

Direct Duidelijk — The Netherlands' Government-Wide Plain-Language Writing Coach Programme

Digital Inclusion · Good practice · Netherlands

Quality score: 88/100

Evidence strength: Strong

Summary

Dutch national programme placing 'writing coach' teams in government bodies to rewrite bureaucratic text in plain language. 20,000+ texts improved since 2018, though independent monitoring found many municipal debt letters still too complex for low-literacy readers.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-22

[Direct Duidelijk Brigade / Netwerk Begrijpelijke Overheid, Ministry of the Interior and Kingdom Relations](#) — accessed 2026-08-22

[Taalunie: Direct Duidelijk helpt overheid met begrijpelijke taal](#) — accessed 2026-08-22

[Rijksoverheid: Monitor Begrijpelijke overheidsteksten \(2021\)](#) — accessed 2026-08-22

[Effectmeting Direct Duidelijk \(official report\)](#) — accessed 2026-08-22

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