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8th June 2018

Our Ref: FOI2018/00775

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/00775**

I write in connection with your request for information received on 13th February. I note you seek access to the following information:

- 1. Which company(s) holds the contract to supply your police custody health services**
- 2. Please state the full name of commissioning authority**
- 3. Please state if this service was procured through a framework agreement with other commissioning authorities (if so please provide the names of the other commissioning authorities). If yes, please also state who is the contract holder.**
- 4. Please state the contract start date and end date of your current custody health services.**
- 5. What is the expected total value of the contract?**
- 6. What is your annual budget for custody health services?**
- 7. Are there provisions for contract extensions (including how many years and the extension terms). If yes, please state if the contract extension been awarded**
- 8. Please state the names of the organisations who bid for the contract**
- 9. How many detainees are treated/assessed annually by your current custody health provider**
- 10. What would the procurement model be for future contracts? E.g. will the contract be procured jointly with another commissioning authority?**
- 11. What are the performance standards/ KPI's the current service provider(s) operate under? (Response time - Time of call, to time of patient seen)**
- 12. What is the current provider's performance against these standards in the last 12 months? (e.g. 95% compliance against response time KPI)**

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

Response - Following enquiries within the Constabulary please see our response below;

1. G4S Medical
2. The Police & Crime Commissioner (PCC) for Hertfordshire who procured the Custody Healthcare services on behalf of the collaborated Forces.
3. The PCC for Hertfordshire is the lead authority
4. 1/4/2015 to 31/03/2018 extended to 31/03/2019
5. The total value not inclusive of the extended period for Bedfordshire, Hertfordshire and Cambridgeshire is £9,898,232.00
6. This figure varies on a year by year basis
7. G4S Medical, Mountain Healthcare and Tascor Medical
8. 1/04/2018-31/03/2019
9. Information not recorded
10. Information not held
11. Graded response times
12. Information not recorded.

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

Sonia Chopra-Miah  
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Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.