

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 the course of 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 early May 2021.

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.

Fatal incident investigations started

	Total 19/20	% of Total 19/20	Total 20/21	% of Total 20/21	Change 19/20 - 20/21	% Change Year on Year
Natural	185*	59%	298	70%	113	61%
Self-inflicted	84	27%	85	20%	1	**
Other non-natural	38	12%	30	7%	-8	**
Homicide	2	1%	1	0%	-1	**
Awaiting classification	2	1%	11	3%	9	**
Total	311	100%	425	100%	114	37%

* This includes one post-release death, who was technically released from prison under Home Detention Curfew two days before his death, although he remained in hospital and was never released into the community.

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

Fatal incident investigations started

	Total 19/20	% of Total 19/20	Total 20/21	% of Total 20/21	Change 19/20 - 20/21	% Change Year on Year
Male Prisoners 21 and over	280*	90%	393	92%	113	40%
Female Prisoners 21 and over	6	2%	9	2%	3	**
Male Prisoners 18 to under 21	3	1%	2	0%	-1	**
Female Prisoners 18 to under 21	0	0%	1	0%	1	**
Male Prisoners under 18	1	0%	0	0%	-1	**
Female Prisoners under 18	0	0%	0	0%	0	**
Male Approved Premises Residents	15	5%	15	4%	0	**
Female Approved Premises Residents	2	1%	0	0%	-2	**
Male IRC Residents	1	0%	1	0%	0	**
Female IRC Residents	0	0%	0	0%	0	**
Male Discretionary Cases	2	1%	2	0%	0	**
Female Discretionary Cases	1	0%	2	0%	1	**
Total	311	100%	425	100%	114	37%

* This includes one post-release death, who was technically released from prison under Home Detention Curfew two days before his death, although he remained in hospital and was never released into the community.

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

Fatal incidents investigations started 2020/21

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Male Prisoners 21 and over	285	75	21	1	11	393
Female Prisoners 21 and over	8	1	0	0	0	9
Male Prisoners 18 to under 21	0	2	0	0	0	2
Female Prisoners 18 to under 21	0	1	0	0	0	1
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	4	9	0	0	15
Female Approved Premises Residents	0	0	0	0	0	0
Male IRC Residents	0	1	0	0	0	1
Female IRC Residents	0	0	0	0	0	0
Male Discretionary Cases	2	0	0	0	0	2
Female Discretionary Cases	1	1	0	0	0	2
Total	298	85	30	1	11	425

Fatal incidents reports issued

	Total 19/20	% in time	Total 20/21	% in time	Change 19/20 - 20/21 (volume)	% Change Year on Year
Initial Reports	343	80%	292	70%	-51	-15%
Final Reports***	342	66%	298	58%	-44	-13%
Reports Published on Website***	403	NA	215	NA	-188	-47%

*** These figures have been updated from last year's report due to an error.

Fatal incidents started 2020/21: Prisoners 21 and over

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Altcourse	10	0	0	0	0	10
Ashfield	1	0	0	0	0	1
Askham Grange	0	1	0	0	0	1
Bedford	1	2	0	0	0	3
Belmarsh	1	1	0	0	0	2
Berwyn	3	1	0	0	0	4
Birmingham	6	1	0	0	0	7
Brinsford	0	0	0	1	0	1
Bristol	0	1	1	0	0	2
Brixton	4	0	0	0	0	4
Bullingdon	3	1	2	0	0	6
Bure	6	2	0	0	0	8
Cardiff	2	2	0	0	0	4
Channings Wood	3	1	0	0	0	4
Chelmsford	0	3	1	0	1	5
Coldingley	1	0	0	0	0	1
Dartmoor	1	1	0	0	0	2

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Doncaster	8	3	2	0	1	14
Dovegate	4	0	1	0	0	5
Durham	3	3	2	0	0	8
Elmley	6	1	1	0	0	8
Erlestone	1	0	1	0	0	2
Exeter	4	2	0	0	0	6
Featherstone	1	0	0	0	0	1
Ford	1	0	0	0	0	1
Forest Bank	2	0	0	0	1	3
Foston Hall	2	0	0	0	0	2
Frankland	11	0	0	0	0	11
Full Sutton	2	1	0	0	0	3
Garth	4	1	1	0	0	6
Gartree	4	0	0	0	1	5
Guys Marsh	0	0	1	0	0	1
Haverigg	1	0	0	0	0	1
Hewell	4	2	0	0	0	6
High Down	2	2	0	0	0	4
Highpoint	2	0	0	0	0	2
Hindley	0	1	0	0	0	1
Holme House	4	1	0	0	1	6
Hull	5	2	0	0	0	7
Humber	4	0	0	0	0	4
Isis	1	0	0	0	0	1
Isle of Wight	8	3	0	0	0	11
Kirklevington Grange	0	1	0	0	0	1
Lancaster Farms	1	0	0	0	0	1
Leeds	7	4	0	0	1	12
Leicester	1	0	0	0	0	1
Lewes	3	2	0	0	0	5
Leyhill	1	0	0	0	0	1
Lincoln	2	3	0	0	0	5
Lindholme	1	0	1	0	0	2
Littlehey	18	1	0	0	0	19
Liverpool	5	2	0	0	1	8
Long Lartin	4	1	0	0	0	5
Low Newton	1	0	0	0	0	1
Lowdham Grange	1	0	1	0	0	2
Maidstone	1	1	0	0	0	2
Manchester	3	0	1	0	1	5
Moorland Closed	4	0	0	0	0	4
New Hall	3	0	0	0	0	3
North Sea Camp	4	0	0	0	0	4
Northumberland	1	1	0	0	0	2
Norwich	3	0	0	0	0	3
Nottingham	1	0	0	0	1	2
Oakwood	7	0	2	0	0	9
Parc	6	0	0	0	0	6
Pentonville	2	2	0	0	0	4
Peterborough	0	1	0	0	0	1

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Ranby	1	1	0	0	0	2
Risley	6	3	0	0	0	9
Rye Hill	8	0	0	0	0	8
Stafford	8	0	0	0	0	8
Standford Hill	1	0	0	0	0	1
Stocken	2	2	1	0	1	6
Stoke Heath	3	0	0	0	0	3
Styal	2	0	0	0	0	2
Sudbury	1	0	0	0	0	1
Swaleside	4	0	0	0	0	4
Swansea	0	1	0	0	1	2
Thameside	2	0	0	0	0	2
The Mount	1	1	0	0	0	2
The Verne	8	0	0	0	0	8
Usk	1	0	0	0	0	1
Wakefield	14	1	0	0	0	15
Wandsworth	1	3	0	0	0	4
Wayland	1	1	0	0	0	2
Whatton	10	0	0	0	0	10
Whitemoor	1	0	1	0	0	2
Winchester	7	1	0	0	0	8
Woodhill	0	1	0	0	0	1
Wormwood Scrubs	0	3	0	0	0	3
Wymott	5	0	1	0	0	6
Total	293	76	21	1	11	402

Fatal incidents started 2020/21: Prisoners 18 to under 21

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Aylesbury	0	2	0	0	0	2
Styal	0	1	0	0	0	1
Total	0	3	0	0	0	3

Fatal incidents started 2020/21: Approved premises

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Ashley House	0	1	0	0	0	1
Brigstocke Road	1	0	0	0	0	1
Burdett Lodge	0	0	1	0	0	1
Dickson House	0	0	1	0	0	1
Jackie Harriett House	0	0	1	0	0	1
Mandeville House	0	0	1	0	0	1
Merseybank	0	0	1	0	0	1
Nelson House	0	1	0	0	0	1
Norfolk Park	0	0	1	0	0	1
St Christopher's House	0	1	0	0	0	1
St Leonard's	0	1	0	0	0	1
Stonnall Road	0	0	1	0	0	1
Trent House	1	0	0	0	0	1
Wharflane House	0	0	1	0	0	1
Wordsworth House	0	0	1	0	0	1
Total	2	4	9	0	0	15

Fatal incidents started 2020/21: Immigration removal centres

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Morton Hall	0	1	0	0	0	1
Total	0	1	0	0	0	1

Fatal incidents started 2020/21: Discretionary cases

	Natural	Self-inflicted	Other non-natural	Homicide	Awaiting classification	Total
Dovegate****	1	0	0	0	0	1
Eastwood Park*****	0	1	0	0	0	1
Manchester*****	1	0	0	0	0	1
Styal*****	1	0	0	0	0	1
Total	3	1	0	0	0	4

**** This was a post release death of an individual who had several long-term health conditions. He had a fall whilst in prison and was taken to Hospital. It was found he had a bleed on his brain. He was formally released on parole four days later but remained in hospital until his death.

***** This was a post release death of an individual who was found hanging in their cell. They were taken to hospital and around three months later she was formally released on compassionate grounds, but remained in hospital until her death.

***** This was a post release death of an individual who was taken to hospital as he was showing symptoms of COVID-19. It was found he did not have COVID-19 but extensive metastatic cancer with widespread lesions in his liver, spine, ribs and pelvis, but it was not certain where the primary cause was. He was formally released on compassionate release from hospital to his family's address for 11 days until his death.

***** Out of the current remit of the PPO, but was investigated due to a special request from the Secretary of State for Justice.

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.

In May 2020, the PPO added a tick box to the case management system we use, so we could highlight COVID-19 related cases. The following guidance is used to help guide what should be classified as a COVID-19 complaint:

- The COVID-19 category is applied as soon as a COVID-19 related element becomes apparent, from the initial assessment stage to the finalisation of the case. The COVID-19 element is removed if it subsequently becomes apparent that the complaint is not COVID-19 related.
- The COVID-19 category is applied, if relevant, to all complaints, even if the complaint isn't eligible or is subsequently dealt with in line with Paragraph 22, set out in our Terms of Reference.

The COVID-19 flag is added to cases where the complaint:

- mentions COVID, COVID-19, coronavirus, pandemic and epidemic in the complaint forms
- relates to any temporary measure or policy put in place by the prison because of the pandemic – for example social distancing, self-isolation, restricted prison visits, education, reverse cohorting units, protective isolation units, shielding units
- relates to access to cleaning products, PPE or access to laundry facilities because of the complainant's concerns about COVID-19
- relates to a lack of staff (includes operational, non-operational staff) where COVID-19 is the cause of the staffing shortage including healthcare, religious ministers, meetings or education provision

In September 2020, we introduced an extra complaint category: video calls. This was created as prisons have started to introduce the ability for prisoners to have video calls with family/friends.

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 2019/20 was frozen in May and June 2020. Data for 2020/21 was frozen in April 2021. 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 2019/20 and 2020/21 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 don't have access to the complainant's release address.

A completed case in 2019/20 and 2020/21 is defined as one where the draft outcome has been approved. This excludes withdrawn and Paragraph 22 cases. We have not been able to calculate how many cases were completed on time as our move to a new case management system resulted in a change in definition. We are continuing to explore ways to collect this data in the future.

Prison population data is taken from the March 2021 population bulletin published on GOV.UK:
<https://www.gov.uk/government/statistics/prison-population-figures-2021>

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.

Complaints received

	Total 19/20	% of Total 19/20	Total 20/21	% of Total 20/21	Change 19/20 - 20/21	% Change Year on Year
Prison	4,368	93%	3,722	93%	-646	-15%
Probation	294	6%	282	7%	-12	*
Immigration Removal Centre	23	0%	4	0%	-19	*
Secure Training Centre	1	0%	2	0%	1	*
Total	4,686	100%	4,010	100%	-676	-14%

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

Complaints accepted

	Total 19/20	% of Total 19/20	Total 20/21	% of Total 20/21	Change 19/20 - 20/21	% Change Year on Year
Prison	2,149	98%	1,651	98%	-498	-23%
Probation	41	2%	24	1%	-17	*
Immigration Removal Centre	13	1%	3	0%	-10	*
Secure Training Centre	0	0%	4	0%	4	*
Total	2,203	100%	1,682	100%	-521	-24%

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

Complaints completed

	Total 19/20	% of Total 19/20	Total 20/21	% of Total 20/21	Change 19/20 - 20/21	% Change Year on Year
Prison	2,389	98%	1,545	98%	-844	-35%
Probation	45	2%	20	1%	-25	-56%
Immigration Removal Centre	16	1%	4	0%	-12	*
Secure Training Centre	0	0%	3	0%	3	*
Total	2,450	100%	1,572	100%	-878	-36%

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

Prisons complainants 2020/21: Completed complaints

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
Male Prisoners	1,033	98%	1,506	97%
Female Prisoners	22	2%	39	3%
Total	1,055	100%	1,545	100%

Prisons complaints 2020/21: Completed complaints

	Number of Complaints	% of Total Complaints
Under 18	5	0%
18 to under 21	19	1%
21 and over	1,521	98%
Total	1,545	100%

Complaints completed 2020/21: per prison complainant

	Number of Complainants	% of Complainants	Number of Complaints	% of Complaints
11+	4	0%	68	4%
6 to 10	21	2%	165	11%
2 to 5	190	18%	472	31%
1	840	80%	840	54%
Total	1,055	100%	1,545	100%

Complaints completed 2020/21: Categories

	Not upheld	Upheld	Total	Uphold rate
Property	326	232	558	42%
Staff behaviour	105	27	132	20%
Categorisation	99	10	109	9%
Administration	64	34	98	35%
Adjudication	70	20	90	22%
Work and pay	66	22	88	25%
Regime	62	25	87	29%
Letters	44	30	74	41%
Money	44	21	65	32%
Incentives and earned privileges	35	6	41	15%
Transfers	37	4	41	10%
Phone calls	19	4	23	17%
Progression	20	3	23	13%
Accommodation	15	7	22	32%
Probation	20	1	21	5%
Visits	13	4	17	*
Food	11	5	16	*
Security	14	1	15	*
Prisoners	12	1	13	*
Home detention curfew	11	0	11	*
Equalities	6	2	8	*
Other	6	2	8	*
Resettlement	3	4	7	*
Video calls	1	1	2	*
Escorts	1	0	1	*
Legal	0	1	1	*
Medical	1	0	1	*
Total	1,105	467	1,572	30%

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

Complaints completed 2020/21: Prisons

	Not upheld	Upheld	Total	Uphold rate	Population***	Upheld complaints per 100 prisoners
Swaleside	71	23	94	24%	1,020	2.3
Long Lartin	55	21	76	28%	522	4.0
Wakefield	45	14	59	24%	693	2.0
Whitemoor	32	14	46	30%	445	3.1
Littlehey	35	9	44	20%	1,130	0.8
Lowdham Grange	38	6	44	14%	883	0.7
Frankland	30	11	41	27%	808	1.4

	Not upheld	Upheld	Total	Uphold rate	Population***	Upheld complaints per 100 prisoners
Full Sutton	34	7	41	17%	580	1.2
Woodhill	31	8	39	21%	475	1.7
Berwyn	23	10	33	30%	1,716	0.6
Rye Hill	27	5	32	16%	656	0.8
Highpoint	14	17	31	55%	1,281	1.3
Onley	18	13	31	42%	676	1.9
Isle of Wight	19	12	31	39%	775	1.5
Doncaster	23	8	31	26%	1,063	0.8
Parc	21	8	29	28%	1,642	0.5
Pentonville	11	17	28	61%	995	1.7
Gartree	19	8	27	30%	629	1.3
Wymott	13	12	25	48%	976	1.2
The Mount	17	8	25	32%	1,011	0.8
Lindholme	16	8	24	33%	928	0.9
Bullingdon	14	8	22	36%	1,038	0.8
Grendon / Spring Hill	15	5	20	25%	413	1.2
Liverpool	15	5	20	25%	738	0.7
Belmarsh	17	3	20	15%	691	0.4
Garth	12	7	19	**	800	0.9
Dovegate	12	7	19	**	1,155	0.6
Wayland	10	8	18	**	878	0.9
Lancaster Farms	13	5	18	**	498	1.0
Featherstone	13	4	17	**	657	0.6
Peterborough	11	5	16	**	1,098	0.5
Wandsworth	11	5	16	**	1,518	0.3
Oakwood	13	3	16	**	2,096	0.1
Whatton	15	1	16	**	805	0.1
Birmingham	4	11	15	**	907	1.2
Hewell	9	6	15	**	814	0.7
High Down	10	5	15	**	1,143	0.4
Stocken	12	3	15	**	1,017	0.3
Forest Bank	9	5	14	**	1,423	0.4
North Sea Camp	10	4	14	**	338	1.2
Elmley	10	4	14	**	1,061	0.4
Leyhill	12	2	14	**	494	0.4
The Verne	13	1	14	**	537	0.2
Isis	4	8	12	**	544	1.5
Buckley Hall	9	3	12	**	443	0.7
Hull	4	7	11	**	986	0.7
Stoke Heath	6	5	11	**	751	0.7
Thameside	6	5	11	**	1,202	0.4
Ashfield	9	1	10	**	401	0.2
Rochester	9	1	10	**	658	0.2
Northumberland	10	0	10	**	1,285	0.0
Hindley	6	3	9	**	519	0.6
Risley	7	2	9	**	972	0.2
Durham	3	5	8	**	912	0.5
Chelmsford	4	4	8	**	633	0.6
Nottingham	4	4	8	**	836	0.5

	Not upheld	Upheld	Total	Uphold rate	Population***	Upheld complaints per 100 prisoners
Bedford	5	3	8	**	371	0.8
Lincoln	5	3	8	**	563	0.5
Manchester	5	3	8	**	683	0.4
Norwich	4	3	7	**	686	0.4
Ford	5	2	7	**	418	0.5
Bure	5	2	7	**	586	0.3
Channings Wood	7	0	7	**	664	0.0
Erlestoke	3	3	6	**	434	0.7
Lewes	4	2	6	**	533	0.4
Humber	4	2	6	**	917	0.2
Moorland	5	1	6	**	971	0.1
Wormwood Scrubs	5	1	6	**	1,083	0.1
Stafford	6	0	6	**	671	0.0
Sudbury	2	3	5	**	456	0.7
Aylesbury	3	2	5	**	219	0.9
Preston	3	2	5	**	645	0.3
Leeds	3	2	5	**	1,058	0.2
Guys Marsh	5	0	5	**	418	0.0
Swansea	1	3	4	**	286	1.0
Thorn Cross	2	2	4	**	316	0.6
Eastwood Park	2	2	4	**	365	0.5
Huntercombe	2	2	4	**	400	0.5
Coldingley	2	2	4	**	453	0.4
Kirkham	2	2	4	**	461	0.4
Wealstun	2	2	4	**	748	0.3
Haverigg	3	1	4	**	310	0.3
Exeter	3	1	4	**	415	0.2
Usk and Prescoed	3	1	4	**	416	0.2
Winchester	3	1	4	**	453	0.2
Altcourse	3	1	4	**	1,118	0.1
New Hall	4	0	4	**	315	0.0
Portland	1	2	3	**	454	0.4
Werrington	2	1	3	**	81	1.2
Downview	2	1	3	**	203	0.5
Styal	2	1	3	**	368	0.3
Standford Hill	2	1	3	**	409	0.2
Hollesley Bay	2	1	3	**	441	0.2
Bristol	2	1	3	**	489	0.2
Ranby	2	1	3	**	998	0.1
Holme House	2	1	3	**	1,095	0.1
Brixton	3	0	3	**	665	0.0
Dartmoor	3	0	3	**	579	0.0
Kirklevington Grange	3	0	3	**	155	0.0
Cookham Wood	1	1	2	**	98	1.0
Low Newton	1	1	2	**	252	0.4
Leicester	1	1	2	**	269	0.4
Bronzefield	1	1	2	**	460	0.2
Cardiff	2	0	2	**	696	0.0
Warren Hill	2	0	2	**	244	0.0

	Not upheld	Upheld	Total	Uphold rate	Population***	Upheld complaints per 100 prisoners
East Sutton Park	0	1	1	**	84	1.2
Deerbolt	0	1	1	**	288	0.3
Foston Hall	1	0	1	**	256	0.0
Maidstone	1	0	1	**	561	0.0
Send	1	0	1	**	165	0.0
Wetherby	0	0	0	**	164	0.0
Swinfen Hall	0	0	0	**	564	0.0
Hatfield	0	0	0	**	245	0.0
Feltham	0	0	0	**	277	0.0
Drake Hall	0	0	0	**	242	0.0
Brinsford	0	0	0	**	505	0.0
Askham Grange	0	0	0	**	104	0.0
Total	1,081	464	1,545	30%	78,008	0.6

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

*** Prison population figures taken from March 2021 monthly population figures.

Complaints completed 2020/21: Immigration removal centres

	Not upheld	Upheld	Total	Uphold rate
Yarlswood IRC	0	1	1	**
Mortan Hall IRC	1	0	1	**
Colnbrook IRC	1	0	1	**
Heathrow IRC	1	0	1	**
Total	3	1	4	**

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

Complaints completed 2020/21: Probation

	Not upheld	Upheld	Total	Uphold rate
NPS South East and Eastern	7	0	7	**
NPS Midlands	4	0	4	**
NPS London	3	0	3	**
NPS North East	3	0	3	**
GEOAmey	1	0	1	**
NPS and Partnerships in Wales	1	0	1	**
CRC Beds Cambs Herts and Northants	1	0	1	**
Total	20	0	20	0%

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

Complaints completed 2020/21: Secure training centres

	Not upheld	Upheld	Total	Uphold rate
Medway	0	2	2	**
Oakhill	1	0	1	**
Total	1	2	3	**

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