



HM Prison & Probation Service

Ian Barrow
Area Executive Director
HMPPS Wales and CAS

Helen Davies
Head of Thematic and Joint Inspection

04 June 2026

Dear Helen,

HMI Probation Inspection of Crowley House Approved Premises – inspected April 2026

Thank you for your inspection report for Crowley House Approved Premises, where you made a total of 8 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 (CAS) 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 the Midlands Approved Premises (AP) Area will support the AP Manager to ensure that a vision statement is developed, reflecting its delivery model and objectives.
- The HoPP will strengthen public protection arrangements by developing engagement with the local police, and improving the identification, analysis and recording of risk and safeguarding concerns.
- The Probation Director for CAS will continue to routinely review the whole AP Estate to identify improvements, subject to resources and funding.
- There will be a review of the deployment of male staff to ensure that the service is consistently responsive to women's needs and aligns with policy and best practice.

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

- Crowley House demonstrated a clear gender-responsive PIPE identity, underpinned by a warm environment, visible leadership, and a cohesive, values-driven partnership between HMPPS and NHS.
- Residents reported feeling supported and respected, with structured feedback mechanisms ensuring their views directly informed service improvements.
- Well-established multi-agency working provided comprehensive support across key areas such as health, wellbeing, and resettlement, enabling positive outcomes for residents.
- A strong focus on performance, and reflective practice supported sustained high standards, ongoing staff development, and consistent service improvement.

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