



Scottish Independence Referendum  
18 September 2014

# FAQs (frequently asked questions)

Issues and actions for staff  
supporting the Scottish  
Independence Referendum

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# 1 How to use this guide

1.1 This publication has been designed as a resource for Counting Officers to support the training and briefing of support staff working on the Scottish Independence Referendum to be held on 18<sup>th</sup> September 2014. The Chief Counting Officer has published a timetable containing the statutory deadlines which can be found on the Electoral Management Board's website *at (insert hyperlink to website address)*

1.2 The FAQ guide can be used either as a resource to reinforce key messages from briefing/training sessions for support staff or as an information and reference tool to be used in conjunction with locally produced information sources.

1.3 The material has been designed for staff who do not work within the referendum office and provides basic procedural guidance which can be passed on to members of the public to clarify key issues around the registration and referendum process. Staff must pass on more complex questions to the referendum office or the Electoral Registration Office as appropriate.

1.4 The guide is designed for use by the following types of staff who may be asked to support the referendum locally:

- call centre staff
- local authority reception and administrative support staff who are not part of the referendum team
- staff working in information centres and one-stop shops

1.5 You should remind staff that there are many areas where they are unable to comment and must not show a bias. Therefore, all responses given should be politically neutral, should not be in support of or in opposition to any campaign nor should they be capable of being interpreted as such. Staff using this document should take care not to stray from the answers provided other than when they have been expressly advised that they may do so by their employer/manager.

1.6 You should give staff contact details for the referendum office and the Electoral Registration Office to which they can refer callers for help in cases where their queries are more complicated and cannot be answered using this guide. They should also be given details of where registration forms can be found so that they can be sent out to callers. Where registration forms are issued directly to callers, you should remind your staff to advise them that these forms should be returned directly to the Electoral Registration Office.

## 2 Registration

Issue/question	Answer	Action
Am I registered to vote?	<ul style="list-style-type: none"><li>• The Electoral Registration Office can tell you.</li><li>• However, if your household filled in the annual canvass form that came through your door in 2013/14, you should still be registered.</li><li>• You will need to register again if you have moved home since then and have not already submitted an application to register at your new address.</li></ul>	<ul style="list-style-type: none"><li>• Transfer callers to the Electoral Registration Office to check that they are registered.</li><li>• If you do not have the contact details, provide them from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a></li><li>• If callers need to register, tell them to download registration forms from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or supply any you have if you have been advised to do so. Where forms are supplied, you should advise callers to return them directly to the Electoral Registration Office.</li><li>• Remind callers that registration forms need to be returned to the Electoral Registration Office on or before <b>Wednesday 3 September 2014</b> to vote in the referendum.</li></ul>

Issue/question	Answer	Action
Am I eligible to register to vote?	<p>You can only vote if you are registered. You can register if:</p> <ul style="list-style-type: none"> <li>• you will be 16 years of age by the date of the referendum</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• you are a British, Irish or qualifying Commonwealth citizen (i.e. you have leave to remain or don't require leave to enter or to remain in the UK) permanently resident in Scotland</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• you are a relevant citizen of the European Union permanently resident in Scotland</li> </ul> <ul style="list-style-type: none"> <li>• Some people can also register as a Service Voter or Crown Servant posted overseas – see section 6 for further information</li> </ul>	<ul style="list-style-type: none"> <li>• If callers want more info, direct them to <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or to the Electoral Registration Office.</li> <li>• If callers don't know whether they are citizens of a Commonwealth country, refer to the list of Commonwealth countries (which includes British sovereign states) in section 12 below.</li> <li>• If callers are Commonwealth citizens but are unsure whether they have leave to remain in the UK or whether they don't require leave to enter or to remain in the UK, refer them to the Electoral Registration Office.</li> <li>• If callers don't know whether they are citizens of a European Union member state refer to the list of EU countries in section 12 below</li> <li>• Service voters/Crown servants (see Section 6 )</li> <li>• If they wish to register, see 'Am I registered to vote?' above and 'How do I register to vote?' below.</li> </ul>

Issue/question	Answer	Action
If I pay council tax am I automatically registered?	<ul style="list-style-type: none"> <li>No. Registration is a separate process performed by your local Electoral Registration Office. There are different requirements to be able to register to vote than to pay council tax so one cannot be used to add names to the other.</li> </ul>	<ul style="list-style-type: none"> <li>See 'Am I registered to vote?' above and 'How do I register to vote?' below.</li> </ul>
I have completed and returned my census form, does this mean I am registered to vote?	<ul style="list-style-type: none"> <li>No. Registration is a separate process performed by your local Electoral Registration Office. There are specific requirements to be able to register to vote whereas the census must include all people.</li> </ul>	<ul style="list-style-type: none"> <li>See 'Am I registered to vote?' above and 'How do I register to vote?' below.</li> </ul>
I am an overseas voter, can I register to vote at the referendum	<ul style="list-style-type: none"> <li>The only overseas voters who can vote at the referendum are Service voters or Crown Service voters posted overseas however</li> <li>Voters on the local government register who are temporarily abroad for employment or holiday purposes can apply for a postal or proxy vote.</li> </ul>	<ul style="list-style-type: none"> <li>If the caller required further information, pass to the Electoral Registration Office</li> <li>Send application for postal or proxy vote or advise them to download it from the <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a>. Remind caller that applications have to be returned directly to the Electoral Registration Office by <b>5pm on Wednesday 3 September 2014.</b></li> </ul>

Issue/question	Answer	Action
How do I register to vote?	<ul style="list-style-type: none"> <li>• By filling in a form and returning it to your Electoral Registration Office. The deadline for registration is <b>Wednesday 3 September 2014</b></li> <li>• See also <i>Am I registered to vote?</i> above.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct caller to the Electoral Registration Office if they need to check if they are registered</li> <li>• If they wish, provide Electoral Registration Office contact details from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or your own instructions)</li> <li>• Tell them to download forms from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or offer to send a form or pass them to the Electoral Registration Office if you have been instructed to do so</li> <li>• Tell them that registration forms need to be returned to the Electoral Registration Office by <b>Wednesday 3 September 2014</b>.</li> </ul>
Missed the deadline to register to vote (if caller calls after <b>Wednesday 3 September 2014</b> the registration deadline)	<ul style="list-style-type: none"> <li>• You have missed the deadline to get on the register at your current address for the forthcoming referendum.</li> <li>• If you are registered at your old address, you can still vote at the polling place for that address.</li> <li>• However, you can register now for future elections or referendums if you wish.</li> <li>• Suggest the caller contacts the Electoral Registration Office to check if they are registered. If they are not registered and have recently moved, they should check with the registration office in the area where they used to live.</li> </ul>	<ul style="list-style-type: none"> <li>• If they wish to register for the referendum or for future elections, use the information above</li> <li>• If they know their previous postcode, you can search for their old Electoral Registration Office's contact details by going to <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a></li> </ul>

Issue/question	Answer	Action
How do I register for future elections?	<ul style="list-style-type: none"> <li>• By filling in a form and returning it to your Electoral Registration Office.</li> <li>• However, if you filled in the annual canvass form that came through your door in 2013/14 and returned it, you do not need to register again. The Electoral Registration Office can check to see if you are on the register.</li> </ul>	<ul style="list-style-type: none"> <li>• Process as above.</li> <li>• Transfer caller to the Electoral Registration Office if they need to check if they are registered.</li> <li>• If you do not have the details, provide contact details from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> using the caller's postcode</li> </ul>
I sent my electoral registration form in ages ago but I'm still not on the register.	<ul style="list-style-type: none"> <li>• It can take up to seven weeks for your name to be added to the register.</li> <li>• The register of electors is usually updated on a monthly basis, and there is a cut-off date each month for the receipt of forms. If you missed this date your details should be included in the next month's update if you satisfied the legal requirements. The Electoral Registration Office can confirm.</li> <li>• However, you will be added to the register in time to vote at the forthcoming referendum, so long as your registration form was received by the Electoral Registration Office before <b>Wednesday 3 September 2014</b>. If you are not sure whether your form was received please contact your Electoral Registration Office.</li> </ul>	<ul style="list-style-type: none"> <li>• Pass on more complex queries to the Electoral Registration Office.</li> <li>• Transfer caller to the Electoral Registration Office if they need to check that they are registered.</li> <li>• If they wish, provide contact details from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a>.</li> </ul>
What are the monthly cut-off dates? / Any question about a specific month's cut-off date.	<ul style="list-style-type: none"> <li>• <b>Wednesday 3 September 2014</b> is the deadline for registration for the forthcoming referendum.</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to the Electoral Registration Office if more detail is required.</li> </ul>



Issue/question	Answer	Action
Must my name and address appear in the electoral register?	<ul style="list-style-type: none"> <li>• In certain circumstances, the law provides for anonymous registration, which means that addresses do not appear in the register or polling list.</li> </ul>	<ul style="list-style-type: none"> <li>• Refer these callers directly to the Electoral Registration Office to find out if they are eligible to be registered anonymously.</li> </ul>
I'm a student and I'm not sure where I should register to vote.	<ul style="list-style-type: none"> <li>• Students may be entitled to register at either or both their home address and their college/university (term time) address.</li> <li>• However they must only vote once at the referendum</li> </ul>	<ul style="list-style-type: none"> <li>• Offer to give information on registering to vote (see 'How do I register to vote?' above for that information).</li> <li>• Remind them of <b>Wednesday 3 September 2014</b> deadline for registration for the forthcoming referendum.</li> <li>• For more complicated queries give contact details/pass them to the Electoral Registration Office.</li> </ul>
I've just turned 16 or am about to turn 16 and want to register	<ul style="list-style-type: none"> <li>• Same process as 'How do I register to vote'</li> </ul>	
Will young voters' personal information be made public?	<ul style="list-style-type: none"> <li>• The register of young voters (voters who will attain the age of 16 by the date of the referendum) will not be published or available to persons outwith the Electoral Registration Office.</li> <li>• On referendum day, polling stations will have a special register, called the polling list, which combines the register of electors and the register of young voters. This polling list will not show the ages of the voters listed, so the identities of young voters will be protected.</li> </ul>	<ul style="list-style-type: none"> <li>• Pass on more complicated queries to the Electoral Registration Office</li> </ul>

Issue/question	Answer	Action
I'm homeless / live on a house boat / caravan / in a mental hospital / remanded in custody, can I register?	<ul style="list-style-type: none"> <li>• Yes. You can make something called a 'declaration of local connection'. You should contact the Electoral Registration Office.</li> </ul>	<ul style="list-style-type: none"> <li>• Pass on to the Electoral Registration Office or supply contact details if you have them.</li> <li>• Use <i>(insert appropriate Electoral Commission website)</i> if needed.</li> </ul>
What are the full and edited registers?	<p>There are two versions of the electoral register:</p> <ul style="list-style-type: none"> <li>• The full register includes the names of all those registered to vote in a local area and is used for electoral and limited statutory purposes only. One of these purposes is credit referencing.</li> <li>• The edited register can be sold on to anyone for any purpose and includes the names of all those who have not 'opted out' of their details being included on it. You can opt out when you register so that your details are not in the edited register.</li> <li>• The register of young voters, made up of the details of young people who will be 16 on referendum day is a separate document and will not be available for consultation or for sale.</li> </ul>	<ul style="list-style-type: none"> <li>• Pass on more complex queries to the Electoral Registration Office.</li> </ul>
How do I find out if my details are on the edited register and how can I remove them if they are?	<ul style="list-style-type: none"> <li>• You will need to contact your Electoral Registration Office.</li> <li>• If your details are in the edited register and you wish to have them removed from future versions of this register your Electoral Registration Office will be able to help.</li> </ul>	<ul style="list-style-type: none"> <li>• Pass on more complex queries to the Electoral Registration Office.</li> </ul>

### 3 Postal and proxy voting

Issue/question	Answer	Action
Who can apply for a postal vote?	<ul style="list-style-type: none"> <li>• Anyone who is registered to vote at the referendum.</li> <li>• If you are not yet registered, you can submit a postal vote application form alongside your registration form.</li> </ul>	<ul style="list-style-type: none"> <li>• They can download postal forms from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or get them from the Electoral Registration Office.</li> <li>• If they wish, provide the address and contact details that you have been given or from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a>.</li> <li>• If the caller is not yet registered to vote, use the information in Section 2.</li> </ul>
What is the deadline for applying for a postal vote or a proxy vote for the forthcoming referendum?	<ul style="list-style-type: none"> <li>• Your application must be received by <b>5pm on Wednesday 3 September 2014.</b></li> </ul>	

Issue/question	Answer	Action
<p data-bbox="203 292 416 480">If someone calls after deadline - 5pm on Wednesday 3 September?</p> <p data-bbox="203 564 450 676">Proxy rules are likely to change in Stage 3</p> <p data-bbox="203 722 450 794">Will revise when results are known.</p>	<ul data-bbox="495 292 1413 480" style="list-style-type: none"> <li>You have missed the deadline to apply for a <b>postal vote</b> or <b>normal proxy vote</b> for the forthcoming election.</li> <li>You can still apply for a postal vote for future elections/referendums now if you wish.</li> </ul> <p data-bbox="483 531 645 560"><b>HOWEVER -</b></p> <ul data-bbox="495 611 1413 1358" style="list-style-type: none"> <li>You may be able to apply for a <b>proxy vote</b> up until 5pm on referendum day (Thursday 18 September) if, after the deadline, you find that you will be unavoidably and unforeseeably away from home on referendum day and you can't attend the polling station. You will need to state the reason why you can't go to the polling station on the form. <ul data-bbox="539 887 1413 1358" style="list-style-type: none"> <li>If you are away because of your employment, your employer will have to provide formal confirmation.</li> <li>If you are self-employed, you must provide formal confirmation from an unrelated person over 18 years of age.</li> <li>Service voters do not require employer's confirmation.</li> <li>If your application is on the grounds of disability or unforeseeable absence from home, this must be formally confirmed by someone over the age of 18 who knows you.</li> </ul> </li> </ul>	<ul data-bbox="1447 292 2051 959" style="list-style-type: none"> <li>If they wish, provide the Electoral Registration Office address and contact details (use <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> if you do not have them).</li> <li>They can download postal and proxy forms from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or the Electoral Registration Office website may have them or can send one to you (give details if you have them).</li> <li>For further information on voting by proxy, see below.</li> <li>If callers require more information or if the enquiry is complex, pass to the Electoral Registration Office</li> </ul>

Issue/question	Answer	Action
How do I get a postal vote?	<ul style="list-style-type: none"> <li>You can download an application form from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or get one from the Electoral Registration Office.</li> <li>You need to return the form to the Electoral Registration Office.</li> <li>You have to return it by <b>5pm on Wednesday 3 September 2014</b> for it to be valid for the referendum.</li> </ul>	<ul style="list-style-type: none"> <li>They can download postal vote forms from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or the Electoral Registration Office website may have them or can send one to you (give details if you have them).</li> <li>If they wish, provide the Electoral Registration Office address and contact details (use <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> if you do not have them).</li> </ul>
I haven't received my postal ballot paper yet.	<ul style="list-style-type: none"> <li>You should receive it about a week before the referendum.</li> <li>If it hasn't arrived 4 days before referendum day, or you have lost it, you can get a replacement ballot paper in person from your local referendum office, up until 5pm on referendum day. You will need identification.</li> <li>If you have spoilt your ballot paper or postal voting statement, you can get a replacement until 5pm on referendum day. Do not destroy or throw away your postal ballot papers. You will need to return them to the referendum office when you get your replacement pack.</li> </ul>	<ul style="list-style-type: none"> <li>Your local referendum office should advise you of the anticipated and actual dates of issue of postal votes so you can provide this information to callers. If you have not been advised of dates, refer callers to the local referendum office.</li> <li>Pass to the referendum office for details of the required identification if they need a replacement postal vote and to arrange a convenient time for the replacement to be made.</li> <li>Pass to referendum office to make arrangements for replacement postal ballot pack.</li> </ul>

Issue/question	Answer	Action
For what period does my postal vote last?	<ul style="list-style-type: none"> <li>You can apply for a specific election or referendum, a specific time period, or for a permanent one which lasts until you cancel it or move home.</li> </ul>	<ul style="list-style-type: none"> <li>Pass to Electoral Registration Office if callers require more information.</li> </ul>
How does the postal voting statement work?	<ul style="list-style-type: none"> <li>This document will arrive in your postal vote pack with your ballot paper. It must be completed or your vote will not count.</li> <li>You will need to provide your signature and date of birth. These will be checked against your original postal vote application form. If you can't provide a consistent signature because of a disability you should contact the Elec who may be able to provide a "waiver" (see below).</li> <li>Detailed instructions will be provided in your postal ballot pack, or you can contact your local referendum office for more information.</li> </ul>	<ul style="list-style-type: none"> <li>If they wish, provide referendum office contact details or transfer call.</li> </ul>
Why do I have to give my date of birth and signature? How is it secret?	<ul style="list-style-type: none"> <li>When you apply for a postal (or proxy) vote you must provide your date of birth and signature unless you have arranged with the Electoral Registration Officer to have a signature waiver (see below).</li> <li>When you get your postal ballot paper there will be a separate statement on which you will be asked for the same details. This is for security reasons and the details must match those provided in your application for your vote to be counted.</li> <li>However, rest assured that the statement is separated from the ballot paper when it is received. This happens before the sealed ballot paper envelope is opened and the vote is counted. This keeps your vote secret; no one will be able to find out how you voted.</li> </ul>	<ul style="list-style-type: none"> <li>If they want to discuss any aspect of postal vote security or who has their personal details further, pass on to referendum office.</li> </ul>

Issue/question	Answer	Action
I can't write or sign my name. What should I do?	<ul style="list-style-type: none"> <li>You can ask the Electoral Registration Office to waive the need for you to sign your name if you cannot write or cannot sign your name in a consistent way.</li> <li>The Electoral Registration Office must receive an application by <b>5pm on Wednesday 3 September 2014.</b></li> </ul>	<ul style="list-style-type: none"> <li>If they wish, provide the Electoral Registration Office address and contact details (use <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> if you do not have them).</li> </ul>
I can sign my name but my signature isn't consistent.	<ul style="list-style-type: none"> <li>You can ask the Electoral Registration Office to waive the need for you to sign your name if you cannot write or cannot sign your name in a consistent way.</li> <li>The Electoral Registration Office must receive your application by <b>5pm on Wednesday 3 September 2014.</b></li> </ul>	<ul style="list-style-type: none"> <li>Refer to the Electoral Registration Office</li> </ul>
My relative cannot write or sign their name. I have power of attorney, so can I fill in their postal voting statement on their behalf?	<ul style="list-style-type: none"> <li>No. The postal voting statement must be signed by the person it was sent to. Power of attorney does not entitle you to vote on another person's behalf.</li> <li>Your relative can ask the Electoral Registration Office to waive the need for them to sign their name if they cannot write or cannot sign their name in a consistent way.</li> <li>The Electoral Registration Office must receive an application by <b>5pm on Wednesday 3 September 2014.</b></li> </ul>	<ul style="list-style-type: none"> <li>If more information is required, pass to Electoral Registration Office</li> </ul>
How secure is a postal vote? / Any question or challenge about the security of voting.	<ul style="list-style-type: none"> <li>It is an offence to complete a postal vote that is not your own, or to intimidate voters. If you have any allegations of fraud, they should be referred to the police and/or the referendum office.</li> </ul>	<ul style="list-style-type: none"> <li>If they wish, provide referendum office contact details.</li> </ul>

Issue/question	Answer	Action
I've lost my postal vote.	<ul style="list-style-type: none"> <li>You can get a replacement ballot paper in person from your local referendum office, up until 5pm on referendum day. You will need identification.</li> </ul>	<ul style="list-style-type: none"> <li>Pass the enquiry to the referendum office for details of the required identification and to arrange a convenient time for the replacement to be made.</li> </ul>
I've made a mistake filling in my postal ballot paper	<ul style="list-style-type: none"> <li>You can get a replacement ballot paper from your local referendum office, up until 5pm on referendum day. You will need to return the ballot paper pack previously issued to you before you can have a replacement.</li> </ul>	<ul style="list-style-type: none"> <li>Pass the enquiry to the referendum office.</li> </ul>
I opted for a postal vote but I don't want to post it/I'm too late to post it	<ul style="list-style-type: none"> <li>You can drop your ballot paper off <b>on referendum day</b> at the referendum office, to your normal polling station, or to any polling station in the council area from which the vote was issued. Make sure you do it before <b>10pm</b>.</li> <li>You cannot be given another ballot paper at the polling station.</li> <li>Contact your local referendum office to find out where their office is or for the address of your nearest polling station.</li> </ul>	<ul style="list-style-type: none"> <li>If they wish, provide referendum office contact details.</li> </ul>
Have you received my postal vote?	<ul style="list-style-type: none"> <li>The referendum office will be able to tell you.</li> </ul>	<ul style="list-style-type: none"> <li>Provide referendum office contact details/pass to referendum office.</li> </ul>



Issue/question	Answer	Action
<p>I can't vote in person but don't want to vote by post.</p>	<ul style="list-style-type: none"> <li>You may qualify to vote by proxy.</li> <li>Voting by proxy means that another person casts your vote on your behalf, either at a polling station or by post</li> <li>The Electoral Registration Office must receive your proxy vote application by <b>5pm on Wednesday 3 September 2014</b> if it is to be valid for the referendum.</li> <li>There is also provision for the granting of emergency proxies up until 5pm on referendum day (<b>Thursday 18 September 2014</b>)</li> </ul>	<ul style="list-style-type: none"> <li>Callers can download a form from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or get one from the Electoral Registration Office.</li> <li>If callers need more information, refer them to the Electoral Registration Office</li> <li>See – “What is the deadline for applying for a proxy vote?” below</li> </ul>
<p>Who can apply for a proxy vote?</p>	<ul style="list-style-type: none"> <li>To vote by proxy for the forthcoming referendum only, you must have a reason – e.g. you will be away on holiday. You will not have to provide any proof.</li> <li>Only those with a specific reason such as a disability or being overseas can apply to vote by proxy for a period of time. Contact your local Electoral Registration Office for more information and an application form.</li> <li>Applications must be submitted by <b>5pm on Wednesday 3 September 2014</b>.</li> <li>There is also provision for the granting of emergency proxies up until 5pm on referendum day (<b>Thursday 18 September 2014</b>)</li> </ul>	<ul style="list-style-type: none"> <li>Callers can download a form from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or get one from the Electoral Registration Office.</li> <li>See next question – “What is the deadline for applying for a proxy vote?”.</li> </ul>

Issue/question	Answer	Action
<p>What is the deadline for applying for a proxy vote?</p>	<ul style="list-style-type: none"> <li>• If you are amending an existing proxy vote, you must do so by <b>5pm on Wednesday 3 September 2014</b></li> <li>• New proxy applications must be received by <b>5pm on Wednesday 3 September 2014.</b></li> <li>• After that date, you may still be able to apply for an emergency proxy for reasons that have arisen after the cut-off date if you <ul style="list-style-type: none"> <li>• are unavoidably and unforeseeably absent from home at short notice,</li> <li>• are affected by disability arising after the cut off</li> <li>• are absent because of employment (this will require formal confirmation from your employer or, if you are self-employed, from a person over 18 years of age who knows you.</li> </ul> </li> <li>• You can apply to vote by proxy for emergency medical reasons up until 5pm on referendum day.</li> </ul>	<ul style="list-style-type: none"> <li>• Callers can download a form from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or get one from the Electoral Registration Office.</li> <li>• Where callers are requesting an emergency proxy, refer them to the Electoral Registration Office as advice may be required.</li> </ul>

Issue/question	Answer	Action
I've been made the proxy for someone and I don't know how it works	<ul style="list-style-type: none"> <li>• It's simple to vote as someone's proxy. You vote in the same way as any other elector.</li> <li>• You must ask the person who has appointed you as their proxy how they want you to mark the ballot paper.</li> <li>• You will be sent a special proxy poll card with details of where you should go to vote. This will be near to where the person who appointed you lives.</li> <li>• If you can't attend the polling station you can vote as a proxy by post, but you must apply by <b>5pm on 3 September 2014</b></li> <li>• If you are going to the polling station just tell the staff there that you are voting as a proxy and they will tell you what to do.</li> <li>• Don't forget to take your proxy poll card – although you don't need it to vote, this will speed up the ballot paper issuing process.</li> </ul>	<ul style="list-style-type: none"> <li>• If they want to discuss this further, refer them to the Electoral Registration Office</li> </ul>
It's referendum day. I appointed someone to act as my proxy but now I find that I am able to go to the polling station to vote after all.	<ul style="list-style-type: none"> <li>• If possible, you should contact your proxy to let them know that you can now vote on your own behalf.</li> <li>• You can go to the polling station assigned to you and vote in the normal way.</li> <li>• However, you can only do this if your proxy has not already voted on your behalf. If the polling list shows that your proxy has already voted, you will be unable to vote personally.</li> <li>• If your proxy has opted to vote on your behalf by post, you will be unable to vote at a polling station.</li> </ul>	<ul style="list-style-type: none"> <li>• If further information is required, pass to the referendum office/</li> </ul>

## 4 How/where to vote

Issue/question	Answer	Action
Date of referendum	<ul style="list-style-type: none"> <li>• <b>Thursday 18 September 2014t</b></li> </ul>	
Polling hours?	<ul style="list-style-type: none"> <li>• Polling hours are between <b>7am – 10pm.</b></li> </ul>	
How do I find out where my polling station is?	<ul style="list-style-type: none"> <li>• Your poll card will tell you the location of your polling place.</li> <li>• Alternatively, contact the referendum office.</li> <li>• There may have been a review of all the polling places in your area, and your polling station may have been changed as a result. Contact the referendum office for more information.</li> </ul>	<ul style="list-style-type: none"> <li>• If the caller requires further information, pass to the referendum office.</li> </ul>
What forms of voting are there?	<ul style="list-style-type: none"> <li>• Polling station - You will be assigned to a polling place near your home. Your poll card tells you where to vote</li> <li>• Absent voting:               <ul style="list-style-type: none"> <li>• by post (no reason is needed)</li> <li>• by proxy (need to give particular reason for one-off; need to meet certain criteria for a proxy for a period of time)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Refer to Electoral Registration Office</li> </ul>
How does the count work?	<ul style="list-style-type: none"> <li>• The ballot papers will be counted after the polls close by the Counting Officer and his/her staff (see section 9 Count results etc). The proposition (Yes or No) with the most votes will win.</li> <li>• <b><i>[Insert details of when the count will take place]</i></b></li> </ul>	<ul style="list-style-type: none"> <li>• Pass on any more complicated queries to the referendum office.</li> </ul>

Issue/question	Answer	Action
How do I fill in the ballot papers?	<ul style="list-style-type: none"> <li>• The ballot paper asks the question “Should Scotland be an independent country”. There are two boxes, one marked Yes and one marked No. You have to put a cross in the box of your choice.</li> <li>• Information will be provided on the ballot paper itself, by the staff at the polling station or, if you opted to vote by post, it will be in your ballot pack.</li> </ul>	<ul style="list-style-type: none"> <li>• Pass on any more complicated queries to the referendum office. Be very careful when answering this question to remain neutral and not to suggest support for either campaign</li> </ul>
My whole block/street haven't had their poll cards.	<ul style="list-style-type: none"> <li>• This may not necessarily mean that you cannot vote.</li> <li>• Check that you are registered (see above)</li> <li>• Report it to the referendum office and Electoral Registration Office.</li> <li>• If you are registered, you do not need your poll card to vote</li> </ul>	<ul style="list-style-type: none"> <li>• Take contact details of caller including postal address.</li> <li>• Provide contact details for the Electoral Registration Office so they can check if they are registered or transfer the call. If you don't have the contact details, use <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a></li> <li>• Report this to the referendum office. (this will help identify any problem areas for delivery of poll cards)</li> </ul>

## 5 Overseas voters

Issue/question	Answer	Action
Can British citizens living abroad vote?	<ul style="list-style-type: none"><li>• British citizens living abroad <b>cannot</b> vote at this referendum. (They can, however, vote at UK Parliamentary and European Parliamentary elections for 15 years after leaving the UK.)</li><li>• <b>Service voters and Crown Servants</b> stationed overseas <b>can</b> vote at the referendum provided they are on the register of local government electors for any area in Scotland or on the register of young voters maintained for this referendum for any such area (see next section).</li></ul>	<ul style="list-style-type: none"><li>• Direct them to <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or to the Electoral Registration Office for more information.</li><li>• Direct them to <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> or to the Electoral Registration Office for more information.</li></ul>

## 6 Service voters and Crown Servants

Issue/question	Answer	Action
<p>I am in the Armed Forces (Army, Navy or RAF) posted abroad. How do I register to vote?</p>	<ul style="list-style-type: none"> <li>• Service personnel and their spouses or civil partners qualified to vote as local government electors in any area of Scotland but posted abroad can register to vote through making a service declaration, which is available to download from the Electoral Commission’s website, or we can send you one if you don’t have access to the internet.</li> <li>• You can register at the address in Scotland where you would be living if not posted overseas or at an address in Scotland where you have lived in the past.</li> <li>• Service declaration forms should be sent to the Electoral Registration Office for the area where you wish to register.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide contact details for the Electoral Registration Office. More info at <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a></li> <li>• Service voter registration form can be downloaded from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a></li> <li>• Remind them of the deadline for the forthcoming referendum – <b>Wednesday 3 September 2014</b></li> </ul>
<p>I am in the Armed Forces living in the UK how do I register to vote?</p>	<ul style="list-style-type: none"> <li>• Qualifying service personnel and their spouses or civil partners have the option of making a service declaration as above, or can opt to register to vote in the traditional way (as described in the registration section)</li> </ul>	<ul style="list-style-type: none"> <li>• Supply contact details of Electoral Registration Office. More info also available from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a></li> <li>• Service voter registration form can be downloaded from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a></li> <li>• Remind them of the deadline – <b>Wednesday, 3 September 2014</b></li> </ul>

Issue/question	Answer	Action
<p>I am a Service voter, what methods of voting are available to me?</p>	<ul style="list-style-type: none"> <li>• Service voters and their spouses or civil partners can vote in person or can opt to vote by post or proxy.</li> <li>• Postal votes are sent out about a week before polling day. If you are living or posted abroad you may want to appoint a proxy to vote on your behalf as there may not be enough time for postal votes to reach you and be sent back before close of poll.</li> <li>• If you are unavoidably and unforeseeably absent on polling day, you can apply for an emergency proxy up until 5pm on the day of the referendum.</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to the Electoral Registration Office. More info from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> where Service voter forms can be downloaded</li> <li>• Remind them of the <b>5pm Wednesday, 3 September 2014</b> deadline for receipt of applications for postal votes and for new proxy votes. If they want to change an existing proxy vote, they need to do this by <b>5pm Wednesday, 3 September 2014</b></li> <li>• Pass emergency proxy requests to the Electoral Registration Office without delay.</li> </ul>
<p>I work in a UK embassy / for the EU / for the UN, and am based overseas. How do I register to vote?</p>	<ul style="list-style-type: none"> <li>• If you are working outside the UK as a Crown Servant or as an employee of the British Council and are normally resident in Scotland you can still register to vote. You can also register if you are married to or are the civil partner of a Crown Servant or British Council employee and you are accompanying them during their employment abroad.</li> <li>• You <b>cannot</b> register as a Crown servant if you are employed by the EU, UN or other organisation not directly in service of the Crown.</li> <li>• If you are eligible to register to vote, you will need to complete a Crown Servant registration form, which is available to download from the Electoral Commission's website.</li> <li>• Only Crown servants who are British citizens normally resident in Scotland can register this way.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide contact details for the Electoral Registration Office if needed.</li> <li>• Crown servant voter registration form can be downloaded from <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a></li> <li>• Remind them of the deadline for registering to vote at the referendum is <b>Wednesday 3 September 2014</b></li> </ul>



Issue/question	Answer	Action
<p>I am a Crown Servant, what methods of voting are available to me?</p>	<ul style="list-style-type: none"> <li>• Crown Servant voters and their spouses or civil partners can vote in person or can opt to vote by post or proxy.</li>   <li>• Postal votes are sent out about a week before polling day. If you are living abroad you may want to appoint a proxy to vote on your behalf as there may not be enough time for postal votes to reach you and be sent back before close of poll.</li>   <li>• If you are unavoidably and unforeseeably absent on polling day, you can apply for an emergency proxy up until 5pm on the day of the referendum.</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to the Electoral Registration Office. More info <a href="http://www.aboutmyvote.co.uk">www.aboutmyvote.co.uk</a> where Crown Servant voter forms can be downloaded.</li>   <li>• Remind them of the <b>5pm on Wednesday 3 September 2014</b> deadline for receipt of postal vote and new proxy vote applications. If they already have a proxy vote but want to change it, they need to do this by <b>5pm on Wednesday 3 September 2014</b>.</li>   <li>• For emergency proxy requests, refer the caller to the Electoral Registration Office without delay.</li> </ul>

## 7 Access issues

Issue/question	Answer	Action
<p>What provision is made for people with disabilities?</p>	<ul style="list-style-type: none"> <li>• There are different options for casting your vote:               <ul style="list-style-type: none"> <li>- at a polling station</li> <li>- by post, or</li> <li>- by appointing a proxy to vote on your behalf.</li> </ul> </li> <li>• Most polling places will be fully accessible. The staff should be trained and will have access to equipment to assist disabled electors to vote in secret or with the assistance of polling station staff.</li> <li>• Disabled electors may also bring a companion to assist them to vote at the polling station.</li> <li>• Contact the referendum office for details of the access to any particular polling station and the assistance that will be available.</li> </ul>	<ul style="list-style-type: none"> <li>• If they wish, pass to the referendum office.</li> </ul>
<p>What provisions are made for blind or visually impaired voters?</p>	<ul style="list-style-type: none"> <li>• Tactile voting templates which you can use to help you cast your vote are available at all polling stations.</li> <li>• There are also large print versions of ballot papers on display at all polling stations. You can take a sample copy of the large print paper into the polling booth to help you make your choice. However, you can't vote on a large print ballot paper.</li> <li>• You can take a companion with you (close relative or elector qualified to vote) to assist you, or ask the presiding officer at the polling station for help.</li> </ul>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the referendum office.</li> </ul>

Issue/question	Answer	Action
What provision is there for non-English speakers?	<ul style="list-style-type: none"> <li>• Ballot papers cannot be printed in languages other than English.</li> <li>• There may be guidance notes in other languages available in the polling station.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct to the Electoral Commission’s leaflet <i>Easy-read guide to voting</i> (<b>insert appropriate Electoral Commission website</b>)</li> <li>• Registration and postal voting leaflets are available in a number of different languages from the Electoral Commission. (<b>check arrangements for translation</b>)</li> </ul>
What provision is there for wheelchair users?	<ul style="list-style-type: none"> <li>• Each polling place is different. You can obtain more details from the referendum office, or look for details on your poll card.</li> <li>• Alternatively, you could apply for a postal vote, to allow you to vote from home; or nominate a proxy to vote on your behalf.</li> </ul>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the referendum office.</li> </ul>
What about access issues for postal voters?	<ul style="list-style-type: none"> <li>• I can give you contact details of the referendum office, who will be able to discuss this with you.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide contact details for the referendum office.</li> </ul>

## 8 The referendum

Issue/question	Answer	Action
What is the referendum about?	<ul style="list-style-type: none"><li>• The referendum is seeking your view on whether Scotland should be an independent country.</li></ul>	<ul style="list-style-type: none"><li>• Be very careful when answering this question to remain neutral and not to suggest support for either campaign.</li></ul>
How do I find out more about the referendum?	<ul style="list-style-type: none"><li>• There is information on the Electoral Commission website and on the Council's website. A leaflet will be distributed to every household in Scotland giving information about the referendum.</li></ul>	<ul style="list-style-type: none"><li>• Information is available from the Electoral Commission at <a href="http://www.electoralcommission.org.uk">www.electoralcommission.org.uk</a></li></ul>

## 9 Count, results, etc.

Issue/question	Answer	Action
When will the count take place?	<ul style="list-style-type: none"> <li>The ballot papers will be counted after the polls have closed. Every council's Counting Officer will count the votes for their area. Then the totals in each area will be reported to the Chief Counting Officer in Edinburgh who will announce the national result. <b>[Insert time and date for the referendum count]</b></li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Pass on any more complicated queries to the referendum office.</li> </ul>
Can I attend the count?	<ul style="list-style-type: none"> <li>Attendance at the count is not open to the general public.</li> <li>If caller is a referendum agent – refer to referendum office</li> <li>If caller is local councillor, MP, MSP or MEP refer to referendum office</li> <li>If caller is from press or media – refer to referendum office or local Communications team as instructed by your Counting Officer</li> </ul>	
How are the votes counted?	<ul style="list-style-type: none"> <li>The ballot papers will be counted manually.</li> <li>Each Counting Officer will calculate the number of Yes votes and number of No votes in their council area and will send the totals to the Chief Counting Officer who will calculate the total number of Yes and No votes throughout Scotland. The proposition with the most votes nationally wins.</li> </ul>	<ul style="list-style-type: none"> <li>If they wish, provide contact details for the referendum office.</li> </ul>

Issue/question	Answer	Action
What about recounts?	<ul style="list-style-type: none"> <li>• It is the responsibility of the Counting Officer locally to decide if a recount is necessary.</li> <li>• However, in exceptional circumstances, the Chief Counting Officer is entitled to instruct a recount.</li> </ul>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the referendum office.</li> </ul>
When will the results be announced?	<ul style="list-style-type: none"> <li>• The Chief Counting Officer will announce the national result once all the local results have been collated.</li> <li>• Counting Officers will announce their local result when authorised by the Chief Counting Officer.</li> </ul> <p data-bbox="499 730 1122 762" style="color: red;">[insert time and date for the referendum count]</p> <ul style="list-style-type: none"> <li>• The referendum office will publish information and results on the council's website</li> <li>• The national result will be published on the Electoral Management Board website</li> <li>• Local and national media will publish the result</li> </ul>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the referendum office.</li> </ul>

# 10 Campaigners, permitted participants and referendum agents

Issue/question	Answer	Action
I want to campaign at the referendum	<ul style="list-style-type: none"> <li>Contact the Electoral Commission's Scottish Office which is responsible for regulating the campaigns and registering permitted participants</li> </ul>	<ul style="list-style-type: none"> <li>Give website and telephone contact details</li> <li>0131 225 0202 or email <a href="mailto:scotreferendum@electoralcommission.org.uk">scotreferendum@electoralcommission.org.uk</a></li> </ul>
I want to know about campaign expenses	<ul style="list-style-type: none"> <li>Contact the Electoral Commission's Scottish Office which is responsible for monitoring campaign spending</li> </ul>	<ul style="list-style-type: none"> <li>Give website and telephone contact details</li> <li>0131 225 0202 or email <a href="mailto:scotreferendum@electoralcommission.org.uk">scotreferendum@electoralcommission.org.uk</a></li> </ul>
I want to complain about one of the campaigns	<ul style="list-style-type: none"> <li>Contact the Election Commission's Scottish Office unless the complaint refers to the local conduct of the referendum – such as campaign signs in streets, loudspeakers etc. – in which case refer to referendum office.</li> </ul>	<ul style="list-style-type: none"> <li>Give website and telephone contact details</li> <li>0131 225 0202 or email <a href="mailto:scotreferendum@electoralcommission.org.uk">scotreferendum@electoralcommission.org.uk</a></li> </ul>
I am a referendum agent and want information about the referendum locally	<ul style="list-style-type: none"> <li>This information is available from the Council's referendum office, including                             <ul style="list-style-type: none"> <li>Details of opening of postal votes</li> <li>Details of the referendum count</li> <li>Details of polling places and voters entitled to vote there</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Pass to referendum office</li> </ul>
I am a referendum agent and want to complain about a polling place, campaign signs etc	<ul style="list-style-type: none"> <li>This type of enquiry should be referred to the Council's referendum office unless it refers to campaign posters on lamp posts or roads in which case it should be referred to the Roads Section</li> </ul>	<ul style="list-style-type: none"> <li>Pass to referendum office or Roads Section as appropriate</li> </ul>
Who are the local referendum agents?	<ul style="list-style-type: none"> <li>Details of referendum agents appear on a notice published by the Counting Officer</li> </ul>	<ul style="list-style-type: none"> <li>Refer to referendum office or council website or send copy of notice of referendum agents to enquirer</li> </ul>

# 11 The Electoral Commission

Issue/question	Answer	Action
What is the Electoral Commission?	<ul style="list-style-type: none"> <li>• An independent body, not part of government, whose aim is integrity and public confidence in the democratic process.</li> </ul>	<ul style="list-style-type: none"> <li>• If they want further information, direct them to, <a href="http://www.electoralcommission.org.uk">www.electoralcommission.org.uk</a> or 0131 225 0200</li> </ul>
What is the Electoral Commission's job at the referendum?	<ul style="list-style-type: none"> <li>• The Commission is responsible for registering the campaigners at the referendum (participated participants) and for regulating their campaign spending and donations</li> <li>• Designating lead campaign groups.</li> <li>• The Commission is also responsible for appointing and accrediting observers at the referendum.</li> <li>• After the event, the Commission will report to government on the overall administration of the referendum.</li> </ul>	<ul style="list-style-type: none"> <li>• If they want further information, direct them to, <a href="http://www.electoralcommission.org.uk">www.electoralcommission.org.uk</a> Or 0131 225 0200</li> </ul>



# 12 List of Commonwealth countries, British Overseas Territories and European Union member states

## Commonwealth countries

Antigua and Barbuda	Kenya	Samoa
Australia	Kiribati	Seychelles
The Bahamas	Lesotho	Sierra Leone
Bangladesh	Malawi	Singapore
Barbados	Malaysia	Solomon Islands
Belize	Maldives	South Africa
Botswana	Malta	Sri Lanka
Brunel Darussalam	Mauritius	Swaziland
Cameroon	Mozambique	United Republic of Tanzania
Canada	Namibia	Tonga
Cyprus	Nauru	Trinidad and Tobago
Dominica	New Zealand	Tuvalu
Fiji Islands	Nigeria	Uganda
The Gambia	Pakistan	United Kingdom
Ghana	Papua New Guinea	Vanuatu
Grenada	Rwanda	Zambia
Guyana	St. Kitts and Nevis	Zimbabwe
India	St Lucia	
Jamaica	St Vincent & The Grenadines	

## British Overseas Territories

Anguilla	Montserrat
Bermuda	Pitcairn Island
British Antarctic Territory	St Helena
British Indian Ocean Territory	St Helena dependencies (Ascension Island, Tristan da Cunha)
British Virgin islands	
Cayman Islands	South Georgia and the South Islands
Falkland Islands	Turks and Caicos Islands
Gibraltar	

## European Union member states

Austria	Estonia	Italy	Portugal
Belgium	Finland	Latvia	Romania
Bulgaria	France	Lithuania	Slovakia
Croatia	Germany	Luxembourg	Slovenia
Cyprus *	Greece	Malta *	Spain
Czech Republic	Hungary	Netherlands	Sweden
Denmark	Ireland *	Poland	United Kingdom *

\* Citizens of these countries can also vote in UK Parliamentary elections.