Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
Quedgeley, Gloucester. GL2 2AN
www.gloucestershire.police.uk

Our reference: FOI_26_0730
E-mail: FOI@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 29/09/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0730

On 30/08/2026 you sent an email constituting a refined request under the Freedom of Information Act asking the following:

1. Does your force currently use Mitie Care & Custody Limited for the provision of healthcare professionals in police custody suites?

2. If the answer to question 1 is yes, is the software system known as SUMS (Service User Management System) used to make or record requests for a healthcare professional to attend or assess a detainee in police custody?

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

Please see the response to your request below.

1. Yes

2. Yes

We are committed to being an anti-discriminatory organisation. This means not only acting in a non-discriminatory way, but addressing systemic inequalities, disadvantage and discrimination.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - https://ico.org.uk/

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post – Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary