

PRISONS AND PROBATION OMBUDSMAN

Learning from PPO Investigations

Overview of complaints

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OMBUDSMAN

May 2011

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Foreword



Since 1994, when the first Prison Ombudsman was appointed, nearly 20,000 complaints have been investigated from prisoners, those on probation and detained in immigration removal centres. Every year in their Annual Reports, my predecessors reported on how many complaints were received and how many investigated. Individual complaints illustrated the huge range of cases which they dealt with, on topics ranging from property lost during transfer to serious assaults.

What has never been published until now, in Annual Reports or elsewhere, is information showing how the number and type of complaints have changed over the years. The prison population is considerably larger now than it was when the first Ombudsman was appointed. There have been many changes in the management of offenders and immigration detainees over that time. For the first time, this report illustrates the changing nature of the complaints dealt with in the Ombudsman's Office. It also shows the emphasis now placed on mediation to resolve complaints. After all, a complainant wants a resolution and not just an investigation report.

I believe that an independent arbiter provides prisoners with an important safety valve against the build up of frustrations encountered daily in prison life and in some sense acts as a barometer for the 'health' of a prison. However, this is not a simple question of counting the number of complaints made. While some complaints can be about very serious issues, others may appear to be more trivial. Lots of serious complaints may indicate something seriously wrong in a prison or across the estate, but there are other factors to take into consideration, including how well the PPO is publicised in that establishment. Many complaints would not reach the PPO if they had been properly investigated by the prison's internal complaints process. Hence the numbers received are also an indication of how well their own complaint handling procedures are followed. Furthermore, a small number of prisoners make a very high number of complaints and can have a significant effect on the overall numbers of complaints from any one prison.

My colleague Sue Gauge, my office's Head of Research & Analysis, has produced this report which summarises the thousands of cases we have investigated since 1994. It will be followed by more detailed reports focussing on specific types of complaints which will provide thematic feedback and not just individual feedback as we have done until now.



Jane Webb
Acting Prisons and Probation Ombudsman
May 2011

1. Introduction

The Prisons and Probation Ombudsman (PPO) was established in 1994 to investigate complaints from prisoners in response to a recommendation in the Woolf Report¹ which followed the riots in Strangeways in 1990. Lord Woolf had found that much frustration had built up due to prisoners' (sometimes quite trivial) complaints not being satisfactorily addressed. The Ombudsman provides a mechanism for prisoners to complain to a body which is independent from the Prison Service.

The remit has been expanded since then and the PPO is now responsible for investigating:

- complaints from prisoners, people on probation and immigration detainees held in immigration removal centres;
- deaths of prisoners, residents of Probation Service approved premises, and those held in immigration removal centres.

This report provides a summary of the complaints which have been dealt with by the PPO since the office was established. It is important to bear in mind that complaints that reach the PPO are at the end of the internal complaints process, so represent only those that the complainant feels have not been satisfactorily dealt with internally.

2. Methodology

The data used in this analysis was extracted from the PPO's case management system (CMS) and was analysed using Crystal Reports. CMS is primarily used to track cases during investigations and holds minimal information about the details of each case. A broad classification of the complaint category is recorded as well as the case decision.

The data includes only cases received or completed before April 2010. The results for 2010/11 will be published in the forthcoming Annual Report. Some of the tables and charts show how complaints have changed since 1994/5, but in some cases it is more appropriate to look at the last five years. A five year period has been chosen in order to provide large enough numbers for comparison of subgroups. The section on demographics only looks at 2009/10 as data on ethnicity was not reliably recorded until then.

¹ Woolf H (1991) Prison Disturbances, April 1990, Cm 1456, paragraphs 14.345-14.347

3. Findings

The following sections provide information on:

- the numbers of complaints received;
- the proportion which are eligible for investigation;
- the services about which complaints are received;
- demographic analysis of complainants;
- frequency of making complaints;
- complaint categories;
- types of establishments; and
- case decisions.

3.1 Complaints received

The number of complaints received by the PPO has increased enormously since the office opened mid way through 1994. In the remainder of that year just 743 complaints were received, rising to 1,670 in the first full year. Last year the PPO received 4,478 complaints.

The increase in numbers has not been steady. For the first few years the number of complaints each year was stable, until a sudden rise by 34 per cent in 2001/02. Numbers continued to rise for the next three years until 2004/05, since when they have fluctuated a little year on year (Figure 1). The rise in 2001/02 coincided with three factors which may have had an impact on the numbers of complaints received:

- The introduction of a new prison complaints procedure in February 2002.
- The launch of a range of publicity material promoting the PPO to prisoners.
- The extension of remit in 2001 to include complaints about the Probation Service. (Although it turned out that probation complaints did not have much of an immediate impact on numbers of cases received and made up only three per cent of the cases in the first year.)

Figure 1: Total complaints received by the PPO (1994-2010)

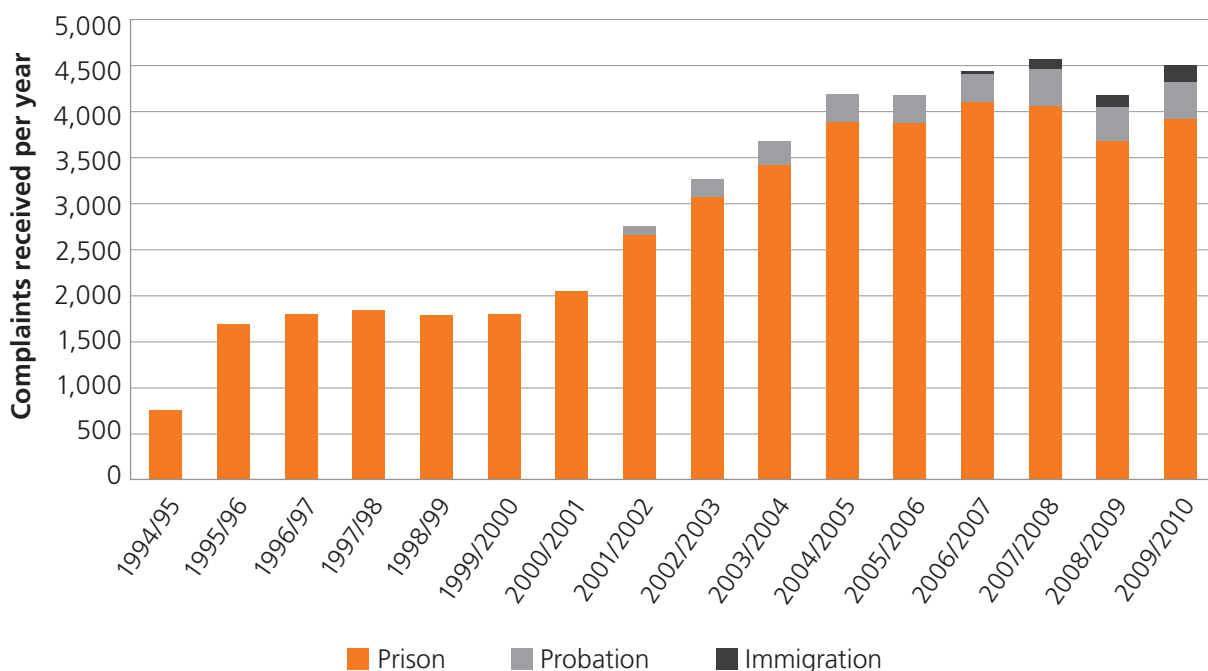
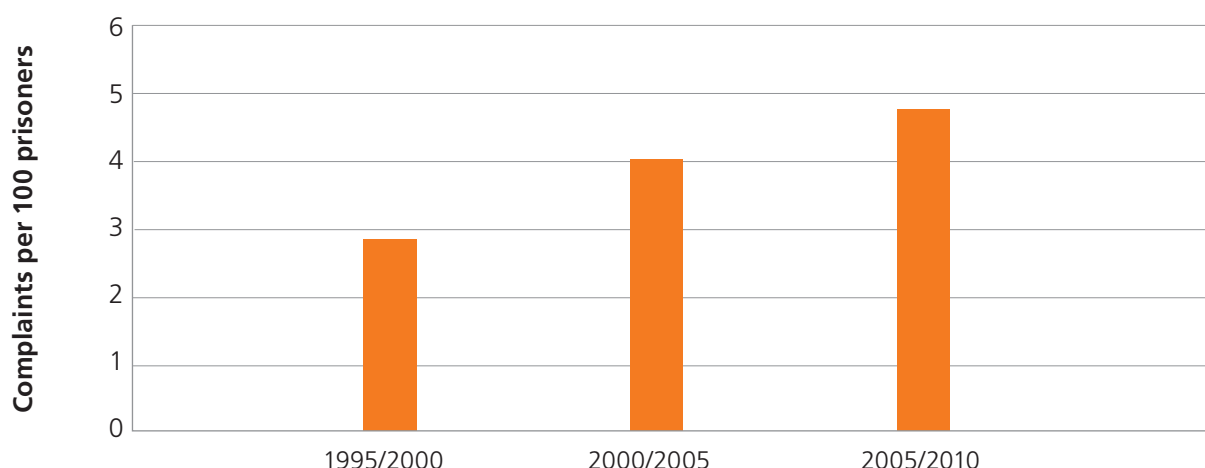


Figure 2: Prison complaints received per 100 prison population (average over five year period)



It might be assumed that the increased number of complaints reflects the rise in the prison population, but in fact the number of complaints has risen faster. Complaints received by the PPO increased by 161 per cent from 1995 to 2010, compared to a 64 per cent increase in the prison population over the same period.

In 1995/6 the PPO received an average of 3.3 complaints per 100 prisoners, by 2009/10 this had risen to 5.4. Figure 2 shows the five year averages for numbers of complaints received per 100 prisoners since the first full year of operation.

3.2 Eligibility of complaints

Not all complaints received by the PPO are eligible for investigation. There are five main criteria for determining eligibility. Every complaint must:

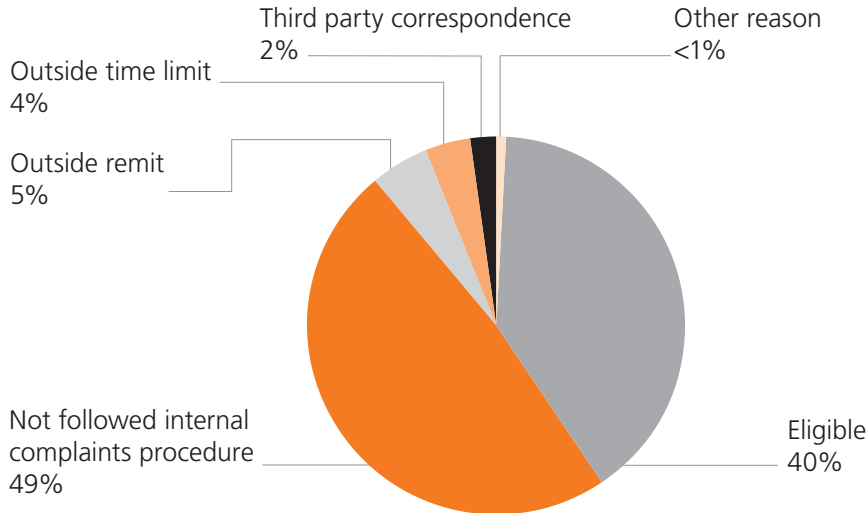
- Have exhausted the internal complaints process.
- Be received within a specified time of the incident taking place.
- Be within the remit of the PPO (e.g. parole complaints are not covered).

- Not be made by a third party
- Concern a substantive issue.

Since starting the service, 38 per cent of complaints received by the PPO have been eligible for investigation, although the eligibility rate has fluctuated over time. Over the first few years about a quarter of complaints received were eligible. The sudden influx in complaints received in 2001/02 coincided with an increased eligibility, with 43 per cent eligible in that year. Eligibility dropped year on year to a low point of 34 per cent in 2007/08 and has risen sharply in the last two years. In 2009/10 46 per cent of complaints received were eligible for investigation by the Ombudsman.

By far the most common reason for cases not being eligible for investigation is that complainants have not completed the internal complaints process for the relevant service. Figure 3 shows how half the complaints received in the five years from 2005-2010 were ineligible because they had not followed the correct procedure.

Figure 3: Eligibility of complaints received by the PPO (2005-2010)



3.3 Services covered by the PPO

The Ombudsman was initially established to deal with complaints about the Prison Service. The remit was extended to include complaints about the Probation Service in 2001 and those from immigration detainees in 2006.

The internal complaints processes differ between the three services in remit and the so does the eligibility of complaints. As can be seen in Table 1, eligibility of complaints about the Probation Service is very low at only 12 per cent over the last five years. In contrast eligibility of immigration complaints is high at 56 per cent.

3.4 Demographics of complainants

In line with the demographic make up of people in prison in England and Wales, most PPO complainants are white British men. In 2009-10, 97 per cent of people who sent complaints to the PPO were men. The analysis which follows compares the profile of PPO prison complainants in 2009/10 to the prison population². Comparisons to the population of people on community supervision or in immigration detention are not appropriate as there are so few complaints from these groups.

Table 1: Complaints received April 2005 – March 2010

	Complaints received	Eligible complaints	Eligibility rate
Prison	19,510	8,183	42%
Probation	1,884	226	12%
Immigration	334	186	56%

² Demographic data of complainants was compared to the prison population using data provided by the Ministry of Justice from Offender Management Caseload Statistics 2009, Ministry of Justice Statistics Bulletin <http://www.justice.gov.uk/publications/docs/omcs-2009-complete-210710a.pdf>

In 2009/10, complaints were received from over 2,600 individuals complaining about prison issues, and sometimes about multiple issues. This represents about three per cent of the prison population, assuming a population at any one time of 80,000. Bearing in mind the churn of people through the system during a year, the total number entitled to complain would in fact be higher, meaning the actual proportion making complaints is even lower than this.

Older prisoners are over represented among those making complaints. Three quarters of those who made a prison complaint in 2009/10 were aged over 30, compared to half the prison population as a whole. Those from a non-white ethnic background are also disproportionately represented, with 30 per cent of PPO complainants being non-white compared to 27 per cent of the prison population.

These disparities are illustrated in a different way in Figure 4 which shows the proportion of prisoners who made one or more complaint to the PPO in 2009/10, broken down by ethnicity, gender and age. If every prisoner was equally likely to

make a complaint to the PPO, then 3.1 per cent of each group would have made a complaint. Instead:

- Black, Asian and mixed ethnic groups are more likely to make a complaint than those from Chinese and other groups.
- Those aged over 30 years are more likely to complain than those aged under 30.
- Men are more likely to complain to the PPO than women.

3.5 Frequency of making complaints

Overall, including complaints about the Probation Service and immigration detention as well as those about prison, there were 3,077 people who sent complaints to the PPO in 2009/10. Collectively they made 4,478 complaints, since nearly a fifth made more than one complaint during the year. Table 2 shows the distribution of complaints according to how frequently they complain to the PPO.

Figure 4: Proportion of each group in the prison population who complained to PPO in 2009/10 (Average across all groups = 3.1%)

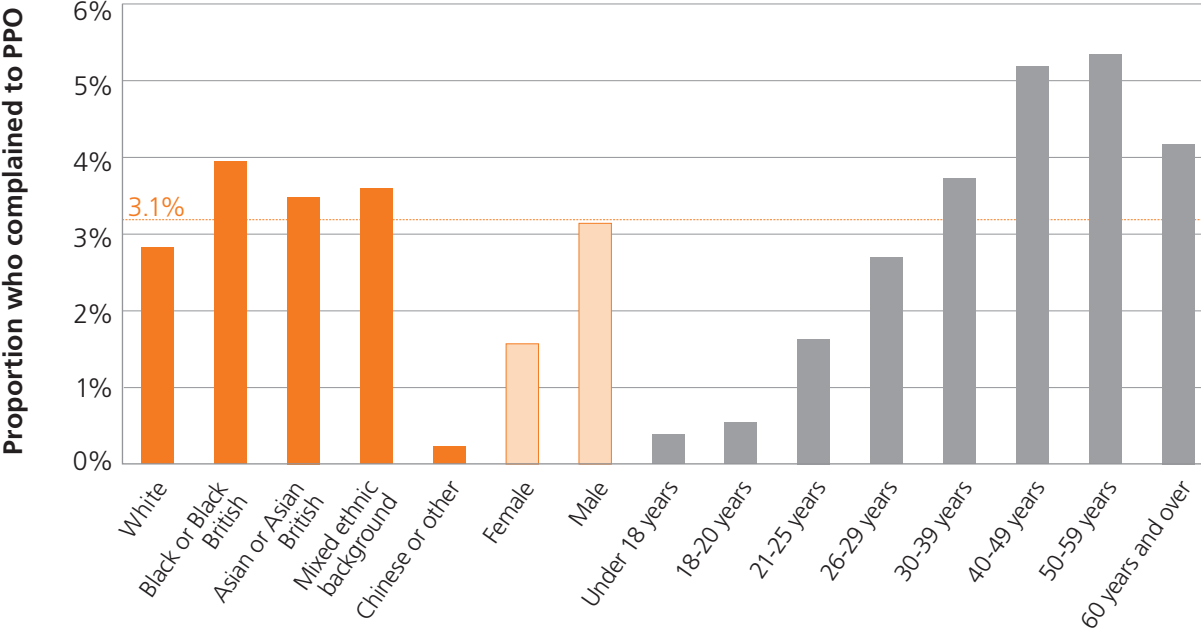


Table 2: Frequency of complaints

	Complainants 2009/10	Cumulative %	Complaints 2009/10	Cumulative %
26 or more (one a fortnight)	4	0%	179	4%
12-25 (one a month)	13	1%	236	9%
6-11 (every other month)	34	2%	270	15%
3-5 (one a quarter)	155	7%	552	28%
2 (two a year)	370	19%	740	44%
1 (one a year)	2,501	100%	2,501	100%
Total	3,077		4,478	

In 2009/10 the most prolific one per cent of complainants, just 13 individuals who each averaged at least one complaint a month, together made 236 complaints, nine per cent of the total. The most prolific complainer last year made 56 complaints, equivalent to more than one a week.

More than 80 per cent of the people who made complaints to the PPO last year made only one complaint, but their complaints made up only just over half the number of complaints received. Figure 5 shows the distribution of the complaints received by PPO according to how many complaints each individual made during the year.

Although prolific complainants made nine per cent of all complaints in 2009/10, this does not mean that nine per cent of the PPO's time was spent on these complaints. Similar complaints may be dealt with together and not all complaints will require a detailed investigation.

3.6 Complaint categories

Complaints received by the PPO cover a wide variety of topics, ranging from lost property to serious assaults. Figure 6 shows the categories of eligible complaints received between 2005 and 2010.

Figure 5: Total complaints received in 2009/10 distributed by how many complaints the individual made in the year (N=4,478)

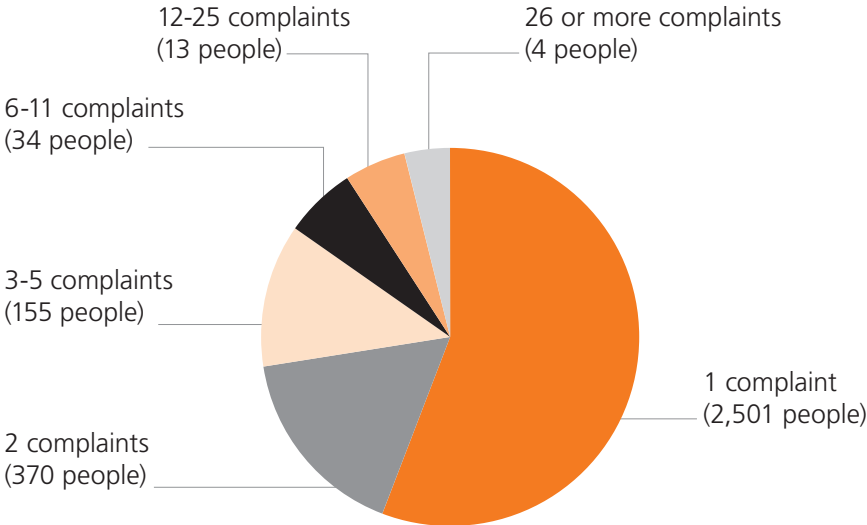
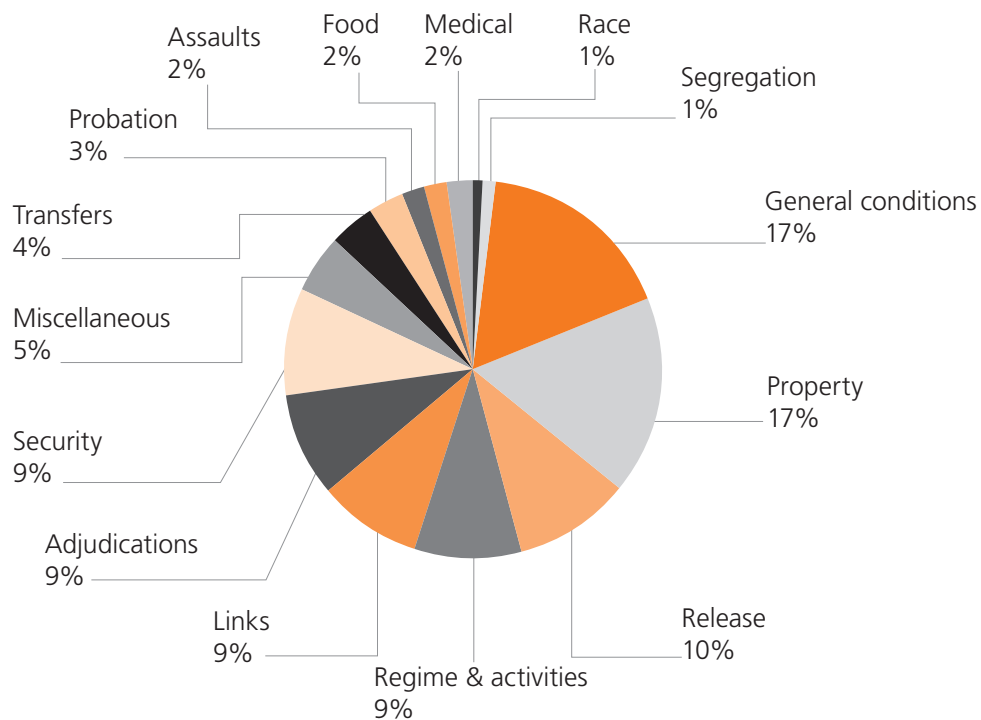


Figure 6: All eligible cases (2005-2010) (N=8,595)



Within complaints about the Prison Service, general conditions, property and release are the most common issues. Property is the most common issue for immigration complaints, but offender managers are the most common subject of complaints about the Probation Service.

These broad categories do not tell the whole story as each of the categories covers a number of different types of complaints. Table 3 gives an indication of the types of complaint that fall into the most common categories but it is not an exhaustive list.

Table 3: Most common complaint categories (All eligible complaints 2005-2010)

Category	Most common complaint subjects	Number of eligible complaints per year
General conditions	Staff behaviour, administration, accommodation	305
Property	Lost and damaged property, property not allowed 'in-possession'	294
Release	Temporary release (ROTL) and Home Detention Curfew (HDC)	172
Regime and activities	Work and pay, incentives and earned privileges (IEP) scheme, education	157
Links	Legal mail, management of visits	152
Adjudications	Disciplinary hearings relating to breaking prison rules	151
Security	Categorisation and re-categorisation	147

Whilst there has been an overall rise in the number of complaints, the increase has not been uniform across all categories. Property complaints have always made up a high proportion of the work, whereas complaints about general conditions have increased from about eight per cent in the 1990s to 16 per cent last year. Similarly, complaints about regimes and activities, including the IEP scheme, have increased from two per cent in 1994/5 to ten per cent in 2009/10. In contrast, complaints about transfers have decreased from 13 per cent in the first year to three per cent last year.

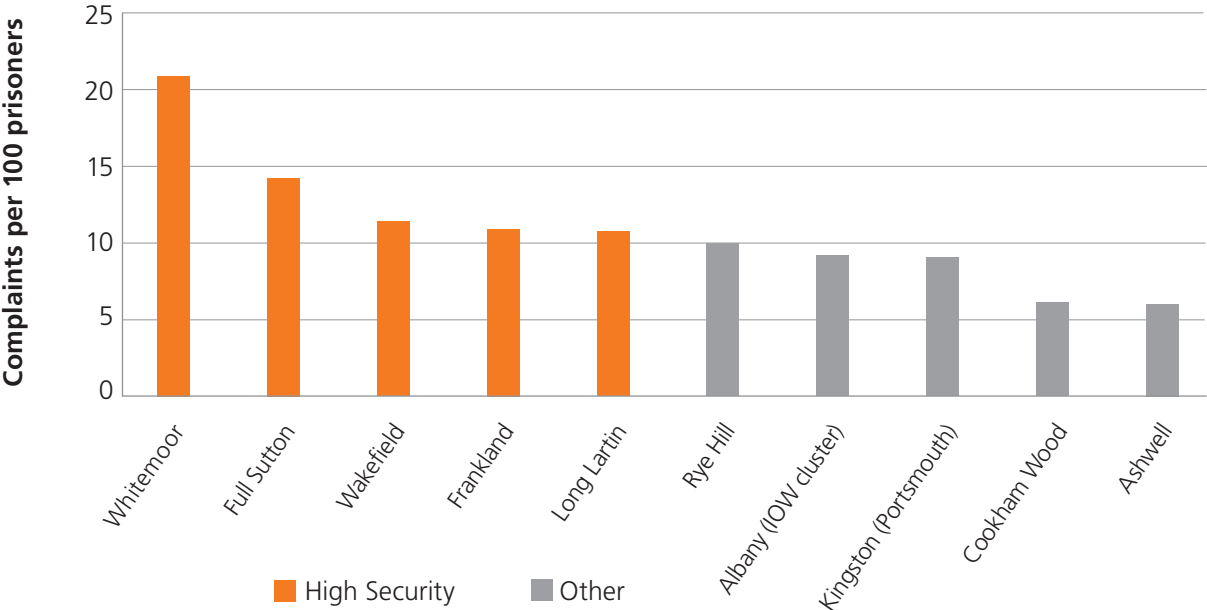
Complaints about adjudications (the disciplinary hearings held when a prisoner is alleged to have broken the prison rules) started at 16 per cent of all complaints, but increased considerably over the first few years, making up over 35 per cent of the total between 1998 and 2000. Independent adjudicators were introduced in 2002/03 and prison governors were no longer able to add days to a prisoner's sentence as punishment, resulting in a dramatic fall in the number of adjudication complaints. In 2009/10, adjudications made up nine per cent of the eligible complaints.

3.7 Establishments

There have been various changes in the prison estate over the 17 years that the PPO has been investigating complaints. Prisons have been renamed, rerolled to take different types of prisoner, merged and decommissioned. However some things have not changed. The prisons in the High Security Estate consistently generate the greatest numbers of complaints, whether this is counted by total numbers or per prison population.

Prisons vary in size so the numbers of complaints per 100 prisoners have been examined to allow comparative analysis. Over the last five years the High Security establishments (excluding those which are also locals) all averaged over ten complaints per 100 prisoners per year. With one exception, all other establishments (including the High Security local prisons, HMP Belmarsh, Woodhill and Manchester) have averaged fewer than ten complaints per 100 prisoners per year. Figure 7 shows the ten establishments which have had the highest number of complaints per 100 prisoners per year over the last five years.

Figure 7: Prisons with highest number of eligible complaints per 100 prisoners (average over 5 years 2005-10)



In 2009/10 four per cent of the prison population was in the High Security Estate, but prisoners from these establishments made 32 per cent of the eligible complaints received by the PPO.

The more prolific complainants are often in the High Security estate. A number of factors relating to High Security prisoners could account for their higher number of complaints:

- They are more likely to have been in prison for longer so are more likely to know the system.
- They will be more certain that they will still be in prison when investigation into the complaint is completed.
- They may learn from others about the complaints process.
- They may think that they have more to complain about as they are likely to be subject to more policies and procedures.

The individual High Security prisons move up and down in the rankings year by year, but they are always the top five. Sometimes complaints from a particular establishment will rise or fall suddenly as a result of one individual prolific complainant being transferred.

The numbers of complaints received about each of the prison establishments, along with their eligibility rates are shown in the Appendix. Factors which could influence the number of complaints made about a particular establishment include:

- The category of establishment and its population profile.
- The presence of one or more prolific complainant.
- The effectiveness of the establishment's internal complaints system.
- The extent to which PPO has been publicised within the establishment.

- Whether making complaints is considered a healthy outlet for frustrations or whether complaints are discouraged, openly or otherwise.
- The level of trust in the complaints system.
- How well the establishment is run.

These factors are difficult to quantify or separate. Large numbers of complaints could indicate a 'failing' prison or a 'healthy prison' or neither of these. It is therefore important to bear in mind that there is no 'right number' of complaints, and the list is provided for information only with no judgement of best or worst prisons.

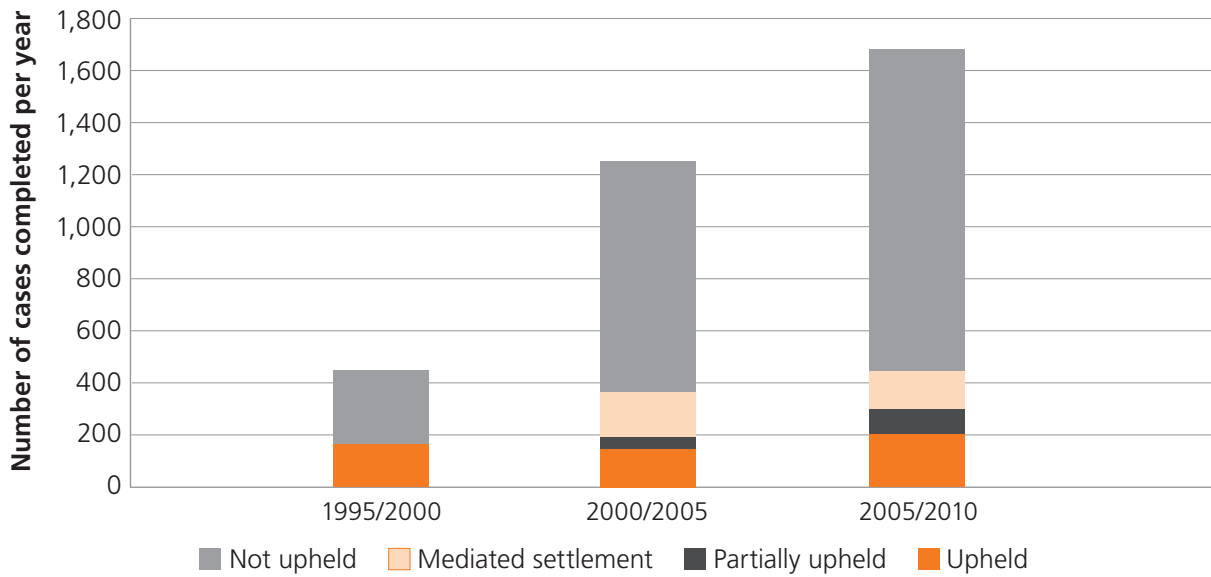
3.8 Case decisions

Just as the number of complaints received has risen dramatically since the PPO office opened in 1994, so has the number of complaints completed. In the first full year of operation 372 cases were completed, by 2009/10 this had risen to 2,094.

Initially the PPO found in favour of the complainant in about 40 per cent of cases, but this has gradually reduced over time to fewer than 30 per cent more recently. Uphold rates by prison are shown in the Appendix. Again interpretation is complicated and numbers are affected by quality of complaint handling in prisons as well as the seriousness of the cases received.

Another change over time has been an increase in the use of mediation in resolving cases. In the first few years complaints were either 'upheld' or 'rejected', but the increase in numbers in 2001/02 prompted the PPO to resolve some complaints by mediating a settlement between the prisoner and the establishment. More recently there has been a trend towards partially upholding complaints particularly where cases are multifaceted (see Figure 8).

Figure 8: PPO cases completed per year (average over 5 year period)

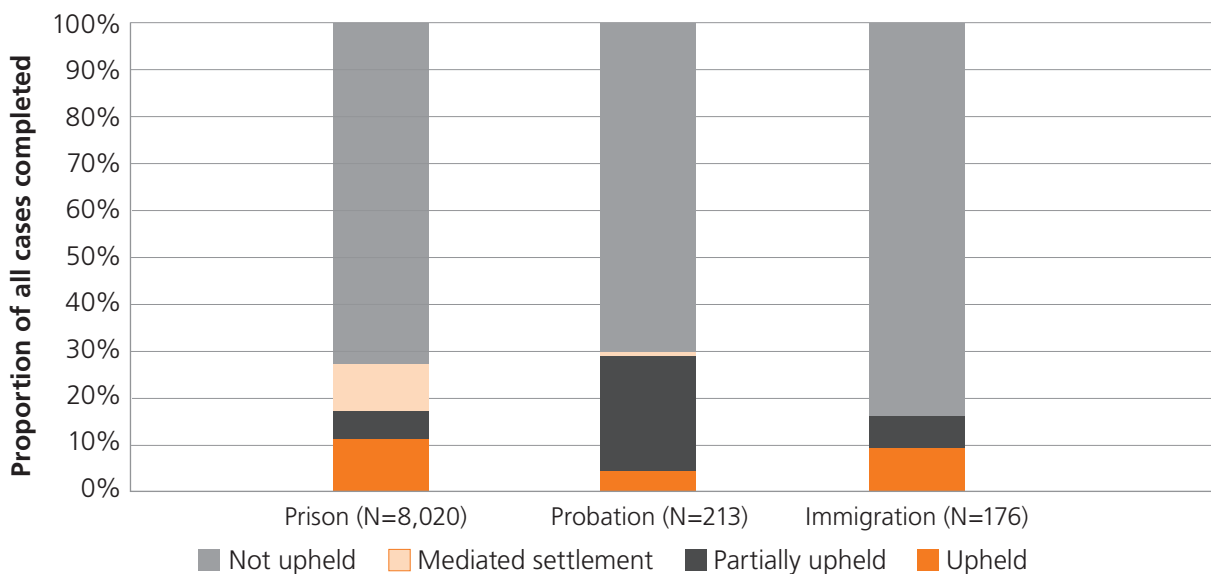


In 2009/10 the PPO completed 2,094 complaints. Of these, 629 were either fully or partially upheld, or a settlement was mediated in favour of the complainant, making an overall uphold rate of 30 per cent.

There have been differences in the case decisions between the services in remit. Over the last five years, the uphold rate was 27 per cent for prison cases, 30 per

cent for probation cases and only 16 per cent for those from people in immigration removal centres. As Figure 9 shows, there are also differences in the way the cases are upheld, with mediated settlements most common in prison cases, but partial upholds most common in probation complaints.

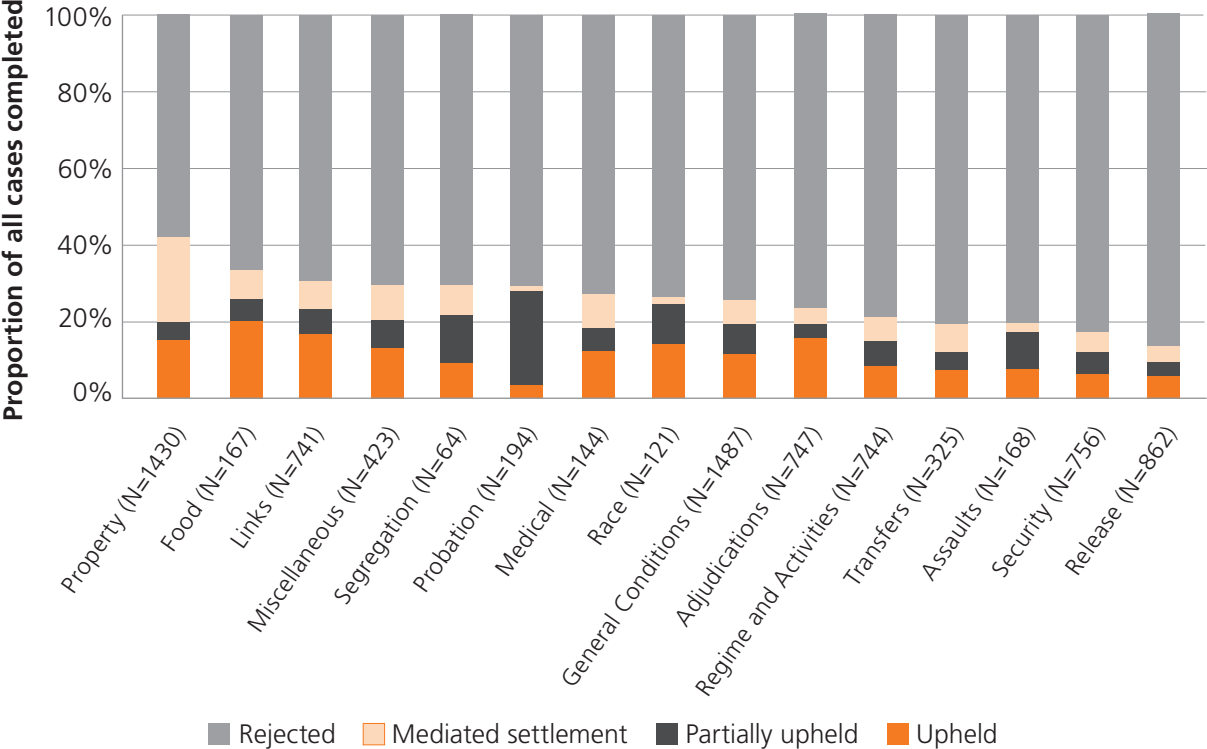
Figure 9: Case decisions for different types of complaints (Cases completed 2005-2010)



Uphold rates also vary across the different types of complaints (see Figure 10). Those about property have the highest uphold rate, whilst those about temporary release have the lowest.

There are no significant differences in the uphold rates for different demographic groups.

Figure 10: Case decisions by category of complaint (2005-2010)



4. What next?

This paper gives an overview of the complaints received by the PPO since the office opened in 1994. During that time the numbers of complaints have increased significantly and the types of complaints have changed. This paper does not present any information about the many recommendations made to the services in remit nor does it draw any conclusions about the complaints received. Until now, complaints have largely been dealt with on an individual basis, and there have been few instances where a group of similar complaints has been considered collectively.

The PPO is enhancing its analytical capability. This paper represents the starting point for a series of reports which will analyse complaints in more detail and draw collective lessons from the findings of large numbers of investigations. This will provide a resource which will enhance individual investigations and enable the PPO to feed back to the services in remit about issues which are repeatedly raised in complaints.

There is also work to be done to unpick the meaning of numbers of complaints and uphold rates and whether comparisons between establishments are useful. Better understanding of the factors that lead to a complaint reaching the PPO, as well as the reasons for the differential use of PPO by different demographic groups and why some people complain more often than others, will shed light on the variation between prisons and will also help PPO to ensure that it is equally accessible to all people who are entitled to use its service.

Annex A

Prison complaints received and completed by the Prisons and Probation Ombudsman (April 2005 to March 2010)

	Cases received 2005-10						Cases completed 2005-10				
	5 year total	Number Ineligible (5 years)	Eligible (5 years)	Eligibility rate (5 year average)	Prison Population (June 2010)	Eligible per 100 prisoners per year	5 year total	Number upheld (5 years)	Number not upheld (5 years)	Uphold rate (5 year average)	Upholds per 100 prisoners per year
High Security estate											
Belmarsh (local)	263	183	80	30%	833	1.9	81	28	53	35%	0.7
Frankland	842	354	488	58%	821	11.9	448	121	327	27%	2.9
Full Sutton	704	291	413	59%	589	14.0	397	88	309	22%	3.0
Long Lartin	592	241	351	59%	612	11.5	327	97	230	30%	3.2
Manchester (local)	212	158	54	25%	1,206	0.9	53	10	43	19%	0.2
Wakefield	731	285	446	61%	733	12.2	456	95	361	21%	2.6
Whitemoor	701	234	467	67%	449	20.8	461	92	369	20%	4.1
Woodhill (local)	205	113	92	45%	757	2.4	90	34	56	38%	0.9
High Security estate total	4,250	1,859	2,391	56%	6,000	8.0	2,313	565	1,748	24%	1.9
Female estate											
Askham Grange	8	4	4	50%	121	0.7	4	0	4	0%	0.0
Drake Hall	84	52	32	38%	302	2.1	29	6	23	21%	0.4
East Sutton Park	5	1	4	80%	82	1.0	4	0	4	0%	0.0
Eastwood Park	33	30	3	9%	318	0.2	3	1	2	33%	0.1
Foston Hall	42	26	16	38%	245	1.3	16	6	10	38%	0.5
Holloway	55	44	11	20%	416	0.5	8	3	5	38%	0.1
Low Newton	58	37	21	36%	243	1.7	22	2	20	9%	0.2
Morton Hall	37	26	11	30%	284	0.8	10	5	5	50%	0.4
New Hall	67	61	6	9%	375	0.3	6	2	4	33%	0.1
Styal	72	54	18	25%	441	0.8	17	6	11	35%	0.3
Female estate total	461	335	126	30%	2,827	0.9	119	31	88	26%	0.2

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Other prisons											
Acklington	161	114	47	29%	930	1.0	46	17	29	37%	0.4
Albany (IOW cluster)	459	206	253	55%	567	8.9	251	75	176	30%	2.7
Altcourse	222	122	100	45%	1,261	1.6	99	14	85	14%	0.2
Ashfield	17	9	8	47%	275	0.6	8	3	5	38%	0.2
Ashwell	152	83	69	45%	214	6.4	70	19	51	27%	1.8
Aylesbury	69	52	17	25%	433	0.8	20	7	13	35%	0.3
Bedford	101	76	25	25%	487	1.0	26	5	21	19%	0.2
Birmingham	215	162	53	25%	1,475	0.7	49	15	34	31%	0.2
Blantyre House	5	3	2	40%	121	0.3	2	1	1	50%	0.2
Blundeston	122	73	49	40%	522	1.9	40	10	30	25%	0.4
Brinsford	14	8	6	43%	565	0.2	4	1	3	25%	0.0
Bristol	129	77	52	40%	607	1.7	53	18	35	34%	0.6
Brixton	137	116	21	15%	751	0.6	18	9	9	50%	0.2
Bronze field	138	93	45	33%	479	1.9	40	17	23	43%	0.7
Buckley Hall	81	49	32	40%	380	1.7	30	7	23	23%	0.4
Bullingdon	204	131	73	36%	1,097	1.3	74	25	49	34%	0.5
Bullwood Hall	20	18	2	10%	224	0.2	4	1	3	25%	0.1
Bure	0	0	0	-	520	0.0	0	0	0	-	0.0
Camp Hill (IOW cluster)	87	68	19	22%	595	0.6	19	6	13	32%	0.2
Canterbury	39	28	11	28%	295	0.7	12	1	11	8%	0.1
Cardiff	80	74	6	8%	794	0.2	6	0	6	0%	0.0
Castington	4	3	1	25%	191	0.1	1	1	0	100%	0.1
Channings Wood	148	108	40	27%	709	1.1	38	13	25	34%	0.4
Chelmsford	102	83	19	19%	656	0.6	20	5	15	25%	0.2
Coldingley	97	55	42	43%	505	1.7	48	12	36	25%	0.5
Cookham Wood	104	67	37	36%	112	6.6	47	5	42	11%	0.9
Dartmoor	183	118	65	36%	585	2.2	68	25	43	37%	0.9
Deerbolt	25	17	8	32%	478	0.3	9	0	9	0%	0.0
Doncaster	141	85	56	40%	1,071	1.0	55	10	45	18%	0.2
Dorchester	38	28	10	26%	220	0.9	10	4	6	40%	0.4
Dovegate	616	342	274	44%	1,127	4.9	258	82	176	32%	1.5

	Cases received 2005-10						Cases completed 2005-10				
	5 year total	Number Ineligible (5 years)	Eligible (5 years)	Eligibility rate (5 year average)	Prison Population (June 2010)	Eligible per 100 prisoners per year	5 year total	Number upheld (5 years)	Number not upheld (5 years)	Uphold rate (5 year average)	Upholds per 100 prisoners per year
Downview	78	60	18	23%	326	1.1	17	7	10	41%	0.4
Durham	99	73	26	26%	916	0.6	28	6	22	21%	0.1
Edmunds Hill	63	43	20	32%	376	1.1	21	4	17	19%	0.2
Elmley (Sheppey cluster)	189	150	39	21%	1,134	0.7	41	13	28	32%	0.2
Erlestoke	96	62	34	35%	464	1.5	31	10	21	32%	0.4
Everthorpe	101	61	40	40%	664	1.2	40	4	36	10%	0.1
Exeter	69	54	15	22%	530	0.6	15	2	13	13%	0.1
Featherstone	85	52	33	39%	643	1.0	30	7	23	23%	0.2
Feltham	44	16	28	64%	664	0.8	27	6	21	22%	0.2
Ford	78	41	37	47%	539	1.4	35	12	23	34%	0.5
Forest Bank	162	95	67	41%	1,344	1.0	61	19	42	31%	0.3
Garth	214	130	84	39%	835	2.0	81	24	57	30%	0.6
Gartree	358	149	209	58%	671	6.2	205	61	144	30%	1.8
Glen Parva	21	16	5	24%	720	0.1	5	1	4	20%	0.0
Gloucester	39	27	12	31%	289	0.8	12	4	8	33%	0.3
Grendon/ Spring Hill	33	16	17	52%	550	0.6	18	9	9	50%	0.3
Guys Marsh	134	79	55	41%	552	2.0	57	14	43	25%	0.5
Haverigg	171	88	83	49%	625	2.7	76	21	55	28%	0.7
Hewell*	206	152	54	26%	1,374	0.8	52	19	33	37%	0.3
High Down	220	143	77	35%	1,047	1.5	71	19	52	27%	0.4
Highpoint	224	169	55	25%	939	1.2	50	9	41	18%	0.2
Hindley	11	5	6	55%	331	0.4	6	3	3	50%	0.2
Hollesley Bay	33	16	17	52%	354	1.0	19	4	15	21%	0.2
Holme House	132	85	47	36%	1,046	0.9	45	8	37	18%	0.2
Hull	127	92	35	28%	1,000	0.7	35	9	26	26%	0.2
Huntercombe	14	6	8	57%	65	2.5	8	3	5	38%	0.9
Kennet	20	15	5	25%	341	0.3	5	1	4	20%	0.1
Kingston (Portsmouth)	126	41	85	67%	198	8.6	83	12	71	14%	1.2
Kirkham	84	26	58	69%	589	2.0	59	7	52	12%	0.2
Kirklevington Grange	19	3	16	84%	271	1.2	15	4	11	27%	0.3
Lancaster	35	17	18	51%	237	1.5	17	4	13	24%	0.3
Lancaster Farms	10	5	5	50%	502	0.2	4	2	2	50%	0.1

	Cases received 2005-10						Cases completed 2005-10				
	5 year total	Number Ineligible (5 years)	Eligible (5 years)	Eligibility rate (5 year average)	Prison Population (June 2010)	Eligible per 100 prisoners per year	5 year total	Number upheld (5 years)	Number not upheld (5 years)	Uphold rate (5 year average)	Upholds per 100 prisoners per year
Latchmere House	18	10	8	44%	191	0.8	8	2	6	25%	0.2
Leeds	158	124	34	22%	1,114	0.6	33	12	21	36%	0.2
Leicester	79	63	16	20%	345	0.9	18	4	14	22%	0.2
Lewes	115	71	44	38%	469	1.9	38	16	22	42%	0.7
Leyhill	98	62	36	37%	520	1.4	41	8	33	20%	0.3
Lincoln	78	62	16	21%	573	0.6	16	5	11	31%	0.2
Lindholme (excl IRC)	211	136	75	36%	1,102	1.4	77	12	65	16%	0.2
Littlehey	263	160	103	39%	1,031	2.0	86	26	60	30%	0.5
Liverpool	185	125	60	32%	1,245	1.0	60	13	47	22%	0.2
Lowdham Grange	298	163	135	45%	880	3.1	144	31	113	22%	0.7
Maidstone	173	116	57	33%	586	1.9	57	18	39	32%	0.6
Moorland/Moorland Open	113	75	38	34%	1,018	0.7	37	14	23	38%	0.3
Mount	238	142	96	40%	769	2.5	98	29	69	30%	0.8
North Sea Camp	51	28	23	45%	309	1.5	24	6	18	25%	0.4
Northallerton	8	1	7	88%	230	0.6	7	2	5	29%	0.2
Norwich	128	88	40	31%	749	1.1	35	12	23	34%	0.3
Nottingham	153	77	76	50%	898	1.7	75	19	56	25%	0.4
Onley	122	77	45	37%	692	1.3	43	8	35	19%	0.2
Parc	154	109	45	29%	1,085	0.8	41	15	26	37%	0.3
Parkhurst (IOW cluster)	324	171	153	47%	536	5.7	151	41	110	27%	1.5
Pentonville	150	118	32	21%	1,178	0.5	33	17	16	52%	0.3
Peterborough3	225	162	63	28%	948	1.3	60	16	44	27%	0.3
Portland	20	13	7	35%	468	0.3	7	2	5	29%	0.1
Preston	92	66	26	28%	753	0.7	24	8	16	33%	0.2
Ranby	235	137	98	42%	1,062	1.8	97	19	78	20%	0.4
Reading	3	3	0	0%	257	0.0	0	0	0	-	0.0
Risley	259	162	97	37%	1,085	1.8	97	29	68	30%	0.5
Rochester	10	6	4	40%	723	0.1	4	0	4	0%	0.0
Rye Hill	542	237	305	56%	611	10.0	314	129	185	41%	4.2
Send	106	82	24	23%	273	1.8	27	1	26	4%	0.1
Shepton Mallet	91	32	59	65%	189	6.2	57	18	39	32%	1.9
Shrewsbury	31	23	8	26%	313	0.5	8	1	7	13%	0.1

	Cases received 2005-10						Cases completed 2005-10				
	5 year total	Number Ineligible (5 years)	Eligible (5 years)	Eligibility rate (5 year average)	Prison Population (June 2010)	Eligible per 100 prisoners per year	5 year total	Number upheld (5 years)	Number not upheld (5 years)	Uphold rate (5 year average)	Upholds per 100 prisoners per year
Spring Hill	30	19	11	37%	334	0.7	12	5	7	42%	0.3
Stafford	218	129	89	41%	730	2.4	93	21	72	23%	0.6
Standford Hill (Sheppey Cluster)	56	39	17	30%	444	0.8	19	10	9	53%	0.5
Stocken	220	111	109	50%	833	2.6	98	28	70	29%	0.7
Stoke Heath	21	17	4	19%	595	0.1	3	1	2	33%	0.0
Sudbury	64	32	32	50%	578	1.1	34	11	23	32%	0.4
Swaleside (Sheppey Cluster)	264	178	86	33%	1,105	1.6	90	12	78	13%	0.2
Swansea	39	24	15	38%	421	0.7	14	7	7	50%	0.3
Swinfen Hall	32	20	12	38%	611	0.4	12	1	11	8%	0.0
Thorn Cross	15	4	11	73%	288	0.8	12	0	12	0%	0.0
Usk/ Prescoed	56	29	27	48%	423	1.3	26	8	18	31%	0.4
Verne	88	40	48	55%	579	1.7	44	10	34	23%	0.4
Wandsworth	305	229	76	25%	1,569	1.0	76	33	43	43%	0.4
Warren Hill	8	6	2	25%	180	0.2	1	1	0	100%	0.1
Wayland	228	149	79	35%	1,001	1.6	83	28	55	34%	0.6
Wealstun	137	82	55	40%	613	1.8	57	10	47	18%	0.3
Wellingborough	204	132	72	35%	540	2.7	68	20	48	29%	0.7
Werrington	1	1	0	0%	126	0.0	0	0	0	-	0.0
Wetherby	15	5	10	67%	318	0.6	9	3	6	33%	0.2
Whatton	190	119	71	37%	794	1.8	66	26	40	39%	0.7
Winchester	97	58	39	40%	680	1.1	41	14	27	34%	0.4
Wolds	150	60	90	60%	380	4.7	88	15	73	17%	0.8
Wormwood Scrubs	185	144	41	22%	1,273	0.6	38	6	32	16%	0.1
Wymott	240	150	90	38%	1,141	1.6	93	25	68	27%	0.4
Other prisons total	14,799	9,133	5,666	38%	76,140	1.5	5,588	1,564	4,024	28%	0.4
All prisons total	19,510	11,327	8,183	42%	84,967	1.9	8,020	2,160	5,860	27%	0.5

Notes

1. The counts are complaints received or completed by the PPO between 1 April 2005 and 31 March 2010. These are not counting exactly the same cases as some of those received will have been completed outside this time and vice versa. This is why there is a difference between the number of eligible cases and the number completed.
2. One high volume complainant can have a dramatic effect on the numbers in a particular prison.
3. The population in each establishment is taken from Table 4 of Population in Custody Monthly Tables, England & Wales, Ministry of Justice Statistics Bulletin, June 2010 (<http://www.justice.gov.uk/publications/docs/pop-custody-june-10.pdf>). The 30th June 2010 snapshot population data was used to calculate the number of complaints per 100 prisoners so that prisons of differing sizes can be compared. Probation and immigration complaints are not included as the population is less quantifiable.

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