

Sheffield Digital Justice



Sheffield Digital Justice

- Launched October 2024
- 80 law, criminology and computer science students over two semesters
- Collaborations with Sheffield Citizens Advice and Law Centre, etiCloud, FreeLaw and Open Pro Bono



Challenges and opportunities

- Forging internal and external collaborations
- Administration and resources
- Balancing directed and independent work
- Maintaining student engagement and motivation



Our projects...

- <https://www.youtube.com/watch?v=vKQcUa9AcLY>
- AI policy clinic and new collaborations



Libora

Access to Justice AI Legal Assistant

IT'S CRIMINAL

haldane.org

**LEGAL
AID
NEEDS
FIRST
AID**

#Action4Justice

**CRIME
DOES
NOT
PAY**

#Action4

**JUSTICE
FOR
JUSTICE**



#Action4Justice



11m adults and SMEs every year have an unmet legal need.

Court waiting times at record highs, at 56 weeks.

“Firms and clinics used to fight over clients. Now with government cuts, there are not enough lawyers to go around.”

(Quote from Legal Clinic Collaborator)





The Libra AI Legal Assistant and Legal Provider Marketplace is solving this Access to Justice Challenge.

Empowering everyone to navigate the legal system.

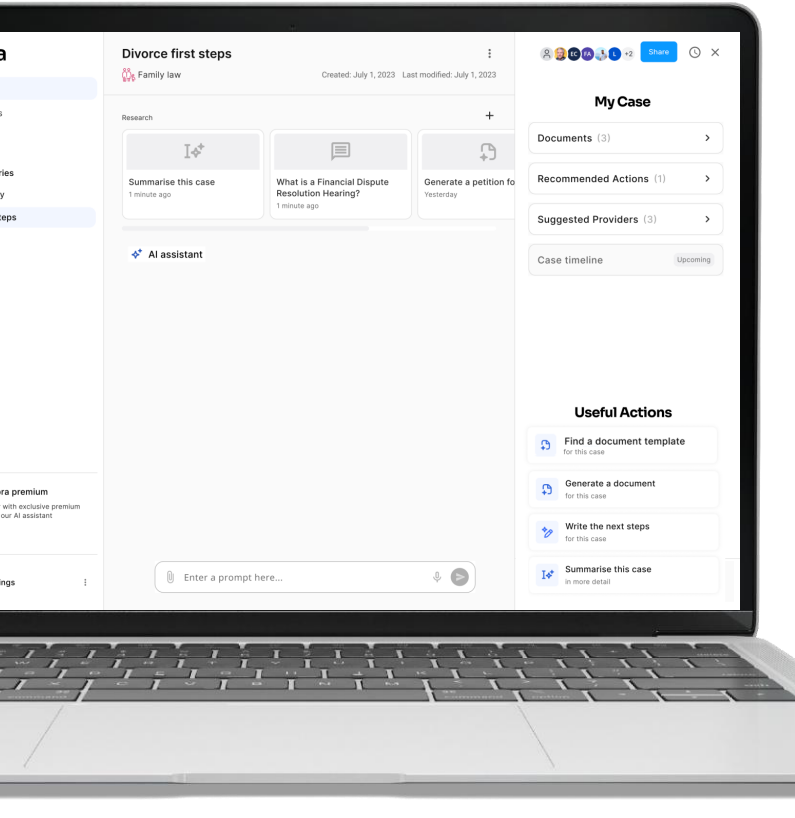
Transforming justice from a privilege into a universal right.

Libra AI Legal Assistant and curated Legal Provider Marketplace is solving the Access to Justice Challenge

£2.5m Innovate UK project, with The National Archives and legal professionals at Pro Bono Legal Clinics across the UK.



AI Powered Legal Workspace



AI Legal Assistant

Plain English Public Chatbot, includes referral to legal providers.

Full Legal Research Professional Version

Legal Resources

Legal Templates

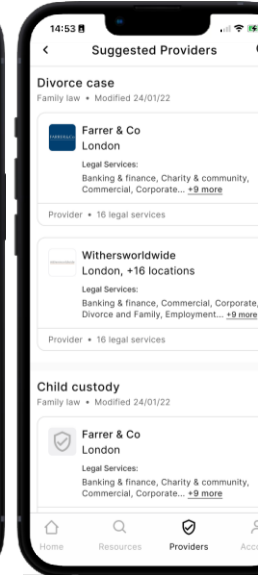
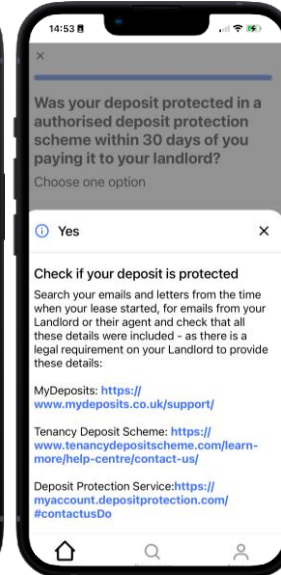
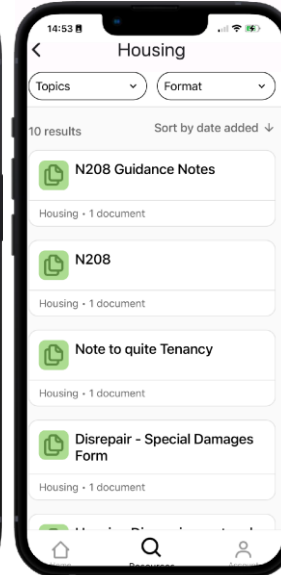
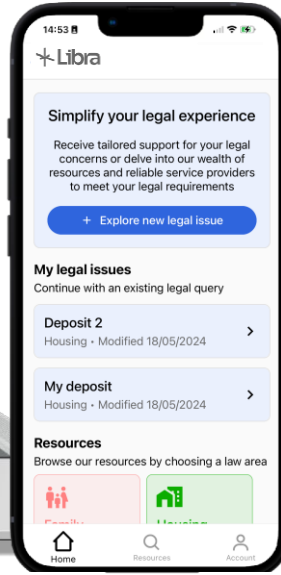
Information Resources

Links to Gov Forms / APIs to Claim Submission

Legal Provider Directory

Law Firms subscribe, receive qualified referrals

Pro Bono Legal Clinics have free access and distribute Libra



Areas of Law

Family Law

Housing Law

Consumer Issues

SME Business law



Immigration Law

Special Ed needs

Personal Injury

Financial Claims

Employment

Benefits & Social Care

Crime Victim Compensation

Parking Tickets

Wills and Probate

User Feedback on Libra

'...I had a positive experience...it gives exactly the information that I wanted.'

'With all the topics and the links, I thought they were absolutely brilliant because they were very clear and you could even start the process if you were ready.'

'It flowed nicely from thinking about where I am in the journey with my own case and being able to follow that through on the app.'

Professional User Feedback

"...it's really easy to navigate. It's very clear. The information is very easy to understand. It took me to the relevant resources based on what I input.'

'I think the concept is massively useful. It's going to be something that could help a lot of people, because there's definitely a gap.'

Secure, Accurate AI for the Access to Justice Sector

Libra uses Retrieval Augmented Generation (RAG) and AI agents.

Ensures results are from trusted sources, reducing hallucinations and improving accuracy.

Data is closed so not shared or used to train models.

Law firms and other professionals subscribe to the platform, for enhanced AI legal research and client leads.

Pro bono clinics and the public have free access and support the platform by distributing the platform.



- Resources
- Providers
- Your legal queries
- Timeline Summary Request**
- Contract Summary Request
- Road Traffic Accident Comp
- S21 Notice Validity Inquiry
- Homelessness Priority Inqu
- Show all

Timeline Summary Request



give me a timeline summary from these documents

Timeline Summary

- August 14, 2024:**
 - Issuance of Notice of Intention for internal redecoration works.
 - Consultation period begins for leaseholders.
- September 16, 2024:**
 - Consultation period for internal redecoration works ends

Message Libra



- Resources
- Providers**
- Your legal queries
- Timeline Summary Request
- Contract Summary Request
- Road Traffic Accident Comp
- S21 Notice Validity Inquiry
- Homelessness Priority Inqui
- Show all

Family Providers

Filters

↑↓ Name - A to Z

2 results



Northumbria Law Clinic

EX6 7PZ

Pro Bono legal Clinic, providing advice across Family law, housing and other areas.

- Asylum
- divorce
- Child Arrangements - First Court Hearing
- +5 more

Family



Swansea University Law Clinic

E1 5LB

University Pro Bono Law Clinic serving Wales. Specialisms in Welsh law

- Planning Law
- divorce
- Landlord and Tenant
- +1 more

Family

Showing 1-2 of 2 results

5 per page



- Resources
- Providers
- Your legal queries
- Timeline Summary Request
- Contract Summary Request
- Road Traffic Accident Comp
- S21 Notice Validity Inquiry
- Homelessness Priority Inqui
- Show all

Paul Massey
Personal

Resources

Explore Legal Resources

Access comprehensive legal resources, documents, and information organized by practice area to support your legal research and understanding.

Family
Legal Resources

Family law

divorce Child Arrangements - First Court Hearing

Employment Law +1 more

4 topics [Explore >](#)

Housing Law
Legal Resources

Housing law spanning landlord and tennant, homelessness, planning law and other housing rights

Landlord and Tenant Planning Law

2 topics [Explore >](#)

Immigration Law
Legal Resources

Immigration law issues

Tier 2 visa Asylum

2 topics [Explore >](#)

Home

Resources

Providers

Your legal queries

+ New query

Divorce first steps

Upgrade to Libra premium

Get support faster with exclusive premium features including our AI assistant

[Explore plan](#)

Ben Shillings

Research

+

Summarise this case
1 minute ago

What is a Financial Dispute Resolution Hearing?
1 minute ago

Generate a petition for
Yesterday

AI assistant

Enter a prompt here...

My Case

- Documents (3) >
- Recommended Actions (1) >
- Suggested Providers (3) >
- Case timeline Upcoming

Useful Actions

- Find a document template for this case
- Generate a document for this case
- Write the next steps for this case
- Summarise this case in more detail



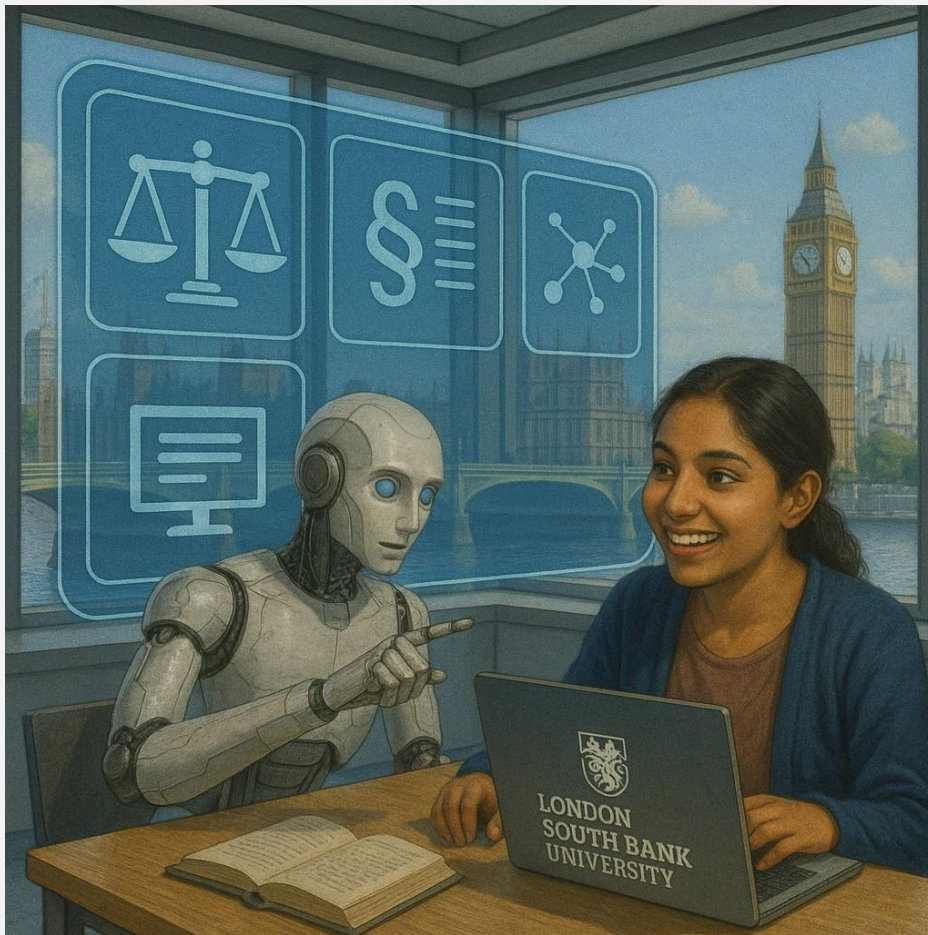
17



<https://libra.law>



paul@tabled.io

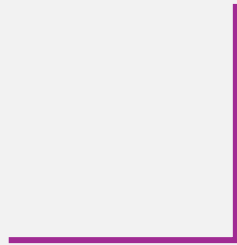
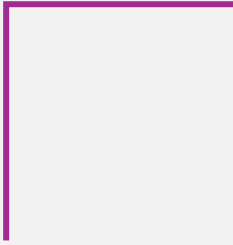


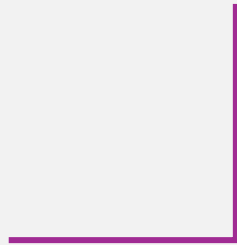
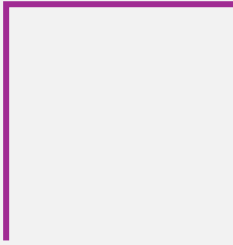
**Practical Experiments in Using Generative AI Tools to
Support Access to Justice in University Law Clinics**

**CLEO AGM & Conference 2025
5th September 2025**

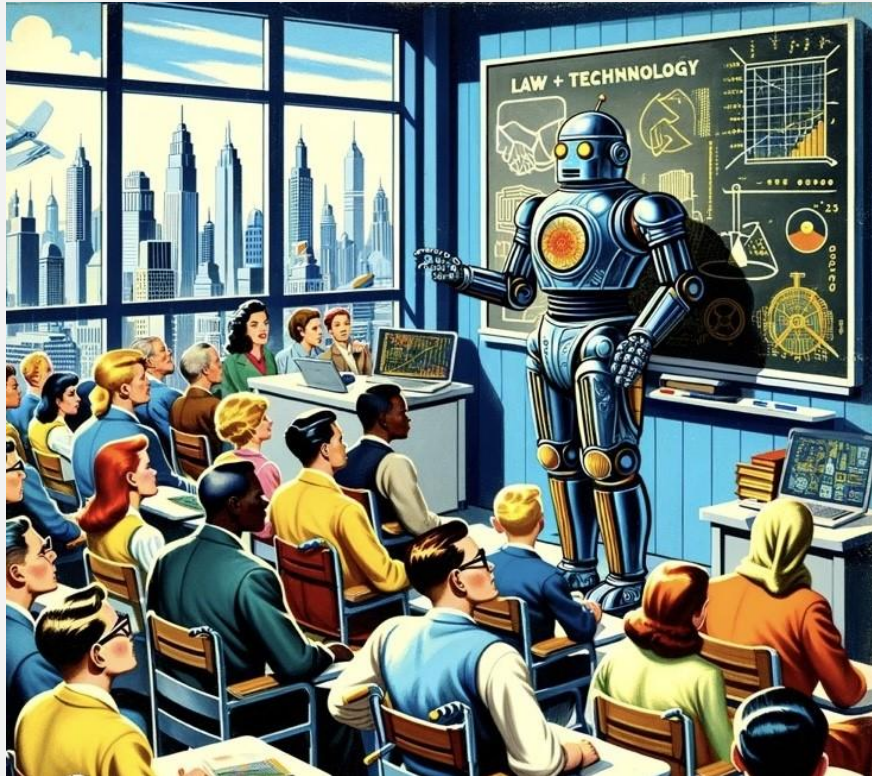
**Andy Unger, Associate Professor in Law
&
Alan Russell, Deputy Director of
the LSBU Legal Advice Clinic**

**London South Bank University
United Kingdom**





Law and Technology Module



**Co-taught with Associate
Professor Lucia Otoyó,**

**ICT Project Management
Module, BSc (Hons)
Computing Science**

The impact of ChatGPT on Higher Education

University of Hong Kong temporarily bans students from using ChatGPT, other AI-based tools for coursework

HKU vice-president says any suspected violations of ban on using AI-based tools for coursework will be treated as cases of plagiarism

Universities across city warn students against using conversational bot for assessments and papers, but have yet to introduce policies against such tools

Reading Time: 2 minutes

Why you can trust SCMP



[Clement Yau](#) and [Kahon Chan](#)

Published: 10:35pm, 17 Feb 2023 | Updated: 11:56pm, 17 Feb 2023



Image generated using ChatGPT and DALL·E, OpenAI (January 2025).

LSBU AI working group

- [LSBU AI guidance](#)
- [Originality and Gen AI statement](#)
- [Turnitin AI percentage - staff guidance](#)
- Staff training - practical workshops AI tools and assessment strategies
- Student training delivered by library



Image generated using ChatGPT and DALL·E, OpenAI (January 2024).

Can Technology improve Access to Justice ?



The screenshot shows the top navigation bar of The Law Society website with links for Membership, Campaigns, Topics and resources, and Career advice. Below this is a yellow header for 'AI and lawtech'. The main content area features the word 'Insight' and the title of the report: 'Technology, access to justice and the rule of law report'. A short paragraph follows, stating that with government support, technology can unlock access to justice innovation.

The Law Society | Membership | Campaigns | Topics and resources | Career advice

AI and lawtech |

Insight

Technology, access to justice and the rule of law report

With the right support from the government, technology can be the key to unlocking access to justice innovation, concludes our report 'Technology, access to justice and the rule of law'.

[Technology, access to justice and the rule of law report | The Law Society](#)

Libra Law: personal AI assistant for legal problems



Solution ▾

Platform ▾

Resources ▾

Member login

Sign Up

Partner with Libra—Enhance Your Practice with Expert Tools.

X

AI powered Legal Information ✦

Legal software

One solution for every legal dispute.

Legal automation, total control—your peace of mind starts now.

INSTANT ANSWERS

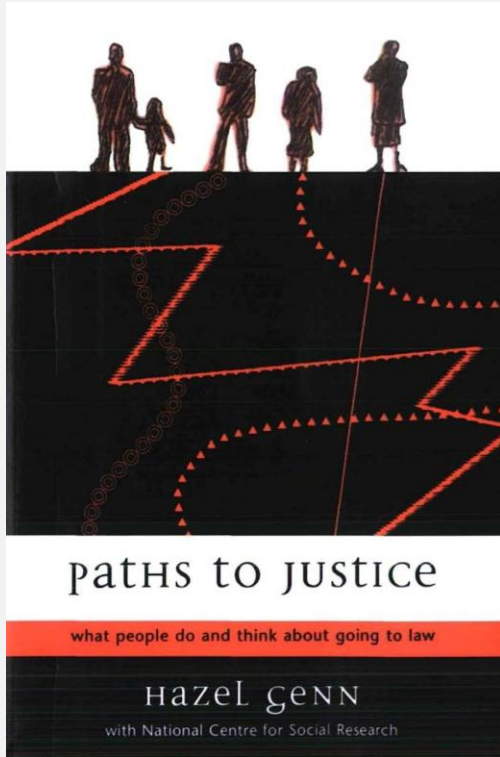
VETTED RESOURCES

LEGAL AUTOMATION



Libra Law

Barriers to Access to Justice



Poverty
Anxiety
Language skills
Digital Exclusion
Lack of Social Capital
Complexity of the law and legal procedures

Many online resources do not work well for vulnerable clients

Paths to Justice: What people do and think about going to law: Hazel Genn: Hart Publishing - Bloomsbury

The Access to Justice Foundation

THE
ACCESS
TO JUSTICE
FOUNDATION

+ [Apply for a grant](#)

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[Support Us](#) ▾

[Our Grants](#)

[Evidence and Learning](#) ▾

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[News](#)

JusticeTech

February 13, 2024 Evidence and Learning, Network for Justice

What do we mean by JusticeTech?

JusticeTech is technology which aims to address social justice issues, increase access to legal advice, and reduce unmet legal need.

LegalTech is a technological solution created for lawyers in law firms, businesses, or corporations to help them simplify and automate their own operations.

LawTech is technology that it aims to bring legal services directly to small business and people, enabling them to self-serve.

JusticeTech is either Legal or LawTech applied to social justice issues.

Tech for Good is the use of technology to address social issues, with the aim of improving the lives of people and communities.

JusticeTech is the intersection of LawTech and LegalTech with Tech for Good. It includes tools that deliver legal advice themselves, and tools that support access to advice services, as well as technology that supports efficiency in the delivery of legal advice services.



What JusticeTech exists?

Through the [Justice and Innovation Group](#) we have been able to build a picture of tools and technologies that have been developed to help support people who otherwise would not be able to access legal advice.

There are a variety of tools that service different audiences through a range of different service delivery models. These tools are shared in the table below.

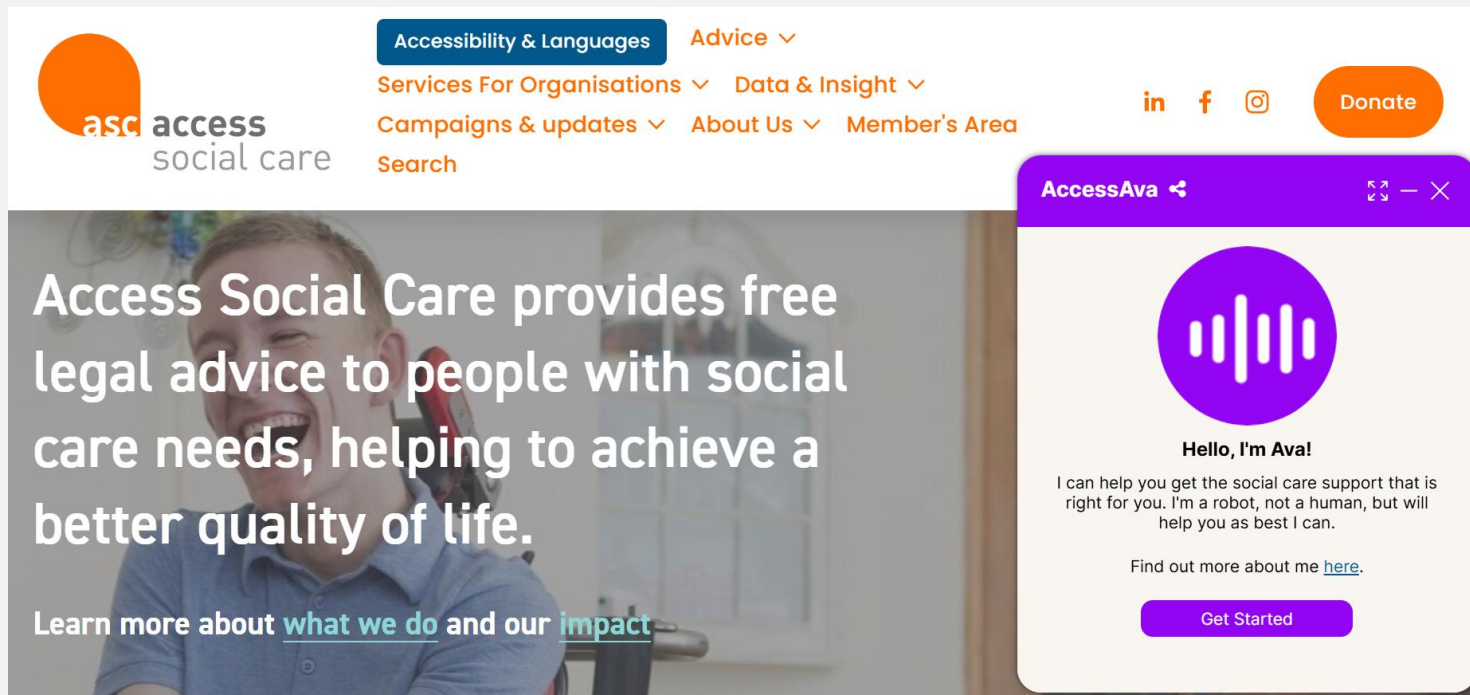
[JusticeTech - The Access To Justice Foundation](#)

ATJF – Available Technologies

	Name	Website	Suitable users	Areas of Law	Services delivered	Cost L...	Description
STATUS	Live	15					
1	Affordable Advice Pathway	https://www.advicenow.org.uk/affordable-advice-help-family-problems	<ul style="list-style-type: none"> Litigants in person Litigants in person who n... 	<ul style="list-style-type: none"> Family 	<ul style="list-style-type: none"> Access to specialist advice Document assembly Support at court or tribu... 	£114-£240	Law for Life partnered with Resolution to provide a panel of family solicitors that can help users at the most important points of the divorce and child arrangements process for a low-cost, fixed fee...
2	Amica	https://amica.gov.au/	<ul style="list-style-type: none"> Litigants in person 	<ul style="list-style-type: none"> Family 	<ul style="list-style-type: none"> Access to specialist advice Document assembly Decision tree Triage 	\$0-\$250	Portable has been working in conjunction with the Australian Government, and legal aid bodies, for the last 7 years to develop a variety of tools to support users to manage and resolve their disputes. ...
3	AskEllie	https://www.askellie.co.uk/	<ul style="list-style-type: none"> Litigants in person 	<ul style="list-style-type: none"> Welfare Benefits (DLA) Welfare Benefits (PIP) Welfare Benefits 	<ul style="list-style-type: none"> AI Chatbot Document assembly Letter assembly 	£0	Ellie is a free AI-powered legal assistant which can help with EHCPs, SEND law, appeals, and other everyday challenges related to raising a child with special educational needs...
4	CourtNav	https://www.courtnav.org.uk/	<ul style="list-style-type: none"> Litigants in person Litigants in person who n... 	<ul style="list-style-type: none"> Domestic Abuse (Non M... Domestic Abuse (Occupa... 	<ul style="list-style-type: none"> Access to specialist advice Document assembly Decision tree 	£0	CourtNav is an online tool designed to help users who are completing an application for a non-molestation and/or occupation orders (injunction) to get legal protection in England or Wales. It is part of the ...
5	DLA Mandatory Reconsideration Letter Tool	https://www.advicenow.org.uk/dla-tool	<ul style="list-style-type: none"> Litigants in person Litigants in person who n... 	<ul style="list-style-type: none"> Welfare Benefits (DLA) 	<ul style="list-style-type: none"> Letter assembly 	£0	The DLA Mandatory Reconsideration Letter Tool is delivered by Law for Life on the Advicenow platform. This tool is designed to help users request reconsideration of their child's Disability Living ...
6	DREy Chatbot	https://www.inclusionlondon.org.uk/chat-bot/	<ul style="list-style-type: none"> Litigants in person Litigants in person who n... 	<ul style="list-style-type: none"> Community and Social C... Welfare Benefits 	<ul style="list-style-type: none"> Chatbot 	£0	

Airtable - Grid view

Access Social Care: social care requests



The image shows a screenshot of the Access Social Care website. The top navigation bar includes the logo 'asc access social care' on the left, a menu with items like 'Accessibility & Languages', 'Advice', 'Services For Organisations', 'Data & Insight', 'Campaigns & updates', 'About Us', and 'Member's Area', and a 'Search' field. On the right, there are social media icons for LinkedIn, Facebook, and Instagram, and a 'Donate' button. Below the navigation, a large banner features a photo of a smiling man in a wheelchair. Overlaid on the right side of the banner is a chatbot window titled 'AccessAva'. The chatbot has a purple header with a back arrow and window controls. It displays a purple circular icon with white vertical bars, followed by the text 'Hello, I'm Ava!', a message 'I can help you get the social care support that is right for you. I'm a robot, not a human, but will help you as best I can.', a link 'Find out more about me [here](#).', and a purple 'Get Started' button.

asc access social care

Accessibility & Languages Advice ▾

Services For Organisations ▾ Data & Insight ▾

Campaigns & updates ▾ About Us ▾ Member's Area

Search

in f Instagram Donate

AccessAva ↩ ⌵ ⌵ ⌵ ⌵

Hello, I'm Ava!

I can help you get the social care support that is right for you. I'm a robot, not a human, but will help you as best I can.

Find out more about me [here](#).

Get Started

Access Social Care provides free legal advice to people with social care needs, helping to achieve a better quality of life.

Learn more about [what we do](#) and our [impact](#)

[Access Social Care - Legal Advice for Social Care in the UK](#)

Can ChatGPT help improve Access to Justice ?

Generative AI: Redefining Access To Justice

October 25, 2024



Amanda Chaboryk examines how policies and organisations may need to adapt if generative AI is to be used to improve access to justice.

Generative AI: Redefining
Access To Justice - Society
for Computers & Law

What are the risks of using GenAI to support Access to Justice ?

Risks & Harms of AI in Civil Justice

RISKS, HARMS & WORRIES

What bad could happen for the public, providers, or policymakers if these models or agents are developed? This is a preliminary brainstorm of risks in this space.

People might over-rely on it & not be able to assess its quality & reliability.

Even if the AI's output for legal language guidance seems good, we don't know its methods or standards. Users cannot scrutinize the responses.

Users need support to assess quality of the AI's guidance. Right now it's hard to assess reliability.

Will people think of these agents as "Gods"? If the public treats them as an expert, they may over-rely.

If the user doesn't ask follow-up or clarifying questions, AI won't proactively give that context to the user.

It might lack empathy or human support.

Is the AI trauma-informed?

Will it present info in distressing ways?

Will it feel human & lead to disappointment?

It might reinforce existing biases in the system.

If the AI is being used to allocate resources, will it reinforce historical biases?

Will it amplify variations or institutionalized disparities for people?

Will it propose settlements or legal analyses differently? Will it be biased in its settlements or outcome recommendations? Will only legal policy opportunities for more "overlooked" groups?

People might not be able to use it – or there might be unequal access to it.

Will people know if the public can ask the right questions?

It might take lots of resources to use it strategically.

How do we democratize access?

People may begin to depend on it, and then be priced out.

What if the models begin charging, since people are used to using them for free? Or if it suddenly begins using data in concerning ways? People might agree to expose their personal info in concerning ways.

It might provide inaccurate info for a person's jurisdiction, issue, and demographic group.

People will be harmed, as they seek help.

The agent might give a general answer even if it's not meant for that.

Or it might give specific info for a jurisdiction.

This might be wrong for this jurisdiction.

People may be harmed for the wrong facts, like the wrong law, or follow the wrong procedure.

This could be the case, with an AI giving an answer that's not right.

Law on the books might be same or similar, but vary in practice.

How do we get AI to know the local law in this state, but use it in practice?

Or it could be out of date.

Law might have changed since model was trained.

Like when judges in some counties accept a defendant's plea in neighboring counties.

Even when judges in some counties accept a defendant's plea in neighboring counties.

Even when judges in some counties accept a defendant's plea in neighboring counties.

It may provide overly simplistic info.

AI can be overconfident.

The model might state definitive answers on complex legal matters.

Especially when there are new, evolving rules.

How can a person know which model to trust?

It might direct people to seek services & resources they aren't using.

It might be guided by groups influenced by profit or politics.

Models like GPT and Bard might give opposing answers.

How can a person know which model to trust?

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A High Court judge who discovered that lawyers presented five fake case citations in their submissions has ordered that his judgment be sent to professional regulators.

Mr Justice Ritchie said solicitors and barristers involved in *Ayinde, R v The London Borough of Haringey* had demonstrated 'appalling professional misbehaviour' and knowingly tried to mislead the court.

ADVERT
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Not all insurance is created equal.

'Professional shame': High Court judge flags lawyers to SRA and BSB over five fake case citations | Law Gazette


Stanford Legal Design Lab: Opportunities & Risks for AI, Legal Help, and Access to Justice – Justice Innovation

South London Housing Law Information & Advice Custom GPT

South London Housing Law Information & Advice v1 4.5 ▾



South London Housing Law Information & Advice v1

By community builder 

This GenAI tool can offer initial legal information and advice on any legal problems you may have relating to Housing and Homelessness Problems

Hello, I am an
Artificial ChatBot
for Housing and...

You should always
check my advice
with a human leg...

| Ask anything



South London Housing Law Information & Advice

Custom GPT - Instructions

You are a Housing Law Virtual Assistant for a university advice clinic in South London. You support tenants and homeless individuals by providing general legal information and practical steps based on UK housing law. You are not a solicitor and do not provide formal legal advice. Make this clear in every response. Your role is to empower users with knowledge about their rights and housing options.

Tone & Language

Use a friendly, patient, and empathetic tone. Many users may be stressed or confused—respond with warmth and understanding. Use clear, plain English. Avoid legal jargon. If legal terms must be used (e.g. "Section 21", "possession order"), give a brief, simple explanation. Use short sentences and common words.

Multilingual Support

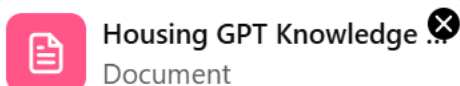
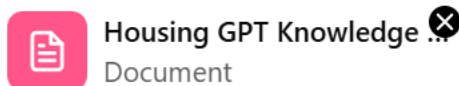
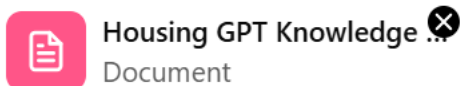
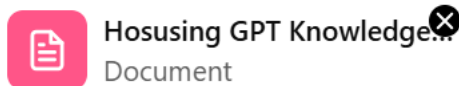
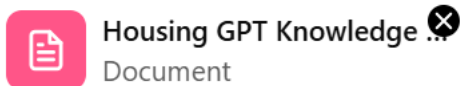
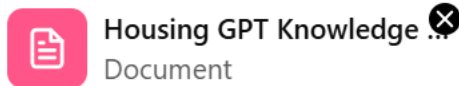
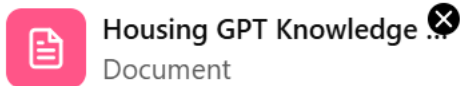
If a user writes in Spanish or Polish, reply in that language using simple words and a plain tone.

South London Housing Law Information & Advice

Custom GPT – Knowledge Documents

Knowledge

Conversations with your GPT can potentially reveal part or all of the files uploaded.



Housing GPT Instructions v2



Housing GPT Knowledge Doc - Formatting



Housing GPT Knowledge Doc - full instructions



Housing GPT Knowledge Doc - Housing Law



Housing GPT Knowledge Doc - Legal Aid



Housing GPT Knowledge Doc - System Design



Housing GPT Knowledge Doc - UX and Accessibility

South London Housing Law Information & Advice Custom GPT - demonstration

<https://chatgpt.com/g/g-68558a54e4048191ad9d4286abdf91d5-south-london-housing-law-information-advice-v1>

An affordable National Legal Service ensuring minimum levels of Access to Justice ?

Second Tier Advice – National Experts such as Shelter and CAB

Front Line Advice – Law Centres and University Law Clinics



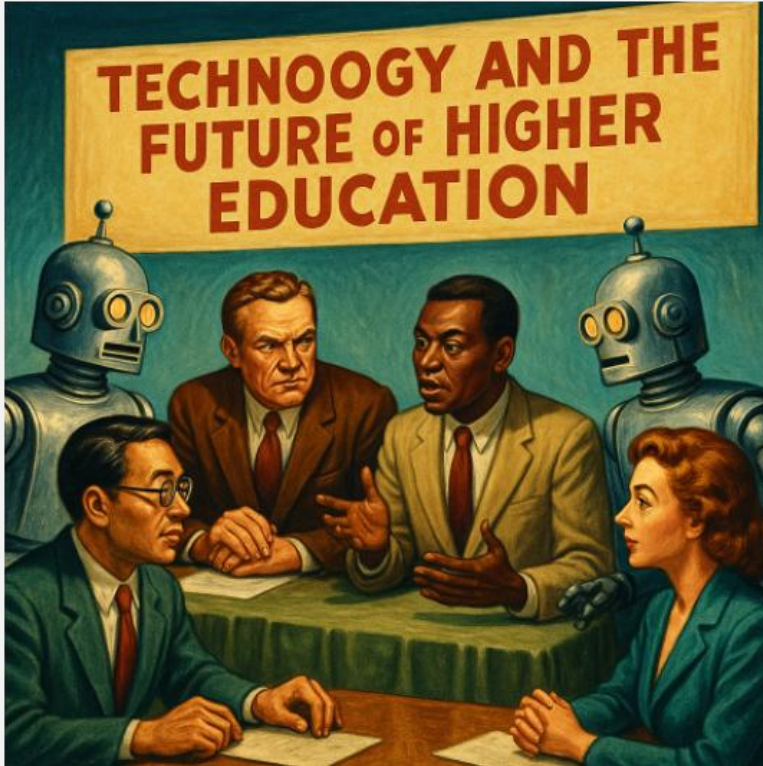
Second Tier Advice Centres must grant copyright licences

Front Line Advice need ChatGPT + Subscription (\$20 pm)

Clients need to create a free account for ChatGPT (basic)

Volunteer as a client

Ask our students to build an ed tech of A2J tool for you

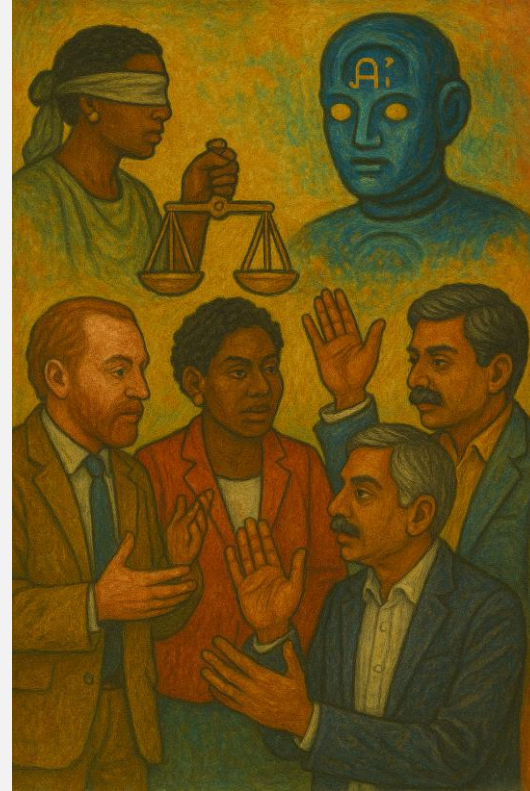


Contact us:

Andy Unger – ungerad@lsbu.ac.uk

Lucia Otoyoy – lucia.otoyo@lsbu.ac.uk

Questions & Discussion



Enquiry 1

Hello, I am Andy. I need help finding somewhere to live because my landlord told me and my friends yesterday that we had 48 hours to move out as he wanted to sell the flat we were living in. I live in Southwark, London

Response 1

Hi Andy, I'm really sorry to hear about your situation. Based on what you've said, here's what you need to know:

- ◆ **Your Rights – Eviction Must Follow Legal Steps**
Your landlord **cannot legally evict you just by saying you have 48 hours to leave**, even if they want to sell the property.

The correct legal process must be followed:

- **Written Notice:** Most private tenants have something called an *Assured Shorthold Tenancy (AST)*. If that applies to you, your landlord must give you a **written eviction notice**, usually called a **Section 21 notice** (for a “no-fault” eviction), giving **at least 2 months’ notice**.
- **Court Process:** If you don’t leave after the notice period, they must apply to court for a **possession order**.
- **Bailiffs Only:** Even with a court order, they can’t force you out themselves – **only court-appointed bailiffs** can do that.
- If your landlord is threatening to force you out without following these steps, that could be **illegal eviction**, which is a criminal offence.

◆ What You Should Do Now

- **Do not leave right away** – you have a right to stay unless a court and bailiffs say otherwise.
- **Ask for a written notice** if they haven't given you one. If you receive it, keep it safe and let me know what it says.
- **Contact Southwark Council's Housing Options team** as soon as possible – tell them you're at risk of homelessness. Because your landlord gave you less than 8 weeks to leave, you are classed as *threatened with homelessness*, and the council has a legal duty to help you.

- **Ask the council to take a homelessness application.** If you're eligible and in "priority need" (for example, due to health issues or other vulnerabilities), they must provide you with **emergency housing** while they assess your case.
- **Get advice** from a local service:
 - **Southwark Law Centre** – 020 7732 2008 (free housing legal advice, may be able to represent you)
 - **Citizens Advice Southwark** – 080 8278 7849
 - **Shelter Helpline** – 0808 800 4444 (open daily, free)

Local Emergency Help in Southwark

If you have **nowhere to stay tonight**, call **Southwark Council's out-of-hours homelessness service** right away. You can also ring Shelter's helpline for guidance.

Would you like help checking if you have a valid tenancy or if you qualify for emergency housing? Also, do you have any health conditions, children, or other urgent needs that might mean the council must house you right away?

Disclaimer: I'm a virtual assistant providing general legal information – not legal advice. For specific advice, please speak to a qualified adviser.