

27 August 2026

FOI Ref 23207

**Request - You asked Staffordshire Police (SP) the following:**

Under the Freedom of Information Act 2000, please provide the following recorded information about the current process used for custody healthcare:

1. Please describe the current process for requesting that a healthcare professional attend or assess a detainee in police custody.
2. What system is currently used to record or manage that request?
3. Who enters the request onto the system: police custody staff, the healthcare provider's control room, the healthcare professional, or another person?
4. Is the system used for those requests known as SUMS, or the Service User Management System?
5. How is the healthcare professional notified that a request for attendance or assessment has been made?
6. How does the healthcare professional record that the assessment has been completed and document its outcome?
7. Is the outcome entered onto the police custody system, such as Niche or another system, and if so, who makes that entry?
8. Do police officers or police custody staff have direct access to SUMS?
9. Do healthcare professionals have direct access to Niche or any other police custody-record system?
10. Where a police officer requires a written witness statement from a healthcare professional:
  - a. what system is used to make and record that request; and
  - b. who enters the request onto that system: the requesting police officer, other police staff, the healthcare provider, the healthcare professional, or another person?

I am requesting information about the current systems and process only. I am not requesting any personal, clinical or detainee-specific information.

SP received your request on 01/08/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

**SP holds the requested information.**

- 1. Please describe the current process for requesting that a healthcare professional attend or assess a detainee in police custody. – **Disclosed, the request is made via an online system which allocates a specific reference for the request and the reasons for it.**
- 2. What system is currently used to record or manage that request? – **Disclosed, this is a combination of Niche (custody database) and the HCP (healthcare professional) system called SUMS.**
- 3. Who enters the request onto the system: police custody staff, the healthcare provider's control room, the healthcare professional, or another person? – **Disclosed, custody staff enter the request.**
- 4. Is the system used for those requests known as SUMS, or the Service User Management System? – **Disclosed, yes – SUMS.**
- 5. How is the healthcare professional notified that a request for attendance or assessment has been made? – **Disclosed, they will receive notification on their system, sometimes supported by a verbal comment.**
- 6. How does the healthcare professional record that the assessment has been completed and document its outcome? – **Disclosed, the HCP records their update on Niche (custody record).**
- 7. Is the outcome entered onto the police custody system, such as Niche or another system, and if so, who makes that entry? – **Disclosed, yes as above by the HCP.**
- 8. Do police officers or police custody staff have direct access to SUMS? – **Disclosed, no.**
- 9. Do healthcare professionals have direct access to Niche or any other police custody-record system? – **Disclosed, yes, they have restricted third-party access.**
- 10. Where a police officer requires a written witness statement from a healthcare professional:
  - a. what system is used to make and record that request; and b. who enters the request onto that system: the requesting police officer, other police staff, the healthcare provider, the healthcare professional, or another person? - **Disclosed, in most cases the request will be made directly to the HCP unless they are a victim to an offence, in this case an officer would obtain it from them. This system used is SUMS and in person ones as victims will be managed on NICHE.**

All Freedom of Information request responses are published on the SP website although personal details are not included.

**Freedom of Information Request Appeals Procedure**

**1. Who Can Ask for a Review**

Any person who has requested information from SP, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

## **2. How to Request a Review**

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

[IAT@staffordshire.police.uk](mailto:IAT@staffordshire.police.uk)

Or by Post to:

Information Access Team  
Staffordshire Police HQ  
PO Box 3167  
Stafford  
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Information Access Team within two months of the SP response to the original FOI request.

## **3. Review Procedure**

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a supervisor who is independent from the original Decision Maker. The Information Access Team will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to forty working days.

The independent supervisor will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, considering the matters raised by the complaint.

## **4. Conclusion of the Appeal**

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following link:

<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information  
Information Access Team