HM Prison & Probation Service

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26 October 2026

Dear Helen,

HMI Probation Inspection of Fleming House Approved Premises – September 2026

Thank you for your inspection report for Fleming House Approved Premises, where you made a total of ten 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 South East and Eastern AP Area will ensure that all staff at Fleming House complete all mandatory training and that there is effective monitoring and compliance across the AP Area.
- The national AP Performance and Quality Team will support the AP Manager at Fleming House to deliver immediate medication, SASP and CARE briefings to the staff team.
- The Head of Estates will oversee the work order to ensure that the CCTV retention period is increased in line with “The use of CCTV Policy Framework.”
- Building on the AP Activity Review, The AP Workforce and Operating Model programme has commenced which will identify key operational activities, staffing and management structures, performance, and quality to inform the longer-term AP staffing model.

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

- The AP area manager, who had been appointed to lead a programme of improvement was providing clear direction and oversight during a period of significant change. Priorities had been clearly identified, improvements delivered in a planned and risk-informed way, and a more positive and collaborative culture had begun to emerge.
- Staff and partners consistently described the AP area manager as visible, supportive, and determined, reflecting the confidence that had developed in the leadership of the service.
- Strong and constructive relationships between probation and National Health Service (NHS) helped to create a more stable and therapeutic environment for residents.
- Effective public protection arrangements are in place, supported by strong partnership working and timely information sharing. This should provide reassurance to the local community that leaders had appropriately prioritised public protection and taken meaningful steps to strengthen arrangements for keeping people safe.

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 Assurance and Risk Group (PAR) we continue to closely monitor progress in line with your findings.

Yours sincerely,

Ian Barrow
Executive Director, HMPPS Wales and Community Accommodation Services

CC: Kim Thornden-Edwards, HMPPS Chief Probation Officer
Manjinder Purewal, Probation Director - Community Accommodation Services