

## CASE STUDY - HMP SWALESIDE

Mr X; currently serving a 16 1/2 year sentence.

Mr X was issued a ReaderPen Secure™ due to having low literacy and also deteriorating eyesight in September 2021 on a long term loan; as part of the trial of the ReaderPens through the Accelerator team.

Prior to using the pen Mr X relied on a couple of his peers to read and write for him or asked for staff to support him; often they were too busy.

Mr X has a significant amount of legal correspondence; which was private and often quite lengthy. He was unable to read this without support and those supporting him tended to skim read the correspondence.

Since being issued with the ReaderPen Secure™ Mr X has used this daily for everything. He states that he uses it for all of his legal correspondence; including re-reading all of the old correspondence, responses to applications, establishment notices and communication, PSO's and PSI's, menus, canteen sheets and also books.

Mr X is always seen reading with his ReaderPen Secure™ both in his cell on the landing!

When asked to feedback regarding his experience of using the ReaderPen Secure™ he stated the following:

"It is really easy to use. It does struggle with the smaller font and this can be frustrating but otherwise it is really good!

I have found using the Dictionary feature a bit complicated but can use the instructions to find how to use it.

I know that the pen does not help me with my writing but I have found that I am learning to recognise the same words which is helping me with my spelling and I am also learning how to pronounce the words; I then have a go at pronouncing them myself.

Since having the pen I feel more independent as I do not have to rely on staff or other prisoners to help me. I have a lot of legal paperwork due to an ongoing legal case and since being able to go through all of the paperwork again myself I have found a number of discrepancies which I was previously not aware of. This has helped me to raise these with my Legal advisor straight away.

I no longer feel embarrassed about having to ask for help with reading which makes me feel better about myself.

I have suggested to other people that cant read to ask for one of these but I know that there are no more left for issue and I am really lucky to have mine.

As the pen is so helpful for me I am really worried that it might be taken off of me and I will go back to having to struggle and ask for help again. I would like to purchase my own pen but realise that they are a lot of money and I am not able to do this at this time.

When I have recommended this pen to others I have said its really helpful when scanning any letters or reading and its been so valuable for me.

It has helped me to have more independence, privacy and also increased my confidence.

Finally I want to say that I think that all prisoners should be able to have one of these pens to help then if they are unable to read and write".

