

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

July 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 July 2021.

Map of Need Covenant Officers

UK Wide COs	Coverage
The Royal British Legion	UK
Cobseo	UK
Help For Heroes	UK
England COs	Coverage
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
Wales COs	Coverage
Welsh Government	Wales
Northern Ireland COs	Coverage
The Veterans Support Office	Northern Ireland
Scotland COs	Coverage
To be determined by Central Scottish Government	Scotland

Key Findings – July 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 1st of August 2021, the directory of services included **17,219** markers, each representing a service available to veterans or service families.

During July 2021, the directory attracted **1,677** individual searches for services.

- A total of **505** cases were from the Veterans' Gateway Online Directory.
- A total of **986** cases were from the Veterans' Gateway Mobile Directory.
- A total of **186** 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), July 2021

Table 1 provides an overview of the general criteria of searches made UK-wide through the directory of services during July 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 July 2021.

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

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

Figures 1 to 4 illustrate the spatial distribution of all directory users located across the UK during July 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 July 2021.

- The South West followed by the North West and the South East were the regions with the highest directory usage during July 2021.

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

- County Durham followed by City of London and Wiltshire were the local authorities with the highest online usage.

Veterans' Gateway Online Directory, July 2021 (N= 505)

Table 17 provides an overview of the general criteria of online searches made UK-wide through the online directory during July 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 online users during July 2021.

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

- 'Mental Wellbeing - Accessing Support', followed by 'Employment - Job Seeking' and 'Specific Searches for Organisations' were the primary online search criteria.

Figures 17 to 20 illustrate the spatial distribution of all online users located across the UK during July 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 July 2021.

- London followed by the North East and the North West were the regions with the highest online usage during July 2021.

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

- County Durham followed by City of London and Westminster were the local authorities with the highest online usage.

Veterans' Gateway Mobile Directory, July 2021 (N= 986)

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

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

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

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

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

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

- The South West followed by the East of England and the North West were the regions with the highest mobile usage during July 2021.

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

- Wiltshire followed by Carlisle and Lancaster were the local authorities with the highest mobile usage.

Veterans' Gateway mobile platform performance data

- Total downloads since app launch: 6,041 on Apple and 5,384 on Android.
- Number of software crashes since app launch: 24 on Apple and 170 on Android.
- Number of downloads in July: 169 on Apple and 234 on Android.
- Number of software crashes in July: 0 on Apple and 5 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, July 2021

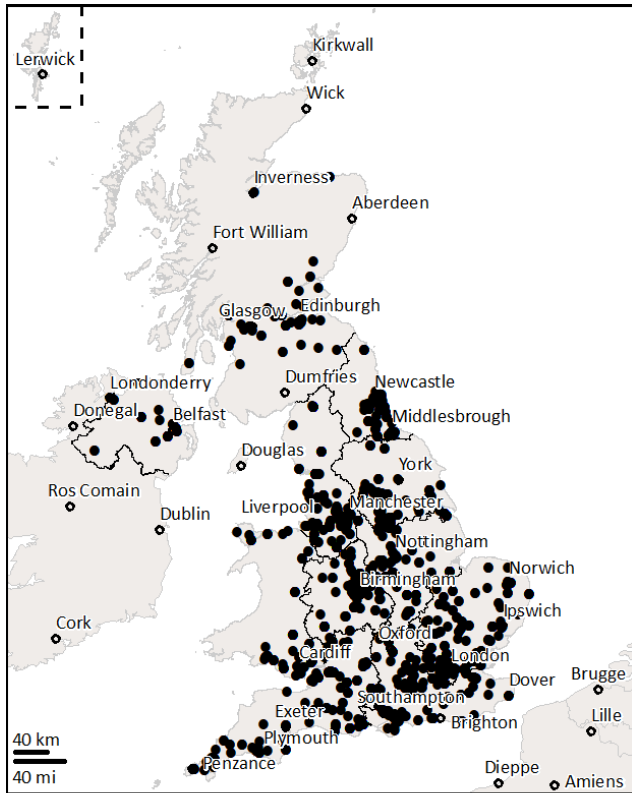
Search Criteria	Search Count	Search Percentage
Mental Wellbeing	328	22.00%
Employment	292	19.58%
Housing	201	13.48%
Finances	198	13.28%
Physical Health	180	12.07%
Family and Communities	104	6.98%
COVID19 Local Support	61	4.09%
National Charities/Organisations	49	3.29%
Specific Search for an Organisation	44	2.95%
Legal Support and Advocacy	34	2.28%
Total	1,491	100%

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

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	133	8.92%
Mental Wellbeing - Accessing Support	126	8.45%
Housing - Homelessness	81	5.43%
Employment - Education and Training	70	4.69%
Mental Wellbeing - Support Groups and Emotional Support	67	4.49%
Housing - Housing Advice and Support	67	4.49%
Finances - Grants	62	4.16%
Finances - Pensions and Compensation	50	3.35%
Finances - Benefits	49	3.29%
Mental Wellbeing - Treatment	46	3.09%
Specific Search for an Organisation	44	2.95%
Mental Wellbeing - Drug and Alcohol Services	38	2.55%
Physical Health - Sports	32	2.15%
Employment - Self Employment	31	2.08%
Physical Health - Rehabilitation and Recovery	29	1.95%
Legal Support and Advocacy - Legal Advice	27	1.81%
Family and Communities - Recreation	26	1.74%
Physical Health - GPs	25	1.68%
Family and Communities - Support Groups and Emotional Support	25	1.68%
Employment - Volunteering	24	1.61%
Physical Health - Healthcare Services	23	1.54%
Physical Health - Support Groups and Emotional Support	23	1.54%
Physical Health - Home and Mobility Aids	22	1.48%
Finances - Money and Debt Advice	21	1.41%
Mental Wellbeing - GPs	20	1.34%
Employment - Support for Offenders	17	1.14%
National Charities/Organisations - Armed Forces Covenant Fund Trust	17	1.14%
Mental Wellbeing - Sports	17	1.14%
Employment - Transition	17	1.14%
Family and Communities - Support for Carers	16	1.07%
Family and Communities - Bereavement	16	1.07%
Housing - Retirement	16	1.07%
Mental Wellbeing - Bereavement	14	0.94%
Finances - Financial Services	14	0.94%
Housing - Independent Living	12	0.80%

Search Criteria	Search Count	Search Percentage
Housing - Eviction and Repossession	11	0.74%
Physical Health - Drug and Alcohol Services	10	0.67%
COVID19 Local Support - North West	10	0.67%
Family and Communities - Drug and Alcohol Services	10	0.67%
National Charities/Organisations - Royal British Legion	10	0.67%
COVID19 Local Support - North East	9	0.60%
Family and Communities - GPs	8	0.54%
National Charities/Organisations - SSAFA	8	0.54%
Physical Health - Limb Loss	7	0.47%
COVID19 Local Support - South East	7	0.47%
National Charities/Organisations - Help for Heroes	7	0.47%
COVID19 Local Support - Wales	6	0.40%
COVID19 Local Support - South West	6	0.40%
Housing - Supported Living	6	0.40%
Housing - Nursing and Dementia Care	6	0.40%
COVID19 Local Support - East of England	5	0.34%
Physical Health - Nursing and Dementia Care	5	0.34%
National Charities/Organisations - ASDIC Drop In Centres	5	0.34%
Legal Support and Advocacy - Legal Aid	5	0.34%
COVID19 Local Support - Yorkshire/ The Humber	5	0.34%
COVID19 Local Support - East Midlands	5	0.34%
Family and Communities - Support for the Gurkha Community	3	0.20%
COVID19 Local Support - Scotland	3	0.20%
Legal Support and Advocacy - Legal Advocacy	2	0.13%
Finances - Support for the Gurkha Community	2	0.13%
COVID19 Local Support - Northern Ireland	2	0.13%
Physical Health - End of Life Care	2	0.13%
Housing - Respite Care (Day Care and Respite)	2	0.13%
COVID19 Local Support - West Midlands	2	0.13%
Physical Health - Blind Veterans	2	0.13%
COVID19 Local Support - London	1	0.07%
National Charities/Organisations - Mind	1	0.07%
National Charities/Organisations - Shelter	1	0.07%
Total	1,491	100%

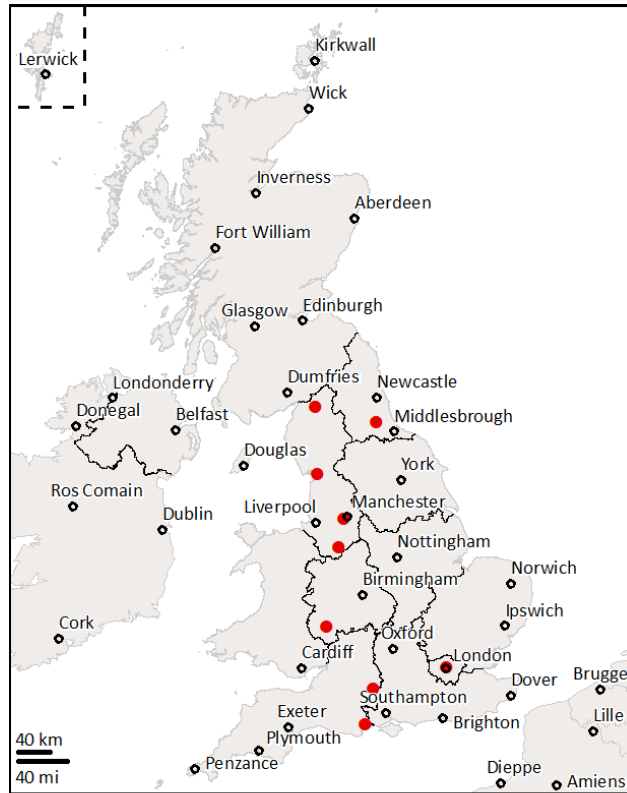
Figure 1. User locations in the UK – All searches, July 2021



Contains public sector information licensed under the Open Government Licence.

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

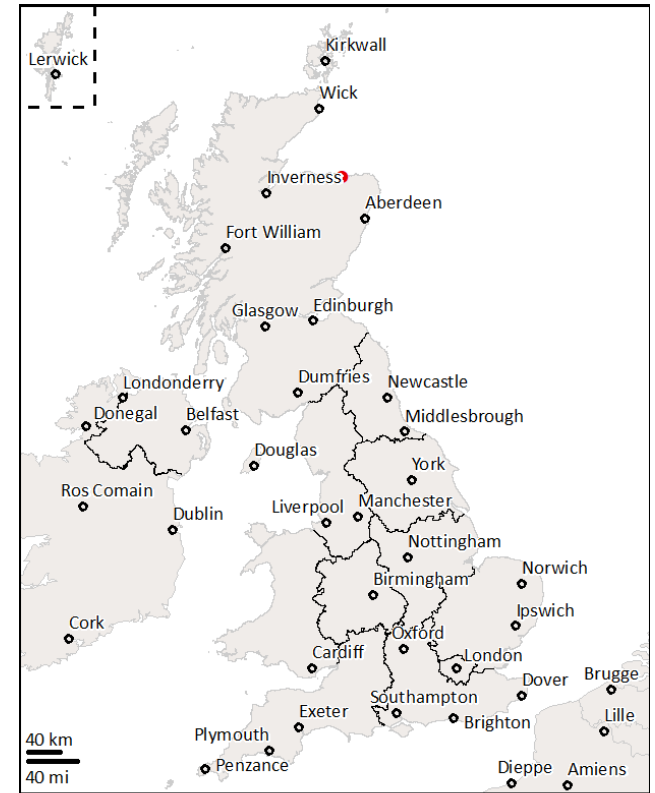
Figure 2. User hotspots in the UK – All searches, July 2021



Contains public sector information licensed under the Open Government Licence.

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, July 2021



Contains public sector information licensed under the Open Government Licence.

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, July 2021

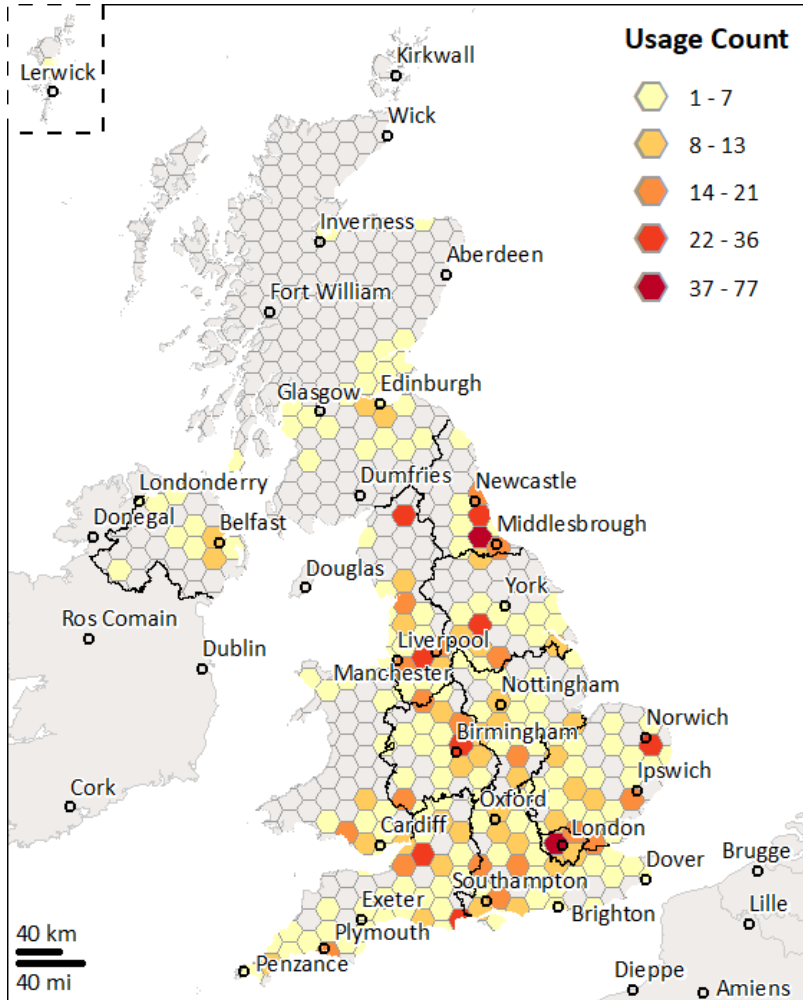


Table 3. UK regional usage – All searches, July 2021

N = 1,491

Region	Usage Count	Usage Percentage
South West	197	13.21%
North West	193	12.94%
South East	164	11.00%
East of England	164	11.00%
North East	157	10.53%
West Midlands	114	7.65%
East Midlands	108	7.24%
London	103	6.91%
Yorkshire and The Humber	103	6.91%
Wales	82	5.50%
Scotland	64	4.29%
Northern Ireland	42	2.82%

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

N = 1,491

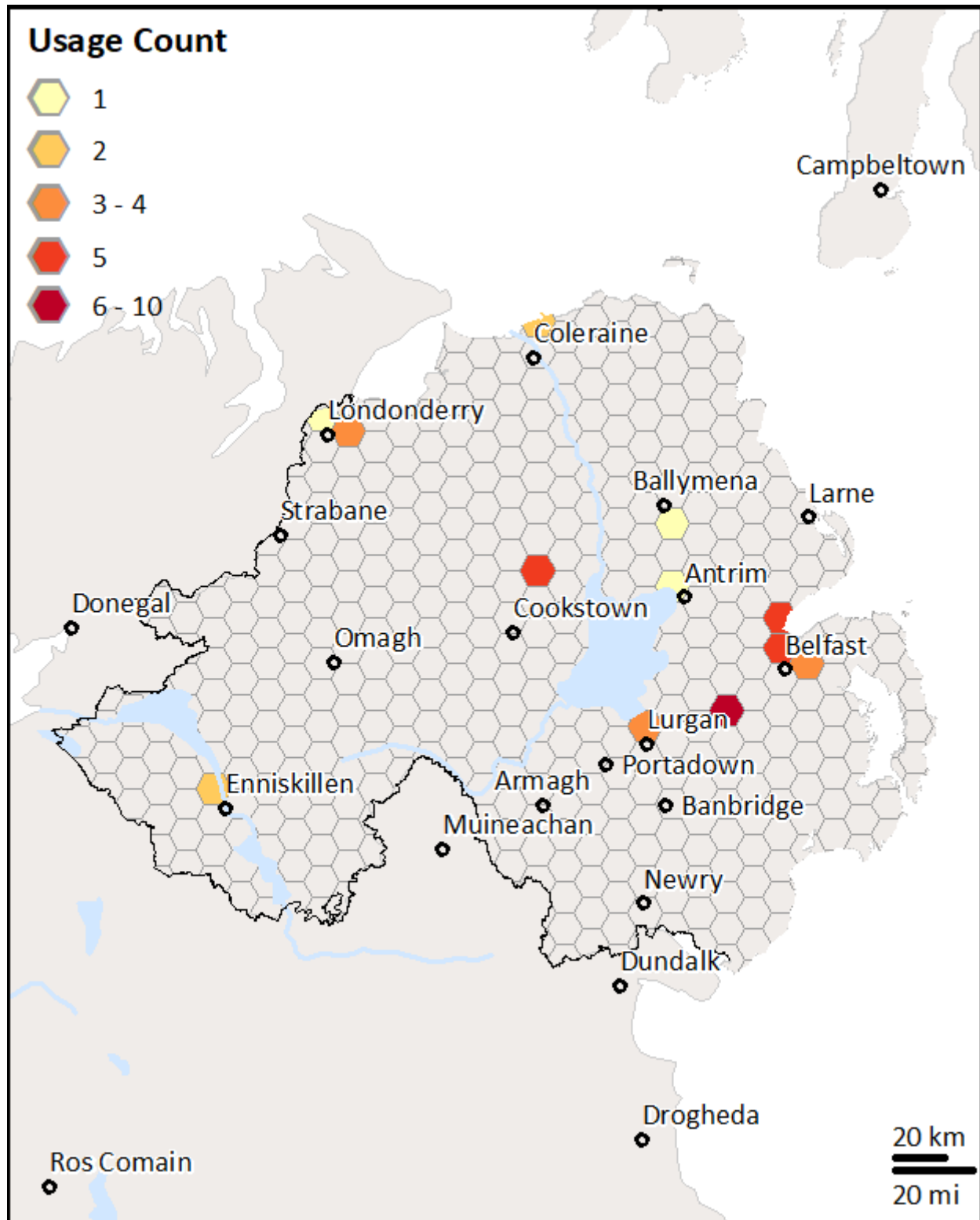
Top 20 Local Authorities	Usage Count	Usage Percentage
County Durham	84	5.63%
City of London	37	2.48%
Wiltshire	30	2.01%
Norwich	24	1.61%
Carlisle	24	1.61%
Cornwall	23	1.54%
Cheshire East	21	1.41%
Lancaster	21	1.41%
Leeds	20	1.34%
Bournemouth	19	1.27%
Herefordshire, County of	19	1.27%
Birmingham	17	1.14%
Sunderland	17	1.14%
Westminster	17	1.14%
North Somerset	16	1.07%
Bristol, City of	16	1.07%
Charnwood	16	1.07%
Powys	15	1.01%
Trafford	15	1.01%
Southampton	15	1.01%

Contains public sector information licensed under the Open Government Licence.

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.

Northern Ireland

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



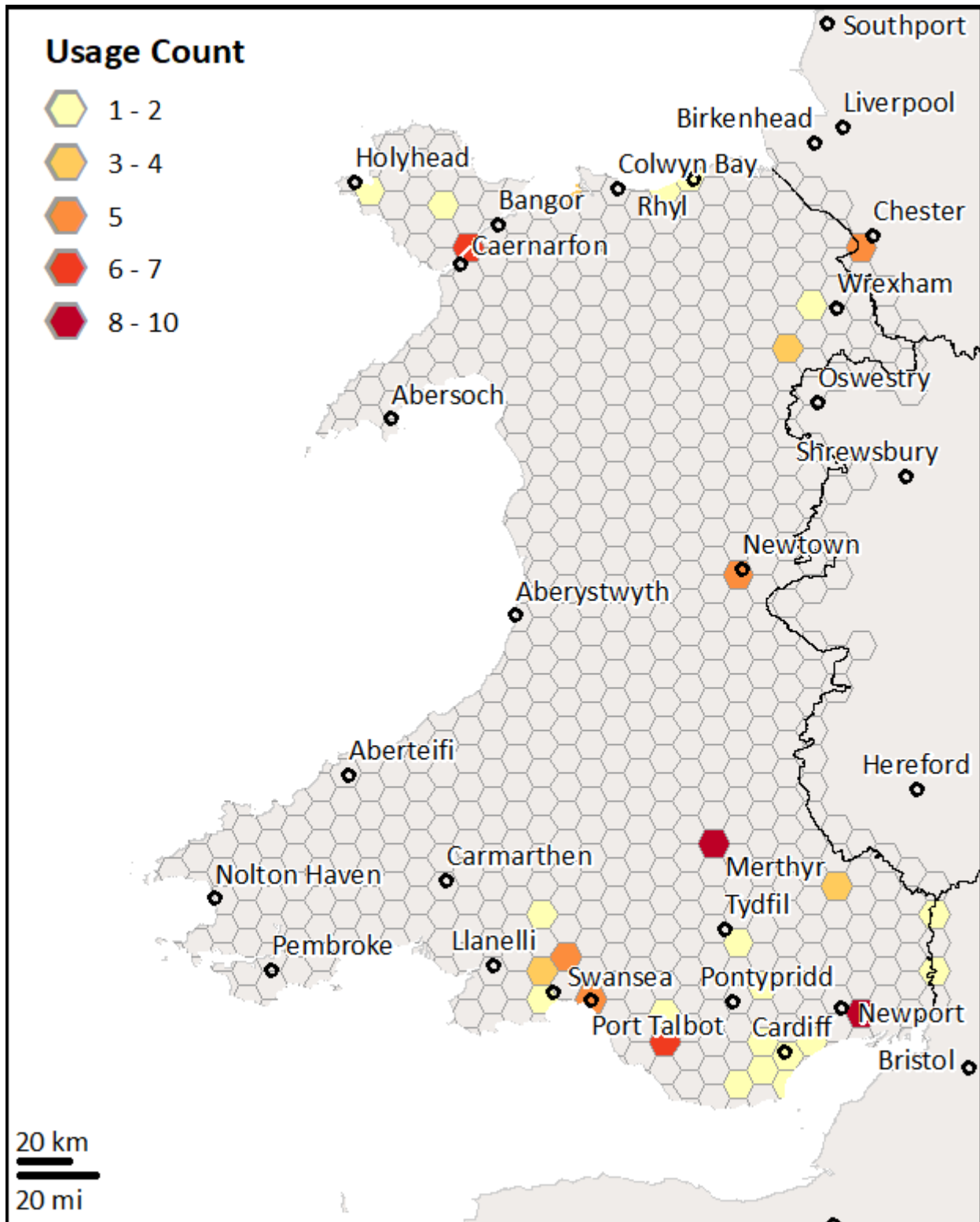
Contains public sector information licensed under the Open Government Licence.

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

Northern Ireland	42
Lisburn and Castlereagh	10
Housing - Homelessness	3
Employment - Job Seeking	2
Mental Wellbeing - Bereavement	1
Legal Support and Advocacy - Legal Aid	1
Physical Health - Sports	1
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Advocacy	1
Belfast	8
Housing - Homelessness	5
Employment - Self Employment	2
Employment - Support for Offenders	1
Antrim and Newtownabbey	6
Employment - Education and Training	4
Legal Support and Advocacy - Legal Aid	1
Employment - Volunteering	1
Mid Ulster	5
Mental Wellbeing - Accessing Support	3
Finances - Benefits	1
Finances - Grants	1
Armagh City, Banbridge and Craigavon	4
Employment - Education and Training	3
Employment - Self Employment	1
Derry City and Strabane	4
Finances - Grants	2
Finances - Pensions and Compensation	1
Family and Communities - Support for Carers	1
Causeway Coast and Glens	2
COVID19 Local Support - Northern Ireland	2
Fermanagh and Omagh	2
Finances - Benefits	2
Mid and East Antrim	1
Employment - Job Seeking	1

Wales

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



Contains public sector information licensed under the Open Government Licence.

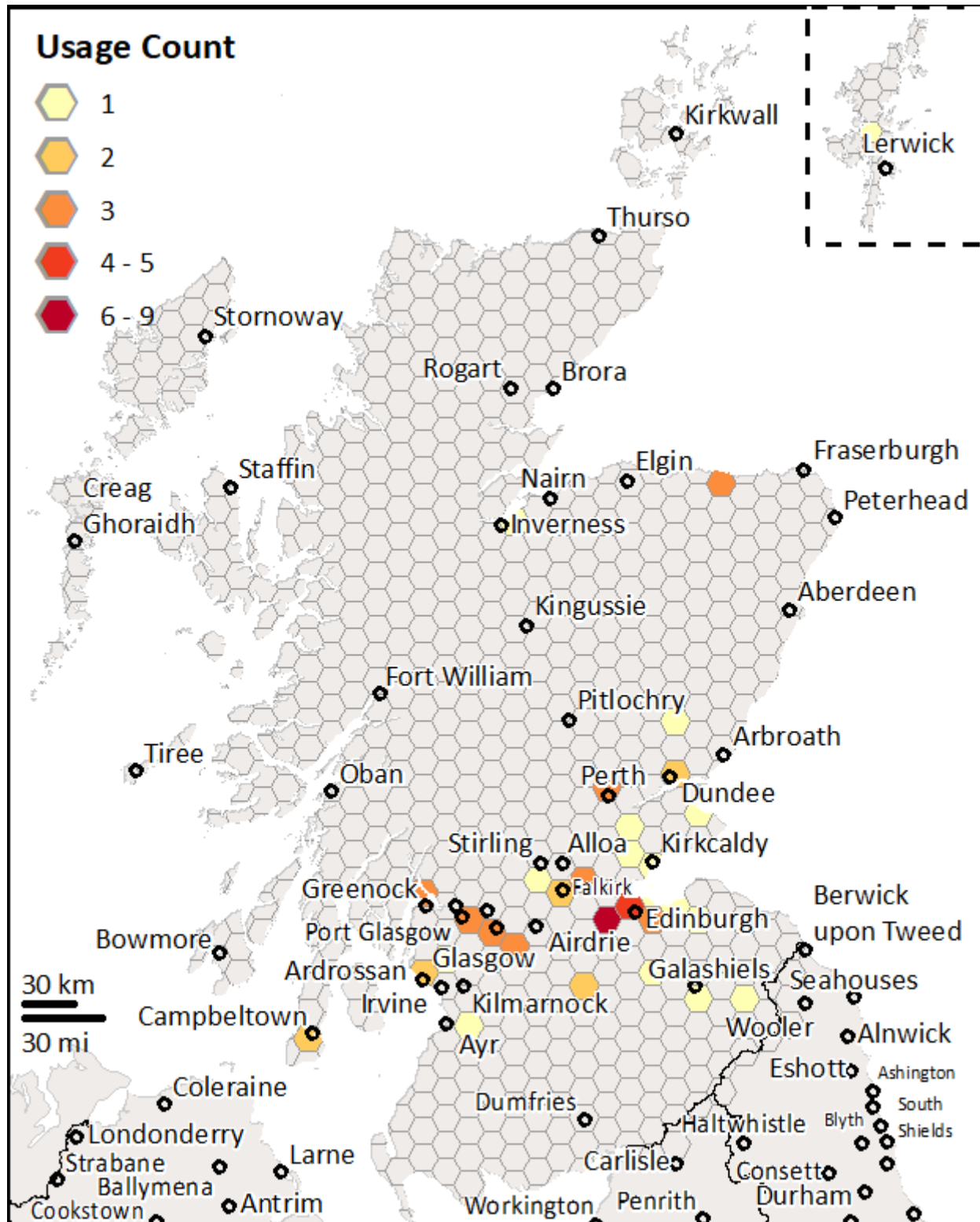
Table 6. General search criteria from users located in Wales – All searches, July 2021

Wales	82
Powys	15
Employment - Education and Training	4
COVID19 Local Support - Wales	3
Physical Health - Support Groups and Emotional Support	2
Finances - Grants	2
Employment - Job Seeking	1
Physical Health - Sports	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Employment - Volunteering	1
Newport	10
Finances - Grants	5
Legal Support and Advocacy - Legal Advice	1
Finances - Benefits	1
Physical Health - GPs	1
Employment - Job Seeking	1
Housing - Retirement	1
Swansea	9
Housing - Homelessness	3
Employment - Job Seeking	3
Finances - Grants	2
Employment - Support for Offenders	1
Bridgend	8
Physical Health - Home and Mobility Aids	1
Housing - Homelessness	1
Finances - Grants	1
Employment - Education and Training	1
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
COVID19 Local Support - Wales	1
Employment - Self Employment	1
Isle of Anglesey	8
Mental Wellbeing - Accessing Support	6
Employment - Job Seeking	1
Finances - Grants	1
Cardiff	5
Family and Communities - Support Groups and Emotional Support	2
COVID19 Local Support - Wales	1
Housing - Homelessness	1
Finances - Grants	1
Conwy	5
Housing - Housing Advice and Support	1
Finances - Benefits	1
National Charities/Organisations - Royal British Legion	1
Finances - Grants	1
Finances - Pensions and Compensation	1

Neath Port Talbot	5
Housing - Housing Advice and Support	4
Housing - Supported Living	1
Monmouthshire	4
Specific Search for an Organisation	1
Housing - Nursing and Dementia Care	1
Finances - Support for the Gurkha Community	1
Housing - Homelessness	1
Denbighshire	4
Physical Health - Sports	1
Physical Health - GPs	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Treatment	1
The Vale of Glamorgan	3
Employment - Education and Training	1
Employment - Volunteering	1
Employment - Job Seeking	1
Caerphilly	2
Housing - Homelessness	2
Wrexham	2
Legal Support and Advocacy - Legal Advice	1
Housing - Homelessness	1
Carmarthenshire	1
Finances - Pensions and Compensation	1
Merthyr Tydfil	1
COVID19 Local Support - Wales	1

Scotland

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



Contains public sector information licensed under the Open Government Licence.

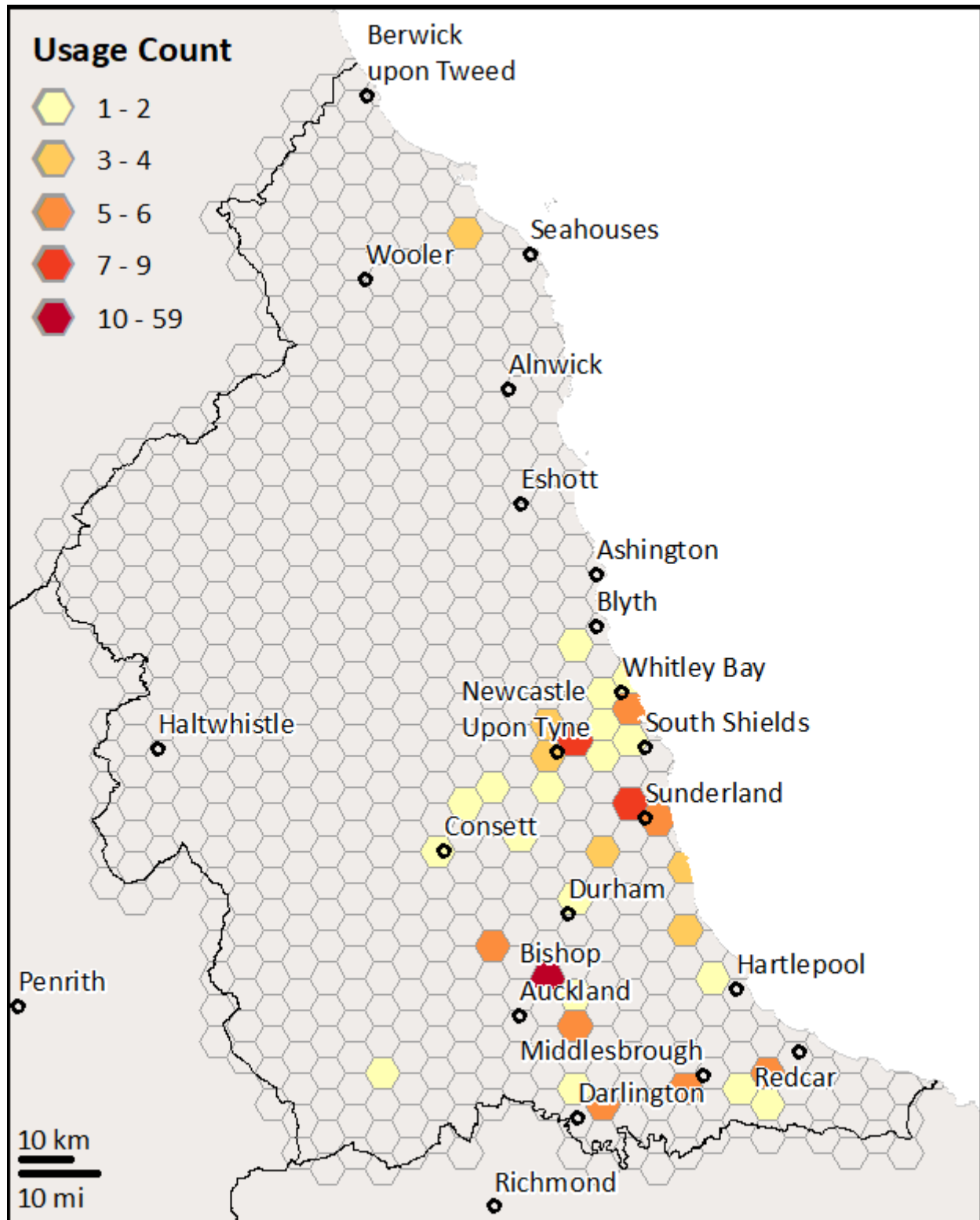
Table 7. General search criteria from users located in Scotland – All searches, July 2021

Scotland	64
Edinburgh, City of	10
Housing - Housing Advice and Support	3
Finances - Grants	2
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Job Seeking	1
Mental Wellbeing - Bereavement	1
West Lothian	8
Physical Health - Support Groups and Emotional Support	3
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - Royal British Legion	1
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Falkirk	5
Employment - Volunteering	3
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Drug and Alcohol Services	1
Argyll & Bute	5
Mental Wellbeing - Treatment	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Family and Communities - Support Groups and Emotional Support	1
South Lanarkshire	5
Employment - Education and Training	3
Housing - Independent Living	1
Housing - Homelessness	1
Fife	4
Housing - Housing Advice and Support	1
Finances - Pensions and Compensation	1
COVID19 Local Support - Scotland	1
Employment - Job Seeking	1
Renfrewshire	3
Employment - Education and Training	1
Finances - Grants	1
Employment - Volunteering	1
Perth & Kinross	3
Housing - Retirement	2
Housing - Independent Living	1
Scottish Borders	3
COVID19 Local Support - Scotland	1
Mental Wellbeing - Sports	1
Family and Communities - Recreation	1
North Ayrshire	3
Finances - Pensions and Compensation	2

COVID19 Local Support - Scotland	1
Aberdeenshire	3
Employment - Job Seeking	2
Finances - Financial Services	1
Glasgow City	3
Finances - Grants	1
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Housing Advice and Support	1
East Lothian	2
Finances - Financial Services	1
Employment - Education and Training	1
Dundee City	2
Housing - Homelessness	2
Stirling	1
National Charities/Organisations - Help for Heroes	1
Angus	1
Employment - Self Employment	1
South Ayrshire	1
Housing - Homelessness	1
Shetland Islands	1
Mental Wellbeing - Accessing Support	1
Highland	1
National Charities/Organisations - Help for Heroes	1

North East

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



Contains public sector information licensed under the Open Government Licence.

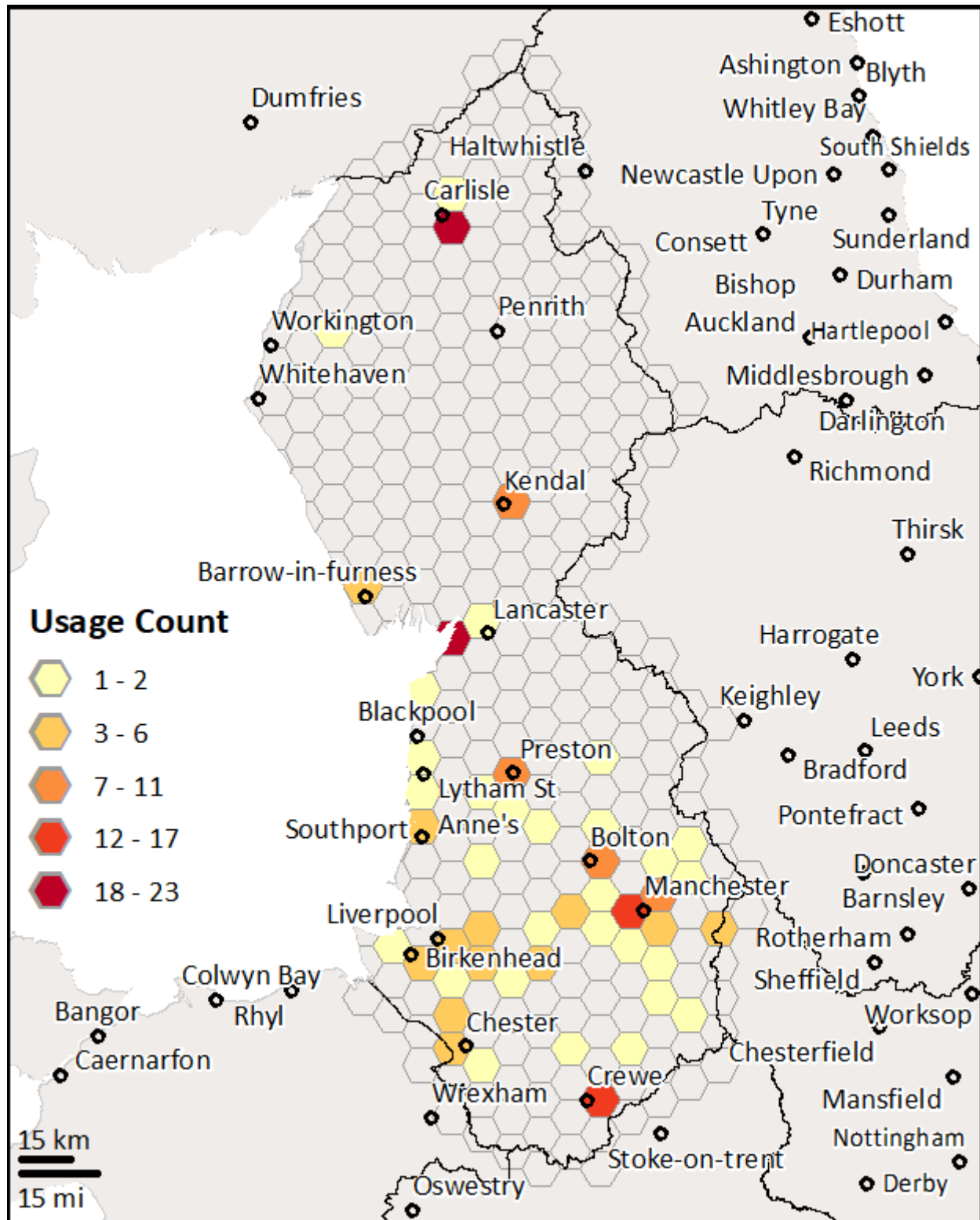
Table 8. General search criteria from users located in the North East – All searches, July 2021

North East	157
County Durham	84
Employment - Job Seeking	16
Family and Communities - Support Groups and Emotional Support	13
Employment - Education and Training	8
Family and Communities - Recreation	5
COVID19 Local Support - North East	5
Employment - Support for Offenders	4
Employment - Transition	4
Mental Wellbeing - Accessing Support	3
Family and Communities - Drug and Alcohol Services	3
Family and Communities - Bereavement	2
Housing - Housing Advice and Support	2
Housing - Retirement	2
Employment - Self Employment	2
Family and Communities - Support for Carers	2
Physical Health - Rehabilitation and Recovery	2
National Charities/Organisations - Help for Heroes	1
Mental Wellbeing - GPs	1
Physical Health - Home and Mobility Aids	1
Physical Health - Sports	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Employment - Volunteering	1
Family and Communities - GPs	1
Legal Support and Advocacy - Legal Advice	1
Housing - Eviction and Repossession	1
Finances - Grants	1
Family and Communities - Support for the Gurkha Community	1
Sunderland	17
Finances - Pensions and Compensation	3
Housing - Eviction and Repossession	2
National Charities/Organisations - Help for Heroes	2
Finances - Money and Debt Advice	2
Specific Search for an Organisation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Sports	1
COVID19 Local Support - North East	1
Family and Communities - Drug and Alcohol Services	1
Employment - Self Employment	1
Family and Communities - Support for the Gurkha Community	1
Employment - Volunteering	1
Newcastle upon Tyne	14
Housing - Homelessness	3
Specific Search for an Organisation	2
Finances - Benefits	2
Family and Communities - Bereavement	1

Mental Wellbeing - Drug and Alcohol Services	1
National Charities/Organisations - SSAFA	1
Finances - Grants	1
Physical Health - Limb Loss	1
COVID19 Local Support - North East	1
Housing - Housing Advice and Support	1
North Tyneside	10
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Employment - Support for Offenders	1
Physical Health - Healthcare Services	1
Finances - Financial Services	1
Legal Support and Advocacy - Legal Advice	1
Finances - Grants	1
Physical Health - Sports	1
Finances - Pensions and Compensation	1
Housing - Homelessness	1
Redcar and Cleveland	6
Employment - Education and Training	3
Employment - Job Seeking	2
Physical Health - Rehabilitation and Recovery	1
Darlington	6
Mental Wellbeing - Support Groups and Emotional Support	3
Physical Health - Sports	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
Stockton-on-Tees	5
Mental Wellbeing - Drug and Alcohol Services	2
National Charities/Organisations - ASDIC Drop In Centres	1
Family and Communities - GPs	1
Family and Communities - Support for Carers	1
Northumberland	5
Employment - Self Employment	2
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Benefits	1
Middlesbrough	3
COVID19 Local Support - North East	1
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Drug and Alcohol Services	1
Gateshead	3
Employment - Support for Offenders	1
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
South Tyneside	3
Family and Communities - Support for Carers	1
Finances - Grants	1
Finances - Financial Services	1
Hartlepool	1

North West

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



Contains public sector information licensed under the Open Government Licence.

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

North West	193
Carlisle	24
National Charities/Organisations - Armed Forces Covenant Fund Trust	6
Family and Communities - Recreation	3
Physical Health - Drug and Alcohol Services	2
Physical Health - Rehabilitation and Recovery	2
Family and Communities - Support Groups and Emotional Support	2
Employment - Volunteering	1
Employment - Self Employment	1
Mental Wellbeing - Treatment	1
Physical Health - Sports	1
Family and Communities - Support for Carers	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Finances - Grants	1
Lancaster	21
Physical Health - Support Groups and Emotional Support	4
Family and Communities - Drug and Alcohol Services	3
Finances - Grants	3
Finances - Financial Services	2
Physical Health - Home and Mobility Aids	2
Physical Health - GPs	2
Physical Health - Nursing and Dementia Care	1
COVID19 Local Support - North West	1
Family and Communities - Support for Carers	1
Physical Health - Healthcare Services	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Cheshire East	21
Mental Wellbeing - Drug and Alcohol Services	5
Employment - Transition	4
Finances - Pensions and Compensation	2
Family and Communities - Support Groups and Emotional Support	1
Physical Health - GPs	1
Family and Communities - Bereavement	1
Physical Health - Home and Mobility Aids	1
Physical Health - Healthcare Services	1
Physical Health - Rehabilitation and Recovery	1
Employment - Job Seeking	1
Physical Health - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	1
Trafford	15
Employment - Job Seeking	5
Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - North West	2

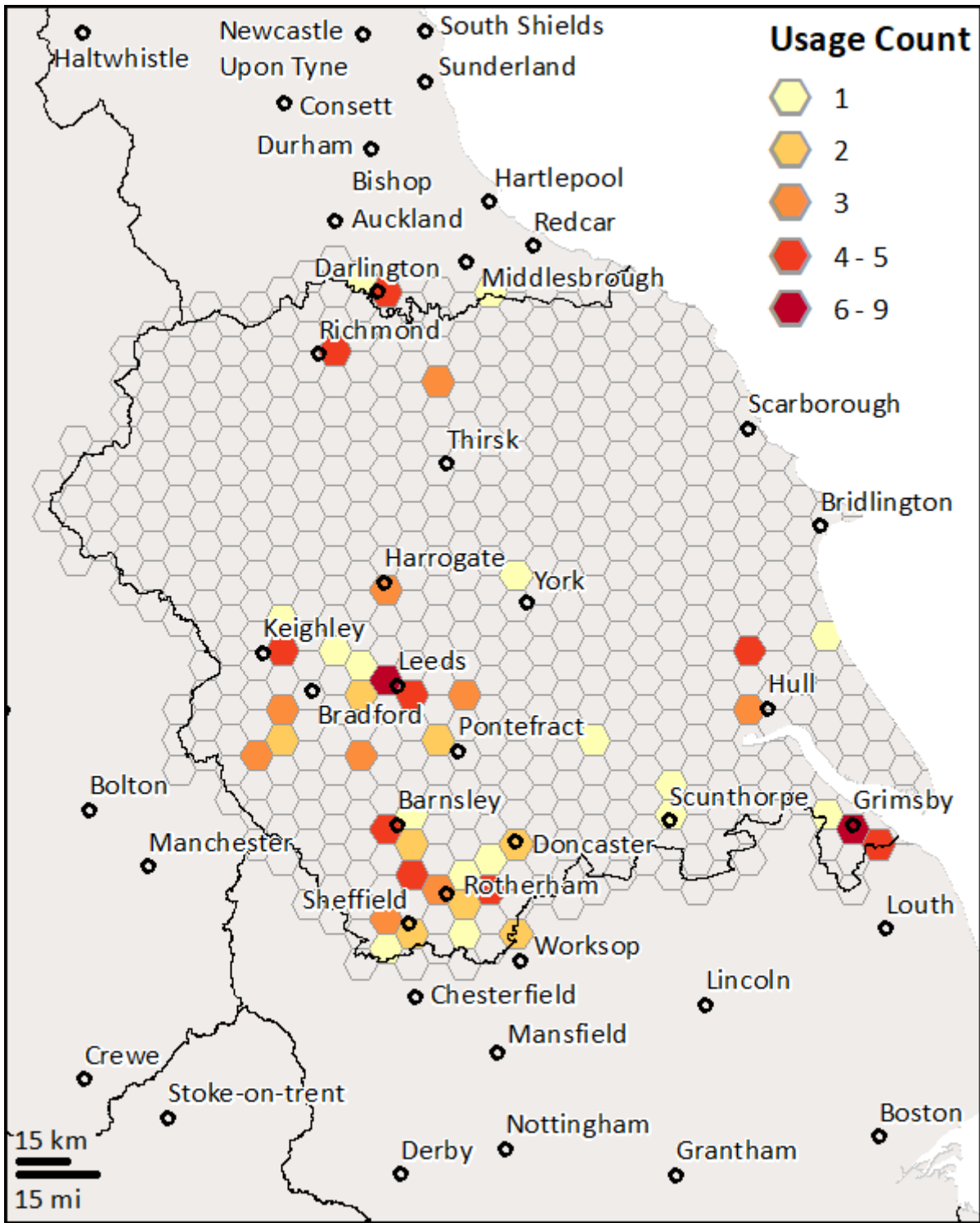
Employment - Self Employment	2
Housing - Housing Advice and Support	2
Specific Search for an Organisation	1
National Charities/Organisations - Help for Heroes	1
Cheshire West and Chester	12
Housing - Homelessness	4
Employment - Job Seeking	4
Physical Health - Drug and Alcohol Services	2
COVID19 Local Support - North West	1
Finances - Financial Services	1
Bolton	11
COVID19 Local Support - North West	2
Finances - Money and Debt Advice	2
Employment - Self Employment	1
Housing - Retirement	1
Housing - Housing Advice and Support	1
Finances - Benefits	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Housing - Homelessness	1
Warrington	10
Physical Health - GPs	3
Finances - Benefits	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Employment - Education and Training	1
Finances - Money and Debt Advice	1
South Lakeland	9
Physical Health - Sports	3
Mental Wellbeing - Sports	2
Physical Health - GPs	2
Mental Wellbeing - Treatment	1
Physical Health - Rehabilitation and Recovery	1
Preston	8
Mental Wellbeing - Drug and Alcohol Services	2
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
Employment - Support for Offenders	1
Physical Health - Healthcare Services	1
Employment - Transition	1
Mental Wellbeing - Accessing Support	1
Liverpool	8
Physical Health - Sports	1
Specific Search for an Organisation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Benefits	1
Physical Health - Limb Loss	1

Finances - Grants	1
COVID19 Local Support - North West	1
Housing - Housing Advice and Support	1
Manchester	7
Mental Wellbeing - Drug and Alcohol Services	3
Mental Wellbeing - Accessing Support	2
Specific Search for an Organisation	1
Legal Support and Advocacy - Legal Advice	1
Oldham	5
Mental Wellbeing - Accessing Support	3
Housing - Supported Living	2
Knowsley	5
Finances - Grants	2
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - SSAFA	1
Salford	5
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
Wirral	4
Housing - Retirement	1
Housing - Housing Advice and Support	1
Finances - Financial Services	1
Finances - Pensions and Compensation	1
Sefton	4
Housing - Homelessness	4
Rochdale	3
Finances - Grants	1
Specific Search for an Organisation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Fylde	3
Legal Support and Advocacy - Legal Advice	3
Stockport	3
Physical Health - Home and Mobility Aids	2
Mental Wellbeing - Drug and Alcohol Services	1
Barrow-in-Furness	3
Finances - Grants	3
South Ribble	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Blackburn with Darwen	2
National Charities/Organisations - SSAFA	1
Housing - Nursing and Dementia Care	1
Blackpool	2
Finances - Benefits	1
COVID19 Local Support - North West	1
West Lancashire	1
COVID19 Local Support - North West	1

Wyre	1
Physical Health - Limb Loss	1
Halton	1
Mental Wellbeing - Drug and Alcohol Services	1
Allerdale	1
Housing - Homelessness	1
Hyndburn	1
Housing - Homelessness	1
Chorley	1
Physical Health - Blind Veterans	1

Yorkshire and the Humber

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



Contains public sector information licensed under the Open Government Licence.

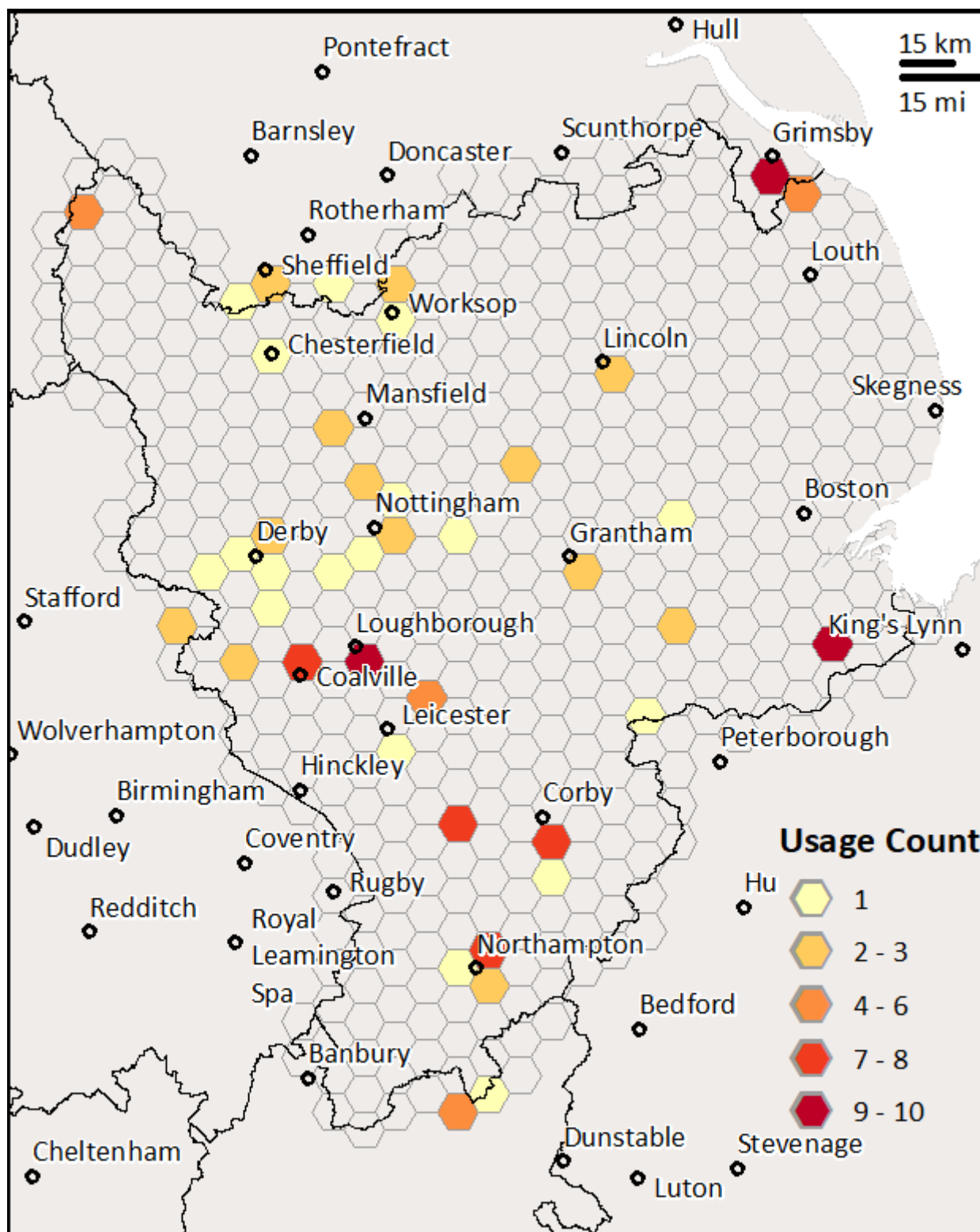
Table 10. General search criteria from users located in Yorkshire and the Humber – All searches, July 2021

Yorkshire and The Humber	103
Leeds	20
Mental Wellbeing - Support Groups and Emotional Support	4
Housing - Housing Advice and Support	4
Employment - Education and Training	3
Mental Wellbeing - Accessing Support	3
Family and Communities - Bereavement	2
Physical Health - GPs	1
Mental Wellbeing - Treatment	1
Family and Communities - GPs	1
Family and Communities - Recreation	1
Rotherham	11
Employment - Self Employment	2
Mental Wellbeing - Accessing Support	2
Employment - Job Seeking	2
National Charities/Organisations - SSAFA	1
National Charities/Organisations - Help for Heroes	1
Physical Health - Support Groups and Emotional Support	1
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Aid	1
Sheffield	11
Family and Communities - Support Groups and Emotional Support	3
Finances - Benefits	3
Finances - Pensions and Compensation	2
Employment - Job Seeking	1
National Charities/Organisations - ASDIC Drop In Centres	1
Mental Wellbeing - Support Groups and Emotional Support	1
North East Lincolnshire	10
Mental Wellbeing - Drug and Alcohol Services	4
Physical Health - Drug and Alcohol Services	2
Mental Wellbeing - Treatment	1
Physical Health - Limb Loss	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Sports	1
Bradford	9
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - Support Groups and Emotional Support	2
Finances - Money and Debt Advice	2
Finances - Grants	1
National Charities/Organisations - Royal British Legion	1
COVID19 Local Support - Yorkshire/ The Humber	1
East Riding of Yorkshire	7
Mental Wellbeing - Support Groups and Emotional Support	4
Employment - Job Seeking	2
COVID19 Local Support - Yorkshire/ The Humber	1

Barnsley	7
Mental Wellbeing - Support Groups and Emotional Support	2
Finances - Pensions and Compensation	2
Physical Health - Healthcare Services	1
Finances - Grants	1
Mental Wellbeing - GPs	1
Calderdale	5
Physical Health - Sports	2
Mental Wellbeing - Sports	2
Finances - Money and Debt Advice	1
Wakefield	5
Housing - Independent Living	3
Housing - Respite Care (Day Care and Respite)	1
Housing - Homelessness	1
Richmondshire	4
Employment - Education and Training	2
Housing - Homelessness	1
Family and Communities - Bereavement	1
Doncaster	3
Finances - Grants	2
COVID19 Local Support - Yorkshire/ The Humber	1
Hambleton	3
Employment - Job Seeking	3
Harrogate	3
Housing - Housing Advice and Support	2
Housing - Homelessness	1
North Lincolnshire	2
Specific Search for an Organisation	1
Housing - Housing Advice and Support	1
Kingston upon Hull, City of	2
Physical Health - Healthcare Services	1
Finances - Pensions and Compensation	1
York	1
COVID19 Local Support - Yorkshire/ The Humber	1

East Midlands

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



Contains public sector information licensed under the Open Government Licence.

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

East Midlands	108
Charnwood	16
Mental Wellbeing - Accessing Support	2
Housing - Housing Advice and Support	2
Employment - Job Seeking	2
COVID19 Local Support - East Midlands	2
Employment - Education and Training	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - Sports	1
Employment - Volunteering	1
Mental Wellbeing - GPs	1
Legal Support and Advocacy - Legal Aid	1
Northampton	11
Mental Wellbeing - Accessing Support	3
National Charities/Organisations - Royal British Legion	2
Physical Health - Healthcare Services	1
Employment - Volunteering	1
Physical Health - GPs	1
Housing - Housing Advice and Support	1
COVID19 Local Support - London	1
Housing - Supported Living	1
South Holland	9
Mental Wellbeing - Support Groups and Emotional Support	3
Physical Health - GPs	2
Physical Health - Blind Veterans	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
North West Leicestershire	8
Physical Health - Healthcare Services	2
Physical Health - Rehabilitation and Recovery	2
Physical Health - Sports	1
Housing - Housing Advice and Support	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Treatment	1
Corby	7
Finances - Benefits	3
Housing - Homelessness	3
Housing - Housing Advice and Support	1
Harborough	7
Employment - Education and Training	4
Physical Health - Sports	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Bereavement	1

South Kesteven	6
Finances - Money and Debt Advice	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - GPs	1
Family and Communities - Support for Carers	1
Employment - Job Seeking	1
Ashfield	6
Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - East Midlands	1
Physical Health - Sports	1
Employment - Transition	1
Mental Wellbeing - Sports	1
Derby	5
Mental Wellbeing - Accessing Support	4
Housing - Independent Living	1
South Derbyshire	5
Mental Wellbeing - Accessing Support	2
Employment - Education and Training	1
Specific Search for an Organisation	1
Mental Wellbeing - Treatment	1
East Lindsey	5
Finances - Benefits	2
Finances - Pensions and Compensation	1
COVID19 Local Support - East Midlands	1
Family and Communities - GPs	1
High Peak	5
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
Physical Health - Nursing and Dementia Care	2
Nottingham	4
Housing - Eviction and Repossession	2
Housing - Homelessness	1
Finances - Pensions and Compensation	1
Bassetlaw	3
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Newark and Sherwood	2
Physical Health - Sports	1
Family and Communities - Recreation	1
Lincoln	2
Physical Health - GPs	2
Rushcliffe	1
Family and Communities - Bereavement	1
Chesterfield	1
Legal Support and Advocacy - Legal Advice	1
Erewash	1
Finances - Benefits	1
North Kesteven	1

Legal Support and Advocacy - Legal Advice	1
Oadby and Wigston	1
Employment - Education and Training	1
Broxtowe	1
COVID19 Local Support - East Midlands	1
Kettering	1
Finances - Benefits	1

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

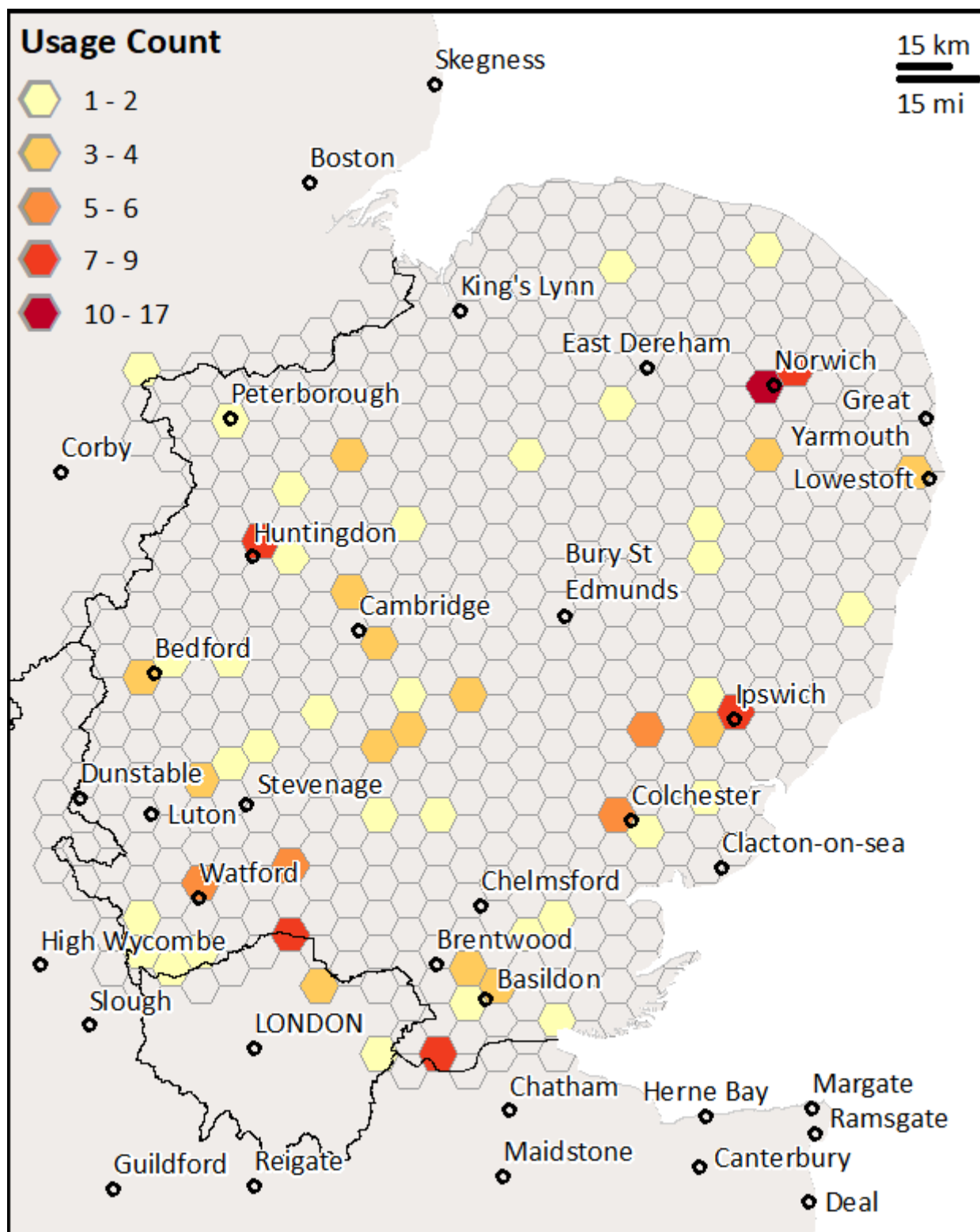
West Midlands	114
Herefordshire, County of	19
Housing - Homelessness	6
Employment - Job Seeking	4
Mental Wellbeing - Bereavement	2
Employment - Transition	2
Employment - Support for Offenders	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Sports	1
Family and Communities - Recreation	1
Family and Communities - Support Groups and Emotional Support	1
Birmingham	17
Mental Wellbeing - Accessing Support	6
Housing - Housing Advice and Support	5
Specific Search for an Organisation	3
Physical Health - Healthcare Services	1
Finances - Grants	1
Housing - Homelessness	1
Cannock Chase	11
Employment - Volunteering	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Housing - Eviction and Repossession	1
Housing - Homelessness	1
Family and Communities - Bereavement	1
Mental Wellbeing - Accessing Support	1
Family and Communities - GPs	1
COVID19 Local Support - West Midlands	1
Family and Communities - Support for the Gurkha Community	1
Stafford	9
Finances - Pensions and Compensation	4
Employment - Job Seeking	3
National Charities/Organisations - Royal British Legion	1
Family and Communities - Recreation	1
Walsall	6
Employment - Volunteering	4
Employment - Job Seeking	2
Nuneaton and Bedworth	5
Mental Wellbeing - Bereavement	3
Specific Search for an Organisation	1
Mental Wellbeing - Accessing Support	1
Bromsgrove	5
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Employment - Job Seeking	1
National Charities/Organisations - ASDIC Drop In Centres	1

Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	1
Dudley	4
Specific Search for an Organisation	2
Finances - Financial Services	1
Legal Support and Advocacy - Legal Advice	1
Coventry	3
Family and Communities - Recreation	1
Housing - Housing Advice and Support	1
Housing - Eviction and Repossession	1
Warwick	3
Physical Health - GPs	2
Finances - Pensions and Compensation	1
East Staffordshire	3
Employment - Self Employment	1
Finances - Financial Services	1
Finances - Benefits	1
Wolverhampton	3
Employment - Job Seeking	1
National Charities/Organisations - Shelter	1
Mental Wellbeing - Treatment	1
Worcester	3
Mental Wellbeing - Drug and Alcohol Services	2
Employment - Job Seeking	1
Wychavon	3
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Sports	1
Lichfield	3
Employment - Job Seeking	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Money and Debt Advice	1
Shropshire	3
Finances - Benefits	1
Housing - Independent Living	1
Housing - Homelessness	1
Stoke-on-Trent	2
Physical Health - Sports	2
Telford and Wrekin	2
Physical Health - Sports	1
COVID19 Local Support - West Midlands	1
Redditch	2
Housing - Housing Advice and Support	2
Stratford-on-Avon	2
Housing - Retirement	1
Finances - Benefits	1
Sandwell	2
Physical Health - Home and Mobility Aids	1

Housing - Homelessness	1
Staffordshire Moorlands	1
Physical Health - Home and Mobility Aids	1
Tamworth	1
Housing - Homelessness	1
Newcastle-under-Lyme	1
Physical Health - Sports	1
Solihull	1
Housing - Housing Advice and Support	1

East of England

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



Contains public sector information licensed under the Open Government Licence.

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

East of England	164
Norwich	24
Mental Wellbeing - Treatment	5
Mental Wellbeing - Bereavement	3
COVID19 Local Support - East of England	3
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	2
Finances - Benefits	2
Housing - Retirement	2
Employment - Self Employment	1
Mental Wellbeing - Drug and Alcohol Services	1
Specific Search for an Organisation	1
Family and Communities - Bereavement	1
Housing - Homelessness	1
Huntingdonshire	12
Mental Wellbeing - GPs	3
Mental Wellbeing - Treatment	2
Mental Wellbeing - Accessing Support	2
Housing - Retirement	1
Employment - Self Employment	1
Housing - Eviction and Repossession	1
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
Ipswich	12
Physical Health - Support Groups and Emotional Support	2
Mental Wellbeing - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advocacy	1
Employment - Self Employment	1
Physical Health - Healthcare Services	1
Family and Communities - Drug and Alcohol Services	1
Physical Health - Sports	1
Family and Communities - Recreation	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
Basildon	10
Mental Wellbeing - Accessing Support	4
Employment - Job Seeking	2
Finances - Pensions and Compensation	2
National Charities/Organisations - ASDIC Drop In Centres	1
Employment - Education and Training	1
Uttlesford	10
Finances - Grants	2
Employment - Education and Training	1
Employment - Job Seeking	1
Housing - Nursing and Dementia Care	1

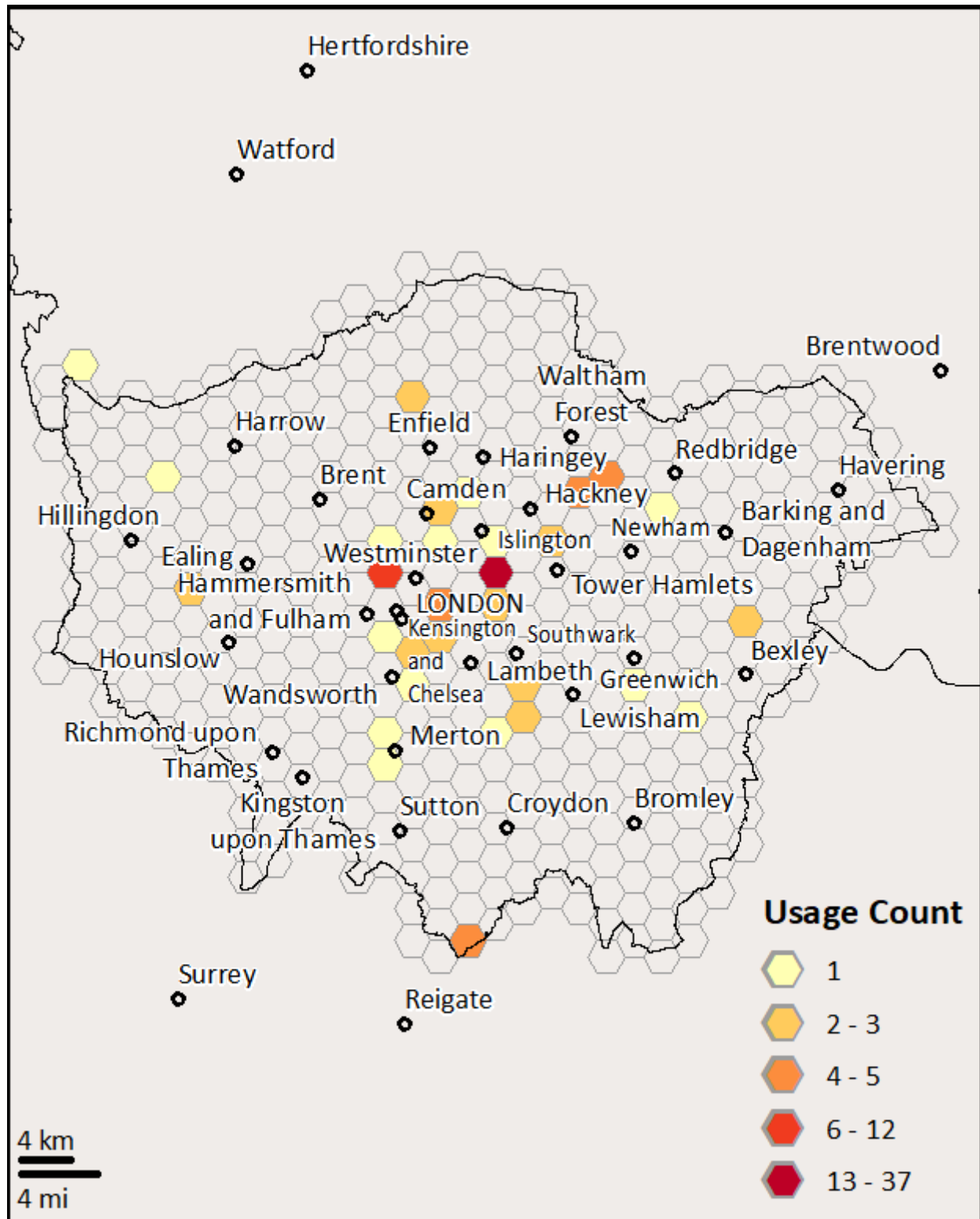
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - Mind	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Colchester	7
Housing - Housing Advice and Support	5
Mental Wellbeing - GPs	1
COVID19 Local Support - East of England	1
Broxbourne	7
Physical Health - Drug and Alcohol Services	3
Specific Search for an Organisation	3
Mental Wellbeing - Accessing Support	1
Thurrock	7
Employment - Education and Training	2
Specific Search for an Organisation	1
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Physical Health - Sports	1
Mental Wellbeing - Accessing Support	1
South Cambridgeshire	6
Mental Wellbeing - GPs	1
Physical Health - Sports	1
Physical Health - GPs	1
Employment - Job Seeking	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
South Norfolk	6
Family and Communities - Recreation	2
Finances - Benefits	2
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Grants	1
North Hertfordshire	6
Finances - Pensions and Compensation	3
Finances - Benefits	2
Legal Support and Advocacy - Legal Advice	1
Babergh	6
Housing - Housing Advice and Support	3
Housing - Homelessness	2
Housing - Eviction and Repossession	1
St Albans	5
Finances - Grants	4
Finances - Pensions and Compensation	1
East Hertfordshire	5
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
Waveney	4

Finances - Benefits	2
Mental Wellbeing - Sports	1
Employment - Education and Training	1
Bedford	4
Physical Health - Sports	1
Specific Search for an Organisation	1
Employment - Job Seeking	1
Mental Wellbeing - GPs	1
Fenland	3
Physical Health - Home and Mobility Aids	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - Limb Loss	1
Mid Suffolk	3
Employment - Self Employment	2
Physical Health - Drug and Alcohol Services	1
St Edmundsbury	3
Specific Search for an Organisation	3
North Norfolk	3
COVID19 Local Support - East of England	1
Finances - Money and Debt Advice	1
Finances - Financial Services	1
Cambridge	3
Housing - Housing Advice and Support	2
Finances - Benefits	1
Southend-on-Sea	2
Employment - Job Seeking	2
East Cambridgeshire	2
Employment - Self Employment	2
Three Rivers	2
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Maldon	2
Mental Wellbeing - GPs	2
King's Lynn and West Norfolk	2
Employment - Education and Training	2
Dacorum	1
Finances - Benefits	1
Breckland	1
Housing - Nursing and Dementia Care	1
Peterborough	1
Finances - Pensions and Compensation	1
Chelmsford	1
Employment - Transition	1
Hertsmere	1
Employment - Job Seeking	1
Suffolk Coastal	1
Mental Wellbeing - Support Groups and Emotional Support	1
Central Bedfordshire	1

Family and Communities - Support for Carers	1
Tending	1
Housing - Retirement	1

London

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



Contains public sector information licensed under the Open Government Licence.

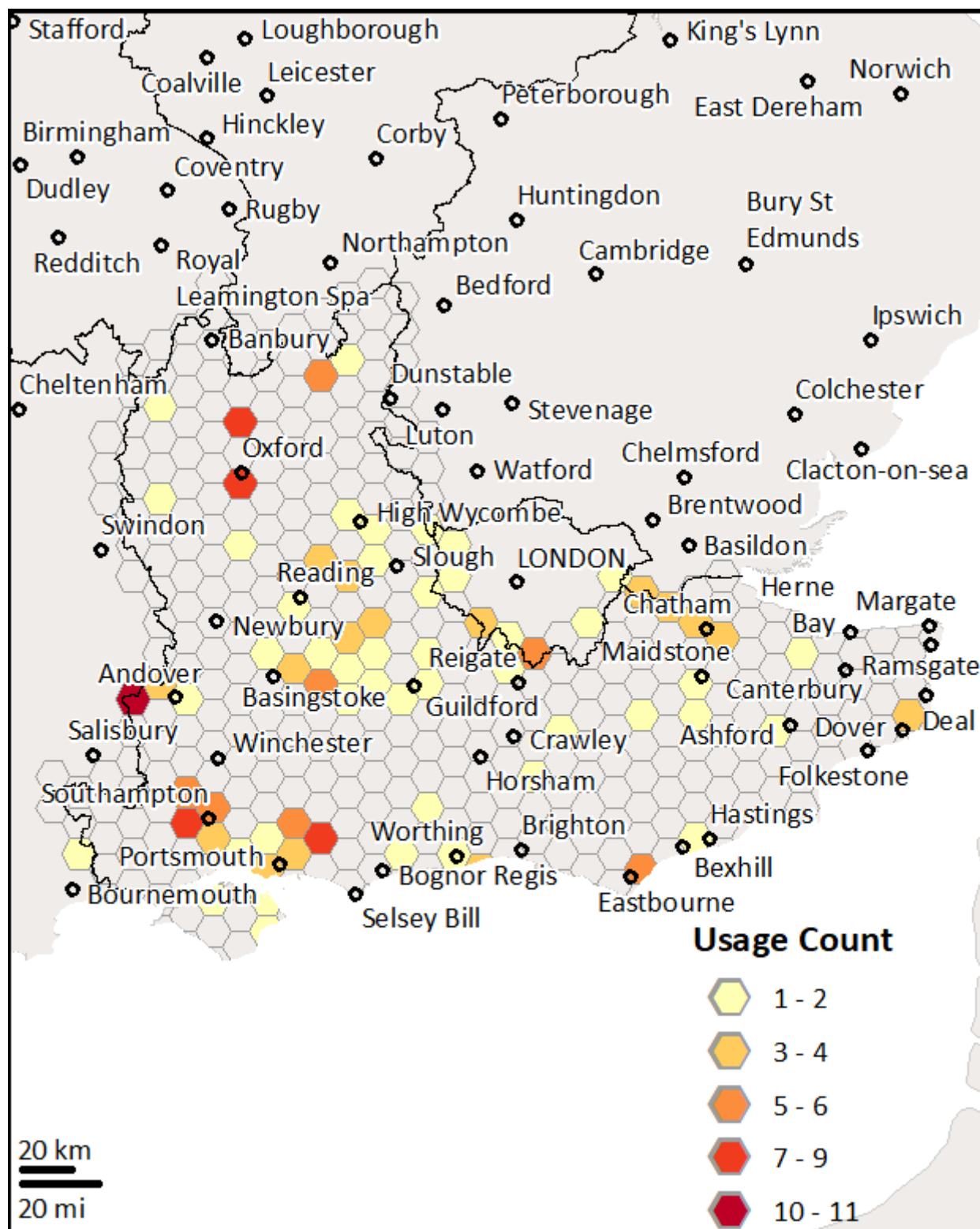
Table 14. General search criteria from users located in London – All searches, July 2021

London	103
City of London	37
Mental Wellbeing - Accessing Support	18
Employment - Job Seeking	7
Housing - Housing Advice and Support	3
Mental Wellbeing - Bereavement	2
Physical Health - Rehabilitation and Recovery	2
Specific Search for an Organisation	2
COVID19 Local Support - North East	1
Employment - Self Employment	1
COVID19 Local Support - North West	1
Westminster	17
Physical Health - Rehabilitation and Recovery	12
Finances - Benefits	2
Employment - Job Seeking	1
Family and Communities - Recreation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Waltham Forest	8
Mental Wellbeing - Accessing Support	4
Finances - Grants	2
Employment - Job Seeking	1
Employment - Self Employment	1
Croydon	6
Mental Wellbeing - Accessing Support	2
Specific Search for an Organisation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Homelessness	1
Mental Wellbeing - Bereavement	1
Lewisham	5
Finances - Grants	2
Finances - Benefits	1
Specific Search for an Organisation	1
Finances - Pensions and Compensation	1
Wandsworth	5
Mental Wellbeing - Treatment	2
Physical Health - Healthcare Services	1
Housing - Homelessness	1
Housing - Independent Living	1
Bexley	3
Employment - Job Seeking	2
Housing - Homelessness	1
Tower Hamlets	3
Employment - Education and Training	1
Housing - Eviction and Repossession	1
Employment - Support for Offenders	1
Camden	3

Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - South West	1
Barnet	3
Mental Wellbeing - Support Groups and Emotional Support	3
Ealing	2
Mental Wellbeing - Treatment	2
Southwark	2
Legal Support and Advocacy - Legal Advice	1
Housing - Homelessness	1
Islington	2
Specific Search for an Organisation	2
Merton	2
Specific Search for an Organisation	1
National Charities/Organisations - SSAFA	1
Greenwich	1
Mental Wellbeing - Support Groups and Emotional Support	1
Brent	1
Mental Wellbeing - GPs	1
Redbridge	1
Specific Search for an Organisation	1
Hammersmith and Fulham	1
Finances - Financial Services	1
Hillingdon	1
National Charities/Organisations - Royal British Legion	1

South East

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



Contains public sector information licensed under the Open Government Licence.

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

South East	164
Southampton	15
Mental Wellbeing - Accessing Support	5
Employment - Education and Training	2
Family and Communities - Support for Carers	2
Mental Wellbeing - Treatment	2
Physical Health - Nursing and Dementia Care	1
Specific Search for an Organisation	1
Housing - Nursing and Dementia Care	1
National Charities/Organisations - SSAFA	1
Test Valley	11
Family and Communities - Support Groups and Emotional Support	2
Physical Health - GPs	2
Legal Support and Advocacy - Legal Advice	1
COVID19 Local Support - South East	1
Physical Health - Nursing and Dementia Care	1
Finances - Pensions and Compensation	1
Physical Health - Rehabilitation and Recovery	1
Housing - Retirement	1
Housing - Supported Living	1
Havant	11
Mental Wellbeing - Support Groups and Emotional Support	4
COVID19 Local Support - South East	2
Mental Wellbeing - Treatment	1
COVID19 Local Support - Yorkshire/ The Humber	1
Physical Health - Sports	1
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Sports	1
Oxford	9
Housing - Homelessness	5
Mental Wellbeing - Drug and Alcohol Services	3
Physical Health - Home and Mobility Aids	1
Cherwell	8
Mental Wellbeing - Accessing Support	2
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	2
Family and Communities - Bereavement	1
Housing - Housing Advice and Support	1
Medway	8
Mental Wellbeing - Accessing Support	4
Employment - Education and Training	3
COVID19 Local Support - South East	1
Bracknell Forest	7
Mental Wellbeing - Accessing Support	3
Finances - Benefits	1
Housing - Housing Advice and Support	1

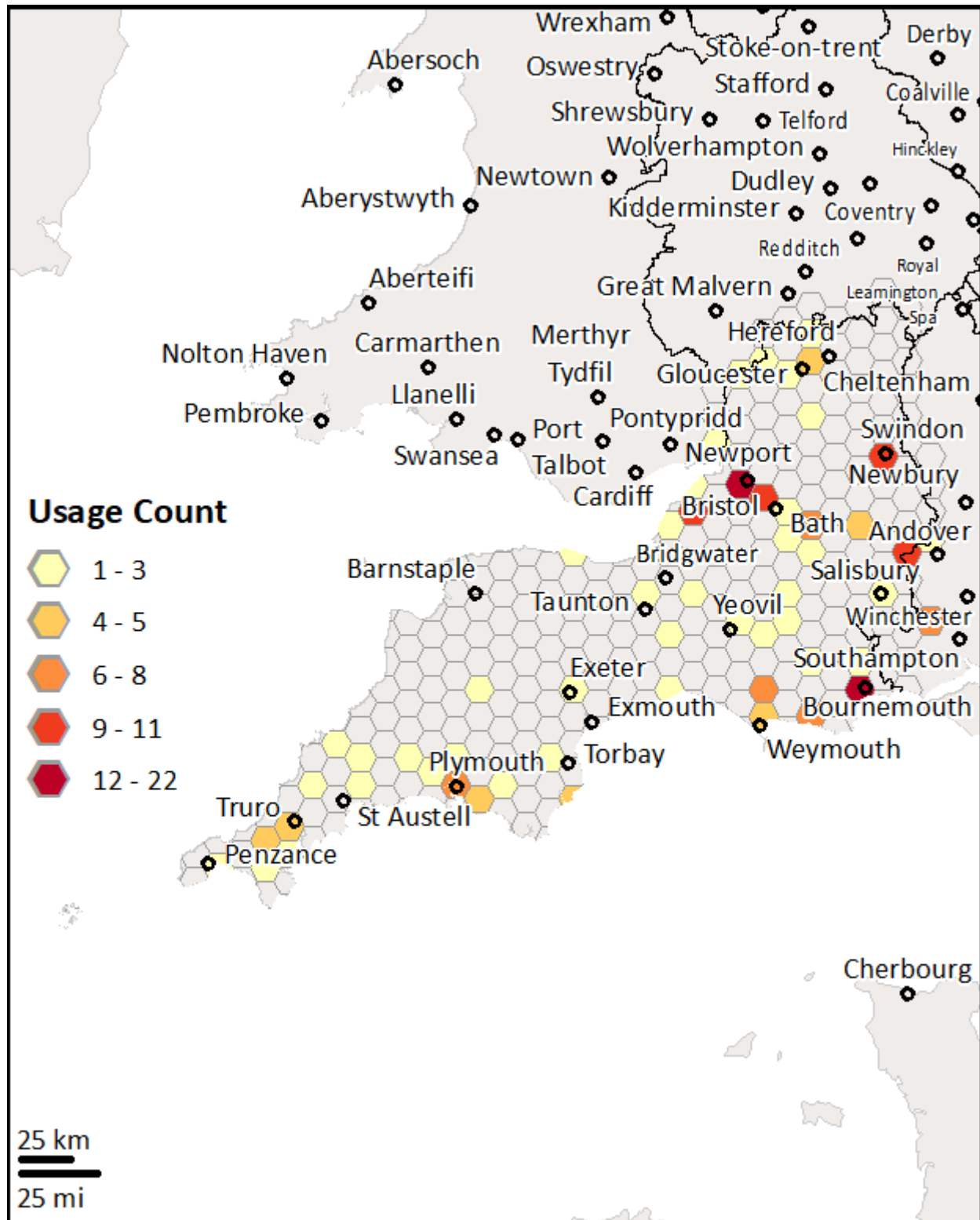
Finances - Pensions and Compensation	1
Housing - Homelessness	1
Hart	7
Physical Health - Support Groups and Emotional Support	3
Employment - Volunteering	1
Physical Health - Sports	1
Housing - Housing Advice and Support	1
Housing - Independent Living	1
Eastbourne	5
Specific Search for an Organisation	2
Finances - Money and Debt Advice	2
Employment - Volunteering	1
Portsmouth	5
Physical Health - Rehabilitation and Recovery	1
Employment - Job Seeking	1
Physical Health - Support Groups and Emotional Support	1
Employment - Volunteering	1
Family and Communities - Recreation	1
Aylesbury Vale	5
Employment - Job Seeking	5
South Oxfordshire	4
Legal Support and Advocacy - Legal Advice	2
National Charities/Organisations - Royal British Legion	1
Finances - Benefits	1
Tunbridge Wells	4
Specific Search for an Organisation	2
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Adur	4
Mental Wellbeing - GPs	2
Employment - Education and Training	1
Employment - Support for Offenders	1
Basingstoke and Deane	4
Mental Wellbeing - Sports	2
Employment - Education and Training	2
Guildford	3
Mental Wellbeing - Treatment	2
Physical Health - Home and Mobility Aids	1
Rushmoor	3
Employment - Self Employment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Homelessness	1
Dover	3
Employment - Self Employment	1
Physical Health - End of Life Care	1
Housing - Homelessness	1
Wokingham	3
Housing - Retirement	2

Mental Wellbeing - GPs	1
Gravesham	3
Mental Wellbeing - Accessing Support	3
Isle of Wight	3
COVID19 Local Support - South East	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Independent Living	1
Elmbridge	3
Specific Search for an Organisation	2
Housing - Housing Advice and Support	1
Mid Sussex	3
COVID19 Local Support - South East	1
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Wycombe	2
Housing - Homelessness	1
Employment - Job Seeking	1
Arun	2
Mental Wellbeing - Accessing Support	2
Epsom and Ewell	2
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
Vale of White Horse	2
Mental Wellbeing - Drug and Alcohol Services	2
Waverley	2
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
Fareham	2
Specific Search for an Organisation	1
Finances - Money and Debt Advice	1
Gosport	2
Physical Health - Healthcare Services	1
Employment - Job Seeking	1
Horsham	2
Employment - Job Seeking	2
Maidstone	2
Mental Wellbeing - Treatment	1
Family and Communities - Support for Carers	1
Slough	1
Employment - Job Seeking	1
Woking	1
Housing - Homelessness	1
Winchester	1
Finances - Grants	1
Hastings	1
COVID19 Local Support - South East	1
Worthing	1
Housing - Supported Living	1

Eastleigh	1
Specific Search for an Organisation	1
West Oxfordshire	1
National Charities/Organisations - SSAFA	1
Swale	1
Finances - Support for the Gurkha Community	1
Windsor and Maidenhead	1
Mental Wellbeing - Support Groups and Emotional Support	1
Milton Keynes	1
Specific Search for an Organisation	1
Reigate and Banstead	1
Physical Health - Sports	1
Ashford	1
Housing - Housing Advice and Support	1
Chichester	1
Physical Health - Healthcare Services	1
East Hampshire	1
Finances - Pensions and Compensation	1
Reading	1
Physical Health - End of Life Care	1

South West

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



Contains public sector information licensed under the Open Government Licence.

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

South West	197
Wiltshire	30
Mental Wellbeing - Accessing Support	4
Employment - Job Seeking	4
Finances - Grants	3
Finances - Pensions and Compensation	3
Employment - Transition	2
Physical Health - Limb Loss	2
Employment - Support for Offenders	2
COVID19 Local Support - South West	2
Housing - Housing Advice and Support	2
Mental Wellbeing - Sports	1
Family and Communities - Support for Carers	1
Physical Health - GPs	1
Employment - Education and Training	1
Mental Wellbeing - GPs	1
Legal Support and Advocacy - Legal Advice	1
Cornwall	23
Employment - Job Seeking	3
Finances - Money and Debt Advice	3
Employment - Education and Training	2
Finances - Grants	2
Finances - Benefits	2
Finances - Pensions and Compensation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Advice	1
Family and Communities - Recreation	1
COVID19 Local Support - South West	1
Mental Wellbeing - Accessing Support	1
Employment - Volunteering	1
Mental Wellbeing - Treatment	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Bournemouth	19
Physical Health - Home and Mobility Aids	7
Housing - Independent Living	2
Finances - Benefits	2
Employment - Volunteering	1
COVID19 Local Support - South West	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - GPs	1
Employment - Job Seeking	1
Physical Health - Healthcare Services	1
Finances - Grants	1
Finances - Pensions and Compensation	1
Bristol, City of	16

Mental Wellbeing - Treatment	5
Family and Communities - Bereavement	5
Employment - Education and Training	4
Finances - Pensions and Compensation	1
Finances - Benefits	1
North Somerset	16
Physical Health - Healthcare Services	6
Family and Communities - GPs	3
National Charities/Organisations - SSAFA	1
National Charities/Organisations - Royal British Legion	1
Mental Wellbeing - Accessing Support	1
Family and Communities - Support for Carers	1
Physical Health - GPs	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - GPs	1
Plymouth	13
Housing - Homelessness	3
Mental Wellbeing - Accessing Support	3
Employment - Job Seeking	2
Physical Health - Healthcare Services	2
Employment - Self Employment	1
Physical Health - Sports	1
Physical Health - Rehabilitation and Recovery	1
South Gloucestershire	9
Employment - Job Seeking	2
Mental Wellbeing - GPs	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Mental Wellbeing - Treatment	1
Finances - Pensions and Compensation	1
Finances - Financial Services	1
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Accessing Support	1
Swindon	7
Family and Communities - Recreation	3
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Financial Services	1
Housing - Housing Advice and Support	1
West Dorset	7
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Benefits	2
Employment - Job Seeking	1
Physical Health - Home and Mobility Aids	1
Employment - Transition	1
South Somerset	7
Employment - Job Seeking	3
Physical Health - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	1

Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
Purbeck	7
Physical Health - Support Groups and Emotional Support	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Physical Health - GPs	1
Housing - Respite Care (Day Care and Respite)	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advice	1
Gloucester	6
Mental Wellbeing - Treatment	3
Physical Health - Rehabilitation and Recovery	1
Finances - Grants	1
Finances - Money and Debt Advice	1
Torbay	4
Mental Wellbeing - Accessing Support	2
Employment - Transition	1
Family and Communities - Support for Carers	1
Weymouth and Portland	4
Housing - Homelessness	2
Employment - Support for Offenders	1
Finances - Grants	1
Forest of Dean	4
Employment - Support for Offenders	2
Specific Search for an Organisation	1
Housing - Housing Advice and Support	1
North Dorset	4
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
COVID19 Local Support - South West	1
Employment - Self Employment	1
Exeter	3
Family and Communities - Recreation	3
Poole	3
Housing - Homelessness	2
Housing - Eviction and Repossession	1
West Devon	2
Mental Wellbeing - Accessing Support	1
Housing - Nursing and Dementia Care	1
Mendip	2
National Charities/Organisations - Royal British Legion	1
Finances - Benefits	1
East Dorset	2
Housing - Homelessness	1
Employment - Job Seeking	1
Teignbridge	2
Employment - Self Employment	1
Employment - Education and Training	1

South Hams	1
Finances - Pensions and Compensation	1
Tewkesbury	1
Mental Wellbeing - GPs	1
West Somerset	1
Physical Health - Home and Mobility Aids	1
Bath and North East Somerset	1
Housing - Retirement	1
Stroud	1
Family and Communities - Support for Carers	1
East Devon	1
Employment - Job Seeking	1
Taunton Deane	1
Finances - Grants	1

Usage of the Veterans' Gateway Online Directory

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

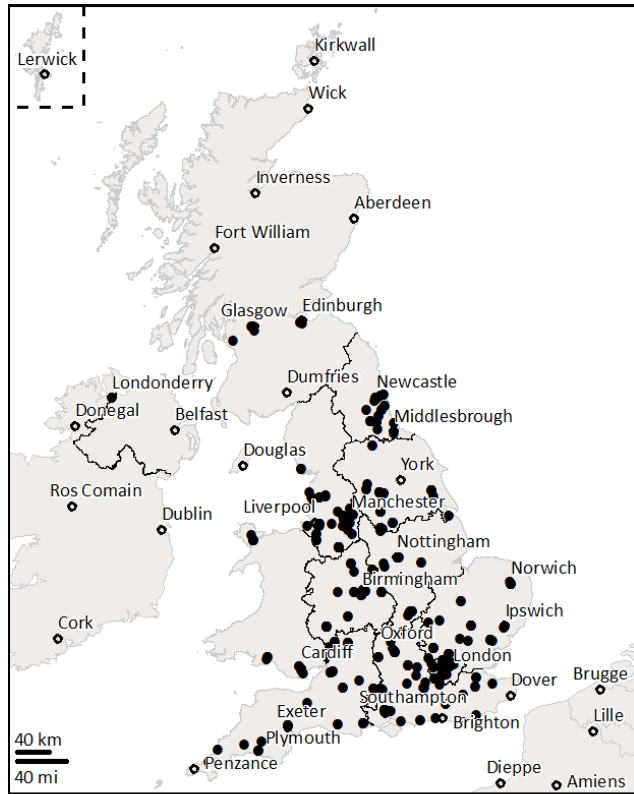
Search Criteria	Search Count	Search Percentage
Mental Wellbeing	136	26.93%
Employment	94	18.61%
Housing	69	13.66%
Family and Communities	49	9.70%
Physical Health	40	7.92%
Finances	39	7.72%
Specific Search for an Organisation	38	7.52%
COVID19 Local Support	18	3.56%
National Charities/Organisations	13	2.57%
Legal Support and Advocacy	9	1.78%
Total	505	100%

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

Search Criteria	Search Count	Search Percentage
Mental Wellbeing - Accessing Support	60	11.88%
Employment - Job Seeking	47	9.31%
Specific Search for an Organisation	38	7.52%
Housing - Homelessness	31	6.14%
Mental Wellbeing - Support Groups and Emotional Support	27	5.35%
Housing - Housing Advice and Support	27	5.35%
Mental Wellbeing - Treatment	21	4.16%
Family and Communities - Support Groups and Emotional Support	20	3.96%
Mental Wellbeing - Drug and Alcohol Services	18	3.56%
Employment - Education and Training	17	3.37%
Finances - Grants	17	3.37%
Physical Health - Rehabilitation and Recovery	16	3.17%
Family and Communities - Recreation	11	2.18%
Employment - Self Employment	11	2.18%
Finances - Pensions and Compensation	10	1.98%
Physical Health - Home and Mobility Aids	9	1.78%
Legal Support and Advocacy - Legal Advice	9	1.78%
Employment - Support for Offenders	8	1.58%
Employment - Transition	8	1.58%
Family and Communities - Support for Carers	7	1.39%
Mental Wellbeing - Bereavement	7	1.39%
National Charities/Organisations - Royal British Legion	6	1.19%
COVID19 Local Support - North East	6	1.19%
Physical Health - Drug and Alcohol Services	5	0.99%
Finances - Benefits	5	0.99%
Family and Communities - Drug and Alcohol Services	4	0.79%
COVID19 Local Support - North West	4	0.79%
Physical Health - Healthcare Services	4	0.79%
National Charities/Organisations - Help for Heroes	4	0.79%
Housing - Eviction and Repossession	4	0.79%
Family and Communities - Bereavement	4	0.79%
Finances - Financial Services	3	0.59%
Employment - Volunteering	3	0.59%
National Charities/Organisations - SSAFA	3	0.59%
Housing - Supported Living	3	0.59%
Mental Wellbeing - GPs	3	0.59%

Search Criteria	Search Count	Search Percentage
Finances - Money and Debt Advice	3	0.59%
Housing - Independent Living	2	0.40%
Physical Health - GPs	2	0.40%
Family and Communities - Support for the Gurkha Community	2	0.40%
Housing - Nursing and Dementia Care	2	0.40%
COVID19 Local Support - South East	2	0.40%
Physical Health - Nursing and Dementia Care	2	0.40%
COVID19 Local Support - Yorkshire/ The Humber	1	0.20%
Physical Health - Support Groups and Emotional Support	1	0.20%
COVID19 Local Support - South West	1	0.20%
COVID19 Local Support - London	1	0.20%
COVID19 Local Support - Scotland	1	0.20%
COVID19 Local Support - East Midlands	1	0.20%
Physical Health - Sports	1	0.20%
Family and Communities - GPs	1	0.20%
Finances - Support for the Gurkha Community	1	0.20%
COVID19 Local Support - East of England	1	0.20%
Total	505	100%

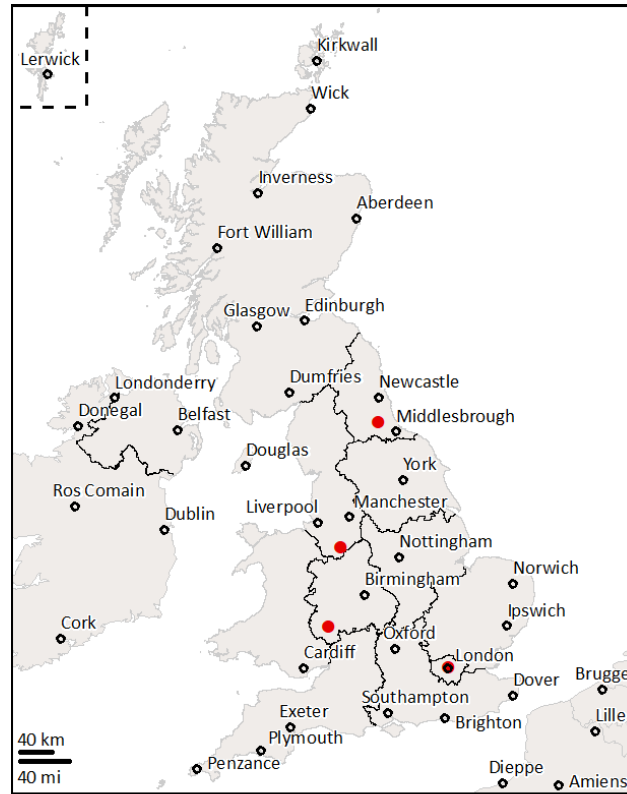
Figure 17. User locations in the UK – Veterans' Gateway online directory, July 2021



Contains public sector information licensed under the Open Government Licence.

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

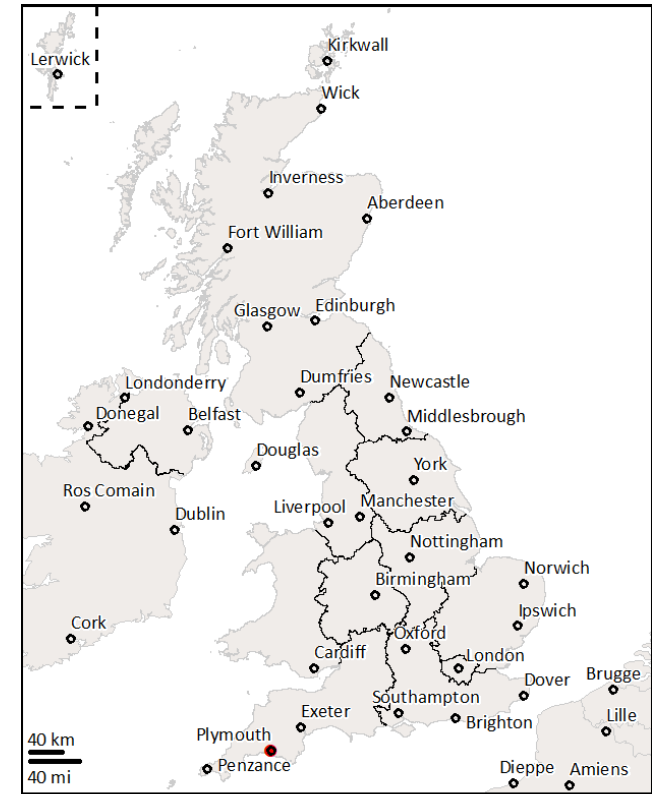
Figure 18. User hotspots in the UK – Veterans' Gateway online directory, July 2021



Contains public sector information licensed under the Open Government Licence.

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.

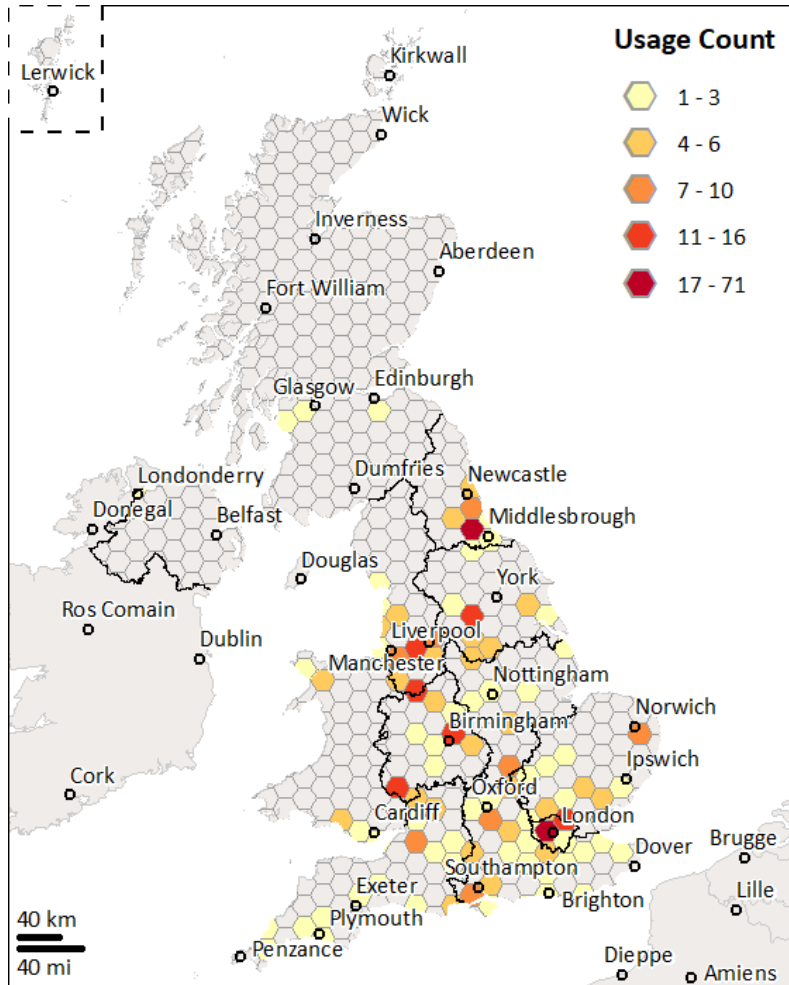
Figure 19. User outliers in the UK – Veterans' Gateway online directory, July 2021



Contains public sector information licensed under the Open Government Licence.

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, July 2021



Contains public sector information licensed under the Open Government Licence.

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, July 2021

N = 505

Region	Usage Count	Usage Percentage
London	83	16.44%
North East	80	15.84%
North West	73	14.46%
South East	64	12.67%
West Midlands	47	9.31%
South West	43	8.51%
East of England	37	7.33%
Yorkshire and The Humber	35	6.93%
East Midlands	20	3.96%
Wales	16	3.17%
Scotland	6	1.19%
Northern Ireland	1	0.20%

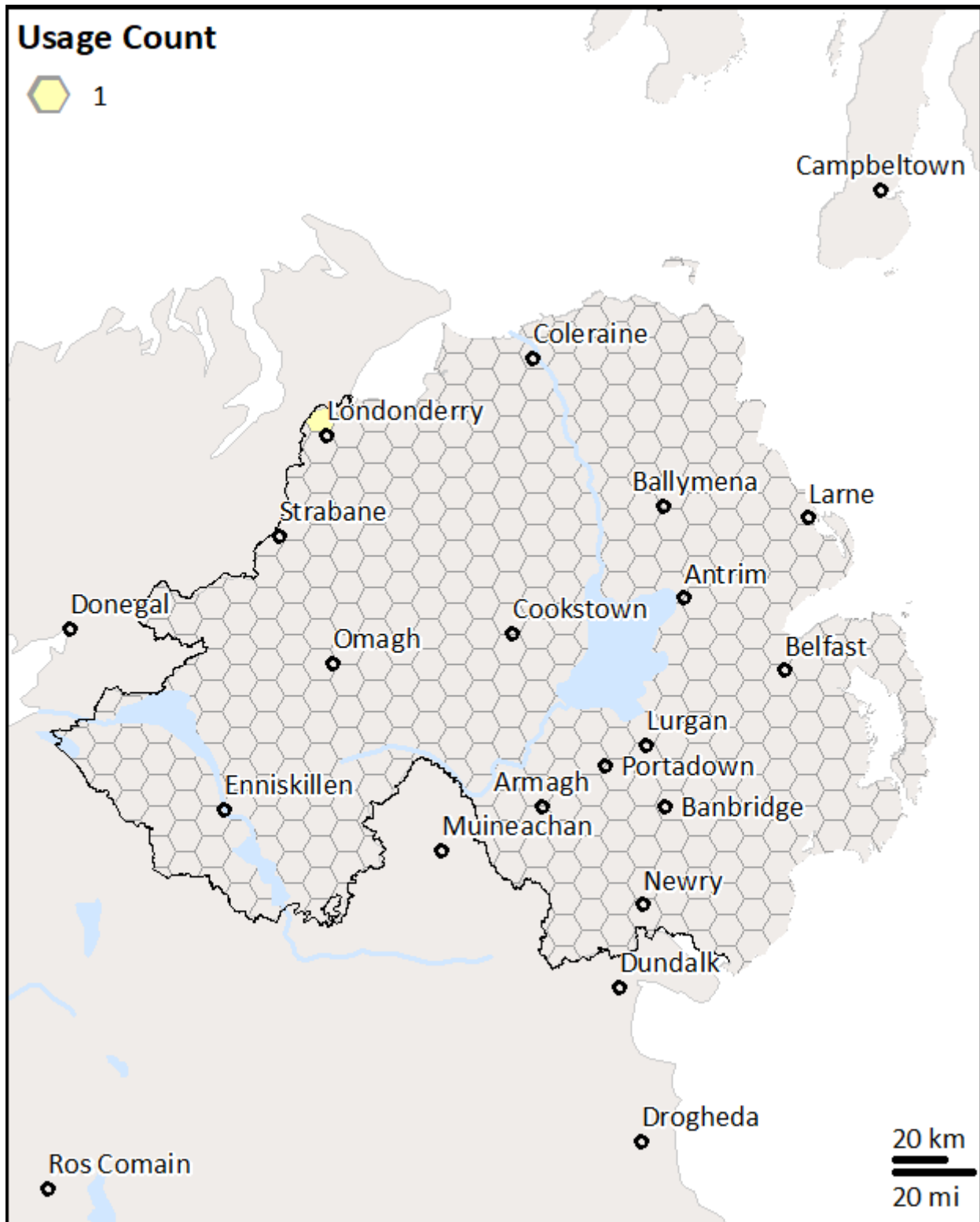
Table 20. Main local authorities for usage – Veterans’ Gateway online directory, July 2021

N = 505

Top 20 Local Authorities	Usage Count	Usage Percentage
County Durham	66	13.07%
City of London	37	7.33%
Westminster	16	3.17%
Cheshire East	16	3.17%
Herefordshire, County of	15	2.97%
Birmingham	14	2.77%
Southampton	13	2.57%
Trafford	13	2.57%
Leeds	12	2.38%
Bristol, City of	10	1.98%
Oxford	9	1.78%
Waltham Forest	8	1.58%
Isle of Anglesey	7	1.39%
Cheshire West and Chester	7	1.39%
Broxbourne	7	1.39%
Northampton	7	1.39%
Norwich	7	1.39%
Charnwood	6	1.19%
Colchester	6	1.19%
Bournemouth	5	0.99%

Northern Ireland

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



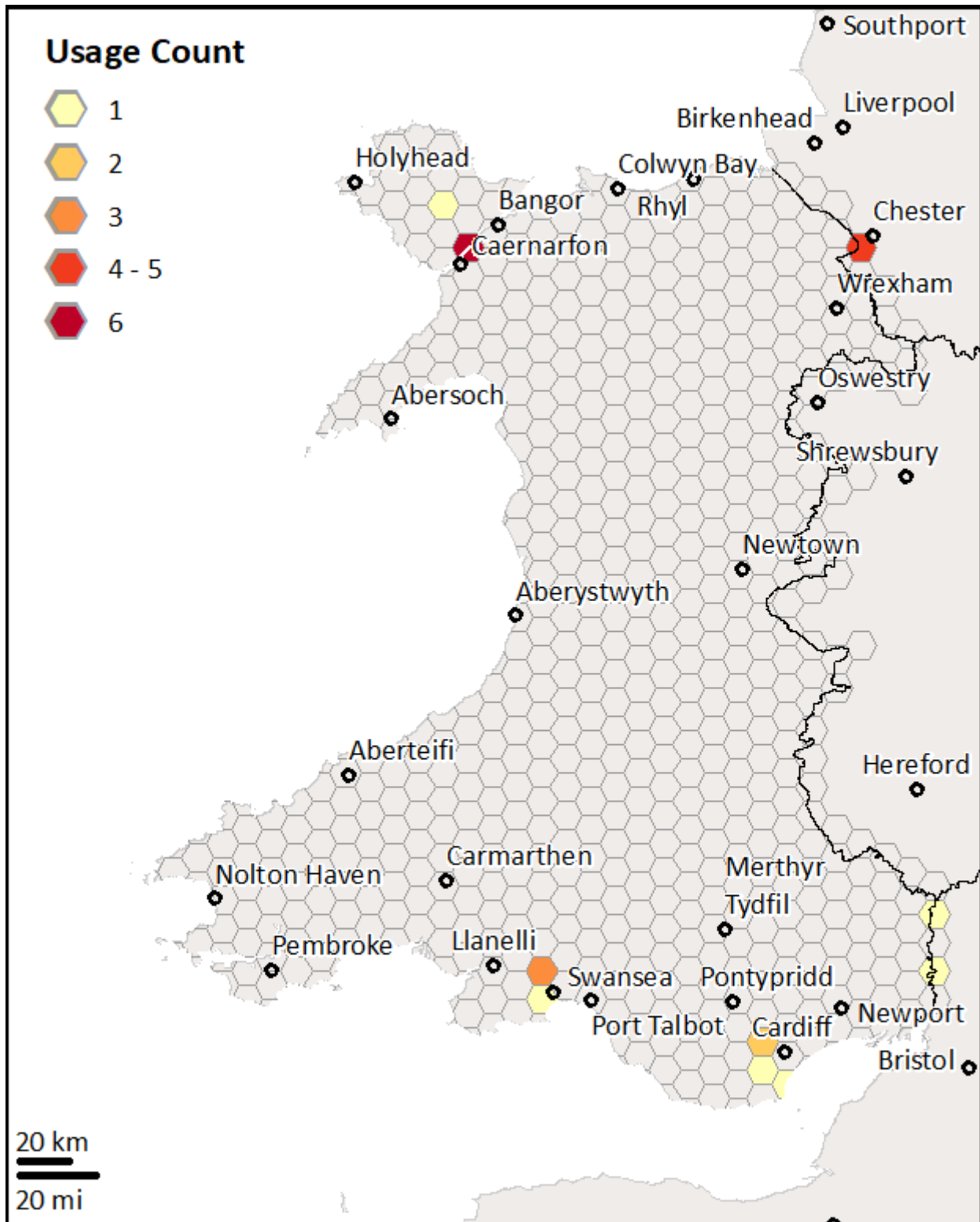
Contains public sector information licensed under the Open Government Licence.

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

Northern Ireland	1
Derry City and Strabane	1
Finances - Pensions and Compensation	1

Wales

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



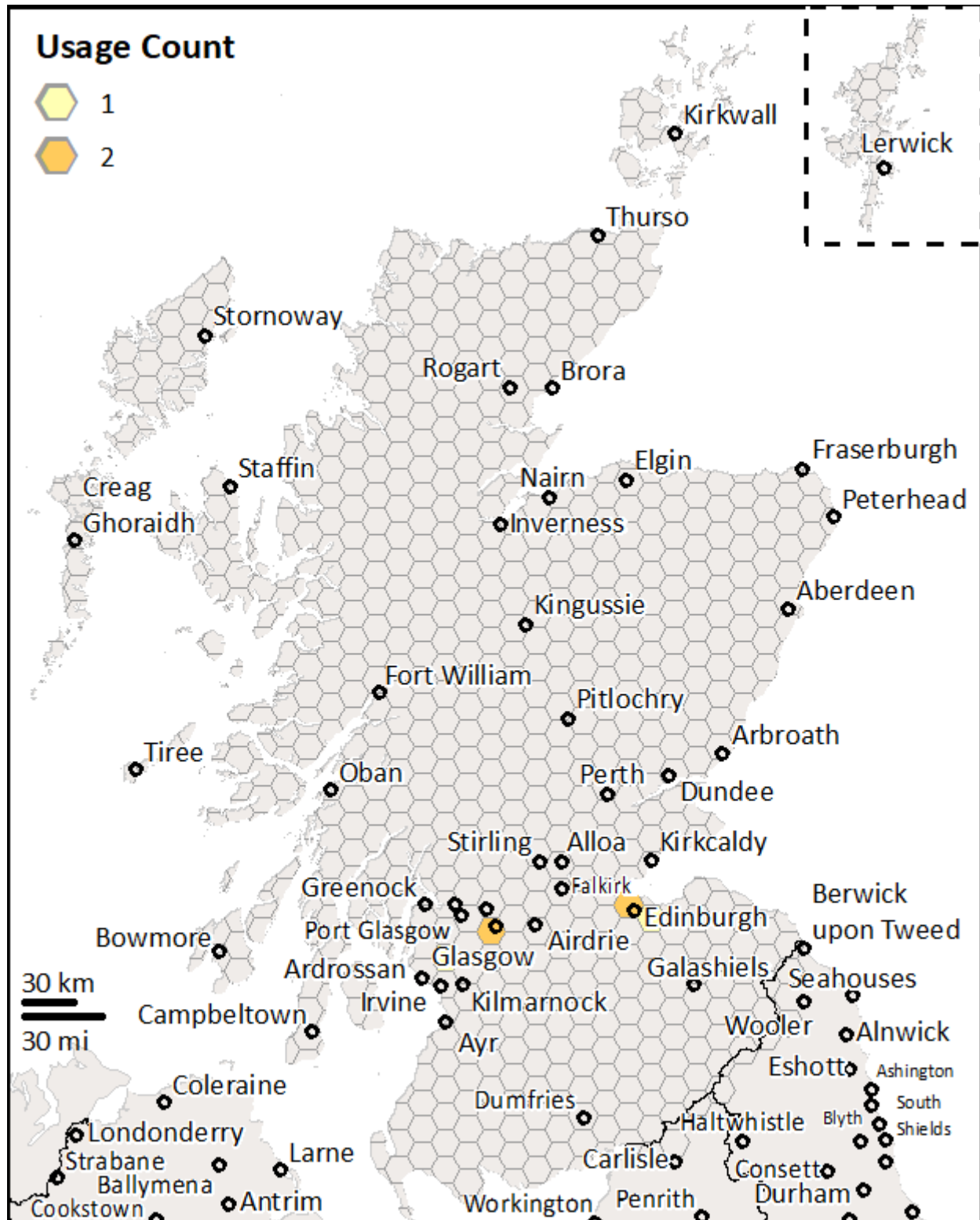
Contains public sector information licensed under the Open Government Licence.

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

Wales	16
Isle of Anglesey	7
Mental Wellbeing - Accessing Support	6
Finances - Grants	1
Swansea	4
Housing - Homelessness	3
Employment - Job Seeking	1
Cardiff	3
Family and Communities - Support Groups and Emotional Support	2
Housing - Homelessness	1
The Vale of Glamorgan	1
Employment - Volunteering	1
Monmouthshire	1
Specific Search for an Organisation	1

Scotland

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



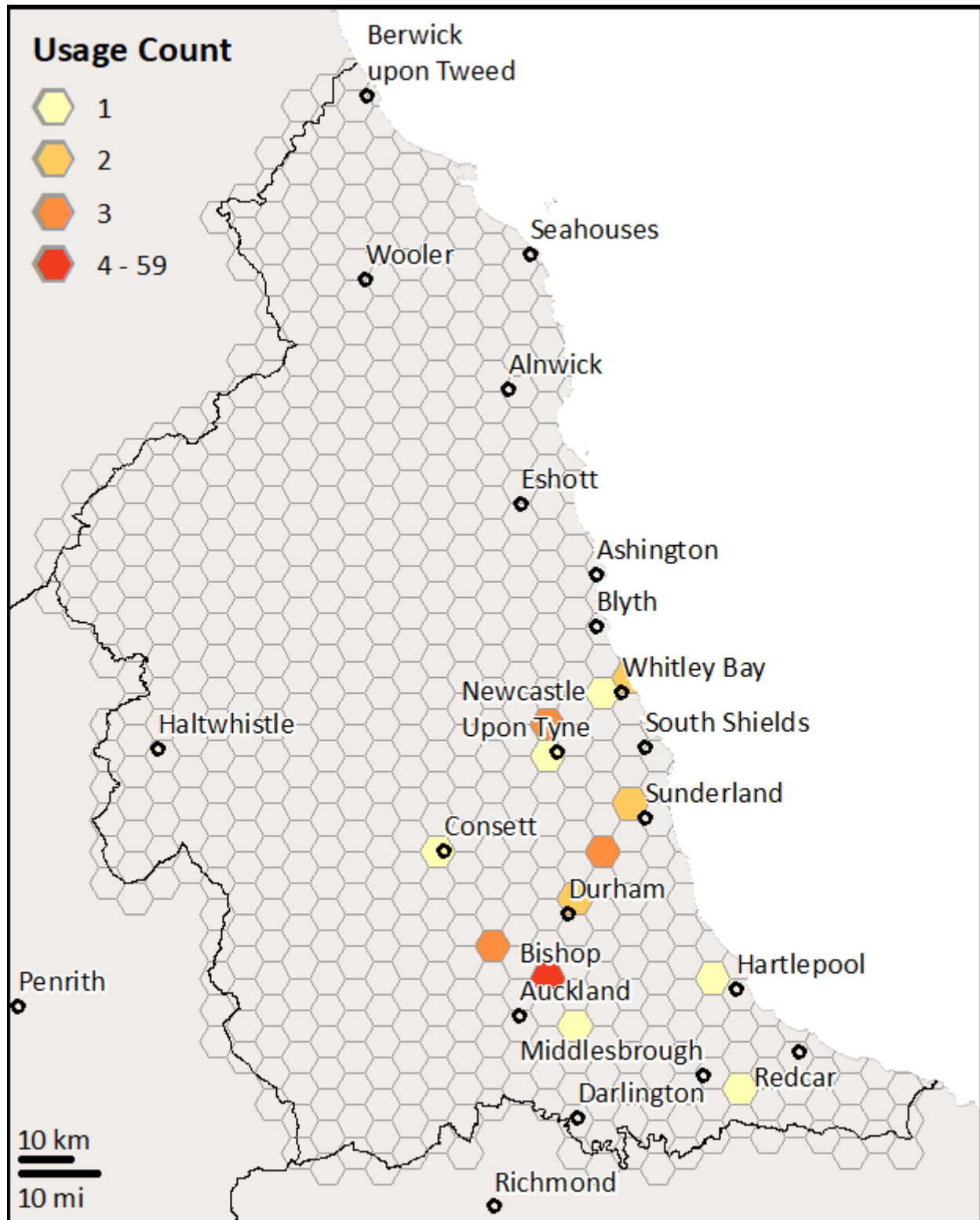
Contains public sector information licensed under the Open Government Licence.

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

Scotland	6
Edinburgh, City of	3
Finances - Grants	2
Mental Wellbeing - Drug and Alcohol Services	1
Glasgow City	2
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Housing Advice and Support	1
North Ayrshire	1
COVID19 Local Support - Scotland	1

North East

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



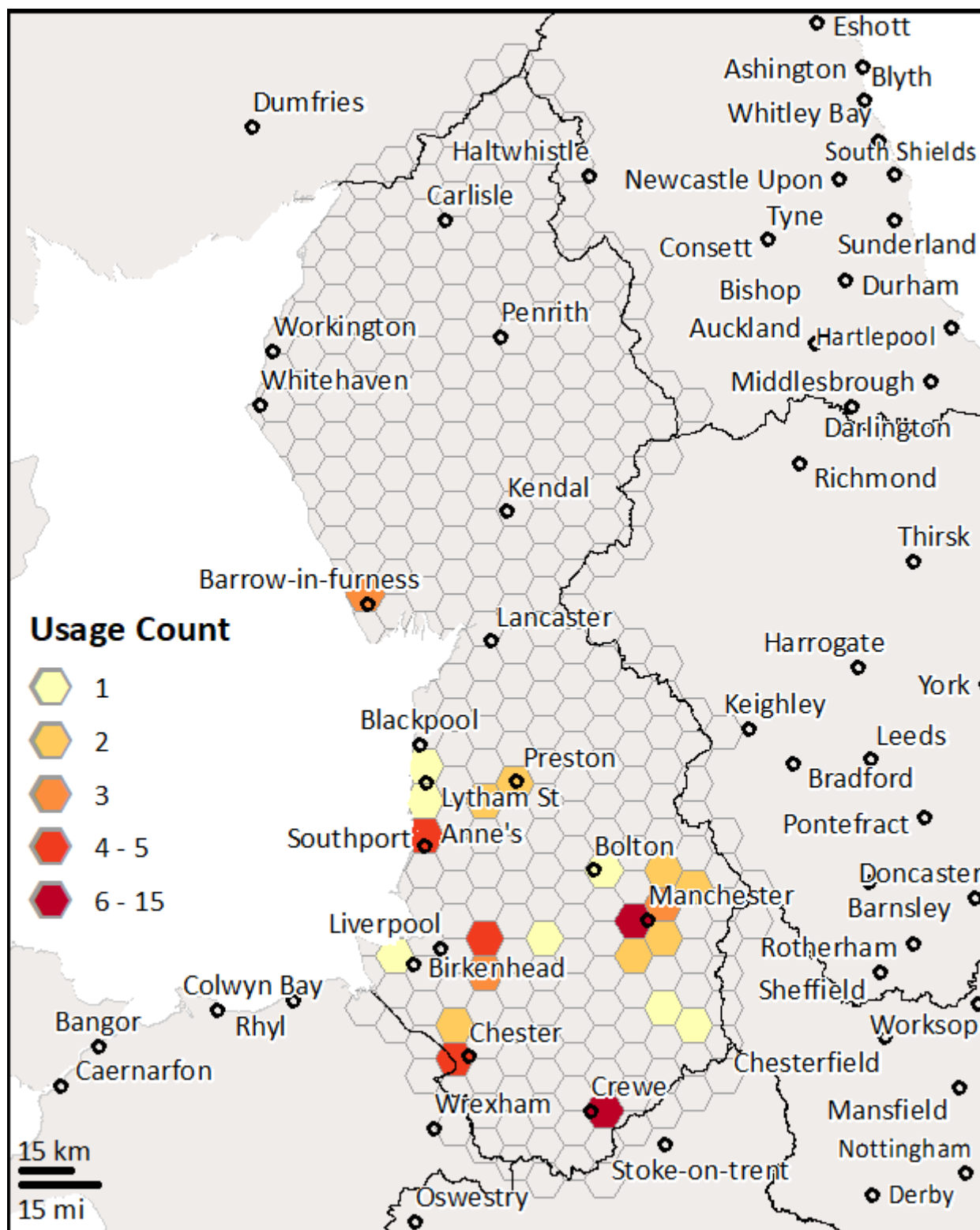
Contains public sector information licensed under the Open Government Licence.

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

North East	80
County Durham	66
Family and Communities - Support Groups and Emotional Support	13
Employment - Job Seeking	13
Employment - Education and Training	8
Family and Communities - Recreation	5
COVID19 Local Support - North East	4
Mental Wellbeing - Accessing Support	3
Employment - Support for Offenders	3
Family and Communities - Drug and Alcohol Services	3
Family and Communities - Bereavement	2
Family and Communities - Support for Carers	2
Employment - Transition	2
Employment - Self Employment	2
Housing - Housing Advice and Support	1
Mental Wellbeing - GPs	1
Family and Communities - GPs	1
Employment - Volunteering	1
Housing - Eviction and Repossession	1
Family and Communities - Support for the Gurkha Community	1
Sunderland	5
National Charities/Organisations - Help for Heroes	2
Specific Search for an Organisation	1
Family and Communities - Support for the Gurkha Community	1
Finances - Pensions and Compensation	1
Newcastle upon Tyne	4
Specific Search for an Organisation	2
Family and Communities - Bereavement	1
Housing - Homelessness	1
North Tyneside	3
Employment - Support for Offenders	1
Physical Health - Healthcare Services	1
Legal Support and Advocacy - Legal Advice	1
Hartlepool	1
Legal Support and Advocacy - Legal Advice	1
Middlesbrough	1
COVID19 Local Support - North East	1

North West

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



Contains public sector information licensed under the Open Government Licence.

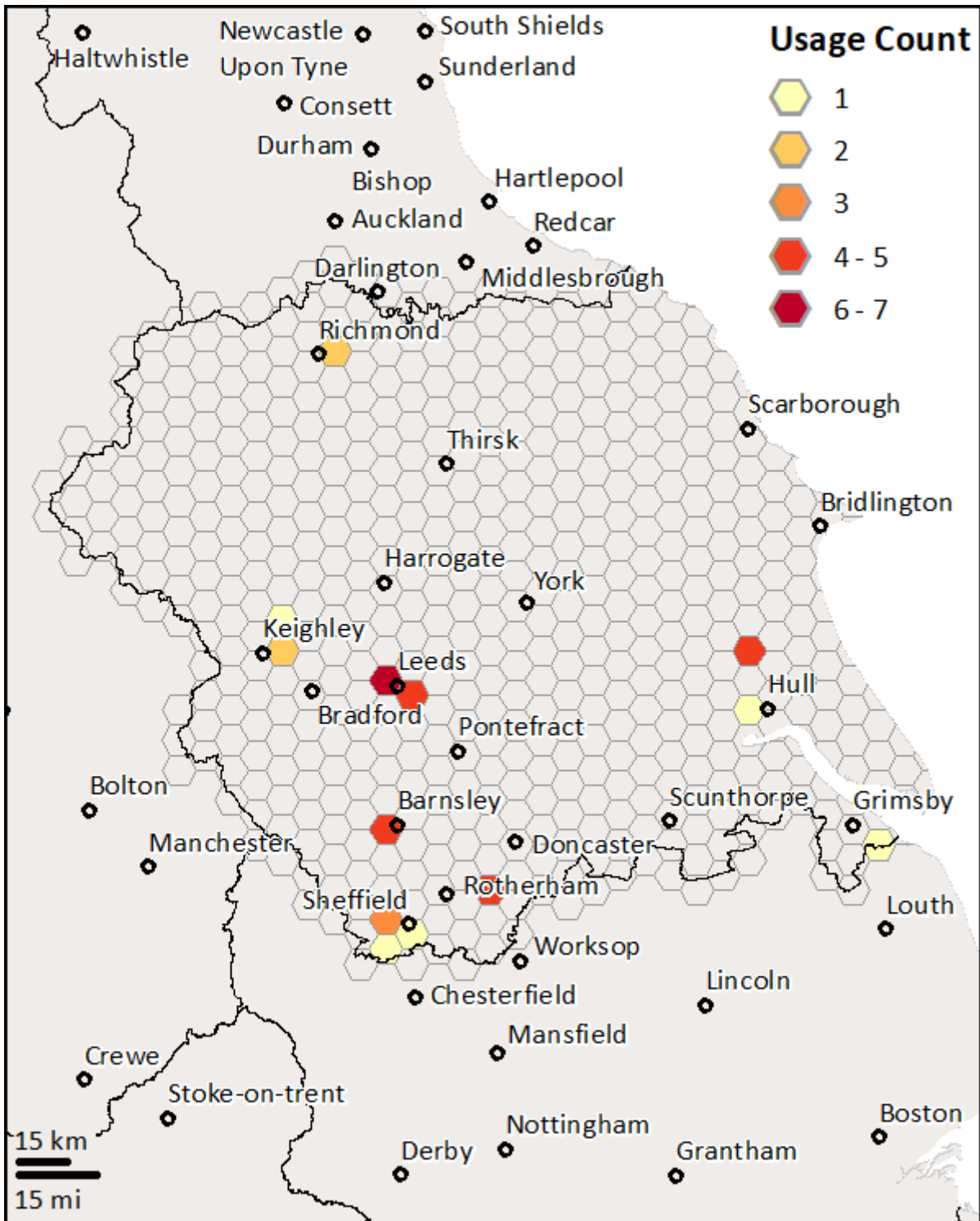
Table 25. General search criteria from users located in the North West – Veterans’ Gateway online directory, July 2021

North West	73
Cheshire East	16
Mental Wellbeing - Drug and Alcohol Services	5
Employment - Transition	4
Physical Health - GPs	1
Physical Health - Rehabilitation and Recovery	1
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advice	1
Physical Health - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Trafford	13
Employment - Job Seeking	5
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Self Employment	2
Housing - Housing Advice and Support	2
Specific Search for an Organisation	1
National Charities/Organisations - Help for Heroes	1
Cheshire West and Chester	7
Housing - Homelessness	4
Physical Health - Drug and Alcohol Services	2
COVID19 Local Support - North West	1
Knowsley	5
Finances - Grants	2
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - SSAFA	1
Sefton	4
Housing - Homelessness	4
Salford	4
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	2
Manchester	4
Mental Wellbeing - Drug and Alcohol Services	3
Specific Search for an Organisation	1
Liverpool	3
COVID19 Local Support - North West	1
Specific Search for an Organisation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Fylde	3
Legal Support and Advocacy - Legal Advice	3
Barrow-in-Furness	3
Finances - Grants	3
Preston	2
Physical Health - Healthcare Services	1
Mental Wellbeing - Accessing Support	1

Oldham	2
Housing - Supported Living	2
Rochdale	2
Specific Search for an Organisation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Warrington	1
Housing - Housing Advice and Support	1
Blackpool	1
COVID19 Local Support - North West	1
Wirral	1
Finances - Financial Services	1
Stockport	1
Mental Wellbeing - Drug and Alcohol Services	1
Bolton	1
Employment - Self Employment	1

Yorkshire and the Humber

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



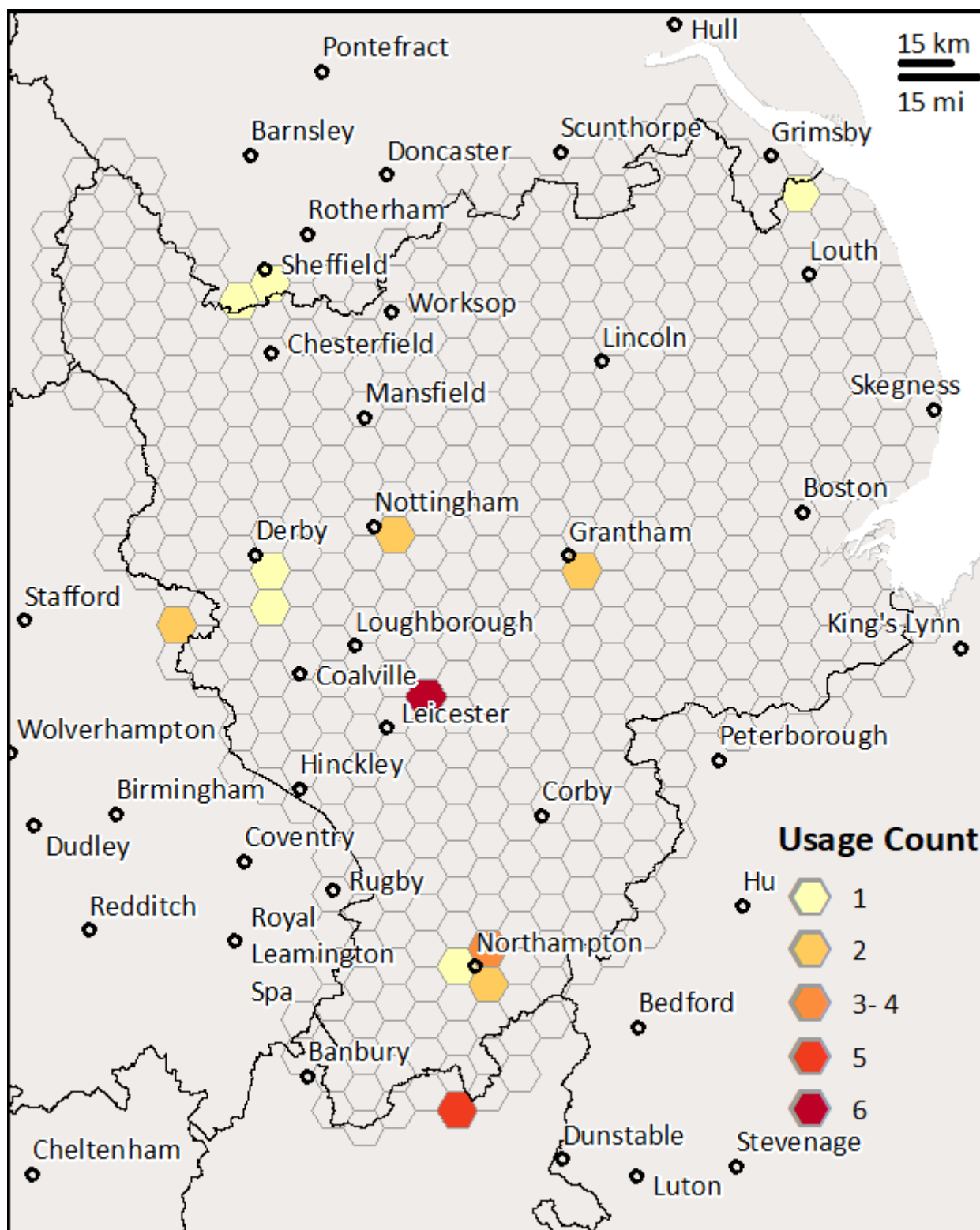
Contains public sector information licensed under the Open Government Licence.

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

Yorkshire and The Humber	35
Leeds	12
Housing - Housing Advice and Support	4
Mental Wellbeing - Support Groups and Emotional Support	4
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Treatment	1
Family and Communities - Recreation	1
Sheffield	5
Family and Communities - Support Groups and Emotional Support	3
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Rotherham	4
Employment - Self Employment	2
National Charities/Organisations - Help for Heroes	1
Employment - Job Seeking	1
East Riding of Yorkshire	4
Mental Wellbeing - Support Groups and Emotional Support	4
Barnsley	4
Mental Wellbeing - Support Groups and Emotional Support	2
Finances - Pensions and Compensation	2
Bradford	3
Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - Yorkshire/ The Humber	1
Richmondshire	2
Employment - Education and Training	2
Kingston upon Hull, City of	1
Physical Health - Healthcare Services	1

East Midlands

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



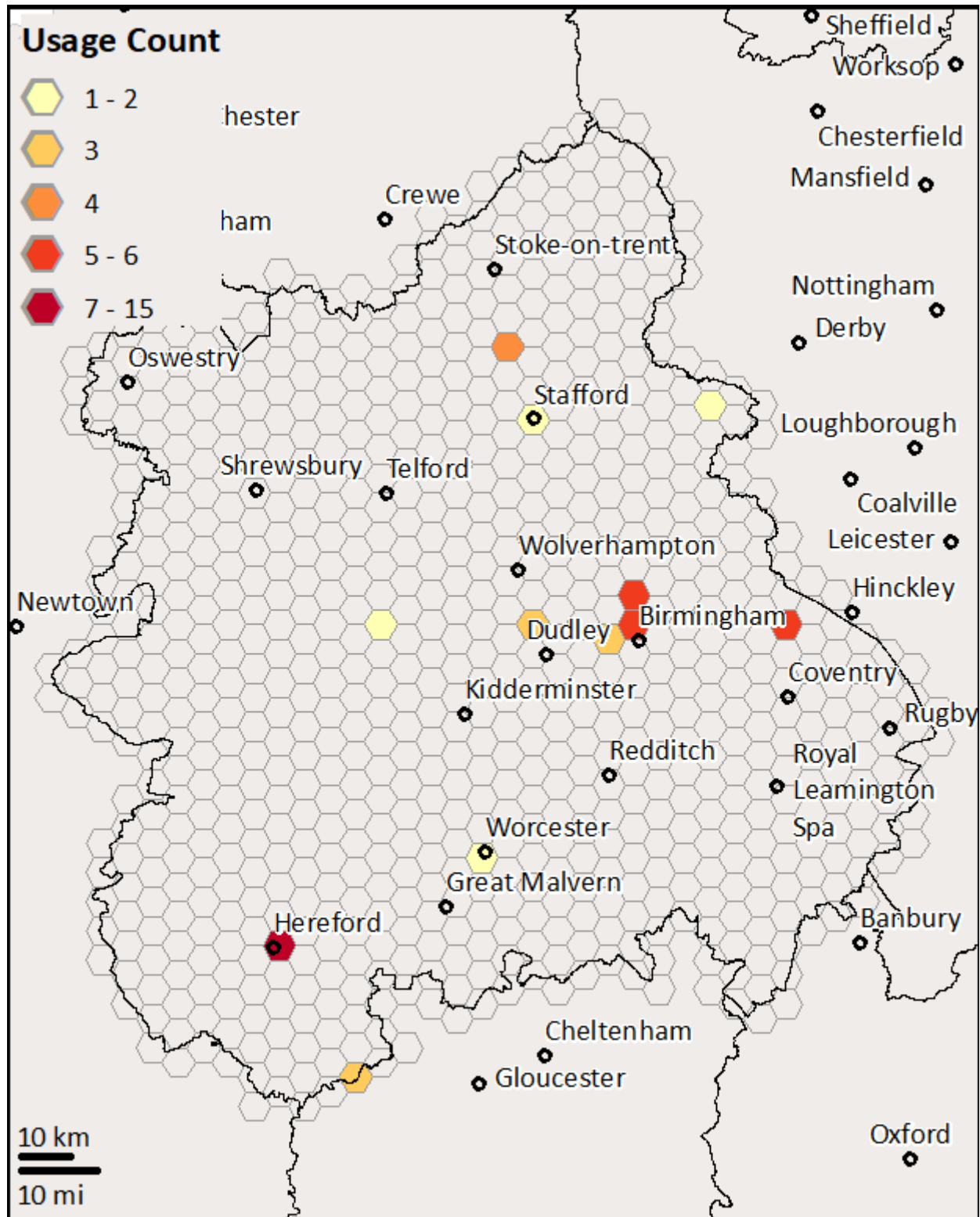
Contains public sector information licensed under the Open Government Licence.

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

East Midlands	20
Northampton	7
Mental Wellbeing - Accessing Support	3
National Charities/Organisations - Royal British Legion	2
COVID19 Local Support - London	1
Housing - Supported Living	1
Charnwood	6
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - GPs	1
Employment - Education and Training	1
Employment - Volunteering	1
South Kesteven	2
Finances - Money and Debt Advice	2
Nottingham	2
Housing - Eviction and Repossession	2
East Lindsey	1
COVID19 Local Support - East Midlands	1
Derby	1
Housing - Independent Living	1
South Derbyshire	1
Specific Search for an Organisation	1

West Midlands

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



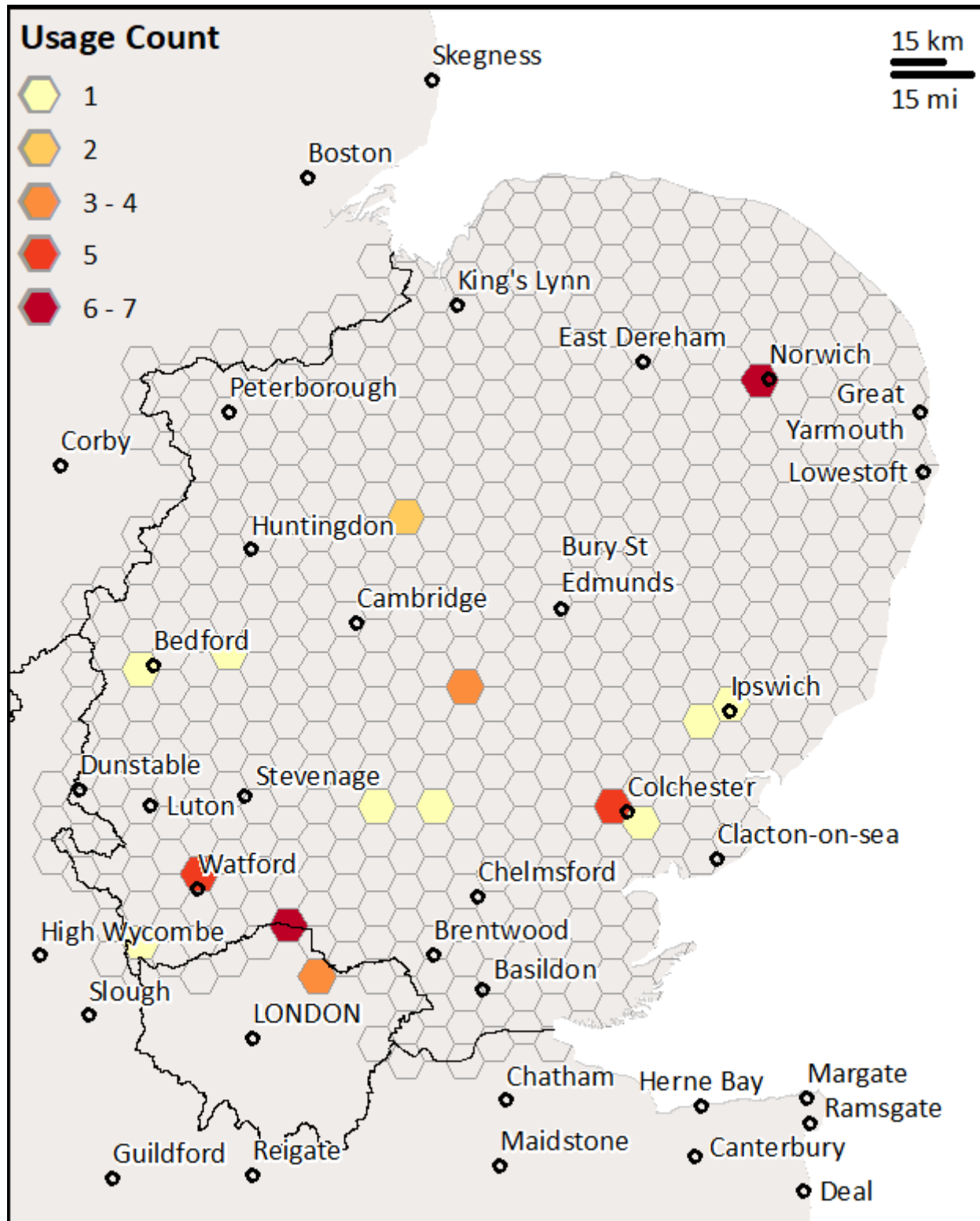
Contains public sector information licensed under the Open Government Licence.

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

West Midlands	47
Herefordshire, County of	15
Housing - Homelessness	6
Employment - Job Seeking	4
Mental Wellbeing - Bereavement	2
Employment - Transition	2
Employment - Support for Offenders	1
Birmingham	14
Mental Wellbeing - Accessing Support	6
Housing - Housing Advice and Support	5
Specific Search for an Organisation	3
Stafford	5
Finances - Pensions and Compensation	4
National Charities/Organisations - Royal British Legion	1
Nuneaton and Bedworth	5
Mental Wellbeing - Bereavement	3
Specific Search for an Organisation	1
Mental Wellbeing - Accessing Support	1
Dudley	3
Specific Search for an Organisation	2
Finances - Financial Services	1
East Staffordshire	2
Finances - Financial Services	1
Finances - Benefits	1
Worcester	2
Mental Wellbeing - Drug and Alcohol Services	2
Shropshire	1
Housing - Homelessness	1

East of England

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



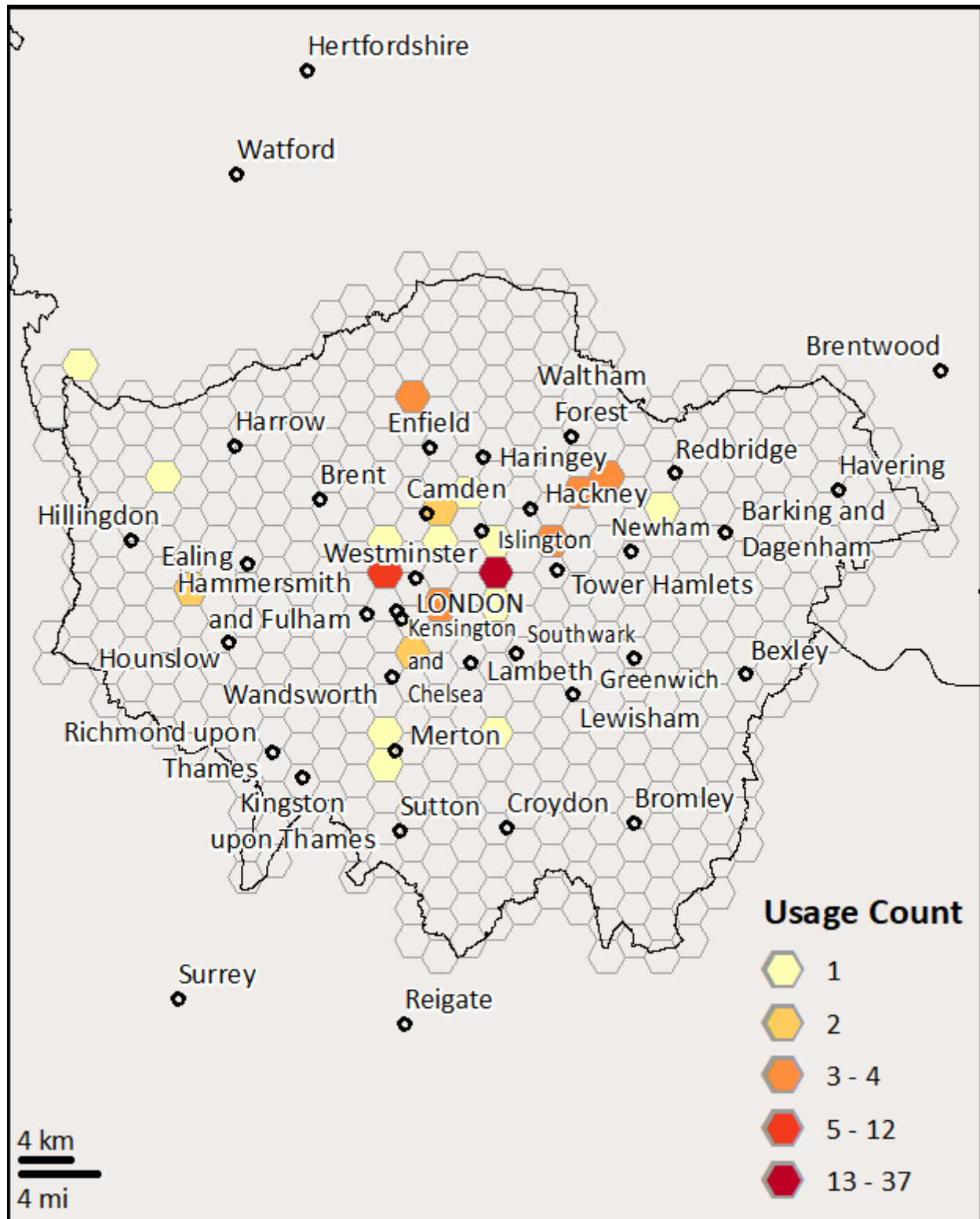
Contains public sector information licensed under the Open Government Licence.

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

East of England	37
Broxbourne	7
Physical Health - Drug and Alcohol Services	3
Specific Search for an Organisation	3
Mental Wellbeing - Accessing Support	1
Norwich	7
Mental Wellbeing - Treatment	3
Employment - Job Seeking	2
Housing - Homelessness	1
Family and Communities - Bereavement	1
Colchester	6
Housing - Housing Advice and Support	5
COVID19 Local Support - East of England	1
St Albans	5
Finances - Grants	4
Finances - Pensions and Compensation	1
St Edmundsbury	3
Specific Search for an Organisation	3
Uttlesford	2
Finances - Grants	1
Employment - Job Seeking	1
East Cambridgeshire	2
Employment - Self Employment	2
Ipswich	2
Physical Health - Healthcare Services	1
Family and Communities - Drug and Alcohol Services	1
Central Bedfordshire	1
Family and Communities - Support for Carers	1
Bedford	1
Specific Search for an Organisation	1
Three Rivers	1
Mental Wellbeing - Accessing Support	1

London

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



Contains public sector information licensed under the Open Government Licence.

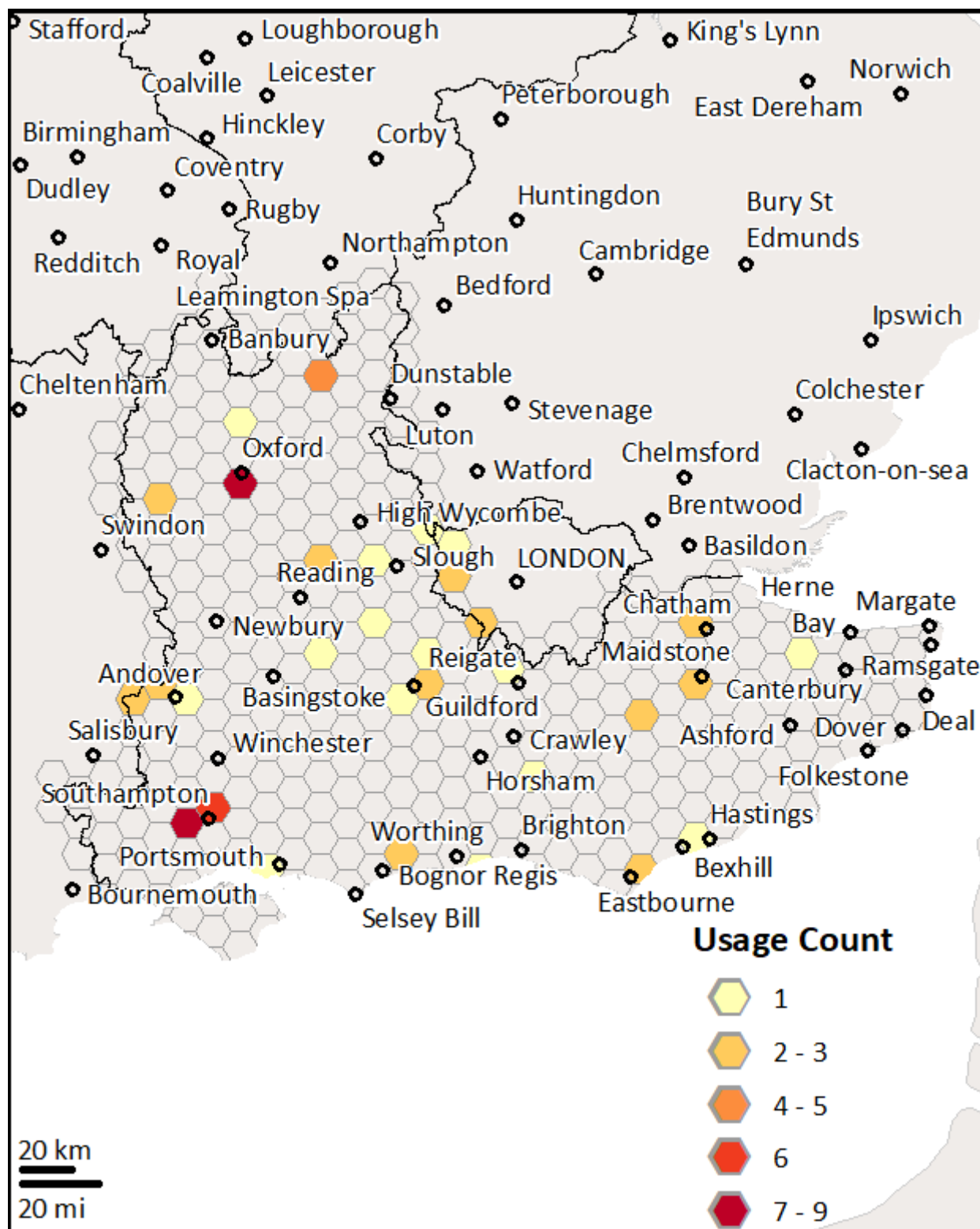
Table 30. General search criteria from users located in London – Veterans’ Gateway online directory, July 2021

London	83
City of London	37
Mental Wellbeing - Accessing Support	18
Employment - Job Seeking	7
Housing - Housing Advice and Support	3
Mental Wellbeing - Bereavement	2
Physical Health - Rehabilitation and Recovery	2
Specific Search for an Organisation	2
COVID19 Local Support - North East	1
Employment - Self Employment	1
COVID19 Local Support - North West	1
Westminster	16
Physical Health - Rehabilitation and Recovery	12
Finances - Benefits	2
Family and Communities - Recreation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Waltham Forest	8
Mental Wellbeing - Accessing Support	4
Finances - Grants	2
Employment - Job Seeking	1
Employment - Self Employment	1
Tower Hamlets	3
Employment - Education and Training	1
Housing - Eviction and Repossession	1
Employment - Support for Offenders	1
Camden	3
Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - South West	1
Barnet	3
Mental Wellbeing - Support Groups and Emotional Support	3
Ealing	2
Mental Wellbeing - Treatment	2
Wandsworth	2
Mental Wellbeing - Treatment	2
Merton	2
Specific Search for an Organisation	1
National Charities/Organisations - SSAFA	1
Islington	2
Specific Search for an Organisation	2
Brent	1
Mental Wellbeing - GPs	1
Southwark	1
Housing - Homelessness	1
Redbridge	1
Specific Search for an Organisation	1

Hillingdon	1
National Charities/Organisations - Royal British Legion	1
Croydon	1
Specific Search for an Organisation	1

South East

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



Contains public sector information licensed under the Open Government Licence.

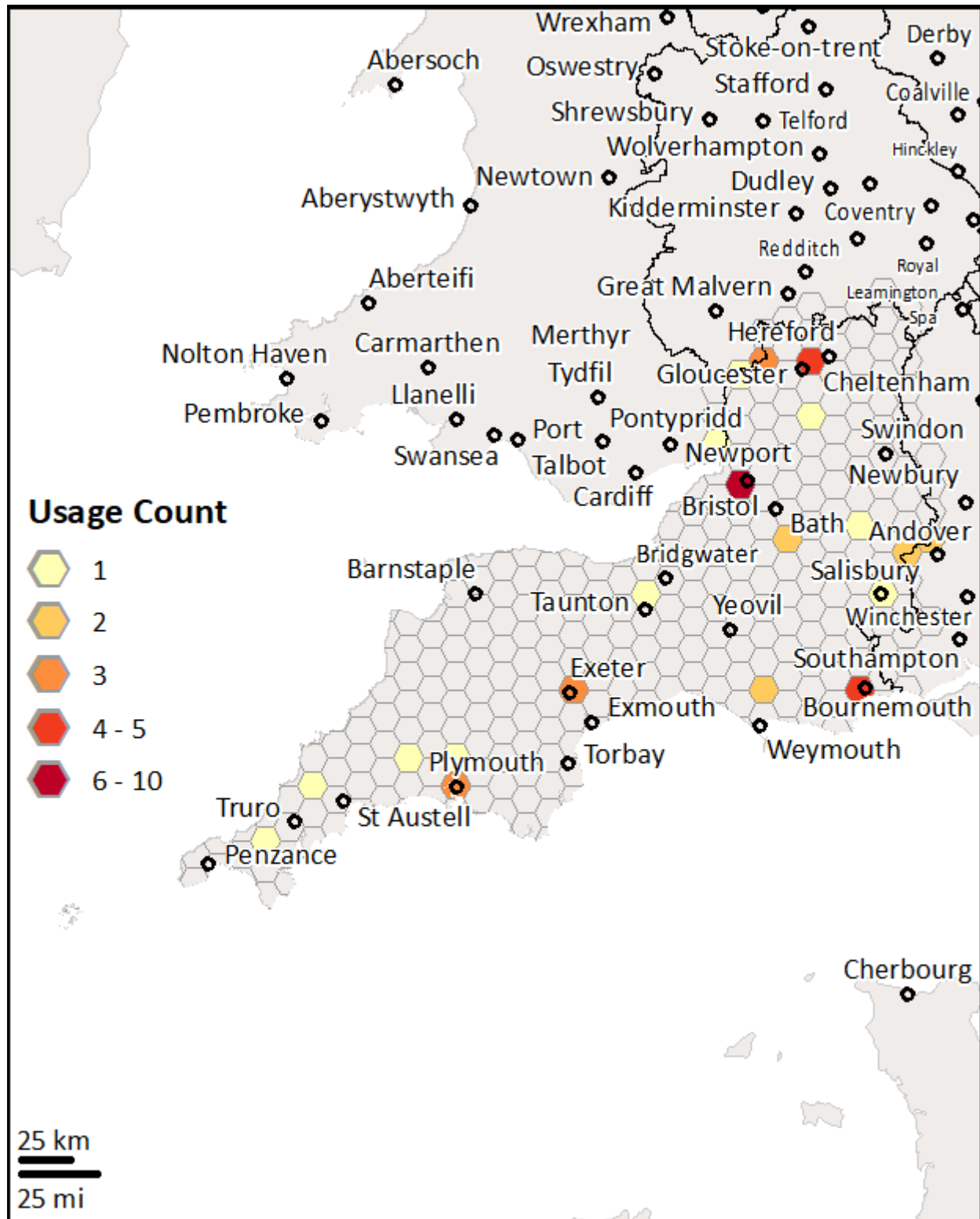
Table 31. General search criteria from users located in the South East – Veterans’ Gateway online directory, July 2021

South East	64
Southampton	13
Mental Wellbeing - Accessing Support	5
Family and Communities - Support for Carers	2
Mental Wellbeing - Treatment	2
Physical Health - Nursing and Dementia Care	1
Specific Search for an Organisation	1
Housing - Nursing and Dementia Care	1
National Charities/Organisations - SSAFA	1
Oxford	9
Housing - Homelessness	5
Mental Wellbeing - Drug and Alcohol Services	3
Physical Health - Home and Mobility Aids	1
Aylesbury Vale	5
Employment - Job Seeking	5
Test Valley	3
Family and Communities - Support Groups and Emotional Support	2
Physical Health - Nursing and Dementia Care	1
South Oxfordshire	3
Legal Support and Advocacy - Legal Advice	2
National Charities/Organisations - Royal British Legion	1
Elmbridge	3
Specific Search for an Organisation	2
Housing - Housing Advice and Support	1
Guildford	3
Mental Wellbeing - Treatment	2
Physical Health - Home and Mobility Aids	1
Medway	3
Mental Wellbeing - Accessing Support	3
Eastbourne	2
Specific Search for an Organisation	2
Tunbridge Wells	2
Specific Search for an Organisation	2
Arun	2
Mental Wellbeing - Accessing Support	2
Maidstone	2
Mental Wellbeing - Treatment	1
Family and Communities - Support for Carers	1
Vale of White Horse	2
Mental Wellbeing - Drug and Alcohol Services	2
Adur	1
Employment - Education and Training	1
Eastleigh	1
Specific Search for an Organisation	1
Hart	1

Housing - Independent Living	1
Hastings	1
COVID19 Local Support - South East	1
Swale	1
Finances - Support for the Gurkha Community	1
Windsor and Maidenhead	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mid Sussex	1
COVID19 Local Support - South East	1
Bracknell Forest	1
Mental Wellbeing - Accessing Support	1
Cherwell	1
Housing - Housing Advice and Support	1
Woking	1
Housing - Homelessness	1
Portsmouth	1
Family and Communities - Recreation	1
Reigate and Banstead	1
Physical Health - Sports	1

South West

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



Contains public sector information licensed under the Open Government Licence.

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

South West	43
Bristol, City of	10
Mental Wellbeing - Treatment	5
Employment - Education and Training	4
Finances - Benefits	1
Bournemouth	5
Physical Health - Home and Mobility Aids	5
Gloucester	4
Mental Wellbeing - Treatment	3
Physical Health - Rehabilitation and Recovery	1
Wiltshire	4
Housing - Housing Advice and Support	2
Physical Health - GPs	1
Finances - Pensions and Compensation	1
Forest of Dean	4
Employment - Support for Offenders	2
Specific Search for an Organisation	1
Housing - Housing Advice and Support	1
Exeter	3
Family and Communities - Recreation	3
Plymouth	3
Housing - Homelessness	3
Cornwall	3
Finances - Grants	1
Legal Support and Advocacy - Legal Advice	1
Finances - Money and Debt Advice	1
West Dorset	2
Physical Health - Home and Mobility Aids	1
Employment - Job Seeking	1
Mendip	2
National Charities/Organisations - Royal British Legion	1
Finances - Benefits	1
West Devon	1
Housing - Nursing and Dementia Care	1
Taunton Deane	1
Finances - Grants	1
Stroud	1
Family and Communities - Support for Carers	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, July 2021

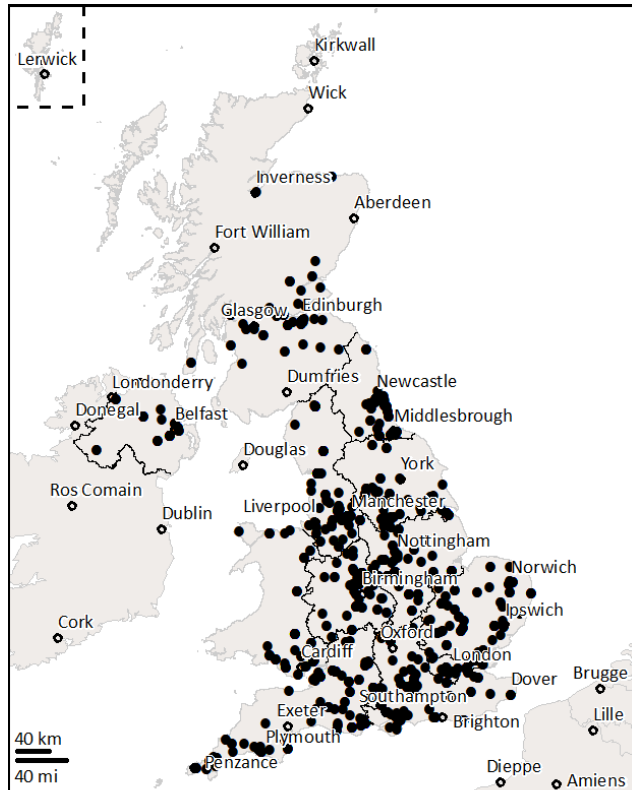
Search Criteria	Search Count	Search Percentage
Employment	198	20.08%
Mental Wellbeing	192	19.47%
Finances	159	16.13%
Physical Health	140	14.20%
Housing	132	13.39%
Family and Communities	55	5.58%
COVID19 Local Support	43	4.36%
National Charities/Organisations	36	3.65%
Legal Support and Advocacy	25	2.54%
Specific Search for an Organisation	6	0.61%
Total	986	100%

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

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	86	8.72%
Mental Wellbeing - Accessing Support	66	6.69%
Employment - Education and Training	53	5.38%
Housing - Homelessness	50	5.07%
Finances - Grants	45	4.56%
Finances - Benefits	44	4.46%
Finances - Pensions and Compensation	40	4.06%
Mental Wellbeing - Support Groups and Emotional Support	40	4.06%
Housing - Housing Advice and Support	40	4.06%
Physical Health - Sports	31	3.14%
Mental Wellbeing - Treatment	25	2.54%
Physical Health - GPs	23	2.33%
Physical Health - Support Groups and Emotional Support	22	2.23%
Employment - Volunteering	21	2.13%
Employment - Self Employment	20	2.03%
Mental Wellbeing - Drug and Alcohol Services	20	2.03%
Physical Health - Healthcare Services	19	1.93%
Finances - Money and Debt Advice	18	1.83%
Legal Support and Advocacy - Legal Advice	18	1.83%
Mental Wellbeing - Sports	17	1.72%
National Charities/Organisations - Armed Forces Covenant Fund Trust	17	1.72%
Mental Wellbeing - GPs	17	1.72%
Housing - Retirement	16	1.62%
Family and Communities - Recreation	15	1.52%
Physical Health - Rehabilitation and Recovery	13	1.32%
Physical Health - Home and Mobility Aids	13	1.32%
Family and Communities - Bereavement	12	1.22%
Finances - Financial Services	11	1.12%
Housing - Independent Living	10	1.01%
Employment - Support for Offenders	9	0.91%
Employment - Transition	9	0.91%
Family and Communities - Support for Carers	9	0.91%
Family and Communities - GPs	7	0.71%
Physical Health - Limb Loss	7	0.71%

Search Criteria	Search Count	Search Percentage
Housing - Eviction and Repossession	7	0.71%
Mental Wellbeing - Bereavement	7	0.71%
Specific Search for an Organisation	6	0.61%
COVID19 Local Support - Wales	6	0.61%
Family and Communities - Drug and Alcohol Services	6	0.61%
COVID19 Local Support - North West	6	0.61%
COVID19 Local Support - South West	5	0.51%
Legal Support and Advocacy - Legal Aid	5	0.51%
National Charities/Organisations - ASDIC Drop In Centres	5	0.51%
COVID19 Local Support - South East	5	0.51%
National Charities/Organisations - SSAFA	5	0.51%
Physical Health - Drug and Alcohol Services	5	0.51%
Family and Communities - Support Groups and Emotional Support	5	0.51%
COVID19 Local Support - East Midlands	4	0.41%
Housing - Nursing and Dementia Care	4	0.41%
COVID19 Local Support - East of England	4	0.41%
COVID19 Local Support - Yorkshire/ The Humber	4	0.41%
National Charities/Organisations - Royal British Legion	4	0.41%
Physical Health - Nursing and Dementia Care	3	0.30%
COVID19 Local Support - North East	3	0.30%
National Charities/Organisations - Help for Heroes	3	0.30%
Housing - Supported Living	3	0.30%
Housing - Respite Care (Day Care and Respite)	2	0.20%
COVID19 Local Support - Northern Ireland	2	0.20%
Legal Support and Advocacy - Legal Advocacy	2	0.20%
Physical Health - Blind Veterans	2	0.20%
COVID19 Local Support - West Midlands	2	0.20%
COVID19 Local Support - Scotland	2	0.20%
Physical Health - End of Life Care	2	0.20%
National Charities/Organisations - Mind	1	0.10%
National Charities/Organisations - Shelter	1	0.10%
Finances - Support for the Gurkha Community	1	0.10%
Family and Communities - Support for the Gurkha Community	1	0.10%
Total	986	100%

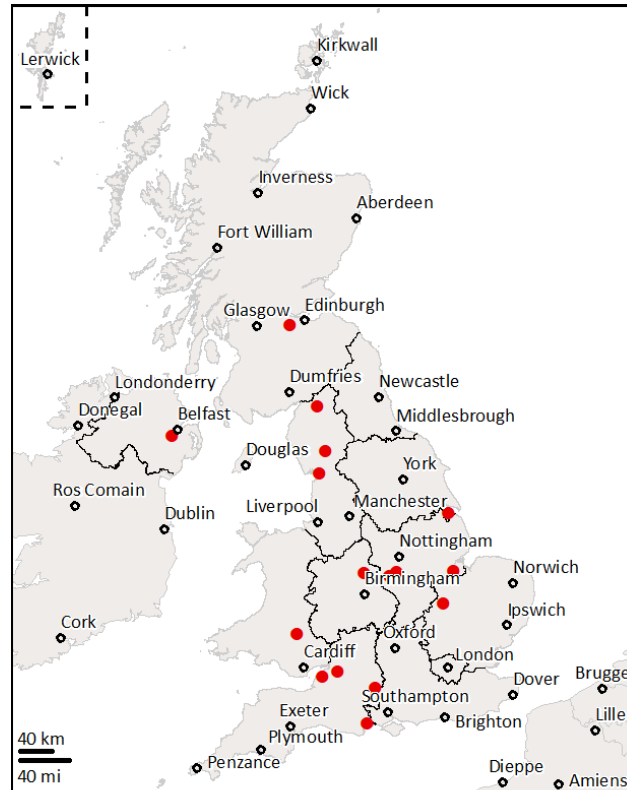
Figure 33. User locations in the UK – Veterans' Gateway mobile directory, July 2021



Contains public sector information licensed under the Open Government Licence.

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

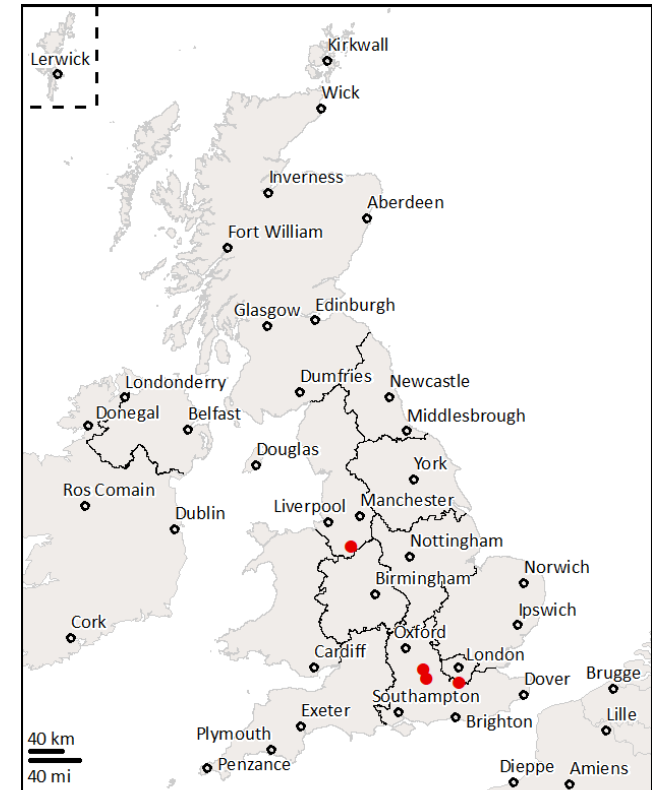
Figure 34. User hotspots in the UK – Veterans' Gateway mobile directory, July 2021



Contains public sector information licensed under the Open Government Licence.

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, July 2021



Contains public sector information licensed under the Open Government Licence.

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, July 2021

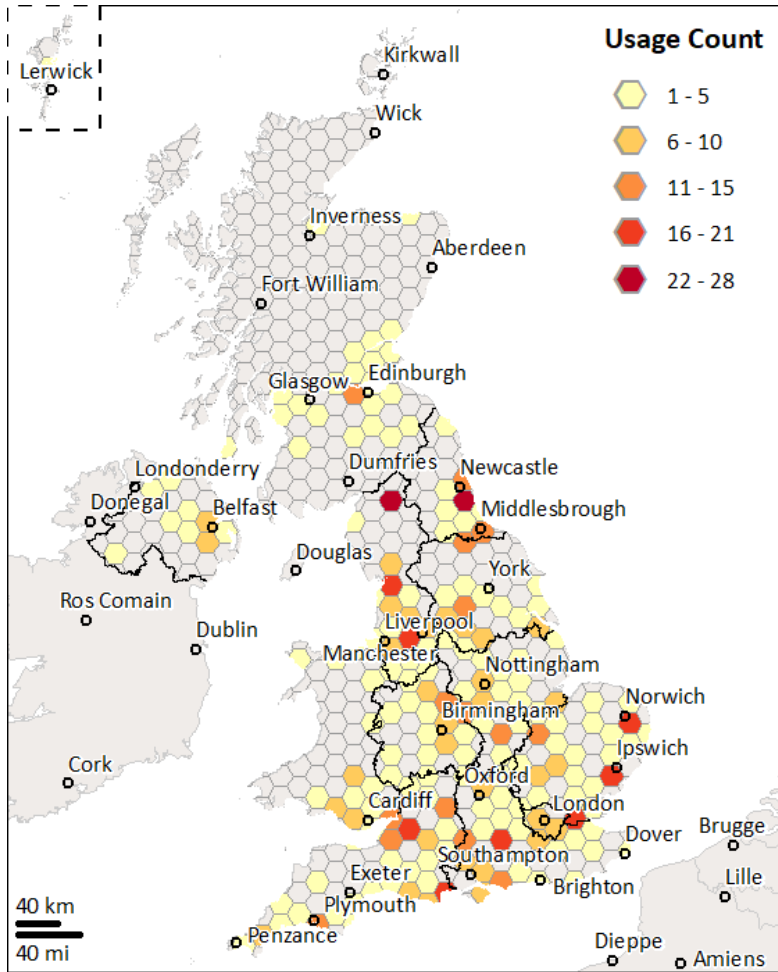


Table 35. UK regional usage – Veterans’ Gateway mobile directory, July 2021

N = 986

Region	Usage Count	Usage Percentage
South West	154	15.62%
East of England	127	12.88%
North West	120	12.17%
South East	100	10.14%
East Midlands	88	8.92%
North East	77	7.81%
Yorkshire and The Humber	68	6.90%
West Midlands	67	6.80%
Wales	66	6.69%
Scotland	58	5.88%
Northern Ireland	41	4.16%
London	20	2.03%

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

N = 986

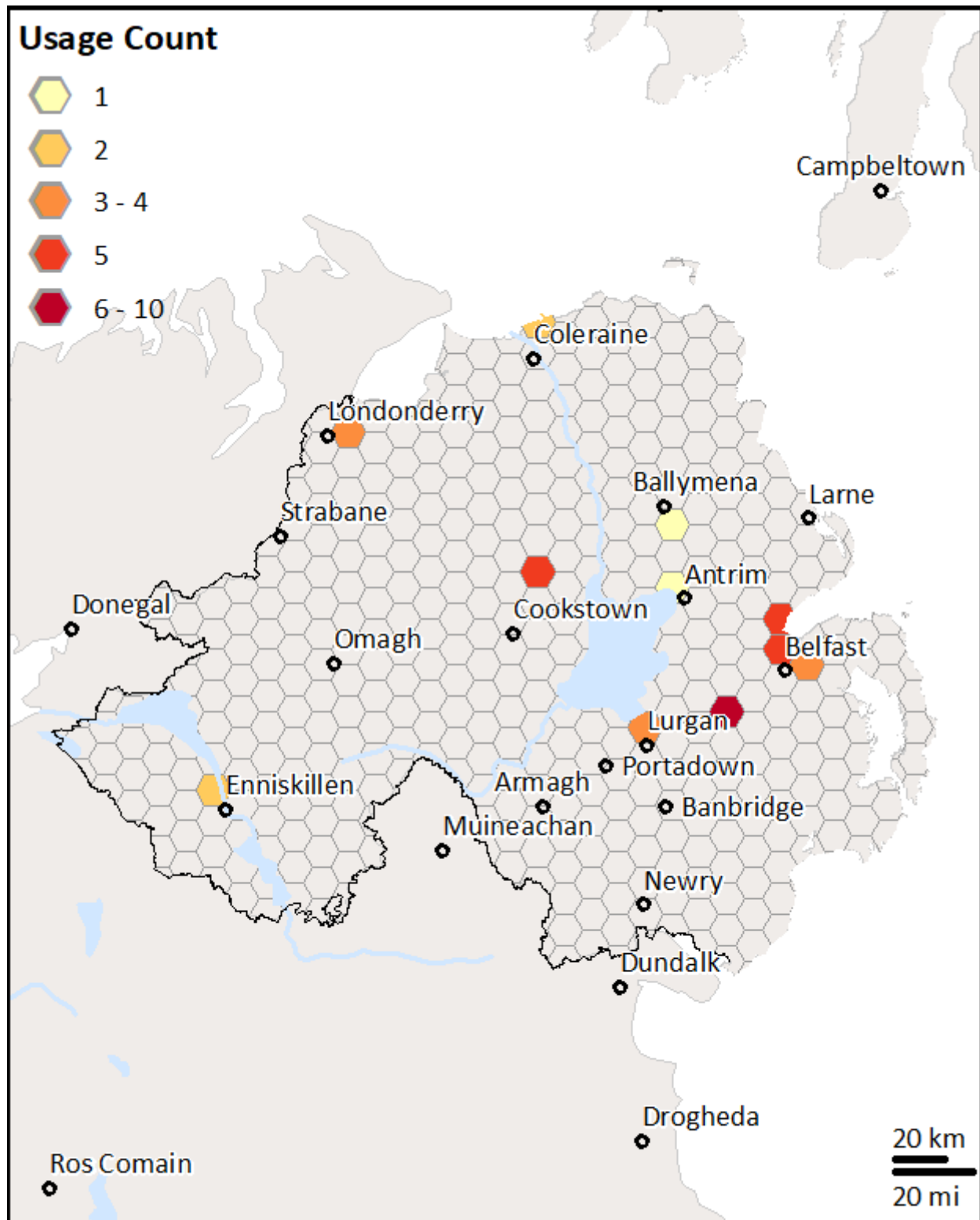
Top 20 Local Authorities	Usage Count	Usage Percentage
Wiltshire	26	2.64%
Carlisle	24	2.43%
Lancaster	21	2.13%
Cornwall	20	2.03%
County Durham	18	1.83%
Norwich	17	1.72%
North Somerset	16	1.62%
Powys	15	1.52%
Bournemouth	14	1.42%
Sunderland	12	1.22%
Huntingdonshire	12	1.22%
Cannock Chase	11	1.12%
Havant	11	1.12%
Plymouth	10	1.01%
Charnwood	10	1.01%
North East Lincolnshire	10	1.01%
Lisburn and Castlereagh	10	1.01%
Bolton	10	1.01%
Newcastle upon Tyne	10	1.01%
Basildon	10	1.01%

Contains public sector information licensed under the Open Government Licence.

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, July 2021



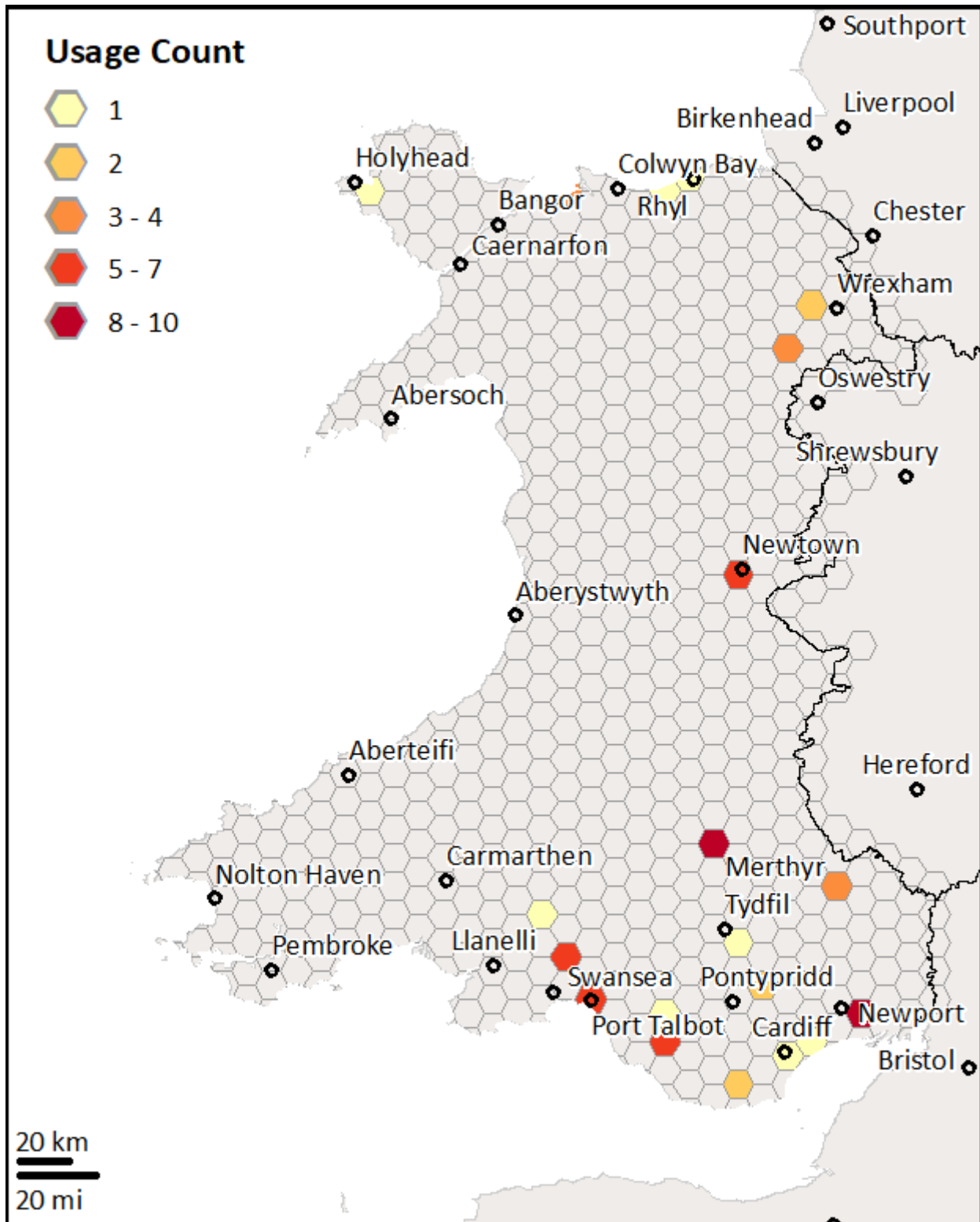
Contains public sector information licensed under the Open Government Licence.

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

Northern Ireland	41
Lisburn and Castlereagh	10
Housing - Homelessness	3
Employment - Job Seeking	2
Mental Wellbeing - Bereavement	1
Legal Support and Advocacy - Legal Aid	1
Physical Health - Sports	1
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Advocacy	1
Belfast	8
Housing - Homelessness	5
Employment - Self Employment	2
Employment - Support for Offenders	1
Antrim and Newtownabbey	6
Employment - Education and Training	4
Legal Support and Advocacy - Legal Aid	1
Employment - Volunteering	1
Mid Ulster	5
Mental Wellbeing - Accessing Support	3
Finances - Benefits	1
Finances - Grants	1
Armagh City, Banbridge and Craigavon	4
Employment - Education and Training	3
Employment - Self Employment	1
Derry City and Strabane	3
Finances - Grants	2
Family and Communities - Support for Carers	1
Causeway Coast and Glens	2
COVID19 Local Support - Northern Ireland	2
Fermanagh and Omagh	2
Finances - Benefits	2
Mid and East Antrim	1
Employment - Job Seeking	1

Wales

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



Contains public sector information licensed under the Open Government Licence.

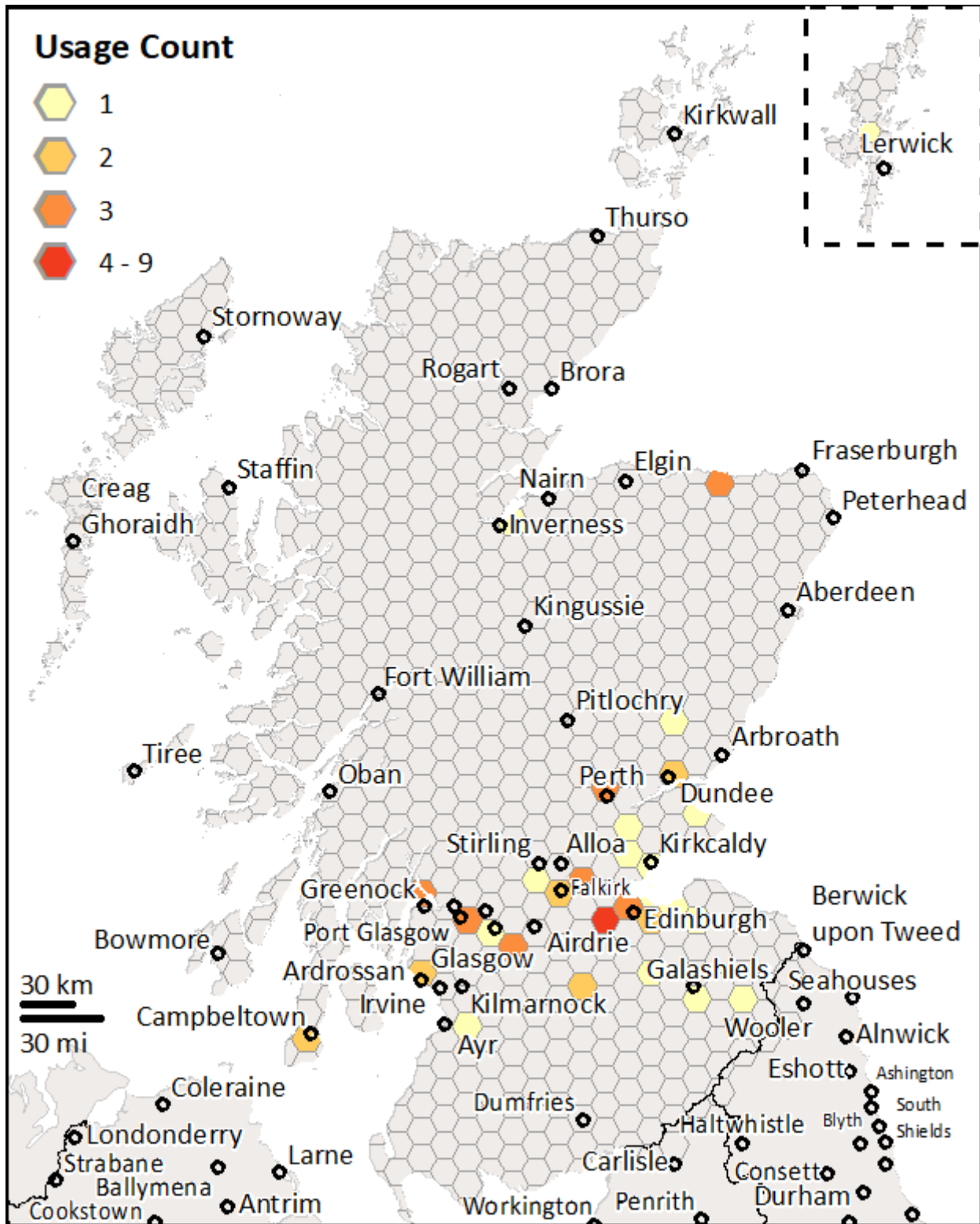
Table 38. General search criteria from users located in Wales – Veterans’ Gateway mobile directory, July 2021

Wales	66
Powys	15
Employment - Education and Training	4
COVID19 Local Support - Wales	3
Physical Health - Support Groups and Emotional Support	2
Finances - Grants	2
Employment - Job Seeking	1
Physical Health - Sports	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Employment - Volunteering	1
Newport	10
Finances - Grants	5
Legal Support and Advocacy - Legal Advice	1
Finances - Benefits	1
Physical Health - GPs	1
Employment - Job Seeking	1
Housing - Retirement	1
Bridgend	8
Physical Health - Home and Mobility Aids	1
Housing - Homelessness	1
Finances - Grants	1
Employment - Education and Training	1
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
COVID19 Local Support - Wales	1
Employment - Self Employment	1
Neath Port Talbot	5
Housing - Housing Advice and Support	4
Housing - Supported Living	1
Conwy	5
Housing - Housing Advice and Support	1
Finances - Benefits	1
National Charities/Organisations - Royal British Legion	1
Finances - Grants	1
Finances - Pensions and Compensation	1
Swansea	5
Employment - Job Seeking	2
Finances - Grants	2
Employment - Support for Offenders	1
Denbighshire	4
Physical Health - Sports	1
Physical Health - GPs	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Treatment	1
Monmouthshire	3

Finances - Support for the Gurkha Community	1
Housing - Nursing and Dementia Care	1
Housing - Homelessness	1
Cardiff	2
Finances - Grants	1
COVID19 Local Support - Wales	1
Caerphilly	2
Housing - Homelessness	2
The Vale of Glamorgan	2
Employment - Job Seeking	1
Employment - Education and Training	1
Wrexham	2
Legal Support and Advocacy - Legal Advice	1
Housing - Homelessness	1
Carmarthenshire	1
Finances - Pensions and Compensation	1
Isle of Anglesey	1
Employment - Job Seeking	1
Merthyr Tydfil	1
COVID19 Local Support - Wales	1

Scotland

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



Contains public sector information licensed under the Open Government Licence.

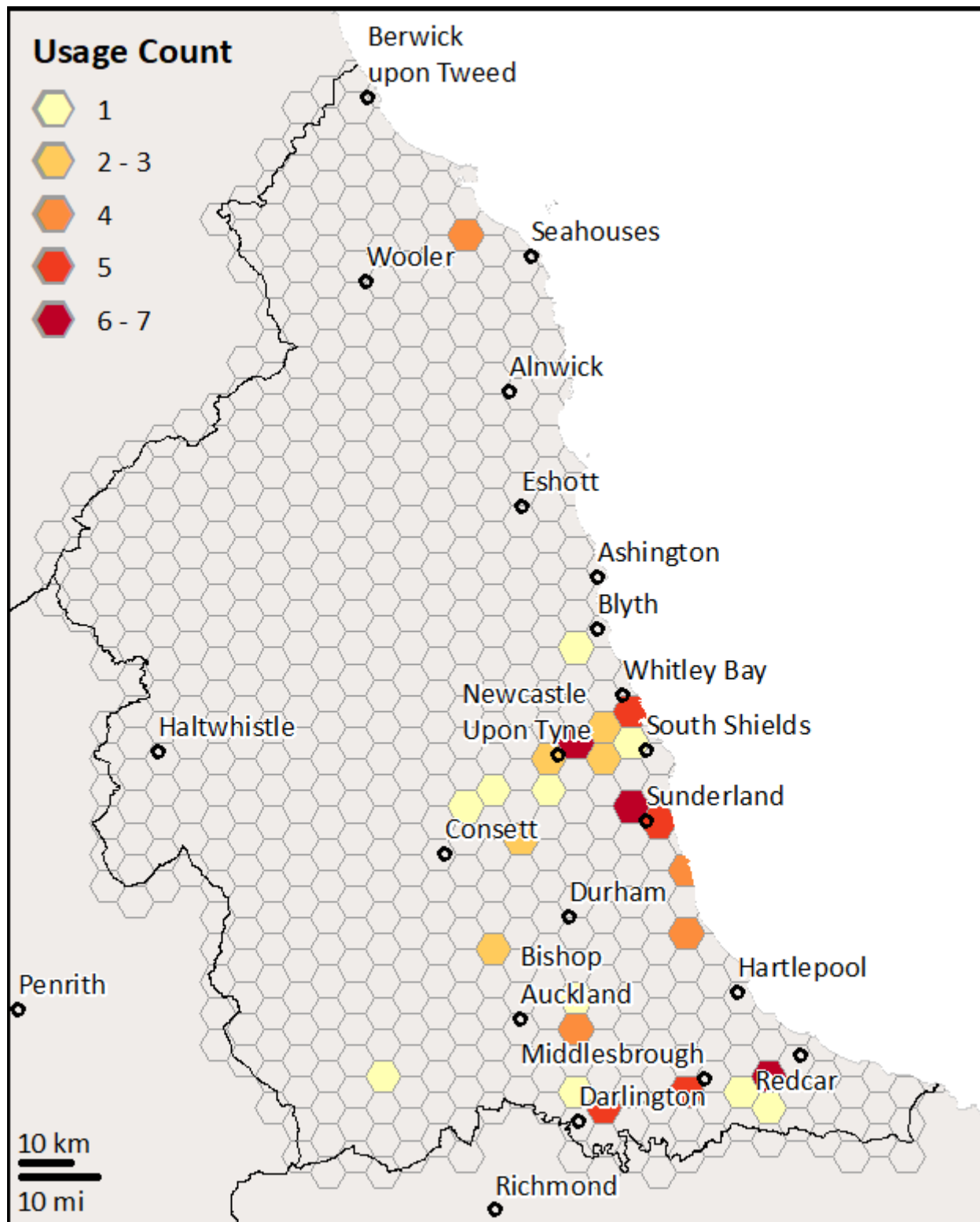
Table 39. General search criteria from users located in Scotland – Veterans’ Gateway mobile directory, July 2021

Scotland	58
West Lothian	8
Physical Health - Support Groups and Emotional Support	3
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - Royal British Legion	1
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Edinburgh, City of	7
Housing - Housing Advice and Support	3
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	1
Mental Wellbeing - Bereavement	1
Falkirk	5
Employment - Volunteering	3
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Drug and Alcohol Services	1
South Lanarkshire	5
Employment - Education and Training	3
Housing - Independent Living	1
Housing - Homelessness	1
Argyll & Bute	5
Mental Wellbeing - Treatment	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Family and Communities - Support Groups and Emotional Support	1
Fife	4
Housing - Housing Advice and Support	1
Finances - Pensions and Compensation	1
COVID19 Local Support - Scotland	1
Employment - Job Seeking	1
Renfrewshire	3
Employment - Education and Training	1
Finances - Grants	1
Employment - Volunteering	1
Perth & Kinross	3
Housing - Retirement	2
Housing - Independent Living	1
Scottish Borders	3
COVID19 Local Support - Scotland	1
Mental Wellbeing - Sports	1
Family and Communities - Recreation	1
Aberdeenshire	3
Employment - Job Seeking	2
Finances - Financial Services	1

East Lothian	2
Finances - Financial Services	1
Employment - Education and Training	1
Dundee City	2
Housing - Homelessness	2
North Ayrshire	2
Finances - Pensions and Compensation	2
Shetland Islands	1
Mental Wellbeing - Accessing Support	1
South Ayrshire	1
Housing - Homelessness	1
Angus	1
Employment - Self Employment	1
Stirling	1
National Charities/Organisations - Help for Heroes	1
Glasgow City	1
Finances - Grants	1
Highland	1
National Charities/Organisations - Help for Heroes	1

North East

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



Contains public sector information licensed under the Open Government Licence.

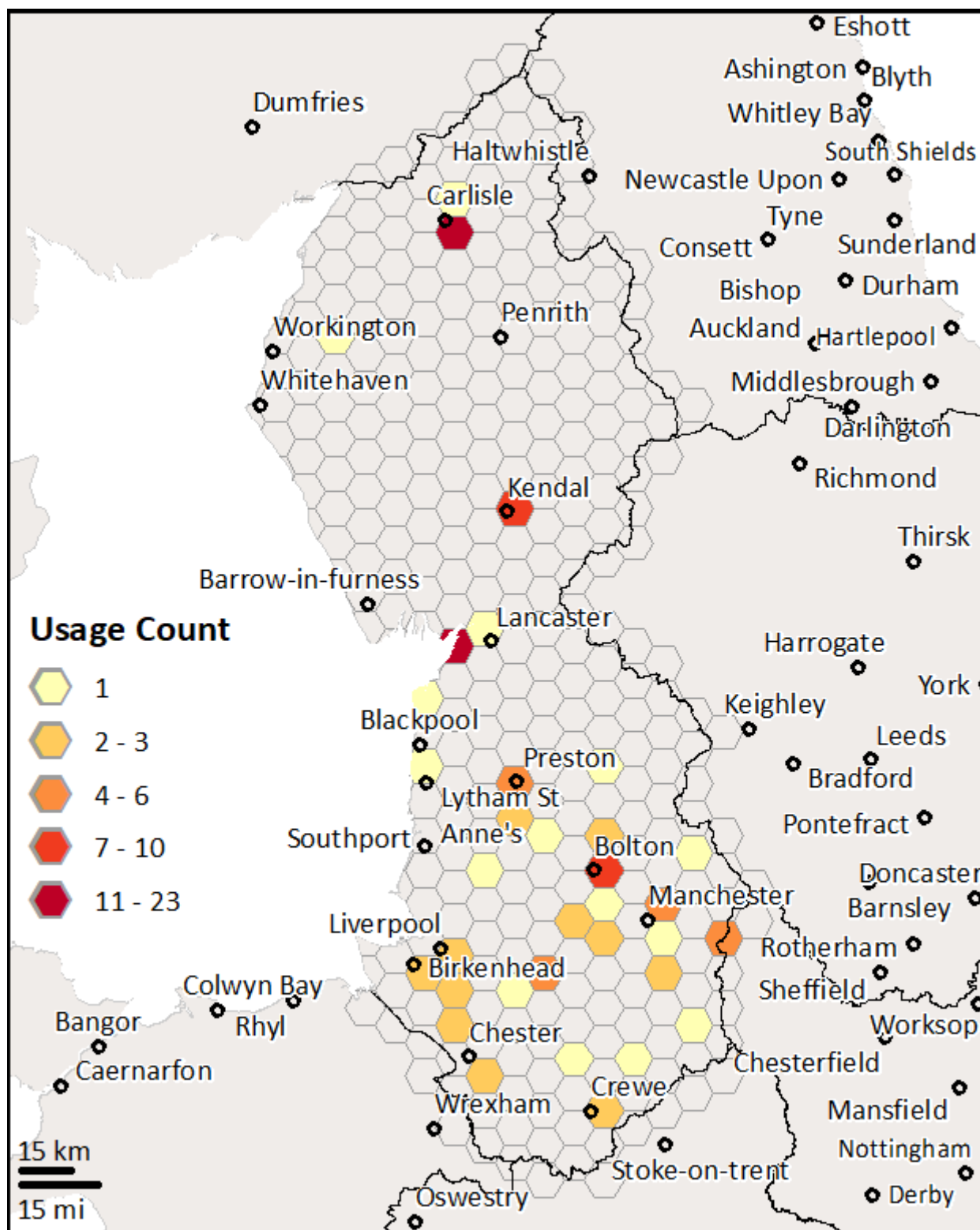
Table 40. General search criteria from users located in the North East – Veterans’ Gateway mobile directory, July 2021

North East	77
County Durham	18
Employment - Job Seeking	3
Employment - Transition	2
Physical Health - Rehabilitation and Recovery	2
Housing - Retirement	2
Employment - Support for Offenders	1
National Charities/Organisations - Help for Heroes	1
Finances - Grants	1
Housing - Housing Advice and Support	1
Physical Health - Home and Mobility Aids	1
COVID19 Local Support - North East	1
Physical Health - Sports	1
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Sunderland	12
Finances - Pensions and Compensation	2
Housing - Eviction and Repossession	2
Finances - Money and Debt Advice	2
Employment - Volunteering	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Sports	1
COVID19 Local Support - North East	1
Family and Communities - Drug and Alcohol Services	1
Employment - Self Employment	1
Newcastle upon Tyne	10
Finances - Benefits	2
Housing - Homelessness	2
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - Limb Loss	1
National Charities/Organisations - SSAFA	1
COVID19 Local Support - North East	1
Finances - Grants	1
Housing - Housing Advice and Support	1
North Tyneside	7
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Physical Health - Sports	1
Housing - Homelessness	1
Finances - Grants	1
Finances - Financial Services	1
Finances - Pensions and Compensation	1
Darlington	6
Mental Wellbeing - Support Groups and Emotional Support	3
Physical Health - Sports	1
Employment - Job Seeking	1

Legal Support and Advocacy - Legal Advice	1
Redcar and Cleveland	6
Employment - Education and Training	3
Employment - Job Seeking	2
Physical Health - Rehabilitation and Recovery	1
Stockton-on-Tees	5
Mental Wellbeing - Drug and Alcohol Services	2
National Charities/Organisations - ASDIC Drop In Centres	1
Family and Communities - GPs	1
Family and Communities - Support for Carers	1
Northumberland	5
Employment - Self Employment	2
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Benefits	1
Gateshead	3
Employment - Support for Offenders	1
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
South Tyneside	3
Family and Communities - Support for Carers	1
Finances - Grants	1
Finances - Financial Services	1
Middlesbrough	2
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Drug and Alcohol Services	1

North West

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



Contains public sector information licensed under the Open Government Licence.

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

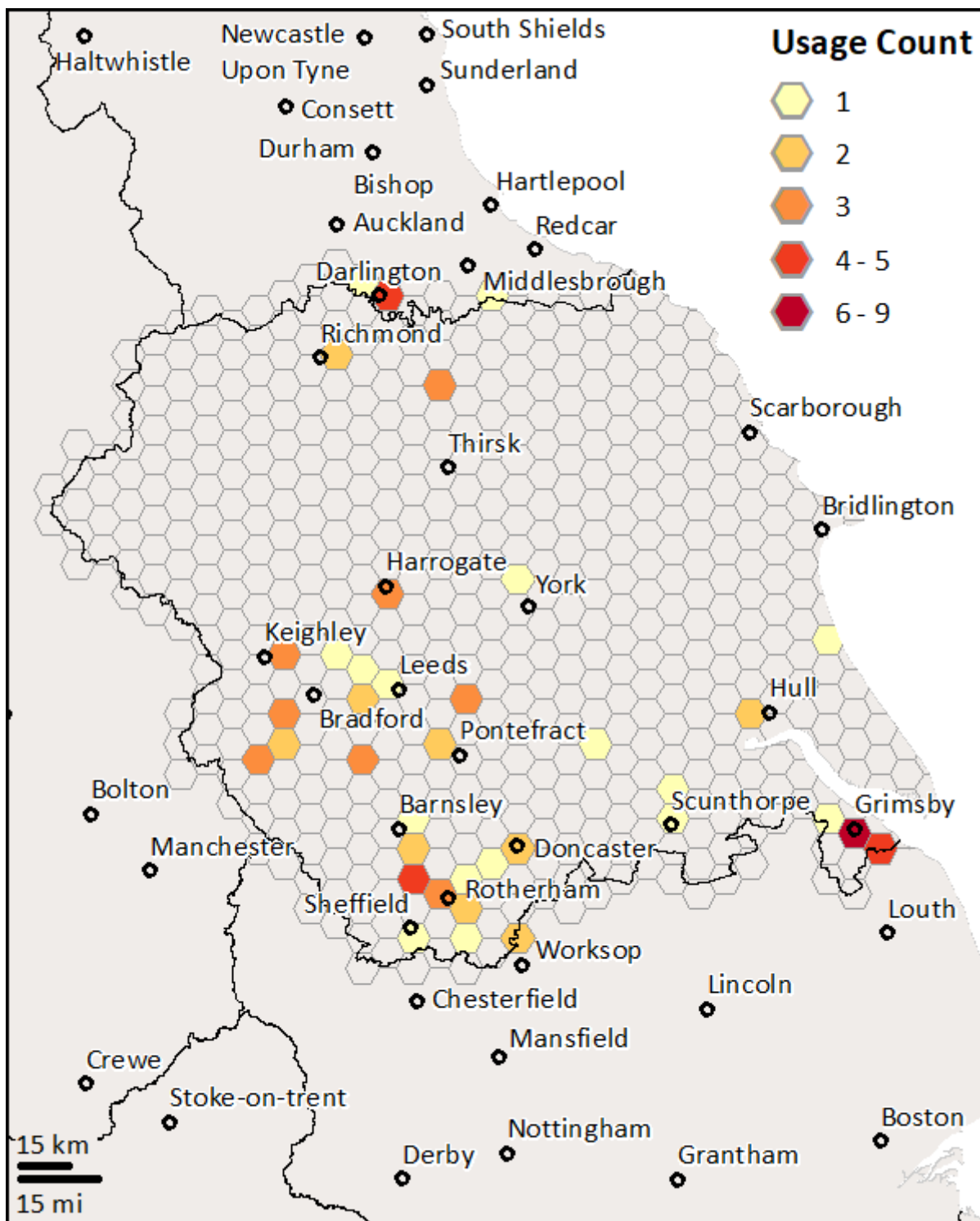
North West	120
Carlisle	24
National Charities/Organisations - Armed Forces Covenant Fund Trust	6
Family and Communities - Recreation	3
Physical Health - Drug and Alcohol Services	2
Physical Health - Rehabilitation and Recovery	2
Family and Communities - Support Groups and Emotional Support	2
Employment - Volunteering	1
Employment - Self Employment	1
Mental Wellbeing - Treatment	1
Physical Health - Sports	1
Family and Communities - Support for Carers	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Finances - Grants	1
Lancaster	21
Physical Health - Support Groups and Emotional Support	4
Family and Communities - Drug and Alcohol Services	3
Finances - Grants	3
Finances - Financial Services	2
Physical Health - Home and Mobility Aids	2
Physical Health - GPs	2
Physical Health - Nursing and Dementia Care	1
COVID19 Local Support - North West	1
Family and Communities - Support for Carers	1
Physical Health - Healthcare Services	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Bolton	10
COVID19 Local Support - North West	2
Finances - Money and Debt Advice	2
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	1
Housing - Retirement	1
Employment - Job Seeking	1
Finances - Benefits	1
Housing - Homelessness	1
South Lakeland	9
Physical Health - Sports	3
Mental Wellbeing - Sports	2
Physical Health - GPs	2
Mental Wellbeing - Treatment	1
Physical Health - Rehabilitation and Recovery	1
Warrington	9
Physical Health - GPs	3

Finances - Benefits	2
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Finances - Money and Debt Advice	1
Preston	6
Mental Wellbeing - Drug and Alcohol Services	2
Employment - Job Seeking	1
Mental Wellbeing - Treatment	1
Employment - Support for Offenders	1
Employment - Transition	1
Cheshire East	5
Finances - Pensions and Compensation	2
Physical Health - Healthcare Services	1
Family and Communities - Bereavement	1
Family and Communities - Support Groups and Emotional Support	1
Cheshire West and Chester	5
Employment - Job Seeking	4
Finances - Financial Services	1
Liverpool	5
Physical Health - Limb Loss	1
Finances - Benefits	1
Physical Health - Sports	1
Finances - Grants	1
Housing - Housing Advice and Support	1
Wirral	3
Finances - Pensions and Compensation	1
Housing - Retirement	1
Housing - Housing Advice and Support	1
Oldham	3
Mental Wellbeing - Accessing Support	3
Manchester	3
Mental Wellbeing - Accessing Support	2
Legal Support and Advocacy - Legal Advice	1
Blackburn with Darwen	2
National Charities/Organisations - SSAFA	1
Housing - Nursing and Dementia Care	1
Trafford	2
COVID19 Local Support - North West	2
Stockport	2
Physical Health - Home and Mobility Aids	2
South Ribble	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Blackpool	1
Finances - Benefits	1
Rochdale	1
Finances - Grants	1

Salford	1
Mental Wellbeing - Treatment	1
Hyndburn	1
Housing - Homelessness	1
West Lancashire	1
COVID19 Local Support - North West	1
Allerdale	1
Housing - Homelessness	1
Wyre	1
Physical Health - Limb Loss	1
Chorley	1
Physical Health - Blind Veterans	1
Halton	1
Mental Wellbeing - Drug and Alcohol Services	1

Yorkshire and the Humber

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



Contains public sector information licensed under the Open Government Licence.

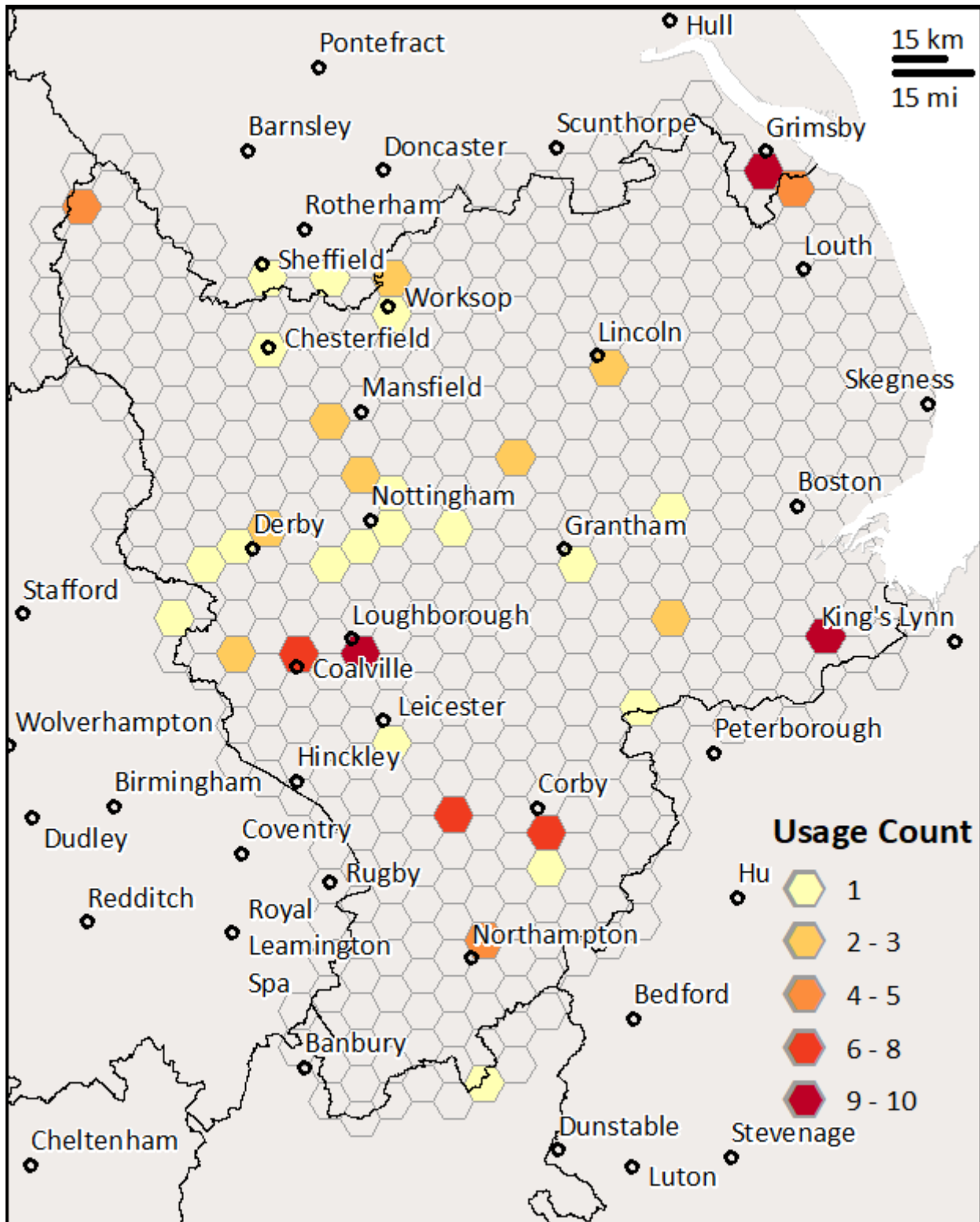
Table 42. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway mobile directory, July 2021

Yorkshire and The Humber	68
North East Lincolnshire	10
Mental Wellbeing - Drug and Alcohol Services	4
Physical Health - Drug and Alcohol Services	2
Mental Wellbeing - Treatment	1
Physical Health - Limb Loss	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Sports	1
Leeds	8
Employment - Education and Training	3
Family and Communities - Bereavement	2
Mental Wellbeing - Accessing Support	1
Physical Health - GPs	1
Family and Communities - GPs	1
Rotherham	7
Mental Wellbeing - Accessing Support	2
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - SSAFA	1
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Aid	1
Bradford	6
Legal Support and Advocacy - Legal Advice	2
Finances - Money and Debt Advice	2
National Charities/Organisations - Royal British Legion	1
Finances - Grants	1
Sheffield	6
Finances - Benefits	3
Finances - Pensions and Compensation	2
National Charities/Organisations - ASDIC Drop In Centres	1
Calderdale	5
Physical Health - Sports	2
Mental Wellbeing - Sports	2
Finances - Money and Debt Advice	1
Wakefield	5
Housing - Independent Living	3
Housing - Respite Care (Day Care and Respite)	1
Housing - Homelessness	1
Doncaster	3
Finances - Grants	2
COVID19 Local Support - Yorkshire/ The Humber	1
Harrogate	3
Housing - Housing Advice and Support	2
Housing - Homelessness	1
East Riding of Yorkshire	3

Employment - Job Seeking	2
COVID19 Local Support - Yorkshire/ The Humber	1
Hambleton	3
Employment - Job Seeking	3
Barnsley	3
Finances - Grants	1
Physical Health - Healthcare Services	1
Mental Wellbeing - GPs	1
Richmondshire	2
Housing - Homelessness	1
Family and Communities - Bereavement	1
North Lincolnshire	2
Specific Search for an Organisation	1
Housing - Housing Advice and Support	1
York	1
COVID19 Local Support - Yorkshire/ The Humber	1
Kingston upon Hull, City of	1
Finances - Pensions and Compensation	1

East Midlands

Figure 43. User locations in East Midlands – Veterans’ Gateway mobile directory, July 2021



Contains public sector information licensed under the Open Government Licence.

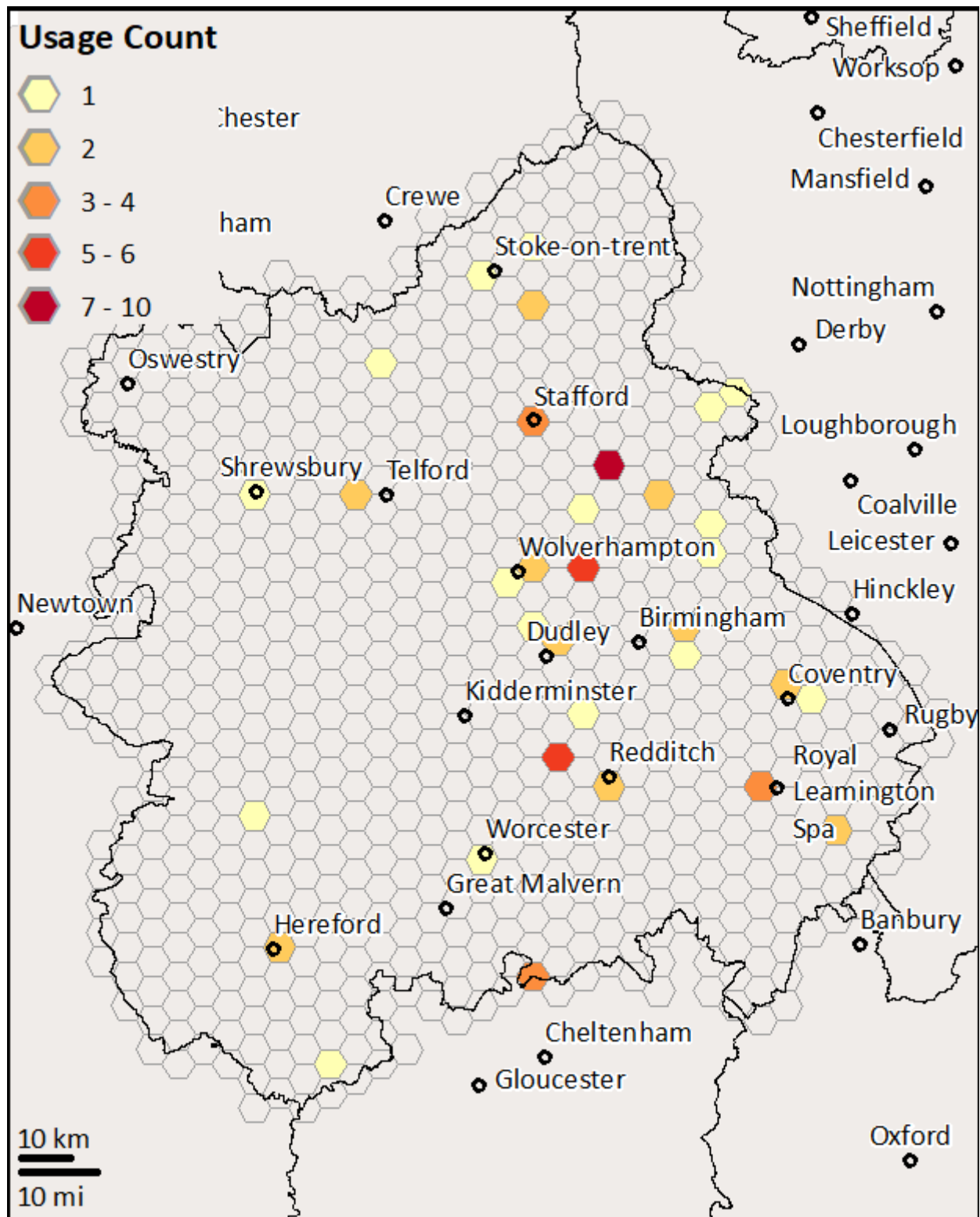
Table 43. General search criteria from users located in East Midlands – Veterans’ Gateway mobile directory, July 2021

East Midlands	88
Charnwood	10
Housing - Housing Advice and Support	2
COVID19 Local Support - East Midlands	2
Mental Wellbeing - Accessing Support	2
Physical Health - Support Groups and Emotional Support	1
Physical Health - Sports	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Treatment	1
South Holland	9
Mental Wellbeing - Support Groups and Emotional Support	3
Physical Health - GPs	2
Physical Health - Blind Veterans	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
North West Leicestershire	8
Physical Health - Healthcare Services	2
Physical Health - Rehabilitation and Recovery	2
Physical Health - Sports	1
Housing - Housing Advice and Support	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Treatment	1
Harborough	7
Employment - Education and Training	4
Physical Health - Sports	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Bereavement	1
Corby	7
Finances - Benefits	3
Housing - Homelessness	3
Housing - Housing Advice and Support	1
Ashfield	6
Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - East Midlands	1
Physical Health - Sports	1
Employment - Transition	1
Mental Wellbeing - Sports	1
High Peak	5
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
Physical Health - Nursing and Dementia Care	2
East Lindsey	4
Finances - Benefits	2
Finances - Pensions and Compensation	1
Family and Communities - GPs	1

Derby	4
Mental Wellbeing - Accessing Support	4
Northampton	4
Physical Health - Healthcare Services	1
Physical Health - GPs	1
Employment - Volunteering	1
Housing - Housing Advice and Support	1
South Kesteven	4
Physical Health - Rehabilitation and Recovery	1
Physical Health - GPs	1
Employment - Job Seeking	1
Family and Communities - Support for Carers	1
South Derbyshire	4
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Treatment	1
Employment - Education and Training	1
Bassetlaw	3
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Nottingham	2
Housing - Homelessness	1
Finances - Pensions and Compensation	1
Lincoln	2
Physical Health - GPs	2
Newark and Sherwood	2
Physical Health - Sports	1
Family and Communities - Recreation	1
Rushcliffe	1
Family and Communities - Bereavement	1
Chesterfield	1
Legal Support and Advocacy - Legal Advice	1
Broxtowe	1
COVID19 Local Support - East Midlands	1
Erewash	1
Finances - Benefits	1
Oadby and Wigston	1
Employment - Education and Training	1
North Kesteven	1
Legal Support and Advocacy - Legal Advice	1
Kettering	1
Finances - Benefits	1

West Midlands

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



Contains public sector information licensed under the Open Government Licence.

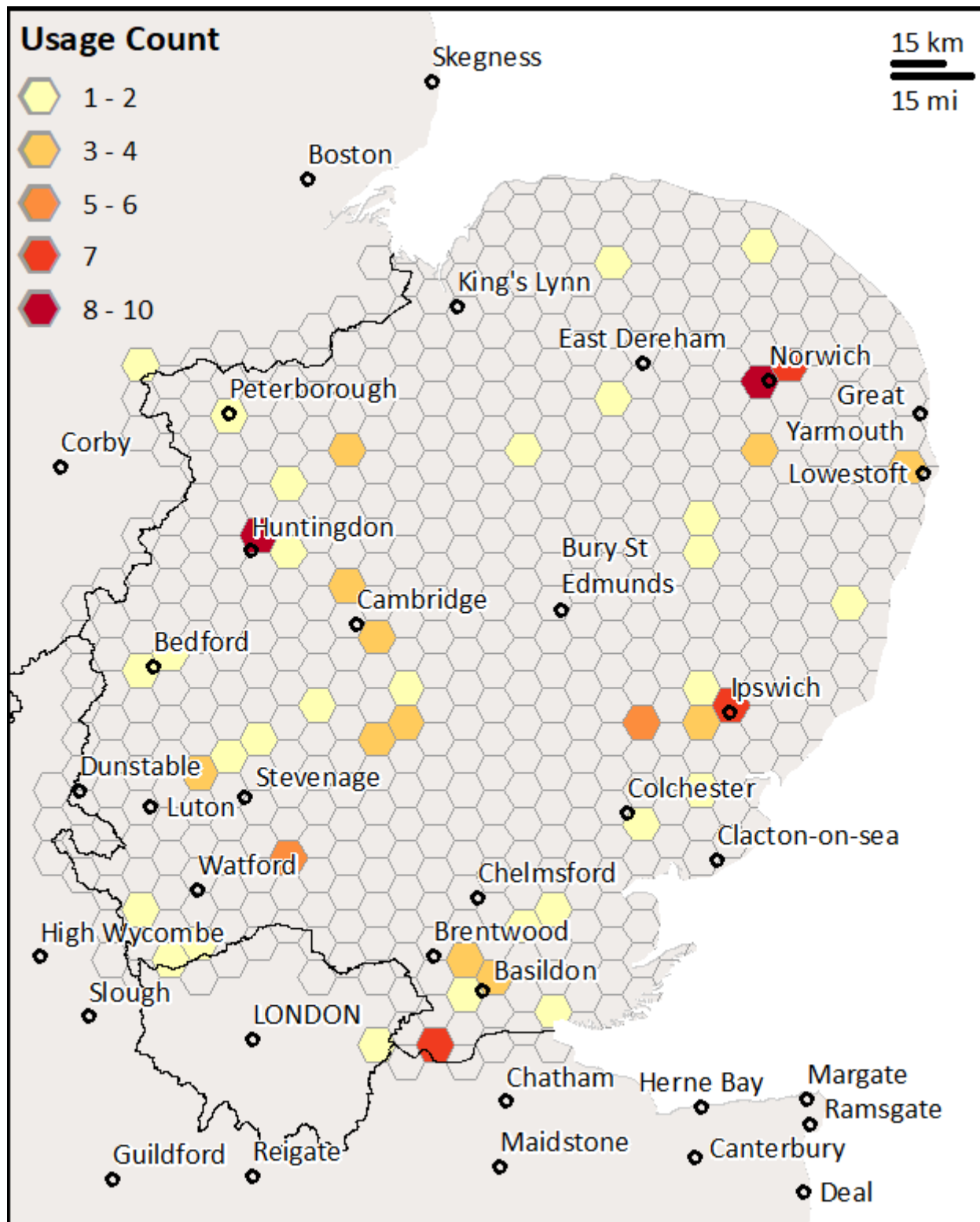
Table 44. General search criteria from users located in the West Midlands – Veterans’ Gateway mobile directory, July 2021

West Midlands	67
Cannock Chase	11
Employment - Volunteering	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Housing - Eviction and Repossession	1
Housing - Homelessness	1
Family and Communities - Bereavement	1
Mental Wellbeing - Accessing Support	1
Family and Communities - GPs	1
COVID19 Local Support - West Midlands	1
Family and Communities - Support for the Gurkha Community	1
Walsall	6
Employment - Volunteering	4
Employment - Job Seeking	2
Bromsgrove	5
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Employment - Job Seeking	1
National Charities/Organisations - ASDIC Drop In Centres	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	1
Stafford	4
Employment - Job Seeking	3
Family and Communities - Recreation	1
Herefordshire, County of	4
Mental Wellbeing - Sports	1
Mental Wellbeing - Accessing Support	1
Family and Communities - Recreation	1
Family and Communities - Support Groups and Emotional Support	1
Coventry	3
Family and Communities - Recreation	1
Housing - Housing Advice and Support	1
Housing - Eviction and Repossession	1
Lichfield	3
Employment - Job Seeking	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Money and Debt Advice	1
Warwick	3
Physical Health - GPs	2
Finances - Pensions and Compensation	1
Wolverhampton	3
Employment - Job Seeking	1
National Charities/Organisations - Shelter	1
Mental Wellbeing - Treatment	1
Birmingham	3

Finances - Grants	1
Physical Health - Healthcare Services	1
Housing - Homelessness	1
Wychavon	3
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Sports	1
Stoke-on-Trent	2
Physical Health - Sports	2
Redditch	2
Housing - Housing Advice and Support	2
Stratford-on-Avon	2
Housing - Retirement	1
Finances - Benefits	1
Telford and Wrekin	2
Physical Health - Sports	1
COVID19 Local Support - West Midlands	1
Sandwell	2
Physical Health - Home and Mobility Aids	1
Housing - Homelessness	1
Shropshire	2
Housing - Independent Living	1
Finances - Benefits	1
Tamworth	1
Housing - Homelessness	1
Worcester	1
Employment - Job Seeking	1
East Staffordshire	1
Employment - Self Employment	1
Solihull	1
Housing - Housing Advice and Support	1
Newcastle-under-Lyme	1
Physical Health - Sports	1
Dudley	1
Legal Support and Advocacy - Legal Advice	1
Staffordshire Moorlands	1
Physical Health - Home and Mobility Aids	1

East of England

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



Contains public sector information licensed under the Open Government Licence.

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

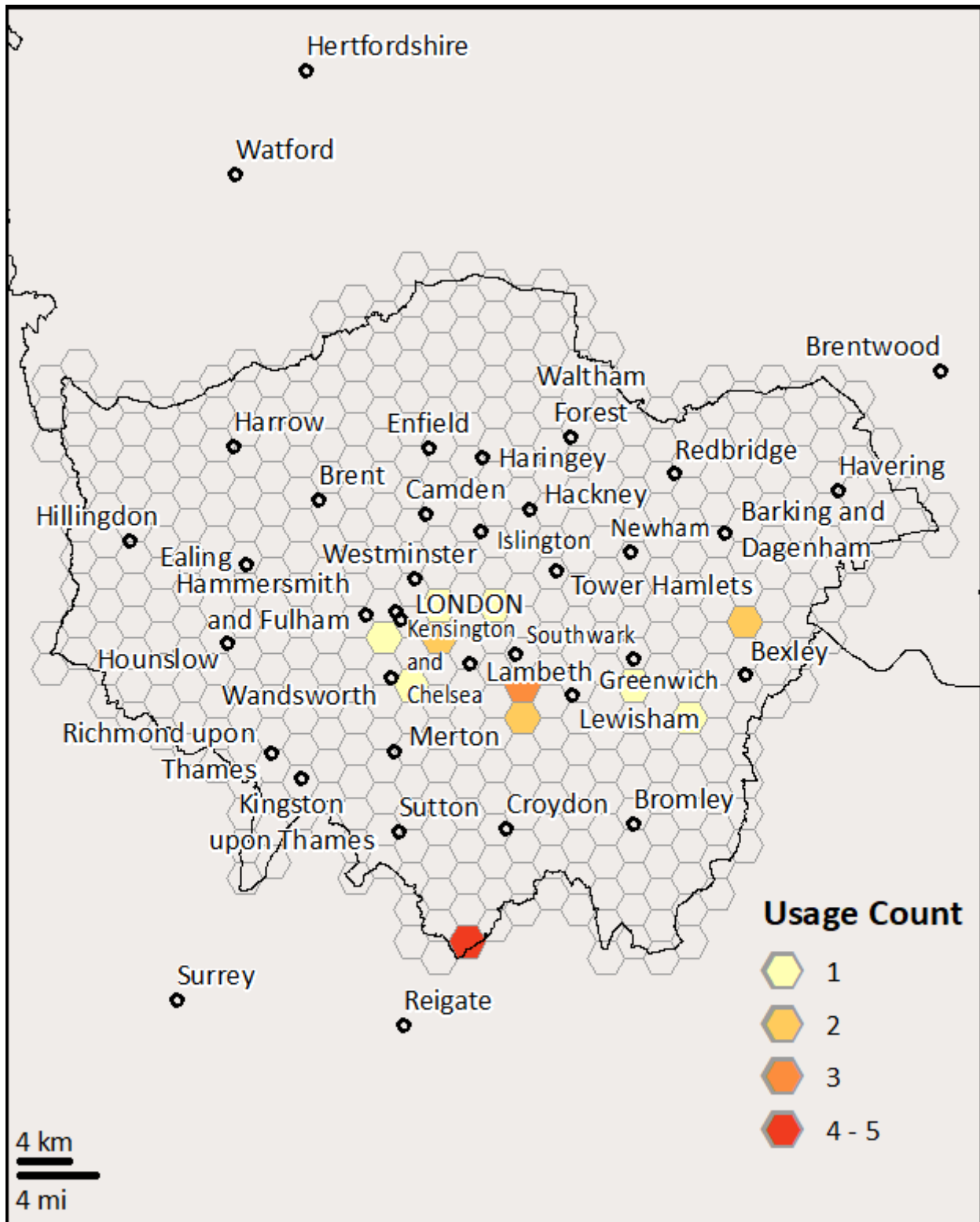
East of England	127
Norwich	17
COVID19 Local Support - East of England	3
Mental Wellbeing - Bereavement	3
Mental Wellbeing - Treatment	2
Finances - Benefits	2
Housing - Retirement	2
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Drug and Alcohol Services	1
Specific Search for an Organisation	1
Employment - Self Employment	1
Huntingdonshire	12
Mental Wellbeing - GPs	3
Mental Wellbeing - Treatment	2
Mental Wellbeing - Accessing Support	2
Housing - Retirement	1
Employment - Self Employment	1
Housing - Eviction and Repossession	1
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
Basildon	10
Mental Wellbeing - Accessing Support	4
Employment - Job Seeking	2
Finances - Pensions and Compensation	2
National Charities/Organisations - ASDIC Drop In Centres	1
Employment - Education and Training	1
Ipswich	10
Physical Health - Support Groups and Emotional Support	2
Mental Wellbeing - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advocacy	1
Employment - Self Employment	1
Physical Health - Sports	1
Family and Communities - Recreation	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
Uttlesford	8
National Charities/Organisations - Mind	1
Legal Support and Advocacy - Legal Aid	1
Housing - Nursing and Dementia Care	1
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
Housing - Homelessness	1
Employment - Education and Training	1
Housing - Housing Advice and Support	1
Thurrock	7

Employment - Education and Training	2
Specific Search for an Organisation	1
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Physical Health - Sports	1
Mental Wellbeing - Accessing Support	1
South Norfolk	6
Family and Communities - Recreation	2
Finances - Benefits	2
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Grants	1
South Cambridgeshire	6
Mental Wellbeing - GPs	1
Physical Health - Sports	1
Physical Health - GPs	1
Employment - Job Seeking	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
North Hertfordshire	6
Finances - Pensions and Compensation	3
Finances - Benefits	2
Legal Support and Advocacy - Legal Advice	1
Babergh	6
Housing - Housing Advice and Support	3
Housing - Homelessness	2
Housing - Eviction and Repossession	1
East Hertfordshire	5
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
Waveney	4
Finances - Benefits	2
Mental Wellbeing - Sports	1
Employment - Education and Training	1
Cambridge	3
Housing - Housing Advice and Support	2
Finances - Benefits	1
Mid Suffolk	3
Employment - Self Employment	2
Physical Health - Drug and Alcohol Services	1
Fenland	3
Physical Health - Home and Mobility Aids	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - Limb Loss	1
North Norfolk	3
COVID19 Local Support - East of England	1
Finances - Money and Debt Advice	1
Finances - Financial Services	1

Bedford	3
Employment - Job Seeking	1
Physical Health - Sports	1
Mental Wellbeing - GPs	1
Southend-on-Sea	2
Employment - Job Seeking	2
King's Lynn and West Norfolk	2
Employment - Education and Training	2
Maldon	2
Mental Wellbeing - GPs	2
Breckland	1
Housing - Nursing and Dementia Care	1
Three Rivers	1
Employment - Job Seeking	1
Chelmsford	1
Employment - Transition	1
Hertsmere	1
Employment - Job Seeking	1
Dacorum	1
Finances - Benefits	1
Colchester	1
Mental Wellbeing - GPs	1
Peterborough	1
Finances - Pensions and Compensation	1
Suffolk Coastal	1
Mental Wellbeing - Support Groups and Emotional Support	1
Tendring	1
Housing - Retirement	1

London

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



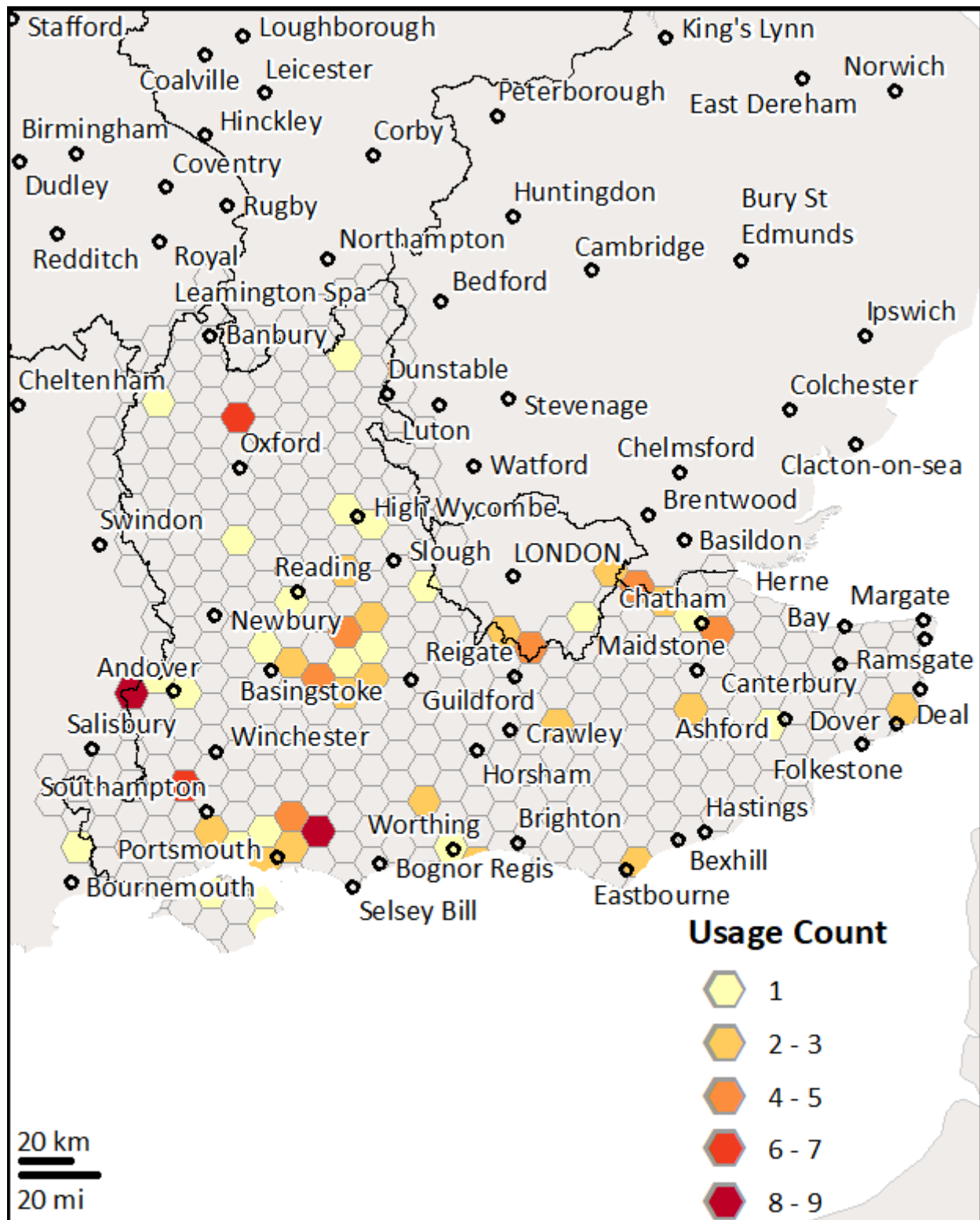
Contains public sector information licensed under the Open Government Licence.

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

London	20
Lewisham	5
Finances - Grants	2
Finances - Benefits	1
Specific Search for an Organisation	1
Finances - Pensions and Compensation	1
Croydon	5
Mental Wellbeing - Accessing Support	2
Housing - Homelessness	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Bereavement	1
Wandsworth	3
Housing - Homelessness	1
Physical Health - Healthcare Services	1
Housing - Independent Living	1
Bexley	3
Employment - Job Seeking	2
Housing - Homelessness	1
Greenwich	1
Mental Wellbeing - Support Groups and Emotional Support	1
Westminster	1
Employment - Job Seeking	1
Southwark	1
Legal Support and Advocacy - Legal Advice	1
Hammersmith and Fulham	1
Finances - Financial Services	1

South East

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



Contains public sector information licensed under the Open Government Licence.

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

South East	100
Havant	11
Mental Wellbeing - Support Groups and Emotional Support	4
COVID19 Local Support - South East	2
Mental Wellbeing - Treatment	1
COVID19 Local Support - Yorkshire/ The Humber	1
Physical Health - Sports	1
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Sports	1
Test Valley	8
Physical Health - GPs	2
COVID19 Local Support - South East	1
Legal Support and Advocacy - Legal Advice	1
Finances - Pensions and Compensation	1
Physical Health - Rehabilitation and Recovery	1
Housing - Retirement	1
Housing - Supported Living	1
Cherwell	7
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Accessing Support	2
Employment - Job Seeking	2
Family and Communities - Bereavement	1
Hart	6
Physical Health - Support Groups and Emotional Support	3
Physical Health - Sports	1
Employment - Volunteering	1
Housing - Housing Advice and Support	1
Bracknell Forest	6
Mental Wellbeing - Accessing Support	2
Finances - Benefits	1
Housing - Housing Advice and Support	1
Finances - Pensions and Compensation	1
Housing - Homelessness	1
Medway	5
Employment - Education and Training	3
Mental Wellbeing - Accessing Support	1
COVID19 Local Support - South East	1
Basingstoke and Deane	4
Mental Wellbeing - Sports	2
Employment - Education and Training	2
Portsmouth	4
Physical Health - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	1
Employment - Job Seeking	1
Employment - Volunteering	1

Adur	3
Mental Wellbeing - GPs	2
Employment - Support for Offenders	1
Dover	3
Employment - Self Employment	1
Physical Health - End of Life Care	1
Housing - Homelessness	1
Rushmoor	3
Employment - Self Employment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Homelessness	1
Eastbourne	3
Finances - Money and Debt Advice	2
Employment - Volunteering	1
Wokingham	3
Housing - Retirement	2
Mental Wellbeing - GPs	1
Gravesham	3
Mental Wellbeing - Accessing Support	3
Isle of Wight	3
COVID19 Local Support - South East	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Independent Living	1
Tunbridge Wells	2
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Horsham	2
Employment - Job Seeking	2
Gosport	2
Physical Health - Healthcare Services	1
Employment - Job Seeking	1
Epsom and Ewell	2
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
Southampton	2
Employment - Education and Training	2
Fareham	2
Specific Search for an Organisation	1
Finances - Money and Debt Advice	1
Waverley	2
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
Mid Sussex	2
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Wycombe	2
Housing - Homelessness	1
Employment - Job Seeking	1

Chichester	1
Physical Health - Healthcare Services	1
West Oxfordshire	1
National Charities/Organisations - SSAFA	1
Worthing	1
Housing - Supported Living	1
Reading	1
Physical Health - End of Life Care	1
Winchester	1
Finances - Grants	1
East Hampshire	1
Finances - Pensions and Compensation	1
Milton Keynes	1
Specific Search for an Organisation	1
Ashford	1
Housing - Housing Advice and Support	1
Slough	1
Employment - Job Seeking	1
South Oxfordshire	1
Finances - Benefits	1

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

South West	154
Wiltshire	26
Employment - Job Seeking	4
Mental Wellbeing - Accessing Support	4
Finances - Grants	3
Employment - Support for Offenders	2
COVID19 Local Support - South West	2
Physical Health - Limb Loss	2
Employment - Transition	2
Finances - Pensions and Compensation	2
Mental Wellbeing - Sports	1
Legal Support and Advocacy - Legal Advice	1
Family and Communities - Support for Carers	1
Employment - Education and Training	1
Mental Wellbeing - GPs	1
Cornwall	20
Employment - Job Seeking	3
Finances - Money and Debt Advice	2
Finances - Pensions and Compensation	2
Employment - Education and Training	2
Finances - Benefits	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Housing - Homelessness	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
Employment - Volunteering	1
Family and Communities - Recreation	1
COVID19 Local Support - South West	1
Finances - Grants	1
North Somerset	16
Physical Health - Healthcare Services	6
Family and Communities - GPs	3
National Charities/Organisations - SSAFA	1
National Charities/Organisations - Royal British Legion	1
Mental Wellbeing - Accessing Support	1
Family and Communities - Support for Carers	1
Physical Health - GPs	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - GPs	1
Bournemouth	14
Finances - Benefits	2
Housing - Independent Living	2
Physical Health - Home and Mobility Aids	2
Employment - Volunteering	1

Mental Wellbeing - GPs	1
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - Healthcare Services	1
Employment - Job Seeking	1
COVID19 Local Support - South West	1
Finances - Grants	1
Finances - Pensions and Compensation	1
Plymouth	10
Mental Wellbeing - Accessing Support	3
Employment - Job Seeking	2
Physical Health - Healthcare Services	2
Employment - Self Employment	1
Physical Health - Sports	1
Physical Health - Rehabilitation and Recovery	1
South Gloucestershire	9
Employment - Job Seeking	2
Mental Wellbeing - GPs	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Mental Wellbeing - Treatment	1
Finances - Pensions and Compensation	1
Finances - Financial Services	1
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Accessing Support	1
Swindon	7
Family and Communities - Recreation	3
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Financial Services	1
Housing - Housing Advice and Support	1
South Somerset	7
Employment - Job Seeking	3
Physical Health - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
Purbeck	7
Physical Health - Support Groups and Emotional Support	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Physical Health - GPs	1
Housing - Respite Care (Day Care and Respite)	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advice	1
Bristol, City of	6
Family and Communities - Bereavement	5
Finances - Pensions and Compensation	1
West Dorset	5
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Benefits	2

Employment - Transition	1
Torbay	4
Mental Wellbeing - Accessing Support	2
Employment - Transition	1
Family and Communities - Support for Carers	1
North Dorset	4
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
COVID19 Local Support - South West	1
Employment - Self Employment	1
Weymouth and Portland	4
Housing - Homelessness	2
Employment - Support for Offenders	1
Finances - Grants	1
Poole	3
Housing - Homelessness	2
Housing - Eviction and Repossession	1
East Dorset	2
Housing - Homelessness	1
Employment - Job Seeking	1
Gloucester	2
Finances - Money and Debt Advice	1
Finances - Grants	1
Teignbridge	2
Employment - Self Employment	1
Employment - Education and Training	1
West Somerset	1
Physical Health - Home and Mobility Aids	1
Tewkesbury	1
Mental Wellbeing - GPs	1
East Devon	1
Employment - Job Seeking	1
West Devon	1
Mental Wellbeing - Accessing Support	1
Bath and North East Somerset	1
Housing - Retirement	1
South Hams	1
Finances - Pensions and Compensation	1