



Using Artificial Intelligence (AI)

At Hampshire SENDIASS, we have noticed that more parents, carers, and young people are using Artificial Intelligence (AI) tools such as ChatGPT and Gemini to look for SEND information or help write letters and documents.

We understand why AI can be appealing. It can help if you find writing difficult, need support organising your thoughts, or want to save time.

However, AI also has limitations and can sometimes provide inaccurate, misleading, or incomplete information. Before using AI for SEND-related matters, it is important to understand some of the risks.

This guidance explains where AI may cause problems and how you can use it safely and effectively.

AI is not a legal expert on SEND law

AI can produce answers that sound convincing, even when the information is incorrect.

According to the [Information, Advice and Support Services Network \(IASSN\)](#), there is a high risk that AI tools may provide inaccurate or misleading legal information.

In 2025, the High Court of Justice also warned that tools such as ChatGPT cannot carry out reliable legal research. Although their answers may sound confident and believable, they can sometimes:

- Give incorrect information
- Make statements that are not true
- Refer to sources that do not exist
- Misquote legal documents or guidance

Our advice

- Be cautious when using AI for SEND legal advice.
- Whenever possible, check the original sources, such as:
 - The Children and Families Act 2014
 - The SEND Code of Practice
 - Government-published statutory guidance
- These documents explain the rights of children and young people with SEND and the duties of schools, colleges, and local authorities.
- Contact [Hampshire SENDIASS](#), or another trusted SEND organisation, if you need advice about SEND law.
- All Hampshire SENDIASS advisers receive training in SEND law, and this knowledge informs the advice we provide.
- For formal letter templates, we recommend using the resources available from [IPSEA](#).

AI is not a reliable source of medical advice

AI does not know your child's medical history, current health needs, or personal circumstances.

As a result, it can sometimes provide inaccurate, misleading, or potentially unsafe medical information.

This is especially important to remember when looking for information about physical health, mental health, diagnoses, treatment options, or medication.

Our advice

- Do not rely on AI-generated answers for medical advice about you or your child.
- Always seek advice from qualified healthcare professionals.

- Encourage young people to use trusted health information sources rather than relying solely on AI search results.

AI cannot fully understand your situation

Every child and family is different.

Even if you provide a lot of information, AI cannot ask the detailed follow-up questions that a trained adviser, healthcare professional, or education professional might ask.

Because of this, AI may miss important details that affect the advice it gives.

Our advice

- Avoid uploading personal documents or sensitive information to AI tools.
- Once information is uploaded, you may have little control over how it is stored or used.
- Share personal information only with trusted professionals and organisations.

AI gives general answers, not personalised advice

AI usually works by providing general information based on patterns in the data it has been trained on.

For example, an Education, Health and Care (EHC) Needs Assessment should focus on your child's individual needs and experiences. Generic wording is unlikely to reflect their unique situation.

Our advice

- Avoid asking AI to create responses or evidence on your behalf.
- Instead, use AI to help organise, edit, or format your own words.
- Your experiences, observations, and knowledge of your child are the most important parts of any letter, application, or request for support.

How can AI be helpful?

When used carefully, AI can be a useful tool.

AI can help create a basic structure for a letter or document when you are not sure where to begin.

Remember to replace any generic text with details that are specific to your child and your family's experiences.

Making information easier to understand

AI can help explain professional reports, letters, or local authority communications in clearer, more accessible language.

However, always check that important information has not been lost or changed during the simplification process.

Finding useful information

AI can quickly bring together information from different sources.

If you use AI in this way:

- Ask where the information came from.
- Check the original sources yourself.
- Use trusted organisations and official guidance to confirm the information is correct.

Generating ideas

AI can suggest questions, topics, or areas you may not have considered. This can be useful when preparing for meetings, reviews, or discussions about support for your child.

Summarising documents

AI can help summarise lengthy reports or highlight key points.

However, important details can sometimes be missed, so it is always worth checking the original document yourself.

Key message

AI can be a useful tool for organising information, simplifying language, and helping you get started. However, it should not replace professional advice, legal guidance, medical expertise, or your own knowledge of your child. Always check important information against trusted sources and official guidance.