

07 February 2023

Reference: FOI 445 Freedom of Information request

Thank you for your email, which we received on 23 January 2023. Your request has been handled under the Freedom of Information Act 2000.

You asked us:

- Who can access and edit information on a prisoner's incentive and earned privileges (IEP) level?
- Who deals with a COMP1 form and what measures are in place to ensure a prisoner's complaint is taken seriously and dealt with appropriately?
- When a prisoner has been transferred to a new prison, why are there delays in accessing cleared funds for the telephone and canteen?
- What training do prison officers receive for handling prisoner complaints? What is the protocol for ensuring that prisoner complaints are dealt with appropriately?
- Who is responsible for ensuring prisoners have adequate healthy nutrition?

Our response:

We have decided not to disclose some of the information you requested because an absolute exemption applies. In accordance with section 17 of the Freedom of Information Act this letter acts as a refusal notice.

The absolute exemption is described below. In applying this exemption, we do not have to apply a public interest test to the disclosure of this information.

The exemption applied (under the Freedom of Information Act 2000) is:

- Section 21 'Information accessible to applicant by other means'

This exemption applies because some of the information you have requested is available at the following website addresses:

[HM Prison and Probation Service – Incentives Policy Framework](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1105714/incentives-policy-framework.pdf)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1105714/incentives-policy-framework.pdf

HM Prison and Probation Service – Prisoner Complaints Policy Framework

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1129088/prisoner-complaints-pf.pdf

Information for Prisoners – Making Complaints

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/820581/Complaints_Easy_Read_July_2019_.pdf

Catering – Meals for Prisoners (PSI 44/2010)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/911992/psi-2010-44-catering.doc.pdf

We suggest you contact HM Prison and Probation Service, as they may be able to provide more information, and their details are as follows:

Disclosure team
Postal Point 10.25, Floor 10
102 Petty France
London SW1H 9AJ
United Kingdom

Alternatively, their email address is data.access@justice.gov.uk

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.

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/>