

Date: 17th August 2026
Our ref: FOI/26/017349/V

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/26/017349/V

I write in connection with your request for information dated 31/07/2026, received by Greater Manchester Police (GMP) for the following information:

Freedom of Information Act 2000 request — custody healthcare requests and SUMS

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.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information. I can confirm the information requested is held by GMP.

Question 1

An electronic platform is used to make requests however a verbal request can be made for urgent matters however the request must still be added to the electronic platform retrospectively.

Question 2

Mitie Care + Custody.

Question 3

The requestor is usually the custody officer; however, this can be delegated to a detention officer.

Question 4

Yes.

Question 5

HCP will receive a notification albeit a verbal prompt can be made also depending on the nature of the request or further advise requested.

Question 6

HCPs have access to the custody portal which will allow them to add an update to the custody record.

Question 7

Yes, the entry is made by the HCP.

Question 8

Yes.

Question 9

Yes.

Question 10

There is no specific platform for making the request, although any record of contact may be recorded on Policeworks. The request will be made via email to the HCP.