



Spotlight on... completing the count

**An overview of methods for ensuring
quality and completeness of your
census estimates.**

Questions & Answers

December 2010

This document provides a summary of the questions raised and answers provided at the recent 2011 Census methodology tutorials (**Spotlight on...completing the count. An overview of methods for ensuring quality and completeness of your census estimates.**) Details of the four events are below:

1. Manchester, 19/11/2010
2. London, 22/11/2010
3. Newport, 23/11/2010
4. London, 30/11/2010

The questions have been grouped by subject, into the following categories:

- Census Coverage Survey (CCS)
- Census Quality Assurance (QA)
- General

Some questions have been merged with very similar questions to ensure that repetition of common questions is kept to a minimum.

Census Coverage Survey (CCS)

How did you decide on 6 weeks as the appropriate timescale after the census for starting the Census Coverage Survey? How reliable are people's recall about census day 6 weeks earlier?

There is a balance to be struck with the timing of the Census Coverage Survey (CCS). Running the survey close to census day, we would expect more accurate answers. However we also need to allow time for the census operation to take place fully. In 2001, the CCS started three and half weeks after census day. This was extended to 6 weeks for 2011 to give the follow-up operation a better window to improve response to the census.

Does the household bias adjustment include estimates for under coverage in the address register; e.g. where the CCS finds a household that didn't exist on the address register?

Yes. The normal dual system estimate (DSE) would automatically include an adjustment where the CCS finds a household that isn't in the address register. The household bias adjustment will use an updated address register and intelligence from the census operation, which would include adjustments for the quality of the address register. This would include under coverage and duplication of the address register.

How will you create the address register for the CCS?

We will have a map with approximate boundaries for the postcode. The interviewer will knock on every door within that boundary, and just outside the boundary, and ask for their postcode. Where contact is made, they will take the opportunity to fill in a questionnaire. This may provide additional address information.

Will CCS interviewers be given a target to reach within a postcode?

Interviewers will not be given a specific target. However, survey managers will have expected address counts for each postcode, so enumerators who report numbers significantly lower than the expected count for a particular postcode can be followed up to ensure the quality of the CCS data. In addition, interviewers work in pairs for safety and also to guarantee quality.

Are the response rates from the census used to get addresses for the CCS?

No, the CCS is totally independent from census.

Why don't Estimation Areas match Area Manager areas as these were created by grouping 'similar' local authorities?

Estimation Areas (EAs) are built based on CCS sample size - as the purpose is to create groups of LAs such that the sample size is sufficient to be able to get good quality estimates of the population. Area manager areas are created for field management purposes, and would not be appropriate for use as EAs.

Does the CCS and the coverage adjustment process include communal establishments?

The CCS will interview communal establishments smaller than 100 bed spaces that exist within the sample areas. This information is then used within the coverage assessment and adjustment process to estimate and adjust for under enumeration in communals smaller than 100. This is new for 2011 as no estimation was done for communals in 2001. For communals greater than 100 bed spaces that are excluded from the estimation process, these will be checked during the quality assurance and adjusted to external sources if required.

Is the household bias adjustment applied uniformly to get to a people adjustment?

The adjustment for bias is applied to the person-level age-sex estimates and will vary according to Estimation Area and age-sex group. It is derived from an independent count of the number of households and the Census and CCS response rates for the age-sex group within the Estimation Area.

How would large groups of people being re-housed into houses of multiple occupancy be captured on the CCS?

Assuming they can persuade them all to take part, CCS interviewers would use additional questionnaires to capture all people in a house of multiple occupancy.

Assuming not all houses of multiple occupancy are known and the CCS misses some hidden households, how will dual system estimation recognise that?

This looks like a situation where there is a low chance that this population will be captured by the Census, and there is also a low chance of them being captured by the CCS. The Dual System Estimate (DSE) will still make an estimate/adjustment for this population - but as the coverage is low in both, there is a risk of correlation bias (as the probabilities of capture are highly correlated and low which leads to a negative bias). This means that we will have to rely on a third source that includes those households to make adjustments to the DSEs through the bias adjustment methodology. This uses an estimate of the number of households (based on the address register and the information collected during census fieldwork) to 'uprate' the DSEs where the number of households estimated using the CCS is low.

If they appear in no third sources then we cannot adjust the DSEs for them as there is no data on which to base an adjustment. The QA process where comparisons are made against a much wider range of sources will identify such issues if they affect a large sub-population (and corrective action can also be made).

To mitigate against such occurrences, Census collectors, and in particular, CCS interviewers are trained to find hidden households by picking up clues in the field.

Will dual system estimation be done separately for houses of multiple occupancy?

We will be looking at both households and individuals. If the CCS finds many houses of multiple occupancy, it will impute many houses of multiple occupancy.

While the default stratification is by age / sex groups, in areas where for example ethnicity is more relevant for adjustment, we will create separate estimates for ethnicity. This can also be done for self-contained and non-self-contained households. If the count is still short of the address register count, additional adjustment will be made.

Will variation in quality of lists of houses of multiple occupancy supplied by local authorities be considered?

Area managers will be looking at their areas to check they fit the expected counts. The distinction between houses of multiple occupancy and large households is blurry. We will be looking at comparator data sources. If these point to within household bias, we will use alternative data sources for adjustment.

Would it be possible to group local authorities by characteristics rather than contiguous geography to establish estimation areas?

This was tested, but showed no significant advantages because of the 'hard to count' index.

Will differences in first language between local authorities within an estimation area (most likely in Wales) be a problem for imputation?

The characteristics will be taken from the specific local authority so this should not be an issue.

Cardiff is a single estimation area but some of the surrounding estimation areas have a disproportionately large total population. Why is this?

This is because of the distribution of postcodes for the CCS. The estimation area has to be large to gain the same sample size as Cardiff. It is important to note that sample size and population size are not the same thing.

Is imputation limited to being within estimation areas?

Yes it is limited to within estimation area.

Are you assuming 'hard to count' areas are similar?

Yes, within 'hard to count' the areas are assumed to be similar. Calculations are done for each 'hard to count' / age group / sex group. This leads to 120 adjustment factors (one for each 'hard to count' / age group / sex group) for each estimation area.

People in hard to count areas are less likely to fill in the CCS as well. Is this taken into account?

Yes this is accounted for as a potential for bias.

Because the CCS is voluntary, does it matter that the response rate may be low?

In the dual system estimation example it was shown that even a low response rate can still be used to estimate the population. The key factor for the CCS is its independence from the census. However a minimum response rate of 80 per cent is required for the CCS to provide robust results.

What was the response rate to the CCS in 2001?

Overall the CCS response rate in 2001 was 90 per cent. An evaluation report of the 2001 CCS is here (http://www.statistics.gov.uk/census2001/proj_ccs.asp)

Will ONS supply dual system estimation adjustments and imputation rates as part of the local authority metadata for the 2011 Census?

ONS is aiming to publish a range of metadata with the publication of the 2011 Census population estimates. This would include imputation rates for each local authority by key characteristics (age, sex, ethnicity, tenure, activity last week, marital status), key

components of the dual system estimation (CCS total, census total, and matches between census and CCS) and comparison of the census estimates with key comparators data sources.

Dual system estimation looks like something that was used to create population projections for Wales but didn't work (it had far too many females).

This looks like they made different assumptions to the dual system estimation method, and is not the same process.

How do CCS interviewers deal with gated communities?

CCS interviewers are trained in avoiding refusals and persistence to ensure high contact rates and successful interviews. LAs can help with making contact with these communities and explaining the importance of the census and the CCS.

Are CCS interviewers trained any differently to Census field staff?

Census collectors' training is focused around getting a census questionnaire completed and returned. CCS interviewers are trained more specifically in persuasion techniques and refusal avoidance. The job descriptions are slightly different for the two roles. The CCS field force is smaller and they work in pairs so it is easier to recruit people with the right language skills and move them around to the areas where they are most needed.

With the approach of using maps and postcodes, is there a risk that in areas with a mixture of residential and commercial properties that CCS interviewers will fail to find households living above shops etc?

CCS interviewers will work in pairs and be instructed to fully explore their area by speaking to shopkeepers etc to determine their boundaries and try not to miss any properties. CCS interviewers also work in pairs increasing the chances of finding such properties.

Does the voluntary nature of the CCS affect its independence?

The voluntary nature of the CCS mainly has an impact in terms of its response rate. If its response rate is low, the quality of the estimates will be lower and more susceptible to biases such as dependence. However, as it is voluntary and thus an individual's behaviour in terms of response will be 'different' from the census then it shouldn't therefore follow that the two are less independent than if the CCS were compulsory. It may mean that the independence assumption is better approximated due to the difference (it also means that the assumption of low correlation of response probabilities is better approximated as well).

In difficult areas, such as Newham, what sort of response rate to the CCS is considered essential for the process to work?

A response rate of around 80 per cent would be required as a minimum to ensure a good quality estimate.

Is it a problem that the census uses a post out/post back methodology and the CCS is a face to face survey?

It helps establish independence between the two surveys and increases the chances of different people being captured.

What if hard to count areas are different within estimation areas?

As long as coverage of them is similar this will not be a problem. If hard to count areas are not predicted they can be post stratified after census as part of the estimation process.

Is the assumption that the dual system estimate adjustment can be applied across Census a problem? (i.e. if we do not find a particular area of undercount)

It is based on a sample so as long as some areas of under enumeration are included the assumption will hold.

What is the relationship between the address register and the true household count?

All field work from Census will feed back into the address register, as will updates to the original address sources. Administrative data can also be checked against, for example Council Tax.

How do we deal with households that do not receive questionnaires?

The address register is compiled from national sources, field checking shows this is roughly 99.5 per cent complete. People who do not receive questionnaires should ring up and request one, although we accept that not all will. CCS staff in the field will then have the opportunity to find more new addresses.

Is violating the assumption of a closed population between the Census and CCS a problem?

This would be a problem if coverage of movers was different to those that didn't move (between Census and CCS). The CCS collects information on whether respondents have moved in since census and if so where were they at census day. This information can be used to assess if these movers are different from non-movers to feed into whether an adjustment is required.

Are CCS unmatched addresses fed into the address register? Are new people found in the CCS retained for publication in 100 years?

No, the CCS is a small sample so any adjustments would be small and localised. CCS data is not retained for 100 years as it not covered by Census legislation.

How much have estimation areas changed relative to 2001?

There are substantial differences – in London for example many boroughs are now their own estimation areas.

Does the coverage rate suggested by the Address Register Field check vary widely?

Difficult to estimate at LA level. Between now and census more checking work will be done everywhere if time/resource allow. If they don't problem areas will be targeted to achieve 99 per cent target.

Census quality assurance

(i) Are there any plans to contact local authorities to help explain anomalous results?

(ii) Would it be possible for local authorities to see data before publication?

(i) Due to time constraints and the infeasibility of having all 348 local authorities attending all quality assurance panel sessions, no formal contact with local authorities is planned for the quality assurance period. To use local expertise throughout the quality assurance process, the quality assurance team will ask local authorities to provide as much relevant information as possible prior to census such that the quality assurance team can draw on the material provided in order to justify or explain local anomalies.

(ii) ONS are not planning to show estimates to local authorities before publication. If we find areas for concern with a local authority which we are unable to resolve ourselves we may consult a local authority. ONS will further consider the issue of a 24 hour pre-release period for local authorities.

(i) How will ONS ensure that local knowledge and soft intelligence are included in estimates?

(ii) Is the census local partnership plan the only way to do this?

(i) There are numerous procedures in place to include local knowledge in census estimates:

Field work: information management liaison officers will report to area managers who in turn report to ONS. This ensures that local information can be fed to ONS from a grass roots level.

Quality assurance studies: This exercise included 40 local authorities to identify locally held sources of QA.

ONS will be writing to all local authorities for specific data sets shown to be of value in the QA studies. Local authorities are also encouraged to provide any information over and above the suggested data, which the local authorities believe would be beneficial or informative to the quality assurance process.

(ii) If additional useful information is available that is not in census local partnership plans then ONS would appreciate being provided with this information. In particular, if users have commissioned a Mayhew study, we would be very interested in seeing this. Updated information should be sent through census local partnership plans, but there is also the quality assurance email (censusquality@ons.gsi.gov.uk) that can be used for queries.

The quality assurance team use administrative sources extensively; these sources could be biased. Is there any assessment of administrative sources?

Yes there is. ONS administrative sources division perform quality checks on the data. The census quality assurance team also conduct analysis of each source and have produced reports detailing quality issues with each source.

Can we not use the patient register to check for movers?

The patient register addresses are only updated when someone chooses to update their record. Moreover, different movers become flagged in the data in different ways. For example, internal migration (moving around the UK), would be very difficult to track, since they are only flagged as already having been registered elsewhere in the UK. The Enhanced Patient Register can offer an indication of international migration, since if your previous registration with a doctor was abroad then this is noted, and this can be used as a proxy for international migration.

How are GP registration/PLASC data going to be allocated to local authority areas for the purpose of the quality assurance? What will happen to incorrectly addressed records?

The patient register shows where you are registered with a doctor, therefore there is no way to tell if this registration is erroneous. There is no proposed adjustment for patient register or school census data.

Will GP commissioning improve the quality of the patient register?

Most useful practice would be to align administrative procedures with statistical purposes (for example cleaning and formatting addresses). However, the main benefit

over 2001 is that ONS now have access to the enhanced patient register, which includes names and addresses.

Are you using the pupil records or the school census? Do you have home addresses? Aggregate data doesn't take account of students who go to school in a different local authority than they were educated.

We are using the school census, with home addresses for each pupil available, to be aggregated to local authority level.

There are definitional differences that we found when taking part in the local authority pilot. For instance, dwellings counts from our planning office are very different to those from council tax data.

We are aware of the definitional differences between data sources, particularly with the definition of a household and have been doing work to assess and document these differences by completing quality templates for each data source and using this information to feed into the calculation of tolerances (upper and lower bounds around the comparator source for each quality assurance check being carried out).

Have you matched the address register to council tax data?

As part of the quality assurance studies, work was completed to compare counts from the address register and council tax at postcode level. Generally, counts matched well but where outliers were found, exemptions and discounts codes in the council tax data were used to reconcile the differences. An evaluation report from the QA studies including detail of this work will be published shortly.

When the census results are published, will these include an explanation of what sources were used, and how changes have been made since 2001?

Packs of information for each local authority were published in 2001 but some of the information was generalised. The detail of the information that will be published for each local authority for 2011 is currently being determined.

How much notice will local authorities receive for data requests from ONS?

In the quality assurance studies pack to be sent out in December we will give a guide of what we would like from local authorities. While this will include a call for data, we will also be sending out a direct call for data by the end of 2010. This data will need to be related to census day, and we would appreciate you sending it to us as soon as you have it available. We will not be requesting a great deal of data - principally this will be council tax data.

At what level will ONS be requesting council tax data from local authorities?

ONS will request council tax at postcode level. Details such as format, level of geography, and method of transfer will be included in the requests.

We know from surveys that the counts from administrative sources are low for my borough. How will you account for this?

Following the data requests from ONS, any information which could be used to identify issues specific to your borough or local area would be greatly appreciated. ONS plans to build up a stock of material for each local authority to draw upon throughout the quality assurance process.

We have some concerns over the accuracy of the mid-year estimates. Would it be useful to use the Greater London Authorities' mid-year estimates for diagnostic ranges?

Yes. This is a good example of the additional information we would be grateful for. This source would definitely be considered for use.

Do you have records of all the communications from local authorities to ONS regarding the mid-year population estimates or do local authorities need to summarise?

All communication relating to the mid-year estimates and other related ONS products are available for use in the quality assurance of the census estimates. There is no need for local authorities to summarise and resend.

Is there a feedback loop regarding tolerance bounds? Are the bounds adjusted at a local level?

A great deal of effort is being put into researching the quality issues with the comparator data sources in order to set bounds that will act as a filter to indicate where supplementary quality assurance is required. Until the census estimates are available it is difficult to see how effective the bounds are in acting as a filter. Should all areas be falling outside of the bounds then it may be necessary to make adjustments to the bounds, however a decision on this has not yet been taken.

What sources are used to calculate sex ratio bounds? Are ranges for sex ratio at local authority level possible?

Mid-year estimates, pensions data, child benefit data, patient register, school census and births data are used in the calculation of sex ratios. Sex ratios at local authority level are being looked into, although because of particular local patterns (such as armed forces) it may be more feasible to look at bounds attached to a higher geography level.

When you release counts, will there be additional information on quality measures?

Yes, the quality assurance packs will include more information, such as imputation rates by local authority and characteristics and return rates by lower super output area (LSOA).

Can we look at the demographic analysis before census?

Bounds will be created nearer to census day, using the most current data. ONS already publishes mortality and fertility rates, which are a good indicator of what the analysis will look like. Last year, documents on demographic analysis were published with the Mid-Year Estimates. There is evidence for each local authority for the changing Mid-Year Estimates with these, online (<http://www.statistics.gov.uk/statbase/Product.asp?vlnk=15106>)

Can you calculate fertility rates by country of birth for use in the demographic analyses with the data that is available?

Yes. Birth registration data includes country of birth of mother.

Why are there no statistics on the level of internet completion in the operational profile of the quality assurance interactive section?

The information provided in the group exercise was intended to provide some examples of the types of information available. Other information, including internet completion will also be available to the quality assurance team.

Will this information be included in the quality assurance packs?

The information in the pack has not been finalised but it is recognised as potentially important.

Considering the answer to the quality assurance interactive example; would enumerators be sent back out with language skills?

We aim to employ field staff with appropriate language skills where possible. However if the census had already taken place and the fieldwork period was complete then we would not send out more enumerators. If there had been a problem with the enumeration and estimation of a certain population sub-group, then if necessary, we would make adjustments to the data until we were satisfied that the issue had been accounted for.

Area profiles have been produced for some local authorities by a company called eclipse. Ethnicity information was gained using school census data and in some cases this information was wrong.

This issue has been noted and will be explored further.

What would be the threshold for an “area for concern” where contacting local authorities to discuss census results would be considered?

It is not possible to put a volumetric on this, if we feel we can explain the census numbers adequately then we do not plan to consult individual local authorities. ONS are currently looking at what guidance can be set ahead of Census to indicate when detailed quality assurance would be undertaken.

How many cases do ONS expect to be subject to contingency? Local authorities should be consulted at that point

In 2001, national contingency was invoked, with adjustments in 15 local authorities. This Census has had operational changes (for example the improvement of the address register). Since cases of contingency are based on quality of data, it is hard to estimate the number of cases in which contingency will be invoked, however 15 local authorities, with errors less significant than in 2001, would not be surprising.

Fertility rates use a definition of women of child bearing age, what about those outside this age group?

The standard fertility analysis will use women of child bearing age (defined as ages 15-45). Expert demographers within ONS are considering what additional fertility analysis can be undertaken.

Will LAs be able to review the QA process?

The quality assurance team are currently assessing what information from the QA process can be released. In 2001 supplementary information was released after Census first release. This time we will attempt to publish some supporting evidence alongside the first release (the local and national census population estimates by age and sex).

What if the existing mid year population estimates are questionable? Will this mean the fertility/mortality rates are wrong?

The quality assurance process will consider areas similar to Newham which should have similar demographic trends, if it appears that there has been a jump in the series when switching from using mid-year estimates to the census as the denominator.

Will ONS publish who is on the QA panel?

Yes, a draft list currently exists and will be published once it is finalised. The high level panel will include demographers, academics and data users with experience of working with local authorities.

General

How will area managers know how things are going?

Area managers have access to the questionnaire tracking system which also provides a number of management information reports, including information on return rates. Area managers are able to run this information daily to monitor return rates and deploy resources accordingly.

Questionnaire tracking feedback in live running will only be provided to coordinators for the worst two areas in the LA at the moment. Why not all?

This decision was taken as ONS needs to be in control of how census is run and where effort is targeted. Also too much information on how census is going could backfire as a media story.

How is data about the recruitment process being fed into field operations (i.e. to determine where more field force needs to be targeted)?

Data from the recruitment process will be continually monitored to ensure that we have the required number of field staff in the required areas. In addition, this information will be available and used during the quality assurance process as part of a package of operational information to help understand any operational issues that may have impacted on the field operation in particular areas.

What is the Census Quality Survey? Is it separate from the CCS? Does it feed into the estimates?

The Census Quality Survey is a small scale survey designed to measure the accuracy of responses to the self-completed census questionnaires. It re-interviews a sample of census respondents and then compares the interview answers with the census response to provide an estimate of inaccurate reporting in the census results. The Census Quality Survey goes into the field in June 2011.

The Census Quality Survey does not feed into the estimates. It is entirely separate from the CCS.

More information on the Census Quality Survey can be found here

<http://www.ons.gov.uk/census/2011-census/consultations/user-adv-groups/census-adv-groups/data-quality/census-quality-survey.pdf>

Will census area managers have special information for their local authority on non-response groups?

Yes, at least down to Estimation Area level. Look up tables will be provided for example Lower Super Output Areas to Enumeration District.

Where visitor information is completed on the census questionnaire, does: (i) ONS chase where information on the visitor's usual address has not been completed?; (ii) does ONS check address is valid and what does it do if it isn't?; (iii) if usual address is complete, but no return from their usual address is received, does ONS pursue a return from their usual address?

The completion of visitor information will be checked but not chased. If people have not filled in where they usually live this will be chased. In addition, a sample of visitor data will be looked at to check they are being picked up in the CCS.

How will you know if you have captured the undercount from visitors not completing usual address correctly?

We will see through Dual System Estimation and through the quality assurance process. If the CCS is under performing drastically in a certain area, we might use information from another similar area to estimate for that area.

How do you decide on which answers are correct if you receive one paper questionnaire and one internet response from the same household, but with different answers?

There are a number of checks that questionnaires go through to ensure the most complete data are kept. Generally, when a paper and internet response is received the most complete questionnaire will be kept. If there are other answers provided on the questionnaire that is not kept then these will be transferred over. In cases where the two responses are equally complete, the internet response will be kept over the paper response.

Can we use the census questionnaire for our area managers? Is there a definitive list of census questions and definitions within the questionnaire published online?

The census questionnaire has been removed from the ONS website, due to security concerns. We would ask that it was not publicly given out or published on your website. For illustrative purposes, you may show the questionnaire to area managers, but it should not be handed out.

The definitions and questions, as well as the published methodology to date are available online (<http://www.ons.gov.uk/census/2011-census/2011-census-questionnaire-content/index.html>)

What is the lowest level of geography at which the data will be available?

Outputs will be produced at a variety of lower geographies but will continue to use the 2001 output area hierarchy. The level of detail available at each will be subject to disclosure control but the intention is to provide at least the same level of detail as in 2001, so this will generally be Output Area level with certain variables taken out or rounded to ensure anonymity with some limited variables available at postcode level. ONS has not yet decided whether it will produce outputs for exact fit wards and/or best fit wards (aggregated from output areas).

(i) What happens to houses built between finalising the address register and census day? (ii) Households missed from the address register completely? (iii) New households found during the follow-up period?

(i) Address changes since the supply of the address register to the printer will be recorded and added to the questionnaire tracking before census day and subsequently posted a questionnaire.

(ii) Households that don't exist on the address register and exist at the time of the census can be captured in three ways;

1. Firstly, the householder may use the contact centre or the web self help to request a questionnaire. These will also be added to the questionnaire tracking and therefore subject to follow-up.
2. Secondly the new (or missing) address may be found in the field during the follow-up. The collector would issue a questionnaire, record the address and this would be added to the questionnaire tracking system.
3. Thirdly, the AR update progress will continue to until the end of June 2011. This will enable any subsequent update to the address supplier products to be picked

up through the change only update analysis. These changes will then be used in the coverage estimation process.

How do we calculate mortality rates using census?

Mortality rates are calculated using a numerator of death registrations over a population count denominator. Census QA will use Age-Specific and Age-Standardised mortality rates. Age specific rates based on MYE data allow QA to view mortality rates and trends in the data over time and compare these to rates based on census data. Age standardised rates allow comparisons to be made at any geographic level.

Do boating communities fall under Communal Establishments? They often have PO Box addresses, but census are not posting out to these address types. How do we account for them?

This falls under special enumeration. Special enumerators will be deployed in these communities where census forms may not reach. It is important to talk to area managers to ensure they are aware of communities like this and employ special enumerators accordingly, to ensure that these communities are captured fully.

Will information leaflets be available a) with no figures on as these are required for mosques and b) with multiple languages on for places like doctors surgeries where they cannot have multiple leaflets?

Information leaflets will be available in Arabic, Somali and Urdu without any images on. There will not be any leaflets available with multiple languages on the one leaflet.

There are over 500,000 Polish people. Why is this significantly sized group not reflected in the language profile of the community advisors?

Area managers are employed across England and Wales and are carrying out community engagement activities. Area managers are the backbone of the community engagement work within their area. They worked with their local council to identify groups of local residents less likely to complete and then they have planned and implemented engagement and community activities to reach those communities. This work covers residents from all groups, including the Polish community.

In addition to this engagement activity, part time community advisers have been appointed to work with particular Black and Ethnic Minority communities which had higher levels of non-response in 2001. The advisers have been appointed to cover particular geographic areas where there are the highest concentrations of Indian, Bangladeshi, Black African, Black Caribbean, Pakistani and Chinese residents.

How should people with second addresses respond to the census?

We want a response for every address. People's usual residence should be their permanent or family home and this is where they should complete a full census return. At their second address the household questions (H7 to H11) on the census questionnaire should still be completed and the tick box in question H1 that states 'no-one usually lives here, for example this is a second address or holiday home' should be used. If a person is staying at their second address on census night then they should also be recorded as a visitor.