



Guidance notes for Home Carers in Solihull

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.

What happens next?

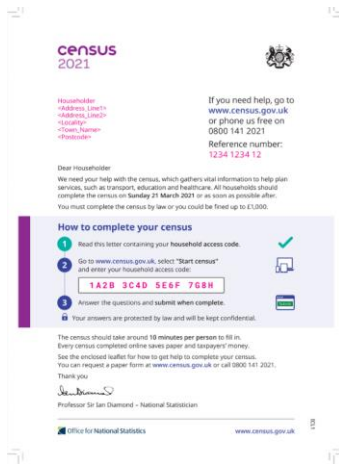
(The images below are just to give an idea of what to expect at each stage so don't worry if you can't read them - this is just to show what they will look like).

A postcard will be sent to every household



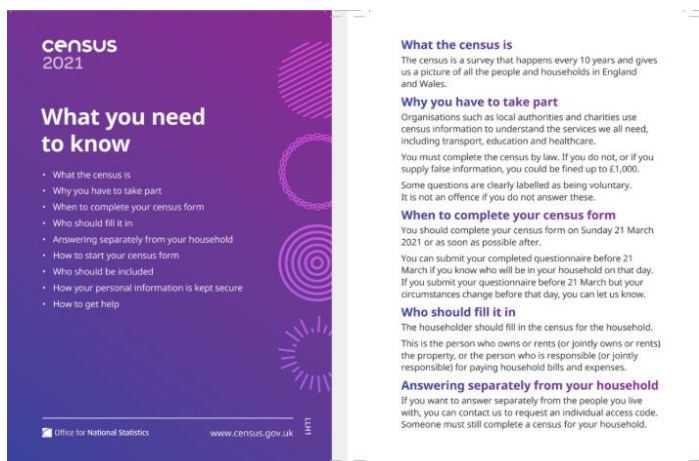
This card will arrive during the week commencing 22nd February and gives advanced notice about the census.

Then, a letter will arrive giving you an access code to complete the census online



This letter 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.

The census can be completed 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.

Paper forms are readily available if this method is preferred

When you receive your letter you can request a paper form using the Contact Centre telephone number. The number to phone will be provided on your letter. You may live in an area that will receive a paper form instead of an access code due to a poor internet signal.

Completing a paper census form



What the census is and why you should take part

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. This helps to plan and fund public services in your area.

You should complete your census form on Sunday 21 March 2021 or as soon as possible after. Your answers should be about who is in your household on this day. You can submit your census form earlier, but if your circumstances change you'll need to let us know.

You must complete the census by law. If you do not, or if you supply false information, you could be fined up to £1,000. Some questions are clearly labelled as being voluntary. It is not an offence if you do not answer these.

Who to include in your census questionnaire

People who usually live here

Include everyone who usually lives here. This might include family members, housemates, tenants or lodgers. This is the address where they spend most of their time, and might be their permanent or family home.

People who are temporarily away

Include everyone who usually lives here, but who is temporarily away on Sunday 21 March 2021. This includes:

- people staying (or expecting to stay) somewhere else for less than 6 months, such as a hospital, care home or hostel
- members of the Armed Forces
- people staying at another address for work, holiday, travel or staying with friends or relatives (unless they are outside the UK for a year or more)
- people in prison with a sentence of less than a year, or on remand

People temporarily staying here overnight on Sunday 21 March 2021

Anyone who does not have another UK address should be included on your census form as a member of your household. This includes:

- people from the UK who do not have another address
- people from outside the UK who plan to stay in the UK for 3 months or more

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

There will be a central telephone helpline to answer any questions about the census

A telephone number will be available from 1st March and can be found on the letter (this will be provided nearer the time as the number isn't live yet).

The census can be completed by phone

You can complete the census by telephone by contacting the contact centre (details will be provided on your letter).

Local help

Solihull Libraries will be offering support to complete and can be contacted on 0121 704 6005 or by emailing 2021census@solihull.gov.uk. This service will be available from the 1st March for the duration of the census. They will respond to any messages within one working day.

Appointments can be booked at a Census Support Centre to get some help

This service will depend on local restrictions due to Covid 19 (more details will be provided nearer the time).

Trusted family members or friends can help

In trials in 2019, children were able to help their grandparents complete the census online using their smartphones. You can give your access code to a trusted member of your family or a close friend and they can complete the census online with you.

What if you are 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.

Support for those who have 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.

Support for those who are hearing impaired

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.

The Office for National Statistics is committed to delivering a safe census during the current pandemic. Please note that the information given above may need to change due to the latest Government advice regarding Covid 19. It may be necessary, therefore, to update this information before 21st March.

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

**Or contact: Fiona Saxon, Census Engagement Manager for Solihull,
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