

## **Census 2001: Key Statistics for postcode sectors in England and Wales CD**

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### **Frequently Asked Questions**

#### **Introduction**

These Frequently Asked Questions are intended to assist you when using the *Key Statistics for postcode sectors in England and Wales CD* released in March 2004. They supplement The Guide to Getting Started supplied with the CD. If your query is not resolved, contact details for Census Customer Services are provided below.

Users are advised to regularly review these Frequently Asked Questions, available at [www.statistics.gov.uk/census2001/nr\\_cd\\_faq.asp](http://www.statistics.gov.uk/census2001/nr_cd_faq.asp), which will be updated with details of any new issues as they become known.

## 1 Getting started

### Q. How do I start using the CD?

A. Put the CD in your CD drive. It will start automatically and you will be presented with a screen that asks you to either accept or decline the ONS conditions of supply. Before registering your acceptance, it is recommended that you click on the link to the 'Read Me' file that is just above the 'DECLINE' and 'ACCEPT' options. Within this Read Me file is *The Guide to Getting Started*. You are advised to read this thoroughly and follow the instructions closely before trying to use the CD.

### Q. Does the CD run on an Apple Mac?

A. Much of the content of the CD can be viewed with an Apple Mac, but the facility to download and manipulate the data is not available as SuperTABLE software cannot be installed on an Apple Mac.

## 2 Conditions of supply

### Q. Why am I frequently asked to accept the conditions of supply when I have already done so after first putting the CD in my disk drive?

A. This will occur if you are using the CD in your CD drive and have not chosen to install the contents of the CD on your PC. ONS cannot control the use and possession of the CD and this procedure ensures that the content of the CD is never viewed without the conditions of supply having been accepted. If you opt to install the contents of the CD on to your computer you will not be asked to accept the conditions again.

## 3 Installation

### Q. Do I have to install the contents of the CD on my computer?

A. No, the profiles and Key Statistics tables for postcode districts and areas can be viewed with the CD in the CD drive and with no software installed. However, you will need to install some software to access the data for postcode sectors and get the maximum from the CD. If you are connected to a network you may need to seek the assistance of your network administrator to install SuperTABLE. When you put the CD in your CD drive, the first screen that you see will display the conditions of supply, a link to a Read Me file (which provides a guide to installing the software), and provides you with the option to either accept or decline the conditions. If you accept the conditions, a second screen will appear which provides you with a choice to view or install the CD.

### Q. I am encountering issues when attempting to install and use SuperTABLE. For example, either error messages appear at installation or, once installed using an administrators account, users cannot start the application when they logon and have insufficient authority to access the appropriate folders. Can ONS help?

There are a number of reasons why an install of SuperTABLE may fail or prove difficult, and administration privileges applied to PCs can impede installation. Unfortunately ONS is unable to provide technical support regarding the installation of SuperTABLE, but further information can be found at the manufacturer's website in pages such as [www.str.com.au/content.php?c=content/solutions/modules/supertable\\_faq\\_win2000.htm](http://www.str.com.au/content.php?c=content/solutions/modules/supertable_faq_win2000.htm) or by contacting [support@str.com.au](mailto:support@str.com.au). Note that ONS has been informed by one customer that McAfee anti-virus software would not accept SuperTABLE. Disabling the virus check enabled them to install successfully.

## 4 Loading data into databases

### Q. The data on the CD is in HTML and SuperTABLE formats and neither of these are suitable for loading into a database. In addition, the 'Save as CSV' option in SuperTABLE does not produce a comma separated file that I can use for this purpose. Is the data available in other formats?

A. All the tables on the CD are available in a CSV format specifically designed by ONS for loading into database systems. Copies of a CD with the tables in this format can be obtained by contacting Census Customer Services using the contact details provided in **Section 8**.

## 5 Finding results

### Q. How do I view the Census results?

A. Put the CD in your CD drive. It will start automatically and you will be presented with a screen that asks you to accept or decline the Census conditions of supply. Before accepting, it is recommended that you click on the link to the Read Me file that is just above the 'DECLINE' and 'ACCEPT' options.

On acceptance of the conditions you may then choose to either browse the data or install the content of the CD on to a computer or network.

When you use the CD the main screen shows a grid with an expandable list of areas down the left-hand side, and a list of tables across the top. The expandable list allows you to view results for named postcode areas and their postcode districts. The postcode areas in the list are split into ten groups based on their postcode area code (rather than the postcode area name). To view results for EC1 (London East Central), for example, you would click on the '+' next to the E – F group to view a list of the postcode area codes starting with those letters. Then, click on the icon in the row labelled EC and in

the column relating to the table of interest. You will then be shown Census results on that topic for postcode areas and postcode districts.

Alternatively If you know the name of the postal area or district, but don't know the code, you can use the 'Search for areas' box above the grid on the main screen to find the area you need.

Detailed instructions for using the CD are provided on the disc.

**Q. How do I find out what tables are on the CD, and what topics are covered?**

A. A facility to browse a list of the topics and table titles is provided on the CD. The titles can be listed according to summary classifications or in table number order. Table titles are also provided on the main table selection screens.

## 6 Using SuperTABLE

**Q. How do I manipulate or download the Census results?**

A. When you use the CD, a screen is available which enables you to select Census tables for postcode areas and districts using a list. Detailed instructions are provided on the CD. On selection, a new window will appear with the option to 'manipulate or download data'. To use this option you must first have installed the SuperTABLE software. Instructions for doing this are provided in the Read Me file which can be accessed from the screen displayed after the CD is put into the CD drive.

**Q. When I click on the icon to 'manipulate or download data' I am prompted to open the file or save the file. Which should I choose?**

A. To view the data when browsing the CD select the option to open the file. This will enable you to view the table using SuperTABLE. Saving the file will place the file in a folder on your PC.

**Q. When I chose the option to 'manipulate or download data' for table KS06 Ethnic group there are four links to files - two for counts and two for percentages. For other tables there is only one link for each. Why is this?**

A. For table KS06 there are SuperTABLE files containing: counts for all areas in England and Wales; percentages for all areas in England and Wales; counts for some areas in Wales; and percentages for some areas in Wales. The first two files contain data for all postcode areas, districts and sectors in England and Wales. The second two contain an extra column with information on identification as Welsh. These two files contain data for all postcode sectors that reside entirely within Wales, but do not contain data for postcode areas or districts.

**Q. When I chose the option to 'manipulate or download data' for table KS24 Migration, the list and links to files is different compared to other tables. Why is this?**

A. For most tables the introductory screens that appear when Key Statistics are selected for an area provide the user with options to view data for postcode sectors, areas and districts as counts in a single SuperTABLE file, or as percentages in a single SuperTABLE file. Table KS 24 includes both counts and percentages in the same SuperTABLE file, but postcode sectors, districts and areas appear in separate files, so there are three links to SuperTABLE files.

**Q. Why does nothing happen when I click on the icon that allows me to 'manipulate or download data'?**

A. To use this facility you must first have installed some software called SuperTABLE. This is available on the CD. Advice on installing SuperTABLE is available in the Read Me file. A link to this can be found just above the 'DECLINE' and 'ACCEPT' options in the screen displaying the conditions of supply. If you are uncertain that you can find the screen that displays the conditions of supply, remove the CD from the CD drive and put it back in. This will cause the screen to be re-displayed automatically. Accept the conditions, choose a product, and then select the installation option.

If you have already installed SuperTABLE it is possible that the install has not fully completed. This can be easily resolved by opening up SuperTABLE and then closing it. Details of how to carry out this simple procedure are in the Read Me file.

**Q. How do I get the results from SuperTABLE into Excel ?**

A. Choose the table of interest and select the option 'manipulate or download data' to open the SuperTABLE file. You can transfer this data into Excel in two ways. Firstly you can use the *File/Save as* menu commands, and specify Save as type Excel (.XLS) with an appropriate file name. This will create an Excel file containing all the data in the SuperTABLE file. Alternatively, use the *Edit/Select All* then *Edit/Copy* menu commands in SuperTABLE, switch to an open Excel workbook and select *Edit/Paste*.

**Q. How do I use SuperTABLE ?**

A. A Census specific tutorial is available from the Help option within the SuperTABLE application.

**Q. How do I return back to the original screen showing results after downloading or manipulating data using SuperTABLE ?**

A. SuperTABLE is a stand alone application and there is no facility within it to return to the browser you used to view the CD. Closing or minimising SuperTABLE will return you to your browser.

## 7 General

### Q. I think that I have found some errors on the CD, how do I confirm this and find out if they have been corrected?

A. It is possible that some errors have been discovered on the CD since it was published. Any such errors will be noted in the Census product error log available at [www.statistics.gov.uk/census2001/error\\_log.asp](http://www.statistics.gov.uk/census2001/error_log.asp) which is regularly updated. As well as explaining any errors, the log contains details of how the error has been corrected; how the corrected information can be obtained; and, where applicable, links to further information. If the error log does not list the specific error you have found, please contact Census Customer Services using the contact details listed below.

## 8 Contact details

### Census Customer Services

ONS  
Titchfield  
Fareham  
Hants PO15 5RR

Telephone: ++44 (0)1329 813800  
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### Customer contact centre

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