

census 2021

Guidance notes for Homecarers in Warwickshire

Did you know that the next census takes place on 21st March?

The census occurs every 10 years. It is compulsory for every household to complete the census, but there is lots of support available. The 2021 census is the first to be completed primarily online although some people will receive a paper form. Everyone can request a paper form if preferred.

Have you received a postcard about the census on the 21st March?



This card will arrive week during commencing 22nd February and gives advanced notice about the census.

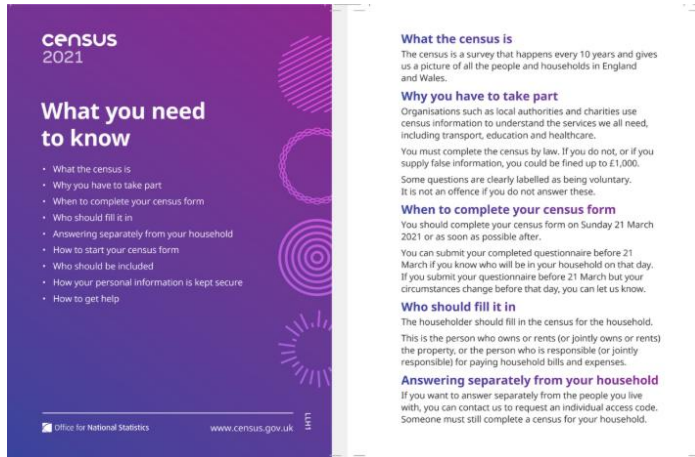
Did your postcard give you an access code to complete the census online?



This card will arrive during the week commencing 8th March and gives a code that enables people to complete the census online. It is possible to ring the helpline to request a paper form at this stage.

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Did you know that you can complete the census online on a computer, tablet or smartphone?

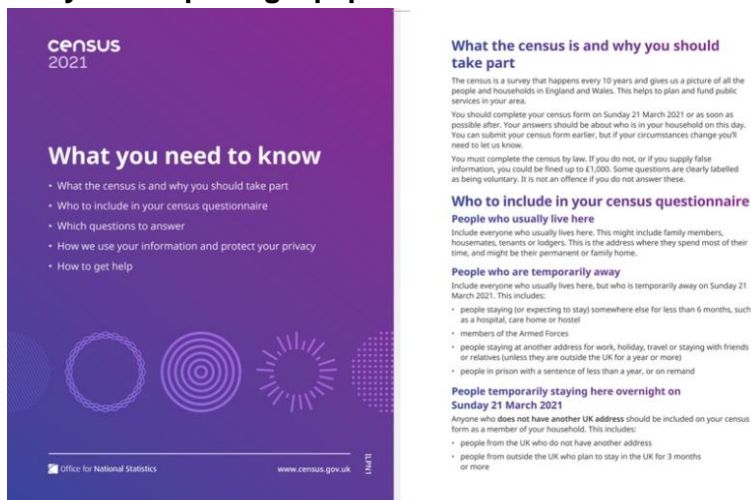


If you are completing the census online you will receive a guide that includes contact numbers for help. It is quicker to complete the census online as you are not asked to read through questions that are not relevant to you.

Would you prefer to complete the census on a paper form?

When you start to receive the postcards you can request a paper form from the Contact Centre telephone number. You may also live in an area that will receive a paper form due to a poor internet signal.

Are you completing a paper census form?



There is a booklet to explain how to complete the census form and information about how you can receive help.



Did you know that there is a telephone helpline to answer questions about the census?

A telephone number will be available from 1st March

Would you like to complete the census by telephone

You can complete the census by telephone by contacting the contact centre

Did you know that you can book an appointment at a Census Support Centre to get some help?

You will be able to complete your online census in 2 Census Support Centres in Warwickshire in: Henley in Arden (On the Grounds of Henley in Arden School, Stratford Road, Henley in Arden, B95 6AF) and at the Brunswick Hub (Brunswick Hub (BHLC) 98-100 Shrubland Street, Leamington Spa, CV31 3BD). You will have to make an appointment to go there.

If you need some help do you think a member of your family or a friend could help?

In trials in 2019 children were able to help their grandparents complete the census online using their smartphones. If you provide your access code to a member of your family or a close friend they could complete the census online for you.

Were you unable to complete the census on 21st March?

Don't worry, the census team will contact you to provide a few extra days for completion.

If your client has sight loss.

Large print instructions are available on the Census 2021 website. The telephone helpline will provide telephone capture of answers. The Census Support Centres will help you complete the census.

If your client has impaired hearing.

There are sign language videos and easy read booklets available on the Census 2021 website call centres will have a text relay service. The Census 2021 website will provide a Webchat facility.

Due to Government advice regarding Covid 19 it may be necessary to update this information before 21st March

For further information go to [Census 2021](#)

Or contact: Sally Bannister, Census Engagement Manager for South Warwickshire sally.bannister68@field.census.gov.uk