



HM Prison &
Probation Service

Ian Barrow
Area Executive Director
HMPPS Wales and CAS
Churchill House
Cardiff
CF10 4HH

Helen Davies

Head of Thematic and Joint Inspection
HM Inspectorate of Probation
1st Floor, Manchester Civil Justice Centre,
1 Bridge Street West,
Manchester
M3 3FX

04 March 2026

Dear Helen,

**HMI Probation Inspection of Westbourne House Approved Premises –
January 2026**

Thank you for your inspection report for Westbourne House Approved Premises (AP), where you made a total of **eight** recommendations.

All recommendations have been carefully considered and the Heads of 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:

- Senior managers in the London AP Area will review the medication storage and auditing procedures at Westbourne House to ensure full compliance with national medication procedures.
- The AP Manager will review the pre-arrival engagement process to ensure its quality and reliability, aiming for early engagement and a reduction in anxiety of future residents.
- The Head of the National Approved Premises Team will maintain ongoing oversight of the overbooking process to ensure that capacity is safely managed. Overbooking helps to fully utilise highly sought-after AP capacity and is governed by strict criteria, including a minimum four-week notice period.
- CAS 1 AP are currently working with the Probation Workforce Team on an Activity and Resourcing Review for APs. This is running alongside a broader AP staffing review, which includes consideration of management resource and capacity. Both reviews are expected to conclude early this year, with

implementation of any resulting changes dependent upon securing the necessary funding.

Whilst I acknowledge that there is still work to be carried out at Westbourne House AP, I am encouraged that positive outcomes were also reported and note the following:

- There was a clear, documented vision appropriately focused on rehabilitation, safety, and public protection that was embedded in day-to-day practice.
- Staff remained engaged, motivated and proud of their work despite high pressure, demonstrating resilience and strong team cohesion.
- The AP maintained robust systems for monitoring licence compliance, including sign-ins, curfews and urgent risk-related email alerts to practitioners.
- Staff-resident relationships were professional, respectful and constructive, creating a strong foundation for effective rehabilitative work.

I remain committed to ensuring progress against HMIP recommendations, and I can assure you that through my operational assurance functions and with the support of the Performance, Assurance and Risk Group, we continue to closely monitor progress in line with your findings.

Yours Sincerely,



Ian Barrow

Area Executive Director, HMPPS Wales and CAS

Cc: Kim Thornden-Edwards, Chief Probation Officer, HMPPS
Manjinder Purewal, Probation Director, CAS