

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.

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 2023.

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 launched a year-long pilot 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 included in the pilot. 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, the beginning of our pilot, as a discretionary case rather than a post-release case. Comparisons of post-release deaths across financial years have not been made due to the pilot starting on 6 September 2021.

Fatal incident investigations started

	Total 21/22	% of Total 21/22	Total 22/23	% of Total 22/23	Change 21/22-22/23	% Change Year on Year
Natural	200	61%	224	55%	24	12%
Self-inflicted	87	26%	92	23%	5	*
Other non-natural	37	11%	65	16%	28	76%
Homicide	1	0%	3	1%	2	*
Awaiting classification	4	1%	20	5%	16	*
Total	329	100%	404	100%	75	23%

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

Fatal incident investigations started

	Total 21/22	% of Total 20/21	Total 22/23	% of Total 22/23	Change 21/22-22/23	% Change Year on Year
Male Prisoners 21 and over	281	86%	313	77%	32	11%
Female Prisoners 21 and over	6	2%	8	2%	2	*
Male Prisoners 18 to under 21	1	0%	1	0%	0	*
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	12	4%	15	4%	3	*
Female Approved Premises Residents	1	0%	0	0%	-1	*
Male IRC Residents	0	0%	2	0%	2	*
Female IRC Residents	0	0%	0	0%	0	*
Male Discretionary Cases	0	0%	0	0%	0	*
Female Discretionary Cases	0	0%	0	0%	0	*
Male Post Release Cases	23	7%	60	15%	NA	NA
Female Post Release Cases	2	1%	5	1%	NA	NA
Total	326	100%	404	100%	78	24%

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

** The post-release deaths pilot started in 06/09/2021, therefore, comparisons across complete financial years are not possible.

Fatal incidents investigations started 2022/23

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Male Prisoners 21 and over	205	75	18	3	12	313
Female Prisoners 21 and over	4	3	0	0	1	8
Male Prisoners 18 to under 21	0	1	0	0	0	1
Female Prisoners 18 to under 21	0	0	0	0	0	0
Male Prisoners under 18	0	0	0	0	0	0
Female Prisoners under 18	0	0	0	0	0	0
Male Approved Premises Residents	2	2	9	0	2	15
Female Approved Premises Residents	0	0	0	0	0	0
Male IRC Residents	1	1	0	0	0	2
Female IRC Residents	0	0	0	0	0	0
Male Discretionary Cases	0	0	0	0	0	0

Female Discretionary Cases	0	0	0	0	0	0
Male Post Release Cases	12	10	34	0	4	60
Female Post Release Cases	0	0	4	0	1	5
Total	224	92	65	3	20	404

Fatal incidents reports issued

	Total 21/22	% in time	Total 22/23	% in time	Change 21/22-22/23 (volume)	% Change Year on Year
Initial Reports	391	46%	317	60%	-74	-19%
Final Reports	379	50%	314	55%	-65	-17%
Reports Published on Website	397	NA	326	NA	-71	-18%

Fatal incidents started 2022/23: Prisoners 21 and over

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Altcourse	6	1	0	0	1	8
Ashfield	4	0	0	0	0	4
Aylesbury	0	0	1	0	0	1
Bedford	1	1	0	0	0	2
Belmarsh	1	0	0	0	0	1
Berwyn	2	0	0	0	0	2
Birmingham	3	0	0	1	0	4
Bristol	1	3	0	0	0	4
Buckley Hall	0	1	0	0	0	1
Bullingdon	5	1	0	0	0	6
Bure	2	0	0	0	0	2
Cardiff	0	3	0	0	0	3
Channings Wood	1	1	0	0	0	2
Chelmsford	1	2	0	0	0	3
Coldingley	0	1	0	0	0	1
Dartmoor	6	1	0	0	0	7
Doncaster	7	2	0	0	0	9
Dovegate	1	1	0	0	0	2
Downview	1	0	0	0	0	1
Durham	2	4	0	0	1	7
Eastwood Park	0	3	0	0	0	3
Elmley	1	0	0	0	0	1
Exeter	1	3	0	0	0	4
Featherstone	0	1	0	0	0	1
Five Wells	2	0	0	0	0	2
Forest Bank	5	0	0	0	1	6
Frankland	2	0	0	0	0	2
Full Sutton	0	1	0	0	0	1
Garth	2	0	1	0	0	3
Gartree	4	1	0	0	1	6
Guys Marsh	0	0	1	0	0	1
Hewell	1	2	0	0	0	3
High Down	1	0	1	0	0	2
Highpoint	2	1	0	0	0	3
Hindley	1	0	0	0	0	1
Holme House	7	0	1	0	0	8
Hull	4	0	0	0	0	4

Humber	1	1	0	0	0	2
Isle of Wight	5	1	0	0	1	7
Leeds	3	5	0	0	0	8
Lewes	2	0	2	0	0	4
Leyhill	4	0	0	0	0	4
Lincoln	1	1	0	0	0	2
Lindholme	1	1	0	0	0	2
Littlehey	11	1	1	0	0	13
Liverpool	4	0	1	0	0	5
Long Lartin	1	1	0	0	0	2
Lowdham Grange	0	3	0	0	0	3
Low Newton	1	0	0	0	0	1
Manchester	1	2	0	0	0	3
Moorland Closed	4	0	0	0	0	4
Northumberland	5	2	0	0	1	8
Norwich	2	0	0	0	0	2
Nottingham	5	1	1	0	0	7
Oakwood	1	0	0	0	0	1
Parc	6	1	1	0	0	8
Pentonville	0	0	0	0	1	1
Peterborough	9	1	1	0	1	12
Preston	4	1	0	0	0	5
Ranby	0	0	1	0	0	1
Risley	2	1	0	0	0	3
Rochester	0	0	1	0	0	1
Rye Hill	7	0	0	0	0	7
Stafford	8	2	0	0	0	10
Standford Hill	1	0	0	0	0	1
Stocken	1	0	0	0	0	1
Stoke Heath	2	1	0	0	0	3
Styal	1	1	0	0	0	2
Sudbury	0	0	0	1	0	1
Swaleside	5	5	1	0	0	11
Swansea	0	0	0	0	2	2
Thameside	0	0	0	1	1	2
The Mount	2	1	2	0	2	7
The Verne	4	1	0	0	0	5
Wakefield	8	1	0	0	0	9
Wandsworth	2	1	0	0	0	3
Wayland	1	2	0	0	0	3
Wealstun	0	1	0	0	0	1
Whatton	7	0	0	0	0	7
Winchester	3	1	0	0	0	4
Woodhill	1	2	0	0	0	3
Wormwood Scrubs	1	1	1	0	0	3
Wymott	5	1	0	0	0	6
Total	209	78	18	3	13	321

Fatal incidents started 2022/23: Prisoners 18 to under 21

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Wandsworth	0	1	0	0	0	1
Total	0	1	0	0	0	1

Fatal incidents started 2022/23: Approved premises

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Ashley House	0	0	1	0	0	1
Bradshaw House	0	0	1	0	0	1
Canadian Avenue	0	0	1	0	0	1
Carpenter House	0	0	1	0	0	1
Chorlton House	1	0	0	0	0	1
Clark's House	0	1	0	0	0	1
Elm Bank	0	0	0	0	1	1
Lightfoot House	1	0	0	0	0	1
Meneghy House	0	0	1	0	0	1
Merseybank	0	0	1	0	0	1
Nelson House	0	0	1	0	0	1
St Leonard's	0	0	1	0	0	1
The Crescent	0	0	1	0	0	1
Ty Newydd	0	1	0	0	0	1
Victoria House	0	0	0	0	1	1
Total	2	2	9	0	2	15

Fatal incidents started 2022/23: Immigration removal centres

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Manston	1	0	0	0	0	1
Colnbrook	0	1	0	0	0	1
Total	1	1	0	0	0	2

Fatal incidents started 2022/23: Discretionary cases

	Natural	Self-Inflicted	Other Non-Natural	Homicide	Awaiting Classification	Total
Leyhill***	1	0	0	0	0	0
Rye Hill****	1	0	0	0	0	1
Total	2	0	0	0	0	2

*** The death of an individual who was released into a care home and died shortly after

**** The death of an individual who had been in hospital and was moved to a hospice

Fatal incidents started 2022/23: Post-release cases*****

	Natural	Self-Inflicted	Other Non-Natural	Awaiting Classification	Total
Altcourse	0	0	1	0	1
Bristol	1	0	1	0	2
Brixton	0	0	1	0	1
Bullingdon	0	1	1	0	2
Cardiff	1	2	0	0	3
Chelmsford	1	0	1	0	2
Durham	2	0	5	0	7
Exeter	0	0	1	1	2
Forest Bank	0	1	3	0	4
Guys Marsh	0	0	1	0	1
Highpoint	0	0	1	0	1
Hull	0	1	0	0	1
Lancaster Farms	0	0	1	0	1
Leeds	2	0	1	0	3

Leicester	0	0	0	1	1
Lewes	1	0	2	0	3
Lincoln	0	0	1	0	1
Maidstone	0	0	1	0	1
Moorland Closed	0	0	2	0	2
New Hall	0	0	1	0	1
Northumberland	0	0	1	0	1
Nottingham	1	0	0	1	2
Parc	1	1	1	0	3
Peterborough	0	1	1	0	2
Portland	0	1	3	0	4
Ranby	0	1	3	1	5
Rochester	0	0	1	0	1
Rye Hill	0	0	1	0	1
Stoke Heath	1	0	1	1	3
The Mount	0	0	1	0	1
Total	11	9	38	5	63

***** 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 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 2021/22 was frozen in April 2022, data for 2022/23 was frozen in May 2023. 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 2021/22 and 2022/23 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 2021/22 and 2022/23 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 2023 population bulletin published on GOV.UK:
<https://www.gov.uk/government/publications/prison-population-figures-2023>

Complaints received

	Total 21/22	% of Total 21/22	Total 22/23	% of Total 22/23	Change 21/22 - 22/23	% Change Year on Year
Prison	4,142	93%	4,211	94%	69	2%
Probation	287	6%	252	6%	-35	-12%
Immigration Removal Centre	9	0%	8	0%	-1	*
Secure Training Centre	2	0%	0	0%	-2	*
Total	4442**	100%	4472***	100%	30	1%

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

** The total includes two ineligible complaints received by the PPO that do not fall into any location categories.

*** The total includes one ineligible complaint received by the PPO that do not fall into any location categories.

Complaints accepted

	Total 21/22	% of Total 21/22	Total 22/23	% of Total 22/23	Change 21/22 - 22/23	% Change Year on Year
Prison	1,913	99%	2,061	98%	148	8%
Probation	20	1%	29	1%	9	45%
Immigration Removal Centre	1	0%	4	0%	3	*
Secure Training Centre	2	0%	0	0%	-2	*
Total	1,936	100%	2,094	100%	158	8%

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

Complaints completed

	Total 21/22	% of Total 21/22	Total 22/23	% of Total 22/23	Change 21/22 - 22/23	% Change Year on Year
Prison	1,890	98%	2,131	98%	241	13%
Probation	27	1%	31	1%	4	15%
Immigration Removal Centre	5	0%	2	0%	-3	*
Secure Training Centre	2	0%	1	0%	-1	*
Total	1,924	100%	2,165	100%	241	13%

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

Prisons complainants 2022/23: Completed complaints

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
Male Prisoners	1,281	98%	2,082	98%
Female Prisoners	31	2%	49	2%
Total	1,312	100%	2,131	100%

Prisons complaints 2022/23: Completed complaints

	Number of Complaints	% of Total Complaints
Under 18	9	0%
18 to under 21	27	1%
21 and over	2,095	98%
Total	2,131	100%

Complaints completed 2022/23: per prison complainant

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
11+	15	1%	241	11%

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
6 to 10	30	2%	217	10%
2 to 5	265	20%	671	31%
1	1002	76%	1002	47%
Total	1,312	100%	2,131	100%

Complaints completed 2022/23: Categories

	Not upheld	Upheld	Total	Uphold rate
Property	377	249	626	40%
Staff behaviour	169	41	210	20%
Administration	109	53	162	33%
Work And Pay	112	29	141	21%
Categorisation	108	15	123	12%
Adjudication	90	21	111	19%
Regime	86	25	111	23%
Letters	50	41	91	45%
Money	58	30	88	34%
Incentives scheme	74	11	85	13%
Transfers	51	2	53	4%
Accommodation	40	7	47	15%
Phone calls	36	10	46	22%
Food	35	9	44	20%
Progression	34	7	41	17%
Security	29	7	36	19%
Probation	27	4	32**	13%
Visits	26	2	28	7%
Equalities	17	7	24	29%
Prisoners	17	6	23	26%
Home Detention Curfew	13	0	13	***
Resettlement	5	2	7	***
Other	5	2	7	***
Medical	6	0	6	***
Legal	2	2	4	***
Video calls	3	0	3	***
Parole	2	1	3	***
Escorts	0	0	0	***
Total	1,581	583	2,165	27%

** One probation case was changed to ineligible after completion due to new information.

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

Complaints completed 2022/23: Prisons

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Wakefield	93	24	117	21%	742	3.2
Full Sutton	100	12	112	11%	565	2.1
Swaleside	54	27	81	33%	920	2.9
Long Lartin	60	20	80	25%	491	4.1
Frankland	46	21	67	31%	825	2.5
Manchester	45	19	64	30%	711	2.7
Isle of Wight	42	15	57	26%	1,091	1.4

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Woodhill	42	14	56	25%	499	2.8
Littlehey	42	13	55	24%	1,181	1.1
High Down	41	13	54	24%	1,108	1.2
Lowdham Grange	42	8	50	16%	892	0.9
Whitemoor	36	8	44	18%	325	2.5
Garth	26	17	43	40%	808	2.1
Rye Hill	25	17	42	40%	662	2.6
Stocken	24	14	38	37%	1,050	1.3
Nottingham	24	13	37	35%	932	1.4
Gartree	27	9	36	25%	588	1.5
Berwyn	26	9	35	26%	1882	0.5
The Verne	22	11	33	33%	601	1.8
Belmarsh	23	9	32	28%	702	1.3
Bullingdon	22	9	31	29%	895	1.0
Parc	25	4	29	14%	1,716	0.2
Highpoint	17	11	28	39%	1,299	0.8
Lindholme	15	11	26	42%	927	1.2
The Mount	20	6	26	23%	1,030	0.6
Oakwood	23	2	25	8%	2,087	0.1
Northumberland	18	6	24	25%	1,339	0.4
Whatton	17	6	23	26%	806	0.7
Onley	19	3	22	14%	732	0.4
Wayland	17	5	22	23%	785	0.6
Dovegate	10	11	21	52%	1,156	1.0
Wymott	16	5	21	24%	1,136	0.4
Elmley	11	9	20	45%	1,119	0.8
Pentonville	15	5	20	25%	1138	0.4
Ashfield	16	2	18	***	410	0.5
Moorland	11	7	18	***	1,046	0.7
Doncaster	12	5	17	***	1,134	0.4
Stoke Heath	9	8	17	***	764	1.0
Bure	12	4	16	***	637	0.6
Forest Bank	9	7	16	***	1,449	0.5
Thameside	8	8	16	***	1,196	0.7
Dartmoor	12	3	15	***	656	0.5
Holme House	14	1	15	***	1,168	0.1
Warren Hill	9	6	15	***	267	2.2
Wealstun	12	3	15	***	848	0.4
Winchester	11	4	15	***	651	0.6
Wormwood Scrubs	11	4	15	***	1,220	0.3
Bristol	8	6	14	***	519	1.2
Buckley Hall	11	3	14	***	467	0.6
Leyhill	12	2	14	***	454	0.4
Risley	9	5	14	***	1,012	0.5
Standford Hill	10	4	14	***	456	0.9
Humber	8	5	13	***	1,014	0.5
Lincoln	10	3	13	***	640	0.5
Stafford	13	0	13	***	751	0.0
Leeds	6	6	12	***	1,100	0.5

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Usk and Prescoed	12	0	12	***	508	0.0
Lewes	7	4	11	***	579	0.7
Ranby	9	2	11	***	1,052	0.2
Birmingham	7	3	10	***	958	0.3
Hewell	5	5	10	***	910	0.5
Swinfen Hall	6	4	10	***	616	0.6
Aylesbury	8	1	9	***	386	0.3
Liverpool	7	2	9	***	813	0.2
Erlestone	6	2	8	***	468	0.4
Hatfield	5	3	8	***	330	0.9
Norwich	7	1	8	***	744	0.1
Peterborough	7	1	8	***	1,257	0.1
Wandsworth	5	3	8	***	1,541	0.2
Altcourse	5	2	7	***	1,111	0.2
Coldingley	5	2	7	***	500	0.4
Featherstone	3	5	8	***	678	0.7
Grendon / Spring Hill	4	3	7	***	502	0.6
Haverigg	6	1	7	***	371	0.3
Hollesley Bay	4	3	7	***	490	0.6
Huntercombe	6	1	7	***	466	0.2
Kirkham	6	1	7	***	590	0.2
Rochester	6	1	7	***	689	0.1
Thorn Cross	5	2	7	***	427	0.5
Bronze field	4	2	6	***	490	0.4
Channings Wood	6	0	6	***	724	0.0
Downview	4	2	6	***	273	0.7
Hull	3	3	6	***	953	0.3
Lancaster Farms	5	1	6	***	548	0.2
Morton Hall	6	0	6	***	333	0.0
Sudbury	3	3	6	***	589	0.5
Askham Grange	5	0	5	***	86	0.0
Bedford	3	2	5	***	335	0.6
Durham	2	3	5	***	980	0.3
Guys Marsh	3	2	5	***	483	0.4
Swansea	3	2	5	***	404	0.5
Ford	4	0	4	***	385	0.0
Foston Hall	2	2	4	***	241	0.8
New Hall	3	1	4	***	335	0.3
North Sea Camp	2	2	4	***	290	0.7
Werrington	4	0	4	***	78	0.0
Wetherby	4	0	4	***	170	0.0
Chelmsford	1	2	3	***	665	0.3
Cookham Wood	1	2	3	***	86	2.3
Drake Hall	1	2	3	***	314	0.6
Eastwood Park	2	1	3	***	337	0.3
Hindley	3	0	3	***	595	0.0
Kirklevington Grange	3	0	3	***	206	0.0
Low Newton	2	1	3	***	261	0.4
Portland	3	0	3	***	531	0.0

	Not upheld	Upheld	Total	Uphold rate	Population****	Upheld complaints per 100 prisoners
Preston	1	2	3	***	665	0.3
Styal	1	2	3	***	386	0.5
Brinsford	0	2	2	***	524	0.4
Brixton	2	0	2	***	740	0.0
Exeter	1	1	2	***	288	0.3
Feltham	2	0	2	***	441	0.0
Five Wells	1	1	2	***	1,199	0.1
Isis	2	0	2	***	612	0.0
Send	1	1	2	***	177	0.6
Deerbolt	1	0	1	***	314	0.0
Leicester	0	1	1	***	312	0.3
Maidstone	0	1	1	***	603	0.2
Cardiff	0	0	0	***	764	0.0
East Sutton Park	0	0	0	***	70	0.0
Total	1,553	578	2,131	27%	84,372	0.7

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

**** Prison population figures taken from March 2023 monthly population figures.

Complaints completed 2022/23: Immigration removal centres

	Not upheld	Upheld	Total	Uphold rate
Brook House IRC	1	0	1	***
Yarlswood IRC	1	0	1	***
Total	2	0	2	***

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

Complaints completed 2022/23: Probation

	Not upheld	Upheld	Total	Uphold rate
CRC Kent Surrey & Sussex	2	0	2	***
NPS and Partnerships in Wales	3	0	3	***
NPS London	2	4	6	***
NPS Midlands	2	0	2	***
NPS North East	5	0	5	***
NPS North West	4	0	4	***
NPS South East & Eastern	2	1	3	***
NPS South West & South Central	3	0	4**	***
PS-West Midlands	2	0	2	***
Total	25	5	31	16%

** One case from this region was changed to ineligible after completion due to new information

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

Complaints completed 2022/23: Secure training centres

	Not upheld	Upheld	Total	Uphold rate
Rainsbrook	1	0	1	***
Total	1	0	1	***

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