



Note: This model is limited to households. CEs are covered in a separate wave model.

Author: Transformation Integrated Shared Services

Issued: 9th July 2020

Version: 4.0

Maximising Response in 2021 - Outbound Contact During Census and CCS Version 3.0 **Key: Colours and shapes** Census/CCS Field Ops Census Public **Paper Services** ontact Centre Go Communications post out Digital & eQ) **Public Support** Comms including TV, Social (focussed/targeted), Paid online, Radio Milestones **CCS Property** 6 7/5 Listing **Initial Contact** 21/3 ost card pre CCS Hand CCS Field Delivery of Paper Questionnaires CCS Contact Centre Starts Census Day 23/3 **Contact Centre** Awareness Awareness Comms 13/4 Closes CCS Self CCS Interviewing 8/2 10/02 18/2 22/2 3/3 8/3 26/6 8/3 19/4 21/4 26/4 Week -5 Week -4 Week -3 Week -2 Week -1 Week 0 Week 1 Week 3 Week 4 Week 5 Week 6 Week 7 Week 8 Week 9 Week -6 Week 2 2 Month Period 8 Feb - 14 Feb 15 Feb - 21 Feb 22 Feb - 28 Feb 1 Mar - 7 Mar 8 Mar - 14 Mar 15 Mar - 21 Mar 22 Mar - 28 Mar 29 Mar - 4 Apr 5 Apr – 11 Apr 12 Apr - 18 Apr 19 Apr - 25 Apr 26 Apr - 2 May 3 May - 9 May 10 May - 16 May 17 May - 23 May 24 May - 30 May 2 Jun - 30 Jul Tranche 1: (10% of ranche 2: A ninder Group CCS field ops finish 1/ DEC0211: After 4 weeks itial Postcard itial Contacts spread ranche 3: Remaini DEC0210: Census minder comms sponse Driven will be scheduled to urther 40% of 50% of field staff eminder Group 1 ninder Group 2 ver 10 days, with all field staff) overage Survey (CCS) of field operations, if awareness o be sent aner O – anding by Friday of Household hard to ield force ield activities start no deployed at CD +9. run until the end of olume 500k volume 500k attempts to gain an Census Call to action he collection later than 6 weeks afte CCS ends 1/6/21 with It's coming You'll get your leployed at CD +2 interview are ount groups 4 and 22/02. a debrief day for the access code Census Day and last a unsuccessful a self campaign - 'You ommences should have your Census Call to field interviewers on Census Day ninimum of 4 weeks o paper eminder Group 3 the 2/6/21 weeks. access code soon ction campaign paper post-back form will minder for thos delivered prior Mandatory 'Just that started but no - Stern Letter CCS postcodes be offered. to Initial Do It' ompleted lands or entified on 6&7/05 Contact Centi goes live in th April Contact Centre Closure Contact. ers one to those CCS interviewing 28/06. spread over 9 with the Single lote 5/04/2021 is days with all have started but ences from 8/05 no paper t submitted online estionn air es aster Monday postcard to Tuesday of . All of Reminder 1 Note 3/05/2021 is early the public and week -3 hould land prior May Bank Holiday the 'call to o field Tranche 3 Reminder 1e Last date of action' com vailable to land hat started but not uestionnaire post out day before CCS 4th / 5 mpleted lands on he day after ranche 3 if low 1st March elf-response ompletion of Note 2/04/2021 is eminder 1 in Good Friday



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Author: Business Architecture Requirements

Issued: 10th February 2020

Version: 3.0

Reason for change	Workstream	Amendment / Addition / Deletion / No Change		Detail	V3 Date	V4 Date	Current Version Date	Changes Made by	New Version
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	нн	Amendment	Information	Removal and addition of an event. 'Tranche 1 Field Force Commence' has been removed from the Census Field Ops box and replaced by 'HH Officer Tranche 1 Field Operations Starts'.	08/03/2021	08/03/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	нн	Amendment	Information	Removal and addition of an event. 'Tranche 2 Field Force Commence' has been removed from the Census Field Ops box and replaced by 'HH Officer Tranche 2 Field Operations Starts'.	23/03/2021	23/03/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	нн	Amendment	Information	Removal and addition of an event. 'Tranche 3 Field Force Commence' has been removed from the Census Field Ops box and replaced by 'HH Officer Tranche 3 Field Operations Starts'.	30/03/2021	30/03/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	нн	Amendment	Information & Date change	Removal and addition of an event. 'End of Census Field Activities' has been removed from the Census Field Ops box and replaced by 'HH Field Operations Ends'.	30/04/2021	28/04/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	нн	Amendment	Information & Date change	Removal and addition of an event. 'Non- Compliance Commences' has been removed from the Census Field Ops box and replaced by 'Non- Compliance Field Operation Starts'.	21/04/2021	11/05/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	нн	Amendment	Date and information added	Census Field Ops box for 'Non- Compliance Field Operation Ends' and information to say that 'Non-Compliance Field Operations ends on 24/06/2021 however, Non-Compliance HQ work continue before handing over to Crown Prosecution Service' added.	N/A	24/06/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	ccs	Amendment	Information & Date change	Removal and addition of an event. 'Census Coverage Survey Starts' has been removed from the Milestone box and replaced by 'CCS Field Operations Starts-'.	05/05/2021	04/05/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	ccs	Amendment	Date change and information added	CCS Property Listing date changed and information added: 'CCS addresses identified on 48:5/05 but some areas may extend beyond this date'	06-07/05/2021	4/05/2021-5/05/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	ccs	Deletion & Addition	Information	CCS postcodes identified on 6-7/05 assumption deleted and replaced with 'CCS addresses identified on 48.5/05 but some areas may extend beyond this date'	6-7/05/2021	4/05/2021-5/05/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	ccs	Amendment	Date change and information added	CCS Interviewing date changed: 'CCS interviewing commences from 8/05' replaced with 'CCS interviewing starts from 6/05 but response capture can occur during property listing'	07/05/2021	06/05/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	ccs	Amendment	Date change and information added	Information added: 'CCS ends 1/6/21 with a debrief day for the field interviewers on the 2/6/21' replaced with 'CCS field operations finish 1/06 but Interviewer debriefs will occur on the 02/6/21'	01/06/2021	01/06/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	ccs	Amendment	Date change and information added	Removal and addition of an event. 'CCS Self Response Starts' has been removed from the Milestone box and replaced by 'CCS Self Response Activities Starts'.	02/06/2021	29/05/2021	20/05/2020		Draft
RFC0708 Changes to Census Field Operation Dates in 2021 Wave of Contact	ccs	Amendment	Information	The word 'Activities' added to the Milestone box for CCS Self Response Ends.	26/06/2021	26/06/2021	20/05/2020		Draft
Removal of incorrect information	ccs	Deletion	Information	CCS field ops finish Sun 30/05 removed from the note on the WOC V4	N/A	N/A	20/05/2020		Draft
RFC0758 Changes to L1 milestones and Wave of Contact following decisions on Census service start/end dates	нн	Amendment	Information & Date change	Change to the wording in the Public Support Box: "Census Public Contact Centre Go Live (Includes Assisted Digital & eQ)" is now "Census Digital Response Go Live (includes eQ and supporting digital services)"	10/02/2021	23/02/2021	30/06/20220		Draft
_		Amendment	Information	Assumption notes regarding Census Public Contact Centre Go Live changed from "Contact centre goes live in conjunction with the single awareness postcard to the public and the 'call to action' comms" to "Digital Response live to support CE operation from 23/2".	10/02/2021	23/02/2021	30/06/20220		Draft
RFC0758 Changes to L1 milestones and Wave of Contact following decisions on Census service start/end dates	нн	Addition	Information & Date change	Public Support Box added for "Census Public Contact Centre Go Live (Includes Assisted Digital & fulfilments)"	N/A	01/03/2021	30/06/20220		Draft
RFC0758 Changes to L1 milestones and Wave of Contact following decisions on Census service start/end dates	нн	Amendment	Information & Date change	Change to the wording in the Public Support Box from "eQ stop collecting" to Census Digital Response Closes.	02/05/2021	04/05/2021	30/06/2020		Draft
		Addition	Information & Date change	Assumption notes regarding Census Digital Response Closes added to say: "Household, CE and Individual eQs no longer available after 4/5".	02/05/2021	04/05/2021	30/06/2020		Draft
RFC07S8 Changes to L1 milestones and Wave of Contact following decisions on Census service start/end dates	ccs	Addition	Information & Date change	Public Support Box added for "CCS Digital Response Go Live"	N/A	04/05/2021	30/06/2020		Draft
RFC0758 Changes to L1 milestones and Wave of Contact following decisions on Census service start/end dates	ccs	Addition	Information & Date change	Public Support Box added for "CCS Digital Response Closes" and assumption notes added to say "Paper only responses after field operation ".	N/A	01/06/2021	30/06/2020		Draft
RFC0758 Changes to L1 milestones and Wave of Contact following decisions on Census service start/end dates	CCS & HH	Amendment	Date change	Date for CCS and Census Contact Centre Closes changed from 28/06/2021 to 26/06/2021	28/06/2021	26/06/2021	30/06/2020		Draft
RFC0758 Changes to L1 milestones and Wave of Contact following decisions on Census service start/end dates	нн	Addition	Information & Date change	Individual reminder letter added to the HH Wave for those who requested an individual UAC but haven't returned that UAC.	N/A	10/04/2021	08/07/2020		Draft
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