

## Complaints about UK Government Departments and other Public Organisations 2023-24

| Organisation                                                               | Complaints Received | Complaints Resolved by mediation | Decided following primary investigation | Resolved with agreement of the complainant at initial checks or Primary Investigation | Complaints accepted for Detailed Investigation | Decided following detailed investigation |                                       |                                    |                                                                        |                                      |                            |                                       |      |
|----------------------------------------------------------------------------|---------------------|----------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------|---------------------------------------|------------------------------------|------------------------------------------------------------------------|--------------------------------------|----------------------------|---------------------------------------|------|
|                                                                            |                     |                                  |                                         |                                                                                       |                                                | Detailed Investigations fully upheld     | Detailed Investigations partly upheld | Detailed Investigations not upheld | Detailed Investigations Resolved with the agreement of the complainant | Detailed Investigations discontinued | Uphold rate (only upholds) | Uphold rate (upheld or partly upheld) |      |
| Cabinet Office                                                             | 14                  | 0                                | 2                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Cabinet Office                                                             | 9                   | 0                                | 2                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Office for National Statistics                                             | 3                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| The Equality and Human Rights Commission                                   | 2                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Crown Prosecution Service                                                  | 19                  | 0                                | 5                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 1                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Crown Prosecution Service                                                  | 19                  | 0                                | 5                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 1                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Business and Trade                                          | 69                  | 0                                | 31                                      | 0                                                                                     | 1                                              | 0                                        | 2                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 100% |
| Advisory Conciliation and Arbitration Service                              | 13                  | 0                                | 7                                       | 0                                                                                     | 0                                              | 0                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 100% |
| Certification Office for Trade Unions and Employers' Associations          | 0                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Companies House                                                            | 15                  | 0                                | 4                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Business and Trade                                          | 5                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Independent Complaints Reviewer                                            | 0                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Insolvency Service                                                         | 35                  | 0                                | 17                                      | 0                                                                                     | 1                                              | 0                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 100% |
| Office of the Regulator of Community Interest Companies                    | 1                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Business, Energy and Industrial Strategy                    | 25                  | 0                                | 13                                      | 0                                                                                     | 2                                              | 0                                        | 2                                     | 1                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 67%  |
| Department for Business, Energy and Industrial Strategy                    | 25                  | 0                                | 13                                      | 0                                                                                     | 2                                              | 0                                        | 2                                     | 1                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 67%  |
| Department for Culture, Media and Sport                                    | 69                  | 0                                | 17                                      | 0                                                                                     | 2                                              | 2                                        | 2                                     | 1                                  | 0                                                                      | 0                                    | 0                          | 67%                                   | 100% |
| Arts Council of England                                                    | 3                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Charity Commission                                                         | 44                  | 0                                | 10                                      | 0                                                                                     | 2                                              | 2                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 100%                                  | 100% |
| Department for Culture, Media and Sport                                    | 3                   | 0                                | 2                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Gambling Commission                                                        | 6                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Historic Buildings and Monuments Commission for England                    | 4                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 100% |
| National Archives                                                          | 2                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Sport England                                                              | 4                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| The National Lottery Community Fund                                        | 3                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Education                                                   | 290                 | 0                                | 62                                      | 0                                                                                     | 3                                              | 3                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 75%                                   | 100% |
| Department for Education                                                   | 41                  | 0                                | 6                                       | 0                                                                                     | 0                                              | 2                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 100%                                  | 100% |
| Education and Skills Funding Agency                                        | 6                   | 0                                | 5                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Independent Review Mechanism                                               | 2                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Office for Standards in Education, Children's Services and Skills (Ofsted) | 13                  | 0                                | 7                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Office For Students                                                        | 1                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Office of Qualifications and Examinations Regulation (Ofqual)              | 26                  | 0                                | 11                                      | 0                                                                                     | 1                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Office of the Schools Adjudicator                                          | 1                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Student Loans Company Ltd                                                  | 190                 | 0                                | 26                                      | 0                                                                                     | 2                                              | 1                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 50%                                   | 100% |
| Teaching Regulation Agency                                                 | 10                  | 0                                | 5                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Energy Security and Net Zero                                | 161                 | 0                                | 53                                      | 0                                                                                     | 0                                              | 0                                        | 0                                     | 4                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Coal Authority                                                             | 2                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Energy Security and Net Zero                                | 80                  | 0                                | 3                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Office of Gas and Electricity Markets (Ofgem)                              | 79                  | 0                                | 50                                      | 0                                                                                     | 0                                              | 0                                        | 0                                     | 4                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Environment, Food and Rural Affairs                         | 126                 | 0                                | 47                                      | 2                                                                                     | 1                                              | 0                                        | 2                                     | 5                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 29%  |
| Animal and Plant Health Agency                                             | 8                   | 0                                | 3                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Consumer Council for Water                                                 | 26                  | 0                                | 3                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Environment, Food and Rural Affairs                         | 15                  | 0                                | 3                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Drinking Water Inspectorate                                                | 1                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Environment Agency                                                         | 27                  | 0                                | 16                                      | 0                                                                                     | 1                                              | 0                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Forestry Commission                                                        | 7                   | 0                                | 1                                       | 1                                                                                     | 0                                              | 0                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 100% |
| Marine Management Organisation                                             | 4                   | 0                                | 4                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Natural England                                                            | 5                   | 0                                | 5                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Office for Environmental Protection                                        | 1                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Rural Payments Agency                                                      | 13                  | 0                                | 9                                       | 1                                                                                     | 0                                              | 0                                        | 1                                     | 2                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 33%  |
| Veterinary Medicines Directorate                                           | 1                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Water Services Regulation Authority (OFWAT)                                | 18                  | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Levelling Up, Housing and Communities                       | 187                 | 0                                | 38                                      | 2                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Levelling Up, Housing and Communities                       | 21                  | 0                                | 7                                       | 1                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| HM Land Registry                                                           | 21                  | 0                                | 4                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Homes England                                                              | 99                  | 0                                | 14                                      | 1                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Planning Inspectorate                                                      | 40                  | 0                                | 11                                      | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Valuation Tribunal Service                                                 | 6                   | 0                                | 2                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Science, Innovation and Technology                          | 266                 | 0                                | 116                                     | 2                                                                                     | 2                                              | 1                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Building Digital UK                                                        | 3                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Science, Innovation and Technology                          | 3                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Information Commissioner                                                   | 237                 | 0                                | 108                                     | 2                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Innovate UK                                                                | 3                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| OFCOM                                                                      | 13                  | 0                                | 3                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Ordnance Survey                                                            | 0                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| UK Intellectual Property Office                                            | 2                   | 0                                | 2                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| UK Research and Innovation                                                 | 4                   | 0                                | 0                                       | 0                                                                                     | 1                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| UK Space Agency                                                            | 1                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Transport                                                   | 379                 | 1                                | 73                                      | 0                                                                                     | 6                                              | 1                                        | 1                                     | 1                                  | 0                                                                      | 0                                    | 0                          | 33%                                   | 67%  |
| Civil Aviation Authority                                                   | 10                  | 0                                | 5                                       | 0                                                                                     | 1                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Transport                                                   | 3                   | 0                                | 4                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Driver and Vehicle Licensing Agency                                        | 308                 | 0                                | 52                                      | 0                                                                                     | 3                                              | 1                                        | 1                                     | 1                                  | 0                                                                      | 0                                    | 0                          | 33%                                   | 67%  |
| Driver and Vehicle Standards Agency                                        | 35                  | 0                                | 5                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| High Speed Two (HS2) Ltd                                                   | 3                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Independent Complaints Assessor                                            | 0                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Maritime and Coastguard Agency                                             | 0                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| National Highways                                                          | 19                  | 1                                | 4                                       | 0                                                                                     | 2                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Office of the Traffic Commissioner                                         | 1                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department for Work and Pensions                                           | 1351                | 0                                | 252                                     | 7                                                                                     | 11                                             | 7                                        | 8                                     | 12                                 | 0                                                                      | 1                                    | 25%                        | 54%                                   |      |
| Capita Business Services Ltd                                               | 6                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Child Maintenance Service                                                  | 350                 | 0                                | 92                                      | 2                                                                                     | 4                                              | 0                                        | 3                                     | 2                                  | 0                                                                      | 0                                    | 1                          | 14%                                   | 57%  |
| Department for Work and Pensions                                           | 840                 | 0                                | 109                                     | 2                                                                                     | 5                                              | 6                                        | 4                                     | 1                                  | 0                                                                      | 0                                    | 55%                        | 91%                                   |      |
| Health and Safety Executive                                                | 29                  | 0                                | 6                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Health Assessment Advisory Service                                         | 3                   | 0                                | 2                                       | 0                                                                                     | 0                                              | 0                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 100% |
| Independent Assessment Services                                            | 6                   | 0                                | 1                                       | 0                                                                                     | 1                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Independent Case Examiner                                                  | 54                  | 0                                | 26                                      | 3                                                                                     | 1                                              | 0                                        | 0                                     | 9                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Jobcentre Plus                                                             | 10                  | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Pension Protection Fund                                                    | 1                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Pensions Ombudsman                                                         | 49                  | 0                                | 13                                      | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| The Money and Pensions Service (MaPS)                                      | 2                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| The Pensions Regulator                                                     | 1                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Department of Health and Social Care                                       | 107                 | 0                                | 37                                      | 2                                                                                     | 3                                              | 1                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 50%                                   | 100% |
| Care Quality Commission                                                    | 58                  | 0                                | 12                                      | 0                                                                                     | 3                                              | 0                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 100% |
| Department of Health and Social Care                                       | 19                  | 0                                | 9                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Health Education England                                                   | 8                   | 0                                | 2                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Health Services Safety Investigations Body                                 | 1                   | 0                                | 1                                       | 1                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Human Tissue Authority                                                     | 0                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Medicines and Healthcare products Regulatory Agency                        | 2                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| National Institute for Health and Care Excellence                          | 6                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| UK Health Security Agency                                                  | 13                  | 0                                | 10                                      | 1                                                                                     | 0                                              | 1                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 100%                       | 100%                                  |      |
| Electoral Commission                                                       | 2                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Electoral Commission                                                       | 2                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Food Standards Agency                                                      | 1                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Food Standards Agency                                                      | 1                   | 0                                | 1                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Foreign, Commonwealth and Development Office                               | 29                  | 0                                | 8                                       | 0                                                                                     | 0                                              | 0                                        | 1                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 100% |
| British Council                                                            | 1                   | 0                                | 0                                       | 0                                                                                     | 0                                              | 0                                        | 0                                     | 0                                  | 0                                                                      | 0                                    | 0                          | 0%                                    | 0%   |
| Foreign, Commonwealth and Development Office                               |                     |                                  |                                         |                                                                                       |                                                |                                          |                                       |                                    |                                                                        |                                      |                            |                                       |      |

|                                                                  |             |          |             |           |           |           |           |           |          |          |            |            |      |
|------------------------------------------------------------------|-------------|----------|-------------|-----------|-----------|-----------|-----------|-----------|----------|----------|------------|------------|------|
| Lincolnshire Police                                              | 0           | 0        | 1           | 1         | 0         | 0         | 0         | 0         | 0        | 0        | 0          | 0%         | 0%   |
| Merseyside Police                                                | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0          | 0%         | 0%   |
| Metropolitan Police Service                                      | 3           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0          | 0%         | 0%   |
| Office of the Immigration Services Commissioner                  | 3           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0          | 0%         | 0%   |
| Police                                                           | 50          | 0        | 1           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0          | 0%         | 0%   |
| Security Industry Authority                                      | 4           | 0        | 0           | 0         | 0         | 0         | 1         | 0         | 0        | 0        | 0          | 0%         | 100% |
| The Disclosure and Barring Service                               | 29          | 0        | 1           | 0         | 1         | 0         | 1         | 0         | 0        | 0        | 0          | 0%         | 100% |
| UK Visas and Immigration                                         | 224         | 0        | 41          | 3         | 7         | 2         | 3         | 3         | 0        | 1        | 22%        | 56%        |      |
| West Midlands Police                                             | 2           | 0        | 1           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| <b>Ministry of Defence</b>                                       | <b>49</b>   | <b>0</b> | <b>6</b>    | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>2</b>  | <b>0</b> | <b>0</b> | <b>0%</b>  | <b>0%</b>  |      |
| Ministry of Defence                                              | 18          | 0        | 2           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Veterans UK                                                      | 31          | 0        | 4           | 0         | 0         | 0         | 0         | 2         | 0        | 0        | 0%         | 0%         |      |
| <b>Ministry of Justice</b>                                       | <b>1466</b> | <b>0</b> | <b>418</b>  | <b>17</b> | <b>5</b>  | <b>1</b>  | <b>1</b>  | <b>3</b>  | <b>0</b> | <b>1</b> | <b>17%</b> | <b>33%</b> |      |
| Askham Grange Prison and Young Offender Institution              | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Children and Family Court Advisory and Support Service (CAFCASS) | 275         | 0        | 100         | 4         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Criminal Cases Review Commission                                 | 2           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Criminal Injuries Compensation Authority                         | 21          | 0        | 4           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HM Courts and Tribunals Service                                  | 762         | 0        | 212         | 10        | 3         | 1         | 1         | 2         | 0        | 1        | 20%        | 40%        |      |
| HM Prison and Probation Service                                  | 22          | 0        | 1           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HM Prison Service                                                | 11          | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Altcourse                                                    | 3           | 0        | 1           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Dartmoor                                                     | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Dovegate                                                     | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Featherstone                                                 | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Frankland                                                    | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Highpoint                                                    | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Humber                                                       | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Lewes                                                        | 2           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Lowdham Grange                                               | 4           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Norwich                                                      | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Peterborough                                                 | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Preston                                                      | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Risley                                                       | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Wandsworth                                                   | 2           | 0        | 1           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Wealstun                                                     | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Woodhill                                                     | 2           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| HMP Wormwood Scrubs                                              | 2           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Legal Aid Agency                                                 | 24          | 0        | 21          | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Ministry of Justice                                              | 16          | 0        | 4           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Official Solicitor and Public Trustee                            | 3           | 0        | 1           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Parole Board                                                     | 8           | 0        | 2           | 1         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Prisons and Probation Ombudsman                                  | 182         | 0        | 44          | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Probation Service                                                | 29          | 0        | 1           | 0         | 1         | 0         | 0         | 1         | 0        | 0        | 0%         | 0%         |      |
| The Office of the Public Guardian                                | 67          | 0        | 26          | 2         | 1         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Unknown Prison                                                   | 16          | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| Unknown Probation Trust                                          | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| <b>Northern Ireland Office</b>                                   | <b>0</b>    | <b>0</b> | <b>1</b>    | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b> | <b>0</b> | <b>0%</b>  | <b>0%</b>  |      |
| Northern Ireland Human Rights Commission                         | 0           | 0        | 1           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| <b>UK Export Finance</b>                                         | <b>1</b>    | <b>0</b> | <b>0</b>    | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b> | <b>0</b> | <b>0%</b>  | <b>0%</b>  |      |
| UK Export Finance                                                | 1           | 0        | 0           | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| <b>Unknown Government Department or Agency</b>                   | <b>319</b>  | <b>0</b> | <b>0</b>    | <b>1</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b> | <b>0</b> | <b>0%</b>  | <b>0%</b>  |      |
| Unknown Government Department or Agency                          | 319         | 0        | 0           | 1         | 0         | 0         | 0         | 0         | 0        | 0        | 0%         | 0%         |      |
| <b>Grand Total</b>                                               | <b>6022</b> | <b>1</b> | <b>1420</b> | <b>52</b> | <b>53</b> | <b>17</b> | <b>31</b> | <b>37</b> | <b>0</b> | <b>3</b> | <b>19%</b> | <b>55%</b> |      |