Welcome to the CAG meeting

Please put your microphones on mute

21st January 2021

@Census2021 | @Cyfrifiad2021



Office for National Statistics

Census Advisory Group for CLIP, CGAG and HSAG

21st January 2021

@Census2021 | @Cyfrifiad2021



Office for National Statistics

Agenda

		Time	Item	Presenter
1	10m	10:00 – 10:10	AG (21) 01 – Welcome, introduction, previous minutes	Lara Phelan
2	20m	10:10 – 10:30	AG (21) 02 - Overview of data collection operation	Orlaith Fraser
3	20m	10:30 – 10:50	AG (21) 03 – Adjustments for Covid-19	Jason Zawadzki
4	20m	10:50 – 11:10	AG (21) 04 – Census 2021 campaign update (especially for Key Population Groups)	Dan Finch
5	20m	11:10 – 11:30	AG (21) 05 – UK Outputs	Callum Foster
7	10m	11:30 – 11:40	AG (21) 07 - AOB and closing remarks	Lara Phelan

AG (21) 01 Welcome, introduction, previous minutes and actions

Lara Phelan

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Office for National Statistics

census cyfrifiad Actions

2021

Action	Meeting	Owner	Detail	Progress
Number				
CARRIED FO	RWARD			
AP01	June 2020	Neil Townsend	NOMIS or if it will be available on UKDS	Closed. The data is getting closer to being ready for release on Nomis. We are aiming for the initial set of data to be released early in the New Year. We haven't made any decisions about it also being made available in the UK Data Service. There is nothing to prohibit this and would be happy to discuss this based on user needs.
NEW				
AP01	·	Neil Townsend	NT to find out if Hard to Count Index can be disseminated wider than Local Authorities and update CAG members.	Closed.The Hard to Count is only being shared with LAs at this point.
AP02	Sept 2020	Dan Finch	, , ,	Closed. See new slides attached featuring updated campaign information and LA campaign pack information.
AP03	Sept 2020	Neil Townsend	NT to update CAG members/LAs with online/paper distribution across households in each local authority area.	Closed. The online/paper distribution has now been shared with LAs via Census Engagement Managers.
AP04	Sept 2020	Liz McClaren	LM to check if multiple geographies can be selected and update CAG Secretariat.	Closed. The flexible table builder is still under development and currently only one level of geography can be selected. We will continue user research and prototyping.
AP05	Sept 2020	Liz McClaren	LM to find out if how origin destination data will be published and update CAG members	Closed. We are considering whether the flexible table builder can be used for public origin-destination data and a decision on this will be made next year. Secure origin-destination data will be made available in the ONS Secure Research Service (SRS) as it was in 2011. Safeguarded origin-destination data is likely to made available in both the SRS and UKDS as it was in 2011.
AP06	Sept 2020	Liz McClaren	ONS to find out about the Outputs Working Group put together and when they will next be meeting, to update relevant CAG members.	Closed. There is currently not an Outputs Working Group. However, volunteers for user research are always welcome and we have other working groups too.

AG (21)02 Wave of Contact and Maximising Response in Census 2021

Orlaith Fraser

Head of 2021 Census Statistical Design (Collection) Census Data Transformation

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census Census 2021 quality targets

cyfrifiad

2021

Encourage completion

Support completion

Monitor and optimise response





High quality, flexible, timely, accessible census statistics for users

At least 80% in

75% Online Response

Minimise variability in response

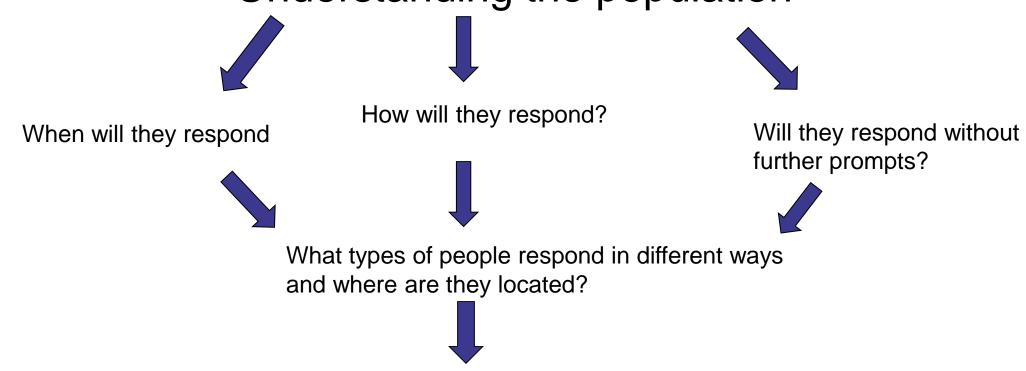
94% overall response

every local authority



How do we ensure we meet our targets?

Understanding the population



What are the expected patterns of response in different areas?

census cyfrifiad A changing landscape

Over the last decade...

Changing attitudes

harder to get people to respond

New technology

changes for respondents and field officers

New user needs

new questions

An online first census

Principle to guide design & development of statistical and operational processes

- better data quality
- quicker outputs
- easier for respondents
 - complete anywhere on any device
 - routing and use of search-as-you-type

BUT – we don't expect everyone to complete a census online Aim is 75% of households choosing online completion in 2021

How will it work?

- invitation letter with an access code unique to that household send out to around 90% of addresses in England and Wales
- around 10% of addresses in areas where we expect people to be less likely to complete online will be sent paper questionnaires.
- paper questionnaires will also have access codes on to enable online response

census 2021



<Householder>
<Address_Line1>
<Address_Line2>
<Locality>
<Town_Name>
<Postcode>

If you need help go to census.gov.uk or phone us free on 0800 141 2021. Quote this code if you need a paper questionnaire: 1234 1234

Dear Householder.

The census counts everyone in England and Wales to give us a picture of the people, housing, jobs and the needs of everyone who lives here. 94 out of every 100 people responded to the last census, helping their areas receive their share of public funding. We're preparing for Census 2021 by running a rehearsal in your area.



What you need to know

- · You should complete the questionnaire as soon as possible.
- This should take 20 to 30 minutes to complete online; every census completed online saves taxpayers' money.
- We have centres in your area where you can get help to go online.
- If you do not take part one of our census officers may contact you in person.

Thank you for your time

Kith Porton Pete Benton - Director of Census Operations

M Your personal information is protect; i by lavan; will take με του fa ential.

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census

cyfrifiad Helping those who can't or won't respond online

Paper questionnaires – four key routes:

- 1. as first contact
- 2. as a reminder
- 3. via contact centre
- 4. via the website

Additional targeted support

- paper questionnaires available from census officers on the doorstep
- telephone capture for those who may have difficulty completing online or on paper
- census support centres in the community for those who wish to complete the census online but may need assistance to do so.

Census Coverage Survey (CCS)

- survey of 1% of households 6 weeks after Census Day
- face-to-face interviews on the doorstep
- subset of Census questions asked
- used to establish coverage in the census and to impute missing people

High quality census estimates dependent on maximising response to both the Census and CCS

census cyfrifiad How do we encourage people to respond?

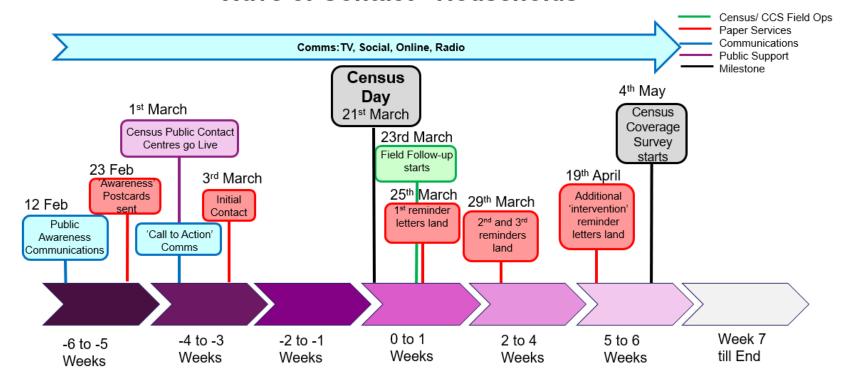
- media campaign runs throughout the operation
- postcards posted out to let people know the census is coming
- initial contact letters and paper questionnaires designed using behavioural insights
- at least two reminder letters sent to all non-responding households, with additional letters for some
- census officers visit all non-responding addresses
- non-compliance operation for prosecution where necessary

Learnings incorporated from 2017 Test, 2019 Rehearsal and International census experience



Wave of Contact – Census & Census Coverage Survey

Wave of Contact - Households



census cyfrifiad ²⁰²¹ Hard-to-Count index

Generic term used for any group or area of the population where additional resources are needed to encourage or support people to complete the census

Why do we need a hard-to-count (HtC) index?

- classify areas according to their level of difficulty in ensuring everyone is counted
- to support where digital assistance will be needed
- to support planning of census field follow-up resources
- to be used as a stratification variable in the Census Coverage Survey



Two types of hard-to-count

Willingness Index

- how willing are people in an area to respond to the Census without intervention
- to support planning of follow-up resources, and their allocation

Digital Index

- the likelihood of people in an area responding online
- to identify where help or digital assistance might be required
- to support planning of areas to which paper questionnaires are sent

Both indices validated in 2019 Rehearsal

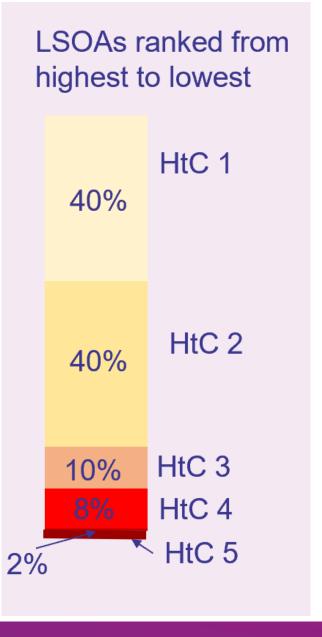
Hard-to-count index methodology

willingness and digital hard-to-count indices developed from separate data-driven models

both assign all Lower Super Output Areas (LSOAs) across England & Wales a hard-to-count category from 1 – 5

hard-to-count category based on ranked model scores with category 5 representing the hardest 2% of LSOAs across England and Wales

LSOA - Lower layer super output areas, of which there are 34,753 in England and Wales. Usually includes approximately 1500 people, or 650 households.





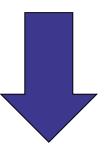
Which areas get paper questionnaires?

				Willingr	ness	
		1	2	3	4	5
	1					
<u></u>	2					
Digital	3					
	4					
	5					

Paper questionnaires are available to anyone on request via the contact centre, website or from census officers on the doorstep



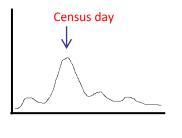
We now know who is likely to respond without further prompts



How do we get the rest of the population to respond?

Response Profiles

Predicts patterns of self-response over time for groups of LSOAs sharing similar characteristics



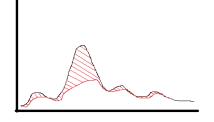
Field Operations Simulation



Models field staff hours, number of paper questionnaires and reminders needed and impacts of interventions



Response Chasing Algorithm tool



Hard-to-Count index

Predicts relative likelihood of selfresponse and online response for each LSOA





Identifies gaps between predicted and actual returns and suggests interventions

census

Interventions to drive up response

2021

RCA-directed interventions

Increase field staff hours

- Increasing existing staff hours
- Moving staff from other areas

Reminder letters

Two further 'response-driven' reminder letters to areas that need it most, on top of up to 3 'planned' reminder letters

Paper questionnaires

Capability to post extra paper questionnaires to areas that would benefit most

Complementary interventions

Media Campaign & Community Engagement

- Radio ads
- Social Media
- Digital Billboards
- Influencers
- Additional engagement with communities, local authorities and partners

Putting the RCA into action

- flexibility in field force built into design
 - majority part-time contracts
 - 1% nationally mobile workforce
 - 5% regionally mobile workforce
 - most officers mobile within Census Coordinator Area
- flexibility around where we can send 'response-driven' reminder letters, volumes agreed in advance
- interventions are not 'contingency' we will need to use them

Maximising Response 4

Most effective use of resources

Minimising Variability

Optimising Response



High Quality Census Outputs that meet user needs

census cyfrifiad ²⁰²¹ Summary

- making the most of best available data and methodology to design the operation with an optimal strategy and resource allocation to meet our quality targets
- maximising use of live return data during the census operational period to identify any areas of concern early
- flexible operational design to enable rapid, targeted approach to responding to areas of concern and optimise response
- inclusive design to ensure that everyone has the opportunity to respond in the way that they wish to do so.

Thank you

Any questions?

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AG (21) 03 Adjustments for Covid-19

Jason Zawadzki

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cyfrifiad Census 2021 is going ahead in England and Wales on 21 March 2021.

- We have planned and built a flexible operation which can adapt to the changing circumstances of the pandemic.
- We have continued to review and adapt our plans to ensure our staff and the public can be kept safe, and everyone can be safely counted.
- We are currently ensuring that the right plans and resources are in place to deliver a successful census safely and securely.

Why are we doing the census during a pandemic?

- Census 2021 will be essential to our understanding of how the people of England and Wales are now, after the worst of the COVID-19 pandemic, and it will give us detailed information on the health, social and economic impacts on all of us. It is essential we understand the needs of different groups and communities and the inequalities people are facing if we are to level up from the situation we find ourselves in.
- The census is the only source of local level information that gives us data on ethnicity, occupation and household composition and has already been crucial in our understanding of the pandemic so far. With fresh data from 2021, we will be able to update the work we have done.
- Census 2021 data will be there as a fresh baseline not only regarding people's health but also social and economic impacts which could have reverberations on us all for decades to come. Many of us will never go back to working in an office five days a week and some students may never return to university; the census will help us prepare for new ways of working and studying.
- To delay would mean waiting a whole year as it is important to conduct the census in March; not only would it cost a significant amount of money to do so, in a time of economic downturn, we would have to destroy all the printed questionnaires and leaflets at a cost to the environment.

census cyfrifiad Keeping the public safe

We are committed to ensuring that everyone is kept safe as they take part in the census.

Digital-first census and we will be encouraging people to respond online if they can.

The census field operation, which follows up with people who need help to complete their questionnaires, will be carried out without anyone ever needing to enter anyone's home.

- All contacts with the public will be socially distanced
- Field staff will be provided with personal protective equipment (PPE) and given training on the use of PPE and social distancing.

We have also moved our field staff recruitment and training online where possible.

census Assisted Digital in-person support

- We aim to provide in-person support to complete the census online through Census Support Centres where it is safe to do so.
- We will continue to monitor the situation across England and Wales to assess whether and where Census Support Centres can open to provide this service.
- Support will be available for those who need help to complete the census online and by phone, including providing paper questionnaires for those who need them.
- People will also be able to complete the census over the phone with help from trained staff via our free phone contact centre.

•

Raising awareness for the digitally excluded

- Everyone will be informed by post in advance that the census is coming.
- They will then receive a letter inviting them to take part online, and how they can access support.
- Around 10% of households will receive a paper questionnaire as they may have more limited access online.
- Support will be available for those who need help to complete the census, including providing paper questionnaires for those who need them.
- People will also be able complete the census over the phone with help from trained staff via our free phone contact centre.
- A national advertising and PR campaign on traditional, as well as digital channels, will also help ensure everyone knows how they can get the help they need.

census cyfrifiad Enumerating care homes

- Census officers will follow the coronavirus protocols in place in each care home [or any other communal establishment] and all local and national government guidance for that location.
- Census officers will contact the care home's manager in advance by phone to ensure that the delivery of census materials, and any assistance the manager needs, is done in line with their existing coronavirus safety protocols.
- Staff will be provided with PPE

Changes introduced

Since COVID started

- Full risk assessment of all aspects of the operation
- PPE for the field force
- Safety controls
- Virtual candidate journey
- Not crossing the threshold
- · CSC premises screens and signage
- Public Contact Centre virtual
- Increased Telephone Capture volumes
- Operation entirely virtual
- Engagement virtual
- Online guidance
- National Campaign
- Tackling usual residence
- Built in weekly monitoring of infection rates at small area levels based on the CIS
- Established principles around CEs to always follow the protocols of the specific establishment, in addition to PHE and other Government Guidance at the time.
- Regular engagement and advice from the CMOs, Cabinet Office and the Covid-19 Task Force

Since new variant

- Revisited our risk assessment at Board level last week
- Sneeze screens for induction events
- Further work on guidance for students
- CSC virtual workarounds if needed
- Critical Worker Essential Service
- Further sharpening of the doorstep routine: the most vulnerable, shielding
 - · 1 direct them to public helpline if need support completing and reminding them to complete to prevent further visits
 - 2 in extreme circumstances, mark as an 'extraordinary refusal' to prevent further field visits (I've not yet explored if this
 has a knock on effect to other comms so stops reminder letters too as this may change the view as to whether or not this is
 an option)
- In progress:
 - · Further assurance on websites for the recruitment campaign
 - Doorstep Routine and Induction videos
 - Frequent mass testing for the field officers

census cyfrifiad Ensuring accurate estimates

- Return rates are closely monitored to identify where to prioritise follow up and other interventions
- Range of Covid and other scenarios have been rehearsed with learning also taken from 2020 US Census
- Census statistics are estimates rather than simple counts, using Census Coverage Survey to estimate total population as in 2001 and 2011
- Estimates are validated carefully against a range of administrative and survey sources

Enumeration of students

- As in previous censuses, even if the student is staying at their non-term time address (e.g. family home) on census day itself, students should:
 - complete the census in full at their term-time address if they have one
 - complete a small number of questions, providing basic demographic information and details of any second or term-time addresses, as instructed at their non-term-time address (e.g. family home).
- Due to the lockdown initiated in early January, and expected to last until February half term at the earliest, some students may have returned home for the Christmas holidays and not returned before Census day (21 March 2021).
- We want to avoid a large proportion of the student population responding to the Census on a "population present" basis.
- Definition simplified to a term-time address to the address that you intended to stay regularly during term-time this academic year.

census cyfrifiad Enumeration of students 2021

Communications will include the secondary messaging directing:

- Students in communal establishments to individual forms, and those in private rented accommodation to household forms
- Students to state in their home address form that they have a term-time address (and what that is), and in their student address form that they have a second address outside of term-time (and what that is).
- CE managers to record the total number of students registered to stay there at any point this academic year

Thank you

Any questions?

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AG (21) 04 Census 2021 campaign

Dan Finch Head of Campaigns

@Census2021 | @Cyfrifiad2021



Office for National Statistics

National Campaign

Quality Score
9.38
4 -0.1%



ANNOUNCE

OOH	PRESS	DIGITAL DISPLAY	SOCIAL
It's about our local schools (Education)			Film
It's about our environment** (Environment)			
It's about our community* (Local Community)	It's about our community* (Local Community)	It's about our community* (Direct Display Skin & Programmatic Display Skin) (Local Community)	
	It's about shaping careers (Economy (Skills/Training))	lt's about shaping careers (Standard Banners) (Economy (Skills/Training))	
	lt's about our key workers (Healthcare)	It's about our key workers (Direct Display Skin) (Healthcare)	

ADDRESS

0.014	PRESS	AUDIO	DIGITAL DISPLAY	SOCIAL
		It's about finding a place we call home (DA1) (Housing)	It's about finding a place we call home (Standard Banners 1) (Housing)	It's about finding a place we call home (Social 1) (Housing)
It's about local businesses (Entrepreneurship)		It's about supporting local businesses (DA 2) (Entrepreneurship)	It's about supporting local businesses (Standard Banners 2) (Entrepreneurship)	It's about supporting local businesses (Social 2) (Entrepreneurship)
		It's about making a home (DA 3) (Housing)	It's about making a home (Standard Banners 3) (Housing)	It's about making a home (Social 3) (Housing)
It's about our local schools (Education)		It's about our local schools (DA 4) (Education)	It's about our local schools (Standard Banners 4) (Education)	It's about our local schools (Social 4) (Education)
It's about our healthcare (GP)		It's about our healthcare (DA 5) (GP)		It's about our healthcare (Social 5) (GP)
It's about having somewhere to catch-up / It's about our social life (Digi Van 2) (Local area)		It's about having somewhere to catch-up / It's about our social life (DA 6) (Local area)		It's about having somewhere to catch-up / It's about our social life (Social 6) (Loca/area)
IT's about our services (Digi Van 1) (Transport)		It's about our services (DA 7) (Transport)	It's about our services (Standard Banners 5) (Transport)	It's about our services (Social T) (Transport)
	It's about the joy of finishing (Time)	It's about the joy of finishing (Radio 1, DA 2, 3, 4) (Time)	It's about the joy of finishing, (Direct Display Skin 1, Standard Banners 1) (Tane)	It's about the joy of finishing (Social 8) (Time)
	It's about protecting our answers (Data Security)		It's about protecting our answers (Direct Display Skin 2. Standard Banners 2) (Data Security)	It's about protecting our answers (Social 9) (Data Security)
		It's about respecting your privacy (DA 1) (Anonymity)	It's about respecting your privacy (Standard Banners 3) (Anonymity)	It's about respecting your privacy (Social 10) (Anonymity)
	It's about getting help (Help signposting)	It's about getting help (DA 5, 6, 7) (Help signposting)		It's about getting help (Social 11) (Help signposting)

ACT NOW

NOO	VIDEO (TBC)	DIGITAL DISPLAY	SOCIAL
It's everyone's responsibility to complete the census		It's everyone's responsibility to complete the census	It's everyone's responsibility to complete the census
X Days Until Census Day	X Days Until Census Day	X Days Until Census Day (Display)	X Days Until Census Day
It's Census Day		It's Census Day (Skins, Display)	It's Census Day
	Help a friend or family member	Help a friend or family member (Display)	Help a friend or family member
		It's the law to complete your census (Display)	it's the law to complete your census



it's about us census 2021

Announce



















Address



Digital Display, Social, Audio



High dwell copy: It's about making a home

The answers you give on the census build a picture of your community. This helps to understand what's important to your area, such as housing.

Census Day is 21 March. You can complete yours earlier. Visit www.census.gov.uk to find out more

Low dwell copy: It's about housing

OOH, Press, Digital Display, Social, Audio



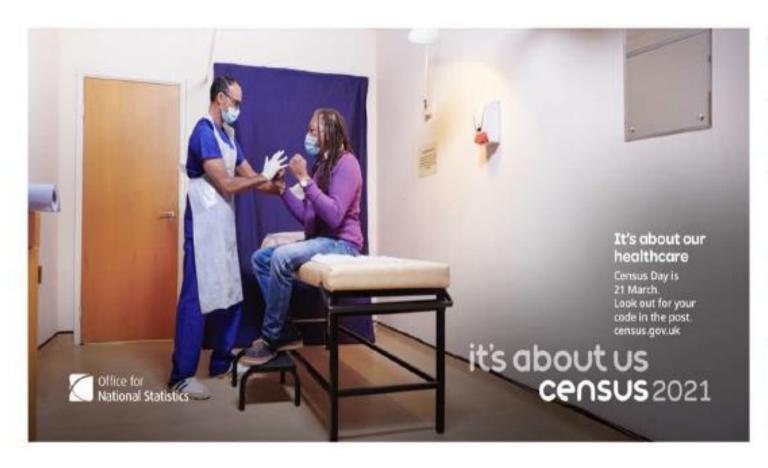
High dwell copy: It's about supporting local businesses

We all want local businesses to thrive. By completing your census, you can help them understand how best to serve your community. This helps them plan for the future.

Census Day is 21 March.
You can complete yours earlier.
Visit www.census.gov.uk to find out more

Low dwell copy: It's about local businesses

OOH, Social, Audio



High dwell copy: It's about looking after each other

The healthcare services in our local area matter to all of us. When you complete your census, you help make sure we get the services we need for the future.

Census Day is 21 March. You can complete yours earlier. Visit www.census.gov.uk to find out more

Low dwell copy: It's about our healthcare

OOH, Social, Audio

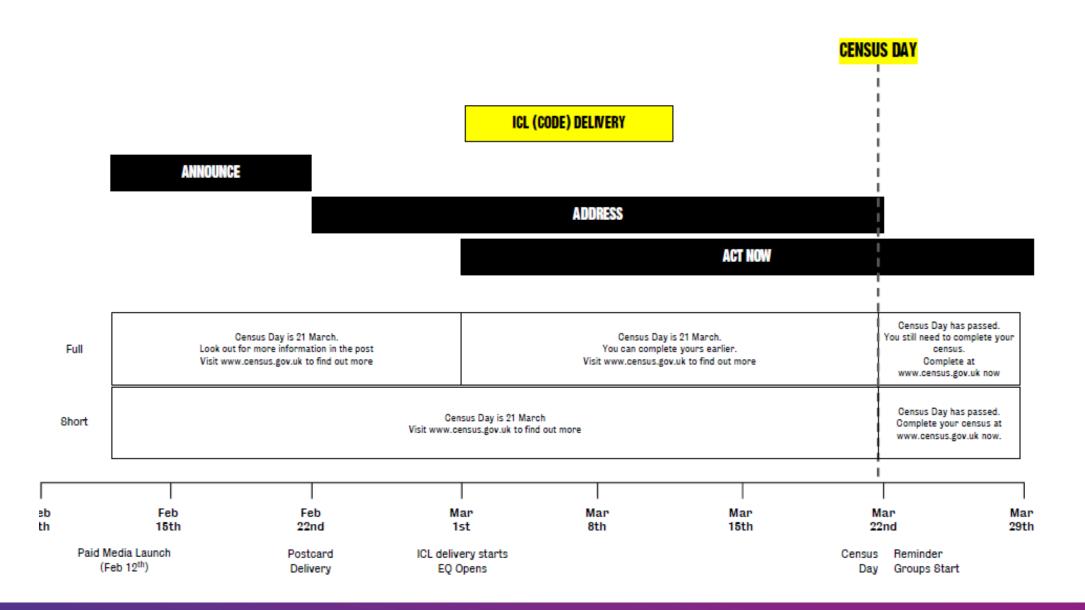


High dwell copy: It's about our social life

The answers you give on the census help to plan for community spaces. Make sure your needs are included when you complete yours.

Census Day is 21 March. You can complete yours earlier. Visit www.census.gov.uk to find out more

Low dwell copy: It's about our social life



Tactics Campaign strands



THE PROGRAMME					
National Campaign	KPGs	Commercial Partnerships	Students	Education	
All England & Wales	KPGs	All England & Wales	Students	Families of children under 16 from any segment	
Build mass awareness and understanding	Use community outreach to build awareness and understanding in audiences the NC can't reach	Use national employers and brands for incremental awareness and understanding	Build awareness and understanding of census in students	Use schools to raise awareness and relevance of census in the community	
Reduce common barriers to completion	Harness trusted voices to reduce the specific barriers found in hard-to-reach communities	Use partnerships to land context- relevant benefits and reduce barriers	Emphasise responsibilities that students have in doing Census	Use education to build trust in the Census, especially in KPG communities	
Encourage completion	Encourage completion in hard-to-reach communities, and empower CEMs and CAs to help do so	Use partner channels to create incremental opportunities to complete	Drive completion through the student-specific journey	Increase motivation to complete by making a connection between parents, their children and census	
ATL (TV, Print, OoH)	Outreach	Social	ATL (advertising)	Social	
Social	Social	PR	Social	PR	
PR	PR	Influencers	PR	Influencers	
Influencers	Influencers		Influencers		

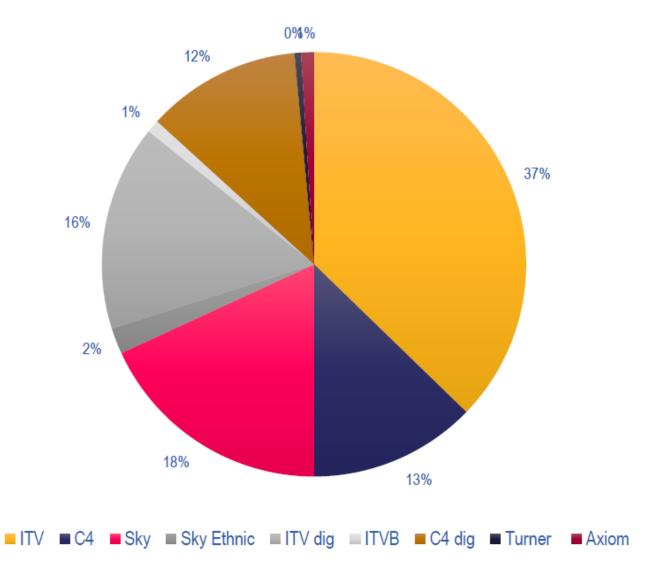
TV Advert

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TV advert channel mix



Census advert vs other adverts

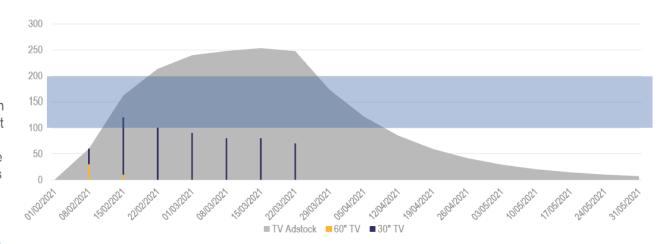
TV will reach 71% of adults maintaining high awareness throughout

OmniGOV

Residual awareness must remain strong across the campaign to continue to prompt people

With this being our first time on TV in a very long time we must reach a certain level of awareness in announce phase but maintain this for as long as possible.

We want the audience to remember the ad and go on to fill in the Census





Scripts

Four versions to match phases featuring small changes relative to phases:

- Announce 30 second and 60 second
- Address 30 second
- Act Now 30 second
- Plus KPG version subtitles / voice over



Voice over

- English accent version England only
- Welsh language version S4C
- Welsh accent voice over Wales only

Key Population Groups

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Overview

Announce

Address

Act Now

Pre census day

Post census day

































TV & radio



@Census2021 | @Cyfrifiad2021

We're really trying to cast the perception that this is coming from the community. Someone who speaks like an everyday person you might bump into down at the shops and chat to in the aisle. This shouldn't be the authorities voice of the government or the supermarket manager shouting over the tannoy. We'd prefer a female voice, aged around 30. Although we bear in mind that some cultures could be possibly better to go with a male voice.

Press



It's about the future of our communities

> Census Day is Sunday 21 March

The answers you give in the census nelp us plan public services you and your family need. ook out for

more information in the post.

www.census.gov.uk

it's about us census 2021





give in the census slp us plan publi ore information in the post.

it's about us Census 2021

RBS boss: It'll take a decade to restore our reputation

Pupils turn bytes to bites with meal from 3D printer

BUSINESS BITES





It's about the future of our communities

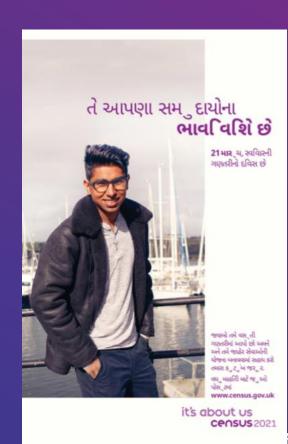
Census Day is Sunday 21 March

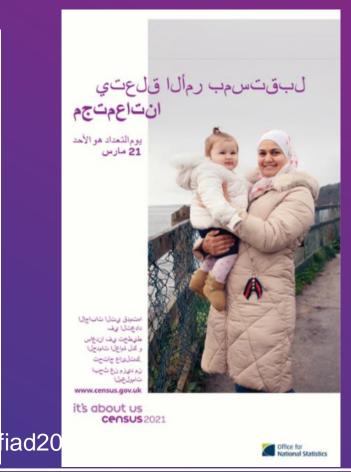
it's about us census 2021





census cyfrifiad Press 2021





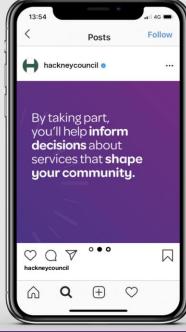


census Social cyfrifiad 2021

















census cyfrifiad Display 2021





Mae'r cyfrifiad yma

The census is here



Dydd Sul 21 Mawrth

Drwy gymryd rhan, byddwch chi'n helpu i lywio penderfyniadau am y pethau sydd o bwys i chi a'ch cymuned.

Os bydd angen help arnoch chi i lenwi ffurflen y cyfrifiad, rydym ni yma i helpu.

Ewch i www.cyfrlflad.gov.uk i gael gwybod mwy.

ni sy'n cyfrif cyfrifiad 2021

Sunday 21 March

By taking part, you will help inform decisions about the things that matter to you and your community.

If you need help to fill in your census form, we've got

Visit www.census.gov.uk to find out more.

it's about us census 2021

Swyddfa Ystadegau Gwladol Office for National Statistics







Mae'r cyfrifiad yma The census is here



Dydd Sul 21 Mawrth

Drwy gymryd rhan, byddwch chi'n helpu i lywio penderfyniadau am y pethau sydd o bwys i chi a'ch cymuned.

Os bydd angen help arnoch chi i lenwi ffurflen y cyfrifiad, rydym ni yma i helpu.

Ewch i www.cyfriflad.gov.uk i gael gwybod mwy.

ni sy'n cyfrif cyfrifiad 2021

Sunday 21 March

By taking part, you will help inform decisions about the things that matter to you and your community. If you need help to fill in your census form, we've got it covered.

Visit www.census.gov.uk to find out more.

it's about us Census 2021

Swyddfa Ystadegau Gwladol Office for National Statistics



The census is here

It informs decisions about the things that matter to your community.

In this leaflet you will find the answers to commonly asked questions about **Census 2021**.

It's important to fill in your census questionnaire because it gives us the most detailed information we have about our society. You must complete the census by law.

Census data helps inform funding decisions on public services in your area. Whether it's planning new schools, doctors' surgeries or bike lanes, the information you share has an impact on the lives of everyone living in England and Wales.

When should I fill in my census questionnaire?

Census Day is Sunday 21 March – but you can fill yours in as soon as you get your access code in the post.

Your answers should be about the people who usually live in your household on this date – even if you're filling it before then.

If your household circumstances change on Census Day, you can let us know.

If you need help, visit www.census.gov.uk



What is the census?

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. All kinds of organisations, from local authorities to charities, use the information to help provide the services we all need, including transport, education and healthcare. Without the census, it would be much more difficult to do this.

Do I have to take part?

If you live in England and Wales, you must fill in the census. Census information helps inform how billions of pounds of public funding is spent. By taking around 10 minutes per person to fill in the census questionnaire, you will help make sure your community gets the services needed now and in the future.



Census Day is Sunday **21 March**

It's easy to take part. If you need help to fill in your form, we've got it covered.



We will send you a letter with an access code.



Visit our secure website and enter your access code to get started.

If you, or anyone you know, needs help, a wide range of support services are available.

If you need help, visit www.census.gov.uk



census 2021

Students

@Census2021 | @Cyfrifiad2021





Masters for the future

Taking the style and the poses of the old masters and re-creating these with modern subjects.



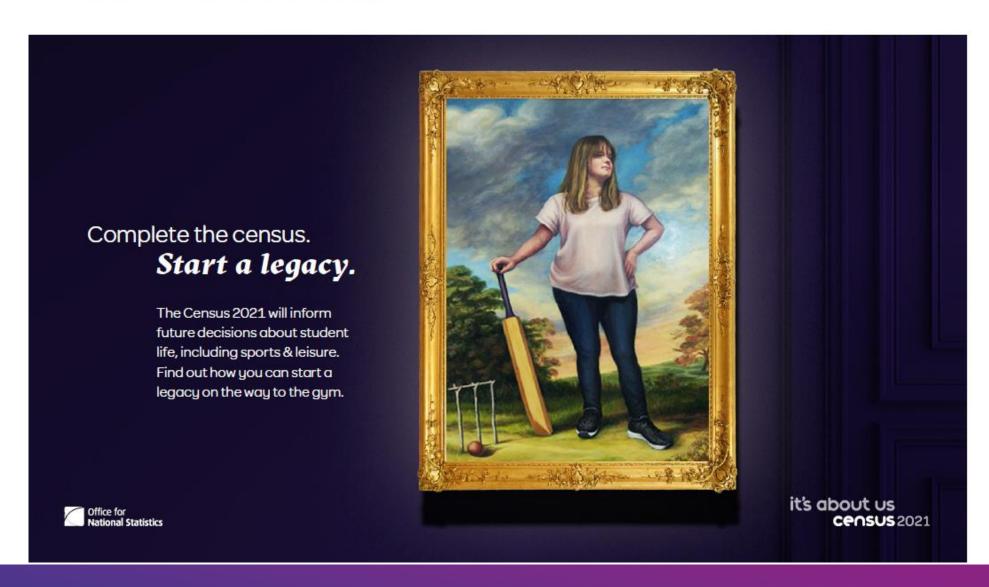
Note: These are found image references and are therefore not representative of the final cast selections (diversity across gender and ethnicity will be of paramount importance).

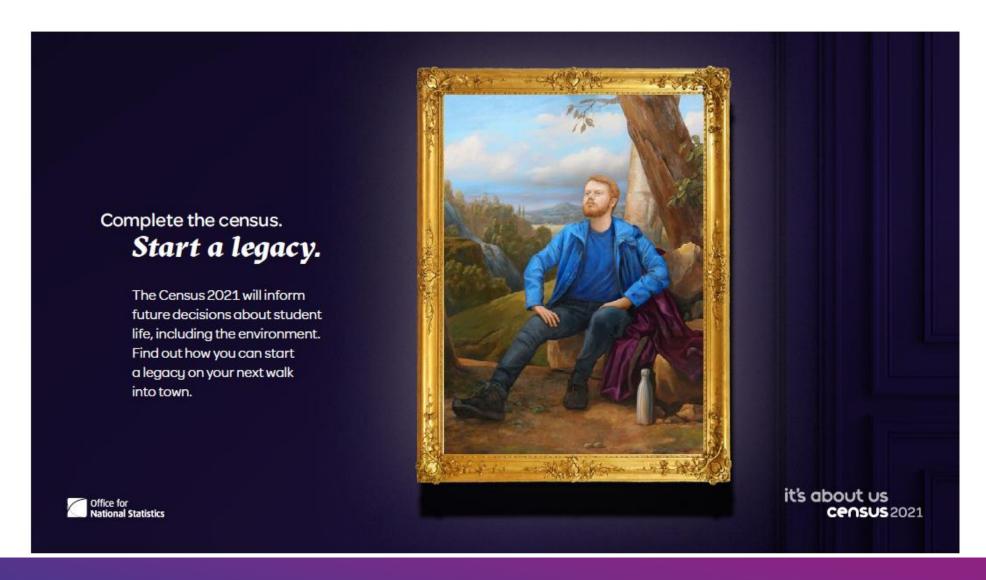












Paid Media Partnership

@Census2021 | @Cyfrifiad2021



Office for National Statistics





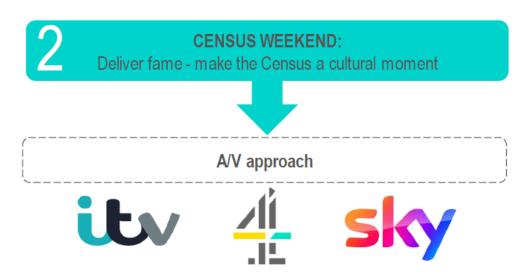
Two roles for media partnerships, to compliment the national campaign







- Tackle the emotional and functional barriers for our less willing and able audiences to drive census completion
- Targeted media approach, utilising key partners with proven scale vs. target segments
- Depth of messaging and storytelling authentic voices tackling the barriers to completion



- A media partnership that will help us authentically create salience and deliver effective outcomes at a pivotal moment
- Show representation and inclusivity across all segments
- Include a mix of celebrity, talent and the general public
- Act as social proof to demonstrate the scale of Census completions
- Actively drives people to complete the Census

LADbible: How it works



1. The talent call out





2. The questions

This or That

Town or Country? Being single or being in a relationship? Going to university or going straight into a job? Having kids or not having kids? Young or old? Working from home or being in the office? What does 'us' mean to you?



Content will be sourced from the community, a production call-out and talent to ensure we have the right UGC to address our audiences' barriers



3. The outcome

A long-form edit of the compilation on Facebook, whilst a 60" cut down will run on Instagram. We'll also create a slide 3 snapchat edition of the best answers featured between editorial content + polls and stories to engage.



All content housed on LADbible's social channels is brand-safe and people featured in content will be fully background checked

News UK



Cash Strapped Families, Family First



Census Week in The Sun

In a series of 6 daily features in The Sun newspaper, we will talk to diverse families who represent modern Britain – to feature in Fabulous Daily. This series will launch with a DPS in Fabulous Magazine, profiling a relatable celebrity with a diverse family – such as Olympic swimmer Rebecca Aldington

talkSPORT

Top & Tail 30" creative airtime ads taking the first and last ads in the break. The top ad will introduce a quirky fact uncovered by censuses past that will appeal to our time poor, family focused audience and the tail ad will be a call to action to complete the 2021 census

Young Starters, Self Starters

THE TIMES TIMES RADIO

My Plan for Success A bespoke video featuring one of the entrepreneurial success stories of the last decade. To discuss the practical side of running a business, and how data gained from the census can help planning

Case Studies A series of native articles interviewing business leaders, asking them about their plans for success and their inspiring stories. The importance of local data-driven decisions the census can provide plus busting myths around data protection and time required. Example talent: Hayden Wood and Amit Gudka, founders of Bulb + Levi Roots.

Times Radio & Podcast Times Radio programming will create a bespoke one-hour special, taking an in depth look at the scenarios and themes impacted by the Census that this audience care most about. Broadcast 7pm on Sunday + turned into a podcast.

Reach



Community Focused & Less Able:

Tapping into the pride these audiences feel for where they live. Tackling technical barriers.







Regional relevant & trusted voices A regionalised native content series around the interesting and sometimes quirky stats to come out of the census and the ways in which the Census benefits local communities – written by trusted journalists to speak to the tangible benefits of the census. In Your Area The go to place for everything happening in communities across the UK. 5m users Nov-Dec 2021. (43% of users 55+). Sponsored survey, dynamic ads, memory lane, time comparison.

Step by step guides & Helping others Running in all regional & national titles + CTA encouraging people to help others

Disengaged and Disconnected:

Tapping into passion points these audiences share & the faces they love





Polls Get real people to have their say on what matters most to you – parks, youth clubs etc. to inform content creation.

Well-known faces A 'Who Do You Think You Are' style series where famous faces uncover their roots. They'll discover how different organisations have benefited from Census data. Edited into video shorts for social and pre roll, as well as longer form in native articles, e.g. talent Alisha Dixon.

Passion-point hijacking Tap into passion points like the football and soaps to show that it only takes ten minutes to complete the census. Tactical time-targeting e.g. half time.

OmniGOV

- An unmissable A/V partnership in a critical window of opportunity







it's about us census 2021

Friday 19th March – Sunday 21st March 2021

Learnings from other 'deadline' clients the ONS forecasts indicates how important the Census Weekend is for completion – we need to drive urgency at scale and encourage action

Our A/V partnership will create an **unmissable cultural moment** in time by making the census the social norm

This collaboration with **major broadcasters and talent** will endorse and promote the importance of Census in a massive weekend takeover.

We need to also upweight our least motivated segments as ever to ensure they feel included and engaged to take action



UK's most loved, relatable and representative show

We will work with 5-6 families (more families than any other GB partnership!) and create a full ad break takeover to run in Gogglebox. They will react to and review the Census TVC in their infamous warm, honest ad funny way.

Goggleboxers help us hit our less willing and able groups:

Community focussed *Michaels*, *Siddiquis*

Cash stretched families Malones, Vens, Paige & Sally

Less able Mary & Marina, John & Beryl, Giles & Mary, Anne & Ken

Disengaged and disconnected Pete & Sophie, Izzi & Ellie, Tremaine, Twaine & Tristan

Career focused high achievers Stephen & Daniel

DWP results:

The Partnership had a substantial impact on claimed actions amongst Gogglebox viewers;

61% would recommend pensions to their friends and family

42% are less likely to opt out of their workplace pension as a result





Commercial **Partnerships**

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Office for National Statistics

Status – End Dec

- Amazon Alexa confirmed as partner
- Welsh Rugby Union confirmed as partner
- Premier League confirmed as partner
- EFL confirming on club-by-club basis
- LNER looking at estate we can use in campaign
- Association of Convenience Stores in negotiation
- Transport for Greater Manchester in negotiation
- Thames Water agreed in principle, confirming details

Other key discussions

- Waitrose
- Boots
- Barclays
- NatWest
- Royal Mail

Media & PR

@Census2021 | @Cyfrifiad2021

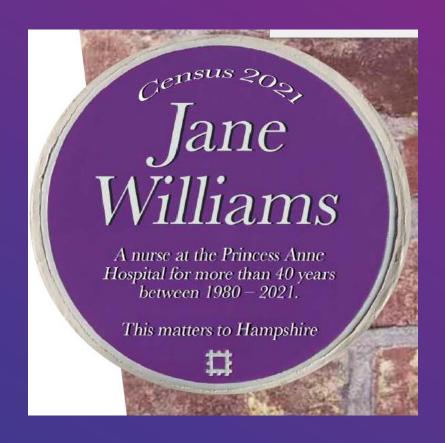




Ambition

Build trust and momentum towards the census. Promote the value of the census and how it benefits everyone.

Build a groundswell of positivity and understanding in conjunction with reactive handling.



Census Community Hero Awards

Purple Takeover













Spokespeople

Wide range of spokespeople from across ONS

– from senior leadership through CEMs/CAs
and Census Champions. We aim to train up
individuals to focus on key angles.





Audiences

Tailoring content for LAs, charities and a range of diverse community groups, ensuring the best spokespeople are in the right place, at the right time.





WIRED

Meet the team behind the UK's first 'digital Census'

The ONS are aiming for more than 70% of the population to complete the Census through digital channels. Here's how they're doing it.





10 things you didn't know about the Census. You won't believe number 8!





Community Heroes web page launch Call for nominations

Panel ambassador interviews

Final chance to nominate Op Ed by Panel ambassador on deliberations

Student media

Primary School media day with David Olusoga

Student amplification eg listicles

Community Heroes plaque winners announced

Soap inclusion

Purple Takeover Weekend interviews

December

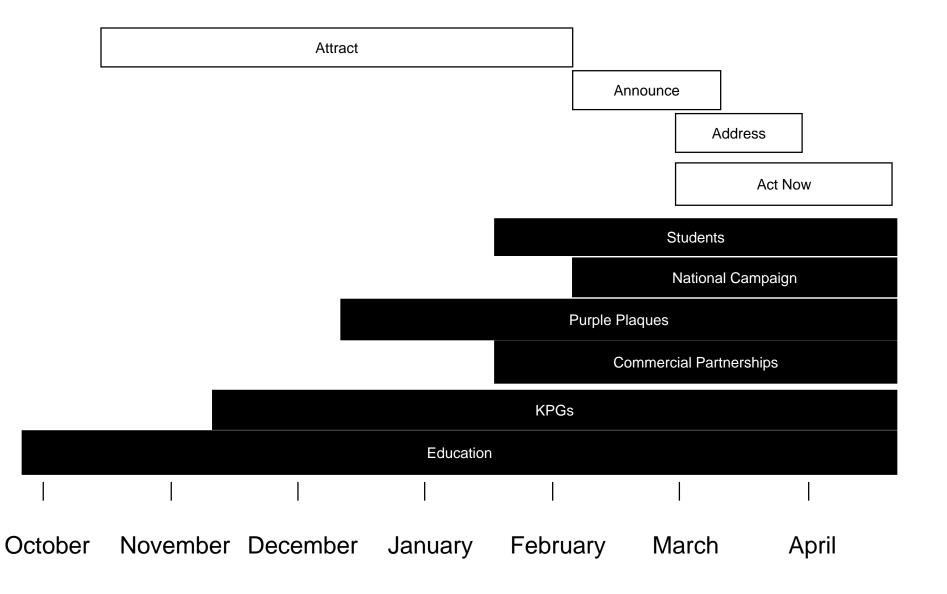
January

February

March



Overall Programme Timing



Thank you

Any questions?

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Callum Foster

Business Lead, Census Outputs and Dissemination @Census2021 | @Cyfrifiad2021



Office for National Statistics

census cyfrifiad This item will cover.... 2021

What do we mean by UK data?
Opportunities and challenges
Current activities and plans

census cyfrifiad Responsibilities for UK data 2021

Census Offices

ONS –England and Wales

NISRA – Northern Ireland

NRS – Scotland

ONS also have responsibility for providing UK data

All 3 census offices are signed up to harmonise wherever possible Aim to learn from 2011 UK data provision and provide accessibility

About UK data and different user needs

census

UK data and user needs

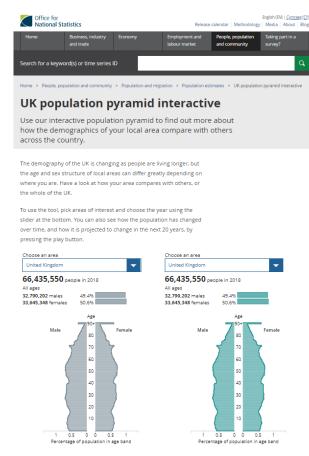
2021

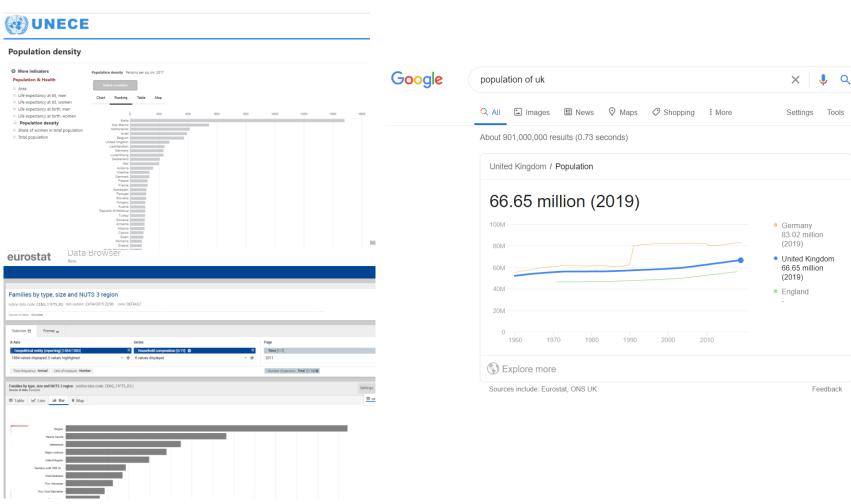
There is a user need for consistent UK data in a number of ways. Census data use can be direct (Research/ Policy/ Planning) and indirect (for onward production of other statistics such as Population Estimates). Different types of direct use include:

- Aggregate data
 - 1. Totals for the UK
 - 2. Comparable data for <u>all</u> small geographical areas across the UK
 - 3. Comparable data for <u>distinct</u> areas from across the UK
- Microdata
 - 4. Consistent data to enable UK wider research

census Example 1a: UK Totals as headline figures and cyfrifiad for comparing to other countries

2021





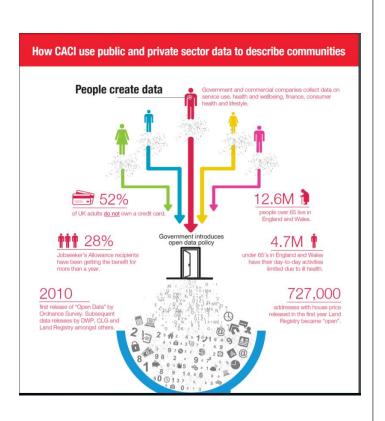


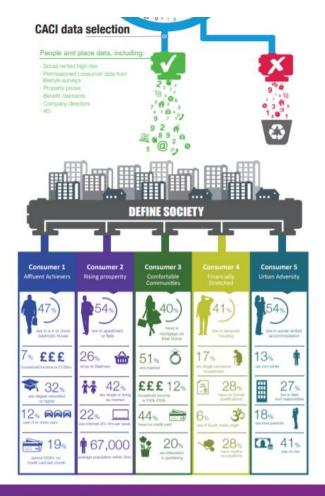
Example 1b: UK Totals as a comparison for small areas (including separate nations)

Being able to compare any area smaller than the UK, to the UK total for comparison purposes

- Small areas against a UK average
- Separate countries or regions against the UK average (for example to measure differences of impacts of single events such as Brexit, and also the relative success of devolved policies

Example 2a) Informing decisions made on a UK basis





Comparable Census data from across the UK are used by many organisations (particularly commercial organisations) to make investment decisions, such as where to locate a new supermarket.

Sometimes this uses data directly, other times intermediary products are used (for example the ACORN classification). These types of products need consistent data for small geographic areas from across the UK, and Census data is often at the core of those products.

Example 2b) To understand areas of need and to measure the success of any initiatives to make changes

This is arguably one the areas where there is most opportunity.

Initiatives such as 'Levelling up' will require a base understanding of how areas (or population groups) compare in order to focus initiatives and investment in areas of most need. The success of those interventions also need to be measured.

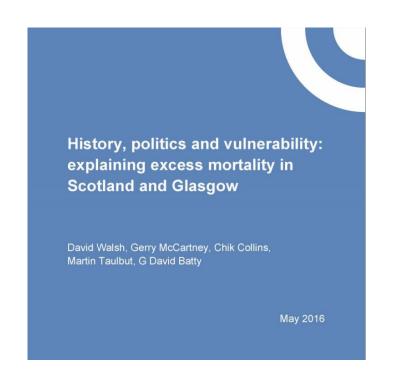
Regardless of whether the policy to effect change is local, national, devolved or not, the measurement of impact needs to be using comparable data across the UK. Consistent data enables different policies to be evaluated against each other and learning achieved.

Indices created to understand variability (or dissimilarity) require consistent data for all areas. Arguably, the Index of Multiple Deprivation would be even more useful if were able to cover the whole of the UK.

The use and understanding of statistics available on a consistent basis across UK parliamentary constituencies is limited and there is potential to provide much more information to support decision making.



Example 3a) Using similar areas from across the UK to understand a specific area better

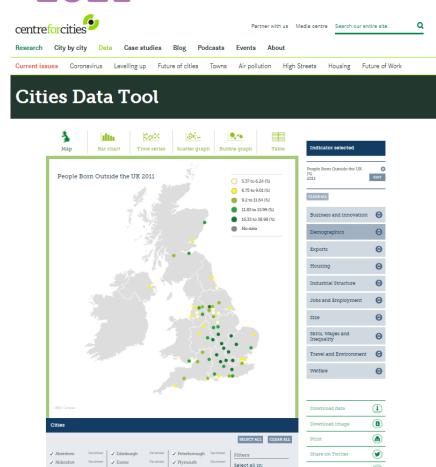


This extensive research focused on understanding excess mortality in Glasgow, used data for similar post-industrial UK cities (Liverpool, Manchester and Belfast) to make comparisons and to understand higher mortality over and above that explained by differences in socioeconomic deprivation

https://www.gcph.co.uk/assets/0000/5988/Excess mortality final report with appendices.pdf

Example 3b) Data for specific areas from across the UK

e.g. CoreCities UK and Centre for Cities



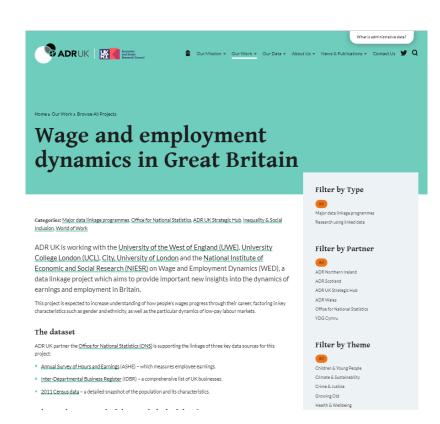
- Networks and think tanks that provide focus and analysis on cities. Relate to wider initiatives and policies such as 'levelling-up', housing and regeneration.
- Strong need for comparable data for these areas across the UK

https://www.corecities.com/

https://www.centreforcities.org/data-tool/#graph=map&city=show-all

Example 4: Research user

- Data available through UK Data Service (a single point of access for all microdata across the UK) as well as the country specific Approved Researcher Secure Research Services (e.g. SRS, SAIL eDRIS and NISRA Research Service)
- 2011 Census Microdata files for researchers are separate for different countries and not as consistent as could be (e.g. naming/labelling/metadata differences). For 2001 a UK level file was produced and it would be good to see what more we can do to aid the consolidation of separate microdata files for 2021.



Opportunities and Challenges



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cyfrifiad UK Outputs (slide from recent Outputs webinar)

The need for information about UK outputs is understood and something we still aim to provide.

The decision to move the Scotland Census to March 2022 does create some challenges:

- Minor impacts on England and Wales Outputs (e.g. workplace populations in some areas).
- Higher level of impact on plans for UK Outputs:
- Timing and scope.
- Particular issues UK Origin-Destination outputs meaning we need to think more creatively.
- A UK Data User Group is being set up to ensure user input will inform decision making on UK Census Outputs.

Given the role of census data in the wider Population Statistics system (e.g. Population Estimates) the impacts ripple wider than Census, most likely around the timing and 'neatness' of changes at the UK level.

census cyfrifiad UKDS Discovery Phase 2021

30 day project undertaken by JISC (part of UK Data Service)

ONS approached the UK Data Service in summer 2019 with a view to:

- ➤ Understanding what would be required to pull together datasets from the 3 UK Census offices
- ➤ Identifying how ONS, NRS and NISRA would then disseminate the combined data via their respective websites once a solution has been developed
- Providing users with the ability to access UK data without the need to visit 3 different websites.

A report has been provided to support ONS in specifying tender requirements to bring together data from ONS, NRS and NISRA and produce Census 2021 UK data outputs, which users can access through a single platform (user interface)

census cyfrifiad UKDS recommendations

The Discovery Phase report includes 28 recommendations, which can be classified into themes:

- > Harmonisation already in-progress. Acknowledgment of harmonisation working groups
- > Communication maintain current communication channels supporting harmonisation
- > **Solutions** Develop look-ups between the various terms, for example, mnemonics used for the classifications. Also linked to on-going harmonisation progress
- > **Technical** open access APIs, review existing systems such as DKAN, correction management
- ➤ **Methods** business rules made available, statistical geography changes kept to a minimum
- > Policy decide priority for GB outputs over UK outputs to align with release schedules
- > **Scope -** Alternative population bases to be considered as in scope, such as workday populations which should be defined as early as possible
- Metadata Data description standards for unit data, DV structures and calculations made available, pre-release of agency specific metadata

census cyfrifiad Harmonisation 2021

The expectation is that in general the level of harmonisation (i.e. consistency of definitions, output classifications, naming and labelling etc) should not be impacted. NRS have stated that they will continue to work collaboratively with ONS and NISRA on that work.

However, there are questions about how comparable the data will be, as from two separate reference dates, and so the ability to build reliable UK Outputs

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cyfrifiad Usual resident population figure from Census for the UK

If add the usual resident populations from E&W, NI and Scotland at the different reference points you:

- A. will count some people twice (those who moved from E&W & NI to Scotland between March 21 and March 22
- B. miss some people (those who moved from Scotland to E&W and NI between March 21 and March 22)

In 2011 figure for A was around 42,000 and figure for B was around 41,000 so largely off-setting. Clearly that balance could have changed over the time period and more recent estimates suggest figure for A may be lower in 2021.

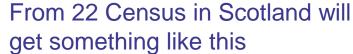
census cyfrifiad General UK Outputs 'Standard Tables'

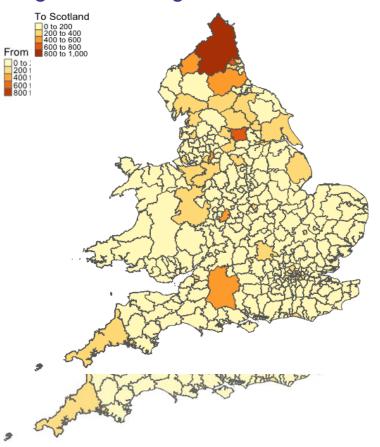
The different reference dates will be an issue.

 Potentially relatively safe to combine data for variables that are static (such as Sex, Age, Ethnicity(?)), but less safe for those that less predictable change over time relating to Health, Employment, Tenure, Household structures etc – particularly where may be influenced by Covid restrictions more in 2021

Special Migration Statistics

From 21 Census in E&W will get something like this





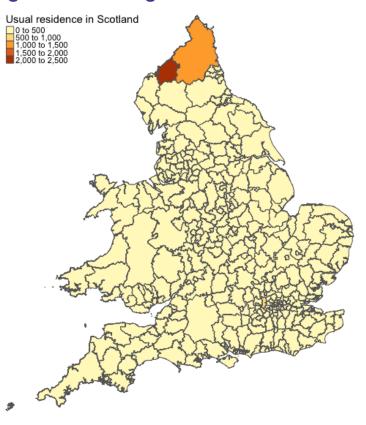
But, unlikely to be able to produce similar outputs to the Special Migration Statistics from 2011.

We need to explore with users what can be produced that may fit some of the needs, and potential use of alternative data sources

Special Workplace Statistics

From 21 Census in E&W will get something like this

From 22 Census in Scotland will get something like this



Similar position to Special Migration Statistics with 2011 type SWS data for UK unlikely, particularly as more significant change expected between reference points. Again, we need to explore what might be useful with users using census data and other data sources.



Wider impacts on the demographic and social statistics system

 Mid-2021 Population Estimates will not be fully based on 2021 Census as the Scottish element will still be based on 2011. Timing not affected, but means a 'less clean' update of the estimates using census data. Full update of Population Estimates using all Census data will not be until Scotland Census data included for Mid-2022 Population Estimates

Similar implications for Administrative data migration estimates for the UK

• Knock-on impacts to social and economic statistics where used for UK level survey weighting, population denominators, per capita calculations and so on.

Working with users on these challenges to get to best outcomes

census cyfrifiad UK Data User Group 2021

Likely to be a group of people to share and discuss thoughts with, rather than a traditional working group. It itself may trigger specific working groups to look at specific areas.

If interested in being involved contact census.outputs@ons.gov.uk

Thank you

Any questions?



AG (21) 06 – AOB and closing remarks

Lara Phelan

@Census2021 | @Cyfrifiad2021



Office for National Statistics

Thank you for all your help and support in the build up to Census 2021, we look forward to updating you after!