



## Census Support in Shropshire: Updated details

- 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 you 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

### Shropshire Library Service Census Support Centres

Shropshire Libraries offer local support for people needing help filling in the Census 2021 form. Support is available Mondays to Fridays 10am to 4pm and Saturdays 10am to 1pm, until Tuesday 4 May 2021.

To book, please complete [the Census 2021 support form](#) and a member of staff will get back to you. Alternatively, you can email [censussupport@shropshire.gov.uk](mailto:censussupport@shropshire.gov.uk), or contact [your local library](#) for more information about this support.

- Shrewsbury Library – **01743 255308**
- Oswestry Library – **01743 250351**
- Ludlow Library – **01743 250510**
- Bridgnorth Library – **01746 763358**
- Whitchurch Library – **01948 662238**
- Market Drayton Library – **01630 652105**