appetite for lawtech

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New research, which we jointly commissioned with the Legal Services Board, has shown that the public and solicitors are generally willing to use technology to help access and deliver legal services.

The study found that the public are most willing to use technology that is well-established and familiar to them, such as video consultations (66%), and e-signatures (68%). Willingness to use unfamiliar forms of technology was slightly lower, like smart contracts (45%) and AI-driven tools like chatbots (39%).

Among solicitors there is a even greater willingness to use video consultations (83%) and e-signatures (75%), although they were less eager than the public to use smart contracts (36%) and chatbots (26%).

Both the public and legal professionals saw wider social benefits in legal technology. Most legal professionals felt strongly that technology can improve access and legal services for clients, even if they themselves are less confident in it.

[Read more, including the full report. \[https://legalservicesboard.org.uk/news/new-research-reveals-the-appetite-for-lawtech-among-the-public-and-legal-professionals\]](https://legalservicesboard.org.uk/news/new-research-reveals-the-appetite-for-lawtech-among-the-public-and-legal-professionals)