



HM Prison &
Probation Service

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Helen Davies
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18 February 2026

Dear Helen,

HMI Probation Inspection of Bridgewood Approved Premises – January 2026

Thank you for your inspection report for Bridgewood Approved Premises, where you made a total of eleven recommendations.

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

- The Head of Public Protection for South East and Eastern (SEE) AP region is developing an action plan, with the support of the National AP Performance and Quality Team, to assist Bridgewood in ensuring practices and processes are consistent with national policy.
- The national AP Manager Induction is due to commence in February/March 2026. The AP Operational and Staff Development Team will establish a schedule to ensure consistent delivery in the future.
- Senior Management in the SEE region will ensure that all staff receive regular structured documented supervision on a consistent basis.
- The AP Performance and Quality team recently commenced provision of quarterly Equalities, Diversity, Inclusion and Belonging (EDIB) data to all AP so that managers can review and consider alongside the services they offer.

Whilst I acknowledge that this was a disappointing report and there is still much work to be carried out at Bridgewood Approved Premises, I am encouraged that positive outcomes were reported and note the following.

- Some frontline staff demonstrated strong professional values and a clear commitment to residents' wellbeing.
- The team were rightly praised for delivering a range of meaningful rehabilitative activities, which we know is vital in improving the life chances for residents.
- Staff demonstrated an effective response to safeguarding and risk-related concerns, acting promptly when potential harms were identified.
- The manager demonstrated strong community collaboration, drawing on previous partnership working experience.

I remain committed to ensuring progress against HMI Probation 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.

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