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Please provide copies of (or extracts from) the following documents relating to social care payments in 2023/24 and 2024/25:

Details (or summary statistics) of the multi-disciplinary team's work on payment queries, including before/after outstanding query volumes and values.

By "multi-disciplinary team's work on payment queries" I mean any team or group within the Council that was set up (or already existed) to deal with social care payment queries, invoice problems, or outstanding payments during 2023/24 and 2024/25.

We did not keep track of error rates for these two Financial Years only started in 25/26 & 26/27.

Revised policies on invoice matching and tolerance after audit recommendations.

There is no tolerance on invoice matching. Any invoice that we cannot match go on hold until the issues is resolved then the invoice can be processed for payment or new invoice received for correct charges.

Internal and external audit reports/findings on system issues, rate errors, invoice approval weaknesses, and payment controls.

Updates on replacement programme costs, progress, and risks for the same period.

In line with advice from the National Cyber Security Centre, we do not provide information relating to hardware, software and systems and therefore, unfortunately, it is not possible to provide you with the information you have requested.

By placing information about our systems into the public domain we would potentially be putting our IT framework at risk. This would prejudice substantially the Council's ability to effectively carry out its business if its IT framework were compromised as a consequence of the disclosure of this information.