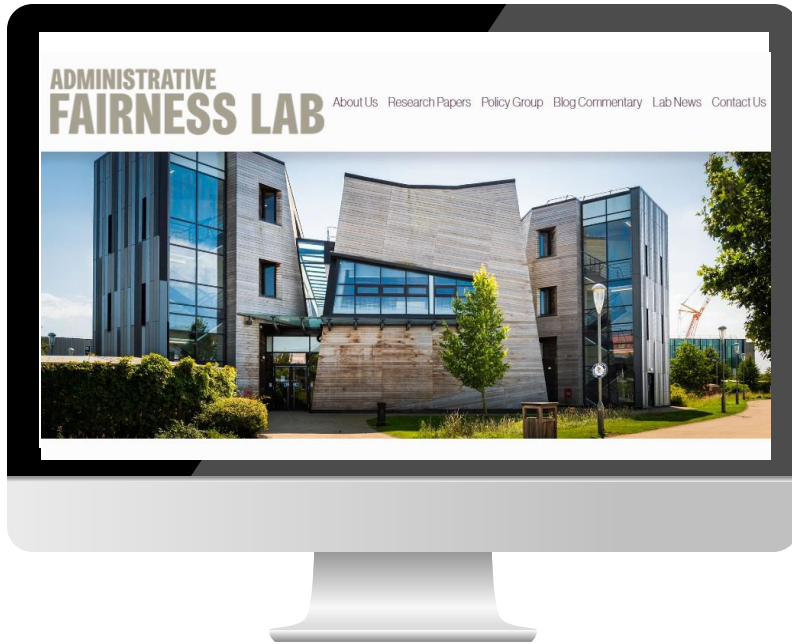


What I'll cover:



www.AdministrativeFairnessLab.com



jed.meers@york.ac.uk

01

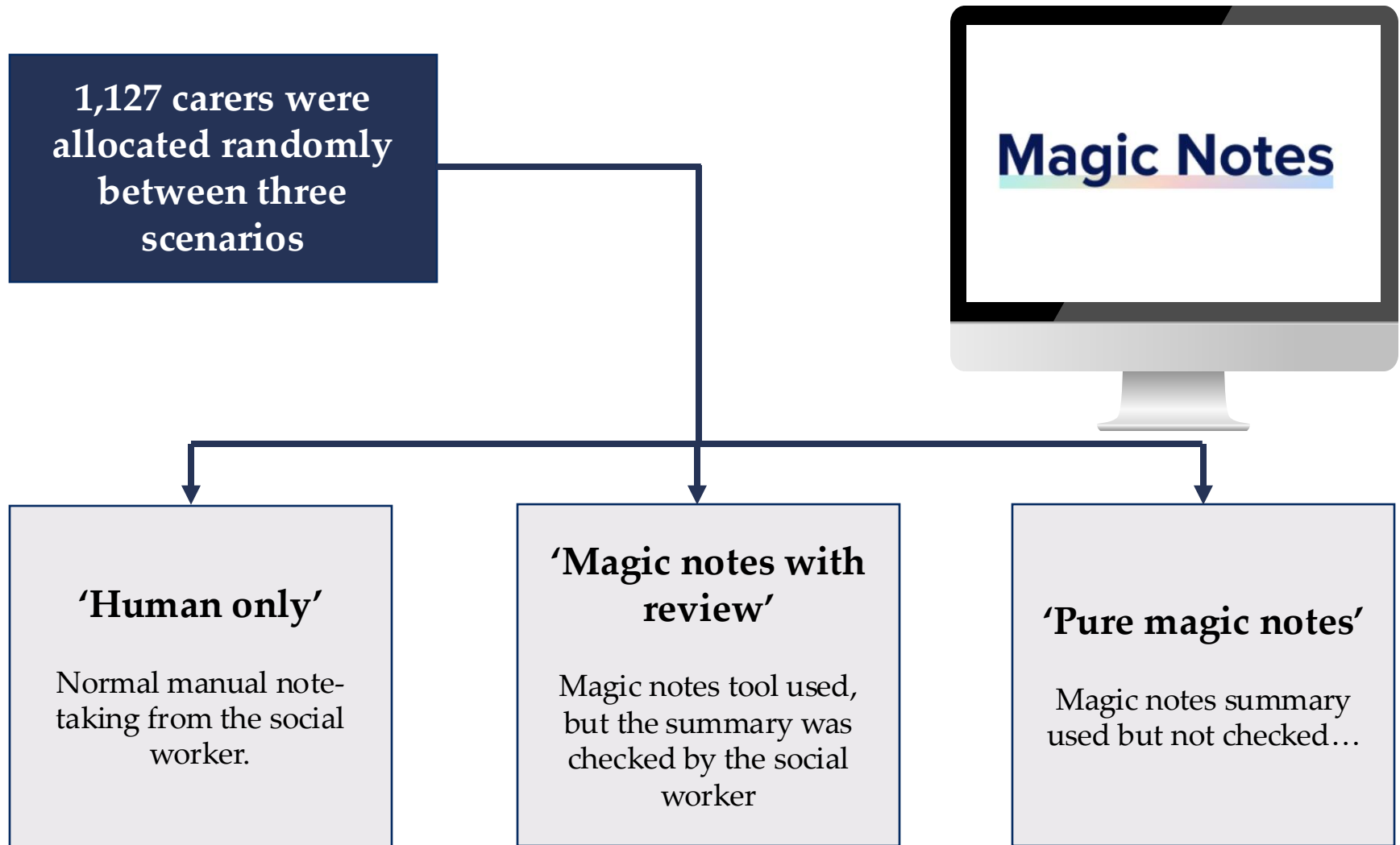
**Results from an
experiment**

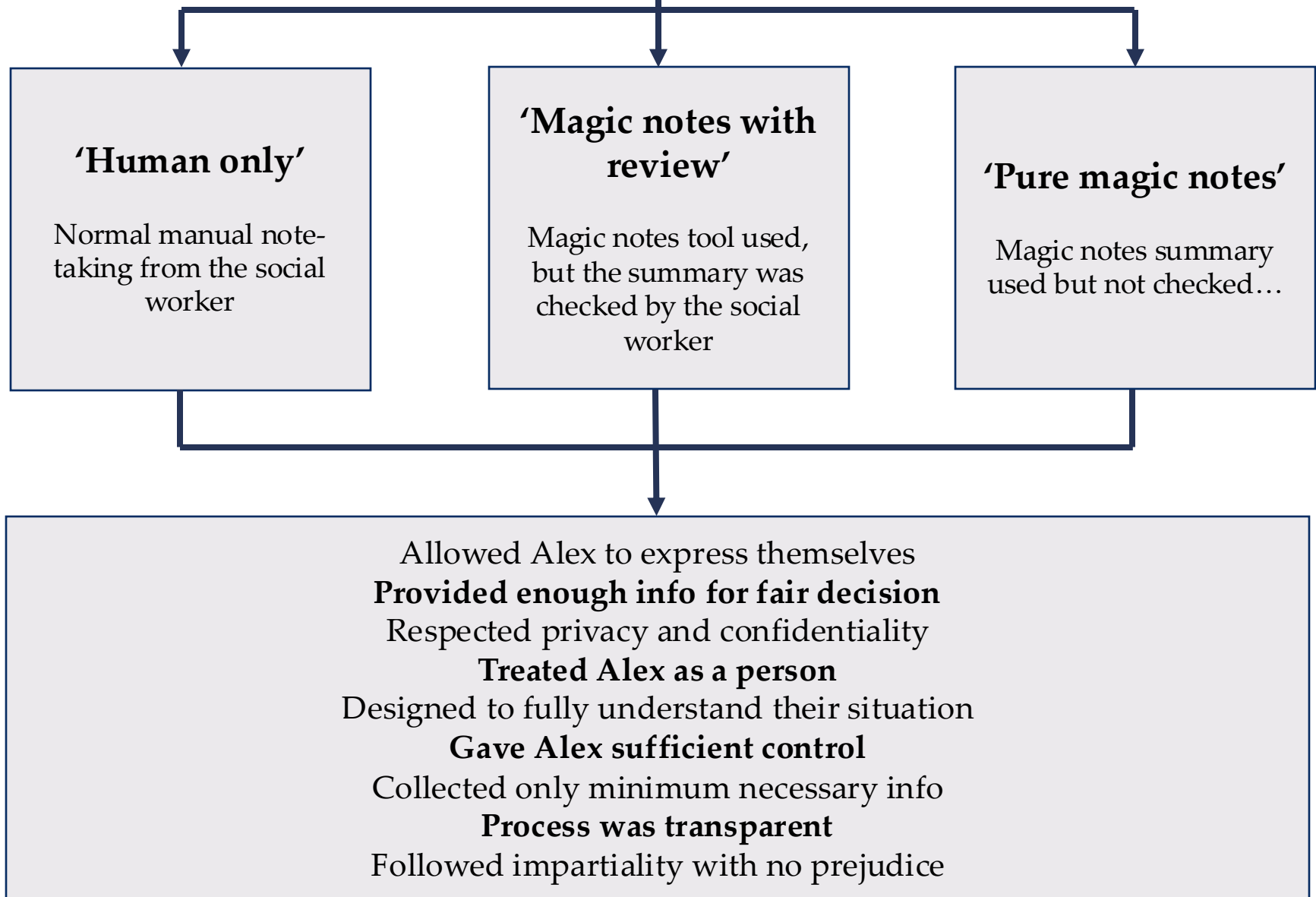
**Survey results
with 1,100+
carers**

02

**Some brief
reflections**

**And thoughts
on future
work in this
space**





 Scribes...

Net agreement score (agrees minus the disagrees)

Statement	Human notes	AI - Human in the loop	AI - No human in the loop
Allowed Alex to express themselves	72.7%	64.5%	52%
Provided enough information for fair decision	38.6%	42.9%	-14.2%
Respected Alex's privacy and confidentiality	52.5%	15.3%	-2.8%
Treated Alex as a person, not just a case	52.8%	27.3%	-17.2%
Was designed to fully understand Alex's situation	56.8%	44.7%	-4.1%
Gave Alex sufficient control over assessment	18.1%	5.6%	-43.7%
Collected only minimum necessary information	18.4%	8.5%	15%
Was transparent	35.4%	41.1%	-20%
Followed due impartiality with no prejudice	48.8%	45%	10.7%

People really don't like no human in the loop (esp. for social care settings)

People quite happy with a digital scribe – providing a human checks the output

Statistically significant differences across all factors

The Enthusiast...



The Cautious Adopter...



The Pragmatist...



The Resistant...



Possible implications of the findings

Issues to explore further in future work...

The use of these tools shapes people's views of the fairness of a needs assessment process

Attitudes appear to be contingent – people refer specifically to the context of social care as something relying on human interaction

How do public services explain, prime and prompt people on these tools: what do they want to know?

Possible implications of the findings Issues to explore further in future work...

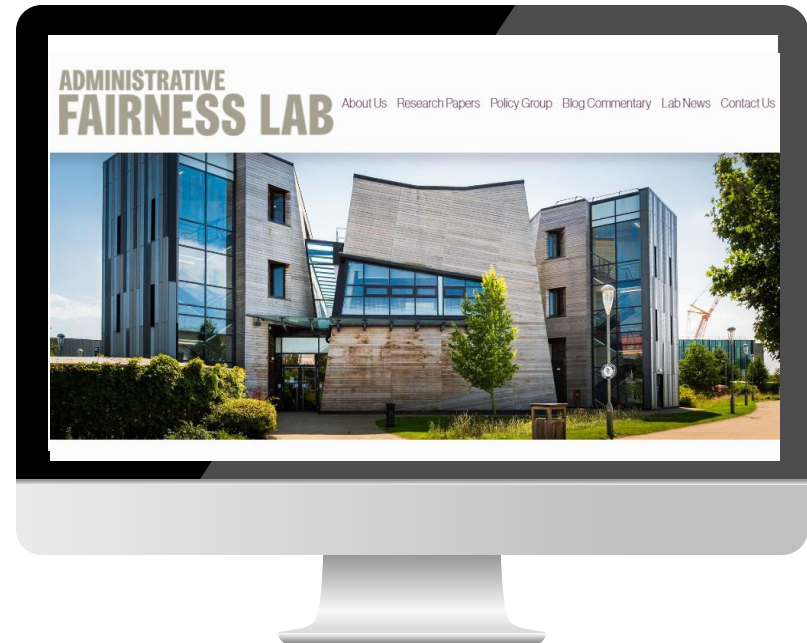
directors of
adass
adult social services

The use of Digital Scribes in Social Care: Trust, Consent, and Front-Line Experiences

17 March 2026

A free in-person event run by the Administrative Fairness Lab at the Guildhall in York on 17th March 2026 10:30–3:30pm, with travel support available. Digital and ambient scribes – AI-enabled tools like Magic Notes that listen to conversations and automatically generate records of them – are rapidly transforming how interactions with public services are documented [...]

- A few tickets still remaining + some travel support available.
- Ping me a message if you'd be interested in coming along



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