



HM Prison & Probation Service

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13 July 2026

Dear Martin,

HMIP reports on the inspection of Elizabeth Fry Approved Premises – June 2026

Thank you for your inspection report for Elizabeth Fry Approved Premises, where you made a total of four recommendations.

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

- The Elizabeth Fry AP leadership team will review induction arrangements, so residents' diversity needs are explored fully at the earliest stage. Where a transgender resident is allocated, the team will notify the Probation Service Area Manager so a transgender board can be convened 14 days before arrival, in line with The Care and Management of Individuals who are Transgender policy.
- The findings of the AP Activity and Resourcing review for national HMPPS directly managed AP will be used to set out the staffing levels required to operate these APs safely and effectively, ensuring they are implemented in practice. The staffing levels will then be shared with all 15 Independent APs, including Elizabeth Fry, to consider their own staffing model and whether they wish to add or alter their different levels and or grades of staff in line with contractual expectations.
- The Probation Director for CAS will assess whether Trauma Risk Management can be made available to staff in independent approved premises, subject to the availability of necessary resources and funding.
- The Central Referral Unit, within the National Approved Premises Team, will review referrals to the women's approved premises estate to ensure assessments are robust, decisions are timely, and allocations based on risk and need are appropriate.

Whilst I acknowledge that there are a small number of areas requiring improvement at Elizabeth Fry AP, I am encouraged that many positive outcomes were reported and note the following.

- Elizabeth Fry was rated as 'Outstanding' across all standards. This is a significant achievement and the first time such a rating has been awarded within the current inspection

programme. The inspection found an exceptional service delivering high-quality support to women in the criminal justice system.

- A notable feature was its enhanced staffing and management structure, which provided strong leadership capacity, enabling consistent oversight, effective decision-making, and robust support to staff.
- Specialist roles were embedded within the model, ensuring that the needs of women were addressed in a timely and responsive way. This strengthened both safeguarding and rehabilitative outcomes and is a key contributor to the consistently high standard of service delivered.
- A defining strength of the service was the quality of relationships between staff and residents, which underpinned both risk management and rehabilitative efforts. This was further enhanced by effective partnership working, with established local links enabling access to a wide range of services to support residents' health, wellbeing, and successful resettlement.

Overall, this is an extremely positive report, and I will ensure that improvements are made where needed and welcome the opportunity that this report gives to share positive practice.

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 will continue to closely monitor progress in line with your findings.

Regards

Ian Barrow

Executive Director, HMPPS Wales and Community Accommodation Services

CC: Jim Barton, Interim Probation Director General of Operations

Kim Thornden-Edwards, HMPPS Chief Probation Officer

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