

Devon County Council

Plain English Guide

June 2008



This guide works with *Ourbrand* - Devon County Council's corporate identity guide

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Introduction

This guide to Plain English can help you write clearly and effectively. Being able to write in Plain English isn't a talent you have to be born with, it's a skill anyone can learn if they just take a bit of time.

We hope you find this guide easy to use. If you have any comments or queries about Plain English, please look at our Plain English pages on **The Source** at <http://staff.devon.gov.uk/plainenglish>

This guide is designed to be a good example of how you can follow the brand guidelines and Plain English guidelines to produce a clear, corporate document.

What is Plain English?

'Plain English gets its meaning across clearly and concisely to its intended audience.'

The Plain English Campaign

The goal of Plain English is to produce information that the reader can understand the first time they read it. All our communications should be clear, concise and as jargon-free as possible. You may need to adapt your writing style to suit your audience – particularly if you are writing for children and young people – but by using Plain English you should always be able to communicate effectively.

Plain English is not childish and it's not patronising. It simply means writing in a clear and friendly way and always keeping your reader in mind.

Why do we use it?

'Cloudy, slimy sentences are the first sign of bad government; plain English is always the democrat's best defence.'

Andrew Marr

Former political editor for the BBC

We often have no way of knowing who will read the information we produce, especially if it is on the web. By using Plain English we can try to make sure that whoever reads our information will understand it.

Using Plain English can make us more effective and save us money. By producing clear information that reaches as many people as possible we can reduce the amount of time we spend explaining ourselves, and the amount of alternative formats we need to produce. We would all rather read something clear and succinct than try to battle through pages of waffle.

Why do we need a Plain English guide?

There is a lot of Plain English information available locally and nationally and many people have different ideas about English, especially grammar and punctuation. This guide draws together Plain English recommendations from:

- the Plain English Campaign
- Stephen Lloyd Training
- the Royal National Institute of the Blind (RNIB)
- the British Dyslexia Association (BDA)
- the Oxford University Press website, AskOxford.com

Everything that we recommend in this guide has been included because it is agreed to be good practice by at least one of these organisations.

This guide also includes a House Style. A house style explains how an organisation sets out, phrases, spells and punctuates its communications.

Why do we need a house style?

Lots of common words and phrases can be written in different ways (for example email, e-mail and Email) and spelling and punctuation change over time as language develops. Our house style sets out the approach we should use for spelling and punctuation to make our documents consistent and professional.

Following this style will help you to produce information which is:

- corporate
- clear
- consistent.

Ourbrand

This Plain English Guide has been designed to work with the **Ourbrand** corporate identity guide which explains how you should use our logo and brand. You can find **Ourbrand** at

<http://staff.devon.gov.uk/corporateid>

In this guide we refer to **Plain English** using capital letters because it is the name of a particular way of writing.

The quick guide to Plain English

Planning

Remember at school when your teachers told you to plan out your essays before writing anything? Well, they were right. Planning will reduce the time you spend revising your document later and will also mean that:

- your information follows a logical order
- you know what you need to write and where it needs to go
- you don't miss anything out.

There are several different methods for planning a document, including:

- spider diagrams or mind maps
- lists
- writing frames
- pyramids
- Post-its.

They are all useful; simply find the one that you feel most comfortable using.

You can find information about planning tools at:

www.bbc.co.uk/skillswise/words/writing/planningyourwriting

This site has very basic information, but it has some good examples of different planning tools.

Writing

Follow these guidelines when writing.

1. Know your audience. Identify who will be reading your work and keep them in mind as you write. Think about what they need to know. Keep your information short and to the point and let your readers know where they can find more detailed information if they want it.

2. Get to the point. Use the title and introductory paragraph to say what the information is about, who it is for and why you are publishing it.

3. Use everyday words. Write in direct language using everyday words. Think about how you would explain the same information in a conversation; you will usually find that you use more natural and plain language when talking, and that's how you should write.

4. Avoid jargon and abbreviations if you can when writing for people who are not familiar with your subject. Explain any technical terms you have to use. If you need to use an acronym or abbreviation always write it in full with the short version in brackets the first time it appears – Common Assessment Framework (CAF).

If only a specific group of people who are familiar with the technical terms will be reading your work, you probably won't need to explain everything.

Glossaries are particularly useful in larger documents and are the best way to make sure that people who don't know the subject can understand technical terms.

5. Keep sentences and paragraphs short. It is good to have a mix of long and short sentences for variety and interest, but aim for an average sentence length of 15–20 words. When you've finished writing go through your document and edit out any unnecessary words:

- the proposal ~~that was received~~ from
- we are ~~in the process of~~ preparing a strategy document
- we are ~~currently~~ developing.

-
- 6. Use active verbs.** Say 'we will do it' instead of 'it will be done by us'. The active voice is direct, inclusive and open.
 - 7. Be friendly.** Try to write in the 'first person' and use personal pronouns, so say 'we will do this' instead of 'Devon County Council will do this'. It makes you sound more helpful and human.

Checking

Once you've written your document check it thoroughly for waffle and jargon. You may not be able to use all the methods listed here, but you must make sure that someone checks your information before you send it out.

- 1. Check the document yourself;** the best way to do this is to read it out loud if you can!
- 2. Ask someone else to read it.** This is a better option. It helps if they don't already know a lot about the subject, they can then tell you if it makes sense and if you've made the points in a logical order. If you're writing an important document for the public which lots of people are contributing to, appoint an editor to make sure that the document is consistent.
- 3. Use readability statistics.** This is a function in Microsoft Word which gives your document a score based on the average number of syllables per word and words per sentence.

The **Flesch Reading Ease** score rates text on a 100 point scale; the higher the score, the easier it is to understand the document. For most standard documents aim for a score of 60 to 70.

The **Flesch-Kincaid Grade Level** score

rates text on a United States grade school level. For most standard documents, aim for a score of 7 to 8.

How to display readability statistics.

In Word click on **Tools** on the menu bar across the top of the page. Click **Options**, then click the **Spelling & Grammar** tab. Select **Show readability statistics** and click **OK**. When you have finished writing your document click on **Tools** on the menu bar across the top of the page and choose **Spelling & Grammar**. When the spelling and grammar check is complete a box will display your readability score.

Be careful not to rely solely on readability statistics to check your document. These statistics only provide a rough estimate and there are many aspects of a document that they can't measure. Always make sure that someone reads your document through.

- 4. Consult a group.** If you are producing a document which will be used for a long time, or if it is aimed at a very specific group of people (such as older people or people with a visual impairment), it's worth asking a group of relevant people to read it before you print it. If your document is for children and young people you must consult with them before you send it to print.
- 5. Use the Plain English and Easy Read project pages on The Source at:**
<http://staff.devon.gov.uk/plainenglish>

Design

The way you present your information (the design or layout) is just as important as the words you use. When you are producing a document make sure that you leave enough time to lay it out properly or to work with a graphic designer. Even if your words are clear no-one will read it if it looks cramped and unattractive.

The main thing to remember with design is that 'less is more'. Keep your page clean and simple. Any organisation or design elements that you use should help people read your information, not distract them from it. Some simple rules to follow are:

- 1. Left-align main body text** (text which isn't a header, footnote or title). Main body text should always be left aligned with a ragged right hand margin. You can centre headings and titles for effect, but do not justify text. Justified text looks dense and it creates uneven spaces between words, which makes the text harder to read.
- 2. Use headings** to guide your reader and break up long pieces of text.
- 3. Be clever with colour.** If you are using colour make sure that you have a good contrast between the text and the background colour. Black text on a white, cream or pale yellow background gives the best contrast. Putting a lot of text in different colours can be distracting and difficult to read. Try choosing one or two colours and using them to highlight key words, phrases and titles.
- 4. Use 12 point font** (or typeface) for text. An 11 point font is the minimum text size you should use.
- 5. Use Arial.** The DCC typeface for documents produced on a PC is Arial. If you want to use a different typeface for titles or headings make sure it is clear and readable. Do not use a 'handwriting' style typeface (such as Monotype Corsiva), Comic Sans or WordArt and never use more than three typefaces on one page.
- 6. Use photos to illustrate your text.** Don't copy photographs from the web as they are too small to print and will be grainy. If you are struggling to find images there is a good range of photographs available in ClipArt. Avoid ClipArt cartoons.
- 7. Use space to frame your information.** A lot of white space makes your document easier to read and guides your reader through the text.

Public information

Although you should have an audience in mind when you write, in reality you often have no way of knowing who might end up reading your information. This means that you should always produce something which is readable for as many groups of people as possible, including people:

- with a visual impairment
- who speak English as a second language
- who are dyslexic or have low levels of reading comprehension
- who are on the autistic spectrum
- who have a learning disability.

Of course, no publication will ever meet the needs of all these groups. Some people will need your document in a different format (such as Braille) but producing a clear, well laid-out document in the first place will make a big difference.

Text

- 1. Check, check and then check!** You really can't check your document enough. The most thorough way is to:
 - check the text and get someone who hasn't worked on the document to check it when you first write it
 - check the text when it has been laid out in the design
 - check the proof copy from the printer before your document is printed – this is usually the point where you find an obvious error you should have spotted the first time around.
- 2. Consult.** It is always a good idea to consult members of your target audience on a new document before you print it. They will be able to tell you if the text flows in a logical order and if they can understand all the terms and phrases used.

3. Use 'frequently asked questions' (FAQ).

Having an FAQ section is a good way of presenting information in leaflets and factsheets. Think about the questions which people would naturally ask and not simply questions that you would like to answer! Ask your consultation group or the person checking your text what they'd like to know and try to answer those questions.

Design

Follow the general design guidelines, but for public information always use a skilled designer. Any information we send out to the public represents the whole of Devon County Council, so it needs to be professional and present the right corporate image. For information on design services speak to:

- Devon Design and Print
<http://staff.devon.gov.uk/ictddp>
- your directorate's publications or communications officers.

Accessibility

You must always tell your readers how they can get your information in another format if they need it. We have a standard statement which you must use on documents for the public. See page 13.

Staff information

Internal information needs to be as clear and as easy to read as information for the public.

When producing information for staff don't assume that your colleagues in DCC – or even in your directorate – know as much about your subject as you do. And don't forget about new starters who may be too embarrassed to say that they don't understand our jargon.

Follow the normal rules of Plain English and:

make your documents worth reading.

We're all busy at work and your information will have to compete with lots of other messages. Make sure your document is easy to read, relevant and up-to-date. If you have something really important to say, make it stand out – don't bury vital news under waffle.

make your documents a pleasure to read.

Your readers may miss useful information if it isn't written in an engaging and friendly way. They are also more likely to remember your information if you have put some thought into it.

use short paragraphs and direct language.

Get straight to the point and write in the same way as you would talk to your colleagues.

be a ruthless editor. Edit your document to keep it as short as possible. If it is a long document produce a summary version which covers your main points and tells your reader where to find the full document if they want to know more.

use good design. Use the same guidelines as you would for a public document. Remember, if a document looks dense and unattractive staff won't read it – even if they know they should!

Letters and emails

Letters

If you are sending a letter you must use a Devon County Council letter template. You can find the templates in Word.

Click on **View** on the menu bar across the top of the page. Then click on **Task** pane. A new menu will open on the right hand side of the page. In the **New from template** section of this menu click on **General Templates**. All letter templates are stored here.

Letters should always be helpful, efficient, polite and friendly – whatever the subject matter. The structure is important; letters should always have a beginning, a middle and an end.

Beginning

The beginning sets the tone, introduces your topic and responds to a letter or query you have received.

So you might want to use:

- I would like to explain...
- Following our telephone conversation...
- Thank you for your letter of...

If you are dealing with a complaint, let the reader know from the beginning that you understand why they are upset and apologise, if it's appropriate.

Middle

The middle of your letter should set out the points you want to make and answer the points the reader has made in a logical order. If there are lots of points to make, put the important ones first.

End

The end should tell your reader what they need to do next and not simply summarise everything you have already said.

You could use:

- I hope this answers your question. If you need more information please contact me on ...
- Please fill in the attached form and send it back to me at ...

Top letter tips

1. There is no need to put commas in an address unless the address is all on one line. Similarly, there is no need to put full stops in names and titles.
2. If you are writing to a councillor the preferred salutation style is 'Dear Councillor XXXX'.
3. If you address a letter to someone by name, sign off with 'yours sincerely', otherwise use 'yours faithfully'. If you know the person well you may want to use 'kind regards' or 'best wishes'.
4. Keep your letter as clear and concise as possible. If you write too much your reader will lose interest. Instead direct your reader to a web page, a helpline number or include a leaflet with more detailed information.
5. If you include any other information with your letter there is no need to list it at the bottom – just make sure that you do include it.
6. Do not use 're' at the top of your letter – explain what your letter is about in the opening sentence.

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7. Try not to use headings in your letter. If you need them then your letter is probably too long.
 8. Think about how your reader will feel when they get the letter and, if in doubt, get someone else to read it through before you send it.

Emails

Email is a written form of communication which is covered by the ***Freedom of Information Act***, so use the same care and standards that you use for other forms of communication.

Use the same structure for email that you would for a letter.

- Beginning – I am contacting you because...
- Middle – The points I want to make are...
- End – What I would like you to do is...

Top email tips

1. Be friendly. Emails are less formal than a business letter, so it's more usual to use 'Hello John' rather than 'Dear Mr Smith' and 'regards' rather than 'yours faithfully'.
2. Be polite. It's often difficult to judge someone's tone from an email so remember to be polite and use basic formalities, such as signing off with your name.

3. Keep emails short. If you have a lot to say it might be quicker and easier to phone the person, or meet up with them.
4. Be professional. Emails should still follow the normal rules for spelling and grammar. It is not professional to use:
 - American spellings – color, favorite
 - text talk – w8, cu l8r, lol
 - emoticons or smiley faces - ;-)
5. Attach an auto-signature to your emails. This lets your reader know who you are and how they can contact you. Use a clear, simple font.

To create an auto-signature go to **Tools** on the menu bar at the top of the page. Click on **Options**, a box will open with a series of heading tabs. click on **Mail Format**, in the bottom section you will see a **Signatures** button. Click on this to start creating a new signature.

Email is not a secure method of communication so think carefully about what you send. We have specific guidelines for confidential information. Find them at <http://staff.devon.gov.uk/emailpolicy>

Web pages

Anyone can access the information we produce for the web, so using Plain English is vital.

We read web pages differently to printed documents. We often have to go to the information on a computer which we can't really move around, and we sometimes have little choice about the distractions around us when we're reading.

This means that when we read a web page we generally:

- look at the main body text and ignore information either side
- scan the text for relevant information rather than reading the whole thing
- leave the website if we haven't found what we're looking for in three mouse clicks.

So, when you're writing text for the web remember to:

- use the least amount of words possible
- have a new paragraph for every new idea
- use lots of headings and sub-headings so readers can navigate through the page
- use clear, conversational English which a global audience can understand.

Top tips for web writing

1. Never write 'click here' for a link because it causes problems for people using screen readers. Always use a word or phrase in a sentence as a link.
2. If you use a photo on your page make sure that you give alternative text explaining what the subject of the photo is so that screen readers can describe it.
3. Always say what the page is about in the first few lines.
4. Put any vital information in the main body text; if it only appears in the side boxes people may not see it.

This applies to the main DCC website and The Source intranet pages.

If you have any questions about writing for the web contact the web team on **01392 382883** or email webteam@devon.gov.uk

House style

A house style explains how an organisation sets out, phrases, spells and punctuates its communications.

You should apply the house style to all your information, including:

- publications such as leaflets and reports
- material for the web
- marketing material such as posters, flyers and invitations.

Consistency

Ampersands

Never use the ampersand sign '&' instead of the word 'and' unless it is part of an organisation's name – Jones & Sons.

Bold, underline and italics

Only use bold text to highlight titles, headers and important information. Underlining text and setting text in italics makes it much harder to read, particularly for people with a visual impairment.

Only use italic text for:

- titles of books, television programmes, journals and legislation – *The Children Act 2004*
- names of ships, railway engines and spaceships – *MSC Napoli*
- scientific names of plants and animals – *Primula vulgaris*.

Dates

When you can, use a specific date or time reference rather than a vague phrase like, 'later this year'.

When writing a date follow the style of these examples:

- on 27 April
- Tuesday 27 April 2007
- the 80s, the 1990s – no apostrophe
- the class of '78
- 1998-9, but 1983-91 to show periods of time
- 2006/7 to show an academic or financial year
- in autumn 2007 – seasons should always be lower case.

Diversity and equality

We need to make sure that our information is inclusive and respects everyone's views and feelings.

UNISON have produced a detailed and up-to-date guide on the best way of using positive and inclusive language, you can find it at: www.devoncountyunison.org.uk/equalities/applang/index.htm

Remember to always include the standard statement which tells readers how they can get your information in other formats and languages. This needs to be in 16 point font or bigger.

If you would like this in a different format, such as large print, Braille or tape, or in a different language, please contact the Council's Information Centre on 01392 380101 or email info@devon.gov.uk

Numbers

Write the numbers zero to nine as words and then use numerals – 10, 11, 12, 13, except:

- at the start of a sentence – always write the number out in full
- in a table – always write the number as a numeral
- when writing a measurement – always use numerals such as £3, 5mm, 7pm
- when writing about education stages – always use numerals such as year 6, key stage 1
- if you are writing numbers that are joined by a hyphen – ages 18-30.

Always:

- put commas in thousands – 1,000 or 33,000
- write 3.5 million, not 3 ½ million or 3.5M
- write out ordinal numbers such as first and twelfth, but use numerals over 20 – 21st, 33rd.

Spelling

Use the modern British spelling for words which could be written in two ways. This includes:

- always using 'ise' endings instead of 'ize' so:
 - organis**ation** not organization
 - recogn**ise** not recognize
- always prefer the simpler option so:
 - foc**used** not focussed
 - Medi**e**val not Mediaeval
- always prefer advis**e**r not advisor.

If you are not sure of any spellings check the online Oxford dictionary at

www.askoxford.com

Website addresses

Many documents have references to DCC web pages and external websites. Always write web addresses in the shortest form possible.

Our website has been designed so that only the first and last parts of the address are needed to find a page. The prefix `http://` and the suffix `.htm` are also not needed, so:

http://www.devon.gov.uk/index/learning/supporting-children/health_welfare/education_welfare.htm

can be written

www.devon.gov.uk/education_welfare

If you are including a reference to pages on The Source you will need to include `http://`, so: <http://staff.devon.gov.uk/corporateid>

Many external sites are also set up this way. Try deleting parts of the address until you find the shortest version of the address for the page you want.

Website and email addresses should not be underlined in a written document. Word does this automatically and you can get rid of it by highlighting the address and clicking the **U** button twice.

Grammar and punctuation

The modern style of punctuation follows a 'less is more' approach. This helps to keep text looking simple and clean and avoids confusion. Using lots of punctuation will make us seem old-fashioned and out of touch.

Clean, modern punctuation also makes text easier to read on a computer screen, which is important to remember as we put more and more information on the web.

Apostrophes

The rules for using apostrophes are surprisingly simple.

An apostrophe shows that a letter or letters have been left out.

- Can't for cannot.
- Don't for do not.
- It's for it is.
- You're for you are.

An apostrophe shows possession.

- For the singular use apostrophe 's'.
 - The customer's complaint.
 - The school's field.
- For the plural use 's' apostrophe.
 - The customers' complaints.
 - The schools' fields.
- If the plural doesn't end in 's' use apostrophe 's':
 - The children's playground.
 - The people's committee.
- For names ending in 's' we can just add an apostrophe:
 - Mr Williams' decision.

The possessive form of 'it' does not take an apostrophe as it works in the same way as ours, theirs, his and hers:

- DCC was pleased with **its** rating.

Ordinary plurals never take an apostrophe. This includes: 1990s, MPs, 1000s, cds, GCSEs and under-20s.

Find more information on apostrophe use on the Apostrophe Protection Society website at: www.apostrophe.fsnet.co.uk

Capital letters

The modern British style is to use as few capital letters as possible. Using too many capital letters can come across as old-fashioned and pompous.

Capitals should only be used for proper nouns including people's names, place names, months and days of the week (seasons do not take a capital letter), names of specific organisations and specific job titles.

General nouns do not take a capital letter, so:

- University of Plymouth but **u**niversity
- Phil Norrey, Chief Executive but a **ch**ief **e**xecutive
- Bob Smith, Social Worker but **s**ocial **w**orkers.

Capital letters should not be used for entire words or sentences. Writing words in capitals takes away their individual shape, making them very hard to read for people with visual impairments or dyslexia. It can also look threatening and as if you're shouting at the reader.

Hyphens and dashes

The most common uses for hyphens are:

- to avoid confusion – a geriatric ward nurse is not the same as a geriatric-ward nurse
- to distinguish between similar words – realign and re-align
- in double-barrelled adjectives – middle-aged
- with some prefixes – ante-natal
- to separate vowels – de-ice, pre-empt.

If you are unsure which words take a hyphen check the online Oxford dictionary at:

www.askoxford.com

'Email' and 'website' do not take a hyphen.

Dashes can be used – in the middle of a sentence – to separate out information in the same way that you would use brackets.

A single dash can be used like a colon – to show a break between pieces of information.

When dashes are used to separate information – like this – they have a space either side. When dashes are used to join information together as in 'ages 13–19', there are no spaces.

Obliques

The oblique symbol '/' means 'or' and should only be used in tables, in website addresses or in dates. In normal text always write out 'or'. If you have 'and/or' in your text you can replace it with 'x or y or both'.

Quote marks

Double quote marks " " should only be used for direct speech. Single quotes should be used when quoting from any other source.

Design

Bullet points

Using bullet points is a good way of breaking up solid pieces of text and can make complex information much clearer. There are different ways to set bullet points, for consistency please use one of these two ways.

A list in which each point is a separate sentence.

We support the five Every Child Matters outcomes.

- Be healthy.
- Stay safe.
- Enjoy and achieve.
- Make a positive contribution.
- Achieve economic wellbeing.

A list which is one continuous sentence.

Payments can be made:

- at a post office
- at a bank
- by post
- at the Alliance & Leicester using the Girobank service.

Use simple bullets like dots or diamonds so that the focus stays on the text.

Spacing

Spacing is very important. Only use one space after a full stop to start a new sentence and leave a line between paragraphs.

If you are producing information for people with a visual impairment or reading difficulties try to have a spacing (or leading) between each line of 1.5 or 2 lines.

You can find this in Word by choosing **Format** on the menu bar at the top of the page. Click on **Paragraph**, choose the **Indents and Spacing** tab Go to the box marked **Line spacing** and choose **1.5 lines** or **double** from the drop down menu.

Find out more

Websites

<http://staff.devon.gov.uk/plainenglish>

Our Plain English web pages for DCC staff.

www.apostrophe.fsnet.co.uk

Apostrophe Protection Society website includes basic apostrophe rules and examples of misuse.

www.bdadyslexia.org.uk

The British Dyslexia Association (BDA) website has a useful dyslexia style guide.

www.devoncountyunison.org.uk

The Devon County Unison site includes Diversity in Diction, Equality in Action.

www.askoxford.com

The online Oxford English Dictionary. The site includes a free dictionary and better writing resources.

www.plainenglish.co.uk

The website for the Plain English Campaign includes information about the campaign, training courses and free plain English guides.

www.rnib.org.uk

The Royal National Institute of the Blind (RNIB) website has its own clear print guide.

Books

Oxford Guide to Plain English

Martin Cutts

Oxford University Press, 2nd Edition 2007

Eats, Shoots and Leaves

Lynne Truss

Profile, 2007

Rediscover Grammar

David Crystal

Longman, 1988

Lost for Words: The Mangling and Manipulating of the English Language

John Humphrey

Hodder & Stoughton Paperbacks, 2005

The golden rules

- 1. Plan, write then check, check and check!**
- 2. Write for your audience.**
- 3. Get to the point.**
- 4. Use everyday words.**
- 5. Keep sentences and paragraphs short.**
- 6. Use active verbs.**
- 7. Be friendly.**
- 8. Use clear and simple design.**
- 9. Tell people how to get more information.**
- 10. Tell people how to get alternative formats.**
- 11. Use DCC templates for letters.**
- 12. Keep emails short and friendly.**
- 13. Use an autosignature on emails so people know who you are.**

Find advice and information about Plain English at

<http://staff.devon.gov.uk/plainenglish>

Alternative words

| Avoid | Use |
|----------------------|------------------------------|
| acquire | buy/get |
| appropriate | proper/right/suitable |
| as a consequence of | because |
| by means of | by |
| commencing | beginning/starting |
| concerning | about |
| completion | end/finish |
| demonstrate | show/prove |
| disseminate | spread |
| due to the fact that | because |
| engaging | talking to/working with |
| exclude | leave out |
| facilitate | help/encourage/make possible |
| for the purpose of | for/to |
| implement | carry out/do |
| in abeyance | on hold/postponed |
| in order to | to |
| integrated | joined up |
| locality | area/place/Kingsbridge... |
| necessitate | must/have to/need to |
| persons | people |
| procure | get/arrange/obtain |
| regarding | about |
| require | need/want/must |
| statutory | legal/by law |
| sufficient | enough |
| undertake | do/agree |
| utilise/utilisation | use |



Devon County Council Plain English Guide

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If you have any questions about this guide, or think that we have missed anything out, please contact Kelly Doonan on **01392 383698** or email **kelly.doonan@devon.gov.uk**