

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 2024.

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 started 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 investigated. 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, as a discretionary case rather than a post-release case.

Fatal incident investigations started

	Total 22/23	% of Total 22/23	Total 23/24	% of Total 23/24	Change 22/23-23/24	% Change Year on Year
Natural	222	55%	188	52%	-34	-15%
Self-Inflicted	91	23%	104	29%	13	14%
Other Non-Natural	87	22%	45	13%	-42	-48%
Homicide	3	1%	2	1%	-1	*
Awaiting Classification	1	0%	21	6%	20	*
Total	404	100%	360	100%	-44	-11%

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

Fatal incident investigations started

	Total 22/23	% of Total 22/23	Total 23/24	% of Total 23/24	Change 22/23-23/24	% Change Year on Year
Male Prisoners 21 and over	313	78%	280	78%	-33	-11%
Female Prisoners 21 and over	7	2%	9	3%	2	29%
Male Prisoners 18 to under 21	0	0%	2	1%	2	*
Female Prisoners 18 to under 21	0	0%	0	0%	0	*
Male Prisoners under 18	0	0%	1**	0%	1	*
Female Prisoners under 18	0	0%	0	0%	0	*
Male Approved Premises Residents	13	3%	10	3%	-3	-23%
Female Approved Premises Residents	0	0%	0	0%	0	*
Male IRC Residents	2	0%	1	0%	-1	-50%
Female IRC Residents	0	0%	0	0%	0	*
Male Discretionary Cases	1	0%	4	1%	3	300%
Female Discretionary Cases	0	0%	0	0%	0	*
Male Post Release Cases	62	15%	46	13%	-16	-26%
Female Post Release Cases	5	1%	7	2%	2	40%
Total	403	83%	360	100%	-43	-11%

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

** The death of a baby after their birth.

Fatal incidents investigations started 2023/24

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Male Prisoners 21 and over	172	78	16	0	13	279
Female Prisoners 21 and over	3	4	2	0	0	9
Male Prisoners 18 to under 21	0	2	0	0	0	2
Female Prisoners 18 to under 21	0	0	0	0	0	0
Male Prisoners under 18	0	0	0	0	1	1
Female Prisoners under 18	0	0	0	0	0	0
Male Approved Premises Residents	2	5	2	1	0	10
Female Approved Premises Residents	0	0	0	0	0	0
Male IRC Residents	0	1	0	0	0	1
Female IRC Residents	0	0	0	0	0	0
Male Discretionary Cases	0	3	0	0	1	4

Female Discretionary Cases	0	0	0	0	0	0
Male Post Release Cases	9	10	22	0	5	46
Female Post Release Cases	2	1	3	0	1	7
Total	188	104	45	1	21	359

Fatal incidents reports issued

	Total 22/23	% in time	Total 23/24	% in time	Change 22/23-23/24 (volume)	% Change Year on Year
Initial Reports	318	60%	441	40%	123	39%
Final Reports	315	55%	433	68%	118	37%
Reports Published on Website	326	NA	392	65%**	66	20%

**Timeliness data covers the time-period from 5 June 2023 until 31 March 2024

Fatal incidents started 2023/24: Prisoners 21 and over

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Altcourse	1	2	0	0	1	4
Ashfield	1	0	0	0	0	1
Aylesbury	1	0	2	0	0	3
Bedford	0	1	0	0	2	3
Belmarsh	0	1	0	0	0	1
Berwyn	0	0	1	0	0	1
Birmingham	3	0	0	0	0	3
Bristol	1	4	0	1	0	6
Brixton	1	0	1	0	0	2
Bure	4	0	0	0	0	4
Cardiff	1	1	0	0	0	2
Channings Wood	5	0	0	0	0	5
Chelmsford	1	3	0	0	0	4
Dartmoor	2	0	0	0	0	2
Doncaster	1	0	0	0	0	1
Dovegate	1	2	0	0	0	3
Durham	2	1	0	0	0	3
Eastwood Park	0	0	1	0	0	1
Elmley	2	1	2	0	0	5
Featherstone	0	1	0	0	0	1
Forest Bank	4	0	0	0	1	5
Fosse Way	0	1	0	0	0	1
Foston Hall	1	0	0	0	0	1
Frankland	4	2	0	0	0	6
Full Sutton	4	0	0	0	0	4
Garth	0	2	0	0	1	3
Grendon	0	1	0	0	0	1
Guys Marsh	0	0	1	0	0	1
Haverigg	2	1	0	0	0	3
Hewell	0	1	0	0	0	1
High Down	3	0	1	0	0	4
Highpoint	0	1	0	0	0	1
Hollesley Bay	2	0	0	0	0	2
Holme House	5	1	0	0	0	6
Hull	5	1	0	0	0	6
Humber	1	2	0	0	0	3

Isle of Wight	11	0	0	0	0	11
Kirkham	1	0	0	0	0	1
Kirklevington Grange	0	1	0	0	0	1
Lancaster Farms	1	0	0	0	1	2
Leeds	2	4	0	0	0	6
Lewes	0	1	0	0	1	2
Leyhill	4	0	0	0	0	4
Lindholme	1	0	0	0	0	1
Littlehey	13	1	0	0	0	14
Liverpool	3	4	0	0	0	7
Long Lartin	1	0	0	0	0	1
Low Newton	0	1	0	0	0	1
Lowdham Grange	1	2	0	0	1	4
Maidstone	0	2	0	0	0	2
Manchester	2	2	0	0	0	4
Moorland Closed	2	0	1	0	0	3
Morton Hall	0	1	0	0	0	1
New Hall	0	1	1	0	0	2
Northumberland	3	0	0	0	1	4
Norwich	4	1	0	0	0	5
Nottingham	1	1	0	0	0	2
Oakwood	8	0	0	0	0	8
Onley	0	1	0	0	0	1
Parc	6	1	3	0	1	11
Pentonville	0	1	1	0	0	2
Peterborough	2	0	0	0	0	2
Preston	3	1	0	0	0	4
Ranby	0	1	0	0	0	1
Risley	1	0	0	0	0	1
Rochester	0	1	0	0	0	1
Rye Hill	1	0	0	0	0	1
Stafford	6	0	1	0	0	7
Stocken	2	1	0	0	0	3
Stoke Heath	0	1	0	0	0	1
Styal	1	2	0	0	0	3
Swaleside	3	0	1	0	0	4
Swansea	2	0	0	0	1	3
Swinfen Hall	0	1	0	0	0	1
Thameside	1	1	0	0	0	2
The Mount	1	3	0	0	1	5
The Verne	2	0	0	0	0	2
Usk and Prescoed	2	0	0	0	0	2
Wakefield	4	1	0	0	0	5
Wandsworth	3	7	0	0	0	10
Wayland	2	0	0	0	0	2
Whatton	2	0	0	0	0	2
Whitemoor	0	1	0	0	0	1
Winchester	0	1	0	0	1	2
Woodhill	1	1	0	0	0	2
Wormwood Scrubs	2	2	1	0	0	5
Wymott	12	2	0	0	0	14
Total	175	82	18	1	13	289

Fatal incidents started 2023/24: Prisoners 18 to under 21

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Bristol	0	1	0	0	0	1
Doncaster	0	1	0	0	0	1
Total	0	2	0	0	0	2

Fatal incidents started 2023/24: Approved premises

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Ascot House	0	1	0	0	0	1
Braley House	0	1	0	0	0	1
Elm Bank	0	2	0	0	0	2
Landguard Road	1	0	0	0	0	1
Lightfoot House	1	0	0	0	0	1
Ozanam House	0	1	0	0	0	1
Trent House	0	0	1	1	0	2
Ty Newydd	0	0	1	0	0	1
Total	2	5	2	1	0	10

Fatal incidents started 2023/24: Immigration removal centres

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

Fatal incidents started 2023/24: Discretionary cases

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Bristol Magistrates' Court**	0	1	0	0	0	1
Isle of Man Prison***	0	2	0	0	0	2
Thames Magistrate's Court****	0	0	0	0	1	1
Total	0	3	0	0	1	4

** The death of an individual that occurred in a court cell

*** The deaths of individuals in establishments that are outside of our jurisdiction

**** The death of an individual who suffered a seizure in the vehicle during transport from Thames Magistrate's Court to HMP Thameside

Fatal incidents started 2023/24: Post-release cases**

	Natural	Self-Inflicted	Other Non-Natural	Awaiting Classification	Total
Altcourse	0	1	2	0	3
Birmingham	0	0	1	0	1
Bristol	0	1	1	0	2
Brixton	0	0	1	0	1
Bullington	0	0	2	0	2
Channings Wood	0	1	0	0	1
Doncaster	1	0	1	0	2
Downview	0	0	1	0	1
Durham	0	1	0	0	1
Featherstone	1	0	0	0	1
Five Wells	0	0	0	1	1
Forest Bank	0	1	0	0	1
Foston Hall	0	0	1	0	1

Harmondsworth IRC	1	0	0	0	1
High Down	0	1	0	1	2
Hollesley Bay	1	0	0	0	1
Holme House	0	0	1	0	1
Hull	0	0	1	0	1
Leeds	1	0	0	0	1
Lewes	0	0	2	0	2
Lincoln	1	1	0	0	2
New Hall	1	0	1	0	2
Norwich	1	0	0	0	1
Nottingham	0	0	1	0	1
Parc	0	0	1	0	1
Peterborough	0	0	0	1	1
Portland	0	0	1	0	1
Ranby	0	0	2	1	3
Risley	0	1	0	0	1
Rye Hill	1	0	0	0	1
Send	1	0	0	0	1
Stocken	0	0	0	1	1
Stoke Heath	1	1	0	0	2
Styal	0	1	0	0	1
Thameside	0	0	1	0	1
The Mount	0	0	1	0	1
Wandsworth	0	0	0	1	1
Wealstun	0	0	2	0	2
Winchester	0	1	0	0	1
Wormwood Scrubs	0	0	1	0	1
Total	11	11	25	6	53

** The establishment represents the establishment the individual was released from. A homicide column is not included in this table as this falls outside of the remit for post-release death investigations.

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.

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 2022/23 was frozen in May 2023, data for 2023/24 was frozen in May 2024. 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 2022/23 and 2023/24 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 2022/23 and 2023/24 is defined as one where the draft outcome has been approved. This excludes withdrawn and Paragraph 20 cases.

For standard complaints, initial reports are counted as having been completed 'in time' when submitted within 12 weeks (60 working days) of accepting the complaint as eligible. For complex complaints, initial reports are counted as having been completed 'in time' when the investigation is completed and report submitted within 26 weeks (130 working days) of accepting the complaint as eligible. However, we must sometimes suspend our investigations while we wait for key information, such as cell clearance certificates and property cards.

Timeliness calculations exclude the times when a case is suspended for reasons that are outside the PPO's control. We are continuing to explore ways to collect this data in the future.

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

Prison population data is taken from the March 2024 population bulletin published on GOV.UK:
<https://www.gov.uk/government/publications/prison-population-figures-2024>

Complaints received

	Total 22/23	% of Total 22/23	Total 23/24	% of Total 23/24	Change 22/23 - 23/24	% Change Year on Year
Prison	4,211	94%	4,345	95%	134	3%
Probation	252	6%	219	5%	-33	-13%
Immigration Removal Centre	8	0%	9	0%	1	*
Secure Training Centre	0	0%	2	0%	2	*
Total	4472**	100%	4,575	100%	103	2%

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

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

Complaints accepted

	Total 22/23	% of Total 22/23	Total 23/24	% of Total 23/24	Change 22/23 - 23/24	% Change Year on Year
Prison	2,061	98%	2,018	99%	-43	-2%
Probation	29	1%	21	1%	-8	-28%
Immigration Removal Centre	4	0%	5	0%	1	*
Secure Training Centre	0	0%	2	0%	2	*
Total	2,094	100%	2,046	100%	-48	-2%

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

Complaints completed

	Total 22/23	% of Total 22/23	Total 23/24	% of Total 23/24	Change 22/23 - 23/24	% Change Year on Year
Prison	2,131	98%	1804**	99%	-327	-15%
Probation	31	1%	24	1%	-7	-23%
Immigration Removal Centre	2	0%	2	0%	0	*
Secure Training Centre	1	0%	0	0%	-1	*
Total	2,165	100%	1,830	100%	-335	-15%

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

**Includes one ineligible complaint

Prisons complainants 2023/24: Completed complaints

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
Male Prisoners	1,047	98%	1773**	98%
Female Prisoners	23	2%	31	2%
Total	1,070	100%	1,804	100%

**The male prisoners number of complaints includes one ineligible complaint

Prisons complaints 2023/24: Completed complaints

	Number of Complaints	% of Total Complaints
Under 18	5	0%
18 to under 21	10	1%
21 and over	1789**	99%
Total	1,804	100%

**The 21 and over category number of complaints includes one ineligible complaint

Complaints completed 2023/24: per prison complainant

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
11+	14	1%	242	13%
6 to 10	29	3%	200	11%
2 to 5	207	19%	542**	30%
1	820	77%	820	45%
Total	1,070	100%	1,804	100%

**The 2 to 5 range complaints total includes one ineligible complaint

Complaints completed 2023/24: Categories

	Not upheld	Upheld	Total	Uphold rate
Property	260	234	494	47%
Staff behaviour	135	39	174	22%
Administration	96	47	143	33%
Adjudication	89	15	105*	14%
IEP	80	22	102	22%
Categorisation	83	15	99**	15%
Work & Pay	69	14	83	17%
Regime	61	21	82	26%
Letters	40	22	62	35%
Money	34	28	62	45%
Accommodation	45	13	58	22%
Visits	38	12	50	24%
Transfers	38	4	42	10%
Progression	39	3	42	7%
Security	33	6	39	15%
Phone calls	29	7	36	19%
Food	26	6	32	19%
Equalities	18	9	27	33%
Probation	24	2	26	8%
Prisoners	16	4	20	20%
Video calls	7	3	10	***
HDC	8	1	9	***
Resettlement	8	1	9	***
Medical	6	3	9	***
Escorts	5	3	8	***
Legal	4	0	4	***
Other	1	1	2	***
Parole	0	1	1	***
Total	1,292	536	1,830	29%

* The total includes one complaint that was investigated but later found to be 'No Worthwhile Outcome'

**The total includes one complaint that was investigated but later found to be 'Ineligible'

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

Complaints completed 2023/24: Prisons

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Full Sutton	76	18	94	19%	572	3.1
Frankland	71	22	94*	23%	824	2.7
Wakefield	57	17	74	23%	738	2.3
Long Lartin	58	16	74	22%	586	2.7

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Isle of Wight	56	8	64	13%	1,090	0.7
Nottingham	38	25	63	40%	929	2.7
Littlehey	46	15	61	25%	1,233	1.2
Berwyn	39	10	49	20%	1,995	0.5
Whitemoor	32	16	48	33%	454	3.5
Swaleside	31	16	47	34%	908	1.8
Stocken	31	13	44	30%	1,057	1.2
Woodhill	30	11	41	27%	332	3.3
High Down	32	7	39	18%	1,161	0.6
The Verne	32	5	37	14%	603	0.8
Whatton	28	8	36	22%	857	0.9
Stoke Heath	23	12	35	34%	768	1.6
Oakwood	25	9	34	26%	2,100	0.4
Garth	25	7	32	22%	830	0.8
Manchester	19	12	31	39%	675	1.8
Gartree	22	8	30	27%	589	1.4
Lindholme	23	6	29	21%	900	0.7
Belmarsh	26	2	28	7%	718	0.3
Onley	14	12	26	42%	735	1.5
Moorland	16	9	25	36%	1,064	0.8
Rye Hill	13	9	22	41%	664	1.4
Elmley	13	7	20	35%	1,014	0.7
The Mount	11	8	19	***	1,027	0.8
Humber	13	6	19	***	1,062	0.6
Parc	10	7	17	***	1,791	0.4
Forest Bank	11	6	17	***	1,451	0.4
Highpoint	6	10	16	***	1,277	0.8
Dovegate	10	5	16**	***	1,146	0.4
Lowdham Grange	11	4	15	***	807	0.5
Wymott	6	9	15	***	1,185	0.8
Usk and Prescoed	10	5	15	***	526	1.0
Wandsworth	13	2	15	***	1,508	0.1
Bure	14	0	14	***	640	0.0
Thameside	10	4	14	***	1,217	0.3
Wormwood Scrubs	11	3	14	***	1,240	0.2
Five Wells	8	6	14	***	1,692	0.4
Bullington	5	7	12	***	911	0.8
Ashfield	12	0	12	***	407	0.0
Winchester	7	5	12	***	645	0.8
Risley	8	4	12	***	1,021	0.4
Coldingley	7	5	12	***	506	1.0
Dartmoor	8	3	11	***	386	0.8
Leyhill	8	3	11	***	451	0.7
Wayland	9	1	10	***	904	0.1
Ranby	7	3	10	***	1,064	0.3
Holme House	4	5	9	***	1,157	0.4
Leeds	4	5	9	***	1,103	0.5
Birmingham	5	4	9	***	980	0.4
Erlestoke	6	3	9	***	496	0.6

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Peterborough	4	5	9	***	1,256	0.4
Altcourse	5	4	9	***	1,160	0.3
Hull	5	4	9	***	976	0.4
Northumberland	6	2	8	***	1,254	0.2
Doncaster	5	3	8	***	1,136	0.3
Lincoln	2	6	8	***	612	1.0
Stafford	5	3	8	***	748	0.4
Hewell	2	6	8	***	1,038	0.6
Aylesbury	6	2	8	***	398	0.5
North Sea Camp	7	1	8	***	291	0.3
Wealstun	5	2	7	***	886	0.2
Bristol	4	3	7	***	570	0.5
Lewes	5	2	7	***	577	0.3
Wetherby	5	2	7	***	145	1.4
Pentonville	3	3	6	***	1,196	0.3
Standford Hill	5	1	6	***	452	0.2
Norwich	4	2	6	***	754	0.3
Haverigg	5	1	6	***	482	0.2
Durham	2	4	6	***	972	0.4
Low Newton	2	4	6	***	274	1.5
Featherstone	2	3	5	***	673	0.4
Lancaster Farms	4	1	5	***	543	0.2
Chelmsford	2	3	5	***	705	0.4
Eastwood Park	4	1	5	***	352	0.3
Preston	1	4	5	***	663	0.6
Isis	5	0	5	***	608	0.0
Send	2	3	5	***	244	1.2
Warren Hill	4	0	4	***	267	0.0
Liverpool	1	3	4	***	833	0.4
Huntercombe	4	0	4	***	490	0.0
Guys Marsh	2	2	4	***	498	0.4
Ford	1	3	4	***	337	0.9
Drake Hall	3	1	4	***	328	0.3
Hindley	2	2	4	***	599	0.3
Buckley Hall	3	0	3	***	467	0.0
Hatfield	1	2	3	***	352	0.6
Kirkham	0	3	3	***	646	0.5
Bronzefield	2	1	3	***	529	0.2
Bedford	2	1	3	***	358	0.3
Swansea	2	1	3	***	406	0.2
New Hall	2	1	3	***	352	0.3
Portland	1	2	3	***	530	0.4
Leicester	0	3	3	***	312	1.0
Maidstone	1	2	3	***	572	0.3
Hollesley Bay	2	0	2	***	631	0.0
Rochester	0	2	2	***	757	0.3
Askham Grange	2	0	2	***	95	0.0
Foston Hall	1	1	2	***	253	0.4
Kirklevington Grange	2	0	2	***	201	0.0

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Brixton	2	0	2	***	743	0.0
Exeter	0	2	2	***	299	0.7
Feltham	2	0	2	***	515	0.0
Cardiff	1	1	2	***	717	0.1
Fosse Way	1	1	2	***	1,700	0.1
East Sutton Park	2	0	2	***	93	0.0
Grendon / Spring Hill	1	0	1	***	468	0.0
Thorn Cross	1	0	1	***	428	0.0
Channings Wood	1	0	1	***	735	0.0
Morton Hall	1	0	1	***	347	0.0
Sudbury	0	1	1	***	539	0.2
Werrington	0	1	1	***	68	1.5
Cookham Wood	1	0	1	***	59	0.0
Swinfen Hall	0	0	0	***	618	0.0
Downview	0	0	0	***	336	0.0
Styal	0	0	0	***	419	0.0
Brinsford	0	0	0	***	522	0.0
Deerbolt	0	0	0	***	319	0.0
Total	1,268	534	1,804	30%	87,699	0.6

*The total includes one complaint that was investigated but later found to be 'Ineligible'

**The total includes one complaint that was investigated but later found to be 'No Worthwhile Outcome'

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

**** Prison population figures taken from March 2024 monthly population figures.

Complaints completed 2023/24: Immigration removal centres

	Not upheld	Upheld	Total	Uphold rate
Brook House IRC	1	0	1	***
Heathrow IRC	1	0	1	***
Total	2	0	2	***

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

Complaints completed 2023/24: Probation

	Not upheld	Upheld	Total	Uphold rate
NPS London	3	1	4	***
NPS Midlands	4	0	4	***
NPS North West	4	0	4	***
NPS North East	3	0	3	***
NPS and Partnerships in Wales	2	0	2	***
NPS South West & South Central	2	0	2	***
PS-East Midlands	0	1	1	***
CRC Kent Surrey & Sussex	1	0	1	***
NPS South East & Eastern	1	0	1	***
PS-Yorkshire and The Humber	1	0	1	***
PS-West Midlands	1	0	1	***
Total	22	2	24	4%

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

Complaints completed 2023/24: Secure training centres

	Not upheld	Upheld	Total	Uphold rate
Total	0	0	0	***

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