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Please ask for: ###
Reference: 62785339
Email:
kcc.information@email.icasework.com
Date: 6 March 2026

Dear ###

Thank you for your request for information made under the Freedom of Information Act (FOIA) 2000/Environmental Information Regulations 2004 relating to Oracle Cloud Finance Implementation and Payment Errors. Please see the response provided below:

Request terms:

Under the Freedom of Information Act 2000, please provide the following information regarding the transition to the Oracle Cloud (Fusion) finance system:

1. Duplicate/Overpayments: The total number and cumulative pound (£) value of duplicate payments or overpayments made to suppliers and staff since the Oracle Cloud "Go-Live" date in August 2025.

KCC can confirm the total number of duplicate payments totalled £19,348.72

2. Recovery: Of the overpayments identified in item 1 above, what is the total value that remains unrecovered as of the date of this request?

KCC can confirm the total value that remains unrecovered is £0

3. Project Overruns: The total expenditure on the "Oracle Cloud" or "Business Solutions" project to date, and the specific amount by which this exceeds the original project budget set in 2023/24.

KCC can confirm that we hold the requested information. However, disclosing this information would likely damage the commercial position of the Council / or if released into the public domain, would be prejudicial to their commercial interests and would hinder fair competition and could give rival companies an advantage. Therefore, under Section 43(2) of the Freedom of Information Act 2000 which states that information is exempt if its disclosure would or would be likely to prejudice the commercial interests of any person, we are not obliged to disclose this information.

KCC has considered the public interest arguments both for and against disclosure, and we consider the public interest in maintaining the exemption outweighs the public interest in disclosure at this time.

4. History/Data Loss: Any internal briefing notes, impact assessments, or "Lessons Learned" documents produced since August 2025 regarding data migration issues or "lost" historical financial records.

No Lessons Learned exercise has been conducted into any data migration issues or lost historical financial records. Neither has this issue been raised in the Project Reviews following the implementation of Phase 1

5. Manual Workarounds: The number of additional temporary staff or consultants hired specifically to process manual payments or "fix" data errors resulting from the Oracle Cloud migration.

KCC can confirm the number of additional temporary staff or consultants is 0

I look forward to hearing from you within 20 working days.

If you are unhappy with this response, and believe KCC has not complied with legislation, you have 40 working days from the date of this response to ask for a review. You can do this by following our complaints process; details can be found at this link <https://www.kent.gov.uk/about-the-council/complaints-and-compliments#tab-10> on our website. Please quote the reference number 62785339 in any future communications.

If you remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with both the Freedom of Information Act 2000 and Environmental Information Regulations 2004. Details of what you need to do, should you wish to pursue this course of action, are available from the Information Commissioner's website <https://ico.org.uk/make-a-complaint/>, or you can phone the ICO Helpline on 0303 123 1113.

I will now close your request as of this date.

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