



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI747447186

Thank you for your request for information relating to Use of Palantir AI software.

You have requested the following information:

I'm writing to you regarding your use of Palantir AI software, if you wouldn't mind answering the following:

1. AI is well known for 'hallucinating', which is a technical term for generating made up content. Do you have any idea of how often your AI tools hallucinate (e.g. 1 in 100 requests results in a hallucination)?

We are advising you as per Section 1(1) that the Council does not hold this information as we do not capture a count on hallucinations specifically as we are directly updating inaccuracies. This is on the basis that our deployments and use of AI are always designed with "human in the loop" to capture any inaccuracies in any AI generated content.

Our main deployments at present are case note transcriptions and information collation. Where we use prompts, we build in instructions such as "if you don't know the answer, do not attempt a response.."

1a. If the answer to the above is no, have you requested this information from Palantir?

See answer above.

1b. How do you confirm that any mistakes or hallucinations generated by the AI are caught and rectified?

See answer above.

2. It's been stated that the AI software 'transcribes' case notes. If individuals are recorded, are they made aware of the recording and that AI will be used to transcribe their speech?

In the main, case notes are captured/recorded by colleagues after visits and not directly with clients. Where recording is used directly with clients, they are made aware that this is the case

3. If you extend the Palantir system to support children with special educational needs, what will this involve? Additionally, will children / parents have the option to opt out?

During the pilot we have explored high level opportunities within our SEND processes where AI can provide assistance to city council colleagues in collating information helping them in some of the administrative aspects of their reporting writing duties. However, at this point there are no plans to extend use of the system into SEND.

4. There are many commercial and free transcription software services available; can you detail all those you considered before choosing Palantir and how much they would have cost?

We considered Microsoft Teams and Magic Notes when looking into transcription. The primary rationale for choosing Palantir was to explore the ability to build out functionality to meet our needs, data integration capabilities and seeking to be able to build out multiple functionalities (such as transcription) in a single platform rather than requiring multiple platforms for different functionalities.

5. Can you also detail the relative advantages which Palantir offered which made you choose them?

See answer above.

6. The council has described Palantir as 'non-partisan', and yet founder Peter Thiel has openly funded several Republican politicians, including Donald Trump. Thiel - who is friends with Nigel Farage - has also made statements like The NHS makes people sick and has described Greta Thunberg's environmental movement as a the autistic children's crusade. As these are important political issues and Thiel is the chairman of Palantir, can you please detail the definition of 'non-partisan' the council is using?

The Council has not described Palantir as “non-partisan” in any of its communication. If the reference to the wording “non-partisan” has been derived from the Techsparx article posted on 2nd September 2025 (see link: <https://www.techsparx.co.uk/coventry-councils-signs-500k-ai-contract-with-palantir/>), you will note that this is a statement made by a spokesperson for Palantir and not by or on behalf of the Council.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance