

Sean Driver from National Adult Literacy Agency facilitated this session

The workshop focused on four themes

1. What NALA do
2. What plain English is
3. Benefits of using plain English
4. Benefits to all of us

We began the session by looking at good examples of useful websites:

1. NALA plain English style guide for the public service
2. Customer communications toolkit for the public service. Motor Tax and Passport Office websites were also used as good examples.

One of NALA core principles is that everyone has a right to literacy and numeracy.

OECD figures in 2012 highlighted

- 1 in 6 adults have level 1 literacy
- 2 in 5 adults struggle with technology
- 1 in 4 adults struggle with numeracy

Benefits of Plain English

1. Save Time
2. Save Resources
3. Helps everyone participate
4. Soon to be a legal obligation

PPN's have to use acronyms but we have a responsibility to our members to ensure they understand them. Everything should be easily understood the first time a person reads it.

Going forward from a PPN perspective steps to apply

1. PPN could carry out a plain English audit
2. Use plain English resources
3. Become a member of NALA

One area particularly important to community and voluntary organisations is applications for funding. Community groups need more support from the Department, Local Authorities and Leader.

We have heard today that the Department are aware of this and have committed to further support in the Helping Hands Initiative.