

Census 2021

How to get help



The census is here

It informs decisions about the things that matter to your community.

This leaflet outlines the wide range of accessibility support available to help you take part in **Census 2021**.

It's important to fill in your census questionnaire because it gives us the most detailed information we have about our society. You must complete the census by law.

Census data helps inform funding decisions on public services in your area. Whether it's planning new schools, doctors' surgeries or bike lanes, the information you share has an impact on the lives of everyone living in England and Wales.

When should I fill in my census questionnaire?

Census Day is **Sunday 21 March** – but you can fill yours in as soon as you get your access code in the post.

Your answers should be about the people who usually live in your household on this date – even if you're filling it before then.

If your household circumstances change on Census Day, you can let us know.

If you need help, visit
www.census.gov.uk

  
[@Census2021](https://twitter.com/Census2021)

What support is available?

We're aiming to make it easy for everyone to take part in **Census 2021**. But if you need help, we've got it covered. In this leaflet, you will find all the information you need to **help you get support**, whatever your needs.

Overleaf, you will find the help available if you, or anyone you know, has any of the following needs:



deaf, speech
or hearing
impairments



need
language
support



blind or
partially
sighted



lack
confidence
online



learning
disabilities
or cognitive
impairments



limited
online
access



physical
impairments

Available support



Deaf, speech or hearing impairments

The online census questionnaire is compatible with most assistive technologies. On the census website, you will find **videos using BSL and subtitles** that contain all the information you need to take part. If you have any questions, you can ring our **text relay service** (see 'Get in touch' section for details).



Lack confidence online

We aim to make things as easy as possible for everyone, but if you need support to complete your census online, we're here to help. Our staff are available on the phone or online to provide practical support and guidance.

If you cannot get online, Census Support Centres are available across England and Wales*. If you prefer, **you can request a paper questionnaire.**

To ask for any of the above help, **get in touch.**



Learning disabilities or cognitive impairments

To help you take part in the census, we've created an **easy read** information leaflet. **Call us to request one.**



Physical impairments

Our **staff are available** with a wide range of support services to help you fill in your census. **Get in touch for advice.**



Blind or partially sighted

Most assistive technologies are compatible with the online census questionnaire, and we have created **videos with audio** to share important guidance.

You can order a **braille guidance booklet**, which includes information and translations of the census questions. You can also order a **large-print** paper questionnaire pack. For help or to order, **get in touch.**



Language support

Guidance booklets are available in 49 languages in England from www.census.gov.uk/languages and 19 languages in Wales from www.cyfrifiad.gov.uk/ieithoedd. They provide information and translate all the questions in the census questionnaire.

If you'd like to ask a question using an **interpreter**, you can call the free language helpline (see 'Get in touch' section for details). If someone is not immediately available, you can book an appointment for later.



Limited online access

If you are not able to get online, do not worry.

Our Census Support Centres provide support and **access to devices, such as computers and tablets**, to help you fill in your census form*. These are conveniently located across England and Wales. Call us free to find your nearest centre.

If you prefer, you can request a paper questionnaire by **calling us free**.

If you need help, visit
www.census.gov.uk

  
[@Census2021](https://www.facebook.com/Census2021)

Get in touch



Website and webchat
www.census.gov.uk



Free phone
England **0800 141 2021**
Wales **0800 169 2021**
Text **86677**



Text relay service
England **(18001) 0800 141 2021**
Wales **(18001) 0800 169 2021**



Free language helpline
0800 587 2021

Census Support Centres

Local Census Support Centres are available across England and Wales*.



To find your nearest centre,
call free on **0800 141 2021**

*only when it's safe to do so and following government guidance.

Census Day is Sunday **21 March**

It's easy to take part. If you need help to fill in your form, we've got it covered.



**We will send you a letter
with an access code.**



**Visit our secure website
and enter your access code
to get started.**

If you, or anyone you know, needs help,
a wide range of support services are available.

If you need help, visit
www.census.gov.uk

  
@Census2021