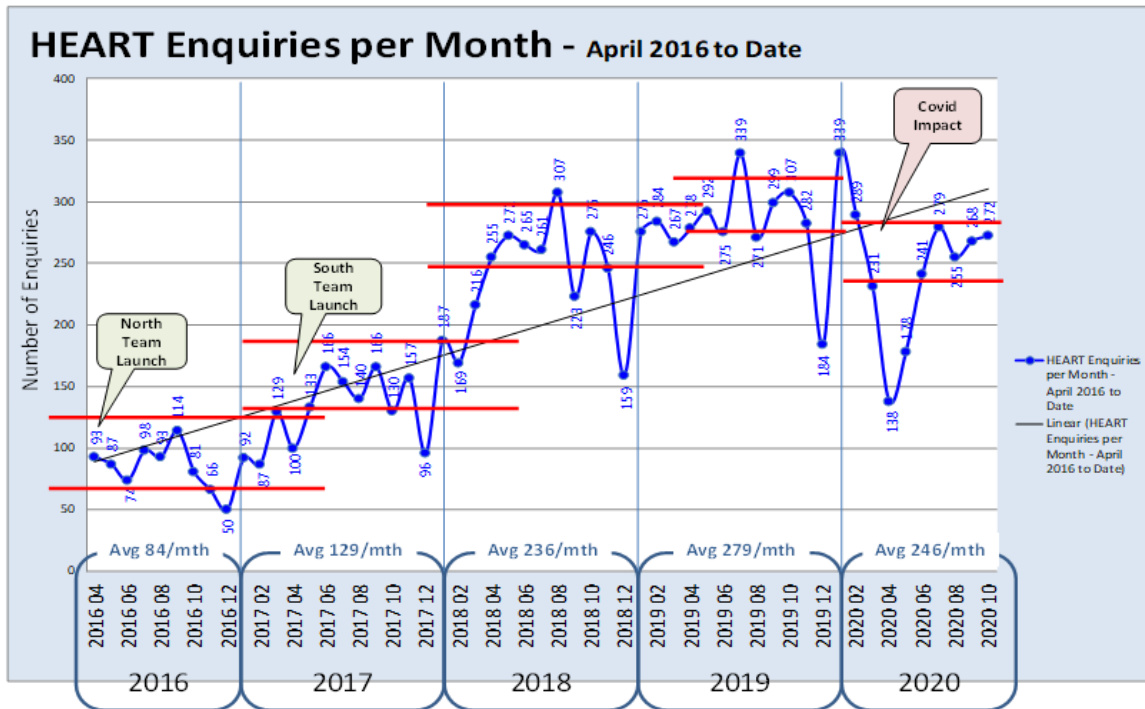


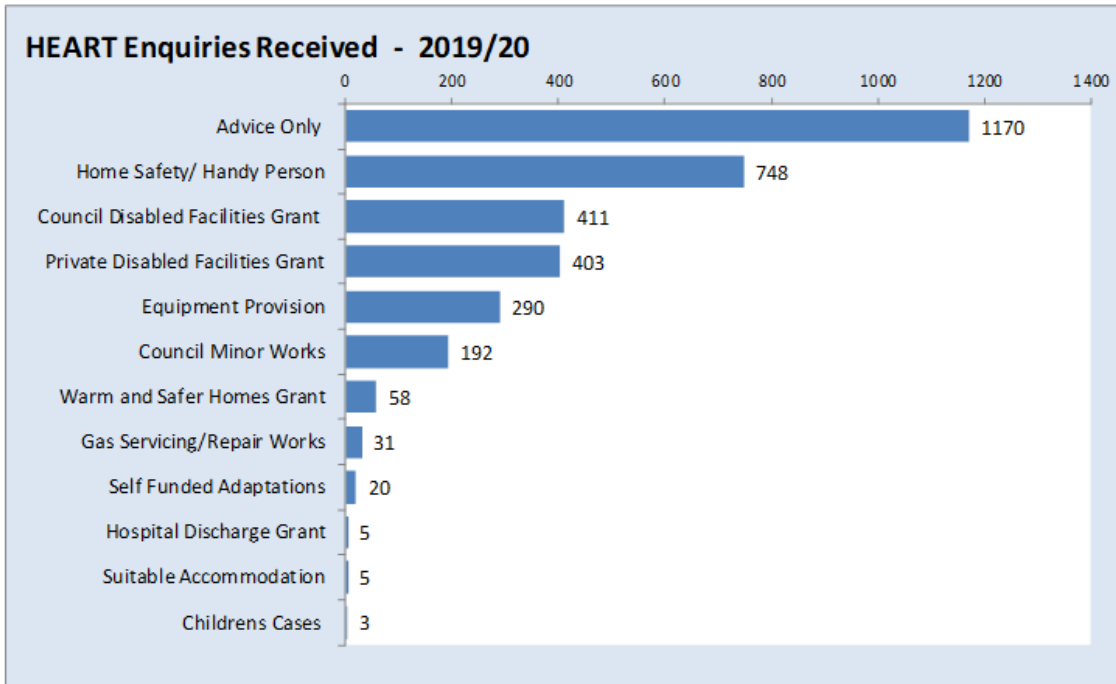
Appendix B

Activity levels

The graph below shows that the number of enquiries and therefore demand for the service, has grown significantly each year, with a slight seasonal reduction every December, until the impact of the 2020 COVID-19 pandemic, which saw demand drop to that of a similar level in 2017.



During 2019/20, HEART received over 3,300 enquiries. The graph below highlights, aside from requiring advice only, the top three enquiries were centred around; home safety, handy person service, Council Disabled Facilities Grants and Private Disabled Facilities Grants.



Of those 3,300 enquiries to HEART, this generated over 1000 customer solutions in 2019/20, the top three included key safe installation, level access showers and grab rails