



HM Prison &
Probation Service

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Helen Davies

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18 March 2026

Dear Helen,

**HMI Probation Inspection of Victoria House Approved Premises –
February 2026**

Thank you for your inspection report for Victoria House Approved Premises (AP), where you made a total of **seven** recommendations.

All recommendations have been carefully considered and the Heads of 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:

- New medication storage boxes have been procured and are now in use, ensuring compliance with national policy and legislative requirements.
- The national AP Performance and Quality Team will work with the AP Manager to improve pre-arrival contact and planning, ensuring that individual needs are identified at the earliest opportunity.
- The Head of Public Protection for the North East AP Area will review public protection arrangements to ensure improved information sharing, increased professional curiosity around risk, and appropriate application of enforcement processes.
- A review of accessible rooms across the AP estate will be completed in collaboration with the Estates Team to ensure that they are suitable for wheelchair users and individuals with accessibility needs. Additionally, the local issue relating to sinks at Victoria House has been escalated to the Estates Team for review, with longer-term solutions to prevent recurrence to be identified.

Whilst I acknowledge that there is still work to be carried out at Victoria House AP, I am encouraged that positive outcomes were also reported and note the following:

- A documented vision, developed with contributions from all staff, set out a collaborative, values-led approach focused on respect, kindness, shared learning, and mutual support.
- Well established multi-agency partnerships were routinely used to support resident outcomes and strengthen public protection.
- Staff demonstrated competence and confidence in key areas of practice. A strong learning and reflective development culture, supported by the AP manager's active modelling of effective practice and day-to-day guidance, helped maintain consistency and strengthen staff skills.
- Safeguarding practice was generally strong. In most cases inspected, staff took appropriate and timely action to protect residents and respond to emerging risks.

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

Yours Sincerely,

Ian Barrow

Area Executive Director, HMPPS Wales and CAS

Cc: Kim Thornden-Edwards, Chief Probation Officer, HMPPS
Manjinder Purewal, Probation Director, CAS