



## Census Support in Telford & Wrekin

If you require support to complete the census you can share your access code with family and trusted friends who can complete the census on your behalf.

During week commencing 8th March: every household will receive an information pack that includes your **access code**

### Online Completion

Complete the census online using your access code. Online help is available at <https://census.gov.uk/> including a Web Chat facility. The online census is compatible with Assistive technology for screen readers & magnifying technology

### Telephone support

The National Contact Centre Helpline **0800 141 2021** provides 3 options:

Option 1: automated service to request a paper form using your access code

Option 2: listen to the answers of Frequently Asked Questions

Option 3: speak to an adviser

You can complete the census with a Telephone Capture service where your answers will be completed by an adviser

Ring **0800 587 2021** to use a translation service featuring 53 languages ( the census can only be completed in English or Welsh)

There is a Text Relay service at **18001 0800 141 2021**

You can order a large print census form from the Contact Centre

### Telford & Wrekin Census Support Centres

Unfortunately due to Covid 19 it is not currently possible to visit the centres but they will provide telephone help and telephone completion support.

Hub on the Hill: 103-106 Southgate, Telford TF7 4HG

01952 898 052

9am-5pm

Park Lane: Park Lane, Telford, TF7 5QZ

01952 683 700

9am-5pm

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