

Digest of material for release for FOI 0803-15 Scottish Independence Referendum

From: [redacted – name]
Sent: 04 September 2014 15:28
To: [redacted – name]
Cc: [redacted – names]
Subject: RE: Calls on the Scottish independence referendum

Thank you [redacted – name].

In terms of volumes, the total number of calls received in the last two weeks in our Global Consular Contact Centre operation is: **20**

- Hong Kong: 1 (from Thailand, on the voting process)
- Malaga: 19
- Ottawa: 0

The great majority of calls related to eligibility and the actual voting process. Three of them were about the consequences of a YES vote, particularly in relation to consular assistance overseas.

The two main sources of information that we have been using to signpost customers to are:

- The [Scottish Independence Referendum page on gov.uk](#)
- The section on the referendum on www.aboutmyvote.co.uk.

Hope it helps.

Regards,

[redacted – name] | Calle Mauricio Moro Pareto 2, Edificio Eurocom, 29006 Málaga

EMAIL: [redacted – personal information]

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From: [redacted – name]
Sent: 09 September 2014 17:32
To: [redacted – names]
Cc: [redacted – names]
Subject: RE: Calls on the Scottish independence referendum

Hi [redacted – name]

Just to update you on the calls coming in. Here in Ottawa we have started to receive some calls on the referendum. Mostly they have been about eligibility to vote and at least one asking about the

consequences of a YES vote. I have asked my team to send any more to me so that we can be more specific.

Thanks

[redacted – name]

[redacted – name] - Americas and Caribbean Consular Contact Centre |

BHC - 80 Elgin Street | Ottawa, Ontario | K1P 5K7 [redacted – personal information]

From: [redacted – name]

Sent: 02 September 2014 12:42

To: [redacted – names]

Cc: [redacted – names]

Subject: RE: Calls on the Scottish independence referendum

All,

Thanks for getting in touch – [redacted – name] has passed your email across to me. In Devolution Unit we would be interested to hear what type of questions you are receiving at the consular contact centres and in what volume. As you will know, we are now in the pre-referendum purdah period. This means [redacted] we can (drawing from existing lines/core script) respond reactivity and factually to enquiries, including those from media, on the referendum.

There is a variety of publically available material on line including the [Scotland analysis papers](#) and other [HMG materials](#). Others sources worth pointing to are: <http://whatscotlandthinks.org/> which also includes analysis on polling and the ESRC [website](#).

Our Intranet page on the referendum is at:

<https://extranet.fco.gov.uk/ourfco/directorates/europe/Pages/The-Referendum-on-Independence-in-Scotland.aspx>

If you need more, please don't hesitate to ask.

Best

[redacted – name]

[redacted – personal information]

Europe Directorate Internal | Foreign and Commonwealth Office | King Charles Street | London SW1A 2AH

[redacted – personal information]

From: [redacted – name]

Sent: 02 September 2014 10:56

To: [redacted – name]

Cc: [redacted – names]

Subject: Calls on the Scottish independence referendum

Hi [redacted – name]

We have started receiving calls on the Scottish referendum (16 days to go today). We are signposting these general enquiries to the following site on gov.uk. Could you pls. confirm if this is what we should be doing? We have not received any press lines from London on this event.

<https://www.gov.uk/government/topical-events/scottish-independence-referendum>

Regards,

[redacted – name] | Calle Mauricio Moro Pareto 2, Edificio Eurocom, 29006 Málaga

[redacted – personal information]

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