

Advisory Group Paper (99)15

COMMUNITY LIAISON

1. This paper updates Advisory Groups on the progress made on community liaison since April. Much of the time has been spent in identifying organisations representing community groups, in researching the scope of their work and on initial discussions with interested parties.

Advisory Group members are invited to comment on progress and proposed strategies within two weeks from the date of the Advisory Group meeting

Community Liaison

1. Introduction

- 1.1 This paper updates Advisory Groups on the progress made on community liaison since April. Much of the time has been spent in identifying organisations representing community groups, in researching the scope of their work and on initial discussions with interested parties.
- 1.2 The scale and diversity of organisations representing groups within the community is staggering. As a nation we are much more organised than we were in 1991, every section of every community has a representation of some sort. Not every group can be consulted separately, but the Census Office needs to ensure that information is available to all. Careful consideration is needed to direct resources effectively.
- 1.3 Comments are invited on progress and proposed strategies.

2. Progress

2.1 Local Authorities

- 2.1.1 Following a meeting with John Hollis (London Research Centre, CLIP Census sub-group chair) and Roger Sykes (Local Government Association), a draft strategy and timetable for liaison with local authorities has been drawn up. This is shown at Annex A.
- 2.1.2 Once Census Area Managers are appointed they will be responsible for day-to-day liaison with local authorities.

2.2 Ethnic community groups

- 2.2.1 Ethnic groups are well represented, there are thousands of organisations covering differing sections of each community, many of which are locally based. There is also some overlap with organisations representing Religious communities.
- 2.2.2 Advice is currently being sought from the Commission for Racial Equality on the best strategy for ethnic community groups. It is also hoped to work with the Refugee Council.

2.3 Religious groups

- 2.3.1 A presentation is planned for 21 October to the Inner Cities Religious Council. The council members are drawn from those faiths which have a substantial presence in disadvantaged urban communities; Christian, Hindu, Jewish, Muslim and Sikh. The council will be asked for their ideas and views on the way forward.
- 2.3.2 There are other religious groups who may also wish to be included as part of the liaison work, notably the Religious Affiliation Group that covers 9 main faith groups.

2.4 Disabled groups

2.4.1 Disability Matters Ltd have been consulted about the strategy for those with disabilities. A meeting of key charities (MIND, SCOPE, MENCAP, RNID, RNIB, RADAR) will also take place on 21 September when the strategy will be discussed; a draft is shown at Annex B.

2.5 Elderly groups

2.5.1 Age Concern England and Age Concern Cymru have also been invited to the Charities meeting on 21 September to discuss a strategy for the elderly community. This is included in the draft strategy at Annex B.

2.6 Language

2.6.1 When communicating with all organisations, the language spoken on the doorstep will be a key issue. There are approximately 100 languages spoken in this country and although many households contain someone who speaks and reads English, there are still households where English is not understood.

2.6.2 A strategy for dealing with this is under discussion, and will need to involve local authorities who encounter language problems on a daily basis. It is proposed to invite interested local authorities to take part in a "language group" which will develop any necessary links for translations and interpreters.

2.7 Other Agencies

2.7.1 The Citizens Advice Bureau will help anyone who visits their offices with a census form to complete it.

2.7.2 Discussions are taking place with the Women's Royal Voluntary Service about assistance to those who have difficulty completing their census form.

2.8 Next Steps

2.8.1 The next stage will be to develop the strategies outlined in this paper to link with the enumeration methodology and public relations strategy for the 2001 Census. There will be a number of different approaches according to the needs identified by the discussions outlined above.

2.8.2 Although field staff will have a key role in co-ordinating and implementing this work, the basic strategy will be developed centrally and a number of the necessary aids will be built into publicity material. Training for field staff will also contain advice and hints on how to co-operate with community groups and individuals with a particular problem, in order to ensure full enumeration.

2.8.3 The timetable for this work will link with the development of data collection methodology and the PR strategy. Details will be supplied as they emerge.

2.9 Comments

- 2.9.1 Any comments should be sent to pat.mann@ons.gov.uk or Pat Mann, ONS, Segensworth Road, Titchfield, Fareham, Hants PO15 5RR.

Pat Mann
September 1999

Timetable for Liaison with Local Authorities

Date	Action
1999	
October	Strategy agreed by CLIP Posted on LGA Website/Included in LGA newsletter Request interest in Local Authority Language Group Conference of Association of Directors of Social Services Newsletter placed in literature pack.
November	Local Authority Language Group set up
December	Write to Chief Execs/Statistical LOs to invite to Roadshows
2000	
February	Community Liaison and Publicity Roadshows held ½ day at 8 locations around country
March	Updates on LGA Website/Newsletter
May	Strategy for dealing with language agreed
July	Census Area Managers appointed Local Authorities notified of relevant appointment
September	Standard Briefing issued to LAs: Role of CAMs, recruitment timetable and outline of jobs
October – April 2001	Individual liaison with each Authority carried out by Census Area Managers Briefings issued by Census Headquarters as appropriate

Proposed Strategy for facilitating those with Disabilities

DISABILITY	PROBLEM	SOLUTION
Blind) Partially Sighted)	Cannot read form or complete it	Braille/Large Print Information Leaflets Form completed by: Family/Partner Telephone completion Enumerator
Deaf	May not understand written English May not answer door/bell	Clear English Text phone to help complete over telephone
Deafened	May not answer door/bell	Train enumerators to deal with
Speech Impairment	Unable to communicate or complete	Partner/Family Enumerator
Confused/Alzheimers	Unable to communicate or complete	Partner/Family Enumerator
Learning Disability	Difficulty in understanding and completing	Partner/Family Social Services/Advocates Enumerator
Manual Dexterity	Physically difficult to complete form	Partner/Family Telephone completion Enumerator