

Plain English

The voice of Plain English Campaign September 2010

Issue 76

Home town Honour

Where can you go in Liverpool for:

- a cheering crowd of supporters from around the world;
- a standing ovation;
- acknowledgements from the world of education;
- the chance to rub shoulders with the rich and famous; and
- a great time?

On this occasion, the roar of the crowd came from hundreds of graduates and their guests at the Liverpool John Moores University (LJMU) graduation ceremony as Chrissie received her Honorary Fellowship for her services to communications.

It was a hectic day with media coverage, reunions with old friends and the ceremony itself. But despite the many celebrity names and distinguished guests, it was Chrissie who received a standing ovation from the audience, having captured the hearts of both young and old.

The speech welcoming Chrissie, delivered by Frank Sanderson, included the main principles of the university – dream, plan, achieve. And, Chrissie's thank-you speech demonstrated all the passion at the heart of her 40 years of campaigning.

Surrounded by towering graduates and dignitaries, Chrissie beamed with pride. She confided that one of the greatest thrills of the day was knowing that the university's students' union had 'plain Englished' their union constitution.

Chrissie says, "The roots of plain English, for me, started in Liverpool, and it's a dream come true that our young people are taking it into their future.



Left to right - Steve Kenny (Pro Vice Chancellor, Development, LJMU) Sir Malcolm Thornton (Chairman of the Board of Governors (LJMU), Professor Michael Brown CBE DL (Vice Chancellor & Chief Executive, LJMU) Dr Brian May CBE (Chancellor, LJMU) Professor Frank Sanderson (Executive Adviser to the Vice Chancellor, LJMU)

What I never dreamt was that I would be receiving this amazing honour of a fellowship – an uneducated scouser from the slums wearing a cap and gown!"

Phil Redmond, renowned scriptwriter and also receiving his special Ambassador Fellowship, gave Chrissie a warm hug and said, "Chrissie is a wonderful, wonderful woman".

Dr Brian May, Chancellor of LJMU, echoed those words and added, "Plain English – it's about understanding."

The day was an outstanding success for the university with the Vice-Chancellor Professor Michael Brown commenting that,

"Chrissie has captured our hearts and opened our minds".

You can see the day's events with photos and the full speeches on the LJMU website at:

<http://www.ljmu.ac.uk/graduation>

The next generation of jargon fighters



(Photo of students outside union building)

A legacy of the campaign's early work in Liverpool was seen in the plain English constitution of the Liverpool John Moores University Students' Union, completed earlier this year. The university is now looking at other ways to include plain English within its administration as well as its student communications.

Lily Rumsey, President, Liverpool Students' Union commented on the partnership:

"The Liverpool Students' Union believe that all students should have access to clear and concise information, and the Plain English Campaign work has really helped to improve the student experience in this way. We are pleased that they chose LJMU constitution as their university pilot, and this has clearly had a positive impact, with forum users and trustees commenting on its effect."

National Plain English Day

On Friday 10 December 2010 we will be recognising National Plain English Day and celebrating the start of Plain English Campaign.

We will be shredding jargon-filled documents in Manchester City Centre to mirror the event which took place on Parliament Green in Westminster in 1979 when Chrissie and other campaign supporters were moved on by the police.

If you want to join us in recycling the jargon you have received, we will provide more details of the venue and time nearer the event.



photo of original shredding

2010 annual awards ceremony

With this year being tough for most businesses and organisations, it is good to find a reason to celebrate. We will be holding our annual awards ceremony in Manchester to honour the best examples of written communication as well as taking a light-hearted look at those offenders who are guilty of using jargon and complex language.

To reflect the location of the venue, and the campaign's focus on education, we have invited the pianist and lecturer David Owen Norris to present the awards. David has a strong reputation in the world of classical music as a performer, composer and teacher. As a special tribute to the work of the campaign, David has composed a new piece of music for the awards. This new work will be performed as part of a public recital at the awards.

As well as this exclusive piece of entertainment, there will be the usual Golden Bull awards for gobbledygook, and the Foot in Mouth awards for a nonsensical comment made by a well-known public figure.

We are inviting public nominations for these and other categories. You can find full details on our website at www.plainenglish.co.uk/awards.

The nomination most likely to win our Foot in Mouth this year comes from Sarah Palin with her newly found word – 'Refudiate'. Tell us if you have heard or seen anything to beat that!

For nominations for Golden Bull awards, what about this nomination from a local resident of Derby who wrote to tell us,

"Near Derby City Council offices there is a street called the Morledge which is subject to extensive road works. The sign reads Morledge Public Realm improvements...what does that mean exactly? I went into the Council House reception and asked but was met with blank looks."

Old favourites from past Golden Bulls

1991 – A letter sent by Cumbria County Council to a former employee.

'In regard to your recent enquiry regarding your entitlement to retirement benefits if you were to be retired under the Voluntary Redundancy Scheme; when the added years awarded to you under the Scheme exceed 6.2/3rd years, there is a reduction of an amount equal to 30% of your redundancy payment in respect of each year (and part year) of service in excess of this. The amount is deducted from your additional lump sum, but if the said amount is greater than the additional lump sum, the outstanding balance is capitalised and deducted from the additional pensions. When the added years awarded are 6 years 243 days or less there is no reduction in your compensation.'

In more recent years, two examples of jargon surfaced above the many we receive about communications in the travel industry. We expect that the volcanic-ash events of 2010 will throw out many more nominations for jargon and gobbledegook used in the travel industry.

2008 - Gatwick Airport signage showing the location of the 'Shoe repatriation area'.

2009 - American Airlines Inc. for sending a 'Property Irregularity Receipt' rather than the plain old 'lost luggage ticket'.

The jargon of 2010

(extract from list originally published in The Times, Saturday 7 August 2010)

Bromance

A close, non-sexual relationship between two men.

Chillax

To calm down and relax.

Freemium

Where basic services are provided free (usually online) while more advanced features must be paid for.

Quantitative easing

Where a central bank, such as the Bank of England, introduces new money into the economy.

Deleveraging

The process or practice of reducing the level of a debt by rapidly selling off assets.

Paywall

Term used on a website for an arrangement where access is restricted to users who have paid to subscribe to the site.

Vuvuzela

A long horn blown by fans at football matches in South Africa.

Waterboarding

An interrogation technique simulating the experience of drowning. The person being interrogated is strapped, head downwards, on a sloping board. Their mouth and nose are covered and large quantities of water are poured over their face.

Exit strategy

A planned way of removing yourself from a situation that is likely to become difficult or unpleasant.

Surge

Sending extra troops to reinforce those already in a particular area.

Steve's Dragon

Steve Colgan is a retired police officer, illustrator and writer. He was one of our first Plain English Diploma holders. Steve contributes to the QI H Annual which follows on from the popular television series hosted by Stephen Fry. Steve's other work can be seen at www.stevecolgan.com

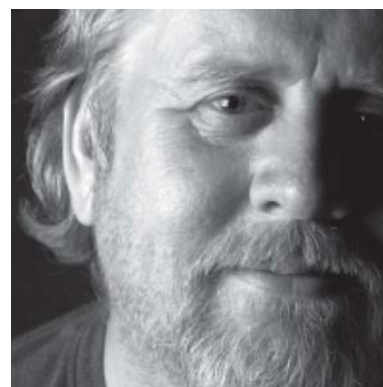


illustration by Steve Colgan

Council signs

Councils are spending hundreds of thousands of pounds replacing traditional boundary signs with bizarre and meaningless slogans. Who is asking for these signs to be replaced? Are these a priority over the other public services provided by our councils?

Visitors to Northamptonshire (once known as 'The Rose of the Shires') are now greeted with the words 'Welcome to Northamptonshire – Let Yourself Grow'. The cost for this piece of 'pastoral encouragement' – £100,000 over two years.

A Golden Bull contender

And, the London Borough of Tower Hamlets new slogan: 'Let's Make It Happen', leaves a hole of £29,677 in their budget.

We need to ask the question, 'Why are councils spending so much money on signs that don't really add anything?'

One plain English supporter has even nominated Leicestershire's new slogan for one of this year's Golden Bulls.

'Leicestershire, a place with no boundaries.

In a place with no boundaries, the un-imaginable becomes the art of the possible.'

The new words come from Prospect Leicestershire, which is 'the new economic development company charged with delivering physical regeneration and growth, business innovation and support and inward investment across Leicester and Leicestershire'.



You might be interested in a recent job vacancy listed by the Care Quality Commission on their website.

Steve Berry of Rock Radio in Manchester, asked his listeners to think up their own plain English welcome sign for their home town - the winner was from Rossendale 'a plaice with sole'. We like the clever reference to the town's history of shoemaking, but we're not sure about the fishy connections.

In the public 's view

Martin Stallion and Graham Connor were perplexed by the following, from Amazon's 'Seller Central' page.

"We are currently experiencing an issue that is impacting the availability of our back end feed processing systems. Feeds will be queued for processing and, once this issue has been resolved, will resume flowing through the system."

Or, in plain English: 'Our computers are not working properly at the moment.' Or does it mean that? It's hard to say what it means. Could it also mean 'We are short-staffed'?, Or, does it mean something else altogether? 'Our conveyor belt is broken?'

What it certainly does mean is, 'We are not going to be able to provide the service you are used to, but we're not going to make it easy for you to even understand why, what to do about it or when it will be dealt with. Instead, we will waffle in a vague and indeterminate way while refusing to accept the blame for what's gone wrong so you don't take us to task.'

Need a job caring for 'quality' jargon?

However, having any idea what you might actually be doing in this role is another matter, as the following extract from the job description illustrates...

'To achieve in this area the successful candidate will work closely with the directors to ensure that a significant shift in culture is sustained and directly impacts on the organisations performance. They will embrace initiatives to shape the organisations success by means of focused leadership, empowerment and values and ensure that key messages are communicated to promote reputation and culture. Other responsibilities will include talent management, performance management, development of a dashboard of human capital metrics and a detailed strategy for employee branding.'

Dehumanising war

The use of plain English is sometimes criticised for taking the creativity or emotion out of communications, or abandoning the wealth of vocabulary in the English language .

We believe the main aim of plain english is to use language that is appropriate and can be understood by the intended audience first time round. But there will always be new vocabulary to expand our minds and extend our learning.

We would like your feedback on the following article, both about the content and whether you felt the language was 'plain English'. Send your comments to info@plainenglish.co.uk.

Wars we see on the news, hear about on the radio or read about in print media are as neutralised as they are removed from any kind of accurate representation in our language. With the continuing onslaught in Afghanistan and the occupation of Iraq, along with numerous other global conflicts (or, more accurately, wars – even 'conflict' elicits images of a harmless spat), it's as good a time as any to look at the shape of language in dealing with such horrors, and the continuing modification of hellish battlegrounds as mere sites of a 'skirmish' or 'cleaned' of enemy soldiers.

'Fire and Forget'

'Collateral damage' is a familiar term, and it basically means civilian casualties and damage incidental to the bombing of military targets, unfortunate incidents that were a by-product of an initial military aim. So instead of any reference to death and injury, we have something that sounds like a fender dent. 'Fire and Forget' refers to an automatically guided missile. Fire, then forget about the consequences – or neutralise the consequences with a pat euphemism such as 'Collateral damage'.

A 'Runway denial device' is a bomb that scatters a cluster of cratering bombs over a large area to destroy air base runways. So in this sense to 'deny' is 'destroy'. A weapon is an 'asset', a strangely moderate term for a device that can murder thousands of human beings in one hit. 'Special renditions' means 'kidnapping', a considerably more 'acceptable' alternative.

Soft terms

What we ultimately have is a deployment of diluted, 'soft' terms that deny the reality of what is happening. Instead, we have less confrontational words that draw the sting out of facts for bland, easy consumption.

The post 9/11 initiated 'war on terror' drew us further away from clear accountability as it sidestepped the need for pinpointing specific nations and encapsulated whoever the coalition deemed a threat, on whatever basis. Literal, point-by-point explanations were no longer needed – a coinage could cover everything.

This is not a new phenomenon. Referring to the Vietnam war when writing in 2005, journalist Les Payne wrote: 'American soldiers were not mere fighters, and certainly not occupiers, but "guests" of the South Vietnamese. Tear gas used by U.S. forces was "an anti-riot agent" as though the Vietnam War was a street disturbance.'

Euphemisms thrive

War in the media is still a distant and dehumanised re-imagining for most, something at a remove, something to talk about between conversations about television shows and sports.

The language of war should at the very least properly declare truths, rather than be used as a tool to render the worst ongoing carnage on earth a digestible narrative.

It's an insult to those in the midst of war to re-imagine events in such a dishonest way, and it's an insult to the intelligence of those of us that demand the news, the real version, in plain, cold terms.

War is not 'assertive disarmament' - it's war. People die, buildings burn, nations mourn. And euphemisms thrive.

Better grades = lower standards?

Before enjoying the fun of gap years, Freshers' Balls or that shiny new work outfit, there comes the hurdle of getting the best grades.

Year upon year the UK 's A-level results have improved, presumably to the credit of our students and their teachers, and yet universities throughout the country are reducing places, with most even disregarding the elite A star grade introduced to help in selecting the exceptional students. Some universities are selecting candidates on their potential rather than the grades. So who will really benefit from a handful of top grades? Past criticism of examinations being of a lower standard have led to this year's increase in the difficulty of examination questions, but are A-level examinations too easy?

Exams or teaching methods?

There are two ways to look at this. The first is the actual exams themselves. Things have changed over the years and Alevels are based much more on modular coursework.

Many students prefer this as some perform poorly under examination conditions. They are learning just as much as they did for the traditional course format, but they have the chance to absorb more knowledge.

Secondly, are students being taught to swot simply to pass exams? Much of the curriculum is devoted to exam preparation, rather than the breadth of the subject.

While this gets good exam grades, does it prepare students for applying their knowledge in the real world of further education or business?

So are:

- good grades becoming easier to get because of the study format;
- people getting smarter; or
- teachers getting better at getting students to pass the tests?

These are all welcome developments. But, how do we make sense of the resulting students with excellent grades that still have no university place or job, who are being advised to 'do something useful' until one or the other becomes available?

Can we afford to just let the teachers teach the subject without paying mind to ranking in the league table? Teachers tell us they feel pressurised into achieving the results for the good of the school, sometimes at the cost of the students' best welfare.

Comment:

Sir Mike Rake said the telecoms giant binned almost a quarter of all applications made for a new apprenticeship scheme because candidates appeared 'completely illiterate'.

Many young people now fail to have the basic skills needed to get by in the workplace, he said.

Comment:

"I've had to work really hard to get my A* grades, but I don't think it will make it any easier to get a job. I think companies could help new starters by doing some refresher courses. And sometimes their job application for ms are not ver y easy to fill in." - school leaver, Stephanie, Kent.

Our educational system encourages a compromise in grading students that places a glut in the middle band, while we ignore the truly gifted who are not sufficiently challenged. And, there are also those students with special educational needs who are not receiving enough support. But this method gives the school the best possible rating in the league tables.

Plain English Campaign is campaigning against poor communications. Much of the poor language we see in the private and public sector has its roots in the language education of our students.

The need for re-education of basic skills at further education and employment level is a growing concern to personal and business development despite our overflow of highly graded students.

Who will decide whether we educate for the individual development of a young person and our future society, or just to make next year's TopTen?

Local Government Association (LGA) 250 banned words

The jargon overload threatened to blow the roof at Plain English Campaign when we received the latest list of banned words from the LGA. We knew that there would be government employees up and down the country revelling in the composition of a report that contained every single banned word and that there was every likelihood that such a composition would go unnoticed among the reams of government documents.

‘worklessness’

Plain English Campaign has never been prescriptive about language, preferring individuals to make their own decisions with an understanding of whether or not is appropriate for its intended audience. But this is a useful move on the part of the LGA if it means that writers of government communications will at least be aware that these words can be obstacles in achieving clear public information. The campaign has even received pleas from the public to campaign for the abolition of words like ‘worklessness’.

Management clichés like ‘going forward’ and tick box terms like ‘empowerment’ have become part of the government communication profile. Some people say that they can tell if a person is a government employee by their regular use of words like ‘advocate’ ‘benchmarking’ ‘centricity’ ‘local strategic partnerships’ and ‘thought shower’.

Give your opinion about the banned words at the [Local Government Association website](http://www.idea.gov.uk/idk/core/page.do?pageId=17636724). just copy and paste this link into your web browser <http://www.idea.gov.uk/idk/core/page.do?pageId=17636724>

Send us your government documents containing the highest number of the banned words to info@plainenglish.co.uk



John Parrott, a Cumbrian taxi-driver, has taken early retirement while receiving treatment for single cell cancer and recently bought a motability scooter to replace his Morris 1000.

The maiden voyage

After clothing to compensate for the wind and weather, I jumped on the newly-bought second-hand mobility scooter. I had spent most of the morning reading the unclear instructions, but was desperate to give the shiny machine a quick spin around the block.

It was parked close to a hosepipe reel fastened to the wall. Having carefully found out how the controls worked, I reversed away from the wall, minding the protruding hose reel. But in the process managed to bend the basket fixed to the front of the scooter.

Wildly cursing my bad driving, I reversed onto the lawn. Fortunately, the ground was hard, so getting back onto the concrete was reasonably easy.

However, not being familiar with the controls, I shot forward, very nearly going onto the main road, and narrowly missing my beloved Morris 1000.

Having released the paddle control I stopped abruptly, lurching forward onto the tiller steering and winding myself.

As I turned left out of the drive, it struck me that progress was slow. Looking at the speed control, I found two symbols. - one a tortoise, the other a rabbit – now that’s what I call plain English! Since the indicator lay very near the tortoise I wound it round towards the rabbit. Another lurch, this time backwards, made me glad the seat had a back to it.

With my excitement now under control, I proudly proceeded at a stately 4 mph.

New corporate members

Animal Health
Cityclean – Brighton & Hove City Council
Hackney Homes
Inquilab Housing Association
NHS Barking and Dagenham
NHS Westminster
POhWER
Raglan Housing Association Ltd
Redbridge Homes
Scottish Public Services Ombudsman
Sheffield City Council
Southampton Solent University
Sovereign Insurance
Spectrum Housing Group Limited
Student and Academic Services, Bournemouth University
Trading Standards Institute

New Silver Crystal Mark holders (at least 25 Crystal Marks)

Glasgow City Council
GreenSquare Group
London Borough of Hounslow
Royal Mail
Selwood Housing
Trading Standards Institute

New Gold Crystal Mark holders (at least 50 Crystal Marks)

North Ayrshire Council
Notting Hill Housing

New Platinum Crystal Mark holders (at least 100 Crystal Marks)

DVLA

New Crystal Mark holders

Age Partnership
Amicus Horizon Ltd
Bracknell Forest Borough Council
Care Quality Commission
ConvaTec

Dacorum Borough Council
Dorset Revenues & Benefits Partnership
Havard plc
Health and Safety Executive Ireland
IDC Manufacturing Group
IMA International
Landmark Chartered Surveyors
Liberty Living [http](http://)
NHS Croydon
NHS East Riding of Yorkshire
North East Ambulance Service NHS Trust
Ovo Energy
Royal College of Nursing
Royal Institute of British Architects
Scottish Public Services Ombudsman
Solicitors Regulation Authority
Three Valleys Housing Ltd
Trading Standards Institute
Travelex
Vauxhall

Help the public to understand your documents – with a Crystal Mark. More than 18,300 documents now carry our Crystal Mark as a sign of clarity.

We will not allow the Crystal Mark to appear on any document unless the intended audience can understand and act on it.

If you have a document you would like us to look at, and would like a quote for the work, please email info@plainenglish.co.uk, or phone Tony Maher on 01663 744409.

About our courses

We offer a range of training courses to teach you how to write in plain English.

In-house courses

Our trainers will come to your organisation's offices where your staff can take the course.

Online courses

We offer some of our training, including our business-writing course, online.

Open courses

We hold these courses regularly at various hotels around the country.

Plain English Diploma

This is a course that you take over a period of a year.

You may also be interested in our training pack, which gives you all the tools to train your own staff in plain English techniques.

If you have any questions about our range of courses, please phone us on 01663 744409 and ask for Terri Schabel, our training administrator.

Plain English training kit offer

If you have your own trainer, you can run your own courses with one of our plain English training kits. If you order more than one, we are offering a 10% discount on every kit you buy.

Compact plain English course

Do you need to train your staff on a budget? Then try our compact plain English course.

This new course caters for people in a hurry.

We know that many people would like to go to one of our one-day training courses but lack the time to commit a full day.

So, we have taken some of the main parts of the

one-day course and put them into a three-hour session. In that time you will learn the basics of plain English, and you will take away the same workbook we give to delegates on our full one-day course. You can then practise your new plain English skills, and extend your knowledge of plain English techniques, in your spare time.

The price for up to 15 delegates is £795 + VAT. (We may charge travelling expenses if our trainer has to travel more than 50 miles.)

For more details, or for details about any of our other courses, contact Terri Schabel on 01663 744409.

Editing offers

We will edit and Crystal Mark several documents of up to 4500 words in total for £995. As an indication of savings, editing and Crystal Marking three documents of up to 4500 words would normally cost £1995. The savings would be even greater if you send us four or more short documents with a word count of up to 4500.

Crystal Marks for your webpages

Now that a website has become more than just a shop front for organisations, we are seeing technology being used to its full extent with all information and many services accessed online. This has resulted in a vast reduction of printed information being distributed. It saves resources to offer online versions that can be printed at the user's convenience.

Our Internet Crystal Mark will give accreditation for websites that have been reviewed for overall usability, accessibility and design and format, but it would be unrealistic for this to cover every word on numerous webpages, that are possibly updated every day.

The style of writing for webpages is often being governed by different needs to those of printed information. There is a danger that specific documents added to webpages and needing action by the public, could be written with insufficient clarity or inappropriate language.

Of course, any documents or forms can be added to a website in a file format, such as a pdf (portable document format), so that what the user sees on the computer screen is exactly what prints out. Forms can be a particular problem when downloaded by the user. Something that looks fine on your computer screen can become a jigsaw puzzle of words and boxes when printed for completion.

Adding documents to your webpages in this way is a practical way of extending the web user's access to any documents that have been edited or even gained the accreditation of a Crystal Mark. Just be sure that any Crystal Marked documents are within their two year review period

But if you have any pages on your website that could be regularly printed by the public, such as the website 'Terms and Conditions' or the organisation's background as featured in the 'About Us' section of many websites, it might be worth contacting us for an estimate to edit and Crystal Mark this information.

Training dates until the end of December 2011 (open courses)

For more details, email us at info@plainenglish.co.uk, or phone our training administrator, Terri Schabel, on 01663 744409.

Thistle Euston Hotel (London)

2010

Wednesday 6 October (Plain English and forms design)

Wednesday 13 October (Grammarcheck)

Thursday 14 October (Plain English)

Thursday 28 October (Advanced Grammar)

Wednesday 3 November (Plain English for medical writers)

Thursday 11 November (Plain English)

Tuesday 7 December (Plain English)

2011

Wednesday 19 January (Grammarcheck)

Thursday 20 January (Plain English)

Thursday 27 January (Writing for websites)

Thursday 10 February (Plain English)

Thursday 17 March (Plain English)

Wednesday 13 April (Plain English and forms design)

Tuesday 19 April (Grammarcheck)

Wednesday 20 April (Plain English)

Tuesday 17 May (Plain English)

Wednesday 18 May (Writing for websites)

Wednesday 15 June (Advanced Grammar)

Wednesday 22 June (Plain English)

Wednesday 13 July (Grammarcheck)

Thursday 14 July (Plain English)

Wednesday 10 August (Plain English)

Tuesday 13 September (Plain English)

Wednesday 21 September (Plain English and report writing)

Wednesday 28 September (Writing for websites)

Wednesday 5 October (Plain English and forms design)

Wednesday 12 October (Grammarcheck)

Thursday 13 October (Plain English)

Thursday 27 October (Advanced Grammar)

Wednesday 2 November (Plain English for medical writers)

Thursday 10 November (Plain English)

Tuesday 6 December (Plain English)

Thistle Hotel (Birmingham City)

2010

Wednesday 15 September (Grammarcheck)

Thursday 16 September (Plain English)

2011

Wednesday 16 March (Grammarcheck)

Thursday 17 March (Plain English)

Wednesday 14 September (Grammarcheck)

Thursday 15 September (Plain English)

Thistle Hotel (Manchester)

2010

Wednesday 20 October (Grammarcheck)

Thursday 21 October (Plain English)

Tuesday 26 & Wednesday 27 March (Plain English diploma)(2day workshop)

Tuesday 7 December (Plain English)

2011

Tuesday 8 February (Grammarcheck)

Wednesday 9 February (Plain English)

Thursday 17 February (Advanced Grammar)

Wednesday 13 April (Plain English)

Wednesday 8 June (Plain English)

Thursday 11 August (Plain English)

Wednesday 19 October (Grammarcheck)

Thursday 20 October (Plain English)

Tuesday 6 December (Plain English)

Thistle Hotel (Edinburgh)

2010

Wednesday 6 October (Grammarcheck)

Thursday 7 October (Plain English)

2011

Wednesday 23 March (Grammarcheck)

Thursday 24 March (Plain English)

Wednesday 5 October (Grammarcheck)

Thursday 6 October (Plain English)

Glasgow

2010

Thursday 24 June (Plain English)

2011

Thursday 23 June (Plain English)

Belfast

2010

Tuesday 5 October (Plain English)