

Technology and the legal market: service development, partnerships and the impact on regulation, competition, and the workforce 27th February 2019

CONDITIONS FOR USE OF TRANSCRIPTS:

This document is intended to provide a timely reference for interested parties who are unable to attend the event to which it refers. Some portions are based on transcripts of proceedings and others consist of text submitted by speakers or authors, and are clearly marked as such. As such, apart from where it is indicated that the text was supplied by the speaker, it has not been possible for the transcript to be checked by speakers and so this portion of the document does not represent a formal record of proceedings. Despite best endeavours by Westminster Forum Projects and its suppliers to ensure accuracy, text based on transcription may contain errors which could alter the intended meaning of any portion of the reported content. Anyone who intends to publicly use or refer to any text based on the transcript should make clear that speakers have not had the opportunity for any corrections, or check first with the speaker in question. If in doubt please contact the forum first.

Contents

<u>About this Publication</u>	3
<u>Agenda</u>	4
<u>Session Chair’s opening remarks</u>	
Rt Hon the Lord Falconer of Thoroton (<i>transcript</i>)	6
<u>Technological innovation in the legal sector - implications for policy, the legal market and the justice system</u>	
Rt Hon the Lord Keen of Elie QC , HM Advocate General for Scotland and Ministry of Justice Spokesperson, House of Lords (<i>transcript</i>)	7
Questions and comments from the floor (<i>transcript</i>)	10
<u>Technology and reinvention in legal practices - “new business models, competition, and the workforce”</u>	
Professor Richard Susskind , President, Society for Computers and Law (<i>transcript</i>)	15
Questions and comments from the floor (<i>transcript</i>)	18
<u>Developing technology partnerships in the legal sector - a case study</u>	
Professor Claire McGourlay , Principal and National Fellow, HEA, The University of Manchester (<i>transcript</i>)	22
<u>The future for innovation in law - skills, integration and the prospects for the legal market</u>	
Christina Blacklaws , President, The Law Society (<i>transcript</i>)	26
Jane Malcolm , Executive Director, External and Corporate Affairs, Solicitors Regulation Authority (<i>transcript</i>)	28
Joanna Goodman , Author, <i>Robots in Law: How Artificial Intelligence is Transforming Legal Services</i> (<i>transcript</i>)	30
Questions and comments from the floor with Professor Claire McGourlay , Principal and National Fellow, HEA, The University of Manchester (<i>transcript</i>)	32
<u>Session Chair’s closing remarks</u>	
Rt Hon the Lord Falconer of Thoroton (<i>transcript</i>)	37
<u>Session Chair’s opening remarks</u>	
Rt Hon the Lord Briggs of Westbourne , Justice of the Supreme Court (<i>transcript</i>)	38
<u>What does evolution in technology and customer needs mean for the legal sector’s relationships with its clients and partners? - quality, competition and services</u>	
Professor Stephen Mayson , Faculty of Laws, University College London (<i>transcript</i>)	39
Rita Leat , Chief Executive, Institute of Paralegals (<i>transcript</i>)	41
Clementine Fox , Head of Account Management, Luminance (<i>transcript</i>)	44
Andrew Walker QC , Barrister, Maitland Chambers and former Chair, Bar Council (<i>transcript</i>)	46
Alicia Hardy , Director of Professional Support, White & Case (<i>transcript</i>)	48
Questions and comments from the floor (<i>transcript</i>)	50
<u>Next steps for regulating technology and innovation in legal services</u>	
Steve Brooker , Head of Policy Development & Research, Legal Services Board (<i>transcript</i>)	56
Questions and comments from the floor (<i>transcript</i>)	59
<u>Session Chair’s and Westminster Legal Policy Forum closing remarks</u>	
Rt Hon the Lord Briggs of Westbourne , Justice of the Supreme Court (<i>transcript</i>)	63
Jonny Roberts , Associate Editor - Forward Planning, Westminster Legal Policy Forum (<i>transcript</i>)	64
<u>List of Delegates Registered for Seminar</u>	65
<u>Contributor Biographies</u>	70

Please be advised that speakers’ PowerPoint presentations are included within the transcript itself, just beneath the relevant speaker’s text. Please note that not all speakers are able to grant permission for us to include their slides.

About this Publication

This publication reflects proceedings at the Westminster Legal Policy Forum Keynote Seminar: Technology and the legal market: service development, partnerships and the impact on regulation, competition, and the workforce held on 27th February 2019. The views expressed in the articles are those of the named authors, not those of the Forum or the sponsors, apart from their own articles.

Although Westminster Legal Policy Forum is grateful to all sponsors for the funding on which we depend, participation in events and publications is never conditional on being a sponsor. As well as funding ongoing operations, sponsorship enables the Forum to distribute complimentary copies of publications, and offer complimentary tickets for events, to Government ministers, parliamentarians and officials most involved in policy.

This publication is copyright. Its copying, in whole or in part, is not permitted without the prior written consent of the publishers. However, extracts of the text may be reproduced for academic or review purposes, subject to the conditions of use outlined in the previous page, providing they are accurate, are not used in a misleading context and the author, their organisation and the Westminster Legal Policy Forum are acknowledged. We would also appreciate being informed.

Westminster Legal Policy Forum

UK Headquarters
4 Bracknell Beeches
Old Bracknell Lane West
Bracknell
Berkshire RG12 7BW

T: 01344 864796
F: 01344 420121
publications@westminsterforumprojects.co.uk

Directors

Peter van Gelder
Chris Whitehouse