

# Usage of the Veterans' Gateway online and mobile directory of services

## August 2021

Research funded by the Armed Forces Covenant Fund Trust within the Map of Need project



The Northern Hub for Veterans and Military Families Research



**Northumbria  
University**  
NEWCASTLE

# Analytical Methodology

## Hexagonal binning

Analysis was conducted in order to normalise geographical space across the UK for mapping analysis. This was achieved through the process of aggregating and summarizing spatial data into equal sized connected hexagons. This method is referred to as hexagonal binning. Using regularly spaced hexagons for spatial analysis (opposed to irregular shaped areas such as counties, local authorities, etc.), resolves issues such as disparities in perceptions between geographical areas which vary significantly in shape and size. It is important to note the purpose of hexagonal binning is to assist in the visualization of spatial data and that the units do not have a correspondence with real-world area boundaries.

## Analysis of spatial hotspots

Analysis was conducted to identify significant postcode districts which are hotspots with regards to the number of directory users. The hotspot analysis uses the Getis-Ord  $G_i^*$  statistic (pronounced G-i-star) to indicate geographical areas with counts of users more pronounced than one would expect in a random distribution of users at the regional level. This method works by looking at each area within the context of neighbouring areas. The local sum of users for an area and the neighbouring areas is compared proportionally to the sum of users in all areas in the region; when the local sum differs significantly from the expected range, and when that difference is too large to be the result of random chance, a statistically significant hotspot of users is identified.

## Analysis of spatial outliers

Analysis was conducted to identify significant postcode districts that are outliers with regards to the number of directory users. Outliers are postcodes districts that have a high number of users in comparison with neighbouring postcode districts. The method uses the Anselin Local Moran's  $I$  statistic to indicate whether the observed spatial outliers are more pronounced than one would expect in a random distribution of those same values. Only the postcode districts that have at least a 95% confidence level are identified as outliers.

## Map of Need Covenant Officers

The geospatial directory of services is continuously updated with the collaboration of trusted partners that are responsible for a given geographical area: Covenant Officers (COs). We rely in the local knowledge of these trusted partners to make sure the directory is meaningful to each veteran community across the UK. The following table lists the current geographical coverage as of September 2021.

### Map of Need Covenant Officers

<b>UK Wide COs</b>	<b>Coverage</b>
The Royal British Legion	UK
Cobseo	UK
Help For Heroes	UK
<b>England COs</b>	<b>Coverage</b>
Greater Manchester Combined Authority	Manchester City, Bolton, Bury, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford, Wigan
Dorset Local Authority	Dorset, Poole, Christchurch
Milton Keynes, Bedford Borough, Central Bedfordshire & Luton Councils	Milton Keynes, Bedford Borough, Central Bedfordshire, Luton
Rutland County Council	Rutland, Harborough, South Kesteven
Lancashire Armed Forces Covenant Hub	Lancashire
Renewing the Covenant in the Capital	London City, Greater London
Norfolk County Council	Norfolk
Charnwood, Melton and Rushcliffe Councils	Charnwood, Melton, Rushcliffe
<b>Wales COs</b>	<b>Coverage</b>
Welsh Government	Wales
<b>Northern Ireland COs</b>	<b>Coverage</b>
The Veterans Support Office	Northern Ireland
<b>Scotland COs</b>	<b>Coverage</b>
To be determined by Central Scottish Government	Scotland

## Key Findings – August 2021

The directory of services provides veterans, service families and health and social care providers easy access to thousands of services, which deliver care or support to veterans and service families across the UK.

On the 1<sup>st</sup> of September 2021, the directory of services included **17,269** markers, each representing a service available to veterans or service families.

During August 2021, the directory attracted **1,765** individual searches for services.

- A total of **565** cases were from the Veterans' Gateway Online Directory.
- A total of **1,012** cases were from the Veterans' Gateway Mobile Directory.
- A total of **188** cases had users located overseas or with a null location.
- When considering all searches, 'Mental Wellbeing', followed by 'Employment' and 'Housing' were the primary search criteria.

## Usage of the Veterans' Gateway directory of services (all searches), August 2021

Table 1 provides an overview of the general criteria of searches made UK-wide through the directory of services during August 2021. This table combines all searches made into general categories of search criteria.

- 'Mental Wellbeing' followed by 'Employment' and 'Housing' were the primary general search criteria for users located in the UK during August 2021.

Table 2 provides a more detailed breakdown of the exact criteria of all searches made UK-wide through the directory of services during August 2021. The top ten search criteria accessed by users located in the UK during August 2021 are highlighted.

- 'Mental Wellbeing - Accessing Support', followed by 'Employment - Job Seeking' and 'Mental Wellbeing - Support Groups and Emotional Support' were the primary search criteria.

Figures 1 to 4 illustrate the spatial distribution of all directory users located across the UK during August 2021, and the spatial hotspots and outliers in terms of usage.

Table 3 provides an overview of the directory usage across each country/region of the UK during August 2021.

- The North West followed by Yorkshire and The Humber and the South West were the regions with the highest directory usage during August 2021.

Table 4 provides an overview of the 20 local authorities with the highest usage during August 2021.

- Wiltshire followed by Epsom and Ewell & Rotherham were the local authorities with the highest online usage.

## **Veterans' Gateway Online Directory, August 2021 (N= 565)**

Table 17 provides an overview of the general criteria of online searches made UK-wide through the online directory during August 2021. This table combines all searches made into general categories of search criteria.

- 'Mental Wellbeing' followed by 'Housing' and 'Employment' were the primary general search criteria for online users during August 2021.

Table 18 provides a more detailed breakdown of the exact criteria of all searches made UK-wide through the online directory during August 2021. The top ten search criteria accessed by online users located in the UK during August 2021 are highlighted.

- 'Mental Wellbeing - Accessing Support', followed by 'Specific Search for an Organisation' and 'Mental Wellbeing - Support Groups and Emotional Support' were the primary online search criteria.

Figures 17 to 20 illustrate the spatial distribution of all online users located across the UK during August 2021, and the spatial hotspots and outliers in terms of usage.

Table 19 provides an overview of the online usage across each country/region of the UK during August 2021.

- The South East followed by the North West and Yorkshire and The Humber were the regions with the highest online usage during August 2021.

Table 20 provides an overview of the 20 local authorities with the highest online usage during August 2021.

- Epsom & Ewell followed by East Riding of Yorkshire and Rotherham were the local authorities with the highest online usage.

## **Veterans' Gateway Mobile Directory, August 2021 (N= 1,012)**

Table 33 provides an overview of the general criteria of mobile searches made UK-wide through the mobile directory during August 2021. This table combines all mobile searches made into general categories of search criteria.

- 'Mental Wellbeing' followed by 'Employment' and 'Housing' were the primary mobile search criteria for users located in the UK during August 2021.

Table 34 provides a more detailed breakdown of the exact criteria of all mobile searches made UK-wide through the mobile directory during August 2021. The top ten mobile search criteria accessed by users located in the UK during August 2021 are highlighted.

- 'Employment - Job Seeking', followed by 'Mental Wellbeing - Accessing Support' and 'Finances - Pensions and Compensation' were the primary mobile search criteria.

Figures 33 to 36 illustrate the spatial distribution of all mobile users during August 2021.

Table 35 provides an overview of the mobile usage across each country/region of the UK during August 2021.

- The North West followed by the South West and Scotland were the regions with the highest mobile usage during August 2021.

Table 36 provides an overview of the 20 local authorities with the highest mobile usage during August 2021.

- South Lanarkshire followed by Plymouth and Wiltshire were the local authorities with the highest mobile usage.

Veterans' Gateway mobile platform performance data

- Total downloads since app launch: 6,200 on Apple and 5,595 on Android.
- Number of software crashes since app launch: 26 on Apple and 177 on Android.
- Number of downloads in August: 159 on Apple and 211 on Android.
- Number of software crashes in August: 2 on Apple and 7 on Android.

## Usage of the Veterans' Gateway directory of services (all searches)

Table 1. General search criteria from users located in the UK – All searches, August 2021

Search Criteria	Search Count	Search Percentage
Mental Wellbeing	359	22.76%
Employment	277	17.56%
Housing	229	14.52%
Finances	177	11.22%
Physical Health	163	10.34%
Family and Communities	106	6.72%
National Charities/Organisations	95	6.02%
COVID19 Local Support	68	4.31%
Specific Search for an Organisation	66	4.19%
Legal Support and Advocacy	37	2.35%
<b>Total</b>	<b>1,577</b>	<b>100%</b>

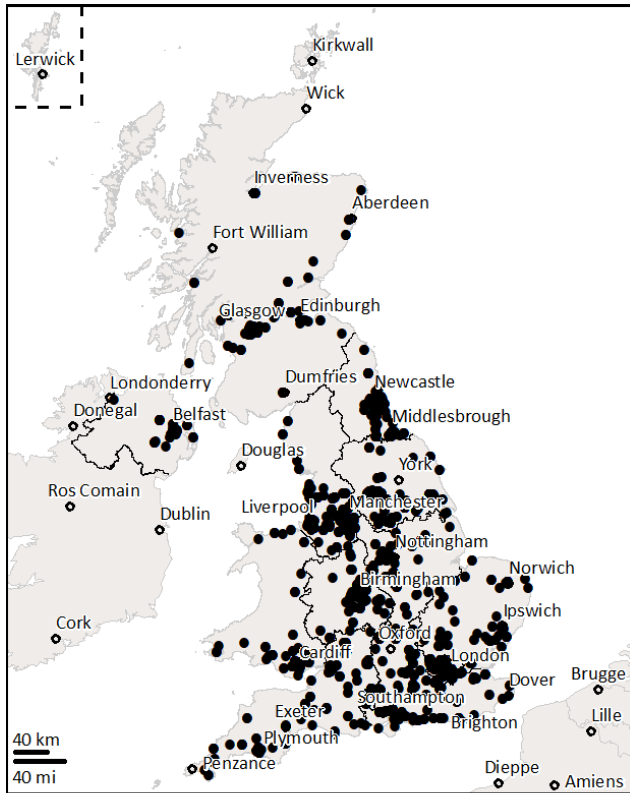
Table 2. A detailed breakdown of exact search criteria from users located in the UK – All searches, August 2021

Search Criteria	Search Count	Search Percentage
Mental Wellbeing - Accessing Support	158	10.02%
Employment - Job Seeking	157	9.96%
Mental Wellbeing - Support Groups and Emotional Support	96	6.09%
Housing - Homelessness	75	4.76%
Housing - Housing Advice and Support	71	4.50%
Specific Search for an Organisation	66	4.19%
Finances - Pensions and Compensation	65	4.12%
Employment - Education and Training	61	3.87%
Mental Wellbeing - Treatment	41	2.60%
Finances - Grants	41	2.60%
Family and Communities - Support Groups and Emotional Support	36	2.28%
National Charities/Organisations - Royal British Legion	32	2.03%
Finances - Benefits	31	1.97%
Physical Health - GPs	31	1.97%
Mental Wellbeing - Drug and Alcohol Services	29	1.84%
Employment - Volunteering	27	1.71%
Family and Communities - Recreation	27	1.71%
Legal Support and Advocacy - Legal Advice	27	1.71%
National Charities/Organisations - SSAFA	25	1.59%
Physical Health - Healthcare Services	25	1.59%
Physical Health - Support Groups and Emotional Support	25	1.59%
Finances - Money and Debt Advice	23	1.46%
Housing - Retirement	21	1.33%
Physical Health - Rehabilitation and Recovery	21	1.33%
Housing - Independent Living	21	1.33%
Family and Communities - Support for Carers	20	1.27%
Physical Health - Sports	19	1.20%
Physical Health - Home and Mobility Aids	18	1.14%
Mental Wellbeing - Bereavement	18	1.14%
Housing - Eviction and Repossession	17	1.08%
Housing - Supported Living	14	0.89%
Finances - Financial Services	14	0.89%
COVID19 Local Support - South West	14	0.89%
Employment - Support for Offenders	13	0.82%
Employment - Transition	11	0.70%
National Charities/Organisations - ASDIC Drop In Centres	11	0.70%

<b>Search Criteria</b>	<b>Search Count</b>	<b>Search Percentage</b>
COVID19 Local Support - North West	10	0.63%
Mental Wellbeing - Sports	10	0.63%
National Charities/Organisations - Armed Forces Covenant Fund Trust	9	0.57%
Family and Communities - Bereavement	9	0.57%
COVID19 Local Support - Wales	8	0.51%
Family and Communities - GPs	8	0.51%
Employment - Self Employment	8	0.51%
COVID19 Local Support - Scotland	8	0.51%
Mental Wellbeing - GPs	7	0.44%
Physical Health - End of Life Care	7	0.44%
Physical Health - Drug and Alcohol Services	7	0.44%
COVID19 Local Support - East of England	7	0.44%
Legal Support and Advocacy - Legal Aid	6	0.38%
Family and Communities - Drug and Alcohol Services	6	0.38%
COVID19 Local Support - South East	6	0.38%
COVID19 Local Support - East Midlands	6	0.38%
Housing - Respite Care (Day Care and Respite)	6	0.38%
Physical Health - Nursing and Dementia Care	5	0.32%
National Charities/Organisations - Help for Heroes	5	0.32%
National Charities/Organisations - Legion Scotland	4	0.25%
Legal Support and Advocacy - Legal Advocacy	4	0.25%
National Charities/Organisations - Mind	4	0.25%
Physical Health - Limb Loss	4	0.25%
Housing - Nursing and Dementia Care	4	0.25%
Finances - Support for the Gurkha Community	3	0.19%
COVID19 Local Support - West Midlands	3	0.19%
National Charities/Organisations - Shelter	3	0.19%
COVID19 Local Support - North East	2	0.13%
COVID19 Local Support - Northern Ireland	2	0.13%
COVID19 Local Support - Yorkshire/ The Humber	2	0.13%
National Charities/Organisations - Combat Stress	1	0.06%
National Charities/Organisations - Samaritans Branches	1	0.06%
Physical Health - Blind Veterans	1	0.06%
<b>Total</b>	<b>1,577</b>	<b>100%</b>



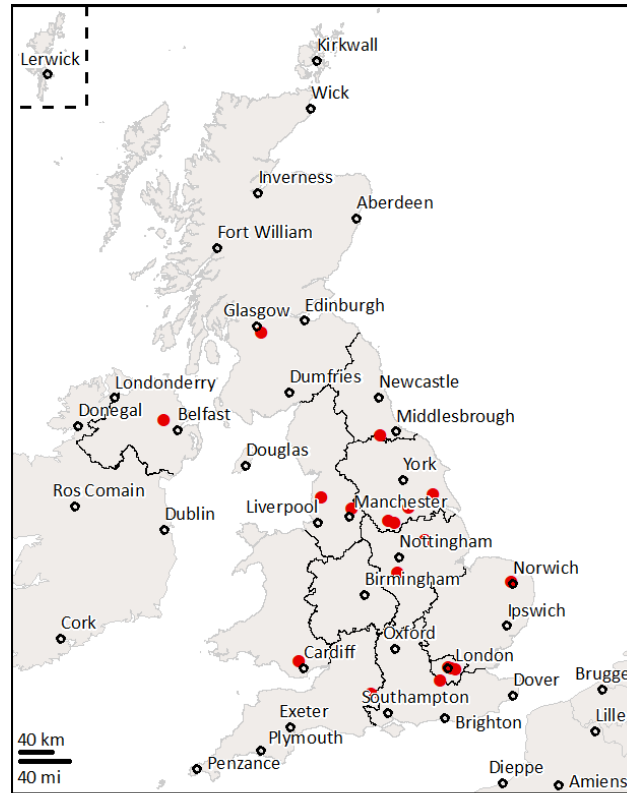
**Figure 1. User locations in the UK – All searches, August 2021**



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*The figure above shows the location of all the postcode districts with directory users during August 2021.*

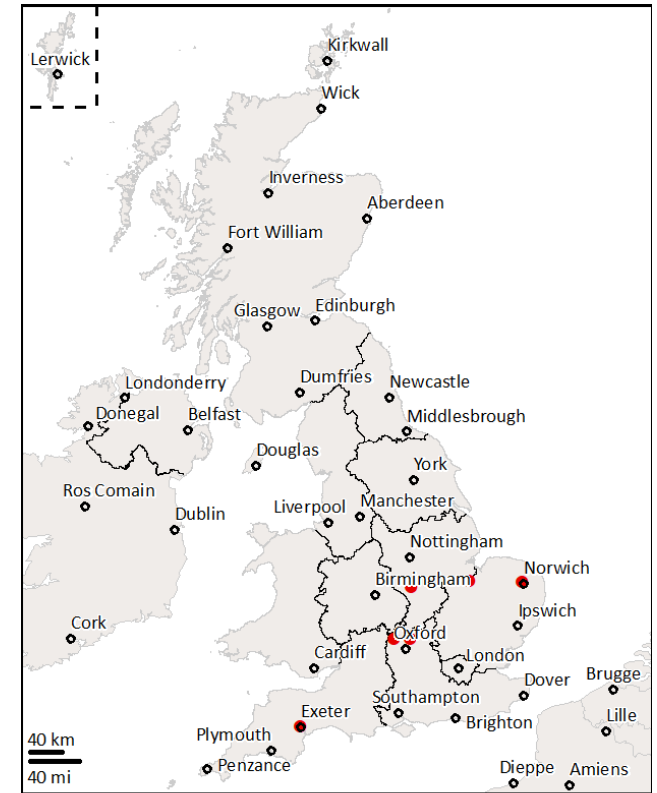
**Figure 2. User hotspots in the UK – All searches, August 2021**



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*The figure above shows postcode districts that can be considered hotspots, because they have a high number of directory users in comparison with the remaining postcodes. This pattern is not attributable to random chance.*

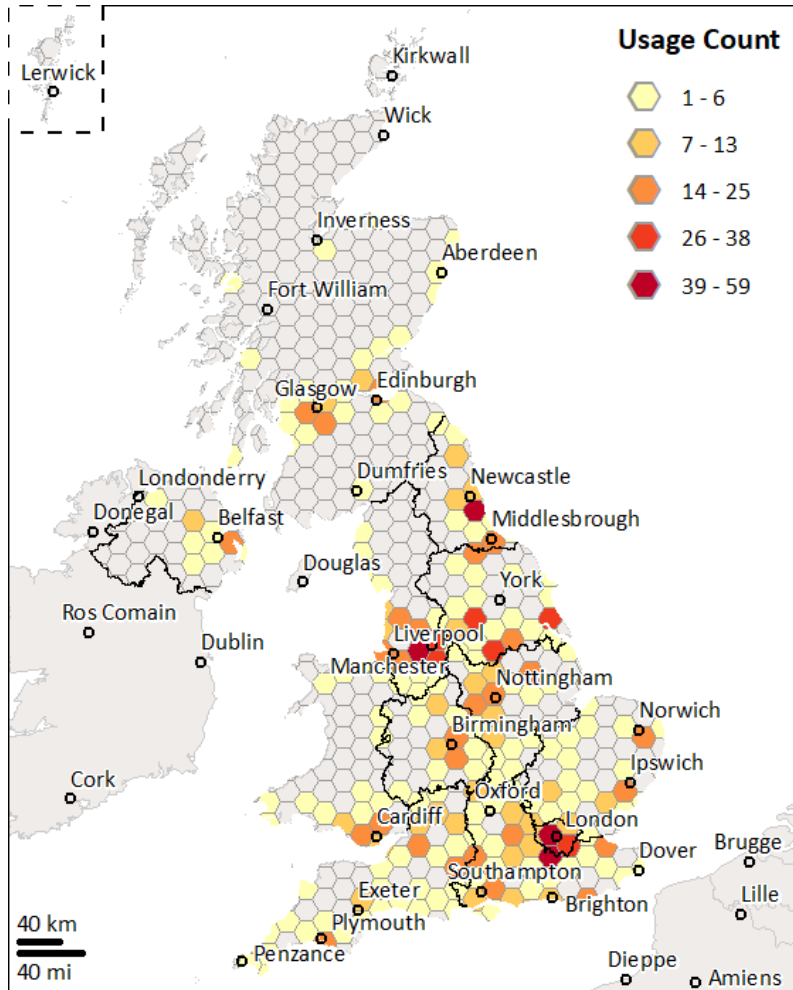
**Figure 3. User outliers in the UK – All searches, August 2021**



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*The figure above shows postcode districts that can be considered outliers, because they have a high number of directory users and are surrounded by postcode districts with a low number of directory users. This pattern is not attributable to random chance.*

**Figure 4. User locations in the UK – All searches, August 2021**



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The figure above shows the location and count of all usage across the UK. Each hexagonal area is represented with the count of usage on that same area.

**Table 3. UK regional usage – All searches, August 2021**

N = 1,577

Region	Usage Count	Usage Percentage
North West	225	14.27%
Yorkshire and The Humber	180	11.41%
South West	162	10.27%
Scotland	128	8.12%
North East	120	7.61%
London	108	6.85%
East of England	104	6.59%
West Midlands	100	6.34%
East Midlands	90	5.71%
Wales	79	5.01%
Northern Ireland	46	2.92%
North West	225	14.27%

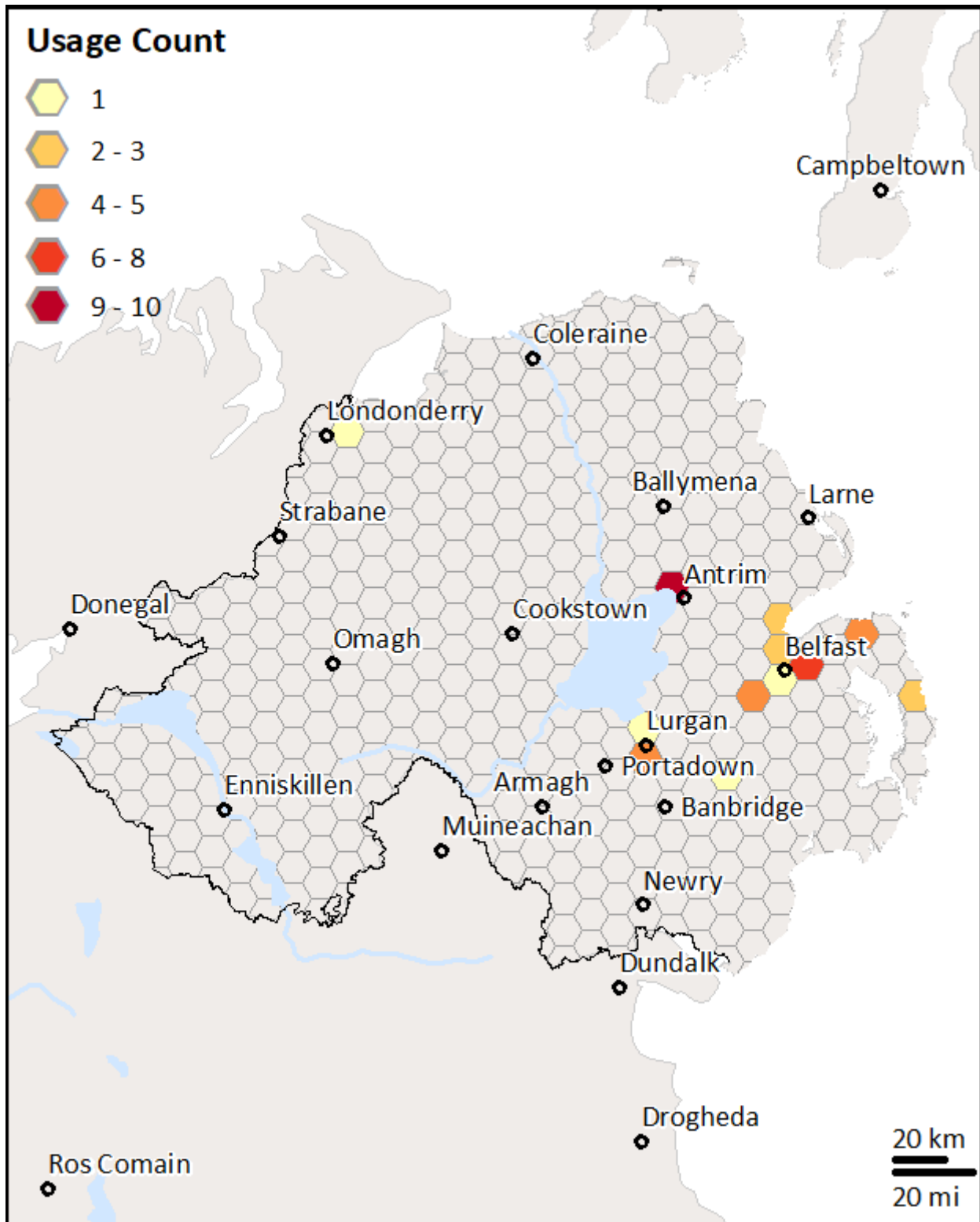
**Table 4. Main local authorities for usage – All searches, August 2021**

N = 1,577

Top 20 Local Authorities	Usage Count	Usage Percentage
Wiltshire	37	2.35%
Epsom and Ewell	35	2.22%
Rotherham	34	2.16%
Leeds	30	1.90%
Cheshire East	29	1.84%
East Riding of Yorkshire	28	1.78%
Liverpool	24	1.52%
County Durham	24	1.52%
Plymouth	23	1.46%
Glasgow City	23	1.46%
Manchester	21	1.33%
South Lanarkshire	21	1.33%
Tower Hamlets	20	1.27%
Warrington	19	1.20%
Sunderland	18	1.14%
Norwich	16	1.01%
Rhondda Cynon Taf	16	1.01%
Edinburgh, City of	16	1.01%
Doncaster	16	1.01%
Birmingham	16	1.01%

# Northern Ireland

Figure 5. User locations in Northern Ireland – All searches, August 2021



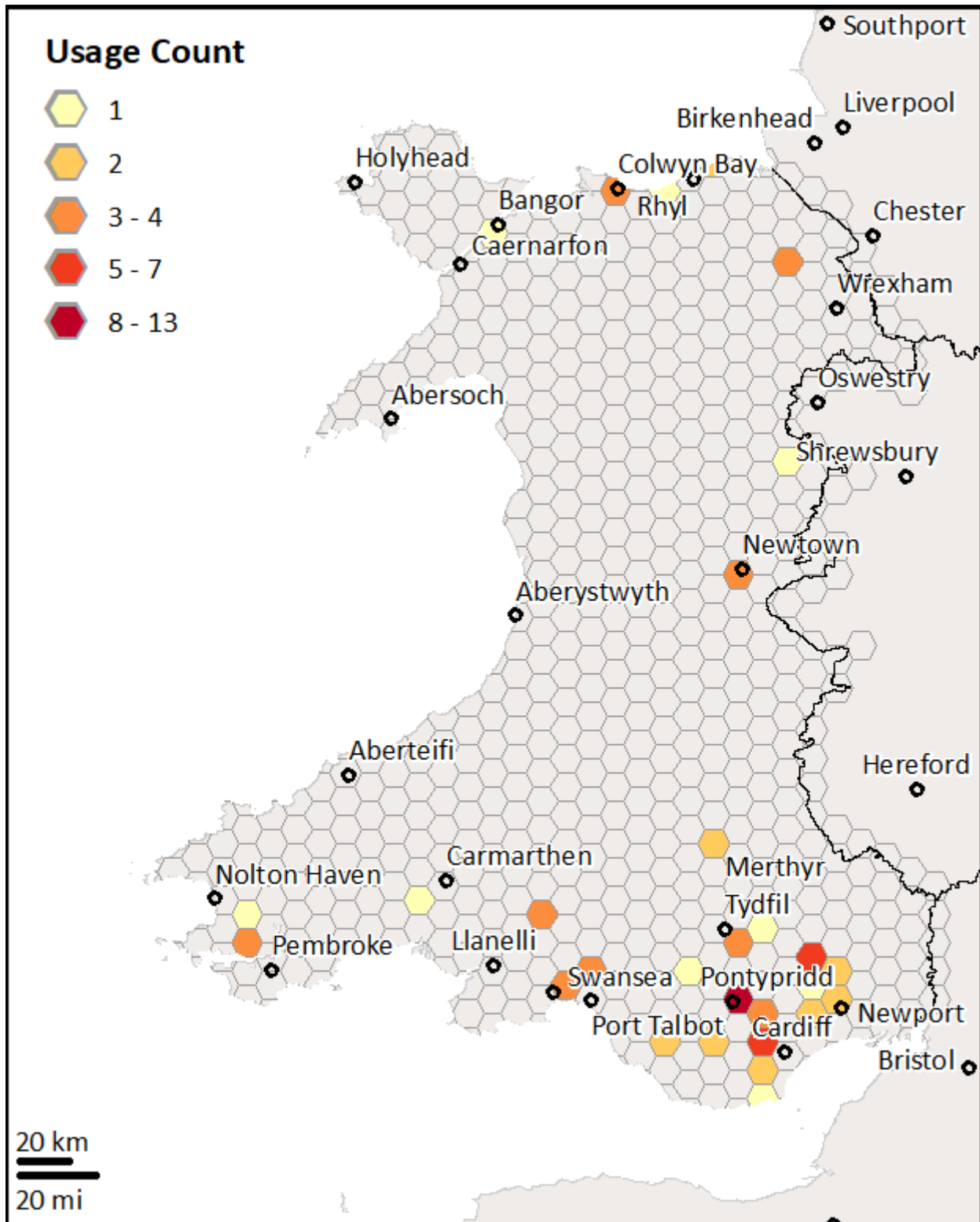
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**Table 5. General search criteria from users located in Northern Ireland – All searches, August 2021**

<b>Northern Ireland</b>	<b>46</b>
<b>Antrim and Newtownabbey</b>	<b>13</b>
Housing - Homelessness	9
Employment - Volunteering	3
Physical Health - Healthcare Services	1
<b>Belfast</b>	<b>11</b>
Finances - Grants	3
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Pensions and Compensation	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - Limb Loss	1
<b>North Down and Ards</b>	<b>8</b>
Housing - Housing Advice and Support	4
Finances - Financial Services	1
Housing - Homelessness	1
Finances - Grants	1
Finances - Money and Debt Advice	1
<b>Armagh City, Banbridge and Craigavon</b>	<b>7</b>
Finances - Pensions and Compensation	5
COVID19 Local Support - Northern Ireland	1
Finances - Financial Services	1
<b>Lisburn and Castlereagh</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	3
Housing - Housing Advice and Support	1
Physical Health - Drug and Alcohol Services	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Derry City and Strabane</b>	<b>1</b>
Employment - Job Seeking	1

# Wales

Figure 6. User locations in Wales – All searches, August 2021



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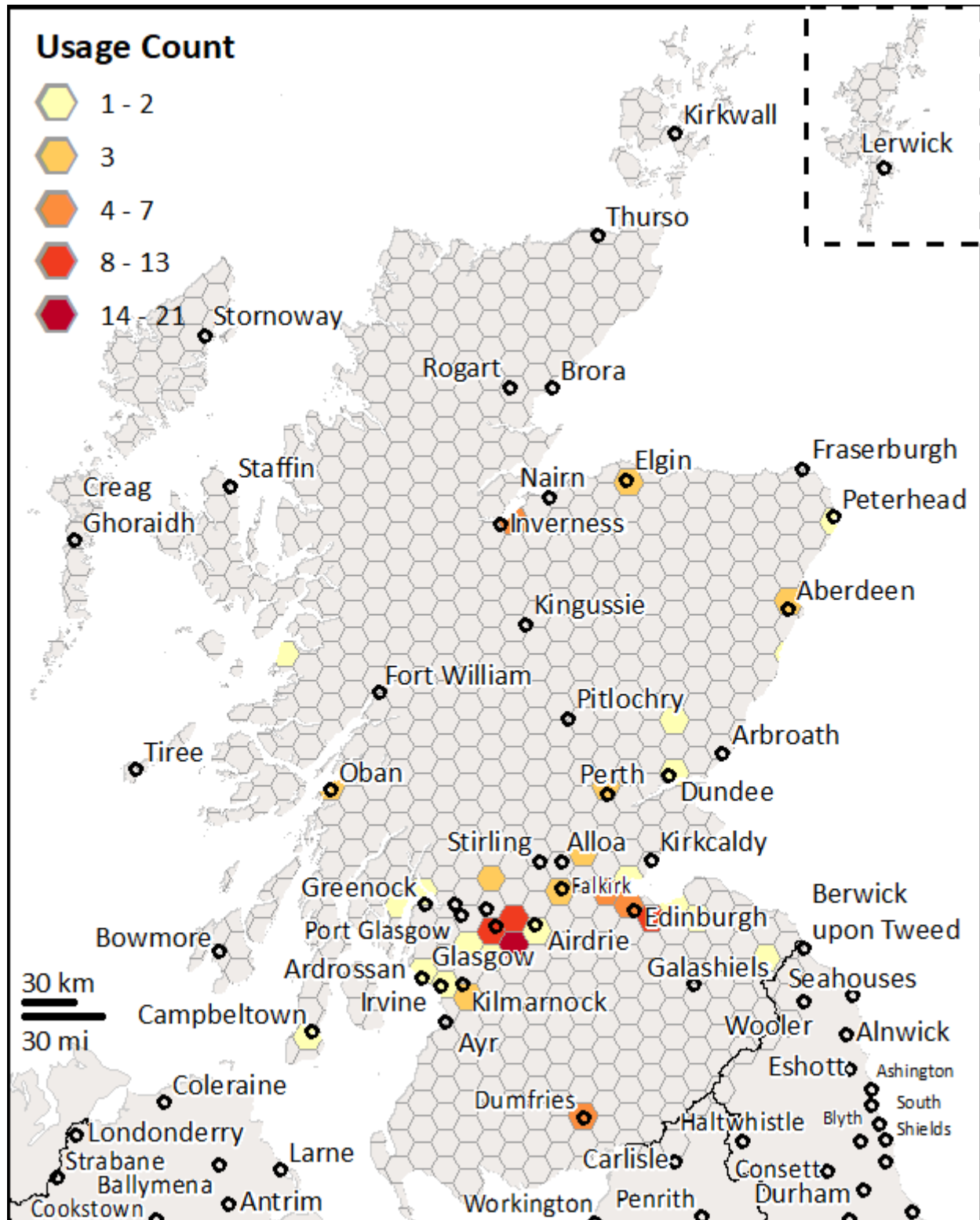
**Table 6. General search criteria from users located in Wales – All searches, August 2021**

<b>Wales</b>	<b>79</b>
<b>Rhondda Cynon Taf</b>	<b>16</b>
Finances - Grants	5
National Charities/Organisations - SSAFA	4
Physical Health - Home and Mobility Aids	2
Housing - Homelessness	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Treatment	1
Housing - Housing Advice and Support	1
<b>Cardiff</b>	<b>9</b>
Employment - Education and Training	3
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Sports	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Torfaen</b>	<b>8</b>
Employment - Job Seeking	5
Finances - Benefits	1
Physical Health - GPs	1
Employment - Volunteering	1
<b>Powys</b>	<b>6</b>
Mental Wellbeing - Accessing Support	2
COVID19 Local Support - Wales	2
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Bereavement	1
<b>Newport</b>	<b>4</b>
Employment - Job Seeking	2
Mental Wellbeing - Sports	1
Finances - Grants	1
<b>Pembrokeshire</b>	<b>4</b>
Physical Health - Support Groups and Emotional Support	2
Employment - Self Employment	1
Physical Health - Healthcare Services	1
<b>Conwy</b>	<b>4</b>
COVID19 Local Support - Wales	2
Physical Health - GPs	1
National Charities/Organisations - SSAFA	1
<b>Caerphilly</b>	<b>4</b>
Housing - Homelessness	2
Finances - Benefits	1
Finances - Grants	1
<b>Carmarthenshire</b>	<b>4</b>
Finances - Pensions and Compensation	2
Mental Wellbeing - Accessing Support	1
Housing - Housing Advice and Support	1

<b>Neath Port Talbot</b>	<b>4</b>
COVID19 Local Support - Wales	2
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
<b>Swansea</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Housing - Retirement	1
<b>Merthyr Tydfil</b>	<b>3</b>
Family and Communities - Recreation	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Sports	1
<b>Flintshire</b>	<b>3</b>
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Denbighshire</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
<b>Bridgend</b>	<b>2</b>
COVID19 Local Support - Wales	2
<b>The Vale of Glamorgan</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Blaenau Gwent</b>	<b>1</b>
Mental Wellbeing - Treatment	1
<b>Gwynedd</b>	<b>1</b>
Finances - Financial Services	1

# Scotland

Figure 7. User locations in Scotland – All searches, August 2021



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**Table 7. General search criteria from users located in Scotland – All searches, August 2021**

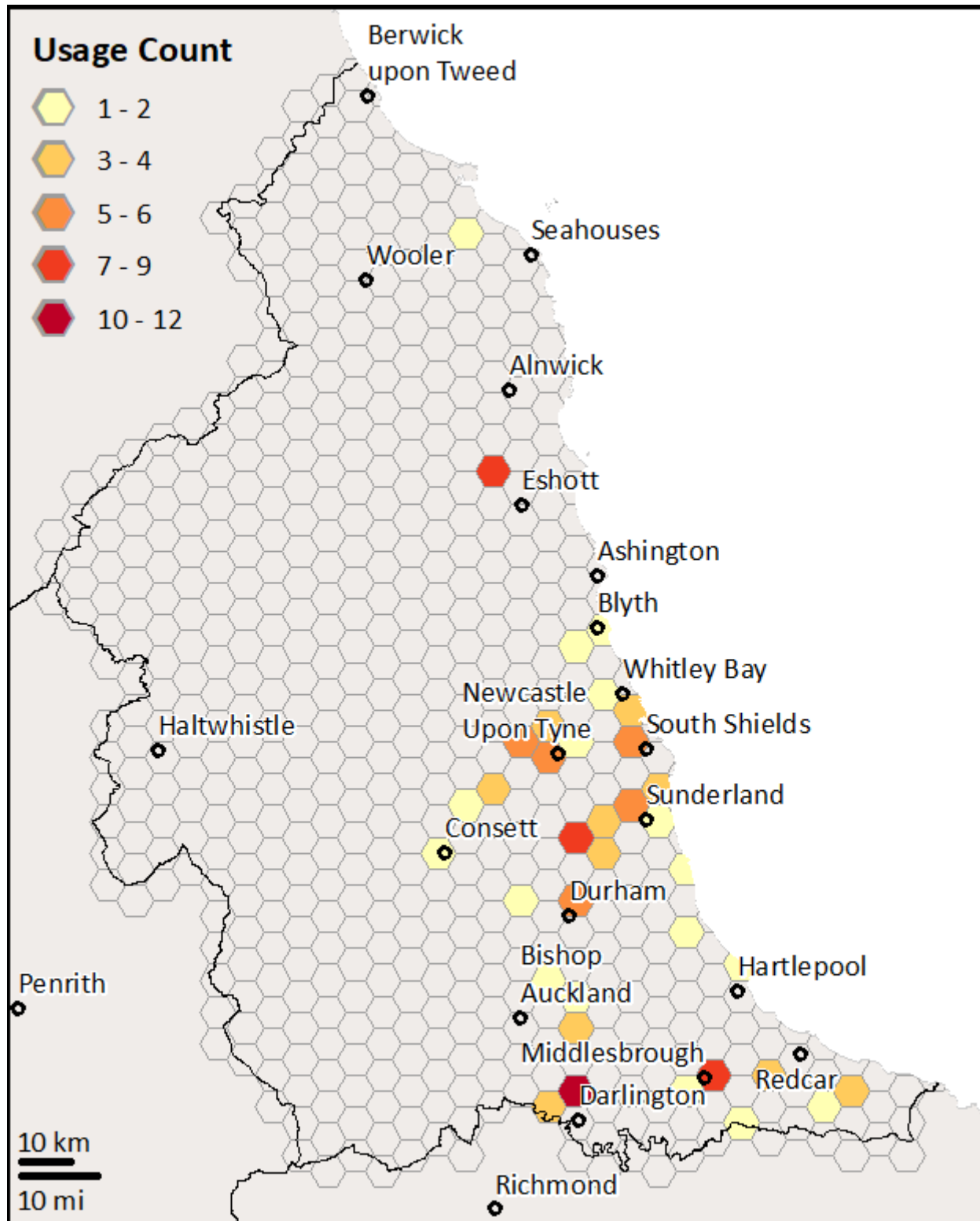
<b>Scotland</b>	<b>128</b>
<b>Glasgow City</b>	<b>23</b>
Mental Wellbeing - Support Groups and Emotional Support	6
Physical Health - Healthcare Services	3
Employment - Job Seeking	3
Housing - Independent Living	2
Finances - Benefits	2
Family and Communities - Support for Carers	1
Housing - Eviction and Repossession	1
Legal Support and Advocacy - Legal Advice	1
Family and Communities - Bereavement	1
Family and Communities - Support Groups and Emotional Support	1
Finances - Grants	1
Finances - Financial Services	1
<b>South Lanarkshire</b>	<b>21</b>
National Charities/Organisations - Royal British Legion	21
<b>Edinburgh, City of</b>	<b>16</b>
Finances - Pensions and Compensation	4
Physical Health - Home and Mobility Aids	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	2
Finances - Money and Debt Advice	1
Finances - Grants	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Argyll &amp; Bute</b>	<b>8</b>
Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - Scotland	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Specific Search for an Organisation	1
Housing - Independent Living	1
Legal Support and Advocacy - Legal Advice	1
<b>Fife</b>	<b>8</b>
Physical Health - Healthcare Services	3
Housing - Retirement	2
COVID19 Local Support - Scotland	1
Employment - Job Seeking	1
National Charities/Organisations - Samaritans Branches	1
<b>Highland</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	3
Housing - Homelessness	2
Specific Search for an Organisation	1
<b>Dumfries &amp; Galloway</b>	<b>5</b>
Mental Wellbeing - Support Groups and Emotional Support	3

Mental Wellbeing - Accessing Support	2
<b>East Renfrewshire</b>	<b>4</b>
Finances - Grants	1
Finances - Benefits	1
Employment - Job Seeking	1
Employment - Self Employment	1
<b>North Ayrshire</b>	<b>4</b>
Employment - Job Seeking	2
Physical Health - Drug and Alcohol Services	1
COVID19 Local Support - Scotland	1
<b>East Lothian</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
<b>Moray</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Specific Search for an Organisation	1
Employment - Education and Training	1
<b>East Ayrshire</b>	<b>3</b>
Finances - Pensions and Compensation	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Perth &amp; Kinross</b>	<b>3</b>
Housing - Housing Advice and Support	1
Housing - Supported Living	1
Housing - Retirement	1
<b>Clackmannanshire</b>	<b>3</b>
Employment - Job Seeking	3
<b>Aberdeen City</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Employment - Support for Offenders	1
<b>Stirling</b>	<b>3</b>
COVID19 Local Support - Scotland	3
<b>Falkirk</b>	<b>3</b>
Housing - Homelessness	2
Mental Wellbeing - Accessing Support	1
<b>Aberdeenshire</b>	<b>3</b>
Finances - Pensions and Compensation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Aid	1
<b>North Lanarkshire</b>	<b>2</b>
Family and Communities - Support for Carers	1
Family and Communities - GPs	1
<b>Dundee City</b>	<b>2</b>
National Charities/Organisations - Legion Scotland	1
National Charities/Organisations - Help for Heroes	1
<b>Angus</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Scottish Borders</b>	<b>1</b>



## North East

Figure 8. User locations in the North East – All searches, August 2021



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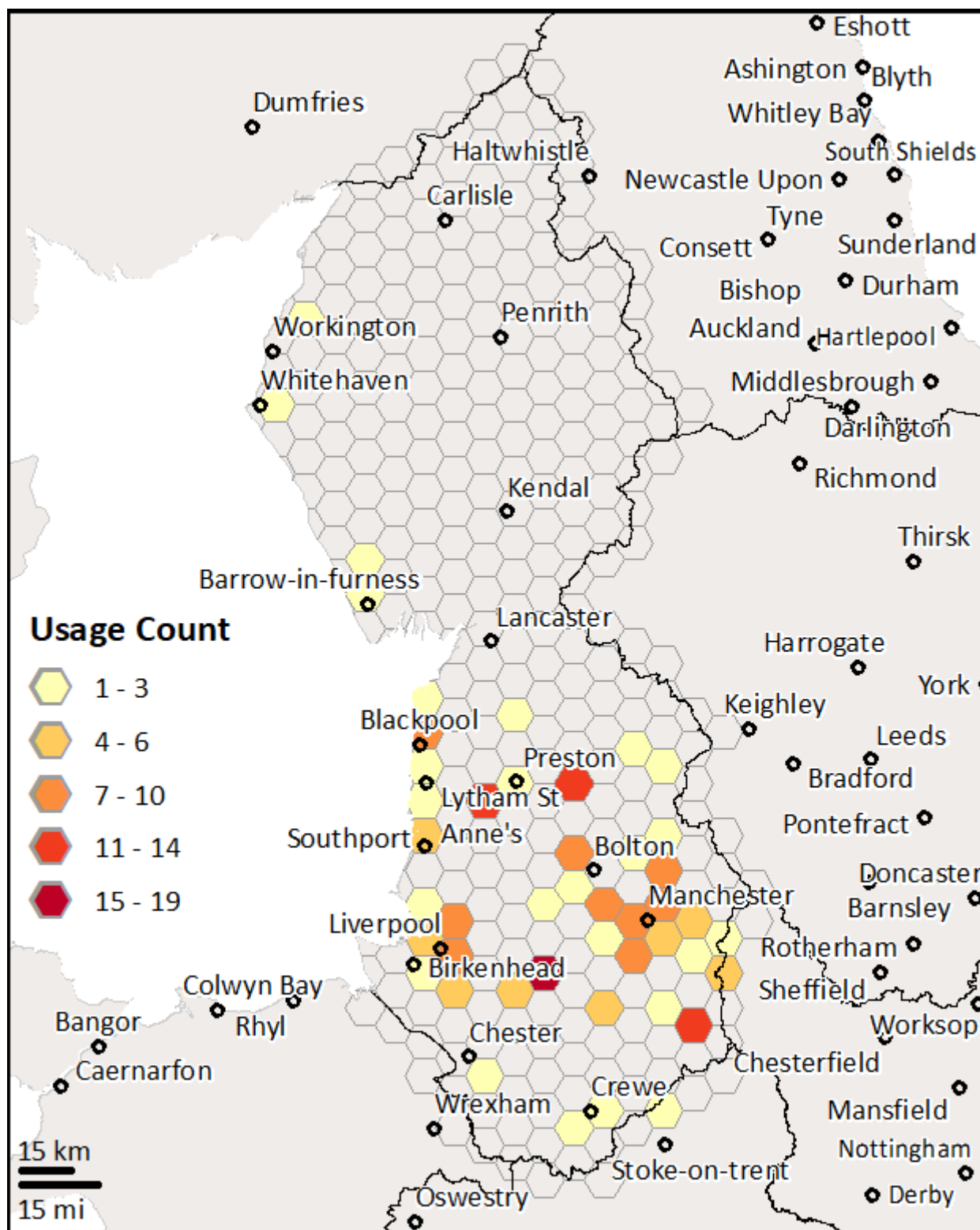
**Table 8. General search criteria from users located in the North East – All searches, August 2021**

<b>North East</b>	<b>120</b>
<b>County Durham</b>	<b>24</b>
Mental Wellbeing - Accessing Support	7
National Charities/Organisations - ASDIC Drop In Centres	2
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	2
Legal Support and Advocacy - Legal Aid	2
Physical Health - Support Groups and Emotional Support	1
Employment - Volunteering	1
Family and Communities - Support Groups and Emotional Support	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Pensions and Compensation	1
Physical Health - GPs	1
Housing - Respite Care (Day Care and Respite)	1
COVID19 Local Support - North East	1
Housing - Retirement	1
<b>Sunderland</b>	<b>18</b>
Employment - Education and Training	3
Mental Wellbeing - Drug and Alcohol Services	3
Mental Wellbeing - Bereavement	2
Finances - Benefits	2
National Charities/Organisations - SSAFA	2
Housing - Homelessness	1
Employment - Job Seeking	1
Finances - Financial Services	1
Physical Health - Home and Mobility Aids	1
Finances - Grants	1
Finances - Pensions and Compensation	1
<b>Darlington</b>	<b>15</b>
Employment - Job Seeking	3
Physical Health - Home and Mobility Aids	2
National Charities/Organisations - Royal British Legion	2
Finances - Pensions and Compensation	2
Physical Health - Rehabilitation and Recovery	2
Legal Support and Advocacy - Legal Advice	2
Finances - Benefits	1
Legal Support and Advocacy - Legal Advocacy	1
<b>Newcastle upon Tyne</b>	<b>15</b>
National Charities/Organisations - Royal British Legion	3
Mental Wellbeing - Accessing Support	3
Finances - Benefits	2
National Charities/Organisations - SSAFA	2
Housing - Supported Living	2
Housing - Homelessness	1
National Charities/Organisations - ASDIC Drop In Centres	1
Mental Wellbeing - Drug and Alcohol Services	1

<b>Northumberland</b>	<b>13</b>
Mental Wellbeing - Accessing Support	3
Finances - Grants	2
Housing - Housing Advice and Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Employment - Job Seeking	1
Physical Health - Healthcare Services	1
Employment - Volunteering	1
Physical Health - Support Groups and Emotional Support	1
COVID19 Local Support - North East	1
Housing - Homelessness	1
<b>Middlesbrough</b>	<b>10</b>
Mental Wellbeing - Accessing Support	3
Employment - Job Seeking	2
Employment - Education and Training	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
Finances - Grants	1
Housing - Homelessness	1
<b>Redcar and Cleveland</b>	<b>7</b>
Employment - Job Seeking	2
Mental Wellbeing - Treatment	1
Mental Wellbeing - Sports	1
National Charities/Organisations - Combat Stress	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
<b>North Tyneside</b>	<b>5</b>
Specific Search for an Organisation	1
Family and Communities - Recreation	1
Physical Health - Sports	1
Mental Wellbeing - GPs	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>South Tyneside</b>	<b>5</b>
Employment - Job Seeking	3
Housing - Housing Advice and Support	1
Finances - Grants	1
<b>Gateshead</b>	<b>4</b>
Mental Wellbeing - Bereavement	2
Physical Health - Support Groups and Emotional Support	1
Family and Communities - Bereavement	1
<b>Hartlepool</b>	<b>2</b>
Physical Health - Sports	2
<b>Stockton-on-Tees</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1

# North West

Figure 9. User locations in the North West – All searches, August 2021



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**Table 9. General search criteria from users located in the North West – All searches, August 2021**

<b>North West</b>	<b>225</b>
<b>Cheshire East</b>	<b>29</b>
Specific Search for an Organisation	8
Employment - Job Seeking	5
Physical Health - Drug and Alcohol Services	2
Family and Communities - Recreation	2
National Charities/Organisations - Shelter	2
Finances - Money and Debt Advice	2
Physical Health - GPs	2
Family and Communities - Support Groups and Emotional Support	1
Physical Health - Limb Loss	1
Housing - Homelessness	1
Physical Health - Nursing and Dementia Care	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Liverpool</b>	<b>24</b>
Specific Search for an Organisation	6
Mental Wellbeing - Accessing Support	5
Employment - Job Seeking	3
Employment - Support for Offenders	2
Family and Communities - Support for Carers	2
Family and Communities - Support Groups and Emotional Support	2
Housing - Retirement	1
Mental Wellbeing - GPs	1
Housing - Supported Living	1
Employment - Volunteering	1
<b>Manchester</b>	<b>21</b>
Specific Search for an Organisation	7
COVID19 Local Support - North West	4
Mental Wellbeing - Support Groups and Emotional Support	2
Finances - Money and Debt Advice	2
Family and Communities - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	1
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
Employment - Transition	1
<b>Warrington</b>	<b>19</b>
Physical Health - Healthcare Services	3
Mental Wellbeing - Support Groups and Emotional Support	3
National Charities/Organisations - Help for Heroes	2
Employment - Education and Training	2
Physical Health - GPs	2
Family and Communities - Bereavement	2
COVID19 Local Support - North West	2



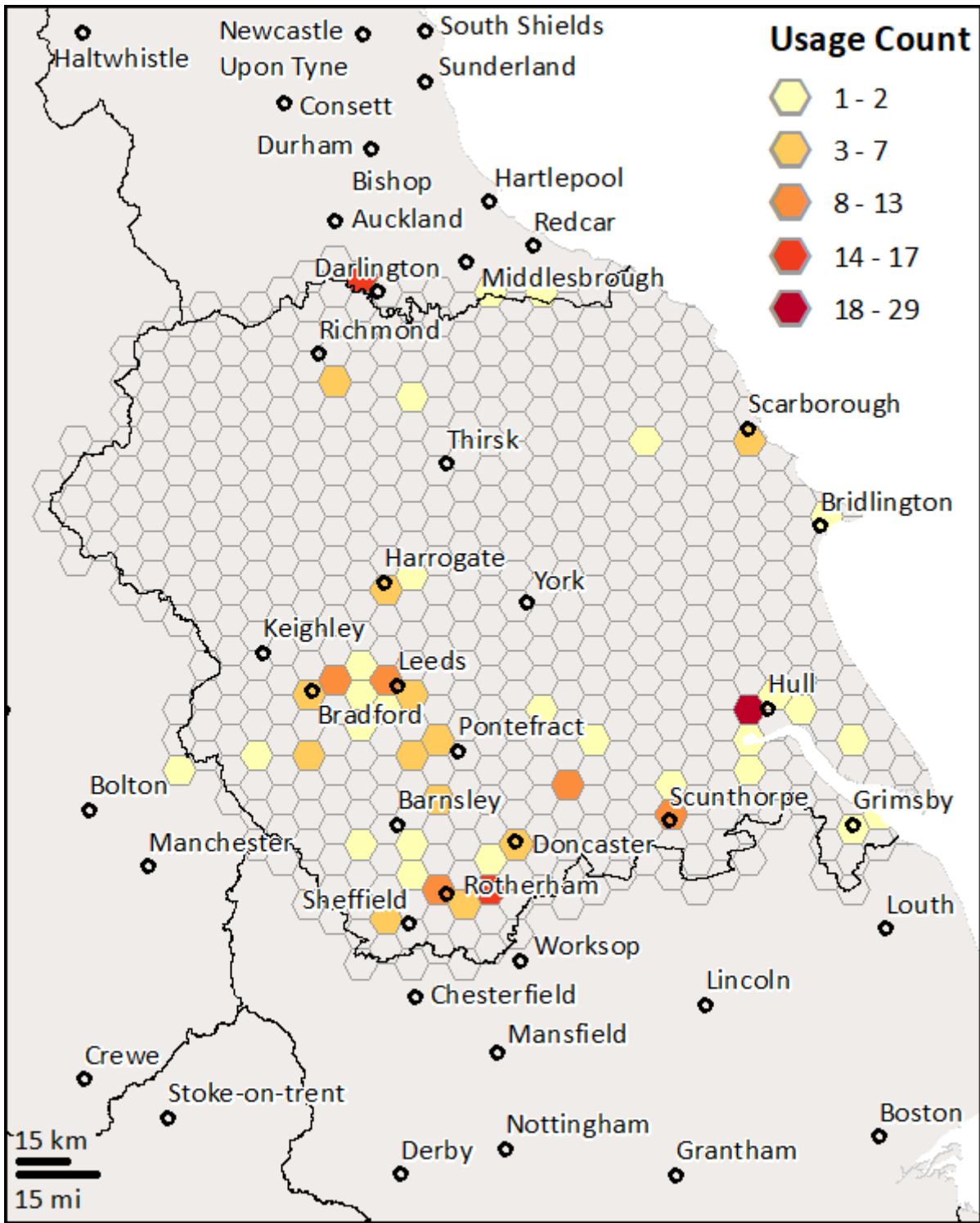
Family and Communities - Drug and Alcohol Services	1
Housing - Supported Living	1
Finances - Benefits	1
<b>Fylde</b>	<b>15</b>
Family and Communities - Support Groups and Emotional Support	11
National Charities/Organisations - ASDIC Drop In Centres	1
Physical Health - Rehabilitation and Recovery	1
Housing - Homelessness	1
Mental Wellbeing - Treatment	1
<b>Blackburn with Darwen</b>	<b>14</b>
Mental Wellbeing - Support Groups and Emotional Support	4
Family and Communities - Support for Carers	4
Mental Wellbeing - Accessing Support	3
Employment - Education and Training	1
National Charities/Organisations - Royal British Legion	1
Employment - Job Seeking	1
<b>Rochdale</b>	<b>11</b>
Housing - Independent Living	7
National Charities/Organisations - ASDIC Drop In Centres	1
Housing - Supported Living	1
Employment - Volunteering	1
Housing - Respite Care (Day Care and Respite)	1
<b>Bolton</b>	<b>10</b>
Employment - Job Seeking	2
Physical Health - Healthcare Services	1
Physical Health - Sports	1
Employment - Transition	1
Physical Health - Limb Loss	1
Family and Communities - Drug and Alcohol Services	1
Physical Health - Support Groups and Emotional Support	1
Family and Communities - Recreation	1
Housing - Housing Advice and Support	1
<b>Wyre</b>	<b>10</b>
Employment - Job Seeking	6
Housing - Retirement	1
Finances - Pensions and Compensation	1
Employment - Education and Training	1
Employment - Support for Offenders	1
<b>Wigan</b>	<b>9</b>
Legal Support and Advocacy - Legal Advice	6
Mental Wellbeing - Accessing Support	1
COVID19 Local Support - North West	1
Employment - Job Seeking	1
<b>Trafford</b>	<b>9</b>
Family and Communities - Support Groups and Emotional Support	4
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Retirement	1

<b>Sefton</b>	<b>8</b>
Housing - Housing Advice and Support	3
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Benefits	1
Physical Health - Rehabilitation and Recovery	1
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
<b>Tameside</b>	<b>6</b>
Mental Wellbeing - Bereavement	2
Physical Health - Home and Mobility Aids	1
Physical Health - Drug and Alcohol Services	1
Housing - Independent Living	1
Housing - Housing Advice and Support	1
<b>Halton</b>	<b>6</b>
Mental Wellbeing - Treatment	4
Housing - Homelessness	1
Mental Wellbeing - Accessing Support	1
<b>Wirral</b>	<b>5</b>
Mental Wellbeing - Accessing Support	2
Housing - Eviction and Repossession	2
Employment - Support for Offenders	1
<b>Copeland</b>	<b>5</b>
Housing - Housing Advice and Support	2
Housing - Homelessness	1
Employment - Education and Training	1
Employment - Job Seeking	1
<b>Salford</b>	<b>5</b>
Family and Communities - Recreation	4
COVID19 Local Support - North West	1
<b>Blackpool</b>	<b>4</b>
Mental Wellbeing - Accessing Support	1
Finances - Money and Debt Advice	1
Employment - Education and Training	1
Family and Communities - GPs	1
<b>Preston</b>	<b>3</b>
Mental Wellbeing - Treatment	2
Specific Search for an Organisation	1
<b>Burnley</b>	<b>3</b>
COVID19 Local Support - North West	1
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
<b>Barrow-in-Furness</b>	<b>3</b>
Housing - Retirement	2
National Charities/Organisations - Legion Scotland	1
<b>Allerdale</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
<b>Bury</b>	<b>2</b>

Family and Communities - Drug and Alcohol Services	1
Employment - Job Seeking	1
<b>Stockport</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1
<b>Cheshire West and Chester</b>	<b>1</b>
Physical Health - Blind Veterans	1

# Yorkshire and the Humber

Figure 10. User locations in Yorkshire and the Humber – All searches, August 2021



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**Table 10. General search criteria from users located in Yorkshire and the Humber – All searches, August 2021**

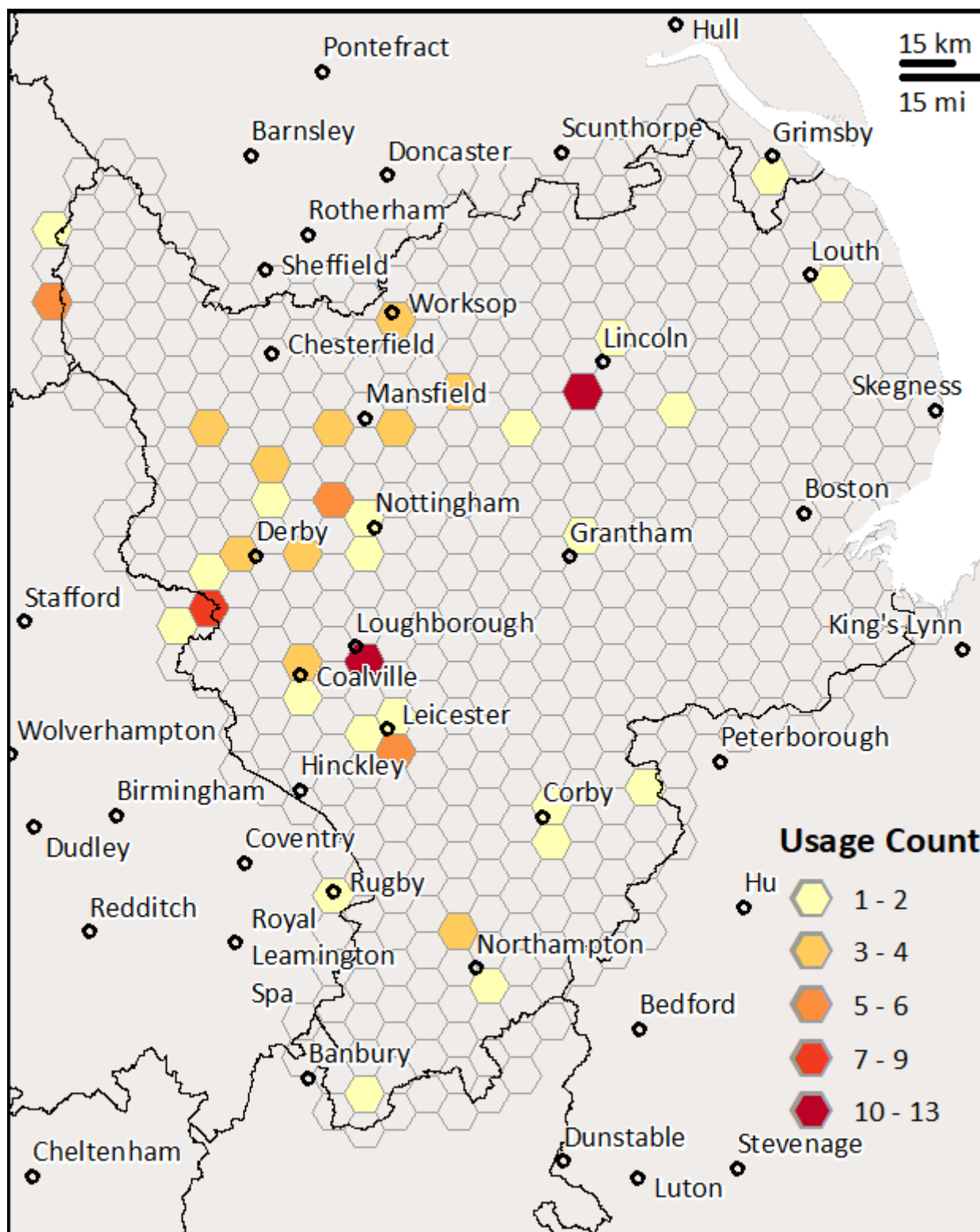
<b>Yorkshire and The Humber</b>	<b>180</b>
<b>Rotherham</b>	<b>34</b>
Mental Wellbeing - Accessing Support	7
Physical Health - End of Life Care	5
Physical Health - GPs	5
Housing - Housing Advice and Support	4
Housing - Homelessness	3
National Charities/Organisations - SSAFA	3
Housing - Eviction and Repossession	2
Finances - Grants	2
Physical Health - Drug and Alcohol Services	1
Housing - Independent Living	1
Legal Support and Advocacy - Legal Advice	1
<b>Leeds</b>	<b>30</b>
Employment - Job Seeking	8
Mental Wellbeing - Support Groups and Emotional Support	6
Mental Wellbeing - Accessing Support	4
Housing - Housing Advice and Support	4
Specific Search for an Organisation	2
National Charities/Organisations - SSAFA	2
Finances - Pensions and Compensation	2
Employment - Volunteering	1
Legal Support and Advocacy - Legal Advice	1
<b>East Riding of Yorkshire</b>	<b>28</b>
Specific Search for an Organisation	11
Family and Communities - Support for Carers	3
Mental Wellbeing - Accessing Support	2
Family and Communities - Drug and Alcohol Services	2
Family and Communities - Recreation	2
Family and Communities - Support Groups and Emotional Support	2
Mental Wellbeing - Bereavement	1
Physical Health - Healthcare Services	1
Employment - Volunteering	1
Housing - Housing Advice and Support	1
Family and Communities - GPs	1
Employment - Education and Training	1
<b>Doncaster</b>	<b>16</b>
Mental Wellbeing - Accessing Support	4
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
National Charities/Organisations - SSAFA	2
COVID19 Local Support - Yorkshire/ The Humber	2
National Charities/Organisations - Help for Heroes	1
Employment - Education and Training	1
Finances - Grants	1

<b>North Lincolnshire</b>	<b>11</b>
Mental Wellbeing - Accessing Support	6
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
Family and Communities - Support Groups and Emotional Support	1
Employment - Education and Training	1
<b>Calderdale</b>	<b>9</b>
Housing - Eviction and Repossession	3
Housing - Retirement	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - SSAFA	1
Employment - Volunteering	1
Housing - Housing Advice and Support	1
<b>Kingston upon Hull, City of</b>	<b>9</b>
Employment - Education and Training	2
Housing - Homelessness	2
Mental Wellbeing - GPs	1
Housing - Supported Living	1
Specific Search for an Organisation	1
Employment - Support for Offenders	1
Housing - Independent Living	1
<b>Wakefield</b>	<b>8</b>
Finances - Money and Debt Advice	3
Finances - Benefits	2
Housing - Eviction and Repossession	1
Employment - Education and Training	1
Finances - Financial Services	1
<b>Bradford</b>	<b>6</b>
Specific Search for an Organisation	4
Finances - Support for the Gurkha Community	2
<b>Richmondshire</b>	<b>5</b>
Employment - Job Seeking	2
Finances - Grants	1
National Charities/Organisations - Royal British Legion	1
Employment - Transition	1
<b>Harrogate</b>	<b>5</b>
Mental Wellbeing - Bereavement	2
Mental Wellbeing - Accessing Support	1
Family and Communities - Recreation	1
Finances - Pensions and Compensation	1
<b>Sheffield</b>	<b>5</b>
Mental Wellbeing - Treatment	3
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
<b>Barnsley</b>	<b>5</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Rehabilitation and Recovery	1

Employment - Education and Training	1
Finances - Grants	1
<b>Scarborough</b>	<b>4</b>
Housing - Homelessness	4
<b>North East Lincolnshire</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
<b>Selby</b>	<b>1</b>
Employment - Volunteering	1
<b>Hambleton</b>	<b>1</b>
Housing - Independent Living	1
<b>Ryedale</b>	<b>1</b>
Employment - Education and Training	1

## East Midlands

Figure 11. User locations in East Midlands – All searches, August 2021



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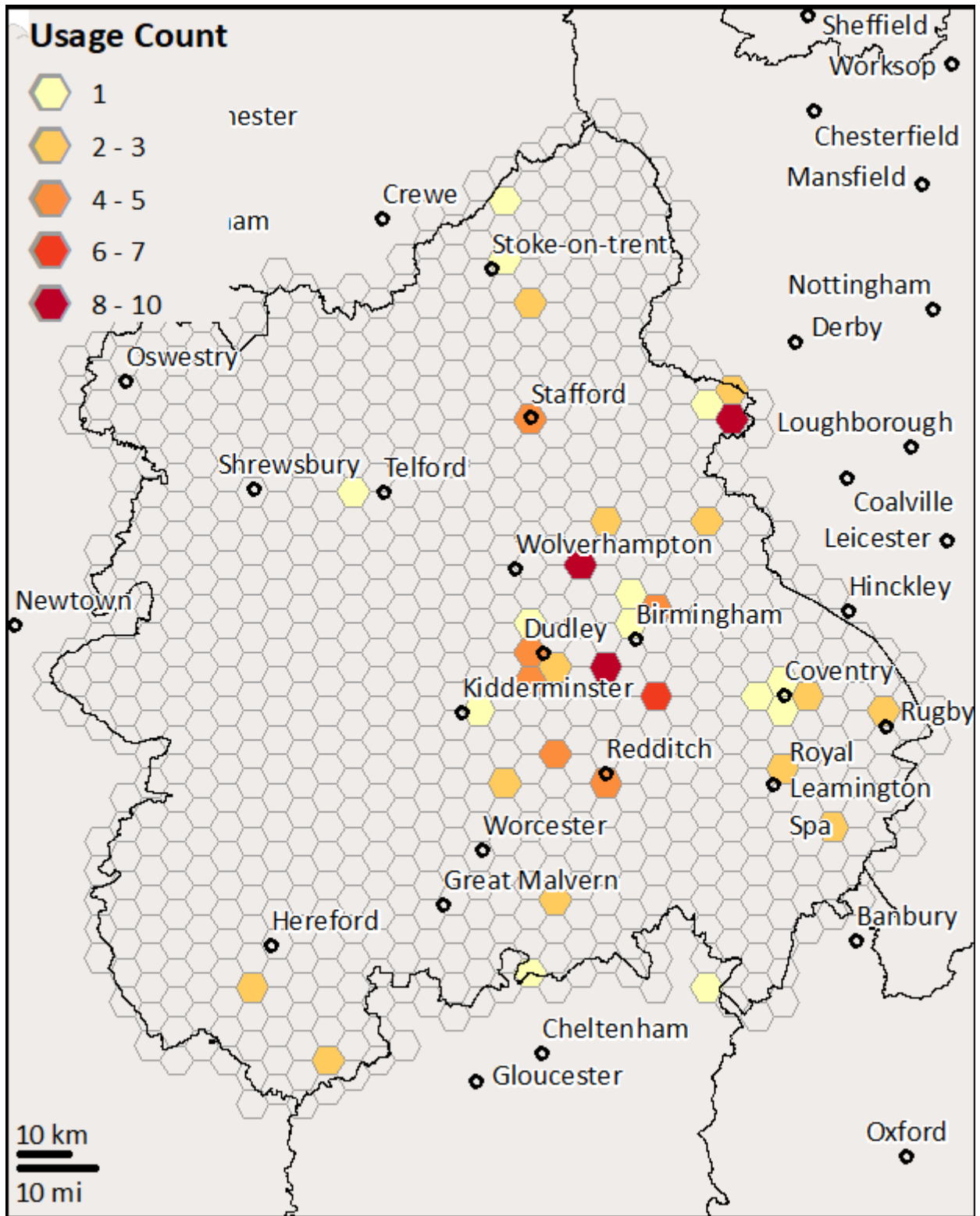
**Table 11. General search criteria from users located in East Midlands – All searches, August 2021**

<b>East Midlands</b>	<b>90</b>
<b>Lincoln</b>	<b>13</b>
Mental Wellbeing - Support Groups and Emotional Support	4
Housing - Respite Care (Day Care and Respite)	2
Family and Communities - Recreation	2
Mental Wellbeing - GPs	2
COVID19 Local Support - East Midlands	1
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
<b>Charnwood</b>	<b>11</b>
Mental Wellbeing - Accessing Support	6
Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - East Midlands	1
Specific Search for an Organisation	1
National Charities/Organisations - Mind	1
<b>Newark and Sherwood</b>	<b>9</b>
Housing - Homelessness	2
Housing - Independent Living	2
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
<b>Broxtowe</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Mental Wellbeing - Sports	1
<b>Amber Valley</b>	<b>4</b>
Mental Wellbeing - GPs	1
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Finances - Grants	1
<b>Leicester</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Family and Communities - Support Groups and Emotional Support	1
Finances - Grants	1
<b>North West Leicestershire</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Finances - Pensions and Compensation	1
Housing - Eviction and Repossession	1
<b>Oadby and Wigston</b>	<b>4</b>
Employment - Job Seeking	2

Finances - Grants	1
Employment - Self Employment	1
<b>Derbyshire Dales</b>	<b>4</b>
Employment - Job Seeking	3
Finances - Grants	1
<b>Derby</b>	<b>4</b>
Physical Health - Sports	1
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Employment - Volunteering	1
<b>Nottingham</b>	<b>3</b>
Employment - Job Seeking	1
Mental Wellbeing - Bereavement	1
Employment - Volunteering	1
<b>Ashfield</b>	<b>3</b>
Mental Wellbeing - Bereavement	2
COVID19 Local Support - East Midlands	1
<b>Bassetlaw</b>	<b>3</b>
Physical Health - Rehabilitation and Recovery	2
Housing - Homelessness	1
<b>Daventry</b>	<b>3</b>
Mental Wellbeing - Drug and Alcohol Services	3
<b>Erewash</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Northampton</b>	<b>2</b>
Housing - Homelessness	1
Finances - Benefits	1
<b>South Derbyshire</b>	<b>2</b>
Housing - Homelessness	1
Finances - Benefits	1
<b>Corby</b>	<b>2</b>
Family and Communities - Support for Carers	1
COVID19 Local Support - East Midlands	1
<b>South Kesteven</b>	<b>1</b>
COVID19 Local Support - East Midlands	1
<b>West Lindsey</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>South Northamptonshire</b>	<b>1</b>
Employment - Job Seeking	1
<b>North Kesteven</b>	<b>1</b>
Physical Health - Nursing and Dementia Care	1
<b>East Northamptonshire</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1
<b>East Lindsey</b>	<b>1</b>
Family and Communities - Drug and Alcohol Services	1

# West Midlands

Figure 12. User locations in West Midlands – All searches, August 2021



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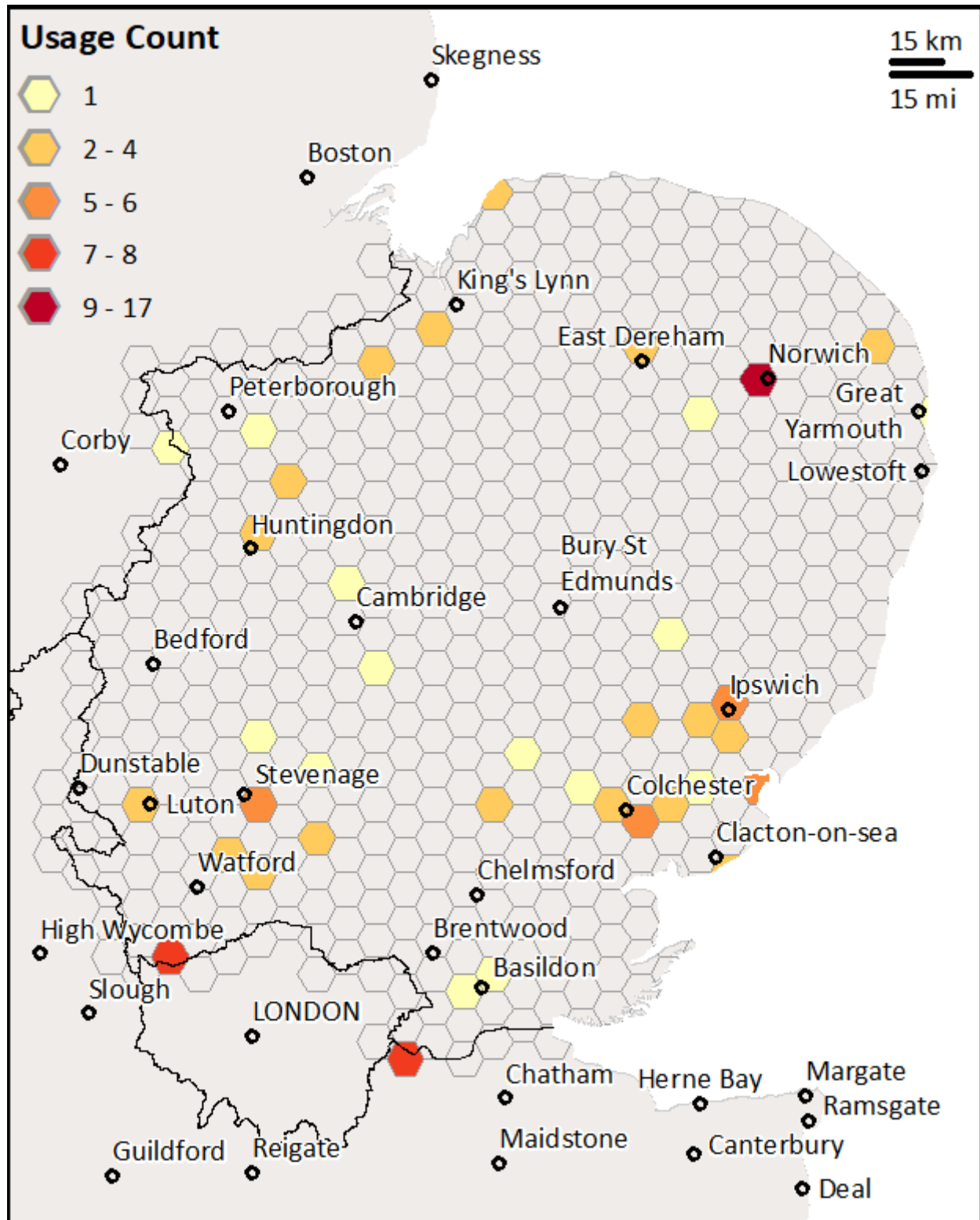
**Table 12. General search criteria from users located in the West Midlands – All searches, August 2021**

<b>West Midlands</b>	<b>100</b>
<b>Birmingham</b>	<b>16</b>
Employment - Job Seeking	4
Physical Health - Rehabilitation and Recovery	2
Mental Wellbeing - Drug and Alcohol Services	2
Family and Communities - Support for Carers	2
Specific Search for an Organisation	1
Physical Health - Home and Mobility Aids	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
COVID19 Local Support - West Midlands	1
Housing - Homelessness	1
<b>Dudley</b>	<b>11</b>
Employment - Job Seeking	4
Finances - Grants	3
Finances - Money and Debt Advice	2
Legal Support and Advocacy - Legal Advice	1
Finances - Pensions and Compensation	1
<b>Walsall</b>	<b>10</b>
Employment - Education and Training	3
Finances - Grants	2
National Charities/Organisations - ASDIC Drop In Centres	1
Family and Communities - Support Groups and Emotional Support	1
National Charities/Organisations - Help for Heroes	1
Family and Communities - Support for Carers	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>East Staffordshire</b>	<b>10</b>
Mental Wellbeing - Drug and Alcohol Services	4
Finances - Grants	2
Mental Wellbeing - Treatment	1
National Charities/Organisations - Mind	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
<b>Solihull</b>	<b>7</b>
Housing - Housing Advice and Support	5
Employment - Education and Training	1
Employment - Job Seeking	1
<b>Wychavon</b>	<b>6</b>
Employment - Education and Training	2
Physical Health - Sports	1
Housing - Independent Living	1
COVID19 Local Support - West Midlands	1
Finances - Pensions and Compensation	1
<b>Stafford</b>	<b>5</b>
Mental Wellbeing - Treatment	2

Mental Wellbeing - Drug and Alcohol Services	1
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	1
<b>Coventry</b>	<b>5</b>
Legal Support and Advocacy - Legal Advocacy	1
Employment - Education and Training	1
Physical Health - GPs	1
Finances - Financial Services	1
Housing - Homelessness	1
<b>Lichfield</b>	<b>5</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Bereavement	1
Employment - Volunteering	1
Housing - Housing Advice and Support	1
<b>Herefordshire, County of</b>	<b>5</b>
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Pensions and Compensation	1
Physical Health - Rehabilitation and Recovery	1
Physical Health - GPs	1
<b>Bromsgrove</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Homelessness	1
Housing - Retirement	1
<b>Redditch</b>	<b>4</b>
Employment - Job Seeking	3
Finances - Benefits	1
<b>Stoke-on-Trent</b>	<b>3</b>
Employment - Job Seeking	1
National Charities/Organisations - Royal British Legion	1
Mental Wellbeing - Accessing Support	1
<b>Warwick</b>	<b>2</b>
Physical Health - Rehabilitation and Recovery	1
Physical Health - GPs	1
<b>Rugby</b>	<b>2</b>
Family and Communities - Bereavement	2
<b>Stratford-on-Avon</b>	<b>2</b>
Housing - Retirement	2
<b>Wyre Forest</b>	<b>1</b>
Housing - Nursing and Dementia Care	1
<b>Telford and Wrekin</b>	<b>1</b>
COVID19 Local Support - West Midlands	1
<b>Staffordshire Moorlands</b>	<b>1</b>
Employment - Education and Training	1

# East of England

Figure 13. User locations in the East of England – All searches, August 2021



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**Table 13. General search criteria from users located in the East of England – All searches, August 2021**

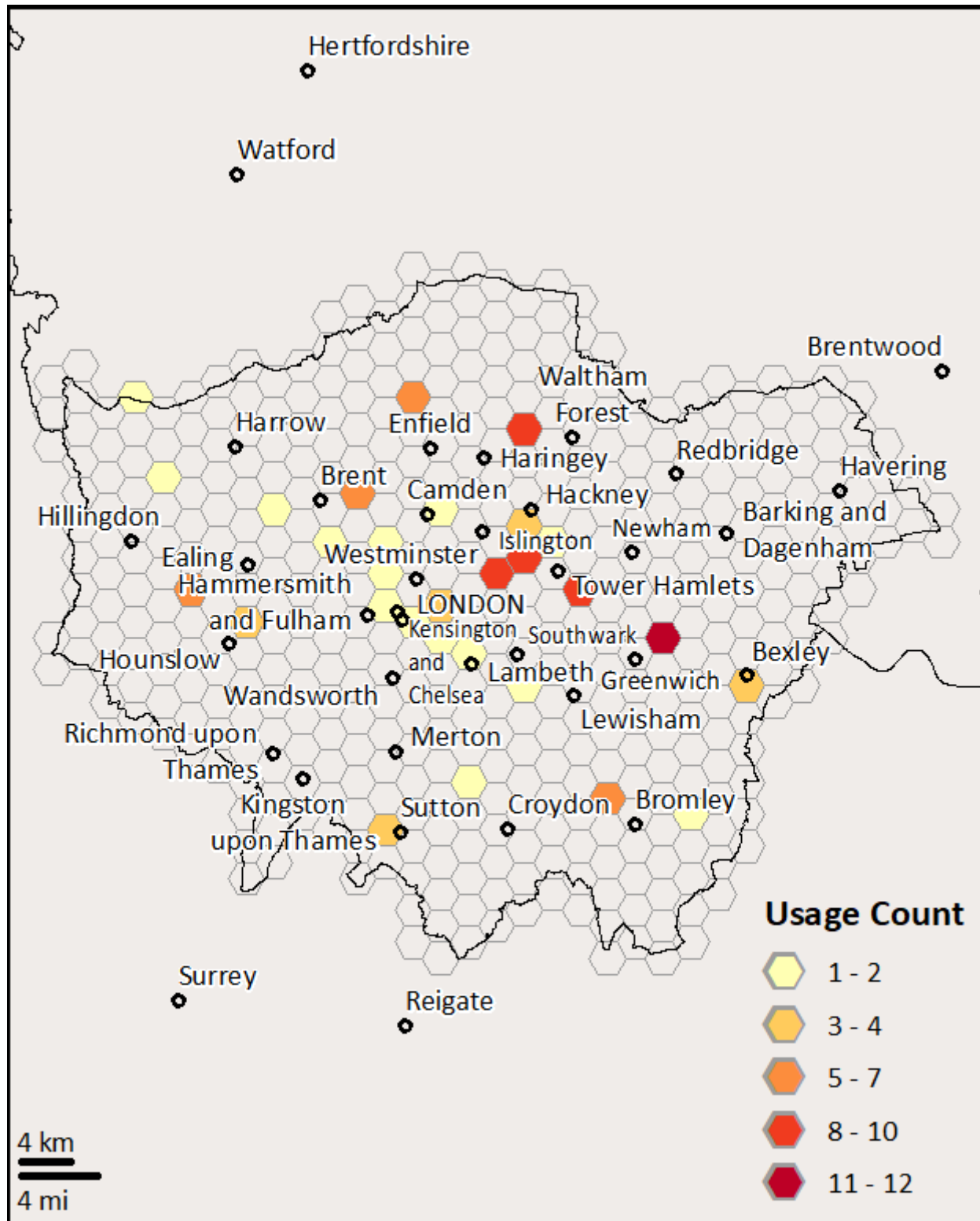
<b>East of England</b>	<b>104</b>
<b>Norwich</b>	<b>16</b>
Physical Health - Support Groups and Emotional Support	7
Finances - Pensions and Compensation	6
COVID19 Local Support - East of England	2
Physical Health - Home and Mobility Aids	1
<b>Ipswich</b>	<b>11</b>
Mental Wellbeing - Accessing Support	5
Finances - Pensions and Compensation	2
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support for Carers	1
COVID19 Local Support - East of England	1
Housing - Retirement	1
<b>Tendring</b>	<b>10</b>
Housing - Homelessness	6
National Charities/Organisations - Royal British Legion	1
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Employment - Education and Training	1
<b>Colchester</b>	<b>10</b>
Employment - Education and Training	2
COVID19 Local Support - East of England	1
National Charities/Organisations - SSAFA	1
Employment - Volunteering	1
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Physical Health - Nursing and Dementia Care	1
Employment - Self Employment	1
Employment - Transition	1
<b>Stevenage</b>	<b>6</b>
Housing - Housing Advice and Support	3
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Employment - Job Seeking	1
Housing - Homelessness	1
<b>Three Rivers</b>	<b>6</b>
Physical Health - Home and Mobility Aids	3
COVID19 Local Support - East of England	2
Physical Health - Healthcare Services	1
<b>Welwyn Hatfield</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	3
Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
Employment - Transition	1
<b>Huntingdonshire</b>	<b>5</b>
Housing - Retirement	2

Finances - Pensions and Compensation	2
COVID19 Local Support - East of England	1
<b>Fenland</b>	<b>4</b>
Mental Wellbeing - Accessing Support	4
<b>Babergh</b>	<b>4</b>
Housing - Eviction and Repossession	3
Employment - Job Seeking	1
<b>King's Lynn and West Norfolk</b>	<b>4</b>
Mental Wellbeing - Treatment	2
Employment - Job Seeking	1
Finances - Money and Debt Advice	1
<b>Great Yarmouth</b>	<b>3</b>
Finances - Money and Debt Advice	2
Housing - Housing Advice and Support	1
<b>East Hertfordshire</b>	<b>3</b>
Finances - Financial Services	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Accessing Support	1
<b>Breckland</b>	<b>3</b>
Employment - Job Seeking	1
Physical Health - Home and Mobility Aids	1
Housing - Retirement	1
<b>Braintree</b>	<b>3</b>
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Basildon</b>	<b>2</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Housing - Homelessness	1
<b>Central Bedfordshire</b>	<b>2</b>
COVID19 Local Support - South West	2
<b>South Norfolk</b>	<b>2</b>
Housing - Homelessness	1
Finances - Pensions and Compensation	1
<b>South Cambridgeshire</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
Finances - Pensions and Compensation	1
<b>Mid Suffolk</b>	<b>1</b>
Housing - Homelessness	1
<b>North Hertfordshire</b>	<b>1</b>
Employment - Job Seeking	1



# London

Figure 14. User locations in London – All searches, August 2021



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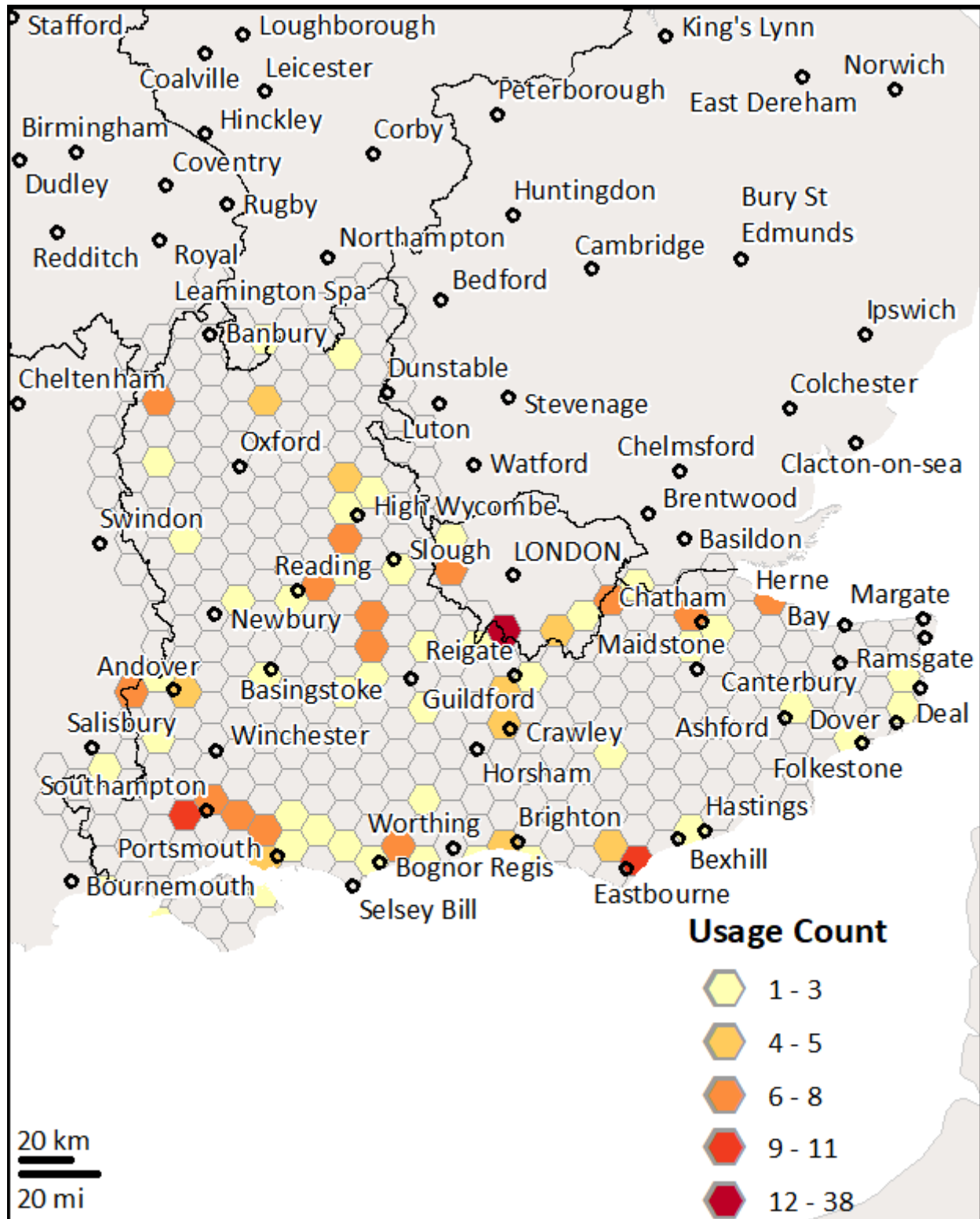
**Table 14. General search criteria from users located in London – All searches, August 2021**

<b>London</b>	<b>108</b>
<b>Tower Hamlets</b>	<b>20</b>
Employment - Job Seeking	3
Family and Communities - GPs	3
Physical Health - Sports	2
Mental Wellbeing - Drug and Alcohol Services	2
Specific Search for an Organisation	2
Family and Communities - Recreation	2
Finances - Benefits	2
Employment - Support for Offenders	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - Mind	1
Housing - Supported Living	1
<b>Greenwich</b>	<b>12</b>
Housing - Homelessness	4
Housing - Housing Advice and Support	4
National Charities/Organisations - SSAFA	1
Finances - Pensions and Compensation	1
Finances - Benefits	1
Housing - Eviction and Repossession	1
<b>City of London</b>	<b>10</b>
Mental Wellbeing - Accessing Support	6
Employment - Job Seeking	2
Physical Health - Drug and Alcohol Services	1
COVID19 Local Support - North West	1
<b>Brent</b>	<b>9</b>
Employment - Job Seeking	5
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - SSAFA	1
Legal Support and Advocacy - Legal Advice	1
Legal Support and Advocacy - Legal Aid	1
<b>Haringey</b>	<b>9</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
National Charities/Organisations - Legion Scotland	2
Mental Wellbeing - Treatment	1
Family and Communities - Bereavement	1
Employment - Support for Offenders	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Barnet</b>	<b>7</b>
Specific Search for an Organisation	5
COVID19 Local Support - East Midlands	1
COVID19 Local Support - South East	1
<b>Bromley</b>	<b>6</b>
Physical Health - GPs	3
Physical Health - Home and Mobility Aids	2
Employment - Volunteering	1

<b>Ealing</b>	<b>6</b>
Specific Search for an Organisation	6
<b>Hounslow</b>	<b>4</b>
Employment - Job Seeking	4
<b>Westminster</b>	<b>4</b>
Employment - Job Seeking	3
Physical Health - Sports	1
<b>Sutton</b>	<b>3</b>
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Bexley</b>	<b>3</b>
Finances - Financial Services	1
Finances - Money and Debt Advice	1
Finances - Grants	1
<b>Hillingdon</b>	<b>3</b>
Employment - Education and Training	1
Housing - Respite Care (Day Care and Respite)	1
Housing - Housing Advice and Support	1
<b>Hackney</b>	<b>3</b>
Employment - Education and Training	3
<b>Croydon</b>	<b>2</b>
Housing - Supported Living	1
Housing - Homelessness	1
<b>Kensington and Chelsea</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Camden</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Lewisham</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Lambeth</b>	<b>1</b>
Housing - Independent Living	1
<b>Wandsworth</b>	<b>1</b>
Physical Health - Sports	1

## South East

Figure 15. User locations in the South East – All searches, August 2021



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**Table 15. General search criteria from users located in the South East – All searches, August 2021**

<b>South East</b>	<b>235</b>
<b>Epsom and Ewell</b>	<b>35</b>
Mental Wellbeing - Accessing Support	7
Family and Communities - Recreation	7
Housing - Housing Advice and Support	5
Housing - Homelessness	4
Employment - Volunteering	3
Family and Communities - Support Groups and Emotional Support	3
Housing - Retirement	1
Physical Health - Rehabilitation and Recovery	1
COVID19 Local Support - South East	1
Employment - Job Seeking	1
Finances - Money and Debt Advice	1
Employment - Transition	1
<b>Medway</b>	<b>12</b>
Employment - Job Seeking	4
Physical Health - Rehabilitation and Recovery	2
Housing - Homelessness	1
Housing - Retirement	1
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Self Employment	1
Employment - Education and Training	1
Employment - Volunteering	1
<b>Wycombe</b>	<b>12</b>
Employment - Job Seeking	4
Employment - Education and Training	4
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Bereavement	1
Finances - Support for the Gurkha Community	1
Finances - Benefits	1
<b>Eastbourne</b>	<b>10</b>
Mental Wellbeing - Accessing Support	6
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>New Forest</b>	<b>9</b>
Legal Support and Advocacy - Legal Advice	6
Housing - Housing Advice and Support	2
Finances - Financial Services	1
<b>Rushmoor</b>	<b>9</b>
Physical Health - Healthcare Services	4
Physical Health - GPs	2
Housing - Housing Advice and Support	2
Employment - Self Employment	1
<b>Arun</b>	<b>9</b>

Physical Health - Rehabilitation and Recovery	2
Physical Health - Healthcare Services	2
COVID19 Local Support - Northern Ireland	1
Employment - Education and Training	1
Physical Health - Sports	1
Employment - Volunteering	1
Mental Wellbeing - Treatment	1
<b>Test Valley</b>	<b>9</b>
Finances - Pensions and Compensation	2
Physical Health - Sports	2
Physical Health - Healthcare Services	1
Physical Health - End of Life Care	1
Finances - Grants	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Swale</b>	<b>7</b>
Physical Health - Support Groups and Emotional Support	2
National Charities/Organisations - ASDIC Drop In Centres	2
Family and Communities - Bereavement	1
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - Royal British Legion	1
<b>Bracknell Forest</b>	<b>7</b>
Physical Health - GPs	4
Physical Health - Healthcare Services	1
Finances - Pensions and Compensation	1
Housing - Nursing and Dementia Care	1
<b>Dartford</b>	<b>7</b>
Mental Wellbeing - Drug and Alcohol Services	3
Mental Wellbeing - Treatment	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Accessing Support	1
Employment - Volunteering	1
<b>Wealden</b>	<b>7</b>
Employment - Support for Offenders	5
Finances - Benefits	1
Employment - Job Seeking	1
<b>West Oxfordshire</b>	<b>7</b>
COVID19 Local Support - South East	3
Legal Support and Advocacy - Legal Advocacy	1
National Charities/Organisations - SSAFA	1
COVID19 Local Support - South West	1
Legal Support and Advocacy - Legal Advice	1
<b>Winchester</b>	<b>6</b>
Employment - Transition	4
Employment - Job Seeking	2
<b>Brighton and Hove</b>	<b>6</b>
Housing - Supported Living	3
Finances - Pensions and Compensation	1

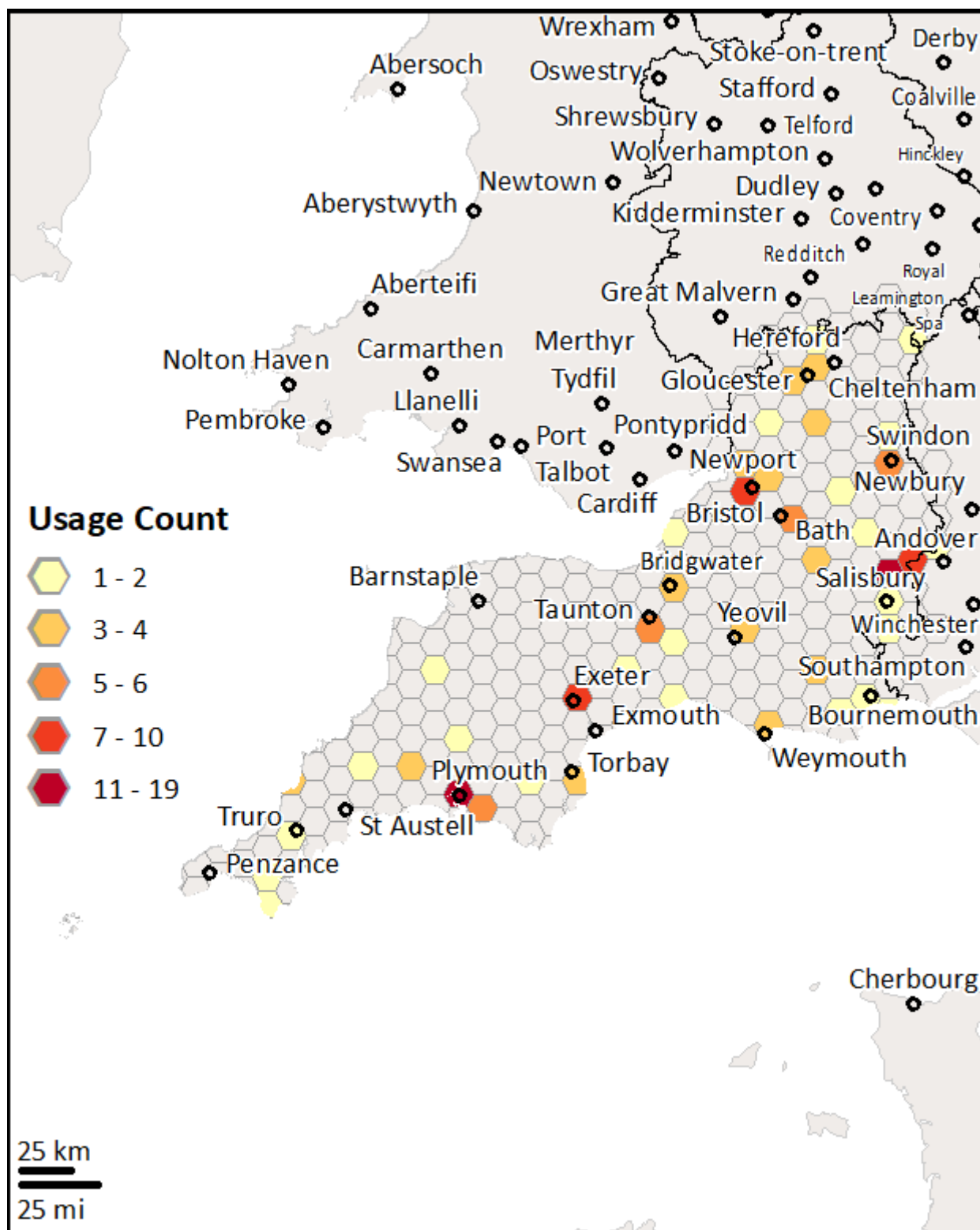
Finances - Benefits	1
Finances - Grants	1
<b>Fareham</b>	<b>6</b>
Finances - Pensions and Compensation	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - Royal British Legion	1
Physical Health - Limb Loss	1
<b>Cherwell</b>	<b>5</b>
Physical Health - Support Groups and Emotional Support	5
<b>Reigate and Banstead</b>	<b>5</b>
Employment - Job Seeking	3
Mental Wellbeing - Accessing Support	1
Employment - Volunteering	1
<b>Dover</b>	<b>4</b>
National Charities/Organisations - Shelter	1
Housing - Homelessness	1
Finances - Grants	1
Finances - Pensions and Compensation	1
<b>Eastleigh</b>	<b>4</b>
Physical Health - GPs	2
Family and Communities - Recreation	1
Finances - Financial Services	1
<b>Waverley</b>	<b>4</b>
Mental Wellbeing - Treatment	2
Housing - Nursing and Dementia Care	1
Housing - Respite Care (Day Care and Respite)	1
<b>Crawley</b>	<b>4</b>
Housing - Homelessness	2
Employment - Job Seeking	1
Finances - Benefits	1
<b>Reading</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Treatment	1
Housing - Supported Living	1
<b>Southampton</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Specific Search for an Organisation	1
COVID19 Local Support - South East	1
<b>Gosport</b>	<b>4</b>
Physical Health - Healthcare Services	1
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
Housing - Independent Living	1
<b>Wokingham</b>	<b>4</b>
Finances - Pensions and Compensation	3
Mental Wellbeing - Bereavement	1
<b>Chiltern</b>	<b>3</b>

Housing - Homelessness	2
Employment - Education and Training	1
<b>Portsmouth</b>	<b>3</b>
Housing - Housing Advice and Support	1
Physical Health - Sports	1
Physical Health - Healthcare Services	1
<b>Chichester</b>	<b>3</b>
Employment - Job Seeking	1
Physical Health - Rehabilitation and Recovery	1
Finances - Benefits	1
<b>Vale of White Horse</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Benefits	1
<b>Ashford</b>	<b>2</b>
Employment - Education and Training	2
<b>Mole Valley</b>	<b>2</b>
Finances - Grants	1
Finances - Benefits	1
<b>Shepway</b>	<b>2</b>
Legal Support and Advocacy - Legal Advice	2
<b>Woking</b>	<b>2</b>
Mental Wellbeing - Drug and Alcohol Services	2
<b>East Hampshire</b>	<b>2</b>
Mental Wellbeing - Bereavement	1
Housing - Nursing and Dementia Care	1
<b>Adur</b>	<b>2</b>
Finances - Pensions and Compensation	2
<b>Basingstoke and Deane</b>	<b>2</b>
Housing - Homelessness	2
<b>Havant</b>	<b>2</b>
Family and Communities - Support Groups and Emotional Support	1
Family and Communities - Recreation	1
<b>Horsham</b>	<b>2</b>
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
<b>Isle of Wight</b>	<b>2</b>
Specific Search for an Organisation	1
Family and Communities - Recreation	1
<b>Hastings</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Milton Keynes</b>	<b>1</b>
Mental Wellbeing - Bereavement	1
<b>Windsor and Maidenhead</b>	<b>1</b>
Finances - Benefits	1
<b>West Berkshire</b>	<b>1</b>
Physical Health - End of Life Care	1



## South West

Figure 16. User locations in the South West – All searches, August 2021



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**Table 16. General search criteria from users located in the South West – All searches, August 2021**

<b>South West</b>	<b>162</b>
<b>Wiltshire</b>	<b>37</b>
Employment - Job Seeking	7
Family and Communities - Support for Carers	4
Housing - Housing Advice and Support	4
Mental Wellbeing - Support Groups and Emotional Support	4
Employment - Education and Training	3
Finances - Money and Debt Advice	3
Employment - Volunteering	2
National Charities/Organisations - ASDIC Drop In Centres	1
Legal Support and Advocacy - Legal Aid	1
Finances - Benefits	1
COVID19 Local Support - South West	1
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
Physical Health - Sports	1
Housing - Eviction and Repossession	1
Family and Communities - Recreation	1
<b>Plymouth</b>	<b>23</b>
Mental Wellbeing - Support Groups and Emotional Support	5
Housing - Housing Advice and Support	5
Mental Wellbeing - Treatment	2
Mental Wellbeing - Accessing Support	2
Family and Communities - GPs	2
Finances - Pensions and Compensation	1
Specific Search for an Organisation	1
Housing - Independent Living	1
Housing - Eviction and Repossession	1
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Bereavement	1
Housing - Retirement	1
<b>Cornwall</b>	<b>13</b>
Employment - Job Seeking	3
Mental Wellbeing - Accessing Support	2
Housing - Homelessness	2
Physical Health - Nursing and Dementia Care	1
Specific Search for an Organisation	1
Employment - Self Employment	1
Physical Health - Sports	1
Housing - Housing Advice and Support	1
Housing - Independent Living	1
<b>Exeter</b>	<b>10</b>
Mental Wellbeing - Support Groups and Emotional Support	6
Mental Wellbeing - Accessing Support	2

Specific Search for an Organisation	1
Employment - Education and Training	1
<b>Bristol, City of</b>	<b>9</b>
Family and Communities - Support Groups and Emotional Support	4
COVID19 Local Support - South West	3
Mental Wellbeing - Accessing Support	1
Finances - Money and Debt Advice	1
<b>Swindon</b>	<b>8</b>
Housing - Housing Advice and Support	3
Mental Wellbeing - Treatment	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
<b>South Gloucestershire</b>	<b>8</b>
Physical Health - GPs	2
Family and Communities - Support Groups and Emotional Support	2
Mental Wellbeing - GPs	1
National Charities/Organisations - Mind	1
COVID19 Local Support - South West	1
Mental Wellbeing - Accessing Support	1
<b>Gloucester</b>	<b>7</b>
Housing - Homelessness	3
Finances - Pensions and Compensation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Benefits	1
<b>Stroud</b>	<b>5</b>
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
Physical Health - Sports	1
Employment - Volunteering	1
Finances - Financial Services	1
<b>Taunton Deane</b>	<b>5</b>
Employment - Job Seeking	2
Physical Health - GPs	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
<b>South Somerset</b>	<b>5</b>
Physical Health - GPs	2
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
<b>Bath and North East Somerset</b>	<b>5</b>
Employment - Education and Training	3
Housing - Housing Advice and Support	1
Employment - Transition	1
<b>Torbay</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	1

Mental Wellbeing - Accessing Support	1
<b>Sedgemoor</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
COVID19 Local Support - South West	1
Housing - Housing Advice and Support	1
<b>Weymouth and Portland</b>	<b>3</b>
COVID19 Local Support - South West	1
Finances - Pensions and Compensation	1
Employment - Self Employment	1
<b>North Dorset</b>	<b>3</b>
Employment - Education and Training	2
COVID19 Local Support - South West	1
<b>Torridge</b>	<b>2</b>
Employment - Job Seeking	2
<b>West Devon</b>	<b>2</b>
COVID19 Local Support - South West	2
<b>North Somerset</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
Housing - Supported Living	1
<b>Bournemouth</b>	<b>2</b>
Housing - Homelessness	1
Housing - Eviction and Repossession	1
<b>South Hams</b>	<b>1</b>
COVID19 Local Support - South West	1
<b>East Devon</b>	<b>1</b>
Employment - Education and Training	1
<b>Cotswold</b>	<b>1</b>
Finances - Money and Debt Advice	1
<b>Purbeck</b>	<b>1</b>
Finances - Benefits	1
<b>West Dorset</b>	<b>1</b>
National Charities/Organisations - SSAFA	1

## Usage of the Veterans' Gateway Online Directory

**Table 17. General search criteria from users located in the UK – Veterans' Gateway online directory, August 2021**

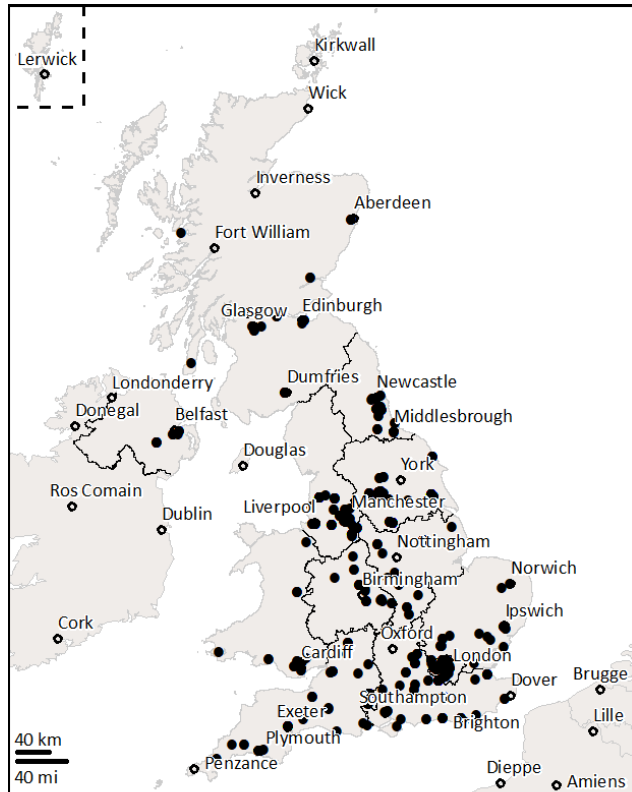
Search Criteria	Search Count	Search Percentage
<b>Mental Wellbeing</b>	159	28.14%
<b>Housing</b>	81	14.34%
<b>Employment</b>	79	13.98%
<b>Family and Communities</b>	73	12.92%
<b>Specific Search for an Organisation</b>	60	10.62%
<b>Finances</b>	33	5.84%
<b>National Charities/Organisations</b>	28	4.96%
<b>Physical Health</b>	27	4.78%
<b>COVID19 Local Support</b>	16	2.83%
<b>Legal Support and Advocacy</b>	9	1.59%
<b>Total</b>	<b>565</b>	<b>100%</b>

**Table 18. A detailed breakdown of exact search criteria from users located in the UK – Veterans' Gateway online directory, August 2021**

Search Criteria	Search Count	Search Percentage
<b>Mental Wellbeing - Accessing Support</b>	77	13.63%
<b>Specific Search for an Organisation</b>	60	10.62%
<b>Mental Wellbeing - Support Groups and Emotional Support</b>	54	9.56%
<b>Employment - Job Seeking</b>	37	6.55%
<b>Housing - Homelessness</b>	36	6.37%
<b>Family and Communities - Support Groups and Emotional Support</b>	29	5.13%
<b>Housing - Housing Advice and Support</b>	27	4.78%
<b>Employment - Education and Training</b>	23	4.07%
<b>Family and Communities - Recreation</b>	20	3.54%
<b>Mental Wellbeing - Drug and Alcohol Services</b>	11	1.95%
<b>Finances - Benefits</b>	10	1.77%
<b>Employment - Support for Offenders</b>	9	1.59%
<b>Mental Wellbeing - Treatment</b>	8	1.42%
<b>Finances - Money and Debt Advice</b>	8	1.42%
<b>Family and Communities - Support for Carers</b>	7	1.24%
<b>National Charities/Organisations - ASDIC Drop In Centres</b>	7	1.24%
<b>Family and Communities - Bereavement</b>	7	1.24%
<b>Physical Health - Healthcare Services</b>	7	1.24%
<b>National Charities/Organisations - SSAFA</b>	7	1.24%
<b>Employment - Volunteering</b>	7	1.24%
<b>Mental Wellbeing - Bereavement</b>	7	1.24%
<b>Physical Health - Sports</b>	6	1.06%
<b>Finances - Grants</b>	6	1.06%
<b>Family and Communities - Drug and Alcohol Services</b>	6	1.06%
<b>Legal Support and Advocacy - Legal Advice</b>	6	1.06%
<b>Finances - Pensions and Compensation</b>	6	1.06%
<b>Housing - Supported Living</b>	6	1.06%
<b>National Charities/Organisations - Armed Forces Covenant Fund Trust</b>	5	0.88%
<b>Housing - Eviction and Repossession</b>	5	0.88%
<b>Physical Health - Home and Mobility Aids</b>	4	0.71%
<b>Physical Health - Drug and Alcohol Services</b>	4	0.71%
<b>COVID19 Local Support - South West</b>	4	0.71%
<b>Family and Communities - GPs</b>	4	0.71%
<b>National Charities/Organisations - Legion Scotland</b>	3	0.53%
<b>Physical Health - Rehabilitation and Recovery</b>	3	0.53%

Search Criteria	Search Count	Search Percentage
Housing - Respite Care (Day Care and Respite)	3	0.53%
COVID19 Local Support - South East	3	0.53%
COVID19 Local Support - Scotland	3	0.53%
National Charities/Organisations - Royal British Legion	3	0.53%
Legal Support and Advocacy - Legal Aid	2	0.35%
Mental Wellbeing - GPs	2	0.35%
National Charities/Organisations - Help for Heroes	2	0.35%
COVID19 Local Support - East Midlands	2	0.35%
Finances - Financial Services	2	0.35%
COVID19 Local Support - East of England	2	0.35%
Employment - Transition	2	0.35%
Physical Health - Support Groups and Emotional Support	2	0.35%
Housing - Independent Living	2	0.35%
National Charities/Organisations - Mind	1	0.18%
Physical Health - Nursing and Dementia Care	1	0.18%
COVID19 Local Support - West Midlands	1	0.18%
Legal Support and Advocacy - Legal Advocacy	1	0.18%
Housing - Retirement	1	0.18%
Finances - Support for the Gurkha Community	1	0.18%
COVID19 Local Support - North West	1	0.18%
Housing - Nursing and Dementia Care	1	0.18%
Employment - Self Employment	1	0.18%
<b>Total</b>	<b>565</b>	<b>100%</b>

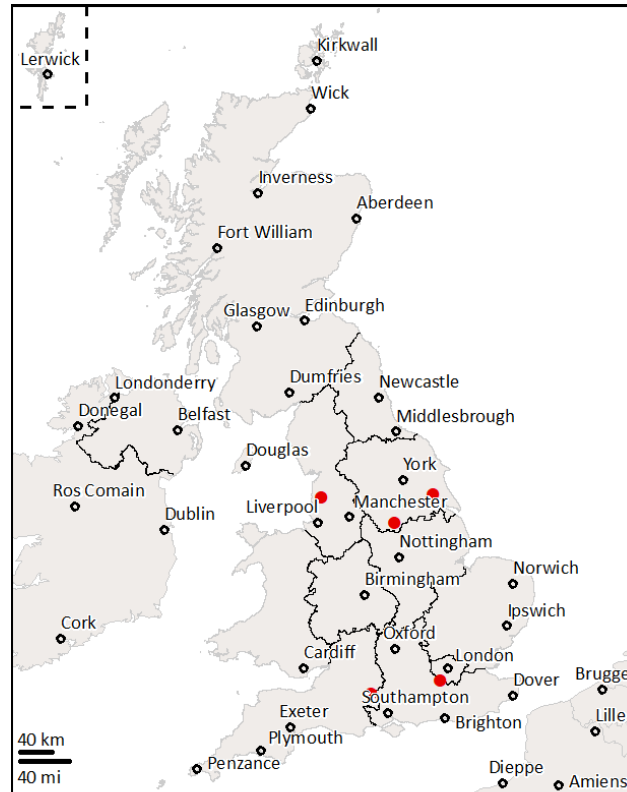
**Figure 17. User locations in the UK – Veterans' Gateway online directory, August 2021**



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The figure above shows the location of all the postcode districts with online users during August 2021.

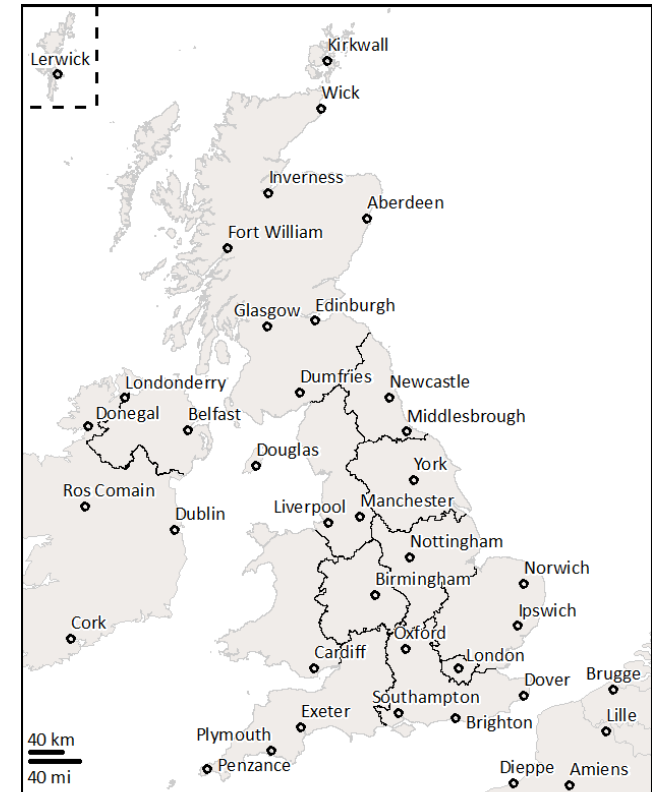
**Figure 18. User hotspots in the UK – Veterans' Gateway online directory, August 2021**



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The figure above shows postcode districts that can be considered hotspots, because they have a high number of online users in comparison with the remaining postcodes. This pattern is not attributable to random chance.

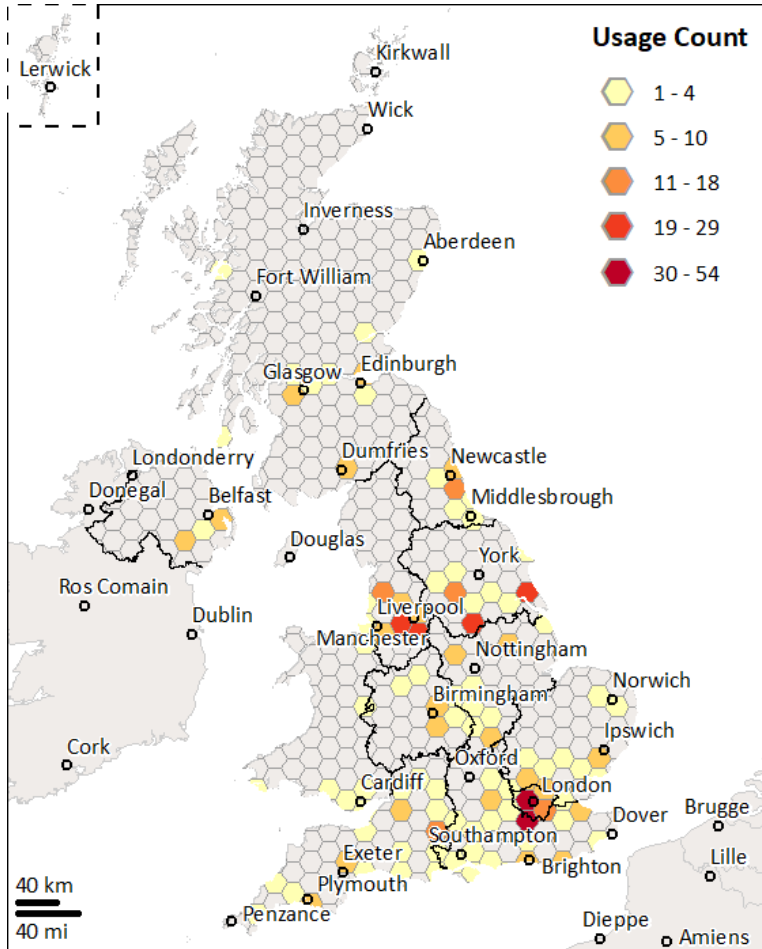
**Figure 19. User outliers in the UK – Veterans' Gateway online directory, August 2021**



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The figure above shows postcode districts that can be considered outliers, because they have a high number of online users and are surrounded by postcode districts with a low number of online users. This pattern is not attributable to random chance.

**Figure 20. User locations in the UK – Veterans’ Gateway online directory, August 2021**



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The figure above shows the location and count of online usage across the UK. Each hexagonal area is represented with the count of online usage on that same area.

**Table 19. UK regional usage – Veterans’ Gateway online directory, August 2021**

**N = 565**

Region	Usage Count	Usage Percentage
South East	90	15.93%
North West	88	15.58%
Yorkshire and The Humber	86	15.22%
London	81	14.34%
South West	63	11.15%
North East	31	5.49%
Scotland	30	5.31%
East of England	23	4.07%
East Midlands	22	3.89%
West Midlands	21	3.72%
Northern Ireland	15	2.65%
Wales	15	2.65%

**Table 20. Main local authorities for usage – Veterans’ Gateway online directory, August 2021**

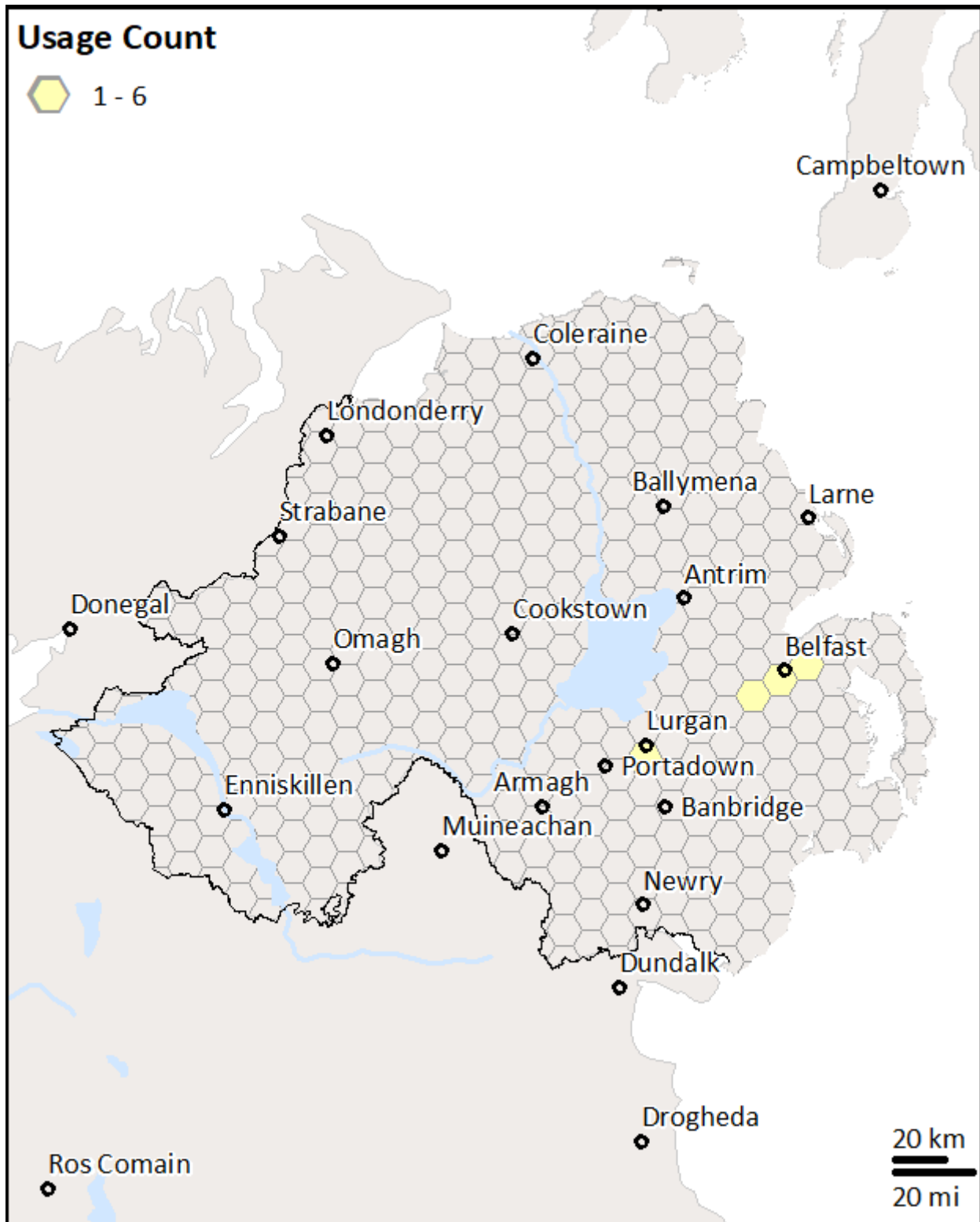
**N = 565**

Top 20 Local Authorities	Usage Count	Usage Percentage
Epsom and Ewell	35	6.19%
East Riding of Yorkshire	24	4.25%
Rotherham	23	4.07%
Wiltshire	21	3.72%
Tower Hamlets	19	3.36%
Cheshire East	17	3.01%
Leeds	16	2.83%
Manchester	13	2.30%
Fylde	12	2.12%
County Durham	11	1.95%
City of London	10	1.77%
Liverpool	9	1.59%
Exeter	9	1.59%
Warrington	9	1.59%
Haringey	9	1.59%
Brent	8	1.42%
Blackburn with Darwen	8	1.42%
Bristol, City of	8	1.42%
Trafford	8	1.42%
Ipswich	7	1.24%



# Northern Ireland

Figure 21. User locations in Northern Ireland – Veterans' Gateway online directory, August 2021



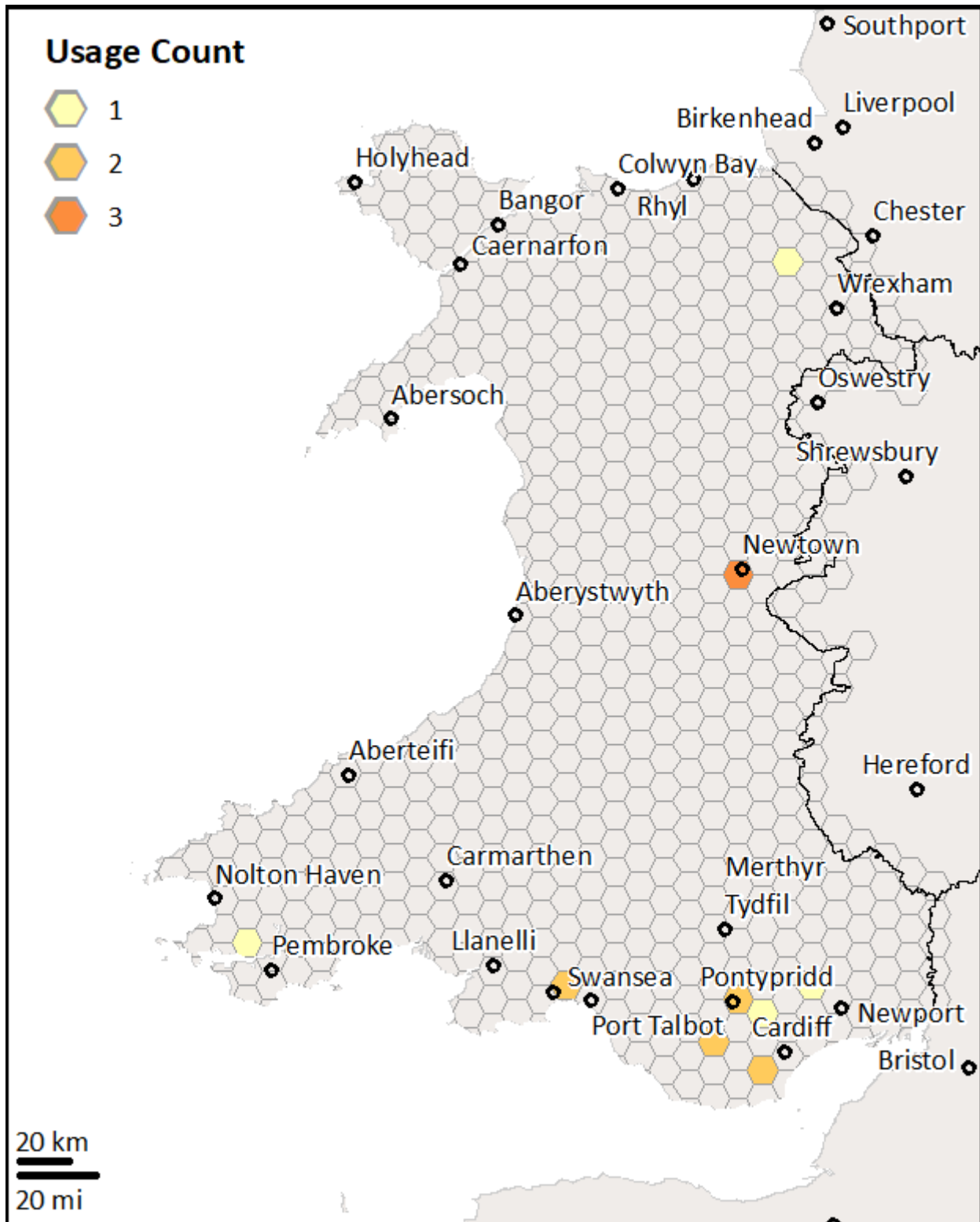
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**Table 21. General search criteria from users located in Northern Ireland – Veterans’ Gateway online directory, August 2021**

<b>Northern Ireland</b>	<b>15</b>
<b>Belfast</b>	<b>6</b>
Mental Wellbeing - Accessing Support	3
Finances - Grants	3
<b>Armagh City, Banbridge and Craigavon</b>	<b>5</b>
Finances - Pensions and Compensation	5
<b>Lisburn and Castlereagh</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	3
National Charities/Organisations - Armed Forces Covenant Fund Trust	1

# Wales

Figure 22. User locations in Wales – Veterans' Gateway online directory, August 2021



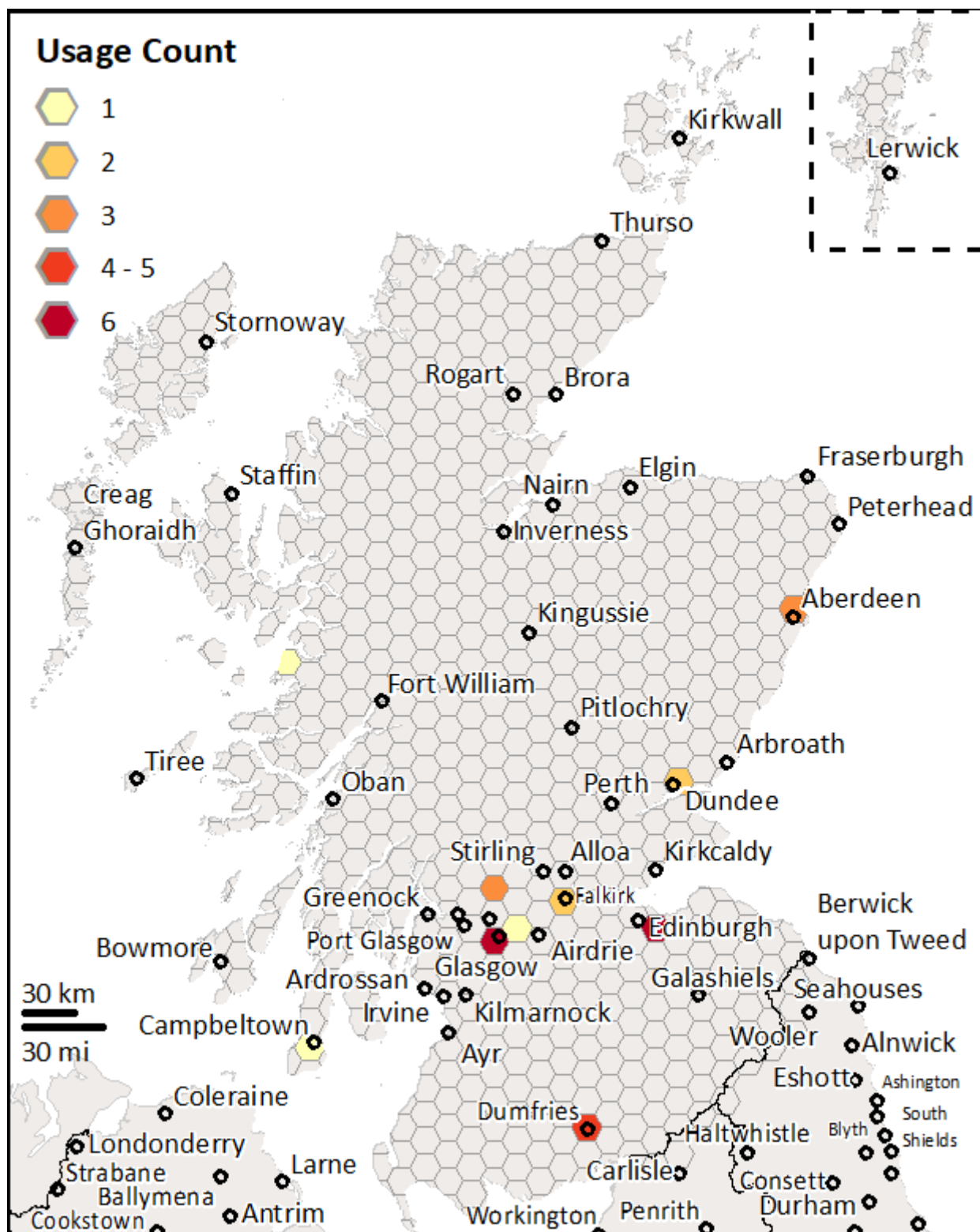
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**Table 22. General search criteria from users located in Wales – Veterans’ Gateway online directory, August 2021**

<b>Wales</b>	<b>15</b>
<b>Rhondda Cynon Taf</b>	<b>4</b>
Physical Health - Home and Mobility Aids	2
Housing - Homelessness	1
Housing - Housing Advice and Support	1
<b>Powys</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Caerphilly</b>	<b>2</b>
Housing - Homelessness	2
<b>Cardiff</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Swansea</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Flintshire</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Pembrokeshire</b>	<b>1</b>
Employment - Self Employment	1

# Scotland

Figure 23. User locations in Scotland – Veterans' Gateway online directory, August 2021



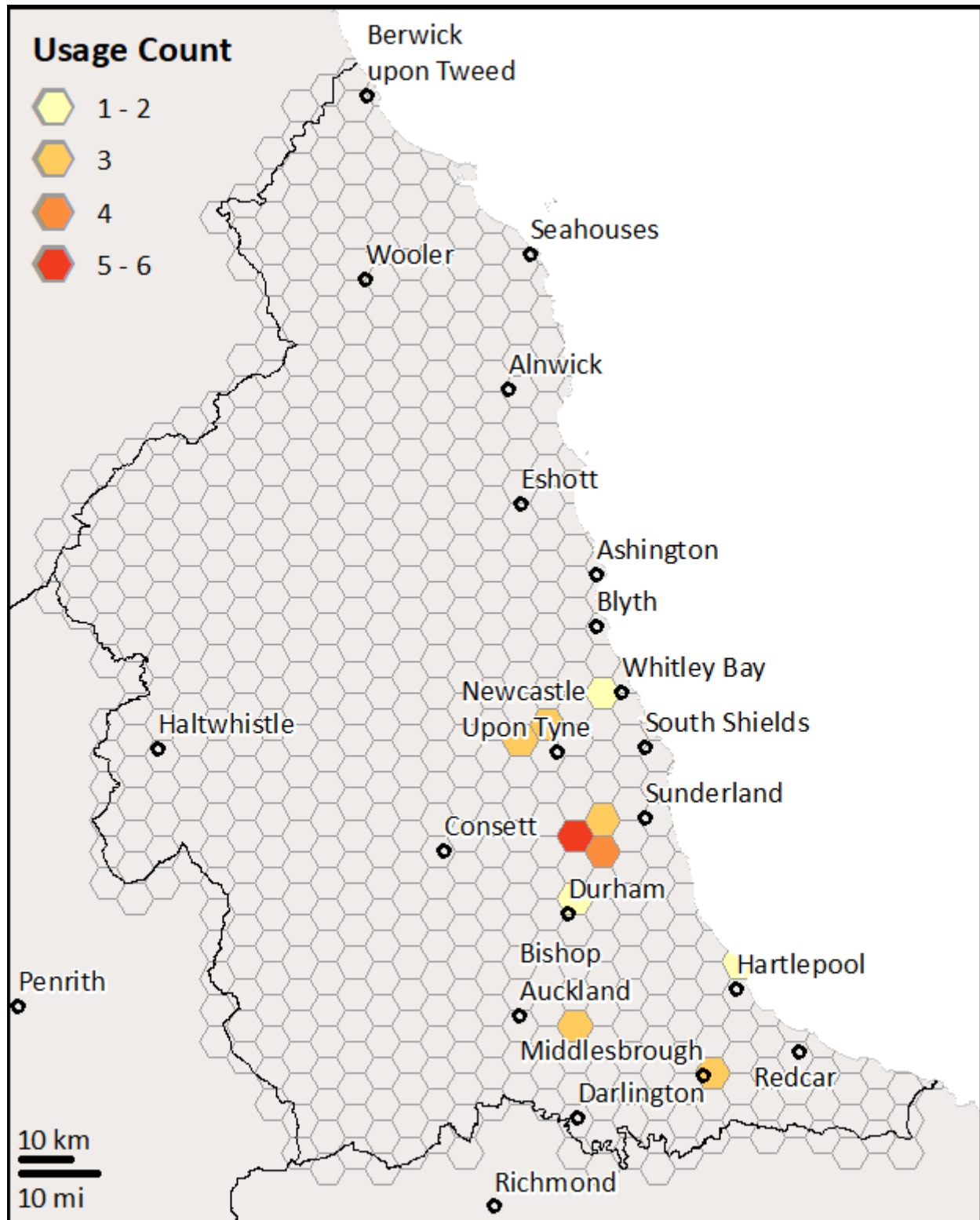
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**Table 23. General search criteria from users located in Scotland – Veterans’ Gateway online directory, August 2021**

<b>Scotland</b>	<b>30</b>
<b>Glasgow City</b>	<b>7</b>
Mental Wellbeing - Support Groups and Emotional Support	3
Family and Communities - Bereavement	1
Physical Health - Healthcare Services	1
Family and Communities - Support for Carers	1
Family and Communities - Support Groups and Emotional Support	1
<b>Edinburgh, City of</b>	<b>6</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - ASDIC Drop In Centres	1
Mental Wellbeing - Treatment	1
<b>Dumfries &amp; Galloway</b>	<b>5</b>
Mental Wellbeing - Support Groups and Emotional Support	3
Mental Wellbeing - Accessing Support	2
<b>Aberdeen City</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Employment - Support for Offenders	1
<b>Stirling</b>	<b>3</b>
COVID19 Local Support - Scotland	3
<b>Dundee City</b>	<b>2</b>
National Charities/Organisations - Legion Scotland	1
National Charities/Organisations - Help for Heroes	1
<b>Falkirk</b>	<b>2</b>
Housing - Homelessness	2
<b>Argyll &amp; Bute</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Highland</b>	<b>1</b>
Specific Search for an Organisation	1

## North East

Figure 24. User locations in the North East – Veterans' Gateway online directory, August 2021



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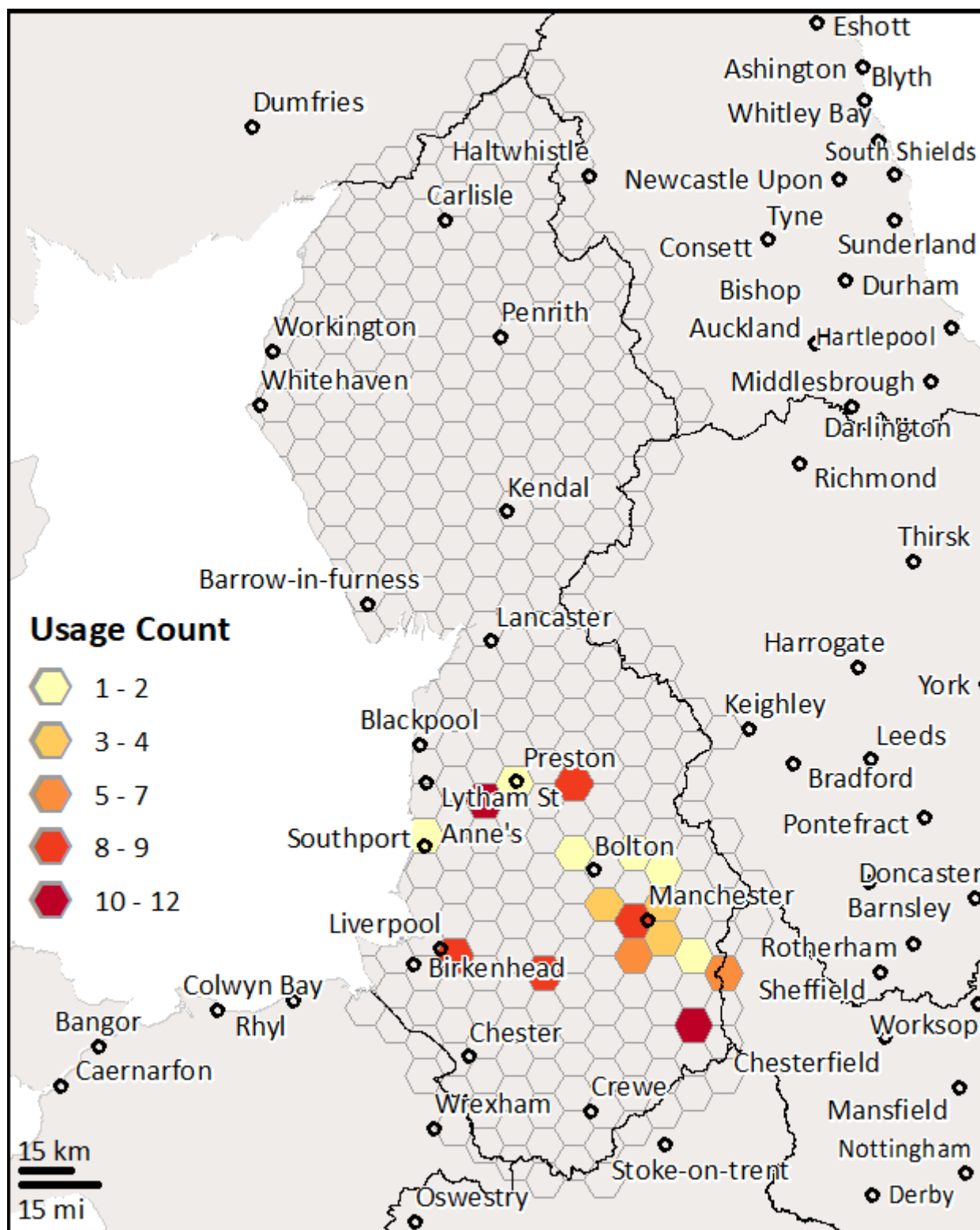
**Table 24. General search criteria from users located in the North East – Veterans’ Gateway online directory, August 2021**

<b>North East</b>	<b>31</b>
<b>County Durham</b>	<b>11</b>
Mental Wellbeing - Accessing Support	7
Employment - Job Seeking	1
Housing - Respite Care (Day Care and Respite)	1
Employment - Volunteering	1
Family and Communities - Support Groups and Emotional Support	1
<b>Sunderland</b>	<b>7</b>
Mental Wellbeing - Drug and Alcohol Services	3
Mental Wellbeing - Bereavement	2
National Charities/Organisations - SSAFA	1
Employment - Education and Training	1
<b>Newcastle upon Tyne</b>	<b>6</b>
Mental Wellbeing - Accessing Support	3
Finances - Benefits	2
Housing - Homelessness	1
<b>Middlesbrough</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Hartlepool</b>	<b>2</b>
Physical Health - Sports	2
<b>North Tyneside</b>	<b>2</b>
Physical Health - Sports	1
Family and Communities - Recreation	1



## North West

Figure 25. User locations in the North West – Veterans' Gateway online directory, August 2021



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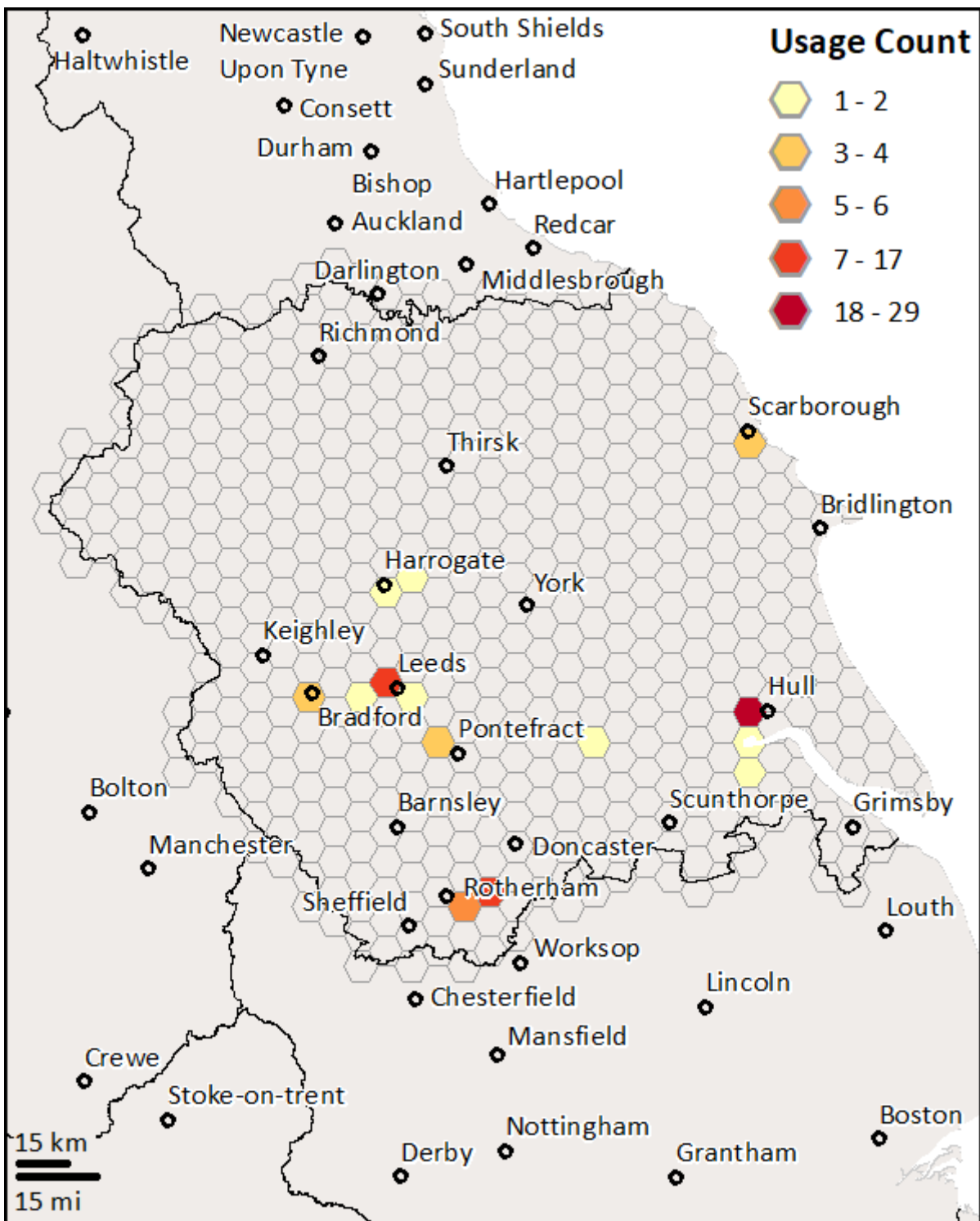
**Table 25. General search criteria from users located in the North West – Veterans' Gateway online directory, August 2021**

<b>North West</b>	<b>88</b>
<b>Cheshire East</b>	<b>17</b>
Specific Search for an Organisation	8
Employment - Job Seeking	2
Physical Health - Drug and Alcohol Services	2
Finances - Money and Debt Advice	2
Family and Communities - Support Groups and Emotional Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Homelessness	1
<b>Manchester</b>	<b>13</b>
Specific Search for an Organisation	7
Finances - Money and Debt Advice	2
Physical Health - Home and Mobility Aids	1
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
<b>Fylde</b>	<b>12</b>
Family and Communities - Support Groups and Emotional Support	11
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Warrington</b>	<b>9</b>
Physical Health - Healthcare Services	3
Employment - Education and Training	2
Family and Communities - Bereavement	2
Housing - Supported Living	1
Family and Communities - Drug and Alcohol Services	1
<b>Liverpool</b>	<b>9</b>
Specific Search for an Organisation	6
Mental Wellbeing - Accessing Support	3
<b>Trafford</b>	<b>8</b>
Family and Communities - Support Groups and Emotional Support	4
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Blackburn with Darwen</b>	<b>8</b>
Mental Wellbeing - Support Groups and Emotional Support	4
Family and Communities - Support for Carers	2
Mental Wellbeing - Accessing Support	2
<b>Salford</b>	<b>4</b>
Family and Communities - Recreation	4
<b>Bolton</b>	<b>2</b>
Family and Communities - Recreation	1
Family and Communities - Drug and Alcohol Services	1
<b>Bury</b>	<b>2</b>
Family and Communities - Drug and Alcohol Services	1
Employment - Job Seeking	1
<b>Sefton</b>	<b>1</b>

Finances - Benefits	1
<b>Rochdale</b>	<b>1</b>
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Stockport</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1
<b>Preston</b>	<b>1</b>
Specific Search for an Organisation	1

# Yorkshire and the Humber

Figure 26. User locations in Yorkshire and the Humber – Veterans’ Gateway online directory, August 2021



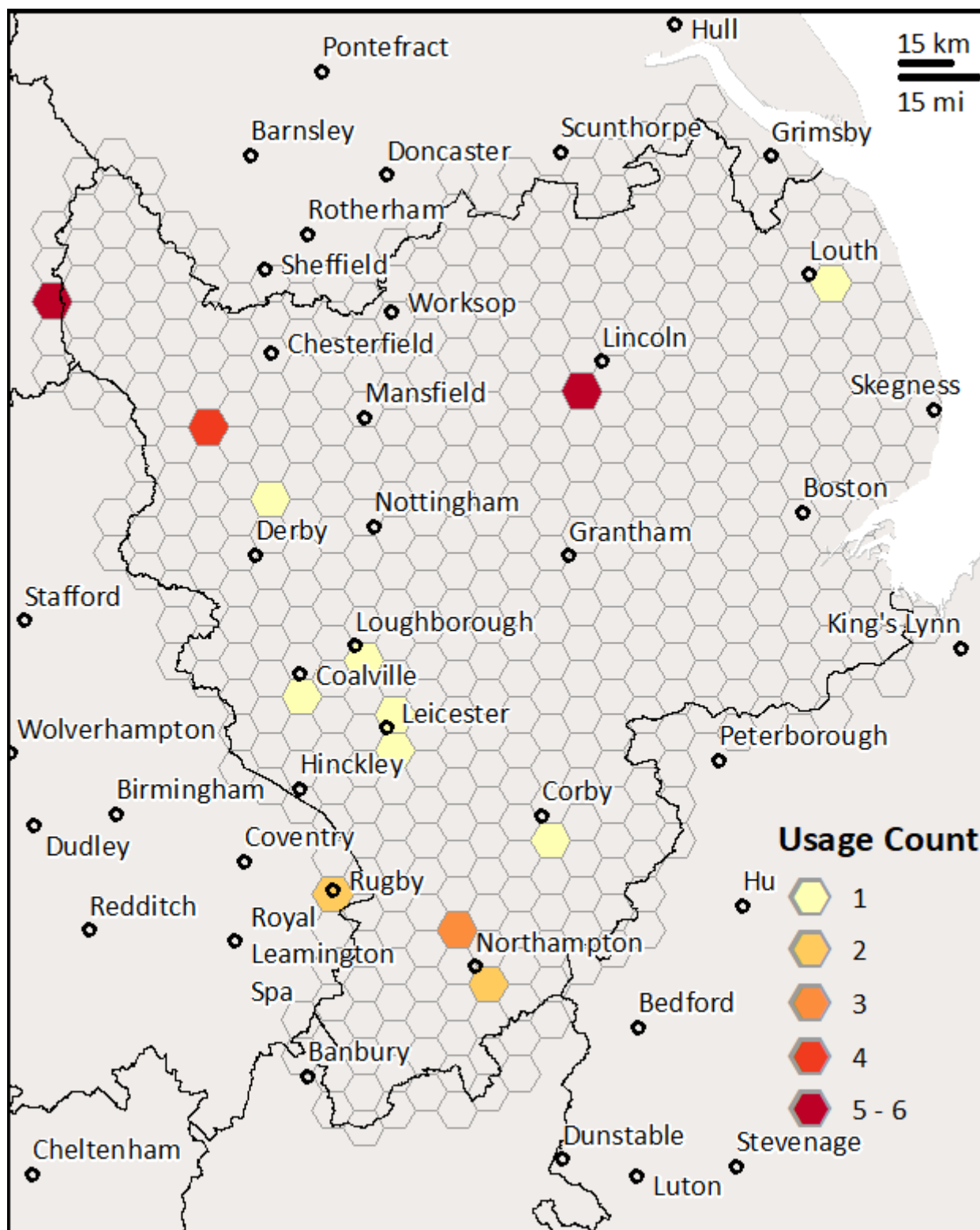
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**Table 26. General search criteria from users located in Yorkshire and the Humber – Veterans' Gateway online directory, August 2021**

<b>Yorkshire and The Humber</b>	<b>86</b>
<b>East Riding of Yorkshire</b>	<b>24</b>
Specific Search for an Organisation	11
Family and Communities - Support for Carers	3
Family and Communities - Support Groups and Emotional Support	2
Family and Communities - Drug and Alcohol Services	2
Family and Communities - Recreation	2
Employment - Education and Training	1
Mental Wellbeing - Bereavement	1
Employment - Volunteering	1
Family and Communities - GPs	1
<b>Rotherham</b>	<b>23</b>
Mental Wellbeing - Accessing Support	6
Housing - Housing Advice and Support	4
National Charities/Organisations - SSAFA	3
Housing - Homelessness	3
Housing - Eviction and Repossession	2
Finances - Grants	2
Legal Support and Advocacy - Legal Advice	1
Physical Health - Drug and Alcohol Services	1
Housing - Independent Living	1
<b>Leeds</b>	<b>16</b>
Employment - Job Seeking	7
Mental Wellbeing - Support Groups and Emotional Support	6
Specific Search for an Organisation	2
Mental Wellbeing - Accessing Support	1
<b>Kingston upon Hull, City of</b>	<b>7</b>
Employment - Education and Training	2
Housing - Homelessness	2
Employment - Support for Offenders	1
Specific Search for an Organisation	1
Mental Wellbeing - GPs	1
<b>Scarborough</b>	<b>4</b>
Housing - Homelessness	4
<b>Harrogate</b>	<b>4</b>
Mental Wellbeing - Bereavement	2
Family and Communities - Recreation	1
Mental Wellbeing - Accessing Support	1
<b>Bradford</b>	<b>4</b>
Specific Search for an Organisation	4
<b>Wakefield</b>	<b>3</b>
Finances - Benefits	2
Finances - Financial Services	1
<b>North Lincolnshire</b>	<b>1</b>
Employment - Education and Training	1

## East Midlands

Figure 27. User locations in East Midlands – Veterans' Gateway online directory, August 2021



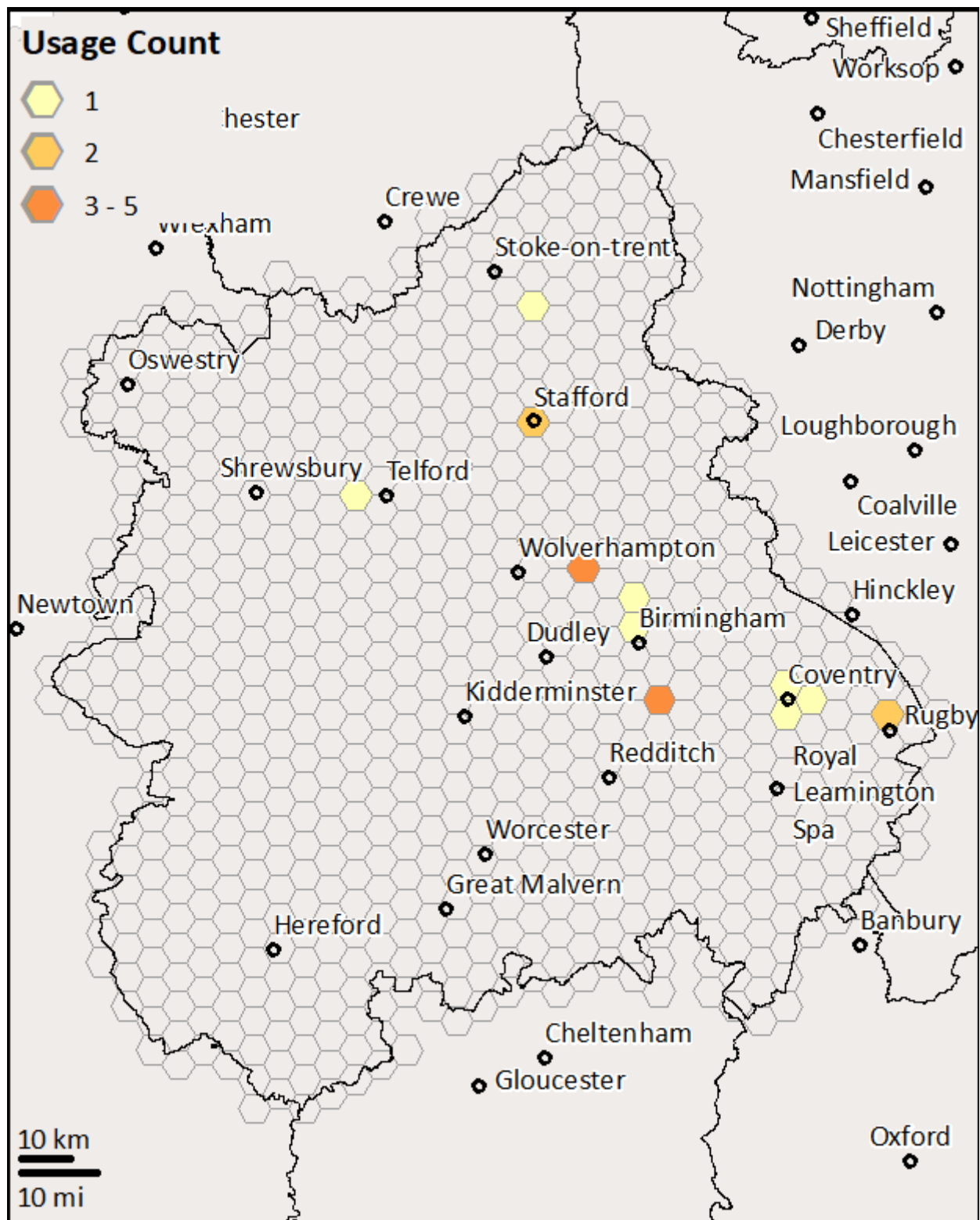
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**Table 27. General search criteria from users located in East Midlands – Veterans’ Gateway online directory, August 2021**

<b>East Midlands</b>	<b>22</b>
<b>Lincoln</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	4
Family and Communities - Recreation	2
<b>Derbyshire Dales</b>	<b>4</b>
Employment - Job Seeking	3
Finances - Grants	1
<b>Daventry</b>	<b>3</b>
Mental Wellbeing - Drug and Alcohol Services	3
<b>Leicester</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
<b>Northampton</b>	<b>2</b>
Housing - Homelessness	1
Finances - Benefits	1
<b>Charnwood</b>	<b>1</b>
Specific Search for an Organisation	1
<b>North West Leicestershire</b>	<b>1</b>
Housing - Eviction and Repossession	1
<b>Amber Valley</b>	<b>1</b>
Mental Wellbeing - GPs	1
<b>Corby</b>	<b>1</b>
COVID19 Local Support - East Midlands	1
<b>East Lindsey</b>	<b>1</b>
Family and Communities - Drug and Alcohol Services	1

## West Midlands

Figure 28. User locations in the West Midlands – Veterans' Gateway online directory, August 2021



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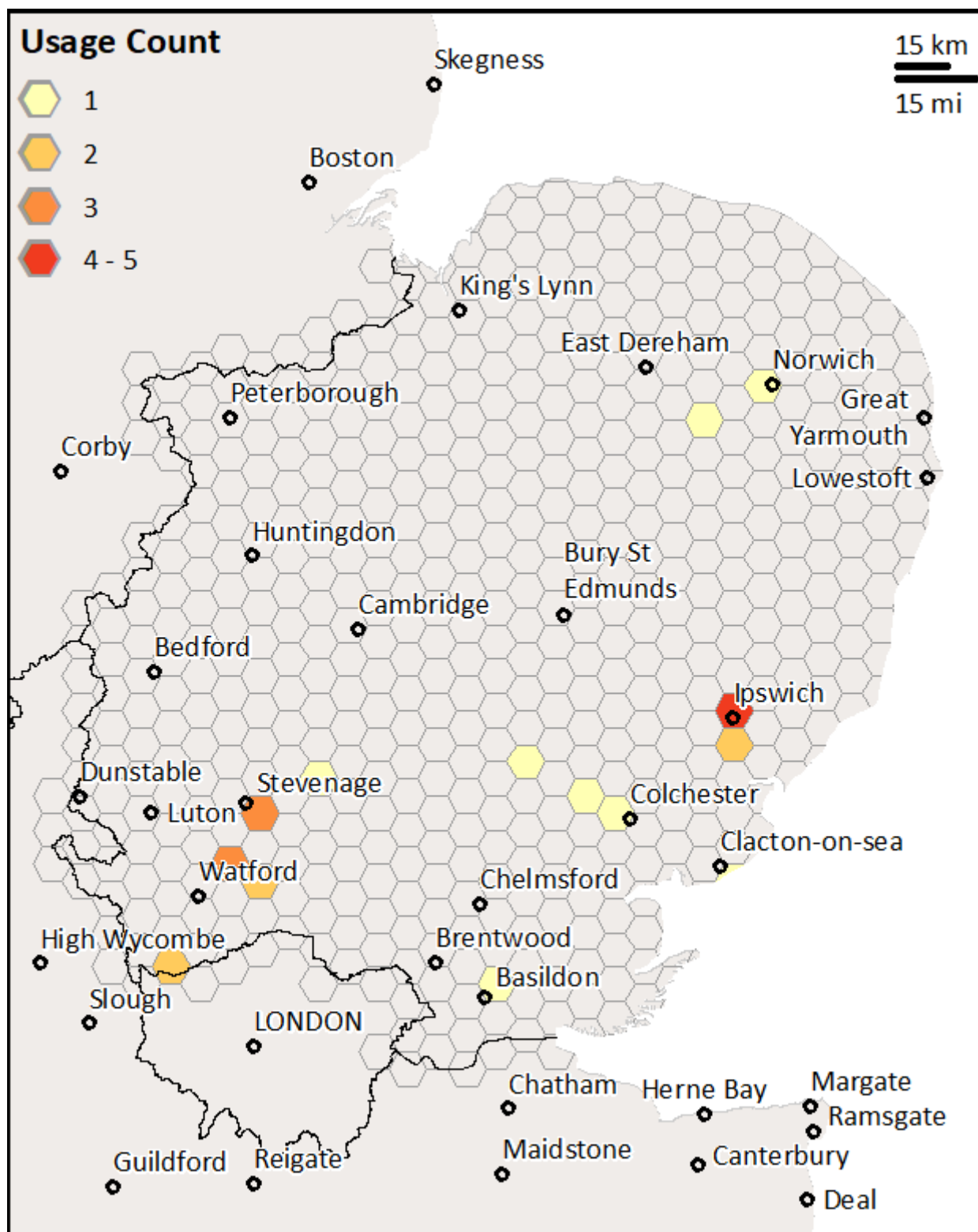


**Table 28. General search criteria from users located in the West Midlands – Veterans’ Gateway online directory, August 2021**

<b>West Midlands</b>	<b>21</b>
<b>Walsall</b>	<b>5</b>
Employment - Education and Training	3
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Solihull</b>	<b>5</b>
Housing - Housing Advice and Support	5
<b>Coventry</b>	<b>3</b>
Finances - Financial Services	1
Legal Support and Advocacy - Legal Advocacy	1
Housing - Homelessness	1
<b>Rugby</b>	<b>2</b>
Family and Communities - Bereavement	2
<b>Birmingham</b>	<b>2</b>
Physical Health - Home and Mobility Aids	1
Housing - Homelessness	1
<b>Stafford</b>	<b>2</b>
Mental Wellbeing - Treatment	2
<b>Stoke-on-Trent</b>	<b>1</b>
National Charities/Organisations - Royal British Legion	1
<b>Telford and Wrekin</b>	<b>1</b>
COVID19 Local Support - West Midlands	1

## East of England

Figure 29. User locations in the East of England – Veterans' Gateway online directory, August 2021



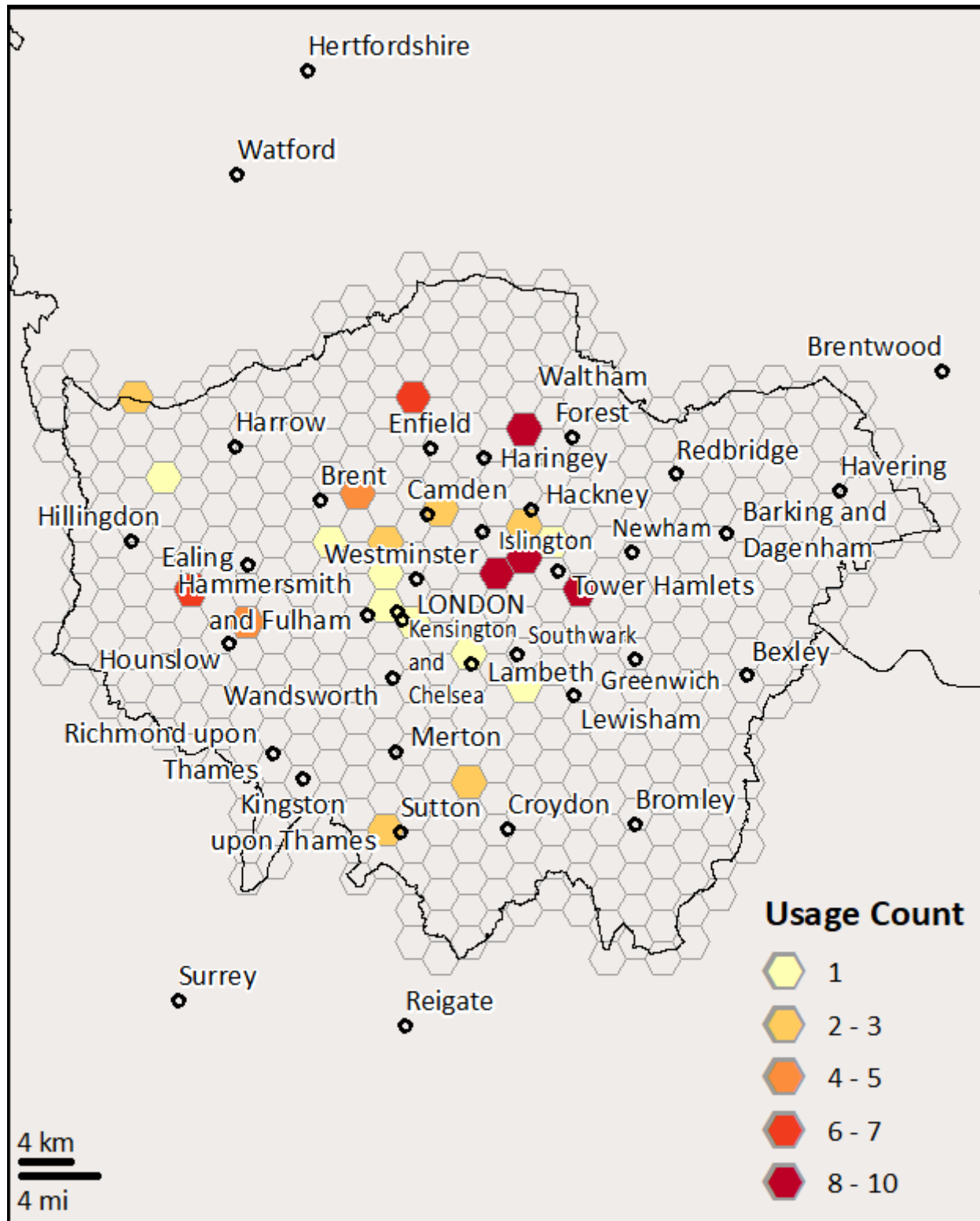
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**Table 29. General search criteria from users located in the East of England – Veterans’ Gateway online directory, August 2021**

<b>East of England</b>	<b>23</b>
<b>Ipswich</b>	<b>7</b>
Mental Wellbeing - Accessing Support	5
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support for Carers	1
<b>Welwyn Hatfield</b>	<b>5</b>
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Education and Training	1
Employment - Transition	1
<b>Stevenage</b>	<b>3</b>
Housing - Housing Advice and Support	2
Housing - Homelessness	1
<b>Colchester</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
COVID19 Local Support - East of England	1
<b>East Hertfordshire</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>South Norfolk</b>	<b>1</b>
Housing - Homelessness	1
<b>Braintree</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Tendring</b>	<b>1</b>
National Charities/Organisations - Royal British Legion	1
<b>Basildon</b>	<b>1</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Norwich</b>	<b>1</b>
COVID19 Local Support - East of England	1

# London

Figure 30. User locations in London – Veterans' Gateway online directory, August 2021



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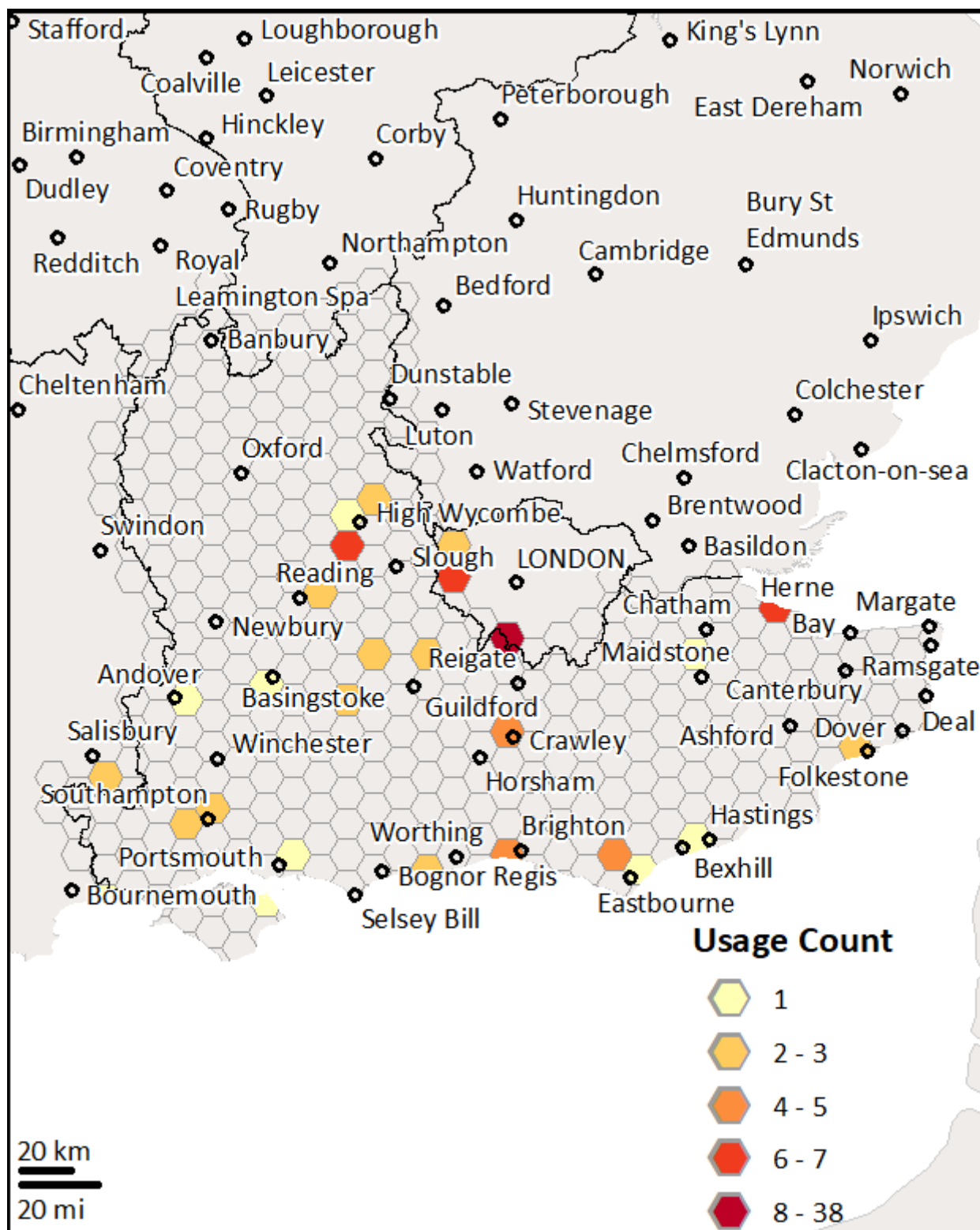
**Table 30. General search criteria from users located in London – Veterans’ Gateway online directory, August 2021**

<b>London</b>	<b>81</b>
<b>Tower Hamlets</b>	<b>19</b>
Employment - Job Seeking	3
Family and Communities - GPs	3
Mental Wellbeing - Drug and Alcohol Services	2
Specific Search for an Organisation	2
Physical Health - Sports	2
Family and Communities - Recreation	2
Finances - Benefits	2
National Charities/Organisations - Mind	1
Employment - Support for Offenders	1
Housing - Supported Living	1
<b>City of London</b>	<b>10</b>
Mental Wellbeing - Accessing Support	6
Employment - Job Seeking	2
Physical Health - Drug and Alcohol Services	1
COVID19 Local Support - North West	1
<b>Haringey</b>	<b>9</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
National Charities/Organisations - Legion Scotland	2
Mental Wellbeing - Treatment	1
Family and Communities - Bereavement	1
Employment - Support for Offenders	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Brent</b>	<b>8</b>
Employment - Job Seeking	4
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - SSAFA	1
Legal Support and Advocacy - Legal Advice	1
Legal Support and Advocacy - Legal Aid	1
<b>Barnet</b>	<b>7</b>
Specific Search for an Organisation	5
COVID19 Local Support - East Midlands	1
COVID19 Local Support - South East	1
<b>Ealing</b>	<b>6</b>
Specific Search for an Organisation	6
<b>Hounslow</b>	<b>4</b>
Employment - Job Seeking	4
<b>Hillingdon</b>	<b>3</b>
Employment - Education and Training	1
Housing - Respite Care (Day Care and Respite)	1
Housing - Housing Advice and Support	1
<b>Sutton</b>	<b>3</b>
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Treatment	1

Mental Wellbeing - Support Groups and Emotional Support	1
<b>Hackney</b>	<b>3</b>
Employment - Education and Training	3
<b>Camden</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Croydon</b>	<b>2</b>
Housing - Supported Living	1
Housing - Homelessness	1
<b>Kensington and Chelsea</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Lewisham</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Westminster</b>	<b>1</b>
Employment - Job Seeking	1
<b>Lambeth</b>	<b>1</b>
Housing - Independent Living	1

## South East

Figure 31. User locations in the South East – Veterans' Gateway online directory, August 2021



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**Table 31. General search criteria from users located in the South East – Veterans’ Gateway online directory, August 2021**

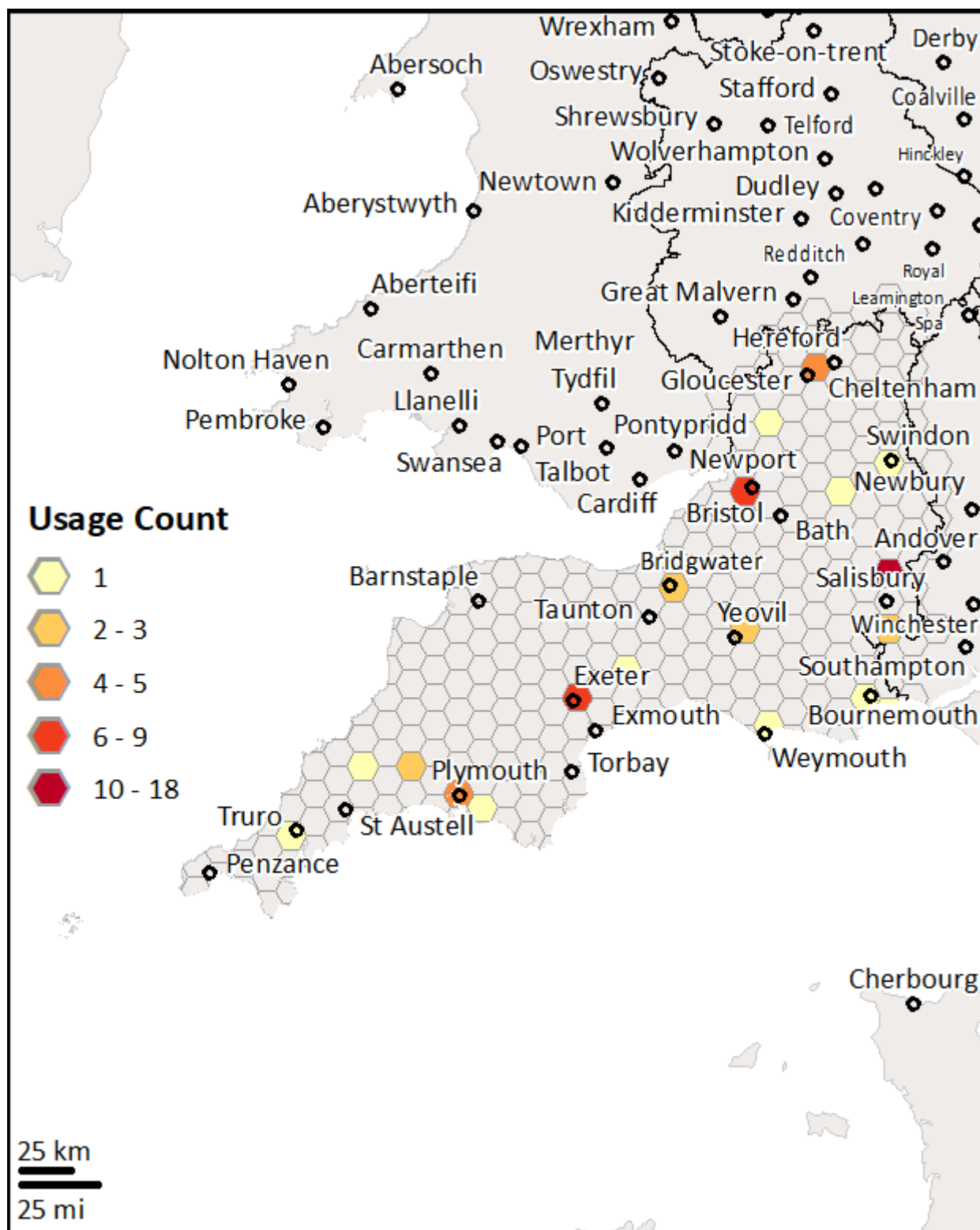
<b>South East</b>	<b>90</b>
<b>Epsom and Ewell</b>	<b>35</b>
Mental Wellbeing - Accessing Support	7
Family and Communities - Recreation	7
Housing - Housing Advice and Support	5
Housing - Homelessness	4
Employment - Volunteering	3
Family and Communities - Support Groups and Emotional Support	3
Housing - Retirement	1
Physical Health - Rehabilitation and Recovery	1
COVID19 Local Support - South East	1
Employment - Job Seeking	1
Finances - Money and Debt Advice	1
Employment - Transition	1
<b>Swale</b>	<b>7</b>
Physical Health - Support Groups and Emotional Support	2
National Charities/Organisations - ASDIC Drop In Centres	2
Family and Communities - Bereavement	1
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - Royal British Legion	1
<b>Wycombe</b>	<b>7</b>
Employment - Education and Training	4
Mental Wellbeing - Bereavement	1
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Support for the Gurkha Community	1
<b>Wealden</b>	<b>5</b>
Employment - Support for Offenders	5
<b>Brighton and Hove</b>	<b>5</b>
Housing - Supported Living	3
Finances - Benefits	1
Finances - Pensions and Compensation	1
<b>Southampton</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Specific Search for an Organisation	1
COVID19 Local Support - South East	1
<b>Crawley</b>	<b>4</b>
Housing - Homelessness	2
Employment - Job Seeking	1
Finances - Benefits	1
<b>Chiltern</b>	<b>3</b>
Housing - Homelessness	2
Employment - Education and Training	1
<b>Reading</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Treatment	1



<b>Waverley</b>	<b>2</b>
Housing - Respite Care (Day Care and Respite)	1
Housing - Nursing and Dementia Care	1
<b>Rushmoor</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>Shepway</b>	<b>2</b>
Legal Support and Advocacy - Legal Advice	2
<b>Woking</b>	<b>2</b>
Mental Wellbeing - Drug and Alcohol Services	2
<b>Arun</b>	<b>2</b>
Physical Health - Healthcare Services	2
<b>Isle of Wight</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Basingstoke and Deane</b>	<b>1</b>
Housing - Homelessness	1
<b>Eastbourne</b>	<b>1</b>
Mental Wellbeing - Treatment	1
<b>Hastings</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Test Valley</b>	<b>1</b>
Physical Health - Healthcare Services	1
<b>Medway</b>	<b>1</b>
Employment - Job Seeking	1
<b>Portsmouth</b>	<b>1</b>
Housing - Housing Advice and Support	1

## South West

Figure 32. User locations in the South West – Veterans' Gateway online directory, August 2021



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**Table 32. General search criteria from users located in the South West – Veterans’ Gateway online directory, August 2021**

<b>South West</b>	<b>63</b>
<b>Wiltshire</b>	<b>21</b>
Employment - Job Seeking	5
Finances - Money and Debt Advice	3
Mental Wellbeing - Support Groups and Emotional Support	3
Housing - Housing Advice and Support	3
Employment - Education and Training	2
Employment - Volunteering	2
Legal Support and Advocacy - Legal Aid	1
Physical Health - Sports	1
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Exeter</b>	<b>9</b>
Mental Wellbeing - Support Groups and Emotional Support	6
Mental Wellbeing - Accessing Support	2
Specific Search for an Organisation	1
<b>Bristol, City of</b>	<b>8</b>
Family and Communities - Support Groups and Emotional Support	4
COVID19 Local Support - South West	3
Mental Wellbeing - Accessing Support	1
<b>Plymouth</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	3
Specific Search for an Organisation	1
Housing - Eviction and Repossession	1
Mental Wellbeing - Bereavement	1
<b>Cornwall</b>	<b>4</b>
Physical Health - Nursing and Dementia Care	1
Mental Wellbeing - Accessing Support	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
<b>Gloucester</b>	<b>4</b>
Housing - Homelessness	3
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Sedgemoor</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Housing - Housing Advice and Support	1
<b>Bournemouth</b>	<b>2</b>
Housing - Homelessness	1
Housing - Eviction and Repossession	1
<b>South Somerset</b>	<b>2</b>
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advice	1
<b>East Devon</b>	<b>1</b>
Employment - Education and Training	1
<b>Weymouth and Portland</b>	<b>1</b>
COVID19 Local Support - South West	1

<b>Stroud</b>	<b>1</b>
Mental Wellbeing - Treatment	1
<b>Swindon</b>	<b>1</b>
Employment - Job Seeking	1

## Usage of the Veterans' Gateway mobile directory of services

**Table 33. General search criteria from users located in the UK – Veterans' Gateway mobile directory, August 2021**

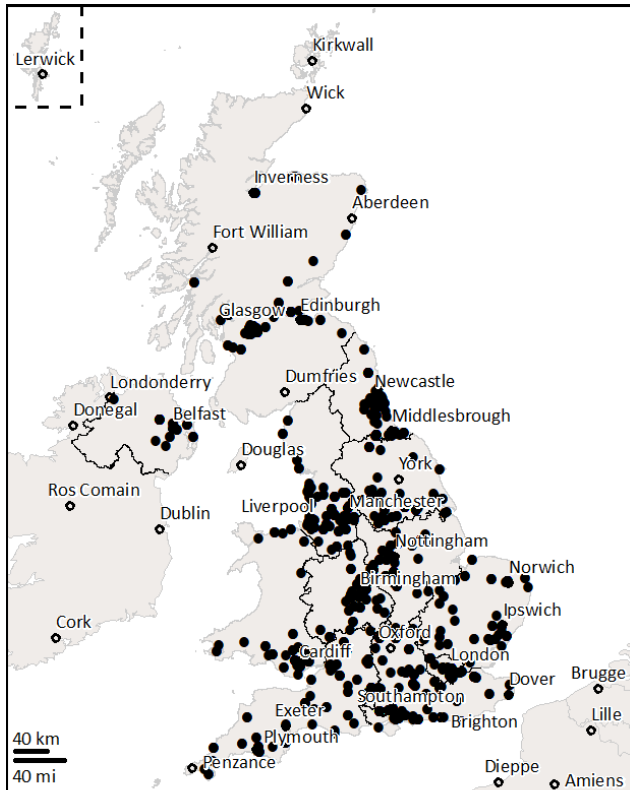
Search Criteria	Search Count	Search Percentage
<b>Mental Wellbeing</b>	200	19.76%
<b>Employment</b>	198	19.57%
<b>Housing</b>	148	14.62%
<b>Finances</b>	144	14.23%
<b>Physical Health</b>	136	13.44%
<b>National Charities/Organisations</b>	67	6.62%
<b>COVID19 Local Support</b>	52	5.14%
<b>Family and Communities</b>	33	3.26%
<b>Legal Support and Advocacy</b>	28	2.77%
<b>Specific Search for an Organisation</b>	6	0.59%
<b>Total</b>	<b>1,012</b>	<b>100%</b>

**Table 34. A detailed breakdown of exact search criteria from users located in the UK – Veterans' Gateway mobile directory, August 2021**

Search Criteria	Search Count	Search Percentage
<b>Employment - Job Seeking</b>	120	11.86%
<b>Mental Wellbeing - Accessing Support</b>	81	8.00%
<b>Finances - Pensions and Compensation</b>	59	5.83%
<b>Housing - Housing Advice and Support</b>	44	4.35%
<b>Mental Wellbeing - Support Groups and Emotional Support</b>	42	4.15%
<b>Housing - Homelessness</b>	39	3.85%
<b>Employment - Education and Training</b>	38	3.75%
<b>Finances - Grants</b>	35	3.46%
<b>Mental Wellbeing - Treatment</b>	33	3.26%
<b>Physical Health - GPs</b>	31	3.06%
<b>National Charities/Organisations - Royal British Legion</b>	29	2.87%
<b>Physical Health - Support Groups and Emotional Support</b>	23	2.27%
<b>Legal Support and Advocacy - Legal Advice</b>	21	2.08%
<b>Finances - Benefits</b>	21	2.08%
<b>Employment - Volunteering</b>	20	1.98%
<b>Housing - Retirement</b>	20	1.98%
<b>Housing - Independent Living</b>	19	1.88%
<b>Physical Health - Healthcare Services</b>	18	1.78%
<b>National Charities/Organisations - SSAFA</b>	18	1.78%
<b>Physical Health - Rehabilitation and Recovery</b>	18	1.78%
<b>Mental Wellbeing - Drug and Alcohol Services</b>	18	1.78%
<b>Finances - Money and Debt Advice</b>	15	1.48%
<b>Physical Health - Home and Mobility Aids</b>	14	1.38%
<b>Family and Communities - Support for Carers</b>	13	1.28%
<b>Physical Health - Sports</b>	13	1.28%
<b>Housing - Eviction and Repossession</b>	12	1.19%
<b>Finances - Financial Services</b>	12	1.19%
<b>Mental Wellbeing - Bereavement</b>	11	1.09%
<b>COVID19 Local Support - South West</b>	10	0.99%
<b>Mental Wellbeing - Sports</b>	10	0.99%
<b>Employment - Transition</b>	9	0.89%
<b>COVID19 Local Support - North West</b>	9	0.89%
<b>COVID19 Local Support - Wales</b>	8	0.79%
<b>Housing - Supported Living</b>	8	0.79%
<b>Family and Communities - Support Groups and Emotional Support</b>	7	0.69%

Search Criteria	Search Count	Search Percentage
Physical Health - End of Life Care	7	0.69%
Employment - Self Employment	7	0.69%
Family and Communities - Recreation	7	0.69%
Specific Search for an Organisation	6	0.59%
COVID19 Local Support - East of England	5	0.49%
COVID19 Local Support - Scotland	5	0.49%
Mental Wellbeing - GPs	5	0.49%
Family and Communities - GPs	4	0.40%
Physical Health - Limb Loss	4	0.40%
Legal Support and Advocacy - Legal Aid	4	0.40%
National Charities/Organisations - Armed Forces Covenant Fund Trust	4	0.40%
Physical Health - Nursing and Dementia Care	4	0.40%
National Charities/Organisations - ASDIC Drop In Centres	4	0.40%
Employment - Support for Offenders	4	0.40%
COVID19 Local Support - East Midlands	4	0.40%
National Charities/Organisations - Help for Heroes	3	0.30%
COVID19 Local Support - South East	3	0.30%
Legal Support and Advocacy - Legal Advocacy	3	0.30%
National Charities/Organisations - Mind	3	0.30%
Housing - Nursing and Dementia Care	3	0.30%
Housing - Respite Care (Day Care and Respite)	3	0.30%
National Charities/Organisations - Shelter	3	0.30%
Physical Health - Drug and Alcohol Services	3	0.30%
COVID19 Local Support - Yorkshire/ The Humber	2	0.20%
COVID19 Local Support - Northern Ireland	2	0.20%
COVID19 Local Support - North East	2	0.20%
Finances - Support for the Gurkha Community	2	0.20%
Family and Communities - Bereavement	2	0.20%
COVID19 Local Support - West Midlands	2	0.20%
Physical Health - Blind Veterans	1	0.10%
National Charities/Organisations - Combat Stress	1	0.10%
National Charities/Organisations - Samaritans Branches	1	0.10%
<b>Total</b>	<b>1,012</b>	<b>100%</b>

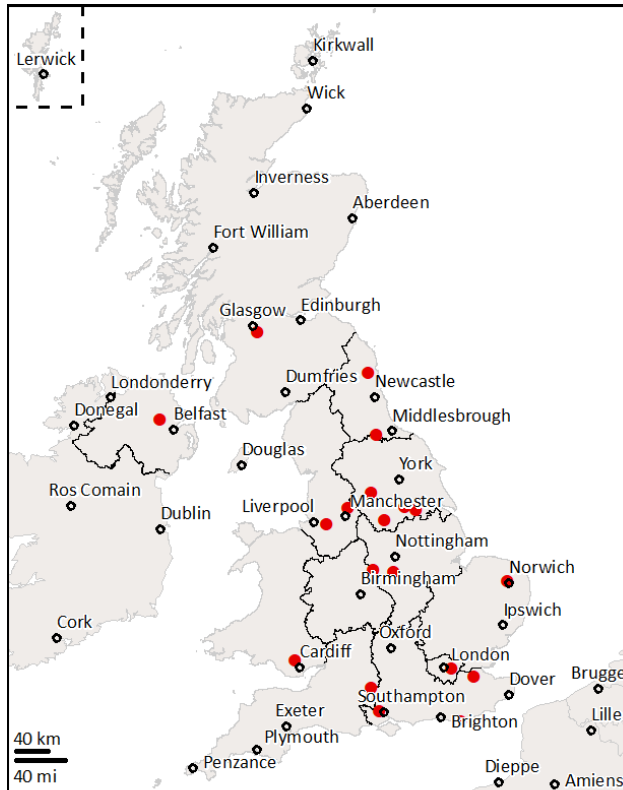
**Figure 33. User locations in the UK – Veterans’ Gateway mobile directory, August 2021**



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*The figure above shows the location of all the postcode districts with mobile users during August 2021.*

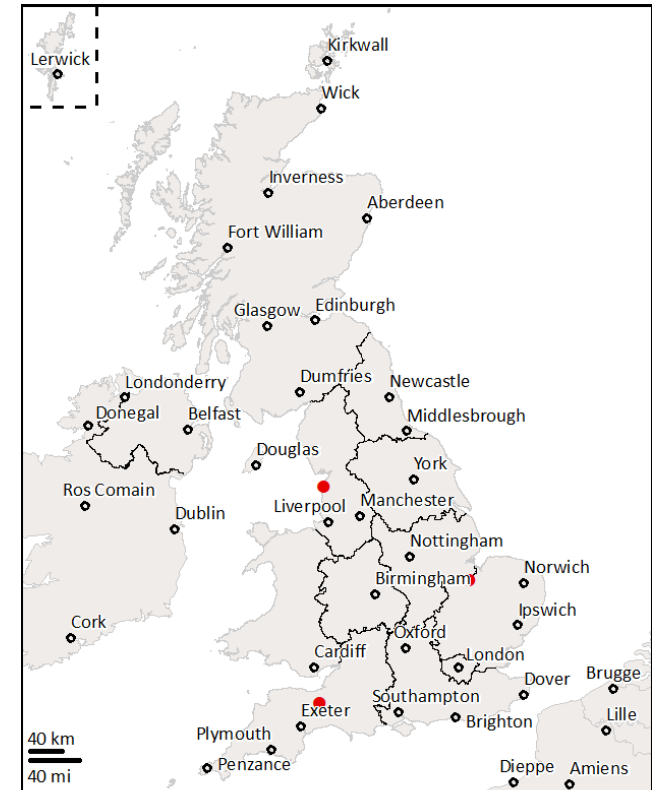
**Figure 34. User hotspots in the UK – Veterans’ Gateway mobile directory, August 2021**



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*The figure above shows postcode districts that can be considered hotspots, because they have a high number of mobile users in comparison with the remaining postcodes. This pattern is not attributable to random chance.*

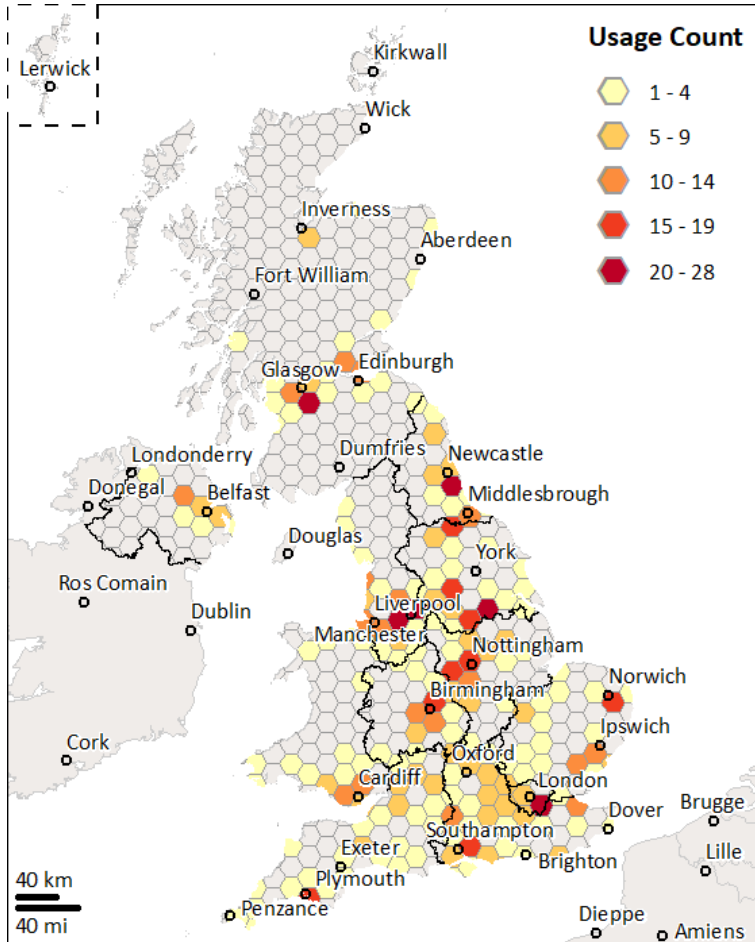
**Figure 35. User outliers in the UK – Veterans’ Gateway mobile directory, August 2021**



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*The figure above shows postcode districts that can be considered outliers, because they have a high number of mobile users and are surrounded by postcode districts with a low number of mobile users. This pattern is not attributable to random chance.*

**Figure 36. User locations in the UK – Veterans’ Gateway mobile directory, August 2021**



**Table 35. UK regional usage – Veterans’ Gateway mobile directory, August 2021**

**N = 1,012**

Region	Usage Count	Usage Percentage
North West	137	13.54%
South West	99	9.78%
Scotland	98	9.68%
Yorkshire and The Humber	94	9.29%
North East	89	8.79%
East of England	81	8.00%
West Midlands	79	7.81%
East Midlands	68	6.72%
Wales	64	6.32%
Northern Ireland	31	3.06%
London	27	2.67%
North West	137	13.54%

**Table 36. Main local authorities for usage – Veterans’ Gateway mobile directory, August 2021**

**N = 1,012**

Top 20 Local Authorities	Usage Count	Usage Percentage
South Lanarkshire	21	2.08%
Plymouth	17	1.68%
Wiltshire	16	1.58%
Doncaster	16	1.58%
Glasgow City	16	1.58%
Norwich	15	1.48%
Darlington	15	1.48%
Liverpool	15	1.48%
Leeds	14	1.38%
Birmingham	14	1.38%
Antrim and Newtownabbey	13	1.28%
Northumberland	13	1.28%
County Durham	13	1.28%
Rhondda Cynon Taf	12	1.19%
Cheshire East	12	1.19%
Greenwich	12	1.19%
Dudley	11	1.09%
Sunderland	11	1.09%
Rotherham	11	1.09%
Medway	11	1.09%

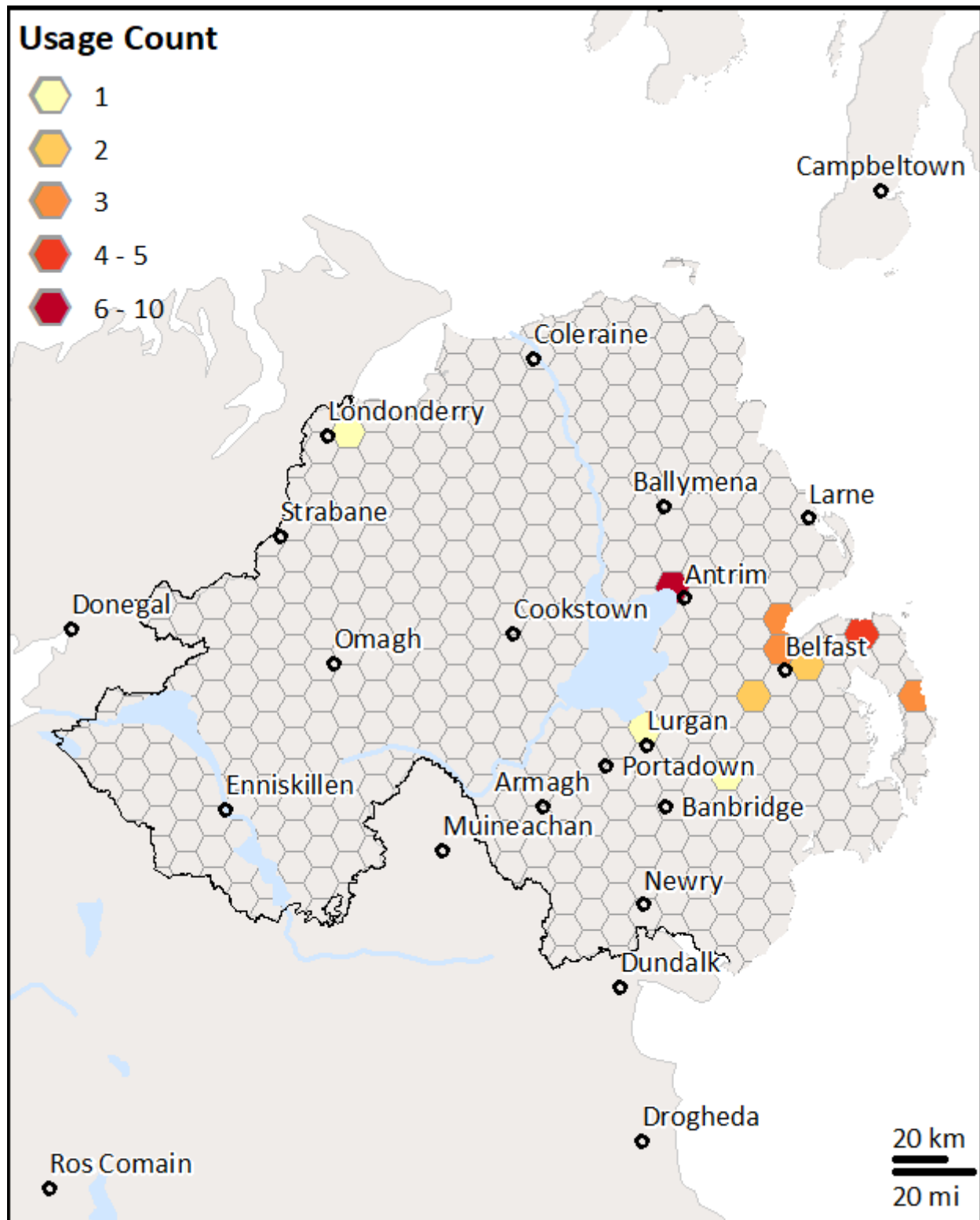
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The figure above shows the location and count of mobile usage across the UK. Each hexagonal area is represented with the count of mobile usage on that same area.



# Northern Ireland

Figure 37. User locations in Northern Ireland – Veterans' Gateway mobile directory, August 2021



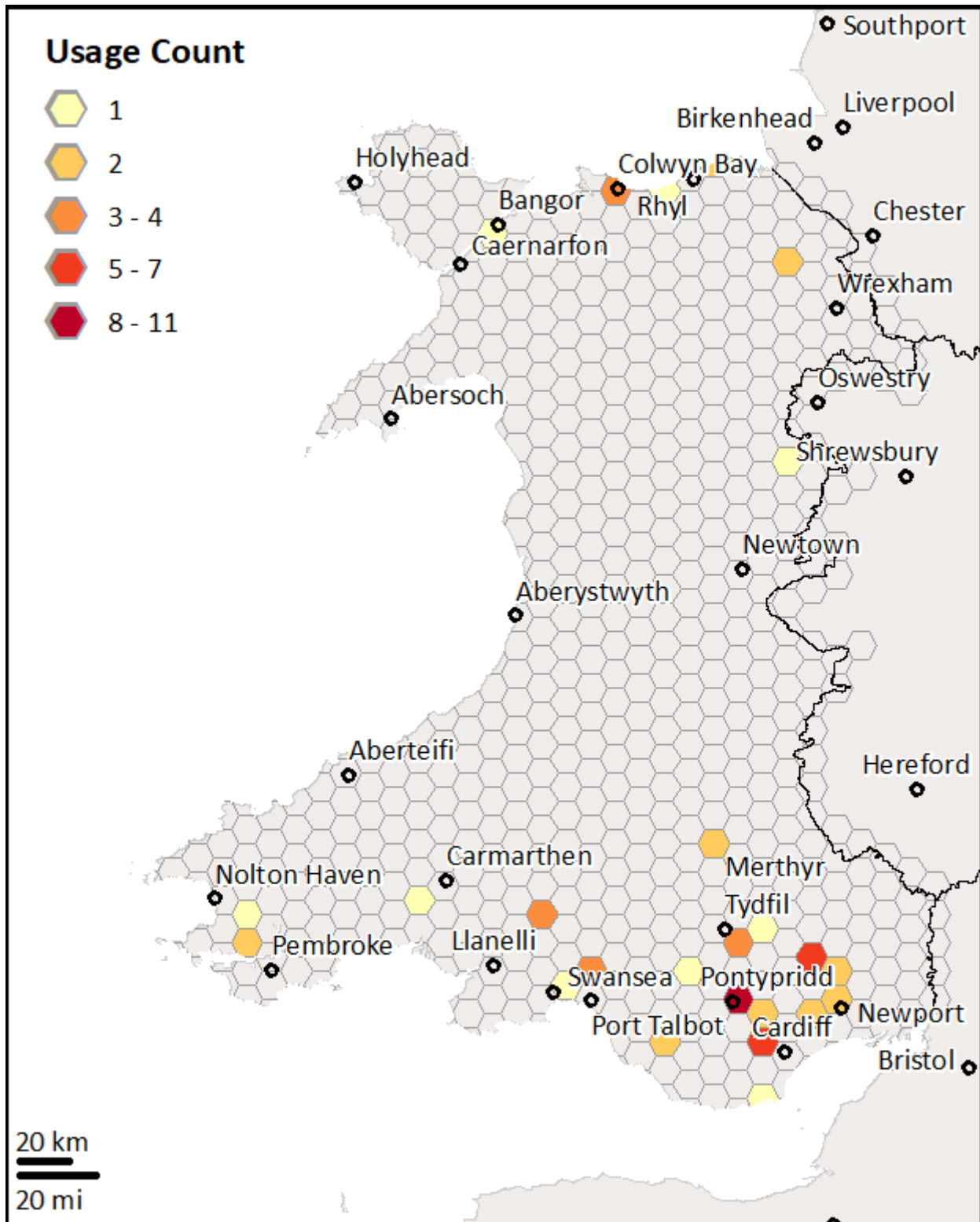
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**Table 37. General search criteria from users located in Northern Ireland – Veterans’ Gateway mobile directory, August 2021**

<b>Northern Ireland</b>	<b>31</b>
<b>Antrim and Newtownabbey</b>	<b>13</b>
Housing - Homelessness	9
Employment - Volunteering	3
Physical Health - Healthcare Services	1
<b>North Down and Ards</b>	<b>8</b>
Housing - Housing Advice and Support	4
Finances - Financial Services	1
Housing - Homelessness	1
Finances - Grants	1
Finances - Money and Debt Advice	1
<b>Belfast</b>	<b>5</b>
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Pensions and Compensation	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - Limb Loss	1
<b>Armagh City, Banbridge and Craigavon</b>	<b>2</b>
Finances - Financial Services	1
COVID19 Local Support - Northern Ireland	1
<b>Lisburn and Castlereagh</b>	<b>2</b>
Physical Health - Drug and Alcohol Services	1
Housing - Housing Advice and Support	1
<b>Derry City and Strabane</b>	<b>1</b>
Employment - Job Seeking	1

# Wales

Figure 38. User locations in Wales – Veterans' Gateway mobile directory, August 2021



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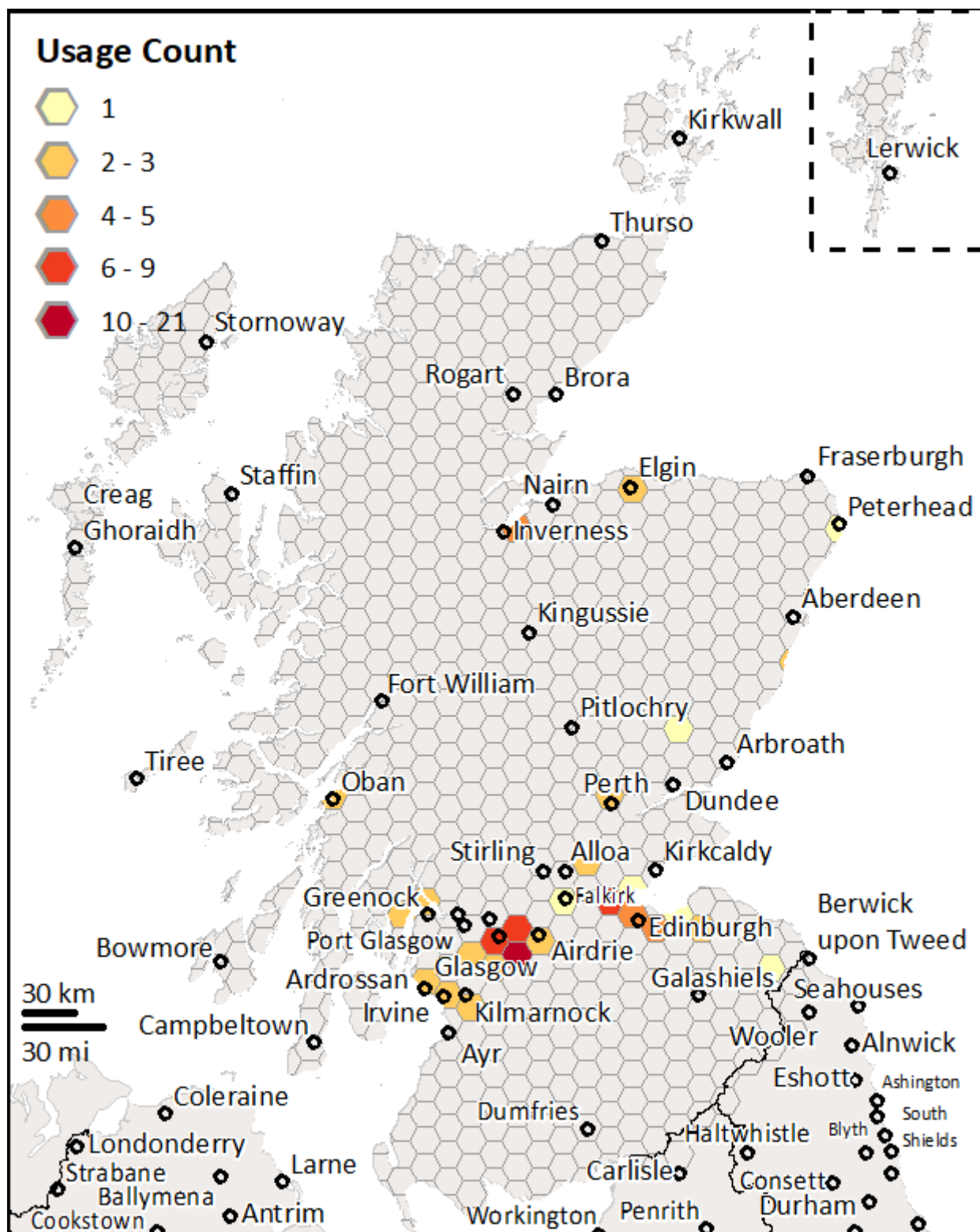
**Table 38. General search criteria from users located in Wales – Veterans’ Gateway mobile directory, August 2021**

<b>Wales</b>	<b>64</b>
<b>Rhondda Cynon Taf</b>	<b>12</b>
Finances - Grants	5
National Charities/Organisations - SSAFA	4
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Treatment	1
<b>Torfaen</b>	<b>8</b>
Employment - Job Seeking	5
Finances - Benefits	1
Physical Health - GPs	1
Employment - Volunteering	1
<b>Cardiff</b>	<b>7</b>
Employment - Education and Training	3
Employment - Job Seeking	2
Mental Wellbeing - Sports	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Neath Port Talbot</b>	<b>4</b>
COVID19 Local Support - Wales	2
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
<b>Newport</b>	<b>4</b>
Employment - Job Seeking	2
Mental Wellbeing - Sports	1
Finances - Grants	1
<b>Carmarthenshire</b>	<b>4</b>
Finances - Pensions and Compensation	2
Mental Wellbeing - Accessing Support	1
Housing - Housing Advice and Support	1
<b>Conwy</b>	<b>4</b>
COVID19 Local Support - Wales	2
Physical Health - GPs	1
National Charities/Organisations - SSAFA	1
<b>Merthyr Tydfil</b>	<b>3</b>
Family and Communities - Recreation	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Sports	1
<b>Pembrokeshire</b>	<b>3</b>
Physical Health - Support Groups and Emotional Support	2
Physical Health - Healthcare Services	1
<b>Powys</b>	<b>3</b>
COVID19 Local Support - Wales	2
Family and Communities - Bereavement	1
<b>Caerphilly</b>	<b>2</b>
Finances - Grants	1

Finances - Benefits	1
<b>Bridgend</b>	<b>2</b>
COVID19 Local Support - Wales	2
<b>Denbighshire</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
<b>Flintshire</b>	<b>2</b>
Employment - Job Seeking	2
<b>Swansea</b>	<b>1</b>
Housing - Retirement	1
<b>The Vale of Glamorgan</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Blaenau Gwent</b>	<b>1</b>
Mental Wellbeing - Treatment	1
<b>Gwynedd</b>	<b>1</b>
Finances - Financial Services	1

# Scotland

Figure 39. User locations in Scotland – Veterans' Gateway mobile directory, August 2021



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**Table 39. General search criteria from users located in Scotland – Veterans’ Gateway mobile directory, August 2021**

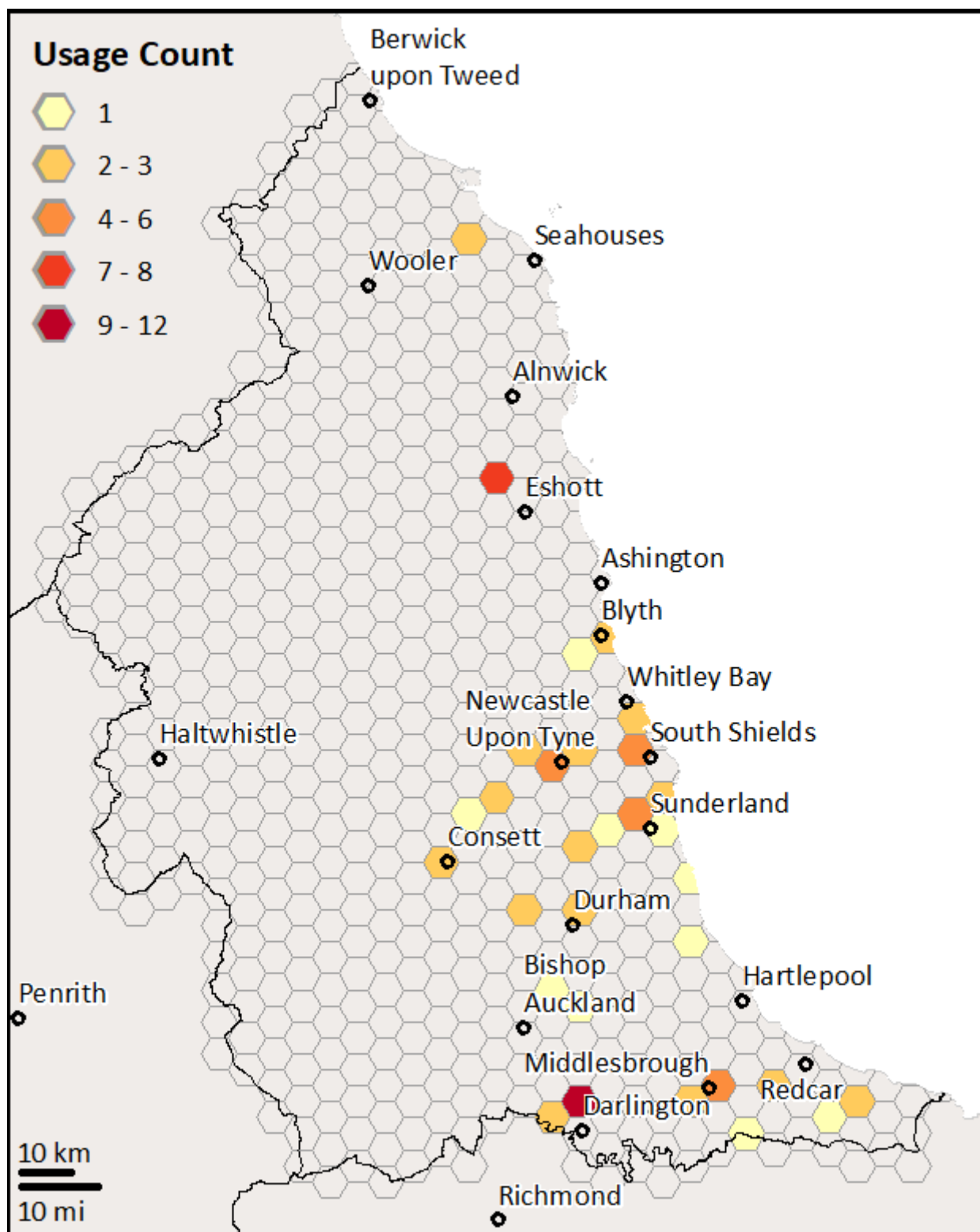
<b>Scotland</b>	<b>98</b>
<b>South Lanarkshire</b>	<b>21</b>
National Charities/Organisations - Royal British Legion	21
<b>Glasgow City</b>	<b>16</b>
Employment - Job Seeking	3
Mental Wellbeing - Support Groups and Emotional Support	3
Housing - Independent Living	2
Finances - Benefits	2
Physical Health - Healthcare Services	2
Legal Support and Advocacy - Legal Advice	1
Finances - Financial Services	1
Finances - Grants	1
Housing - Eviction and Repossession	1
<b>Edinburgh, City of</b>	<b>10</b>
Finances - Pensions and Compensation	4
Physical Health - Home and Mobility Aids	3
Physical Health - Support Groups and Emotional Support	1
Finances - Money and Debt Advice	1
Finances - Grants	1
<b>Fife</b>	<b>8</b>
Physical Health - Healthcare Services	3
Housing - Retirement	2
COVID19 Local Support - Scotland	1
Employment - Job Seeking	1
National Charities/Organisations - Samaritans Branches	1
<b>Argyll &amp; Bute</b>	<b>7</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
COVID19 Local Support - Scotland	1
Housing - Independent Living	1
<b>Highland</b>	<b>5</b>
Mental Wellbeing - Support Groups and Emotional Support	3
Housing - Homelessness	2
<b>North Ayrshire</b>	<b>4</b>
Employment - Job Seeking	2
Physical Health - Drug and Alcohol Services	1
COVID19 Local Support - Scotland	1
<b>East Renfrewshire</b>	<b>4</b>
Finances - Grants	1
Finances - Benefits	1
Employment - Job Seeking	1
Employment - Self Employment	1
<b>Moray</b>	<b>3</b>

COVID19 Local Support - Scotland	1
Specific Search for an Organisation	1
Employment - Education and Training	1
<b>East Ayrshire</b>	<b>3</b>
Finances - Pensions and Compensation	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Perth &amp; Kinross</b>	<b>3</b>
Housing - Housing Advice and Support	1
Housing - Supported Living	1
Housing - Retirement	1
<b>Clackmannanshire</b>	<b>3</b>
Employment - Job Seeking	3
<b>East Lothian</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
<b>Aberdeenshire</b>	<b>3</b>
Finances - Pensions and Compensation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Aid	1
<b>North Lanarkshire</b>	<b>2</b>
Family and Communities - Support for Carers	1
Family and Communities - GPs	1
<b>Scottish Borders</b>	<b>1</b>
Physical Health - Nursing and Dementia Care	1
<b>Angus</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Falkirk</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1



## North East

Figure 40. User locations in the North East – Veterans' Gateway mobile directory, August 2021



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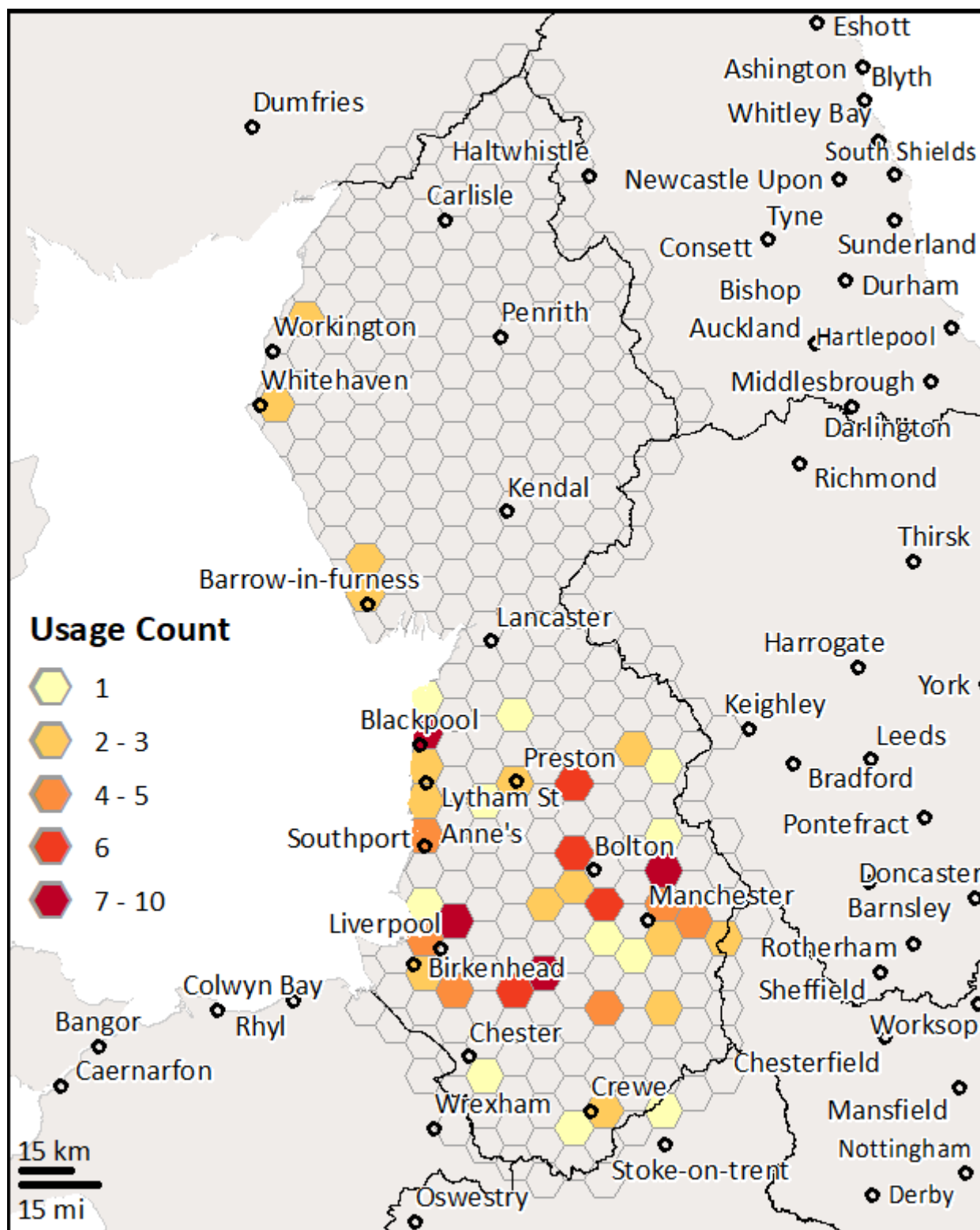
**Table 40. General search criteria from users located in the North East – Veterans’ Gateway mobile directory, August 2021**

<b>North East</b>	<b>89</b>
<b>Darlington</b>	<b>15</b>
Employment - Job Seeking	3
Physical Health - Home and Mobility Aids	2
National Charities/Organisations - Royal British Legion	2
Finances - Pensions and Compensation	2
Physical Health - Rehabilitation and Recovery	2
Legal Support and Advocacy - Legal Advice	2
Finances - Benefits	1
Legal Support and Advocacy - Legal Advocacy	1
<b>Northumberland</b>	<b>13</b>
Mental Wellbeing - Accessing Support	3
Finances - Grants	2
Housing - Housing Advice and Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Employment - Job Seeking	1
Physical Health - Healthcare Services	1
Employment - Volunteering	1
Physical Health - Support Groups and Emotional Support	1
COVID19 Local Support - North East	1
Housing - Homelessness	1
<b>County Durham</b>	<b>13</b>
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - ASDIC Drop In Centres	2
Legal Support and Advocacy - Legal Aid	2
Housing - Retirement	1
Physical Health - GPs	1
Finances - Pensions and Compensation	1
COVID19 Local Support - North East	1
Physical Health - Support Groups and Emotional Support	1
Employment - Job Seeking	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Sunderland</b>	<b>11</b>
Employment - Education and Training	2
Finances - Benefits	2
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Housing - Homelessness	1
National Charities/Organisations - SSAFA	1
Physical Health - Home and Mobility Aids	1
Finances - Financial Services	1
Finances - Grants	1
<b>Newcastle upon Tyne</b>	<b>9</b>
National Charities/Organisations - Royal British Legion	3
Housing - Supported Living	2

National Charities/Organisations - SSAFA	2
Mental Wellbeing - Drug and Alcohol Services	1
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Redcar and Cleveland</b>	<b>7</b>
Employment - Job Seeking	2
Mental Wellbeing - Treatment	1
Mental Wellbeing - Sports	1
National Charities/Organisations - Combat Stress	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
<b>Middlesbrough</b>	<b>7</b>
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	1
Housing - Homelessness	1
Mental Wellbeing - Treatment	1
Employment - Education and Training	1
Finances - Grants	1
<b>South Tyneside</b>	<b>5</b>
Employment - Job Seeking	3
Housing - Housing Advice and Support	1
Finances - Grants	1
<b>Gateshead</b>	<b>4</b>
Mental Wellbeing - Bereavement	2
Physical Health - Support Groups and Emotional Support	1
Family and Communities - Bereavement	1
<b>North Tyneside</b>	<b>3</b>
Mental Wellbeing - GPs	1
Specific Search for an Organisation	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Stockton-on-Tees</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1

## North West

Figure 41. User locations in the North West – Veterans' Gateway mobile directory, August 2021



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**Table 41. General search criteria from users located in the North West – Veterans’ Gateway mobile directory, August 2021**

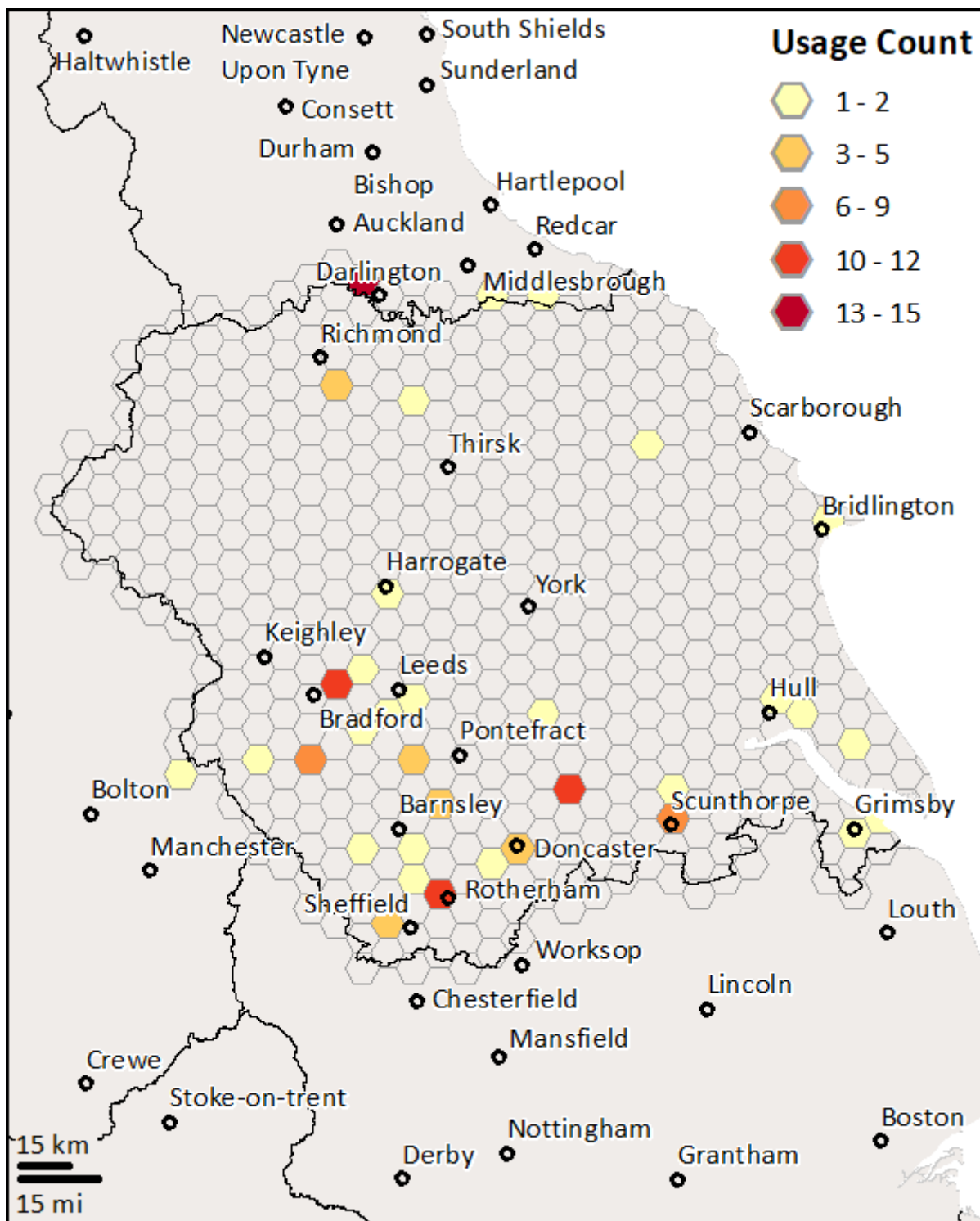
<b>North West</b>	<b>137</b>
<b>Liverpool</b>	<b>15</b>
Employment - Job Seeking	3
Family and Communities - Support for Carers	2
Mental Wellbeing - Accessing Support	2
Employment - Support for Offenders	2
Family and Communities - Support Groups and Emotional Support	2
Mental Wellbeing - GPs	1
Employment - Volunteering	1
Housing - Retirement	1
Housing - Supported Living	1
<b>Cheshire East</b>	<b>12</b>
Employment - Job Seeking	3
Physical Health - GPs	2
Family and Communities - Recreation	2
National Charities/Organisations - Shelter	2
Mental Wellbeing - Accessing Support	1
Physical Health - Nursing and Dementia Care	1
Physical Health - Limb Loss	1
<b>Rochdale</b>	<b>10</b>
Housing - Independent Living	7
Employment - Volunteering	1
Housing - Supported Living	1
Housing - Respite Care (Day Care and Respite)	1
<b>Warrington</b>	<b>10</b>
Mental Wellbeing - Support Groups and Emotional Support	3
National Charities/Organisations - Help for Heroes	2
Physical Health - GPs	2
COVID19 Local Support - North West	2
Finances - Benefits	1
<b>Wyre</b>	<b>10</b>
Employment - Job Seeking	6
Housing - Retirement	1
Finances - Pensions and Compensation	1
Employment - Education and Training	1
Employment - Support for Offenders	1
<b>Wigan</b>	<b>9</b>
Legal Support and Advocacy - Legal Advice	6
Mental Wellbeing - Accessing Support	1
COVID19 Local Support - North West	1
Employment - Job Seeking	1
<b>Manchester</b>	<b>8</b>
COVID19 Local Support - North West	4
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Transition	1

Employment - Education and Training	1
<b>Bolton</b>	<b>8</b>
Employment - Job Seeking	2
Physical Health - Sports	1
Physical Health - Limb Loss	1
Employment - Transition	1
Physical Health - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Physical Health - Healthcare Services	1
<b>Sefton</b>	<b>7</b>
Housing - Housing Advice and Support	3
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
<b>Blackburn with Darwen</b>	<b>6</b>
Family and Communities - Support for Carers	2
National Charities/Organisations - Royal British Legion	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Employment - Education and Training	1
<b>Tameside</b>	<b>6</b>
Mental Wellbeing - Bereavement	2
Physical Health - Home and Mobility Aids	1
Physical Health - Drug and Alcohol Services	1
Housing - Independent Living	1
Housing - Housing Advice and Support	1
<b>Halton</b>	<b>6</b>
Mental Wellbeing - Treatment	4
Housing - Homelessness	1
Mental Wellbeing - Accessing Support	1
<b>Wirral</b>	<b>5</b>
Mental Wellbeing - Accessing Support	2
Housing - Eviction and Repossession	2
Employment - Support for Offenders	1
<b>Copeland</b>	<b>5</b>
Housing - Housing Advice and Support	2
Housing - Homelessness	1
Employment - Education and Training	1
Employment - Job Seeking	1
<b>Blackpool</b>	<b>4</b>
Mental Wellbeing - Accessing Support	1
Finances - Money and Debt Advice	1
Employment - Education and Training	1
Family and Communities - GPs	1
<b>Barrow-in-Furness</b>	<b>3</b>
Housing - Retirement	2
National Charities/Organisations - Legion Scotland	1

<b>Fylde</b>	<b>3</b>
Housing - Homelessness	1
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Treatment	1
<b>Burnley</b>	<b>3</b>
COVID19 Local Support - North West	1
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
<b>Preston</b>	<b>2</b>
Mental Wellbeing - Treatment	2
<b>Allerdale</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
<b>Salford</b>	<b>1</b>
COVID19 Local Support - North West	1
<b>Cheshire West and Chester</b>	<b>1</b>
Physical Health - Blind Veterans	1
<b>Trafford</b>	<b>1</b>
Housing - Retirement	1

## Yorkshire and the Humber

Figure 42. User locations in Yorkshire and the Humber – Veterans' Gateway mobile directory, August 2021



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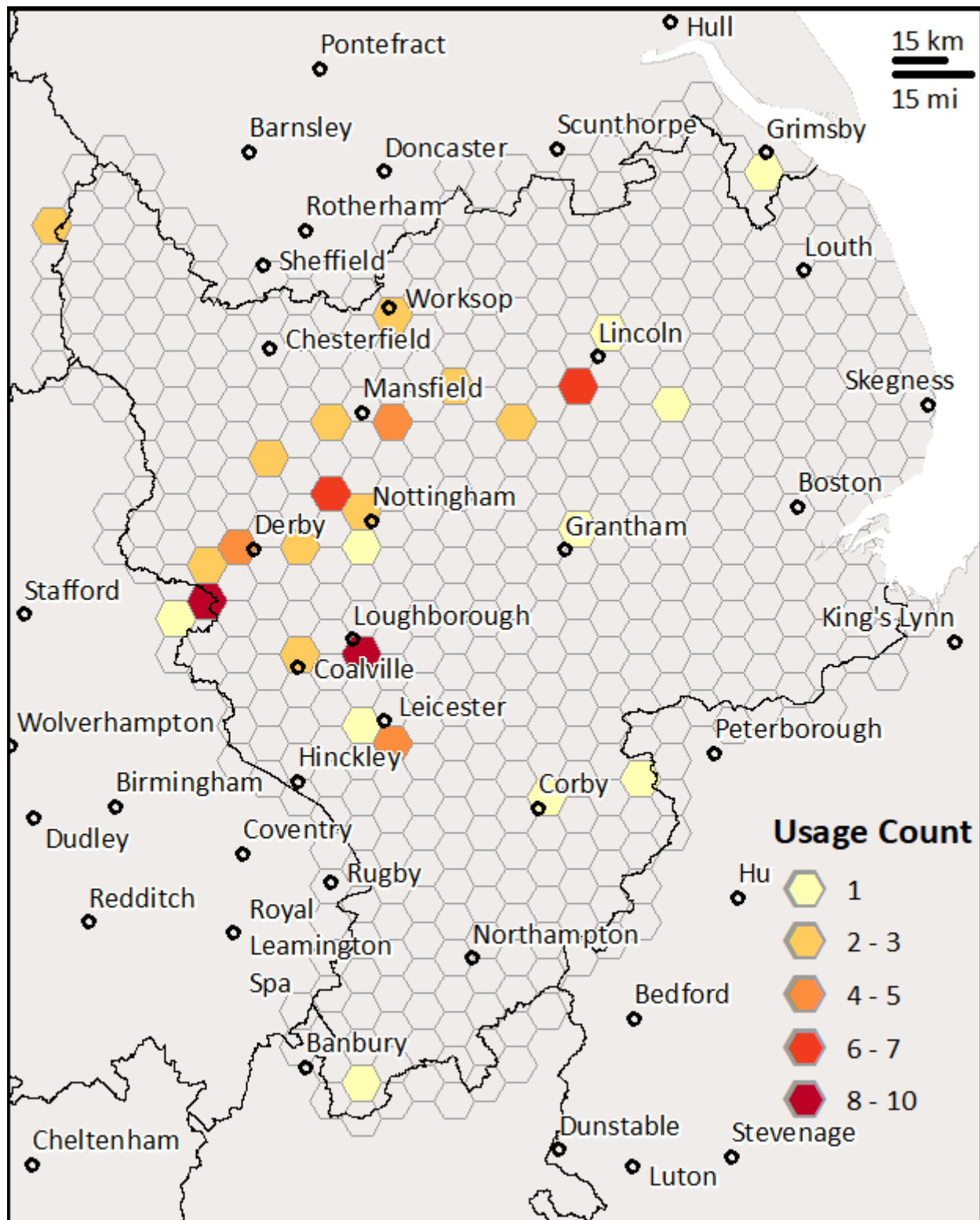
**Table 42. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway mobile directory, August 2021**

<b>Yorkshire and The Humber</b>	<b>94</b>
<b>Doncaster</b>	<b>16</b>
Mental Wellbeing - Accessing Support	4
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
National Charities/Organisations - SSAFA	2
COVID19 Local Support - Yorkshire/ The Humber	2
National Charities/Organisations - Help for Heroes	1
Employment - Education and Training	1
Finances - Grants	1
<b>Leeds</b>	<b>14</b>
Housing - Housing Advice and Support	4
Mental Wellbeing - Accessing Support	3
National Charities/Organisations - SSAFA	2
Finances - Pensions and Compensation	2
Legal Support and Advocacy - Legal Advice	1
Employment - Volunteering	1
Employment - Job Seeking	1
<b>Rotherham</b>	<b>11</b>
Physical Health - GPs	5
Physical Health - End of Life Care	5
Mental Wellbeing - Accessing Support	1
<b>North Lincolnshire</b>	<b>10</b>
Mental Wellbeing - Accessing Support	6
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
Family and Communities - Support Groups and Emotional Support	1
<b>Calderdale</b>	<b>9</b>
Housing - Eviction and Repossession	3
Housing - Retirement	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - SSAFA	1
Employment - Volunteering	1
Housing - Housing Advice and Support	1
<b>Wakefield</b>	<b>5</b>
Finances - Money and Debt Advice	3
Housing - Eviction and Repossession	1
Employment - Education and Training	1
<b>Sheffield</b>	<b>5</b>
Mental Wellbeing - Treatment	3
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
<b>Richmondshire</b>	<b>5</b>
Employment - Job Seeking	2

Finances - Grants	1
National Charities/Organisations - Royal British Legion	1
Employment - Transition	1
<b>Barnsley</b>	<b>5</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Rehabilitation and Recovery	1
Employment - Education and Training	1
Finances - Grants	1
<b>East Riding of Yorkshire</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Physical Health - Healthcare Services	1
Housing - Housing Advice and Support	1
<b>Kingston upon Hull, City of</b>	<b>2</b>
Housing - Supported Living	1
Housing - Independent Living	1
<b>Bradford</b>	<b>2</b>
Finances - Support for the Gurkha Community	2
<b>North East Lincolnshire</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
<b>Harrogate</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Hambleton</b>	<b>1</b>
Housing - Independent Living	1
<b>Ryedale</b>	<b>1</b>
Employment - Education and Training	1
<b>Selby</b>	<b>1</b>
Employment - Volunteering	1

## East Midlands

Figure 43. User locations in East Midlands – Veterans' Gateway mobile directory, August 2021



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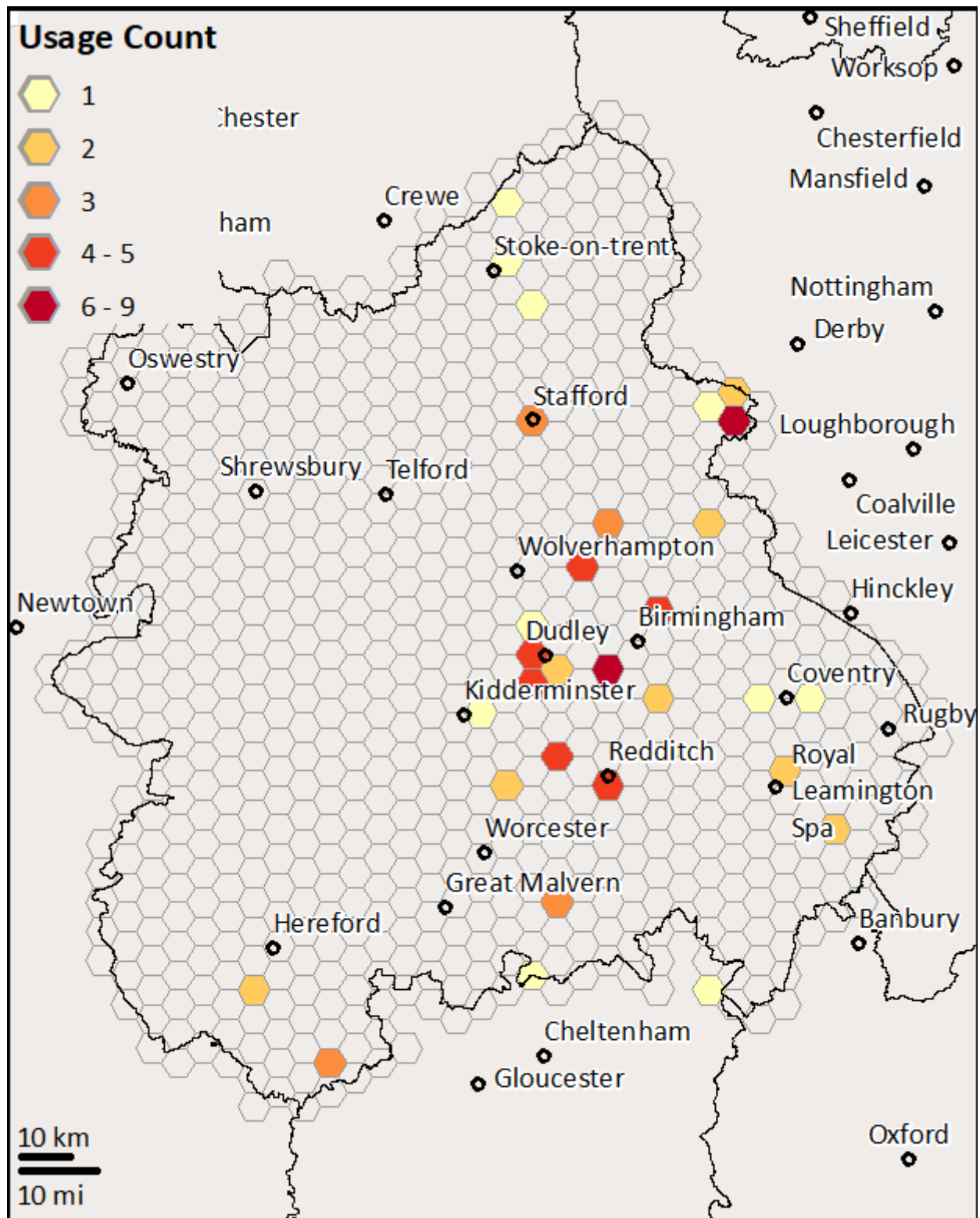
**Table 43. General search criteria from users located in East Midlands – Veterans’ Gateway mobile directory, August 2021**

<b>East Midlands</b>	<b>68</b>
<b>Charnwood</b>	<b>10</b>
Mental Wellbeing - Accessing Support	6
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - Mind	1
COVID19 Local Support - East Midlands	1
<b>Newark and Sherwood</b>	<b>9</b>
Housing - Homelessness	2
Housing - Independent Living	2
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
<b>Lincoln</b>	<b>7</b>
Housing - Respite Care (Day Care and Respite)	2
Mental Wellbeing - GPs	2
COVID19 Local Support - East Midlands	1
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
<b>Broxtowe</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Mental Wellbeing - Sports	1
<b>Oadby and Wigston</b>	<b>4</b>
Employment - Job Seeking	2
Finances - Grants	1
Employment - Self Employment	1
<b>Derby</b>	<b>4</b>
Physical Health - Sports	1
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Employment - Volunteering	1
<b>North West Leicestershire</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Finances - Pensions and Compensation	1
<b>Amber Valley</b>	<b>3</b>
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
Finances - Grants	1
<b>Nottingham</b>	<b>3</b>
Employment - Job Seeking	1

Mental Wellbeing - Bereavement	1
Employment - Volunteering	1
<b>Bassetlaw</b>	<b>3</b>
Physical Health - Rehabilitation and Recovery	2
Housing - Homelessness	1
<b>Ashfield</b>	<b>3</b>
Mental Wellbeing - Bereavement	2
COVID19 Local Support - East Midlands	1
<b>Erewash</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>South Derbyshire</b>	<b>2</b>
Housing - Homelessness	1
Finances - Benefits	1
<b>Leicester</b>	<b>2</b>
Housing - Housing Advice and Support	1
Finances - Grants	1
<b>South Kesteven</b>	<b>1</b>
COVID19 Local Support - East Midlands	1
<b>West Lindsey</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>South Northamptonshire</b>	<b>1</b>
Employment - Job Seeking	1
<b>North Kesteven</b>	<b>1</b>
Physical Health - Nursing and Dementia Care	1
<b>East Northamptonshire</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1
<b>Corby</b>	<b>1</b>
Family and Communities - Support for Carers	1

# West Midlands

Figure 44. User locations in the West Midlands – Veterans' Gateway mobile directory, August 2021



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**Table 44. General search criteria from users located in the West Midlands – Veterans’ Gateway mobile directory, August 2021**

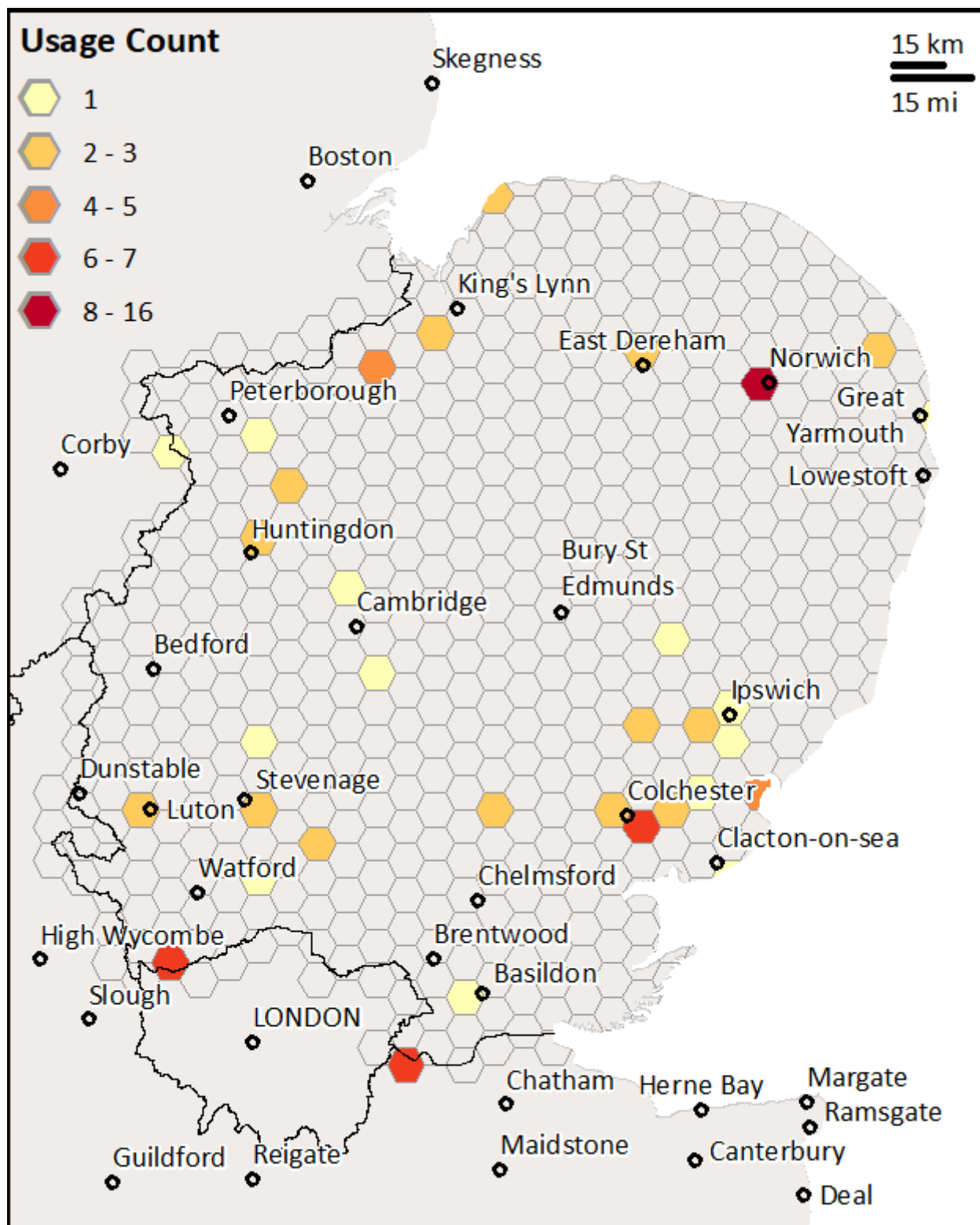
<b>West Midlands</b>	<b>79</b>
<b>Birmingham</b>	<b>14</b>
Employment - Job Seeking	4
Mental Wellbeing - Drug and Alcohol Services	2
Physical Health - Rehabilitation and Recovery	2
Family and Communities - Support for Carers	2
COVID19 Local Support - West Midlands	1
Specific Search for an Organisation	1
Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
<b>Dudley</b>	<b>11</b>
Employment - Job Seeking	4
Finances - Grants	3
Finances - Money and Debt Advice	2
Legal Support and Advocacy - Legal Advice	1
Finances - Pensions and Compensation	1
<b>East Staffordshire</b>	<b>10</b>
Mental Wellbeing - Drug and Alcohol Services	4
Finances - Grants	2
Mental Wellbeing - Treatment	1
National Charities/Organisations - Mind	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
<b>Wychavon</b>	<b>6</b>
Employment - Education and Training	2
Physical Health - Sports	1
Housing - Independent Living	1
COVID19 Local Support - West Midlands	1
Finances - Pensions and Compensation	1
<b>Walsall</b>	<b>5</b>
Finances - Grants	2
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support for Carers	1
Family and Communities - Support Groups and Emotional Support	1
<b>Herefordshire, County of</b>	<b>5</b>
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Pensions and Compensation	1
Physical Health - Rehabilitation and Recovery	1
Physical Health - GPs	1
<b>Lichfield</b>	<b>5</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Bereavement	1
Employment - Volunteering	1
Housing - Housing Advice and Support	1
<b>Bromsgrove</b>	<b>4</b>

Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Homelessness	1
Housing - Retirement	1
<b>Redditch</b>	<b>4</b>
Employment - Job Seeking	3
Finances - Benefits	1
<b>Stafford</b>	<b>3</b>
Finances - Financial Services	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
<b>Warwick</b>	<b>2</b>
Physical Health - Rehabilitation and Recovery	1
Physical Health - GPs	1
<b>Coventry</b>	<b>2</b>
Physical Health - GPs	1
Employment - Education and Training	1
<b>Stratford-on-Avon</b>	<b>2</b>
Housing - Retirement	2
<b>Stoke-on-Trent</b>	<b>2</b>
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
<b>Solihull</b>	<b>2</b>
Employment - Job Seeking	1
Employment - Education and Training	1
<b>Wyre Forest</b>	<b>1</b>
Housing - Nursing and Dementia Care	1
<b>Staffordshire Moorlands</b>	<b>1</b>
Employment - Education and Training	1



## East of England

Figure 45. User locations in the East of England – Veterans' Gateway mobile directory, August 2021



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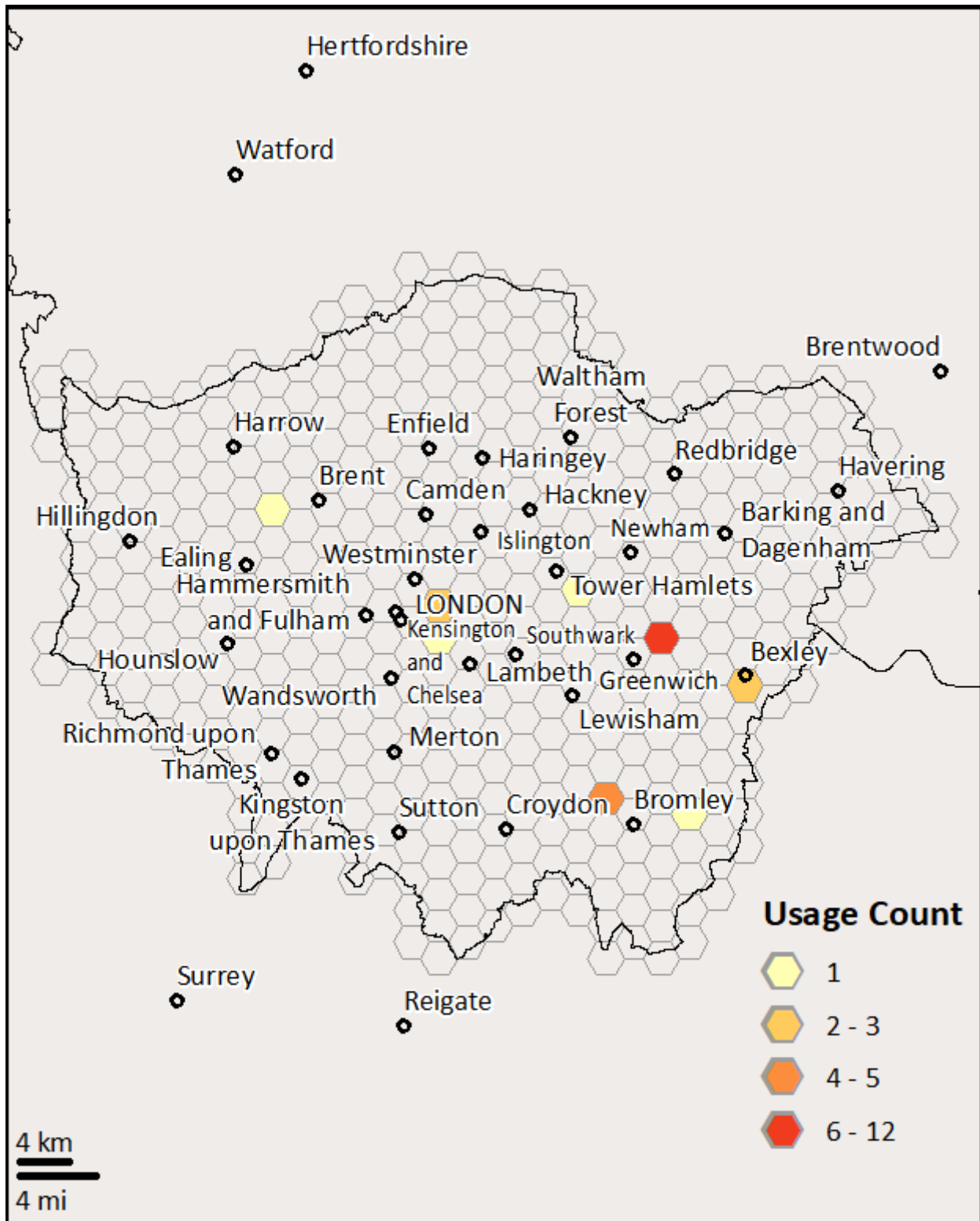
**Table 45. General search criteria from users located in the East of England – Veterans’ Gateway mobile directory, August 2021**

<b>East of England</b>	<b>81</b>
<b>Norwich</b>	<b>15</b>
Physical Health - Support Groups and Emotional Support	7
Finances - Pensions and Compensation	6
COVID19 Local Support - East of England	1
Physical Health - Home and Mobility Aids	1
<b>Tendring</b>	<b>9</b>
Housing - Homelessness	6
Housing - Housing Advice and Support	1
Employment - Education and Training	1
Employment - Job Seeking	1
<b>Colchester</b>	<b>8</b>
Employment - Education and Training	2
Mental Wellbeing - Sports	1
Employment - Volunteering	1
Employment - Job Seeking	1
Physical Health - Nursing and Dementia Care	1
Employment - Self Employment	1
Employment - Transition	1
<b>Three Rivers</b>	<b>6</b>
Physical Health - Home and Mobility Aids	3
COVID19 Local Support - East of England	2
Physical Health - Healthcare Services	1
<b>Huntingdonshire</b>	<b>5</b>
Housing - Retirement	2
Finances - Pensions and Compensation	2
COVID19 Local Support - East of England	1
<b>King's Lynn and West Norfolk</b>	<b>4</b>
Mental Wellbeing - Treatment	2
Employment - Job Seeking	1
Finances - Money and Debt Advice	1
<b>Babergh</b>	<b>4</b>
Housing - Eviction and Repossession	3
Employment - Job Seeking	1
<b>Fenland</b>	<b>4</b>
Mental Wellbeing - Accessing Support	4
<b>Ipswich</b>	<b>4</b>
Finances - Pensions and Compensation	2
Housing - Retirement	1
COVID19 Local Support - East of England	1
<b>Great Yarmouth</b>	<b>3</b>
Finances - Money and Debt Advice	2
Housing - Housing Advice and Support	1
<b>Stevenage</b>	<b>3</b>
Employment - Job Seeking	1

National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Housing - Housing Advice and Support	1
<b>Breckland</b>	<b>3</b>
Employment - Job Seeking	1
Physical Health - Home and Mobility Aids	1
Housing - Retirement	1
<b>South Cambridgeshire</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
Finances - Pensions and Compensation	1
<b>Braintree</b>	<b>2</b>
Specific Search for an Organisation	2
<b>Central Bedfordshire</b>	<b>2</b>
COVID19 Local Support - South West	2
<b>East Hertfordshire</b>	<b>2</b>
Mental Wellbeing - Sports	1
Finances - Financial Services	1
<b>Mid Suffolk</b>	<b>1</b>
Housing - Homelessness	1
<b>South Norfolk</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Welwyn Hatfield</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>North Hertfordshire</b>	<b>1</b>
Employment - Job Seeking	1
<b>Basildon</b>	<b>1</b>
Housing - Homelessness	1

# London

Figure 46. User locations in London – Veterans' Gateway mobile directory, August 2021



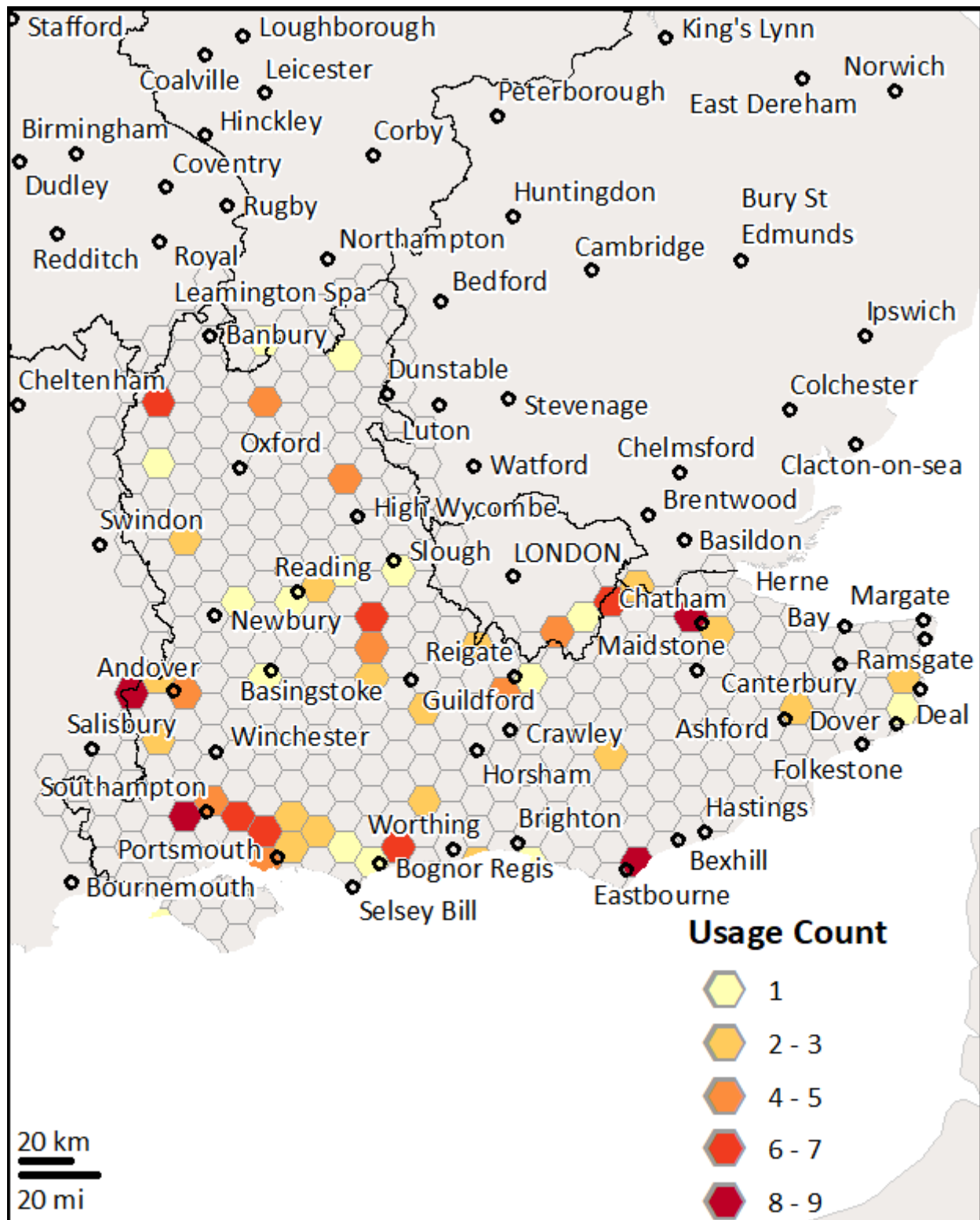
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**Table 46. General search criteria from users located in London – Veterans’ Gateway mobile directory, August 2021**

<b>London</b>	<b>27</b>
<b>Greenwich</b>	<b>12</b>
Housing - Homelessness	4
Housing - Housing Advice and Support	4
National Charities/Organisations - SSAFA	1
Finances - Pensions and Compensation	1
Finances - Benefits	1
Housing - Eviction and Repossession	1
<b>Bromley</b>	<b>6</b>
Physical Health - GPs	3
Physical Health - Home and Mobility Aids	2
Employment - Volunteering	1
<b>Westminster</b>	<b>3</b>
Employment - Job Seeking	2
Physical Health - Sports	1
<b>Bexley</b>	<b>3</b>
Finances - Financial Services	1
Finances - Money and Debt Advice	1
Finances - Grants	1
<b>Tower Hamlets</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Brent</b>	<b>1</b>
Employment - Job Seeking	1
<b>Wandsworth</b>	<b>1</b>
Physical Health - Sports	1

## South East

Figure 47. User locations in the South East – Veterans' Gateway mobile directory, August 2021



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**Table 47. General search criteria from users located in the South East – Veterans’ Gateway mobile directory, August 2021**

<b>South East</b>	<b>145</b>
<b>Medway</b>	<b>11</b>
Employment - Job Seeking	3
Physical Health - Rehabilitation and Recovery	2
Housing - Homelessness	1
Housing - Retirement	1
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Self Employment	1
Employment - Education and Training	1
Employment - Volunteering	1
<b>New Forest</b>	<b>9</b>
Legal Support and Advocacy - Legal Advice	6
Housing - Housing Advice and Support	2
Finances - Financial Services	1
<b>Eastbourne</b>	<b>9</b>
Mental Wellbeing - Accessing Support	6
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Drug and Alcohol Services	1
<b>Test Valley</b>	<b>8</b>
Physical Health - Sports	2
Finances - Pensions and Compensation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - End of Life Care	1
Finances - Grants	1
Legal Support and Advocacy - Legal Aid	1
<b>Arun</b>	<b>7</b>
Physical Health - Rehabilitation and Recovery	2
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
Employment - Education and Training	1
COVID19 Local Support - Northern Ireland	1
Employment - Volunteering	1
<b>Dartford</b>	<b>7</b>
Mental Wellbeing - Drug and Alcohol Services	3
Mental Wellbeing - Treatment	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Accessing Support	1
Employment - Volunteering	1
<b>Bracknell Forest</b>	<b>7</b>
Physical Health - GPs	4
Physical Health - Healthcare Services	1
Finances - Pensions and Compensation	1
Housing - Nursing and Dementia Care	1
<b>Rushmoor</b>	<b>7</b>
Physical Health - Healthcare Services	4

Physical Health - GPs	2
Employment - Self Employment	1
<b>West Oxfordshire</b>	<b>7</b>
COVID19 Local Support - South East	3
Legal Support and Advocacy - Legal Advocacy	1
National Charities/Organisations - SSAFA	1
COVID19 Local Support - South West	1
Legal Support and Advocacy - Legal Advice	1
<b>Winchester</b>	<b>6</b>
Employment - Transition	4
Employment - Job Seeking	2
<b>Fareham</b>	<b>6</b>
Finances - Pensions and Compensation	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - Royal British Legion	1
Physical Health - Limb Loss	1
<b>Cherwell</b>	<b>5</b>
Physical Health - Support Groups and Emotional Support	5
<b>Reigate and Banstead</b>	<b>5</b>
Employment - Job Seeking	3
Mental Wellbeing - Accessing Support	1
Employment - Volunteering	1
<b>Wycombe</b>	<b>5</b>
Employment - Job Seeking	4
Finances - Benefits	1
<b>Gosport</b>	<b>4</b>
Physical Health - Healthcare Services	1
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
Housing - Independent Living	1
<b>Eastleigh</b>	<b>4</b>
Physical Health - GPs	2
Family and Communities - Recreation	1
Finances - Financial Services	1
<b>Dover</b>	<b>4</b>
National Charities/Organisations - Shelter	1
Housing - Homelessness	1
Finances - Grants	1
Finances - Pensions and Compensation	1
<b>Wokingham</b>	<b>4</b>
Finances - Pensions and Compensation	3
Mental Wellbeing - Bereavement	1
<b>Chichester</b>	<b>3</b>
Employment - Job Seeking	1
Physical Health - Rehabilitation and Recovery	1
Finances - Benefits	1
<b>Vale of White Horse</b>	<b>2</b>



Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Benefits	1
<b>Wealden</b>	<b>2</b>
Finances - Benefits	1
Employment - Job Seeking	1
<b>Portsmouth</b>	<b>2</b>
Physical Health - Sports	1
Physical Health - Healthcare Services	1
<b>Waverley</b>	<b>2</b>
Mental Wellbeing - Treatment	2
<b>Horsham</b>	<b>2</b>
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
<b>Mole Valley</b>	<b>2</b>
Finances - Grants	1
Finances - Benefits	1
<b>East Hampshire</b>	<b>2</b>
Mental Wellbeing - Bereavement	1
Housing - Nursing and Dementia Care	1
<b>Ashford</b>	<b>2</b>
Employment - Education and Training	2
<b>Havant</b>	<b>2</b>
Family and Communities - Support Groups and Emotional Support	1
Family and Communities - Recreation	1
<b>Adur</b>	<b>2</b>
Finances - Pensions and Compensation	2
<b>Reading</b>	<b>1</b>
Housing - Supported Living	1
<b>Brighton and Hove</b>	<b>1</b>
Finances - Grants	1
<b>Windsor and Maidenhead</b>	<b>1</b>
Finances - Benefits	1
<b>West Berkshire</b>	<b>1</b>
Physical Health - End of Life Care	1
<b>Basingstoke and Deane</b>	<b>1</b>
Housing - Homelessness	1
<b>Milton Keynes</b>	<b>1</b>
Mental Wellbeing - Bereavement	1
<b>Isle of Wight</b>	<b>1</b>
Family and Communities - Recreation	1



**Table 48. General search criteria from users located in the South West – Veterans’ Gateway mobile directory, August 2021**

<b>South West</b>	<b>99</b>
<b>Plymouth</b>	<b>17</b>
Housing - Housing Advice and Support	5
Mental Wellbeing - Accessing Support	2
Family and Communities - GPs	2
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	2
Finances - Pensions and Compensation	1
Physical Health - Rehabilitation and Recovery	1
Housing - Independent Living	1
Housing - Retirement	1
<b>Wiltshire</b>	<b>16</b>
Family and Communities - Support for Carers	4
Employment - Job Seeking	2
Employment - Education and Training	1
Housing - Eviction and Repossession	1
Finances - Financial Services	1
Finances - Pensions and Compensation	1
Family and Communities - Recreation	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
COVID19 Local Support - South West	1
Finances - Benefits	1
<b>Cornwall</b>	<b>9</b>
Employment - Job Seeking	3
Specific Search for an Organisation	1
Mental Wellbeing - Accessing Support	1
Employment - Self Employment	1
Physical Health - Sports	1
Housing - Homelessness	1
Housing - Independent Living	1
<b>South Gloucestershire</b>	<b>8</b>
Physical Health - GPs	2
Family and Communities - Support Groups and Emotional Support	2
Mental Wellbeing - GPs	1
National Charities/Organisations - Mind	1
COVID19 Local Support - South West	1
Mental Wellbeing - Accessing Support	1
<b>Swindon</b>	<b>7</b>
Housing - Housing Advice and Support	3
Mental Wellbeing - Treatment	2
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
<b>Taunton Deane</b>	<b>5</b>

Employment - Job Seeking	2
Physical Health - GPs	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
<b>Bath and North East Somerset</b>	<b>5</b>
Employment - Education and Training	3
Housing - Housing Advice and Support	1
Employment - Transition	1
<b>Torbay</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
<b>Stroud</b>	<b>4</b>
Physical Health - Sports	1
Finances - Financial Services	1
Employment - Job Seeking	1
Employment - Volunteering	1
<b>North Dorset</b>	<b>3</b>
Employment - Education and Training	2
COVID19 Local Support - South West	1
<b>Gloucester</b>	<b>3</b>
Finances - Pensions and Compensation	2
Finances - Benefits	1
<b>South Somerset</b>	<b>3</b>
Physical Health - GPs	2
Employment - Job Seeking	1
<b>Weymouth and Portland</b>	<b>2</b>
Finances - Pensions and Compensation	1
Employment - Self Employment	1
<b>West Devon</b>	<b>2</b>
COVID19 Local Support - South West	2
<b>Torridge</b>	<b>2</b>
Employment - Job Seeking	2
<b>North Somerset</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
Housing - Supported Living	1
<b>Sedgemoor</b>	<b>1</b>
COVID19 Local Support - South West	1
<b>Purbeck</b>	<b>1</b>
Finances - Benefits	1
<b>West Dorset</b>	<b>1</b>
National Charities/Organisations - SSAFA	1
<b>South Hams</b>	<b>1</b>
COVID19 Local Support - South West	1
<b>Cotswold</b>	<b>1</b>
Finances - Money and Debt Advice	1
<b>Exeter</b>	<b>1</b>
Employment - Education and Training	1

<b>Bristol, City of</b>	<b>1</b>
Finances - Money and Debt Advice	1