



HM Prison & Probation Service

Ian Barrow
Area Executive Director
HMPPS Wales and CAS

Helen Davies
Head of Thematic and Joint Inspection

27 July 2026

Dear Helen,

HMI Probation Inspection of Trent House Approved Premises – inspected June 2026

Thank you for your inspection report for Trent House Approved Premises (AP), 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 Midlands AP Area will strengthen links with specialist partners to improve residents' access to meaningful rehabilitative activity and support effective resettlement.
- The HoPP will also ensure staff receive regular formal supervision and strengthen management oversight, including case file quality assurance and staff observations, to improve operational delivery and maintain focus on identified risks, needs and sentence plan objectives.
- The Probation Director for CAS will work with recruitment services to improve effectiveness, onboarding and vetting to reduce delays in filling AP vacancies.
- Our Estates team will review Trent House's physical environment and identify options to reduce excessive heat, subject to securing the necessary funding.

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

- The AP had recently retained its Enabling Environment Award, which recognised its ability to create a psychologically informed and relational setting that supports wellbeing and positive change.
- There was good evidence of a positive and values-driven culture, with staff at all levels describing a supportive, resident-focused environment underpinned by strong teamwork and a shared commitment to public protection, rehabilitation and resident wellbeing.
- Staff remained motivated and committed, residents generally experienced a safe environment, and there was evidence that partnership working, learning arrangements and service delivery had been stronger prior to the recent period of instability.

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