# Mixed feelings in the UK over AI in legal services with strong preference for human oversight



A recent survey conducted by Robin AI, as reported by Digital Journal, reveals a mixed attitude among the UK public towards the use of artificial intelligence in legal services. The findings highlight that while approximately one in three people would consider allowing an AI-powered 'robot lawyer' to represent them, the preference is overwhelmingly for such technology to operate under human supervision, especially in court settings. In fact, 93 percent of respondents expressed distrust in AI functioning independently during legal proceedings.

The survey, which sampled 4,152 individuals through Perspectus Global, indicates a general lack of trust in traditional law firms, with only 10 percent of respondents saying they trust them. This might be a contributing factor to the openness towards AI in legal roles, albeit cautiously.

Cost appears to be a significant motivating factor for embracing AI in law. Nearly half (47 percent) said that lower fees would encourage them to use AI services, while others valued the potential for 24/7 availability (35 percent) and faster resolution times (35 percent). Many expected a considerable discount, with a majority anticipating an average 57 percent reduction in fees compared to traditional legal services.

However, acceptance of AI varies depending on the type of legal matter. Routine tasks like reviewing rental agreements (47 percent) or contesting parking tickets (46 percent) are more acceptable for AI involvement. In contrast, there is considerably less support for AI handling complex or emotionally charged cases such as divorces (17 percent), redundancy disputes (17 percent), and criminal defence (11 percent). Additionally, while 68 percent of respondents were comfortable with AI assisting lawyers by checking for errors or improving efficiency, 61 percent were opposed to AI playing a role in criminal law.

Trust remains a critical issue, with only 4 percent willing to rely solely on AI for legal advice. The majority preferred traditional lawyers (69 percent) or lawyers aided by AI technology (27 percent).

There is a notable demand for regulation and safeguards around legal AI. An overwhelming 82 percent of those surveyed want lawyers to complete safety or compliance training before using such tools. Respondents generally associated legal AI with potential benefits including affordability (47 percent), reduced bias (38 percent), increased accuracy (24 percent), and greater transparency (21 percent).

The survey also highlighted widespread public dissatisfaction with the existing UK legal framework, which is commonly perceived as costly, elitist, and intimidating. These perceptions likely fuel interest in AI solutions as more accessible alternatives.

In sum, while there is cautious optimism about the role of AI in legal services, the public’s trust remains anchored in human oversight and regulatory assurances, especially in cases involving serious legal matters.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

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