

Shannon Trust Reading Network

Annual Report 2009

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Project Manager



phf Paul Hamlyn
Foundation

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“Toe By Toe - once you start you just can’t stop and when you’re finished, you can read forever!”

Toe By Toe Mentor, Brinsford Newsletter

Executive Summary

Shannon Trust is most grateful to the Paul Hamlyn Foundation for their continued support in funding the West Midlands Reading Network for Young Offender Institutions (YOIs).

We are greatly encouraged by our achievements over the last year. The Reading Network has gained considerable momentum which is borne out by the increase in uptake of the Toe by Toe Reading Plan in YOIs throughout the region.

Our Project Manager, Susie O’Hagan is to be congratulated for what she has achieved. Much of the year has been committed to embedding the Reading Plan in the five YOIs, developing relationships with key stakeholders and raising awareness of the impact the Reading Network and its future potential.

We have been greatly encouraged by the co-operation received from the Prison Service, educational staff and organisations committed to improving literacy provision to YOs. We are also encouraged by the support we have received from the Youth Justice Board and local Youth Offending Teams. Their future involvement in the Reading Network is central to providing continuity of support to Learners during their time in custody and while on licence.

Our aim to deliver a Reading Network model that can be used by YOIs throughout the country is a reality. There are challenges ahead but we are confident these will be overcome with the continuing support from stakeholders and their enthusiasm to make a difference in the lives of young people.

I would personally like to thank everyone who has given their time and support to help develop the Reading Network, without them we would not have achieved so much in such a short period time.

David Ahern
CEO Shannon Trust

Acknowledgements

The Reading Network has continued to receive a great deal of support in the second year of the project. The main supporters include:

- Paul Hamlyn Foundation
- LSC - Kate Finnegan
- YJB - Richard Vaughn, Sharon Healy and Dunston Patterson
- West Midlands KYPE - Peter Madden
- LCS/ The Manchester College - Ruth Knapton
- HMPS/YOI Swinfen Hall - Kate Clark-Smith & Sarah Smith
- HMYOI Brinsford - Peter Knapton, Joan Morgan & Jo Stoneley
- HMYOI Stoke Heath - Janice Platt
- HMYOI Werrington - Leslie Shackleton, Linda Parker and Pauline Grosvenor
- HMP Thorn Cross - John Platt, Pam Wilson, Ana Selby

It is also important to recognise the help and support offered to the Project Manager by the wider Shannon Trust staff team and Volunteers:

- David Ahern - CEO
- Julie Carthy - Volunteer Manager
- Sue Kent - Office Manager
- Yasmin Aktar - Office Administrator
- Jackie Brocklebank - HMPS/YOI Swinfen Hall Volunteer Rep
- Cathy Stubbs - HMYOI Werrington
- Tim Atkinson - HMYOI Thorn Cross
- LSAs and Officers at HMYOI Brinsford

The Project Manager would also like to acknowledge the Mentors who have come to the scheme with enthusiasm, a positive attitude and lots of great ideas for recruiting Learners.

Without prisoners who are willing to admit that they have reading problems Toe By Toe would have no audience and so it is important to recognise those Learners who have taken the biggest step and started the Reading Plan this year.

Shannon Trust Reading Network in the West Midlands

Shannon Trust Mission Statement

To develop and maintain peer-reading schemes in all custodial settings in the UK in order to equip offenders with the reading skills and self-confidence to:

- *engage in further learning and training,*
- *take advantage of employment opportunities,*
- *engage positively with their families, local communities, and wider society,*

and, thereby contribute to the reduction of re-offending.

Shannon Trust is a registered charity whose aim is to enable literate prisoners to teach those who struggle with reading.

We have been running the Toe by Toe Reading Plan in partnership with Prisons since 2001 and currently deliver in at least 140 prisons across the UK.

The Reading Network was initiated in January 2008, with funding provided by The Paul Hamlyn Foundation, to support the delivery of Toe by Toe in Young Offenders Institutions where it is particularly difficult to run the scheme.

Aims of the Reading Network

To deliver a reading network scheme that most effectively engages with YOs with poor reading skills and that offers them the best opportunity to improve their reading throughout their time in custody and immediately upon release into their communities.

The scheme aims to engage with six hundred or more YOs in the West Midlands region over a three year period.

Objectives:

- To create a best practice delivery model of Toe by Toe in YOIs.
- To create a network and communication method between YOIs in the West Midlands in order to share best practice and streamline the continuation of the scheme for any prisoner who moves institution during the programme.
- To establish YOI Brinsford as the hub for the network.

- To promote Toe by Toe with each prison and support the work of the Facilitator and Volunteer.
- To establish, collect and collate data on Learners and Mentors.
- To identify the numbers of YOIs with reading problems in each YOI and maximise the numbers accessing Toe by Toe.
- To explore ways of tracking Learners after release into the community and find ways of supporting them to complete the manual in the community.
- To develop and maintain a Steering Group of partners to meeting quarterly.

Objectives for Year 2

1.1 Secure involvement from all 5 YOIs in the Network

- Recruit new Volunteer Reps for Stoke Heath & Werrington
- Strengthen links and partnership working with City College Manchester
- Secure dates for regular visits Stoke Heath, Werrington and Thorn Cross
- Regular communications via Email Update, PDD Group meetings, mentor training, annual report.
- Collect, collate and communicate evaluation materials
- Follow up letter to IMB Chairs and meet IMB Members for YOIs
- Secure a Reading Network Ambassador to visit YOIs (e.g. Anthony Horowitz)
- Implementation of procedures at all YOIs in the Network

1.2 Pilot evaluation and monitoring system

- Work with PDD Group on agreeing methodology
- Produce necessary paperwork
- Brief mentors on completion of system/collection of data
- Collect and collate information

1.3 Roll out the methodology across all YOTs in the West Midlands

- Establish a working methodology for identifying a Learner's YOT worker
- Implement monthly data collection from YOTs to track individuals and outcomes
- Regular communication with KYPE and ETE leads
- Collect case studies of Learners from start of custody to end of licence.

1.4 Ensure sustainability and development of the Reading Network beyond 2010

- Identify the way forward for the project post 2010
- Identify specific sources of funding

- Submit bids to Funders

1.5 Establish TxT provision in Secure Children's homes in the West Midlands

- Visit and meet with each home
- Identify and establish a methodology for delivery of TxT and input into monitoring and evaluation process.

1.6 Hold an end of year event to raise support for, and awareness of, the Reading Network.

- Invite Facilitators, HOLS and Governors from YOIs across the UK
- Produce a summary of Reading Network benefits for distribution
- Identify a Learner and Mentor to speak at the event

Who's Who

Steering Group

David Ahern -	CEO Shannon Trust
Susie O'Hagan -	Project Manager Shannon Trust Reading Network
Barbra Mazur -	Paul Hamlyn Foundation
Richard King -	Paul Hamlyn Foundation
Joan Morgan -	HMYO Brinsford, supported by Jo Stoneley
Julia Rowlandson -	Literacy Consultant
Kate Halliday -	LSC
Richard Vaughn -	YJB, taken on by Sharon Healy/Dunston Patterson
Pete Madden -	Black Country KYPE
Ruth Knapton -	City College Manchester

Programme Delivery and Development Group

Susie O'Hagan	- Project Manager Shannon Trust Reading Network
Sarah Smith	- Learning and Skills Toe By Toe Co-ordinator
Kate Clark-Smith	- Skills for Life / Quality Manager HMP/ YOI Swinfen Hall
Janice Platt	- SENCO HMYOI Stoke Heath
Linda Parker	- LSA HMYOI Werrington
Anastasia Selby	- Safer Custody and Public Protection Manager HMPYOI Thorn Cross
Joan Morgan	- Skills for Life Manager HMYOI Brinsford
Jo Stoneley	- LSA HMYOI Brinsford
Jackie Brocklebank	- Shannon Trust Local Representative, Swinfen Hall
Cathy Stubbs	- Shannon Trust Local Representative, Werrington

The Wider Context

The LSC state that 37% of the prison population has a reading level below Level 1, 49% were excluded from school and 52% have no qualifications.

The changes the Prison Service began to undergo in 2008 have continued to have an impact on Toe by Toe delivery and the Reading Network in 2009. These include:

- **Reduced Budgets** - The Prison Service has to find £30m a year in Treasury-imposed efficiency savings.
- **NOMS** - Changes to the structure, including the appointment of DOMS was completed in the middle of the year.
- **Prison Population** - High levels of population continue to put additional pressure on the system and increase the movement of Prisoners.
- **Proposed changes to funding for Young People** - move from the LSC to Local Authorities, this is still ongoing.
- **OLASS3 contracts** - Education providers in a number of the Prisons in the Network have changed during the year and this has led to a level of upheaval and change.
- **Workforce Modernisation** - In the first half of the year the Uniformed Staff underwent some changes and re-structuring. At some of the prisons involved in the Network (particularly Swinfen Hall) this had an impact on Toe By Toe delivery and the time it took to develop the scheme this year.

Shannon Trust has continued to grow and develop as an organisation during 2009 which has been supported by involvement in the Reading Network. Lessons learnt have influenced the development and direction of the whole Trust.

The Volunteer Manager has supported the Project Manager with recruitment of new Local Representatives and piloting and delivering Training the Trainer Training for Local Representatives and Prison Staff.

As part of her role, the Reading Network Project Manager has continued with the role of Area Co-ordinator for the Volunteer Reps in the West Midlands. This has been extremely beneficial to the development of the Network as many of the processes and lessons learnt have been passed onto the Adult Estate through the Local Reps and so has supported many Mentors and Learners with the move to an Adult Prison.

The Specific Context

The Reading Network has just completed the second year of the three year pilot involving five YOIs, four of which are in the West Midlands and one in the North West region. A great deal of the work undertaken this year has been on implementing and developing the progress made in year one.

Education and Training - The YOIs in the Network have Education Services provided for by either Derby College (Swinfen Hall & Brinsford) or City College Manchester (Stoke Heath, Werrington, Thorn Cross). In August 2009 the contact changed and the Manchester College became the education provider for all the prisons. This led to a certain amount of uncertainty and upheaval for staff at some of the YOIs and had a knock-on effect on Toe By Toe delivery during October and November.

Toe By Toe Delivery - At the start of the year, Toe By Toe was being offered, to varying degrees, at all five Prisons involved in the Network. Each Prison continues to manage the delivery of TxT differently and it is still given different levels of importance. Where all the prisons were supportive of the Network and were happy to be involved, this did not always translate into a proactive approach to the scheme.




Volunteer Reps - At the start of the year, Shannon Trust did not have any Local Representatives at any of the YOIs in the Network. This placed an extra demand on the Project Manager as much of the day to day support needed by the Prisons fell to her. During the year, new Representatives have been recruited and only one prison (Stoke Heath) is yet to have a Representative.

THE YOIs

HMYOI Brinsford

New Road
Featherstone
Wolverhampton
WV10 7PY

Brinsford is the centre, or Hub, of the Network. The Project Manager is based here. Progress in delivery and development of Toe By Toe has been excellent. The Team at Brinsford work very well together to deliver a comprehensive programme that is led from Education, supported by Officers on the wings and owned by the Mentors. Developments this year have continued to build on processes put in place during 2008:

-  Mentors have produced Toe By Toe Newsletters each quarter which are distributed prison-wide.
-  Officers have become more directly involved in the scheme on the wings.
-  An Officer, a Learner and a Mentor and Jo Stoneley spoke at a whole staff briefing about Toe By Toe.

- 🔒 Toe By Toe provision expanded to include ITSU and, for a while, Healthcare.
- 🔒 Jo was able to use off-timetable (Friday afternoons) time to manage Toe By Toe.
- 🔒 Mentors (Young Adults) were assigned to the Foundation Room to deliver Toe By Toe to Young People under the supervision of Jo and her team of LSAs.
- 🔒 The Project Manager takes the paper data kept by Jo and transfers it to the computer based format each month, checks LIDS for movements and informs receiving prisons of any transfers.
- 🔒 The Toe By Toe Team at Brinsford were nominated for a Butler Trust Award.

HMYOI Swinfen Hall

Swinfen Hall
Lichfield
Staffordshire
WS14 9QS

In 2008, Swinfen Hall had an Officer who had responsibility for managing the Learners and Mentors within the Prison. At the start of 2009, this Officer took on a new role in the Prison and they were unable to find another Officer willing to take on the Facilitator role - partly due to the timing of the vacancy. At that point, there was a process of workforce modernisation going on internally and the suggestion was that this made Officers unwilling to change roles in case the restructuring ended with the role being lost from the Prison.

The loss of Katie Wright to the scheme resulted in a couple of months of hiatus while a new Toe By Toe Facilitator was identified. Sarah Smith took on the role and worked with the Assistant Librarian to re-establish Toe By Toe at Swinfen. Where Swinfen have continued to identify and train Mentors, they struggled with recruiting Learners. Both Sarah and Mel work part time and do not have access to the whole prison and so were restricted in how much they could do. However, the appointment of Jackie Brocklebank as Local Representative has provided a much needed level of support to the team. Jackie has worked hard to make contacts within the Prison and is to undergo security and key training so that she can access the wings, meet Officers and look at the issue of recruiting Learners. In October, Toe By Toe responsibility was passed from Sarah to Stephanie Taylor who also has responsibility for Learning Mentors within the prison.

Toe By Toe provision at Swinfen has been disappointing this year with very few Learners recruited. However, the prison remains fully committed to the scheme and the Network and is enthusiastic about development despite the problems encountered since Katie moved on. This commitment has been demonstrated by the attendance of staff at PDD Group meetings and training offered by Shannon Trust as well as numerous meetings held with Shannon Trust Representative over the year.

HMYOI Stoke Heath

Market Drayton
Shropshire
TF9 2JL

Delivery of Toe By Toe and involvement in the Network at Stoke Heath has continued to be a frustration. The Facilitator and Education Manger both support the scheme but progress to fully embed the programme at the Prison has been slow.

Identifying the issues at Stoke Heath is difficult as at meetings and in correspondence, all those involved are positive and commitments to implement processes are made. It would certainly help the Project Manager if she was able to be more closely involved with the Prison. This process has also been hampered by the Facilitator being ill for extended periods during the year. It is hoped that Toe By Toe delivery and development will be improved at Stoke Heath by more involvement from those staff who deliver the scheme and development of Mentor delivery outside of Education. That being said, data returns from Stoke Heath have improved this year and the numbers involved have increased.

In October, and as a result of restructuring of the Education Department, Hazel Bullock became Toe By Toe Facilitator in place of Janice Platt. Hazel attended the PDD Group meeting in September and was very enthusiastic about Toe By Toe and full of ideas for how it could be developed at Stoke Heath - particularly with regard Mentor delivery. This is felt to be a very positive development.

HMYOI Thorn Cross

Arley Road
Appleton Thorn
Warrington
Cheshire
WA4 4RL

At the start of the year, Toe By Toe delivery was placed within the Education Department and was delivered "when the need arises" by LSAs, not Mentors. This meant that when Mentors moved to Thorn Cross towards the end of their sentence (Thorn Cross is an Open Prison), there was no Toe By Toe to be involved with.

Thorn Cross won a Butler Trust Award for their new Mentoring Scheme (not related to Toe By Toe) and so Shannon Trust arranged to meet with the Manager to discuss how Toe By Toe Mentors could become part of this scheme and if Mentor delivery could be developed. After a successful meeting with the staff involved in the scheme, some existing and potential Mentors and the Education Department it was agreed that Ana Selby and Bev Leigh would look at developing wing delivery, managing Toe By Toe Mentors and try to access those Learners be unwilling to go to Education. Unfortunately, the Education department felt that if this provision was

going to be offered on the wing they would stop using LSAs to deliver within Education.

In July Susie O'Hagan and Tim Atkinson went into Thorn Cross and delivered Mentor Training to 11 Young Adults. The group was very enthusiastic and many felt that they had a number of potential Learners on their Units, however this did not translate into actual numbers as initially hoped. Tim Atkinson was working closely with Ana Selby to look at the reasons for this and a great deal of groundwork is being undertaken, including a whole staff briefing and internal promotion. This process has been helped by some trained and experienced Mentors moving to Thorn Cross from Brinsford in recent weeks. Unfortunately, due to other commitments, Tim Atkinson stepped down as Representative for Thorn Cross in November 2009 and so the Project Manager has taken up the position until a new Representative can be recruited.

Close involvement in the Network is made more difficult for Thorn Cross as it is geographically isolated from the rest of the group and so travelling times are considerable. However, there is now excellent two-way communication between the Prison and the Project Manager and Toe By Toe is in a much stronger position at Thorn Cross than it was last year. Mentors are in place; Learners are being identified and are starting on the scheme.

The Facilitator at Thorn Cross is also keen to explore options for Mentors to continue to develop their skills on release and is working with the Project Manager to identify external partners to link Mentors with possible opportunities in the community.

HMYOI Werrington

Werrington
Stoke-On-Trent
ST9 0DX

At a meeting with the Facilitator at Werrington at the start of the year, it was discovered that they were having problems with maintaining the delivery of Toe By Toe to Young People. This was because a Learner would start the scheme and then be moved onto other programmes or timetabled activity that took them away from the LSAs and Toe By Toe delivery.

The Facilitator had not been collecting data on starts on the scheme as she felt that as they were unable to continue, it would look like the scheme was failing. At this meeting, it was discussed that if the Project Manager was to receive data information each month, which showed that Learners were starting the scheme but then dropping off she would then be able address the issues with the HoLs and other Senior Management and work towards finding solutions. As a result of this meeting, Werrington began to return monthly figures on Toe By Toe starts.

As the year has gone on the HoLs and Deputy Education Manager have become more directly involved in the scheme with the following results:

- ❖ Toe By Toe provision and data is reported at each morning briefing within Werrington and so is kept at the forefront of activity.
- ❖ The Deputy Education Manger is involved to make sure that Toe By Toe provision is active and accessible.
- ❖ LSAs have been freed up to have more time for one to one learning with the Young People.
- ❖ A new Shannon Trust Representative was recruited who works with the Facilitator to establish a single system for data collection that all LSAs use (there used to be many) and then to transfer this to the computer based system each month.

In September, the Toe By Toe Facilitator at Werrington went of on long term sick and so there was a short hiatus while another LSA was identified to take on the role and Pauline Grosvenor was appointed. The appointment of Cathy Stubbs as Local Representative has also had a positive impact on the work undertaken at Werrington, especially with ensuring consistent data collection and supporting the Facilitator.

Achievements and Activity 2009.

Achievements Against Objectives:






1.1 Secure involvement from all 5 YOIs in the Network

- *Volunteer Representatives recruited for Thorn Cross & Werrington.*

Shannon Trust continues to endeavour to recruit a Representative for Stoke Heath. The appointment of new Representatives has freed up the Project Manager's time and improved the support Shannon Trust is able to offer the YOIs. The Representatives at Werrington, Thorn Cross and Swinfen Hall are able to visit their YOIs on a regular basis and develop relationships with a wider network internally, which has improved awareness of the scheme. Unfortunately, due to other commitments, the Representative at Thorn Cross resigned in November so Shannon Trust is in the process of replacing him.

Development of the Representatives role at the YOIs has highlighted some interesting changes to the way that Representatives can and do work.

Traditionally, Shannon Trust Representatives have not been key holders and have offered support in an advisory role to Facilitators during monthly visits. Within the Network, this has developing into a much more involved role with a more hands on approach. This includes:

-  Jackie becoming a key holder at Swinfen Hall.
-  Jackie and Cathy supporting the collection and collating of monthly data returns.
-  Representatives visiting more often - sometimes once a week.
-  Representatives developing a wider network of contacts within the YOI.
-  Representatives discussing possibilities for them to have access to the computer system as the Project Manager does at Brinsford.

- *Strengthened links and partnership working with City College Manchester.*

This partnership has become much stronger during 2009 with meetings being held with Education Mangers and the College directly supporting development of the

scheme in the YOIs. It is clear that at YOIs, the Education Department's involvement is vital to the successful delivery of Toe By Toe - particularly with Young People who have LSA delivery, but also with the driving though of Mentor delivery on the wings. Growth at Brinsford during 2009 has shown that a whole-prison approach to delivery is vital for reaching all those who might benefit from the scheme and where this is managed and driven by Education, additional training can be accessed by Mentors and Learners are able to move on into other training more easily when their reading has improved.

Although Toe by Toe is a relatively simple scheme to implement, it does take time and effort from the staff involved and this time needs to be allocated to staff within their day. The Network has found that the Facilitator needs approximately 3 hrs a week to manage the Mentors, maintain records, undertake staff networking and allocate Learners etc. At Brinsford, this often takes place on Friday when there is no timetabled activity and, when possible, Jo uses this time to go up to the wings and talk to Mentors and Officers and to update her records. The support of Manchester College in this is vital and it has been of huge importance to the success and growth of the scheme.

- *Secure dates for regular visits Stoke Heath, Werrington and Thorn Cross.*

It has continued to be difficult to secure dates for meetings at Stoke Heath, mainly due to the availability of the Facilitator during the year. However, they have attended most of the PDD Group Meetings and telephone contact has been maintained. It is hoped that the new Facilitator will have more time to set up meetings and that a Local Representative will be appointed in early 2010.

Regular meetings have been established and carried out at both Thorn Cross and Werrington this year.

- *Regular communications via Email Update, PDD Group meetings, mentor training, annual report.*

Email Updates have been sent out each quarter to all those involved in the Network; Governing Governors, Hols, Education Mangers and Shannon Trust

Representatives. These have detailed data returns, new developments and best practice, as well as specific areas of possible improvement. (Appendix 2)

Programme Development and Delivery Group meetings have been held at each of the YOIs involved other than Thorn Cross. Thorn Cross has not yet been used as a venue for these meetings as it is felt to be too far away to be practical. Attendance at the meetings can be patchy and so other ways of managing this are being considered for 2010, such as conference calls as Facilitators can find it difficult to get away from the prison to attend.

The Shannon Trust Volunteer Manger has been running Training the Trainer Training for Facilitators and Reps across England after it was piloted in 2008. In July a training event was run in Birmingham with staff attending from each of the YOIs in the Network.

The Annual Report from 2008 was sent out to all the establishments, Representatives and partners involved in the Network and put on the Shannon Trust website. An update on the Network was also included in the Shannon Trust Newsletter earlier in the year.

- *Follow up letter to IMB Chairs and meet IMB Members for YOIs.*

IMB details were passed out to Representatives and follow-up was carried out at the IMB Conference in September which the Project Manager attended. This year's conference included a workshop on specific prison groups and the Project Manger was able to speak about the work of the Network to the Group from all the YOIs in England and Wales.

- *Secure a Reading Network Ambassador to visit YOIs.*

After Anthony Horowitz visited Brinsford last year the Project Manager wrote to him and asked if he would be interested in supporting the Reading Network and Toe By Toe in YOIs. As a result, a meeting was held in March and Anthony agreed to come on board and support the scheme. It was agreed that he would visit each of the YOIs and meet with Mentors but due to his work commitments during 2009 it

has not been possible to secure dates as yet. He and the Project Manager have remained in correspondence and plans for the visits to happen in the first quarter of 2010 are being progressed.

- *Implementation of procedures at all YOIs in the Network.*

Implementation of procedures has improved as the year has progressed. For example, all the YOIs are now collecting data and most are returning them each month - where there have been breaks in returns, this has been due to a change in staffing or staff being off sick when data is due. All Facilitators are now getting referrals from IAG on a regular basis and receiving prisons are being informed when a Mentor or Learner has moved on.




1.2 Pilot evaluation and monitoring system

Snapshot Evaluation forms have been developed for use with Mentors and Learners. (Appendix 3) These were discussed at PDD Group meetings and the methodology was agreed. The paperwork underwent a few changes as a result of the input from the Facilitators and discussions were had about how best to get the forms completed - a particular issue for Learner returns when their reading and writing skills are poor.

It is indicative of the problems that Facilitators experience that returns have been quite low, even when they had come up with the methodology for delivery and collection. The Network will continue to pilot the method and discuss at PDD Group meetings what problems are being experienced and how practical it is to do this exercise - as well as looking at the forms, frequency of requests and results.

The evaluations were carried out in March, June and September and will be done again in December with the findings so far from Learner evaluations as follows:

Starting Toe By Toe:

-  Finding out about Toe by Toe was easy for 95% of the respondents.
-  Information is provided predominately from education departments (58%).
-  Most learners (54%) heard about it within a month of arrival.

👤 62% had started Toe by Toe within three months.

Reading and Communication Skills:

- 👤 93% of learners agree or strongly agree that Toe by Toe is improving their reading skills.
- 👤 97% can now read for themselves.
- 👤 Communicating with others has improved for 60% of Learners.
- 👤 95 % would recommend Toe by Toe to others.

Other Benefits:

- 👤 Self confidence has improved for 76% of Learners.
- 👤 88% feel more positive about the future.
- 👤 93% say they will go on to do more learning.

Support and Resources:

- 👤 1:1 mentoring is seen as good or excellent by the majority of Learners as is the support from education staff.
- 👤 Support from prison staff is seen as less supportive.

NB - Comments relating to this question indicate that the time available for Toe by Toe activities drives this score. There is generally favourable feedback relating to other reading material but the scores could indicate opportunity for improvement.

1.3 Roll out the methodology across all YOTs in the West Midlands

- *Establish a working methodology for identifying a Learner's YOT worker*

This information had been available on the prison Lids system and is now on the new C-Nomis database. The Project Manager has been trained in using the new system and it is hoped that she will be able to get the permissions necessary to have access to this information for all the YOIs in the Network.

- *Implement monthly data collection from YOTs to track individuals and outcomes.*

It is envisaged that the same data collection method that is used in the YOIs will be made available to YOTs.

- *Regular communication with KYPE and ETE leads.*

Communication with KYPE has continued during 2010 with a list of all the YP they are working with being sent through to the YOIs each month. Facilitators add Literacy Levels to the list for each individual and return the list to the Project Manager and KYPE. It is interesting that no KYPE YP have yet gone through the system where they start TxT in custody and continue on release. This is due to a number of reasons including that very few have been Entry 2 and below and so in need of TxT (thought to be due to the geographical region they come from where Literacy Levels tend to be quite good). A few Learners at Werrington have been on the KYPE list and have started TxT but then refused to take part. This information has been passed to YOT workers.

Contact with ETEs and other YOTs has been minimal this year as priority was given to getting full implementation of the scheme within the YOIs, Mentor Training, Evaluation etc. All YOTs and ETE leads have been invited to the Reading Network Event in December and contacts made will be followed up in 2010.

- *Collect case studies of Learners from start of custody to end of licence.*

As the project is yet to see anyone complete this process, no case studies have been collected yet.

1.4 Ensure sustainability and development of the Reading Network beyond 2010

The process for evaluating the impact of the Reading Network and possible ways forward began in 2009 and will continue in 2010. The Shannon Trust CEO, David Ahern, has been looking at funding opportunities and one bid has been submitted to Lloyds TSB. Opportunities for funding will continue to be looked at alongside development.

1.5 Establish TxT provision in Secure Children's homes in the West Midlands

On closer investigation of Secure Children's Homes it was found that there are none within the West Midlands. This will be looked at again if/when the Network is rolled out across the UK.

1.6 Hold an end of year event to raise support for, and awareness of, the Reading Network.

- *Invite Facilitators, HoLS and Governors from YOIs across the UK*

Invitations for the event went out in the post to all Governing Governors of YOIs across England and all the Prisons in the West Midlands. It was decided to include all the West Midlands Prisons as many of the lessons learnt in the Network have already begun to be implemented in the Adult Estate though the Project Manager's role as Area Co-ordinator.






Following the letter to the Governors, email invitations were sent to all HOLS, Education Managers, Facilitators, Local Reps and other TxT supporters in the YOIs.

Invitations also went out to all the West Midlands YOT Managers and ETE Leads, the Director of Offender Management, Trustees and Funders.

At the time of writing over 70 acceptance forms have been received.

- *Produce a summary of Reading Network benefits for distribution*

Information on the Network was sent out with the invitations and a pack is being produced for those who attend including:

-  An overview of Shannon Trust
-  An overview of the Reading Network
-  Copies of the presentation delivered by the Project Manager
-  A mini manual
-  A leaflet

- *Identify a Learner and Mentor to speak at the event*

A Toe By Toe Mentor who started at Brinsford and then moved onto Thorn Cross is booked to speak as is a Learner from Brinsford.

Cumulative Data

2008

2008

	Swinfen		Brinsford		Stoke Heath		Werrington	Thorn Cross		
	LEARNERS	MENTORS	LEARNERS	Ment.	LEARNERS	Ment.	LEARNERS	LEARNERS	Ment.	TOTAL
Jan							0	0	0	
Feb			10				0	0	0	10
March	3	8	0	1			0	0	0	12
April	2	3	1	0			0	0	0	6
May	1	2	4	1			0	0	0	8
June	3	6	2	3	16	1	0	0	0	31
July	0	1	4	2			0	0	0	7
Aug	0	1	3	2			0	0	0	6
Sept	3	0	1	6			0	0	0	10
Oct	0	0	4	2		0	0	2	0	8
Nov	2	0	9	0			0	3	0	14
Dec	1	0	9	2			0			12
TOTAL	15	21	47	19	16	1	0	5	0	124

2009

Collecting data in from all the YOIs continues to be a challenge but has improved in 2009. Some of the difficulties have been as a result of new staff becoming involved in the scheme and taking some time to get to grips with the system.

It is gratifying that not only have returns improved but numbers involved have also increased.

This year has also seen the inclusion of figures of Young People (under 18 year olds) involved as this was requested by the YJB.

At the time of writing data has not yet been received for November or December and gaps in returns illustrates when no data came in.

2009											nos YP	
	Swinfen		Brinsford		Stoke Heath		Werrington	Thorn Cross				
	LEARNERS	MENTORS	LEARNERS	Ment.	LEARNERS	Ment.	LEARNERS	LEARNERS	Ment.	TOTAL		
Jan	0	0	9	0			1	0	0	10		
Feb			6	4	1	0	0	0	0	11	4	
March	0	1	6	3	2	2	2			16	8	
April	3	0	7	6	4	0	5			25	5	
May	2	0	3	1	1	1	6	3		17	7	
June	3	1	4	5	2	0	1			16	1	
July	0	0	8	2	0	0	5	1	11	27	8	
Aug	0	0	5	1	0	0	0	0	0	6	3	
Sept	0	0	2	3	8	0	1	0	0	14	2	
Oct	5	5	3	1			1	2	2	19	2	
TOTAL	13	7	53	26	18	3	22	6	13	161	40	

Project Manager Activity

Date	Where/Who	Topic/Who
7/1/09	HMYOI Brinsford	Data collection and meetings
8/1/09	Head Office	Trustees meeting
12/1/09	HMP Stafford	To By Toe Meeting
13/1/09	HMYOI Thorn Cross	Toe By Toe Meeting
15/1/09	Peterborough	Area Co-ordinators Meeting
21/1/09	Head Office	Staff Meeting
22/1/09	Werrington	Programme Delivery and Development Group
27/1/09	SOH Office	Reps Meeting
3/2/09	Brinsford	Mentor Meeting and data collection
11/1/09	Birmingham	Meeting New Rep
12/2/09	Brinsford	Mentor Training
17/2/09	Swinfen	Meeting
17/2/09	Brinsford	Meeting
18/2/09	Head Office	Staff Meeting and appraisal
19/2/09	Brinsford	Preparation for Steering Group
24/2/09	Brinsford	Steering Group
27/2/09	Stoke Heath	Meeting
3/3/09	Brinsford	Data collection
5/3/09	KYPE	Meeting with Pete Madden
9/3/09	London	Meeting with Anthony Horowitz
10/3/09	London	Clinks training
16/3/09	Brinsford	Meeting
18/3/09	London	Staff Meeting
24/3/09	Werrington	Meeting
24/3/09	Brinsford	Meeting
24/3/09	Nr Werrington	Meeting New Rep
26/3/09	Winson Green	Meeting
1/4/09	Brinsford	Data Collection
15/4/09	Brinsford	Meeting
16/4/09	Brinsford	Meeting with Governor
20/4/09	Brinsford	Meeting
21/4/09	Stoke Heath	PDD Group meeting
28/4/09	Swinfen Hall	Book presentation

28/4/09	Brinsford	Meeting with David Manson
29/4/09	London	Staff Meeting
30/4/09	London	Clinks Training - Outcomes
7/5/09	Stafford	Meeting with Manchester College Ed Managers
7/5/09	Brinsford	Data Collection
12/5/09	Werrington	Meeting
12/5/09	Brinsford	Meeting
13/5/09	London	Clinks Training - Outcomes
14/5/09	Southport	POA Conference
19/5/09	SOH Office	Reps Meeting
20/5/09	Stafford	Library Supervisors Meeting
1/6/09	London	Steering Group
2/6/09	Brinsford	Data Collection
10/6/09	Brinsford	Whole Staff Briefing
11/6/09	London	Staff Meeting
17/6/09	Brinsford	Mentor Training
22/6/09	Brinsford	Preparation for PDD Group
23/6/09	Brinsford	PDD Group meeting
25/6/09	London	Shannon Trust Training
30/6/09	Thorn Cross	Meeting
2/6/09	London	YJB, LSRG Meeting
6/7/09	Brinsford	Data Collection
13/7/09	Werrington	Meeting & Introduce new Rep
14/7/09	Brinsford	Meeting and visit from Facilitator from Feltham
15/7/09	Brinsford	Meeting with Andrea from PET
21/7/09	Birmingham	Training the Trainer Training
23/7/09	Thorn Cross	Meeting with Education and Mentoring Scheme
29/7/09	London	Meeting - Outcomes
30/7/09	Drake Hall	Presentation and Meeting
4/8/09	Office	Reps Meeting
6/8/09	London	Staff Meeting
2/9/09	Brinsford	Data Collection & Meeting
3&4/9/09	London	Strategy, Teambuilding and Planning Meetings
8/9/09	Drake Hall	Mentor Training, IMB Meeting and Rep Introduction
10/9/09	London	Steering Group
11/9/09	Stafford	Presentation and Stand at Manchester College Event
14/9/09	Brinsford	Mentor Training

17&18/9/09	Keele	IMB Conference
22/9/09	Swinfen Hall	PDD Group Meeting
24/9/09	Brinsford	Meeting
30/9/09	London	Staff Meeting
6/10/09	Brinsford	Data Collection
7/10/09	Stafford	Prison Meeting and Rep Introduction
13/10/09	Brinsford	Meeting
19/10/09	Brinsford	Meeting and Information Gathering
2/11/09	Brinsford	Data Collection and Meeting
4/11/09	Brinsford	Information Gathering and Meeting Planning
10/11/09	London	Staff Meeting
12/11/09	Brinsford	Meeting with David Ahern and Pete Knapton
17/11/09	Office	Reps Meeting
18/11/09	London	Presentation Training
20/11/08	HMP Hewell	Presentation
24/11/09	Brinsford	Meeting and C-Nomis Training
2/12/09	Brinsford	Meeting with Inspectors
9/12/0	Cannock	Reading Network Event
15/12/09	London	YJB - LSRG Meeting

Wrist bands	6	6	6	6	5	5	5	5	6	9	5	6	70
Pencils	3	4	3	3	3	3	3	3	4	4	4	3	40
CD & DVD development year 2 event												1500	1500
Sub Total	179	181	181	182	181	179	180	179	184	188	180	1680	5874
Staff Costs													
Reading Network	2,362	2,362	2,362	2,362	2,362	2,362	2,362	2,362	2,362	2,362	2,362	2,362	28,344
Employers Contributions	302	302	302	302	302	302	302	302	302	302	302	302	3,624
Sub Total													31,968
TOTAL	1200.00	1244.00	1947.00	1245.00	1202.00	1332.00	1691.00	1242.00	1295.00	1401.00	1691.00	2833.00	52491.00

Actual Spend 2009

NB Figures in italics are forecasts for the rest of the year

	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Total 2009
Books													
Toe by Toe	11	220	44	0	385	66	330	0	0	0	550		1606
Short Manuals	9	27	38	11	16	3	32	0	0	0	56		192
Keda Publications													0
Dictionaries	0	9.09	0	0	0	0	0	0	0	0	0	0	9.09
Easy Read books	650												650
Sub Total	670	256.09	82	11	401	69	362	0	0	0	606	0	2457.09
Operating Costs													
Motor & Travel	315	196	183	235	379	167	345	124	272	127	250	170	2763
Subsistence	0	0	0	0	91	0	0	3	12	0	10	10	126
Meeting costs	1	67	0	0	10	132	29	27	100		55		421
Office Stationary	0	43	26	0	0	0	0	0	30	0		24	123
Telephone	34	36	34	38	32	38	39	52	41	37	40	40	461
Office Contribution	600	600	600	600	600	600	600	600	600	600	600	600	7200
Contingency													0
Patron Visits												85	85
Postage	0	2	27	12	0	36	22	0	0	16	0		115
Printing/photocopying		489						241					730
Sub Total	950	1433	870	885	1112	973	1035	1047	1055	780	955	929	12024
Awareness Materials													
Posters Large	0	0	6	0	2	3	0	0	0	2	4		17
Posters Small	0	0	2	0	1	1.5	0	0	0	1	4		9.5
Stickers	0	0	0	0	0	0	0	0	0	0			0
Bookmarks	0	0	0	0	0	2	0	0	0	7	5		14
Mentor Packs													0
Certificates	0	0	0	0	0	8.8	0	0	1.32	0	18		28.12
Teeshirts	0	27	0	0	78	36	87	0	0	0	360		588
Wrist bands	4	2	5	0	0	0	10	0	0	0	40		61
Pencils	0	1.08	4.95	2.16	0.27	2.16	0	0	0	4.5			15.12
year 2 event										1216		750	1966

Postage	2	35	2	1	65	40	70		1	2	295		513
Sub Total	6	65.08	19.95	3.16	146.27	93.46	167	0	2.32	1232.5	726	750	3211.74
Staff Costs													
Reading Network	2,385	2,385	2,385	2,385	2,385	2,385	2,385	2,385	2,385	2,385	2,385	2,385	28,620
Employers Contributions	244	244	244	244	244	244	244	244	244	244	244	244	2,928
Sub Total	2,629	2,629	2,629	2,629	2,629	2,629	2,629	2,629	2,629	2,629	2,629	2,629	31,548
TOTAL	4255.00	4383.17	3600.95	3528.16	4288.27	3764.46	4193.00	3676.00	3686.32	4641.50	4916.00	4308.35	49241.18

There has been a slight under spend this year against the forecast budget caused mainly by additional funds being secured from The Driver Trust to cover the DVD production.

Forecast Spend 2010

	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Total 2009
Books													
Toe by Toe	100	100	100	100	100	100	100	100	100	100	100	100	1200
Short Manuals	30	40	30	40	30	40	30	40	30	40	30	40	420
Dictionaries	10	0	10	0	10	0	10	0	10	0	10	0	60
Sub Total	140	140	140	140	140	140	140	140	140	140	140	140	1680
Operating Costs													
Motor & Travel	200	250	250	250	200	250	250	200	250	250	250	200	2800
Subsistence	3	0	3	0	70	0	3	0	3	0	3	0	85
office contribution	600	600	600	600	600	600	600	600	600	600	600	600	7200
Meeting costs	0	150	0	0	0	150	0	15	150	15	0	150	630
Office Stationary	0	30	0	30	0	30	0	30	0	30	0	30	180
Telephone	37	37	37	37	37	37	37	37	37	37	37	37	444
Postage	10	10	10	10	10	10	10	10	10	10	10	10	120
Contingency	100	100	100	100	100	100	100	100	100	100	100	100	1200
Patron Visits			200							150			350
Printing/photocopying	10	10	200	10	10	10	200	50	10	50	200	10	770
Sub Total	960	1187	1400	1037	1027	1187	1200	1042	1160	1242	1200	1137	13779

Awareness Materials

Posters Large	3	3	3	3	5	3	3	2	2	3	3	2	35
Posters Small	2	2	2	2	2	2	2	2	2	2	2	2	24
Lanyards	2	2	2	2	2	2	2	2	2	2	2	2	24
Bookmarks	2	2	2	2	2	2	2	2	2	2	2	2	24
Mentor Packs	10	10	10	10	10	10	10	10	10	10	10	10	120
Certificates	5	5	5	5	5	5	5	5	5	5	5	5	60
Teeshirts	90	90	90	90	90	90	90	90	90	90	90	90	1080
Wrist bands	6	6	6	6	5	5	5	5	6	9	5	6	70
Pencils	3	4	3	3	3	3	3	3	4	4	4	3	40
External Evaluation			3000				3000					3000	9000
Contribution to Conference								1000					1000
Sub Total	123	124	3123	123	124	122	3122	1121	123	127	123	3122	11477

Staff Costs

Reading Network	2,433	2,433	2,433	2,433	2,433	2,433	2,433	2,433	2,433	2,433	2,433	2,433	29,196
Employers Contributions	249	249	249	249	249	249	249	249	249	249	249	249	2,988
Sub Total													32,184

TOTAL	1223.00	1451.00	4663.00	1300.00	1291.00	1449.00	4462.00	2303.00	1423.00	1509.00	1463.00	4399.00	59120.00
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Objectives 2010

Over all objectives: To gain involvement from YOTs and VSOs to extend the provision of Toe By Toe from Custody to Community and evaluate the impact of the Reading Network.

1.0

1.1 *Retain and develop involvement from all 5 YOIs in the Network.*

- Recruit new Volunteer Reps for Stoke Heath & Thorn Cross.
- Strengthen links and partnership working with City College Manchester.
- Maintain communications via Email Update, PDD Group meetings, mentor training, annual report.
- Finalise and embed evaluation materials and methodology.
- Reading Network Ambassador visits YOIs.

1.2 *External Evaluation of the Reading Network.*

- Secure an external consultant to carry out the work.
- Identify parameters for the evaluation.
- Work with PDD Group and Steering Group on agreeing methodology and input to the evaluation.

1.3 *Roll out the methodology across YOTs in the West Midlands*

- Establish a working methodology for identifying a Learner's YOT worker.
- Implement monthly data collection from YOTs to track individuals and outcomes.
- Regular communication with KYPE and ETE leads through expansion of the PDD Group.
- Collect case studies of Learners from start of custody to end of licence.

1.4 *Develop (& Deliver) a sustainable Reading Network model for 2011 and beyond*

- Identify the way forward for the project post 2010.

- Identify specific sources of funding.
- Submit bids to Funders.
- Explore options to expand the Network to other YOIs.

1.6 Develop possible partners for supporting the transition from Custody to the Community.

- Meet with YMCA and Foyer Federation.
- Research and identify opportunities for Mentors to continue to use and develop skills on release.
- Work with the PDD Group to link Facilitators with VSOs.

1.6 Communicate Findings from the pilot.

- Disseminate the report from the External Evaluation.
- Produce and disseminate a final project report.
- Shannon Trust Conference.

Main Issues & Conclusions

"I have been doing Toe By Toe for 6 months and I have enjoyed it very much. When I started Toe By Toe it was very hard for me to read much. Since working through my Toe By Toe book, my reading age has gone from a 7'8 to a 10'5 which I am very proud of. Toe By Toe is very enjoyable and easy to do with your Mentor who works with you on a one to one basis, which makes you comfortable with your reading and gives you confidence. Thank you very much to the Toe By Toe Mentors and staff for helping me."
Toe By Toe Learner, Brinsford

It is clear that involvement in the Reading Network has much improved Toe By Toe delivery during 2009, and has been particularly successful in the YOIs that allow staff time to deliver the scheme and attend meetings.

Monthly data returns have improved this year as have numbers of Learners and Mentors; snapshot evaluations have been implemented and outcomes have been collated and reported.

It continues to be clear that Toe By Toe delivery is very vulnerable to internal changes within a Prison. Success is driven by the commitment and time of both the individual Facilitator and the support of the Senior Management Team but both these groups have many other demands on their time which take precedence over Toe By Toe. The Prison system seems to be in an almost constant state of flux, not just with the movement of Prisoners but with changes to delivery contracts, workforce modernisation, budget cuts, regime changes, staff movement, staff sickness and preparations for Ofsted and Prison Service Inspections all of which add pressure to those involved in Toe By Toe and so impacts on delivery.

Developing the Reading Network has highlighted that although Toe By Toe is vulnerable to all these factors outlined above, involvement in the scheme does lessen the impact and maintains momentum so that even if things slow down during a period of change, the scheme is not forgotten so is able to either tick over, or be restarted much more quickly than previously found.

The development of the role of the Local Representative has made a big difference to the support Shannon Trust is able to offer the YOIs. Where Representatives previously only had contact with one person in the Prison - the Facilitator - they are now beginning to widen their contact base of Education Managers, Hols, Officers, Chaplaincy, IMB members and, in some cases, other VSOs in the prison. This is raising awareness of the scheme and strengthening its position in the general prison activity.

One of the biggest positive outcomes that has been achieved, as a result of this project, is the impact of Shannon Trust having a member of staff who is a key holder at a prison and has access to the HMPS computer system. This has enabled

the Trust to find out about the sorts of things it is possible to put in place; what data is collected and stored by the prisons and how they share that information; access to staff directories and the ability to find contact details for staff in all the Prisons across England and receive updates and information that they would otherwise not have access to. This has not just influenced the development of the Network but has also informed the wider organisation and impacted the general strategic development of Shannon Trust.

When evaluating the impact, successes and possible roll-out of the Reading Network, Shannon Trust needs to consider the balance between what we would like to implement and what can be practically undertaken by Facilitators on a regular basis. It may be beneficial for Shannon Trust, the Mentors and the Learners to have snapshot evaluations, reading tests to monitor progress, training, etcetera. We need, however, to consider how to enable prisons to implement all these things in practical terms - perhaps with the help of the Local Representative, the buy-in from the Prisons and Education Providers - while maintaining the ethos of "Delivered By Prisoners For Prisoners".

"I have been a Toe By Toe Mentor at Brinsford for 10 months and it has been a great experience. As a Mentor you aren't just helping someone to read, you are learning yourself while building up your confidence. When you mentor a Learner and you see them improve it makes you feel proud of what you are doing and you also feel proud of the Learner."

Mentor Brinsford

Appendix 1. Glossary of Terms

YO	Young Offender
YOT	Youth Offending Team
KYPE	Keeping Young People Engaged
YJB	Youth Justice Board
HOLS	Head of Learning and Skills
YP	Young Person (under 18)
YA	Young Adult (18 to 25 year olds)
SENCO	Special Educational Needs Co-ordinator
LSC	Learning Skills Council
PDD Group	Programme Planning and Delivery Group
ILP	Individual Learning Plan
TxT	Toe By Toe
PO	Prison Officer
IMB	Independent Monitoring Board
POA	Prison Officer's Association
ETE	Education, Training and Employment
VSO	Voluntary Service Organisation
YJB	Youth Justice Board

Appendix 2:

Shannon Trust Toe By Toe Reading Network E-Udate August 2009

NEWS HIGHLIGHTS

Data: Data returns (showing new Learners and Mentors coming on board each month) are looking much healthier at this point in the year than in 2008. We are now getting information on a regular basis from nearly all the YOIs involved and numbers are increasing. At this point last year we had had 31 new Learners or Mentors join the scheme so 95 by the same point this year is fantastic and just goes to show not only that there is a need for the scheme, but also all the hard work being done by Facilitators and Reps across the West Midlands.

2009

	Swinfen		Brinsford		Stoke Heath		Werrington	Thorn Cross		TOTAL	nos YP
	LEARNERS	MENTORS	LEARNERS	Ment.	LEARNERS	Ment.	LEARNERS	LEARNERS	Ment.		
Jan	0	0	9	0			1	0	0	10	
Feb			6	4	1	0	0	0	0	11	4
March	0	1	6	3	2	2	2			16	8
April	3	0	7	6	4	0	5			25	5
May	2	0	3	1	1	1	6	3		17	7
June	3	1	4	5	2	0	1			16	1
TOTAL	8	2	35	19	10	3	15	3	0	95	

Thorn Cross: Things have moved on a-pace at Thorn Cross over the last month. The Peer Mentoring scheme run there is now fully involved with Toe By Toe. Mentor Training was delivered to a group of Mentors in July and many had individuals in mind who they plan to approach to become Learners. The enthusiasm for the scheme from staff and Mentors had been brilliant.

Whole Staff Briefing at Brinsford: A short presentation was given at a whole staff briefing at Brinsford in June. The meeting heard from our Facilitator (Jo Stoneley), an officer who supports wing delivery, a Mentor and a Learner. It was quite an emotional session - particularly hearing from the Learner and seeing him being brave enough to stand up in front of so many people and talk about the impact learning to read has had on him. Officer support is vital to help wing delivery and this was a very effective - and simple - way of getting the message across.

Butler Trust nomination: The Toe By Toe team at Brinsford have been nominated for a group Butler Trust Award. We will keep you informed on how they progress.

Training: Shannon Trust is training Facilitators and Local Representatives in how to deliver the Mentor Training. In July we trained Staff and/or Reps from HMP Birmingham, HMYOI Brinsford, HMP Featherstone, HMP Hewell, HMP Long Lartin, HMP Shrewsbury, HMYOI Stoke Heath and HMP/YOI Swinfen Hall. More dates for training are available in September so let me know if you would like to book a place.

Evaluation: We have now carried out the second snap-shot evaluation of feedback from Learners and Mentors within the Reading Network. Results will be collated within our new MIS system and fed back - both as an overall picture and by individual YOI. For this to be really successful, we do need more forms from Stoke Heath and Werrington (Well done Swinfen and Brinsford).

Brinsford Newsletter: Mentors at HMYOI Brinsford have produced another newsletter which goes out across the establishment. Feedback shows that this is a brilliant way of keeping awareness of Toe By Toe high, engaging the Mentors in a positive way and encouraging Learners to get involved. Mentors meet each month and all are responsible for providing copy and ideas for the newsletter.

Ed Mangers Meeting: Ruth Knapton kindly set up a time for me to meet with the Education Manager from Stoke Heath, Werrington and Helen from Brinsford also came along. We talked about how Education Departments can support the delivery of Toe By Toe and ensure that data is collected and returned and meetings are attended. Following this I went into Werrington and met with Leslie (Hols) and Thomas (Dep Ed Manager) to look at specifics for delivering to under 18s and Toe By Toe is now fully embedded in provision there.

Developments @ Werrington: As well as the above, Linda has done a great job with putting systems in place for monitoring and collecting data, identifying Learners and tracking progress. Numbers of Learners involved are reported at each morning briefing and support and innovation is provided by the SMT.

New Reps: We would like to welcome Cathy Stubbs who has come on board as Rep for Werrington. She will be working closely with Linda on delivery of Toe By Toe and supporting her with all aspect of managing the scheme. We look forward to welcoming Liz Kershaw in September who will become Rep for either Stoke Heath or Drake Hall. Tim Atkinson will support Ana at Thorn Cross and has already been in with me when I delivered the Mentor Training so welcome to him too. Jackie Brocklebank continues to support Swinfen Hall and is working hard with Sarah and her TxT Team to extend provision of the scheme.

Website access: Our Shannon Trust website is now accessible from the HMPS system at www.shannontrust.org.uk so have a look for up to date information. We are hoping to get a 'Facilitators Area' set up so that you can access the forms and contact details for all the Facilitators across the UK.

Date for your diary: 9th December 2009 - please keep this free as you will be invited to a Reading Network event to hear all about how the project has developed over the first two years of funding and what our plans are for 2010. This will also be an excellent opportunity to network with other prisons in the West Midlands and the Facilitators and Reps.

Many thanks to everyone involved in Toe By Toe and the Reading Network.

All the best

Susie

Toe by Toe Learner Feedback p2

8. How did you find out about Toe by Toe?

9. How soon after arriving did you find out about Toe by Toe in your current establishment?

10. How easy was it to find out more and start on TxT after you first heard about it?

Very Easy Easy Difficult Very Difficult

11. Why did you decide to start learning with Toe by Toe?

12. How far do you agree with these statements?

- a) Toe by Toe is improving my reading skills
- b) I can now read things for myself
- c) Toe by Toe has improved my communication with others
- d) Toe by Toe has improved my self-confidence
- e) Toe by Toe has helped me be more positive about my future
- f) I will go on to do more learning
- g) I would recommend Toe by Toe to others

	Strongly Disagree	Disagree	Agree	Strongly Agree

13. Please rate the following

- a) The structure of the Toe by Toe manual
- b) The 1:1 mentoring you experienced
- c) Support from prison staff
- d) Support from education staff
- e) Other reading materials available to you

	Poor	Fair	Good	Excellent

14. What could we have done better for you?

15. Any other comments (*continue on a separate sheet if necessary*)

16. Who helped you fill this form in?

Toe by Toe Mentor Feedback p.1

Individual Information – Shannon Trust is collecting this (anonymous) data purely for monitoring, quality and evaluation. Individuals are not identifiable from data supplied.

Establishment:

Date:

1. How old are you?

2. How would you describe your ethnic origin?

White, British English Irish Scottish Welsh Any Other White Background	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Asian, Asian British Bangladeshi Indian Pakistani Sri Lankan Any Other Asian Background	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Black, Black British African Caribbean Any Other Black Background	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Mixed Heritage White and Asian White and Black African White and Black Caribbean	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Chinese, Chinese British Chinese Any Other Chinese Background	<input type="checkbox"/> <input type="checkbox"/>	Any Other Ethnic Background(Please State) _____ Prefer not to state	<input type="checkbox"/> <input type="checkbox"/>

3. Sentence/Remand start date:

4. How long have you been in this establishment?

5. Roughly at what stage of your sentence did you start mentoring with Toe by Toe?

1-3 months 4-6 months 1 year other:

6. How easy was it to find out about Toe by Toe in your establishment?

Very Easy Easy Difficult Very Difficult

7. Where did you find out about Toe by Toe?

8. How long have you been a Toe by Toe Mentor?

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9. How many Toe by Toe Learners have you helped?

10. Why did you choose to get involved with Toe by Toe?

11. How far do you agree with these statements?

Being a Toe by Toe mentor has

a) helped improve my communication skills

b) improved my self-confidence

c) given me new skills

d) allowed me to understand others better

e) been a good use of my time in prison

f) helped me to be more positive about the future

and:

g) I will go on to do more learning

h) I would recommend Toe by Toe mentoring to others

Strongly Disagree	Disagree	Agree	Strongly Agree

12. Please rate the following

a) The structure of the Toe by Toe manual

b) The mentor training you received.

c) Support from Prison staff

d) Support from Education Staff

Poor	Fair	Good	Excellent

13. What could we have done/could we do better for you?

14. What are the best things about being a Mentor?

15. What are the most frustrating things about being a Mentor?

16. Any other comments (*continue on a separate sheet if you need to*)