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Offers of assistance in politician-constituent interaction

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1) Extract 3 should read:
Extract 3 – MP01.Phone-13KK_08: 107-116

1) C: Now there w- whilst you’re on there, There wa-
2) there was something that my wife has- has actually
3) mentioned the other day, (0.6) She spoke to you before
4) about (0.8) getting Roger another place perhaps,
5) CW: .hhh Uh- well yes. But the- um, I mean;. (.) D- oo- I can
6) approach the: council about that most definitely if you’d
7) like me to, .hh[hh the- the-]
8) C: [Well] be [fore you have actua(h)]lly(eeh,)
9) (0.4)
10) CW: I- I may have done in the past,=f[orgi]ve me, In the text following Extract 3, the phrase “Note that it is CW’s belief that the offer has not already been made – which is corrected by C at Lines 8–9” should read “Note that is CW’s belief that the offer has not already been made – which is corrected by C at Line 8”.

2) Extract 7
In the text following Extract 7, the phrase “Curl argues that Nancy’s repair from ‘dih you wanna me tih’ to ‘c’n I getchu somethin:g’ (Lines 12–15)” should read “Curl argues that Nancy’s repair from ‘dih you wanna me tih’ to ‘c’n I getchu somethin:g’ (Lines 12–16)”.

3) Extract 9
In the text following Extract 9, the phrase “and the phrase ‘sorts of problems/things’ (such as in Lines 10 and 16)” should read “and the phrase ‘sorts of problems/things’ (such as in Lines 10-11 and 16)”.

4) Extract 10
In the text following Extract 10, the phrase “As such, it does not make relevant a response from C and, indeed, none is forthcoming (Line 16)” should read “As such, it does not make relevant a response from C and, indeed, none is forthcoming (Line 15)”.

5) Extract 11 should read:
Extract 11 – MP01.Phone-13KZ2_02: 5-16

1) C: =It’s] Mrs. Gray’s daily cal[l:]
2) CW: [O h]: hi Mrs. Gra[y, I erhh]
3) C: [↑’s a bit]
4) different from the last time when I rang,=t this is really< good
5) ne[ws.
6) CW: [.hh ↑OH: >brilliant oh he< will be sad cause he’s not here:,
7) hh(h)e(h)e
8) C: [↑AOH:: what a shame:]
9) CW: [.hhh He’s on a train]ing course in London:, but I’ll take a
10) message for [him:]
11) C: [All r]ight. Will you Tell ’im I’ve just had a letter
12) this mor::ning,

6) Extract 13 should read:
Extract 13 – MP01.Phone-13LB 06: 28-66

1) C: Hi:, you’al’right?=
2) CW: =Yes not too bad.=n’you,
3) C: Yes fine thank you, .hh um: s’j’s wondering if you’d heard
anything cause you’d- uh::m I think you spoke to my husband you
said (.) hopefully to be able to tell ’im something within ten
day[s].

CW: [Ee:yeahs le’s [just have-
C: [pas’ that nowhh Heh
CW: R::right, Okay. le’s just have a 1:00:k UH::m .hhHH alright lemme
just’ see when I sent it o:ff., te te te te Tehhh((singing)) on’
one secon::d (.).hhhh I don’t think I have it’s the short answer
to that,
C: Hmm –

(1.3)

CW: uhhum: but me just checkhh (2.1) .hhHHH erm::: righthh
‘righ so that was sent on the eighteenth° hh an::d t- ten
working days .hhHHHH OKAY no I–I’ve not hh’u:m: so um what I’ll-
what I can do: is I’ll- I’ll chase ’em up again an’:: just to
see if I can get a date for you,
C: Oh all right [ okay °°( )°°]

CW: [Erm: So :: sorry] I’ve not- (.)
C: [No tha- ]
CW: [Not um:::]
( .)
C: fi:ne (er wh- ) say we’ been ‘aving the problem with ’em all the-
allI the way along at [least it’s bin]=

CW: [ih’ ye:a h :: ]
C: =about sixty two: weeks now so, hh=
CW: =so: (.) Ih’yeah [well they- they’re just in]CREdibly=
C: =[ah hh:: hh hhhh hih]
CW: =busy but I- I will: le- you need a date so I’ll um:: I’ll um::
get them tuh .hh tuh find one for you and- and hope>f’lly get
th’m< (.) >to come back to you with a< (.) proper answer
C: O:kay well that’s lovely

And the text following Extract 13 should read, in order to have the correct Line Number references:
“On Lines 17-19, the caseworker (CW2) goes through several self-repairs to arrive at an
announcement offer, “I’ll chase ’em up again”. The self-repairs demonstrate that while CW2
considered phrasing the offer using a ‘what I can do’ (as well as a separate ‘I will’ statement),
he chose ‘I will’ as the optimal formulation in this context (and it is repeated in “I’ll um:: get
them tuh .hh tuh find one for you” on Lines 31-32).”

7) Extract 15 should read:

Extract 15: MP01.Phone-14AE_01: 215-226

C: An’ I mean he might’ve BIT me on the no:se,
CW: Ye:s, ye:s,
C: SO I- e- they just not- they just don’t Care::.
CW: .hh[R Right, ]
C: [Cause Nobo]dy Ca:res.
(0.3)

CW: O:kay. Well, .hh I- I wo- I would HOpefully (.) Disagree with
that. Ay- I (. ) do think that I’m talking to do ca:re:, .hh u:m
but it is just taking them a bit of time to get it sorted.-But-
hh Let Me Do chase them again. That’s absolutely fine to do that,
S’no problem at all::As I- as I say I thought it was resol:ved,

.C: [No no.

In the text following Extract 15, the phrase “CW mitigates any potential interpretation of
burden on Lines 10–11” should read “CW mitigates any potential interpretation of burden on
8) Extract 16 should read:

Extract 16 - MP01.Phone-14AJ 01: 135-176

1 CW: But I will also raise it again with the council on your behalf, _hh but I KNOW they’re actually dealing with it, It’s just a case_ of me telling them _Mr. Humber’s been on the phone again_.

2 C: Yeah. (0.2) That ol’ man’s still: pest’ring me. [That’s all]low:<ed. (.h) .hh[That’s all]low:<ed.] .hh[h]

3 CW: [Hehhehoooh] [I’m s-

4 I’m: seventy eight years of _Ag[e.

5 CW: [↑Are you:] >Well< [↑All

6 tri:ght gosh.]

7 C: [(Yeah an‘)] An’ I need I: Nee:d .hhh uh- protection.

8 CW: Ye:s. uh- Quite ri:ght.=

9 C: =An’ I pay: ↓hundred and ↓thirty six pound a month,

10 CW: [Yeah, ]

11 C: [for my] rates, (0.3) An’ I: .hhh [have ]n’t (..) gone to the-

12 CW: [(− )]

13 C: (0.3)

14 C: sstep that I considered, (1.0) <I considered writing> to ‘im an’

15 saying “until you do that> to put it ri:ght, (0.5) I’m not going

16 to pay me ra’tes.

17 CW: Yea-uh-well?: .hhh uh-m: [I wouldn’t necessarily ad]vise

18 C: [I know:: (∗∗∗)]

19 CW: that,=I un- you un:- must understan:d, [but]=

20 C: [(())]

21 CW: =Uh:m .hh _But_ let me get back onto it again.-=because, I know

22 they’re in the process of working on it,=[I know they are:=Because

23 .hhh I raise it practically every month at the _housing meeting

24 with ~them:, .hh[H _]=

25 C: [Aoh↓]

26 CW: =So: it’s not that they’re Not doing thing:s Erm it’s just

27 unfortunate[ly it ti:me. ]

28 C: [it’s just that (. . they’re un)succesful.

29 CW: .hhh Well, #ah-ee:iuh I# wouldn’t say unsuccessful yet.

30 (0.3)

31 C: Mm.

In the text following Extract 16, the phrase “and although he considered not paying his rates in protest (Lines 14–21)” should read “and although he considered not paying his rates in protest (Lines 16-21)”.

Also, the phrase “Here, C displays resistance by not responding to the offer (Line 5), by continuing to provide arguments for needing assistance despite having been made an offer (Lines 8–9, 11–12, 14–21, and 33), by negatively assessing the work so far (Line 24), and by otherwise only giving minimal acknowledgements that something has been said (e.g. Line 36)” should read “Here, C displays resistance by not responding to the offer (Line 5), by continuing to provide arguments for needing assistance despite having been made an offer (Lines 8-9, 12, 14-21, and 35), by negatively assessing the work so far (Line 33), and by otherwise only giving minimal acknowledgements that something has been said (e.g., Line 35)”.