

My Community Advice - Neighbourhood Planning enquiries by channel, July 2016 to June 2017

Total number of Neighbourhood Planning enquiries for the period by all channels: **1304**

Total number of Neighbourhood Planning enquiries by the following channels:

- By live chat **244** (18% of total enquiries)
- By telephone **577** (44% of total enquiries)
- By web form **287** (22% of total enquiries)
- By e-mail **144** (11% of total enquiries)
- Transferred from live chat to phone **46** (3.5% of total enquiries)
- Event, workshops, one to one **6** (0.5% of total enquiries)

This is represented in the below charts (live chats at the top, and all other enquiries at the bottom):

