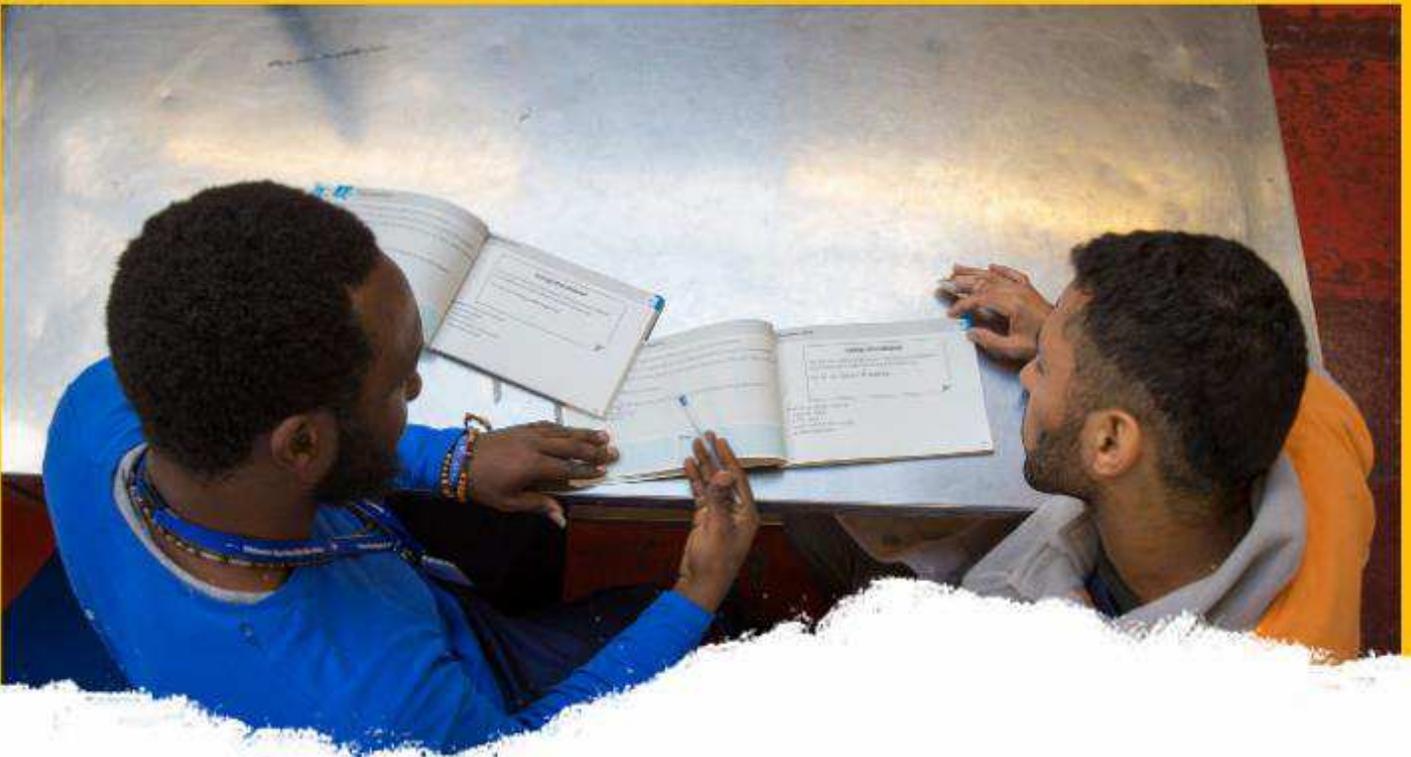




ShannonTrust
unlocking the power of reading



2019 Annual Survey Results

Thank you

At the heart of Shannon Trust is our belief that people can change their lives and the lives of those around them. Each year, our annual survey gives Learners and Mentors a chance to share how unlocking the power of reading with Shannon Trust is doing just that - thank you for taking part and for helping your Learners take part too.

This year, Learners have told us how learning to read is improving their confidence and helping them feel more positive about the future. For many, learning to read is opening the door to further learning and training. It's also helping make prison life easier to navigate and helping people stay connected to family and friends.

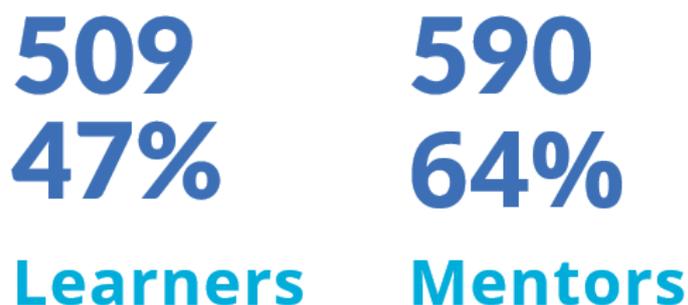
Thank you also for sharing how you're benefiting from being part of the Shannon Trust team. Many of you have told us you're developing new skills, seeing your confidence improve and developing your understanding of others. And nearly every one of you has said helping others learn to read is a good use of your time.

The survey results are shared with you over the next few pages. We hope you enjoy reading them and take a moment to congratulate yourselves for doing an amazing job.

Because of you lives are changing.

Who took part?

The survey took place over the first 2 weeks of June. 1,099 responses were received from Mentors and Learners across 76 prisons:



Key messages

- Working with a Mentor and Turning Pages helps people learn to read but the benefits go beyond reading.
- Shannon Trust and Turning Pages is a gateway to education for 89% of Learners.
- Learners get involved with Shannon Trust reading programme because it's 1-2-1, working with another prisoner at their own pace.
- Most Learners were able to start learning to read within 2 weeks of deciding to give it a go. However, 4 in 10 waited over 3 weeks to start.
- Learners are working at the pace that suits them.
- It's been easy for Learners who had transferred prison to pick-up Shannon Trust in their new location.
- Personal reasons and regime issues are the main reasons why Learners may miss sessions.
- Shannon Trust sessions tend to take place in 1 or 2 areas of a prison. Most sessions take part in residential areas.

More than words - why people learn to read

As Mentors you'll know many Learners start learning to read so they're able to read their own letters. Many understand how things in prison life such as filling in apps will be easier once they can read. For others the potential for work or further education once they're released is the motivation. Others may want to read to their children or they may be need to learn as

English is not their first language. In reality, it's likely you're supporting Learners who have several reasons to learn to read:

To read my own letters	6 out of 10
To help with prison life	6 out of 10
To get a job or go to college on release	4 out of 10
To read to my children	4 out of 10

'I'm 56. I want to get a life.'

Why people choose Shannon Trust

The chance to work 1-to-1 at the right pace encourages Learners to get involved with you and Shannon Trust. Being supported by another prisoner and having a real choice about getting involved are also important factors that help them decide to give learning to read a try:

It's 1-to-1	7 out of 10
I can learn at my own pace	7 out of 10
I'm supported by another prisoner	6 out of 10
It's my choice	6 out of 10
It's private	5 out of 10

Changing lives

9 out of 10 Learners have said their reading has improved. This is a fantastic result which makes a real difference to the people you're supporting. What's more the benefit goes beyond learning to read:



The survey also shows that Learners start to feel these impacts almost from the very beginning of working with you and Shannon Trust. Many Learners working on manual 1 report their self-confidence and communication skills are already improving. And many have already taken up further learning opportunities whilst on the first manual.

Opening doors to further learning

266 Learners had taken up further learning since starting to learn to read. A further 186 said they intend to take up other training or learning. This means 9 out of 10 Learners said working with you and Turning Pages is opening doors to education and training. Courses being taken include literacy, numeracy and ESOL classes together with vocational course and offending behaviour courses.

There's another important aspect of our work the survey shines a light on. Informal learning with you is helping change attitudes towards education. Learners who hadn't wanted to try out

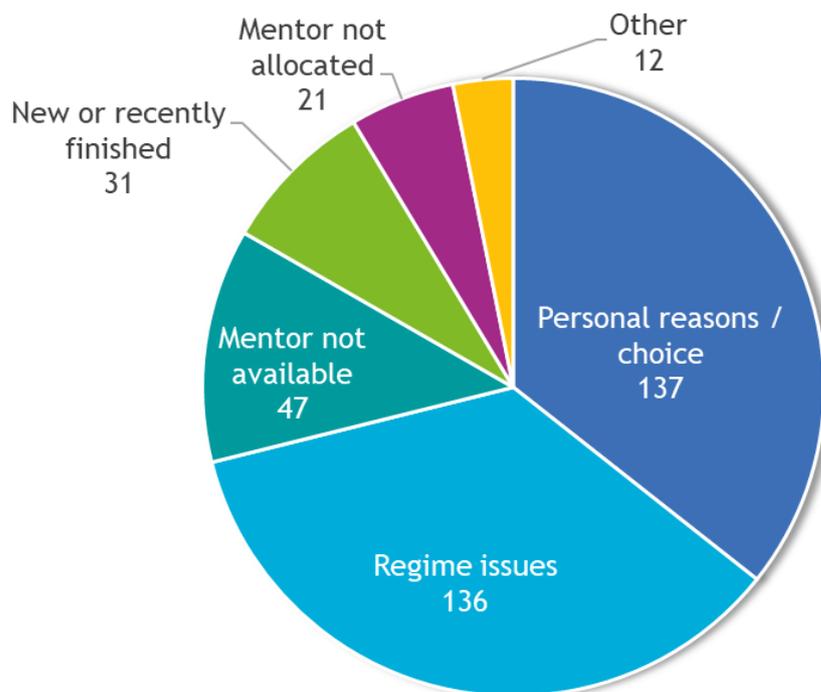
other educational courses started to think differently once they started working with you. 5 out of 10 had started courses and another 4 out of 10 intended to start.

Working with you

Nearly all Learners said they were working at the pace that was right for them. As we know being able to progress at their own speed is a key reason many people decide to give working with you and Turning Pages a go. Thank you for the care you take with this.

The survey also tells us about the number of sessions Learners have. 7 out of 10 Learners had less than 10 sessions in the two weeks leading up to the survey. Working on the basis that 10 sessions would have been possible, we asked Learners to share why they had less than 10.

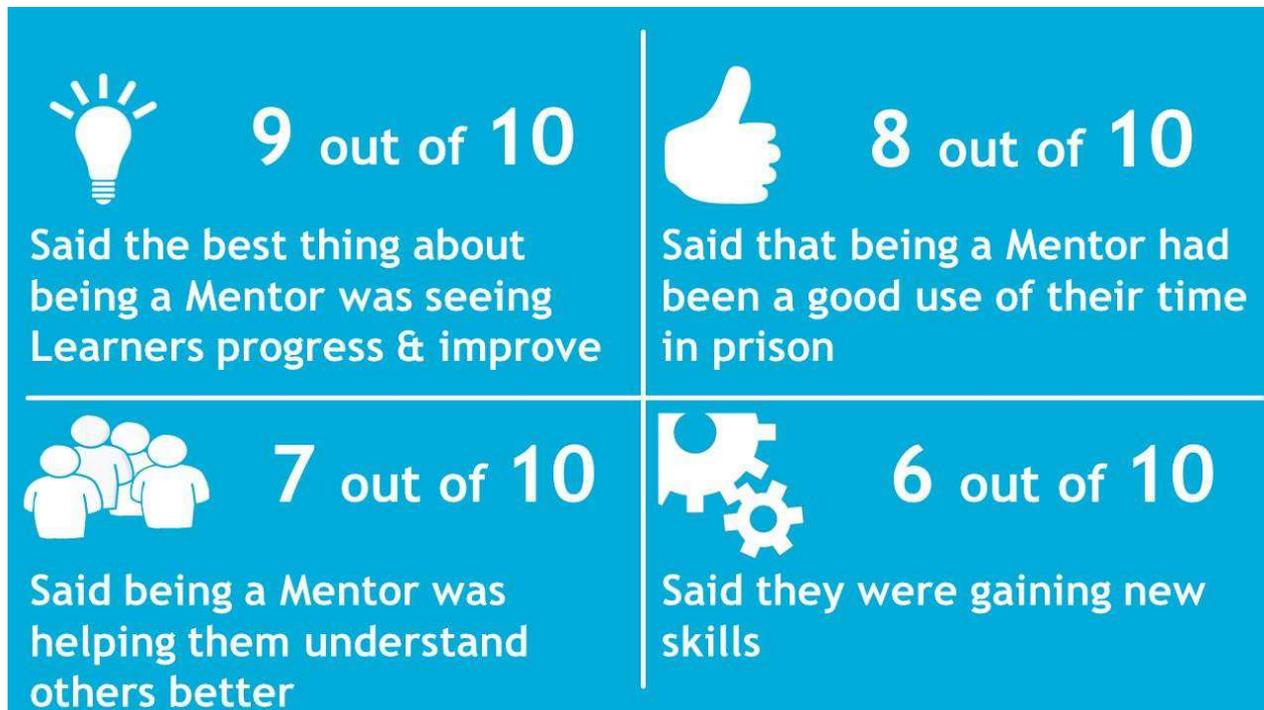
These are:



The survey has also confirmed that in most prisons, Shannon Trust sessions take place in residential areas and in Education areas. In some prisons learning takes place across many areas including workplaces and the gym. This is key information that is being used in other work we're currently doing to ensure Learners can access Shannon Trust during the core day.

Beyond Reading

The benefits of Shannon Trust and Turning Pages go beyond Learners gaining a key skill, Mentors benefit too. Nearly every one of you would recommend the role to others - thank you. Most of you felt your Mentor training prepared you well for your role which was great to hear. You also told us:



It's also been good to hear most of you can get access to Shannon Trust resources when you need them. Some of you do experience delays and so we'll be asking our volunteers to check in with you at your Mentors meetings to see what can be done to improve this.

Again, most of you are attending your monthly Mentor meetings, however there is a sizeable number of you that aren't. Thank you for letting us know why this is the case. We'll be looking at this to see what we can do to make the meetings more accessible to you and to introduce them where they're not happening.

Some of you hadn't attended a meeting because you were new to your role. Hopefully you've now had the chance to take part but if not, please go along. They're your chance to discuss new ideas to promote Shannon Trust and Turning Pages, share successes and meet other Mentors. They're also a chance to raise any questions or concerns so if there's a topic or question you'd like to cover, please raise it.

Some of you have shared the difficulties in meeting with your Learners and the frustrations this causes. This has been helpful for us to hear and we are working to find ways to overcome this. We are refocusing our attention on how to raise awareness of Shannon Trust and make it easier for people to take part in it. Please keep us informed on how this is progressing through your Mentor meetings.

‘My first Learner wrote his first letter. It was really nice to know I helped him do that.’

What next?

We want to make sure as many people as possible know about Shannon Trust and how unlocking the power of reading changes lives. To help with this, we’ve produced a pack of posters for you to use around the prison. Please make use of these - we know they spark interest from across the prison community from residents to staff and other voluntary groups.

We’ll also be sharing these results with the people who fund Shannon Trust - members of the public, trusts and foundations who you and your Learners inspire to support us.

The survey results also come as 2 pieces of work near completion. Firstly, our work with Learners, Mentors and other residents across 19 prisons taking an in-depth look at personal barriers to learning. Seeking solutions, we’ve asked what more can we do to help people overcome those barriers. The survey results back-up that work. We’ll be letting you know what we found out and what we’ll be doing as a result later in the year.

The second piece of work has looked at our Whole Prison Approach, the framework we use to run Shannon Trust in prisons. Again, the survey results have fed into that review. Our aim is to see what’s working well and where we need to focus our attention. Again, we’ll be letting you know more about this review and what happens next as a result.

Whether it’s through your Mentor meetings, surveys or through focus groups, we’ll continue to ask you, our experts, how we should develop our work. And we’ll continue to keep you updated on our plans and work over the next year.

This year, you’ve already helped unlock the power of reading for 1,000s of people in prison. Thank you.