TECHNOLOGY AS AN ENABLER OF LEGAL SERVICE DELIVERY
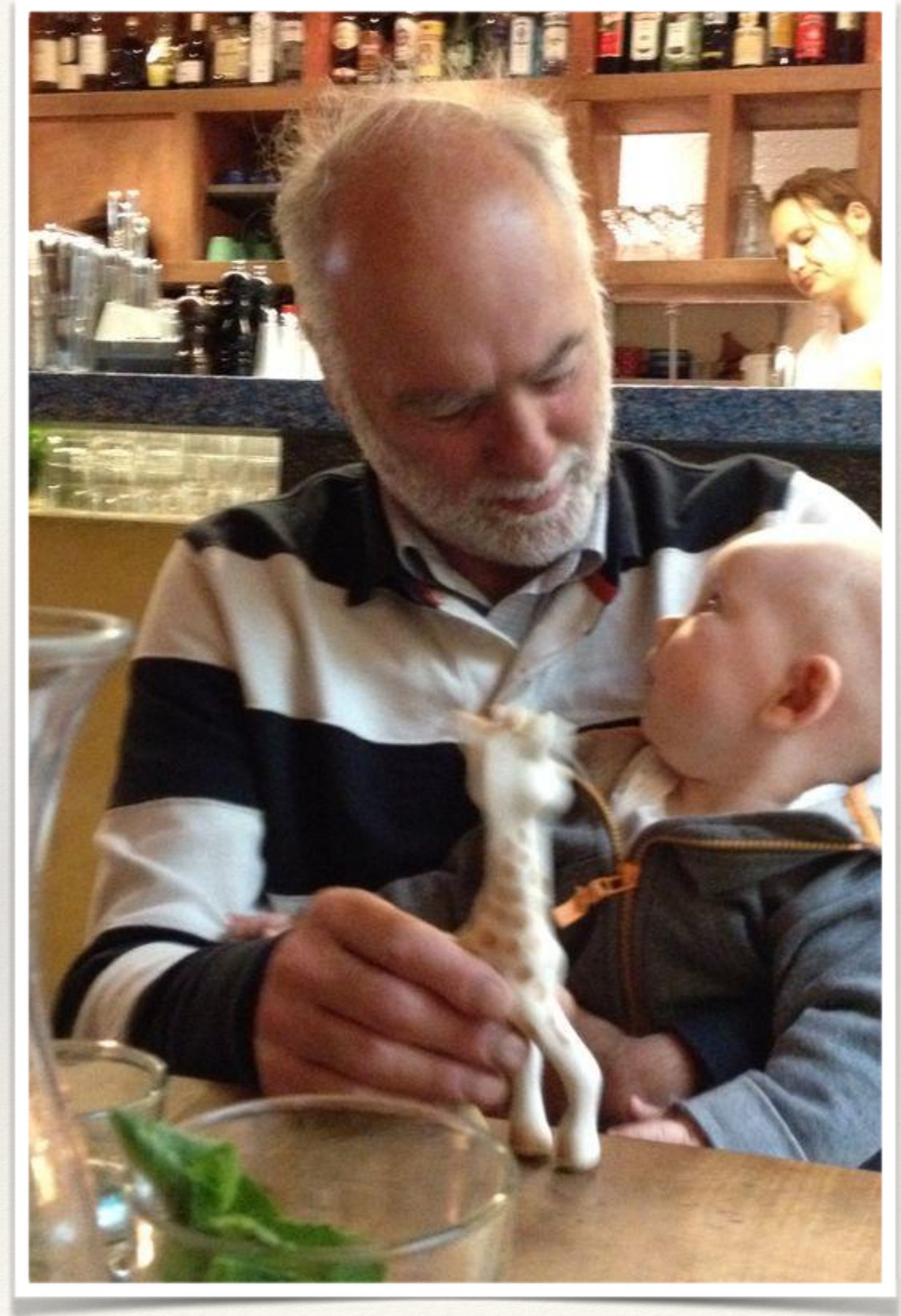
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DIGITAL DELIVERY IS LIKE LEO ...

Developing

Unpredictable

Exciting

Technology changes and reflects delivery

- ❖ **Private sector: Combination in England and Wales of ABSs, influx of capital funding, 'unbundling' cuts to legal aid leading to large national providers seeking the 'latent legal market' especially in divorce**

- ❖ **Transparency should make a difference: Co-operative Legal Services, Quality Solicitors, Slater and Gordon, the others e.g. CLS six 'dissolution packages' from DIY, DIY with check to dissolution for respondent plus from £118.80 to £540.**

- ❖ **Potential of Document Assembly plus e.g. Epoch, Rocket Lawyer etc**

- ❖ **roadtrafficrepresentation.com: automated advice**

- ❖ **Do they work commercially? We will have to see.**

Non commercial sector

- Information - eg Shelter, adviceguide.org.uk

- 'Aggregator sites eg LawAccessNSW or AdviceGuide.org.uk

- The perils for government: sorting out separation

Potential criteria for website evaluation: work in progress

Content

Structure

Dynamic approach

The importance of the specific, relevant and practical.

Table 1

Defective sites		
	Substantially misleading	-100
	Major technical failings	-100
	Substantially discriminating or offensive	-100
	Inadequately protective of data	-100
Content		50
	Depth of advice	
	Aimed at public - structures information through key points etc, FAQs	
	User perspective	
	Specific, relevant and practical	
	Up to date	
	Balanced	
Structure		25
	Availability of individualised assistance	
	Design	
	Acceptable on, or adaptable for, mobile	
Dynamic	*The following are elements to be considered for different types of dispute. Points can be allocated as appropriate in the judgement of the evaluator bearing in mind the type of problem.*	25
	Practical hints on how to handle dispute	
	Assistance with emotional element	
	Provision of draft letters	
	Assistance with document assembly	

Technology and Leadership

❖ The Netherlands and the development of an innovation 'hub' at The Hague - Government and the Legal Aid Board

❖ The US and the LSC Technology Initiative Grants programme - $3.4m in 2013

❖ Strategic role for legal aid funder

Issues of effectiveness

- Technology benefits from integration with individualised services - telephones and the internet (US hotline survey, LawAccess)

- Too many websites simply reproduce paper fact sheets and booklets - need a user perspective, need to be specific

- Too little research

rechtwijzer.nl

- ❖ A paradigm buster.

- ❖ Version 1.0

- ❖ Version 2.0 - from information to online determination

The issue of digital exclusion

❖ Access likely to be around 80 per cent

❖ Issue isn't really physical: it's skills and culture

❖ Best results with technology plus humans - LawAccess, Rechtwijzer

❖ Governments love technology: people are more cautious.

Issues for a Legal Aid Board

- Encouragement is free.

- Validation, accreditation or approval - see LSC 2001

- Scanning the future - watch The Netherlands and the Scots. Check out NSW and the US.

- Linking with courts on self help litigants

- Remembering the ghost of NHS Direct

- 'Timing your run'

- Remembering Leo: technology is developing, unpredictable, exciting