

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

June 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 June 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 – June 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 July 2021, the directory of services included **17,219** markers, each representing a service available to veterans or service families.

During June 2021, the directory attracted **1,766** individual searches for services across the UK.

- A total of **725** cases were from the Veterans' Gateway Online Directory.
- A total of **867** cases were from the Veterans' Gateway Mobile Directory.
- A total of **174** cases had users located overseas or with a null location.
- When considering all searches, 'Employment', followed by 'Mental Wellbeing' and 'Finances' were the primary search criteria.

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

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

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

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

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

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

- East of England followed by the South East and the North West were the regions with the highest directory usage during June 2021.

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

- Norwich followed by East Hertfordshire and East Riding of Yorkshire were the local authorities with the highest online usage.

Veterans' Gateway Online Directory, June 2021 (N= 634)

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

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

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

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

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

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

- Norwich followed by East Hertfordshire and Herefordshire were the local authorities with the highest online usage.

Veterans' Gateway Mobile Directory, June 2021 (N= 997)

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

- 'Employment' followed by 'Finances' and 'Physical Health' were the primary mobile search criteria for users located in the UK during June 2021.

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

- 'Employment - Job Seeking', followed by 'Finances - Pensions and Compensation' and 'Finances - Grants' were the primary mobile search criteria.

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

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

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

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

- Wiltshire followed by County Durham and Perth & Kinross were the local authorities with the highest mobile usage.

Veterans' Gateway mobile platform performance data

- Total downloads since app launch: 5,872 on Apple and 5,150 on Android.
- Number of software crashes since app launch: 24 on Apple and 165 on Android.
- Number of downloads in June: 149 on Apple and 206 on Android.
- Number of software crashes in June: 2 on Apple and 3 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, June 2021

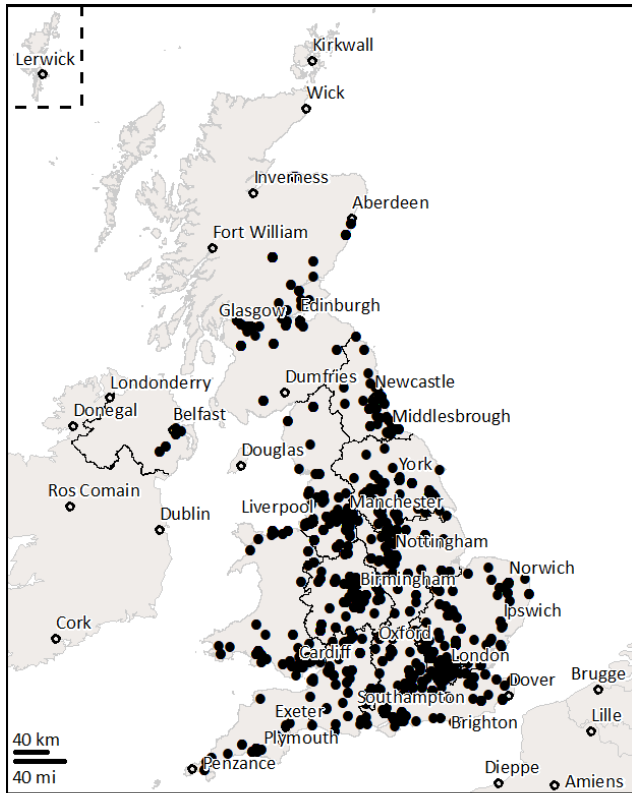
Search Criteria	Search Count	Search Percentage
Employment	358	22.49%
Mental Wellbeing	306	19.22%
Finances	233	14.64%
Physical Health	196	12.31%
Housing	187	11.75%
Family and Communities	113	7.10%
National Charities/Organisations	64	4.02%
COVID19 Local Support	59	3.71%
Specific Search for an Organisation	46	2.89%
Legal Support and Advocacy	30	1.88%
Total	1,592	100%

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

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	175	10.99%
Mental Wellbeing - Accessing Support	119	7.47%
Mental Wellbeing - Support Groups and Emotional Support	95	5.97%
Employment - Education and Training	85	5.34%
Finances - Benefits	66	4.15%
Housing - Housing Advice and Support	64	4.02%
Finances - Pensions and Compensation	62	3.89%
Finances - Grants	59	3.71%
Housing - Homelessness	51	3.20%
Specific Search for an Organisation	46	2.89%
Physical Health - Rehabilitation and Recovery	46	2.89%
Physical Health - Healthcare Services	40	2.51%
Family and Communities - Recreation	36	2.26%
Family and Communities - Support Groups and Emotional Support	30	1.88%
Physical Health - Sports	29	1.82%
Mental Wellbeing - Treatment	28	1.76%
Employment - Volunteering	27	1.70%
Finances - Money and Debt Advice	27	1.70%
Employment - Transition	27	1.70%
Physical Health - Home and Mobility Aids	25	1.57%
Family and Communities - Support for Carers	23	1.44%
Employment - Support for Offenders	23	1.44%
Housing - Independent Living	23	1.44%
Employment - Self Employment	21	1.32%
Physical Health - GPs	21	1.32%
Mental Wellbeing - GPs	21	1.32%
Legal Support and Advocacy - Legal Advice	21	1.32%
Mental Wellbeing - Drug and Alcohol Services	19	1.19%
Finances - Financial Services	17	1.07%
Mental Wellbeing - Sports	16	1.01%
Housing - Retirement	16	1.01%
National Charities/Organisations - Help for Heroes	15	0.94%
Physical Health - Support Groups and Emotional Support	14	0.88%
COVID19 Local Support - Scotland	12	0.75%
Family and Communities - GPs	12	0.75%

Search Criteria	Search Count	Search Percentage
National Charities/Organisations - Armed Forces Covenant Fund Trust	11	0.69%
National Charities/Organisations - Royal British Legion	10	0.63%
National Charities/Organisations - SSAFA	10	0.63%
Housing - Supported Living	10	0.63%
Housing - Eviction and Repossession	9	0.57%
Mental Wellbeing - Bereavement	8	0.50%
Physical Health - Drug and Alcohol Services	8	0.50%
Housing - Nursing and Dementia Care	8	0.50%
COVID19 Local Support - East Midlands	7	0.44%
National Charities/Organisations - ASDIC Drop In Centres	7	0.44%
COVID19 Local Support - North West	6	0.38%
Housing - Respite Care (Day Care and Respite)	6	0.38%
COVID19 Local Support - Northern Ireland	6	0.38%
COVID19 Local Support - South East	6	0.38%
Family and Communities - Drug and Alcohol Services	5	0.31%
COVID19 Local Support - Yorkshire/ The Humber	5	0.31%
COVID19 Local Support - Wales	5	0.31%
Legal Support and Advocacy - Legal Advocacy	4	0.25%
COVID19 Local Support - North East	4	0.25%
COVID19 Local Support - East of England	4	0.25%
National Charities/Organisations - Combat Stress	4	0.25%
Family and Communities - Support for the Gurkha Community	4	0.25%
Legal Support and Advocacy - Legal Aid	4	0.25%
Physical Health - End of Life Care	4	0.25%
Physical Health - Nursing and Dementia Care	3	0.19%
Physical Health - Limb Loss	3	0.19%
COVID19 Local Support - South West	3	0.19%
Family and Communities - Bereavement	3	0.19%
Physical Health - Blind Veterans	3	0.19%
National Charities/Organisations - Legion Scotland	2	0.13%
Finances - Support for the Gurkha Community	2	0.13%
National Charities/Organisations - Mind	2	0.13%
National Charities/Organisations - Citizen Advice Bureau	1	0.06%
COVID19 Local Support - West Midlands	1	0.06%
National Charities/Organisations - Shelter	1	0.06%
Legal Support and Advocacy - Support for the Gurkha Community	1	0.06%
National Charities/Organisations - British Red Cross	1	0.06%
Total	1,592	100%

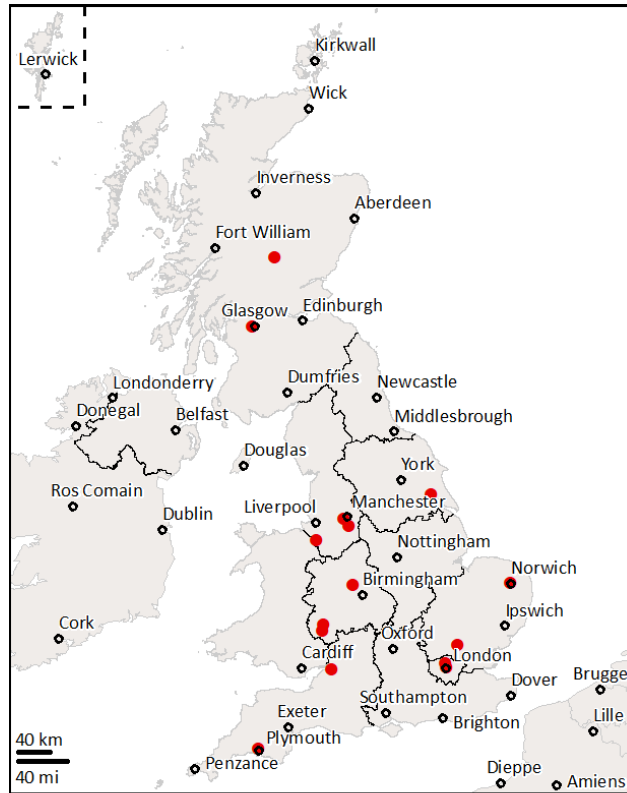
Figure 1. User locations in the UK – All searches, June 2021



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 June 2021.

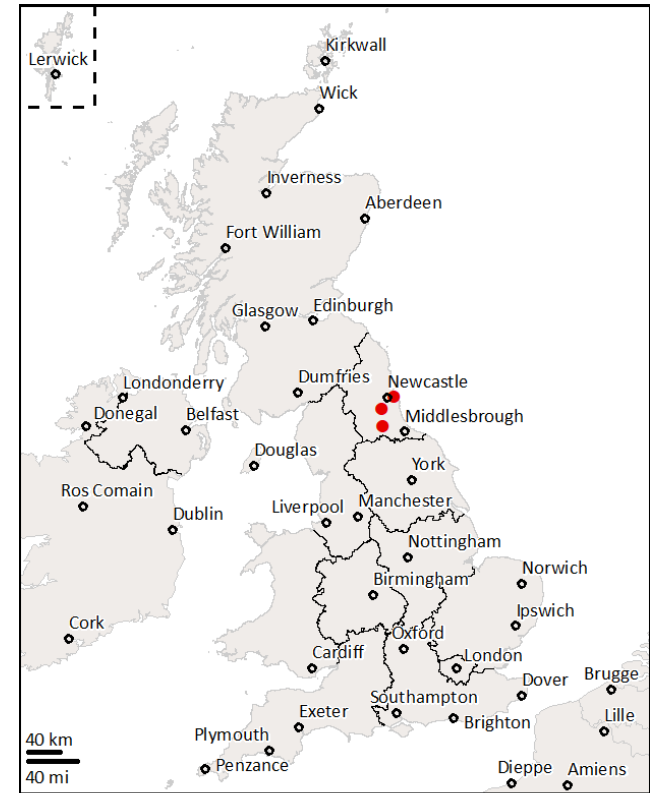
Figure 2. User hotspots in the UK – All searches, June 2021



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.

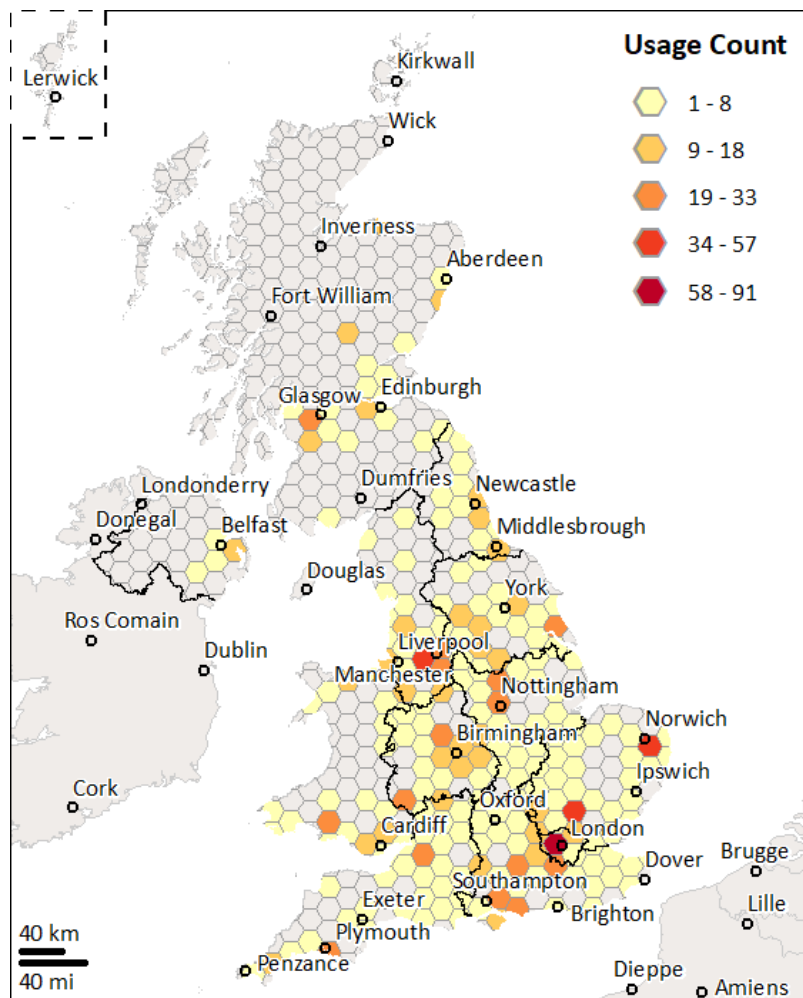
Figure 3. User outliers in the UK – All searches, June 2021



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, June 2021



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.

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

N = 1,592

Region	Usage Count	Usage Percentage
East of England	204	12.81%
South East	197	12.37%
North West	188	11.81%
South West	161	10.11%
West Midlands	153	9.61%
Scotland	135	8.48%
Yorkshire and The Humber	134	8.42%
London	125	7.85%
East Midlands	115	7.22%
Wales	96	6.03%
North East	67	4.21%
Northern Ireland	17	1.07%

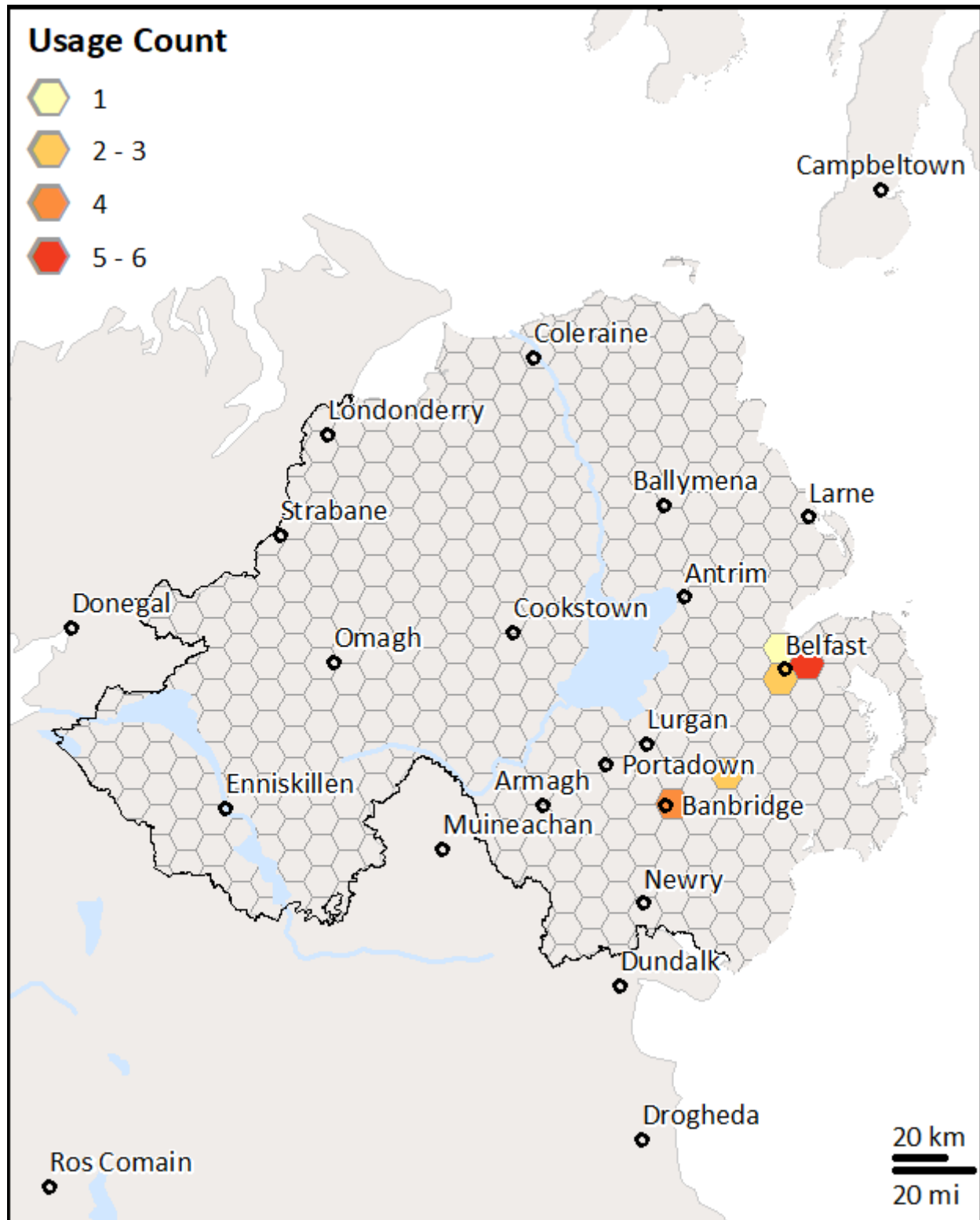
Table 4. Main local authorities for usage – All searches, June 2021

N = 1,592

Top 20 Local Authorities	Usage Count	Usage Percentage
Norwich	51	3.20%
East Hertfordshire	49	3.08%
East Riding of Yorkshire	35	2.20%
Herefordshire, County of	34	2.14%
Glasgow City	28	1.76%
City of London	28	1.76%
Trafford	27	1.70%
Wiltshire	25	1.57%
County Durham	23	1.44%
Stockport	23	1.44%
Wolverhampton	22	1.38%
Bristol, City of	21	1.32%
Cornwall	20	1.26%
Plymouth	19	1.19%
Haringey	19	1.19%
Swansea	18	1.13%
Perth & Kinross	17	1.07%
Barnsley	16	1.01%
Carmarthenshire	15	0.94%
Salford	15	0.94%

Northern Ireland

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



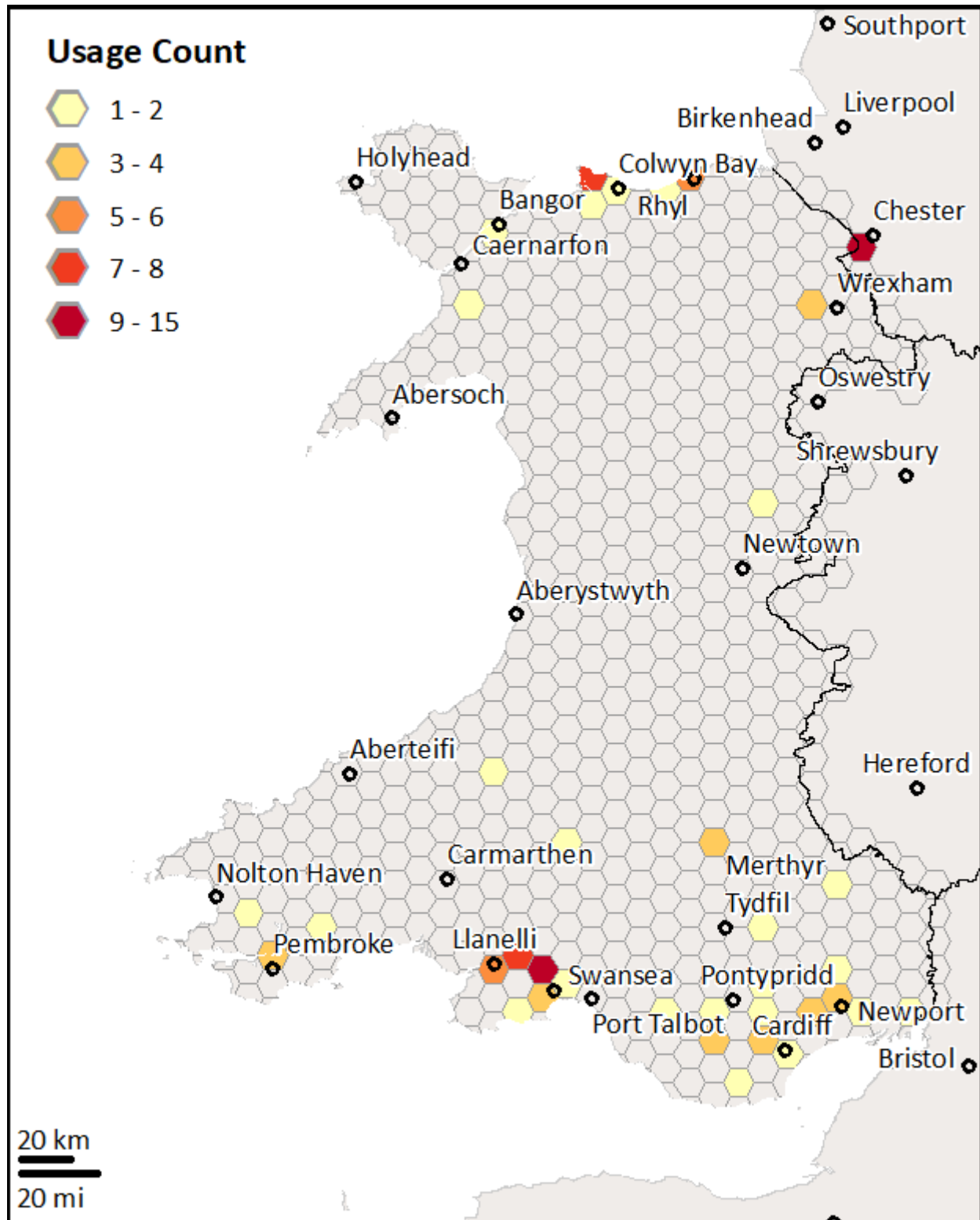
Contains public sector information licensed under the Open Government Licence.

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

Armagh City, Banbridge and Craigavon	7
Finances - Grants	2
Housing - Respite Care (Day Care and Respite)	1
Finances - Benefits	1
Housing - Retirement	1
COVID19 Local Support - Northern Ireland	1
Housing - Nursing and Dementia Care	1
Lisburn and Castlereagh	6
COVID19 Local Support - Northern Ireland	3
Physical Health - GPs	2
Physical Health - Healthcare Services	1
Belfast	4
Employment - Self Employment	3
Finances - Grants	1

Wales

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



Contains public sector information licensed under the Open Government Licence.

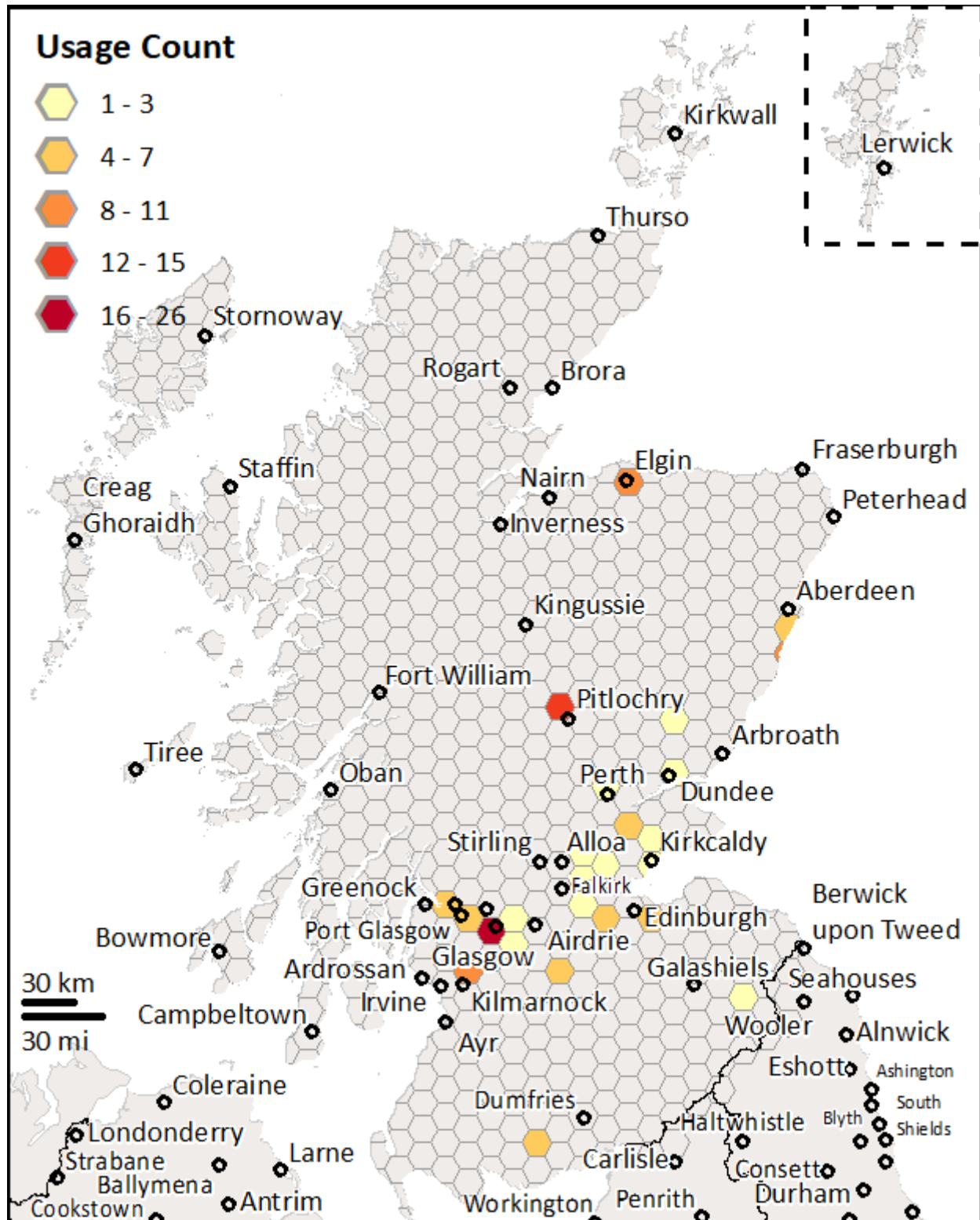
Table 6. General search criteria from users located in Wales – All searches, June 2021

Swansea	18
Physical Health - Healthcare Services	5
Finances - Grants	3
Employment - Transition	2
COVID19 Local Support - Wales	2
National Charities/Organisations - Royal British Legion	1
Employment - Job Seeking	1
Physical Health - GPs	1
Housing - Retirement	1
Housing - Supported Living	1
Housing - Housing Advice and Support	1
Carmarthenshire	15
Mental Wellbeing - GPs	3
Family and Communities - Support Groups and Emotional Support	2
Family and Communities - Recreation	2
Housing - Independent Living	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Finances - Pensions and Compensation	1
Finances - Grants	1
COVID19 Local Support - Wales	1
Finances - Money and Debt Advice	1
Conwy	11
Employment - Job Seeking	4
Mental Wellbeing - Accessing Support	2
Housing - Housing Advice and Support	1
Employment - Self Employment	1
Mental Wellbeing - GPs	1
Employment - Volunteering	1
Housing - Eviction and Repossession	1
Newport	7
Mental Wellbeing - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Job Seeking	1
COVID19 Local Support - Wales	1
Finances - Grants	1
Pembrokeshire	5
Housing - Homelessness	2
National Charities/Organisations - British Red Cross	1
National Charities/Organisations - SSAFA	1
Legal Support and Advocacy - Legal Advice	1
Rhondda Cynon Taf	5
Employment - Job Seeking	2
Finances - Benefits	2
Finances - Pensions and Compensation	1
Powys	5
Employment - Job Seeking	2
Employment - Education and Training	1
Housing - Homelessness	1
Finances - Benefits	1
Denbighshire	5
Housing - Supported Living	2
Finances - Support for the Gurkha Community	1

Finances - Grants	1
Finances - Money and Debt Advice	1
Cardiff	4
Mental Wellbeing - Accessing Support	2
Employment - Education and Training	1
Employment - Job Seeking	1
Wrexham	4
Specific Search for an Organisation	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Pensions and Compensation	1
Housing - Retirement	1
Gwynedd	4
Finances - Pensions and Compensation	2
Finances - Benefits	2
Monmouthshire	3
Finances - Money and Debt Advice	1
Housing - Housing Advice and Support	1
Housing - Homelessness	1
Ceredigion	2
National Charities/Organisations - Help for Heroes	2
Torfaen	2
Finances - Pensions and Compensation	1
Finances - Benefits	1
Caerphilly	2
Housing - Homelessness	1
Finances - Benefits	1
Bridgend	2
Mental Wellbeing - Accessing Support	2
The Vale of Glamorgan	1
COVID19 Local Support - Wales	1
Blaenau Gwent	1
Physical Health - Sports	1

Scotland

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



Contains public sector information licensed under the Open Government Licence.

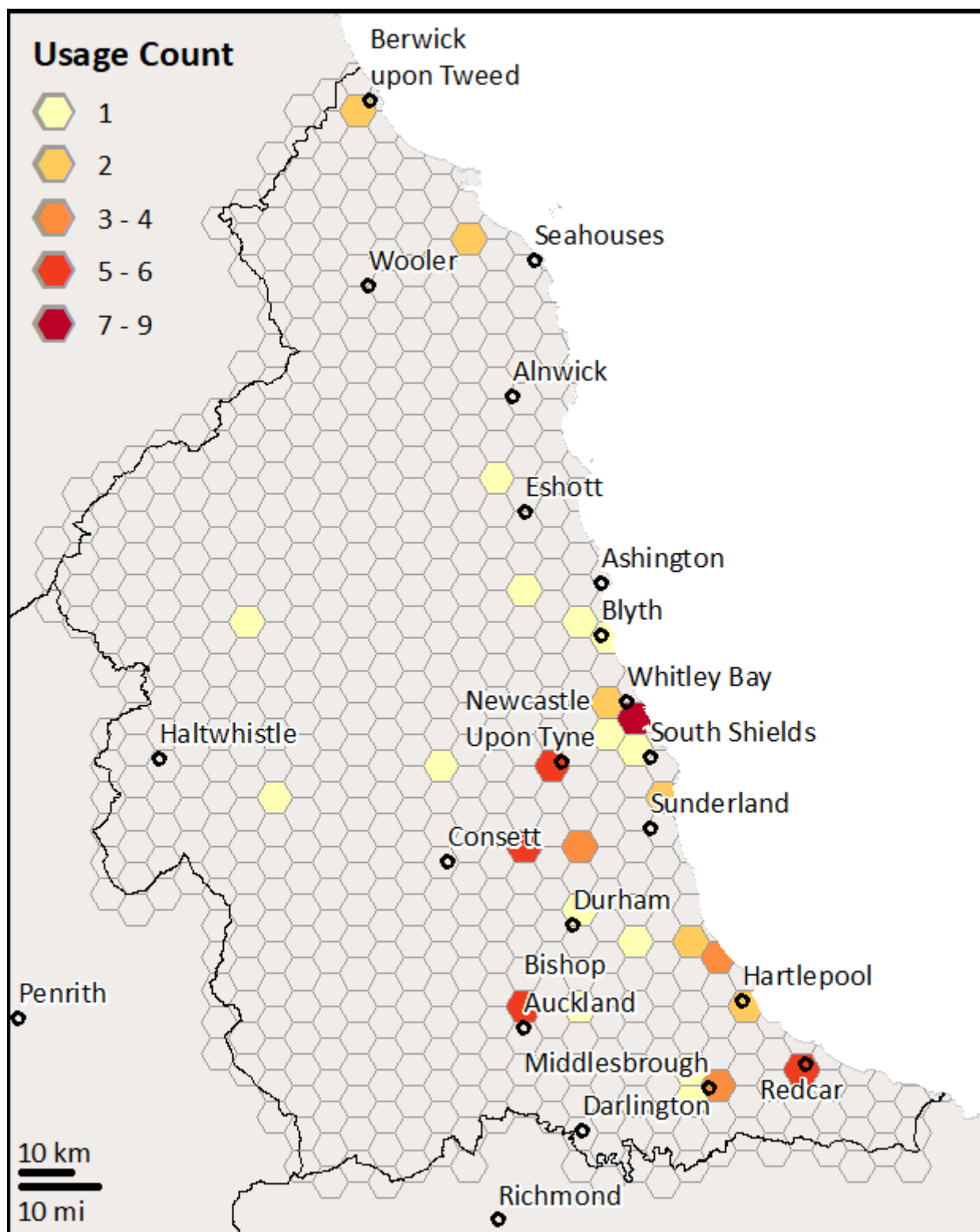
Table 7. General search criteria from users located in Scotland – All searches, June 2021

Glasgow City	28
Housing - Nursing and Dementia Care	5
Mental Wellbeing - Treatment	4
Mental Wellbeing - Bereavement	3
Finances - Money and Debt Advice	3
Mental Wellbeing - Drug and Alcohol Services	2
Mental Wellbeing - Accessing Support	2
Housing - Respite Care (Day Care and Respite)	2
Employment - Self Employment	1
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
Physical Health - Rehabilitation and Recovery	1
Housing - Housing Advice and Support	1
Housing - Independent Living	1
Perth & Kinross	17
Housing - Housing Advice and Support	3
Physical Health - Sports	2
Physical Health - Rehabilitation and Recovery	2
Family and Communities - Support Groups and Emotional Support	2
Finances - Money and Debt Advice	2
Physical Health - Healthcare Services	1
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
Employment - Education and Training	1
COVID19 Local Support - Scotland	1
Fife	13
Employment - Job Seeking	3
Employment - Volunteering	2
National Charities/Organisations - Legion Scotland	2
Employment - Education and Training	2
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
Finances - Financial Services	1
Moray	11
Mental Wellbeing - GPs	3
Finances - Pensions and Compensation	3
Family and Communities - Support for Carers	2
Physical Health - Home and Mobility Aids	1
Employment - Volunteering	1
Housing - Retirement	1
East Ayrshire	10
COVID19 Local Support - Scotland	10
West Lothian	9
Mental Wellbeing - Support Groups and Emotional Support	3
Mental Wellbeing - Accessing Support	2
Family and Communities - Recreation	2
COVID19 Local Support - Scotland	1
Finances - Benefits	1
Aberdeenshire	9
Physical Health - Rehabilitation and Recovery	6
Employment - Education and Training	2

Finances - Pensions and Compensation	1
Renfrewshire	5
Employment - Job Seeking	2
Family and Communities - Recreation	2
Family and Communities - Support for Carers	1
West Dunbartonshire	5
Mental Wellbeing - Accessing Support	5
South Lanarkshire	5
Physical Health - Rehabilitation and Recovery	4
Housing - Housing Advice and Support	1
Aberdeen City	5
Mental Wellbeing - Treatment	2
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Family and Communities - Support Groups and Emotional Support	1
Dumfries & Galloway	5
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
Physical Health - Home and Mobility Aids	1
National Charities/Organisations - Combat Stress	1
Edinburgh, City of	3
Housing - Homelessness	2
Housing - Housing Advice and Support	1
Falkirk	2
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Midlothian	2
Mental Wellbeing - Accessing Support	2
Angus	2
Finances - Pensions and Compensation	2
Scottish Borders	2
Finances - Grants	1
Finances - Benefits	1
Clackmannanshire	1
Mental Wellbeing - Accessing Support	1
Dundee City	1
Mental Wellbeing - Accessing Support	1

North East

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



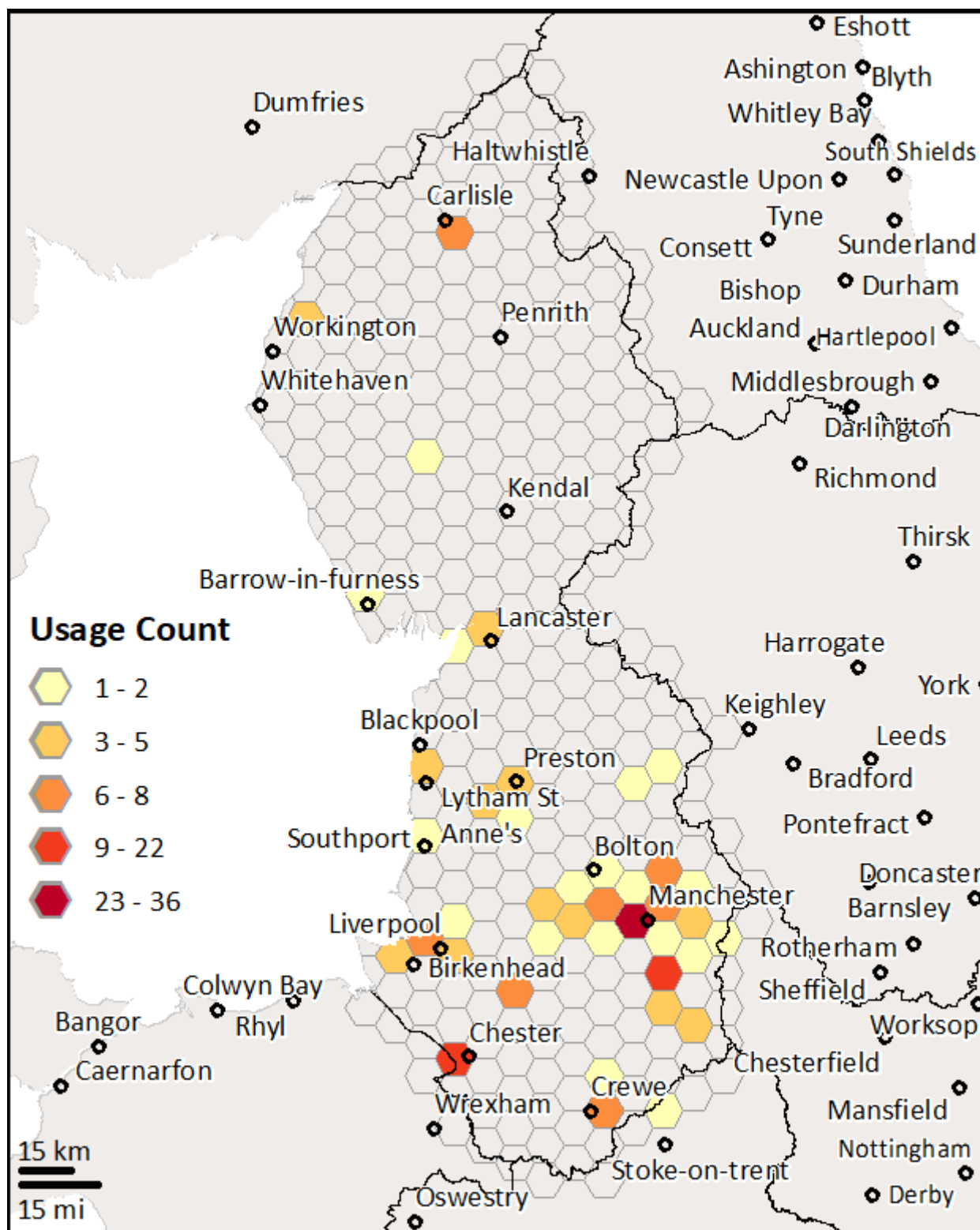
Contains public sector information licensed under the Open Government Licence.

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

County Durham	23
Employment - Self Employment	6
Employment - Job Seeking	5
Legal Support and Advocacy - Legal Advice	4
Employment - Education and Training	2
Mental Wellbeing - Accessing Support	1
Finances - Grants	1
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Nursing and Dementia Care	1
Legal Support and Advocacy - Legal Advocacy	1
Legal Support and Advocacy - Legal Aid	1
North Tyneside	12
Family and Communities - Recreation	2
Physical Health - GPs	2
Employment - Education and Training	2
COVID19 Local Support - North East	2
Employment - Volunteering	1
Mental Wellbeing - Sports	1
Family and Communities - Support Groups and Emotional Support	1
Family and Communities - GPs	1
Northumberland	11
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	1
Employment - Self Employment	1
Mental Wellbeing - Bereavement	1
Finances - Benefits	1
Physical Health - Nursing and Dementia Care	1
Finances - Grants	1
Housing - Homelessness	1
Redcar and Cleveland	5
Finances - Pensions and Compensation	3
Physical Health - Support Groups and Emotional Support	1
Housing - Independent Living	1
Gateshead	4
Finances - Grants	4
Middlesbrough	4
Physical Health - Sports	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Financial Services	1
Finances - Money and Debt Advice	1
Stockton-on-Tees	2
National Charities/Organisations - SSAFA	1
Employment - Job Seeking	1
Sunderland	2
Employment - Job Seeking	2
Hartlepool	2
Physical Health - Sports	1
Finances - Grants	1
South Tyneside	1
Finances - Grants	1
Newcastle upon Tyne	1
National Charities/Organisations - Help for Heroes	1

North West

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

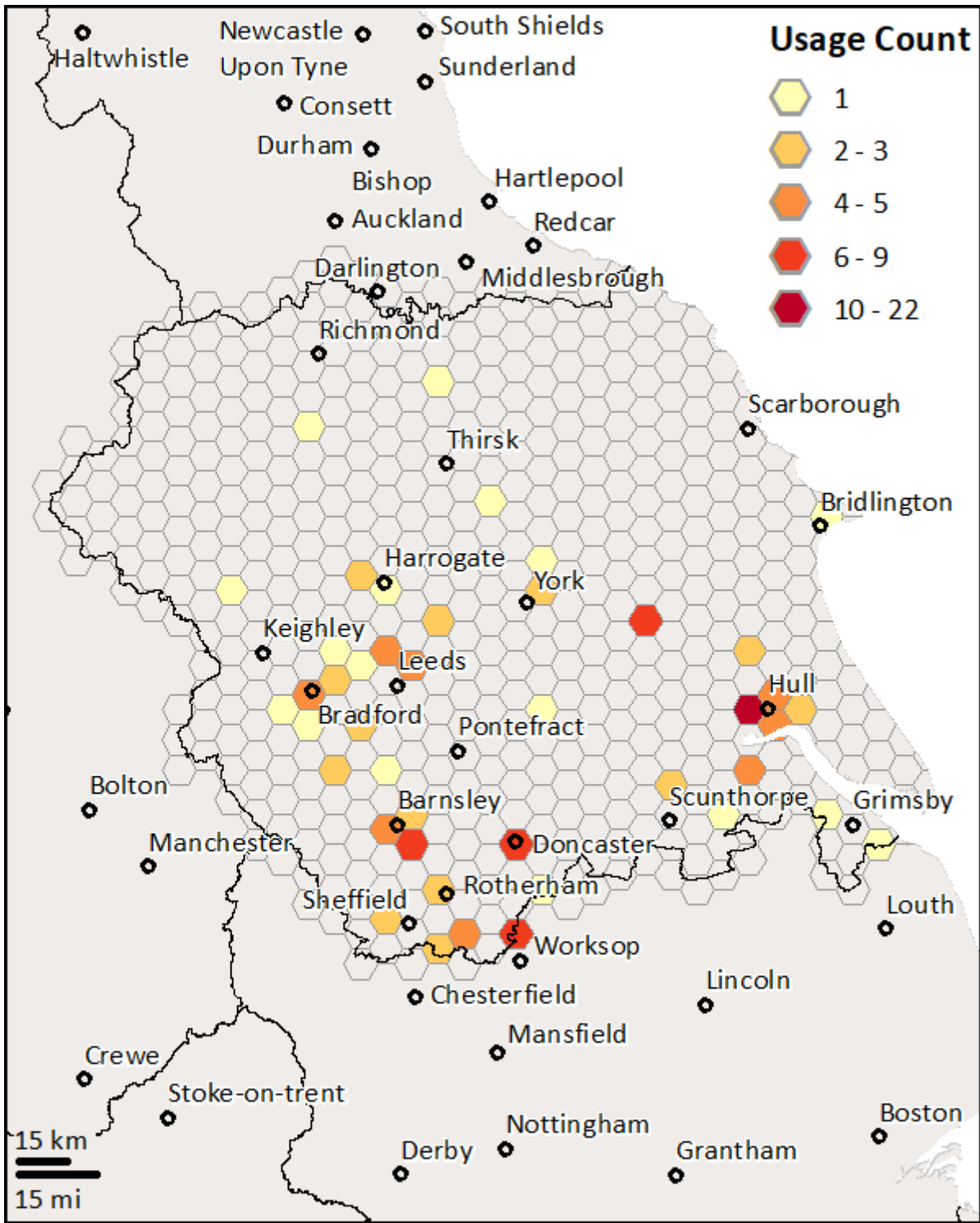
Trafford	27
Employment - Education and Training	13
Mental Wellbeing - Treatment	4
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	2
Employment - Support for Offenders	1
COVID19 Local Support - Yorkshire/ The Humber	1
Employment - Self Employment	1
Stockport	23
Physical Health - Healthcare Services	18
Physical Health - End of Life Care	2
Mental Wellbeing - Accessing Support	2
COVID19 Local Support - North West	1
Salford	15
Employment - Support for Offenders	7
Housing - Housing Advice and Support	3
Mental Wellbeing - Drug and Alcohol Services	2
Specific Search for an Organisation	1
Finances - Benefits	1
Housing - Independent Living	1
Cheshire East	15
Employment - Education and Training	6
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
Family and Communities - Support Groups and Emotional Support	1
Housing - Homelessness	1
Employment - Transition	1
Family and Communities - Drug and Alcohol Services	1
Cheshire West and Chester	15
Employment - Education and Training	5
Employment - Job Seeking	3
Housing - Eviction and Repossession	3
Physical Health - Sports	1
Housing - Respite Care (Day Care and Respite)	1
Housing - Nursing and Dementia Care	1
Housing - Housing Advice and Support	1
Manchester	9
Family and Communities - Recreation	3
Finances - Grants	2
Employment - Education and Training	2
Finances - Financial Services	1
COVID19 Local Support - North West	1
Liverpool	9
Finances - Benefits	2
Finances - Grants	1
Employment - Volunteering	1
Housing - Nursing and Dementia Care	1
Physical Health - Home and Mobility Aids	1
Physical Health - Limb Loss	1
Employment - Education and Training	1
Finances - Financial Services	1
Carlisle	7
Mental Wellbeing - Sports	2

Finances - Grants	2
Employment - Volunteering	1
Finances - Financial Services	1
Housing - Respite Care (Day Care and Respite)	1
Wigan	6
Physical Health - Support Groups and Emotional Support	3
National Charities/Organisations - Royal British Legion	1
Finances - Benefits	1
National Charities/Organisations - ASDIC Drop In Centres	1
Wirral	6
Family and Communities - Support Groups and Emotional Support	3
Housing - Homelessness	2
Finances - Pensions and Compensation	1
Halton	6
Specific Search for an Organisation	4
Housing - Independent Living	1
Housing - Supported Living	1
Rochdale	6
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	2
Finances - Grants	1
Housing - Housing Advice and Support	1
Blackpool	5
Employment - Job Seeking	2
Employment - Education and Training	1
Finances - Pensions and Compensation	1
Finances - Benefits	1
Lancaster	5
Employment - Education and Training	2
COVID19 Local Support - North West	1
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Bolton	4
Employment - Volunteering	2
Employment - Education and Training	1
Employment - Job Seeking	1
Fylde	4
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Employment - Volunteering	1
Preston	4
Housing - Retirement	1
Finances - Pensions and Compensation	1
Family and Communities - GPs	1
Family and Communities - Support for Carers	1
Warrington	4
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - Royal British Legion	1
Finances - Benefits	1
Tameside	3
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	1
Finances - Grants	1
Allerdale	3
Employment - Volunteering	1

Physical Health - Home and Mobility Aids	1
Family and Communities - Support for Carers	1
Oldham	2
Housing - Housing Advice and Support	2
Hyndburn	2
Physical Health - Support Groups and Emotional Support	1
Employment - Education and Training	1
South Ribble	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
Sefton	2
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Barrow-in-Furness	1
COVID19 Local Support - North West	1
Bury	1
Mental Wellbeing - Accessing Support	1
South Lakeland	1
Mental Wellbeing - Accessing Support	1
Burnley	1
Finances - Benefits	1

Yorkshire and the Humber

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



Contains public sector information licensed under the Open Government Licence.

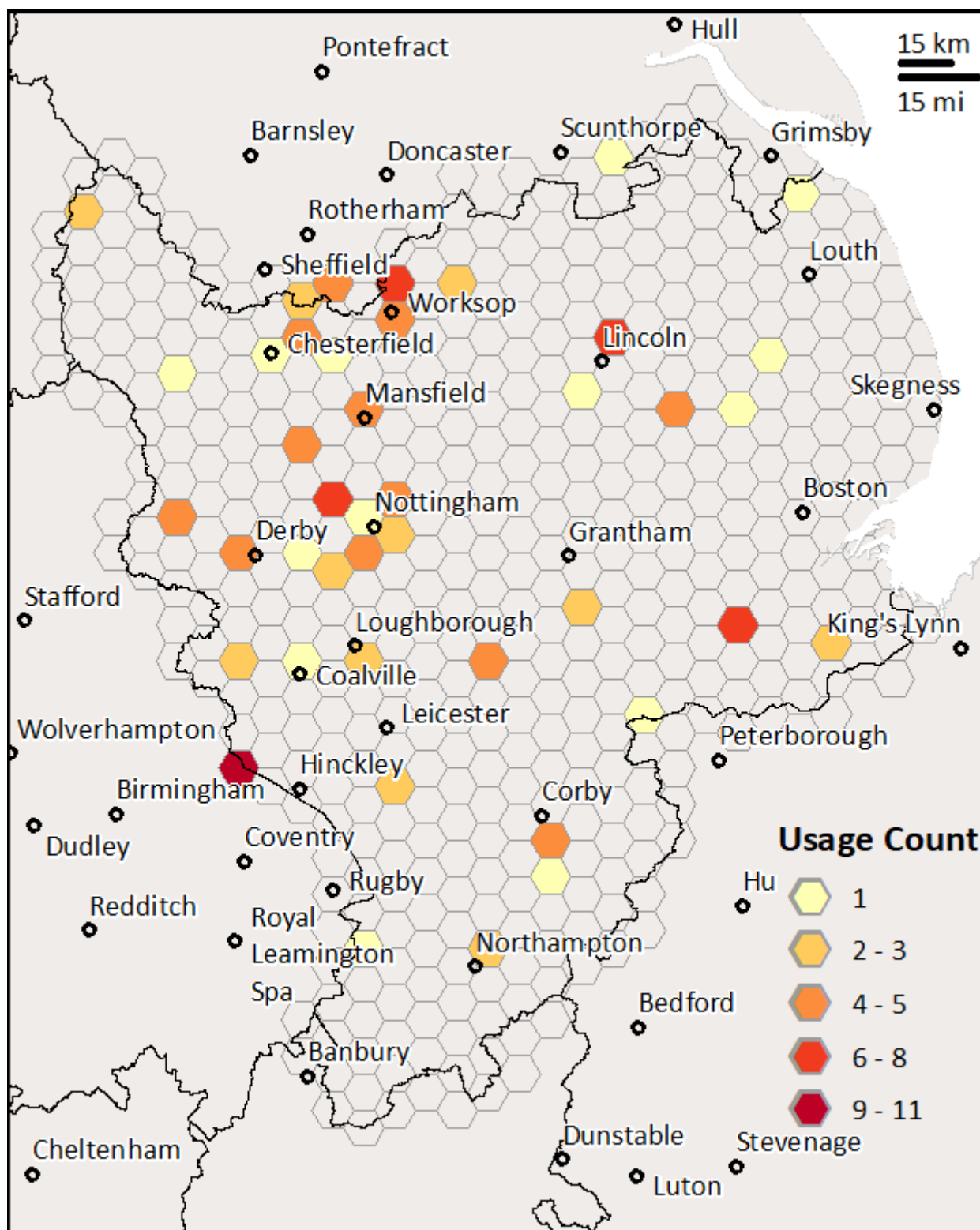
Table 10. General search criteria from users located in Yorkshire and the Humber – All searches, June 2021

East Riding of Yorkshire	35
Specific Search for an Organisation	9
Employment - Job Seeking	6
Employment - Transition	4
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advice	2
Employment - Support for Offenders	2
Finances - Money and Debt Advice	2
Employment - Education and Training	2
Employment - Volunteering	1
Housing - Retirement	1
Finances - Benefits	1
Barnsley	16
Mental Wellbeing - Support Groups and Emotional Support	8
Employment - Volunteering	2
Housing - Independent Living	2
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
Finances - Benefits	1
Legal Support and Advocacy - Legal Advice	1
Leeds	14
Finances - Benefits	2
National Charities/Organisations - Help for Heroes	2
Housing - Retirement	2
Family and Communities - GPs	2
COVID19 Local Support - Yorkshire/ The Humber	2
Family and Communities - Support Groups and Emotional Support	2
Physical Health - Home and Mobility Aids	1
Employment - Volunteering	1
Kingston upon Hull, City of	11
Employment - Job Seeking	2
Finances - Grants	2
Finances - Financial Services	2
Finances - Pensions and Compensation	1
Employment - Education and Training	1
Housing - Housing Advice and Support	1
Finances - Benefits	1
Finances - Money and Debt Advice	1
Doncaster	10
Finances - Benefits	4
Physical Health - GPs	3
Finances - Grants	1
Employment - Volunteering	1
Employment - Education and Training	1
Bradford	10
Employment - Education and Training	5
Mental Wellbeing - Accessing Support	3
Finances - Grants	1
Employment - Job Seeking	1
North Lincolnshire	8
COVID19 Local Support - Yorkshire/ The Humber	2
Employment - Job Seeking	2

Housing - Homelessness	1
Employment - Transition	1
Employment - Education and Training	1
Employment - Self Employment	1
Rotherham	6
Mental Wellbeing - Sports	2
Physical Health - Healthcare Services	1
Physical Health - Home and Mobility Aids	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Mind	1
Sheffield	6
Housing - Housing Advice and Support	5
Mental Wellbeing - Accessing Support	1
Kirklees	5
Physical Health - GPs	1
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Housing - Retirement	1
Mental Wellbeing - Sports	1
Harrogate	3
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Advocacy	1
York	3
COVID19 Local Support - North East	2
Mental Wellbeing - Accessing Support	1
Hambleton	2
Finances - Money and Debt Advice	1
Employment - Education and Training	1
Wakefield	1
Mental Wellbeing - Accessing Support	1
North East Lincolnshire	1
Employment - Job Seeking	1
Richmondshire	1
Family and Communities - GPs	1
Selby	1
Finances - Pensions and Compensation	1
Craven	1
Housing - Housing Advice and Support	1

East Midlands

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



Contains public sector information licensed under the Open Government Licence.

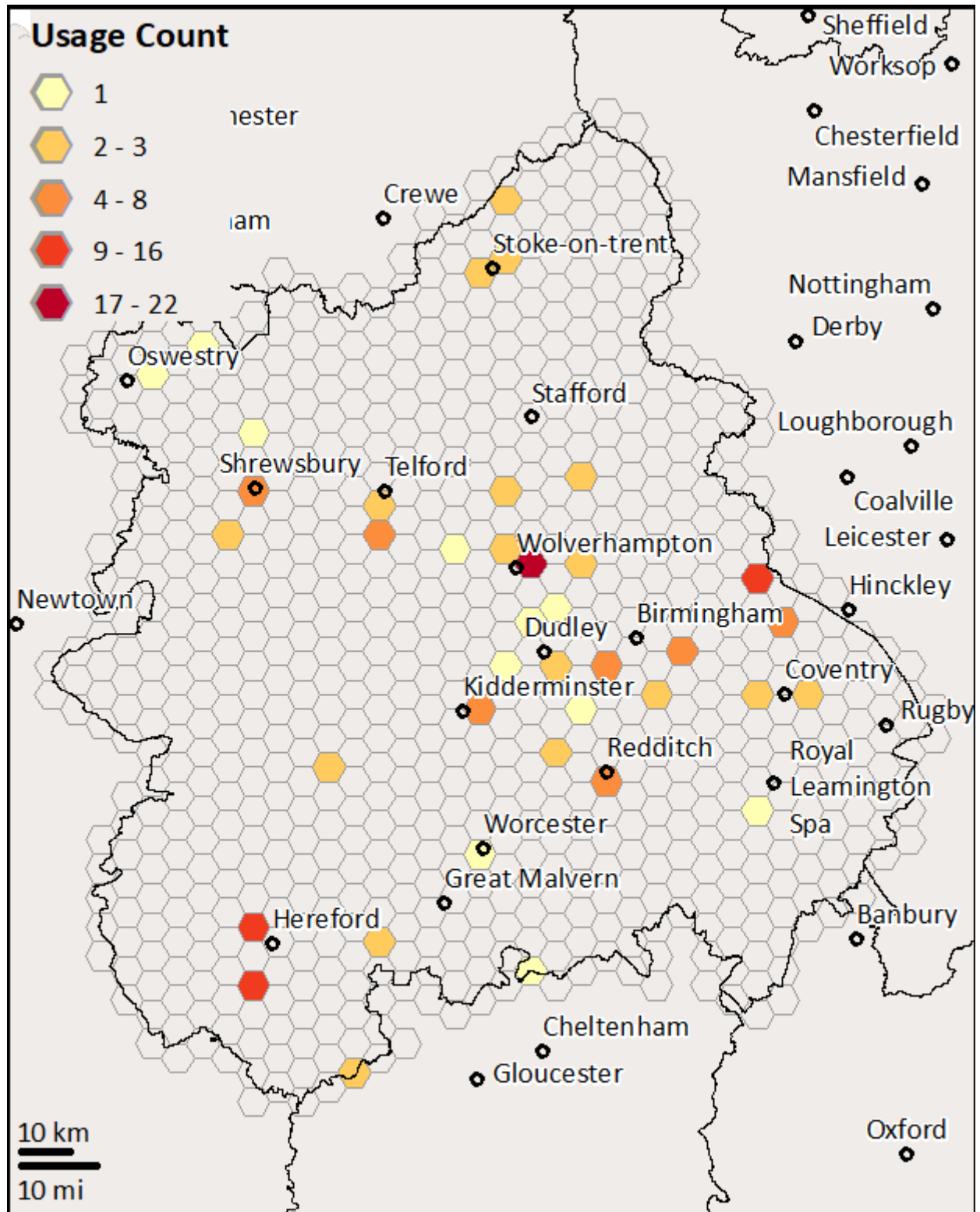
Table 11. General search criteria from users located in East Midlands – All searches, June 2021

Bassetlaw	14
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Benefits	2
Physical Health - Rehabilitation and Recovery	2
Employment - Transition	2
Housing - Independent Living	2
Employment - Job Seeking	1
Physical Health - Home and Mobility Aids	1
Finances - Financial Services	1
Physical Health - Drug and Alcohol Services	1
Nottingham	11
Finances - Grants	3
Finances - Benefits	1
Housing - Housing Advice and Support	1
Housing - Homelessness	1
Finances - Financial Services	1
Housing - Independent Living	1
National Charities/Organisations - Combat Stress	1
Employment - Job Seeking	1
Finances - Money and Debt Advice	1
South Holland	10
Mental Wellbeing - Accessing Support	4
COVID19 Local Support - East Midlands	2
National Charities/Organisations - ASDIC Drop In Centres	1
Family and Communities - Support for Carers	1
Finances - Pensions and Compensation	1
Finances - Benefits	1
Broxtowe	10
Employment - Job Seeking	2
Employment - Education and Training	2
Finances - Pensions and Compensation	1
Employment - Transition	1
Physical Health - Healthcare Services	1
Physical Health - Sports	1
Finances - Benefits	1
Family and Communities - GPs	1
West Lindsey	7
Employment - Job Seeking	6
Employment - Volunteering	1
Chesterfield	6
Employment - Job Seeking	3
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Accessing Support	1
Derbyshire Dales	5
Finances - Pensions and Compensation	2
Physical Health - GPs	1
Physical Health - Rehabilitation and Recovery	1
Legal Support and Advocacy - Legal Aid	1
Amber Valley	5
COVID19 Local Support - North West	2
Mental Wellbeing - GPs	2
Mental Wellbeing - Sports	1
South Kesteven	4
Physical Health - End of Life Care	1

Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
Mental Wellbeing - Accessing Support	1
Derby	4
Housing - Housing Advice and Support	3
Housing - Retirement	1
North Kesteven	4
Physical Health - Nursing and Dementia Care	1
National Charities/Organisations - Help for Heroes	1
Employment - Support for Offenders	1
Legal Support and Advocacy - Legal Advice	1
Corby	4
Finances - Benefits	3
Finances - Grants	1
Mansfield	4
Physical Health - Drug and Alcohol Services	2
COVID19 Local Support - East Midlands	1
Mental Wellbeing - Accessing Support	1
Melton	4
Physical Health - Home and Mobility Aids	4
Northampton	3
Family and Communities - Recreation	3
Erewash	3
COVID19 Local Support - Northern Ireland	2
Mental Wellbeing - Support Groups and Emotional Support	1
Charnwood	3
COVID19 Local Support - East Midlands	3
East Lindsey	3
Employment - Job Seeking	1
National Charities/Organisations - Royal British Legion	1
Legal Support and Advocacy - Legal Advice	1
South Derbyshire	2
Mental Wellbeing - Accessing Support	2
Blaby	2
Finances - Benefits	2
High Peak	2
Mental Wellbeing - Support Groups and Emotional Support	2
North West Leicestershire	1
Legal Support and Advocacy - Legal Advice	1
Kettering	1
Family and Communities - Recreation	1
Daventry	1
COVID19 Local Support - East Midlands	1
North East Derbyshire	1
Housing - Housing Advice and Support	1
Lincoln	1
Mental Wellbeing - Sports	1

West Midlands

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



Contains public sector information licensed under the Open Government Licence.

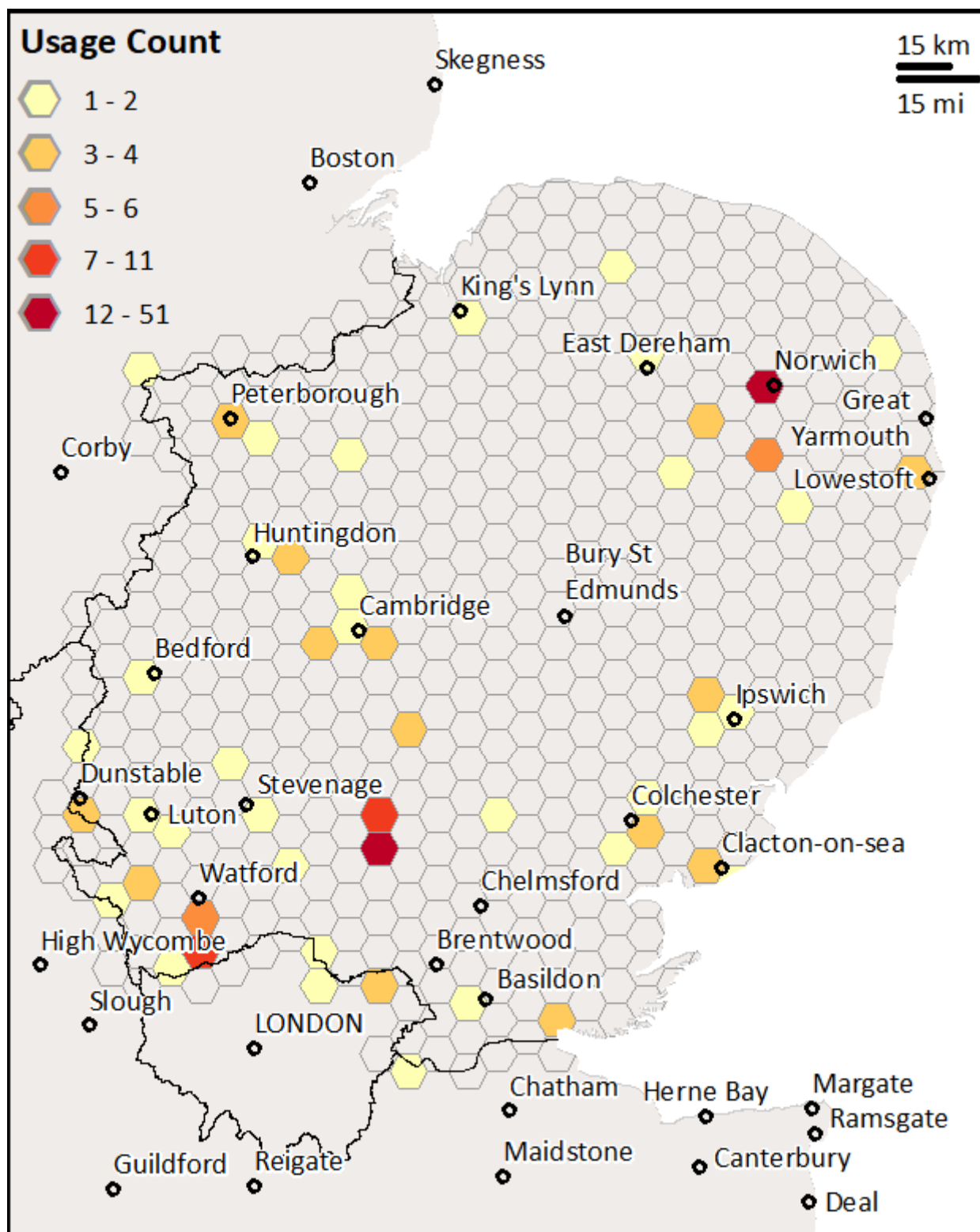
Table 12. General search criteria from users located in the West Midlands – All searches, June 2021

Herefordshire, County of	34
Mental Wellbeing - Treatment	8
Finances - Benefits	4
Housing - Homelessness	4
Mental Wellbeing - Accessing Support	3
Employment - Transition	2
Employment - Self Employment	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Finances - Pensions and Compensation	2
Employment - Support for Offenders	2
National Charities/Organisations - SSAFA	1
Physical Health - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Independent Living	1
Family and Communities - Drug and Alcohol Services	1
Wolverhampton	22
Employment - Job Seeking	17
Employment - Education and Training	2
Employment - Support for Offenders	2
Employment - Volunteering	1
Shropshire	12
Mental Wellbeing - Bereavement	3
Physical Health - GPs	2
Physical Health - Support Groups and Emotional Support	2
Employment - Job Seeking	2
Housing - Homelessness	1
Finances - Pensions and Compensation	1
Physical Health - Rehabilitation and Recovery	1
Birmingham	12
Housing - Homelessness	4
Physical Health - GPs	2
Housing - Housing Advice and Support	2
Finances - Grants	1
Physical Health - Sports	1
Mental Wellbeing - Accessing Support	1
Housing - Independent Living	1
North Warwickshire	11
Housing - Homelessness	10
Housing - Independent Living	1
Wyre Forest	8
Physical Health - Healthcare Services	2
Employment - Education and Training	2
Family and Communities - Support Groups and Emotional Support	1
National Charities/Organisations - Help for Heroes	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Independent Living	1
Telford and Wrekin	7
Finances - Pensions and Compensation	3
Physical Health - Home and Mobility Aids	2
Employment - Job Seeking	1
Family and Communities - Support for Carers	1
Redditch	6
Family and Communities - Bereavement	3

Employment - Job Seeking	1
National Charities/Organisations - Royal British Legion	1
Housing - Retirement	1
South Staffordshire	5
Employment - Job Seeking	2
Mental Wellbeing - GPs	2
Finances - Grants	1
Nuneaton and Bedworth	5
Employment - Job Seeking	3
Specific Search for an Organisation	1
Finances - Pensions and Compensation	1
Coventry	5
National Charities/Organisations - Help for Heroes	3
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
Dudley	4
Employment - Education and Training	2
Mental Wellbeing - Accessing Support	1
COVID19 Local Support - West Midlands	1
Stoke-on-Trent	3
Physical Health - Support Groups and Emotional Support	3
Bromsgrove	3
Housing - Eviction and Repossession	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Housing - Independent Living	1
Staffordshire Moorlands	2
Finances - Grants	1
Finances - Benefits	1
Malvern Hills	2
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Financial Services	1
Walsall	2
Employment - Job Seeking	2
Newcastle-under-Lyme	2
Physical Health - Home and Mobility Aids	1
Housing - Housing Advice and Support	1
Cannock Chase	2
Legal Support and Advocacy - Legal Advocacy	1
Family and Communities - Support Groups and Emotional Support	1
Solihull	2
Employment - Job Seeking	1
Employment - Education and Training	1
Warwick	1
Finances - Grants	1
Wychavon	1
Physical Health - Home and Mobility Aids	1
Worcester	1
Finances - Grants	1
Sandwell	1
Finances - Pensions and Compensation	1

East of England

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

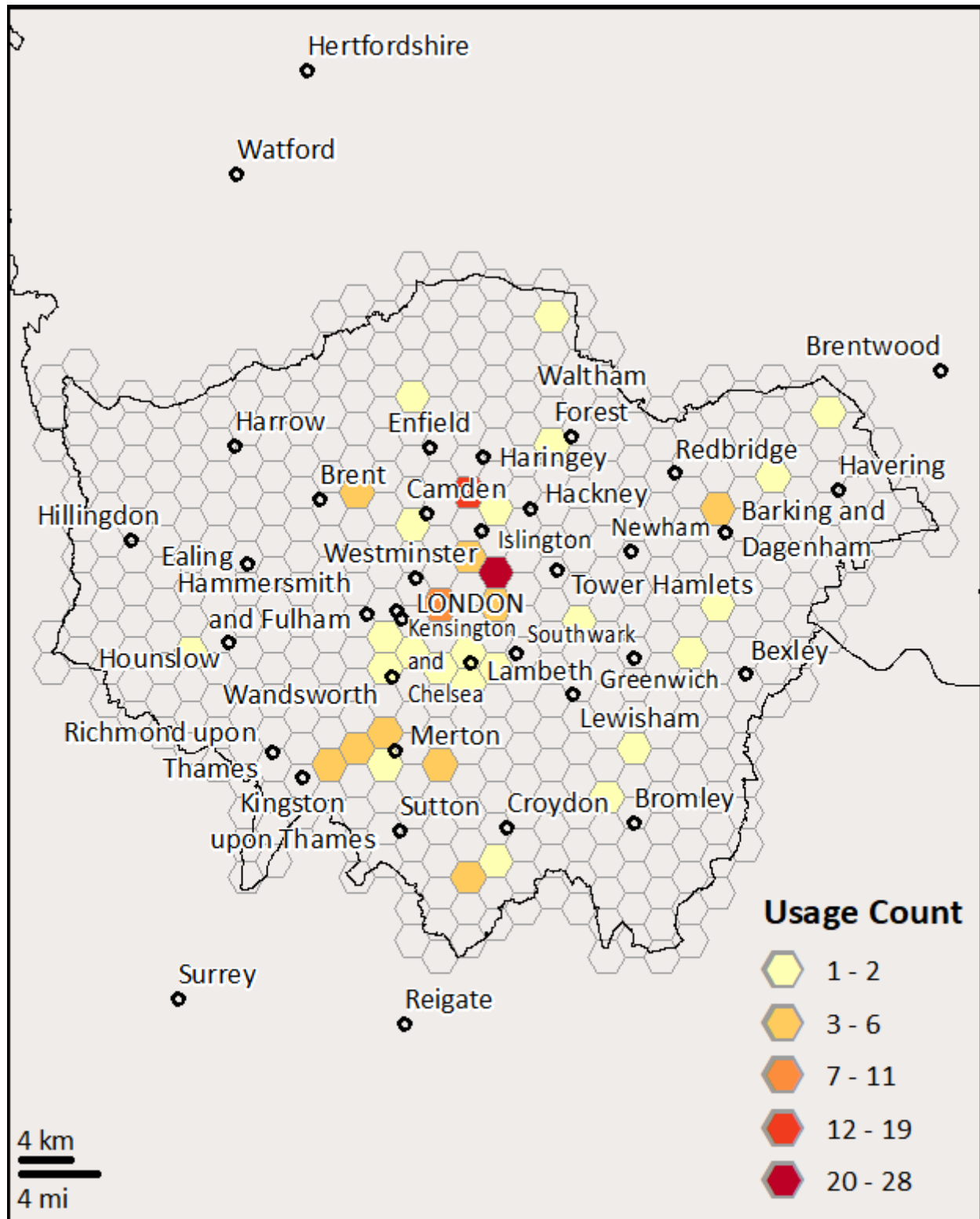
Norwich	51
Physical Health - Rehabilitation and Recovery	22
Physical Health - Sports	11
Specific Search for an Organisation	8
Family and Communities - Recreation	7
Employment - Volunteering	1
Employment - Job Seeking	1
Family and Communities - GPs	1
East Hertfordshire	49
Mental Wellbeing - Support Groups and Emotional Support	20
Employment - Transition	9
Mental Wellbeing - Drug and Alcohol Services	5
Physical Health - Drug and Alcohol Services	2
National Charities/Organisations - SSAFA	2
Housing - Homelessness	2
Finances - Grants	2
National Charities/Organisations - Mind	1
Specific Search for an Organisation	1
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Combat Stress	1
Legal Support and Advocacy - Legal Aid	1
National Charities/Organisations - Help for Heroes	1
Mental Wellbeing - Sports	1
South Norfolk	11
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Job Seeking	2
Family and Communities - Recreation	2
Housing - Homelessness	2
Housing - Housing Advice and Support	1
Mental Wellbeing - Sports	1
Hertsmere	11
Employment - Job Seeking	6
Mental Wellbeing - Treatment	3
Physical Health - Support Groups and Emotional Support	2
Huntingdonshire	8
Finances - Pensions and Compensation	2
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	1
Mental Wellbeing - Treatment	1
Colchester	6
Mental Wellbeing - GPs	1
National Charities/Organisations - Citizen Advice Bureau	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Self Employment	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
South Cambridgeshire	6
Finances - Benefits	2
Legal Support and Advocacy - Legal Advice	1
Housing - Retirement	1
Employment - Self Employment	1
COVID19 Local Support - East of England	1

St Albans	6
Employment - Job Seeking	6
Dacorum	5
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Housing - Independent Living	1
Central Bedfordshire	4
Finances - Money and Debt Advice	3
Employment - Job Seeking	1
Tendring	4
Housing - Independent Living	2
National Charities/Organisations - Royal British Legion	1
Housing - Eviction and Repossession	1
Uttlesford	4
Family and Communities - Support for the Gurkha Community	3
Mental Wellbeing - Accessing Support	1
Mid Suffolk	4
Physical Health - Drug and Alcohol Services	2
Employment - Education and Training	1
Employment - Job Seeking	1
Southend-on-Sea	3
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	1
Peterborough	3
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Mental Wellbeing - Accessing Support	1
Cambridge	3
Family and Communities - Support for Carers	1
Housing - Homelessness	1
Finances - Pensions and Compensation	1
Luton	3
Mental Wellbeing - Accessing Support	2
Housing - Housing Advice and Support	1
Breckland	3
Finances - Money and Debt Advice	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - Sports	1
Waveney	3
Mental Wellbeing - Accessing Support	3
Ipswich	2
Physical Health - GPs	1
COVID19 Local Support - East of England	1
Stevenage	2
Physical Health - Blind Veterans	2
Fenland	2
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
North Hertfordshire	2
National Charities/Organisations - Combat Stress	1
Legal Support and Advocacy - Legal Advice	1
Basildon	2
Employment - Education and Training	2
King's Lynn and West Norfolk	2
Housing - Housing Advice and Support	2

Watford	1
Housing - Housing Advice and Support	1
Braintree	1
Employment - Job Seeking	1
Great Yarmouth	1
Finances - Financial Services	1
North Norfolk	1
Housing - Retirement	1
Bedford	1
Employment - Job Seeking	1

London

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



Contains public sector information licensed under the Open Government Licence.

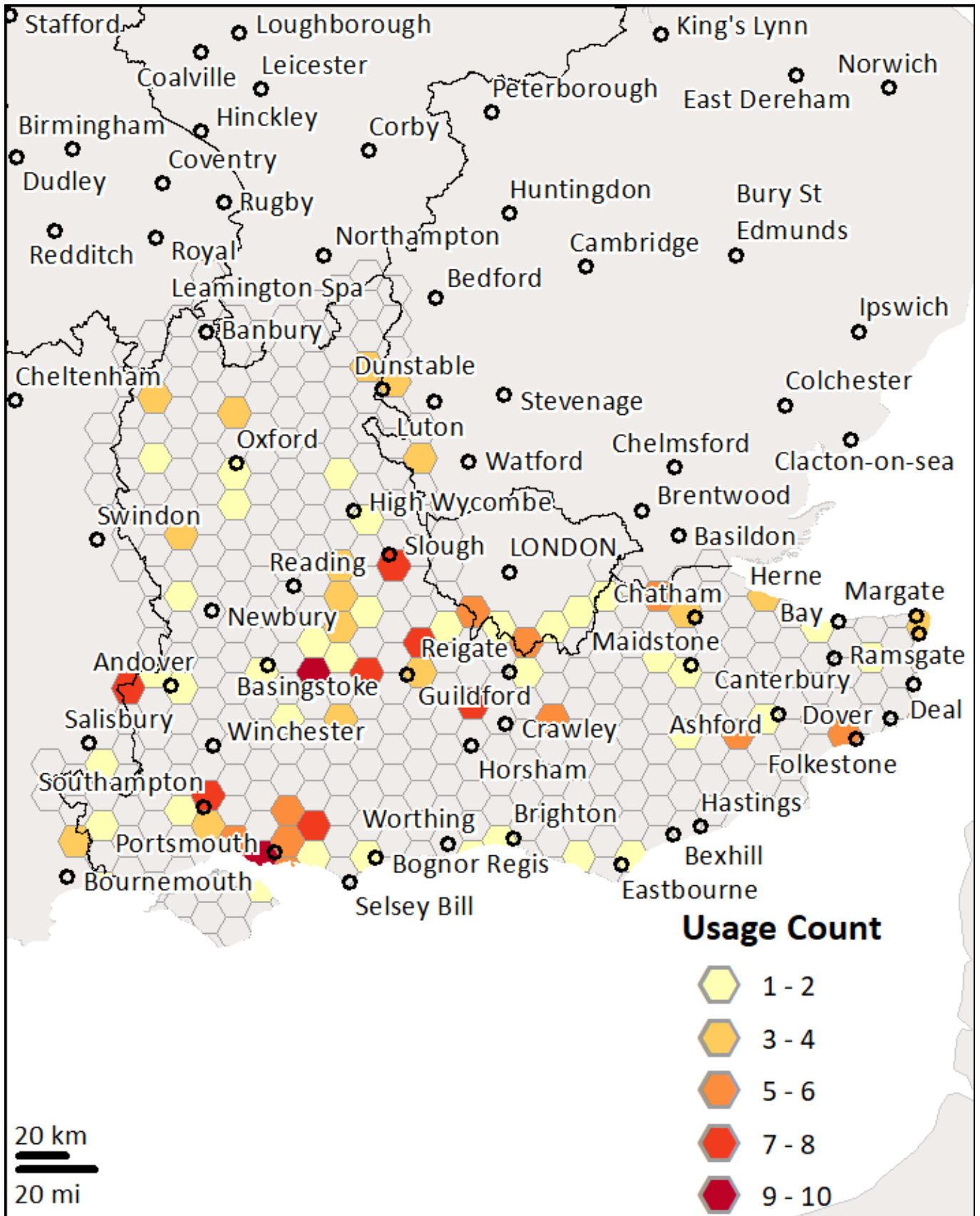
Table 14. General search criteria from users located in London – All searches, June 2021

City of London	28
Employment - Job Seeking	9
Mental Wellbeing - Support Groups and Emotional Support	5
Housing - Housing Advice and Support	3
Housing - Homelessness	2
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - ASDIC Drop In Centres	1
Family and Communities - Support for Carers	1
Family and Communities - Support Groups and Emotional Support	1
Finances - Money and Debt Advice	1
Family and Communities - Drug and Alcohol Services	1
National Charities/Organisations - SSAFA	1
Housing - Eviction and Repossession	1
Haringey	19
Family and Communities - Recreation	5
Mental Wellbeing - Support Groups and Emotional Support	4
Physical Health - Home and Mobility Aids	2
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Housing - Homelessness	1
Physical Health - Drug and Alcohol Services	1
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - Royal British Legion	1
Merton	12
Housing - Housing Advice and Support	3
Specific Search for an Organisation	2
Family and Communities - Support Groups and Emotional Support	2
Mental Wellbeing - GPs	1
Physical Health - Healthcare Services	1
Finances - Financial Services	1
Employment - Job Seeking	1
Housing - Homelessness	1
Westminster	11
Family and Communities - Support for Carers	2
Finances - Pensions and Compensation	2
Family and Communities - Support Groups and Emotional Support	2
National Charities/Organisations - Royal British Legion	1
Employment - Education and Training	1
National Charities/Organisations - SSAFA	1
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Lambeth	6
Family and Communities - Recreation	2
Family and Communities - Support for Carers	2
Housing - Homelessness	1
Family and Communities - Support Groups and Emotional Support	1
Camden	6
Mental Wellbeing - Accessing Support	4
Finances - Grants	2
Barking and Dagenham	6
COVID19 Local Support - East of England	2
Mental Wellbeing - Treatment	1
Physical Health - Home and Mobility Aids	1
Family and Communities - Support for Carers	1

Family and Communities - Support for the Gurkha Community	1
Croydon	5
Family and Communities - Support for Carers	4
Finances - Pensions and Compensation	1
Kingston upon Thames	5
Physical Health - Rehabilitation and Recovery	3
Physical Health - Home and Mobility Aids	2
Havering	4
Employment - Job Seeking	2
Housing - Housing Advice and Support	1
Housing - Homelessness	1
Brent	4
Family and Communities - Support Groups and Emotional Support	3
Specific Search for an Organisation	1
Southwark	3
Employment - Transition	1
Legal Support and Advocacy - Legal Advice	1
Housing - Housing Advice and Support	1
Greenwich	3
Employment - Education and Training	1
Finances - Benefits	1
Family and Communities - Drug and Alcohol Services	1
Wandsworth	3
Specific Search for an Organisation	2
Physical Health - Healthcare Services	1
Bromley	2
Physical Health - Healthcare Services	1
Mental Wellbeing - Treatment	1
Hounslow	2
National Charities/Organisations - ASDIC Drop In Centres	2
Waltham Forest	1
Family and Communities - Support Groups and Emotional Support	1
Barnet	1
Employment - Job Seeking	1
Enfield	1
Legal Support and Advocacy - Legal Aid	1
Bexley	1
Family and Communities - Support Groups and Emotional Support	1
Islington	1
Specific Search for an Organisation	1
Hammersmith and Fulham	1
Housing - Housing Advice and Support	1

South East

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

Hart	14
Family and Communities - Recreation	3
Employment - Education and Training	3
Finances - Benefits	2
Employment - Transition	2
Employment - Volunteering	1
Mental Wellbeing - Accessing Support	1
Physical Health - Sports	1
Family and Communities - GPs	1
Portsmouth	13
Employment - Education and Training	3
Family and Communities - Support Groups and Emotional Support	3
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
Housing - Retirement	1
COVID19 Local Support - South East	1
Southampton	10
Employment - Education and Training	3
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Limb Loss	1
Physical Health - Healthcare Services	1
Finances - Grants	1
Employment - Job Seeking	1
Physical Health - Rehabilitation and Recovery	1
Housing - Housing Advice and Support	1
Mole Valley	8
Employment - Job Seeking	3
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Homelessness	1
Employment - Volunteering	1
Finances - Pensions and Compensation	1
Rushmoor	8
Mental Wellbeing - Accessing Support	5
Physical Health - Sports	1
Employment - Volunteering	1
Finances - Pensions and Compensation	1
Gosport	8
Housing - Independent Living	2
Housing - Housing Advice and Support	2
Physical Health - Home and Mobility Aids	2
Physical Health - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	1
East Hampshire	8
Housing - Supported Living	3
Employment - Job Seeking	3
Employment - Education and Training	1
Housing - Independent Living	1
Wokingham	7
Employment - Support for Offenders	2
Finances - Money and Debt Advice	1
Finances - Financial Services	1
National Charities/Organisations - ASDIC Drop In Centres	1
Employment - Self Employment	1
Finances - Benefits	1

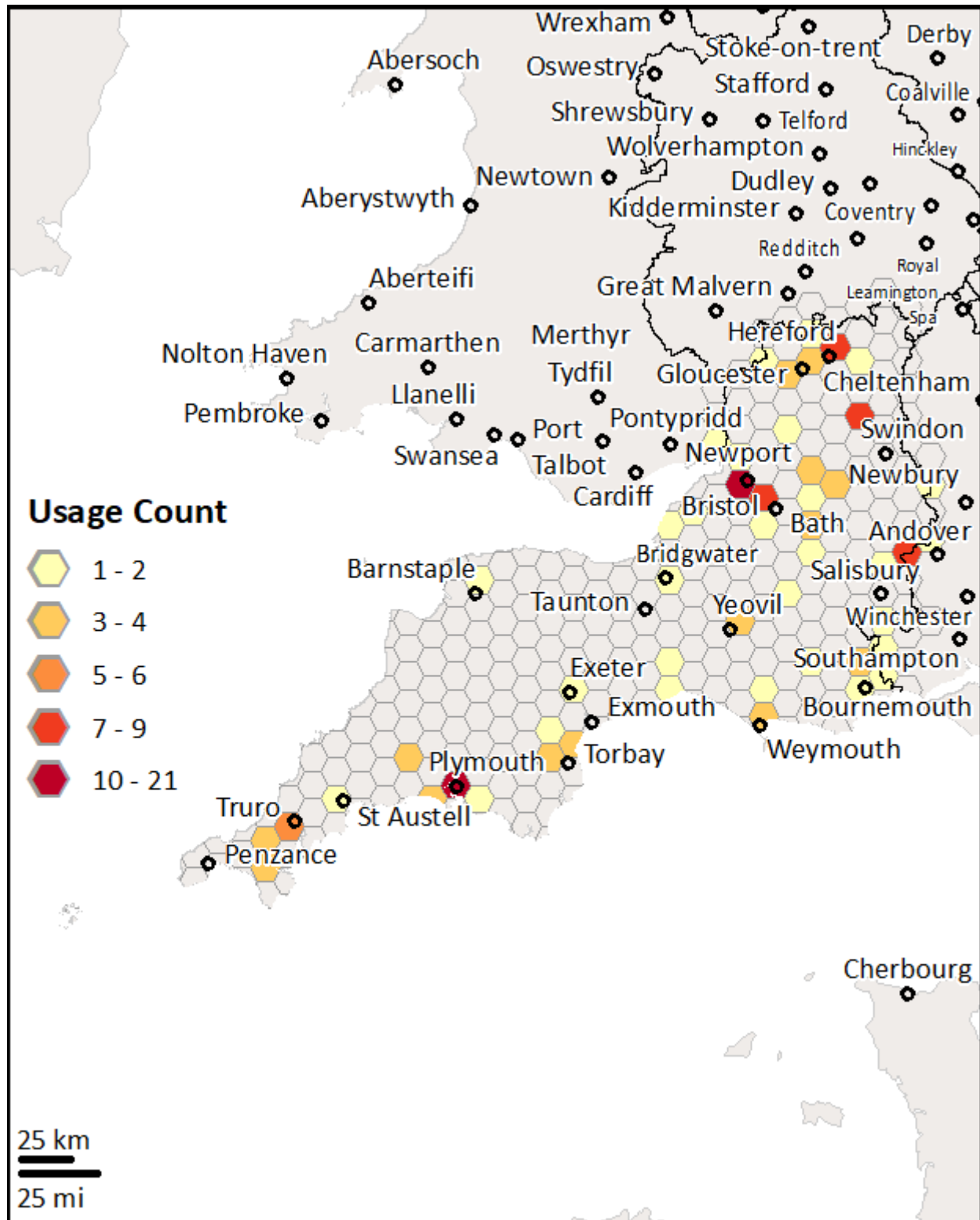
Woking	7
Finances - Money and Debt Advice	4
Physical Health - Healthcare Services	3
Havant	7
Mental Wellbeing - Support Groups and Emotional Support	2
Finances - Benefits	2
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
Mental Wellbeing - GPs	1
Slough	6
Housing - Housing Advice and Support	3
Finances - Benefits	2
Employment - Job Seeking	1
Ashford	6
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Specific Search for an Organisation	1
Family and Communities - Recreation	1
Finances - Pensions and Compensation	1
Fareham	6
Physical Health - GPs	2
Finances - Benefits	2
Mental Wellbeing - Bereavement	1
Legal Support and Advocacy - Legal Advice	1
Gravesham	6
Mental Wellbeing - Accessing Support	3
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Sports	1
Shepway	6
COVID19 Local Support - South East	3
Mental Wellbeing - Treatment	2
Finances - Grants	1
Mid Sussex	6
Housing - Homelessness	2
Employment - Support for Offenders	2
Legal Support and Advocacy - Support for the Gurkha Community	1
Employment - Self Employment	1
West Oxfordshire	5
Family and Communities - GPs	3
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Test Valley	4
Employment - Job Seeking	2
Finances - Support for the Gurkha Community	1
Employment - Education and Training	1
Vale of White Horse	4
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
COVID19 Local Support - South East	1
Bracknell Forest	4
Mental Wellbeing - Support Groups and Emotional Support	3
Housing - Housing Advice and Support	1
Canterbury	4
Physical Health - Home and Mobility Aids	1
Physical Health - Healthcare Services	1

Family and Communities - Support for Carers	1
Physical Health - End of Life Care	1
Guildford	4
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Independent Living	1
COVID19 Local Support - South East	1
Family and Communities - Support for Carers	1
Cherwell	3
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Employment - Support for Offenders	1
Swale	3
Employment - Job Seeking	2
Physical Health - Rehabilitation and Recovery	1
Chichester	3
National Charities/Organisations - Help for Heroes	3
Reigate and Banstead	3
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Thanet	3
Finances - Pensions and Compensation	2
Employment - Job Seeking	1
Milton Keynes	3
Specific Search for an Organisation	2
Mental Wellbeing - Accessing Support	1
Medway	3
Mental Wellbeing - Accessing Support	2
Finances - Financial Services	1
Maidstone	2
Housing - Eviction and Repossession	2
West Berkshire	2
Finances - Grants	1
Employment - Transition	1
Wycombe	2
Finances - Financial Services	1
Family and Communities - Support Groups and Emotional Support	1
Eastleigh	2
Legal Support and Advocacy - Legal Advice	1
Employment - Support for Offenders	1
Windsor and Maidenhead	2
Physical Health - Home and Mobility Aids	1
Housing - Respite Care (Day Care and Respite)	1
Lewes	2
Finances - Pensions and Compensation	1
Finances - Grants	1
Oxford	2
National Charities/Organisations - SSAFA	1
National Charities/Organisations - Shelter	1
Basingstoke and Deane	1
Housing - Supported Living	1
Eastbourne	1
Mental Wellbeing - Accessing Support	1
Arun	1
Finances - Benefits	1
Isle of Wight	1
Finances - Pensions and Compensation	1

Brighton and Hove	1
Mental Wellbeing - Accessing Support	1
Tonbridge and Malling	1
Mental Wellbeing - Accessing Support	1
New Forest	1
Physical Health - Healthcare Services	1
Tunbridge Wells	1
Employment - Job Seeking	1
Adur	1
Physical Health - Home and Mobility Aids	1
Dartford	1
Finances - Grants	1
Elmbridge	1
Employment - Job Seeking	1

South West

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

Wiltshire	25
Employment - Job Seeking	5
Housing - Housing Advice and Support	5
Finances - Grants	4
Finances - Pensions and Compensation	3
Housing - Homelessness	2
Finances - Benefits	2
Physical Health - Sports	1
Employment - Volunteering	1
COVID19 Local Support - South West	1
Finances - Money and Debt Advice	1
Bristol, City of	21
Mental Wellbeing - Support Groups and Emotional Support	7
Mental Wellbeing - Accessing Support	3
Employment - Education and Training	2
Employment - Job Seeking	2
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Benefits	2
Mental Wellbeing - Sports	1
Employment - Transition	1
Housing - Housing Advice and Support	1
Cornwall	20
Physical Health - Sports	4
Finances - Benefits	4
Employment - Job Seeking	2
Employment - Education and Training	2
Finances - Financial Services	1
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Support Groups and Emotional Support	1
Specific Search for an Organisation	1
Employment - Support for Offenders	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Sports	1
Finances - Grants	1
Plymouth	19
Mental Wellbeing - Accessing Support	16
National Charities/Organisations - SSAFA	1
Specific Search for an Organisation	1
Mental Wellbeing - Sports	1
Bath and North East Somerset	11
Finances - Money and Debt Advice	2
Employment - Job Seeking	2
Mental Wellbeing - GPs	1
COVID19 Local Support - South West	1
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Recreation	1
Physical Health - Limb Loss	1
Family and Communities - Support for Carers	1
Finances - Benefits	1
Cotswold	10
Mental Wellbeing - Accessing Support	7
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - Drug and Alcohol Services	1
Teignbridge	8

Mental Wellbeing - Support Groups and Emotional Support	3
Family and Communities - Support for Carers	2
National Charities/Organisations - ASDIC Drop In Centres	1
Finances - Benefits	1
Mental Wellbeing - Drug and Alcohol Services	1
Cheltenham	8
Mental Wellbeing - GPs	5
Finances - Grants	3
West Dorset	4
National Charities/Organisations - Royal British Legion	2
Physical Health - GPs	1
Physical Health - Blind Veterans	1
Gloucester	4
Finances - Pensions and Compensation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
South Somerset	4
Housing - Homelessness	2
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
Weymouth and Portland	3
Housing - Supported Living	2
National Charities/Organisations - SSAFA	1
North Somerset	3
COVID19 Local Support - South West	1
Specific Search for an Organisation	1
Employment - Support for Offenders	1
East Dorset	3
Housing - Retirement	2
Mental Wellbeing - Accessing Support	1
Tewkesbury	3
Finances - Pensions and Compensation	3
North Dorset	3
Employment - Volunteering	1
Finances - Grants	1
Finances - Benefits	1
Sedgemoor	2
Housing - Housing Advice and Support	2
Forest of Dean	2
Physical Health - GPs	1
Employment - Self Employment	1
South Gloucestershire	2
Mental Wellbeing - GPs	1
Finances - Grants	1
Christchurch	1
Physical Health - GPs	1
Exeter	1
Family and Communities - GPs	1
East Devon	1
Physical Health - GPs	1
Poole	1
Housing - Homelessness	1
Stroud	1
Physical Health - Sports	1
North Devon	1
Specific Search for an Organisation	1

Usage of the Veterans' Gateway Online Directory

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

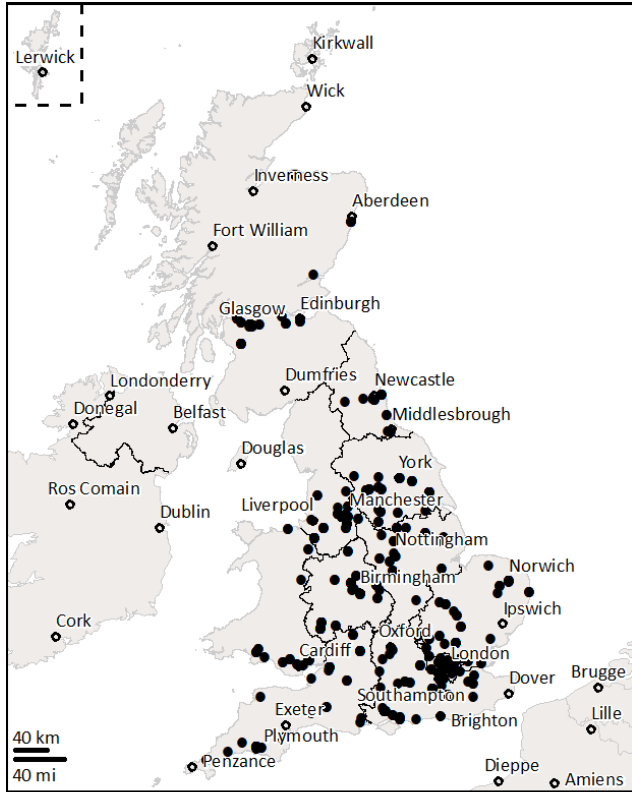
Search Criteria	Search Count	Search Percentage
Mental Wellbeing	187	25.79%
Employment	143	19.72%
Housing	93	12.83%
Physical Health	76	10.48%
Family and Communities	70	9.66%
Finances	58	8.00%
Specific Search for an Organisation	42	5.79%
COVID19 Local Support	27	3.72%
National Charities/Organisations	23	3.17%
Legal Support and Advocacy	6	0.83%
Total	725	100%

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

Search Criteria	Search Count	Search Percentage
Mental Wellbeing - Accessing Support	74	10.21%
Mental Wellbeing - Support Groups and Emotional Support	65	8.97%
Employment - Job Seeking	51	7.03%
Employment - Education and Training	43	5.93%
Specific Search for an Organisation	42	5.79%
Housing - Homelessness	35	4.83%
Family and Communities - Recreation	28	3.86%
Housing - Housing Advice and Support	27	3.72%
Physical Health - Rehabilitation and Recovery	26	3.59%
Finances - Benefits	24	3.31%
Mental Wellbeing - Treatment	21	2.90%
Employment - Transition	21	2.90%
Physical Health - Healthcare Services	20	2.76%
Family and Communities - Support Groups and Emotional Support	19	2.62%
Employment - Support for Offenders	16	2.21%
Mental Wellbeing - Drug and Alcohol Services	15	2.07%
Family and Communities - Support for Carers	14	1.93%
Physical Health - Sports	12	1.66%
COVID19 Local Support - Scotland	11	1.52%
Finances - Grants	11	1.52%
Finances - Pensions and Compensation	11	1.52%
Finances - Money and Debt Advice	10	1.38%
Employment - Volunteering	8	1.10%
Housing - Independent Living	8	1.10%
National Charities/Organisations - Help for Heroes	7	0.97%
Mental Wellbeing - GPs	6	0.83%
Physical Health - Home and Mobility Aids	6	0.83%
Housing - Eviction and Repossession	6	0.83%
Housing - Nursing and Dementia Care	6	0.83%
Physical Health - Drug and Alcohol Services	5	0.69%
National Charities/Organisations - Armed Forces Covenant Fund Trust	5	0.69%
Family and Communities - Drug and Alcohol Services	4	0.55%
Housing - Retirement	4	0.55%
COVID19 Local Support - North East	4	0.55%
Housing - Supported Living	4	0.55%

Search Criteria	Search Count	Search Percentage
National Charities/Organisations - SSAFA	4	0.55%
Family and Communities - Support for the Gurkha Community	4	0.55%
Employment - Self Employment	4	0.55%
National Charities/Organisations - Royal British Legion	3	0.41%
Mental Wellbeing - Bereavement	3	0.41%
Legal Support and Advocacy - Legal Advice	3	0.41%
COVID19 Local Support - East Midlands	3	0.41%
Housing - Respite Care (Day Care and Respite)	3	0.41%
Physical Health - Support Groups and Emotional Support	3	0.41%
Mental Wellbeing - Sports	3	0.41%
COVID19 Local Support - East of England	3	0.41%
National Charities/Organisations - ASDIC Drop In Centres	3	0.41%
Legal Support and Advocacy - Legal Advocacy	2	0.28%
Physical Health - Limb Loss	2	0.28%
Finances - Financial Services	2	0.28%
COVID19 Local Support - Northern Ireland	2	0.28%
Physical Health - Blind Veterans	2	0.28%
COVID19 Local Support - Wales	2	0.28%
COVID19 Local Support - South East	1	0.14%
COVID19 Local Support - Yorkshire/ The Humber	1	0.14%
National Charities/Organisations - Shelter	1	0.14%
Family and Communities - GPs	1	0.14%
Legal Support and Advocacy - Support for the Gurkha Community	1	0.14%
Total	725	100%

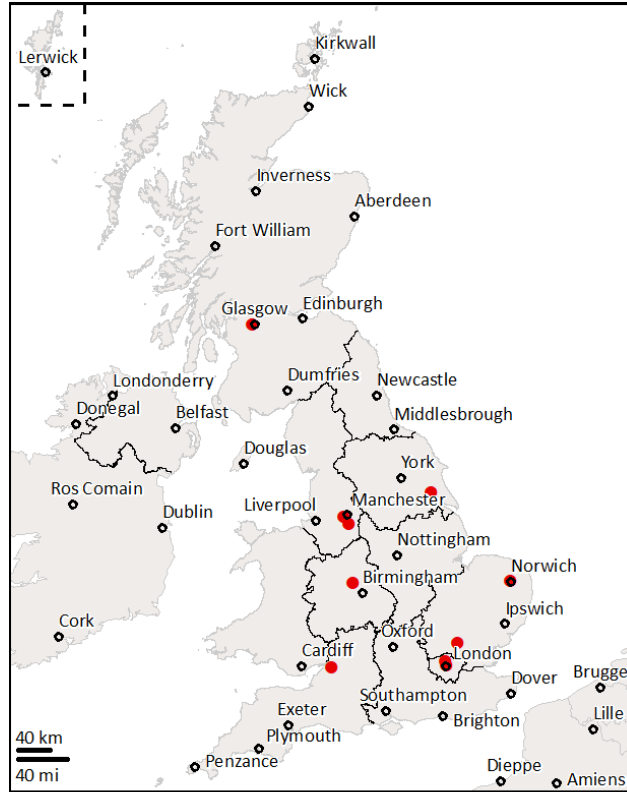
Figure 17. User locations in the UK – Veterans’ Gateway online directory, June 2021



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 June 2021.

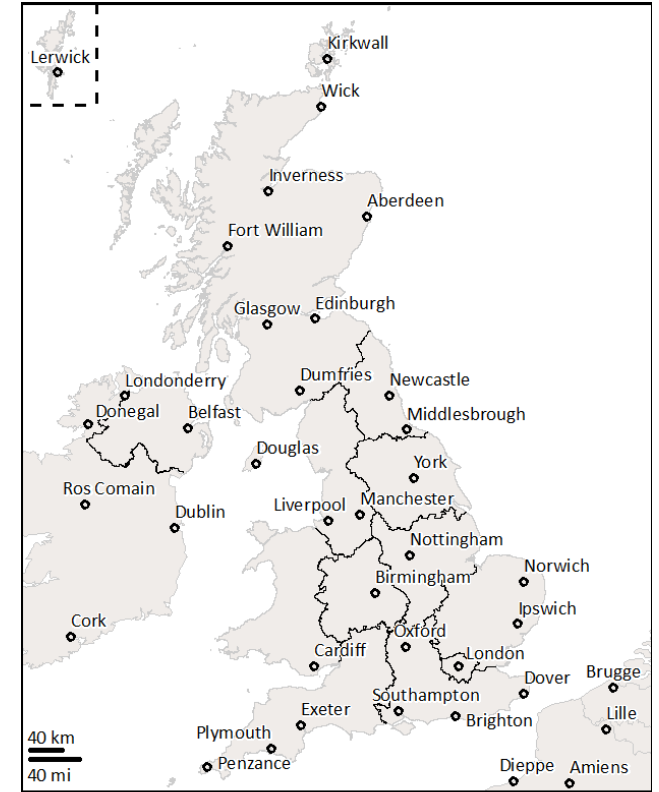
Figure 18. User hotspots in the UK – Veterans’ Gateway online directory, June 2021



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.

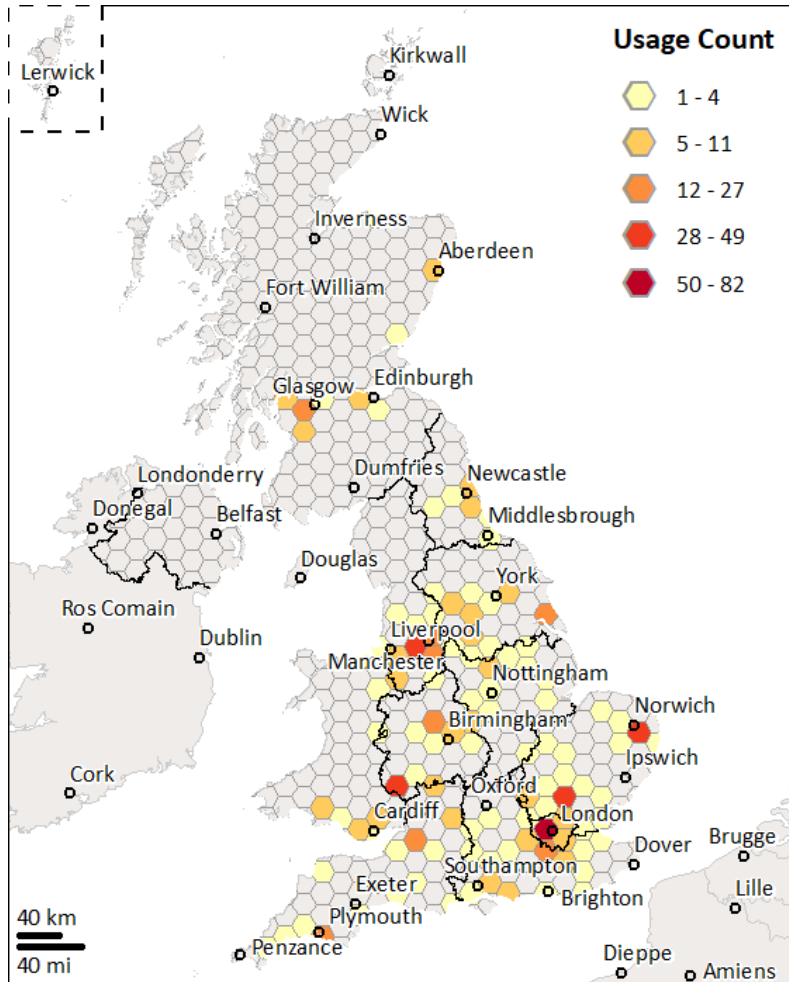
Figure 19. User outliers in the UK – Veterans’ Gateway online directory, June 2021



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, June 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, June 2021

N = 725

Region	Usage Count	Usage Percentage
East of England	123	16.97%
London	102	14.07%
North West	95	13.10%
West Midlands	85	11.72%
South West	67	9.24%
Scotland	62	8.55%
Yorkshire and The Humber	60	8.28%
South East	55	7.59%
East Midlands	33	4.55%
Wales	26	3.59%
North East	17	2.34%
East of England	123	16.97%

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

N = 725

Top 20 Local Authorities	Usage Count	Usage Percentage
Norwich	49	6.76%
East Hertfordshire	38	5.24%
Herefordshire, County of	34	4.69%
Glasgow City	27	3.72%
East Riding of Yorkshire	27	3.72%
Trafford	27	3.72%
City of London	26	3.59%
Wolverhampton	22	3.03%
Bristol, City of	19	2.62%
Haringey	19	2.62%
Stockport	18	2.48%
Plymouth	17	2.34%
Salford	14	1.93%
Cheshire West and Chester	11	1.52%
North Warwickshire	11	1.52%
Westminster	11	1.52%
Merton	11	1.52%
East Ayrshire	10	1.38%
Barnsley	9	1.24%
Bassetlaw	9	1.24%

Northern Ireland

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



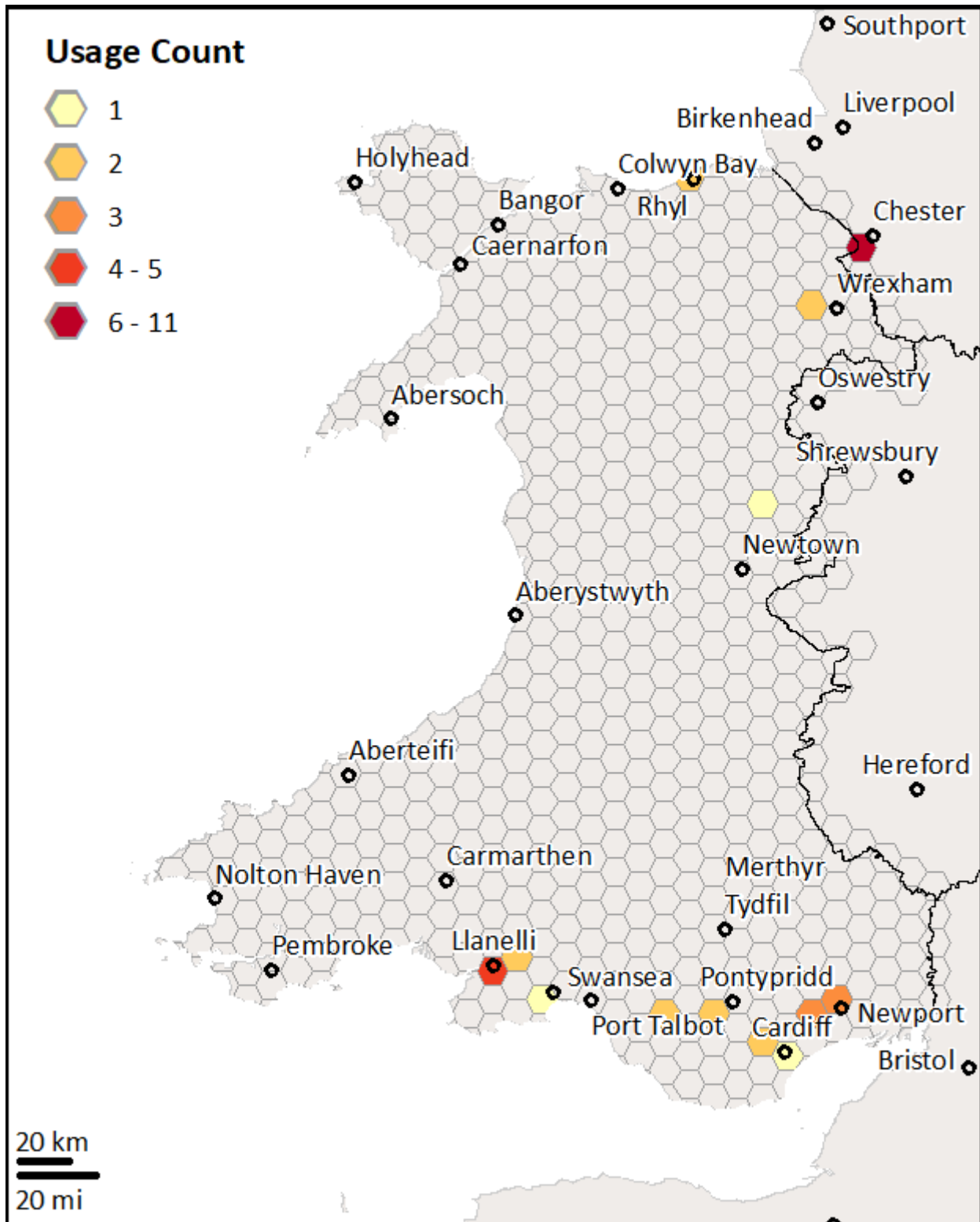
Contains public sector information licensed under the Open Government Licence.

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

No data for NI in this set

Wales

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



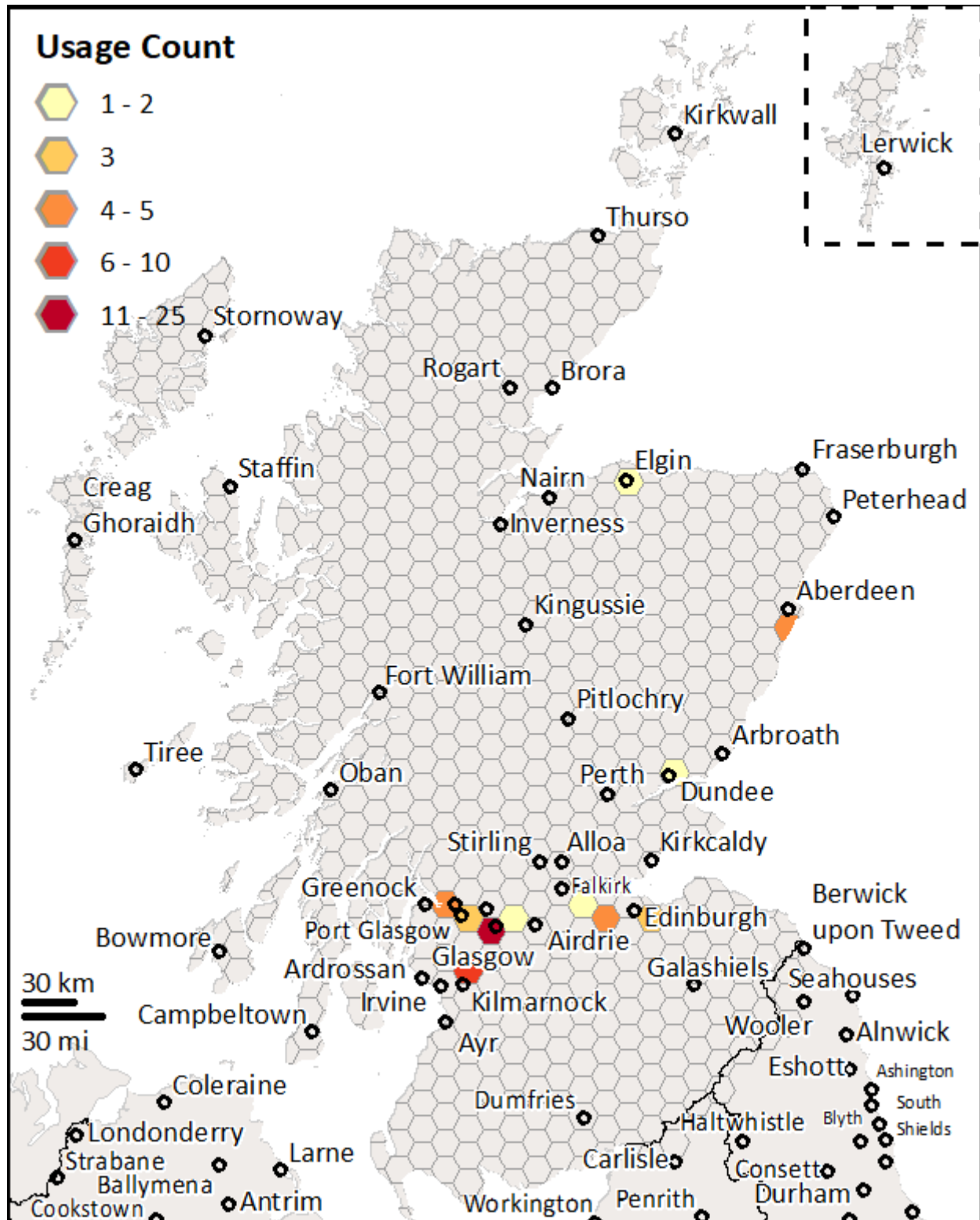
Contains public sector information licensed under the Open Government Licence.

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

Carmarthenshire	7
Family and Communities - Support Groups and Emotional Support	2
Housing - Independent Living	2
Family and Communities - Recreation	2
COVID19 Local Support - Wales	1
Newport	6
Mental Wellbeing - Support Groups and Emotional Support	2
COVID19 Local Support - Wales	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advice	1
Cardiff	3
Mental Wellbeing - Accessing Support	2
Employment - Education and Training	1
Wrexham	2
Specific Search for an Organisation	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Rhondda Cynon Taf	2
Finances - Benefits	2
Denbighshire	2
Housing - Supported Living	2
Bridgend	2
Mental Wellbeing - Accessing Support	2
Swansea	1
Housing - Housing Advice and Support	1
Powys	1
Finances - Benefits	1

Scotland

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



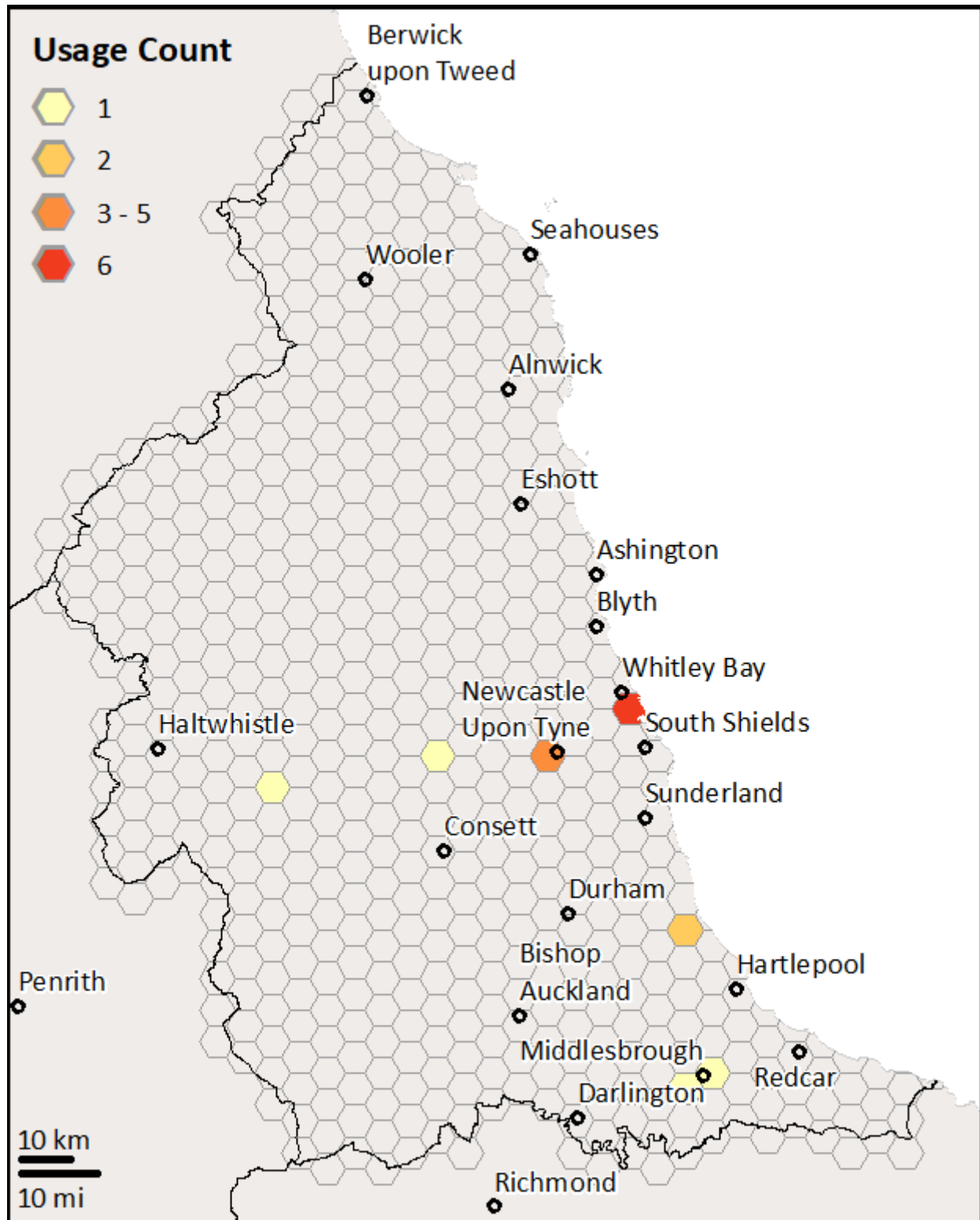
Contains public sector information licensed under the Open Government Licence.

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

Glasgow City	27
Housing - Nursing and Dementia Care	5
Mental Wellbeing - Treatment	4
Mental Wellbeing - Bereavement	3
Finances - Money and Debt Advice	3
Mental Wellbeing - Drug and Alcohol Services	2
Mental Wellbeing - Accessing Support	2
Housing - Respite Care (Day Care and Respite)	2
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	1
Employment - Job Seeking	1
Housing - Independent Living	1
Housing - Housing Advice and Support	1
Employment - Volunteering	1
East Ayrshire	10
COVID19 Local Support - Scotland	10
West Lothian	6
Mental Wellbeing - Support Groups and Emotional Support	2
Family and Communities - Recreation	2
COVID19 Local Support - Scotland	1
Finances - Benefits	1
West Dunbartonshire	5
Mental Wellbeing - Accessing Support	5
Aberdeen City	5
Mental Wellbeing - Treatment	2
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Family and Communities - Support Groups and Emotional Support	1
Edinburgh, City of	3
Housing - Homelessness	2
Housing - Housing Advice and Support	1
Renfrewshire	3
Family and Communities - Recreation	2
Family and Communities - Support for Carers	1
Moray	2
Finances - Pensions and Compensation	2
Dundee City	1
Mental Wellbeing - Accessing Support	1

North East

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



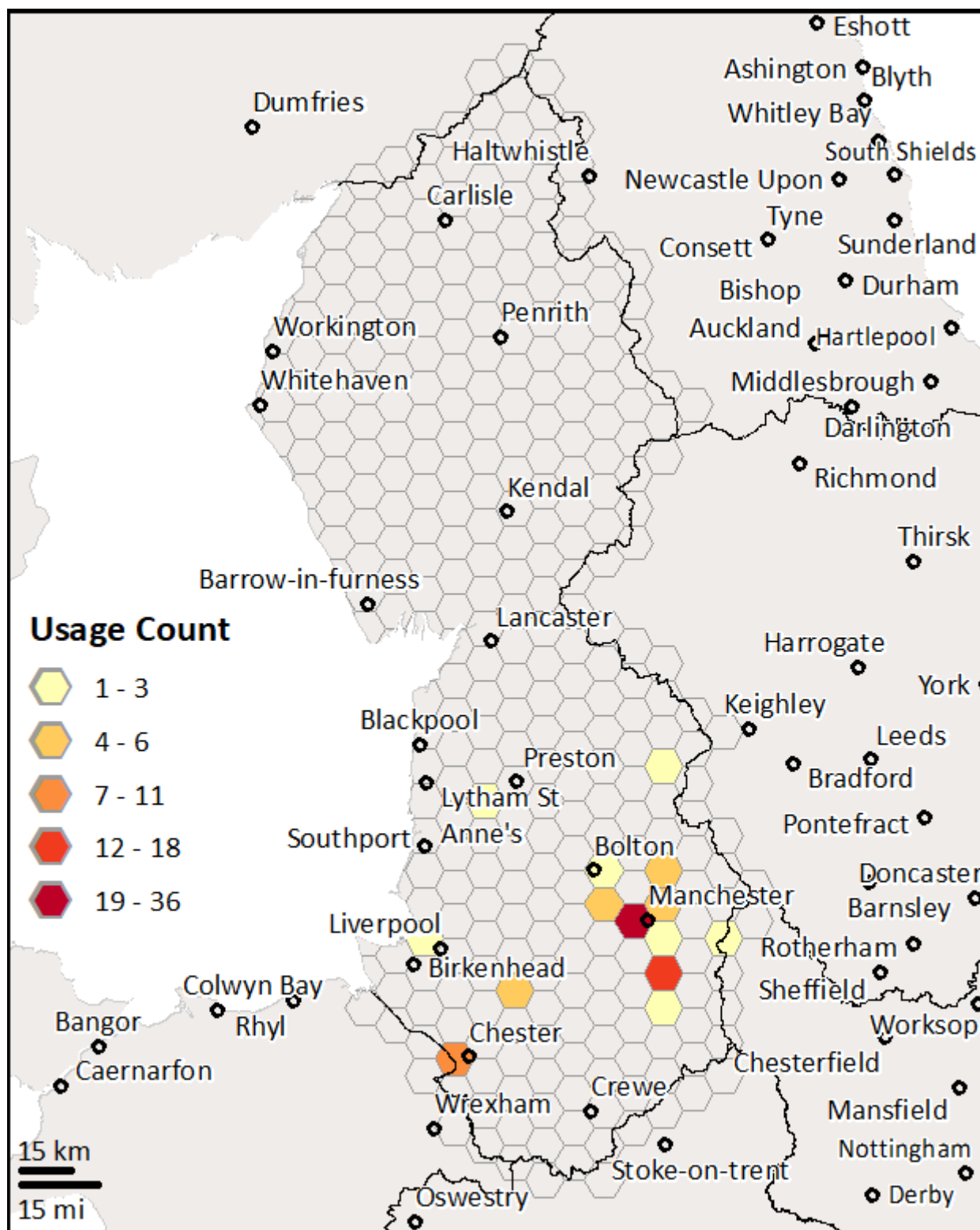
Contains public sector information licensed under the Open Government Licence.

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

North Tyneside	6
COVID19 Local Support - North East	2
Family and Communities - Recreation	2
Mental Wellbeing - Sports	1
Family and Communities - Support Groups and Emotional Support	1
Gateshead	4
Finances - Grants	4
County Durham	2
Employment - Job Seeking	1
Employment - Education and Training	1
Northumberland	2
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Grants	1
Stockton-on-Tees	1
Employment - Job Seeking	1
Middlesbrough	1
Physical Health - Sports	1
Newcastle upon Tyne	1
National Charities/Organisations - Help for Heroes	1

North West

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



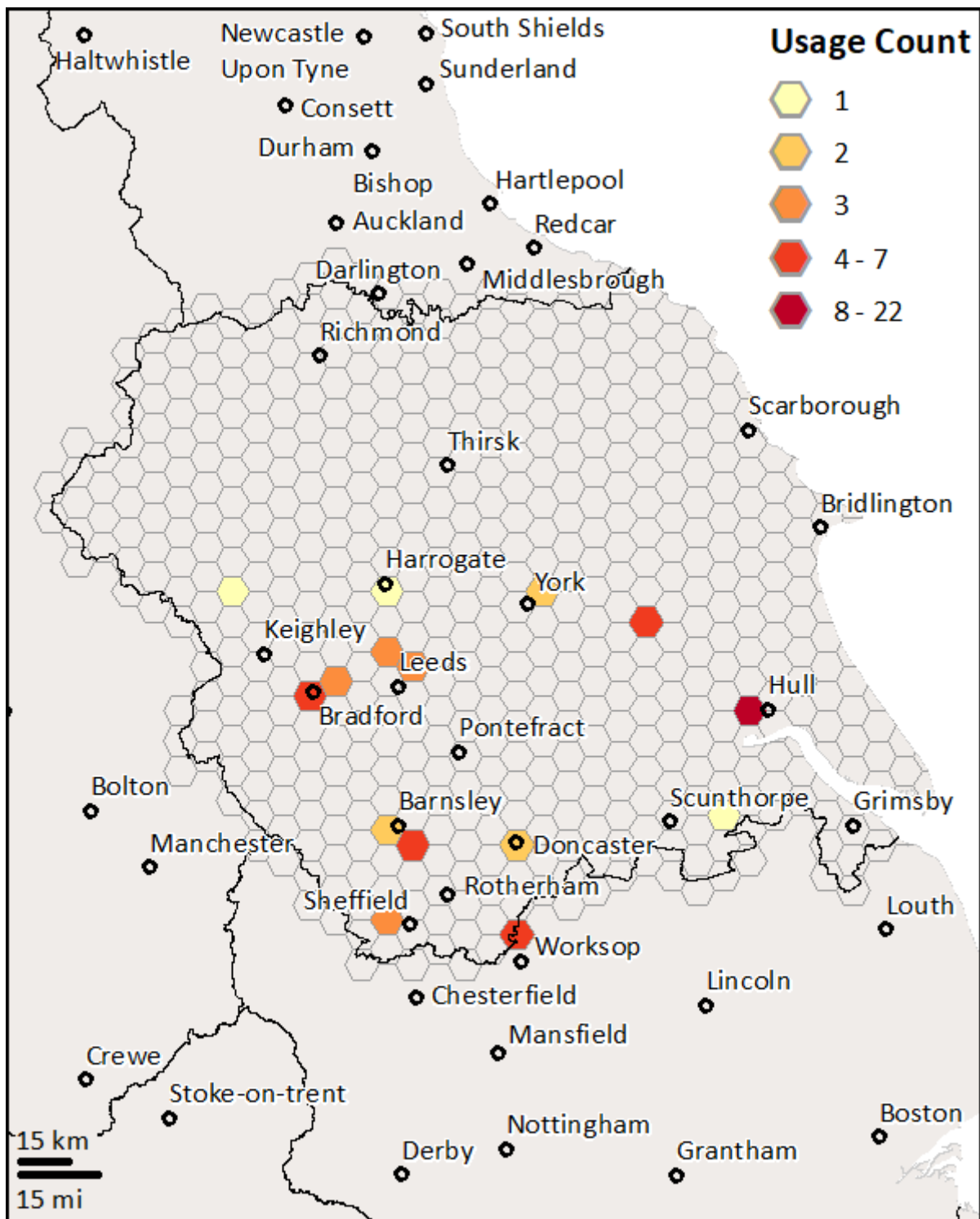
Contains public sector information licensed under the Open Government Licence.

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

Trafford	27
Employment - Education and Training	13
Mental Wellbeing - Treatment	4
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	2
Employment - Support for Offenders	1
COVID19 Local Support - Yorkshire/ The Humber	1
Employment - Self Employment	1
Stockport	18
Physical Health - Healthcare Services	18
Salford	14
Employment - Support for Offenders	7
Housing - Housing Advice and Support	3
Mental Wellbeing - Drug and Alcohol Services	2
Specific Search for an Organisation	1
Finances - Benefits	1
Cheshire West and Chester	11
Employment - Education and Training	5
Housing - Eviction and Repossession	3
Housing - Nursing and Dementia Care	1
Housing - Respite Care (Day Care and Respite)	1
Housing - Housing Advice and Support	1
Manchester	7
Family and Communities - Recreation	3
Finances - Grants	2
Employment - Education and Training	2
Halton	6
Specific Search for an Organisation	4
Housing - Independent Living	1
Housing - Supported Living	1
Rochdale	4
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	2
Cheshire East	3
Employment - Education and Training	3
Fylde	2
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
Bolton	1
Employment - Education and Training	1
Liverpool	1
Physical Health - Limb Loss	1
Burnley	1
Finances - Benefits	1

Yorkshire and the Humber

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



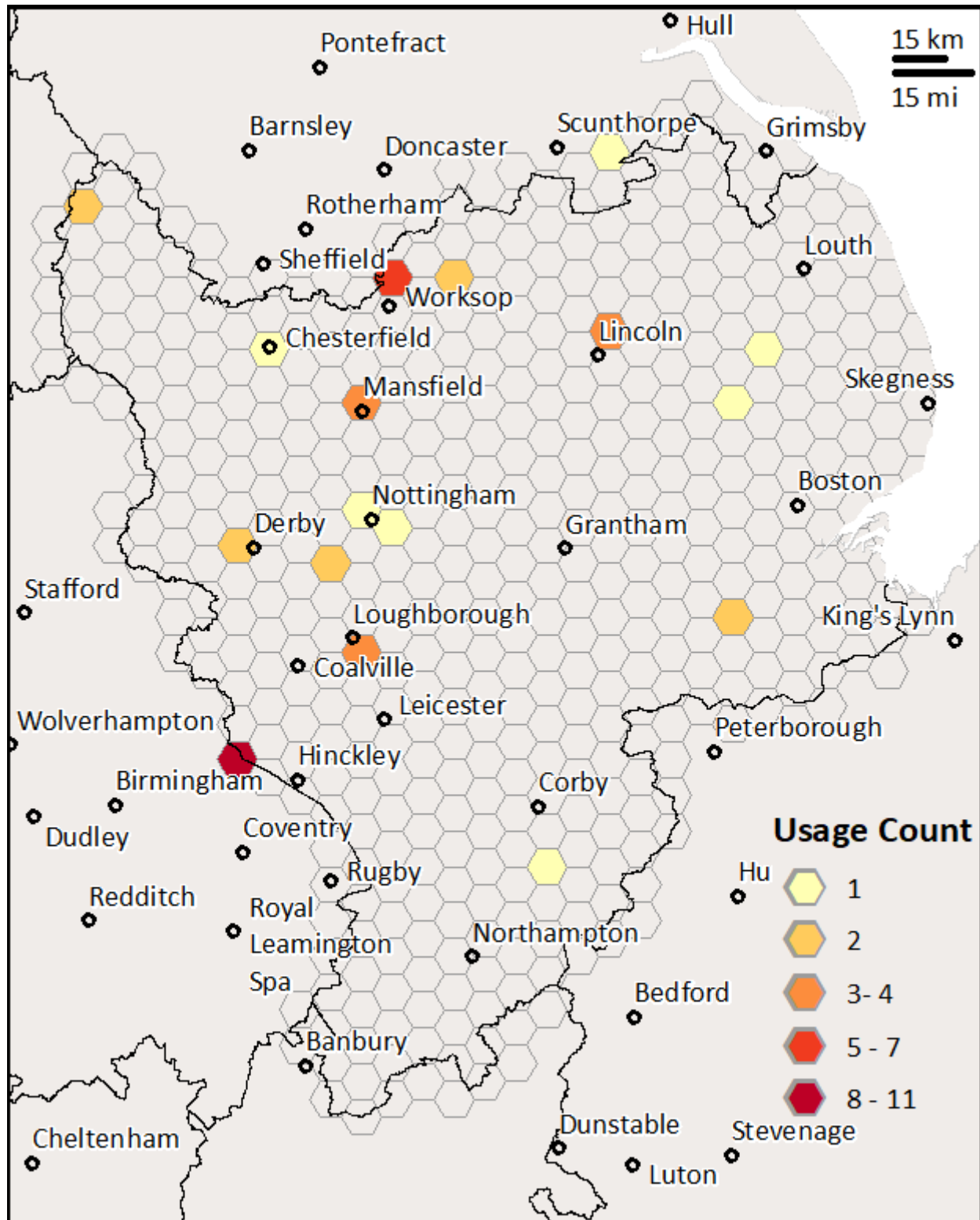
Contains public sector information licensed under the Open Government Licence.

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

East Riding of Yorkshire	27
Specific Search for an Organisation	9
Employment - Transition	4
Mental Wellbeing - Accessing Support	3
Employment - Support for Offenders	2
Employment - Education and Training	2
Finances - Money and Debt Advice	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Retirement	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
Finances - Benefits	1
Barnsley	9
Mental Wellbeing - Support Groups and Emotional Support	6
Employment - Volunteering	2
Legal Support and Advocacy - Legal Advice	1
Bradford	8
Employment - Education and Training	5
Mental Wellbeing - Accessing Support	3
Leeds	6
National Charities/Organisations - Help for Heroes	2
Housing - Retirement	2
Physical Health - Home and Mobility Aids	1
Employment - Volunteering	1
Sheffield	3
Housing - Housing Advice and Support	2
Mental Wellbeing - Accessing Support	1
York	2
COVID19 Local Support - North East	2
Doncaster	2
Finances - Grants	1
Employment - Volunteering	1
North Lincolnshire	1
Employment - Education and Training	1
Craven	1
Housing - Housing Advice and Support	1
Harrogate	1
Employment - Job Seeking	1

East Midlands

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



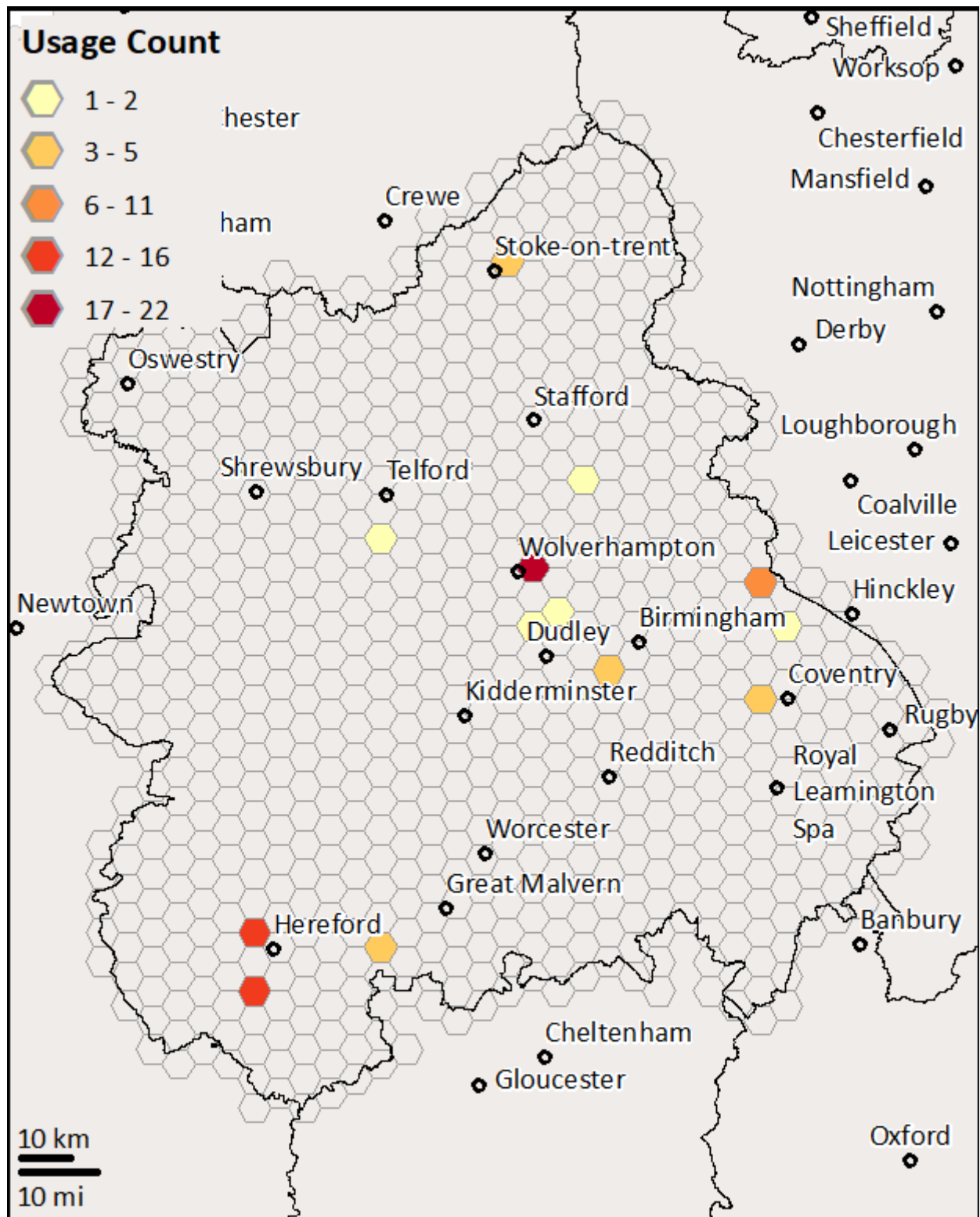
Contains public sector information licensed under the Open Government Licence.

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

Bassetlaw	9
Physical Health - Rehabilitation and Recovery	2
Employment - Transition	2
Housing - Independent Living	2
Mental Wellbeing - Drug and Alcohol Services	2
Physical Health - Home and Mobility Aids	1
West Lindsey	4
Employment - Job Seeking	4
Mansfield	3
Physical Health - Drug and Alcohol Services	2
Mental Wellbeing - Accessing Support	1
Charnwood	3
COVID19 Local Support - East Midlands	3
Nottingham	2
Finances - Grants	1
Employment - Job Seeking	1
East Lindsey	2
National Charities/Organisations - Royal British Legion	1
Employment - Job Seeking	1
South Holland	2
Finances - Pensions and Compensation	1
Finances - Benefits	1
Derby	2
Housing - Housing Advice and Support	2
High Peak	2
Mental Wellbeing - Support Groups and Emotional Support	2
Erewash	2
COVID19 Local Support - Northern Ireland	2
Kettering	1
Family and Communities - Recreation	1
Chesterfield	1
Mental Wellbeing - Accessing Support	1

West Midlands

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



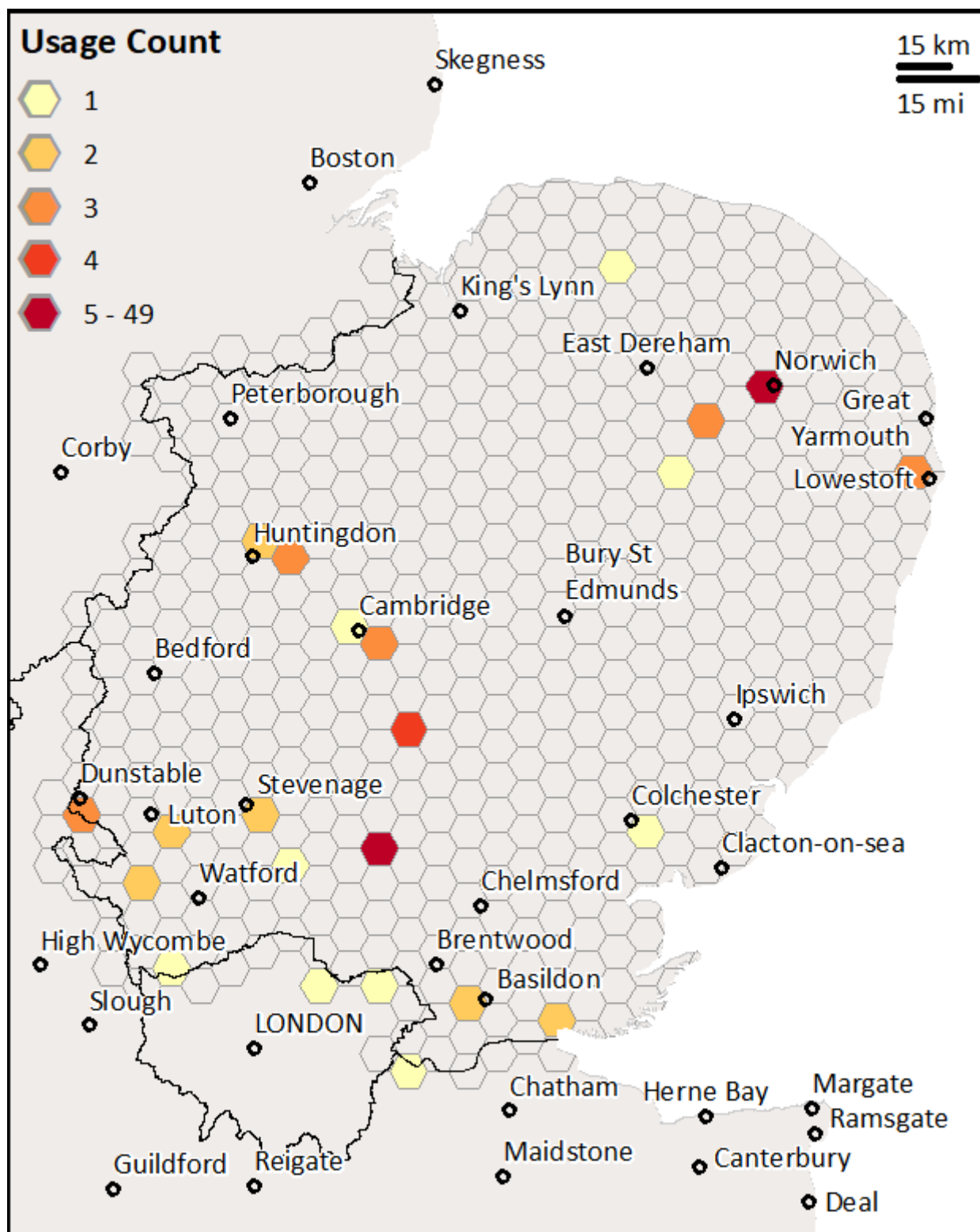
Contains public sector information licensed under the Open Government Licence.

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

Herefordshire, County of	34
Mental Wellbeing - Treatment	8
Finances - Benefits	4
Housing - Homelessness	4
Mental Wellbeing - Accessing Support	3
Employment - Transition	2
Employment - Self Employment	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Finances - Pensions and Compensation	2
Employment - Support for Offenders	2
National Charities/Organisations - SSAFA	1
Physical Health - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Independent Living	1
Family and Communities - Drug and Alcohol Services	1
Wolverhampton	22
Employment - Job Seeking	17
Employment - Education and Training	2
Employment - Support for Offenders	2
Employment - Volunteering	1
North Warwickshire	11
Housing - Homelessness	10
Housing - Independent Living	1
Birmingham	5
Housing - Homelessness	4
Mental Wellbeing - Accessing Support	1
Stoke-on-Trent	3
Physical Health - Support Groups and Emotional Support	3
Coventry	3
National Charities/Organisations - Help for Heroes	3
Cannock Chase	2
Legal Support and Advocacy - Legal Advocacy	1
Family and Communities - Support Groups and Emotional Support	1
Telford and Wrekin	2
Physical Health - Home and Mobility Aids	2
Sandwell	1
Finances - Pensions and Compensation	1
Dudley	1
Mental Wellbeing - Accessing Support	1
Nuneaton and Bedworth	1
Specific Search for an Organisation	1

East of England

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



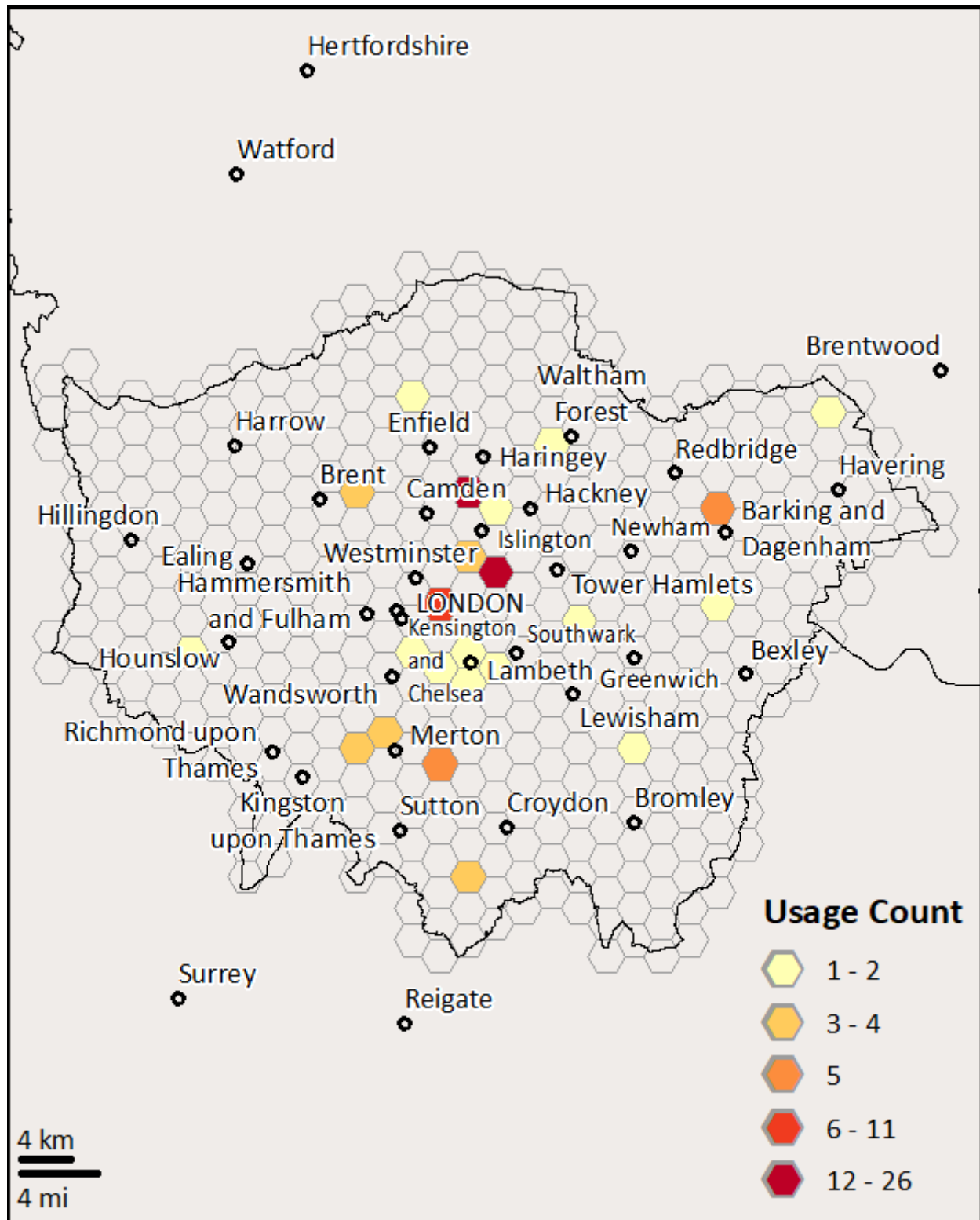
Contains public sector information licensed under the Open Government Licence.

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

Norwich	49
Physical Health - Rehabilitation and Recovery	22
Physical Health - Sports	10
Specific Search for an Organisation	8
Family and Communities - Recreation	7
Family and Communities - GPs	1
Employment - Volunteering	1
East Hertfordshire	38
Mental Wellbeing - Support Groups and Emotional Support	20
Employment - Transition	9
Mental Wellbeing - Drug and Alcohol Services	5
Physical Health - Drug and Alcohol Services	2
Specific Search for an Organisation	1
Housing - Homelessness	1
Huntingdonshire	5
Mental Wellbeing - Support Groups and Emotional Support	2
Specific Search for an Organisation	2
Mental Wellbeing - Treatment	1
Uttlesford	4
Family and Communities - Support for the Gurkha Community	3
Mental Wellbeing - Accessing Support	1
Waveney	3
Mental Wellbeing - Accessing Support	3
South Norfolk	3
Housing - Homelessness	2
Housing - Housing Advice and Support	1
Cambridge	3
Family and Communities - Support for Carers	1
Housing - Homelessness	1
Finances - Pensions and Compensation	1
Central Bedfordshire	3
Finances - Money and Debt Advice	3
Dacorum	2
Specific Search for an Organisation	2
Stevenage	2
Physical Health - Blind Veterans	2
Basildon	2
Employment - Education and Training	2
Southend-on-Sea	2
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Luton	2
Mental Wellbeing - Accessing Support	2
Watford	1
Housing - Housing Advice and Support	1
North Norfolk	1
Housing - Retirement	1
Colchester	1
Mental Wellbeing - Support Groups and Emotional Support	1
Breckland	1
Finances - Money and Debt Advice	1
South Cambridgeshire	1
COVID19 Local Support - East of England	1

London

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



Contains public sector information licensed under the Open Government Licence.

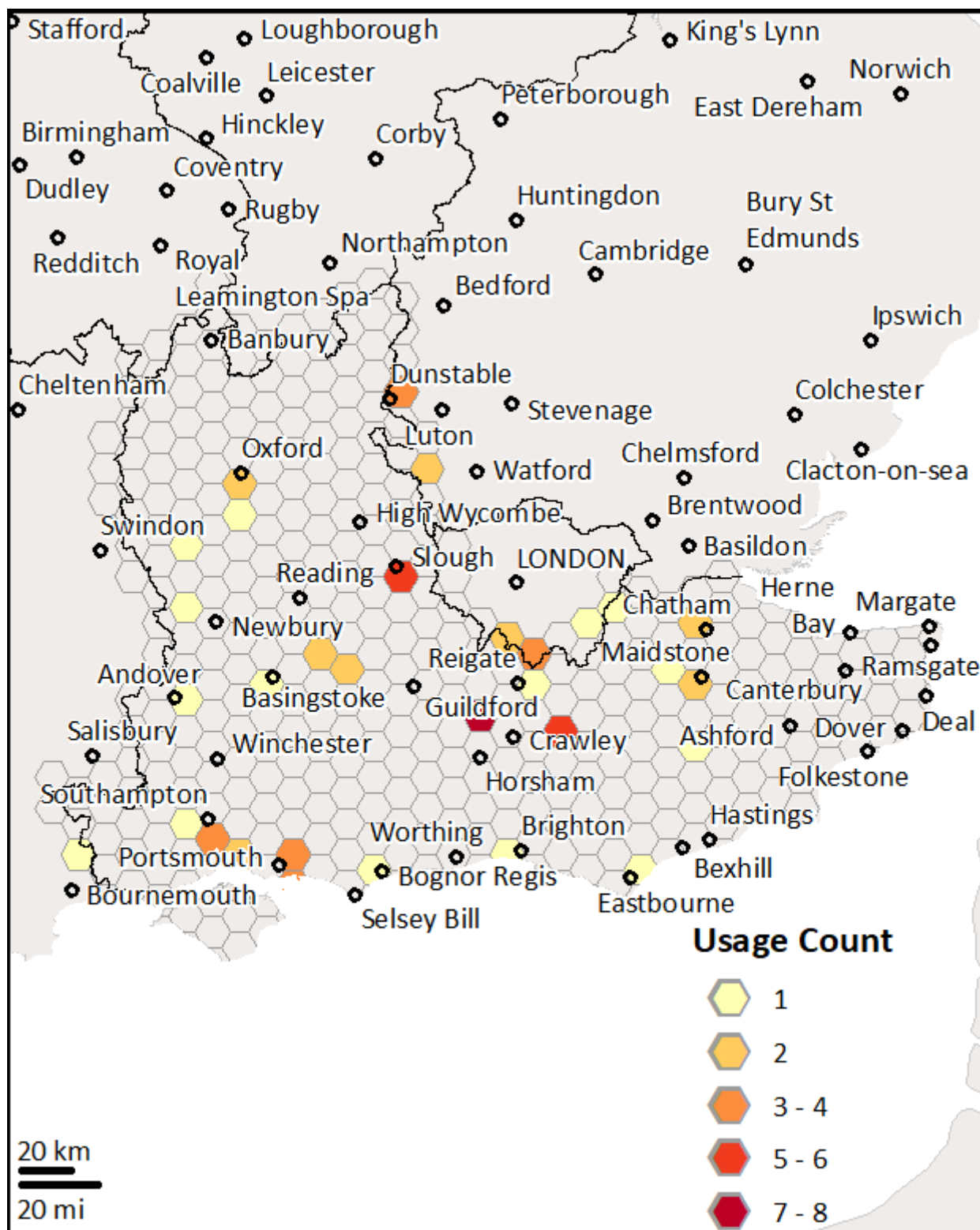
Table 30. General search criteria from users located in London – Veterans’ Gateway online directory, June 2021

City of London	26
Employment - Job Seeking	9
Mental Wellbeing - Support Groups and Emotional Support	5
Housing - Housing Advice and Support	3
Housing - Homelessness	2
Family and Communities - Drug and Alcohol Services	1
Family and Communities - Support for Carers	1
Mental Wellbeing - Accessing Support	1
Family and Communities - Support Groups and Emotional Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Finances - Money and Debt Advice	1
Housing - Eviction and Repossession	1
Haringey	19
Family and Communities - Recreation	5
Mental Wellbeing - Support Groups and Emotional Support	4
Physical Health - Home and Mobility Aids	2
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Housing - Homelessness	1
Physical Health - Drug and Alcohol Services	1
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - Royal British Legion	1
Merton	11
Housing - Housing Advice and Support	2
Specific Search for an Organisation	2
Family and Communities - Support Groups and Emotional Support	2
Mental Wellbeing - GPs	1
Physical Health - Healthcare Services	1
Finances - Financial Services	1
Employment - Job Seeking	1
Housing - Homelessness	1
Westminster	11
Family and Communities - Support for Carers	2
Finances - Pensions and Compensation	2
Family and Communities - Support Groups and Emotional Support	2
National Charities/Organisations - Royal British Legion	1
Employment - Education and Training	1
National Charities/Organisations - SSAFA	1
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Lambeth	6
Family and Communities - Recreation	2
Family and Communities - Support for Carers	2
Housing - Homelessness	1
Family and Communities - Support Groups and Emotional Support	1
Barking and Dagenham	5
COVID19 Local Support - East of England	2
Family and Communities - Support for the Gurkha Community	1
Mental Wellbeing - Treatment	1
Family and Communities - Support for Carers	1
Croydon	4
Family and Communities - Support for Carers	4
Camden	4

Mental Wellbeing - Accessing Support	4
Brent	4
Family and Communities - Support Groups and Emotional Support	3
Specific Search for an Organisation	1
Greenwich	3
Employment - Education and Training	1
Finances - Benefits	1
Family and Communities - Drug and Alcohol Services	1
Wandsworth	2
Specific Search for an Organisation	2
Hounslow	2
National Charities/Organisations - ASDIC Drop In Centres	2
Islington	1
Specific Search for an Organisation	1
Waltham Forest	1
Family and Communities - Support Groups and Emotional Support	1
Bromley	1
Mental Wellbeing - Treatment	1
Barnet	1
Employment - Job Seeking	1
Havering	1
Housing - Housing Advice and Support	1

South East

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



Contains public sector information licensed under the Open Government Licence.

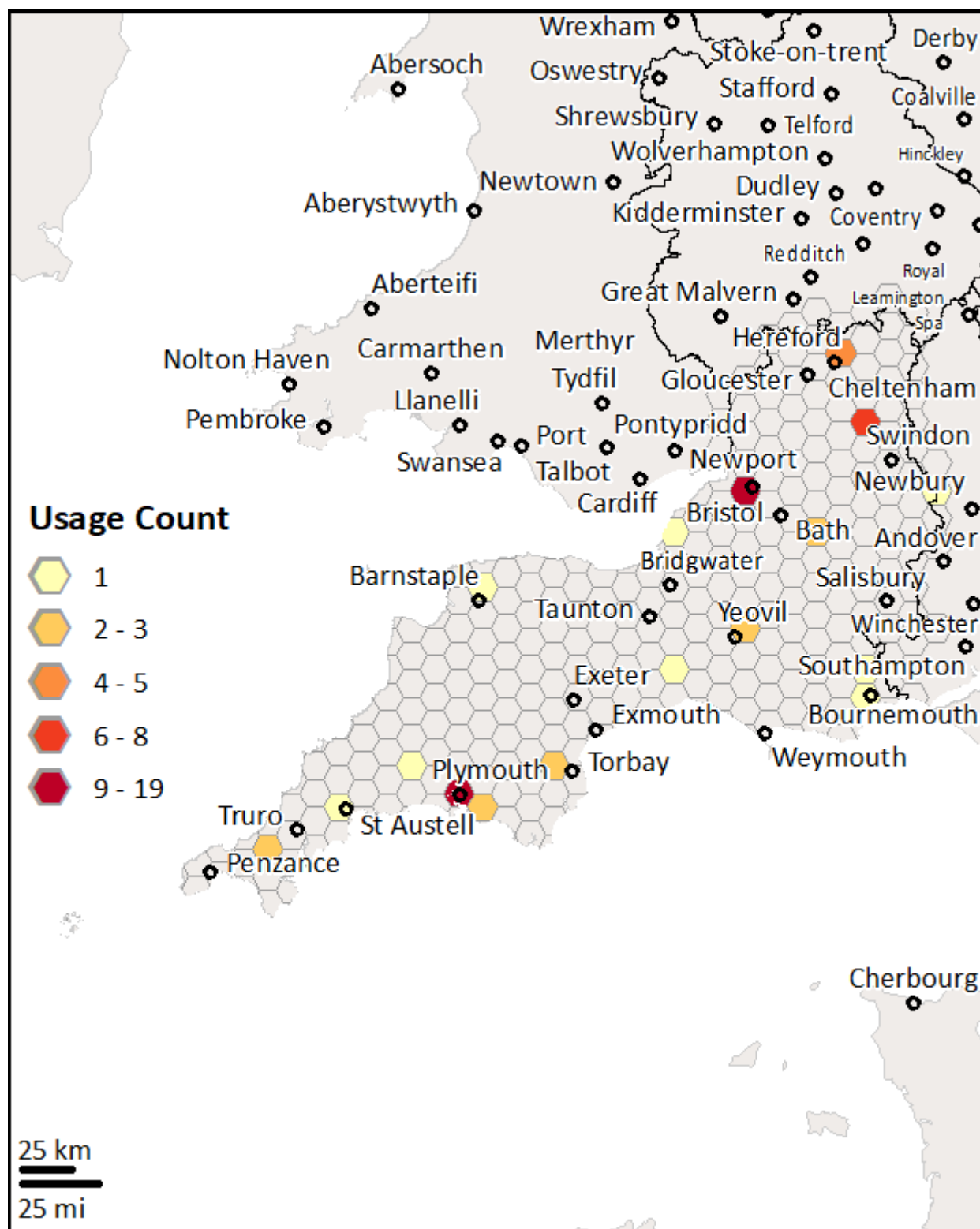
Table 31. General search criteria from users located in the South East – Veterans’ Gateway online directory, June 2021

Mole Valley	8
Employment - Job Seeking	3
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Homelessness	1
Employment - Volunteering	1
Finances - Pensions and Compensation	1
Portsmouth	6
Family and Communities - Support Groups and Emotional Support	3
Employment - Education and Training	3
Mid Sussex	6
Housing - Homelessness	2
Employment - Support for Offenders	2
Legal Support and Advocacy - Support for the Gurkha Community	1
Employment - Self Employment	1
Slough	5
Housing - Housing Advice and Support	3
Finances - Benefits	2
Hart	4
Family and Communities - Recreation	2
Employment - Transition	2
Southampton	4
Physical Health - Rehabilitation and Recovery	1
Physical Health - Limb Loss	1
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Healthcare Services	1
Reigate and Banstead	3
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Oxford	2
National Charities/Organisations - SSAFA	1
National Charities/Organisations - Shelter	1
Fareham	2
Finances - Benefits	2
Medway	2
Mental Wellbeing - Accessing Support	2
Maidstone	2
Housing - Eviction and Repossession	2
Vale of White Horse	2
Mental Wellbeing - Support Groups and Emotional Support	1
COVID19 Local Support - South East	1
Eastbourne	1
Mental Wellbeing - Accessing Support	1
Brighton and Hove	1
Mental Wellbeing - Accessing Support	1
Test Valley	1
Employment - Job Seeking	1
Tonbridge and Malling	1
Mental Wellbeing - Accessing Support	1
Tunbridge Wells	1
Employment - Job Seeking	1
Dartford	1
Finances - Grants	1
West Berkshire	1

Employment - Transition	1
Basingstoke and Deane	1
Housing - Supported Living	1
Arun	1
Finances - Benefits	1

South West

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

Bristol, City of	19
Mental Wellbeing - Support Groups and Emotional Support	7
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Benefits	2
Employment - Job Seeking	2
Mental Wellbeing - Sports	1
Employment - Transition	1
Housing - Housing Advice and Support	1
Plymouth	17
Mental Wellbeing - Accessing Support	14
National Charities/Organisations - SSAFA	1
Specific Search for an Organisation	1
Mental Wellbeing - Sports	1
Cotswold	8
Mental Wellbeing - Accessing Support	7
Mental Wellbeing - Drug and Alcohol Services	1
Cornwall	5
Finances - Benefits	4
Finances - Financial Services	1
Cheltenham	5
Mental Wellbeing - GPs	5
South Somerset	3
Housing - Homelessness	2
Employment - Job Seeking	1
Teignbridge	3
Family and Communities - Support for Carers	2
Mental Wellbeing - Support Groups and Emotional Support	1
Wiltshire	3
Housing - Housing Advice and Support	3
Poole	1
Housing - Homelessness	1
East Dorset	1
Mental Wellbeing - Accessing Support	1
North Somerset	1
Specific Search for an Organisation	1
North Devon	1
Specific Search for an Organisation	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, June 2021

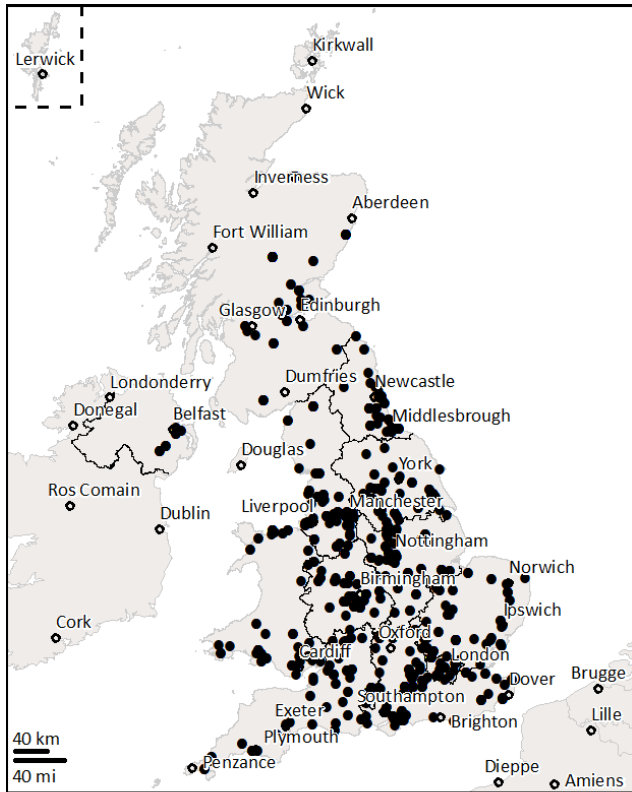
Search Criteria	Search Count	Search Percentage
Employment	215	24.80%
Finances	175	20.18%
Physical Health	120	13.84%
Mental Wellbeing	119	13.73%
Housing	94	10.84%
Family and Communities	43	4.96%
National Charities/Organisations	41	4.73%
COVID19 Local Support	32	3.69%
Legal Support and Advocacy	24	2.77%
Specific Search for an Organisation	4	0.46%
Total	867	100%

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

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	124	14.30%
Finances - Pensions and Compensation	51	5.88%
Finances - Grants	48	5.54%
Mental Wellbeing - Accessing Support	45	5.19%
Finances - Benefits	42	4.84%
Employment - Education and Training	42	4.84%
Housing - Housing Advice and Support	37	4.27%
Mental Wellbeing - Support Groups and Emotional Support	30	3.46%
Physical Health - GPs	21	2.42%
Physical Health - Healthcare Services	20	2.31%
Physical Health - Rehabilitation and Recovery	20	2.31%
Employment - Volunteering	19	2.19%
Physical Health - Home and Mobility Aids	19	2.19%
Legal Support and Advocacy - Legal Advice	18	2.08%
Finances - Money and Debt Advice	17	1.96%
Employment - Self Employment	17	1.96%
Physical Health - Sports	17	1.96%
Housing - Homelessness	16	1.85%
Housing - Independent Living	15	1.73%
Finances - Financial Services	15	1.73%
Mental Wellbeing - GPs	15	1.73%
Mental Wellbeing - Sports	13	1.50%
Housing - Retirement	12	1.38%
Family and Communities - Support Groups and Emotional Support	11	1.27%
Family and Communities - GPs	11	1.27%
Physical Health - Support Groups and Emotional Support	11	1.27%
Family and Communities - Support for Carers	9	1.04%
Family and Communities - Recreation	8	0.92%
National Charities/Organisations - Help for Heroes	8	0.92%
Employment - Support for Offenders	7	0.81%
National Charities/Organisations - Royal British Legion	7	0.81%
Mental Wellbeing - Treatment	7	0.81%
National Charities/Organisations - SSAFA	6	0.69%
Employment - Transition	6	0.69%
COVID19 Local Support - North West	6	0.69%

Search Criteria	Search Count	Search Percentage
Housing - Supported Living	6	0.69%
National Charities/Organisations - Armed Forces Covenant Fund Trust	6	0.69%
COVID19 Local Support - South East	5	0.58%
Mental Wellbeing - Bereavement	5	0.58%
Specific Search for an Organisation	4	0.46%
COVID19 Local Support - East Midlands	4	0.46%
Physical Health - End of Life Care	4	0.46%
National Charities/Organisations - ASDIC Drop In Centres	4	0.46%
Mental Wellbeing - Drug and Alcohol Services	4	0.46%
COVID19 Local Support - Northern Ireland	4	0.46%
Legal Support and Advocacy - Legal Aid	4	0.46%
COVID19 Local Support - Yorkshire/ The Humber	4	0.46%
National Charities/Organisations - Combat Stress	4	0.46%
Housing - Eviction and Repossession	3	0.35%
COVID19 Local Support - South West	3	0.35%
Physical Health - Nursing and Dementia Care	3	0.35%
Housing - Respite Care (Day Care and Respite)	3	0.35%
COVID19 Local Support - Wales	3	0.35%
Physical Health - Drug and Alcohol Services	3	0.35%
Family and Communities - Bereavement	3	0.35%
National Charities/Organisations - Legion Scotland	2	0.23%
Finances - Support for the Gurkha Community	2	0.23%
National Charities/Organisations - Mind	2	0.23%
Housing - Nursing and Dementia Care	2	0.23%
Legal Support and Advocacy - Legal Advocacy	2	0.23%
National Charities/Organisations - British Red Cross	1	0.12%
Physical Health - Blind Veterans	1	0.12%
Family and Communities - Drug and Alcohol Services	1	0.12%
COVID19 Local Support - Scotland	1	0.12%
National Charities/Organisations - Citizen Advice Bureau	1	0.12%
Physical Health - Limb Loss	1	0.12%
COVID19 Local Support - West Midlands	1	0.12%
COVID19 Local Support - East of England	1	0.12%
Total	867	100%

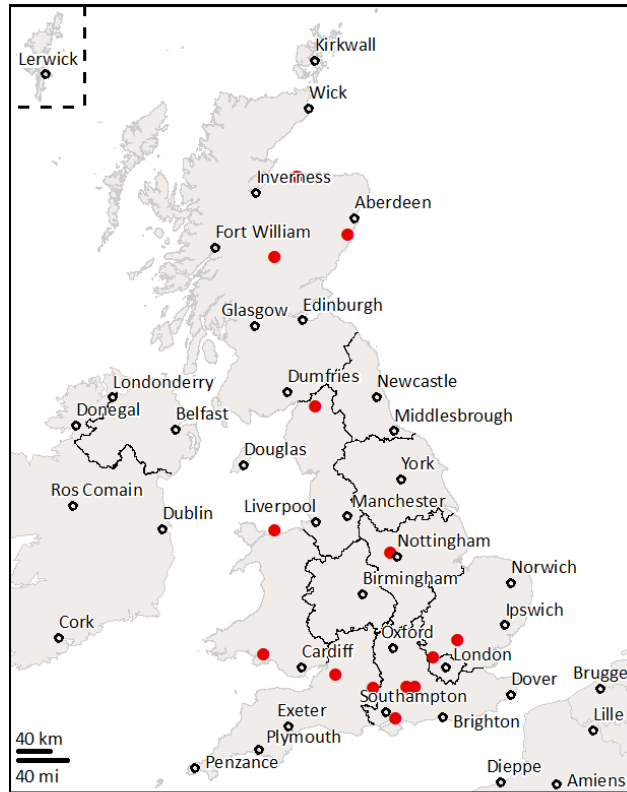
Figure 33. User locations in the UK – Veterans' Gateway mobile directory, June 2021



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 June 2021.

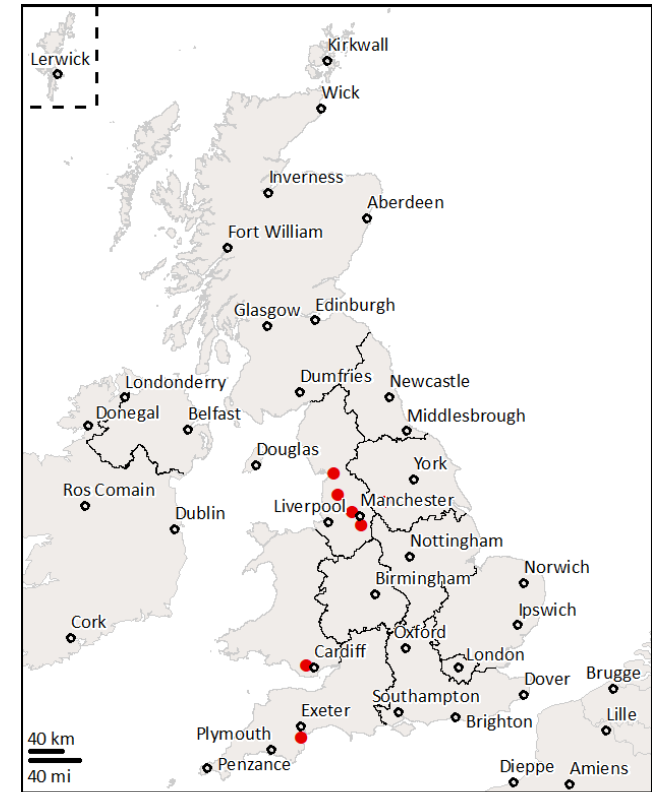
Figure 34. User hotspots in the UK – Veterans' Gateway mobile directory, June 2021



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, June 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.

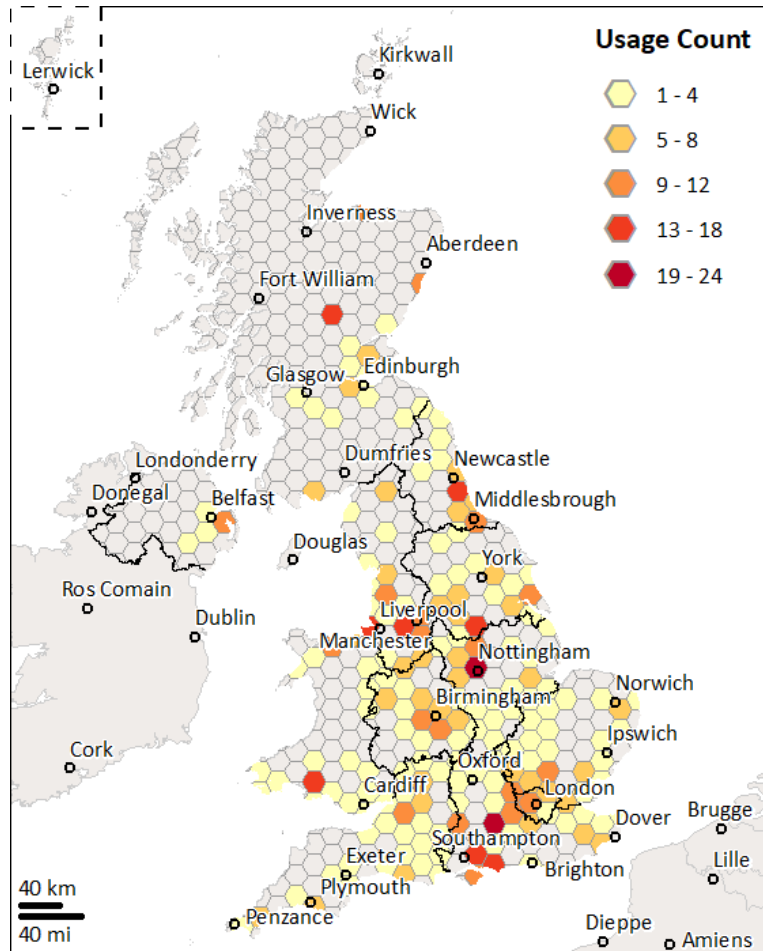
Figure 36. User locations in the UK – Veterans’ Gateway mobile directory, June 2021

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

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

N = 867

N = 867



Contains public sector information licensed under the Open Government Licence.

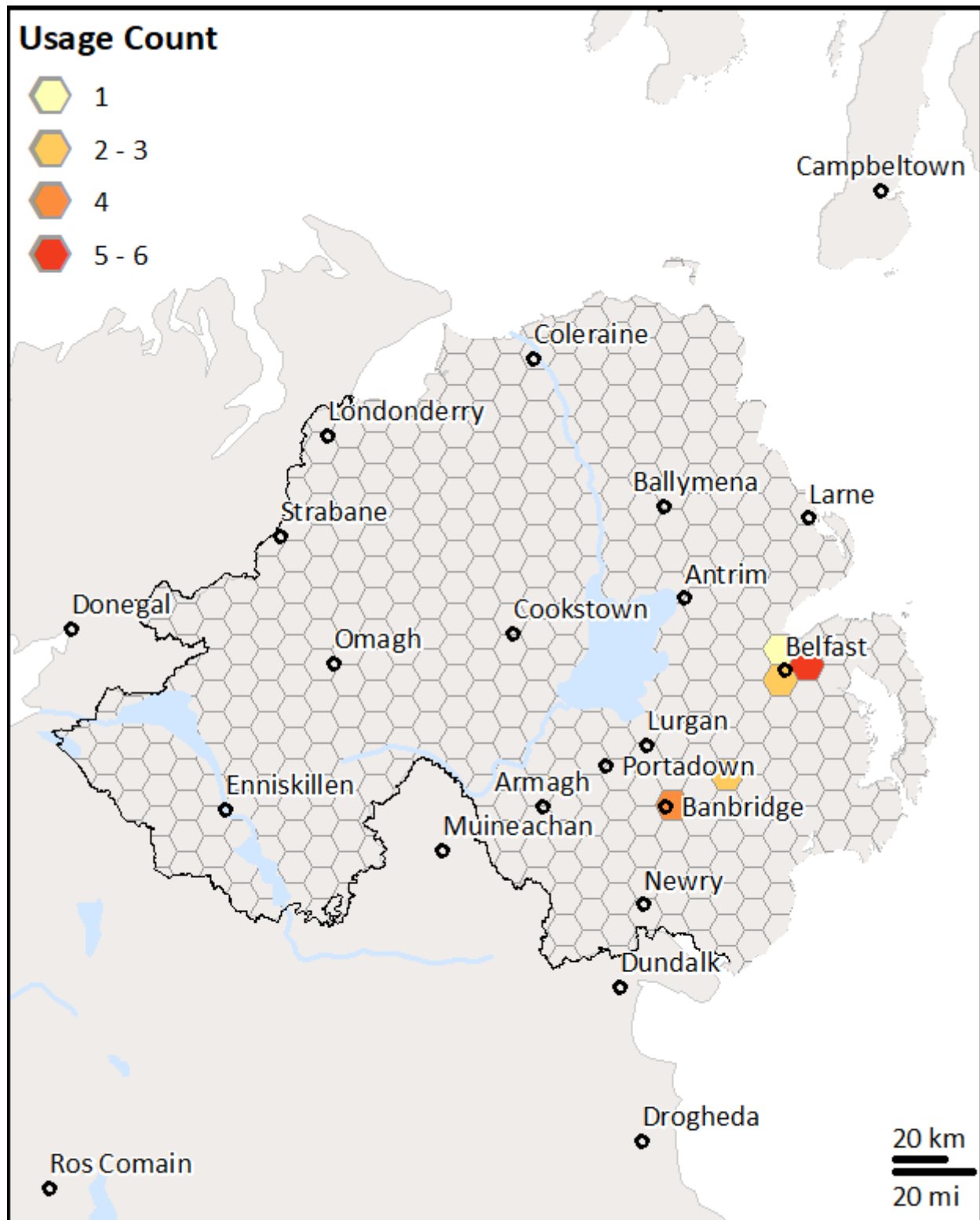
The figure above shows the location and count of mobile usage across the UK. Each hexagonal area is represented with the count of mobile usage on that same area.

Region	Usage Count	Usage Percentage
South East	142	16.38%
South West	94	10.84%
North West	93	10.73%
East Midlands	82	9.46%
East of England	81	9.34%
Yorkshire and The Humber	74	8.54%
Scotland	73	8.42%
Wales	70	8.07%
West Midlands	68	7.84%
North East	50	5.77%
London	23	2.65%
Northern Ireland	17	1.96%

Top 20 Local Authorities	Usage Count	Usage Percentage
Wiltshire	22	2.54%
County Durham	21	2.42%
Perth & Kinross	17	1.96%
Swansea	17	1.96%
Cornwall	15	1.73%
Fife	13	1.50%
Cheshire East	12	1.38%
Shropshire	12	1.38%
Conwy	11	1.27%
Kingston upon Hull, City of	11	1.27%
Hertsmere	11	1.27%
Bath and North East Somerset	11	1.27%
East Hertfordshire	11	1.27%
Broxtowe	10	1.15%
Hart	10	1.15%
Nottingham	9	1.04%
Moray	9	1.04%
Aberdeenshire	9	1.04%
Northumberland	9	1.04%
South Holland	8	0.92%

Northern Ireland

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



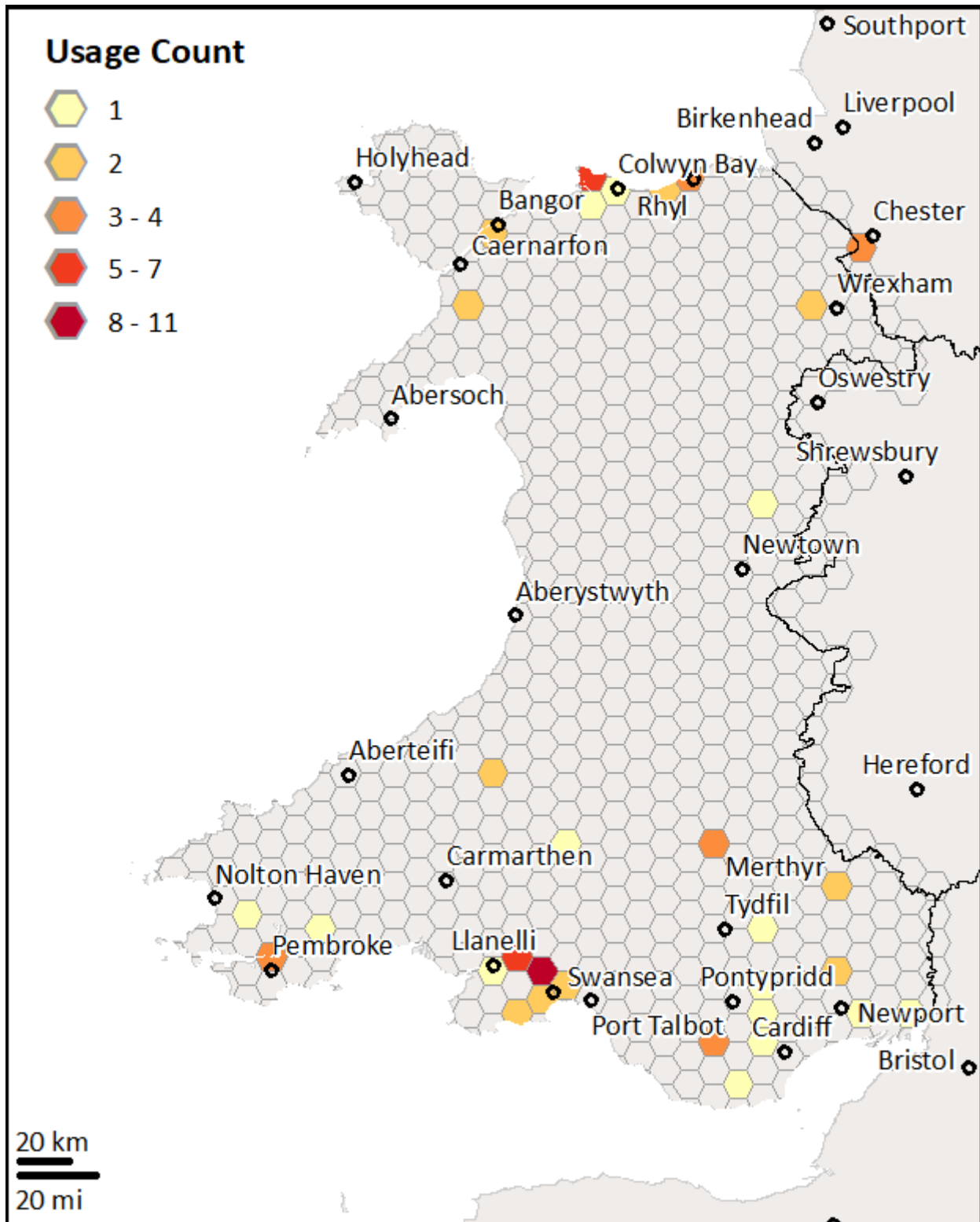
Contains public sector information licensed under the Open Government Licence.

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

Armagh City, Banbridge and Craigavon	7
Finances - Grants	2
Housing - Respite Care (Day Care and Respite)	1
Finances - Benefits	1
Housing - Retirement	1
COVID19 Local Support - Northern Ireland	1
Housing - Nursing and Dementia Care	1
Lisburn and Castlereagh	6
COVID19 Local Support - Northern Ireland	3
Physical Health - GPs	2
Physical Health - Healthcare Services	1
Belfast	4
Employment - Self Employment	3
Finances - Grants	1

Wales

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



Contains public sector information licensed under the Open Government Licence.

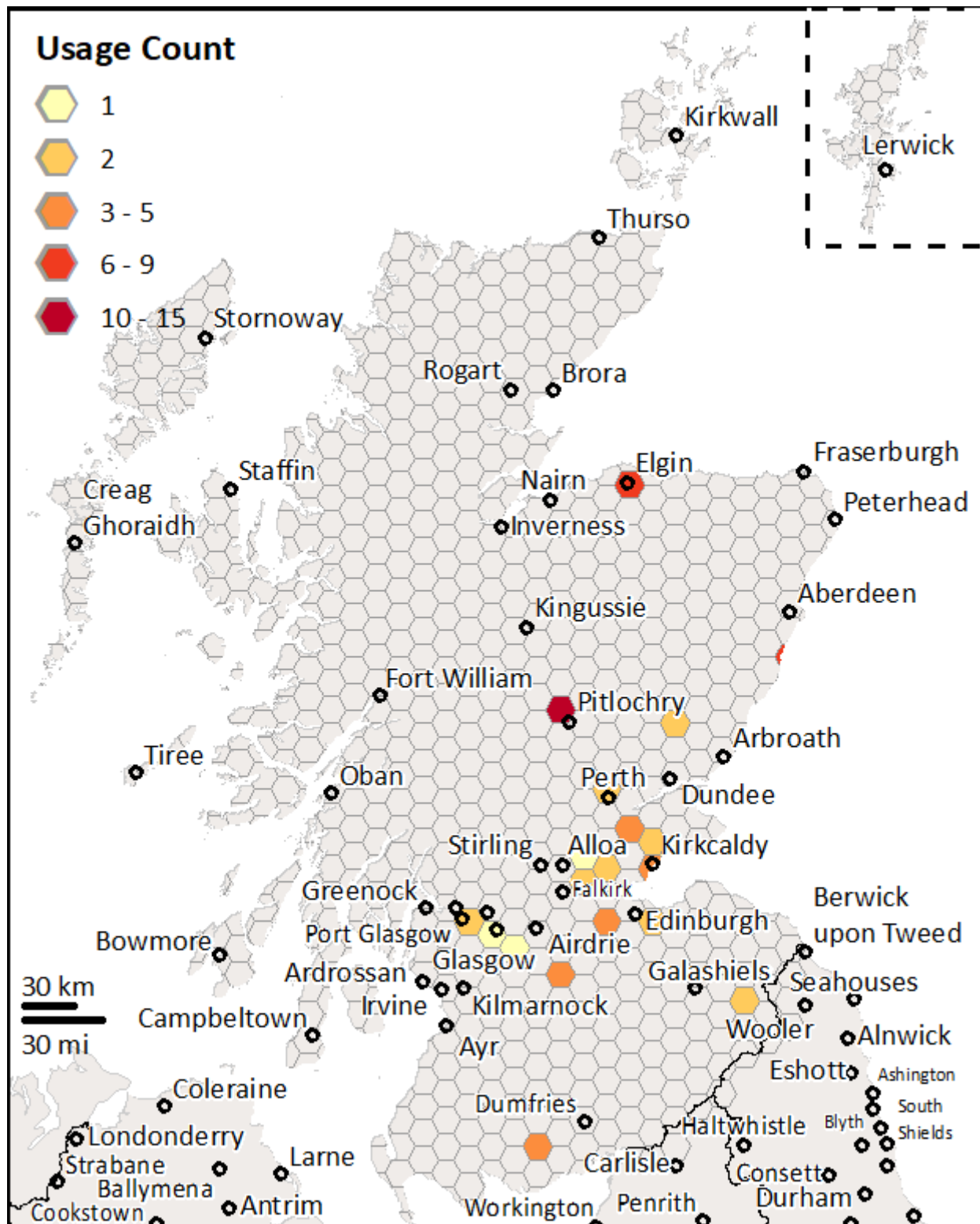
Table 38. General search criteria from users located in Wales – Veterans’ Gateway mobile directory, June 2021

Swansea	17
Physical Health - Healthcare Services	5
Finances - Grants	3
Employment - Transition	2
COVID19 Local Support - Wales	2
Physical Health - GPs	1
National Charities/Organisations - Royal British Legion	1
Employment - Job Seeking	1
Housing - Supported Living	1
Housing - Retirement	1
Conwy	11
Employment - Job Seeking	4
Mental Wellbeing - Accessing Support	2
Housing - Housing Advice and Support	1
Employment - Self Employment	1
Mental Wellbeing - GPs	1
Employment - Volunteering	1
Housing - Eviction and Repossession	1
Carmarthenshire	8
Mental Wellbeing - GPs	3
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Finances - Money and Debt Advice	1
Finances - Grants	1
Finances - Pensions and Compensation	1
Pembrokeshire	5
Housing - Homelessness	2
National Charities/Organisations - British Red Cross	1
National Charities/Organisations - SSAFA	1
Legal Support and Advocacy - Legal Advice	1
Powys	4
Employment - Job Seeking	2
Housing - Homelessness	1
Employment - Education and Training	1
Gwynedd	4
Finances - Pensions and Compensation	2
Finances - Benefits	2
Rhondda Cynon Taf	3
Employment - Job Seeking	2
Finances - Pensions and Compensation	1
Denbighshire	3
Finances - Grants	1
Finances - Support for the Gurkha Community	1
Finances - Money and Debt Advice	1
Monmouthshire	3
Finances - Money and Debt Advice	1
Housing - Housing Advice and Support	1
Housing - Homelessness	1
Wrexham	2
Housing - Retirement	1
Finances - Pensions and Compensation	1
Torfaen	2
Finances - Pensions and Compensation	1

Finances - Benefits	1
Caerphilly	2
Housing - Homelessness	1
Finances - Benefits	1
Ceredigion	2
National Charities/Organisations - Help for Heroes	2
Newport	1
Employment - Job Seeking	1
Cardiff	1
Employment - Job Seeking	1
Blaenau Gwent	1
Physical Health - Sports	1
The Vale of Glamorgan	1
COVID19 Local Support - Wales	1

Scotland

Figure 39. User locations in Scotland – Veterans’ Gateway mobile directory, June 2021



Contains public sector information licensed under the Open Government Licence.

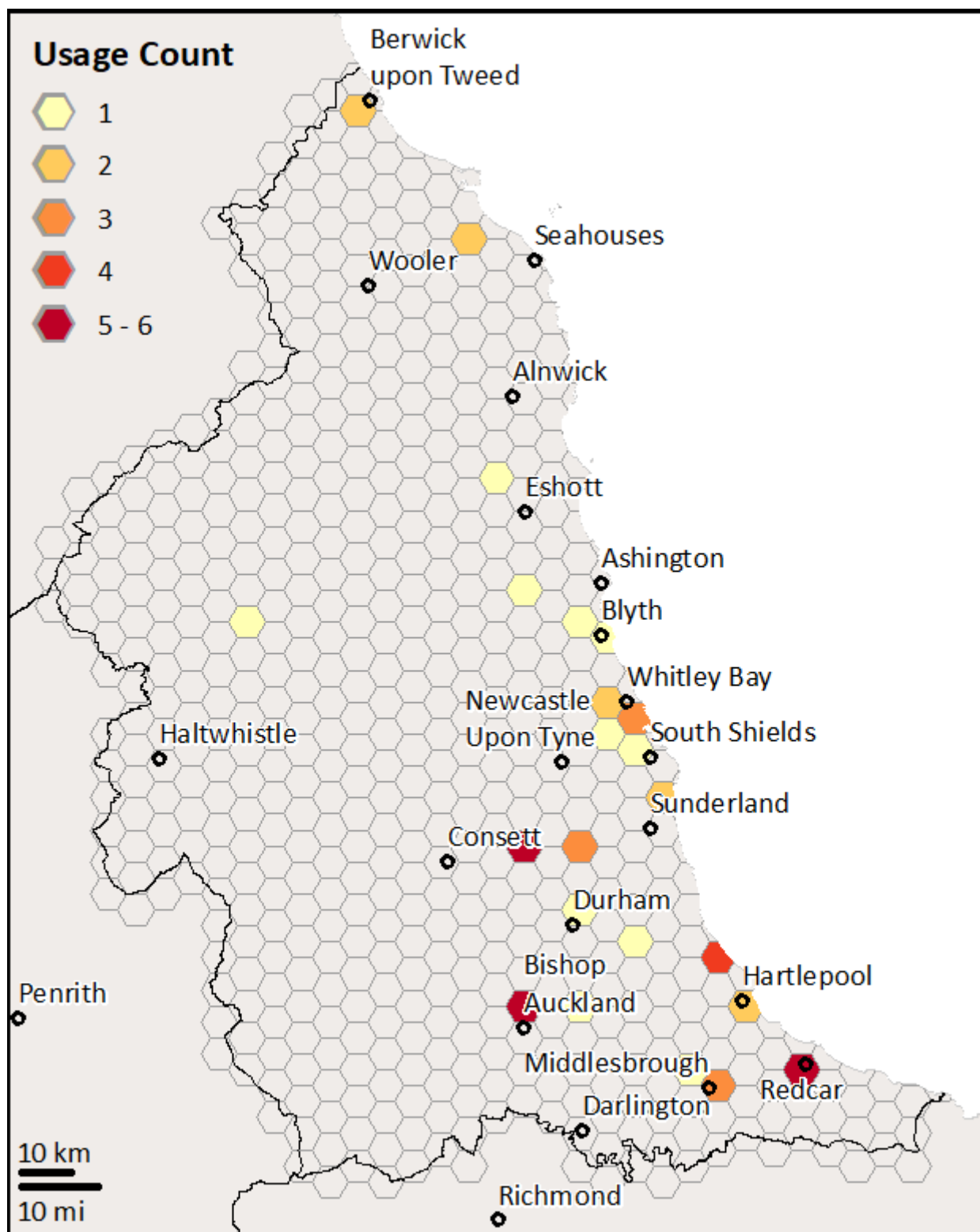
Table 39. General search criteria from users located in Scotland – Veterans’ Gateway mobile directory, June 2021

Perth & Kinross	17
Housing - Housing Advice and Support	3
Physical Health - Sports	2
Physical Health - Rehabilitation and Recovery	2
Family and Communities - Support Groups and Emotional Support	2
Finances - Money and Debt Advice	2
Physical Health - Healthcare Services	1
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advice	1
Employment - Education and Training	1
COVID19 Local Support - Scotland	1
Fife	13
Employment - Job Seeking	3
Employment - Volunteering	2
National Charities/Organisations - Legion Scotland	2
Employment - Education and Training	2
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
Finances - Financial Services	1
Moray	9
Mental Wellbeing - GPs	3
Family and Communities - Support for Carers	2
Housing - Retirement	1
Physical Health - Home and Mobility Aids	1
Employment - Volunteering	1
Finances - Pensions and Compensation	1
Aberdeenshire	9
Physical Health - Rehabilitation and Recovery	6
Employment - Education and Training	2
Finances - Pensions and Compensation	1
Dumfries & Galloway	5
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
Physical Health - Home and Mobility Aids	1
National Charities/Organisations - Combat Stress	1
South Lanarkshire	5
Physical Health - Rehabilitation and Recovery	4
Housing - Housing Advice and Support	1
West Lothian	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
Angus	2
Finances - Pensions and Compensation	2
Renfrewshire	2
Employment - Job Seeking	2
Scottish Borders	2
Finances - Grants	1
Finances - Benefits	1
Falkirk	2
Mental Wellbeing - Sports	1
Employment - Job Seeking	1
Midlothian	2

Mental Wellbeing - Accessing Support	2
Clackmannanshire	1
Mental Wellbeing - Accessing Support	1
Glasgow City	1
Employment - Self Employment	1

North East

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



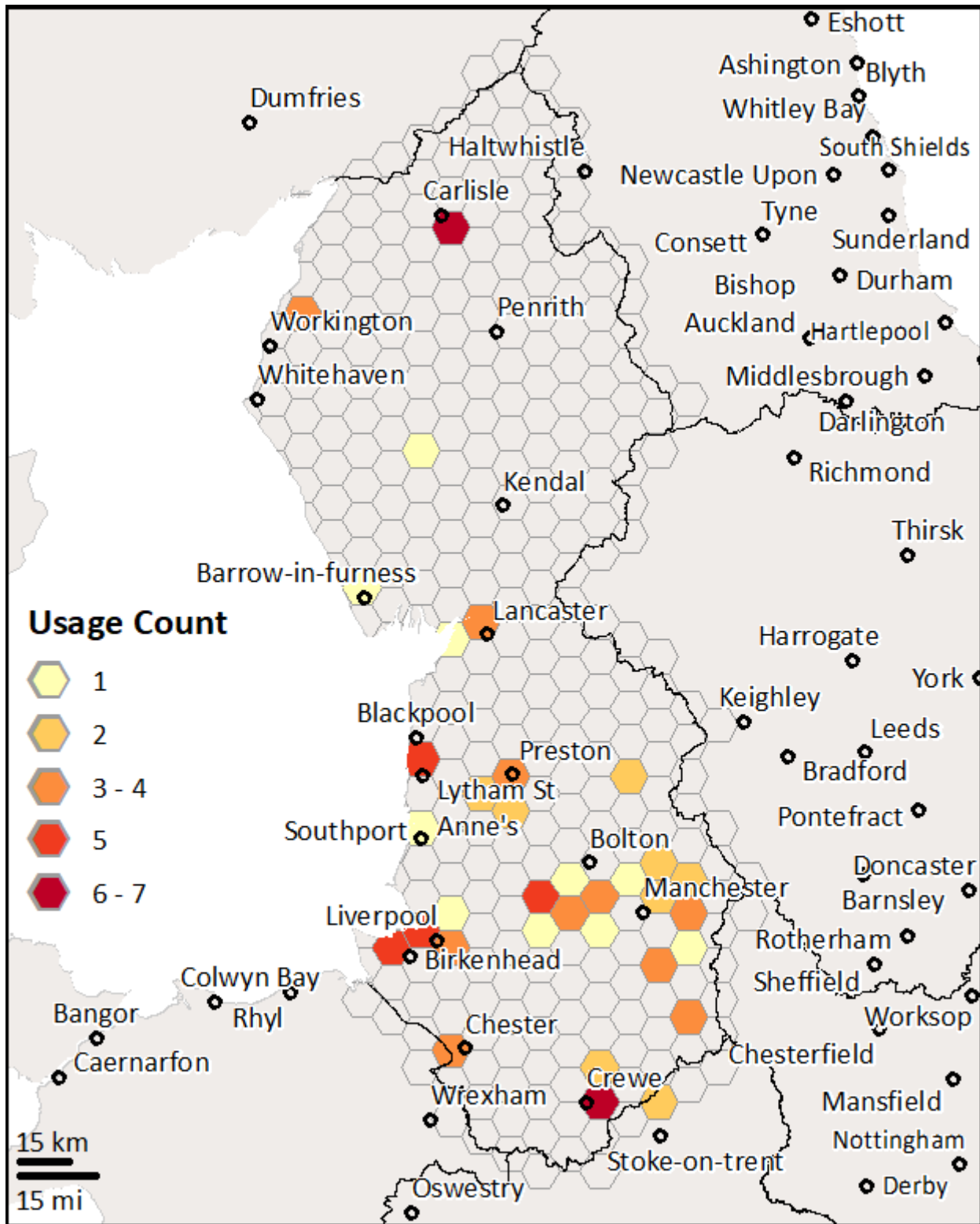
Contains public sector information licensed under the Open Government Licence.

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

County Durham	21
Employment - Self Employment	6
Employment - Job Seeking	4
Legal Support and Advocacy - Legal Advice	4
Finances - Grants	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
Physical Health - Nursing and Dementia Care	1
Legal Support and Advocacy - Legal Advocacy	1
Legal Support and Advocacy - Legal Aid	1
Northumberland	9
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Bereavement	1
Finances - Benefits	1
Employment - Self Employment	1
Physical Health - Nursing and Dementia Care	1
Housing - Homelessness	1
North Tyneside	6
Physical Health - GPs	2
Employment - Education and Training	2
Family and Communities - GPs	1
Employment - Volunteering	1
Redcar and Cleveland	5
Finances - Pensions and Compensation	3
Physical Health - Support Groups and Emotional Support	1
Housing - Independent Living	1
Middlesbrough	3
Finances - Financial Services	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Money and Debt Advice	1
Sunderland	2
Employment - Job Seeking	2
Hartlepool	2
Physical Health - Sports	1
Finances - Grants	1
Stockton-on-Tees	1
National Charities/Organisations - SSAFA	1
South Tyneside	1
Finances - Grants	1

North West

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



Contains public sector information licensed under the Open Government Licence.

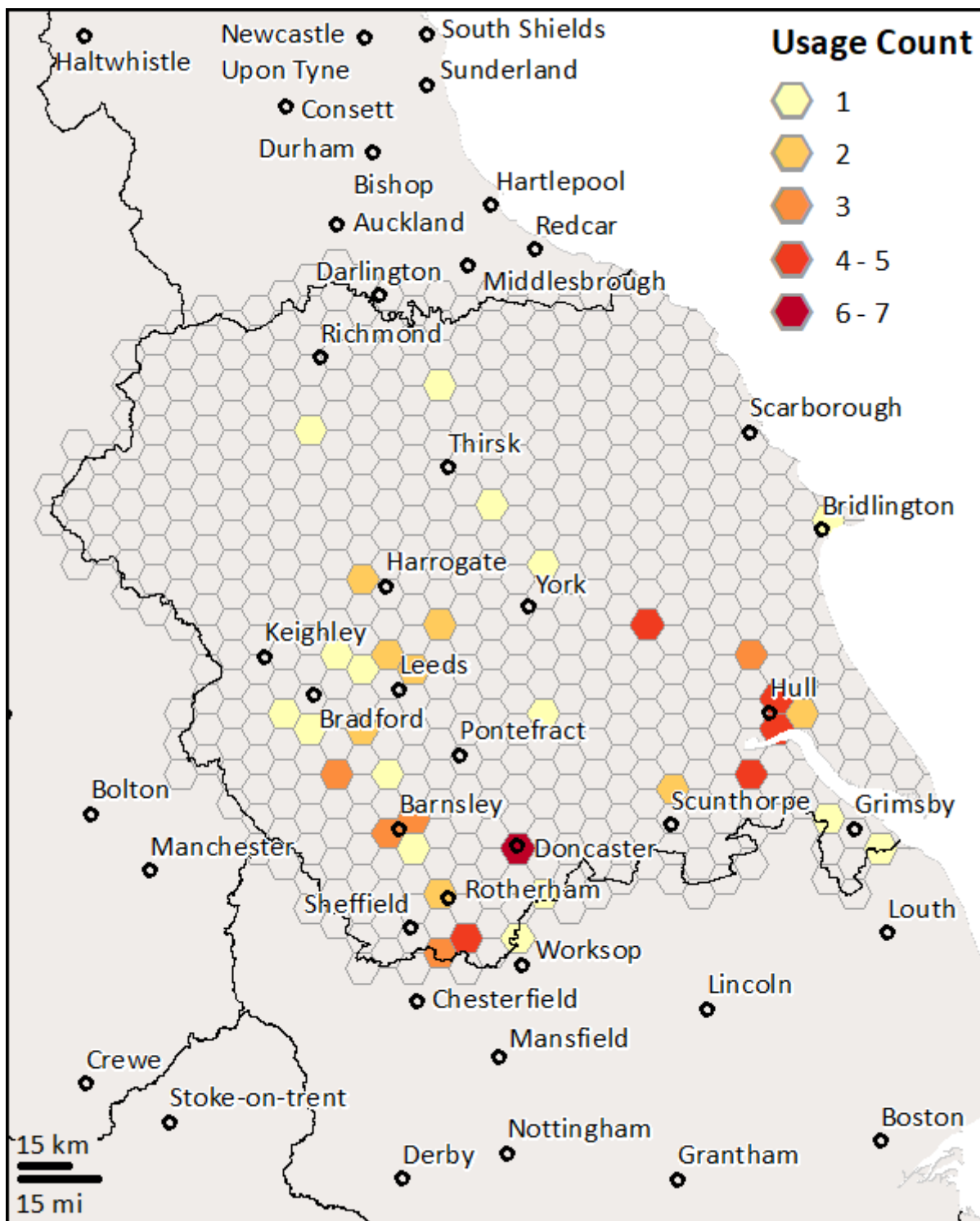
Table 41. General search criteria from users located in the North West – Veterans’ Gateway mobile directory, June 2021

Cheshire East	12
Employment - Education and Training	3
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
Family and Communities - Support Groups and Emotional Support	1
Housing - Homelessness	1
Employment - Transition	1
Family and Communities - Drug and Alcohol Services	1
Liverpool	8
Finances - Benefits	2
Finances - Grants	1
Employment - Volunteering	1
Housing - Nursing and Dementia Care	1
Physical Health - Home and Mobility Aids	1
Employment - Education and Training	1
Finances - Financial Services	1
Carlisle	7
Mental Wellbeing - Sports	2
Finances - Grants	2
Employment - Volunteering	1
Finances - Financial Services	1
Housing - Respite Care (Day Care and Respite)	1
Wigan	6
Physical Health - Support Groups and Emotional Support	3
National Charities/Organisations - Royal British Legion	1
Finances - Benefits	1
National Charities/Organisations - ASDIC Drop In Centres	1
Wirral	6
Family and Communities - Support Groups and Emotional Support	3
Housing - Homelessness	2
Finances - Pensions and Compensation	1
Lancaster	5
Employment - Education and Training	2
COVID19 Local Support - North West	1
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Stockport	5
Physical Health - End of Life Care	2
Mental Wellbeing - Accessing Support	2
COVID19 Local Support - North West	1
Blackpool	5
Employment - Job Seeking	2
Employment - Education and Training	1
Finances - Pensions and Compensation	1
Finances - Benefits	1
Preston	4
Housing - Retirement	1
Finances - Pensions and Compensation	1
Family and Communities - GPs	1
Family and Communities - Support for Carers	1
Warrington	4
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - Royal British Legion	1

Finances - Benefits	1
Cheshire West and Chester	4
Employment - Job Seeking	3
Physical Health - Sports	1
Tameside	3
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	1
Finances - Grants	1
Bolton	3
Employment - Volunteering	2
Employment - Job Seeking	1
Allerdale	3
Employment - Volunteering	1
Physical Health - Home and Mobility Aids	1
Family and Communities - Support for Carers	1
Oldham	2
Housing - Housing Advice and Support	2
Rochdale	2
Housing - Housing Advice and Support	1
Finances - Grants	1
Hyndburn	2
Physical Health - Support Groups and Emotional Support	1
Employment - Education and Training	1
South Ribble	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
Sefton	2
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Fylde	2
Employment - Volunteering	1
Employment - Job Seeking	1
Manchester	2
Finances - Financial Services	1
COVID19 Local Support - North West	1
Salford	1
Housing - Independent Living	1
Barrow-in-Furness	1
COVID19 Local Support - North West	1
Bury	1
Mental Wellbeing - Accessing Support	1
South Lakeland	1
Mental Wellbeing - Accessing Support	1

Yorkshire and the Humber

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



Contains public sector information licensed under the Open Government Licence.

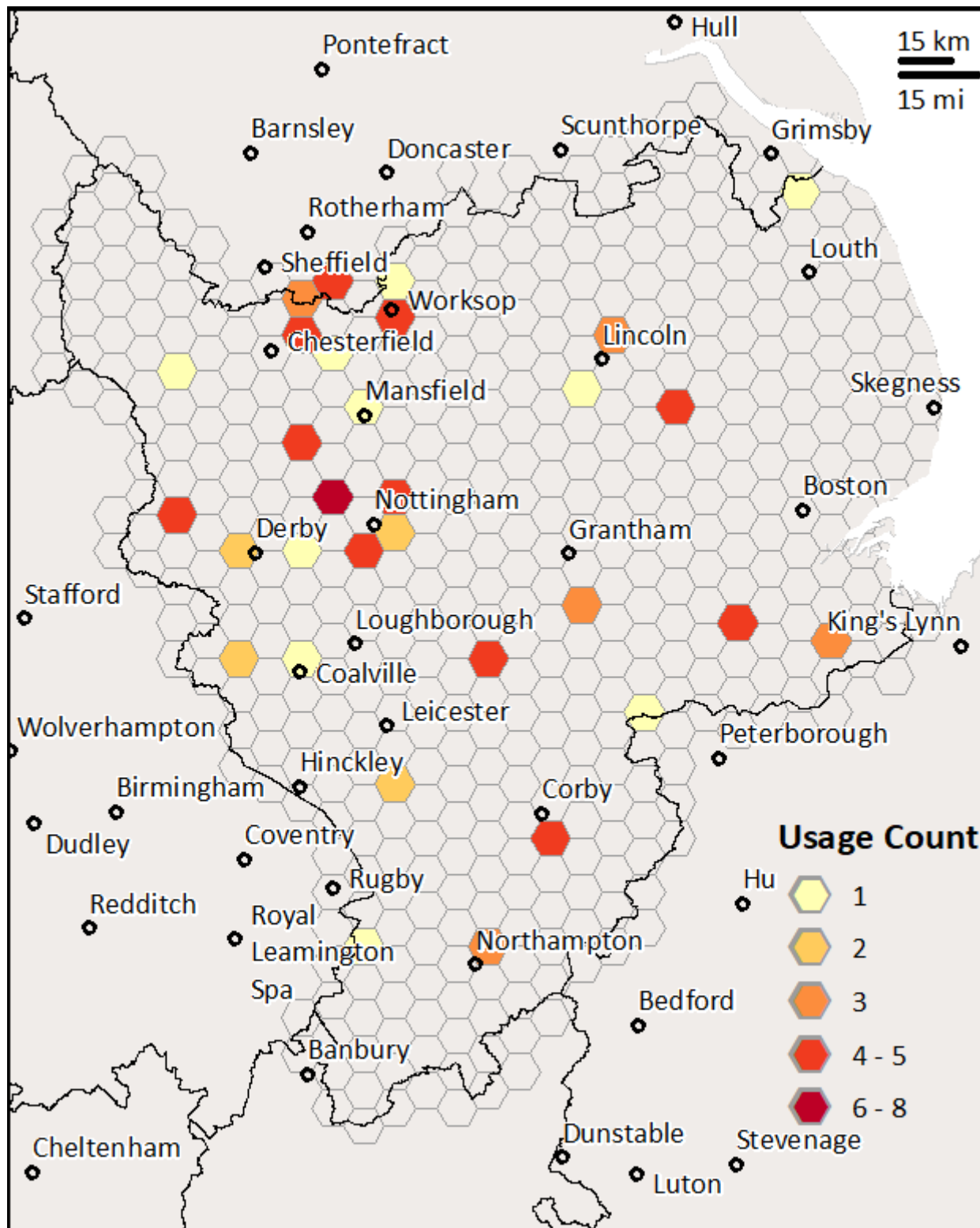
Table 42. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway mobile directory, June 2021

Kingston upon Hull, City of	11
Employment - Job Seeking	2
Finances - Grants	2
Finances - Financial Services	2
Finances - Pensions and Compensation	1
Employment - Education and Training	1
Housing - Housing Advice and Support	1
Finances - Benefits	1
Finances - Money and Debt Advice	1
East Riding of Yorkshire	8
Employment - Job Seeking	5
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
Doncaster	8
Finances - Benefits	4
Physical Health - GPs	3
Employment - Education and Training	1
Leeds	8
Finances - Benefits	2
Family and Communities - Support Groups and Emotional Support	2
COVID19 Local Support - Yorkshire/ The Humber	2
Family and Communities - GPs	2
Barnsley	7
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Independent Living	2
Finances - Benefits	1
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
North Lincolnshire	7
COVID19 Local Support - Yorkshire/ The Humber	2
Employment - Job Seeking	2
Employment - Transition	1
Housing - Homelessness	1
Employment - Self Employment	1
Rotherham	6
Mental Wellbeing - Sports	2
Physical Health - Healthcare Services	1
Physical Health - Home and Mobility Aids	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Mind	1
Kirklees	5
Physical Health - GPs	1
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Housing - Retirement	1
Mental Wellbeing - Sports	1
Sheffield	3
Housing - Housing Advice and Support	3
Bradford	2
Finances - Grants	1
Employment - Job Seeking	1
Harrogate	2

Mental Wellbeing - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Advocacy	1
Hambleton	2
Finances - Money and Debt Advice	1
Employment - Education and Training	1
Wakefield	1
Mental Wellbeing - Accessing Support	1
North East Lincolnshire	1
Employment - Job Seeking	1
York	1
Mental Wellbeing - Accessing Support	1
Selby	1
Finances - Pensions and Compensation	1
Richmondshire	1
Family and Communities - GPs	1

East Midlands

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



Contains public sector information licensed under the Open Government Licence.

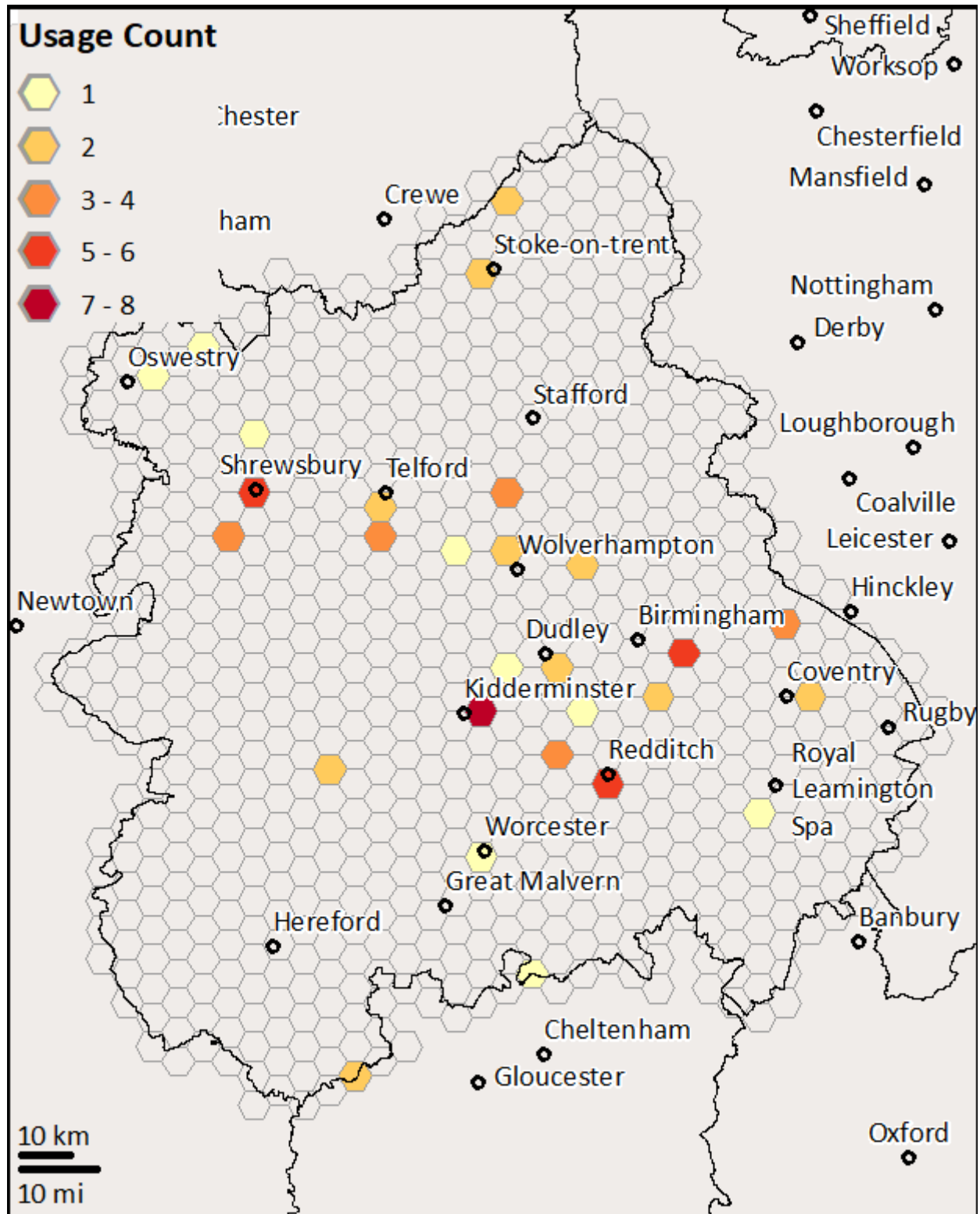
Table 43. General search criteria from users located in East Midlands – Veterans’ Gateway mobile directory, June 2021

Broxtowe	10
Employment - Job Seeking	2
Employment - Education and Training	2
Finances - Pensions and Compensation	1
Employment - Transition	1
Physical Health - Healthcare Services	1
Physical Health - Sports	1
Finances - Benefits	1
Family and Communities - GPs	1
Nottingham	9
Finances - Grants	2
Housing - Homelessness	1
Finances - Financial Services	1
Housing - Housing Advice and Support	1
Housing - Independent Living	1
National Charities/Organisations - Combat Stress	1
Finances - Benefits	1
Finances - Money and Debt Advice	1
South Holland	8
Mental Wellbeing - Accessing Support	4
COVID19 Local Support - East Midlands	2
National Charities/Organisations - ASDIC Drop In Centres	1
Family and Communities - Support for Carers	1
Amber Valley	5
COVID19 Local Support - North West	2
Mental Wellbeing - GPs	2
Mental Wellbeing - Sports	1
Bassetlaw	5
Finances - Benefits	2
Employment - Job Seeking	1
Physical Health - Drug and Alcohol Services	1
Finances - Financial Services	1
Chesterfield	5
Employment - Job Seeking	3
Mental Wellbeing - Support Groups and Emotional Support	2
Derbyshire Dales	5
Finances - Pensions and Compensation	2
Physical Health - GPs	1
Physical Health - Rehabilitation and Recovery	1
Legal Support and Advocacy - Legal Aid	1
South Kesteven	4
Physical Health - End of Life Care	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
Mental Wellbeing - Accessing Support	1
Corby	4
Finances - Benefits	3
Finances - Grants	1
Melton	4
Physical Health - Home and Mobility Aids	4
North Kesteven	4
Physical Health - Nursing and Dementia Care	1
National Charities/Organisations - Help for Heroes	1

Employment - Support for Offenders	1
Legal Support and Advocacy - Legal Advice	1
Northampton	3
Family and Communities - Recreation	3
West Lindsey	3
Employment - Job Seeking	2
Employment - Volunteering	1
Derby	2
Housing - Retirement	1
Housing - Housing Advice and Support	1
South Derbyshire	2
Mental Wellbeing - Accessing Support	2
Blaby	2
Finances - Benefits	2
East Lindsey	1
Legal Support and Advocacy - Legal Advice	1
North East Derbyshire	1
Housing - Housing Advice and Support	1
Mansfield	1
COVID19 Local Support - East Midlands	1
Daventry	1
COVID19 Local Support - East Midlands	1
North West Leicestershire	1
Legal Support and Advocacy - Legal Advice	1
Erewash	1
Mental Wellbeing - Support Groups and Emotional Support	1
Lincoln	1
Mental Wellbeing - Sports	1

West Midlands

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



Contains public sector information licensed under the Open Government Licence.

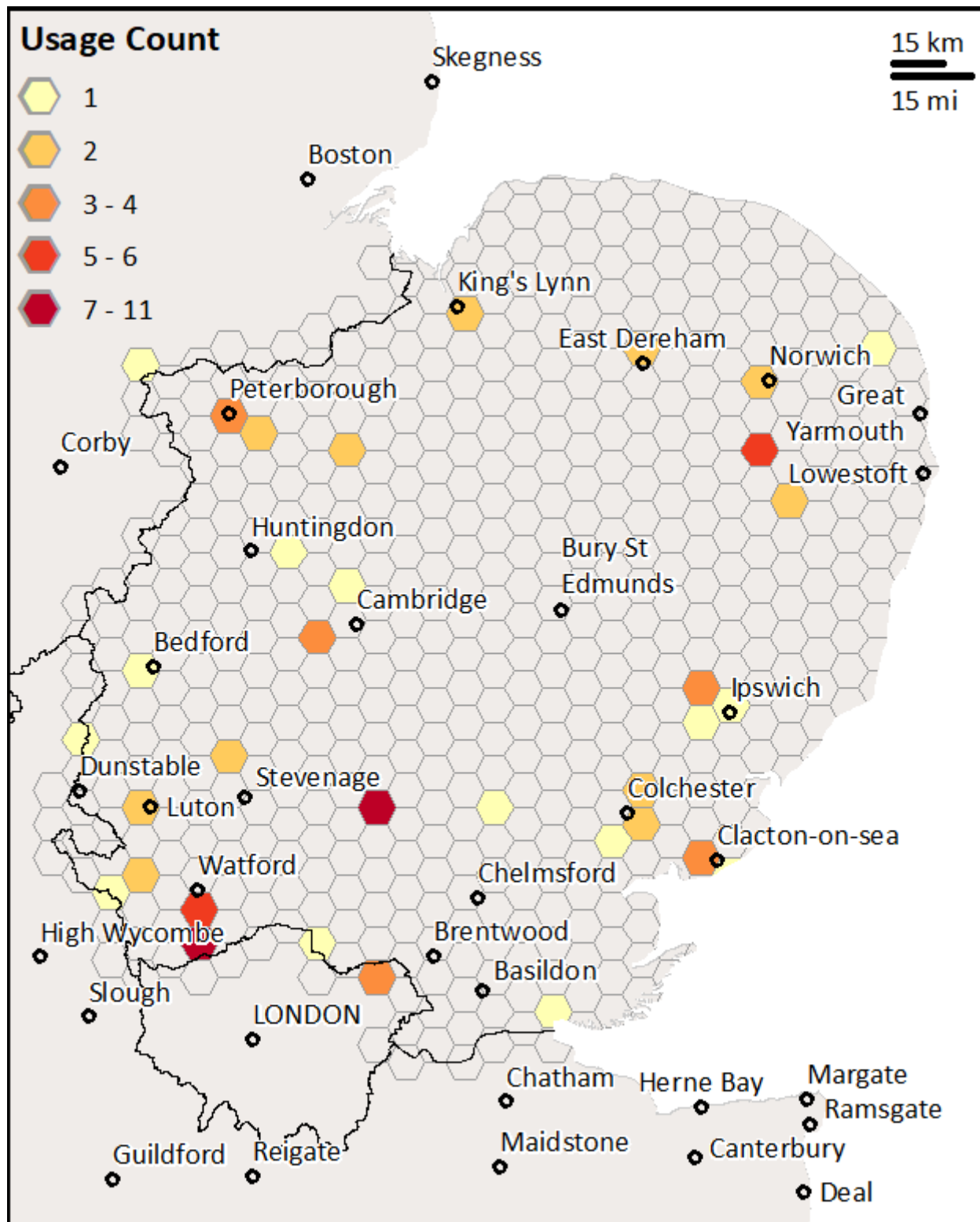
Table 44. General search criteria from users located in the West Midlands – Veterans’ Gateway mobile directory, June 2021

Shropshire	12
Mental Wellbeing - Bereavement	3
Physical Health - GPs	2
Physical Health - Support Groups and Emotional Support	2
Employment - Job Seeking	2
Housing - Homelessness	1
Finances - Pensions and Compensation	1
Physical Health - Rehabilitation and Recovery	1
Wyre Forest	8
Physical Health - Healthcare Services	2
Employment - Education and Training	2
Family and Communities - Support Groups and Emotional Support	1
National Charities/Organisations - Help for Heroes	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Independent Living	1
Birmingham	7
Physical Health - GPs	2
Housing - Housing Advice and Support	2
Physical Health - Sports	1
Finances - Grants	1
Housing - Independent Living	1
Redditch	6
Family and Communities - Bereavement	3
Employment - Job Seeking	1
National Charities/Organisations - Royal British Legion	1
Housing - Retirement	1
Telford and Wrekin	5
Finances - Pensions and Compensation	3
Employment - Job Seeking	1
Family and Communities - Support for Carers	1
South Staffordshire	5
Employment - Job Seeking	2
Mental Wellbeing - GPs	2
Finances - Grants	1
Nuneaton and Bedworth	4
Employment - Job Seeking	3
Finances - Pensions and Compensation	1
Bromsgrove	3
Housing - Eviction and Repossession	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Housing - Independent Living	1
Dudley	3
Employment - Education and Training	2
COVID19 Local Support - West Midlands	1
Malvern Hills	2
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Financial Services	1
Newcastle-under-Lyme	2
Physical Health - Home and Mobility Aids	1
Housing - Housing Advice and Support	1
Walsall	2
Employment - Job Seeking	2
Coventry	2

Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
Staffordshire Moorlands	2
Finances - Grants	1
Finances - Benefits	1
Solihull	2
Employment - Job Seeking	1
Employment - Education and Training	1
Worcester	1
Finances - Grants	1
Warwick	1
Finances - Grants	1
Wychavon	1
Physical Health - Home and Mobility Aids	1

East of England

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



Contains public sector information licensed under the Open Government Licence.

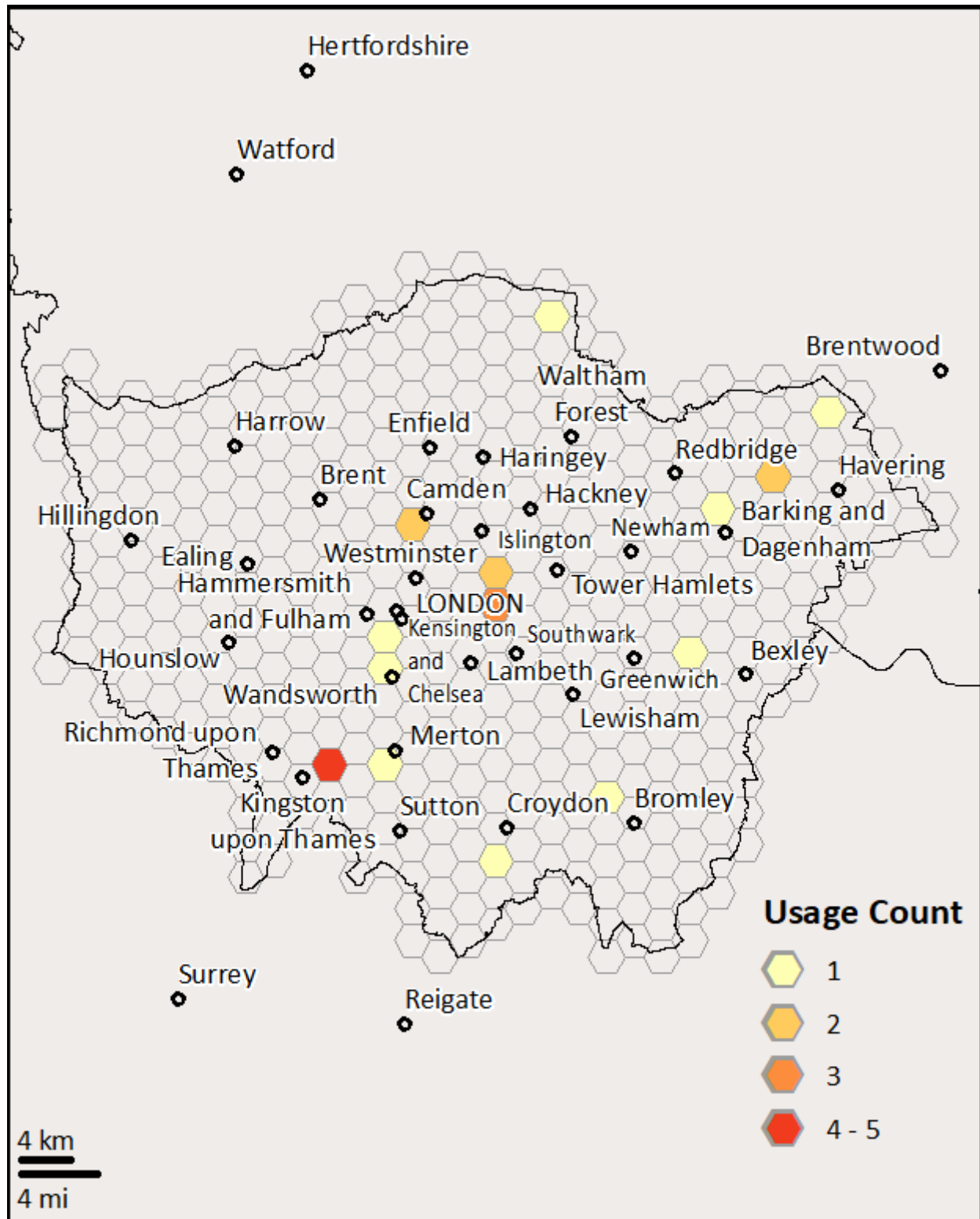
Table 45. General search criteria from users located in the East of England – Veterans’ Gateway mobile directory, June 2021

East Hertfordshire	11
Finances - Grants	2
National Charities/Organisations - SSAFA	2
National Charities/Organisations - Combat Stress	1
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - Mind	1
Housing - Homelessness	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Sports	1
Hertsmere	11
Employment - Job Seeking	6
Mental Wellbeing - Treatment	3
Physical Health - Support Groups and Emotional Support	2
South Norfolk	8
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Job Seeking	2
Family and Communities - Recreation	2
Mental Wellbeing - Sports	1
St Albans	6
Employment - Job Seeking	6
Colchester	5
Mental Wellbeing - GPs	1
Employment - Education and Training	1
National Charities/Organisations - Citizen Advice Bureau	1
Employment - Self Employment	1
Mental Wellbeing - Accessing Support	1
South Cambridgeshire	5
Finances - Benefits	2
Employment - Self Employment	1
Legal Support and Advocacy - Legal Advice	1
Housing - Retirement	1
Mid Suffolk	4
Physical Health - Drug and Alcohol Services	2
Employment - Education and Training	1
Employment - Job Seeking	1
Tendring	4
Housing - Independent Living	2
National Charities/Organisations - Royal British Legion	1
Housing - Eviction and Repossession	1
Peterborough	3
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Mental Wellbeing - Accessing Support	1
Dacorum	3
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Independent Living	1
Huntingdonshire	3
Finances - Pensions and Compensation	2
Employment - Job Seeking	1
Breckland	2
Physical Health - Support Groups and Emotional Support	1

Physical Health - Sports	1
Norwich	2
Physical Health - Sports	1
Employment - Job Seeking	1
North Hertfordshire	2
National Charities/Organisations - Combat Stress	1
Legal Support and Advocacy - Legal Advice	1
Fenland	2
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
King's Lynn and West Norfolk	2
Housing - Housing Advice and Support	2
Ipswich	2
Physical Health - GPs	1
COVID19 Local Support - East of England	1
Southend-on-Sea	1
Employment - Job Seeking	1
Bedford	1
Employment - Job Seeking	1
Central Bedfordshire	1
Employment - Job Seeking	1
Luton	1
Housing - Housing Advice and Support	1
Great Yarmouth	1
Finances - Financial Services	1
Braintree	1
Employment - Job Seeking	1

London

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



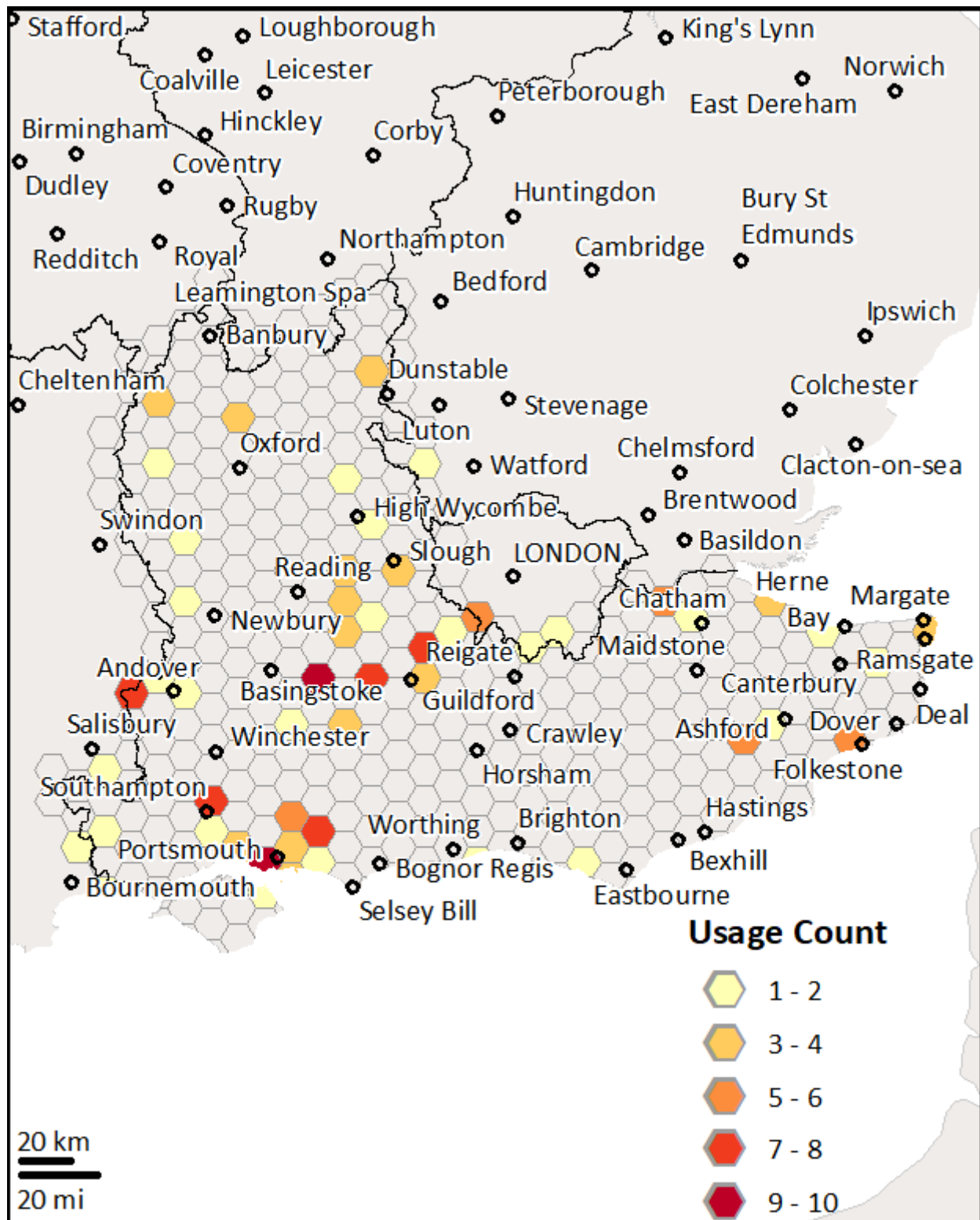
Contains public sector information licensed under the Open Government Licence.

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

Kingston upon Thames	5
Physical Health - Rehabilitation and Recovery	3
Physical Health - Home and Mobility Aids	2
Southwark	3
Employment - Transition	1
Legal Support and Advocacy - Legal Advice	1
Housing - Housing Advice and Support	1
Havering	3
Employment - Job Seeking	2
Housing - Homelessness	1
Camden	2
Finances - Grants	2
City of London	2
National Charities/Organisations - SSAFA	1
Mental Wellbeing - Accessing Support	1
Bexley	1
Family and Communities - Support Groups and Emotional Support	1
Bromley	1
Physical Health - Healthcare Services	1
Merton	1
Housing - Housing Advice and Support	1
Barking and Dagenham	1
Physical Health - Home and Mobility Aids	1
Hammersmith and Fulham	1
Housing - Housing Advice and Support	1
Wandsworth	1
Physical Health - Healthcare Services	1
Croydon	1
Finances - Pensions and Compensation	1
Enfield	1
Legal Support and Advocacy - Legal Aid	1

South East

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

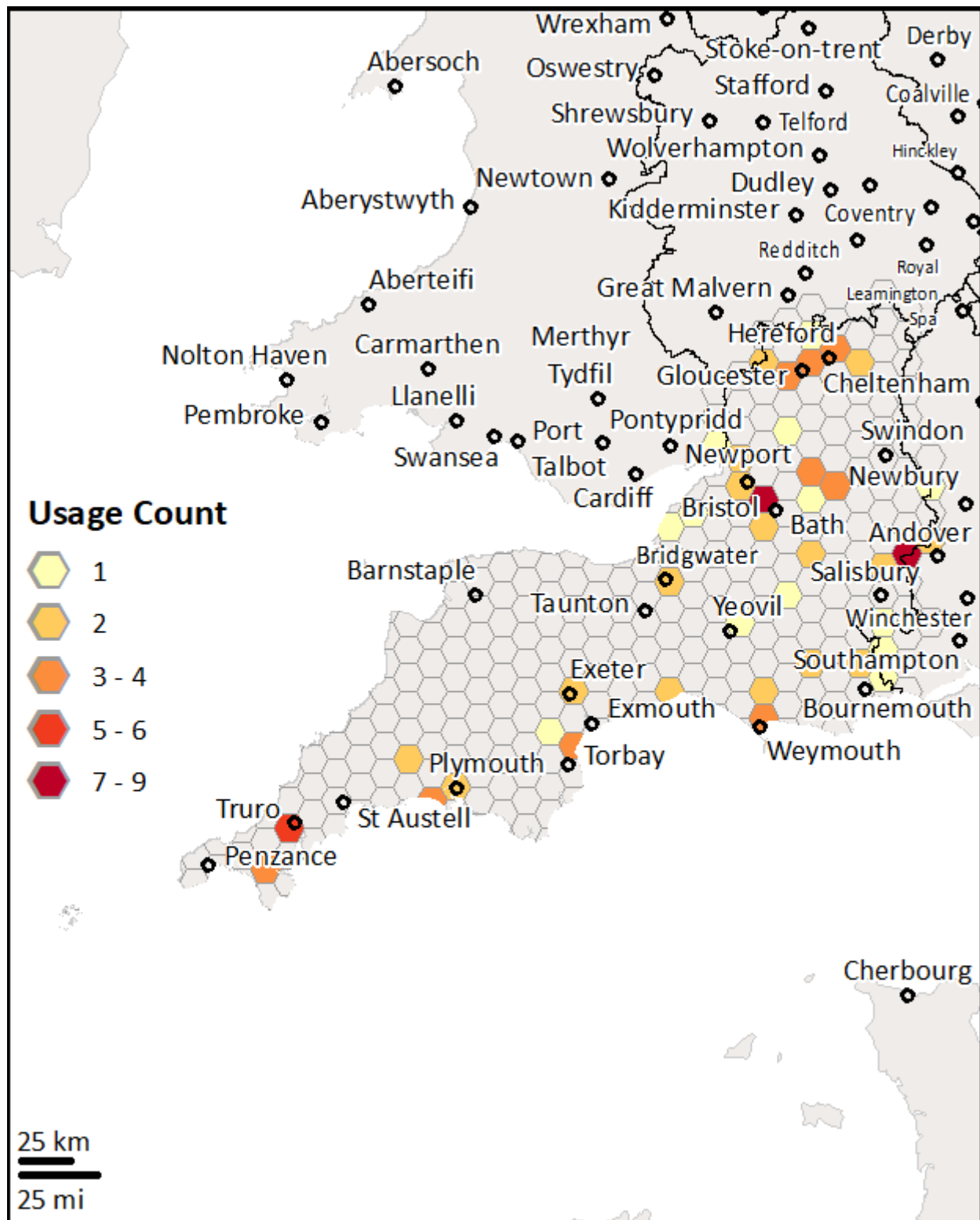
Hart	10
Employment - Education and Training	3
Finances - Benefits	2
Mental Wellbeing - Accessing Support	1
Employment - Volunteering	1
Physical Health - Sports	1
Family and Communities - GPs	1
Family and Communities - Recreation	1
Gosport	8
Housing - Independent Living	2
Housing - Housing Advice and Support	2
Physical Health - Home and Mobility Aids	2
Physical Health - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	1
Rushmoor	8
Mental Wellbeing - Accessing Support	5
Physical Health - Sports	1
Employment - Volunteering	1
Finances - Pensions and Compensation	1
East Hampshire	8
Housing - Supported Living	3
Employment - Job Seeking	3
Employment - Education and Training	1
Housing - Independent Living	1
Portsmouth	7
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
Housing - Retirement	1
COVID19 Local Support - South East	1
Wokingham	7
Employment - Support for Offenders	2
Finances - Money and Debt Advice	1
Finances - Financial Services	1
National Charities/Organisations - ASDIC Drop In Centres	1
Employment - Self Employment	1
Finances - Benefits	1
Woking	7
Finances - Money and Debt Advice	4
Physical Health - Healthcare Services	3
Havant	7
Mental Wellbeing - Support Groups and Emotional Support	2
Finances - Benefits	2
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
Mental Wellbeing - GPs	1
Southampton	6
Employment - Education and Training	3
Finances - Grants	1
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Shepway	6
COVID19 Local Support - South East	3
Mental Wellbeing - Treatment	2

Finances - Grants	1
Gravesham	6
Mental Wellbeing - Accessing Support	3
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Sports	1
Ashford	6
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Specific Search for an Organisation	1
Family and Communities - Recreation	1
Finances - Pensions and Compensation	1
West Oxfordshire	5
Family and Communities - GPs	3
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Bracknell Forest	4
Mental Wellbeing - Support Groups and Emotional Support	3
Housing - Housing Advice and Support	1
Canterbury	4
Physical Health - Home and Mobility Aids	1
Physical Health - Healthcare Services	1
Family and Communities - Support for Carers	1
Physical Health - End of Life Care	1
Fareham	4
Physical Health - GPs	2
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Bereavement	1
Guildford	4
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Independent Living	1
COVID19 Local Support - South East	1
Family and Communities - Support for Carers	1
Cherwell	3
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Employment - Support for Offenders	1
Chichester	3
National Charities/Organisations - Help for Heroes	3
Thanet	3
Finances - Pensions and Compensation	2
Employment - Job Seeking	1
Milton Keynes	3
Specific Search for an Organisation	2
Mental Wellbeing - Accessing Support	1
Swale	3
Employment - Job Seeking	2
Physical Health - Rehabilitation and Recovery	1
Test Valley	3
Employment - Education and Training	1
Finances - Support for the Gurkha Community	1
Employment - Job Seeking	1
Eastleigh	2
Legal Support and Advocacy - Legal Advice	1
Employment - Support for Offenders	1
Windsor and Maidenhead	2

Physical Health - Home and Mobility Aids	1
Housing - Respite Care (Day Care and Respite)	1
Vale of White Horse	2
Employment - Job Seeking	2
Wycombe	2
Finances - Financial Services	1
Family and Communities - Support Groups and Emotional Support	1
Lewes	2
Finances - Pensions and Compensation	1
Finances - Grants	1
Elmbridge	1
Employment - Job Seeking	1
Isle of Wight	1
Finances - Pensions and Compensation	1
Adur	1
Physical Health - Home and Mobility Aids	1
West Berkshire	1
Finances - Grants	1
Slough	1
Employment - Job Seeking	1
New Forest	1
Physical Health - Healthcare Services	1
Medway	1
Finances - Financial Services	1

South West

Figure 48. User locations in the South West – Veterans' Gateway mobile directory, June 2021



Contains public sector information licensed under the Open Government Licence.

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

Wiltshire	22
Employment - Job Seeking	5
Finances - Grants	4
Finances - Pensions and Compensation	3
Housing - Homelessness	2
Finances - Benefits	2
Housing - Housing Advice and Support	2
Physical Health - Sports	1
COVID19 Local Support - South West	1
Employment - Volunteering	1
Finances - Money and Debt Advice	1
Cornwall	15
Physical Health - Sports	4
Employment - Job Seeking	2
Employment - Education and Training	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Support for Offenders	1
Physical Health - Rehabilitation and Recovery	1
Specific Search for an Organisation	1
Finances - Grants	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Accessing Support	1
Bath and North East Somerset	11
Finances - Money and Debt Advice	2
Employment - Job Seeking	2
Mental Wellbeing - GPs	1
COVID19 Local Support - South West	1
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Recreation	1
Physical Health - Limb Loss	1
Family and Communities - Support for Carers	1
Finances - Benefits	1
Teignbridge	5
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - ASDIC Drop In Centres	1
Finances - Benefits	1
Mental Wellbeing - Drug and Alcohol Services	1
West Dorset	4
National Charities/Organisations - Royal British Legion	2
Physical Health - GPs	1
Physical Health - Blind Veterans	1
Gloucester	4
Finances - Pensions and Compensation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Weymouth and Portland	3
Housing - Supported Living	2
National Charities/Organisations - SSAFA	1
Cheltenham	3
Finances - Grants	3
Tewkesbury	3
Finances - Pensions and Compensation	3
North Dorset	3

Employment - Volunteering	1
Finances - Grants	1
Finances - Benefits	1
East Dorset	2
Housing - Retirement	2
Forest of Dean	2
Physical Health - GPs	1
Employment - Self Employment	1
Sedgemoor	2
Housing - Housing Advice and Support	2
Bristol, City of	2
Employment - Education and Training	2
Cotswold	2
Legal Support and Advocacy - Legal Advice	2
North Somerset	2
Employment - Support for Offenders	1
COVID19 Local Support - South West	1
Plymouth	2
Mental Wellbeing - Accessing Support	2
South Gloucestershire	2
Mental Wellbeing - GPs	1
Finances - Grants	1
Exeter	1
Family and Communities - GPs	1
Stroud	1
Physical Health - Sports	1
Christchurch	1
Physical Health - GPs	1
East Devon	1
Physical Health - GPs	1
South Somerset	1
Mental Wellbeing - Treatment	1