



HM Prison & Probation Service

Ian Barrow
Area Executive Director
HMPPS Wales and CAS

Helen Davies
Head of Thematic and Joint Inspection

17th September 2025

Dear Helen,

HMI Probation Inspection of Southview Approved Premises – August 2025

Thank you for your inspection report for **Southview Approved Premises**, where you made a total of 5 recommendations.

In respect of the recommendations, I can confirm that all have been carefully considered and the Heads of Approved Premises (AP) with the support of the Community Accommodation Services (CAS) Probation Director will ensure steps will be taken to address them as appropriate. This will include the following.

- The national AP Performance and Quality Team will support the AP Manager to ensure that staff are familiar with medication processes. This team also complete regular national audits of key activities to support AP Managers to focus their own quality assurance activities. These audits include equalities information to monitor and ensure fairness for all people living in AP.
- CAS have recently developed a team that focus on the improvement of the AP estate. This team are also actively working with the wider Property Transformation Programme to drive improvements across HMPPS and will track, monitor, pursue and escalate AP estate issues.
- CAS and HMPPS will consider the Out of Hours arrangements considering this inspection report which will be considered fully with colleagues from Legal and Human Resources.

Whilst I acknowledge that there are still areas for improvement at Southview Approved Premises, I am encouraged that positive outcomes were reported and note the following.

- It is reassuring to note that Southview maintains a strong and effective balance between public protection and rehabilitation—both of which are fundamental to the success of Approved Premises. This is further supported by HMIP's findings, which did not identify any areas for improvement in the public protection domain.
- I would like to pay tribute to the staff, whose dedication, pride and care in their work was rightly praised by the inspectors.

- The culture, atmosphere and environment within the AP was supportive, homely and welcoming and residents praised staff for their compassionate and supportive approach.

I remain committed to ensuring progress against HMIP recommendations and I can assure you that through my operational assurance functions and the support of Performance, Assurance & Risk group (PAR) we continue to closely monitor progress in line with your findings.

Yours Sincerely,

Ian Barrow

Area Executive Director, HMPPS Wales and Community Accommodation Services

CC: Kim Thornden-Edwards, HMPPS Chief Probation Officer
Manjinder Purewal, Probation Director - Community Accommodation Services