

6 October 2023

Reference: FOI 510 Freedom of Information request

Thank you for your email, which we received on 2 October 2023. Your request has been handled under the Freedom of Information Act 2000.

You asked us:

To provide the number of staff employed by the Prisons and Probation Ombudsman as investigators, between 2019 to 2023, their grade and salary range.

Our response:

We have searched our records and we hold the requested information. A copy of the information that you requested is enclosed with our response.

Please note that the information has been provided for the period of January 2019 to September 2023.

You have the right to appeal against our response if you think it is incorrect. Details can be found in the 'How to Appeal' section attached at the end of this letter.

Number of Investigators by Grade

2019													
January		February		March		April		May		June		July	
SEO	13	SEO	14	SEO	15	SEO	15	SEO	15	SEO	15	SEO	15
HEO	53	HEO	52	HEO	51	HEO	50	HEO	50	HEO	50	HEO	49
Total	66	Total	66	Total	66	Total	65	Total	65	Total	65	Total	64

2020													
January		February		March		April		May		June		July	
SEO	14	SEO	14	SEO	14	SEO	14	SEO	13	SEO	13	SEO	13
HEO	46	HEO	45	HEO	45	HEO	45	HEO	45	HEO	45	HEO	44
Total	60	Total	59	Total	59	Total	59	Total	58	Total	58	Total	57

2021													
January		February		March		April		May		June		July	
SEO	14	SEO	14	SEO	14	SEO	13	SEO	13	SEO	14	SEO	14
HEO	46	HEO	46	HEO	47	HEO	45	HEO	45	HEO	44	HEO	44
Total	60	Total	60	Total	61	Total	58	Total	58	Total	58	Total	58

2022													
January		February		March		April		May		June		July	
SEO	15	SEO	15	SEO	15	SEO	15	SEO	15	SEO	15	SEO	15
HEO	48	HEO	47	HEO	47	HEO	48	HEO	48	HEO	48	HEO	47
Total	63	Total	62	Total	62	Total	63	Total	63	Total	63	Total	62

2023													
January		February		March		April		May		June		July	
SEO	16	SEO	16	SEO	16	SEO	16	SEO	16	SEO	15	SEO	15
HEO	45	HEO	44	HEO	44	HEO	45	HEO	45	HEO	44	HEO	44
Total	61	Total	60	Total	60	Total	61	Total	61	Total	59	Total	59

August		September		October		November		December	
SEO	15	SEO	15	SEO	14	SEO	14	SEO	14
HEO	49	HEO	49	HEO	48	HEO	47	HEO	46
Total	64	Total	64	Total	62	Total	61	Total	60

August		September		October		November		December	
SEO	13	SEO	13	SEO	13	SEO	13	SEO	13
HEO	46	HEO	46	HEO	46	HEO	45	HEO	45
Total	59	Total	59	Total	59	Total	58	Total	58

August		September		October		November		December	
SEO	15	SEO	15	SEO	15	SEO	15	SEO	15
HEO	45	HEO	46	HEO	48	HEO	49	HEO	48
Total	60	Total	61	Total	63	Total	64	Total	63

August		September		October		November		December	
SEO	15	SEO	15	SEO	15	SEO	15	SEO	16
HEO	45	HEO	45	HEO	47	HEO	47	HEO	45
Total	60	Total	60	Total	62	Total	62	Total	61

August		September		October		November		December	
SEO	15	SEO	13						
HEO	41	HEO	41						
Total	56	Total	54						

Pay Ranges by Grade

August 2018 - July 2019		
Grade	Minimum	Maximum
SEO	£36,254	£46,888
HEO	£30,389	£37,806

August 2019 - July 2020		
Grade	Minimum	Maximum
SEO	£36,798	£47,591
HEO	£30,845	£38,373

August 2020 - July 2021		
Grade	Minimum	Maximum
SEO	£40,676	£47,591
HEO	£33,368	£38,373

August 2021 - July 2022		
Grade	Minimum	Maximum
SEO	£41,747	£47,591
HEO	£34,262	£38,373

August 2022 - July 2023		
Grade	Minimum	Maximum
SEO	£43,647	£48,067
HEO	£35,405	£39,000

August 2023 - July 2024		
Grade	Minimum	Maximum
SEO	£45,824	£50,039
HEO	£37,174	£40,403

The Prisons and Probation Ombudsman (PPO) carries out **independent investigations** into complaints and deaths in custody. The detailed role and responsibilities of the PPO are set out in our office's Terms of Reference. The PPO has three main duties:

- to **investigate complaints** made by prisoners, young people in detention (prisons and secure training centres), offenders under probation supervision and individuals detained under immigration powers (detained individuals)
- to **investigate deaths** of prisoners, young people in detention, approved premises' residents and detained individuals due to any cause, including any apparent suicides and natural causes
- to **investigate deaths** of **recently released prisoners** that occur within 14 days of release from prison (except homicide)

The purpose of these investigations is **to understand what happened, to correct injustices** and **to identify learning** for the organisations whose actions we oversee so that the PPO makes a significant contribution to safer, fairer custody and offender supervision.

We may use or share your data only to the necessary extent when conducting our independent investigations in the exercise of our official authority. We will share your data with third parties (e.g. the prison) in order to make sure the information is accurate; to prevent or detect failings; and to identify lessons learnt. We may sometimes need to share your data with third parties if required by law. We only keep your personal data for as long as it is needed, as set out in our data retention policy. If you need any further information about how your data is used, please contact us.

How to Appeal

Internal Review

If you are not satisfied with this response, you have the right to an internal review. The handling of your request will be looked at by someone who was not responsible for the original case, and they will make a decision as to whether we answered your request correctly.

If you would like to request a review, please write or send an email to the Prisons and Probation Ombudsman's office **within two months of the date of this letter**, at the following address:

Prisons and Probation Ombudsman
Third Floor
10 South Colonnade
Canary Wharf
London
E14 4PU
E-mail: Mail@ppo.gov.uk

Information Commissioner's Office (ICO)

If you remain dissatisfied after an internal review decision, you have the right to apply to the Information Commissioner's Office. The Commissioner is an independent regulator who has the power to direct us to respond to your request differently, if he considers that we have handled it incorrectly.

You can contact the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Internet address: <https://ico.org.uk/>