

Convener
Constitution, Europe, External Affairs and Culture Committee
The Scottish Parliament
Edinburgh
EH99 1SP

22 June 2022

Dear Convener

SCOTLAND'S CENSUS 2022

Thank you for your invitation to discuss Scotland's Census 2022 with the Committee on Thursday 23rd June 2022. In advance of our appearance I thought it would be helpful to provide an update on the current position.

As you are aware following a lower than anticipated response rate as at 1st May, Ministers announced that the collection period would be extended by a further month. Our field teams and public information campaign were accordingly stood down on 31st May 2022. We are continuing to receive low volumes of paper forms each day from householders seeking to avoid the risk of prosecution.

The extension period has been effective in driving further responses, with in excess of 200,000 additional household returns made. As at 4 am this morning, I can confirm that the national return rate is now 88.8%.

You will note that the previous Cabinet Secretary referenced the importance of achieving a 90% response rate in her [letter](#) to the Committee dated 17 July 2020. At the evidence session on 17 September 2020 NRS officials noted the importance of, not only achieving a national return rate of at least 90% but of achieving our other KPI's. One of those is to achieve a return rate of at least 85% in each of the 32 Local Authorities. As at 4 am this morning, only two Local Authorities (Glasgow and West Dunbartonshire) have not achieved this but both have exceeded 83%. In addition 16 Local Authorities have achieved return rates greater than 90%.

In advance of the evidence session on Thursday I have provided some figures relating to Scotland's Census which I hope the Committee find helpful.

Annex A – National and Local Authority return rates

Annex C – Household visits made by field staff broken down by Local Authority as at 31st May

Annex D – Contact Centre volumes between 28th February and 31st May

Annex E – Volumes of paper interventions

Annex F – Volumes of support products provided

I look forward to discussing the census further with you on 23rd June.

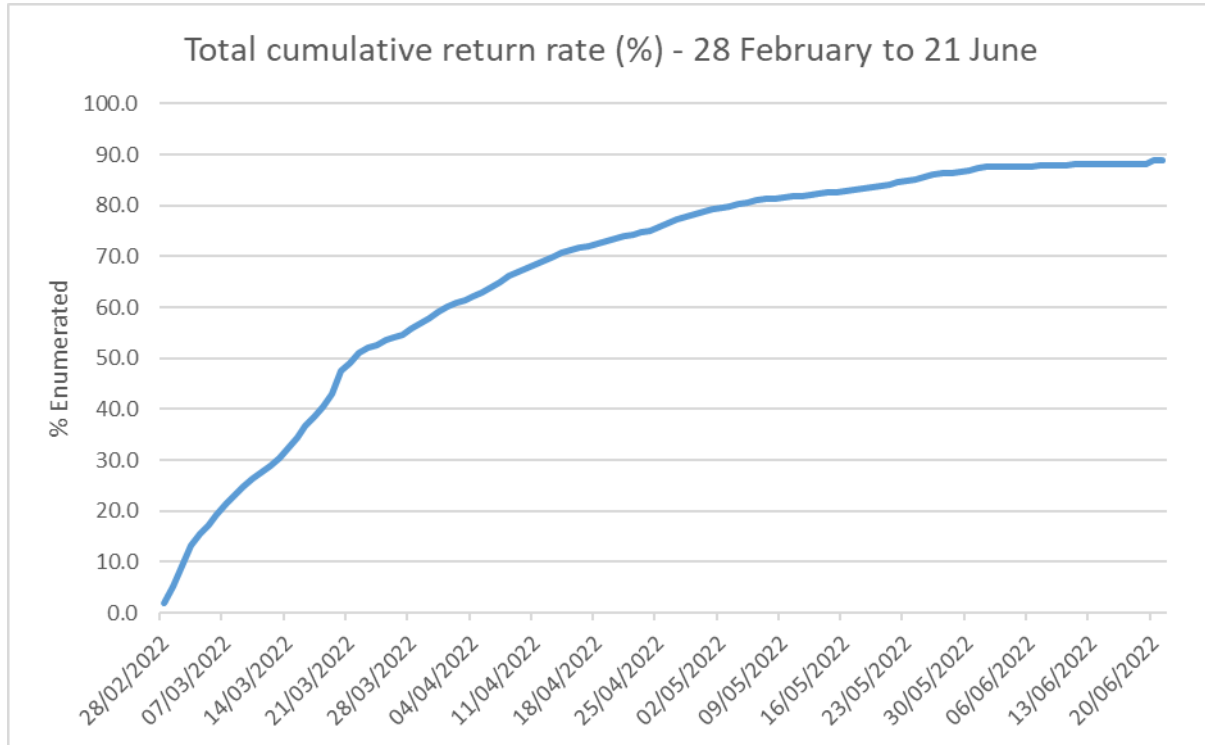
Yours faithfully,

Paul Lowe
Registrar General / Chief Executive
National Records of Scotland

National and Local Authority return rates

Local authority	20/03/2022 ¹	01/05/2022 ¹	31/05/2022 ¹	12/06/2022 ¹	20/06/2022 ^{1,3}	21/06/2022 ^{1,3}
Aberdeen City	43.8% ²	79.7% ²	87.3%	87.9%	88.6%	88.6%
Aberdeenshire	55.4% ²	86.0% ²	92.3%	92.8%	93.4% ²	93.4% ²
Angus	53.0% ²	82.2% ²	89.7% ²	90.3%	90.9% ²	90.9%
Argyll and Bute	46.8%	79.6%	87.6% ²	88.5% ²	89.2% ²	89.2% ²
City of Edinburgh	46.7% ²	80.6%	88.9% ²	89.5% ²	90.4% ²	90.4% ²
Clackmannanshire	48.5%	79.4%	88.2%	88.7%	89.4%	89.4%
Dumfries and Galloway	51.0% ²	83.2% ²	90.1%	90.6% ²	91.2% ²	91.2% ²
Dundee City	42.4% ²	74.2% ²	83.9%	84.5%	85.5%	85.5%
East Ayrshire	48.7%	78.3% ²	88.1% ²	88.7%	89.5% ²	89.5% ²
East Dunbartonshire	53.8%	83.6%	89.7% ²	90.2%	91.1% ²	91.1%
East Lothian	52.4%	82.0% ²	89.6%	90.2% ²	90.8%	90.9% ²
East Renfrewshire	53.8%	84.3%	88.4%	88.8% ²	89.7%	90.0% ²
Falkirk	50.3%	82.0%	89.5% ²	90.0%	90.8% ²	90.8%
Fife	50.4%	80.1%	87.6%	88.2%	89.0% ²	89.0%
Glasgow City	36.2%	71% ²	81.1%	81.9% ²	83.1% ²	83.1%
Highland	48.9%	79.8%	89.5%	90.2% ²	90.8%	90.8%
Inverclyde	44.2% ²	75.0%	83.7%	84.3%	85.2% ²	85.2% ²
Midlothian	52.1% ²	81.3%	89.2% ²	89.7%	90.5% ²	90.5%
Moray	54.7% ²	84.0% ²	89.8%	90.2%	90.8% ²	90.8%
Na h-Eileanan Siar	47.8%	83.9% ²	93.1%	93.4%	93.8%	93.8%
North Ayrshire	47.0% ²	77.0% ²	86.3%	87.0%	87.8% ²	87.8%
North Lanarkshire	44.4%	75.8%	85.4% ²	86.1%	87.2% ²	87.2% ²
Orkney Islands	53.7%	83.2%	92.8%	93.1% ²	93.5% ²	93.5% ²
Perth and Kinross	53.4% ²	81.4% ²	88.6%	89.2%	89.9%	89.9%
Renfrewshire	47.7%	78.0% ²	85.8% ²	86.3%	87.3% ²	87.3% ²
Scottish Borders	53.1%	83.9% ²	89.5% ²	89.9% ²	90.5% ²	90.5% ²
Shetland Islands	51.4%	81.0%	88.5% ²	89.1% ²	89.6%	89.6%
South Ayrshire	52.3%	84.9%	90.2% ²	90.7% ²	91.3%	91.3%
South Lanarkshire	48.1%	79.6% ²	87.6%	88.3%	89.1%	89.2% ²
Stirling	50.1% ²	82.3% ²	89.3% ²	89.8% ²	90.6%	90.6%
West Dunbartonshire	42.9% ²	73.2% ²	81.9%	82.5% ²	83.6% ²	83.6%
West Lothian	49.6% ²	80.0%	89.1%	89.7%	90.5% ²	90.5% ²
Scotland	47.5%	79.2%	87.4%²	88.0%²	88.8%	88.8%

Total cumulative return rate (%)



Household visits made by field staff broken down by Local Authority

Local authority	31/05/2022
Aberdeen City	129,020
Aberdeenshire	45,042
Angus	31,018
Argyll and Bute	18,912
City of Edinburgh	204,736
Clackmannanshire	16,562
Dumfries and Galloway	34,005
Dundee City	75,800
East Ayrshire	29,307
East Dunbartonshire	19,682
East Lothian	11,216
East Renfrewshire	19,241
Falkirk	59,500
Fife	82,608
Glasgow City	328,144
Highland	36,685
Inverclyde	19,797
Midlothian	10,884
Moray	17,389
Na h-Eileanan Siar	5,679
North Ayrshire	31,928
North Lanarkshire	111,027
Orkney Islands	2,892
Perth and Kinross	25,028
Renfrewshire	58,638
Scottish Borders	19,948
Shetland Islands	2,888
South Ayrshire	42,612
South Lanarkshire	100,614
Stirling	28,571
West Dunbartonshire	17,421
West Lothian	40,582
Scotland	1,677,376

Contact Centre volumes

Calls	748,609
Emails	34,383
Webchats	33,175
Telephone data captures	12,534
Language interpretations	521

Volumes of paper interventions

Door drop	Description	Overview	Volume
28 February 2022 to 4 March 2022	Household Initial Contact Letter	A letter sent to all households advising them to complete the Census. IAC provided for online completion and signposting for further support including paper questionnaires.	2,719,458
14 March 2022 to 19 March 2022	Postcard	Postcard sent to all households in Scotland advising of the legal responsibility to complete the Census and signposting for further support.	2,719,458
24 March 2022 to 01 April 2022	Reminder 1 (Household Gentle Reminder, Household Online Reminder, Household Firm Reminder)	A letter sent to all non-responding households advising them to complete or finish the Census. New IAC provided for online completion or signposting for further support. Reminder letter type (Gentle, Firm or Online) depends on Hard to Count rating and whether the household has started an online return.	1,427,685
05 April 2022 to 12 April 2022	Reminder 2 (Household Firm Reminder)	A letter sent to all non-responding households advising them to complete the Census. New IAC provided for online completion or direction to support (website, call centre). Scope extended from Hard to Count 1-3 to include all non-responding households.	1,107,778
14 April 2022 - 20 April 2022	Reminder 3 – Targeted (Household Firm Reminder)	NEW - Additional reminder letter sent to 215k non-responding households in areas of low field force, low response and low digital exclusion. Letter highlights potential prosecution.	215,475
25 April 2022 to 30 April 2022	Postcard - targeted	NEW - Additional postcard sent to 250k addresses in areas of low field force, low response and low digital exclusion (different to third reminder).	243,410
27 April 2022 to 04 May 2022	Household Questionnaire pack - targeted	NEW - Paper questionnaires with reminder letter sent to 115k non-responding households in areas of low field force, low response and high digital exclusion. Letter highlights potential prosecution.	115,000
30 April 2022 to 04 May 2022	Reminder 4 - Household Online Reminder	NEW – Second online reminder letter sent to all households who have started online but not finished. Letter highlights potential prosecution.	68,227

12 May 2022 to 19 May 2022	Reminder 5 - Household Firm Reminder	NEW - Additional firm reminder letter sent to non-responding households in areas of low response	395,344
24 May 2022 to 27 May 2022	Non Compliance Early Intervention Letter (5+ visits)	NEW - Non compliance letter sent to all non compliance household	5,500
24 May 2022 to 27 May 2022	Non Compliance Early Intervention Letter (Non Compliant)	NEW - Non compliance letter sent to all non responding households with 5 or more visits	23,091
7 June to 15 June 2022	Non-Compliance Packs	Paper questionnaires with non- compliance letter sent to 6,500 non- compliant households	6,421
17 June to 22 June 2022	Targeted Household Questionnaires	NEW – Paper questionnaires with reminder letter sent to 43k non responding households which received no field visits or paper questionnaires	43,616

Total volumes

Proactively sent – letters and postcards	Proactively sent – questionnaires	Public requests – questionnaires	Questionnaires left by field workers	Paper questionnaires returns
8,925,426	165,037	351,611	92,171	272,868

*Questionnaires include Household, Household Individual and Household Continuation

Volumes of support products requested

Product Name	Origin of Request	Total requested
Household Questionnaire	Website, Contact Centre	341,424
Household Individual Questionnaire	Website, Contact Centre	9,075
Household Continuation Questionnaire Pack 6-10	Website, Contact Centre	920
Household Continuation Questionnaire Pack 11-15	Website, Contact Centre	116
Household Continuation Questionnaire Pack 16-20	Website, Contact Centre	27
Household Continuation Questionnaire Pack 21-25	Website, Contact Centre	34
Household Continuation Questionnaire Pack 26-30	Website, Contact Centre	15
Large Print Household Questionnaire	Contact Centre	2,475
Easy Read Leaflet	Contact Centre	126
Translation - Braille	Contact Centre	10
Translation - Arabic	Contact Centre	92
Translation - Cantonese	Contact Centre	40
Translation - Czech	Contact Centre	3
Translation - Farsi	Contact Centre	17
Translation - Gaelic	Contact Centre	6
Translation - Hindi	Contact Centre	6
Translation - Kurdish	Contact Centre	9
Translation - Lithuanian	Contact Centre	20
Translation - Mandarin	Contact Centre	24
Translation - Polish	Contact Centre	111
Translation - Punjabi	Contact Centre	31
Translation - Romanian	Contact Centre	22
Translation - Russian	Contact Centre	18
Translation - Slovak	Contact Centre	6
Translation - Turkish	Contact Centre	8
Translation - Urdu	Contact Centre	50
BSL DVD	Contact Centre	4
BSL USB	Contact Centre	10
Audio CD	Contact Centre	22