

Fatal incident tables:

Data notes

Data is based on when the PPO were notified of the death.

The PPO does not determine the cause of death. This is determined by a coroner following an inquest. Cases are separated into administrative categories, but these categories may differ from a coroner's conclusions. Classifications may change during an investigation. However, they are not altered following the conclusion of the inquest. A small number of classifications for previous years have been updated for this publication, so may not match what has previously been published.

Self-inflicted deaths: The death of a person who has apparently taken their own life and the circumstances suggest this was deliberate, irrespective of whether this would meet the legal definition of intent (i.e. suicide).

Homicide: Where one person has killed another, irrespective of their level of intent.

Natural causes: Any death of a person as a result of a naturally occurring disease process that is organic and not triggered by something non-natural.

Other non-natural: These deaths have not happened organically; they are non-natural but cannot be readily classified as self-inflicted or homicide. They include accidents and cases where the post-mortem has not ascertained a cause of death. This category also includes drug-related deaths where there is not enough evidence to classify them as a self-inflicted death.

Awaiting classification: These are deaths where there is currently no indication of the cause of death.

COVID-19 related fatal incident investigation: A death in a person where COVID-19 is mentioned on the death certificate or post-mortem report. Deaths are recorded as COVID-19 from the outset of the investigation if there appears to have a COVID-19 element. If information provided later shows the death does not fit our definition, it will be re-categorised. It is important to note, death certificates are not always consistently filled in.

Fatal incident data was frozen in mid-May 2022.

The PPO and HMPPS have different defining criteria for classifying cases. For this reason, the totals in each category may differ from what is published by HMPPS.

Initial reports are counted as having been completed 'in time' when the report is issued within 20 weeks of the date of notification for natural cause deaths which were originally classed as natural causes, and 26 weeks for all others (including those that are unclassified at the time of notification). However, we must sometimes suspend our investigations while we wait for key information, such as the cause of death, toxicology tests or a clinical review.

Timeliness calculations exclude the times when a case is suspended for reasons that are outside the PPO's control.

Final reports are counted as having been completed 'in time' when the report is issued 12 weeks following the initial report.

Timeliness is calculated based on working days and excludes bank holidays.

Some totals may not add up to 100% due to rounding.

Some figures have been updated and corrected, and therefore do not match what was published in the previous annual report.

Post-release deaths: On 6 September 2021, the PPO launched a year-long pilot to investigate the deaths of individuals who die within 14 days of release from custody from natural, self-inflicted, or other non-

natural causes. Deaths where the cause of death was homicide are not included in the pilot. The PPO may exercise its discretion to investigate deaths of individuals who die beyond the 14-day threshold, such investigations will still be categorised as post-release cases. However, we refer to our investigations of deaths, where an individual is released directly to hospital or where an individual was released into the community but died before 6 September 2021, the beginning of our pilot, as a discretionary case rather than a post-release case.

Fatal incident investigations started

	Total 20/21	% of Total 20/21	Total 21/22	% of Total 21/22	Change 20/21 - 21/22	% Change Year on Year
Natural	299	70%	193	59%	-106	-35%
Self-inflicted	83	20%	85	26%	2	2%
Other non-natural	40	9%	33	10%	-7	-18%
Homicide	1	0%	1	0%	0	*
Awaiting classification	2	0%	17	5%	15	*
Total	425	100%	329	100%	-96	-23%

* The numbers are too small for the % change to be a meaningful indicator.

Fatal incident investigations started

	Total 20/21	% of Total 20/21	Total 21/22	% of Total 21/22	Change 20/21 - 21/22	% Change Year on Year
Male Prisoners 21 and over	393	92%	280	85%	-113	-29%
Female Prisoners 21 and over	9	2%	6	2%	-3	*
Male Prisoners 18 to under 21	2	0%	1	0%	-1	*
Female Prisoners 18 to under 21	1	0%	0	0%	-1	*
Male Prisoners under 18	0	0%	0	0%	0	*
Female Prisoners under 18	0	0%	0	0%	0	*
Male Approved Premises Residents	15	4%	12	4%	-3	*
Female Approved Premises Residents	0	0%	1	0%	1	*
Male IRC Residents	1	0%	1	0%	0	*
Female IRC Residents	0	0%	0	0%	0	*
Male Discretionary Cases	2	0%	3	1%	1	*
Female Discretionary Cases	2	0%	0	0%	-2	*
Male Post Release Cases	**	**	22	7%	**	**
Female Post Release Cases	**	**	3	1%	**	**
Total	425	100%	329	100%	-96	-23%

* The numbers are too small for the % change to be a meaningful indicator.

** Statistics are not provided here as post-release investigations began after 06/09/2021.

Fatal incidents investigations started 2021/22

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Male Prisoners 21 and over	182	72	12	1	13	280
Female Prisoners 21 and over	4	1	1	0	0	6
Male Prisoners 18 to under 21	0	1	0	0	0	1
Female Prisoners 18 to under 21	0	0	0	0	0	0
Male Prisoners under 18	0	0	0	0	0	0
Female Prisoners under 18	0	0	0	0	0	0
Male Approved Premises Residents	3	4	5	0	0	12
Female Approved Premises Residents	0	0	1	0	0	1
Male IRC Residents	1	0	0	0	0	1
Female IRC Residents	0	0	0	0	0	0
Male Discretionary Cases	2	1	0	0	0	3

Female Discretionary Cases	0	0	0	0	0	0
Male Post Release Cases	1	5	12	0	4	22
Female Post Release Cases	0	1	2	0	0	3
Total	193	85	33	1	17	329

Fatal incidents reports issued

	Total 20/21	% in time	Total 21/22	% in time	Change 20/21 - 21/22 (volume)	% Change Year on Year
Initial Reports	292	70%	391	45%	99	34%
Final Reports	298	58%	378	49%	80	27%
Reports Published on Website	215	NA	398	NA	183	85%

Fatal incidents started 2021/22: Prisoners 21 and over

	Natural	Self- Inflicted	Other Non- Natural	Homicide	Awaiting Classification	Total
Altcourse	3	3	0	0	0	6
Ashfield	3	0	0	0	0	3
Bedford	2	1	0	0	0	3
Belmarsh	0	0	0	0	1	1
Berwyn	2	0	0	0	0	2
Birmingham	3	2	0	0	0	5
Bristol	1	1	0	0	0	2
Bronzefield	0	0	1	0	0	1
Bullingdon	3	1	0	0	1	5
Bure	2	0	0	0	0	2
Cardiff	2	3	0	0	0	5
Channings Wood	3	0	0	0	0	3
Chelmsford	0	1	0	0	0	1
Dartmoor	3	1	0	0	0	4
Doncaster	1	1	0	0	0	2
Dovegate	2	1	0	0	0	3
Drake Hall	1	0	0	0	0	1
Durham	4	0	0	0	0	4
East Sutton Park	1	0	0	0	0	1
Eastwood Park	1	0	0	0	0	1
Elmley	4	2	1	0	0	7
Exeter	0	2	0	0	0	2
Ford	1	0	0	0	0	1
Forest Bank	2	1	1	0	1	5
Frankland	5	1	0	0	0	6
Full Sutton	3	0	0	0	0	3
Garth	4	1	0	0	0	5
Gartree	4	2	0	0	0	6
Guys Marsh	0	1	0	0	0	1
Hatfield	0	0	1	0	0	1
Hewell	2	1	0	0	0	3
High Down	1	0	0	0	0	1
Highpoint	0	1	0	0	0	1
Holme House	3	2	1	0	0	6
Hull	2	2	0	0	0	4
Humber	2	0	0	0	0	2
Isle of Wight	7	1	0	0	0	8

Lancaster Farms	1	0	0	0	0	1
Leeds	7	3	0	0	1	11
Lewes	3	1	0	0	0	4
Leyhill	4	0	0	0	0	4
Lincoln	0	1	0	0	1	2
Littlehey	12	0	0	0	0	12
Liverpool	3	0	0	0	0	3
Long Lartin	3	0	0	0	0	3
Lowdham Grange	1	1	0	0	1	3
Maidstone	0	0	0	1	0	1
Manchester	3	3	1	0	0	7
Moorland Closed	4	0	1	0	0	5
New Hall	0	1	0	0	0	1
North Sea Camp	1	0	0	0	0	1
Northumberland	5	2	0	0	1	8
Norwich	4	3	0	0	0	7
Nottingham	2	1	0	0	1	4
Oakwood	1	0	0	0	0	1
Parc	4	0	1	0	0	5
Pentonville	1	1	0	0	1	3
Peterborough	2	0	1	0	0	3
Portland	0	1	0	0	0	1
Preston	1	1	0	0	0	2
Ranby	1	1	0	0	0	2
Risley	1	0	0	0	0	1
Rochester	1	1	0	0	0	2
Rye Hill	3	0	0	0	0	3
Send	1	0	0	0	0	1
Stafford	6	0	0	0	0	6
Stoke Heath	0	1	0	0	0	1
Sudbury	0	0	1	0	0	1
Swaleside	1	4	1	0	0	6
Swansea	0	1	0	0	0	1
The Mount	1	1	0	0	0	2
The Verne	4	0	0	0	1	5
Wakefield	2	1	0	0	0	3
Wandsworth	0	5	0	0	2	7
Warren Hill	2	0	1	0	0	3
Wayland	3	0	0	0	0	3
Wealstun	1	0	0	0	0	1
Whatton	4	1	0	0	0	5
Whitemoor	2	0	0	0	0	2
Winchester	1	2	0	0	1	4
Woodhill	0	1	1	0	0	2
Wormwood Scrubs	3	3	0	0	0	6
Wymott	10	0	0	0	0	10
Total	186	73	13	1	13	286

Fatal incidents started 2021/22: Prisoners 18 to under 21

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Altcourse	0	1	0	0	0	1
Total	0	1	0	0	0	1

Fatal incidents started 2021/22: Approved premises

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Albion Street	0	0	1	0	0	1
Ashley House	0	1	0	0	0	1
Bowling Green	0	1	0	0	0	1
Braley House	0	0	1	0	0	1
Brighton	1	0	0	0	0	1
Brigstocke Road	0	1	0	0	0	1
Bunbury House	1	0	0	0	0	1
Crowley House	0	0	1	0	0	1
Cuthbert House	0	1	0	0	0	1
Elliott House	0	0	1	0	0	1
Hestia Streatham	0	0	1	0	0	1
Nelson House	1	0	0	0	0	1
Westbourne House	0	0	1	0	0	1
Total	3	4	6	0	0	13

Fatal incidents started 2021/22: Immigration removal centres

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Dungavel House	1	0	0	0	0	1
Total	1	0	0	0	0	1

Fatal incidents started 2021/22: Discretionary cases

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Bullingdon***	1	0	0	0	0	1
Elmley****	1	0	0	0	0	1
Parc*****	0	1	0	0	0	1
Total	2	1	0	0	0	3

*** The death of an individual who was released after being taken to hospital due to underlying health conditions but died shortly afterwards.

**** The death of an individual in hospital after their sentence ended whilst in hospital.

***** The death of an individual who was found hanging in their cell but remained in hospital after being released on compassionate grounds and died after their life support machine was switched off.

Fatal incidents started 2021/22: Post-release cases*****

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Altcourse	1	0	2	0	0	3
Cardiff	0	0	1	0	1	2
Doncaster	0	1	0	0	0	1
Durham	0	2	0	0	0	2
Eastwood Park	0	1	0	0	0	1
Elmley	0	0	1	0	0	1
Exeter	0	0	2	0	0	2
Foston Hall	0	0	1	0	0	1
High Down	0	0	1	0	0	1
Highpoint	0	0	0	0	1	1
Humber	0	0	1	0	0	1
Leeds	0	0	1	0	0	1
Moorland Closed	0	1	0	0	0	1
Norwich	0	0	1	0	0	1

Peterborough	0	0	1	0	1	2
Preston	0	0	1	0	0	1
Risley	0	0	0	0	1	1
Swansea	0	0	1	0	0	1
Winchester	0	1	0	0	0	1
Total	1	6	14	0	4	25

***** The establishment column represents which establishments individuals were released from prior to their death.

Complaints tables:

Data notes

Complaint categorisation is based on the substantive element of the complaint. Categorisation is carried out by the assessment team and may be edited by the investigator through the course of the investigation. This can lead to similar complaints being categorised differently.

In 2020, the PPO added a tick box to the case management system we use, so we could highlight COVID-19 related cases. The following guidance is used to help guide what should be classified as a COVID-19 complaint:

- The COVID-19 category is applied as soon as a COVID-19 related element becomes apparent, from the initial assessment stage to the finalisation of the case. The COVID-19 element is removed if it subsequently becomes apparent that the complaint is not COVID-19 related.
- The COVID-19 category is applied, if relevant, to all complaints, even if the complaint is not eligible or is subsequently dealt with in line with Paragraph 20, set out in our Terms of Reference.

The COVID-19 flag is added to cases where the complaint:

- mentions COVID, COVID-19, coronavirus, pandemic and/or epidemic in the complaint forms
- relates to any temporary measure or policy put in place by the prison because of the pandemic – for example social distancing, self-isolation, restricted prison visits, education, reverse cohorting units, protective isolation units, shielding units
- relates to access to cleaning products, PPE or access to laundry facilities because of the complainant's concerns about COVID-19
- relates to a lack of staff (includes operational, non-operational staff) where COVID-19 is the cause of the staffing shortage including healthcare, religious ministers, meetings or education provision

A complaint is eligible if it is from a person who has been through the relevant internal complaints process (the two-stage prison process, or the immigration or probation process) and the complainant brings it to us within three months of receiving the final stage reply from the service in remit. The complaint also has to be about something which is within our remit.

A complaint is upheld if, after investigation, we find in favour of the complainant – i.e. we find the service in remit has acted contrary to their local and/or national policy, or otherwise inappropriately or unreasonably. Upheld cases comprise of cases which are upheld and partially upheld. A complaint is not upheld if we find that the service in remit has acted in keeping with policy, if there is no specific relevant policy, or if they have not acted unreasonably or inappropriately.

Complaints data contained in this report is frozen. Data for 2020/21 was frozen in April 2021, data for 2021/22 was frozen in April and May 2022. Data for each section was frozen on different days, so represents different cohorts of cases.

A small number of cases received and completed will be counted in multiple years. This only happens when a previously closed case is subsequently reopened after we have received new information over different financial years.

Each case that is ineligible for investigation will be categorised with a reason for its ineligibility. This can happen several times if the complainant continues to send correspondence that would still render their case ineligible, but the reasoning for the ineligibility can update and change.

The number of eligibility letters sent in 2020/21 and 2021/22 refers to letters of eligibility that the PPO sent to complainants in both eligible and ineligible cases. In some cases, the PPO sent multiple eligibility letters about the same case. This happens when a case does not initially meet the eligibility criteria but is later deemed to be eligible when we receive further information. This includes the number of eligibility letters prepared and not sent. This only happens in a small number of cases when we receive a complaint and we are unable to send the eligibility letter – for example if we do not have access to the complainant's release address.

A completed case in 2020/21 and 2021/22 is defined as one where the draft outcome has been approved. This excludes withdrawn and Paragraph 20 cases. We have not been able to calculate how many cases were completed on time as our move to a new case management system resulted in a change in definition. We are continuing to explore ways to collect this data in the future.

Prison population data is taken from the March 2022 population bulletin published on GOV.UK: [Prison population figures: 2022 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/prison-population-figures-2022).

Complaints received

	Total 20/21	% of Total 20/21	Total 21/22	% of Total 21/22	Change 20/21 - 21/22	% Change Year on Year
Prison	3,722	93%	4,142	93%	420	11%
Probation	282	7%	287	6%	5	2%
Immigration Removal Centre	4	0%	9	0%	5	*
Secure Training Centre	2	0%	2	0%	0	*
Total	4,010	100%	4,442**	100%	432	11%

* The numbers are too small for the % change to be a meaningful indicator.

** The total includes two ineligible complaints received by the PPO that do not fall into any location categories.

Complaints accepted

	Total 20/21	% of Total 20/21	Total 21/22	% of Total 21/22	Change 20/21 - 21/22	% Change Year on Year
Prison	1,651	98%	1,913	99%	262	16%
Probation	24	1%	20	1%	-4	-17%
Immigration Removal Centre	3	0%	1	0%	-2	*
Secure Training Centre	4	0%	2	0%	-2	*
Total	1,682	100%	1,936	100%	254	15%

* The numbers are too small for the % change to be a meaningful indicator.

Complaints completed

	Total 20/21	% of Total 20/21	Total 21/22	% of Total 21/22	Change 20/21 - 21/22	% Change Year on Year
Prison	1,545	98%	1,890	98%	345	22%
Probation	20	1%	27	1%	7	35%
Immigration Removal Centre	4	0%	5	0%	1	*
Secure Training Centre	3	0%	2	0%	-1	*
Total	1,572	100%	1,924	100%	352	22%

* The numbers are too small for the % change to be a meaningful indicator.

Prisons complainants 2021/22: Completed complaints

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
Male Prisoners	1,167	98%	1,850	98%
Female Prisoners	23	2%	40	2%
Total	1,190	100%	1,890	100%

Prisons complaints 2021/22: Completed complaints

	Number of Complaints	% of Total Complaints
Under 18	5	0%
18 to under 21	14	1%
21 and over	1,871	99%
Total	1,890	100%

Complaints completed 2021/22: per prison complainant

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
11+	10	1%	191	10%
6 to 10	18	2%	140	7%

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
2 to 5	249	21%	646	34%
1	913	77%	913	48%
Total	1,190	100%	1,890	100%

Complaints completed 2021/22: Categories

	Not upheld	Upheld	Total	Uphold rate
Property	294	228	522	44%
Staff behaviour	147	40	187	21%
Adjudication	109	31	140	22%
Regime	102	27	129	21%
Administration	91	35	126	28%
Categorisation	102	19	121	16%
Work and pay	86	13	99	13%
Letters	52	33	85	39%
IEP	68	15	83	18%
Money	47	21	68	31%
Transfers	62	2	64	3%
Accommodation	30	18	48	38%
Progression	36	3	39	8%
Food	27	7	34	21%
Phone calls	26	7	33	21%
Security	19	11	30	37%
Probation	24	5	29	17%
Visits	14	6	20	30%
Equalities	16	4	20	20%
Prisoners	11	1	12	***
HDC	7	3	10	***
Resettlement	5	1	6	***
Video calls	5	1	6	***
Medical	3	3	6	***
Legal	1	3	4	***
Escorts	1	1	2	***
Parole	0	1	1	***
Other	0	0	0	***
Total	1,385	539	1,924	28%

*** Only given where 20 or more complaints were completed.

Complaints completed 2021/22: Prisons

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Full Sutton	97	14	111	13%	582	2.4
Swaleside	82	27	109	25%	1023	2.6
Wakefield	86	21	107	20%	724	2.9
Long Lartin	64	20	84	24%	470	4.3
Whitemoor	67	15	82	18%	321	4.7
Frankland	52	23	75	31%	836	2.8
Littlehey	41	12	53	23%	1,162	1.0
Stocken	34	18	52	35%	1,015	1.8
Woodhill	34	18	52	35%	496	3.6

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Rye Hill	39	6	45	13%	617	1.0
Lowdham Grange	37	5	42	12%	870	0.6
Berwyn	25	12	37	32%	1,829	0.7
Isle of Wight	27	7	34	21%	823	0.9
Manchester	19	14	33	42%	668	2.1
Whatton	28	4	32	13%	792	0.5
High Down	20	11	31	35%	1,182	0.9
Lindholme	21	9	30	30%	938	1.0
Highpoint	22	7	29	24%	1257	0.6
Bullington	16	11	27	41%	1,064	0.9
Oakwood	19	8	27	30%	2,060	0.4
Dovegate	19	7	26	27%	1,143	0.6
Gartree	21	5	26	19%	576	0.9
The Verne	19	5	24	21%	605	0.8
Onley	10	13	23	57%	735	1.8
Pentonville	11	12	23	52%	1,046	1.1
Buckley Hall	18	4	22	18%	451	0.9
Leyhill	17	4	21	19%	471	0.8
Parc	15	6	21	29%	1,595	0.4
Wayland	14	6	20	30%	876	0.7
Northumberland	14	5	19	***	1,328	0.4
Moorland	10	8	18	***	924	0.9
Ranby	12	6	18	***	982	0.6
The Mount	17	1	18	***	992	0.1
Elmley	12	5	17	***	1069	0.5
Featherstone	13	4	17	***	664	0.6
Wealstun	15	2	17	***	815	0.2
Garth	10	6	16	***	801	0.7
Stafford	13	3	16	***	741	0.4
Stoke Heath	12	4	16	***	739	0.5
Belmarsh	12	2	14	***	663	0.3
Birmingham	4	10	14	***	955	1.0
Coldingley	7	7	14	***	431	1.6
Hull	7	6	13	***	903	0.7
Winchester	6	7	13	***	492	1.4
Wymott	10	3	13	***	1,095	0.3
Ashfield	12	0	12	***	399	0.0
Channings Wood	7	5	12	***	679	0.7
Hewell	6	6	12	***	793	0.8
Warren Hill	7	5	12	***	265	1.9
Doncaster	5	6	11	***	1,063	0.6
Forest Bank	5	5	10	***	1,359	0.4
Huntercombe	8	2	10	***	463	0.4
Risley	7	3	10	***	982	0.3
Thameside	6	4	10	***	1,130	0.4
Wandsworth	7	3	10	***	1,287	0.2
Lewes	6	3	9	***	534	0.6
Holme House	6	2	8	***	1,147	0.2
Norwich	7	1	8	***	694	0.1

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Nottingham	5	3	8	***	864	0.3
Peterborough	4	4	8	***	1183	0.3
Sudbury	5	3	8	***	563	0.5
Aylesbury	2	5	7	***	371	1.3
Ford	1	6	7	***	376	1.6
Grendon / Spring Hill	2	5	7	***	393	1.3
Lancaster Farms	5	2	7	***	541	0.4
Usk and Prescoed	7	0	7	***	467	0.0
Wormwood Scrubs	5	2	7	***	1,128	0.2
Bure	6	0	6	***	615	0.0
Dartmoor	4	2	6	***	631	0.3
Hollesley Bay	6	0	6	***	484	0.0
Leeds	4	2	6	***	1,072	0.2
Liverpool	2	4	6	***	799	0.5
Bristol	3	2	5	***	467	0.4
Downview	4	1	5	***	271	0.4
Durham	1	4	5	***	959	0.4
Isis	4	1	5	***	591	0.2
Maidstone	4	1	5	***	581	0.2
North Sea Camp	3	2	5	***	264	0.8
Rochester	4	1	5	***	669	0.1
Send	4	1	5	***	182	0.5
Brixton	2	2	4	***	720	0.3
Bronzefield	1	3	4	***	467	0.6
Chelmsford	2	2	4	***	673	0.3
Exeter	3	1	4	***	361	0.3
Guys Marsh	3	1	4	***	451	0.2
Portland	4	0	4	***	493	0.0
Styal	3	1	4	***	369	0.3
Erlestoke	2	1	3	***	442	0.2
Haverigg	1	2	3	***	327	0.6
Humber	1	2	3	***	973	0.2
Lincoln	2	1	3	***	621	0.2
New Hall	0	3	3	***	330	0.9
Bedford	1	1	2	***	358	0.3
Cookham Wood	1	1	2	***	83	1.2
Eastwood Park	1	1	2	***	370	0.3
Foston Hall	1	1	2	***	256	0.4
Leicester	1	1	2	***	252	0.4
Standford Hill	1	1	2	***	452	0.2
Swinfen Hall	1	1	2	***	604	0.2
Thorn Cross	1	1	2	***	410	0.2
Werrington	0	2	2	***	58	3.4
Wetherby	2	0	2	***	146	0.0
Askham Grange	1	0	1	***	90	0.0
Deerbolt	0	1	1	***	262	0.4
Drake Hall	0	1	1	***	278	0.4
Hatfield	0	1	1	***	283	0.4
Hindley	1	0	1	***	575	0.0

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Swansea	1	0	1	***	326	0.0
Altcourse	0	0	0	***	1,150	0.0
Brinsford	0	0	0	***	441	0.0
Cardiff	0	0	0	***	714	0.0
East Sutton Park	0	0	0	***	66	0.0
Feltham	0	0	0	***	244	0.0
Five Wells	0	0	0	***	266	0.0
Kirkham	0	0	0	***	498	0.0
Kirklevington Grange	0	0	0	***	183	0.0
Low Newton	0	0	0	***	247	0.0
Morton Hall	0	0	0	***	155	0.0
Preston	0	0	0	***	663	0.0
Total	1,359	531	1,890	28%	79,744	0.7

*** Only given where 20 or more complaints were completed.

**** Prison population figures taken from March 2022 monthly population figures.

Complaints completed 2021/22: Immigration removal centres

	Not upheld	Upheld	Total	Uphold rate
Heathrow IRC	2	0	2	***
Yarlwood IRC	0	1	1	***
Harmondsworth IRC	0	1	1	***
Colnbrook IRC	1	0	1	***
Total	3	2	5	***

*** Only given where 20 or more complaints were completed.

Complaints completed 2021/22: Probation

	Not upheld	Upheld	Total	Uphold rate
NPS London	4	1	5	***
NPS Midlands	5	0	5	***
NPS South West & South Central	2	2	4	***
NPS North East	4	0	4	***
CRC Staffs & West Mids	2	0	2	***
NPS North West	2	0	2	***
CRC Essex	0	1	1	***
NPS South East & Eastern	1	0	1	***
CRC Cheshire & Gt Manchester	1	0	1	***
CRC Warks & West Mercia	0	1	1	***
CRC Norfolk & Suffolk	1	0	1	***
Total	22	5	27	19%

*** Only given where 20 or more complaints were completed.

Complaints completed 2021/22: Secure training centres

	Not upheld	Upheld	Total	Uphold rate
Rainsbrook	1	1	2	***
Total	1	1	2	***

*** Only given where 20 or more complaints were completed.