

# census 2021

## Census 2021 - help is available

You can complete your census in advance of 21 March if you know who is going to be in your house on this date.

### **Online help**

[www.census.gov.uk](http://www.census.gov.uk)

There is a help section online that directs towards language and accessibility assistance. This includes translated guidance booklets, British Sign Language videos and much more.

### **Web chat**

Online web chat advisors are available through the website [www.census.gov.uk](http://www.census.gov.uk)

### **Telephone**

Census Contact Centre                      0800 141 2021

Language helpline                              0800 587 2021

We will have advisers available to help you at the following times:

- Monday to Friday, 8am to 8pm
- Saturday, 8am to 1pm
- Sunday, closed
- Census weekend (20 – 21 March), 8am to 8pm

### **Text relay**

Relay UK users dial **18001** followed by the phone number you need

### **Text message (SMS)**

Advisers are available to help via text message at the same times as detailed for telephone assistance above

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## **Local Census Support Centres**

Local Census Support Centres are available to assist. This is currently by telephone or video appointment due to Covid-19 guidelines. Up to date opening information and your nearest centre can be found here;

<https://census.gov.uk/en/find-a-support-centre/>

## **Online Completion Event**

These events can be arranged to assist community groups in completion and talk through the form or individual questions. Please contact Penny, your local Census Engagement Manager at [penelope.greenwood-pearsons23@field.census.gov.uk](mailto:penelope.greenwood-pearsons23@field.census.gov.uk) if you would like to arrange one of these.

## **Social Media**

@Census2021, local Twitter @CensusHWB