

27 July 2023

Reference: FOI 489 Freedom of Information request

Thank you for your email, which we received on 12 July 2023. Your request has been handled under the Freedom of Information Act 2000.

You asked us:

For information on how many days a week, or as a percentage, our staff have to work in the office and how many days, or as a percentage, they are allowed to work from home.

Our response:

All our full-time staff, except for those with agreed reasonable adjustments, are required to work in the office for two days a week. For the remaining three days a week, our full-time staff could choose to work from home, a Ministry of Justice commuter hub or they may be visiting an establishment for one of our services in remit.

The requirements for part-time staff operate on a pro-rated basis.

You asked us:

For information on whether our staff received the £1,500 non-consolidated payment in recognition of the cost of living pressure in 2022/2023?

Our response:

The £1,500 non-consolidated payment will be paid to all eligible full-time staff in their July salary, which will be paid on Monday 31 July 2023. All staff at grade 6 and below, who were in post on both 31 March 2023 and 1 July 2023, will receive this payment.

The payment for part-time staff will be pro-rated to reflect the hours they are contracted to work.

You asked us:

For information on the pay increases made to our staff in 2021, 2022 and 2023 as a percentage.

Our response:

The average pay increases made to our staff, by grade, in 2021/22 and 2022/23 are shown below.

The Ministry of Justice have made a pay offer for 2023/24, which will impact staff for the Prisons and Probation Ombudsman, but this has yet to be accepted by trade unions. As a result, we do not hold percentage pay increases for 2023/24.

Grade	2021/22	2022/23
Grade 6	1.26%	2.72%
Grade 7	1.28%	1.83%
SEO (Band B)	1.32%	2.78%
HEO (Band C)	1.34%	2.49%
EO (Band D)	2.99%	3.83%
AO (Band E)	1.46%	6.10%
AA (Band F)	5.10%	6.24%

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/>