



**Census is coming: 27 March 2011 is Census Day**

***What is the census process?***

- Paper questionnaires will be posted out to every household **from 4 March**
- Communal establishments (any kind of 'managed' residential establishment) and secure establishments (such as prisons, military bases) will have special 'hand-delivery/pickup'
- Questionnaire can be completed **online** (open **from 4 March**) or **by post** (reply paid)
- Completed questionnaires tracked live by ONS (Office for National Statistics)
- Addresses showing no completion will be visited by ONS census collectors **from 6 April**
- Census collectors will help people where necessary to complete questionnaires

***Who has to take part in the census?***

- Every household, and every individual person resident (or expecting to be resident) in England or Wales for at least 3 months on census day
- The census is compulsory; non-completion is a criminal offence with a potential fine of up to £1,000

***Who may need help or encouragement?***

- The questionnaire must be completed in English, so some whose first language is not English, and some with low literacy may need help
- Some people with sensory or physical disability, or mental health problems may need help
- Some people may feel disengaged or negative about authorities or official documents, or anxious about perceived intrusions into their privacy or uninvited people knocking at the door

***What help is available?***

- Help from census collectors who will call at addresses tracked as 'not yet completed'
- Help from [www.census.gov.uk](http://www.census.gov.uk) including:
  - Translations of the questionnaire, and guides to completion, in over 50 languages, for reading/download
  - Browse-Along, scaleable-text online questionnaire, BSL video version of questionnaire
  - Ability to order large-print, or braille copy of questionnaire
- Help by telephone, including in other languages, on **0300 0201 101** from 4 March
- Assisted completion sessions may be set up at collaborating venues, staffed by ONS or community volunteers

***What is ONS looking for from you / your organisation / people in your local community?***

- Please consider especially harder-to-reach people and those that may need help in your area
- Publicise the above process information onward by any means available to you
- Consider possible venues and volunteer resource for assisted sessions where you think needed
- For downloadable communication tools and all information see [www.census.gov.uk](http://www.census.gov.uk) or...
- To **invite us to speak briefly at one of your upcoming meetings...**
- Contact area manager: **Suzanne MacLeod** T: **07801 331477** E: **J102@census.gov.uk**