



HM Prison & Probation Service

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Charlie Taylor,
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Dear Charlie,

HMIP report on an Independent Review of Progress at HMP Parc between 05 – 07 January 2026

Thank you for your Independent Review of Progress report for HMP Parc, whereby you followed up on seven priority concerns and four Estyn priority/key concerns from your most recent inspection in January 2025.

I am encouraged to note that you found good/reasonable progress for two priority concerns, along with reasonable progress across two of Estyn's key concerns, specifically recognising:

- The commitment shown by leaders and staff to drive improvements, including the introduction of the peer led STEP (smarter teamwork empowering prisoners) Team.
- The joint efforts of HMPPS and G4S to reduce the supply of drugs into and within the prison through initiatives such as the windows programme, the drone-detection pilot and strengthened searching by the security team.
- Progress by the Health Board in enhancing mental health provision, including improved integration between primary and secondary services and a 15-week reduction in psychiatry waiting times through increased sessions.
- Strengthened partnership working between G4S and the education provider Novus Gower, resulting in improvements to the allocations process and attendance at education, skills and work.
- Novus Gower's work to improve relationships between staff and learners, alongside investment in staff development plan.

In respect of the five priority concerns and two Estyn priority/key concerns where you found insufficient progress, I can confirm that the findings have been carefully considered and steps will be taken to address them as appropriate. This will include the following:

- G4S progressing its current recruitment pipeline, which indicates they will be fully staffed by the end of Spring 2026.
- A staff consultation by G4S on a new shift pattern to improve work-life balance and support retention.

- Using improved recruitment and retention to stabilise and deliver a more consistent regime, thereby supporting better prisoner attendance at education, skills and work.
- The roll-out of the STEP peer-led initiative across the wider prison to help reduce violence and self-harm.
- The health provider Cwm Taf Morgannwg University Health Board (CTMUHB) piloting visiting clinics and exploring triage options on site to reduce the requirement for prisoner escorts.
- A joint approach between G4S and CTMUHB to reduce dental appointment cancellations by ensuring appropriate escort provision and maintaining reserve appointment lists where prisoners decline to attend.

The Director, with the support of the Deputy Director for Strategic Support, Assurance and Administration in Wales, will continue to progress the full action plan covering all the original priority/key concerns.

I remain committed to ensuring continued progress against the HMP Parc's agreed action plan and I can assure you that through my operational assurance function and support of the Performance and Assurance and Risk (PAR) group we continue to closely monitor progress.

Whilst I acknowledge that there is still much work to be carried out at the prison, I am encouraged that progress is being made and that our monitoring of the prison is in line with your findings.

Yours sincerely

Ian Barrow
Area Executive Director HMPPS Wales

Cc:
Michelle Jarman-Howe, Interim Director General of Operations HMPPS
Sian Hibbs, Deputy Director Strategic Support, Assurance and Administration in Wales