

8 September 2026

FOI Ref 23328

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

Thank you for previously confirming that your force uses Mitie Care & Custody Limited for the provision of healthcare professionals in police custody and that SUMS (Service User Management System) is used to request the services of a healthcare professional to attend to a detainee.

For clarity, I am not seeking commercially sensitive information. This request is made for my own personal purposes and seeks only the following limited recorded information concerning the contractual and reporting arrangements:

1. Does the contract include Service Level Agreements (SLA) and/or Key Performance Indicators (KPI) targets relating to the response to requests for healthcare professionals? If yes, is the relevant response time measured from the police request time to the start of the clinical consultation/assessment, or to some other identifiable event? If another event is used, please identify that event.
2. Are the resulting SLA/KPI performance outcomes reported by Mitie Care & Custody Limited to the force on a monthly, quarterly or other regular basis? If yes, please state the reporting frequency.
3. Does the contract require SUMS to be specifically configured for the force's contractual requirements, or is the standard SUMS system provided by Mitie Care & Custody Limited used without force-specific contractual configuration?
4. Does the contract with Mitie Care & Custody Limited require any parent-company guarantee, guarantee, indemnity, undertaking or other contractual assurance from Mitie Group plc? If yes, please identify the nature of that assurance. A copy is not requested at this stage.

A short response to each question is sufficient. I am not requesting personal or clinical information relating to any detainee.

SP received your request on 01/09/2026 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.

- Thank you for previously confirming that your force uses Mitie Care & Custody Limited for the provision of healthcare professionals in police custody and that SUMS (Service User Management System) is used to request the services of a healthcare professional to attend to a detainee.



- For clarity, I am not seeking commercially sensitive information. This request is made for my own personal purposes and seeks only the following limited recorded information concerning the contractual and reporting arrangements:
- 1. Does the contract include Service Level Agreements (SLA) and/or Key Performance Indicators (KPI) targets relating to the response to requests for healthcare professionals? If yes, is the relevant response time measured from the police request time to the start of the clinical consultation/assessment, or to some other identifiable event? If another event is used, please identify that event.
- Disclosed, yes. Response times for forensic calls are calculated from the time of request made by the force to the time consultation with the detainee commences. For all other calls, response times are calculated from the time of request made by the force to the time a Triage takes place.
- 2. Are the resulting SLA/KPI performance outcomes reported by Mitie Care & Custody Limited to the force on a monthly, quarterly or other regular basis? If yes, please state the reporting frequency.
- Disclosed, yes, these are reported on a monthly basis.
- 3. Does the contract require SUMS to be specifically configured for the force's contractual requirements, or is the standard SUMS system provided by Mitie Care & Custody Limited used without force-specific contractual configuration?
- Disclosed, yes, SUMS is configured for the force's contractual requirements.
- 4. Does the contract with Mitie Care & Custody Limited require any parent-company guarantee, guarantee, indemnity, undertaking or other contractual assurance from Mitie Group plc? If yes, please identify the nature of that assurance. A copy is not requested at this stage.
- Disclosed, no.
- A short response to each question is sufficient. I am not requesting personal or clinical information relating to any detainee.

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

Or by Post to:

Information Access Team
Staffordshire Police HQ



STAFFORDSHIRE
POLICE

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