





# Nature and Us Citizens' Assembly Appendix 1: Recruitment

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# **Appendix 1: Recruitment**

This appendix provides full details of the recruitment process carried out by the Sortition Foundation. It includes the invitation letter that was sent to all potential participants and the full recruitment report prepared by the Sortition Foundation that outlines the recruitment method and final sample.





4 January, 2023

Dear Resident,

You **could be one of 50 people** selected to take part in the **Nature and Us Citizens' Assembly** answering the important question:

What future do we want for our natural environment in Wales?

**Nature and Us** has been involving the people of Wales in a national conversation about the future of our natural environment. The aim is to develop a shared vision for our natural environment in the year 2050 and consider the changes we need to make leading up to 2030 and 2050, as individuals and as a country. The vision will help build and guide action to create an environment that works for nature and for everyone in Wales.

Natural Resources Wales is facilitating this national conversation. We are the principal adviser to the Welsh Government about issues relating to the Welsh environment and natural resources, at a local, national, and global level.

The Nature and Us Citizens' Assembly will be on February 11th, March 4th or 5th, and March 18th. The first get together will be online, the second face-to-face and the third online. You need to attend all three sessions and if you take part we will give you £260 as a thank you for your time.

You don't need any prior knowledge to take part in the assembly; all we require from you is a willingness to listen to the information presented and share your opinions with us and your fellow Welsh residents. We want to hear from a real cross-section of people from all over Wales, so if your household has received this letter then you are the right person to take part!

Everyone aged 16 and over who lives at this address can register their interest by visiting <a href="https://www.sortitionfoundation.org/">www.sortitionfoundation.org/</a> natureandus or by calling Freephone 0800 009 6486. The deadline to register is Monday 16 January. More details about the assembly are available overleaf.

This is a fantastic opportunity for you to help shape the future of the Welsh natural environment. We hope that you will be interested in joining the assembly and we look forward to hearing from you.

Yours faithfully,

Sir David Henshaw

Di Hu

**Chairman of Natural Resources Wales** 

Clare Pillman

**Chief Executive of Natural Resources Wales** 





4 Ionawr, 2023

Annwyl Breswylydd,

Gallech chi fod yn un o 50 o bobl a ddewisir i gymryd rhan yng Nghynulliad Dinasyddion Natur a Ni i ateb y cwestiwn pwysig:

Pa ddyfodol ydyn ni eisiau ar gyfer ein hamgylchedd naturiol yng Nghymru?

Mae **Natur a Ni** wedi bod yn cynnwys pobl Cymru mewn sgwrs genedlaethol am ddyfodol ein hamgylchedd naturiol. Y nod yw datblygu cydweledigaeth ar gyfer ein hamgylchedd naturiol yn y flwyddyn 2050 ac ystyried y newidiadau y mae angen i ni eu gwneud hyd at 2030 a 2050, fel unigolion ac fel gwlad. Bydd y weledigaeth yn helpu i adeiladu ac arwain camau gweithredu i greu amgylchedd sy'n gweithio ar ran natur a phawb yng Nghymru.

Mae **Cyfoeth Naturiol Cymru** yn hwyluso'r sgwrs genedlaethol hon. Ni yw prif gynghorydd Llywodraeth Cymru ar faterion sy'n ymwneud ag amgylchedd ac adnoddau naturiol Cymru, ar lefel leol genedlaethol a byd-eang.

Bydd Cynulliad Dinasyddion Natur a Ni yn digwydd ar Chwefror 11, Mawrth 4 neu 5, a Mawrth 18. Bydd y cyfarfod cyntaf ar-lein, yr ail wyneb yn wyneb a'r trydydd ar-lein. Mae angen i chi fynychu pob un o'r tair sesiwn ac os byddwch yn cymryd rhan byddwn yn rhoi £260 i chi fel diolch am eich amser.

Nid oes angen unrhyw wybodaeth flaenorol arnoch i gymryd rhan yn y cynulliad; y cyfan rydym yn gofyn amdano yw eich parodrwydd i wrando ar y wybodaeth a gyflwynir a rhannu eich barn gyda ni a phreswylwyr eraill o Gymru. Rydym eisiau clywed gan drawstoriad go iawn o bobl o bob rhan o Gymru,felly os yw'r llythyr yma wedi cyrraedd eich aelwyd chi yna chi yw'r person iawn i gymryd rhan!

Gall pawb 16 oed a throsodd sy'n byw yn y cyfeiriad hwn gofrestru eu diddordeb drwy fynd i <a href="https://www.sortitionfoundation.org/">www.sortitionfoundation.org/</a>naturani neu drwy ffonio'r rhif Rhadffôn 0800 009 6486. Y dyddiad cau ar gyfer cofrestru yw dydd Llun 16 Ionawr. Mae rhagor o fanylion am y cynulliad ar gael dros y dudalen.

Mae hwn yn gyfle gwych i chi helpu i lunio dyfodol amgylchedd naturiol Cymru. Gobeithiwn y bydd gennych ddiddordeb mewn ymuno â'r cynulliad ac edrychwn ymlaen at glywed gennych.

Yn gywir,

Syr David Henshaw

Ditte.

Cadeirydd Cyfoeth Naturiol Cymru

Clare Pillman

**Prif Weithredwr Cyfoeth Naturiol Cymru** 

# Frequently asked questions: Nature and Us Citizens' Assembly

# What is a Citizens' Assembly?

Citizens' Assemblies are used all across the world to involve people in decision-making. They bring together a randomly selected group of people who broadly represent the entire community. These people learn about issues, discuss them with one another, and then make recommendations about what should happen and how things should change.

# Who is running the event?

The National Centre for Social Research (NatCen)'s Centre for Deliberative Research is part of Britain's largest social research organisation, and generates evidence that policy makers and citizens can use to inform, engage with and transform complex social issues.

### www.natcen.ac.uk

The **Sortition Foundation** is a not-for-profit organisation that specialises in recruiting people by lottery to take part in these kinds of events, in a way that is broadly representative of the wider population. **www.sortitionfoundation.org** 

### What are the dates and times of the sessions?

- 11 February (online), 5 hours
- 4 March in Swansea Bay, or 5 March in Wrexham (in person), 12-5pm
- 18 March (online), 3 hours

# What will taking part involve?

If you are selected to take part you will have the opportunity to meet with individuals from all walks of life from across Wales. You will hear from engaging speakers, and you will discuss the issues involved and the possible ways forward. You will be mainly working in small groups with facilitators to make sure everyone has their voice heard. You do not need to have any prior knowledge of the topics - all the information you need will be provided during the meetings.

# How will you ensure that the event is accessible?

If you are selected to take part, **you will receive** £260 to compensate you for your time.

The in-person meeting will be held at an accessible venue with a prayer room and quiet space available, and you will be given coffee/tea, lunch, and transport expenses.

We will support everyone who needs digital devices and/or an internet connection for use during the online meetings, and will support you before and during the assembly meetings in every way we can to help you join in.

If you require any form of additional support, for example translation, or support with accessibility issues, childcare, or other caring

To register your interest visit:

www.sortitionfoundation.org/natureandus or call Freephone 0800 009 6486

(8am-10pm Monday to Friday, 9am-6pm on Saturday & Sunday)

by **Monday 16 January** 

# Frequently asked questions: Nature and Us Citizens' Assembly

responsibilities, then every attempt will be made to provide this. If you are selected please just let us know about your specific requirements when we contact you.

# Who can apply?

Everyone aged 16 and over, who is normally resident in Wales and who lives full or part time at the address that has received this invitation can apply, with a few exceptions set out below. Please note that a maximum of one person from any single household can participate.

The following people cannot apply: Elected representatives from any level of government; paid employees of any political party; council employees working in a politically restricted post; or any member of NRW staff.

### How was I selected to receive this invitation?

Your household was one of 15,000 addresses in Wales that was randomly selected from the Royal Mail address database.

### After I register my interest, what happens next?

Once registration has closed, 50 people will be selected by lottery from everyone who registered their interest, to take part in the event. This random selection will be weighted to make sure that there are people from all across the community attending.

If you are selected, we will contact you by phone and email on or around Tuesday 17

January to let you know. We will then arrange a quick phone call with you to confirm that you can attend, discuss any requirements you may have to make it possible for you to attend, and explain what happens next.

# What will happen after the event?

The outcomes of the assembly will be presented to Natural Resources Wales and the Welsh Government jointly in Spring 2023. They will directly shape the vision for our natural environment in Wales, the actions we take collectively with citizens for both nature and for people, and will guide how NRW and other organisations work.

### Where can I get more information?

If you would like to talk to someone about the assembly before registering, please call the Freephone number below.



To register your interest visit:

www.sortitionfoundation.org/natureandus or call Freephone 0800 009 6486

(8am-10pm Monday to Friday, 9am-6pm on Saturday & Sunday)

by **Monday 16 January** 

# **Cwestiynau cyffredin:**

# **Cynulliad Dinasyddion Natur a Ni**

# Beth yw Cynulliad Dinasyddion?

Defnyddir Cynulliadau Dinasyddion ar draws y byd i gynnwys pobl yn y broses o wneud penderfyniadau. Maent yn casglu grŵp o bobl a ddewiswyd ar hap sydd, at ei gilydd, yn cynrychioli'r gymuned gyfan. Mae'r bobl hyn yn dysgu am faterion, yn eu trafod gyda'i gilydd ac yna'n gwneud argymhellion am yr hyn a ddylai ddigwydd a sut y dylai pethau newid.

# Pwy sy'n rhedeg y digwyddiad?

Mae Canolfan Ymchwil Ymgynghori'r Ganolfan Genedlaethol Ymchwil Gymdeithasol (NatCen) yn rhan o sefydliad ymchwil gymdeithasol mwyaf Prydain, ac mae'n cynhyrchu tystiolaeth y gall llunwyr polisi a dinasyddion ei defnyddio i lywio, trin a thrawsnewid materion cymdeithasol cymhleth. www.natcen.ac.uk

Sefydliad dielw yw **Sefydliad Sortition** sy'n arbenigo mewn recriwtio pobl drwy loteri i gymryd rhan yn y mathau hyn o ddigwyddiadau, mewn ffordd sy'n cynrychioli'r boblogaeth ehangach yn fras. **www.sortitionfoundation.org** 

# Beth yw dyddiadau ac amseroedd y sesiynau?

- 11 Chwefror (ar-lein), 5awr
- 4 Mawrth Bae Abertawe, neu 5 Mawrth
   Wrecsam, (wyneb yn wyneb) 12-5pm
- 18 Mawrth (ar-lein), 3 awr

# Beth fydd cymryd rhan yn ei olygu?

Os byddwch yn cael eich dewis i gymryd rhan, fe gewch gyfle i gwrdd ag unigolion o bob cefndir o bob rhan o Gymru. Byddwch yn clywed gan siaradwyr diddorol, a byddwch yn trafod y materion dan sylw a'r ffyrdd posib ymlaen. Byddwch yn gweithio'n bennaf mewn grwpiau bach gyda hwyluswyr i sicrhau bod llais pawb yn cael ei glywed. Nid oes angen i chi feddu ar unrhyw wybodaeth flaenorol am y pynciau - bydd yr holl wybodaeth sydd ei hangen arnoch yn cael ei darparu yn ystod y cyfarfodydd.

# Sut fyddwch chi'n sicrhau bod y digwyddiad yn hygyrch?

Os cewch eich dewis i gymryd rhan, **byddwch yn** cael £260 i ddiolch i chi am eich amser.

Bydd y cyfarfod wyneb-yn-wyneb yn digwydd mewn lleoliad hygyrch gydag ystafell weddïo a lle tawel ar gael, a byddwch yn cael coffi/te, cinio a chostau trafnidiaeth.

Byddwn yn cefnogi pawb sydd angen dyfeisiau digidol a/neu gysylltiad rhyngrwyd i'w defnyddio yn ystod y cyfarfodydd ar-lein, a byddwn yn eich cefnogi cyn ac yn ystod cyfarfodydd y cynulliad ym mhob ffordd y gallwn, i'ch helpu i ymuno. Os ydych angen unrhyw fath o gefnogaeth ychwanegol, er enghraifft cyfieithu, neu gefnogaeth gyda materion hygyrchedd, gofal

I gofrestru eich diddordeb ewch i:

www.sortitionfoundation.org/naturani neu dros y ffon ar Radffon 0800 009 6486

(8yb-10yh dydd Llun i Gwener, 9yb-6yh dydd Sadwrn i Sul)

# **Cwestiynau cyffredin:**

# **Cynulliad Dinasyddion Natur a Ni**

plant, neu gyfrifoldebau gofal eraill, yna gwneir pob ymdrech i ddarparu hyn. Os cewch eich dewis, rhowch wybod i ni am eich gofynion penodol pan fyddwn yn cysylltu â chi.

### Pwy all wneud cais?

Gall pawb sy'n 16 oed a throsodd, sydd fel arfer yn preswylio yng Nghymru ac sy'n byw'n llawn amser neu'n rhan amser yn y cyfeiriad sydd wedi cael y gwahoddiad hwn wneud cais, gyda rhai eithriadau a nodir isod. Sylwch y gall uchafswm o un person o unrhyw aelwyd unigol gymryd rhan.

Ni all y bobl ganlynol wneud cais: Cynrychiolwyr etholedig o unrhyw lefel o lywodraeth; gweithwyr cyflogedig unrhyw blaid wleidyddol; gweithwyr cyngor sy'n gweithio mewn swydd â chyfyngiad gwleidyddol; neu unrhyw aelod o staff CNC.

# Sut gefais i fy newis i gael y gwahoddiad hwn?

Roedd eich aelwyd yn un o 15,000 o gyfeiriadau yng Nghymru a ddewiswyd ar hap o gronfa ddata cyfeiriadau'r Post Brenhinol.

# Ar ôl i mi gofrestru fy niddordeb, beth sy'n digwydd nesaf?

Unwaith y bydd y cam cofrestru wedi dod i ben, bydd 50 o bobl yn cael eu dewis trwy loteri o

blith pawb a gofrestrodd eu diddordeb i gymryd rhan yn y digwyddiad. Bydd y dewis hwn ar hap ac yn cael ei bwysoli i wneud yn siŵr bod yna bobl o bob rhan o'r gymuned yn mynychu.

Os cewch eich dewis, byddwn yn cysylltu â chi dros y ffôn ac e-bost ddydd Mawrth 17 Ionawr, neu o gwmpas y dyddiad hwnnw, i roi gwybod i chi. Yna byddwn yn trefnu galwad ffôn gyflym gyda chi i gadarnhau y gallwch fynychu, trafod unrhyw ofynion a allai fod gennych i'w gwneud yn bosib i chi fynychu, ac egluro beth sy'n digwydd nesaf.

# Beth fydd yn digwydd ar ôl y digwyddiad?

Bydd canlyniadau'r cynulliad yn cael eu cyflwyno i Cyfoeth Naturiol Cymru a Llywodraeth Cymru ar y cyd yng ngwanwyn 2023. Byddant yn llywio'n uniongyrchol y weledigaeth ar gyfer ein hamgylchedd naturiol yng Nghymru, y camau a gymerwn ar y cyd â dinasyddion ar gyfer natur a phobl, a byddant yn llywio sut mae CNC a sefydliadau eraill yn gweithio.

# Ble alla i gael rhagor o wybodaeth?

Os hoffech siarad â rhywun am y cynulliad cyn cofrestru, ffoniwch y rhif Rhadffôn isod.



I gofrestru eich diddordeb ewch i:

www.sortitionfoundation.org/naturani neu

dros y ffon ar Radffon 0800 009 6486

(8yb-10yh dydd Llun i Gwener, 9yb-6yh dydd Sadwrn i Sul)

# Recruitment report: Nature and Us

Sortition Foundation, 31 January 2023

On 23 January 2023 we transferred the details of 52 residents of Wales to the organisers of the **Nature and Us Citizens' Assembly**. These 52 people will meet, online and in person, on 4 separate days in February and March 2023 to consider the question

### What future do we want for our natural environment in Wales?

Sortition Foundation was tasked with recruiting these 52 assembly members. We worked with the National Centre for Social Research and Natural Resources Wales to achieve this. Below we briefly describe the details of this recruitment process; the process followed our standard two-stage sortition template in conformity with the OECD's good practice principles for deliberative processes for public decision making.

# Stage 1

We randomly selected 15000 addresses from across Wales (Just under 300 addresses for every one of the needed 52 assembly members). Each of these addresses received a letter in the post inviting residents to sign up as potential members of the climate assembly. We have noticed in past jobs that people who live in more deprived areas tend to be less likely to respond to invitations of this kind, hence the random selection was weighted as follows: 80% of the addresses were chosen from the whole of Wales; 20% of the addresses were chosen specifically from more deprived areas of Wales. A map showing the 15000 addresses is here:



The invitation included the following summary card (as well as a letter and FAQ), with all material in both Welsh and English:







You are invited to register your interest in the

# Nature and Us Citizens' Assembly

### What future do we want for our natural environment in Wales?

taking place on February 11th, March 4th or 5th, and March 18th

Deadline for registering your interest in this event is Monday 16 January

Register at www.sortitionfoundation.org/natureandus or by phone on Freephone **0800 009 6486** (8am-10pm Monday to Friday, 9am-6pm Saturday to Sunday)



Take part and receive £260 as a thank you for your time







Rydych chi wedi cael eich gwahodd i gofrestru diddordeb yng

# Cynulliad Dinasyddion Natur a Ni

Pa ddyfodol ydyn ni eisiau ar gyfer ein hamgylchedd naturiol yng Nghymru?

yn digwydd ar Chwefror 11, Mawrth 4 neu 5, a Mawrth 18

Dydd Llun 16 Ionawr yw'r dyddiad cau ar gyfer cofrestru eich diddordeb yn y digwyddiad hwn

Cofrestrwch a darllenwch fwy yn www.sortitionfoundation.org/naturani neu dros y ffôn ar Radffôn **0800 009 6486** (8yb-10yh dydd Llun i Gwener, 9yb-6yh dydd Sadwrn i Sul)



Cymerwch ran a derbyn £260 i ddiolch am eich amser

All participants in the assembly will receive £260 in recognition of the considerable time and energy that the process asks of them. Invitations were open for 3 weeks and at the end of this time around 330 people had signed up as potential assembly members.

# Stage 2

As part of the sign-up procedure, all potential participants were required to share some basic information about themselves. We asked them to share their address, their date of birth, their gender, their ethnicity and information about their occupation. We also asked if they describe themselves as having a disability. Finally, we asked "In the last 12 months, how often, on average have you spent free time outside in green and natural spaces?" This question was asked to ensure that there was a wide range of starting opinions about the specific subject that the assembly was tasked to consider.

We then used this information as input into a "sortition algorithm"; this is a process of randomly selecting our 52 assembly members from the pool of 330 potential members in such a way that we have a **representative** sample (so, for instance, the age profile of climate assembly members is broadly similar to the age profile of the population of Wales as a whole). Details of the specific algorithm we use, including information about the fairness of the algorithm, can be found <a href="here">here</a>.

In addition to the information about gender, age, ethnicity, disability and climate concern mentioned above, we also used the address of each respondent to hit two further targets:

- Urban/ rural: we used government statistics to classify all addresses as lying in an urban or rural area and our sortition algorithm ensured that we had representative numbers from each in the assembly.
- **Geography**: We used information about the population distribution of Wales to ensure that the people who were selected were drawn from all areas of Wales, in proportion to the population in those areas.

Details of the selection process for this assembly are summarised in the pie charts attached at the end of this document.

The way to understand these pie charts is as follows:

- Column 1 (Target): These pie charts give information about the population of Wales as a whole, using various publicly available statistics (for instance via the ONS). As an example, in the first AGE pie chart, you can see that 31.3% of the population in Wales is between 45 and 64.
- Column 2 (Respondents): These pie charts summarise the information that
  was provided to us by the 330 people who signed up as potential participants.
  There is some skewing in statistics here compared with our target: for instance,
  notice that a larger proportion of the respondents had an occupation classed as
  "Manager/ professional" compared with what one might expect from the
  population.
- Column 3 (Original Selected): This column gives information about the first 52
  people who were selected by the algorithm. These people were each contacted
  individually by phone to confirm their participation. Some people dropped out of
  the process at this stage, as they had various constraints meaning they could
  not participate.
- Column 4 (Confirmed Selected): These pie charts summarise information about the 52 who were finally confirmed to participate in the assembly. Notice that, thanks to our use of a sortition algorithm, the pie charts in this column are very similar to the

target charts in the first column. As part of our recruitment process all of these people were contacted by telephone to confirm that they were still willing and able to participate -- in the event that this was not the case, we used the sortition algorithm to replace people who dropped out with others who shared similar characteristics.

To make things more legible we have removed the legend from the occupation and ethnicity charts. The legends are as follows:

# Occupation:

А	Manager/ director/ professional
В	Administrative/ secretarial/ skilled trade
С	Caring/ leisure/ service/ sales
D	Plant or machine operative/ elementary
E	Not in the labour force (retired)
F	Not in the labour force (other)

# **Ethnicity**

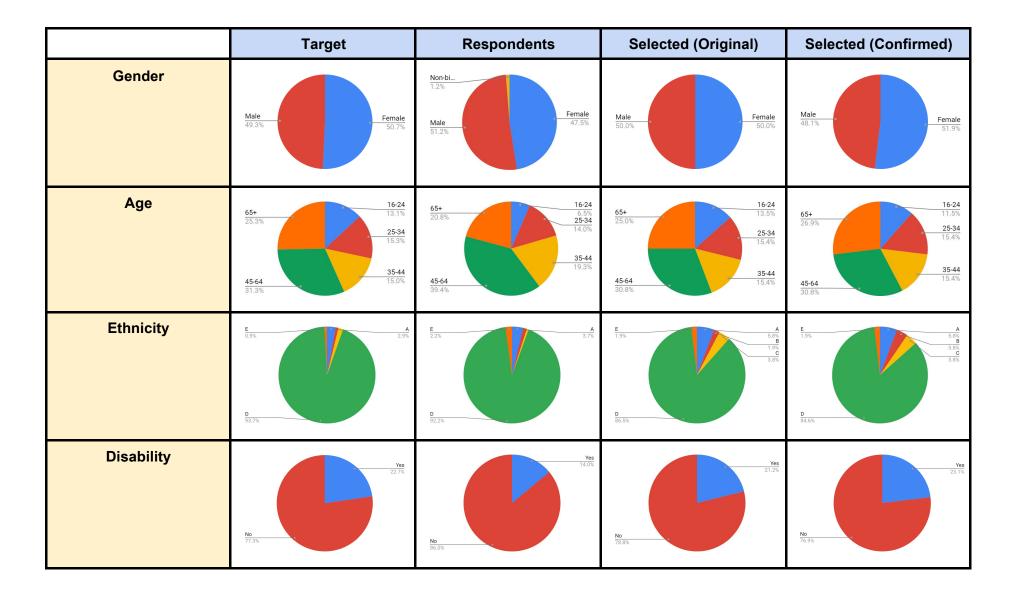
А	Asian, Asian Welsh or Asian British
В	Black, Black Welsh, Black British, Caribbean or African
С	Mixed or Multiple ethnic groups
D	White, White Welsh or White British
E	Other ethnic groups

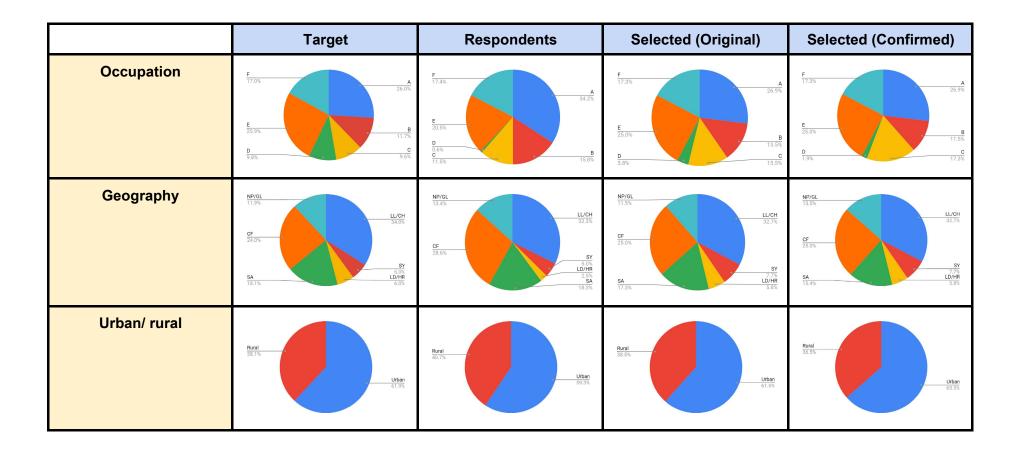
Note that, for some groups where the proportions were very small, there was some "over-recruiting" to make sure that there was a diversity of people in the assembly. This

applies particularly, in this case, to **ethnicity** where it was felt to be important to make sure that there was a reasonable representation of a number of minority ethnic groups.

No pie charts are shown for the question about time spent in green spaces. To deal with responses here we have used management information derived from an upcoming statistic from the People and Nature Survey (PaNs) to help benchmark and validate the composition of the citizen assembly -- again, we selected participants for the assembly whose answers reflected those of the population of Wales.

# Pie charts





# **Script**

Hello is that [name]?

Hi! I'm [name] and I'm part of the team organising the Nature and Us Citizens' Assembly.

[if landline, they may not know they're selected yet - "I'm calling to let you know that you've been selected to attend the event - congratulations!"]

Congratulations on being selected! Is this still a good time to talk for five minutes?

I'm going to go through a few questions and talk through some info about the event - you don't have to take notes; you'll receive an information pack after the call with all the details you might need.

Just to recap, the purpose of this event is to hear your views about what future we want for our natural environment in Wales. It's an online and in-person event, with 3 sessions, each on a separate day, taking place over February and March. During the sessions you'll hear information about the issues impacting our natural environment, and spend time discussing them, and potential ways forward, with other participants. You'll be in small groups, with facilitators to make sure everyone is heard. By the end of the sessions the participants will have put together some key recommendations, and these will be presented to Natural Resources Wales and the Welsh Government jointly in Spring 2023.

You don't need any prior knowledge to take part and there is no preparation work we need you to do. All we require from you is a willingness to listen to the information presented and to freely share your opinions with us and your fellow members.

Does that broadly sound like what you were signing yourself up for?

So to double-check that you will be able to attend **all** the sessions - do you already have those in your diary or should I go through them? (If the person knows they can't or likely can't attend some sessions then this means they are **not** eligible; if they are worried that something **might** happen that would stop them attending then we reassure them that they are eligible, life happens, and that they would have a conversation with the delivery organisation at that point).

- 11 February (online), 12pm 5pm
- 4 March in Swansea University, Bay Campus, or 5 March in Groundwork North Wales, Wrexham (in person), 12-5pm. People in LL/CH/SY postcodes go to Wrexham, everyone else to Swansea.
- 18 March (online), 1pm-4pm

You'll receive £260 in cash or voucher for attending as a way of saying thanks for giving up your time. Do you have any questions about the event so far?

Ok I just have a few questions for you...

### Tech issues

Some of the meetings are online and will use a technology called **Zoom**, so I'm going to ask you some questions about that so that we can make sure everyone has the support they

need. We know that everyone has different levels of online skills and confidence, and it is important to us that this is not an obstacle to taking part. This is not a test and it will not impact your ability to take part in the process.

- How much experience do you have of being in video meetings lots, a bit or not at all?
- Do you have a laptop, computer, or tablet that you could use to join the video calls? If someone doesn't have a device suitable, someone will be in touch with them about this. If computer, check it has mic and camera!)
- Do you have access to a broadband internet connection where you are? (if not, someone will be intouch)
- You'll receive joining instructions for the calls in the information pack that will arrive next week, and if it would help you, we can have a one-to-one with you before the event to go through how it works. Do you think you'd like a one-to-one session with someone?

# Other Assistance/Accessibility/Dietary issues

Do you have any other accessibility requirements that we should be aware of to help make the event work for you? For example language, hearing, vision, or caring responsibilities? [If so, someone will contact you to discuss]. The in-person session will be held in a fully accessible venue.

Do you prefer to take part in English or in Welsh?

Do you have flexibility about going to Swansea/ Wrexham (selected participants only)

Do you have any dietary requirements that the people catering for the in-person session should know about?

# Info Pack

After this phone call, the next thing that will happen is that you'll hear from NatCen - the organisation running the event - by the end of next week. They'll send you a confirmation pack that includes more practical details about how the meetings will run. If you have any questions about any of the information when it arrives then there will be contact details included for you to sort out any questions or issues in the run up to the first meeting. Can I check - is it OK if you get this information by email?

[So - now check post and/or email addresses, assuming we will email to most people.

If there are issues with emailing this person generally, check how to contact them normally

e.g. phone, and make a note. Flag any details changes e.g. email / phone numbers, as we may want to update the central database with these]

Can I answer anything else while I'm on the phone, or are you happy to wait for the detailed info to arrive?

OK, that's everything. Good to talk to you - thanks for making time to talk to me today, and we really appreciate you taking part in this event.