



Response Date: 31/07/2026

2026/760 - IT Systems

In response to your recent request for information regarding;

CUSTODY HEALTHCARE IT SYSTEMS — MITIE CARE & CUSTODY LTD

Please provide the following recorded information concerning your force's current custody-healthcare arrangements.

1. Does your force currently contract with Mitie Care & Custody Ltd to provide healthcare services in police custody suites?

No.

If the answer is no, no further response is required and this request may be treated as complete.

If the answer is yes, please answer the following:

2. When police custody staff request that a detainee be medically assessed:

- a. is the request recorded on a Mitie system;**
- b. is that system called SUMS, the Service User Management System;**
- c. is the request also recorded on a police system, such as Niche; and**
- d. if it is recorded on both systems, is the information transferred manually or automatically?**

3. How is completion and the outcome of the assessment recorded?

Please confirm whether it is entered:

- a. directly by the healthcare professional onto the police custody system;**
- b. onto SUMS or another Mitie system;**
- c. separately onto both systems; or**
- d. by police custody staff following information supplied by the healthcare professional.**

If information is entered onto a Mitie system and then transferred to the police system, please confirm whether that transfer is manual or automatic.

4. Do healthcare professionals employed or contracted by Mitie have individual accounts permitting access to the police custody-record system, such as Niche?

If yes, please confirm:

- a. whether the accounts are standing individual accounts or temporary/task-specific accounts;**
- b. whether entries are attributable to the individual healthcare professional; and**
- c. whether access and amendments are recorded in an audit log.**

5. Do police custody officers or other police staff have direct access to SUMS?

If yes, please confirm whether they can:

- a. view records only;**
- b. enter or amend records; or**
- c. submit requests through an interface without access to the underlying SUMS records.**

6. Is SUMS used to request written witness statements from Mitie healthcare professionals for court or criminal-case purposes?

If not:

- a. what system or process is used to request a statement;**
- b. who records or submits the request; and**
- c. whether the request would normally be made by the Officer in Charge, another police department, or police administrative staff.**

I am seeking information about current systems and processes only. I am not requesting personal, clinical, operationally sensitive or detainee-specific information.

N/A.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 23/07/2026