



HM Prison & Probation Service

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Dear Martin,

HMIP reports on the inspection of Eden House Approved Premises - October 2025

Thank you for your inspection report for Eden House Approved Premises, where you made a total of six 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:

- Ensuring that welfare checks are undertaken in line with national policy to safeguard those at risk of overdose.
- Conducting a review of room-sharing arrangements, including research to ensure consistent and fair assessments.
- The Central Referral Unit will conduct a review into short-notice referrals to investigate reasons and establish systems and processes to support quality delivery.

I am pleased that the review of Eden House Approved Premises has resulted in a rating of Outstanding, reflecting impressive leadership, extensive rehabilitation offers and effective partnership arrangements. I am encouraged that positive outcomes were reported and note the following:

- Staff showed a deep understanding of the specific needs of women in the criminal justice system and delivered high-quality, trauma-informed, gender-responsive services tailored to individual circumstances.
- Eden House stood out for its distinctive approach. HMIP found strong values underpinning its work with women, delivered by a highly skilled and stable staff team.
- Eden House exemplifies the rehabilitative culture we expect to see across the AP estate, and we look forward to sharing elements of its work as examples of effective practice.

Overall, this is a positive report, and I will ensure that improvements are made where needed and welcome the opportunity that this report gives to share positive practice.

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 and Risk Group (PAR) we continue to closely monitor progress in line with your findings.

Regards

Ian Barrow
Executive Director, HMPPS Wales and Community Accommodation Services

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