

## **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.

Unascertained classification: These are deaths where the inquest could not determine 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 2025.

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 23/24	% of Total 23/24	Total 24/25	% of Total 24/25	Change 23/24 - 24/25	% Change Year on Year
Natural	189	53%	256	53%	67	35%
Self-Inflicted	101	28%	100	21%	-1	-1%
Other Non-Natural	66	18%	86	18%	20	30%
Homicide	2	1%	5	1%	3	*
Awaiting Classification	1	0%	36	7%	35	*
Unascertained	1	0%	3	1%	2	*
<b>Total</b>	<b>360</b>	<b>100%</b>	<b>486</b>	<b>100%</b>	<b>126</b>	<b>35%</b>

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

## Fatal Incident Investigations Started

	Total 23/24	% of Total 23/24	Total 24/25	% of Total 24/25	Change 23/24 - 24/25	% Change Year on Year
Male Prisoners 21 and over	279	78%	381	78%	101	36%
Female Prisoners 21 and over	10	3%	13	3%	4	44%
Male Prisoners 18 to under 21	2	1%	4	1%	2	100%
Female Prisoners 18 to under 21	0	0%	0	0%	0	*
Male Prisoners under 18	1**	0%	0	0%	-1	-100%
Female Prisoners under 18	0	0%	0	0%	0	*
Male Approved Premises Residents	10	3%	11	2%	1	10%
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	4	1%	2	0%	-2	-50%
Female Discretionary Cases	0	0%	0	0%	0	*
Male Post Release Cases	46	13%	66	14%	20	43%
Female Post Release Cases	7	2%	7	1%	0	*
<b>Total</b>	<b>360</b>	<b>100%</b>	<b>486</b>	<b>100%</b>	<b>126</b>	<b>35%</b>

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

\*\* The death of a baby after their birth.

## Fatal Incident Investigations Started 2024/2025

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Male Prisoners 21 and over	230	82	36	5	26	2	381
Female Prisoners 21 and over	6	5	1	0	1	0	13
Male Prisoners 18 to under 21	0	3	0	0	1	0	4
Female Prisoners 18 to under 21	0	0	0	0	0	0	0
Male Prisoners under 18	0	0	0	0	0	0	0
Female Prisoners under 18	0	0	0	0	0	0	0
Male Approved Premises Residents	2	3	5	0	1	0	11
Female Approved Premises Residents	0	0	1	0	0	0	1

Male IRC Residents	1	0	0	0	0	0	1
Female IRC Residents	0	0	0	0	0	0	0
Male Discretionary Cases	1	0	1	0	0	0	2
Female Discretionary Cases	0	0	0	0	0	0	0
Male Post Release Cases	16	7	36	0	6	1	66
Female Post Release Cases	0	0	6	0	1	0	7
<b>Total</b>	<b>256</b>	<b>100</b>	<b>86</b>	<b>5</b>	<b>36</b>	<b>3</b>	<b>486</b>

### Fatal Incidents Reports issued

	Total 23/24	% in time	Total 24/25	% in time	Change 23/24 - 24/25 (volume)	% Change Year on Year
Initial Reports	441	40%	412	71%	-29	-7%
Final Reports	434	67%	417	67%	-17	-4%
Reports Published on Website	393	65%	365	69%***	-28	-7%

\*\*\*This excludes 8 cases that did not have an inquest.

### Fatal Incident Investigations Started 2024/25: Prisoners 21 and over

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Altcourse	2	3	0	0	0	0	5
Ashfield	3	0	0	0	0	0	3
Askham Grange	1	0	0	0	0	0	1
Belmarsh	2	2	0	0	0	0	4
Berwyn	1	0	1	0	0	0	2
Birmingham	6	2	1	0	1	0	10
Brinsford	0	0	0	0	1	0	1
Brixton	2	1	1	0	0	0	4
Bronzeield	1	0	0	0	0	0	1
Buckley Hall	1	0	0	0	0	0	1
Bullingdon	2	1	0	0	0	0	3
Bure	2	0	0	0	0	0	2
Cardiff	0	2	0	0	0	0	2
Channings Wood	2	0	1	0	0	0	3
Chelmsford	0	2	0	0	0	0	2
Dartmoor	1	0	0	0	0	0	1
Doncaster	4	1	0	0	0	0	5
Dovegate	1	2	0	1	0	0	4
Downview	1	0	0	0	1	0	2
Drake Hall	0	1	0	0	0	0	1
Durham	1	2	0	0	1	0	4
Elmley	2	1	0	0	0	0	3
Erlestoke	2	1	0	0	0	0	3
Exeter	3	3	0	0	1	0	7
Five Wells	1	0	1	0	0	1	3
Forest Bank	1	2	0	0	1	1	5
Fosse Way	4	1	2	1	2	0	10
Foston Hall	0	1	0	0	0	0	1
Frankland	5	1	1	0	0	0	7

Full Sutton	4	0	2	0	0	0	6
Garth	5	3	0	0	0	0	8
Gartree	3	0	2	0	1	0	6
Guys Marsh	0	1	1	0	0	0	2
Haverigg	2	1	0	0	0	0	3
Hewell	2	1	0	0	2	0	5
High Down	5	0	1	0	0	0	6
Highpoint	2	0	1	0	1	0	4
Hollesley Bay	2	0	0	0	0	0	2
Holme House	4	1	0	0	0	0	5
Hull	3	1	0	0	0	0	4
Humber	0	1	0	0	0	0	1
Isle of Wight	7	1	0	0	0	0	8
Kirkham	1	0	0	0	1	0	2
Lancaster Farms	0	0	1	0	0	0	1
Leeds	4	7	0	0	0	0	11
Lewes	2	0	0	0	0	0	2
Lincoln	3	2	0	0	0	0	5
Lindholme	0	0	1	0	1	0	2
Littlehey	15	0	0	0	1	0	16
Liverpool	3	2	2	0	0	0	7
Long Lartin	6	3	1	0	0	0	10
Low Newton	0	1	0	0	0	0	1
Lowdham Grange	2	0	4	0	1	0	7
Maidstone	1	0	0	0	0	0	1
Manchester	2	3	0	0	2	0	7
Moorland Closed	6	1	0	0	0	0	7
New Hall	1	0	0	0	0	0	1
Northumberland	3	1	1	0	0	0	5
Norwich	3	1	0	0	0	0	4
Nottingham	2	0	0	1	0	0	3
Oakwood	7	0	0	0	1	0	8
Onley	2	0	1	0	0	0	3
Parc	7	1	0	0	3	0	11
Pentonville	1	3	1	0	0	0	5
Peterborough	6	0	1	1	0	0	8
Portland	1	0	1	0	0	0	2
Preston	1	1	0	0	0	0	2
Ranby	2	1	1	0	1	0	5
Risley	2	0	0	0	0	0	2
Rochester	0	0	1	0	0	0	1
Rye Hill	5	0	0	0	0	0	5
Stafford	9	1	0	0	1	0	11
Standford Hill	1	1	0	0	0	0	2
Stocken	2	1	0	0	0	0	3
Stoke Heath	1	1	0	0	0	0	2
Styal	1	3	0	0	0	0	4
Swaleside	3	2	2	0	0	0	7
Swansea	0	1	0	0	0	0	1
Thameside	0	0	1	0	1	0	2
The Mount	0	1	0	0	0	0	1
The Verne	9	1	0	0	0	0	10
Usk	1	0	0	0	0	0	1

Wakefield	7	1	0	0	0	0	8
Wandsworth	2	2	1	0	0	0	5
Warren Hill	2	1	0	0	0	0	3
Wayland	0	1	0	0	0	0	1
Wealstun	2	1	0	1	0	0	4
Whatton	6	0	0	0	0	0	6
Winchester	1	1	0	0	1	0	3
Woodhill	0	0	1	0	1	0	2
Wormwood Scrubs	3	0	0	0	0	0	3
Wymott	8	2	1	0	0	0	11
<b>Total</b>	<b>236</b>	<b>87</b>	<b>37</b>	<b>5</b>	<b>27</b>	<b>2</b>	<b>394</b>

#### Fatal Incident Investigations Started 2024/25: Prisoners 18 to under 21

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Doncaster	0	0	0	0	1	0	1
Elmley	0	1	0	0	0	0	1
Parc	0	1	0	0	0	0	1
Pentonville	0	1	0	0	0	0	1
<b>Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>

#### Fatal Incident Investigations Started 2024/25: Approved premises

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Bowling Green Approved Premises	0	1	0	0	0	0	1
Box Tree Cottage Approved Premises	0	1	0	0	1	0	2
Burdett Lodge Approved Premises	0	0	1	0	0	0	1
Deer Park Approved Premises	0	0	1	0	0	0	1
Edith Rigby House Approved Premises	0	0	1	0	0	0	1
Fleming House Approved Premises	1	1	0	0	0	0	2
Kew Approved Premises	0	0	1	0	0	0	1
Penrose Drive Approved Premises	0	0	1	0	0	0	1
Peterborough Approved Premises	1	0	0	0	0	0	1
Ty Newydd Approved Premises	0	0	1	0	0	0	1
<b>Total</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>12</b>

#### Fatal incidents started 2024/25: Immigration Removal Centres

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Brook House IRC	1	0	0	0	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

## Fatal Incident Investigations started 2024/25: Discretionary Cases

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Isle of Man Prison**	1	0	0	0	0	0	1
PECS***	0	0	1	0	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

\*\* The death of an individual in an establishment that is outside of our jurisdiction.

\*\*\*The death of an individual who was found to be unresponsive in the vehicle during transport from Reading Magistrates' Court to HMP Bullingdon.

## Fatal Incident Investigations Started 2024/25: Post-release Cases\*\*

	Natural	Self-Inflicted	Other Non-Natural	Awaiting Classification	Unascertained	Total
Altcourse	0	0	2	1	0	3
Belmarsh	0	0	1	0	0	1
Berwyn	1	0	0	0	0	1
Birmingham	1	0	0	0	0	1
Brixton	0	0	1	0	0	1
Bronzefield	0	0	1	1	0	2
Bullingdon	0	0	2	0	0	2
Cardiff	0	1	2	0	0	3
Chelmsford	0	0	0	1	0	1
Doncaster	0	1	2	0	0	3
Drake Hall	0	0	1	0	0	1
Durham	3	0	0	0	0	3
Elmley	0	0	1	1	0	2
Erlestoke	0	0	1	0	0	1
Exeter	0	0	0	0	1	1
Featherstone	0	1	0	0	0	1
Forest Bank	0	0	2	1	0	3
Fosse Way	0	0	1	0	0	1
Hollesley Bay	0	0	1	0	0	1
Holme House	0	0	1	0	0	1
Humber	0	0	2	1	0	3
Lancaster Farms	0	0	1	0	0	1
Leeds	1	0	0	0	0	1
Lewes	2	0	1	0	0	3
Lincoln	0	1	1	0	0	2
Liverpool	1	1	0	0	0	2
Low Newton	0	0	2	0	0	2
Northumberland	0	0	2	0	0	2
Norwich	1	0	0	0	0	1
Nottingham	2	0	3	0	0	5
Portland	0	0	1	0	0	1
Preston	1	0	0	0	0	1
Rochester	1	0	0	0	0	1
Stoke Heath	1	0	0	0	0	1
Styal	0	0	2	0	0	2
Sudbury	0	0	1	0	0	1
Swansea	0	0	3	0	0	3
Thameside	0	1	0	0	0	1
The Mount	1	0	1	0	0	2
Wandsworth	0	0	0	1	0	1

Wayland	0	0	1	0	0	1
Wealstun	0	1	1	0	0	2
Wetherby	0	0	1	0	0	1
<b>Total</b>	<b>16</b>	<b>7</b>	<b>42</b>	<b>7</b>	<b>1</b>	<b>73</b>

\*\* 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 can be pushed back to the prison if we assess there has been an insufficient attempt by them to resolve the matter. The outcome of these cases can either be pushback resolved or pushback returned. If a case outcome is pushback resolved, it means that our enquiries made to the service in remit has prompted appropriate action to be taken by them and therefore the complaint issue has been resolved. If a case outcome is pushback returned, it means that our enquiries made to the service in remit revealed that there is no evidence that the complainant has exhausted the full complaints procedure. The complaint is then returned to the complainant for them to complete the correct complaints procedure before we can consider the complaint for investigation.

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 2023/24 was frozen in May 2024, data for 2024/25 was frozen in May 2025. 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 2023/24 and 2024/25 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 2023/24 and 2024/25 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 2025 population bulletin (except for Dartmoor as it temporarily in July 2024, and the population has been given as an average for the financial year up until its closure) published on GOV.UK: <https://www.gov.uk/government/publications/prison-population-monthly-prison-figures-2025>.

## Complaints Received

	Total 23/24	% of Total 23/24	Total 24/25	% of Total 24/25	Change 23/24 - 24/25	% Change Year on Year
Prison	4,345	95%	5,100	97%	755	17%
Probation	219	5%	160	3%	-59	-27%
Immigration Removal Centre	9	0%	4	0%	-5	*
Secure Training Centre	2	0%	3	0%	1	*
<b>Total</b>	<b>4,575</b>	<b>100%</b>	<b>5,267</b>	<b>100%</b>	<b>692</b>	<b>15%</b>

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

## Complaints Accepted

	Total 23/24	% of Total 23/24	Total 24/25	% of Total 24/25	Change 23/24 - 24/25	% Change Year on Year
Prison	2,018	99%	2,077	98%	59	3%
Probation	21	1%	30	1%	9	43%
Immigration Removal Centre	5	0%	2	0%	-3	*
Secure Training Centre	2	0%	3	0%	1	*
<b>Total</b>	<b>2,046</b>	<b>100%</b>	<b>2,112</b>	<b>100%</b>	<b>66</b>	<b>3%</b>

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

## Complaints Completed

	Total 23/24	% of Total 23/24	Total 24/25	% of Total 24/25	Change 23/24 - 24/25	% Change Year on Year
Prison	1804**	99%	2,435	99%	631	35%
Probation	24	1%	31	1%	7	29%
Immigration Removal Centre	2	0%	0	0%	-2	*
Secure Training Centre	0	0%	5	0%	5	*
<b>Total</b>	<b>1,830</b>	<b>100%</b>	<b>2,471</b>	<b>100%</b>	<b>641</b>	<b>35%</b>

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

\*\*Includes one ineligible complaint for 23/24.

## Prisons Complainants 2024/25: Completed Complaints

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
Male Prisoners	1,558	98%	2,390	98%
Female Prisoners	35	2%	45	2%
<b>Total</b>	<b>1,593</b>	<b>100%</b>	<b>2,435</b>	<b>100%</b>

## Prisons Complaints 2024/25: Completed Complaints

	Number of Complaints	% of Total Complaints
Under 18	14	1%
18 to under 21	14	1%
21 and over	2,407	99%
<b>Total</b>	<b>2,435</b>	<b>100%</b>

## Complaints Completed 2024/25: per Prison Complainant

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
11+	13	1%	212	9%
6 to 10	20	1%	141	6%
2 to 5	318	20%	840	34%
1	1,242	78%	1242	51%
<b>Total</b>	<b>1,593</b>	<b>100%</b>	<b>2,435</b>	<b>100%</b>

## Complaints Completed 2024/25: Categories

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate
Property	417	368	47	36	868	42%
Staff behaviour	164	45	8	7	224	20%
Administration	87	24	8	20	139	17%
Adjudication	112	21	1	1	135	16%
Work & Pay	89	13	2	3	107	12%
Categorisation	94	11	0	2	107	10%
IEP	85	17	0	4	106	16%
Money	46	42	8	3	99	42%
Regime	64	11	1	3	79	14%
Security	63	12	0	2	77	16%
Letters	45	24	2	3	74	32%
Accommodation	46	15	1	9	71	21%
Progression	47	5	0	2	54	9%
Phone calls	40	8	2	2	52	15%
Food	41	9	2	0	52	17%
Transfers	43	3	1	2	49	6%
Visits	28	9	0	1	38	24%
Probation	23	0	1	4	28	0%
Equalities	19	6	0	1	26	23%
Prisoners	20	2	2	0	24	8%
HDC	14	2	0	0	16	*
Other	8	1	1	4	14	*
Video calls	4	2	1	1	8	*
Parole	6	0	0	0	6	*
Resettlement	3	2	0	0	5	*
Multiple Ineligible Complaints	1	0	1	2	4	*
Medical	3	0	1	0	4	*
Escorts	4	0	0	0	4	*
Legal	1	0	0	0	1	*
<b>Total</b>	<b>1,617</b>	<b>652</b>	<b>90</b>	<b>112</b>	<b>2,471</b>	<b>26%</b>

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

## Complaints Completed 2024/25: Prisons

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate	Population*	Upheld complaints per 100 prisoners
Wakefield	98	32	2	2	134	24%	634	5.0
Full Sutton	97	17	2	3	119	14%	580	2.9
Littlehey	72	15	6	4	97	15%	1,236	1.2

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate	Population*	Upheld complaints per 100 prisoners
Frankland	71	11	1	2	85	13%	819	1.3
Swaleside	51	23	2	0	76	30%	889	2.6
Oakwood	41	22	2	2	67	33%	2,128	1.0
Whatton	45	15	6	1	67	22%	836	1.8
Long Lartin	41	21	1	3	66	32%	573	3.7
Isle of Wight	52	12	0	2	66	18%	953	1.3
Five Wells	26	22	6	4	58	38%	1,725	1.3
High Down	33	14	2	5	54	26%	1,101	1.3
Berwyn	39	8	2	4	53	15%	1,946	0.4
Belmarsh	31	13	3	6	53	25%	694	1.9
Bure	41	7	0	0	48	15%	642	1.1
Onley	33	6	1	2	42	14%	739	0.8
Woodhill	30	9	1	1	41	22%	556	1.6
Whitemoor	30	10	0	1	41	24%	454	2.2
The Mount	24	17	0	0	41	41%	1,039	1.6
Garth	22	10	2	5	39	26%	759	1.3
Lowdham Grange	20	12	2	4	38	32%	856	1.4
Gartree	26	8	1	3	38	21%	575	1.4
Fosse Way	19	8	7	1	35	23%	1,716	0.5
Rye Hill	28	4	0	2	34	12%	797	0.5
The Verne	25	7	0	2	34	21%	610	1.1
Bullingdon	21	11	0	1	33	33%	1,111	1.0
Wymott	22	9	1	1	33	27%	1,185	0.8
Parc	12	11	3	6	32	34%	1,826	0.6
Peterborough	11	15	2	0	28	54%	1,268	1.2
Stocken	16	10	1	0	27	37%	1,272	0.8
Lincoln	11	9	3	2	25	36%	597	1.5
Erlestone	21	4	0	0	25	16%	491	0.8
Dovegate	15	8	0	1	24	33%	1,160	0.7
Lindholme	14	7	0	2	23	30%	943	0.7
Wayland	15	6	1	1	23	26%	853	0.7
Stafford	19	3	0	0	22	14%	749	0.4
Nottingham	11	8	2	0	21	38%	947	0.8
Highpoint	13	6	0	2	21	29%	1,278	0.5
Pentonville	13	6	1	0	20	30%	1,195	0.5
Thameside	8	10	1	1	20	50%	1,208	0.8
Hewell	9	6	2	2	19	***	1,013	0.6
Moorland	15	3	0	0	18	***	1,006	0.3
Manchester	11	6	0	0	17	***	600	1.0
Wormwood Scrubs	7	10	0	0	17	***	1,249	0.8
Ranby	7	9	1	0	17	***	1,105	0.8
Buckley Hall	10	6	0	0	16	***	465	1.3
Leyhill	10	3	0	3	16	***	470	0.6
Humber	14	2	0	0	16	***	1,069	0.2
Norwich	12	4	0	0	16	***	781	0.5
Wandsworth	5	7	2	2	16	***	1,474	0.5
Ashfield	10	3	1	1	15	***	400	0.8
Doncaster	9	5	1	0	15	***	1,142	0.4
Forest Bank	10	4	0	0	14	***	1,467	0.3

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate	Population*	Upheld complaints per 100 prisoners
Hull	7	5	1	1	14	***	967	0.5
Wetherby	1	13	0	0	14	***	120	10.8
Elmley	6	5	1	1	13	***	1,020	0.5
Holme House	12	0	1	0	13	***	1,147	0.0
Winchester	8	5	0	0	13	***	641	0.8
Aylesbury	8	4	0	1	13	***	400	1.0
Channings Wood	8	3	1	1	13	***	731	0.4
Northumberland	7	3	0	2	12	***	1,226	0.2
Warren Hill	8	3	0	1	12	***	267	1.1
Bristol	5	5	2	0	12	***	568	0.9
Lewes	4	6	1	1	12	***	608	1.0
Stoke Heath	7	3	1	0	11	***	739	0.4
Wealstun	8	2	0	1	11	***	905	0.2
Coldingley	7	4	0	0	11	***	505	0.8
Featherstone	7	3	1	0	11	***	670	0.4
Dartmoor	5	4	0	1	10	***	167**	2.4
Birmingham	7	2	1	0	10	***	995	0.2
Portland	4	3	0	3	10	***	527	0.6
Altcourse	5	2	0	2	9	***	1,204	0.2
Grendon / Spring Hill	8	1	0	0	9	***	507	0.2
Durham	7	2	0	0	9	***	970	0.2
Deerbolt	8	1	0	0	9	***	473	0.2
Leeds	4	2	0	2	8	***	1,098	0.2
North Sea Camp	5	3	0	0	8	***	297	1.0
Exeter	2	5	0	1	8	***	300	1.7
Feltham	3	3	0	2	8	***	496	0.6
Chelmsford	3	3	1	0	7	***	676	0.4
Rochester	2	2	1	1	6	***	646	0.3
Bronze field	3	2	1	0	6	***	511	0.4
Lancaster Farms	4	2	0	0	6	***	556	0.4
New Hall	4	2	0	0	6	***	313	0.6
Liverpool	4	1	0	0	5	***	837	0.1
Bedford	4	1	0	0	5	***	398	0.3
Drake Hall	2	1	2	0	5	***	306	0.3
Hindley	4	1	0	0	5	***	597	0.2
Brixton	4	1	0	0	5	***	686	0.1
Leicester	3	2	0	0	5	***	327	0.6
Cardiff	2	3	0	0	5	***	764	0.4
Usk and Prescoed	4	0	0	0	4	***	505	0.0
Hollesley Bay	3	1	0	0	4	***	646	0.2
Sudbury	3	1	0	0	4	***	632	0.2
Swansea	3	1	0	0	4	***	417	0.2
Eastwood Park	3	0	1	0	4	***	385	0.0
Preston	0	3	0	1	4	***	680	0.4
Styal	2	2	0	0	4	***	417	0.5
Send	3	1	0	0	4	***	247	0.4
Haverigg	0	3	0	0	3	***	494	0.6
Askham Grange	3	0	0	0	3	***	73	0.0

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate	Population*	Upheld complaints per 100 prisoners
Guys Marsh	1	2	0	0	3	***	475	0.4
Ford	1	2	0	0	3	***	368	0.5
Foston Hall	2	1	0	0	3	***	294	0.3
Low Newton	2	1	0	0	3	***	269	0.4
Risley	1	1	0	0	2	***	1,030	0.1
Standford Hill	2	0	0	0	2	***	429	0.0
Hatfield	2	0	0	0	2	***	358	0.0
Thorn Cross	0	1	0	1	2	***	429	0.2
Downview	1	1	0	0	2	***	341	0.3
Werrington	1	1	0	0	2	***	89	1.1
Cookham Wood	2	0	0	0	2	***	81	0.0
Maidstone	2	0	0	0	2	***	605	0.0
Swinfen Hall	1	0	0	0	1	***	607	0.0
Huntercombe	0	0	1	0	1	***	494	0.0
Kirkham	0	1	0	0	1	***	567	0.2
Brinsford	1	0	0	0	1	***	554	0.0
<b>Total</b>	<b>1,589</b>	<b>650</b>	<b>88</b>	<b>107</b>	<b>2,434</b>	<b>27%</b>	<b>88,086</b>	<b>0.7</b>

\* Prison population figures taken from March 2025 monthly population figures.

\*\* Dartmoor closed temporarily in July 2024, therefore the population has been given as an average for the financial year up until its closure.

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

### Complaints Completed 2024/25: Probation

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate
NPS and Partnerships in Wales	1	0	0	0	1	***
NPS London	3	0	1	3	7	***
NPS Midlands	3	0	0	0	3	***
NPS North East	6	0	0	0	6	***
London Probation Area	0	0	0	1	1	***
NPS South East & Eastern	0	0	1	0	1	***
NPS South West & South Central	3	0	0	0	3	***
PS-Yorkshire and The Humber	3	0	0	0	3	***
PS-West Midlands	2	0	0	0	2	***
PS-Kent Surrey Sussex	1	0	0	0	1	***
PS- East of England	1	0	0	1	2	***
National Security Division	1	0	0	0	1	***
<b>Total</b>	<b>24</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>31</b>	

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

### Complaints Completed 2024/25: Secure Training Centres

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate
Oakhill (STC)	3	2	0	0	5	***
<b>Total</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>***</b>

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