





AI at HMCTS – Supporting people. Improving services.



Why we're using AI: making justice more efficient and accessible

<p>Reduces routine tasks so staff can focus on the work that matters most</p> 	<p>Helps manage growing demand across courts and tribunals</p> 	<p>Improves speed and consistency of services</p> 	<p>Supports better access to justice for users</p> 
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Where we're exploring AI today: exploring AI use cases

<p>Transcription support</p> 	<p>Case summarisation</p> 	<p>AI search</p> 	<p>Anonymisation</p> 
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We adopt AI carefully and responsibly: four priorities guiding our work

<p>Solve real problems – we use AI where it adds value</p> 	<p>Start small and build – test, learn, then grow</p> 	<p>Support our people – training, guidance and involvement</p> 	<p>Use AI responsibly – safety, fairness and governance come first</p> 
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Responsible AI: how we keep AI safe and trustworthy

<p>Appropriate – lawful, fair, proportionate</p> 	<p>Safe – reliable, secure, explainable</p> 	<p>Controlled – transparent, accountable</p> 	<p>It will not replace people or judicial decisions</p> 
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What this means for you

<p>AI supports people – it does not replace them</p> 	<p>It reduces admin, not roles</p> 	<p>Human judgment stays central</p> 	<p>Safeguards protect fairness, privacy and independence</p> 
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