



HM Prison & Probation Service

Ian Barrow
Area Executive Director
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Churchill House
Cardiff, CF10 4HH

Helen Davies
Head of Thematic and Joint Inspection
1st Floor, Manchester Civil Justice Centre,
1 Bridge Street West,
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5th May 2026

Dear Helen,

HMI Probation Inspection of Pennywell House Approved Premises – inspected March 2026

Thank you for your inspection report for Pennywell House Approved Premises, where you made a total of 9 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 (HoPP) for North East Approved Premises will ensure that staff receive consistent supervision, informed by observations and quality assurance audits.
- The HoPP will support the AP Manager to improve the recording, variety, meaningfulness and partnership delivery of rehabilitative activities.
- The HoPP will also support the AP Manager to improve early engagement and pre-arrival contact with residents.
- The Probation Director for CAS has ensured that unresolved damage and safety critical repairs were completed as a matter of urgency and, working with Facilities Management, that CCTV and broader physical security will be assessed and improvements implemented as soon as practicable.

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

- The environment was described as supportive and underpinned by a commitment to resident well-being and public protection.
- Well-established multi-agency partnerships were used to improve outcomes. There was a good range of services available for the residents and effective relationships with local health services.

- There were effective processes to identify and support residents at risk of suicide or self-harm. Ongoing monitoring was also strong with enhanced checks being carried out for new or vulnerable residents.
- There was effective collaboration with other organisations and services to ensure access to interventions and promote rehabilitation with a clear focus on supporting residents to move on successfully.

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.

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