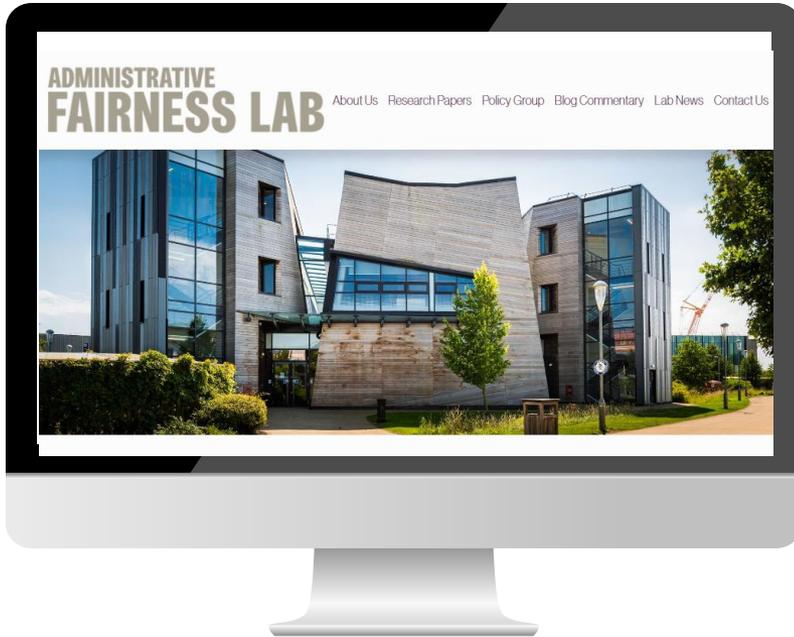


## What I'll cover:

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[www.AdministrativeFairnessLab.com](http://www.AdministrativeFairnessLab.com)



[jed.meers@york.ac.uk](mailto:jed.meers@york.ac.uk)

**01**

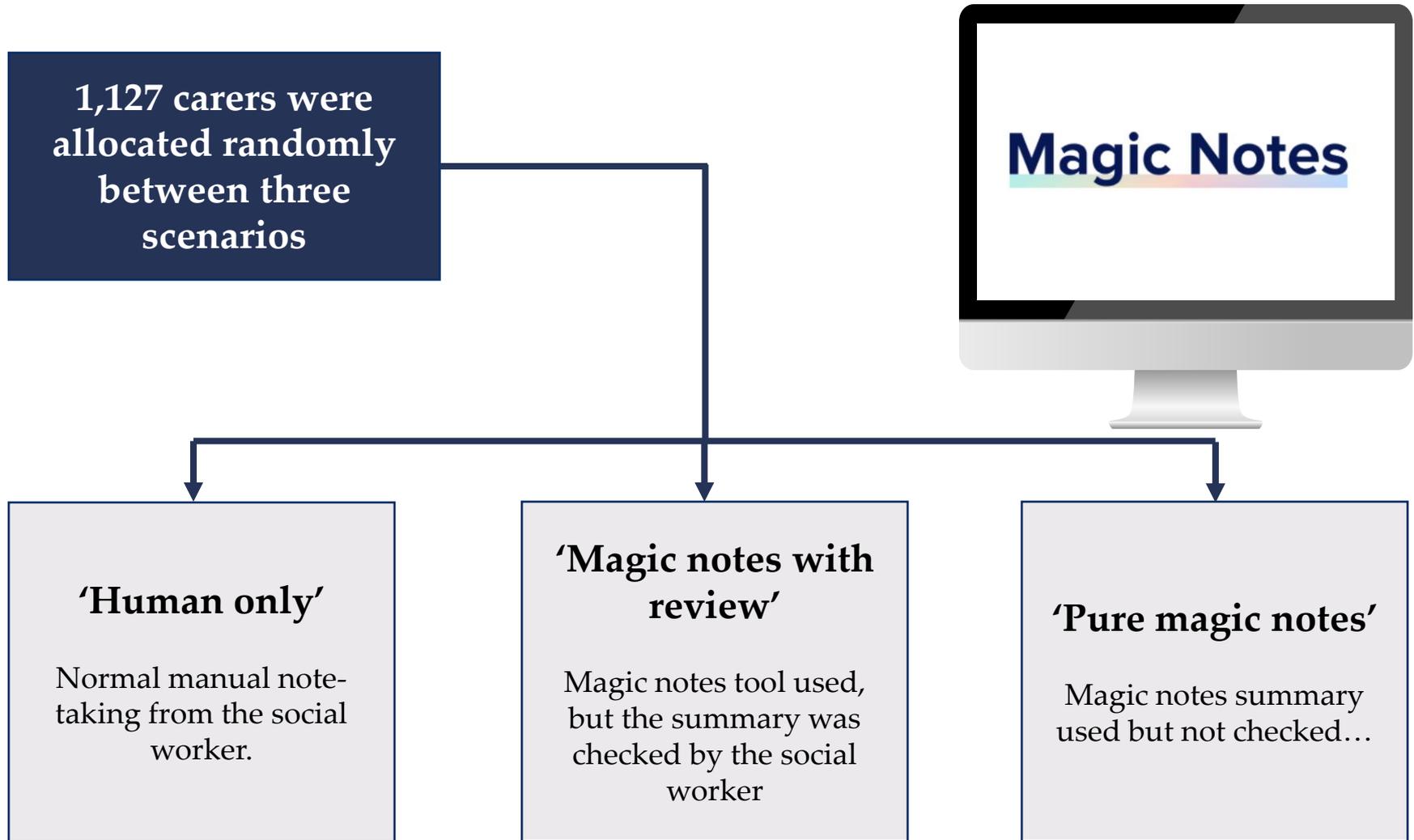
**Results from an  
experiment**

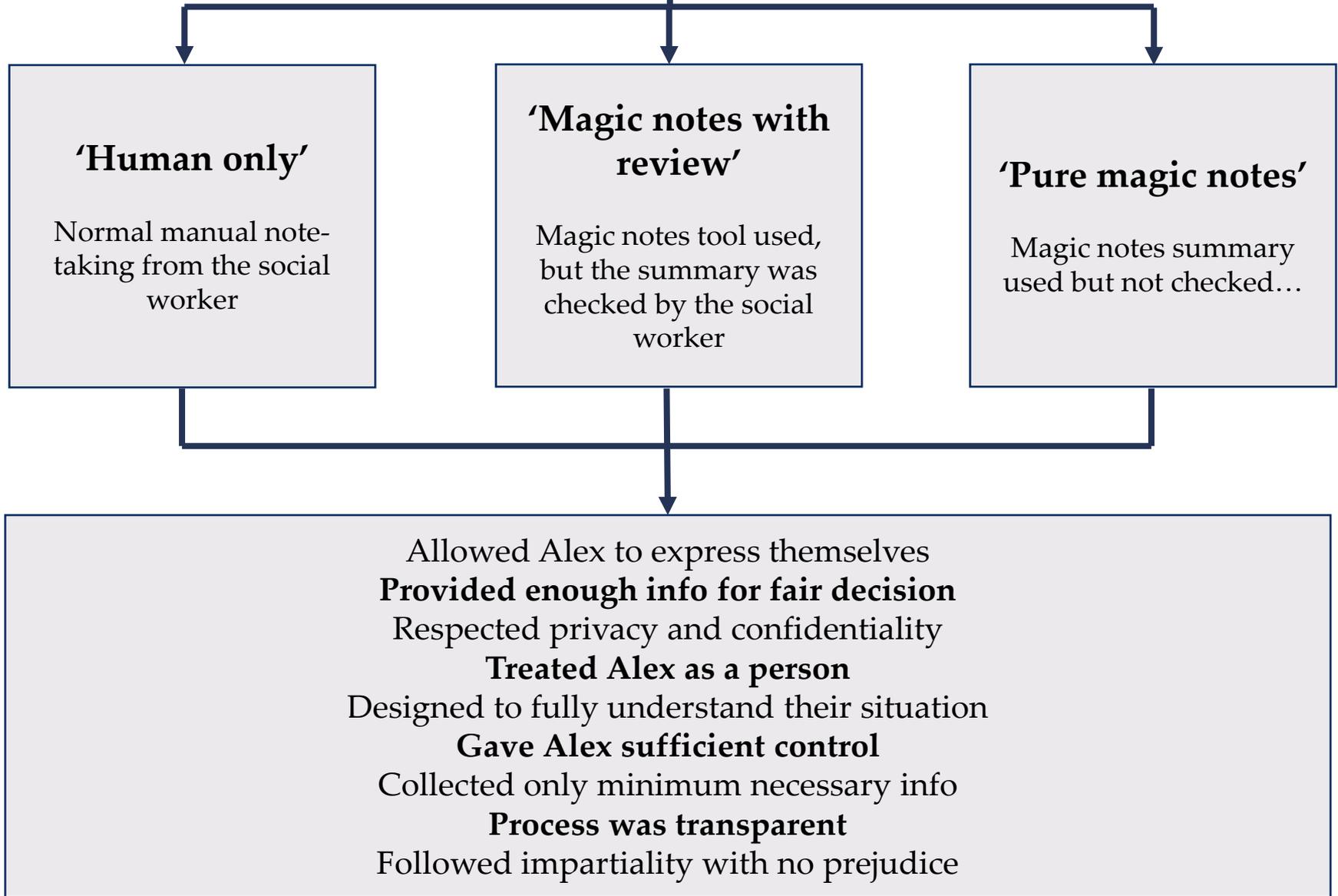
**Survey results  
with 1,100+  
carers**

**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...**

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**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...

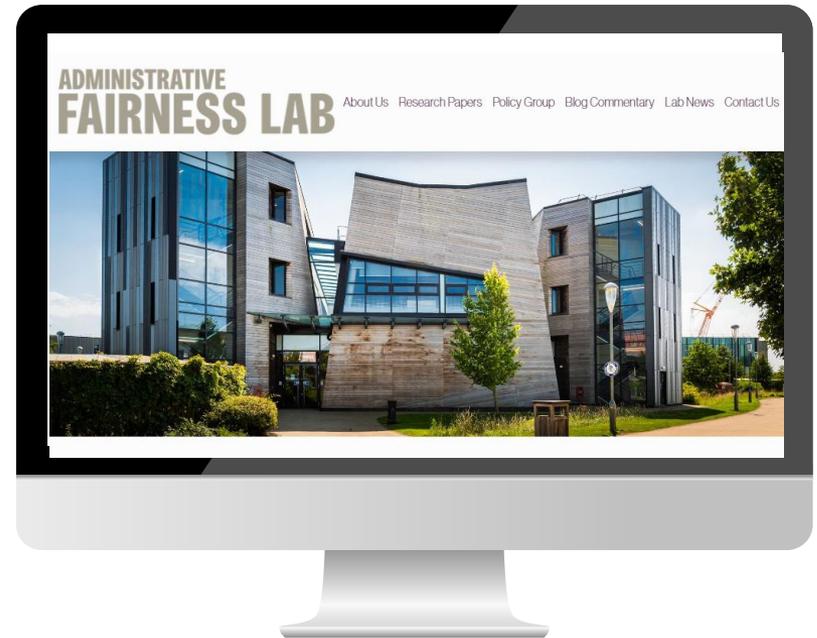
directors of  
**adass**  
adult social services

### 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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