

## PPO Overview DVD Transcript

**SUBTITLE: 1**    **TIMEIN: 10:00:03:20**    **DURATION: 01:03**    **TIMEOUT: 10:00:04:23**  
In prison,

**SUBTITLE: 2**    **TIMEIN: 10:00:05:02**    **DURATION: 01:03**    **TIMEOUT: 10:00:06:05**  
we don't have freedom.

**SUBTITLE: 3**    **TIMEIN: 10:00:06:09**    **DURATION: 02:05**    **TIMEOUT: 10:00:08:14**  
So the smallest things for us can mean a lot.

**SUBTITLE: 4**    **TIMEIN: 10:00:08:18**    **DURATION: 03:06**    **TIMEOUT: 10:00:11:24**  
It could be something really, really trivial to somebody else,

**SUBTITLE: 5**    **TIMEIN: 10:00:12:03**    **DURATION: 03:17**    **TIMEOUT: 10:00:15:20**  
but to you, it's such a big thing and you feel so passionate about it.

**SUBTITLE: 6**    **TIMEIN: 10:00:15:24**    **DURATION: 02:18**    **TIMEOUT: 10:00:18:17**  
When you feel as though you have a voice in prison...

**SUBTITLE: 7**    **TIMEIN: 10:00:19:23**    **DURATION: 01:10**    **TIMEOUT: 10:00:21:08**  
..it means a lot to you.

**SUBTITLE: 8**    **TIMEIN: 10:00:21:19**    **DURATION: 02:23**    **TIMEOUT: 10:00:24:17**  
PRISONS AND PROBATION OMBUDSMAN FOR ENGLAND AND WALES

**SUBTITLE: 9**    **TIMEIN: 10:00:24:21**    **DURATION: 01:15**    **TIMEOUT: 10:00:26:11**  
INDEPENDENT INVESTIGATIONS

**SUBTITLE: 10**    **TIMEIN: 10:00:26:15**    **DURATION: 03:18**    **TIMEOUT: 10:00:30:08**  
Somebody who isn't in prison, who has a complaint, can go out,

**SUBTITLE: 11**    **TIMEIN: 10:00:30:12**    **DURATION: 02:01**    **TIMEOUT: 10:00:32:13**  
do something else and forget about it,

**SUBTITLE: 12**    **TIMEIN: 10:00:32:17**    **DURATION: 01:18**    **TIMEOUT: 10:00:34:10**  
but it's very difficult sometimes

**SUBTITLE: 13**    **TIMEIN: 10:00:34:14**    **DURATION: 02:17**    **TIMEOUT: 10:00:37:06**  
for a prisoner to put things behind them and move on.

**SUBTITLE: 14**    **TIMEIN: 10:00:37:17**    **DURATION: 02:03**    **TIMEOUT: 10:00:39:20**  
Investigators in the Ombudsman's office

**SUBTITLE: 15**      **TIMEIN: 10:00:39:24**      **DURATION: 01:23**      **TIMEOUT: 10:00:41:22**  
are very dedicated to the work.

**SUBTITLE: 16**      **TIMEIN: 10:00:42:01**      **DURATION: 03:15**      **TIMEOUT: 10:00:45:16**  
Getting to the truth is very important

**SUBTITLE: 17**      **TIMEIN: 10:00:45:20**      **DURATION: 01:20**      **TIMEOUT: 10:00:47:15**  
for us as an organisation.

**SUBTITLE: 18**      **TIMEIN: 10:00:47:19**      **DURATION: 02:07**      **TIMEOUT: 10:00:50:01**  
And often, the complaint to us

**SUBTITLE: 19**      **TIMEIN: 10:00:50:05**      **DURATION: 04:02**      **TIMEOUT: 10:00:54:07**  
is the prisoners last way of expressing their voice.

**SUBTITLE: 20**      **TIMEIN: 10:00:56:21**      **DURATION: 03:19**      **TIMEOUT: 10:01:00:15**  
You've got two principal functions in the Ombudsman's office.

**SUBTITLE: 21**      **TIMEIN: 10:01:00:19**      **DURATION: 02:10**      **TIMEOUT: 10:01:03:04**  
We investigate complaints from prisoners -

**SUBTITLE: 22**      **TIMEIN: 10:01:03:08**      **DURATION: 01:17**      **TIMEOUT: 10:01:05:00**  
subject to probation supervision,

**SUBTITLE: 23**      **TIMEIN: 10:01:05:04**      **DURATION: 02:00**      **TIMEOUT: 10:01:07:04**  
and those held in immigration detention.

**SUBTITLE: 24**      **TIMEIN: 10:01:07:08**      **DURATION: 01:23**      **TIMEOUT: 10:01:09:06**  
And we have the mournful responsibility

**SUBTITLE: 25**      **TIMEIN: 10:01:09:10**      **DURATION: 02:23**      **TIMEOUT: 10:01:12:08**  
of investigating every death that occurs in prison

**SUBTITLE: 26**      **TIMEIN: 10:01:12:12**      **DURATION: 01:11**      **TIMEOUT: 10:01:13:23**  
and immigration detention,

**SUBTITLE: 27**      **TIMEIN: 10:01:14:02**      **DURATION: 03:03**      **TIMEOUT: 10:01:17:05**  
or amongst the residents of probation approved premises.

**SUBTITLE: 28**      **TIMEIN: 10:01:17:09**      **DURATION: 02:20**      **TIMEOUT: 10:01:20:04**  
Whenever a prisoner complains in an establishment

**SUBTITLE: 29**      **TIMEIN: 10:01:20:08**      **DURATION: 01:21**      **TIMEOUT: 10:01:22:04**  
and remains dissatisfied,

<b>SUBTITLE: 30</b>	<b>TIMEIN: 10:01:22:08</b>	<b>DURATION: 03:23</b>	<b>TIMEOUT: 10:01:26:06</b>
it comes to us to look at and consider.			
<b>SUBTITLE: 31</b>	<b>TIMEIN: 10:01:26:10</b>	<b>DURATION: 01:16</b>	<b>TIMEOUT: 10:01:28:01</b>
We put a fresh pair of eyes on it			
<b>SUBTITLE: 32</b>	<b>TIMEIN: 10:01:28:05</b>	<b>DURATION: 03:16</b>	<b>TIMEOUT: 10:01:31:21</b>
just to see whether a decision that a prisoner has made			
<b>SUBTITLE: 33</b>	<b>TIMEIN: 10:01:32:00</b>	<b>DURATION: 02:00</b>	<b>TIMEOUT: 10:01:34:00</b>
is fair, reasonable and the right one.			
<b>SUBTITLE: 34</b>	<b>TIMEIN: 10:01:34:15</b>	<b>DURATION: 01:20</b>	<b>TIMEOUT: 10:01:36:10</b>
What we hope to do			
<b>SUBTITLE: 35</b>	<b>TIMEIN: 10:01:36:14</b>	<b>DURATION: 03:00</b>	<b>TIMEOUT: 10:01:39:14</b>
is to provide a service to complainers			
<b>SUBTITLE: 36</b>	<b>TIMEIN: 10:01:39:18</b>	<b>DURATION: 02:00</b>	<b>TIMEOUT: 10:01:41:18</b>
so that they feel that their complaints			
<b>SUBTITLE: 37</b>	<b>TIMEIN: 10:01:41:22</b>	<b>DURATION: 02:04</b>	<b>TIMEOUT: 10:01:44:01</b>
are considered by an outside body,			
<b>SUBTITLE: 38</b>	<b>TIMEIN: 10:01:44:05</b>	<b>DURATION: 03:12</b>	<b>TIMEOUT: 10:01:47:17</b>
that it's not simply a service judging itself.			
<b>SUBTITLE: 39</b>	<b>TIMEIN: 10:01:47:21</b>	<b>DURATION: 02:19</b>	<b>TIMEOUT: 10:01:50:15</b>
More or less immediately when somebody dies,			
<b>SUBTITLE: 40</b>	<b>TIMEIN: 10:01:50:19</b>	<b>DURATION: 01:13</b>	<b>TIMEOUT: 10:01:52:07</b>
our office will be notified.			
<b>SUBTITLE: 41</b>	<b>TIMEIN: 10:01:52:11</b>	<b>DURATION: 02:05</b>	<b>TIMEOUT: 10:01:54:16</b>
We're looking for evidence, information...			
<b>SUBTITLE: 42</b>	<b>TIMEIN: 10:01:54:20</b>	<b>DURATION: 02:09</b>	<b>TIMEOUT: 10:01:57:04</b>
Ultimately, we're looking at the level of care			
<b>SUBTITLE: 43</b>	<b>TIMEIN: 10:01:57:08</b>	<b>DURATION: 02:02</b>	<b>TIMEOUT: 10:01:59:10</b>
This particular individual received.			
<b>SUBTITLE: 44</b>	<b>TIMEIN: 10:01:59:14</b>	<b>DURATION: 01:15</b>	<b>TIMEOUT: 10:02:01:04</b>
The majority of Ombudsman staff			

**SUBTITLE: 45**      **TIMEIN: 10:02:01:08**      **DURATION: 02:06**      **TIMEOUT: 10:02:03:14**  
describe their job title as Investigators.

**SUBTITLE: 46**      **TIMEIN: 10:02:03:18**      **DURATION: 03:18**      **TIMEOUT: 10:02:07:11**  
They are looking into the circumstances that have given rise

**SUBTITLE: 47**      **TIMEIN: 10:02:07:15**      **DURATION: 02:13**      **TIMEOUT: 10:02:10:03**  
either to a complaint or the circumstances

**SUBTITLE: 48**      **TIMEIN: 10:02:10:07**      **DURATION: 02:02**      **TIMEOUT: 10:02:12:09**  
surrounding a death in custody.

**SUBTITLE: 49**      **TIMEIN: 10:02:12:13**      **DURATION: 03:06**      **TIMEOUT: 10:02:15:19**  
And that's the heart of their professionalism -

**SUBTITLE: 50**      **TIMEIN: 10:02:15:23**      **DURATION: 03:09**      **TIMEOUT: 10:02:19:07**  
to make sure that investigations are proportionate

**SUBTITLE: 51**      **TIMEIN: 10:02:19:11**      **DURATION: 02:11**      **TIMEOUT: 10:02:21:22**  
because we talk about public money all the time,

**SUBTITLE: 52**      **TIMEIN: 10:02:22:01**      **DURATION: 04:19**      **TIMEOUT: 10:02:26:20**  
but nevertheless, to make sure that no stone is left unturned.

**SUBTITLE: 53**      **TIMEIN: 10:02:27:05**      **DURATION: 03:20**      **TIMEOUT: 10:02:31:00**  
FATAL INCIDENTS INVESTIGATION

**SUBTITLE: 54**      **TIMEIN: 10:02:31:17**      **DURATION: 03:10**      **TIMEOUT: 10:02:35:02**  
We investigate all deaths in prison custody approved premises

**SUBTITLE: 55**      **TIMEIN: 10:02:35:06**      **DURATION: 01:22**      **TIMEOUT: 10:02:37:03**  
and immigration detention centres.

**SUBTITLE: 56**      **TIMEIN: 10:02:37:07**      **DURATION: 03:01**      **TIMEOUT: 10:02:40:08**  
Anybody who dies within that particular establishment,

**SUBTITLE: 57**      **TIMEIN: 10:02:40:12**      **DURATION: 02:13**      **TIMEOUT: 10:02:43:00**  
whether it be by natural causes

**SUBTITLE: 58**      **TIMEIN: 10:02:43:04**      **DURATION: 01:18**      **TIMEOUT: 10:02:44:22**  
or a self-inflicted death,

**SUBTITLE: 59**      **TIMEIN: 10:02:45:01**      **DURATION: 01:03**      **TIMEOUT: 10:02:46:04**  
we would investigate.

**SUBTITLE: 60**      **TIMEIN: 10:02:47:14**      **DURATION: 01:23**      **TIMEOUT: 10:02:49:12**  
We also contact families

**SUBTITLE: 61**      **TIMEIN: 10:02:49:16**      **DURATION: 03:17**      **TIMEOUT: 10:02:53:08**  
because central to our investigation are the families' concerns

**SUBTITLE: 62**      **TIMEIN: 10:02:53:12**      **DURATION: 02:07**      **TIMEOUT: 10:02:55:19**  
and we like to understand what they are

**SUBTITLE: 63**      **TIMEIN: 10:02:55:23**      **DURATION: 02:02**      **TIMEOUT: 10:02:58:00**  
before we go to do the investigation.

**SUBTITLE: 64**      **TIMEIN: 10:02:58:04**      **DURATION: 03:08**      **TIMEOUT: 10:03:01:12**  
..make sure that the prison did everything that is expected of them

**SUBTITLE: 65**      **TIMEIN: 10:03:01:16**      **DURATION: 01:03**      **TIMEOUT: 10:03:02:19**  
to look after your son.

**SUBTITLE: 66**      **TIMEIN: 10:03:02:23**      **DURATION: 02:01**      **TIMEOUT: 10:03:04:24**  
We deal with the emotions and the grief

**SUBTITLE: 67**      **TIMEIN: 10:03:05:03**      **DURATION: 02:10**      **TIMEOUT: 10:03:07:13**  
and the distress that they're suffering,

**SUBTITLE: 68**      **TIMEIN: 10:03:07:17**      **DURATION: 01:02**      **TIMEOUT: 10:03:08:19**  
as somebody

**SUBTITLE: 69**      **TIMEIN: 10:03:08:23**      **DURATION: 02:15**      **TIMEOUT: 10:03:11:13**  
providing the consistent point of contact for the family

**SUBTITLE: 70**      **TIMEIN: 10:03:11:17**      **DURATION: 02:05**      **TIMEOUT: 10:03:13:22**  
and obviously answer their questions.

**SUBTITLE: 71**      **TIMEIN: 10:03:14:01**      **DURATION: 02:17**      **TIMEOUT: 10:03:16:18**  
Put your thoughts in writing if that would be easier.

**SUBTITLE: 72**      **TIMEIN: 10:03:17:00**      **DURATION: 01:23**      **TIMEOUT: 10:03:18:23**  
Once we've established a chain of events,

**SUBTITLE: 73**      **TIMEIN: 10:03:19:02**      **DURATION: 02:02**      **TIMEOUT: 10:03:21:04**  
we look at anything that might be of concern.

**SUBTITLE: 74**      **TIMEIN: 10:03:21:08**      **DURATION: 01:09**      **TIMEOUT: 10:03:22:17**  
We have to keep an open mind

**SUBTITLE: 75**      **TIMEIN: 10:03:22:21**      **DURATION: 02:08**      **TIMEOUT: 10:03:25:04**  
as to whether something could have been done

**SUBTITLE: 76**      **TIMEIN: 10:03:25:08**      **DURATION: 02:06**      **TIMEOUT: 10:03:27:14**  
that might have made the outcome different.

**SUBTITLE: 77**      **TIMEIN: 10:03:27:18**      **DURATION: 03:10**      **TIMEOUT: 10:03:31:03**  
That's looking at the systems in place to protect that prisoner.

**SUBTITLE: 78**      **TIMEIN: 10:03:31:07**      **DURATION: 02:14**      **TIMEOUT: 10:03:33:21**  
For example, suicide prevention monitoring.

**SUBTITLE: 79**      **TIMEIN: 10:03:34:00**      **DURATION: 03:18**      **TIMEOUT: 10:03:37:18**  
I've noticed something in your inspection report

**SUBTITLE: 80**      **TIMEIN: 10:03:37:22**      **DURATION: 01:24**      **TIMEOUT: 10:03:39:21**  
and I really need to meet with the Head.

**SUBTITLE: 81**      **TIMEIN: 10:03:40:00**      **DURATION: 02:18**      **TIMEOUT: 10:03:42:18**  
Obviously, recommendations are made on the reports.

**SUBTITLE: 82**      **TIMEIN: 10:03:42:22**      **DURATION: 02:13**      **TIMEOUT: 10:03:45:10**  
These are passed on to the family

**SUBTITLE: 83**      **TIMEIN: 10:03:45:14**      **DURATION: 03:21**      **TIMEOUT: 10:03:49:10**  
so that they can see that we are making and taking positive steps

**SUBTITLE: 84**      **TIMEIN: 10:03:49:14**      **DURATION: 02:05**      **TIMEOUT: 10:03:51:19**  
to prevent this happening in the future,

**SUBTITLE: 85**      **TIMEIN: 10:03:51:23**      **DURATION: 02:02**      **TIMEOUT: 10:03:54:00**  
if there's been a lack of care

**SUBTITLE: 86**      **TIMEIN: 10:03:54:04**      **DURATION: 03:04**      **TIMEOUT: 10:03:57:08**  
or things that could have been done that should have been done.

**SUBTITLE: 87**      **TIMEIN: 10:03:58:20**      **DURATION: 04:13**      **TIMEOUT: 10:04:03:08**  
COMPLAINTS INVESTIGATION

**SUBTITLE: 88**      **TIMEIN: 10:04:05:01**      **DURATION: 02:01**      **TIMEOUT: 10:04:07:02**  
When a complaint arrives at the office,

**SUBTITLE: 89**      **TIMEIN: 10:04:07:06**      **DURATION: 02:02**      **TIMEOUT: 10:04:09:08**  
I assess the paperwork,

**SUBTITLE: 90**      **TIMEIN: 10:04:09:12**      **DURATION: 02:18**      **TIMEOUT: 10:04:12:05**  
I may visit the prison who interviewed the prisoner,

**SUBTITLE: 91**      **TIMEIN: 10:04:12:09**      **DURATION: 01:09**      **TIMEOUT: 10:04:13:18**  
perhaps phone him.

**SUBTITLE: 92**      **TIMEIN: 10:04:13:22**      **DURATION: 02:13**      **TIMEOUT: 10:04:16:10**  
The education department supports your application.

**SUBTITLE: 93**      **TIMEIN: 10:04:16:14**      **DURATION: 01:14**      **TIMEOUT: 10:04:18:03**  
I speak to staff,

**SUBTITLE: 94**      **TIMEIN: 10:04:18:07**      **DURATION: 03:18**      **TIMEOUT: 10:04:22:00**  
gather whatever documentary evidence and information the prisoner has,

**SUBTITLE: 95**      **TIMEIN: 10:04:22:04**      **DURATION: 03:12**      **TIMEOUT: 10:04:25:16**  
look at policy and procedures in the office that govern prison life...

**SUBTITLE: 96**      **TIMEIN: 10:04:25:20**      **DURATION: 03:18**      **TIMEOUT: 10:04:29:13**  
Then I decide on whether there is merit and value in the complaint

**SUBTITLE: 97**      **TIMEIN: 10:04:29:17**      **DURATION: 02:00**      **TIMEOUT: 10:04:31:17**  
that has been investigated.

**SUBTITLE: 98**      **TIMEIN: 10:04:31:21**      **DURATION: 02:05**      **TIMEOUT: 10:04:34:01**  
Obviously, in the interests of fairness,

**SUBTITLE: 99**      **TIMEIN: 10:04:34:05**      **DURATION: 02:24**      **TIMEOUT: 10:04:37:04**  
both the prisoners' sides and the staff's sides

**SUBTITLE: 100**      **TIMEIN: 10:04:37:08**      **DURATION: 01:14**      **TIMEOUT: 10:04:38:22**  
have to be considered.

**SUBTITLE: 101**      **TIMEIN: 10:04:39:01**      **DURATION: 02:12**      **TIMEOUT: 10:04:41:13**  
Some cases are very straightforward

**SUBTITLE: 102**      **TIMEIN: 10:04:41:17**      **DURATION: 04:02**      **TIMEOUT: 10:04:45:19**  
and can be concluded with a phone call on the same day.

**SUBTITLE: 103**      **TIMEIN: 10:04:45:23**      **DURATION: 02:10**      **TIMEOUT: 10:04:48:08**  
Other cases are much more complicated

**SUBTITLE: 104**      **TIMEIN: 10:04:48:12**      **DURATION: 03:03**      **TIMEOUT: 10:04:51:15**  
and the investigations for those can go on for several weeks.

**SUBTITLE: 105**      **TIMEIN: 10:04:51:19**      **DURATION: 02:21**      **TIMEOUT: 10:04:54:15**  
I'd like to ask you about the procedures you followed up.

**SUBTITLE: 106**      **TIMEIN: 10:04:54:19**      **DURATION: 02:03**      **TIMEOUT: 10:04:56:22**  
Our aim is to really sort the problem.

**SUBTITLE: 107**      **TIMEIN: 10:04:57:01**      **DURATION: 05:19**      **TIMEOUT: 10:05:02:20**  
It's not necessary to produce a long, detailed form of report.

**SUBTITLE: 108**      **TIMEIN: 10:05:02:24**      **DURATION: 03:05**      **TIMEOUT: 10:05:06:04**  
Of course, there are complaints where that is what is required -

**SUBTITLE: 109**      **TIMEIN: 10:05:06:08**      **DURATION: 03:13**      **TIMEOUT: 10:05:09:21**  
the most serious complaints, allegations of assault or racism.

**SUBTITLE: 110**      **TIMEIN: 10:05:10:00**      **DURATION: 02:23**      **TIMEOUT: 10:05:12:23**  
Then there, we will put additional resources

**SUBTITLE: 111**      **TIMEIN: 10:05:13:02**      **DURATION: 03:20**      **TIMEOUT: 10:05:16:22**  
to ensure that the problem is identified and remedy is found.

**SUBTITLE: 112**      **TIMEIN: 10:05:20:05**      **DURATION: 03:17**      **TIMEOUT: 10:05:23:22**  
Often, I find that the initial letter that we receive from the prisoner

**SUBTITLE: 113**      **TIMEIN: 10:05:24:01**      **DURATION: 01:14**      **TIMEOUT: 10:05:25:15**  
is only the tip of the iceberg.

**SUBTITLE: 114**      **TIMEIN: 10:05:26:18**      **DURATION: 02:15**      **TIMEOUT: 10:05:29:08**  
Of course, often, when prisoners make a complaint,

**SUBTITLE: 115**      **TIMEIN: 10:05:29:12**      **DURATION: 02:17**      **TIMEOUT: 10:05:32:04**  
it's an indication of a wider problem

**SUBTITLE: 116**      **TIMEIN: 10:05:32:08**      **DURATION: 03:20**      **TIMEOUT: 10:05:36:03**  
and when we think that the problem may be more widespread,

**SUBTITLE: 117**      **TIMEIN: 10:05:36:07**      **DURATION: 03:04**      **TIMEOUT: 10:05:39:11**  
we can make recommendations to the service

**SUBTITLE: 118**      **TIMEIN: 10:05:39:15**      **DURATION: 02:12**      **TIMEOUT: 10:05:42:02**  
and get the fundamental rules changed.

**SUBTITLE: 119**      **TIMEIN: 10:05:42:06**      **DURATION: 02:05**      **TIMEOUT: 10:05:44:11**  
I think that they value that input.

**SUBTITLE: 120**      **TIMEIN: 10:05:44:15**      **DURATION: 04:06**      **TIMEOUT: 10:05:48:21**  
They value that extra level of supervision, if you like.

**SUBTITLE: 121**      **TIMEIN: 10:05:49:12**      **DURATION: 04:09**      **TIMEOUT: 10:05:53:21**  
So the leaders of the services are generally prepared

**SUBTITLE: 122**      **TIMEIN: 10:05:54:00**      **DURATION: 02:08**      **TIMEOUT: 10:05:56:08**  
to accept the Ombudsman's recommendations.

**SUBTITLE: 123**      **TIMEIN: 10:05:56:12**      **DURATION: 02:03**      **TIMEOUT: 10:05:58:15**  
I pay particular personal attention

**SUBTITLE: 124**      **TIMEIN: 10:05:58:19**      **DURATION: 02:10**      **TIMEOUT: 10:06:01:04**  
to ensuring that the Ombudsman's office

**SUBTITLE: 125**      **TIMEIN: 10:06:01:08**      **DURATION: 02:21**      **TIMEOUT: 10:06:04:04**  
enjoys mutually respectful relationships

**SUBTITLE: 126**      **TIMEIN: 10:06:04:08**      **DURATION: 02:24**      **TIMEOUT: 10:06:07:07**  
with each of the services that we oversee.

**SUBTITLE: 127**      **TIMEIN: 10:06:08:19**      **DURATION: 01:22**      **TIMEOUT: 10:06:10:16**  
It builds a level of trust

**SUBTITLE: 128**      **TIMEIN: 10:06:10:20**      **DURATION: 03:18**      **TIMEOUT: 10:06:14:13**  
so that we're not afraid of being examined by external bodies.

**SUBTITLE: 129**      **TIMEIN: 10:06:14:17**      **DURATION: 03:05**      **TIMEOUT: 10:06:17:22**  
If it resolves the complaints to a satisfactory conclusion,

**SUBTITLE: 130**      **TIMEIN: 10:06:18:01**      **DURATION: 01:12**      **TIMEOUT: 10:06:19:13**  
then everyone is happy.

**SUBTITLE: 131**      **TIMEIN: 10:06:22:13**      **DURATION: 01:19**      **TIMEOUT: 10:06:24:07**  
Not always, but sometimes,

**SUBTITLE: 132**      **TIMEIN: 10:06:24:11**      **DURATION: 02:07**      **TIMEOUT: 10:06:26:18**  
you can actually make the system better.

**SUBTITLE: 133**      **TIMEIN: 10:06:26:22**      **DURATION: 03:04**      **TIMEOUT: 10:06:30:01**  
Putting something right is really rewarding.

**SUBTITLE: 134**      **TIMEIN: 10:06:30:05**      **DURATION: 02:19**      **TIMEOUT: 10:06:32:24**  
And that's one of the reasons why I enjoy doing the job.

SUBTITLE: 135      TIMEIN: 10:06:33:15      DURATION: 01:08      TIMEOUT: 10:06:34:23  
I hope our investigations

SUBTITLE: 136      TIMEIN: 10:06:35:02      DURATION: 02:14      TIMEOUT: 10:06:37:16  
make a real difference to the care of prisoners

SUBTITLE: 137      TIMEIN: 10:06:37:20      DURATION: 04:01      TIMEOUT: 10:06:41:21  
and I think that's what drives me and most of the office.

SUBTITLE: 138      TIMEIN: 10:06:42:15      DURATION: 02:03      TIMEOUT: 10:06:44:18  
It's also very satisfying

SUBTITLE: 139      TIMEIN: 10:06:44:22      DURATION: 03:12      TIMEOUT: 10:06:48:09  
when you can give something back to a prisoner,

SUBTITLE: 140      TIMEIN: 10:06:48:18      DURATION: 05:03      TIMEOUT: 10:06:53:21  
who may feel that he is being forgotten, written off and ignored.

SUBTITLE: 141      TIMEIN: 10:06:55:07      DURATION: 03:16      TIMEOUT: 10:06:58:23  
I think you need the Ombudsman to be fair and reliable

SUBTITLE: 142      TIMEIN: 10:06:59:02      DURATION: 02:20      TIMEOUT: 10:07:01:22  
and willing to listen.

SUBTITLE: 143      TIMEIN: 10:07:02:01      DURATION: 02:03      TIMEOUT: 10:07:04:04  
And they've done all those things  
for me.

SUBTITLE: 144      TIMEIN: 10:07:04:08      DURATION: 04:11      TIMEOUT: 10:07:08:19  
Sometimes it can be dealt with by landing staff POSO,

SUBTITLE: 145      TIMEIN: 10:07:08:23      DURATION: 02:22      TIMEOUT: 10:07:11:20  
but if it has to go to the Ombudsman, they do look into it.

SUBTITLE: 146      TIMEIN: 10:07:11:24      DURATION: 03:10      TIMEOUT: 10:07:15:09  
And if your case is valid, then something is done.

SUBTITLE: 147      TIMEIN: 10:07:16:05      DURATION: 02:17      TIMEOUT: 10:07:18:22  
This gives you self-esteem in a funny kind of way.

SUBTITLE: 148      TIMEIN: 10:07:19:01      DURATION: 01:17      TIMEOUT: 10:07:20:18  
It gives you confidence, as well,

SUBTITLE: 149      TIMEIN: 10:07:20:22      DURATION: 01:08      TIMEOUT: 10:07:22:05  
being able to communicate

**SUBTITLE: 150**      **TIMEIN: 10:07:22:09**      **DURATION: 02:23**      **TIMEOUT: 10:07:25:07**  
and know that you can go through those channels and be heard

**SUBTITLE: 151**      **TIMEIN: 10:07:25:11**      **DURATION: 01:14**      **TIMEOUT: 10:07:27:00**  
and your voice can make a change.

**SUBTITLE: 152**      **TIMEIN: 10:07:27:22**      **DURATION: 02:24**      **TIMEOUT: 10:07:30:21**  
PRISONS AND PROBATION OMBUDSMAN FOR ENGLAND AND WALES

**SUBTITLE: 153**      **TIMEIN: 10:07:31:00**      **DURATION: 01:15**      **TIMEOUT: 10:07:32:15**  
INDEPENDENT INVESTIGATIONS

**SUBTITLE: 154**      **TIMEIN: 10:07:33:16**      **DURATION: 02:07**      **TIMEOUT: 10:07:35:23**  
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**SUBTITLE: 155**      **TIMEIN: 10:07:36:02**      **DURATION: 01:04**      **TIMEOUT: 10:07:37:06**  
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