



# HM Prison & Probation Service

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10<sup>th</sup> April 2026

Dear Helen,

## **HMI Probation Inspection of Quay House Approved Premises – February 2026**

Thank you for your inspection report for Quay House Approved Premises (AP), 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 AP with the support of Regional Probation Director will ensure steps will be taken to address them as appropriate. This will include the following.

- The Substance Misuse Project Lead will review existing provider arrangements to identify options for increasing the frequency of drug test collection from the AP. Alongside this, AP staff will continue to support residents' access to substance misuse services, supplemented by the newly commissioned out-of-hours provision, which will offer support at Quay House on two weekday evenings and one weekend day each week.
- Wales Probation Service will review and improve the recording arrangements to ensure that all rehabilitative activities both AP led and partner delivered are captured in a consistent and structured way. This will support stronger monitoring of resident engagement, progress and outcomes, and enhance the reliability of our assurance processes.
- Senior management will explore options with the Estates team to identify the most feasible approach to improving the first-floor environment, including potential refurbishment as well as possible measures to address high summer temperatures.
- Senior managers will work in partnership with the Estates Team and Health and Safety Lead to review the adequacy of current fire safety measures in the bedroom designated for residents with historical arson behaviour. This review will include an assessment of whether the installation of a sprinkler system is feasible and appropriate.

Whilst there is still work to be carried out at Quay House Approved Premises, I am encouraged that positive outcomes were reported and note the following.

- Exceptional management and leadership, with clear expectations, extensive oversight, and a well-embedded learning culture supported by the Wales Human Factors model and strong quality-assurance processes.
- Well executed practice in the AP's handling of drug and alcohol testing, with staff responding promptly to positive tests, supported by clear guidance, professional curiosity and strong partnership working.
- Residents consistently reported that staff were "always" available when needed, with inspectors noting a positive, respectful environment and strong engagement.
- A highly motivated, compassionate and skilled staff team, displaying professionalism, curiosity and a strong commitment to supporting residents.
- Strong multi-agency partnerships, including OPD colleagues, neighbourhood policing teams, healthcare providers, Careers Wales, Cyfle Cymru and voluntary sector partners, which meaningfully enhanced both rehabilitation and public protection.
- A wide range of meaningful rehabilitative activities, rated highly by residents, including wellbeing groups, arts and crafts, cooking and nutrition, psychology workshops, therapy dogs, sexual health services, gardening and move-on preparation.
- High-quality induction and keywork in most cases, with residents consistently reporting they felt listened to, respected and well supported; pre-arrival contact was strong, and residence plans were completed promptly.
- Effective safeguarding and safety practice, supported by strengthened welfare checks, detailed handovers, daily human-factors discussions and swift escalation where concerns emerged.
- A positive, supportive and psychologically safe staff culture, with strong team cohesion, high morale and staff feeling valued, listened to and motivated to deliver high-quality work.

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  
Nic Davies, Regional Probation Director