

17 November 2023

**Reference: FOI 514 Freedom of Information request**

Thank you for your email, which we received on 20 October 2023. Your request has been handled under the Freedom of Information Act 2000.

**You asked us:**

For information as to why some deaths listed by decedent name on the Prisons and Probation Ombudsman (PPO) website fatal incidents reports page whereas others just state "Individual at [prison name]".

**Our response:**

We have searched our records and we hold the requested information on the above question.

A copy of the information that you requested is enclosed with our response.

**You asked us:**

For information as to where are the public reports of complaints made to the PPO and for information regarding the amount and type of complaints received by different prisons?

**Our response:**

We have searched our records and hold some of the requested information on the above questions.

Complaints reports are not published on the PPO website as they contain the personal data of living individuals and to do so would breach the Data Protection Act 2018 and the UK General Data Protection Regulation.

Where some of the information has been withheld because an exemption applies, the absolute exemption and the reason is described below. In applying this exemption, we do not have to apply a public interest test to the disclosure of this information.

The exemption applied (under the Freedom of Information Act) is:

- Section 21 (1) 'Information accessible by other means'

This exemption applies because the information you have requested on the amount and type of complaints received by different prisons is available in our Annual Reports

published on the PPO website. They can be located at  
<https://ppo.gov.uk/document/annual-reports/>

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.

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/>

## Update on some changes to the website

### Individual at Manchester

**Manchester**  
Prison

Published: 26 May 2023

Date of death: 4 May 2021  
Cause: Self-inflicted  
Gender: Male  
Age: 41-50

[PPO Report](#) (PDF, 265 KB)

[Action Plan](#) (PDF, 82 KB)

### Individual at Morton Hall IRC

**Morton Hall IRC**  
Immigration removal centre

Published: 26 May 2023

Date of death: 19 Feb 2021  
Cause: Self-inflicted  
Gender: Male  
Age: 41-50

[PPO Report](#) (PDF, 328 KB)

[Action Plan](#) (PDF, 78 KB)

### Individual at Altcourse

**Altcourse**  
Prison

Published: 26 May 2023

Date of death: 25 Apr 2021  
Cause: Self-inflicted  
Gender: Male  
Age: 18-21

[PPO Report](#) (PDF, 290 KB)

[Action Plan](#) (PDF, 104 KB)

Hi all

You may notice that from today, our website will now include the name of the deceased and the date the inquest concludes on our fatal incident report summary tiles for reports published moving forward: <https://www.ppo.gov.uk/document/fii-report/>

requested these changes to the website as it was important to be transparent about inquest dates and also to acknowledge that the FII reports are about real people. Adding the name of the deceased to the summary tiles will not only recognise this, but will allow friends and family to locate the reports more easily.