

# You must **fill in** **your census** **by law**

But don't panic, there's still time.  
We can help you complete yours today.



 Office for National Statistics

it's about us  
**census 2021**

## **Census Day was Sunday 21 March. But don't worry, there is still time to complete your questionnaire**

This year's census is being run predominantly online and is compatible with more assistive technologies including screen-readers, however paper forms are available for those who need them and there's plenty of support available for anyone who needs it.

### **Completing the questionnaire online**

Every household should have received a pack in the post containing instructions and a 16-digit access code that allows them to login.

The census will take around 10 minutes per person to complete. It's easy to do and can be done on any device, including a computer, laptop, tablet or smart phone.

A family member or volunteer can help anyone to complete their census with this access code and there's a range of help available online, through web chat, over the phone and in-person at Census Support Centres.

### **Completing the questionnaire on paper**

If you're not confident or don't want to complete online there's no need to worry as you can request a paper questionnaire and return via post once completed.

## Support from the Office for National Statistics (ONS)

The contact centre on **0800 141 2021** is there to answer questions about the census, and to offer alternative formats – for example, a Large Print questionnaire pack or a braille guidance booklet.

A [Census Support Centre](#) is at the Henley Hub, Stratford Road, Henley in Arden, B95 6AF. It is operational for telephone support or face to face via appointment. Tel: **015 6431 4660**

Trained staff in these centres will be able to help you complete your census online where face to face support can be offered, or to complete your questionnaire over the phone.

## If you're asked for help

People can ask a trusted person, such as a friend, family member or carer, for help with completing and returning their form.

There's a lot more information at [www.census.gov.uk/help](http://www.census.gov.uk/help).

## A safe and secure census

After Census Day, Office for National Statistics (ONS) field staff might visit homes to give help and encouragement where people haven't filled in their forms. They'll wear ID and won't ask to come inside or see personal documents.

## Support on hand

Whichever way someone chooses to complete their questionnaire, there's plenty of free support on hand. Below are some helpline numbers and links to key resources on the census website.

- Request a paper questionnaire by calling **0800 876 6276** or click on the [link](#)
- [accessible guidance](#) videos with BSL, audio and subtitles
- [Large Print](#) paper questionnaire packs
- [Braille](#) guidance booklets and a questionnaire translation booklet
- an NGT text relay prefix service offering text-to-speech and speech-to-text translation options. **Prefix 18001**
- [Easy Read](#) information leaflets

- online help web-pages covering important topics such as why we ask certain questions and what they mean. [Your questions answered leaflet](#)
- a language helpline and guidance booklets providing support in around 50 languages **(0800 587 2021)**
- Guidance to complete your questionnaire in many different [languages](#)

All support services are now available. Click on any of the links above or visit [www.census.gov.uk](http://www.census.gov.uk) to find out more.

ENDS