

**This quick-help guide is to respond to some of the most common queries about the census and signpost some support available to help people take part. Comprehensive information is available at [www.census.gov.uk](http://www.census.gov.uk)**

## **Please note**

The information in this document is correct at the time of writing. Should developments related to the coronavirus (COVID-19) or other unforeseen circumstances require us to change our approach to Census 2021, we will endeavour to update you as they occur.

## **What is the census?**

The census is a survey that happens every 10 years and gives us a picture of all the people and households in England and Wales. The census is unique. There's simply nothing else that gives so much detail about us and the society we live in. All kinds of organisations, from local authorities to charities, use the information to help provide the services we all need, including transport, education and healthcare. Without the census, it would be much more difficult to do this.

## **When do I complete the census?**

You can complete your census as soon as you receive your invitation pack, which will arrive in early March. You need to answer the questions based on who is resident in your household on census day, which is Sunday 21st March 2021. This is because the census is a detailed 'snapshot' of England and Wales at that specific point in time.

## Do I have to take part in the census?

Yes, the census helps us understand our future needs and plan local services to meet them, so it's vital that everyone is included. In fact, the census is so important that it is a legal requirement for anyone who lives in England or Wales to take part. To ensure people can meet their legal requirements, we have designed the census to be easy to complete and provided a wide range of support services to help everyone to join in.

## This census is digital-first. Can I only complete it online?

Not at all. There are many reasons why it is easier and quicker to complete it online, but we understand that not everyone will want to do this.

To order a paper questionnaire, call our contact centre on **0800 141 2021**. When you call the contact centre you will hear a recorded message. You will then hear three options.

Option 1: Allows the individual to order a paper questionnaire. This is an automated service. The person calling will not need to speak to anyone if this option is used. There is a ten digit reference number on the top right of each contact letter. This should be entered on the handset. A paper questionnaire pack will then be dispatched.

Option 2: Allows the caller to hear answers to frequently asked questions.

Option 3: Will enable the caller to speak to an adviser. The caller can order another format, such as large print or a braille guidance booklet. Individuals can also complete the census over the telephone. This can be done straight away or at a later date via an appointment.

## When is the contact centre open?

Monday-Friday 8am-8pm

Saturday 8am-1pm

The centre will also be open 8am-8pm on Census Weekend (20-21 March)

## What if I need help

A range of accessible formats, language guides and other support is available to help. Visit <https://census.gov.uk/help/languages-and-accessibility> or call:

Contact centre	0800 141 2021
England NGT (text relay service)	(18001) 0800 141 2021
Language helpline	0800 587 2021

## Is there support available locally?

Yes, we have local census support centres. Individuals can make an appointment to complete their census in person or to give their responses verbally over the phone. Visit <https://census.gov.uk/help/find-a-census-support-centre> for opening times.

<b>Firvale Community Hub</b>	Tel: 0114 2619130
<b>Autism Plus</b>	Tel: 0114 3840284
<b>Learn for Life Enterprise</b>	Tel: 0114 2559080
(open for telephone capture only)	Online booking: <a href="https://docs.google.com/forms/d/e/1FAIpQLSem9GBkRNuKzo7WYOCv3sANSF94UMkb4rCW4KIng6CXbwQ3Yg/viewform">https://docs.google.com/forms/d/e/1FAIpQLSem9GBkRNuKzo7WYOCv3sANSF94UMkb4rCW4KIng6CXbwQ3Yg/viewform</a>
<b>Manor Training &amp; Resource Centre</b>	Tel: 0114 2642194

## Will anyone from Census 2021 come to my home?

After Census Day, field staff from the ONS will visit people's homes if they haven't yet filled in their form. They are there to help anyone who needs extra support to join in. Field officers can provide paper questionnaires. Field staff from the ONS:

- will always wear an ID badge and identify themselves immediately
- will leave straight away and not call again if the person has already filled in their form
- will never ask to see personal documents like passports or birth certificates
- will never ask for payment for helping
- will never ask to come inside anyone's home

## Can I help someone else complete their census?

Yes, if a respondent cannot fill in their census questionnaire, a trusted person like a family member or friend can complete it on their behalf. This helper will need the respondent's access code from the letter or the paper form they have been sent. This code will open their online form.

If possible, the helper should read the questions and answer options aloud to the respondent and fill in the form with the answers they give. They can read the answers back to the respondent at the end to check they're right.

We recognise that some people will be shielding due to COVID-19 (coronavirus) and will not feel comfortable having someone visit their home to help them. If the respondent provides the helper with their access code, the helper can complete for them remotely over the phone. Anyone unable to access help from friends or family can call our contact centre on 0800 141 2021.

## For further information

Lots of additional information is available on [www.census.gov.uk](http://www.census.gov.uk) or get in touch with the Sheffield Census Engagement Team:

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