



The Law  
Society

# LawTech and junior lawyers

## Survey report

Junior Lawyers Division

January 2019

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## **Junior Lawyers Division**

### **LawTech survey report**

#### **Introduction**

As an Executive Committee Member of the Junior Lawyers Division (JLD), I am keen to support junior lawyers in navigating the future of our profession. Being someone who has entered the profession at a time when technological advances could have a huge impact on the way that we work, I believe it is important we keep on top of what is going on and help support our members as much as we can.

LawTech (or LegalTech, depending on your preference) is everywhere you look at the moment and you would be forgiven for mistaking it for the be all and end all for the future of the legal profession. However, there is very little in the way of information on how much LawTech is really having an impact and whether we as professionals are feeling that impact.

To ascertain the extent of these issues at the junior end of the profession, the JLD undertook its first ever survey on LawTech in June 2018. The JLD represents legal practice course (LPC) students (including paralegals who have undertaken their LPC), trainee solicitors and solicitors with up to five years' post qualification experience (PQE). Membership of the JLD is free and automatic for those who fall within these groups and is currently in excess of 70,000. Junior lawyers are very much at the coal face when it comes to changes to the profession. Not only do we have our whole careers ahead of us but often we are the ones doing the work most likely to be affected by technological changes.

The purpose of the survey was, therefore, to try and find out whether there is substance behind the noise and to hear from those in the profession, at the junior level, on their thoughts as to how LawTech is affecting them, where they see it going, and what can be done to improve understanding.

The JLD is extremely grateful for all the support it has received from organisations that have sent the survey to their junior lawyers. The JLD hopes to run the survey again in years to come to see how perceptions change and whether LawTech is having an impact on the way that we work.

**James Kitching**

**JLD Executive Committee Member**

## **EXECUTIVE SUMMARY**

Although LawTech is a broad term, for the purpose of the survey we wanted to look at technology created specifically for lawyers and law firms to help with the way in which we carry out our work and aimed at making our jobs easier. We weren't looking at other areas of LawTech such as algorithms in the justice system, innovations to courts, or products specifically designed to circumnavigate using a lawyer.

During April-June 2018, 224 JLD members completed a web survey, sharing their views on the current impact LawTech has on their work and the potential influence of LawTech going forward. Findings should be treated as indicative, rather than representative of all JLD membership.

### **Understanding of LawTech**

Respondents were equally divided on whether or not they had knowledge of LawTech prior to the survey. A similar proportion of students (including those working as paralegals) (53%), trainee solicitors (45%) and solicitors with up to five years of qualification (55%) reported having a prior knowledge of the definition of LawTech.

Around one-fifth (21%) of respondents who had an existing knowledge of Law Tech reported they had the same level of understanding as senior colleagues. Of respondents without a previous understanding of LawTech, over half (55%) perceived senior colleagues to have the same level of understanding of LawTech as themselves.

### **Training in LawTech**

Three-fifths of respondents reported that while studying the LPC they received little or no information or training in relation to LawTech and thought the course should have provided it. Just two percent of respondents felt they had received all the LawTech information and training they needed from their LPC provider.

Respondents reported mixed views on the need for and provision of LawTech training from their current employer. Forty percent of respondents had received at least some training, although a higher proportion reported 'more could have been done' than reported receiving 'all the training I need'. On training provided by employers, respondents commented that training had been specific to the LawTech used by the business, so tech skills were not necessarily transferable. Just under one-fifth (16%) of respondents reported that they had received no training, but didn't think it was necessary, a further 23% reported not using LawTech at their place of work.

### **Current impact of LawTech**

Almost two-thirds of respondents (63%) reported that LawTech was not having an impact on their current job responsibilities. Where LawTech was having an impact, a higher proportion of respondents indicated LawTech was making job responsibilities easier (26%) rather than more difficult (5%).

LawTech had made some respondents' job responsibilities easier by simplifying and speeding up processes, thereby freeing up time to do more interesting work, improving accuracy, improving time management and enabling staff to work remotely.

Those reporting LawTech made their job responsibilities more difficult commented that LawTech drove unrealistic client expectations of cheaper and faster work. For those reporting that technology was having an impact on their working lives, just under a quarter (24%) indicated the growth in LawTech had meant there were aspects of their job that they now missed out on, with specific mentions of a loss of training opportunities for junior staff and access to some client groups.

### **Predictions on future impact**

Almost three-quarters of respondents thought their area of law could benefit from advances in LawTech. LawTech for the majority was not influential in personal decision making, in relation to what area of law to specialise in or in decisions to change roles.

Both in the short-term and long-term respondents thought LawTech would lead to a decrease in the number of people qualifying. Respondents commented that it is impossible to disentangle the various factors that are likely to affect rates of qualification, and to put a quantitative figure on the impact of LawTech alone. Qualification rates could be influenced by future qualification requirements and employers' behaviour.

### **Support from the JLD**

Through training, seminars and events, members wanted the JLD to raise awareness of:

- LawTech currently available in the market;
- how LawTech can benefit the profession; and
- how LawTech is currently being utilised in practice within the legal sector and in other professions.

JLD members were also interested in having insights into how LawTech may impact on their legal careers, wanting to be in a prepared and informed position to make educated career decisions and to be flexible and able to adapt to new technologies.

## About the survey

The Junior Lawyer Division (JLD) committee were interested in collecting the views of JLD members on the current impact LawTech has on solicitors' work in 2018 and the potential influence of LawTech on work and the workforce going forward.

During April-June 2018, 224 JLD members gave their views on LawTech through a web survey. Findings should be treated as indicative, rather than representative of all JLD membership.

## About the sample

Around a quarter of respondents were LPC students or working as paralegals, 41% were trainee solicitors and a similar proportion were qualified solicitors with up to five years of post-qualification experience.

For further information about the sample, please refer to Appendix 1.

Category of JLD Membership	Number	% of sample (n=224)
LPC Student (including those working as paralegals)	50	22.3%
Solicitor with up to five years' post qualification experience	81	36.2%
Trainee Solicitor	93	41.5%
Total	224	100.0%

This report is grouped into five sections:

1. Current understanding of LawTech
2. Training in LawTech
3. Current impact of LawTech (positive and negative)
4. Predictions of the future impact of LawTech on the solicitor profession
5. What members would like from the Junior Lawyers Division.

## 1. Proir understanding of LawTech

- Half of respondents indicated that they had known the definition of LawTech prior to completing the survey. A similar proportion of respondents at each career stage had some previous awareness of what constitutes 'LawTech'.
- Three-fifths of respondents felt they had a better understanding of LawTech compared to senior colleagues.

Half of respondents reported having already known what the definition of LawTech was prior to the survey. A similar proportion of LPC Students (53%), trainees (45%) and solicitors with up to five years of PQE (55%) felt they had already known the definition of LawTech.

*Table 1: Do you feel that you already knew the definition of LawTech?*

	Number	% (n=208)
No	103	49.5%
Yes	105	50.5%
Total	208	100.0%

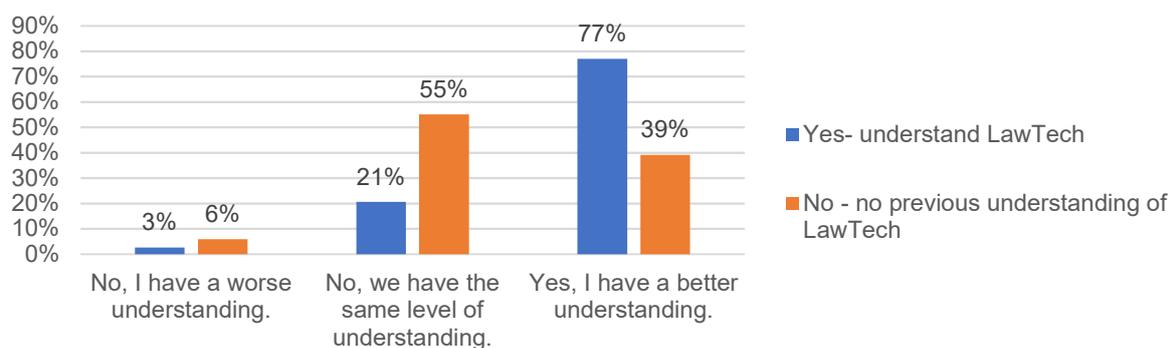
Around three-fifths (59%) of respondents felt they had a better understanding of LawTech compared to senior colleagues and 37% reported having the same level of understanding. Just 4% indicated senior colleagues knew more.

*Table 2: Generally, do you feel that you have a better understanding of what LawTech is compared to those more senior than you?*

	Number	% (n=147)
No, I have a worse understanding.	6	4.1%
No, we have the same level of understanding.	54	36.7%
Yes, I have a better understanding.	87	59.2%
Total	147	100.0%

Around one-fifth (21%) of respondents who had an existing knowledge of LawTech reported they had the same level of understanding as senior colleagues. Of respondents without a previous understanding of LawTech, over half (55%) perceived senior colleagues to have the same level of understanding of LawTech as themselves.

*Chart 1: Generally, do you feel that you have a better understanding of LawTech is compared to senior colleagues (n=147)*



## 2. LawTech training

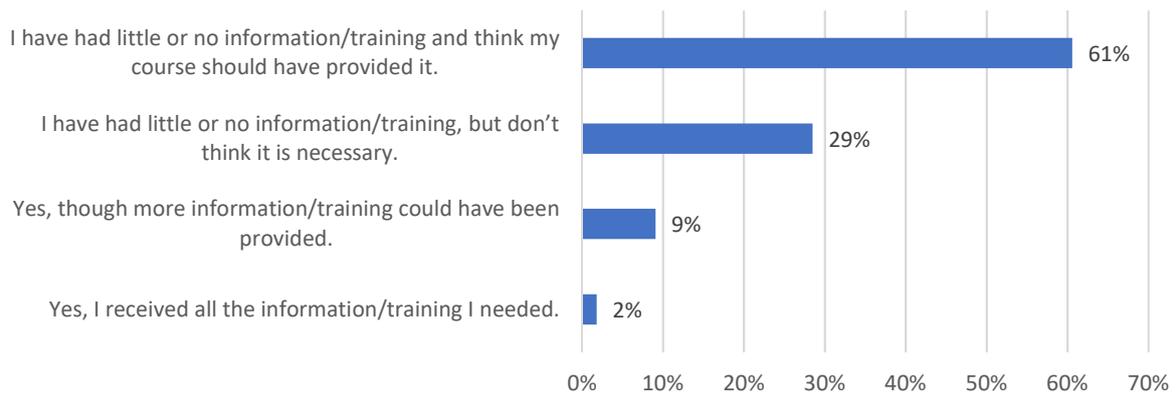
- Three-fifths of respondents reported that while studying the LPC they received little or no information or training in relation to LawTech and thought the course should have provided it. Just two percent of respondents felt they had received all the LawTech information and training they needed from their LPC provider.
- Two-fifths (40%) of respondents reported receiving LawTech training from their current employer.

Responders were asked about the LawTech training they had received from their LPC provider and through their current employer.

### (i) LawTech training provided by LPC provider

Respondents were asked about the information and training provided by their LPC provider in relation to LawTech.

*Chart 2: While studying the LPC, do you feel that enough information and training was provided in relation to LawTech and how it may impact your career? (n=165)*



Just two percent of respondents reported they had received all the information and training they needed about LawTech through their LPC provider. A further nine percent reported having been given information and training but felt more could have been done to help them in this area.

For some LawTech training had been through voluntary events, for others, it was part of an existing module.

*'BPP organised a few voluntary events for people interested in legal tech but I think it should be embedded in the curriculum'*

*LPC Student (including those working as paralegals)*

*'We were trained on e-disclosure and use of technology when carrying out a due diligence exercise'*

*LPC Student (including those working as paralegals), Civil litigation, Regional Firm)*

Around three-fifths (61%) reported they had received little or no training or information on LawTech and thought that the course should have provided it.

'The potentially disruptive nature of certain technologies could be featured in module specific lectures to give students and idea of what is out there and what may come in the future to make them more aware of the potential changes in the profession.'

*LPC Student (including those working as paralegals), Commercial Property, Regional Firm*

Some respondents noted that they had completed the LPC 'prior to the advent of Legal Tech', another highlighted that 'Tech may well be too disparate and at a too early stage in its development to be effectively taught 'at that time'.

Just over one-quarter (28%) of respondents reported having received little or no information or training but had not considered such as being necessary. Respondents commented that the type of LawTech used is often specific to the business.

"A lot of LawTech is specific to particular firms. While a lot of them share similar features, it is probably best to be trained in the software you will use".

*LPC Student (including those working as paralegals)*

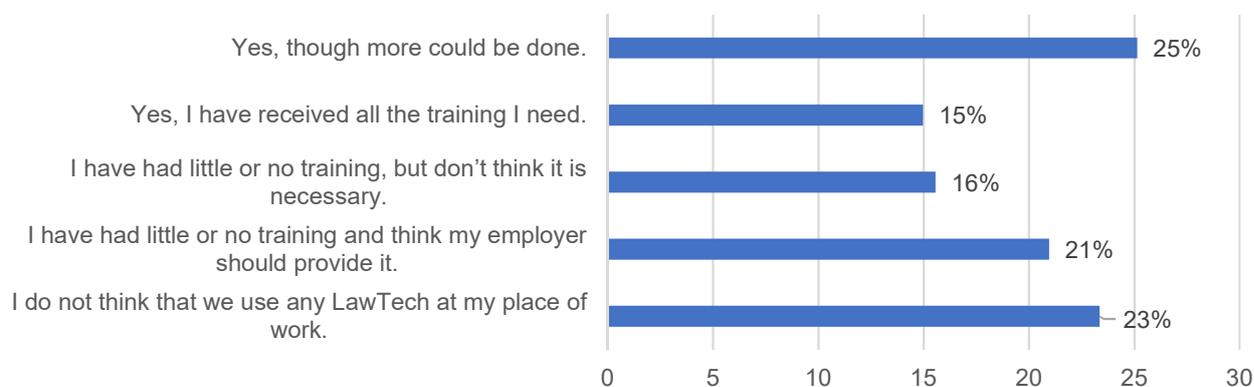
"Not all law firms are involved in LawTech and so I think responsibility should fall on those that rely on or provide LawTech".

*Solicitor with up to five years' post qualification experience, Property Commercial, High Street Firm*

## (ii) LawTech training provided by current employer

Respondents were asked about LawTech training through their current employer.

*Chart 3: If you are currently working, do you feel that your employer has provided sufficient training in relation to any LawTech you use? (n=167)*



Two-fifths (40%) of respondents reported receiving LawTech training from their current employer. Many of these respondents commented that the training was either general IT training or was specific to the technologies being used by their employers. For some, training was at the point of induction only, for others it was an on-going process as part of learning and development, with access to e-learning and workshops. Training providers varied – from in-house IT teams to the suppliers of the bespoke technology.

### *Current employer provided “All the training I need”*

Fifteen percent of respondents reported having received all the LawTech training they need.

‘Oracle, Amazon, Google, Tech Nation on cloud computing and apps development, Fintech and EdTech’

*Solicitor with up to five years’ post qualification experience, in-house*

‘General training on my firm’s systems provided by in-house specialists and dedicated learning and development staff’.

*Trainee Solicitor, Civil litigation, National firm*

‘General training on the firm’s systems. LawTech is integrated within the systems so is training on it is a requisite’.

*Solicitor with up to five years’ post qualification experience, Company commercial, National firm*

‘Training by the firm only as we used to own the technology. We had our own technology lead training and are always made aware of new technologies in the market’.

*LPC Student (including those working as paralegals), Company commercial, In-house*

### *Current employer provided training, although “More could be done”*

Twenty-five percent of respondents reported receiving some LawTech training but felt more could be done.

‘Training on firm’s systems - however general tech training could make my proficiency improve’

*Solicitor with up to five years’ post qualification experience, Property- residential, regional firm*

General for internal systems - we are currently going through a major technology overhaul to introduce a lot of LawTech. We also have training visits from third party providers of databases and resources.

*Trainee Solicitor, Property – commercial, regional firm*

### *Current employer providing “little or no training”*

One fifth had received little or no training and thought their employer should provide it.

‘General brief training on the firm’s systems was provided on induction, however a lot of it is learned by trial and error’.

*Solicitor with up to five years’ post qualification experience, regional firm*

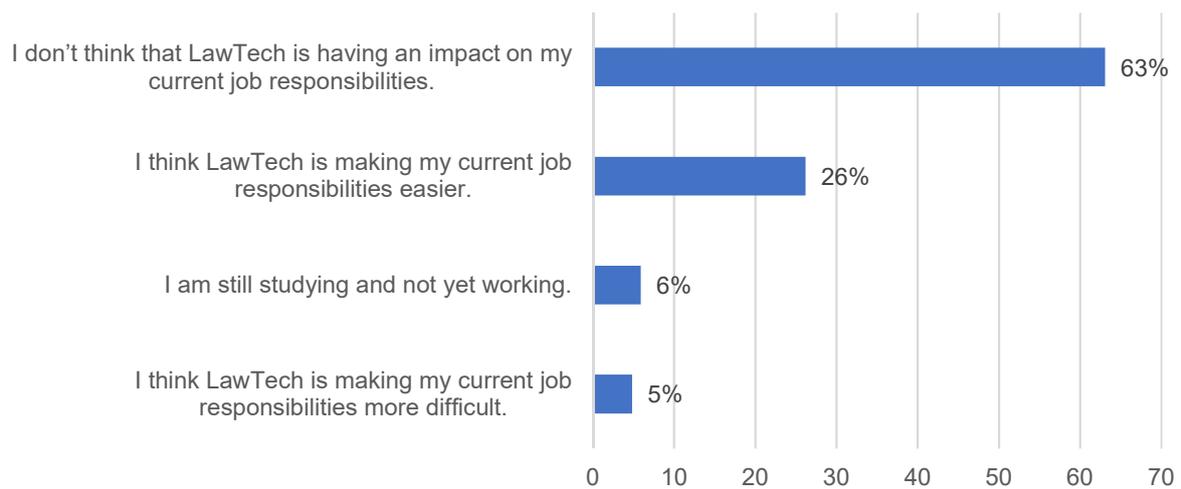
Just over one-fifth of respondents (23%) reported that LawTech is not used at their place of work.

### 3. Current Impact of LawTech

- Almost two-thirds of respondents (63%) reported that LawTech was not having an impact on their current job responsibilities. Where LawTech was having an impact, a higher proportion of respondents indicated LawTech was making job responsibilities easier (26%) rather than more difficult (5%).
- Just under one-fifth of respondents indicated that the growth of LawTech in the workplace allowed them to do more interesting work.

Respondents were asked about whether LawTech is having an impact on their responsibilities. Where LawTech was having an impact, a higher proportion of respondents indicated LawTech was making job responsibilities easier (26%) rather than more difficult (5%).

Chart 4: Do you think that LawTech is having an impact on your job responsibilities? (n=187)



## Positive impacts

### - by making job responsibilities easier

Around one-quarter of respondents reported that LawTech was making their current job responsibilities easier, for example by

- simplifying processes
- introducing time savings (increased efficiencies)
- improving accuracy
- improving time management
- facilitating remote working
- ensuring the right people are on the right job
- reducing need for paper
- accessing (searching) and storing information
- consolidating and organising information
- enabling data sharing
- improving problem solving
- reducing administration costs (centralised support)
- allowing continuous, independent personal development

Tech assisted with;

Disclosure (particularly in high volume cases)  
Due diligence (using AI)  
Automated documentation / contract express  
Digital dictation  
Managing workload (Case management systems / diarising deadlines)  
Document storage and retrieval  
Business development

*'There are increasing amounts of software which assist in my fee-earning work and business development that are a more efficient than supervising a trainee to do the same.'* *Solicitor with up to five years' post qualification experience, other, other large London law firm*

One respondent noted that LawTech and innovation, if properly implemented, could help firms respond to changes in the legal market place, giving as an example the introduction of fixed recoverable costs.

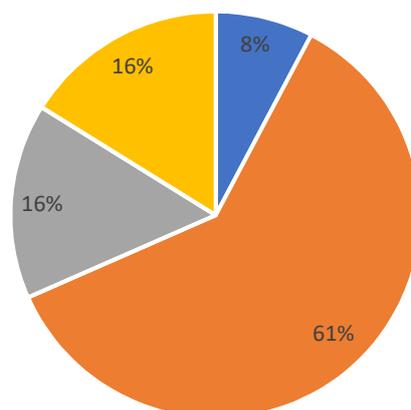
*'I believe that LawTech would make my job easier if it was properly implemented into my firm which it currently isn't. Innovation is a key part of progress in the legal profession and, particularly with the introduction of fixed recoverable costs being imminent in my sector, there should be a focus on maximum efficiency now more than ever. LawTech which reduces time spent trawling through documents or that can execute tasks with minimum time input from fee earners could drastically minimise costs, ensuring law firms remain profitable even despite the introduction of fixed recoverable costs.'*

*Solicitor with up to five years' post qualification experience, personal injury, national law firm*

### - by making work more interesting

Just under one-fifth of respondents (16%) indicated that the growth of LawTech in the workplace allowed them to do more interesting work.

Chart 5: Has the growth of LawTech in the workplace allowed you to do more interesting work? (n=155)



■ I am still studying and not yet working in the legal profession ■ It is not impacting me in my workplace. ■ No ■ Yes

Most explanations as to how LawTech had made work more interesting focused on the time it created due to increased efficiencies and the ability to delegate tasks. This had enabled respondents to do a wider variety of work, more complex and interesting work and created time for creativity and innovation ('I designed and developed my own app').

It wasn't just individuals which had benefited;

*'Increased functionality to compare terms from different transactions and therefore to provide better advice to clients'. Solicitor with up to five years' post qualification experience, company commercial, American law firm*

### Negative impacts

#### - making job responsibilities more difficult

Just 5% of respondents reported that LawTech was making their job responsibilities more difficult.

*'more ways in which to make a mistake'.  
Trainee solicitor, civil litigation, regional firm*

Several respondents commented that LawTech was driving client's expectations.

*'Clients expect us to work at the same speed as clicking a few buttons'.  
Solicitor with up to five years' post qualification experience, private client, regional law firm*

'LawTech makes doing large document review-based tasks such as due diligence exercises much more time and cost efficient. However, this means that clients are becoming even more demanding and expect more savings than is perhaps possible. This results in added stress and longer hours for junior lawyers'.

*Trainee solicitor, property-commercial, regional firm*

Problems were identified with LawTech being too slow, and either too general (no custom solutions) or too specific (lack of transferability).

'More difficult- it is a period of flux in which systems are being chopped and changed quite frequently and staff are having to spend time out of their working day to train up. In addition, if you move firms then that firm is unlikely to run the same system as the one you have left. LawTech is currently very reminiscent of power sockets and pin plugs BS 1653 1947 adoption'.

*Trainee solicitor, other, regional firm*

### – aspects of work that are missed out on

Of those respondents indicating LawTech was having an impact on their work responsibilities, just under a quarter (24%) reported that the growth in LawTech had meant that there were aspects of their job that they now missed out on.

*Table 3: Do you feel that the growth of LawTech has meant that there are aspects of your job that you miss out on as a result?*

	LawTech having an impact		LawTech having no impact		Total (all)	
	Number	% (n=46)	Number	% (n=100)	Number	% (n=146)
No	35	76.1%	94	94.0%	129	88.4%
Yes	11	23.9%	6	6.0%	17	11.6%
Total	46	100.0%	100	100.0%	146	100.0%

LawTech was impacting on training opportunities, particularly for junior staff.

'When starting out, the simpler and smaller tasks (now done by LawTech) are what train you and help you learn. If this is taken away, there may be a knowledge gap'.

*Trainee solicitor, company commercial, international law firm*

'The use of drafting tools means that I get little experience free drafting and a more limited knowledge of drafting principles'.

*Trainee solicitor, private client, regional law firm*

Access to particular client groups (criminal justice system services) or the potential to lose clients to firms more engaged with technology were concerns for some respondents.

'This is firm specific - where your firm is lagging behind (as mine is), you feel as though you are missing out on what the front runners are doing in this space (which clients are noticing).'

*Solicitor with up to five years' post qualification experience, other, large London law firm*

#### 4. Future impact

- Almost three-quarters of respondents thought their area of law could benefit from advances in LawTech.
- 78% of 154 respondents noted that LawTech was not influential in deciding in what area of law to specialise in or whether to change roles.
- Both short-term and long-term the direction of travel in relation to impact of LawTech on number of admissions was for a decrease in the number of people qualifying. Respondents commented that it is impossible to disentangle the various factors that are likely to affect rates of qualification, and to put a quantitative figure on the impact of LawTech alone. Qualification rates could be influenced by qualification requirements and employers' behaviour.

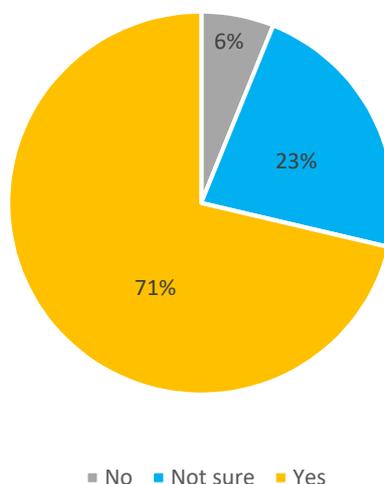
##### (i) Impact on practice area

Almost three-quarters of respondents thought the area of law they worked in could benefit from advances in LawTech.

'Not only my specific area (Agriculture and Rural- which is a niche extension of property) but ALL areas of law could be made more efficient and profitable by LawTech.'

*Trainee solicitor, other, regional law firm*

Chart 6: Do you think that the area of law you are working in could benefit from advances in LawTech? (n=155)



Practice areas specifically mentioned which could benefit from LawTech were conveyancing and probate.

'Any way of removing the physical documentation necessary to transfer interests in property would greatly improve peoples' ability to work flexibly. If Blockchain technology could be used to replace databases like the land registry, no signatures would be needed, and any land transactions could be made much simpler and even more secure than at present. There are some examples of this working in practice in the US'.

*LPC Student (including those working as paralegals), property-commercial – regional firm*

'Conveyancing will need to keep up with technology to help ease transactions, better e-storage and availability of Wills databases and court of protection work'

*Trainee solicitor, private client, high street firm*

One respondent commented that rate of adoption of technologies could impact on existing and future relationships with clients.

*'All of our clients are adopting tech to streamline their businesses and we will fall behind if we are not able to join in the conversations about how tech is improving our business (of being lawyers)'*

*Solicitor with up to five years' post-qualification experience, civil litigation, regional firm*

## (ii) Impact on own career

As noted above, LawTech is already having an impact on job responsibilities for some respondents and many could see the potential benefit of LawTech in their area of law. LawTech was not influential in decisions regarding what area of law to specialise in or to decisions to change roles for 78% of 154 responding to the question.

The extent to which a practice area was process driven was viewed as being an indicator of its sustainability, with such being less lucrative and more vulnerable to automation.

*'I do not want to work in a field that may be redundant in a few years'*

*Solicitor with up to five years' post qualification experience, civil litigation, regional firm*

*'I want my skill set to be relevant in 10-20 years' time'*

*LPC Student (including those working as paralegals), civil litigation, regional firm*

Conversely, complex areas of work and niche areas were considered less likely to be at risk, as were areas requiring the 'human touch'.

For the 34 respondents where LawTech was a consideration in career decision making; larger practices, employers spending more on LawTech, and using LawTech which functions efficiently were seen as being more attractive.

*'The future of work for the legal profession inevitably will utilise LawTech and therefore firms and organisations that already embrace LawTech are evidently evolving with business needs which is a positive sign of their culture and preparation for the future of work'*

*LPC Student (including those working as paralegals), in-house*

*'It is good to work at a firm that is forward thinking and wanting to push the boundaries as to how you operate on a day-to-day basis. Law firms, out of all the professions, are typically the profession most behind the curve when it comes to embracing technology (perhaps due to the conservative and risk averse character of lawyers generally)'*

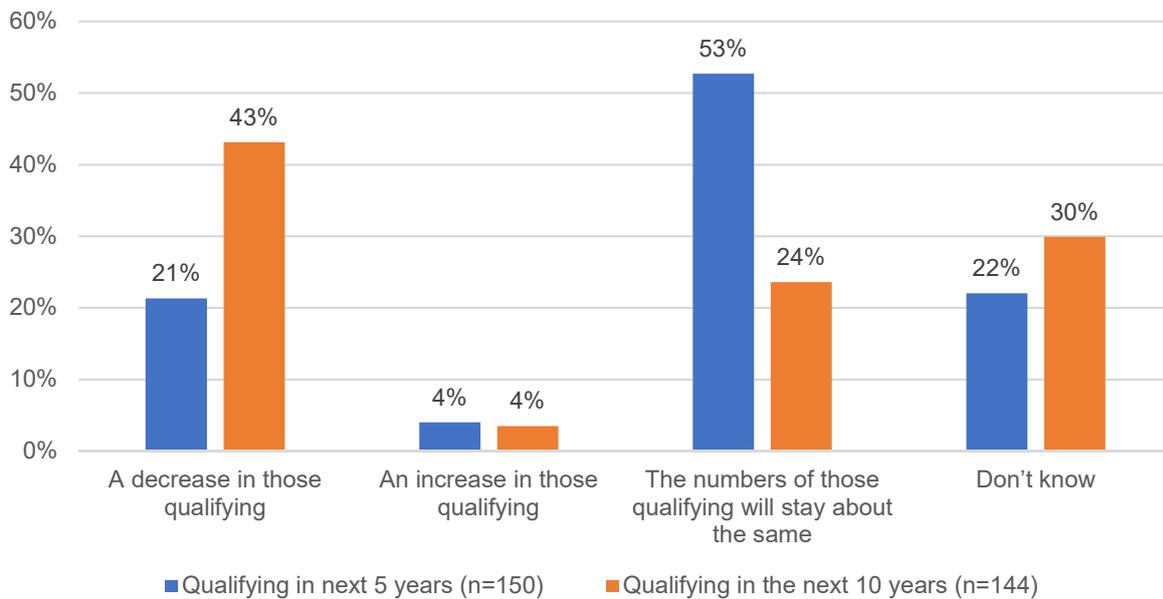
*Trainee solicitor, other, regional firm*

(iii) Impact of LawTech on the future profession

Respondents predicted LawTech to have more of an impact on the number of solicitors qualifying in the longer term – in the next 10 years. Around half of respondents thought that the numbers qualifying would stay about the same in the short term (5 years), but this proportion halved over the longer term.

Both short-term and long-term the direction of travel was for a decrease in the number of people qualifying. Understandably, a substantial proportion of respondents were unsure of what impact LawTech would have over the coming years. Respondents commented that it is impossible to disentangle the various factors that are likely to affect rates of qualification, and to put a quantitative figure on the impact of LawTech alone. Qualification rates could be influenced by qualification requirements and employers' behaviour.

Chart 7: What impact, if any, do you think LawTech will have on the number of people qualifying in the next five and ten years?



## Respondents' explanations for predicted change in numbers qualifying as a solicitor

<p><b>Increase (5 years, 10 years)</b></p> <ul style="list-style-type: none"> <li>• 'Millennials are tech savvy'.</li> <li>• Increase in number of law students due to online law degrees (cap may be required).</li> </ul>
<p><b>Stay the same (5 years)</b></p> <ul style="list-style-type: none"> <li>• Competent and well-trained lawyers will always be needed, technology still needs human input.</li> <li>• The quality of the work will improve, focusing on the more complex work, as LawTech takes on the more mundane administrative work.</li> <li>• The qualities of trained solicitors are not easily replicated, 'we can think pragmatically, tactically and individually to each matter, whereas technology is programmed with a finite amount of questions/types of advice'. <i>Trainee solicitor, private client, regional firm</i></li> <li>• Greater need for the human side of the profession which provides client care.</li> <li>• Market was already saturated even before LawTech was properly introduced.</li> <li>• Likely to regional variations in patterns of LawTech adoption, with firms in London and large firms generally having access to capital investment. Regional firms may be more modest in uptake of LawTech.</li> <li>• Other factors influence firms' ability to offer recognised training for qualification. The 'ominous enforcement of SQE' will make more of an impact.</li> </ul>
<p><b>Stay the same (10 years)</b></p> <p>As above &amp; also;</p> <ul style="list-style-type: none"> <li>• LawTech costs money to implement. Firms may not have a surplus of funds to spend on recruiting more trainees.</li> <li>• 'Tech always changes and always has done, people were using quills at one point'. <i>Trainee solicitor, legal aid, national law firm</i></li> <li>• Support staff will be the first to be targeted.</li> <li>• The role of solicitors will change significantly.</li> <li>• Technology still needs people - solicitors will still need to keep informed to update the technology. Also, clients will still want to talk to people.</li> </ul>
<p><b>Decrease (5 years)</b></p> <ul style="list-style-type: none"> <li>• Automation of basic low-level tasks traditionally performed by trainees. No need for legally qualified staff.</li> <li>• LawTech will create greater efficiencies, fewer lawyers will be needed to meet demand.</li> <li>• Other factors (ROI – 'Qualification and costs are disproportionate to the returns. The market is very competitive, there is no job security for junior lawyers and salaries are decreasing'). <i>LPC Student (including those working as paralegals), civil litigation, regional firm</i></li> </ul>
<p><b>Decrease (10 years)</b></p> <p>As above &amp; also;</p> <ul style="list-style-type: none"> <li>• Regional firms may have adopted technologies for administrative tasks, reducing the need for trainees.</li> <li>• Will take longer for LawTech developments to materialise and longer for them to take effect. 'The quality of trainee's work will be higher, and there will be a steeper learning curve with greater training/mentorship required, but fewer trainees'. <i>Solicitor with up to five years' post qualification experience, company commercial, American law firm</i></li> <li>• In the longer-term, law firms may no longer need as many trainees if the LawTech can pick up the smaller jobs and paralegals can be used to manage the programmes.</li> </ul>

## 5. Support from the JLD

Members wanted the JLD to raise awareness of LawTech, what LawTech is current available on the market, how LawTech can benefit the profession, how it is currently being utilised in practice, within the legal sector and in other professions.

'Insights from the client side as to what they are looking for/expect to see from their lawyers regarding LawTech and also examples from other professions about the use of tech in other areas (from which we can learn)'.

*Solicitor with up to five years' post qualification experience, other, large London law firm*

'Improve awareness of the true capabilities of technological developments and how firms need to move with technology; both training and expanding the roles of their staff in adaptation of the LawTech movement'.

*LPC Student (including those working as paralegals), company commercial, regional firm*

'Awareness by articles/emails, training or updates on LawTech via webinars or at conferences, and finally some form of legal project management training would be beneficial to the more senior junior lawyers incorporating the information on how LawTech can assist in this project management'.

*Trainee solicitors, dispute resolution, regional firms*

JLD members were also interested in having insights into how LawTech may impact on their legal careers, wanting to be a prepared an informed position to make educated career decisions and to be flexible and able to adapt to new technologies.

Providing training, seminars and events on LawTech were the most commonly cited ways in which the JLD could support members in relation to the development of LawTech. Courses, it was suggested needed to be affordable (or free), be well advertised and in dispersed locations (through regional JLD forums).

### How the JLD could support members with LawTech

JLD could provide...	Number of responses
Training, seminars or events	28
Information, webinars and online resources	14
Examples, case studies from law firms and from other professions	8
Raise awareness of LawTech's capabilities	8
Discuss impact of tech on careers	8
Other	10
No need, not the JLD's role	3

There were some mixed views on the role of the JLD, several members commented that it's not 'the JLD's role to interfere' or its responsibility. Others called for LawTech to have a higher profile within the Division, suggesting 'having a technology officer position on the committee' and for JLD members to take on more of an influencing role within firms.

'Please offer more training in the form of webinars or online resources which junior lawyers can access. Perhaps even examples of how some firms are implementing

LawTech successfully would be helpful so we can drive change within our own firms using practical examples’.

*Solicitor with up to five years’ post qualification experience, personal injury national firm*

‘Increase knowledge for those less exposed in their law firms and encourage junior lawyers to talk to each other about it and have the confidence to speak to partners about the same’.

*Trainee solicitor, company corporate, international law firm*

## Appendix 1

### Survey Respondents

#### Main practice area

	Number	% of sample (n=224)
Company commercial	35	15.6%
Property – commercial	28	12.5%
Civil litigation	20	8.9%
Private client	20	8.9%
Family and children	17	7.6%
Property – residential	14	6.3%
Personal injury	11	4.9%
In-house	8	3.6%
Employment	7	3.1%
Dispute resolution	6	2.7%
Criminal justice	4	1.8%
Intellectual property and IT	4	1.8%
Consumer, debt and insolvency	3	1.3%
Immigration	2	0.9%
Legal aid and access to justice	2	0.9%
Tax	1	0.4%
Other	20	8.9%
I am still studying and not yet working	13	5.8%
Not stated	9	4.0%
Total	224	100.0%

#### Organisation type

	Number	% of sample (n=224)
Small Niche	4	1.8%
High street firm	35	15.6%
National firm	42	18.8%
Regional firm	73	32.6%
Large London	23	10.3%
International	7	3.1%
In-house	11	4.9%
Government & third sector	4	1.8%
Other (consultant)	2	0.9%
Student	13	5.8%
Unknown	10	4.5%
Total	224	100.0%

## Appendix 2: Questions

### Survey: LawTech & Junior Lawyers

#### Introduction

LawTech, LegalTech and AI (Artificial Intelligence) are terms that we are hearing more and more each day, in the legal media and beyond. They describe the growing wave of technological advancements being brought into the legal workplace in order to assist the way that we work. This includes AI programs that can sort through thousands of contracts and pick out key terms, tools to help you draft more efficiently by identifying where there are missing definitions, and mapping technology that helps conveyancers overlay Ordnance Survey data with information from the Land Registry. Specifically, when using the term LawTech, we mean technology created specifically for lawyers and law firms to help with the way in which we carry out our work and aimed at making our jobs easier.

The Law Society's Junior Lawyer Division ("JLD") is keen to gain insight into how technology is affecting junior lawyers currently and how, if at all, LawTech will impact junior lawyers going forward.

To this end, we would like to invite you to take part in the survey below to better understand your thoughts on this and how best we can support you.

The survey will close on [TBC] and should take no longer than 15 minutes to complete. We have provided "Any further comments" boxes on most questions and, if you have the time, we would appreciate as much information as you can provide as this is often where the most valuable insights come from.

Your responses will be held confidentially and will remain anonymous.

If you have any questions about the survey, please contact [jameskitching@coffinmew.co.uk](mailto:jameskitching@coffinmew.co.uk).

#### Questions

**(1) Please confirm which category of JLD Member you fall into.**

- (a). LPC Student (including those working as paralegals)
- (b). Trainee Solicitor
- (c). Solicitor with up to five years' post qualification experience
- (d). Not a member – If this answer is given then they are not able to proceed any further

**(2) What is the main area of law you work in?**

- (a). Civil Litigation
- (b). Company commercial
- (c). Competition
- (d). Consumer, debt and insolvency
- (e). Criminal justice
- (f). Dispute resolution

- (g). Employment
- (h). Family and children
- (i). Human rights
- (j). Immigration
- (k). In-house
- (l). Intellectual property and IT
- (m). Legal aid and access to justice
- (n). Personal injury
- (o). Planning
- (p). Private client
- (q). Property – commercial
- (r). Property – residential
- (s). Social welfare and housing
- (t). Tax
- (u). Other
- (v). I am still studying and not yet working

**(3) How would you best describe the type of organisation you work for?**

- (a). Magic circle law firm
- (b). American law firm
- (c). Other large London law firm
- (d). National firm
- (e). Regional firm
- (f). High street firm
- (g). In-house
- (h). Government
- (i). Third sector
- (j). Other (please specify)
- (k). I am still studying and not yet working

**(4) Do you feel that you know what LawTech is?**

- (a). Yes
- (b). No

**(5) Do you think that LawTech is having an impact on your job responsibilities?**

- (a). I think LawTech is making my current job responsibilities more difficult.
- (b). I don't think that LawTech is having an impact on my current job responsibilities.
- (c). I think LawTech is making my current job responsibilities easier.
- (d). I am still studying and not yet working.

If you have answered a) or c) above, please could you explain in what ways LawTech is making your job easier or more difficult?

**(6) If you are currently working, do you feel that your employer has provided sufficient training in relation to any LawTech you use?**

- (a). Yes, I have received all the training I need.
- (b). Yes, though more could be done.
- (c). I have had little or no training, but don't think it is necessary.
- (d). I have had little or no training and think my employer should provide it.
- (e). I do not think that we use any LawTech at my place of work.

If you have received training, please could you explain on the kind of training that you have received? For example, has it been technology specific training, general training on your firm's systems and has training been provided by a third party or by your firm?

**(7) While studying the LPC, do you feel that enough information and training was provided in relation to LawTech and how it may impact your career?**

- (a). Yes, I received all the information/training I needed.
- (b). Yes, though more information/training could have been provided.
- (c). I have had little or no information/training, but don't think it is necessary.
- (d). I have had little or no information/training and think my course should have provided it.

Any further comments?

**(8) Do you think that the area of law you are working in could benefit from advances in LawTech?**

- (a). Yes
- (b). No
- (c). Not sure

Any further comments?

**(9) If you are deciding what area of law to specialise in or you are looking to change roles, is LawTech influencing the decision that you make?**

- (a). Yes
- (b). No

If yes, please could you explain why.

**(10) Has the growth of LawTech in the workplace allowed you to do more interesting work?**

- (a). Yes
- (b). No
- (c). It is not impacting me in my workplace.
- (d). I am still studying and not yet working in the legal profession.

If yes, please could you explain how LawTech has enabled you to do more interesting work.

**(11) Do you feel that the growth of LawTech has meant that there are aspects of your job that you miss out on as a result?**

- (a). Yes
- (b). No

If yes, please could you explain what areas they are.

**(12) Generally, do you feel that you have a better understanding of what LawTech is compared to those more senior than you?**

- (a). Yes, I have a better understanding.
- (b). No, I have a worse understanding.
- (c). No, we have the same level of understanding.

Any further comments?

**(13) What impact, if any, do you think LawTech will have on the number of people qualifying in the next 5 years?**

- (a). An increase in those qualifying
- (b). The numbers of those qualifying will stay about the same
- (c). A decrease in those qualifying
- (d). Don't know

Please could you explain why you think that?

**(14) What impact, if any, do you think LawTech will have on the number of people qualifying in the next 10 years?**

- (a). An increase in those qualifying
- (b). The numbers of those qualifying will stay about the same
- (c). A decrease in those qualifying
- (d). Don't know

Please could you explain why you think that?

**(15) How, if at all, could the JLD support you in relation to the development of LawTech?**

Comments