

6 December 2024

Reference: FOI 586 Freedom of Information request

Thank you for your email, which we received on 12 November 2024. Your request has been handled under the Freedom of Information Act 2000.

You asked us:

To provide information against the following questions:

- The number of complaints received by the Prisons and Probation Ombudsman (PPO) relating to the probation service (i.e. from individuals on probation or living in approved premises) for the years 2020, 2021, 2022, 2023, 2024.
- The number of such complaints which were upheld.
- Information on what the complaints related to.
- Which probation service region the complaints related to.

Our response:

We have searched our records and we hold the requested information.

A copy of the information that you requested is enclosed with our response as an excel spreadsheet.

I hope that this is helpful.

You have the right to appeal against our response if you think it is incorrect. Details can be found in the 'How to Appeal' section attached at the end of this letter.

Yours sincerely,

Email: PPOMailFreedomofInformationRequests@ppo.gov.uk

The Prisons and Probation Ombudsman (PPO) carries out **independent investigations** into complaints and deaths in custody. The detailed role and responsibilities of the PPO are set out in our office's Terms of Reference. The PPO has three main duties:

- to **investigate complaints** made by prisoners, young people in detention (prisons and secure training centres), offenders under probation supervision and individuals detained under immigration powers (detained individuals)
- to **investigate deaths** of prisoners, young people in detention, approved premises' residents and detained individuals due to any cause, including any apparent suicides and natural causes
- to **investigate deaths of recently released prisoners** that occur within 14 days of release from prison (except homicide)

The purpose of these investigations is **to understand what happened, to correct injustices** and **to identify learning** for the organisations whose actions we oversee so that the PPO makes a significant contribution to safer, fairer custody and offender supervision.

We may use or share your data only to the necessary extent when conducting our independent investigations in the exercise of our official authority. We will share your data with third parties (e.g. the prison) in order to make sure the information is accurate; to prevent or detect failings; and to identify lessons learnt. We may sometimes need to share your data with third parties if required by law. We only keep your personal data for as long as it is needed, as set out in our data retention policy. If you need any further information about how your data is used, please contact us.

How to Appeal

Internal Review

If you are not satisfied with this response, you have the right to an internal review. The handling of your request will be looked at by someone who was not responsible for the original case, and they will make a decision as to whether we answered your request correctly.

If you would like to request a review, please write or send an email to the Prisons and Probation Ombudsman's office **within two months of the date of this letter**, at the following address:

Prisons and Probation Ombudsman
Third Floor
10 South Colonnade
Canary Wharf
London
E14 4PU
E-mail: Mail@ppo.gov.uk

Information Commissioner's Office (ICO)

If you remain dissatisfied after an internal review decision, you have the right to apply to the Information Commissioner's Office. The Commissioner is an independent regulator who has the power to direct us to respond to your request differently, if he considers that we have handled it incorrectly.

You can contact the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Internet address: <https://ico.org.uk/>

	Dates				
	Financial Year				To present
	2020/2021	2021/2022	2022/2023	2023/2024	Apr 24 - Oct 24
Cases received	282	287	252	219	80
Eligible	25	19	28	21	10
Ineligible	256	263	0	0	63
Paragraph 20 or withdrawn	1	5	3	0	1
Pushback	0	0	0	0	3
Awaiting assessment	0	0	0	0	3
Category					
Administration	3	3	3	0	3
HDC	1	2	1	0	0
Legal	0	0	0	0	0
Multiple ineligible complaints	3	0	1	0	0
Other	1	0	1	0	0
Parole	10	3	2	0	0
Prisoners	0	0	0	0	1
Probation	256	267	242	214	71
Progression	1	0	0	0	1
Property	2	5	0	1	1
Resettlement	0	0	1	3	1
Staff behaviour	5	7	1	1	2
Category of eligible complaints					
Administration	0	0	0	0	1
HDC	0	0	1	0	0
Other	0	0	1	0	0
Probation	25	19	26	21	8
Progression	0	0	0	0	1
Outcome of eligible complaints					
Not applicable	13	9	7	5	5
Not specified	1	0	0	0	0
Not upheld without recommendations	9	8	17	15	5
Not upheld with recommendations	1	0	1	0	0
Partially upheld without recommendation	0	2	2	0	0
Partially upheld with recommendation	1	0	0	1	0
Upheld without recommendations	0	0	1	0	0
Region					
East of England	7	7	1	5	2
London	43	53	47	47	13
Midlands	47	50	28	37	21
North East	35	39	40	38	12
North West	36	44	35	36	10
South East	40	44	24	17	9
South West	20	38	27	17	7
Wales	7	5	13	12	1
Yorkshire and The Humber	1	2	5	6	1
Not known	46	5	32	4	4