



UK MP eCampaigning Survey 2006

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About FairSay

FairSay provides advice and support on campaigning and how to use interactive media to contribute to achieving the campaigning objectives. FairSay works from an evidence-based approach to ensure that campaigns focus on what works and/or how to determine what works. FairSay's most popular services include developing an e-campaigning strategy, undertaking an e-campaigning review, running e-campaigning training and providing hands-on support. FairSay also organises the annual eCampaigning Forum event. For more information see fairsay.com

About Duane Raymond

Duane founded FairSay in 2004 to help campaigners and campaigning supporters get a fair say in shaping their world. He worked as Oxfam GB's pioneering eCampaigning Manager from 2001-2004 where he helped Oxfam GB and Oxfam internationally achieve a massive increase in the number of campaigning supporters online. He has worked on national campaigns, global campaigns and coalitions campaigns including some of the most successful campaigns in the last decade. To contact Duane, email duane@fairsay.com

Campaigns using an over-simplistic campaigning approach that prescribes how communication should occur for *all* MPs is doomed to be effective for only *some* MPs

A one-size-fits-all strategy for influencing MPs is more likely to fail. MPs positions and preferences should be researched, grouped and targeted appropriately.

1 Summary

The primary questions driving the 2006 MP eCampaigning Survey were to identify:

1. If e-campaigning has an impact on UK MPs
2. How it has an impact on UK MPs
3. What strategy and tactics campaigning organisations should use to influence UK MPs

The survey identified that it is highly dependent on the MP as to how constituents communicate with them, how they treat different channels of communication and what impression different styles of communications leave. A major influence on these factors is also what the MPs current position is on the issue raised in the communication. Thus an over simplistic campaigning approach that prescribes how communication should occur for all MPs is doomed to only be effective for a proportion of MPs, likely no more than 50%.

Several strategies and tactics were identified that campaigning organisations can use to increase the impact of their online campaigning. Foremost of these is that MPs vary considerably in how they perceive e-campaigning and thus having a one-size-fits-all approach is likely to work well with some MPs and not with others no matter what the strategy. Instead MPs should be researched and segmented for more specific targeting according to a range of factors.

Some organisations may already do this offline to with MPs and Regional Assembly members. But online, most organisations target all MPs with the same message. Instead they should target *segments* of MPs and regional assembly members to distinguish the campaign from all the other issues and organisations MPs and regional assembly members are bombarded by.

Survey Timing
March–April 2006

2 Background

The MP Survey ran between mid March and mid April 2006. It aimed to help the commissioning organisation to understand the impact e-campaigning had on UK MPs. It consisted of 36 questions grouped into three types of questions:

- Profile questions that aimed to the profile of each participant
- Communications questions to help understand how e-communications (and thus campaign emails) were perceived by MPs
- Impact questions to help understand how and where e-campaigning was effective or ineffective in influencing MPs

The survey was promoted via a personalised email to each MP asking them to complete the survey online. As such it would primarily appeal to the more Internet savvy MPs. The Liberal Democrats central committee also encouraged MPs to participate via a communication from the central office to MPs.

The email and survey was done in FairSay's name and alluded that it had been commissioned to a major UK charity (which it had been), but didn't mention this charity until the survey had been completed. MPs were promised a summary of the results if they participated (as were central committees if they promoted the survey to MPs). They were also told highlights of the survey would be issues in a press release.

As this survey asked MPs to self-assess what impact e-campaigning had, the response may differ from the real impact if MPs don't want to reveal what influence it had. However as the findings are still seen as insightful for planning future e-campaigning. Furthermore, as particular issues were topical at the time of the survey, the issues reported tended to reflect this and should be taken to reflect the whole year.

3 Survey Performance

Generally, the survey performed well by getting 12% of MPs who received the survey request email to respond of whom 70% completed the survey (8.4% or 77 of those who received the email). Other organisations who regularly do MP surveys get about 150 responses and thus this response rate is considered fairly good. It only emerged after sending it that it was sent at a busy time of year and had it been sent at a less busy time for MPs, uptake could have been even higher.

Table 1: Performance by MP Party

Political Party	# MPs	Received	% MPs	Email Failed	Declined	Response Rate ¹	Completion Rate ¹
Labour	332	322	97%	11	9	9%	64%
Conservative	196	189	96%	7	10	11%	70%
Liberal Democrat	63	63	100%	0	2	33%	84%
Labour Co-op	21	20	95%	1	0	0%	0%
Democratic Unionist Party	9	5	56%	3	0	20%	50%
Scottish National Party	6	6	100%	0	0	33%	100%
Sinn Féin	5	3	60%	2	0	33%	100%
SDLP	3	3	100%	0	1	0%	0%
Plaid Cymru	3	2	67%	1	0	0%	0%
Independent	2	2	100%	0	0	0%	0%
DCWM	2	1	50%	1	0	0%	0%
UU	1	1	100%	0	0	0%	0%
SPK	1	1	100%	0	0	0%	0%
Respect Coalition	1	1	100%	0	0	100%	100%
CWM	1	1	100%	0	0	0%	0%

As can be seen from Table 1, of the three largest parties, the Liberal Democrats had the best relative response to the survey request. However Labour still had the highest absolute number of MPs participating. 'Labour Co-op' party members tended to record themselves as just 'Labour' thus deflating the Labour Co-op results. The Conservatives were in between Liberal Democrats and the Labour on most performance measures – but proportionally had the highest rate of declining to participate. Note that if an MP didn't respond at all then they weren't recorded as 'declined', just as no response¹. Thus Labour had 284 (88%) 'no responses', the Conservatives 158 (84%) and the Liberal Democrats 40 (63%).

¹ # of no responses = # received *minus* (declined + response rate *multiplied by* # received)

Proportionally, female MPs were most likely to complete the survey than male MPs so it is possible the results are slightly skewed, but it is not seen to be a significant factor.

Overall, given the busy time for MPs, the length of the survey, the initial issues in sending the survey² and the low brand recognition of FairSay to MPs, the response is are considered quite good and at a sufficient volume to be representative.

UK MPs from all regions participated in the survey (see Appendices 7.1.2) and from most parties. 35% of participating MP's have been an MP for less than 2 years and 27% for 6-9 years with MPs serving a wide range of different time participating. Participating MP's tended to be of a wide age range. Overall, Female MPs were more likely to participate than male MPs.

² The initial survey email was sent using an MP list that contained significant errors (i.e. MP's email address associated with the wrong name and constituency)

4 Communication Findings

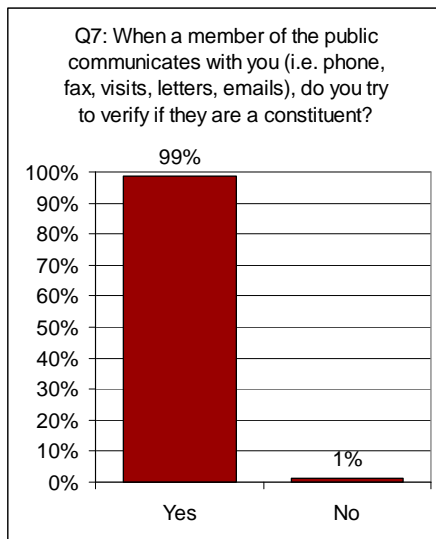
99% of MPs actively try to verify if someone contacting them is a constituent (see Appendices 7.1.3 Q1). It is a parliamentary protocol that MPs only deal with their own constituents for most matters except on matters where they are officially involved in parliamentary business (a minister, on a committee, etc.). If the details aren't provided to confirm a person is a constituent, then 76% of MPs will reply only to get a person's address to confirm they are a constituent (see Appendices 7.1.3 Q11). Those who are not constituents will in 91% of the cases be re-directed to their MP (see Appendices 7.1.3 Q12). These findings demonstrate the importance of including a person's address details in their email and ensuring people contact their own MP unless it is on issues relevant to that MP's ministerial or committee roles.

The most preferred method of communication is still a paper letter although if the two face-to-face options were grouped they would be the clear leader (see Appendices 7.1.3 Q2), however for many MPs the method doesn't matter. Email was the third most preferred method (after letter and the combined face-to-face option)

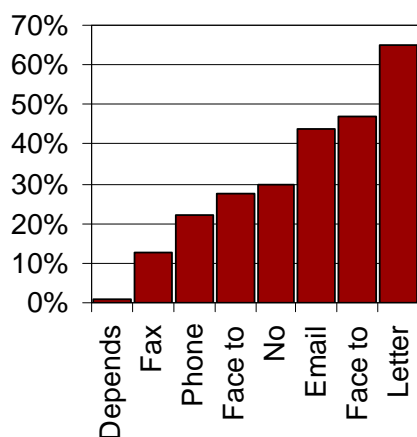
The volume of daily constituent communication didn't seem particularly high with more than two-thirds of MPs saying they average less than 59 communications from constituent a day (see Appendices 7.1.3 Q3). The volume of emails received seemed to be about 40% of the total communication (see Appendices 7.1.3 Q4). Of this email, about 59% was campaigning on a specific issue, making 'campaigning' emails the bulk of all emails received (see Appendices 7.1.3 Q5).

The question regarding the number of issues constituents raised with MPs was almost universally un-answerable with 'hundreds', 'lots' or 'too many' being common answers (see Appendices 7.1.3 Q6a). The responses to the question about the 'most common issues' identified 54 and as these were groupings of a range of more specific issues, the actual number is considerably higher. This gives a good picture of the range of issues MPs are dealing with and is a challenge for campaigning organisations to get prioritised amongst this multitude of issues.

For most participating MPs, email from constituents is now considered as (or more) important than other methods of communication (see Appendices 7.1.3 Q7) but has a lower value as a method of communication to constituents although still just



Q8. Preferred Methods of Hearing from Constituents



over half consider it 'as' or 'more' important for sending constituent communications (see Appendices 7.1.3 Q8). One third will reply to emails with an email but 45% will reply to an email with a letter (see Appendices 7.1.3 Q13). More than half of participating MPs do not themselves handle the email that comes in from constituents, so this can act as to 'filter' many mass campaign emails (see Appendices 7.1.3 Q10).

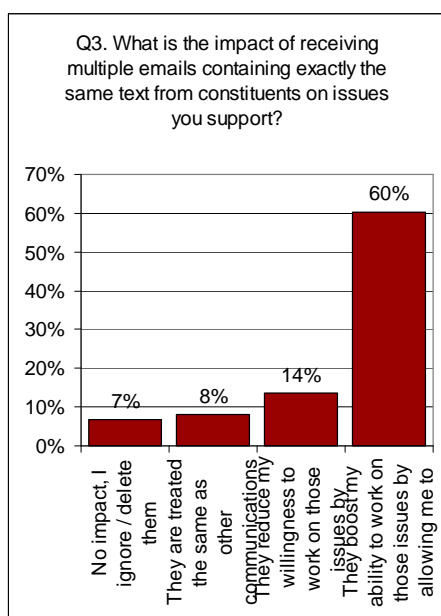
Campaigning web sites had no single clear value to an MP, and 20% said they weren't valuable at all. However 78% stated they had value to understand and issue, stay updated on a campaign or get in-depth research, so clearly campaign web sites need to provide these for MPs (or MP's research staff) (see Appendices 7.1.3 Q9).

Most MPs themselves use a web site to communicate with constituents (their own and/or their party's with a few engaging in online debates, running blogs and using email newsletters (see Appendices 7.1.3 Q14). Mobile text messaging (sms) was also used by a few of MPs but it is unspecified how they use it. Instant messaging isn't use at all by participating MPs but one is using podcasting and one using HearFromYourMP. This latter answers were unprompted answers and may have been higher had they been explicit options.

Overall, email and the web seemed, at least among participating MPs, to be important tools for MPs in 2006, which is likely a change from several years ago. But who is communicating (constituent or non-constituent) is absolutely critical to a communication being considered. The range of issues they deal with is very large and thus a campaign would need to find a way of getting attention amongst this plethora of issues.

5 Impact Findings

Half of MPs said an 'orchestrated' email on an issue is treated no differently than any other email (see Appendices 7.1.4 Q1). However almost a quarter said it diminished the issue's importance as it wasn't a genuine, spontaneous concern being raised by a constituent's initiative. For many MPs, it depended on the issue, orchestrating organisation and style of the email. Only one MP said a campaign is taken seriously if the volume is high.



If the email was a standard one, MPs generally formulated a standard reply, but only one tracked them to see how many came in (see Appendices 7.1.4 Q2). For issues an MP already is supportive of, 60% responded that mass emails with duplicate text was found to boost their ability to work on those issues by allowing them to demonstrate public support (see Appendices 7.1.4 Q3). However for a sizable minority it had a negative impact. One insightful comment was that an email should acknowledge their existing position/activity of an issue. Another MP commented that it helped if it reflected the MP's experience of voter opinion from other sources. This demonstrates the importance of using multiple ways of mobilising supporters so that the message is coming from multiple sources.

E-cards were generally treated as any other bulk email communication (see Appendices 7.1.4 Q4) but it may be that some MPs didn't know what an e-card was. Most MPs (or their staff) would use campaign websites for a variety of purposes, but a significant minority (35%) do not use it (see Appendices 7.1.4 Q6).

About half MPs tracked and compared the volume of communication on each issue but of those only half (21% of total) used it as a basis for estimating relative constituent support on an issue (see Appendices 7.1.4 Q5). One MP rightly pointed out that volume wasn't a reliable gauge of the significance of an issue because it can either be an indicator of genuine concern or of the effectiveness of the campaigning organisation.

Most MPs would give the highest consideration to individually written emails, physical letters or a petition presented to them in-person (see Appendices 7.1.4 Q7). Of the answer options (selectable vs. typed in), opinion polls, emails or faxes with pre-written text score lowest on being given the highest consideration by the participating MPs, however that still meant that more than 30% of MPs would give these high consideration.

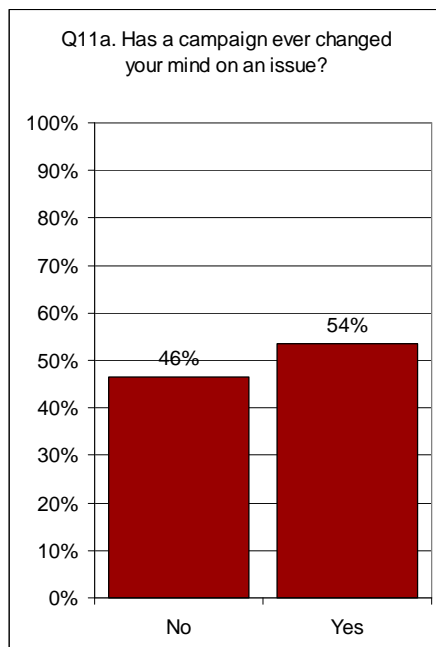
Almost half of MPs participating responded that pre-written emails would be given the lowest level of consideration. One MP said that a pre-written email undermines the impression of the constituent's strength of view on the issue and this is likely a common impression amongst MPs (see Appendices 7.1.4 Q8).

Of the campaigns that had made the most positive impression on MPs, one MP only explicitly mentioned the Oxfam, NSPCC or any large organisation. Not surprisingly, given the timing of the survey, Make Poverty History was the most mentioned (16%), some said no campaign has made a positive impression and the rest mentioned a range of different issues relating to health issues, current legislation, animal welfare, etc. (see Appendices 7.1.4 Q9a).

The reason campaigns gave a positive impression included:

- Thoughtful arguments
- Imaginative
- Collaborative
- Demonstrating popular support
- Demonstrating it was personally relevant to the constituent.

For the full list see Appendices 7.1.4 Q9b as the richness of the responses gives more insight into the qualities MPs appreciate that could be gained by grouping and summarising them.



32% of participating MPs said that no campaign had made a negative impression on them, but the rest mentioned a range of campaigns with the top ones being animal welfare, anti-abortion, two issues relating to current legislation and the pro fox hunting lobby. The only two organisations mentioned were Action Aid and Greenpeace (both by the same person) (see Appendices 7.1.4 Q10a). The reason they gave a negative impression included distasteful imagery, incoherent, nor evidence based and a range of other comments. For the full list see Appendices 7.1.4 Q10b as the richness of the responses gives more insight into the qualities MPs dislike that could be gained by grouping and summarising them.

On the key question of if a campaign had every changed an MP's mind on an issue, just over half said it had with one qualifying their answer with that campaigns concentrated their mind on a few key issues (see Appendices 7.1.4 Q11a). The most frequently mentioned campaigns that changed their mind were the support for the total ban on smoking in the workplace, tail docking of dogs (on both sides of the debate) (see Appendices

7.1.4 Q11b). It is clear from this question that campaigns can change, establish or focus an MP's opinion on an issue, but only for about half the MPs. The other half may need convincing in other ways.

Finally, MPs suggest that if someone is busy but passionate on an issue they either phone or write an email / letter but ensure it is clear, concise, polite and personal (57%) or visit the MP (20%). One pointed out that if they are too busy to spend time on the issue it can not be that important to them (see Appendices 7.1.4 Q12).

MPs were asked for any other comments they have on the subjects raised by the survey and those that responded largely supported their responses in the various questions of the survey but added more opinion. These responses can be seen in Appendices 7.6.4 Q13).

6 Conclusions

It is over-simplistic to say that since a majority of MPs are influenced by one way or another that all MPs should be approached in this way. Yet this seems to have been the conclusion of previous MP surveys and advice. This over-simplistic conclusion is flawed in that we are not dealing with a representative sample of the population, but a small and influential group. Thus only ever influencing half (or less) of MPs is likely not sufficient to achieve campaigning objectives.

Instead MPs need to be treated in a more individual way based on research of their position on an issue and then grouped into more appropriate segments of MPs. This way they are more likely to be influenced and a strategy can be devised based on their position and influence means. This would need to be on an issue-by-issue basis and would require more flexible technical solutions to enable this and more planning effort to do the research necessary. However the pay-off would be that the campaign increases its chances of succeeding quicker than using 'current' approaches and thus would allow the organisation to move on to new issues sooner.

Considering many e-campaigning tools that organisations use do not enable segmenting of MPs for specific targeting, organisations could instead segment MPs themselves and use the postal code information that it has for its members to ask supporters different things according to who their MP is and set up different actions to direct these supporters to.

The ultimate question for e-campaigning is "does it work". This survey demonstrates it can work – but only if used intelligently. This ultimately involves more groundwork in researching and segmenting MPs (and or supporters) for each campaign and mobilising supporters on and offline as necessary to have the maximum impact on each MP. It likely also requires a more continuous effort than a push every three months with regular work keeping the pressure on and growing throughout the year to ensure MPs get the message.

7 Appendices

7.1 MP Survey Data Tables

7.1.1 Performance Statistics

Overall
646 # MPs Sent Email to participate
620 # MPs Received Email
96% % MPs Received Email
26 Emails Failed
22 Declined to participate
110 Started survey
77 Completed survey
12% % Response to email
70% % Completed (of those who started)

By Party	#MPs	Received	% MPs	Failed Emails	Declined	Started	Completed	% Response	% Completion
Labour	332	322	97%	11	9	47	30	9%	64%
Conservative	196	189	96%	7	10	30	21	11%	70%
Liberal Democrat	63	63	100%	0	2	25	21	33%	84%
Labour Co-op	21	20	95%	1	0	0	0	0%	0%
Democratic Unionist	9	5	56%	3	0	2	1	20%	50%
Scottish National	6	6	100%	0	0	2	2	33%	100%
Sinn Féin	5	3	60%	2	0	1	1	33%	100%
SDLP	3	3	100%	0	1	0	0	0%	0%
Plaid Cymru	3	2	67%	1	0	1	0	0%	0%
Independent	2	2	100%	0	0	0	0	0%	0%
DCWM	2	1	50%	1	0	0	0	0%	0%
UU	1	1	100%	0	0	0	0	0%	0%
SPK	1	1	100%	0	0	1	0	0%	0%
Respect Coalition	1	1	100%	0	0	1	1	100%	100%
CWM	1	1	100%	0	0	0	0	0%	0%

7.1.2 Profile Questions (Step 1 of 3)

Q3. MP's Region

108	MPs responded
24%	England: South-east
12%	England: The Midlands
9%	Wales
8%	England: Central southern
6%	England: Devon and Cornwall
6%	England: Eastern Counties
6%	England: North-west
6%	England: Yorkshire and Lincolnshire
5%	England: Northern
5%	England: The West Country
4%	Scotland: North-east
3%	Northern Ireland
3%	Scotland: South-east
3%	Scotland: South-west
1%	Other
1%	Scotland: North-west

Q4. MP's Party

108	MPs responded
43%	Labour
28%	Conservative
22%	Liberal Democrat
2%	Democratic Unionist Party
2%	Scottish National Party
1%	Sinn Féin
1%	Plaid Cymru
1%	Respect Coalition
1%	Independent

Q5. Time As MP Range

86	MPs responded
35%	<2 years
10%	2-5 years
27%	6-9 years
12%	10-14 years
8%	15-19 years
8%	20+ years

Q6. MP's Age Range

86	MPs responded
16%	35 Or Less
20%	36 To 45
38%	46 To 55
22%	56 To 65
3%	Over 65

Q7. MP's Gender

108	MPs responded
620	MPs received emails
77	MPs completed the survey
12%	Overall response rate
20%	Of MPs who received the email are Female
29%	Of Female MPs completed the survey
17%	Of MPs completing the survey are female

7.1.3 Communications Questions (Step 2 of 3)

Q1. When a member of the public communicates with you (i.e. phone, fax, visits, letters, emails), do you try to verify if they are a constituent?

92	Yes
1	No

Q2. What are your preferred methods of hearing from constituents?

94	MPs responded
47%	Face to face: individually
28%	Face to face: group
22%	Phone
65%	Letter
13%	Fax
44%	Email
30%	No preference
1%	Depends on the issue

Q3. What is the average number of communications from constituents that you receive per day?

86	MPs responded
10%	<20
28%	20-39
30%	40-59
17%	60-79
5%	80-99
9%	>99

Q4. What is the average number of emails from constituents that you receive per day?

86	MPs responded
20%	<10
43%	10-19
22%	20-29
5%	30-39
10%	>39

Q5. What is the average number of emails per day your constituency receives that are campaigning on a specific issue?

83	MPs responded
8%	1-2
17%	3-4
22%	5-6
8%	7-8
19%	9-10
10%	11-19
6%	20-29
10%	>29

Q6a. How many issues do constituents raise with you?

Note: most MPs found this question impossible to answer with the most common answer being 'hundreds'

Q6b. What are the most common issues?

11%	Housing (various)	1%	Personal issues	0.5%	Courts
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7%	Immigration	1%	Too numerous/varied to say	0.5%	Cycling
5%	Tax Credits	1%	Anti-social behaviour	0.5%	Global: Debt
5%	Health (various)	1%	Dentistry	0.5%	Global: Terrorism
5%	Benefits	1%	Local: Council Tax	0.5%	Neighbour disputes
5%	Issue: Animal Welfare	1%	Civil liberties	0.5%	Local: Wind farms
4%	Local: Planning	1%	Early Day Motions	0.5%	Social Services
4%	Child Support Agency	1%	Foreign Policy/Affairs	0.5%	Taxation
4%	Education reform	1%	Global: Poverty	0.2%	Defence Issues
3%	Environment	1%	Local: Policing	0.2%	Deregulation Bill
3%	Pensions	1%	Racial and Religious Hatred	0.2%	Global: Intl aid
3%	Transport (various)	1%	Road Safety	0.2%	Government policy
2%	Global: Intl development	1%	Current legislation	0.2%	Highway Code
2%	Global: Climate Change	1%	Europe: Various	0.2%	Home affairs
2%	Global: Trade Justice	1%	Issue: Agriculture	0.2%	Hunting
2%	Local authority services	1%	Local: Parking	0.2%	Issue: Alzheimer's
2%	Crime	1%	War in Iraq	0.2%	Issue: Children
2%	ID Cards	0.5%	Company Law Reform	0.2%	Issue: Homelessness

Q7. Rate how valuable EMAIL is for RECEIVING constituent communications:

17%	Critical to my constituency
6%	More important than other forms
61%	As important than other forms
16%	Less important than other forms
1%	Useless to my constituency

Q8. Rate how valuable EMAIL is for SENDING constituent communications:

8%	Critical to my constituency
4%	More important than other forms
40%	As important than other forms
45%	Less important than other forms
2%	Useless to my constituency

Q9. What is the most valuable role campaigning web sites contribute to your work as an MP?

26%	Understanding an issue
37%	Staying updated
15%	In-depth research
20%	Campaigning web sites are NOT valuable to my work
2%	No value

Q10. Who normally handles emails from your constituents?

33%	I (the MP) do
34%	My administrative assistant does
16%	My researcher does
16%	Whichever staff member gets there first

Q11. If someone cannot be confirmed as a constituent (i.e. due to lack of details), what do you do?

10%	Respond if I have time
76%	Reply only to request a person's address details
4%	Reply to request address and provide initial response (free text)
4%	Depends on circumstances (free text)
2%	Reply unless obviously mass email (free text)
1%	Reply and deal with email (free text)
1%	Reply stating that parliamentary protocol prevents interfering in another MP's area (free text)

1%	Reply/Forward, depending on relevance (free text)
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Q12. If someone who communicates with your office who is not a constituent, what do you do?	
4%	Ignore the message
3%	Respond if I have time
36%	Reply only to direct the person to the correct MP
41%	Pass the message on to the correct MP
14%	Reply/Forward/Ignore depending on circumstances
1%	Reply to deal with the issue

Q13. How do you reply to constituent emails?	
33%	By email
45%	By post
1%	By phone
16%	Depends on circumstances (free text)
3%	Email to get acknowledge receipt/get further info and final response by post (free text)
2%	Email and then other channels if necessary (free text)

Q14. Which of the following do you use the Internet for engaging constituents?	
81%	I have a personal 'MP' web site
35%	I contribute content to my party's web site
5%	I participate in debates on political web sites
7%	I have my own web journal (blog)
0%	I use instant messaging (i.e. MSN Messenger, Yahoo! Messenger)
4%	I use mobile text messaging (SMS)
5%	I don't use the Internet for engaging constituents
4%	eNewsletter (free text)
1%	Constituency web site (free text)
1%	Podcasting (free text)
1%	HearFromYourMP (free text)
4%	I will have a web site soon (free text)

7.1.4 Impact Questions (Step 3 of 3)

Q1. If a letter or email has clearly been orchestrated by a campaigning organisation, does this affect the response you give or how you feel about the issue raised?

76	MPs responded
49%	It has no effect
22%	Diminishes the importance of it
1%	Increases the importance of it
9%	It depends who the organisation is
16%	It depends what the issue is
1%	Taken seriously if volume high
1%	Depends on the style and the content and the 'ask' - some are fine, some are daft, some are annoying

Q2. When you receive multiple emails containing exactly the same text, do you

76	MPs responded
1%	Keep a running total of them
71%	Send a standard reply
20%	Reply personally to each constituent
4%	Depends on if I already support the issue or not
4%	I personalise a standard reply (free text)

Q3. What is the impact of receiving multiple emails containing exactly the same text from constituents on issues you support?

73	MPs responded
7%	No impact, I ignore / delete them
60%	They boost my ability to work on those issues by allowing me to demonstrate public support
14%	They reduce my willingness to work on those issues by demonstrating weak commitment to an issue
8%	They are treated the same as other communications (free text)
4%	They are not treated as seriously as 'real' emails or letters (free text)
3%	Depends if the emails acknowledge my/my parties position/activity on the issue (free text)
1%	We build a database of interested people and update them on the issues and related issues (free text)
1%	They are helpful if they reflect MP's experience of voter opinion from other sources (free text)
1%	Provides a litmus of public opinion in my area (free text)

Q4. If an email is primarily an email postcard or other non-text content from a constituent, do you:

76	MPs responded
68%	Treat them like any other orchestrated (i.e. non-personalised) email
32%	Deal with them on a case by case basis

Q5. Do you compare the number of communications you receive from constituents on each issue? If so, how is this used?

77	MPs responded
43%	No
21%	Yes, I use it as a basis for estimating relative constituent support

Q6. Once you hear about a campaign via constituents, do you visit the campaign web pages to learn more?

35%	No, I do not visit the campaign's web pages
35%	Yes, I just verify that it is a real, current campaign and what the headline issues are
10%	Yes, I review the site in depth to understand the issues
4%	Yes, I regularly monitor the site for campaign updates
16%	It depends on the issue, the value of the website and/or my support/interest (free text)

Q7. Which of the following communications do you give the HIGHEST level of consideration?

77	MPs responded
32%	A series of individual emails with pre-written text by constituents
77%	A series of individual emails personally written by constituents
30%	A series of individual faxes with pre-written text by constituents
53%	A series of individual faxes personally written by constituents
32%	A series of individual typed letters (with name but unsigned) with pre-written text by constituents
69%	A series of individual typed letters (with name but unsigned) personally written by constituents
49%	A petition (of constituents) sent to you (i.e. by post, fax or email)
64%	A petition (of constituents) presented in person to you
31%	An opinion poll of people in your constituency
53%	A series of phone calls from constituents
3%	Individual, signed letters
1%	By the urgency of the situation
1%	Handwritten letters / typed letters not based on a template
1%	Nearly all organised campaigns are useless

Q8. Which of the following communications do you give the LOWEST level of consideration?	
77	MPs responded
45%	A series of individual emails with pre-written text by constituents
3%	A series of individual emails personally written by constituents
26%	A series of individual faxes with pre-written text by constituents
5%	A series of individual faxes personally written by constituents
19%	A series of individual typed letters (with name but unsigned) with pre-written text by constituents
3%	A series of individual typed letters (with name but unsigned) personally written by constituents
6%	A petition (of constituents) sent to you (i.e. by post, fax or email)
3%	A petition (of constituents) presented in person to you
18%	An opinion poll of people in your constituency
5%	A series of phone calls from constituents
18%	None of the above / all treated equally in order of receipt/urgency (free text)
4%	Non-constituent communication (free text)
	Circulars, abusive or blatant mail merges (free text)
1%	It depends (free text)
	Comment:
	"Since its so very easy to forward a pre-written text by email this method raises doubts as to the strength of view of the constituent as opposed to the constituent's suggestiveness. Unsigned letters could easily have been done for the constituent. Messages to which the constituent has given personal thought and attention demonstrate a higher level of serious interest."

Q9a. What are the campaigns that have made the most POSITIVE impression on you over the last year?	
54	MPs responded
16%	Coalition: Make Poverty History
6%	Nothing
5%	Issue: Alzheimer's
5%	Issue: Health/Hospital
4%	Issue: Bill on religious hatred (those against)
4%	Issue: Smoking in the workplace (support for total ban)
4%	Issue: Tail docking of dogs (maintain the status quo)
3%	Issue: Animal Welfare
3%	Issue: Company Law Reform
3%	Issue: Cycling/Highway Code
3%	Issue: Dentistry
3%	Issue: Energy
3%	Issue: Pensions
3%	Issue: Phone Masts (against)

3%	Organisation: Shelter (Million Homes)
1%	Campaign: Save our Post Office
1%	Campaign: Save our Sleeper
1%	Coalition: Stop AIDS
1%	Coalition: Stop Climate Chaos
1%	Coalition: Trade Justice
1%	Issue type: Launched by constituents and affect them directly
1%	Issue: Against NICE recommendation on drug availability
1%	Issue: Anti-war
1%	Issue: Aviation
1%	Issue: Campaign to defend council housing
1%	Issue: Company Law Reform (supporting)
1%	Issue: Campaigns for the blind
1%	Issue: Education Bill (those against)
1%	Issue: Fox Hunting (anti)
1%	Issue: Herbal medicines
1%	Issue: Housing
1%	Issue: ID cards
1%	Issue: Large scale housing development (against)
1%	Issue: Oppose local "Go Ape" leisure facility
1%	Issue: Save Local Ambulance Service
1%	Issue: Tail docking of dogs
1%	Issue: Youth
1%	Issues: Cycling/Highway Code
1%	Issues: Road safety
1%	Method: Material with useful statistics and arguments
1%	Method: received visits from constituents at surgeries, emails, and letters.
1%	Organisation: Alzheimer's society
1%	Organisation: British Association for Shooting and Conservation (BASC)
1%	Organisation: NSPCC (Talk Til It Stops)
1%	Organisation: Oxfam

Q9b. Why did a campaign make a *positive* impression?

Campaign	Reason(s)
Coalition: Make Poverty History	<ul style="list-style-type: none"> Well-constructed arguments put by thoughtful people. Imaginative campaign gained much popular support Various organisations working together Different reasons, vital locally, vital nationally, my personal interests High public support from constituents, cross-agency working, clear objectives There was huge support for it - and the issue was close to my heart Obviously widely supported, I am sympathetic to the cause. A very important campaign that I supported. It has raised general awareness of the subject Imaginative campaigning on a vital issue. The differing methods of communication - email, letter and petition
Nothing	<ul style="list-style-type: none"> They often don't relate to anything really important. We've had no emails about Darfur's genocide but plenty about an EDM relating to a private member's bill which the MP is already on record as supporting.

Q9b. Why did a campaign make a <i>positive</i> impression?	
Campaign	Reason(s)
Issue: Alzheimer's and Organisation: Alzheimer's Society	<ul style="list-style-type: none"> ▪ Clear strong feelings from a large number of constituents ▪ It included organisations like Age Concern and also individual carers who told me of their personal experiences in dealing with people suffering from Alzheimers and the effect these drugs had on their symptoms. ▪ High likelihood of constituents having had personal / family experience ▪ Well worded and lots of them ▪ Because people were encouraged to share their own experiences with me
Issue: Health / Hospital	<ul style="list-style-type: none"> ▪ Long-term issue on which we continually receive a high volume of correspondence. Level of concern from local residents is very strong. ▪ Local
Issue: Bill on religious hatred (those against)	<ul style="list-style-type: none"> ▪ I didn't realise people felt so strongly about it although I did! ▪ Not over the top. Sensible and measured language. Individuals had each written-in in their own words to say what they thought - it was not simply a cut and paste job
Issue: Smoking in the workplace (support for total ban)	<ul style="list-style-type: none"> ▪ Demonstrated huge popular support for a much-needed change. ▪ Obvious health issues ▪ Mixture of health professionals, charities, trade unions, constituents - broad support and well orchestrated. ▪ Presented factual information in positive thoughtful way.
Issue: Tail docking of dogs (maintain the status quo)	<ul style="list-style-type: none"> ▪ This is an issue on which I had no opinion as I represent a predominantly suburban constituency - the letters prompted me to find out about the issue - particularly as I had a free vote ▪ Huge numbers of postcards - not e-mails - with personal messages ▪ Clear strong feelings from a large number of constituents
Issue: Animal Welfare	<ul style="list-style-type: none"> ▪ Well argued and reasonably put
Issue: Company Law Reform	<ul style="list-style-type: none"> ▪ High public support from constituents, Cross-agency working, Clear objectives ▪ Well constructed and sensible ▪ The range of support for the amendments shows that a great many people in my constituency want to see businesses held to account for their actions.
Issue: Cycling / Highway Code	<ul style="list-style-type: none"> ▪ High public support from constituents, cross-agency working, clear objectives ▪ High likelihood of constituents having had personal / family experience
Issue: Dentistry	<ul style="list-style-type: none"> ▪ Long-term issue on which we continually receive a high volume of correspondence. Level of concern from local residents is very strong.
Issue: Energy	<ul style="list-style-type: none"> ▪ Informative, succinct, clear demands
Issue: Pensions	<ul style="list-style-type: none"> ▪ Informative, succinct, clear demands
Issue: Phone Masts (against)	<ul style="list-style-type: none"> ▪ Strength of feeling from local constituents with differing views. Attempt to establish dialogue. ▪ The constituents presented large petitions from local people.
Organisation: Shelter (Million Homes)	<ul style="list-style-type: none"> ▪ Different reasons: vital locally, vital nationally, my personal interests ▪ Great ads
Campaign: Save our Post Office	<ul style="list-style-type: none"> ▪ Very strong public action and opinion on the local issues that were important to them
Campaign: Save our Sleeper	<ul style="list-style-type: none"> ▪ Very strong public action and opinion on the local issues that were important to them
Coalition: Stop AIDS	<ul style="list-style-type: none"> ▪ Well organised, the campaign organisers made direct contact with MPs as well as standard cards and emails
Coalition: Stop Climate Chaos	<ul style="list-style-type: none"> ▪ Different reasons: vital locally, vital nationally, my personal interests
Coalition: Trade Justice	<ul style="list-style-type: none"> ▪ High public support from constituents, Cross-agency working, Clear objectives

Q9b. Why did a campaign make a <i>positive</i> impression?	
Campaign	Reason(s)
Issue: Against NICE recommendation on drug availability	<ul style="list-style-type: none"> It included organisations like Age Concern and also individual carers who told me of their personal experiences in dealing with people suffering from Alzheimer's and the effect these drugs had on their symptoms.
Issue: Anti-war	<ul style="list-style-type: none"> They are mass movements and are effective
Issue: Aviation	<ul style="list-style-type: none"> Effective, relevant, large scale, backed by research
Issue: Campaign to defend council housing	<ul style="list-style-type: none"> They are mass movements and are effective
Issue: Campaigns for the blind	<ul style="list-style-type: none"> Issue which I have helped raise awareness of and has received good regional coverage
issue: Fox Hunting (anti)	<ul style="list-style-type: none"> Sheer volume of postcards and letters
	<ul style="list-style-type: none"> Well argued and reasonably put
Issue: ID cards	<ul style="list-style-type: none"> Passionate
Issue: Large scale housing development (against)	<ul style="list-style-type: none"> The constituents presented large petitions from local people consisting of almost 99% of the population of the area.
Issue: Oppose local "Go Ape" leisure facility	<ul style="list-style-type: none"> Well argued and reasonable
Issue: Save Local Ambulance Service	<ul style="list-style-type: none"> Different reasons: vital locally, vital nationally, my personal interests
Organisation: BASC	<ul style="list-style-type: none"> Huge numbers of postcards - not e-mails - with personal messages
Organisation: NSPCC (Talk Til It Stops)	<ul style="list-style-type: none"> Volume of cards received, importance of campaign
Organisation: Oxfam	<ul style="list-style-type: none"> Always tries to strike a balance between support for progress and criticism of problems.

Q10a. What are the campaigns that have made the most NEGATIVE impression on you over the last year?	
40	MPs responded
32%	None
5%	Issue: Animal Welfare
5%	Issue: Anti abortion
5%	Issue: Bill on religious hatred (those against)
5%	Issue: Company Law Reform
5%	Issue: Fox Hunting (pro)
3%	Action: NUT Letter on Education and Inspections Bill
3%	Campaign: Fathers for Justice
3%	Issue: Against tax increases
3%	Issue: Animal Welfare (those against)
3%	Issue: Dentistry
3%	Issue: Education Bill (those against)
3%	Issue: Fathers Rights
3%	Issue: Immigration

3%	Issue: mental capacity bill by pro-life groups (manipulative and misleading)
3%	Issue: Smoking in the workplace
3%	Issue: Smoking in the workplace (opposing a total ban)
3%	Method: Campaigns with no personal contact
3%	Method: only via electronic communication
3%	Organisation: Action Aid (consistently hostile to the Government)
3%	Organisation: Greenpeace (consistently hostile to the Government)

Q10b. Why did a campaign make a *negative* impression?

Campaign	Reason(s)
None	<ul style="list-style-type: none"> All campaigns have some value I try to take all constituents' opinions into account
Issue: Animal Welfare	<ul style="list-style-type: none"> Use of gratuitously distressing photographic images on BOTH sides of the campaign. Get swamped with postcards Those against: incoherent, no science base
Issue: Anti-abortion	<ul style="list-style-type: none"> Tasteless and factually questionable Unnecessary shock tactics
Issue: Bill on religious hatred (those against)	<ul style="list-style-type: none"> Based on misunderstandings
Issue: Company Law Reform	<ul style="list-style-type: none"> It's based on a misunderstanding
Issue: Fox Hunting (pro)	<ul style="list-style-type: none"> Thuggish
Action: NUT Letter on Education and Inspections Bill	<ul style="list-style-type: none"> I thought teachers would be able to express their own views on this important reform rather than relying on NUT propaganda. Not a great advert for creative and persuasive writing
Issue: Against tax increases	<ul style="list-style-type: none"> They do not look at the bigger picture
Issue: Dentistry	<ul style="list-style-type: none"> Spam emails and postcards!
Issue: Education Bill (those against)	<ul style="list-style-type: none"> No attempt was made to understand the issues or accept the changes that took place in discussions
Issue: Fathers Rights	<ul style="list-style-type: none"> None of the emails I received were from constituents, I essentially felt I was being spammed
Issue: Smoking in the workplace	<ul style="list-style-type: none"> No debate Those opposing total ban: obviously orchestrated by tobacco manufacturers - tone of campaign
Issue: Tail docking of dogs (maintain the status quo)	<ul style="list-style-type: none"> More things to worry about than tails!!

Q11a. Has a campaign ever changed your mind on an issue?

69	MPs responded
54%	Yes
46%	No
<i>Response breakdown</i>	
46%	No, a campaign has never changed my mind on an issue
1%	Yes, but only once
39%	Yes, a couple of times
13%	Yes, a few times

Comments

Not so much changed my mind, but concentrated it on a few key issues

Q11b. What were the campaigns or issues and what convinced you to change your mind?

21	MPs responded
19%	Issue: Smoking in the workplace (support for total ban)
15%	What impact: They help to form an opinion on an issue
12%	Issue: Tail docking of dogs (support for total ban)
8%	Issue: Tail docking of dogs (maintain the status quo)
4%	Issue: Abortion
4%	Issue: Animal Welfare
4%	Issue: Changes to the Highway Code
4%	Issue: Climate Change
4%	Issue: Company Law Reform
4%	Issue: Euthanasia
4%	Issue: Opposition to a new public transport route
4%	Issue: Tail docking of dogs
4%	Other: I take all factors into account, especially the views of constituents
4%	What impact: Made me think more deeply
4%	What impact: Raise awareness and demonstrate level of support
4%	Why effective: the strength of the argument

Q12. What would be your key suggestion for constituents who are passionate about an issue but can only afford 5-10 minutes: how should they engage with you?

59	MPs responded
22%	Clear, concise, polite personal communication (letter, email or phone)
20%	Visit the MP
18%	Clear, concise, polite personal letter
17%	Clear, concise, polite personal email
8%	Be clear and concise on the problem, solution, alternatives, evidence and public/constituent support
3%	If they can only spend 5-10 minutes on an issue, they cannot be passionate about it.
2%	Use time spent sending multiple mass emails to visit MP once/write several personal letters
2%	Use the contact/online advice system on the MP's web site
2%	Provide way to re-contact constituent via post and phone
2%	Personal email to do something more substantial like organising a group/public meeting
2%	Personal communication (letter, email or phone) relating personal knowledge and/or experience
2%	Join/start a pressure group
2%	Ensure communication is genuine vs. orchestrated

#	Q13. Any other comments?
1	Post card and e-mail campaigns are becoming so common; they are losing any influence they may have had.
2	Letters get treated more seriously than e-mail as they require a bit of effort on the part of the individual (writing, buying a stamp, walking to the post box) whereas e-mails are generally ill-thought out and sloppy.
3	Regardless of the issue or method of communication I believe every constituent should receive a response. However, I feel least persuaded by producer interest, standardised, ungrammatical letters or ones which throw in gratuitous insults about others.
4	By and large I perceive the role of an MP to think about issues on behalf of constituents as a whole rather than to be influenced by campaigning organisations. My approach is to tell constituents my conclusions about an issue and my reasoning. 'Mass campaigning' via technologies that make mass campaigning easy and cheap for the campaigning organisation are more likely to irritate than to inspire sympathy, since they generate a potentially large extra workload for the MP rather than helping to understand the issues. If the campaign has a good, well presented case it can be presented directly to me. Using the mass campaign rather suggests a weakness or shallowness in the case, propped up by influencing easier-to-influence people rather than harder-to-influence MPs!

5	It is constituency policy to reply to all communications from constituents, but to disregard most other communications. However, 'standard' letters will receive a 'standard' reply, albeit addressed personally and signed by the MP.
6	Many people who e-mail MPs still expect a posted, written response. Furthermore, most e-mails do not reduce my paper trail as they still need to be printed off, forwarded on with a covering letter to the Minister with the Minister's response then passed
7	Constituents should ensure that their names and addresses are legible.
8	Most MPs are keen to hear the genuine views of their constituents on important issues that concern them.
9	MPs get huge numbers of e-mails now and responses will take longer than e-mailers realise. I won't give priority to someone with access to IT over a poorer or elder person without it!
10	I said earlier that email is important to the office. This is because many can be dealt with by return email to say that the constituent needs to contact some other body or to send us copied correspondence or supply an address or NI number. Gathering missing information by letter or giving someone a phone number in a letter is not efficient.
11	Presenting any politician with a 400 page book or bombarding them with emails will have a detrimental effect.
12	<p>Email can lead people to the unrealistic expectation of both a more personal and quicker response than 'traditional' methods. People must realise that all email does is cut out the postman and the printer: if 100 arrive in my inbox, they are still in a queue to be answered and indeed must sometimes take their turn in the queue behind paper post.</p> <p>Nor is it realistic to expect an MP or his staff to become involved in email tennis with constituents - with 100,000 constituents out there and four staff, nothing would ever actually get done if we didn't ration the time spent replying to emails. I hope that as the novelty of such an easy method of communication wears off, more rational expectations of what is realistic will prevail. Email is a great tool as long as we don't allow it to create its own, self-defeating problems.</p>
13	Email is growing rapidly. I can see a time when it will overtake letters. The most effective email is a short one
14	Identical postcards have a very limited impact

7.2 MP Survey Questions

7.2.1 Profile Questions

1. Name of MP
2. Constituency
3. What region is your constituency in? (select from list) or other
4. Party (select from list) or other.
5. Length of time as MP (years)
6. Age of MP
7. MP Gender: Female or Male

7.2.2 Communication Questions

8. When a member of the public communicates with you (i.e. phone, fax, visits, letters, emails), do you try to verify if they are a constituent? (Yes/No)
9. What are your preferred methods of hearing from constituents? (select all that apply)
 - a. Face to face: individually
 - b. Face to face: group
 - c. Phone
 - d. Letter
 - e. Fax
 - f. Email
 - g. No preference
 - h. Other:
10. What is the average number of communications from constituents that you receive per day? (i.e. phone, fax, visits, letters, emails) (free text)
11. What is the average number of emails from constituents that you receive per day? (free text)
12. What is the average number of emails per day your constituency receives that are campaigning on a specific issue? Only count emails from constituents if possible. (free text)
13. How many issues do constituents raise with you? (free text)
14. What are the most common issues? (free text)
15. Rate how valuable EMAIL is for RECEIVING constituent communications (i.e. versus phone, fax, visits, letters) (select one)
 - a. Critical to my constituency
 - b. More important than other forms
 - c. As important than other forms
 - d. Less important than other forms
 - e. Useless to my constituency

16. Rate how valuable EMAIL is for SENDING constituent communications (i.e. versus phone, fax, visits, letters) (select one)
 - a. Critical to my constituency
 - b. More important than other forms
 - c. As important than other forms
 - d. Less important than other forms
 - e. Useless to my constituency
17. What is the most valuable role campaigning web sites contribute to your work as an MP? (select one)
 - a. Understanding an issue
 - b. Staying updated
 - c. In-depth research
 - d. Campaigning web sites are NOT valuable to my role as an MP
 - e. Other:
18. Who normally handles emails from your constituents? (select one)
 - a. I (the MP) do
 - b. My administrative assistant does
 - c. My researcher does
 - d. Whichever staff member gets there first
 - e. I do not accept email from constituents
 - f. Other:
19. If someone cannot be confirmed as a constituent (i.e. due to lack of details), what do you do? (select one)
 - a. Ignore the message
 - b. Respond if I have time
 - c. Reply only to request a person's address details
 - d. Other:
20. If someone who communicates with your office who is not a constituent, what do you do? (select one)
 - a. i.e. via phone, fax, visit, letter, email
 - b. Ignore the message
 - c. Respond if I have time
 - d. Reply only to direct the person to the correct MP
 - e. Pass the message on to the correct MP
 - f. Other:
21. How do you reply to constituent emails? (i.e. via phone, fax, visit, letter, email) (select one)
 - a. By email
 - b. By post
 - c. By phone
 - d. By fax
 - e. I do not reply to emails
 - f. Other:

22. Which of the following do you use the Internet for engaging constituents? (select all that apply)
- a. I have a personal 'MP' web site
 - b. I contribute content to my party's web site
 - c. I participate in debates on political web sites
 - d. I have my own web journal (blog)
 - e. I use instant messaging (i.e. MSN Messenger, Yahoo! Messenger)
 - f. I use mobile text messaging (SMS)
 - g. I don't use the Internet for engaging constituents
 - h. Other:

7.2.3 Impact Questions

23. If a letter or email has clearly been orchestrated by a campaigning organisation, does this affect the response you give or how you feel about the issue raised? (select one)
- a. It has no effect
 - b. Diminishes the importance of it
 - c. Increases the importance of it
 - d. It depends who the organisation is
 - e. It depends what the issue is
 - f. Other:
24. When you receive multiple emails containing exactly the same text, do you (select one):
- a. Ignore / delete them
 - b. Keep a running total of them
 - c. Send a standard reply
 - d. Reply personally to each constituent
 - e. Depends on if I already support the issue or not
 - f. Other:
25. What is the impact of receiving multiple emails containing exactly the same text from constituents on issues you support? (select one)
- a. No impact, I ignore / delete them
 - b. They boost my ability to work on those issues by allowing me to demonstrate public support
 - c. They reduce my willingness to work on those issues by demonstrating weak commitment to an issue
 - d. Other:
26. If an email is primarily an email postcard or other non-text content from a constituent, do you:
- a. Ignore / delete them (select one)
 - b. Treat them like any other orchestrated (i.e. non-personalised) email
 - c. Deal with them on a case by case basis
 - d. Other:

27. Do you compare the number of communications you receive from constituents on each issue? If so, how is this used? (select one)
- a. No
 - b. Yes, I use it as a basis for estimating relative constituent support
 - c. Yes, I use it as a basis for prioritising my time on those issues
 - d. Yes, but it has no influence on how I work on those issues
 - e. Yes, other:
28. Once you hear about a campaign via constituents, do you visit the campaign web pages to learn more? (select one)
- a. No, I do not visit the campaign's web pages
 - b. Yes, I just verify that it is a real, current campaign and what the headline issues are
 - c. Yes, I review the site in depth to understand the issues
 - d. Yes, I regularly monitor the site for campaign updates
 - e. Yes, I subscribe to the campaign updates
 - f. Yes, I join the campaign by taking a campaigning action on the site
 - g. Yes, other:
29. Which of the following communications do you give the HIGHEST level of consideration? (select all that apply)
- a. A series of individual emails with pre-written text by constituents
 - b. A series of individual emails personally written by constituents
 - c. A series of individual faxes with pre-written text by constituents
 - d. A series of individual faxes personally written by constituents
 - e. A series of individual typed letters (with name but unsigned) with pre-written text by constituents
 - f. A series of individual typed letters (with name but unsigned) personally written by constituents
 - g. A petition (of constituents) sent to you (i.e. by post, fax or email)
 - h. A petition (of constituents) presented in person to you
 - i. An opinion poll of people in your constituency
 - j. A series of phone calls from constituents
 - k. Other:
30. Which of the following communications do you give the LOWEST level of consideration? (select all that apply)
- a. A series of individual emails with pre-written text by constituents
 - b. A series of individual emails personally written by constituents
 - c. A series of individual faxes with pre-written text by constituents
 - d. A series of individual faxes personally written by constituents
 - e. A series of individual typed letters (with name but unsigned) with pre-written text by constituents
 - f. A series of individual typed letters (with name but unsigned) personally written by constituents
 - g. A petition (of constituents) sent to you (i.e. by post, fax or email)
 - h. A petition (of constituents) presented in person to you
 - i. An opinion poll of people in your constituency

- j. A series of phone calls from constituents
 - k. Other:
31. What are the campaigns that have made the most POSITIVE impression on you over the last year? Why? (free text)
32. What are the campaigns that have made the most NEGATIVE impression on you over the last year? Why? (free text)
33. Has a campaign ever changed your mind on an issue? (select one)
- a. No, a campaign has never changed my mind on an issue
 - b. Yes, but only once
 - c. Yes, a couple of times
 - d. Yes, a few times
34. What were the campaigns or issues and what convinced you to change your mind? (free text)
35. What would be your key suggestion for constituents who are passionate about an issue but can only afford 5-10 minutes: how should they engage with you? (free text)
36. Any other comments? (free text)