

APPENDIX 2

Response channels and totals

Response Channel	Route 1: 2021	Route 1: 2020	Route 2: 2021	Route 2: 2020
Post	81	152	739	580
Internet (automated responses)	14,344	5,391	5,075	6,474
Phone (automated responses)	610	1	431	614
SMS	31	3	55	134
Email (includes Arun Direct)	469	76	299	187
Phone (canvassing)	N/A	N/A	142	198
Door-knocking	N/A	N/A	1,394	N/A
Other (eg Council Tax)	12	384	1,787	351
Total Responses/%	15,547 / 24.26% of route 1	6,007 / 9.69% of route 1	9,922 / 79.36% of route 2	8,538 / 61.08% of route 2
Major changes	2,556	2,070	3,820	3,454
Minor/no changes	1,2991	3,937	6,102	5,085

Note:

- There can be discrepancies in the figures generated from the software system over time. This can be for a number of reasons, but the most common one is that properties are added and deleted during the course of the canvass and throughout the year. Reports generated from the software system will reflect the number of properties at that time, rather than using a consistent figure throughout.
- There are also some changes to the parameters of reports, so that figures in reports are not always consistent year-on-year, but we have to work with the information we have.