

**Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: October 2, 2026

Our ref: FOI 2026/834

Reply contact name:

Dear,

I write in connection with your request for information dated 10th September 2026 concerning custody.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and I am able to respond as follows.

You Wrote:

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.

Response:

Question One

Yes – Measured from 'request time' to 'consultation started time'

Question Two

Yes – Monthly

Question Three

No system configuration requirements in the contract

Question Four

No

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours Sincerely,

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN



Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, 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 to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

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 Force Disclosure Unit within 20 working days of the Force's response to the original Fol request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit 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 40 working days.

The Independent Decision Maker 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, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant 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 details:

Keeping Wiltshire Safe

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>