



HM Prison & Probation Service

Ian Barrow
Executive Director
HMPPS Wales and CAS

Martin Jones
HM Chief Inspector of Probation

05 October 2026

Dear Martin,

HMIP reports on the inspection of Kew Approved Premises – August 2026

Thank you for your inspection report for Kew Approved Premises, where you made a total of nine 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 will be taken to address them as appropriate. This will include the following:

- The London AP Head of Public Protection will strengthen training oversight, ensuring all required training is completed and accurately recorded.
- The National AP Team will support the AP Manager to strengthen and develop keywork, room searches and handover processes to improve quality and consistency.
- The AP Operational Support Team will work with the AP Manager at Kew AP to improve and further develop the current rehabilitative offer.
- Remedial works are underway to address ongoing issues with leaks on site. Concerns regarding the cleaning provision are being explored to ensure these are addressed. Excessive heat/poor ventilation resolution will be explored through future maintenance cycles, and a review is planned to identify ways of enhancing the environment to address these concerns.

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

- The AP manager had led a positive shift in culture following a prolonged period of instability.
- Following a serious assault on a staff member at the end of April 2026, leaders also provided wellbeing support and responded to staff concerns about safety and security.
- Staff were also seen adapting their approach to meet some residents' individual needs, including those relating to literacy, mobility and faith.
- The AP had established links with a range of external organisations that could support residents' rehabilitation.

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.

Regards

Ian Barrow

Executive Director, HMPPS Wales and Community Accommodation Services

CC: Jim Barton, Interim Director General of Probation

Kim Thornden-Edwards, HMPPS Chief Probation Officer

Manjinder Purewal, Probation Director - Community Accommodation Services