Welsh Phonebank Team – Script – Early 2021

Please read this script in full before making any calls. You can find out more information at [welshlibdems.wales/phonebank-team](https://www.welshlibdems.wales/phonebank-team)

Q1. Hello, is that \*\*PERSON NAME\*\*?

My name is \*\*YOUR NAME\*\* and I'm calling from your local Liberal Democrat team.

PART 1 – COVID SUPPORT

\*\* In this section you will be checking that they have access to the information and support they need during this period, as we come out of lockdown. Everyone should be asked these questions \*\*

Q2. As you'll know, Wales is currently in level four lockdown. We wanted to give you a quick call to check that you're ok and that you're aware of how to get hold of any support and advice you might need.

Are you aware of where you can access to the most up to date online advice on health, social distancing and other COVID related regulations as they apply Wales?

\*\*IF NOT - GIVE THEM THE FOLLOWING LINKS\*\*

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| --- |
| For health visit NHS Direct Wales at<https://www.111.wales.nhs.uk>(This should be read out as “one one one dot Wales dot NHS dot UK”)For information on getting food or medicines, safety at home, going in to work, being unemployed, or paying bills visit the Welsh Government's Support Portal at[gov.wales/find-support-affected-coronavirus](file:///C%3A%5CUsers%5Cwelsh%5CDocuments%5CSummer%202020%20Phone%20Banking%5Cgov.wales%5Cfind-support-affected-coronavirus)(This should be read out as “gov dot Wales forward-slash find dash support dash affected dash coronavirus”)For other information visit the Welsh Government website’s coronavirus pages which is<https://gov.wales/coronavirus>(This should be read out as “gov dot Wales forward-slash coronavirus”) |

\*\* IF THEY HAVE INDICATED WHEN ANSWERING THIS QUESTION THAT EVERYTHING IS FINE REGARDING COVID-19 YOU CAN MOVE STRAIGHT TO THE QUESTIONS IN PART 2 \*\*

Q3. Do you have friends or relatives who can support you with food deliveries, or emergency supplies?

(you may want to add “if you need them” to the end of this question)

*Please record their answer to this question.*

*The possible responses are: Yes*

 *No*

 *Don’t Need*

\*\*IF THEY ANSWERED NO - GIVE THEM THE FOLLOWING INFORMATION\*\*

|  |
| --- |
| You can find information on getting food or medicines by visiting the Welsh Government’s Support Portal:<https://gov.wales/find-support-affected-coronavirus>(This should be read out as “gov dot Wales forward-slash find dash support dash affected dash coronavirus”)If they do not have internet access themselves encourage them to take the link and ask a trusted friend or family member to help them.Only if they are desperate for help, or if they really don’t have anyone else, should you take them through the portal. You will be asked a number of questions to help identify the support they need. |

PART 2 – CANVASSING

\*\* In this section you will be asking the more traditional canvassing questions. Most people are happy to answer traditional canvassing questions. However, you should not ask these questions to people who have already indicated that they are ill, not getting the support they need or have an unresolved issue. For these people jump to part 4 \*\*

Q4. How do you rate the Welsh Government’s overall response to the Coronavirus crisis?

*Please record their answer to this question.*

*The possible responses are: 0 – Very Poor*

 *1 – Poor*

 *2 – Average*

 *3 – Good*

 *4 – Very Good*

Q5. How do you rate the UK Government’s overall response to the Coronavirus crisis?

*Please record their answer to this question.*

*The possible responses are: 0 – Very Poor*

 *1 – Poor*

 *2 – Average*

 *3 – Good*

 *4 – Very Good*

Q6. What is the most important issue for you at next May’s Senedd election?

(you may want to add “the Senedd is the new name for the Welsh Assembly” to the end of this question)

*Please record their answer to this question.*

*The possible responses are: Brexit*

 *Health & Social Care*

 *Transport*

 *Education*

 *Environmental Issues*

Q7. Who will you be voting for in the constituency vote at the next election to the Senedd?

(you may want to add “which is the new name for the Welsh Assembly” to the end of this question)

*Please record their answer to this question.*

*The possible responses are: Liberal Democrats – those who are definitely voting Lib Dem.*

*Probable Lib Dem – those who are more than likely voting Lib Dem. People who “may” vote Lib Dem or are deciding between us and another party should not be recorded here.*

*Labour – those who are definitely or more than likely voting Labour.*

*Soft Labour – those who may vote Labour but could be persuaded to vote Lib Dem.*

*Conservative – those who are definitely or more than likely voting Conservative.*

*Soft Conservative – those who may vote Conservative but could be persuaded to vote Lib Dem.*

*Plaid Cymru – those who are definitely or more than likely voting Plaid Cymru.*

*Soft Plaid – those who may vote Plaid Cymru but could be persuaded to vote Lib Dem.*

*UKIP / Brexit Party – those who are definitely or more than likely voting UKIP or Brexit Party.*

*Soft UKIP /Brexit P – those who may vote UKIP or Brexit Party but could be persuaded to vote Lib Dem.*

*Green Party – those who are definitely or more than likely voting Green Party.*

*Soft Green – those who may vote Green Party but could be persuaded to vote Lib Dem.*

*Not Lib Dem – those who say that they are not voting Lib Dem but won’t give an indication to which party they will vote.*

*Not voting – those who won’t be voting.*

*Won’t say – those who won’t say how they will be voting.*

Q8. Who will you be voting for in the list vote at the next election to the Senedd?

(you may want to add “which is the new name for the Welsh Assembly” to the end of this question)

*Please record their answer to this question.*

*The possible responses are: Liberal Democrats – those who are definitely voting Lib Dem.*

*Probable Lib Dem – those who are more than likely voting Lib Dem. People who “may” vote Lib Dem or are deciding between us and another party should not be recorded here.*

*Labour – those who are definitely or more than likely voting Labour.*

*Soft Labour – those who may vote Labour but could be persuaded to vote Lib Dem.*

*Conservative – those who are definitely or more than likely voting Conservative.*

*Soft Conservative – those who may vote Conservative but could be persuaded to vote Lib Dem.*

*Plaid Cymru – those who are definitely or more than likely voting Plaid Cymru.*

*Soft Plaid – those who may vote Plaid Cymru but could be persuaded to vote Lib Dem.*

*UKIP / Brexit Party – those who are definitely or more than likely voting UKIP or Brexit Party.*

*Soft UKIP /Brexit P – those who may vote UKIP or Brexit Party but could be persuaded to vote Lib Dem.*

*Green Party – those who are definitely or more than likely voting Green Party.*

*Soft Green – those who may vote Green Party but could be persuaded to vote Lib Dem.*

*Not Lib Dem – those who say that they are not voting Lib Dem but won’t give an indication to which party they will vote.*

*Not voting – those who won’t be voting.*

*Won’t say – those who won’t say how they will be voting.*

(An alternative way of asking the two questions above is “As you know, there will be an election for the Senedd / Welsh Parliament next May. Which party are you most likely to vote for?” followed by “You have two votes in the Senedd / Welsh Parliament election, one for your constituency and one for the region, are you likely to vote for \*NAME PARTY\* for both?”)

Q9. Which party do you usually support?

*Please record their answer to this question.*

*The possible responses are: Liberal Democrats – those who always vote Lib Dem.*

*Probable Lib Dem – those who have voted Lib Dem in recent elections but may have voted for another party in the past.*

*Labour – those who always vote Labour.*

*Soft Labour – those who mainly vote Labour but have voted for other parties..*

*Conservative – those who always vote Conservative.*

*Soft Conservative – those who mainly vote Conservative but have voted for other parties.*

*Plaid Cymru – those who always vote Plaid Cymru.*

*Soft Plaid – those who mainly vote Plaid Cymru but have voted for other parties.*

*UKIP / Brexit Party – those who always vote UKIP or Brexit Party.*

*Soft UKIP /Brexit P – those who mainly vote UKIP or Brexit Party but have voted for other parties.*

*Green Party – those who always vote Green Party.*

*Soft Green – those who mainly vote Green Party but have voted for other parties.*

*Not Lib Dem – those who say that they don’t vote Lib Dem but won’t give an indication to which party they usually vote for.*

*Don’t usually vote – those who say that they don’t usually vote.*

Q10. Would you like to receive emails from your local Liberal Democrats?

*Please record their answer to this question.*

*The possible responses are: Yes - News*

*Yes – Campaign*

*No*

\*\*IF THEY ANSWER YES – YOU MUST READ OUT THE FOLLOWING IN FULL FOR LEGAL PURPOSES\*\*

|  |
| --- |
| May I ask for your email address? You will be able to unsubscribe at any time and full details of your rights are in our privacy policy on Lib Dems dot org dot UK.\*\* Write their e-mail address in the space provided for email addresses at the top of the page and tick the box in Connect to confirm that you read out the required statement \*\* |

PART 3 – VOLUTEERING

\*\* In this section you will be asking if they are willing to help the campaign. You should only ask these questions to people who have indicated that they are Liberal Democrat supporters. For everyone else jump to part 4 \*\*

Q11. Would you like to vote by post?

*Please record their answer to this question.*

*The possible responses are: Yes*

 *No*

Q12. You can help to show how much support the Lib Dems have by displaying a poster in your window or garden at election time. Is that something you would be willing to help with?

*Please record their answer to this question.*

*The possible responses are: Garden Poster*

*Window (Send)*

*Window (Taken) – you should not use this response*

*Maybe, ask again*

*No*

Q13. We like to keep in touch with local people through our regular leaflets. They are all delivered by local volunteers who do a few up and down their street. It takes about an hour, once a month or so. Would you be willing to give it a try?

(you may want to add “when we resume delivering again as restrictions on activity are lifted” to the end of this question)

PART 4

\*\* In this section you will be asking to speak to other members of the household or bringing the call to a close \*\*

Thank you very much for your time.

And (as appropriate)

I hope your issues are resolved.

Or

I hope you’re able to stay safe and well while this coronavirus continues.

Or

May I speak to other members of the household?

\*\* IF YES SWITCH TO OTHER MEMBER OF THE HOUSEHOLD AT THE VERY TOP OF THE PAGE \*\*