

2011 Census:

Frequently Asked Questions on the 2007 Census Test

What is the Census?

The Census is a count of all the people and households in the UK and is normally held every ten years. The last Census was taken on April 29 2001 and the next Census will take place in 2011.

Why is there a Census?

A Census has been held in England and Wales every ten years since 1801 and the next one will be in 2011. A Census is a survey of all people and households within the country. It provides important statistics from national to neighbourhood level for use by central and local government and the community. The Census is independent of any political party.

How will the Census help me?

Your local council makes use of Census statistics to work out how much money they need to pay for the services in your local community. These include the important services that you may use, such as schools, health services, police, carers, transport and refuse collection. The amount of money that they have to spend is based on the number and type of people living in each local area, which is why it will be important for you to take part and be counted in 2011.

What is the Census Test?

Because the Census is so important, the Office for National Statistics starts planning and testing the questions several years in advance. The Census Test helps us to check our procedures and potential questions to make sure that we collect the information that is most needed.

Where is the 2007 Test being conducted?

Bath and North East Somerset, Camden, Carmarthenshire, Liverpool and Stoke on Trent.

How many households are taking part of the 2007 Test?

Around 100,000 households in England and Wales are being invited to take part, about 91,000 in England and 9,000 in Wales.

What day is the Census Test?

13 May 2007.

How can I get help?

Contact the Census Helpline by

Telephone 0845 603 2011 or
Textphone 0845 604 2011 (for people with hearing impairment).

The helpline will be available from 23 April to 25 June 2007.

Do I have to fill in the 2007 Test questionnaire and return it?

Although completing the questionnaire for the 2007 Test is voluntary, we do rely on the public's co-operation to make it a success. We need as many people as possible to complete the form so we can test the procedures and questions we hope to use for the 2011 Census. The Census represents a large investment of public money and the greater the response to the Test the more effective is this trial in the development of a questionnaire, procedures and system for the 2011 Census.

How can I be sure my details will remain confidential?

The personal information which a person supplies when completing their questionnaire will be treated as confidential. Information from the 2007 Test is protected in the same way and by the same legislation as Census information. No results from the 2007 Test will be published other than as part of the Test evaluation.

I have not received a questionnaire. What do I do?

Only some of the people living in Bath and North East Somerset, Camden, Carmarthenshire, Liverpool and Stoke-on-Trent will be asked to take part in the Census Test. Also questionnaires will be delivered up to the 6 May. If it is 7 May or after and you live in the participating Local Authorities please contact the Census Helpline 0845 603 2011 or textphone 0845 604 2011 (for people with hearing impairment).

Why have I received a reminder card when my Census questionnaire has been returned?

I am sorry that you have been troubled. On occasions the return of questionnaires through the post, and their receipting into our systems, may not have been completed when the follow-up lists are generated for enumerators. Enumerators have a responsibility to ensure that all questionnaires are returned. We shall do our best not to trouble you again.

I have lost / damaged the questionnaire.

Please contact the Census Helpline 0845 603 2011 or textphone 0845 604 2011 (for people with hearing impairment), who will arrange for a replacement to be posted to you.

I have lost the reply paid envelope.

We can send you a replacement envelope by contacting the Census Helpline 0845 603 2011 (or Textphone 0845 604 2011 - for people with hearing impairment), or the questionnaire can be put in an envelope, large enough to avoid folding the questionnaire, and sent to the address on the front of the questionnaire;

2007 Census Test,
FREEPOST RRAS-GRGR-SGJJ,
Office for National Statistics,
Titchfield,
Hants
PO15 5RR.

No stamp is required.

My address details are incorrect on the questionnaire. What should I do?

Please write your correct address in the box on the front page of the questionnaire, complete and post back in the envelope provided.

What will you do with my information?

The 2007 Test data will only be used to assess and check the effectiveness of the questions and the operational procedures. The results gained will be used solely to plan and prepare for the 2011 Census. An evaluation report will be published in April 2008.

Why is there no facility to complete the questionnaire on line?

As this is a Census Test, resources are limited especially for the large expense to provide a facility to complete the questionnaire online. It is proposed that a facility to complete the questionnaire online will be available for the Census in 2011.

Why is there no facility to email for assistance?

As this is a Census Test, resources are limited. A structured email facility will be available for 2011 from the Census Help website.

I want to write a letter.

Letters can be sent to:

Census Customer Services
Segensworth Road,
Titchfield,
Fareham,
Hampshire,
PO15 5RR

Please do not put any letters or notes in with the questionnaire. They will not be responded to.