INFORMATION, ADVICE & SUPPORT SERVICES NETWORK

IASSN Statement on the Use of Artificial Intelligence

The Information, Advice and Support Services Network (IASSN) advises caution when using artificial intelligence (AI) for legal information, particularly in the context of SEND information, advice and support. Parent carers, children and young people may choose to use AI tools, but AI-generated content should not be treated as a substitute for professional SEND advice.

Parent carers, children and young people have the right to access information, advice and support from sources of their choosing, including AI tools. However, IASSN's position is that AI should not be relied upon as a source of SEND legal information or guidance. While AI tools can produce convincing responses, those responses may be inaccurate, incomplete, misleading or out of date.

In 2025, the High Court of Justice issued a regulatory warning concerning the misuse of AI in legal cases. Although the warning concerned legal proceedings, it is relevant here because it explains why confident-sounding AI-generated legal information should be treated with caution. The court said:

> *"Freely available generative artificial intelligence tools, trained on a large language model such as ChatGPT, are not capable of conducting reliable legal research. Such tools can produce apparently coherent and plausible responses to prompts, but those coherent and plausible responses may turn out to be entirely incorrect. The responses may make confident assertions that are simply untrue. They may cite sources that do not exist. They may purport to quote passages from a genuine source that do not appear in that source."*[1]

The High Court's warning highlights that AI tools, particularly large language models (LLMs) such as ChatGPT, Claude, Google Gemini and Microsoft Copilot, can produce information that sounds plausible but is incorrect. These tools generate likely words and phrases rather than directly verifying facts. When their knowledge is incomplete, or when a prompt lacks enough information, they may still produce confident-sounding answers instead of clearly communicating uncertainty.[2]

Parent carers, children and young people can access free and impartial information, advice and support from trained SEND specialists through their local SENDIAS service. AI tools may provide useful background information, but they should not be relied upon as a source of SEND legal advice. Where information, advice or support is needed, families should contact their local SENDIAS service. Details of local services are available on the Council for Disabled Children website.

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[1] *Ayinde v London Borough of Haringey and Al-Haroun v Qatar National Bank* [2025] EWHC 1383 (Admin), para. 6.

[2] For further information see OpenAI, *Why Language Models Hallucinate* (2025). Available at: https://openai.com/index/why-language-models-hallucinate/.