

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.

Fatal incident data was frozen early May 2026.

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 24/25	% of Total 24/25	Total 25/26	% of Total 25/26	Change 24/25 - 25/26	% Change Year on Year
Natural	265	55%	235	52%	-30	-11%
Self-Inflicted	99	20%	84	18%	-15	-15%
Other Non-Natural	110	23%	104	23%	-6	-5%
Homicide	5	1%	8	2%	3	60%
Awaiting Classification	2	0%	23	5%	21	*
Unascertained	5	1%	1	0%	-4	*
Total	486	100%	455	100%	-31	-6%

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

Fatal incident investigations started

	Total 24/25	% of Total 24/25	Total 25/26	% of Total 25/26	Change 24/25 - 25/26	% Change Year on Year
Male Prisoners 21 and over	380	78%	343	75%	-37	-10%
Female Prisoners 21 and over	14	3%	9	2%	-5	-36%
Male Prisoners 18 to under 21	4	1%	2	0%	-2	-50%
Female Prisoners 18 to under 21	0	0%	0	0%	0	*
Male Prisoners under 18	0	0%	0	0%	0	*
Female Prisoners under 18	0	0%	0	0%	0	*
Male Approved Premises Residents	11	2%	12	3%	1	9%
Female Approved Premises Residents	1	0%	1	0%	0	*
Male IRC Residents	1	0%	0	0%	-1	*
Female IRC Residents	0	0%	0	0%	0	*
Male Discretionary Cases	2	0%	3	1%	1	50%
Female Discretionary Cases	0	0%	2**	0%	2	*
Male Post Release Cases	66	14%	75	16%	9	14%
Female Post Release Cases	6	1%	8	2%	2	33%
Non-binary Post Release Cases	1	0%	0	0%	-1	*
Total	486	100%	455	100%	-31	-6%

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

** Includes the death of a baby after their birth in hospital.

Fatal incidents investigations started 2025/2026

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Male Prisoners 21 and over	208	65	47	8	15	0	343
Female Prisoners 21 and over	5	2	2	0	0	0	9
Male Prisoners 18 to under 21	0	1	0	0	1	0	2
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	0	2	10	0	0	0	12
Female Approved Premises Residents	0	0	0	0	1	0	1
Male IRC Residents	0	0	0	0	0	0	0
Female IRC Residents	0	0	0	0	0	0	0
Male Discretionary Cases	1	2	0	0	0	0	3
Female Discretionary Cases	2	0	0	0	0	0	2
Male Post Release Cases	16	12	40	0	6	1	75
Female Post Release Cases	3	0	5	0	0	0	8
Total	235	84	104	8	23	1	455

Fatal incidents reports issued

	Total 24/25	% in time	Total 25/26	% in time	Change 24/25 - 25/26	% Change Year on Year
Initial Reports	412	71%	508	83%	96	23%
Final Reports	416	67%	495	72%	79	19%
Reports Published on Website	365	69%*	448	48%*	83	23%

* Timeliness has been calculated only for reports where the PPO received an inquest conclusion.

Fatal incidents started 2025/26: Prisoners 21 and over

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Altcourse	3	1	1	0	0	0	5
Ashfield	3	0	0	0	0	0	3
Bedford	2	0	0	0	0	0	2
Belmarsh	0	1	1	0	0	0	2
Berwyn	0	0	0	0	1	0	1
Birmingham	2	0	1	0	0	0	3
Bristol	2	1	0	0	0	0	3
Brixton	1	0	1	0	0	0	2
Bronzefield	0	1	1	0	0	0	2
Buckley Hall	1	1	0	0	0	0	2
Bullingdon	1	1	0	0	0	0	2
Bure	2	0	0	0	0	0	2
Cardiff	0	1	0	0	0	0	1
Channings Wood	6	0	0	0	0	0	6
Chelmsford	2	0	1	0	0	0	3
Cookham Wood	2	0	0	0	0	0	2
Deerbolt	0	0	2	0	1	0	3
Doncaster	6	1	1	0	0	0	8
Dovegate	2	0	1	0	0	0	3
Downview	1	0	0	0	0	0	1
Durham	0	2	0	0	0	0	2

Elmley	1	1	1	0	0	0	3
Exeter	0	2	0	1	0	0	3
Featherstone	0	2	0	0	0	0	2
Five Wells	4	0	0	0	0	0	4
Forest Bank	1	2	1	0	0	0	4
Fosse Way	4	0	1	1	0	0	6
Foston Hall	0	2	0	0	0	0	2
Frankland	7	2	2	1	0	0	12
Full Sutton	4	1	0	0	0	0	5
Garth	0	1	0	1	0	0	2
Gartree	4	1	2	0	0	0	7
Guys Marsh	0	1	0	0	0	0	1
Hatfield	0	0	1	0	0	0	1
Haverigg	1	1	0	0	0	0	2
Hewell	3	1	1	0	1	0	6
High Down	2	0	1	0	0	0	3
Highpoint	0	0	1	0	1	0	2
Hindley	0	1	0	0	1	0	2
Holme House	5	1	1	0	0	0	7
Hull	2	3	0	0	0	0	5
Humber	0	1	0	0	0	0	1
Isle of Wight	5	1	1	0	0	0	7
Kirkham	0	1	0	0	0	0	1
Kirklevington Grange	0	0	0	0	1	0	1
Lancaster Farms	1	0	0	0	0	0	1
Leeds	4	3	1	0	0	0	8
Lewes	0	1	2	0	0	0	3
Leyhill	1	0	0	0	0	0	1
Lincoln	3	0	0	0	0	0	3
Lindholme	1	1	0	0	3	0	5
Littlehey	10	1	0	0	0	0	11
Liverpool	2	1	1	0	0	0	4
Long Lartin	2	2	0	0	0	0	4
Lowdham Grange	2	0	3	0	0	0	5
Maidstone	0	1	0	0	0	0	1
Manchester	2	2	1	0	0	0	5
Millsike	0	0	0	0	1	0	1
Moorland	5	0	0	0	0	0	5
New Hall	0	0	1	0	0	0	1
North Sea Camp	2	0	0	0	0	0	2
Northumberland	8	0	1	0	0	0	9
Norwich	5	0	0	0	0	0	5
Nottingham	6	1	0	0	0	0	7
Oakwood	5	1	0	0	0	0	6
Onley	0	0	2	0	0	0	2
Parc	9	0	0	0	0	0	9
Pentonville	1	1	0	0	1	0	3
Peterborough	5	0	0	0	1	0	6
Portland	0	1	0	0	0	0	1

Preston	4	1	0	0	0	0	5
Ranby	0	0	3	0	1	0	4
Risley	3	1	0	0	0	0	4
Rochester	3	0	0	0	0	0	3
Rye Hill	7	0	0	0	0	0	7
Send	2	0	0	0	0	0	2
Stafford	4	0	0	0	0	0	4
Stocken	2	1	1	0	0	0	4
Stoke Heath	0	2	1	1	0	0	4
Styal	1	0	0	0	0	0	1
Swaleside	2	0	2	0	0	0	4
Swansea	1	2	1	0	0	0	4
Thameside	3	0	0	0	1	0	4
The Mount	1	0	1	0	0	0	2
The Verne	2	0	0	0	0	0	2
Thorn Cross	1	0	0	0	0	0	1
Usk	1	0	0	0	0	0	1
Wakefield	3	1	0	2	0	0	6
Wandsworth	1	2	0	0	1	0	4
Wayland	1	1	0	0	0	0	2
Wealstun	1	1	1	0	0	0	3
Whatton	5	0	0	0	0	0	5
Whitemoor	1	0	0	1	0	0	2
Winchester	2	1	1	0	0	0	4
Woodhill	1	0	1	0	0	0	2
Wormwood Scrubs	2	1	1	0	0	0	4
Wymott	6	2	1	0	0	0	9
Total	213	67	49	8	15	0	352

Fatal Incidents Started 2025/26: Prisoners 18 to under 21

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Deerbolt	0	1	0	0	0	0	1
Moorland	0	0	0	0	1	0	1
Total	0	1	0	0	1	0	2

Fatal incidents started 2025/26: Approved premises

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Abingdon Road	0	0	1	0	0	0	1
Albion Street	0	0	1	0	0	0	1
Ascot House	0	0	1	0	0	0	1
Bowling Green	0	1	0	0	0	0	1
Brigstocke Road	0	0	1	0	0	0	1
Cuthbert House	0	0	1	0	0	0	1
Deer Park	0	0	1	0	0	0	1
Elm Bank	0	0	1	0	0	0	1
Hestia Highbury	0	0	0	0	1	0	1
Holbeck House	0	0	1	0	0	0	1

Lightfoot House	0	0	1	0	0	0	1
McIntyre House	0	0	1	0	0	0	1
Penrose Drive	0	1	0	0	0	0	1
Total	0	2	10	0	1	0	13

Fatal incidents started 2025/26: Discretionary cases

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Unascertained	Total
Guernsey Prison*	1	1	0	0	0	0	2
PECS**	1	1	0	0	0	0	2
Peterborough***	1	0	0	0	0	0	1
Total	3	2	0	0	0	0	5

* The deaths of two individuals in an establishment that is outside of our jurisdiction.

** The deaths of two individuals that occurred while they were being transported to prison by Prisoner Escort and Custody Services (PECS).

*** The death of a baby after their birth in hospital, whose mother was a prisoner at HMP Peterborough.

Fatal incidents started 2025/26: Post-release cases*

	Natural	Self-Inflicted	Other Non-Natural	Awaiting Classification	Unascertained	Total
Altcourse	1	1	0	0	1	3
Belmarsh	1	0	0	0	0	1
Berwyn	0	0	2	0	0	2
Brixton	1	0	0	0	0	1
Bronzefield	0	0	1	0	0	1
Bullingdon	1	0	0	0	0	1
Cardiff	1	0	0	0	0	1
Coldingley	1	0	0	0	0	1
Cookham Wood	0	0	1	0	0	1
Doncaster	0	0	4	0	0	4
Dovegate	0	0	1	0	0	1
Downview	0	0	1	0	0	1
Durham	0	1	4	0	0	5
Eastwood Park	0	0	2	0	0	2
Elmley	0	0	1	0	0	1
Exeter	0	0	1	0	0	1
Five Wells	1	0	1	0	0	2
Forest Bank	1	0	1	0	0	2
Fosse Way	2	0	1	1	0	4
Foston Hall	1	0	0	0	0	1
Hewell	0	2	0	2	0	4
Holme House	0	2	5	0	0	7
Hull	0	0	1	0	0	1
Humber	0	0	0	1	0	1
Lancaster Farms	0	0	0	1	0	1
Leeds	1	0	1	0	0	2
Leicester	0	1	1	0	0	2
Lincoln	1	0	1	0	0	2
Lindholme	0	1	0	0	0	1
Liverpool	0	0	1	0	0	1

Low Newton	1	0	0	0	0	1
Millsike	1	0	0	0	0	1
Moorland	1	0	0	0	0	1
Nottingham	0	0	2	0	0	2
Parc	1	1	1	0	0	3
Pentonville	0	2	0	0	0	2
Peterborough	0	1	3	0	0	4
Styal	1	0	1	0	0	2
Swansea	0	0	1	0	0	1
Wandsworth	0	0	1	0	0	1
Wayland	0	0	1	0	0	1
Wealstun	0	0	3	1	0	4
Winchester	1	0	1	0	0	2
Total	19	12	45	6	1	83

* 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 must 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 have 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 2024/25 was frozen in April 2025; data for 2025/26 was frozen in April 2026. 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 change.

The number of assessments completed refers to the number of times that the PPO has examined the eligibility of a case. As above, this could happen several times for a single case if there is repeated correspondence. This measure has replaced the number of eligibility letters sent used in previous annual reports because it better captures the work done by the assessment team.

A completed case in 2024/25 and 2025/26 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.

Timeliness calculations exclude the times when a case is suspended for reasons that are outside the PPO's control. Timeliness is calculated based on working days and excludes bank holidays.

Prison population data is taken from the March 2026 population bulletin.

Complaints received

	Total 24/25	% of Total 24/25	Total 25/26	% of Total 25/26	Change 24/25 - 25/26	% Change Year on Year
Prison	5,100	97%	5,022	96%	-78	-2%
Probation	160	3%	198	4%	38	24%
Immigration Removal Centre	4	0%	4	0%	0	*
Secure Training Centre	3	0%	2	0%	-1	*
Total	5,267	100%	5,226	100%	-41	-1%

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

Complaints accepted

	Total 24/25	% of Total 24/25	Total 25/26	% of Total 25/26	Change 24/25 - 25/26	% Change Year on Year
Prison	2,077	98%	2,194	99%	117	6%
Probation	30	1%	32	1%	2	7%
Immigration Removal Centre	2	0%	0	0%	-2	*
Secure Training Centre	3	0%	1	0%	-2	*
Total	2,112	100%	2,227	100%	115	5%

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

Complaints completed

	Total 24/25	% of Total 24/25	Total 25/26	% of Total 25/26	Change 24/25 - 25/26	% Change Year on Year
Prison	2,435	99%	2,122	99%	-313	-13%
Probation	31	1%	27	1%	-4	-13%
Immigration Removal Centre	0	0%	0	0%	0	*
Secure Training Centre	5	0%	1	0%	-4	*
Total	2,471	100%	2,150	100%	-321	-13%

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

Prisons complainants 2025/26: Completed complaints

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
Male Prisoners	1,362	97%	2,054	97%
Female Prisoners	45	3%	68	3%
Total	1,407	100%	2,122	100%

Prisons complaints 2025/26: Completed complaints

	Number of Complaints	% of Total Complaints
Under 18	24	1%
18 to under 21	17	1%
21 and over	2,081	98%
Total	2,122	100%

Complaints completed 2025/26: per prison complainant

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
11+	8	1%	124	6%
6 to 10	26	2%	188	9%
2 to 5	254	18%	691	33%
1	1119	80%	1119	53%
Total	1407	100%	2122	100%

Complaints completed 2025/26: Categories

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate
Property	331	380	18	9	738	51%
Staff behaviour	107	40	6	4	157	25%
Administration	74	35	11	1	121	29%
Categorisation	96	16	3	1	116	14%
Adjudication	100	11	0	0	111	10%
Money	59	40	7	1	107	37%
IEP	80	24	2	0	106	23%
Work & Pay	71	18	2	1	92	20%
Regime	51	17	0	2	70	24%
Letters	42	21	2	1	66	32%
Security	49	14	1	1	65	22%
Progression	44	8	3	1	56	14%
Transfers	42	5	0	1	48	10%
Accommodation	30	10	1	1	42	24%
Phone calls	35	6	0	0	41	15%
Visits	30	7	2	0	39	18%
Food	29	5	1	0	35	14%
Equalities	29	3	2	0	34	9%
Probation	22	1	2	3	28	4%
Prisoners	23	2	0	1	26	8%
HDC	13	3	0	0	16	*
Medical	8	2	0	1	11	*
Video calls	6	1	1	0	8	*
Other	5	1	0	0	6	*
Escorts	4	2	0	0	6	*
Parole	2	0	0	1	3	*
Resettlement	1	0	0	0	1	*
Legal	0	0	1	0	1	*
Total	1,383	672	65	30	2,150	31%

* Only given where 20 or more complaints were completed.

Complaints completed 2025/26: Prisons

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate	Population*	Upheld complaints per 100 prisoners
Whitemoor	83	13	3	0	99	13%	454	2.9
Swaleside	61	26	3	1	91	29%	803	3.2
Woodhill	47	21	4	1	73	29%	532	3.9

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate	Population*	Upheld complaints per 100 prisoners
Full Sutton	57	15	0	0	72	21%	582	2.6
Long Lartin	43	25	1	0	69	36%	507	4.9
Isle of Wight	54	8	0	0	62	13%	956	0.8
The Mount	40	19	2	0	61	31%	1,081	1.8
Five Wells	37	17	4	1	59	29%	1,748	1.0
Littlehey	42	10	4	2	58	17%	1,237	0.8
Wakefield	43	12	0	1	56	21%	599	2.0
High Down	35	19	1	1	56	34%	1,084	1.8
Frankland	40	14	0	0	54	26%	822	1.7
Lowdham Grange	24	25	3	0	52	48%	681	3.7
The Verne	37	5	3	0	45	11%	641	0.8
Gartree	30	6	4	1	41	15%	646	0.9
Stocken	26	15	0	0	41	37%	1,253	1.2
Whatton	31	7	2	1	41	17%	817	0.9
Garth	23	15	0	0	38	39%	742	2.0
Manchester	25	11	1	0	37	30%	581	1.9
Oakwood	21	10	1	1	33	30%	2,014	0.5
Highpoint	21	10	0	0	31	32%	1,251	0.8
Peterborough (Male & Female)	6	21	2	0	29	72%	1,245	1.7
Bure	21	6	1	0	28	21%	639	0.9
Belmarsh	14	11	2	0	27	41%	724	1.5
Bullingdon	10	12	1	1	24	50%	1,088	1.1
Thameside	5	19	0	0	24	79%	1,141	1.7
Fosse Way	9	12	1	1	23	52%	1,967	0.6
Onley	15	7	1	0	23	30%	731	1.0
Wetherby	12	11	0	0	23	48%	92	12.0
Lincoln	12	9	0	0	21	43%	528	1.7
Wandsworth	12	9	0	0	21	43%	1,444	0.6
Aylesbury	16	5	0	0	21	24%	378	1.3
Stafford	14	6	0	0	20	30%	754	0.8
Norwich	12	7	1	0	20	35%	736	1.0
Rye Hill	14	5	0	0	19	**	1,116	**
Wayland	10	6	0	3	19	**	808	**
Parc	11	6	0	2	19	**	1,813	**
Berwyn	13	4	1	0	18	**	1,960	**
Dovegate	12	6	0	0	18	**	1,113	**
Rochester	8	7	3	0	18	**	741	**
Ranby	7	10	0	0	17	**	979	**
Wymott	13	4	0	0	17	**	1,140	**
Erlestoke	14	2	0	0	16	**	502	**
Moorland	10	4	0	2	16	**	1,014	**
Channings Wood	8	6	1	0	15	**	752	**
Bronzefield	11	4	0	0	15	**	489	**
Doncaster	7	6	1	1	15	**	1,080	**
Coldingley	8	6	0	0	14	**	498	**

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate	Population*	Upheld complaints per 100 prisoners
Humber	8	5	1	0	14	**	1,030	**
Millsike	6	6	0	2	14	**	944	**
Buckley Hall	8	5	0	0	13	**	464	**
Guys Marsh	6	6	1	0	13	**	503	**
Nottingham	6	7	0	0	13	**	896	**
Deerbolt	10	3	0	0	13	**	481	**
Feltham	10	3	0	0	13	**	487	**
Durham	4	8	0	0	12	**	890	**
North Sea Camp	10	2	0	0	12	**	293	**
Risley	5	4	3	0	12	**	1,015	**
Elmley	5	7	0	0	12	**	985	**
Pentonville	6	3	2	0	11	**	1,182	**
Ashfield	6	3	1	1	11	**	414	**
Forest Bank	6	5	0	0	11	**	1,463	**
Lindholme	8	2	0	0	10	**	993	**
Wormwood Scrubs	4	3	1	2	10	**	1,144	**
Northumberland	5	4	0	0	9	**	1,268	**
Wealstun	7	1	0	0	8	**	893	**
Downview	6	2	0	0	8	**	306	**
Eastwood Park	7	1	0	0	8	**	361	**
New Hall	5	2	1	0	8	**	313	**
Styal	4	4	0	0	8	**	379	**
Swinfen Hall	3	5	0	0	8	**	618	**
Grendon / Springhill	3	5	0	0	8	**	512	**
Holme House	3	3	0	1	7	**	1,099	**
Huntercombe	4	3	0	0	7	**	479	**
Winchester	4	3	0	0	7	**	617	**
Bristol	1	4	0	1	6	**	563	**
Featherstone	5	0	1	0	6	**	596	**
Leeds	4	2	0	0	6	**	1,035	**
Liverpool	2	4	0	0	6	**	787	**
Birmingham	3	2	0	0	5	**	993	**
Leyhill	4	1	0	0	5	**	468	**
Preston	3	2	0	0	5	**	672	**
Send	2	3	0	0	5	**	238	**
Warren Hill	4	1	0	0	5	**	236	**
Foston Hall	3	2	0	0	5	**	290	**
Lancaster Farms	5	0	0	0	5	**	571	**
Portland	2	3	0	0	5	**	521	**
Altcourse	3	1	0	0	4	**	1,136	**
Brixton	1	3	0	0	4	**	620	**
Hull	0	4	0	0	4	**	907	**
Sudbury	2	1	1	0	4	**	535	**
Hollesley Bay	2	2	0	0	4	**	634	**
Lewes	2	1	0	1	4	**	604	**
Hatfield	4	0	0	0	4	**	353	**

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate	Population*	Upheld complaints per 100 prisoners
Bedford	2	1	0	0	3	**	376	**
Leicester	3	0	0	0	3	**	301	**
Standford Hill	3	0	0	0	3	**	408	**
Exeter	0	3	0	0	3	**	299	**
Hindley	1	2	0	0	3	**	570	**
Stoke Heath	1	2	0	0	3	**	738	**
Hewell	1	1	0	0	2	**	996	**
Kirkham	0	2	0	0	2	**	528	**
Usk / Prescoed	2	0	0	0	2	**	514	**
Askham Grange	1	1	0	0	2	**	103	**
Chelmsford	1	1	0	0	2	**	611	**
Isis	2	0	0	0	2	**	594	**
Thorn Cross	1	1	0	0	2	**	426	**
Werrington	2	0	0	0	2	**	85	**
Cardiff	1	0	0	0	1	**	715	**
Haverigg	0	1	0	0	1	**	544	**
Maidstone	1	0	0	0	1	**	526	**
Morton Hall	1	0	0	0	1	**	345	**
Swansea	1	0	0	0	1	**	398	**
Drake Hall	0	1	0	0	1	**	316	**
Cookham Wood	0	0	0	0	0	**	135	**
Ford	0	0	0	0	0	**	376	**
Kirklevington Grange	0	0	0	0	0	**	201	**
Brinsford	0	0	0	0	0	**	544	**
Low Newton	0	0	0	0	0	**	276	**
East Sutton Park	0	0	0	0	0	**	76	**
Total	1,359	671	63	28	2121***	32%	87,292	0.8

* Prison population figures taken from March 2026 monthly population figures.

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

*** One complaint refers to property damaged in transit from Brixton to Five Wells; it is excluded from the table.

Complaints completed 2025/26: Probation

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate
CRC London	0	0	0	0	0	*
CRC Wales	0	0	0	0	0	*
NPS North West	3	0	0	0	3	*
NPS North East	3	0	0	0	3	*
NPS South East & Eastern	3	0	0	1	4	*
East Midlands Area Office	0	0	0	0	0	*
North West Area Office	0	0	0	0	0	*
London Probation Area	1	0	0	0	1	*
NPS London	4	0	0	1	5	*
CRC Staffs & West Mids	0	0	0	0	0	*
NPS South West & South Central	2	0	2	0	4	*
CRC Kent Surrey & Sussex	2	0	0	0	2	*

NPS and Partnerships in Wales	0	0	0	0	0	*
PS-East of England	2	0	0	0	2	*
Greater Manchester	1	0	0	0	1	*
PS-West Midlands	0	0	0	0	0	*
PS-Yorkshire and The Humber	0	0	0	0	0	*
PS-Kent Surrey Sussex	1	0	0	0	1	*
NPS Midlands	1	0	0	0	1	*
Total	23	0	2	2	27	0%

* Only given where 20 or more complaints were completed.

Complaints completed 2025/26: Secure training centres

	Not upheld	Upheld	Push back resolved	Push back returned	Total	Uphold rate
Oakhill (STC)	1	0	0	0	1	*
Total	1	0	0	0	1	*

* Only given where 20 or more complaints were completed.