

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

October 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 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 October 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 – October 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 November 2021, the directory of services included **17,296** markers, each representing a service available to veterans or service families.

During October 2021, the directory attracted **1,890** individual searches for services.

- A total of **796** cases were from the Veterans' Gateway Online Directory.
- A total of **975** cases were from the Veterans' Gateway Mobile Directory.
- A total of **119** cases had users located overseas or with a null location.
- When considering all searches, 'Employment', followed by 'Mental Wellbeing' and 'Housing' were the primary search criteria.

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

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

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

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

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

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

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

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

- Hackney followed by North Dorset and City of London were the local authorities with the highest online usage.

Veterans' Gateway Online Directory, October 2021 (N= 796)

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

- 'Specific search for an organisation' followed by 'Mental Wellbeing' and 'Housing' were the primary general search criteria for online users during October 2021.

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

- 'Specific search for an organisation', followed by 'Mental Wellbeing - Accessing Support' and 'Housing - Homelessness' were the primary online search criteria.

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

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

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

- Hackney followed by North Dorset and City of London were the local authorities with the highest online usage.

Veterans' Gateway Mobile Directory, October 2021 (N= 975)

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

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

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

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

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

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

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

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

- Plymouth followed by County Durham and Highland were the local authorities with the highest mobile usage.

Veterans' Gateway mobile platform performance data

- Total downloads since app launch: 6,340 on Apple and 5,957 on Android.
- Number of software crashes since app launch: 26 on Apple and 186 on Android.
- Number of downloads in October: 149 on Apple and 201 on Android.
- Number of software crashes in October: 0 on Apple and 4 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, October 2021

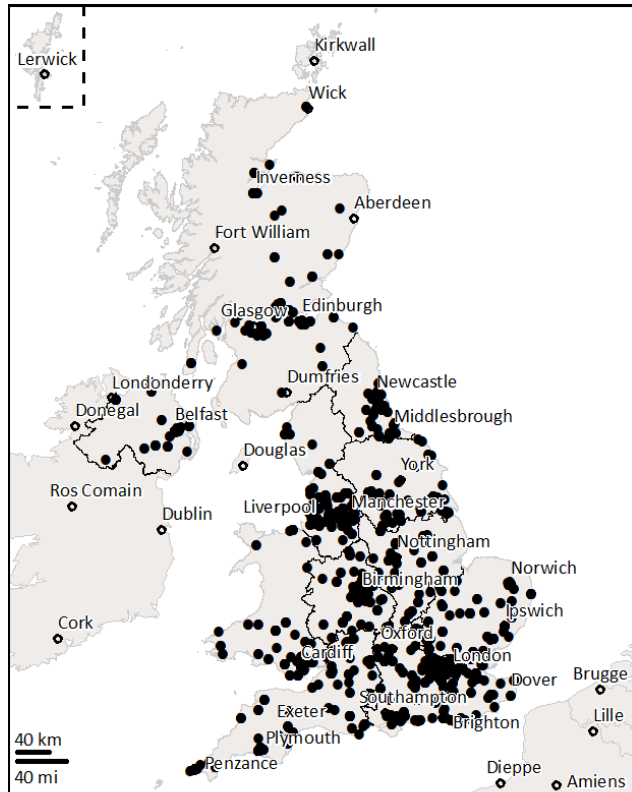
Search Criteria	Search Count	Search Percentage
Employment	328	18.52%
Mental Wellbeing	306	17.28%
Housing	243	13.72%
Finances	215	12.14%
Physical Health	175	9.88%
Specific search for an organisation	173	9.77%
Family and Communities	144	8.13%
National Charities/Organisations	78	4.40%
COVID19 Local Support	56	3.16%
Legal Support and Advocacy	53	2.99%
Total	1,771	100%

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

Search Criteria	Search Count	Search Percentage
Specific search for an organisation	173	9.77%
Employment - Job Seeking	150	8.47%
Mental Wellbeing - Accessing Support	135	7.62%
Housing - Homelessness	107	6.04%
Employment - Education and Training	93	5.25%
Mental Wellbeing - Support Groups and Emotional Support	68	3.84%
Finances - Grants	65	3.67%
Housing - Housing Advice and Support	65	3.67%
Family and Communities - Support Groups and Emotional Support	44	2.48%
Finances - Pensions and Compensation	44	2.48%
Finances - Benefits	44	2.48%
Mental Wellbeing - Drug and Alcohol Services	42	2.37%
Family and Communities - Recreation	41	2.32%
Legal Support and Advocacy - Legal Advice	41	2.32%
Finances - Financial Services	32	1.81%
Physical Health - Home and Mobility Aids	29	1.64%
Employment - Volunteering	27	1.52%
Mental Wellbeing - Treatment	27	1.52%
Finances - Money and Debt Advice	27	1.52%
Family and Communities - Support for Carers	25	1.41%
Employment - Self Employment	25	1.41%
Physical Health - GPs	24	1.36%
Physical Health - Healthcare Services	23	1.30%
Housing - Independent Living	22	1.24%
Physical Health - Sports	22	1.24%
Physical Health - Support Groups and Emotional Support	22	1.24%
Employment - Support for Offenders	20	1.13%
Housing - Supported Living	19	1.07%
Physical Health - Rehabilitation and Recovery	17	0.96%
National Charities/Organisations - Armed Forces Covenant Fund Trust	17	0.96%
Mental Wellbeing - Sports	16	0.90%
Family and Communities - Bereavement	15	0.85%
National Charities/Organisations - SSAFA	14	0.79%
Physical Health - Drug and Alcohol Services	14	0.79%
Employment - Transition	13	0.73%

Search Criteria	Search Count	Search Percentage
Housing - Retirement	13	0.73%
Mental Wellbeing - Bereavement	12	0.68%
National Charities/Organisations - ASDIC Drop In Centres	12	0.68%
National Charities/Organisations - Help for Heroes	11	0.62%
COVID19 Local Support - Yorkshire/ The Humber	10	0.56%
Family and Communities - Drug and Alcohol Services	10	0.56%
Physical Health - Nursing and Dementia Care	10	0.56%
Housing - Eviction and Repossession	9	0.51%
Family and Communities - GPs	8	0.45%
COVID19 Local Support - South West	7	0.40%
COVID19 Local Support - Scotland	7	0.40%
Legal Support and Advocacy - Legal Aid	7	0.40%
National Charities/Organisations - Royal British Legion	7	0.40%
COVID19 Local Support - East Midlands	7	0.40%
Mental Wellbeing - GPs	6	0.34%
Physical Health - End of Life Care	6	0.34%
COVID19 Local Support - North East	6	0.34%
COVID19 Local Support - East of England	6	0.34%
COVID19 Local Support - South East	4	0.23%
Physical Health - Limb Loss	4	0.23%
COVID19 Local Support - North West	4	0.23%
Legal Support and Advocacy - Legal Advocacy	4	0.23%
National Charities/Organisations - Combat Stress	4	0.23%
Physical Health - Blind Veterans	4	0.23%
Housing - Nursing and Dementia Care	4	0.23%
Housing - Respite Care (Day Care and Respite)	4	0.23%
COVID19 Local Support - Wales	3	0.17%
National Charities/Organisations - British Red Cross	3	0.17%
Finances - Support for the Gurkha Community	3	0.17%
National Charities/Organisations - Legion Scotland	3	0.17%
National Charities/Organisations - Blesma	2	0.11%
National Charities/Organisations - Samaritans Branches	2	0.11%
National Charities/Organisations - Mind	2	0.11%
Family and Communities - Support for the Gurkha Community	1	0.06%
Legal Support and Advocacy - Support for the Gurkha Community	1	0.06%
COVID19 Local Support - West Midlands	1	0.06%
National Charities/Organisations - Shelter	1	0.06%
COVID19 Local Support - Northern Ireland	1	0.06%
Total	1,771	100%

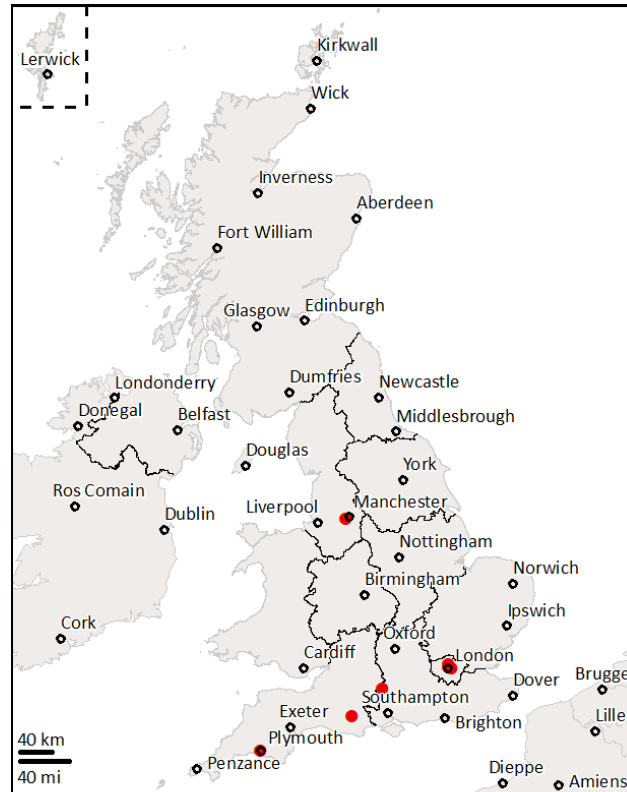
Figure 1. User locations in the UK – All searches, October 2021



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

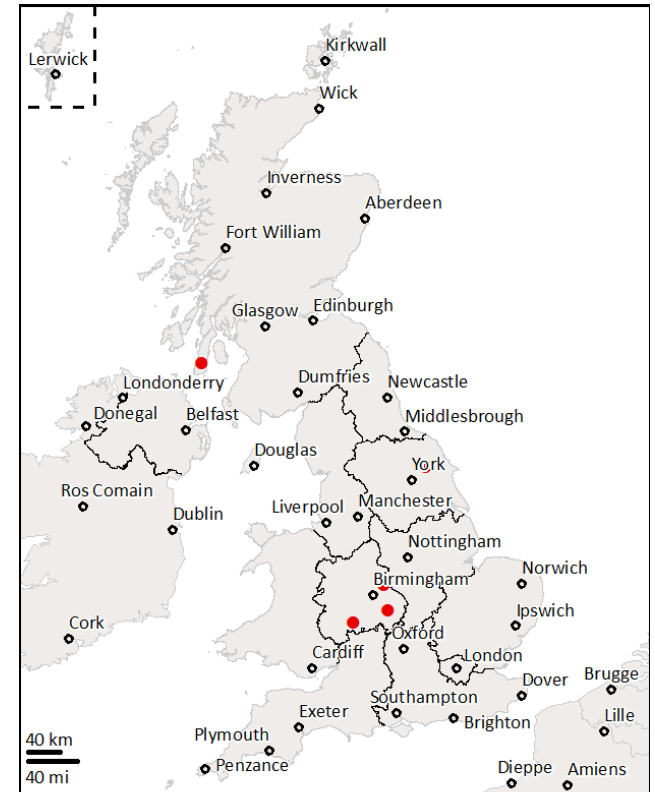
Figure 2. User hotspots in the UK – All searches, October 2021



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

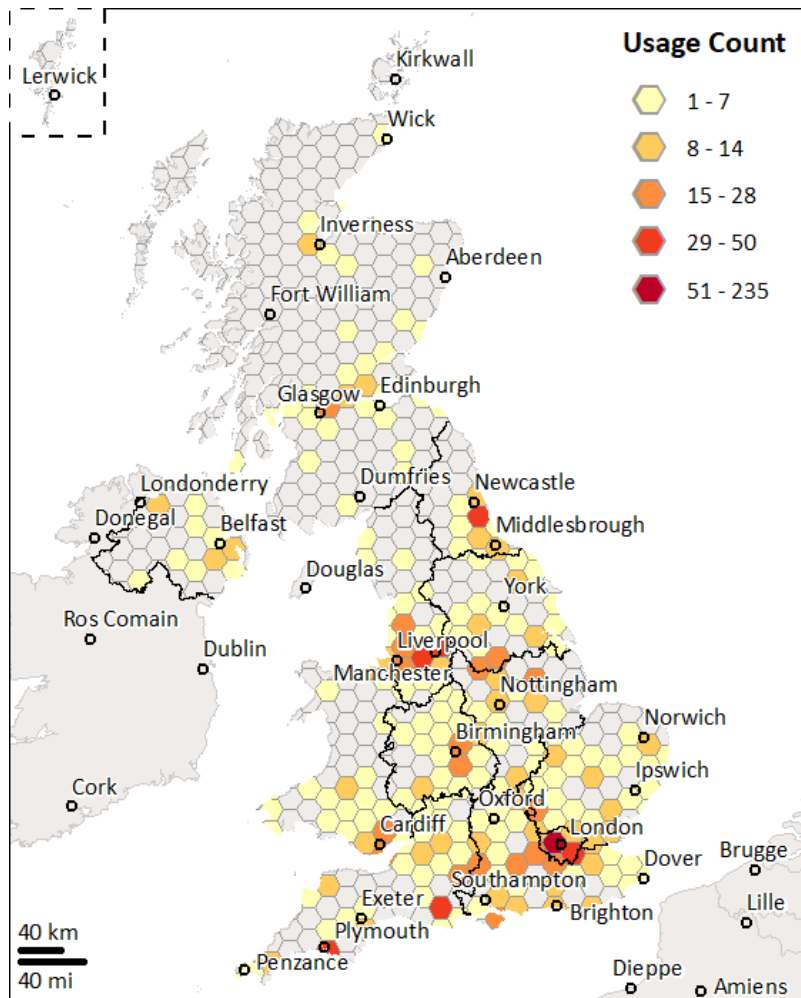
Figure 3. User outliers in the UK – All searches, October 2021



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

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



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

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

N = 1,771

Region	Usage Count	Usage Percentage
London	297	16.77%
South East	269	15.19%
North West	201	11.35%
South West	199	11.24%
East of England	143	8.07%
Yorkshire and The Humber	118	6.66%
Scotland	113	6.38%
West Midlands	111	6.27%
Wales	105	5.93%
North East	96	5.42%
East Midlands	77	4.35%
Northern Ireland	42	2.37%

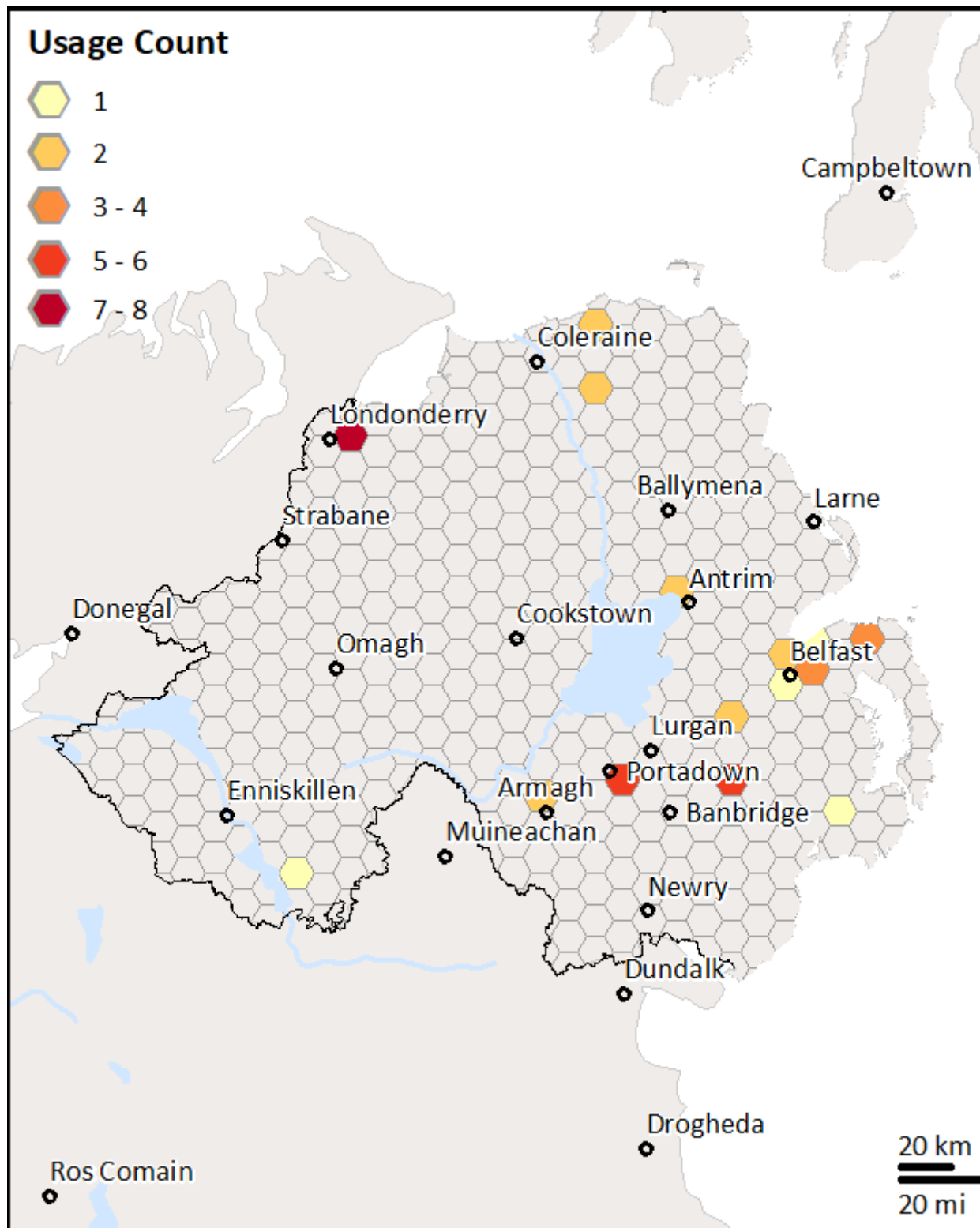
Table 4. Main local authorities for usage – All searches, October 2021

N = 1,771

Top 20 Local Authorities	Usage Count	Usage Percentage
Hackney	142	8.02%
North Dorset	50	2.82%
City of London	36	2.03%
County Durham	35	1.98%
Trafford	32	1.81%
Wiltshire	32	1.81%
Plymouth	31	1.75%
Tower Hamlets	27	1.52%
Birmingham	25	1.41%
Test Valley	23	1.30%
Sheffield	21	1.19%
Cornwall	21	1.19%
Newcastle upon Tyne	20	1.13%
Liverpool	19	1.07%
Highland	19	1.07%
Wigan	19	1.07%
Glasgow City	18	1.02%
Medway	16	0.90%
Manchester	16	0.90%
Gosport	16	0.90%

Northern Ireland

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



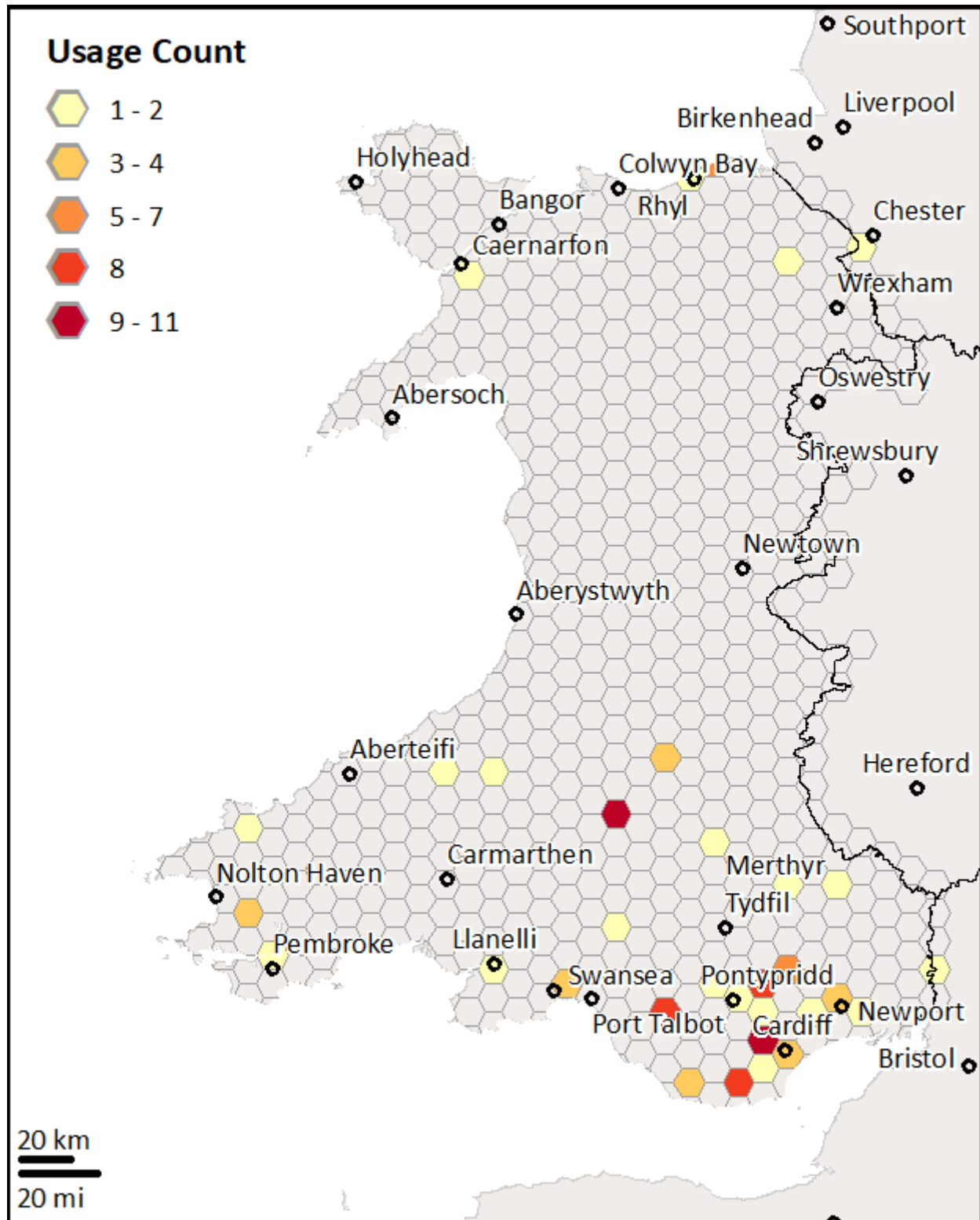
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Table 5. General search criteria from users located in Northern Ireland – All searches, October 2021

Northern Ireland	42
Armagh City, Banbridge and Craigavon	13
Employment - Job Seeking	3
Mental Wellbeing - Treatment	2
Physical Health - Healthcare Services	2
National Charities/Organisations - Combat Stress	2
Legal Support and Advocacy - Legal Aid	1
Employment - Self Employment	1
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Accessing Support	1
Derry City and Strabane	8
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
COVID19 Local Support - Northern Ireland	1
Finances - Grants	1
Belfast	6
Employment - Education and Training	2
Family and Communities - Bereavement	2
Mental Wellbeing - Accessing Support	1
Finances - Grants	1
North Down and Ards	5
Employment - Volunteering	2
Finances - Pensions and Compensation	2
Specific search for an organisation	1
Causeway Coast and Glens	4
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Aid	1
Lisburn and Castlereagh	2
Family and Communities - Support Groups and Emotional Support	2
Antrim and Newtownabbey	2
Finances - Financial Services	2
Newry, Mourne and Down	1
National Charities/Organisations - Royal British Legion	1
Fermanagh and Omagh	1
Finances - Grants	1

Wales

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



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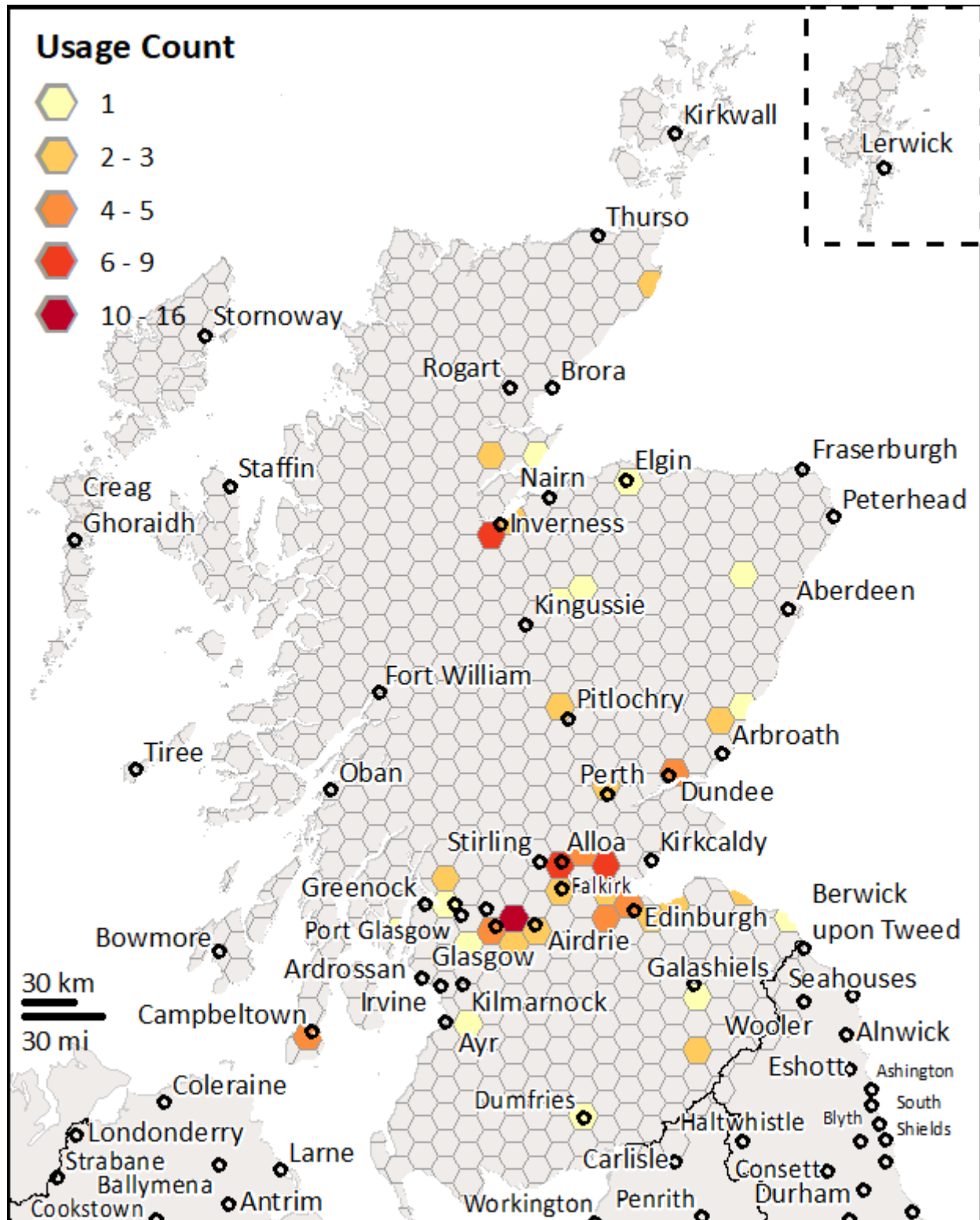
Table 6. General search criteria from users located in Wales – All searches, October 2021

Wales	105
Caerphilly	15
Employment - Job Seeking	5
Employment - Education and Training	4
Mental Wellbeing - Accessing Support	2
Housing - Housing Advice and Support	1
Housing - Retirement	1
Employment - Volunteering	1
Finances - Money and Debt Advice	1
Cardiff	15
Mental Wellbeing - Support Groups and Emotional Support	5
Mental Wellbeing - Accessing Support	2
Employment - Self Employment	1
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
Family and Communities - Drug and Alcohol Services	1
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support for Carers	1
Employment - Job Seeking	1
Housing - Homelessness	1
Carmarthenshire	12
Physical Health - Rehabilitation and Recovery	3
Physical Health - Healthcare Services	2
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - Help for Heroes	1
Physical Health - Nursing and Dementia Care	1
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Physical Health - GPs	1
The Vale of Glamorgan	11
Mental Wellbeing - Accessing Support	2
Finances - Grants	2
Employment - Support for Offenders	1
Employment - Education and Training	1
National Charities/Organisations - British Red Cross	1
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - Royal British Legion	1
Housing - Housing Advice and Support	1
Legal Support and Advocacy - Legal Advice	1
Powys	8
Employment - Job Seeking	2
Mental Wellbeing - Treatment	1
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Support for Offenders	1
National Charities/Organisations - SSAFA	1
Family and Communities - Recreation	1
Mental Wellbeing - Accessing Support	1
Denbighshire	8

Housing - Homelessness	5
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
Housing - Housing Advice and Support	1
Bridgend	8
Housing - Housing Advice and Support	4
Physical Health - Healthcare Services	2
Housing - Homelessness	1
Mental Wellbeing - Accessing Support	1
Newport	6
Finances - Grants	4
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Pembrokeshire	6
Legal Support and Advocacy - Legal Advice	3
Physical Health - Healthcare Services	1
Employment - Job Seeking	1
Housing - Retirement	1
Ceredigion	4
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advice	1
Legal Support and Advocacy - Legal Aid	1
Monmouthshire	3
Physical Health - Home and Mobility Aids	2
COVID19 Local Support - Wales	1
Swansea	3
Employment - Transition	1
Housing - Retirement	1
Finances - Money and Debt Advice	1
Rhondda Cynon Taf	3
Finances - Grants	1
Housing - Housing Advice and Support	1
Housing - Homelessness	1
Gwynedd	2
Physical Health - GPs	1
COVID19 Local Support - Wales	1
Flintshire	1
Employment - Job Seeking	1

Scotland

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



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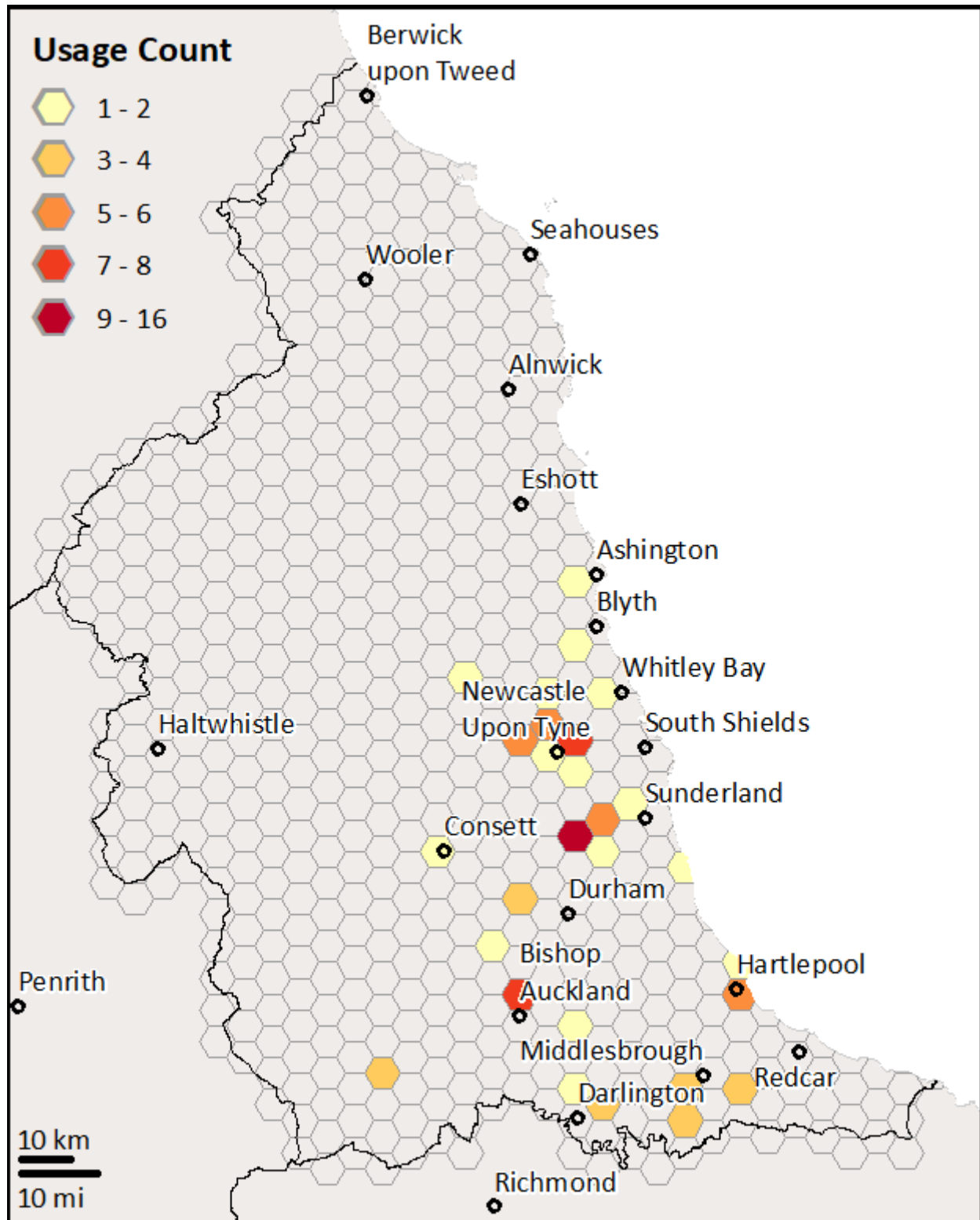
Table 7. General search criteria from users located in Scotland – All searches, October 2021

Scotland	113
Highland	19
COVID19 Local Support - Scotland	4
Physical Health - Sports	3
Housing - Homelessness	2
Finances - Benefits	2
Finances - Financial Services	2
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
National Charities/Organisations - Legion Scotland	1
Finances - Money and Debt Advice	1
Employment - Volunteering	1
Finances - Grants	1
Glasgow City	18
Mental Wellbeing - Accessing Support	8
Mental Wellbeing - Treatment	4
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Job Seeking	2
Mental Wellbeing - Bereavement	1
Clackmannanshire	12
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	2
Employment - Education and Training	1
Housing - Independent Living	1
National Charities/Organisations - Royal British Legion	1
COVID19 Local Support - Scotland	1
Employment - Self Employment	1
Fife	10
National Charities/Organisations - Legion Scotland	2
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - Help for Heroes	1
Physical Health - Blind Veterans	1
Finances - Grants	1
Family and Communities - Recreation	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Support Groups and Emotional Support	1
Edinburgh, City of	7
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Transition	2
Employment - Self Employment	1
Housing - Housing Advice and Support	1
East Lothian	6
Physical Health - End of Life Care	2
Housing - Respite Care (Day Care and Respite)	2
Physical Health - Healthcare Services	1
Finances - Benefits	1
Perth & Kinross	5

Mental Wellbeing - Treatment	2
Mental Wellbeing - Accessing Support	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Supported Living	1
Argyll & Bute	5
Family and Communities - Bereavement	4
Finances - Grants	1
West Lothian	4
Employment - Job Seeking	3
Legal Support and Advocacy - Legal Advice	1
Scottish Borders	4
Finances - Money and Debt Advice	2
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Sports	1
Dundee City	4
Mental Wellbeing - Accessing Support	4
Angus	3
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Mental Wellbeing - Support Groups and Emotional Support	1
South Lanarkshire	2
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
East Renfrewshire	2
Housing - Supported Living	1
Housing - Homelessness	1
West Dunbartonshire	2
Family and Communities - Support Groups and Emotional Support	1
Family and Communities - Recreation	1
North Lanarkshire	2
Employment - Education and Training	2
Falkirk	2
Physical Health - Drug and Alcohol Services	1
Mental Wellbeing - Drug and Alcohol Services	1
Inverclyde	1
Employment - Job Seeking	1
Dumfries & Galloway	1
COVID19 Local Support - Scotland	1
Aberdeenshire	1
Mental Wellbeing - Support Groups and Emotional Support	1
Moray	1
COVID19 Local Support - Scotland	1
South Ayrshire	1
Mental Wellbeing - Support Groups and Emotional Support	1
Renfrewshire	1
Finances - Benefits	1

North East

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



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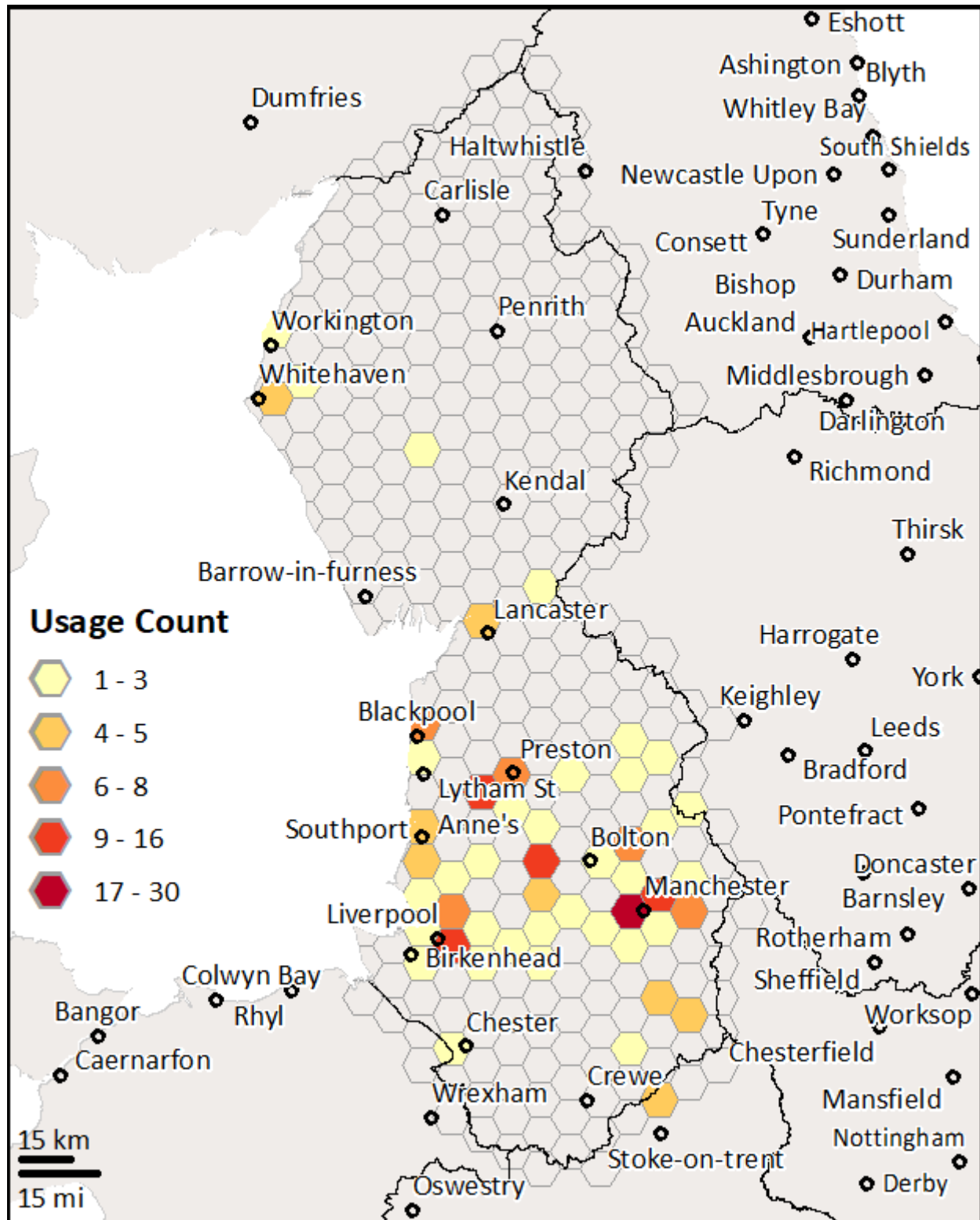
Table 8. General search criteria from users located in the North East – All searches, October 2021

North East	96
County Durham	35
Family and Communities - Support Groups and Emotional Support	9
Employment - Job Seeking	4
Physical Health - End of Life Care	2
Employment - Support for Offenders	2
Physical Health - Sports	2
Housing - Independent Living	1
Mental Wellbeing - Accessing Support	1
Housing - Supported Living	1
Employment - Education and Training	1
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Benefits	1
Housing - Retirement	1
Finances - Financial Services	1
Legal Support and Advocacy - Legal Advice	1
Employment - Volunteering	1
Mental Wellbeing - Sports	1
COVID19 Local Support - North East	1
Family and Communities - GPs	1
Housing - Housing Advice and Support	1
Finances - Grants	1
Housing - Homelessness	1
Newcastle upon Tyne	20
Finances - Benefits	4
Mental Wellbeing - Drug and Alcohol Services	4
Mental Wellbeing - Bereavement	2
Finances - Grants	2
Specific search for an organisation	2
Mental Wellbeing - GPs	1
Finances - Money and Debt Advice	1
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Advice	1
Sunderland	8
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
COVID19 Local Support - North East	1
Employment - Job Seeking	1
Physical Health - Support Groups and Emotional Support	1
Family and Communities - Recreation	1
Finances - Grants	1
Stockton-on-Tees	7
Housing - Supported Living	4
Employment - Job Seeking	2
Housing - Homelessness	1
Hartlepool	7

Mental Wellbeing - Accessing Support	3
Employment - Job Seeking	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Grants	1
Finances - Money and Debt Advice	1
Northumberland	6
Physical Health - Nursing and Dementia Care	2
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Employment - Volunteering	1
Darlington	5
Family and Communities - Recreation	2
Employment - Volunteering	1
Employment - Education and Training	1
Employment - Job Seeking	1
Middlesbrough	4
Housing - Homelessness	3
Housing - Supported Living	1
Gateshead	3
COVID19 Local Support - North East	1
Finances - Support for the Gurkha Community	1
Finances - Grants	1
North Tyneside	1
Mental Wellbeing - Sports	1

North West

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



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

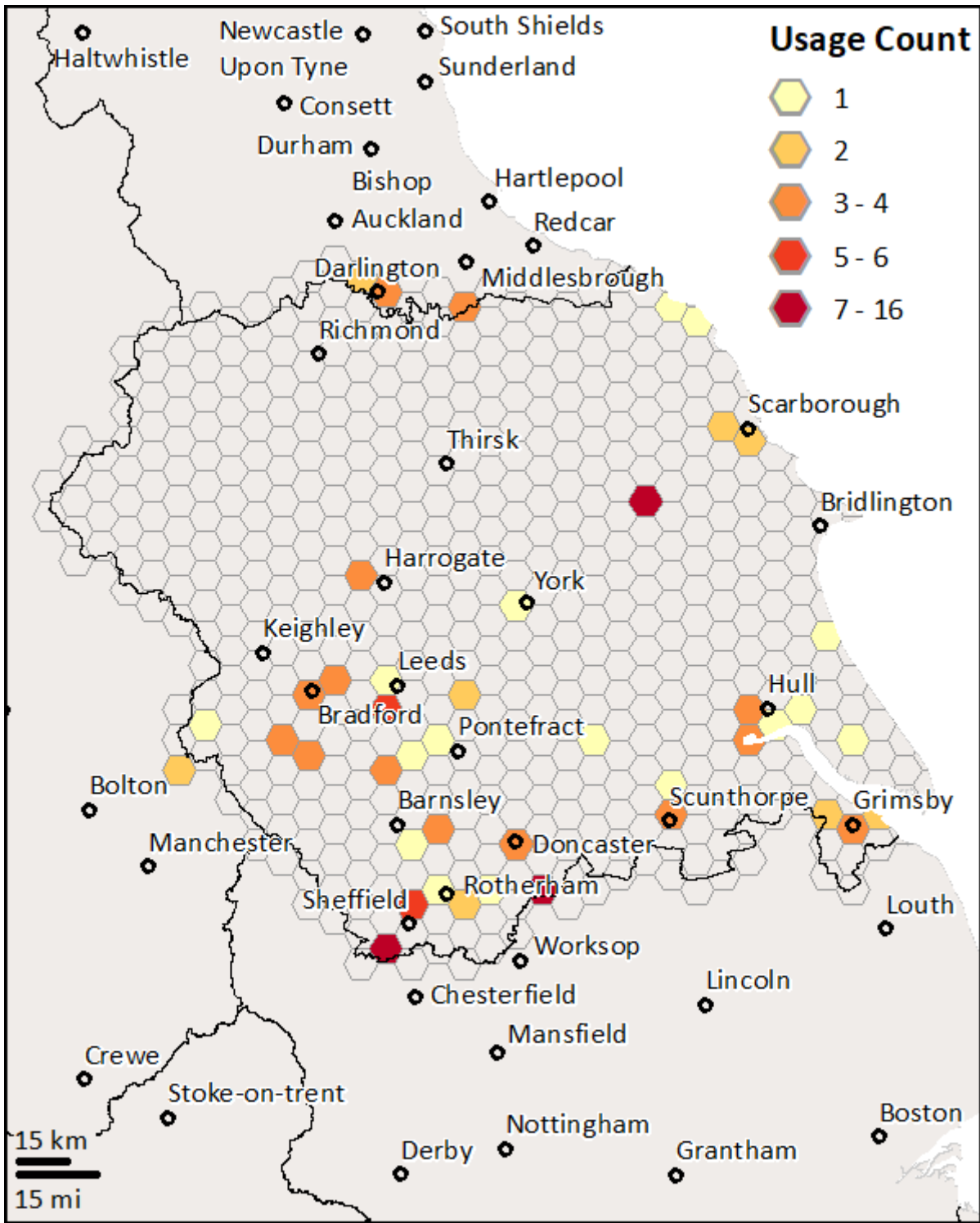
North West	201
Trafford	32
Mental Wellbeing - Support Groups and Emotional Support	8
Family and Communities - Recreation	5
Mental Wellbeing - Accessing Support	4
Specific search for an organisation	2
National Charities/Organisations - ASDIC Drop In Centres	2
Finances - Financial Services	2
Physical Health - Support Groups and Emotional Support	2
Finances - Money and Debt Advice	2
Legal Support and Advocacy - Legal Advice	2
National Charities/Organisations - Samaritans Branches	1
Employment - Support for Offenders	1
Employment - Job Seeking	1
Wigan	19
Housing - Homelessness	11
Finances - Grants	2
National Charities/Organisations - Blesma	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - SSAFA	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	1
Liverpool	19
Finances - Benefits	4
Mental Wellbeing - Accessing Support	3
Physical Health - Limb Loss	2
Housing - Retirement	2
Finances - Grants	1
National Charities/Organisations - SSAFA	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Physical Health - Home and Mobility Aids	1
Housing - Supported Living	1
Finances - Pensions and Compensation	1
Family and Communities - GPs	1
Manchester	16
Employment - Volunteering	4
Finances - Grants	4
Physical Health - Drug and Alcohol Services	3
Mental Wellbeing - Support Groups and Emotional Support	2
Specific search for an organisation	1
Legal Support and Advocacy - Legal Advice	1
Physical Health - Blind Veterans	1
Fylde	12
Employment - Job Seeking	4
Employment - Education and Training	3
Finances - Grants	1

Mental Wellbeing - Treatment	1
Physical Health - Home and Mobility Aids	1
Employment - Self Employment	1
Family and Communities - Support for Carers	1
Sefton	11
Employment - Job Seeking	3
Mental Wellbeing - Drug and Alcohol Services	3
National Charities/Organisations - SSAFA	1
Finances - Financial Services	1
Physical Health - Healthcare Services	1
Housing - Retirement	1
Mental Wellbeing - Accessing Support	1
Bury	11
Family and Communities - Recreation	8
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
Housing - Independent Living	1
Cheshire East	9
Employment - Job Seeking	4
Housing - Homelessness	4
Housing - Independent Living	1
Lancaster	8
Mental Wellbeing - Drug and Alcohol Services	3
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - GPs	1
Physical Health - Limb Loss	1
Physical Health - Drug and Alcohol Services	1
Preston	7
Employment - Job Seeking	2
Specific search for an organisation	2
Finances - Pensions and Compensation	1
Family and Communities - Support for Carers	1
Finances - Benefits	1
Tameside	6
Housing - Housing Advice and Support	2
Physical Health - GPs	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Housing - Supported Living	1
Blackpool	6
Mental Wellbeing - Sports	2
Employment - Education and Training	1
Physical Health - Rehabilitation and Recovery	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advice	1
Copeland	6
Mental Wellbeing - Sports	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - Sports	1
Physical Health - GPs	1

Physical Health - Healthcare Services	1
Burnley	4
Physical Health - Sports	1
Physical Health - Blind Veterans	1
Employment - Education and Training	1
Mental Wellbeing - Drug and Alcohol Services	1
Knowsley	4
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Physical Health - GPs	1
Housing - Independent Living	1
South Ribble	3
Employment - Job Seeking	1
National Charities/Organisations - SSAFA	1
Finances - Grants	1
Blackburn with Darwen	3
Finances - Money and Debt Advice	1
Mental Wellbeing - Accessing Support	1
Housing - Homelessness	1
Warrington	3
National Charities/Organisations - ASDIC Drop In Centres	2
Mental Wellbeing - Support Groups and Emotional Support	1
Oldham	3
Finances - Money and Debt Advice	2
Finances - Financial Services	1
Wirral	3
Finances - Grants	2
Legal Support and Advocacy - Legal Advice	1
Wyre	2
COVID19 Local Support - North West	2
West Lancashire	2
Employment - Self Employment	2
Rochdale	2
Housing - Independent Living	1
Family and Communities - Support for Carers	1
Hyndburn	2
Physical Health - Support Groups and Emotional Support	2
Cheshire West and Chester	2
Finances - Grants	1
Finances - Financial Services	1
Bolton	1
Housing - Housing Advice and Support	1
Salford	1
Finances - Grants	1
Allerdale	1
Mental Wellbeing - Accessing Support	1
St. Helens	1
Finances - Pensions and Compensation	1
Chorley	1
Physical Health - Healthcare Services	1
South Lakeland	1

Yorkshire and the Humber

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



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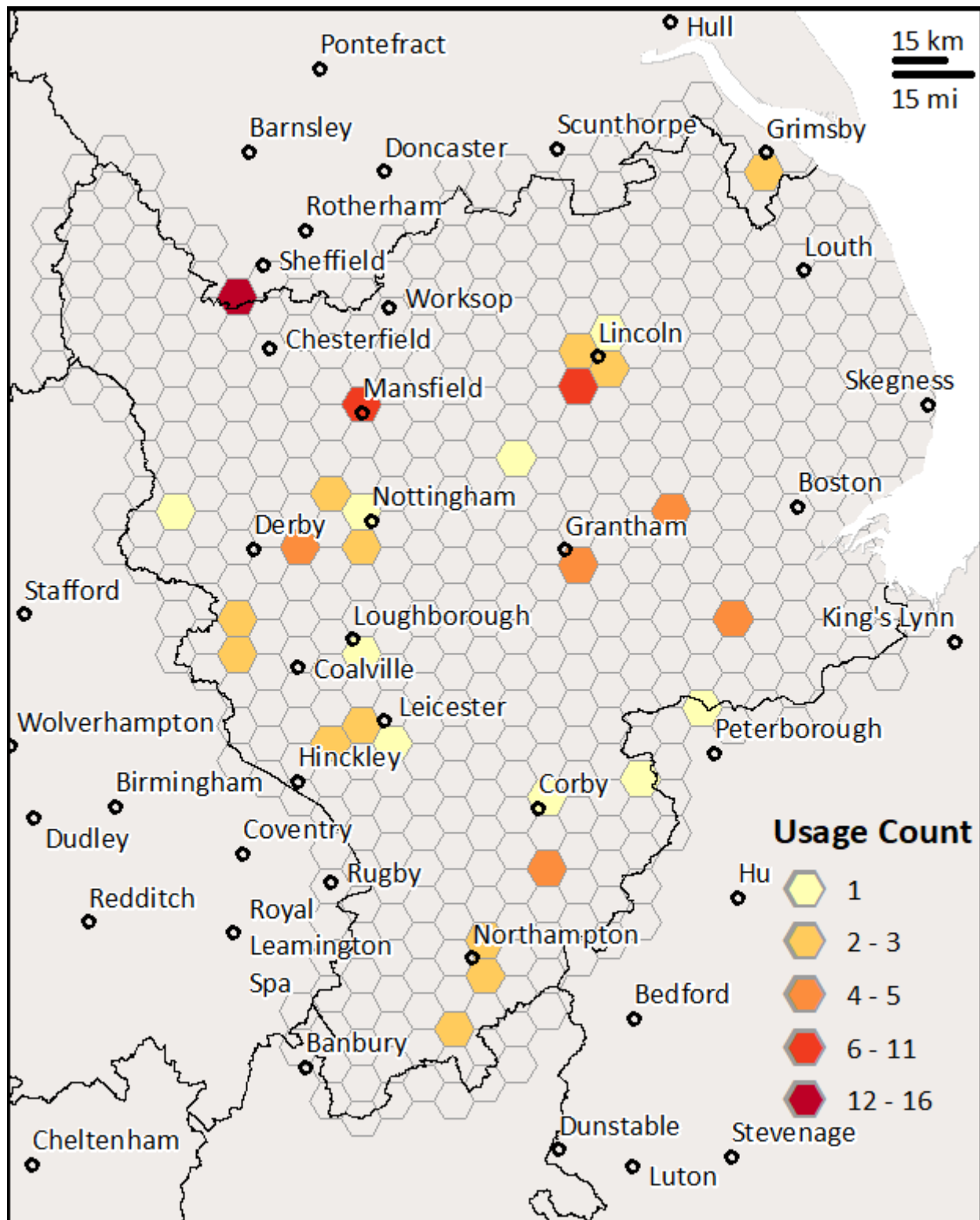
Table 10. General search criteria from users located in Yorkshire and the Humber – All searches, October 2021

Yorkshire and The Humber	118
Sheffield	21
Physical Health - Support Groups and Emotional Support	6
Physical Health - Drug and Alcohol Services	5
National Charities/Organisations - Armed Forces Covenant Fund Trust	5
Finances - Benefits	3
Physical Health - Sports	1
National Charities/Organisations - SSAFA	1
Doncaster	15
Employment - Job Seeking	6
Physical Health - GPs	5
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - Home and Mobility Aids	1
COVID19 Local Support - Yorkshire/ The Humber	1
Finances - Support for the Gurkha Community	1
Ryedale	11
Employment - Education and Training	2
Finances - Money and Debt Advice	2
Finances - Benefits	1
National Charities/Organisations - Royal British Legion	1
Mental Wellbeing - Sports	1
Finances - Grants	1
Physical Health - Sports	1
COVID19 Local Support - Yorkshire/ The Humber	1
Housing - Independent Living	1
Leeds	10
Physical Health - Rehabilitation and Recovery	3
COVID19 Local Support - Yorkshire/ The Humber	2
Specific search for an organisation	1
Employment - Job Seeking	1
Physical Health - Healthcare Services	1
Employment - Volunteering	1
Finances - Grants	1
Bradford	7
Family and Communities - Drug and Alcohol Services	3
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Accessing Support	1
Employment - Transition	1
Employment - Self Employment	1
Calderdale	7
Specific search for an organisation	2
COVID19 Local Support - Yorkshire/ The Humber	2
National Charities/Organisations - Combat Stress	1
COVID19 Local Support - North East	1
Housing - Independent Living	1
North East Lincolnshire	7
Mental Wellbeing - Drug and Alcohol Services	3

Housing - Homelessness	2
Employment - Job Seeking	1
Finances - Benefits	1
East Riding of Yorkshire	7
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - GPs	1
Legal Support and Advocacy - Legal Aid	1
Finances - Grants	1
COVID19 Local Support - North West	1
Housing - Housing Advice and Support	1
Scarborough	6
Employment - Job Seeking	3
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Home and Mobility Aids	1
Housing - Housing Advice and Support	1
Kingston upon Hull, City of	6
Specific search for an organisation	2
Employment - Education and Training	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Wakefield	5
Housing - Housing Advice and Support	1
Employment - Self Employment	1
Housing - Independent Living	1
Finances - Money and Debt Advice	1
Finances - Pensions and Compensation	1
Rotherham	4
COVID19 Local Support - Yorkshire/ The Humber	2
Finances - Benefits	1
Employment - Education and Training	1
Barnsley	4
Family and Communities - GPs	3
Housing - Homelessness	1
North Lincolnshire	4
Employment - Job Seeking	2
Legal Support and Advocacy - Legal Advice	1
Housing - Homelessness	1
Harrogate	3
Physical Health - Home and Mobility Aids	3
York	1
Mental Wellbeing - Accessing Support	1

East Midlands

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



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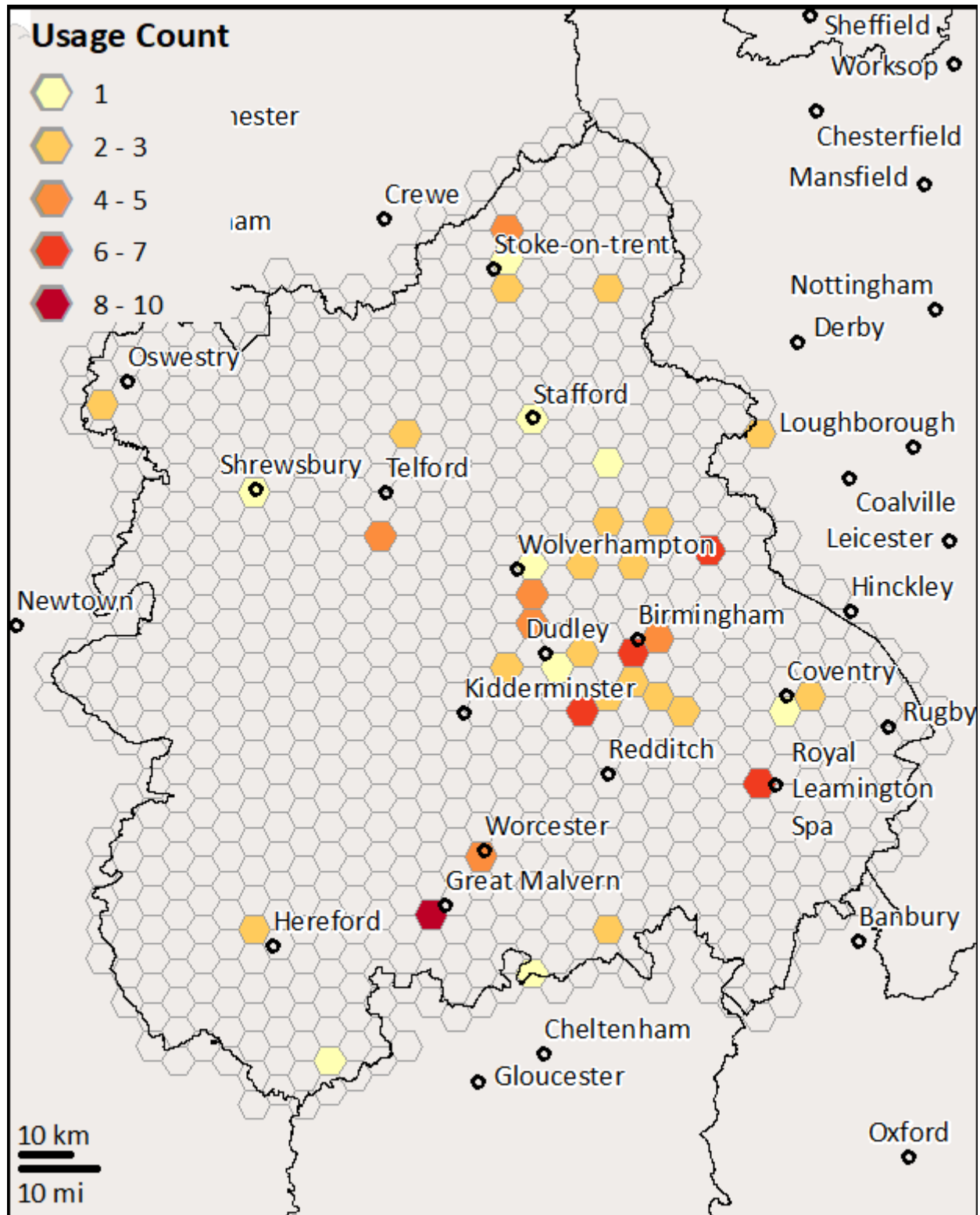
Table 11. General search criteria from users located in East Midlands – All searches, October 2021

East Midlands	77
Lincoln	13
Family and Communities - Support Groups and Emotional Support	7
COVID19 Local Support - East Midlands	3
Physical Health - Nursing and Dementia Care	2
Finances - Grants	1
Mansfield	10
Housing - Homelessness	5
Mental Wellbeing - Support Groups and Emotional Support	3
COVID19 Local Support - Yorkshire/ The Humber	2
South Derbyshire	5
Mental Wellbeing - Accessing Support	2
Physical Health - GPs	2
Mental Wellbeing - Drug and Alcohol Services	1
Northampton	5
Family and Communities - Support Groups and Emotional Support	3
Housing - Homelessness	1
Employment - Job Seeking	1
North Kesteven	5
Mental Wellbeing - Accessing Support	3
Finances - Benefits	1
Finances - Financial Services	1
South Kesteven	5
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Support for Carers	1
Physical Health - Support Groups and Emotional Support	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Accessing Support	1
Leicester	4
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Retirement	1
Finances - Benefits	1
Housing - Homelessness	1
Kettering	4
Family and Communities - Bereavement	4
South Holland	4
Mental Wellbeing - Sports	1
Housing - Respite Care (Day Care and Respite)	1
Housing - Eviction and Repossession	1
Housing - Housing Advice and Support	1
Erewash	4
Family and Communities - Support for Carers	3
COVID19 Local Support - East Midlands	1
West Lindsey	3
Employment - Education and Training	1
Legal Support and Advocacy - Legal Advice	1
Housing - Independent Living	1

Nottingham	3
Housing - Homelessness	2
Employment - Education and Training	1
South Northamptonshire	3
Family and Communities - Support for Carers	3
Hinckley and Bosworth	2
Mental Wellbeing - Drug and Alcohol Services	2
Broxtowe	2
Physical Health - Home and Mobility Aids	2
Derbyshire Dales	1
Employment - Job Seeking	1
Newark and Sherwood	1
COVID19 Local Support - East Midlands	1
East Northamptonshire	1
Employment - Job Seeking	1
Corby	1
COVID19 Local Support - East Midlands	1
Charnwood	1
Employment - Job Seeking	1

West Midlands

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



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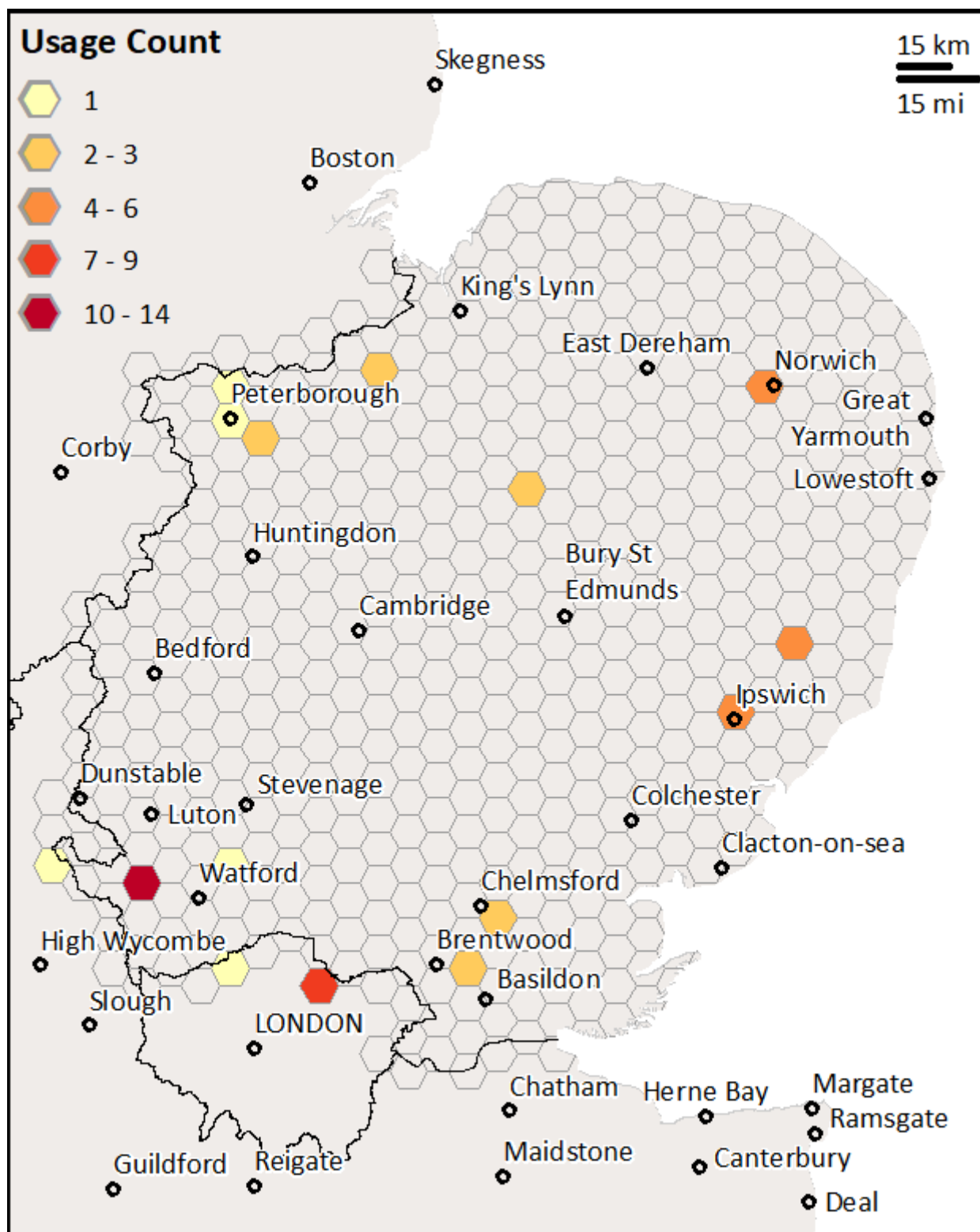
Table 12. General search criteria from users located in the West Midlands – All searches, October 2021

West Midlands	111
Birmingham	25
Family and Communities - Support Groups and Emotional Support	5
Family and Communities - GPs	3
Mental Wellbeing - Accessing Support	2
Family and Communities - Support for Carers	2
Housing - Homelessness	2
Physical Health - Drug and Alcohol Services	1
Employment - Job Seeking	1
Physical Health - Healthcare Services	1
Finances - Benefits	1
National Charities/Organisations - Combat Stress	1
Employment - Education and Training	1
Physical Health - GPs	1
Family and Communities - Drug and Alcohol Services	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Malvern Hills	10
Mental Wellbeing - Accessing Support	8
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Stoke-on-Trent	9
Physical Health - Home and Mobility Aids	3
Housing - Supported Living	2
Housing - Independent Living	1
Employment - Self Employment	1
Employment - Education and Training	1
Finances - Benefits	1
Telford and Wrekin	7
Employment - Education and Training	2
Physical Health - GPs	1
Finances - Pensions and Compensation	1
Employment - Self Employment	1
Physical Health - Home and Mobility Aids	1
Finances - Benefits	1
Dudley	7
Housing - Homelessness	4
Employment - Job Seeking	2
Physical Health - Home and Mobility Aids	1
Warwick	6
Physical Health - Home and Mobility Aids	2
Housing - Retirement	1
Physical Health - Drug and Alcohol Services	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Specific search for an organisation	1
Lichfield	6

Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
Legal Support and Advocacy - Legal Advice	1
Tamworth	6
Finances - Pensions and Compensation	2
Employment - Volunteering	1
Mental Wellbeing - Accessing Support	1
Finances - Financial Services	1
Finances - Grants	1
Wolverhampton	5
Mental Wellbeing - Support Groups and Emotional Support	1
COVID19 Local Support - West Midlands	1
Physical Health - Healthcare Services	1
Finances - Pensions and Compensation	1
Housing - Independent Living	1
Worcester	5
Specific search for an organisation	3
Mental Wellbeing - GPs	2
Solihull	5
Specific search for an organisation	2
Mental Wellbeing - Accessing Support	2
Finances - Financial Services	1
Shropshire	3
Employment - Self Employment	2
Legal Support and Advocacy - Legal Aid	1
Herefordshire, County of	3
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Sports	1
Specific search for an organisation	1
Coventry	3
Employment - Support for Offenders	1
Housing - Retirement	1
Finances - Pensions and Compensation	1
Wychavon	3
Finances - Grants	2
Mental Wellbeing - Accessing Support	1
Staffordshire Moorlands	2
Housing - Housing Advice and Support	2
Sandwell	2
Housing - Homelessness	1
Employment - Support for Offenders	1
Walsall	2
Housing - Homelessness	2
Cannock Chase	1
Employment - Job Seeking	1
Stafford	1
Finances - Grants	1

East of England

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



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

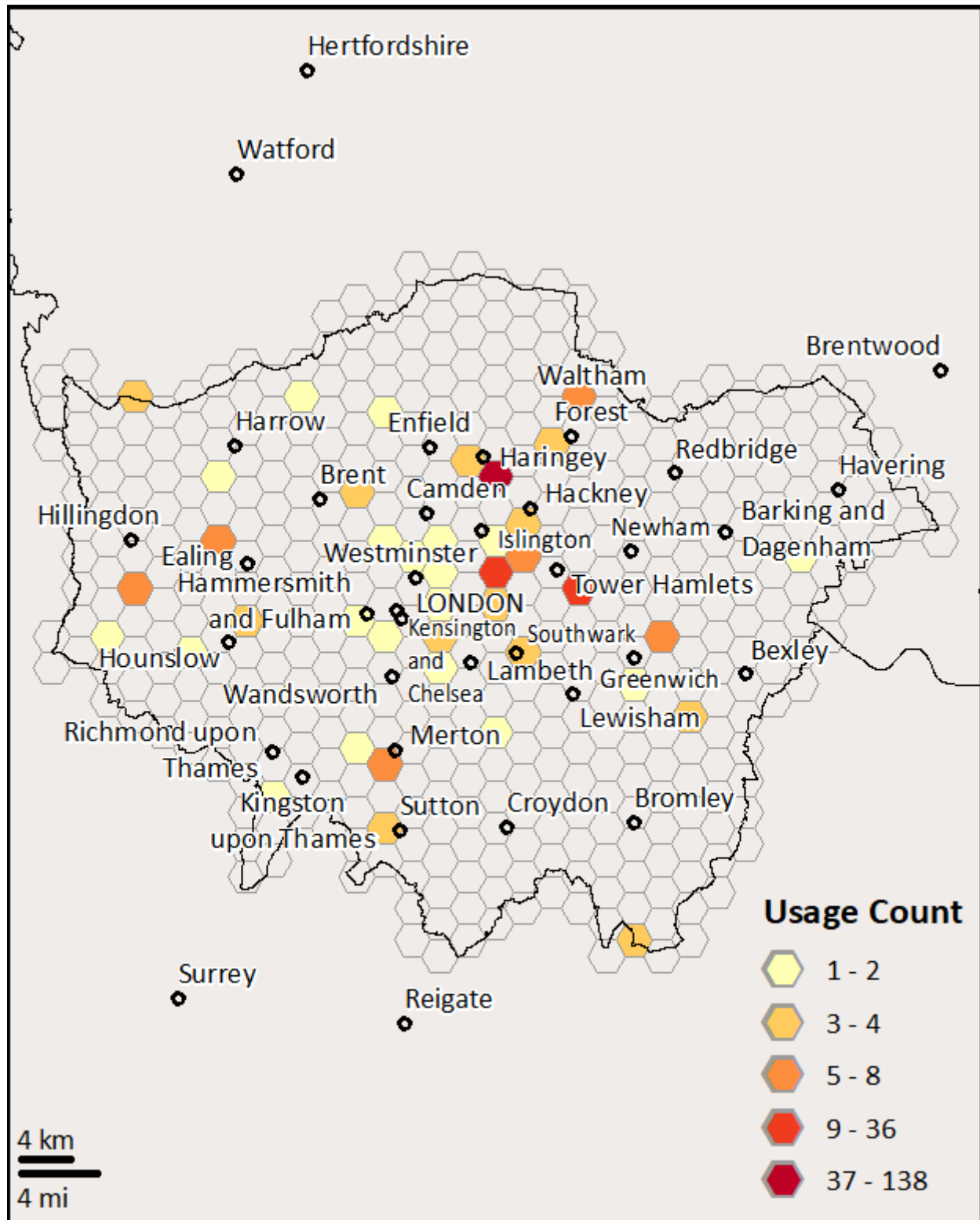
East of England	143
Dacorum	15
Family and Communities - Recreation	2
Physical Health - Home and Mobility Aids	2
Family and Communities - Support Groups and Emotional Support	2
Housing - Housing Advice and Support	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Accessing Support	1
Family and Communities - Support for Carers	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	1
Finances - Financial Services	1
Employment - Education and Training	1
Housing - Homelessness	1
Colchester	12
Employment - Job Seeking	3
Family and Communities - Recreation	3
National Charities/Organisations - SSAFA	2
Employment - Self Employment	1
Finances - Grants	1
Employment - Education and Training	1
Finances - Financial Services	1
East Cambridgeshire	12
Family and Communities - Support for Carers	3
Family and Communities - Recreation	3
Housing - Housing Advice and Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Advice	1
Finances - Grants	1
Housing - Nursing and Dementia Care	1
Norwich	11
Mental Wellbeing - Accessing Support	5
Employment - Job Seeking	3
Finances - Financial Services	2
Legal Support and Advocacy - Legal Advice	1
Huntingdonshire	9
Mental Wellbeing - Drug and Alcohol Services	4
Housing - Homelessness	2
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Accessing Support	1
Maldon	8
COVID19 Local Support - East of England	5
Employment - Job Seeking	3
South Norfolk	7
Family and Communities - Support for Carers	2
Legal Support and Advocacy - Legal Advice	1

Finances - Grants	1
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Recreation	1
Finances - Financial Services	1
Waveney	7
Employment - Self Employment	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Treatment	1
Housing - Retirement	1
Chelmsford	6
Finances - Pensions and Compensation	3
Family and Communities - Recreation	3
North Hertfordshire	6
Employment - Volunteering	2
Mental Wellbeing - Bereavement	2
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Hertsmere	5
Housing - Eviction and Repossession	2
Family and Communities - Support for Carers	2
Employment - Job Seeking	1
Suffolk Coastal	4
Employment - Education and Training	4
Central Bedfordshire	4
Mental Wellbeing - Bereavement	4
Basildon	4
Housing - Housing Advice and Support	3
Mental Wellbeing - Accessing Support	1
Ipswich	4
Housing - Housing Advice and Support	3
Housing - Homelessness	1
Southend-on-Sea	3
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Harlow	3
Employment - Education and Training	1
Finances - Grants	1
Employment - Job Seeking	1
Fenland	3
Housing - Supported Living	2
National Charities/Organisations - SSAFA	1
Bedford	3
COVID19 Local Support - East of England	1
Physical Health - Healthcare Services	1
Employment - Job Seeking	1
Forest Heath	3
Employment - Job Seeking	3
Luton	3
Family and Communities - Bereavement	1
Physical Health - GPs	1

Housing - Supported Living	1
St Edmundsbury	2
Employment - Job Seeking	2
Babergh	2
Employment - Self Employment	1
Employment - Job Seeking	1
South Cambridgeshire	2
Physical Health - Healthcare Services	1
Mental Wellbeing - Treatment	1
Welwyn Hatfield	1
Employment - Job Seeking	1
Watford	1
Housing - Housing Advice and Support	1
Thurrock	1
Housing - Homelessness	1
Peterborough	1
Mental Wellbeing - Drug and Alcohol Services	1
Tendring	1
Finances - Benefits	1

London

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



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

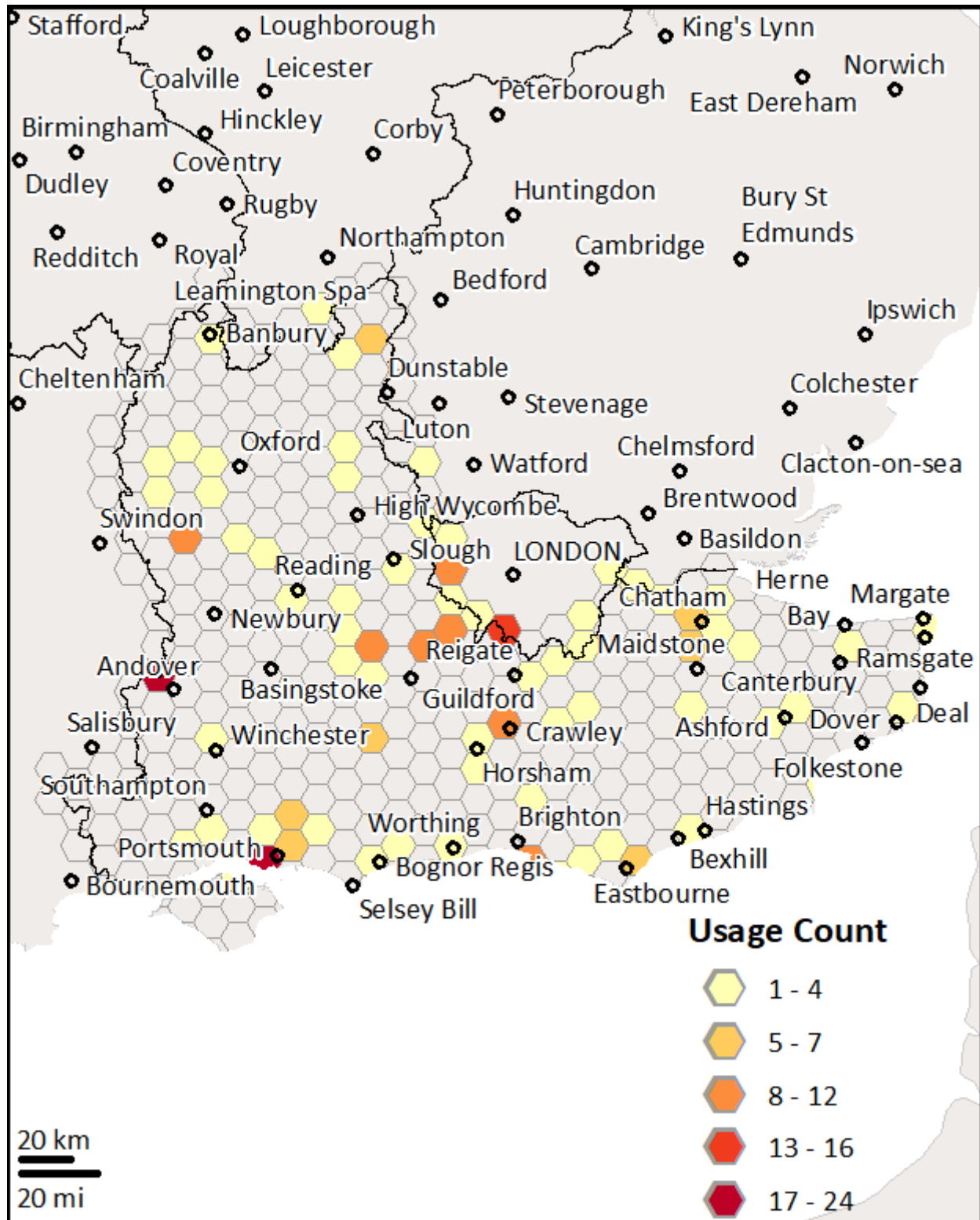
London	297
Hackney	142
Specific search for an organisation	128
Mental Wellbeing - Accessing Support	3
Employment - Education and Training	3
Mental Wellbeing - Drug and Alcohol Services	2
Employment - Support for Offenders	2
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Finances - Grants	1
Legal Support and Advocacy - Support for the Gurkha Community	1
City of London	36
Housing - Homelessness	7
Family and Communities - Recreation	4
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Transition	3
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	2
Employment - Education and Training	2
Family and Communities - Support Groups and Emotional Support	2
National Charities/Organisations - British Red Cross	1
Family and Communities - Support for Carers	1
Housing - Nursing and Dementia Care	1
COVID19 Local Support - North East	1
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Bereavement	1
Physical Health - Limb Loss	1
Housing - Housing Advice and Support	1
Physical Health - Sports	1
Finances - Benefits	1
Finances - Money and Debt Advice	1
Tower Hamlets	27
Housing - Homelessness	9
Specific search for an organisation	7
Employment - Job Seeking	3
Legal Support and Advocacy - Legal Advice	3
Mental Wellbeing - Accessing Support	2
Finances - Benefits	1
Physical Health - Support Groups and Emotional Support	1
Employment - Education and Training	1
Hillingdon	12
Mental Wellbeing - Support Groups and Emotional Support	6
Housing - Housing Advice and Support	1
Employment - Job Seeking	1
Family and Communities - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
Finances - Benefits	1
Finances - Pensions and Compensation	1

Merton	9
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
National Charities/Organisations - Help for Heroes	1
Employment - Education and Training	1
Finances - Grants	1
Physical Health - Rehabilitation and Recovery	1
Finances - Support for the Gurkha Community	1
Legal Support and Advocacy - Legal Advice	1
Waltham Forest	9
Legal Support and Advocacy - Legal Advice	4
Specific search for an organisation	3
Legal Support and Advocacy - Legal Aid	2
Ealing	8
Employment - Education and Training	6
Finances - Financial Services	2
Greenwich	7
Housing - Housing Advice and Support	5
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Southwark	6
Finances - Grants	3
Housing - Homelessness	2
Housing - Housing Advice and Support	1
Sutton	4
COVID19 Local Support - South West	4
Hounslow	4
Mental Wellbeing - Support Groups and Emotional Support	3
Finances - Grants	1
Haringey	4
Mental Wellbeing - Accessing Support	4
Brent	4
Specific search for an organisation	1
Housing - Independent Living	1
Finances - Benefits	1
Finances - Grants	1
Bexley	3
Finances - Grants	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Bromley	3
Family and Communities - Support Groups and Emotional Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Westminster	3
Housing - Homelessness	1
Physical Health - GPs	1
National Charities/Organisations - SSAFA	1
Wandsworth	3
Mental Wellbeing - Accessing Support	3
Islington	2

Specific search for an organisation	1
Mental Wellbeing - Sports	1
Croydon	2
Finances - Grants	2
Hammersmith and Fulham	2
Physical Health - End of Life Care	1
Employment - Education and Training	1
Barnet	2
Physical Health - Support Groups and Emotional Support	1
Physical Health - Sports	1
Camden	1
Housing - Independent Living	1
Havering	1
Employment - Volunteering	1
Kingston upon Thames	1
Housing - Housing Advice and Support	1
Lambeth	1
Legal Support and Advocacy - Legal Advice	1
Harrow	1
Finances - Grants	1

South East

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



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

South East	269
Test Valley	23
Employment - Education and Training	7
Housing - Homelessness	3
Mental Wellbeing - Accessing Support	2
Finances - Money and Debt Advice	2
National Charities/Organisations - Help for Heroes	2
Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	2
Finances - Benefits	1
Housing - Independent Living	1
National Charities/Organisations - ASDIC Drop In Centres	1
Medway	16
Employment - Job Seeking	5
Finances - Pensions and Compensation	3
National Charities/Organisations - SSAFA	2
Employment - Support for Offenders	2
Physical Health - GPs	1
Employment - Volunteering	1
Physical Health - Healthcare Services	1
Finances - Money and Debt Advice	1
Gosport	16
Employment - Job Seeking	3
Housing - Homelessness	2
Finances - Grants	1
Mental Wellbeing - Sports	1
Employment - Education and Training	1
Employment - Volunteering	1
Finances - Money and Debt Advice	1
Family and Communities - Drug and Alcohol Services	1
Housing - Supported Living	1
Family and Communities - Support for the Gurkha Community	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Benefits	1
Finances - Financial Services	1
Reigate and Banstead	15
Family and Communities - Recreation	5
Finances - Benefits	2
Family and Communities - Support Groups and Emotional Support	2
Housing - Retirement	1
Employment - Self Employment	1
Housing - Homelessness	1
Employment - Volunteering	1
Employment - Job Seeking	1
COVID19 Local Support - Wales	1
Vale of White Horse	15
Employment - Education and Training	4

Housing - Homelessness	2
Mental Wellbeing - Sports	2
Finances - Financial Services	2
Housing - Independent Living	1
Employment - Job Seeking	1
Finances - Benefits	1
Finances - Pensions and Compensation	1
Finances - Money and Debt Advice	1
Portsmouth	14
Employment - Education and Training	3
Specific search for an organisation	2
Finances - Money and Debt Advice	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Respite Care (Day Care and Respite)	1
Housing - Homelessness	1
Mental Wellbeing - Treatment	1
National Charities/Organisations - ASDIC Drop In Centres	1
Employment - Transition	1
Housing - Independent Living	1
Housing - Nursing and Dementia Care	1
Woking	12
Mental Wellbeing - Accessing Support	10
Employment - Self Employment	1
Finances - Grants	1
Rushmoor	10
Employment - Volunteering	2
Employment - Job Seeking	2
Housing - Housing Advice and Support	2
Mental Wellbeing - Treatment	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Accessing Support	1
Brighton and Hove	9
Employment - Support for Offenders	5
Employment - Education and Training	2
Employment - Self Employment	1
Employment - Job Seeking	1
Crawley	9
COVID19 Local Support - South East	3
Mental Wellbeing - Treatment	2
Mental Wellbeing - GPs	1
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Sports	1
Mental Wellbeing - Accessing Support	1
Milton Keynes	9
Physical Health - Healthcare Services	3
Housing - Eviction and Repossession	2
Physical Health - Nursing and Dementia Care	1
Finances - Grants	1
COVID19 Local Support - East Midlands	1

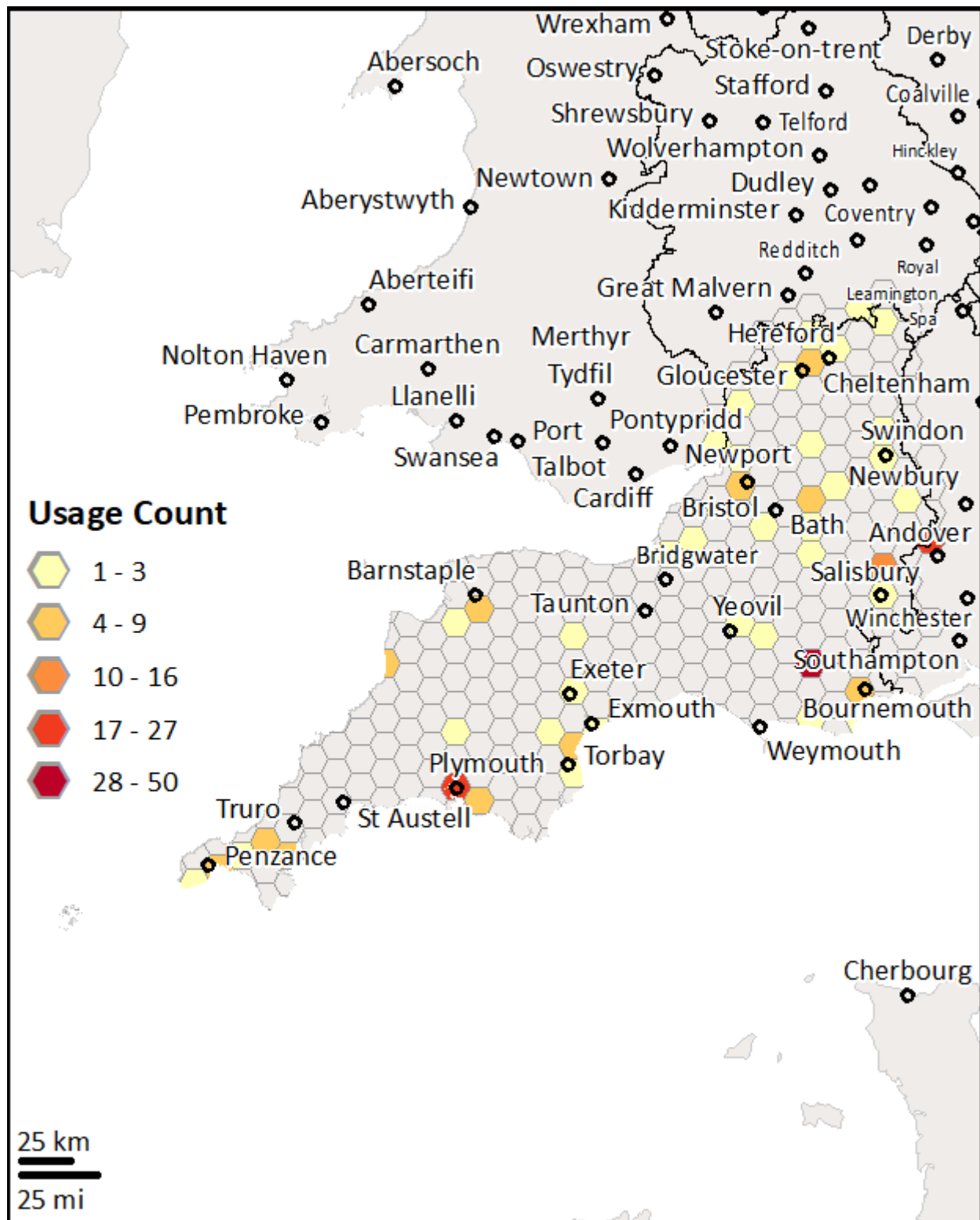
Housing - Independent Living	1
Elmbridge	8
Specific search for an organisation	8
Eastbourne	7
Physical Health - Home and Mobility Aids	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - GPs	1
National Charities/Organisations - Mind	1
Employment - Volunteering	1
Physical Health - Drug and Alcohol Services	1
Ashford	7
Employment - Job Seeking	3
Physical Health - GPs	1
Finances - Money and Debt Advice	1
Employment - Education and Training	1
COVID19 Local Support - North East	1
Waverley	7
Mental Wellbeing - Accessing Support	5
Mental Wellbeing - Support Groups and Emotional Support	2
Havant	6
Employment - Education and Training	2
Finances - Pensions and Compensation	2
Family and Communities - Drug and Alcohol Services	2
Lewes	6
Legal Support and Advocacy - Legal Advice	2
Physical Health - GPs	1
Physical Health - Blind Veterans	1
Finances - Grants	1
Mental Wellbeing - Support Groups and Emotional Support	1
Fareham	5
Employment - Job Seeking	2
Finances - Pensions and Compensation	1
Mental Wellbeing - GPs	1
Employment - Self Employment	1
South Oxfordshire	5
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
National Charities/Organisations - Help for Heroes	1
Finances - Benefits	1
Finances - Grants	1
Mid Sussex	5
National Charities/Organisations - SSAFA	1
Family and Communities - Bereavement	1
Physical Health - Sports	1
Mental Wellbeing - Drug and Alcohol Services	1
National Charities/Organisations - Royal British Legion	1
Arun	5
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
National Charities/Organisations - Help for Heroes	1

Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	1
East Hampshire	4
Housing - Housing Advice and Support	2
Housing - Retirement	1
Finances - Pensions and Compensation	1
Cherwell	4
Employment - Job Seeking	3
Physical Health - GPs	1
Horsham	3
Finances - Financial Services	1
Physical Health - Home and Mobility Aids	1
Finances - Money and Debt Advice	1
Thanet	3
Employment - Job Seeking	2
Physical Health - Rehabilitation and Recovery	1
Tandridge	3
Physical Health - Healthcare Services	3
Reading	3
Employment - Education and Training	3
Tunbridge Wells	3
Physical Health - Home and Mobility Aids	3
Wokingham	3
Finances - Financial Services	1
Physical Health - Drug and Alcohol Services	1
Mental Wellbeing - Drug and Alcohol Services	1
Dover	3
Finances - Benefits	2
Finances - Pensions and Compensation	1
Isle of Wight	3
COVID19 Local Support - South East	1
Legal Support and Advocacy - Legal Advice	1
Employment - Volunteering	1
Spelthorne	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Treatment	1
West Oxfordshire	2
Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
Chichester	2
Employment - Education and Training	2
Wealden	2
Finances - Grants	2
Sevenoaks	1
Mental Wellbeing - Support Groups and Emotional Support	1
Windsor and Maidenhead	1
Finances - Benefits	1
Hastings	1
Housing - Supported Living	1
Wycombe	1

Employment - Job Seeking	1
Slough	1
Employment - Volunteering	1
Surrey Heath	1
Physical Health - Home and Mobility Aids	1
Bracknell Forest	1
Physical Health - GPs	1
Chiltern	1
Employment - Job Seeking	1
Gravesham	1
Employment - Education and Training	1
Shepway	1
Employment - Job Seeking	1
Swale	1
National Charities/Organisations - Help for Heroes	1
Winchester	1
Specific search for an organisation	1
Oxford	1
National Charities/Organisations - Royal British Legion	1
Aylesbury Vale	1
Housing - Independent Living	1
Hart	1
Physical Health - Sports	1
Worthing	1
Finances - Pensions and Compensation	1
Canterbury	1
Housing - Independent Living	1
Tonbridge and Malling	1
Finances - Grants	1
New Forest	1
Finances - Pensions and Compensation	1

South West

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



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

South West	199
North Dorset	50
Mental Wellbeing - Accessing Support	6
Family and Communities - Support Groups and Emotional Support	5
Employment - Support for Offenders	4
Finances - Benefits	3
Employment - Transition	3
Housing - Homelessness	3
Physical Health - Support Groups and Emotional Support	2
Finances - Pensions and Compensation	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Finances - Financial Services	2
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Eviction and Repossession	1
National Charities/Organisations - ASDIC Drop In Centres	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Bereavement	1
National Charities/Organisations - Mind	1
Family and Communities - Drug and Alcohol Services	1
National Charities/Organisations - Samaritans Branches	1
National Charities/Organisations - Help for Heroes	1
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support for Carers	1
National Charities/Organisations - Shelter	1
Housing - Supported Living	1
Employment - Self Employment	1
Legal Support and Advocacy - Legal Advice	1
Housing - Housing Advice and Support	1
Wiltshire	32
Housing - Homelessness	9
Employment - Job Seeking	5
Housing - Housing Advice and Support	4
Employment - Education and Training	3
Finances - Pensions and Compensation	2
Physical Health - Sports	1
Finances - Money and Debt Advice	1
Employment - Transition	1
Mental Wellbeing - Bereavement	1
Employment - Volunteering	1
Physical Health - GPs	1
Family and Communities - Support for Carers	1
COVID19 Local Support - North West	1
Finances - Financial Services	1
Plymouth	31
Employment - Education and Training	5
Physical Health - Sports	4

Legal Support and Advocacy - Legal Advice	4
Employment - Job Seeking	4
Mental Wellbeing - Treatment	3
Employment - Self Employment	2
Housing - Independent Living	2
Employment - Transition	1
Physical Health - End of Life Care	1
National Charities/Organisations - Help for Heroes	1
Legal Support and Advocacy - Legal Advocacy	1
COVID19 Local Support - South West	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Homelessness	1
Cornwall	21
Housing - Homelessness	6
Housing - Housing Advice and Support	2
Mental Wellbeing - Treatment	2
Employment - Job Seeking	2
Employment - Education and Training	1
Employment - Volunteering	1
Housing - Eviction and Repossession	1
Family and Communities - Bereavement	1
Mental Wellbeing - Sports	1
Family and Communities - Support for Carers	1
Physical Health - Support Groups and Emotional Support	1
Finances - Benefits	1
Finances - Grants	1
Bristol, City of	9
Housing - Housing Advice and Support	4
COVID19 Local Support - South West	2
National Charities/Organisations - ASDIC Drop In Centres	2
Mental Wellbeing - Accessing Support	1
Teignbridge	7
Mental Wellbeing - Drug and Alcohol Services	2
Specific search for an organisation	2
Mental Wellbeing - Accessing Support	2
Employment - Volunteering	1
North Devon	6
Physical Health - Nursing and Dementia Care	4
Housing - Nursing and Dementia Care	1
National Charities/Organisations - Royal British Legion	1
Swindon	5
Housing - Eviction and Repossession	2
Family and Communities - Bereavement	1
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Housing Advice and Support	1
Gloucester	5
Employment - Education and Training	3
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Recreation	1
Bournemouth	4

Family and Communities - Support Groups and Emotional Support	2
Housing - Housing Advice and Support	1
Employment - Education and Training	1
Purbeck	3
Employment - Job Seeking	2
Finances - Pensions and Compensation	1
East Devon	3
Mental Wellbeing - Support Groups and Emotional Support	3
Sedgemoor	3
Finances - Financial Services	2
Employment - Job Seeking	1
Cotswold	3
Finances - Pensions and Compensation	2
Employment - Job Seeking	1
Torridge	3
National Charities/Organisations - British Red Cross	1
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - SSAFA	1
Cheltenham	2
Housing - Housing Advice and Support	1
Family and Communities - Support Groups and Emotional Support	1
Torbay	2
Mental Wellbeing - Bereavement	1
Housing - Supported Living	1
Exeter	2
Physical Health - Home and Mobility Aids	1
Finances - Benefits	1
South Gloucestershire	2
Mental Wellbeing - Accessing Support	2
West Devon	1
Legal Support and Advocacy - Legal Advice	1
Mid Devon	1
Physical Health - Sports	1
West Dorset	1
Housing - Homelessness	1
South Somerset	1
Mental Wellbeing - Accessing Support	1
Forest of Dean	1
Finances - Financial Services	1
Bath and North East Somerset	1
Housing - Housing Advice and Support	1

Usage of the Veterans' Gateway Online Directory

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

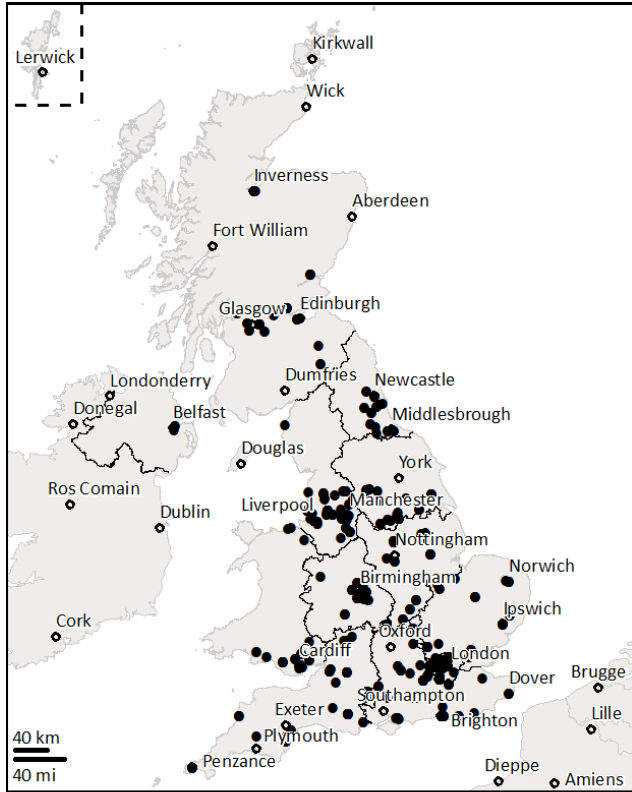
Search Criteria	Search Count	Search Percentage
Specific search for an organisation	168	21.11%
Mental Wellbeing	160	20.10%
Housing	127	15.95%
Employment	111	13.94%
Family and Communities	80	10.05%
Finances	51	6.41%
Physical Health	41	5.15%
National Charities/Organisations	24	3.02%
COVID19 Local Support	18	2.26%
Legal Support and Advocacy	16	2.01%
Total	796	100%

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

Search Criteria	Search Count	Search Percentage
Specific search for an organisation	168	21.11%
Mental Wellbeing - Accessing Support	85	10.68%
Housing - Homelessness	74	9.30%
Mental Wellbeing - Support Groups and Emotional Support	45	5.65%
Employment - Job Seeking	43	5.40%
Employment - Education and Training	39	4.90%
Housing - Housing Advice and Support	31	3.89%
Family and Communities - Support Groups and Emotional Support	28	3.52%
Family and Communities - Recreation	22	2.76%
Mental Wellbeing - Drug and Alcohol Services	17	2.14%
Finances - Benefits	15	1.88%
Employment - Support for Offenders	14	1.76%
Finances - Grants	14	1.76%
Family and Communities - Support for Carers	12	1.51%
Legal Support and Advocacy - Legal Advice	12	1.51%
Housing - Supported Living	10	1.26%
Finances - Financial Services	9	1.13%
Finances - Money and Debt Advice	9	1.13%
Physical Health - Support Groups and Emotional Support	8	1.01%
Housing - Independent Living	8	1.01%
Physical Health - Healthcare Services	8	1.01%
Employment - Transition	8	1.01%
Family and Communities - Bereavement	7	0.88%
Family and Communities - Drug and Alcohol Services	7	0.88%
Mental Wellbeing - Treatment	6	0.75%
Physical Health - GPs	6	0.75%
Physical Health - Drug and Alcohol Services	5	0.63%
COVID19 Local Support - South West	5	0.63%
Mental Wellbeing - Sports	5	0.63%
National Charities/Organisations - ASDIC Drop In Centres	5	0.63%
Employment - Self Employment	4	0.50%
Physical Health - Rehabilitation and Recovery	4	0.50%
COVID19 Local Support - East Midlands	4	0.50%
National Charities/Organisations - SSAFA	4	0.50%
National Charities/Organisations - Help for Heroes	4	0.50%
COVID19 Local Support - Yorkshire/ The Humber	4	0.50%

Search Criteria	Search Count	Search Percentage
Family and Communities - GPs	4	0.50%
Legal Support and Advocacy - Legal Aid	3	0.38%
National Charities/Organisations - Armed Forces Covenant Fund Trust	3	0.38%
Physical Health - Nursing and Dementia Care	3	0.38%
Finances - Pensions and Compensation	3	0.38%
Employment - Volunteering	3	0.38%
Mental Wellbeing - Bereavement	2	0.25%
Physical Health - Home and Mobility Aids	2	0.25%
National Charities/Organisations - Blesma	2	0.25%
National Charities/Organisations - Legion Scotland	2	0.25%
Housing - Retirement	2	0.25%
COVID19 Local Support - North East	2	0.25%
Physical Health - Sports	2	0.25%
COVID19 Local Support - Wales	2	0.25%
Physical Health - Blind Veterans	2	0.25%
Finances - Support for the Gurkha Community	1	0.13%
National Charities/Organisations - Mind	1	0.13%
COVID19 Local Support - North West	1	0.13%
Housing - Nursing and Dementia Care	1	0.13%
National Charities/Organisations - Shelter	1	0.13%
Legal Support and Advocacy - Support for the Gurkha Community	1	0.13%
National Charities/Organisations - British Red Cross	1	0.13%
Housing - Eviction and Repossession	1	0.13%
National Charities/Organisations - Samaritans Branches	1	0.13%
Physical Health - Limb Loss	1	0.13%
Total	796	100%

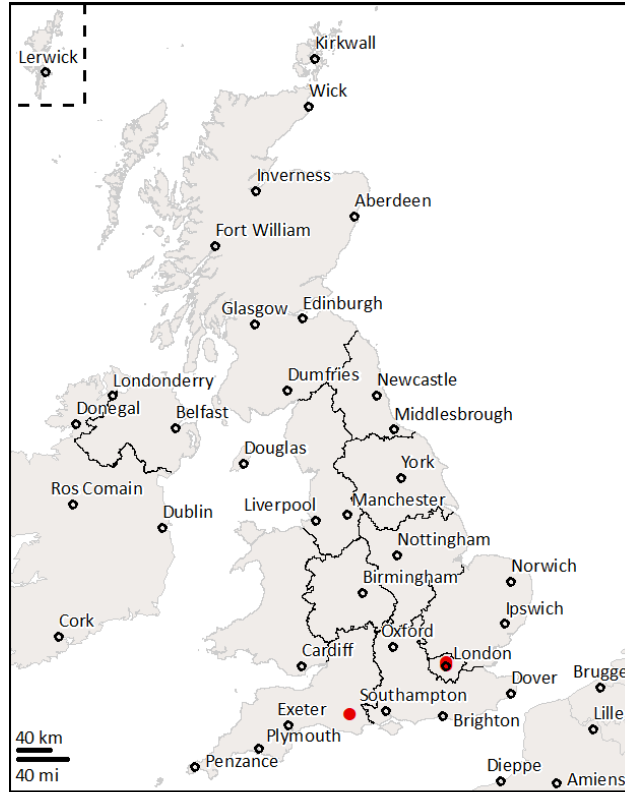
Figure 17. User locations in the UK – Veterans’ Gateway online directory, October 2021



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

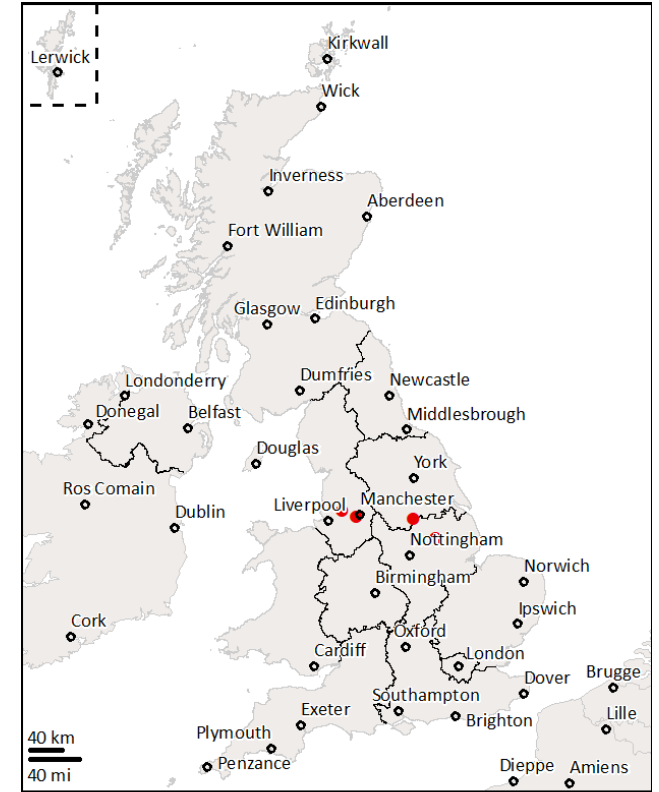
Figure 18. User hotspots in the UK – Veterans’ Gateway online directory, October 2021



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

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



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

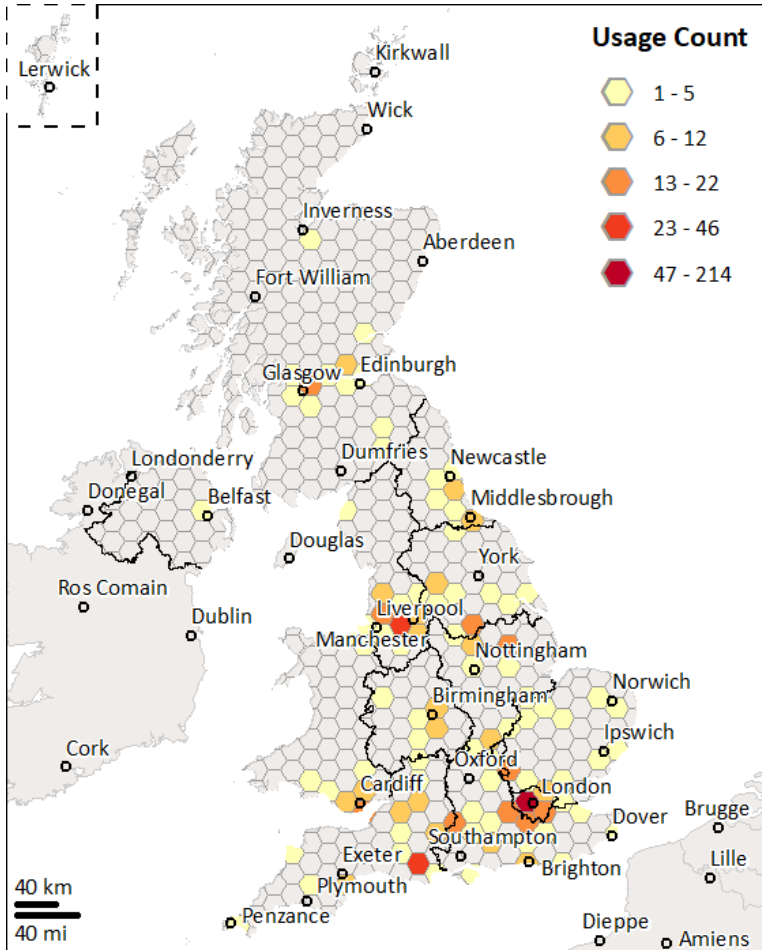
Figure 20. User locations in the UK – Veterans’ Gateway online directory, October 2021

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

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

N = 796

N = 796



Region	Usage Count	Usage Percentage
London	248	31.16%
South East	100	12.56%
South West	97	12.19%
North West	85	10.68%
Scotland	45	5.65%
East of England	43	5.40%
East Midlands	42	5.28%
Yorkshire and The Humber	40	5.03%
Wales	36	4.52%
North East	30	3.77%
West Midlands	27	3.39%
Northern Ireland	3	0.38%

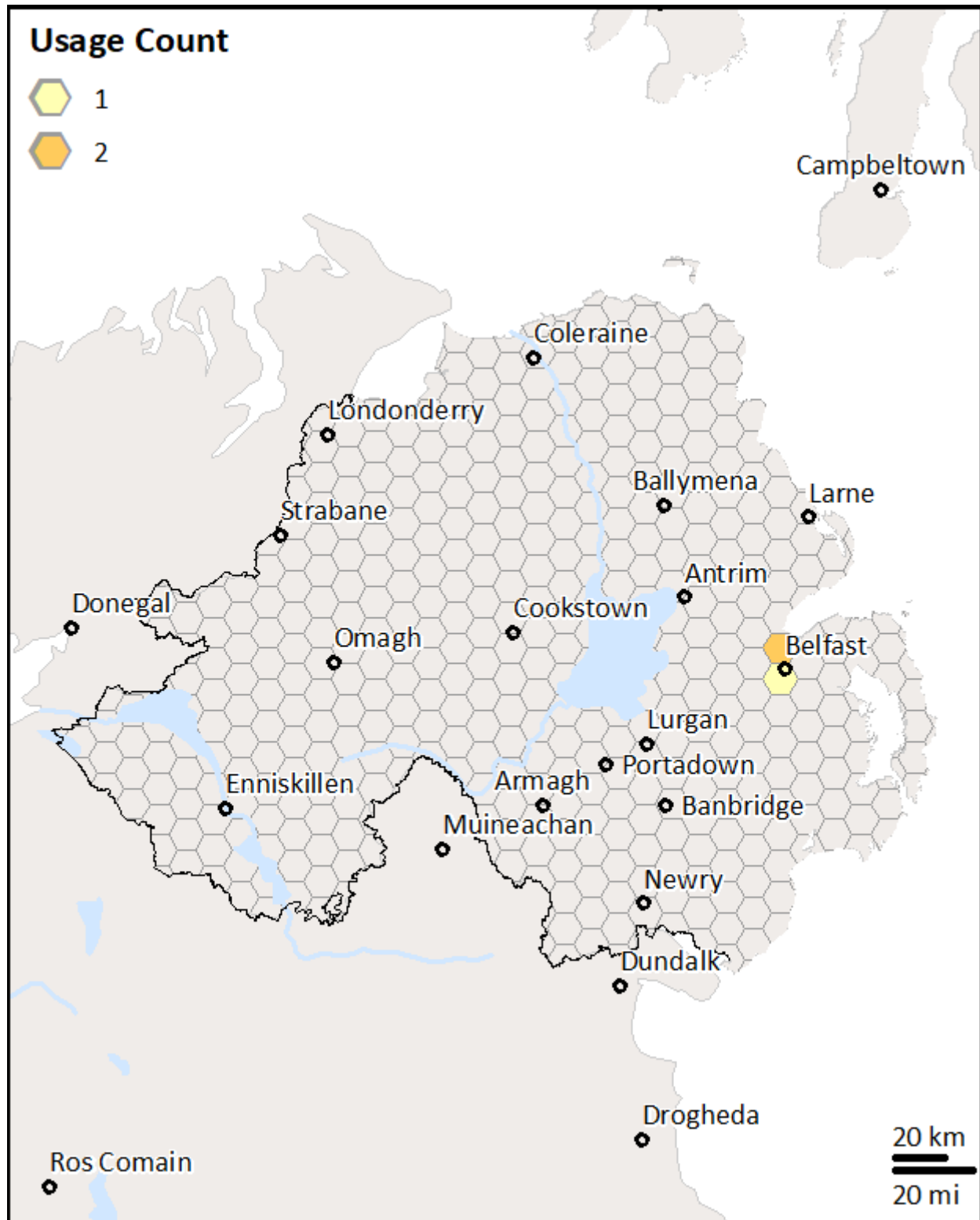
Top 20 Local Authorities	Usage Count	Usage Percentage
Hackney	142	17.84%
North Dorset	46	5.78%
City of London	35	4.40%
Trafford	29	3.64%
Tower Hamlets	23	2.89%
Test Valley	20	2.51%
Glasgow City	18	2.26%
Wigan	17	2.14%
Wiltshire	16	2.01%
Dacorum	14	1.76%
Doncaster	13	1.63%
Cardiff	13	1.63%
Birmingham	13	1.63%
Reigate and Banstead	12	1.51%
Lincoln	11	1.38%
Woking	10	1.26%
County Durham	10	1.26%
Mansfield	10	1.26%
Brighton and Hove	9	1.13%
Waltham Forest	9	1.13%

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

Northern Ireland

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



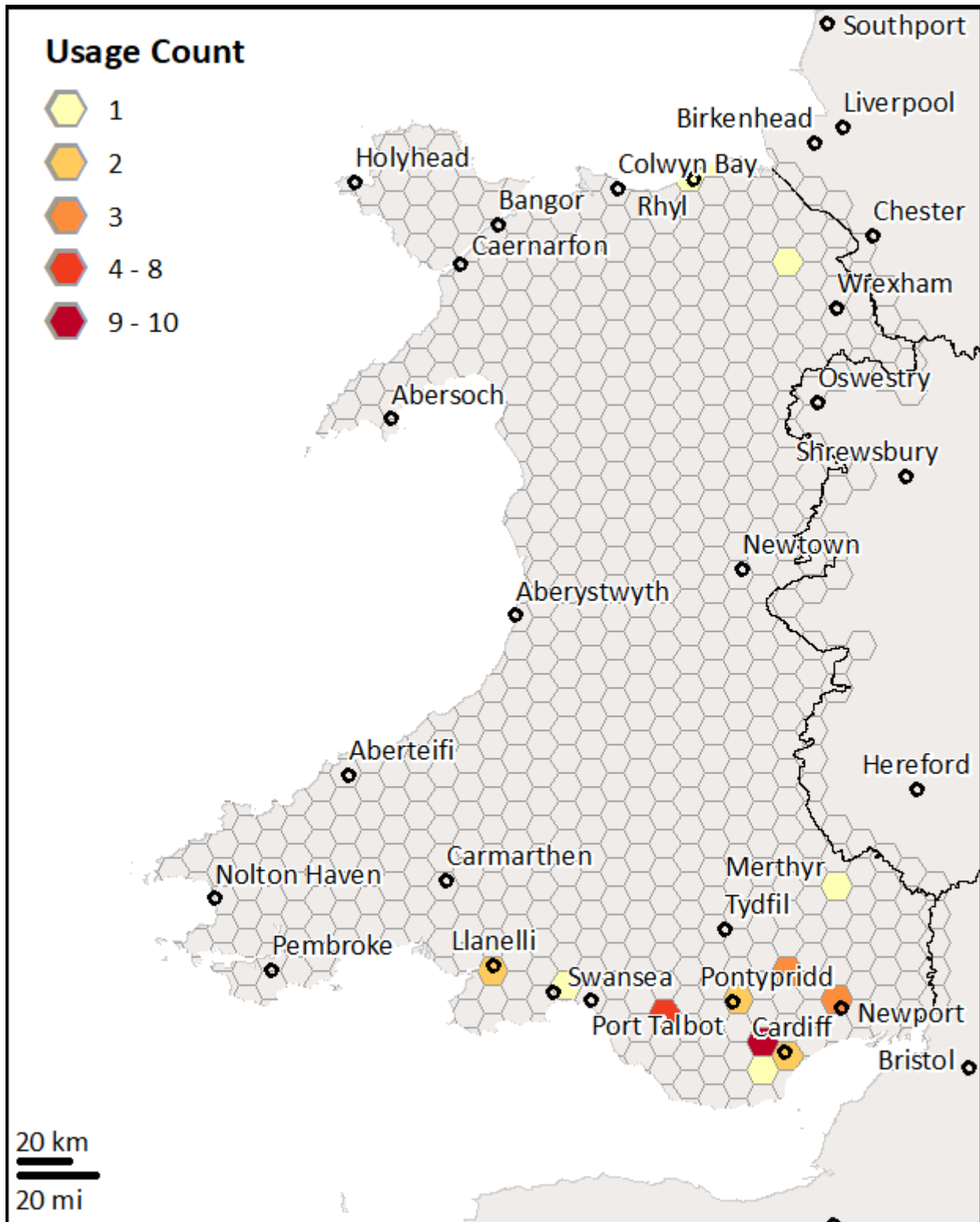
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Table 21. General search criteria from users located in Northern Ireland – Veterans’ Gateway online directory, October 2021

Northern Ireland	3
Belfast	3
Family and Communities - Bereavement	2
Finances - Grants	1

Wales

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



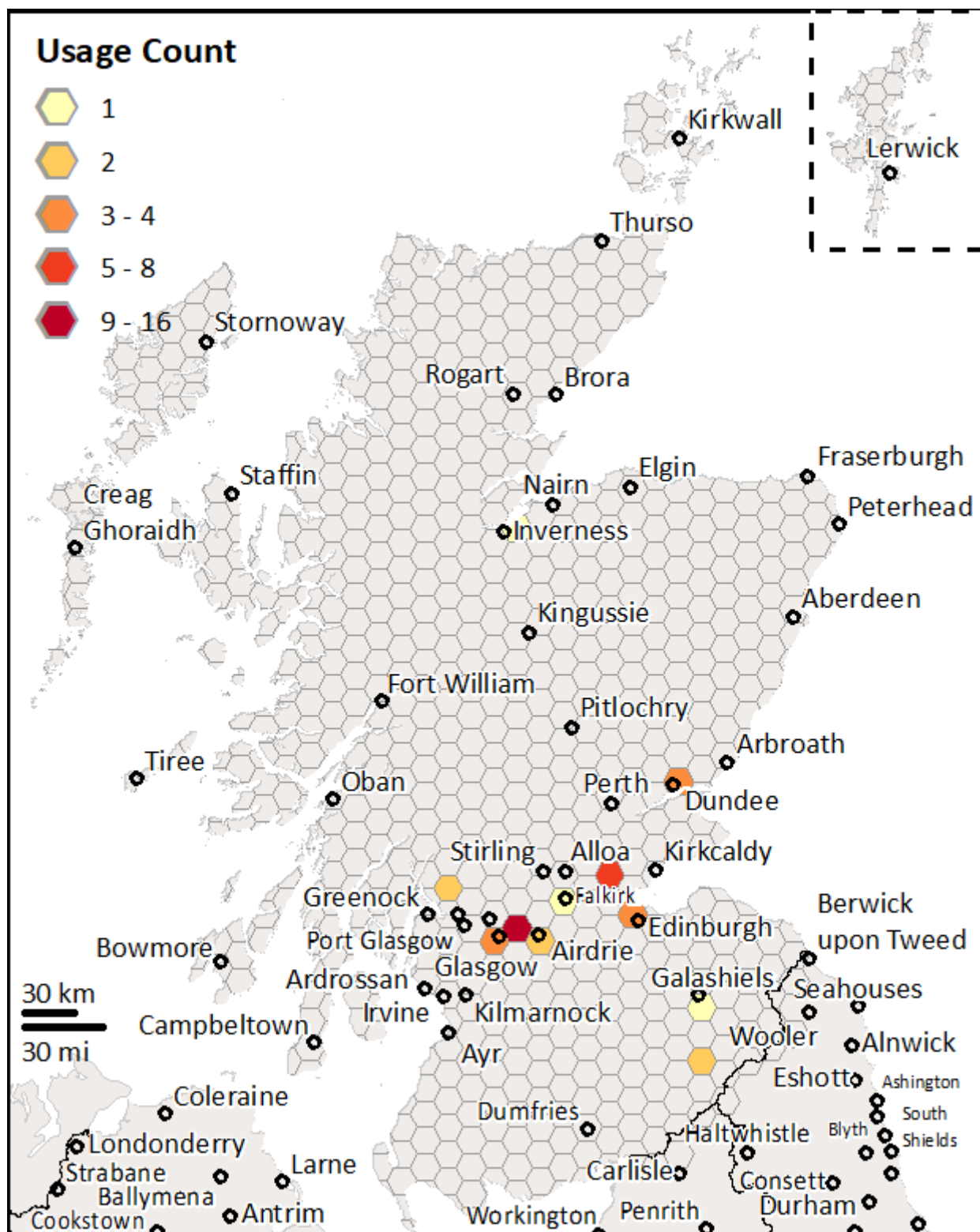
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Table 22. General search criteria from users located in Wales – Veterans’ Gateway online directory, October 2021

Wales	36
Cardiff	13
Mental Wellbeing - Support Groups and Emotional Support	5
Mental Wellbeing - Accessing Support	2
Physical Health - Sports	1
Family and Communities - Drug and Alcohol Services	1
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support for Carers	1
Employment - Self Employment	1
Housing - Homelessness	1
Bridgend	8
Housing - Housing Advice and Support	4
Physical Health - Healthcare Services	2
Housing - Homelessness	1
Mental Wellbeing - Accessing Support	1
Caerphilly	3
Mental Wellbeing - Accessing Support	2
Employment - Education and Training	1
Newport	3
Finances - Grants	3
Rhondda Cynon Taf	2
Housing - Housing Advice and Support	1
Housing - Homelessness	1
Carmarthenshire	2
Mental Wellbeing - Accessing Support	2
Denbighshire	2
Mental Wellbeing - Accessing Support	1
Housing - Housing Advice and Support	1
Flintshire	1
Employment - Job Seeking	1
Swansea	1
Housing - Retirement	1
Monmouthshire	1
COVID19 Local Support - Wales	1

Scotland

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



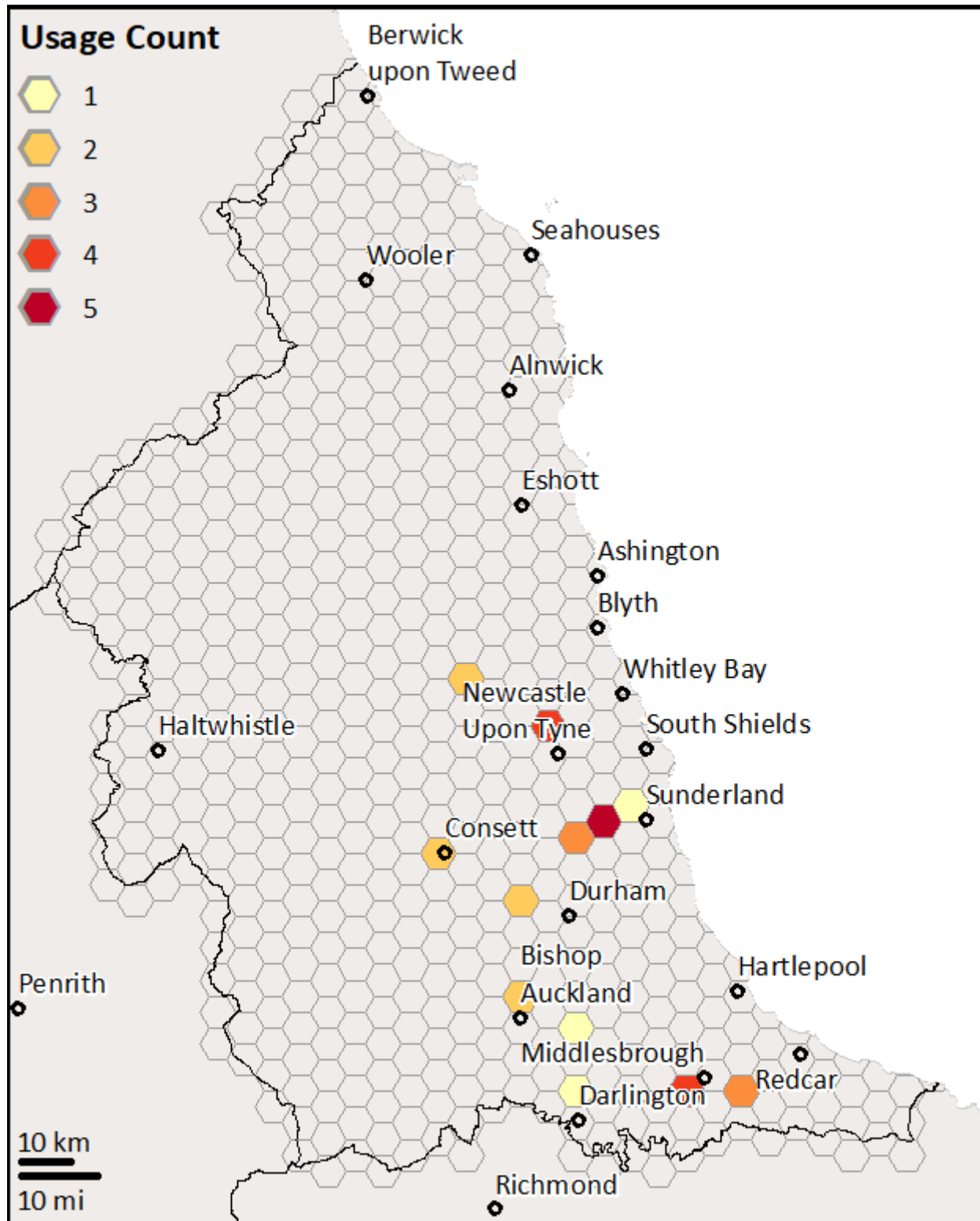
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Table 23. General search criteria from users located in Scotland – Veterans’ Gateway online directory, October 2021

Scotland	45
Glasgow City	18
Mental Wellbeing - Accessing Support	8
Mental Wellbeing - Treatment	4
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Job Seeking	2
Mental Wellbeing - Bereavement	1
Fife	8
National Charities/Organisations - Legion Scotland	2
Mental Wellbeing - Accessing Support	2
Physical Health - Blind Veterans	1
Legal Support and Advocacy - Legal Advice	1
Finances - Grants	1
Mental Wellbeing - Support Groups and Emotional Support	1
Dundee City	4
Mental Wellbeing - Accessing Support	4
Edinburgh, City of	4
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Self Employment	1
Scottish Borders	3
Finances - Money and Debt Advice	2
Mental Wellbeing - Sports	1
West Dunbartonshire	2
Family and Communities - Support Groups and Emotional Support	1
Family and Communities - Recreation	1
North Lanarkshire	2
Employment - Education and Training	2
East Renfrewshire	2
Housing - Supported Living	1
Housing - Homelessness	1
Falkirk	1
Mental Wellbeing - Drug and Alcohol Services	1
Highland	1
Housing - Housing Advice and Support	1

North East

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



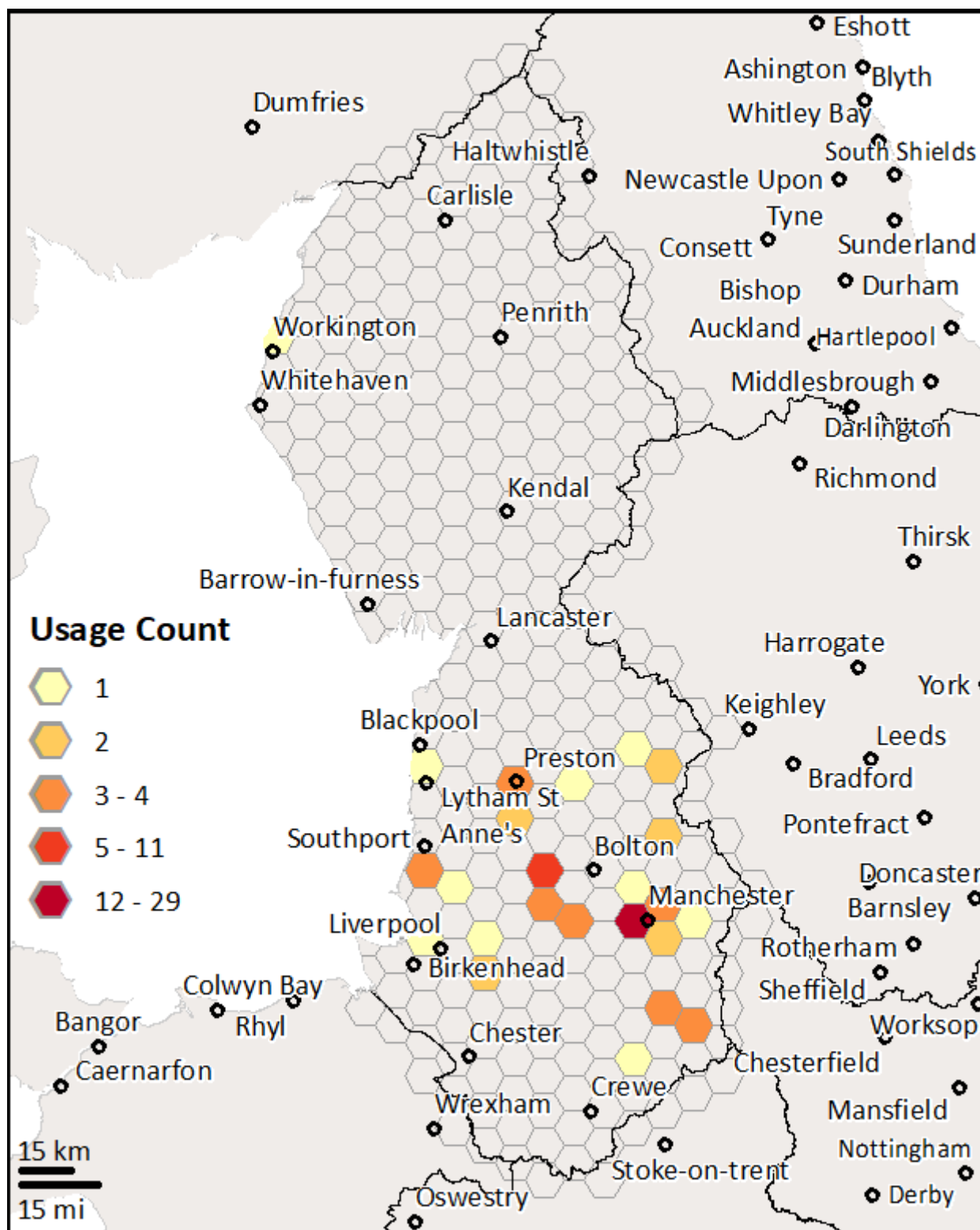
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Table 24. General search criteria from users located in the North East – Veterans’ Gateway online directory, October 2021

North East	30
County Durham	10
Employment - Job Seeking	2
Employment - Support for Offenders	2
Finances - Grants	1
Family and Communities - GPs	1
Housing - Housing Advice and Support	1
Legal Support and Advocacy - Legal Advice	1
Employment - Education and Training	1
Employment - Volunteering	1
Sunderland	6
Mental Wellbeing - Accessing Support	2
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Recreation	1
COVID19 Local Support - North East	1
Stockton-on-Tees	4
Housing - Supported Living	4
Newcastle upon Tyne	4
Mental Wellbeing - Drug and Alcohol Services	4
Middlesbrough	3
Housing - Homelessness	3
Northumberland	2
Physical Health - Nursing and Dementia Care	2
Darlington	1
Employment - Volunteering	1

North West

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



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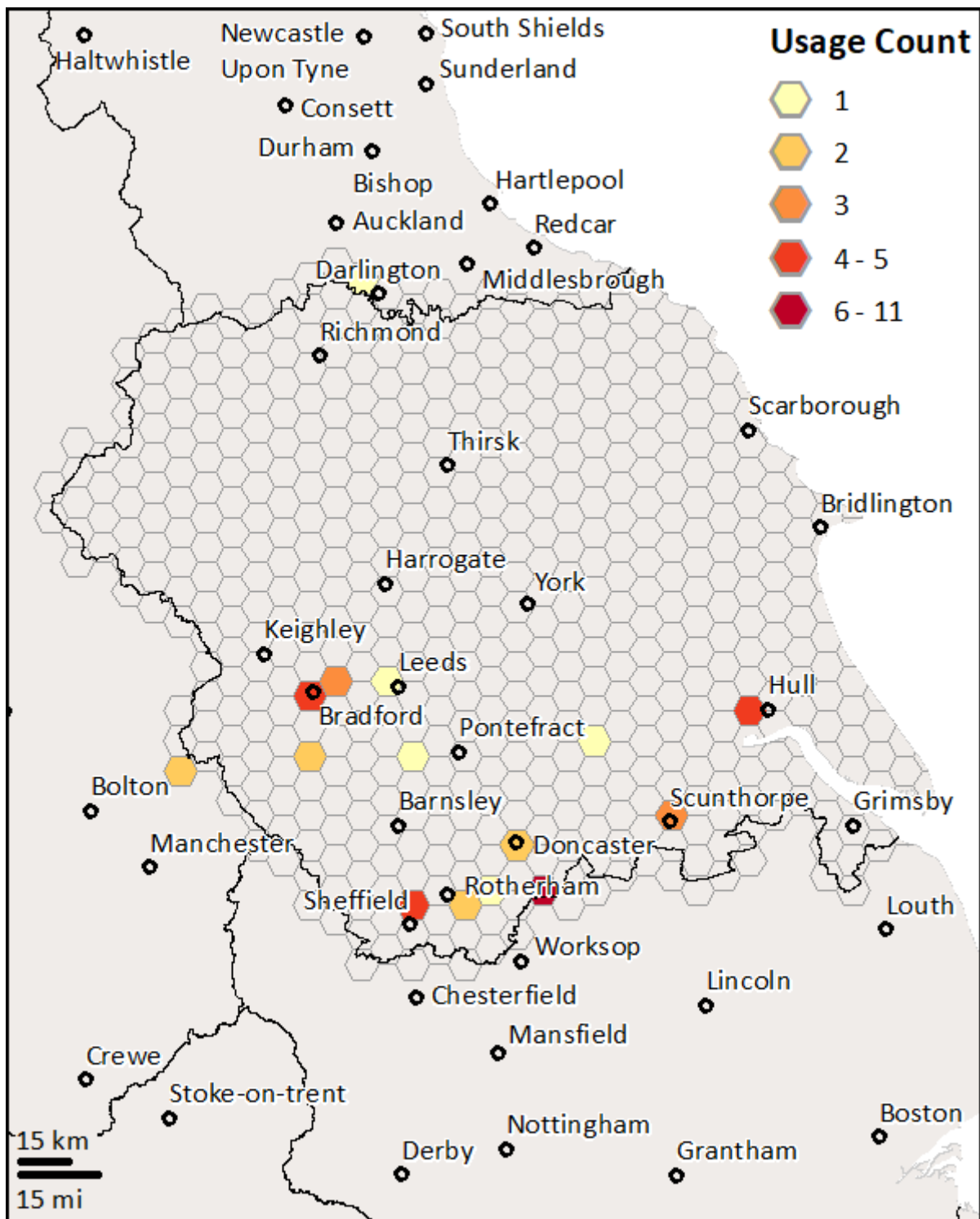
Table 25. General search criteria from users located in the North West – Veterans’ Gateway online directory, October 2021

North West	85
Trafford	29
Mental Wellbeing - Support Groups and Emotional Support	8
Family and Communities - Recreation	5
Mental Wellbeing - Accessing Support	4
Physical Health - Support Groups and Emotional Support	2
Specific search for an organisation	2
Finances - Financial Services	2
Legal Support and Advocacy - Legal Advice	2
Finances - Money and Debt Advice	2
Employment - Support for Offenders	1
Employment - Job Seeking	1
Wigan	17
Housing - Homelessness	11
National Charities/Organisations - Blesma	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Housing - Housing Advice and Support	1
National Charities/Organisations - SSAFA	1
Mental Wellbeing - Accessing Support	1
Cheshire East	9
Employment - Job Seeking	4
Housing - Homelessness	4
Housing - Independent Living	1
Sefton	6
Employment - Job Seeking	3
Mental Wellbeing - Drug and Alcohol Services	1
National Charities/Organisations - SSAFA	1
Housing - Retirement	1
Manchester	5
Finances - Grants	4
Specific search for an organisation	1
Preston	4
Specific search for an organisation	2
Employment - Job Seeking	2
Burnley	3
Employment - Education and Training	1
Physical Health - Blind Veterans	1
Mental Wellbeing - Drug and Alcohol Services	1
Rochdale	2
Housing - Independent Living	1
Family and Communities - Support for Carers	1
South Ribble	2
National Charities/Organisations - SSAFA	1
Employment - Job Seeking	1
Liverpool	2
Finances - Benefits	2
Tameside	1

Mental Wellbeing - Support Groups and Emotional Support	1
Bury	1
Housing - Independent Living	1
Blackburn with Darwen	1
Housing - Homelessness	1
Knowsley	1
Physical Health - GPs	1
Blackpool	1
Legal Support and Advocacy - Legal Advice	1
Allerdale	1
Mental Wellbeing - Accessing Support	1

Yorkshire and the Humber

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



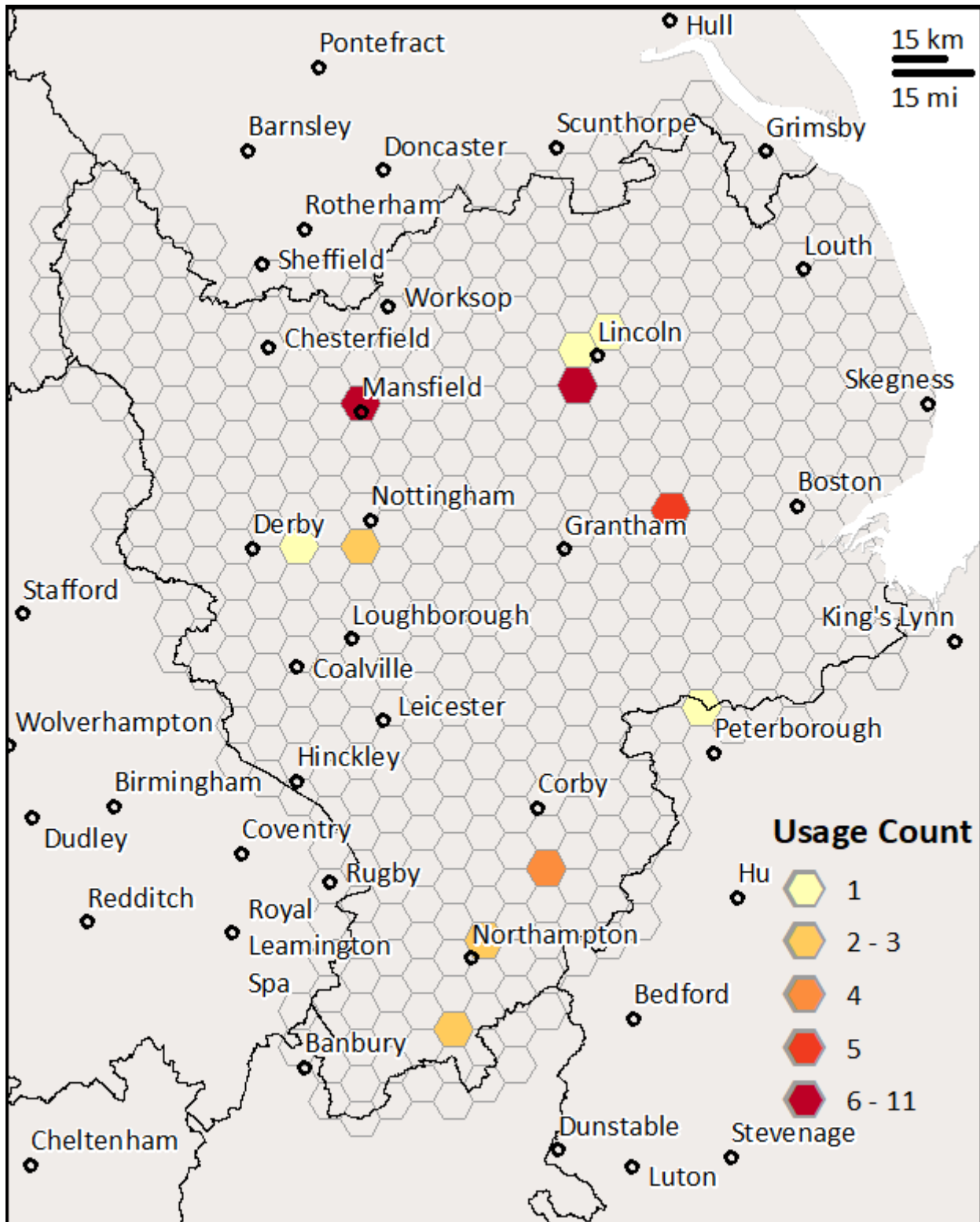
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Table 26. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway online directory, October 2021

Yorkshire and The Humber	40
Doncaster	13
Employment - Job Seeking	6
Physical Health - GPs	5
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Support for the Gurkha Community	1
Bradford	7
Family and Communities - Drug and Alcohol Services	3
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Accessing Support	1
Employment - Transition	1
Employment - Self Employment	1
Sheffield	5
Physical Health - Drug and Alcohol Services	5
Kingston upon Hull, City of	4
Specific search for an organisation	2
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Rotherham	3
COVID19 Local Support - Yorkshire/ The Humber	2
Finances - Benefits	1
North Lincolnshire	3
Employment - Job Seeking	2
Housing - Homelessness	1
Calderdale	2
Specific search for an organisation	2
East Riding of Yorkshire	1
COVID19 Local Support - North West	1
Wakefield	1
Housing - Independent Living	1
Leeds	1
Specific search for an organisation	1

East Midlands

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



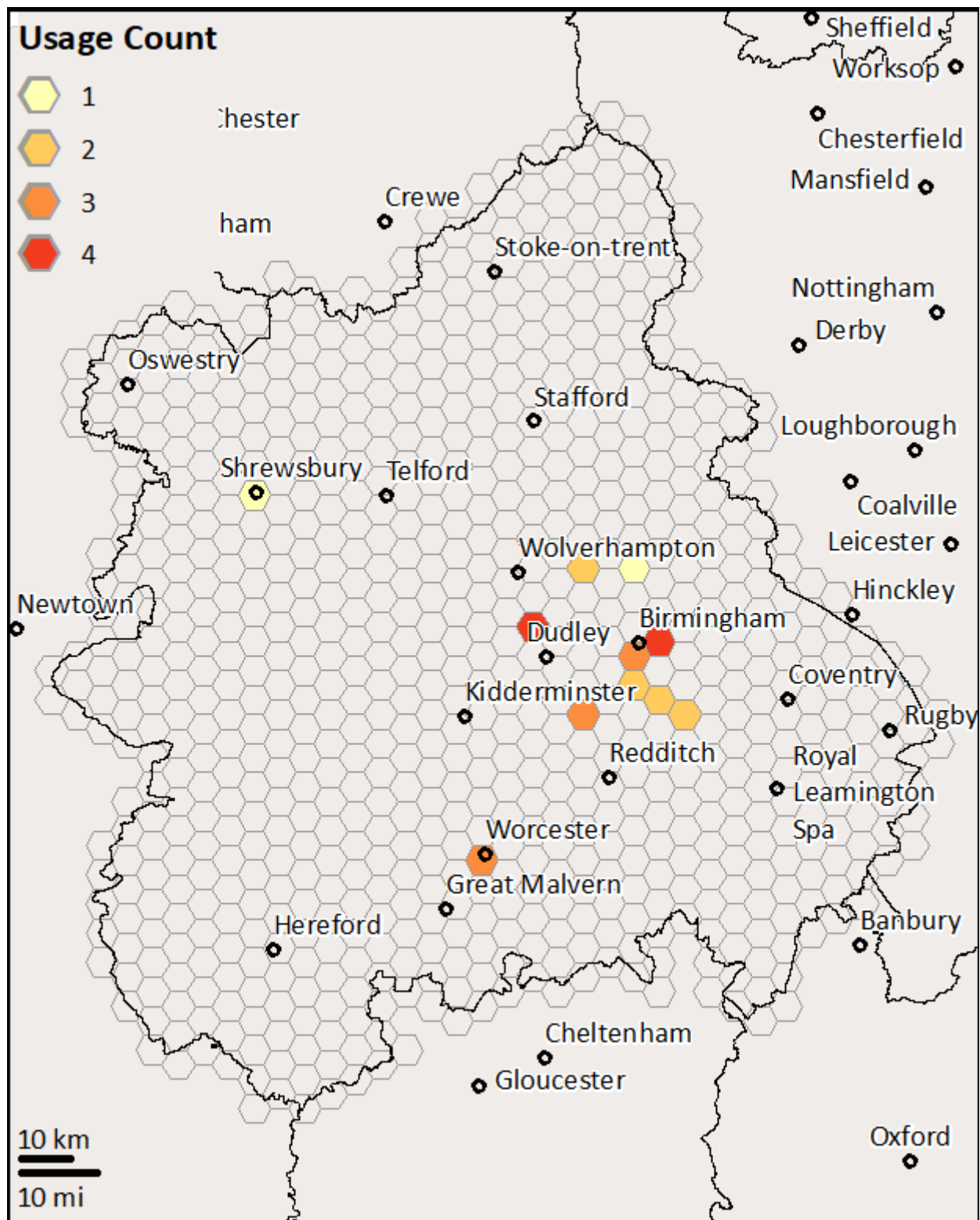
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Table 27. General search criteria from users located in East Midlands – Veterans’ Gateway online directory, October 2021

East Midlands	42
Lincoln	11
Family and Communities - Support Groups and Emotional Support	7
COVID19 Local Support - East Midlands	3
Finances - Grants	1
Mansfield	10
Housing - Homelessness	5
Mental Wellbeing - Support Groups and Emotional Support	3
COVID19 Local Support - Yorkshire/ The Humber	2
North Kesteven	5
Mental Wellbeing - Accessing Support	3
Finances - Benefits	1
Finances - Financial Services	1
Kettering	4
Family and Communities - Bereavement	4
South Northamptonshire	3
Family and Communities - Support for Carers	3
Northampton	3
Family and Communities - Support Groups and Emotional Support	3
West Lindsey	2
Legal Support and Advocacy - Legal Advice	1
Housing - Independent Living	1
Nottingham	2
Housing - Homelessness	2
South Kesteven	1
Family and Communities - Support for Carers	1
Erewash	1
COVID19 Local Support - East Midlands	1

West Midlands

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



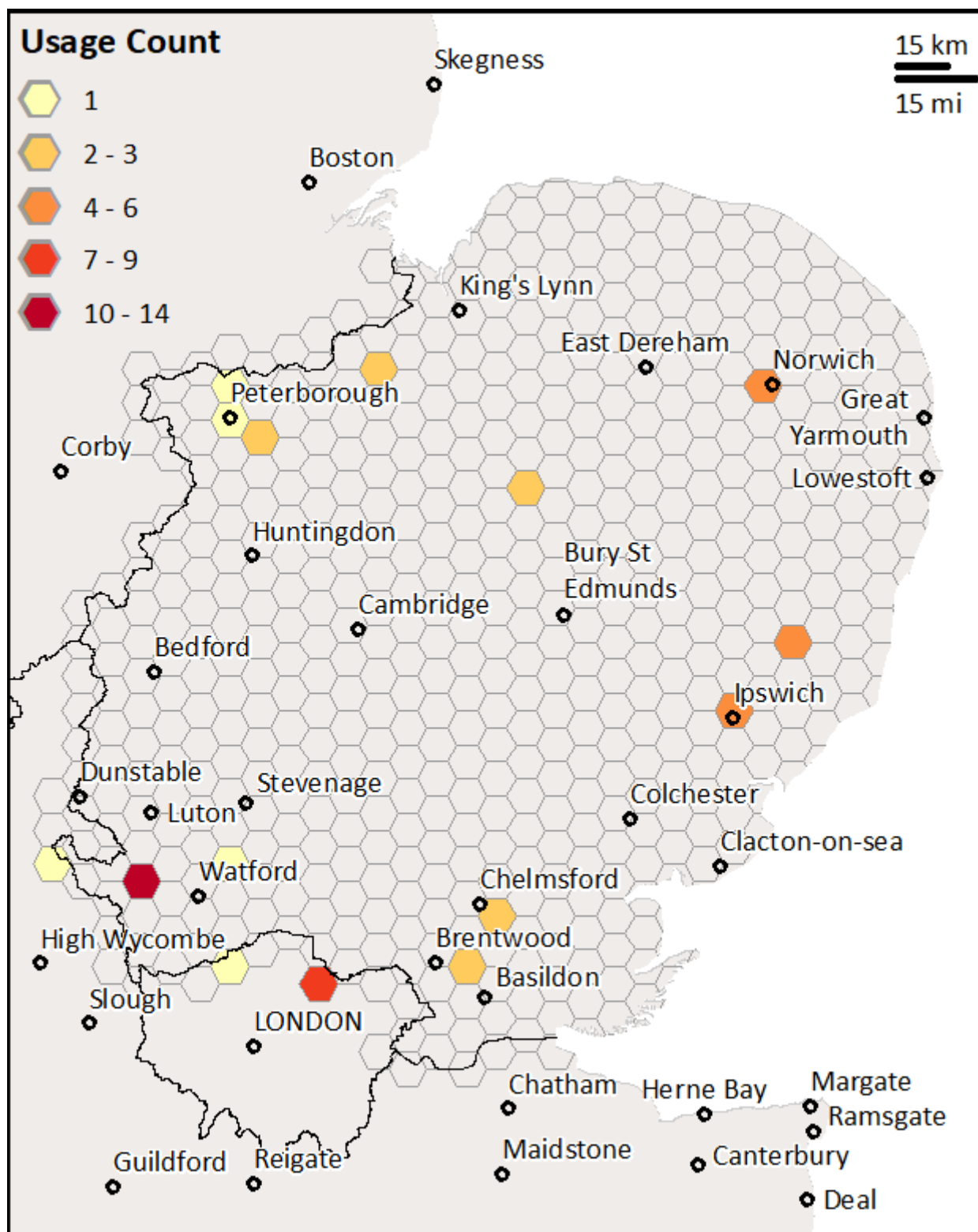
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Table 28. General search criteria from users located in the West Midlands – Veterans’ Gateway online directory, October 2021

West Midlands	27
Birmingham	13
Family and Communities - GPs	3
Family and Communities - Support Groups and Emotional Support	2
Family and Communities - Support for Carers	2
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Employment - Job Seeking	1
Family and Communities - Drug and Alcohol Services	1
Dudley	4
Housing - Homelessness	4
Solihull	4
Specific search for an organisation	2
Mental Wellbeing - Accessing Support	2
Worcester	3
Specific search for an organisation	3
Walsall	2
Housing - Homelessness	2
Shropshire	1
Legal Support and Advocacy - Legal Aid	1

East of England

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



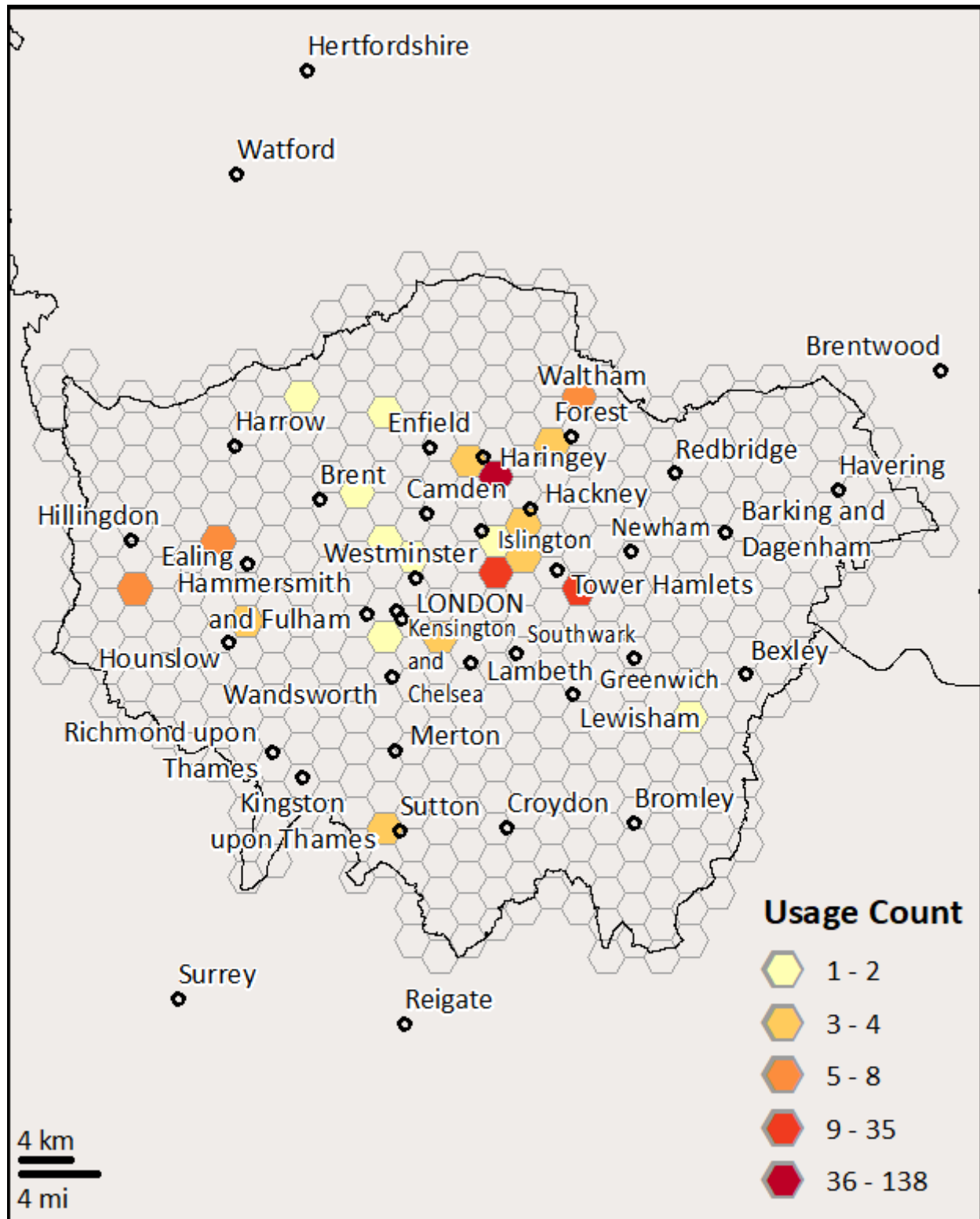
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Table 29. General search criteria from users located in the East of England – Veterans’ Gateway online directory, October 2021

East of England	43
Dacorum	14
Family and Communities - Support Groups and Emotional Support	2
Family and Communities - Recreation	2
Physical Health - Home and Mobility Aids	2
Mental Wellbeing - Accessing Support	1
Family and Communities - Support for Carers	1
Mental Wellbeing - Sports	1
Physical Health - Rehabilitation and Recovery	1
Finances - Financial Services	1
Physical Health - Support Groups and Emotional Support	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Norwich	5
Mental Wellbeing - Accessing Support	5
Ipswich	4
Housing - Housing Advice and Support	3
Housing - Homelessness	1
Suffolk Coastal	4
Employment - Education and Training	4
Forest Heath	3
Employment - Job Seeking	3
Chelmsford	3
Family and Communities - Recreation	3
Basildon	3
Housing - Housing Advice and Support	3
Fenland	2
Housing - Supported Living	2
Huntingdonshire	2
Housing - Homelessness	2
South Norfolk	1
Mental Wellbeing - Drug and Alcohol Services	1
Welwyn Hatfield	1
Employment - Job Seeking	1
Peterborough	1
Mental Wellbeing - Drug and Alcohol Services	1

London

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



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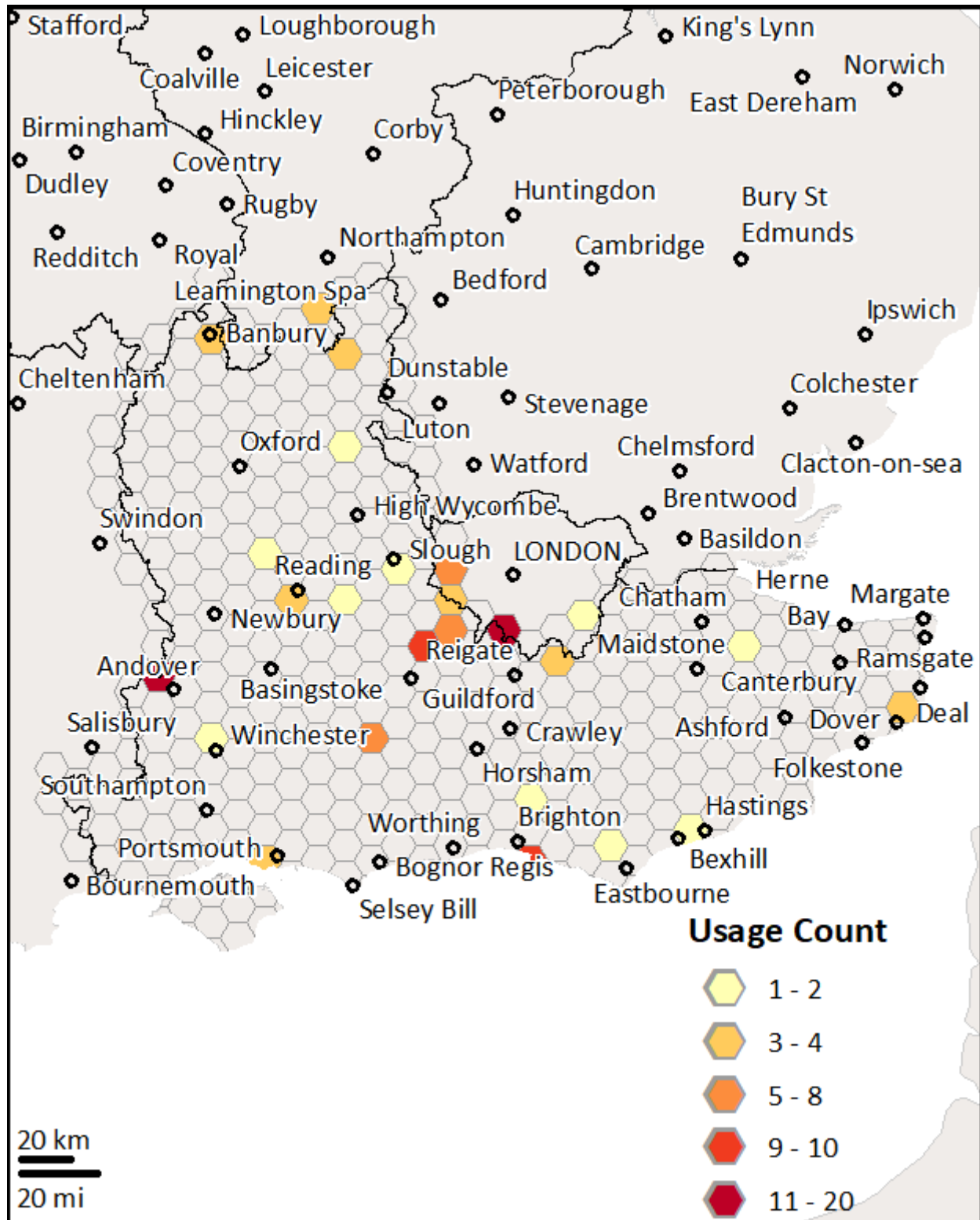
Table 30. General search criteria from users located in London – Veterans’ Gateway online directory, October 2021

London	248
Hackney	142
Specific search for an organisation	128
Mental Wellbeing - Accessing Support	3
Employment - Education and Training	3
Mental Wellbeing - Drug and Alcohol Services	2
Employment - Support for Offenders	2
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Finances - Grants	1
Legal Support and Advocacy - Support for the Gurkha Community	1
City of London	35
Housing - Homelessness	7
Family and Communities - Recreation	4
Mental Wellbeing - Support Groups and Emotional Support	3
Employment - Transition	3
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	2
Employment - Education and Training	2
Family and Communities - Support Groups and Emotional Support	2
National Charities/Organisations - British Red Cross	1
Family and Communities - Support for Carers	1
Housing - Nursing and Dementia Care	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Bereavement	1
Physical Health - Limb Loss	1
Housing - Housing Advice and Support	1
COVID19 Local Support - North East	1
Finances - Benefits	1
Tower Hamlets	23
Housing - Homelessness	9
Specific search for an organisation	7
Employment - Job Seeking	3
Mental Wellbeing - Accessing Support	2
Employment - Education and Training	1
Finances - Benefits	1
Waltham Forest	9
Legal Support and Advocacy - Legal Advice	4
Specific search for an organisation	3
Legal Support and Advocacy - Legal Aid	2
Hillingdon	8
Mental Wellbeing - Support Groups and Emotional Support	6
Employment - Job Seeking	1
Family and Communities - Support Groups and Emotional Support	1
Ealing	8
Employment - Education and Training	6

Finances - Financial Services	2
Sutton	4
COVID19 Local Support - South West	4
Haringey	4
Mental Wellbeing - Accessing Support	4
Wandsworth	3
Mental Wellbeing - Accessing Support	3
Hounslow	3
Mental Wellbeing - Support Groups and Emotional Support	3
Barnet	2
Physical Health - Support Groups and Emotional Support	1
Physical Health - Sports	1
Islington	2
Specific search for an organisation	1
Mental Wellbeing - Sports	1
Brent	2
Specific search for an organisation	1
Housing - Independent Living	1
Hammersmith and Fulham	1
Employment - Education and Training	1
Westminster	1
National Charities/Organisations - SSAFA	1
Bexley	1
Mental Wellbeing - Drug and Alcohol Services	1

South East

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



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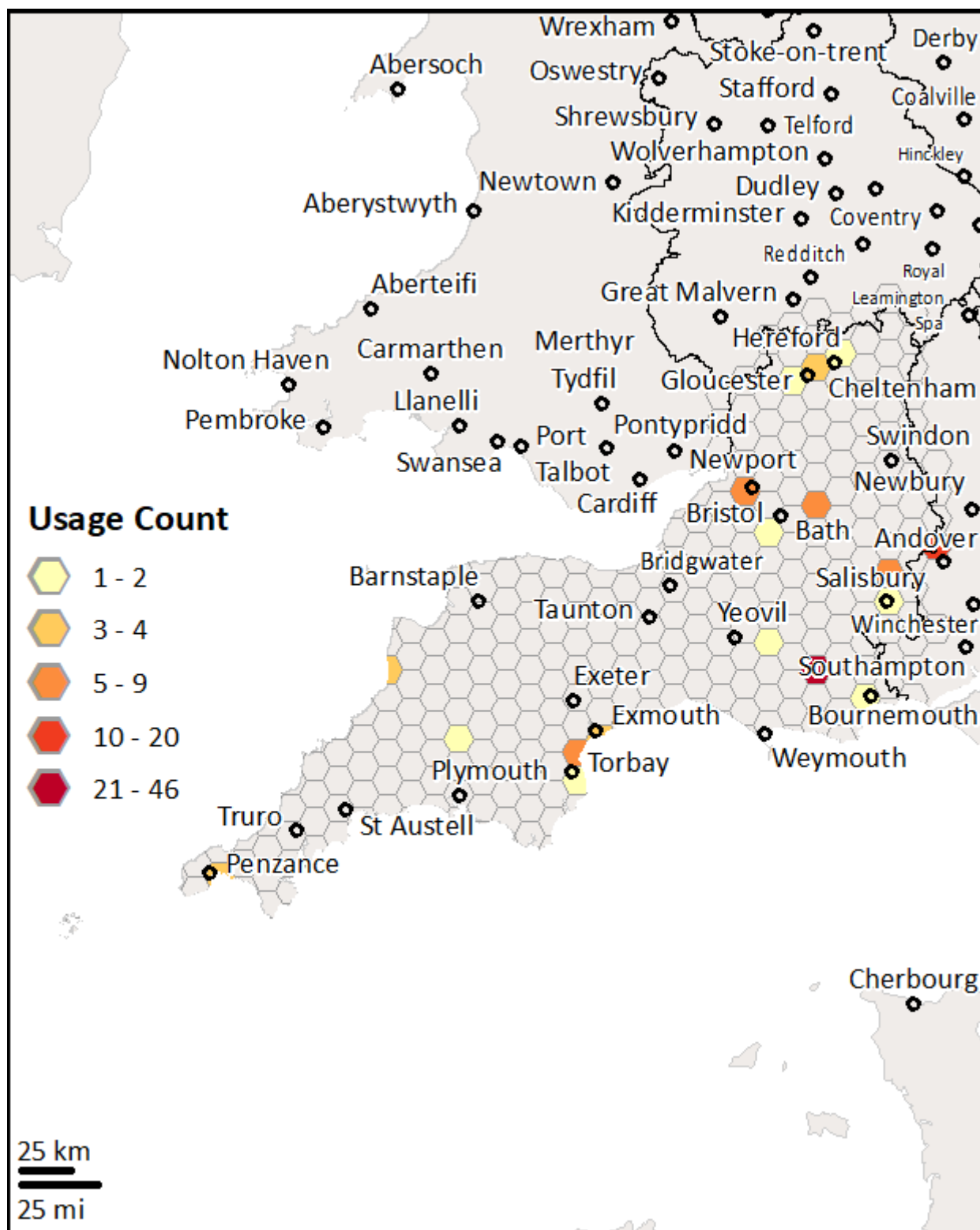
Table 31. General search criteria from users located in the South East – Veterans’ Gateway online directory, October 2021

South East	100
Test Valley	20
Employment - Education and Training	7
Housing - Homelessness	3
National Charities/Organisations - Help for Heroes	2
Mental Wellbeing - Accessing Support	2
Finances - Money and Debt Advice	2
Housing - Housing Advice and Support	2
Housing - Independent Living	1
Finances - Benefits	1
Reigate and Banstead	12
Family and Communities - Recreation	5
Finances - Benefits	2
Family and Communities - Support Groups and Emotional Support	2
Employment - Job Seeking	1
Housing - Homelessness	1
COVID19 Local Support - Wales	1
Woking	10
Mental Wellbeing - Accessing Support	10
Brighton and Hove	9
Employment - Support for Offenders	5
Employment - Education and Training	2
Employment - Self Employment	1
Employment - Job Seeking	1
Elmbridge	8
Specific search for an organisation	8
Waverley	7
Mental Wellbeing - Accessing Support	5
Mental Wellbeing - Support Groups and Emotional Support	2
Milton Keynes	4
Physical Health - Healthcare Services	3
Physical Health - Nursing and Dementia Care	1
Tandridge	3
Physical Health - Healthcare Services	3
Spelthorne	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Treatment	1
Dover	3
Finances - Benefits	2
Finances - Pensions and Compensation	1
Cherwell	3
Employment - Job Seeking	3
Portsmouth	3
Specific search for an organisation	2
National Charities/Organisations - ASDIC Drop In Centres	1
Reading	3
Employment - Education and Training	3

South Oxfordshire	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Wealden	2
Finances - Grants	2
Gosport	1
Mental Wellbeing - Sports	1
Mid Sussex	1
Mental Wellbeing - Drug and Alcohol Services	1
Hastings	1
Housing - Supported Living	1
Swale	1
National Charities/Organisations - Help for Heroes	1
Winchester	1
Specific search for an organisation	1
Wokingham	1
Finances - Financial Services	1
Aylesbury Vale	1
Housing - Independent Living	1
Slough	1
Employment - Volunteering	1

South West

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



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

South West	97
North Dorset	46
Mental Wellbeing - Accessing Support	6
Family and Communities - Support Groups and Emotional Support	5
Employment - Support for Offenders	4
Employment - Transition	3
Housing - Homelessness	3
Finances - Benefits	3
Finances - Financial Services	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Finances - Pensions and Compensation	2
Physical Health - Support Groups and Emotional Support	2
National Charities/Organisations - ASDIC Drop In Centres	1
Finances - Money and Debt Advice	1
National Charities/Organisations - Mind	1
National Charities/Organisations - Shelter	1
Housing - Eviction and Repossession	1
Physical Health - Rehabilitation and Recovery	1
National Charities/Organisations - Help for Heroes	1
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Samaritans Branches	1
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support for Carers	1
Housing - Supported Living	1
Housing - Housing Advice and Support	1
Wiltshire	16
Housing - Homelessness	9
Housing - Housing Advice and Support	4
Employment - Transition	1
Family and Communities - Support for Carers	1
Finances - Money and Debt Advice	1
Bristol, City of	7
Housing - Housing Advice and Support	4
National Charities/Organisations - ASDIC Drop In Centres	2
COVID19 Local Support - South West	1
Cornwall	7
Employment - Job Seeking	2
Housing - Housing Advice and Support	2
Finances - Benefits	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Sports	1
Teignbridge	6
Mental Wellbeing - Accessing Support	2
Specific search for an organisation	2
Mental Wellbeing - Drug and Alcohol Services	2
Gloucester	4

Employment - Education and Training	3
Family and Communities - Recreation	1
East Devon	3
Mental Wellbeing - Support Groups and Emotional Support	3
Bournemouth	2
Family and Communities - Support Groups and Emotional Support	2
Torbay	2
Mental Wellbeing - Bereavement	1
Housing - Supported Living	1
Cheltenham	1
Family and Communities - Support Groups and Emotional Support	1
West Dorset	1
Housing - Homelessness	1
Bath and North East Somerset	1
Housing - Housing Advice and Support	1
West Devon	1
Legal Support and Advocacy - Legal Advice	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, October 2021

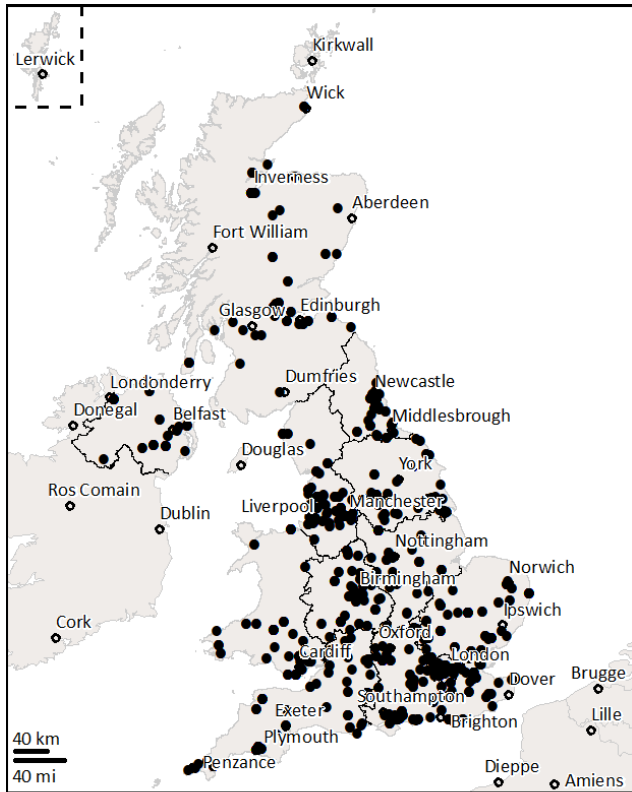
Search Criteria	Search Count	Search Percentage
Employment	217	22.26%
Finances	164	16.82%
Mental Wellbeing	146	14.97%
Physical Health	134	13.74%
Housing	116	11.90%
Family and Communities	64	6.56%
National Charities/Organisations	54	5.54%
COVID19 Local Support	38	3.90%
Legal Support and Advocacy	37	3.79%
Specific search for an organisation	5	0.51%
Total	975	100%

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

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	107	10.97%
Employment - Education and Training	54	5.54%
Finances - Grants	51	5.23%
Mental Wellbeing - Accessing Support	50	5.13%
Finances - Pensions and Compensation	41	4.21%
Housing - Housing Advice and Support	34	3.49%
Housing - Homelessness	33	3.38%
Finances - Benefits	29	2.97%
Legal Support and Advocacy - Legal Advice	29	2.97%
Physical Health - Home and Mobility Aids	27	2.77%
Mental Wellbeing - Drug and Alcohol Services	25	2.56%
Employment - Volunteering	24	2.46%
Mental Wellbeing - Support Groups and Emotional Support	23	2.36%
Finances - Financial Services	23	2.36%
Employment - Self Employment	21	2.15%
Mental Wellbeing - Treatment	21	2.15%
Physical Health - Sports	20	2.05%
Family and Communities - Recreation	19	1.95%
Physical Health - GPs	18	1.85%
Finances - Money and Debt Advice	18	1.85%
Family and Communities - Support Groups and Emotional Support	16	1.64%
Physical Health - Healthcare Services	15	1.54%
Housing - Independent Living	14	1.44%
National Charities/Organisations - Armed Forces Covenant Fund Trust	14	1.44%
Physical Health - Support Groups and Emotional Support	14	1.44%
Physical Health - Rehabilitation and Recovery	13	1.33%
Family and Communities - Support for Carers	13	1.33%
Mental Wellbeing - Sports	11	1.13%
Housing - Retirement	11	1.13%
National Charities/Organisations - SSAFA	10	1.03%
Mental Wellbeing - Bereavement	10	1.03%
Physical Health - Drug and Alcohol Services	9	0.92%
Housing - Supported Living	9	0.92%
Housing - Eviction and Repossession	8	0.82%

Search Criteria	Search Count	Search Percentage
Family and Communities - Bereavement	8	0.82%
National Charities/Organisations - Royal British Legion	7	0.72%
COVID19 Local Support - Scotland	7	0.72%
Physical Health - Nursing and Dementia Care	7	0.72%
National Charities/Organisations - Help for Heroes	7	0.72%
National Charities/Organisations - ASDIC Drop In Centres	7	0.72%
Mental Wellbeing - GPs	6	0.62%
COVID19 Local Support - Yorkshire/ The Humber	6	0.62%
Physical Health - End of Life Care	6	0.62%
Employment - Support for Offenders	6	0.62%
COVID19 Local Support - East of England	6	0.62%
Employment - Transition	5	0.51%
Specific search for an organisation	5	0.51%
Legal Support and Advocacy - Legal Aid	4	0.41%
COVID19 Local Support - North East	4	0.41%
COVID19 Local Support - South East	4	0.41%
Family and Communities - GPs	4	0.41%
Legal Support and Advocacy - Legal Advocacy	4	0.41%
National Charities/Organisations - Combat Stress	4	0.41%
Housing - Respite Care (Day Care and Respite)	4	0.41%
COVID19 Local Support - North West	3	0.31%
Housing - Nursing and Dementia Care	3	0.31%
Physical Health - Limb Loss	3	0.31%
Family and Communities - Drug and Alcohol Services	3	0.31%
COVID19 Local Support - East Midlands	3	0.31%
National Charities/Organisations - British Red Cross	2	0.21%
Finances - Support for the Gurkha Community	2	0.21%
Physical Health - Blind Veterans	2	0.21%
COVID19 Local Support - South West	2	0.21%
National Charities/Organisations - Mind	1	0.10%
COVID19 Local Support - Northern Ireland	1	0.10%
Family and Communities - Support for the Gurkha Community	1	0.10%
National Charities/Organisations - Legion Scotland	1	0.10%
National Charities/Organisations - Samaritans Branches	1	0.10%
COVID19 Local Support - Wales	1	0.10%
COVID19 Local Support - West Midlands	1	0.10%
Total	975	100%

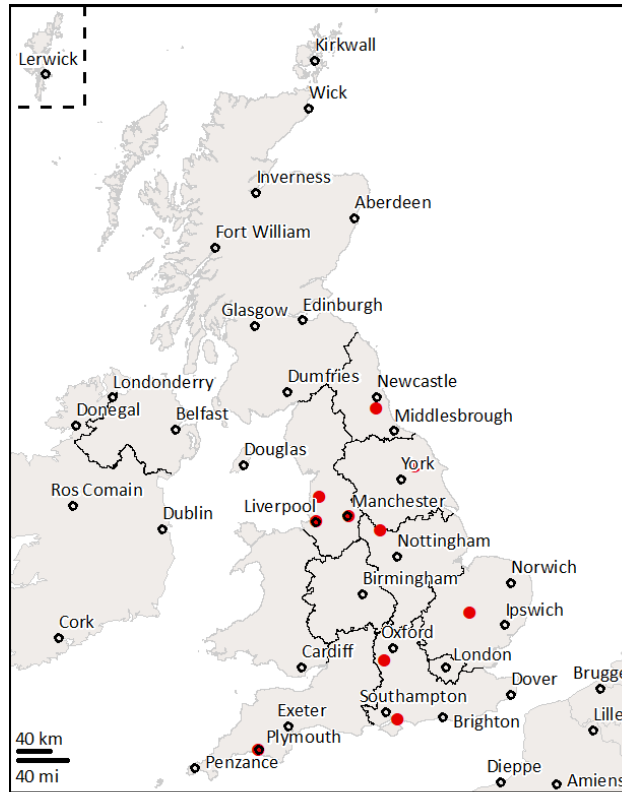
Figure 33. User locations in the UK – Veterans’ Gateway mobile directory, October 2021



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

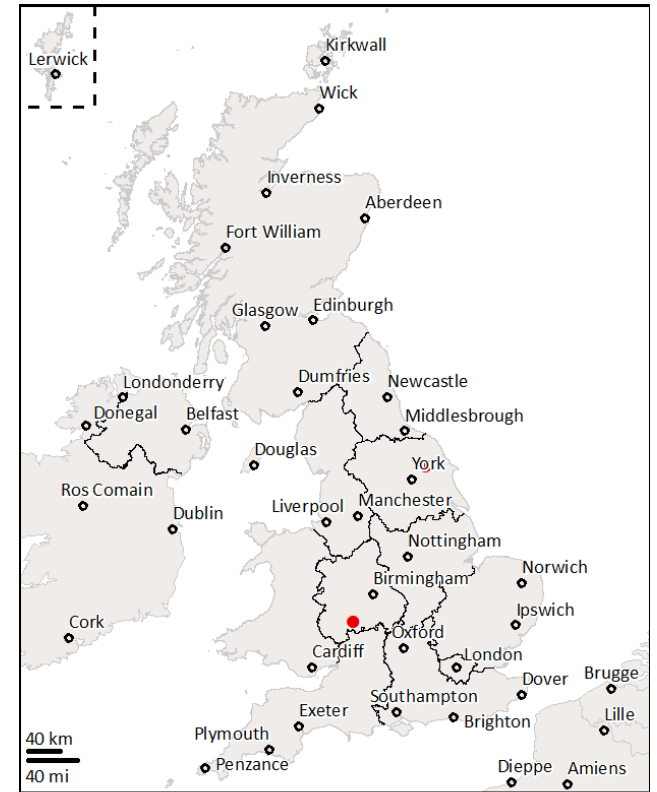
Figure 34. User hotspots in the UK – Veterans’ Gateway mobile directory, October 2021



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

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



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

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

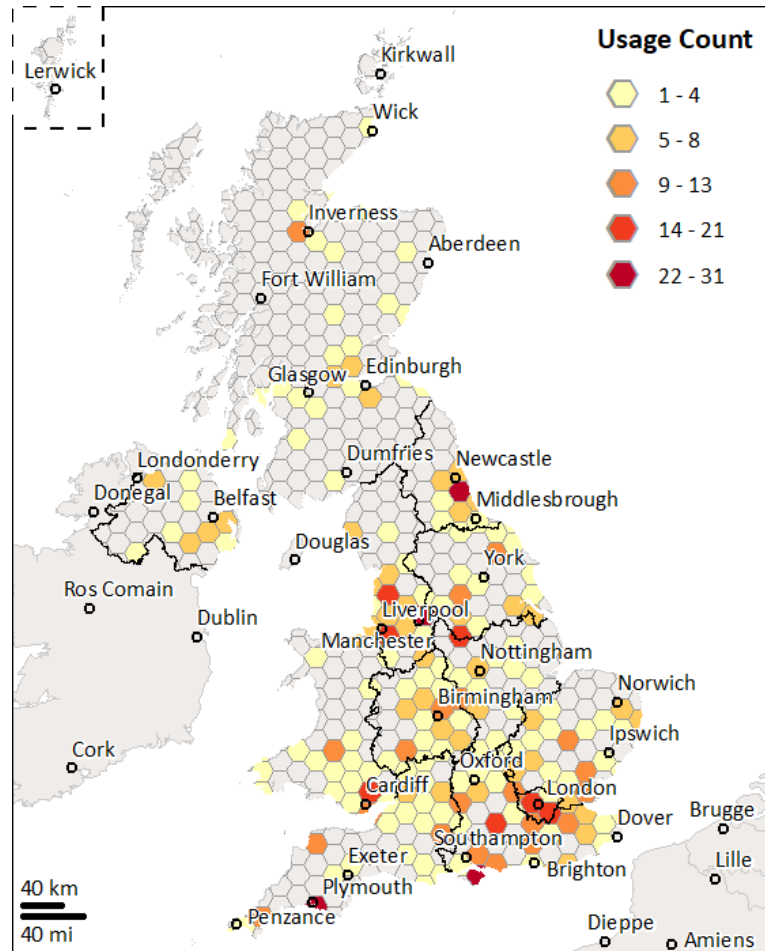


Table 35. UK regional usage – Veterans’ Gateway mobile directory, October 2021

N = 975

Region	Usage Count	Usage Percentage
South East	169	17.33%
North West	116	11.90%
South West	102	10.46%
East of England	100	10.26%
West Midlands	84	8.62%
Yorkshire and The Humber	78	8.00%
Wales	69	7.08%
Scotland	68	6.97%
North East	66	6.77%
London	49	5.03%
Northern Ireland	39	4.00%
East Midlands	35	3.59%

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

N = 975

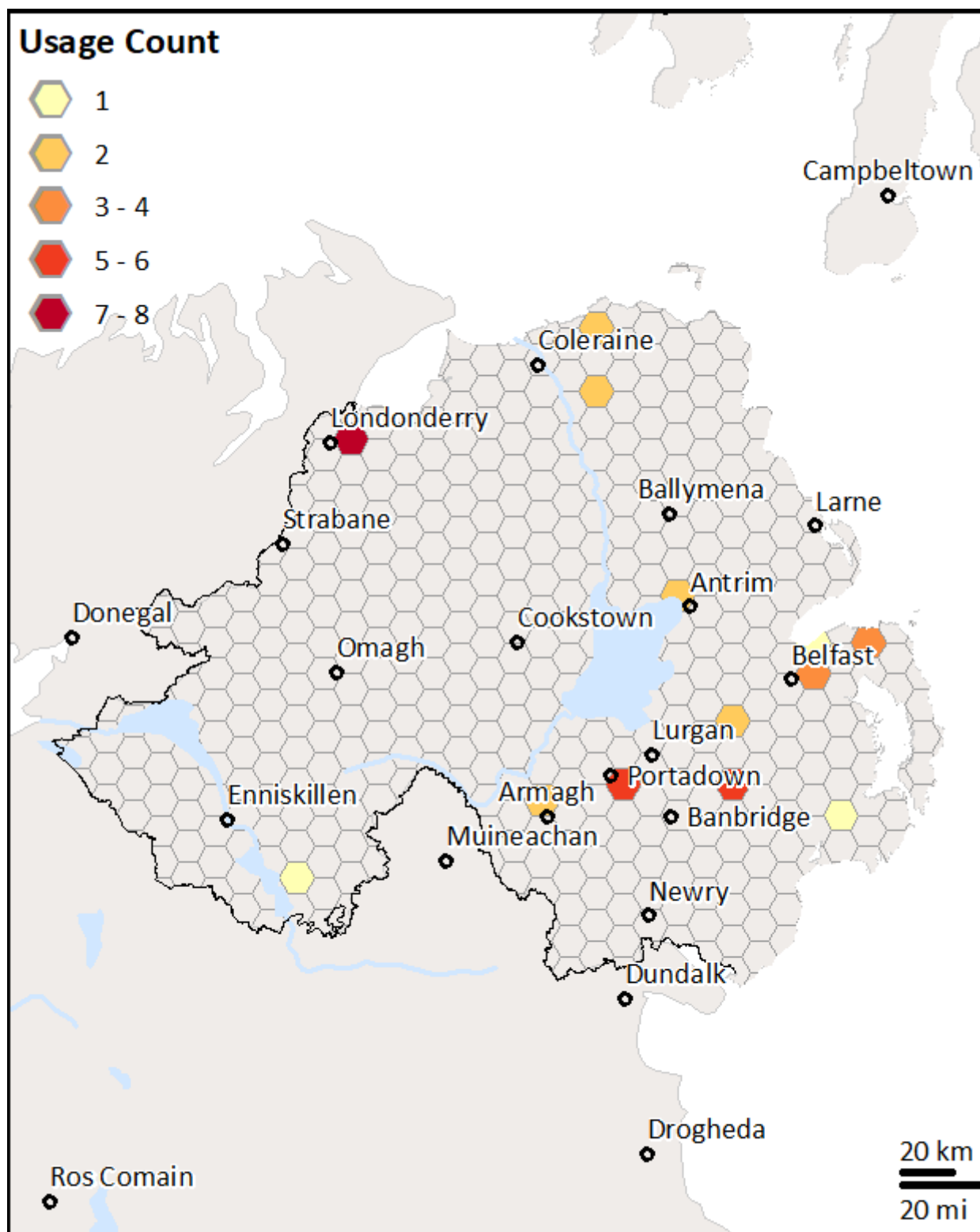
Top 20 Local Authorities	Usage Count	Usage Percentage
Plymouth	31	3.18%
County Durham	25	2.56%
Highland	18	1.85%
Liverpool	17	1.74%
Sheffield	16	1.64%
Newcastle upon Tyne	16	1.64%
Medway	16	1.64%
Wiltshire	16	1.64%
Vale of White Horse	15	1.54%
Gosport	15	1.54%
Cornwall	14	1.44%
Armagh City, Banbridge and Craigavon	13	1.33%
Clackmannanshire	12	1.23%
Colchester	12	1.23%
Birmingham	12	1.23%
East Cambridgeshire	12	1.23%
Fylde	12	1.23%
Caerphilly	12	1.23%
Portsmouth	11	1.13%
The Vale of Glamorgan	11	1.13%

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

Northern Ireland

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



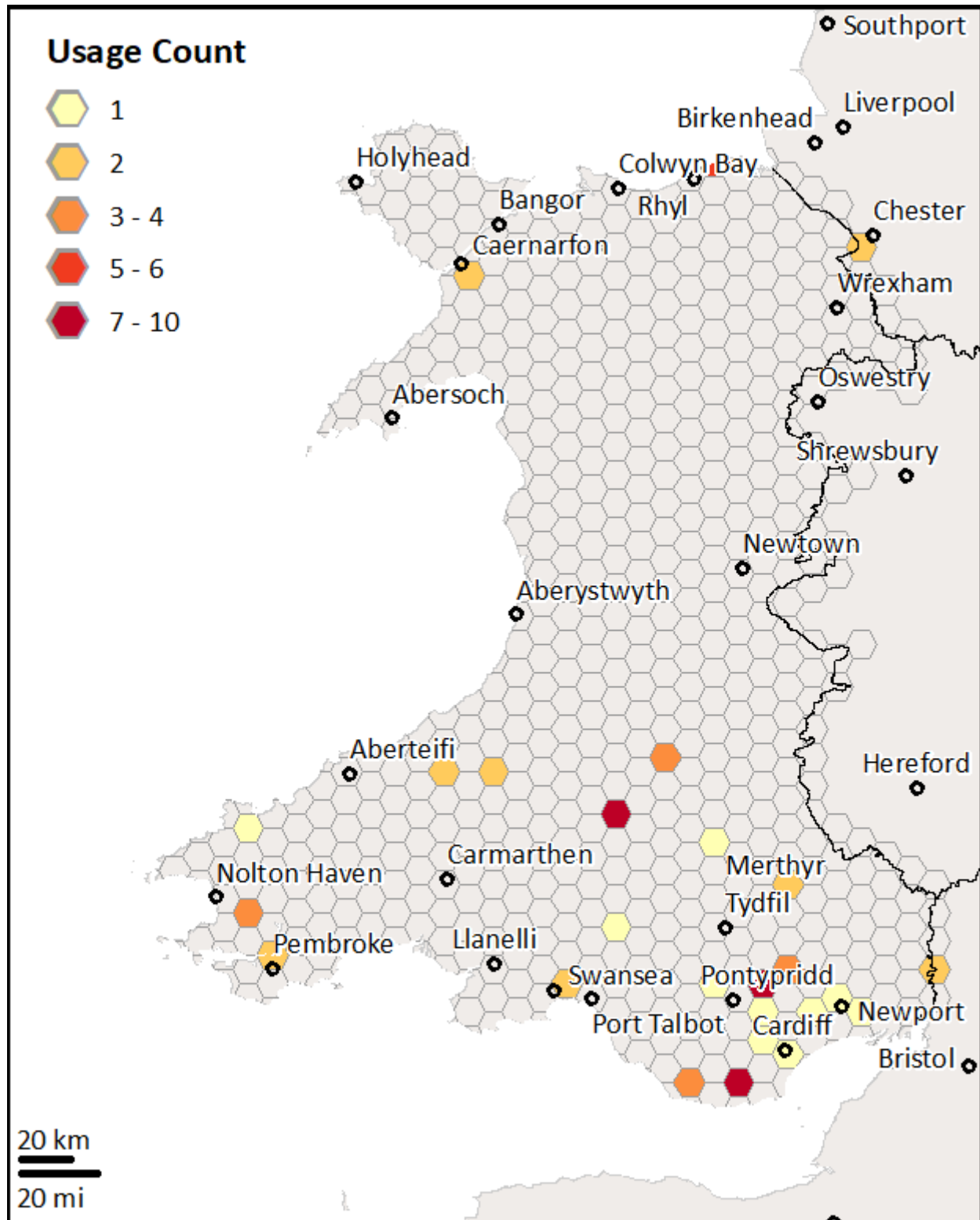
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Table 37. General search criteria from users located in Northern Ireland – Veterans’ Gateway mobile directory, October 2021

Northern Ireland	39
Armagh City, Banbridge and Craigavon	13
Employment - Job Seeking	3
Mental Wellbeing - Treatment	2
Physical Health - Healthcare Services	2
National Charities/Organisations - Combat Stress	2
Legal Support and Advocacy - Legal Aid	1
Employment - Self Employment	1
Physical Health - Rehabilitation and Recovery	1
Mental Wellbeing - Accessing Support	1
Derry City and Strabane	8
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
COVID19 Local Support - Northern Ireland	1
Finances - Grants	1
North Down and Ards	5
Employment - Volunteering	2
Finances - Pensions and Compensation	2
Specific search for an organisation	1
Causeway Coast and Glens	4
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Aid	1
Belfast	3
Employment - Education and Training	2
Mental Wellbeing - Accessing Support	1
Lisburn and Castlereagh	2
Family and Communities - Support Groups and Emotional Support	2
Antrim and Newtownabbey	2
Finances - Financial Services	2
Newry, Mourne and Down	1
National Charities/Organisations - Royal British Legion	1
Fermanagh and Omagh	1
Finances - Grants	1

Wales

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



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

Wales	69
Caerphilly	12
Employment - Job Seeking	5
Employment - Education and Training	3
Housing - Retirement	1
Housing - Housing Advice and Support	1
Finances - Money and Debt Advice	1
Employment - Volunteering	1
The Vale of Glamorgan	11
Mental Wellbeing - Accessing Support	2
Finances - Grants	2
Employment - Support for Offenders	1
Employment - Education and Training	1
National Charities/Organisations - British Red Cross	1
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - Royal British Legion	1
Housing - Housing Advice and Support	1
Legal Support and Advocacy - Legal Advice	1
Carmarthenshire	10
Physical Health - Rehabilitation and Recovery	3
Physical Health - Healthcare Services	2
National Charities/Organisations - Help for Heroes	1
Physical Health - GPs	1
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Physical Health - Nursing and Dementia Care	1
Powys	8
Employment - Job Seeking	2
Mental Wellbeing - Treatment	1
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Support for Offenders	1
National Charities/Organisations - SSAFA	1
Family and Communities - Recreation	1
Mental Wellbeing - Accessing Support	1
Pembrokeshire	6
Legal Support and Advocacy - Legal Advice	3
Physical Health - Healthcare Services	1
Employment - Job Seeking	1
Housing - Retirement	1
Denbighshire	6
Housing - Homelessness	5
Employment - Education and Training	1
Ceredigion	4
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advice	1
Legal Support and Advocacy - Legal Aid	1

Newport	3
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Finances - Grants	1
Cardiff	2
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
Swansea	2
Finances - Money and Debt Advice	1
Employment - Transition	1
Gwynedd	2
Physical Health - GPs	1
COVID19 Local Support - Wales	1
Monmouthshire	2
Physical Health - Home and Mobility Aids	2
Rhondda Cynon Taf	1
Finances - Grants	1

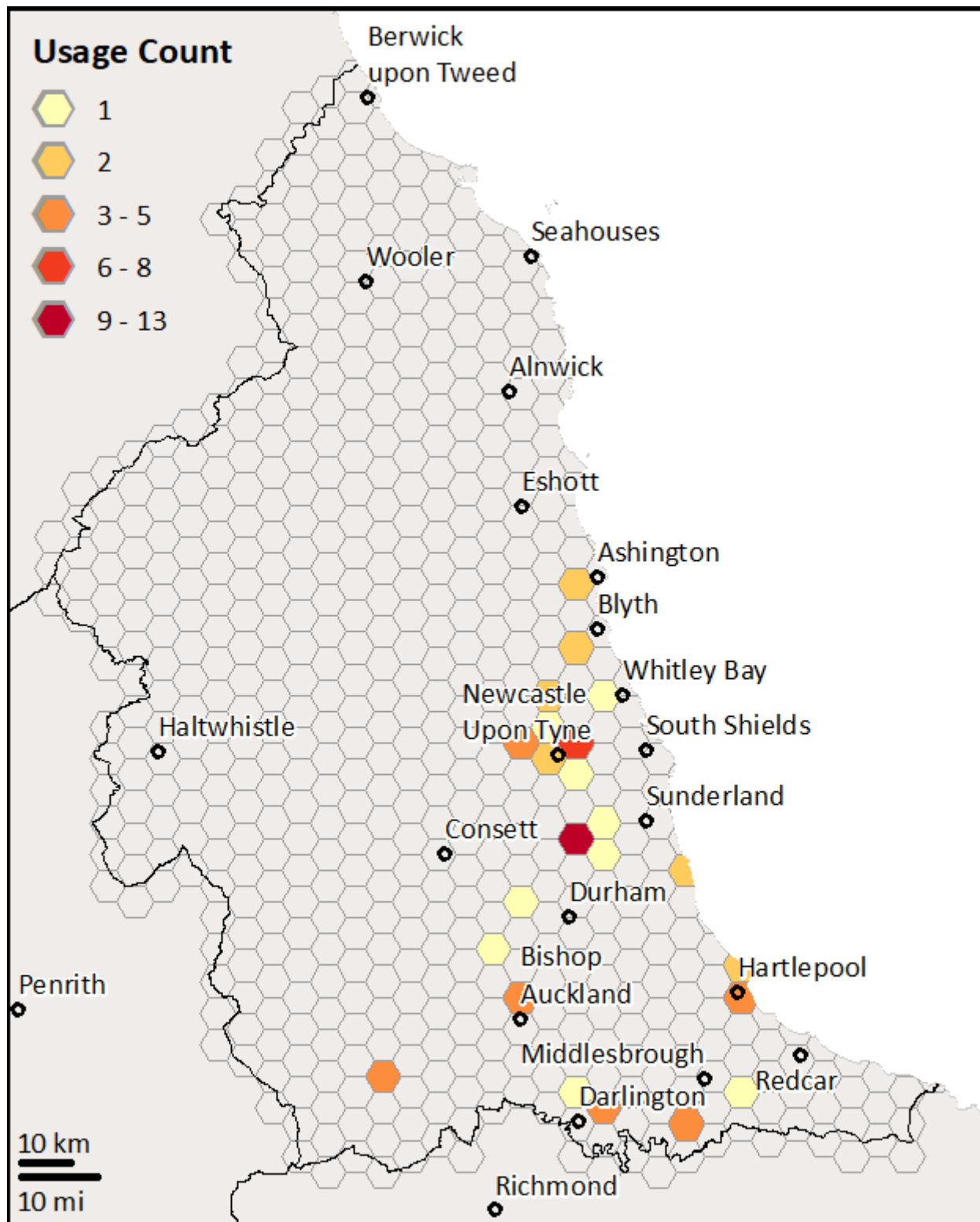
Table 39. General search criteria from users located in Scotland – Veterans’ Gateway mobile directory, October 2021

Scotland	68
Highland	18
COVID19 Local Support - Scotland	4
Physical Health - Sports	3
Housing - Homelessness	2
Finances - Benefits	2
Finances - Financial Services	2
National Charities/Organisations - Legion Scotland	1
Finances - Grants	1
Employment - Volunteering	1
Finances - Money and Debt Advice	1
Employment - Job Seeking	1
Clackmannanshire	12
Employment - Job Seeking	3
Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	2
Employment - Education and Training	1
Housing - Independent Living	1
National Charities/Organisations - Royal British Legion	1
COVID19 Local Support - Scotland	1
Employment - Self Employment	1
East Lothian	6
Physical Health - End of Life Care	2
Housing - Respite Care (Day Care and Respite)	2
Physical Health - Healthcare Services	1
Finances - Benefits	1
Perth & Kinross	5
Mental Wellbeing - Treatment	2
Mental Wellbeing - Accessing Support	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Supported Living	1
Argyll & Bute	5
Family and Communities - Bereavement	4
Finances - Grants	1
West Lothian	4
Employment - Job Seeking	3
Legal Support and Advocacy - Legal Advice	1
Angus	3
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Mental Wellbeing - Support Groups and Emotional Support	1
Edinburgh, City of	3
Employment - Transition	2
Housing - Housing Advice and Support	1
South Lanarkshire	2
Housing - Housing Advice and Support	1
Employment - Job Seeking	1

Fife	2
National Charities/Organisations - Help for Heroes	1
Family and Communities - Recreation	1
Dumfries & Galloway	1
COVID19 Local Support - Scotland	1
South Ayrshire	1
Mental Wellbeing - Support Groups and Emotional Support	1
Scottish Borders	1
Physical Health - Home and Mobility Aids	1
Moray	1
COVID19 Local Support - Scotland	1
Aberdeenshire	1
Mental Wellbeing - Support Groups and Emotional Support	1
Falkirk	1
Physical Health - Drug and Alcohol Services	1
Inverclyde	1
Employment - Job Seeking	1
Renfrewshire	1
Finances - Benefits	1

North East

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



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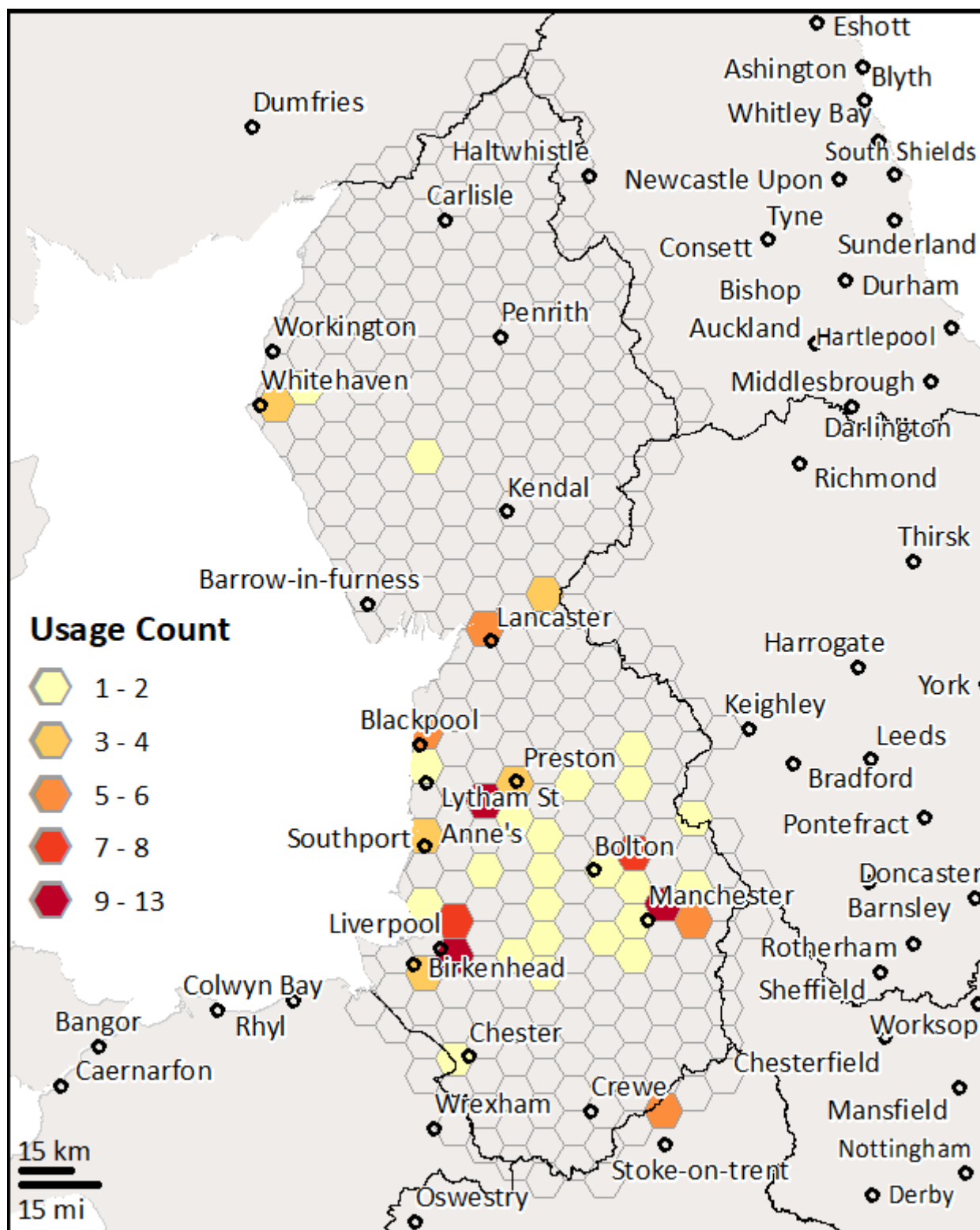
Table 40. General search criteria from users located in the North East – Veterans’ Gateway mobile directory, October 2021

North East	66
County Durham	25
Family and Communities - Support Groups and Emotional Support	9
Physical Health - Sports	2
Employment - Job Seeking	2
Physical Health - End of Life Care	2
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	1
Housing - Supported Living	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Sports	1
Finances - Benefits	1
Housing - Retirement	1
Housing - Homelessness	1
COVID19 Local Support - North East	1
Housing - Independent Living	1
Newcastle upon Tyne	16
Finances - Benefits	4
Finances - Grants	2
Mental Wellbeing - Bereavement	2
Specific search for an organisation	2
Finances - Money and Debt Advice	1
Finances - Financial Services	1
Mental Wellbeing - GPs	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
Hartlepool	7
Mental Wellbeing - Accessing Support	3
Employment - Job Seeking	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Grants	1
Finances - Money and Debt Advice	1
Northumberland	4
Mental Wellbeing - Accessing Support	1
Employment - Volunteering	1
Employment - Education and Training	1
Employment - Job Seeking	1
Darlington	4
Family and Communities - Recreation	2
Employment - Education and Training	1
Employment - Job Seeking	1
Stockton-on-Tees	3
Employment - Job Seeking	2
Housing - Homelessness	1
Gateshead	3
COVID19 Local Support - North East	1

Finances - Support for the Gurkha Community	1
Finances - Grants	1
Sunderland	2
Finances - Grants	1
Employment - Job Seeking	1
North Tyneside	1
Mental Wellbeing - Sports	1
Middlesbrough	1
Housing - Supported Living	1

North West

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



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

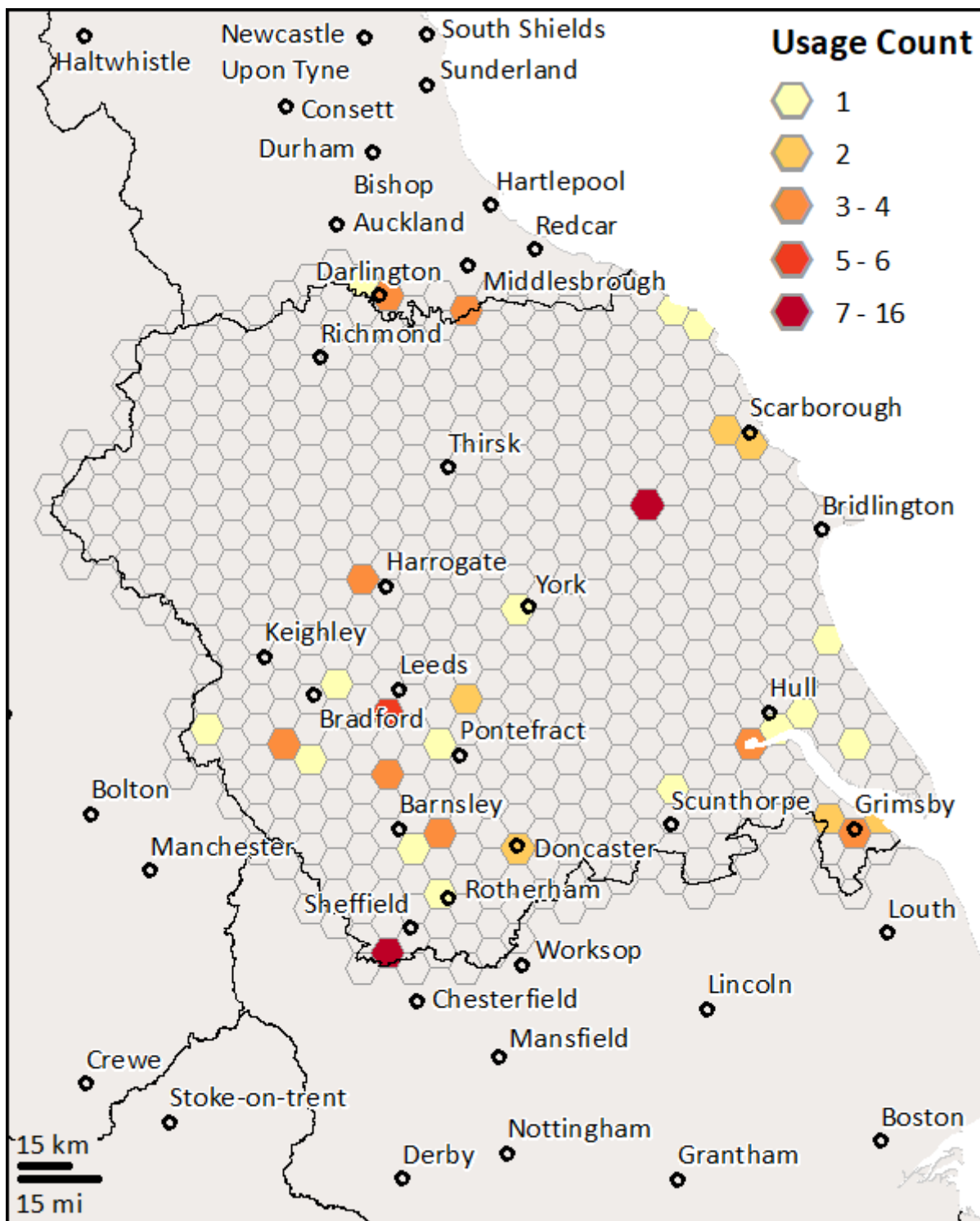
North West	116
Liverpool	17
Mental Wellbeing - Accessing Support	3
Physical Health - Limb Loss	2
Finances - Benefits	2
Housing - Retirement	2
Finances - Grants	1
National Charities/Organisations - SSAFA	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Physical Health - Home and Mobility Aids	1
Housing - Supported Living	1
Finances - Pensions and Compensation	1
Family and Communities - GPs	1
Fylde	12
Employment - Job Seeking	4
Employment - Education and Training	3
Finances - Grants	1
Mental Wellbeing - Treatment	1
Physical Health - Home and Mobility Aids	1
Employment - Self Employment	1
Family and Communities - Support for Carers	1
Manchester	11
Employment - Volunteering	4
Physical Health - Drug and Alcohol Services	3
Mental Wellbeing - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advice	1
Physical Health - Blind Veterans	1
Bury	10
Family and Communities - Recreation	8
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Lancaster	8
Mental Wellbeing - Drug and Alcohol Services	3
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - GPs	1
Physical Health - Limb Loss	1
Physical Health - Drug and Alcohol Services	1
Copeland	6
Mental Wellbeing - Sports	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - Sports	1
Physical Health - GPs	1
Physical Health - Healthcare Services	1
Sefton	5
Mental Wellbeing - Drug and Alcohol Services	2
Physical Health - Healthcare Services	1

Finances - Financial Services	1
Mental Wellbeing - Accessing Support	1
Blackpool	5
Mental Wellbeing - Sports	2
Physical Health - Rehabilitation and Recovery	1
Employment - Education and Training	1
Finances - Grants	1
Tameside	5
Housing - Housing Advice and Support	2
Employment - Job Seeking	1
Physical Health - GPs	1
Housing - Supported Living	1
Trafford	3
National Charities/Organisations - ASDIC Drop In Centres	2
National Charities/Organisations - Samaritans Branches	1
Knowsley	3
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Housing - Independent Living	1
Warrington	3
National Charities/Organisations - ASDIC Drop In Centres	2
Mental Wellbeing - Support Groups and Emotional Support	1
Wirral	3
Finances - Grants	2
Legal Support and Advocacy - Legal Advice	1
Oldham	3
Finances - Money and Debt Advice	2
Finances - Financial Services	1
Preston	3
Family and Communities - Support for Carers	1
Finances - Pensions and Compensation	1
Finances - Benefits	1
Blackburn with Darwen	2
Mental Wellbeing - Accessing Support	1
Finances - Money and Debt Advice	1
Wigan	2
Finances - Grants	2
West Lancashire	2
Employment - Self Employment	2
Cheshire West and Chester	2
Finances - Grants	1
Finances - Financial Services	1
Hyndburn	2
Physical Health - Support Groups and Emotional Support	2
Wyre	2
COVID19 Local Support - North West	2
South Ribble	1
Finances - Grants	1
Burnley	1
Physical Health - Sports	1
Salford	1

Finances - Grants	1
Bolton	1
Housing - Housing Advice and Support	1
South Lakeland	1
Mental Wellbeing - Sports	1
St. Helens	1
Finances - Pensions and Compensation	1
Chorley	1
Physical Health - Healthcare Services	1

Yorkshire and the Humber

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



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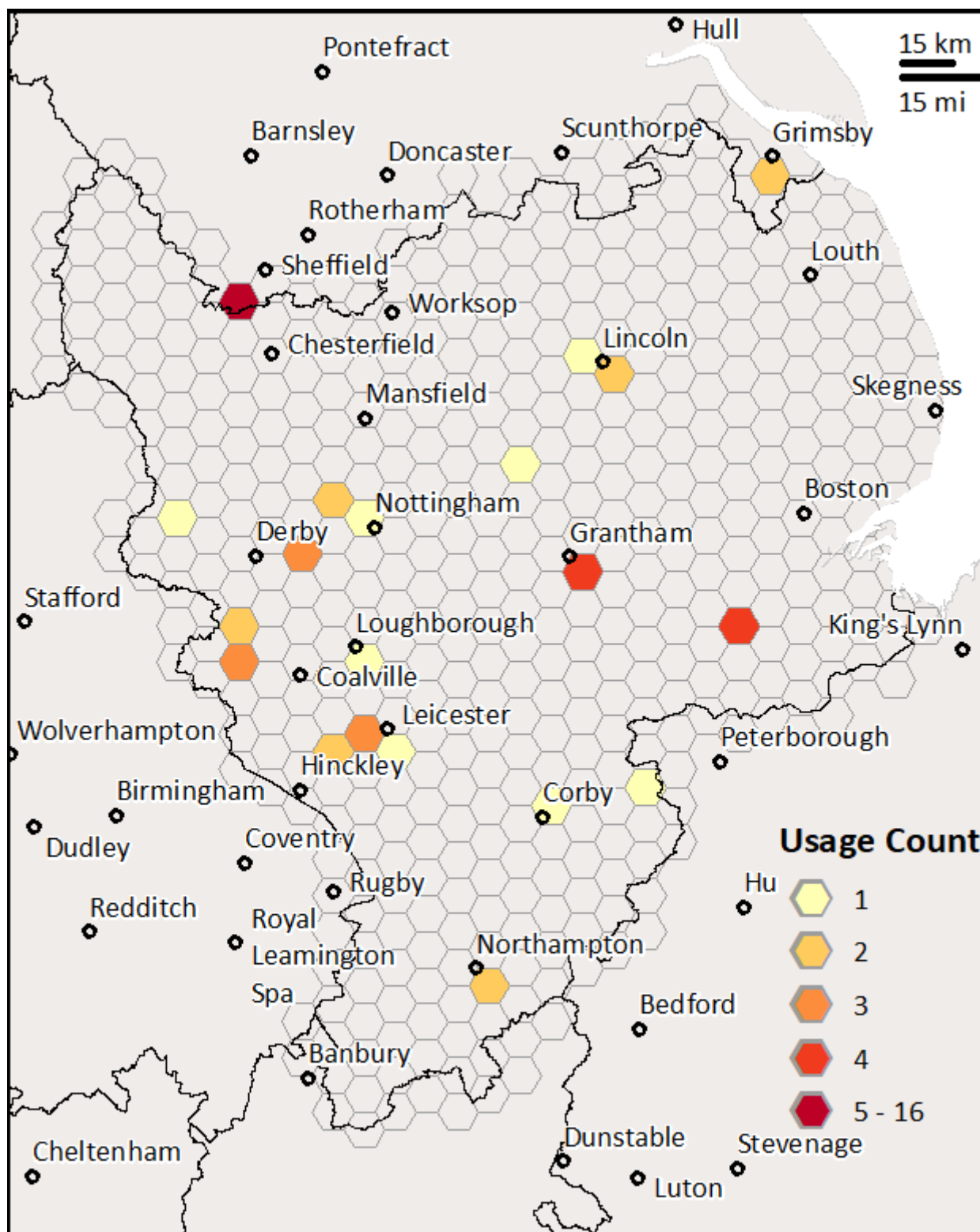
Table 42. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway mobile directory, October 2021

Yorkshire and The Humber	78
Sheffield	16
Physical Health - Support Groups and Emotional Support	6
National Charities/Organisations - Armed Forces Covenant Fund Trust	5
Finances - Benefits	3
Physical Health - Sports	1
National Charities/Organisations - SSAFA	1
Ryedale	11
Employment - Education and Training	2
Finances - Money and Debt Advice	2
Finances - Benefits	1
National Charities/Organisations - Royal British Legion	1
Mental Wellbeing - Sports	1
Finances - Grants	1
Physical Health - Sports	1
COVID19 Local Support - Yorkshire/ The Humber	1
Housing - Independent Living	1
Leeds	9
Physical Health - Rehabilitation and Recovery	3
COVID19 Local Support - Yorkshire/ The Humber	2
Employment - Job Seeking	1
Physical Health - Healthcare Services	1
Finances - Grants	1
Employment - Volunteering	1
North East Lincolnshire	7
Mental Wellbeing - Drug and Alcohol Services	3
Housing - Homelessness	2
Employment - Job Seeking	1
Finances - Benefits	1
Scarborough	6
Employment - Job Seeking	3
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Home and Mobility Aids	1
Housing - Housing Advice and Support	1
East Riding of Yorkshire	6
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - GPs	1
Legal Support and Advocacy - Legal Aid	1
Housing - Housing Advice and Support	1
Finances - Grants	1
Calderdale	5
COVID19 Local Support - Yorkshire/ The Humber	2
COVID19 Local Support - North East	1
National Charities/Organisations - Combat Stress	1
Housing - Independent Living	1
Wakefield	4
Housing - Housing Advice and Support	1

Finances - Pensions and Compensation	1
Employment - Self Employment	1
Finances - Money and Debt Advice	1
Barnsley	4
Family and Communities - GPs	3
Housing - Homelessness	1
Harrogate	3
Physical Health - Home and Mobility Aids	3
Kingston upon Hull, City of	2
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Education and Training	1
Doncaster	2
Physical Health - Home and Mobility Aids	1
COVID19 Local Support - Yorkshire/ The Humber	1
York	1
Mental Wellbeing - Accessing Support	1
North Lincolnshire	1
Legal Support and Advocacy - Legal Advice	1
Rotherham	1
Employment - Education and Training	1

East Midlands

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



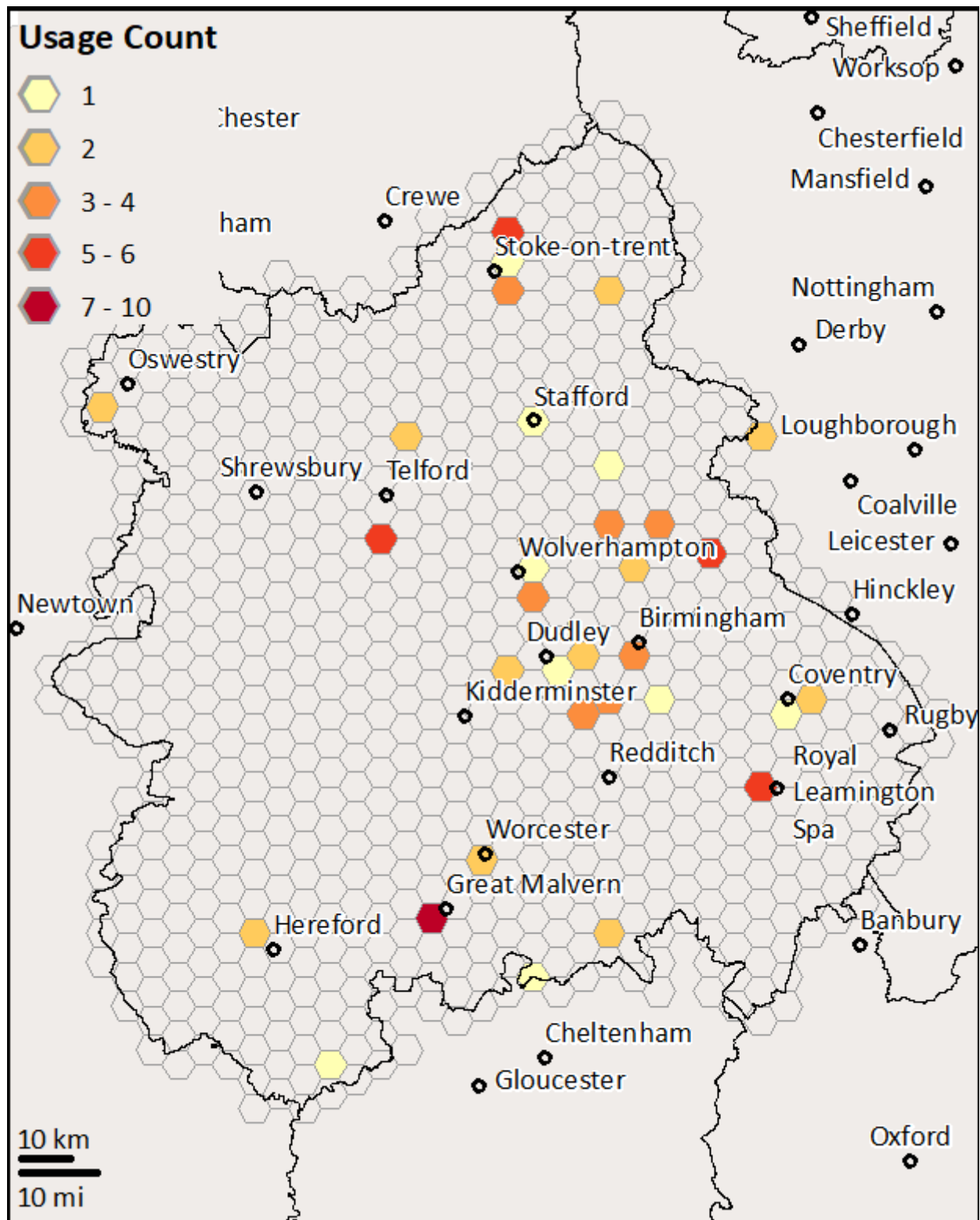
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Table 43. General search criteria from users located in East Midlands – Veterans’ Gateway mobile directory, October 2021

East Midlands	35
South Derbyshire	5
Mental Wellbeing - Accessing Support	2
Physical Health - GPs	2
Mental Wellbeing - Drug and Alcohol Services	1
South Holland	4
Mental Wellbeing - Sports	1
Housing - Respite Care (Day Care and Respite)	1
Housing - Eviction and Repossession	1
Housing - Housing Advice and Support	1
South Kesteven	4
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Accessing Support	1
Leicester	4
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Retirement	1
Finances - Benefits	1
Housing - Homelessness	1
Erewash	3
Family and Communities - Support for Carers	3
Northampton	2
Housing - Homelessness	1
Employment - Job Seeking	1
Broxtowe	2
Physical Health - Home and Mobility Aids	2
Hinckley and Bosworth	2
Mental Wellbeing - Drug and Alcohol Services	2
Lincoln	2
Physical Health - Nursing and Dementia Care	2
Charnwood	1
Employment - Job Seeking	1
West Lindsey	1
Employment - Education and Training	1
Corby	1
COVID19 Local Support - East Midlands	1
Derbyshire Dales	1
Employment - Job Seeking	1
Nottingham	1
Employment - Education and Training	1
East Northamptonshire	1
Employment - Job Seeking	1
Newark and Sherwood	1
COVID19 Local Support - East Midlands	1

West Midlands

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



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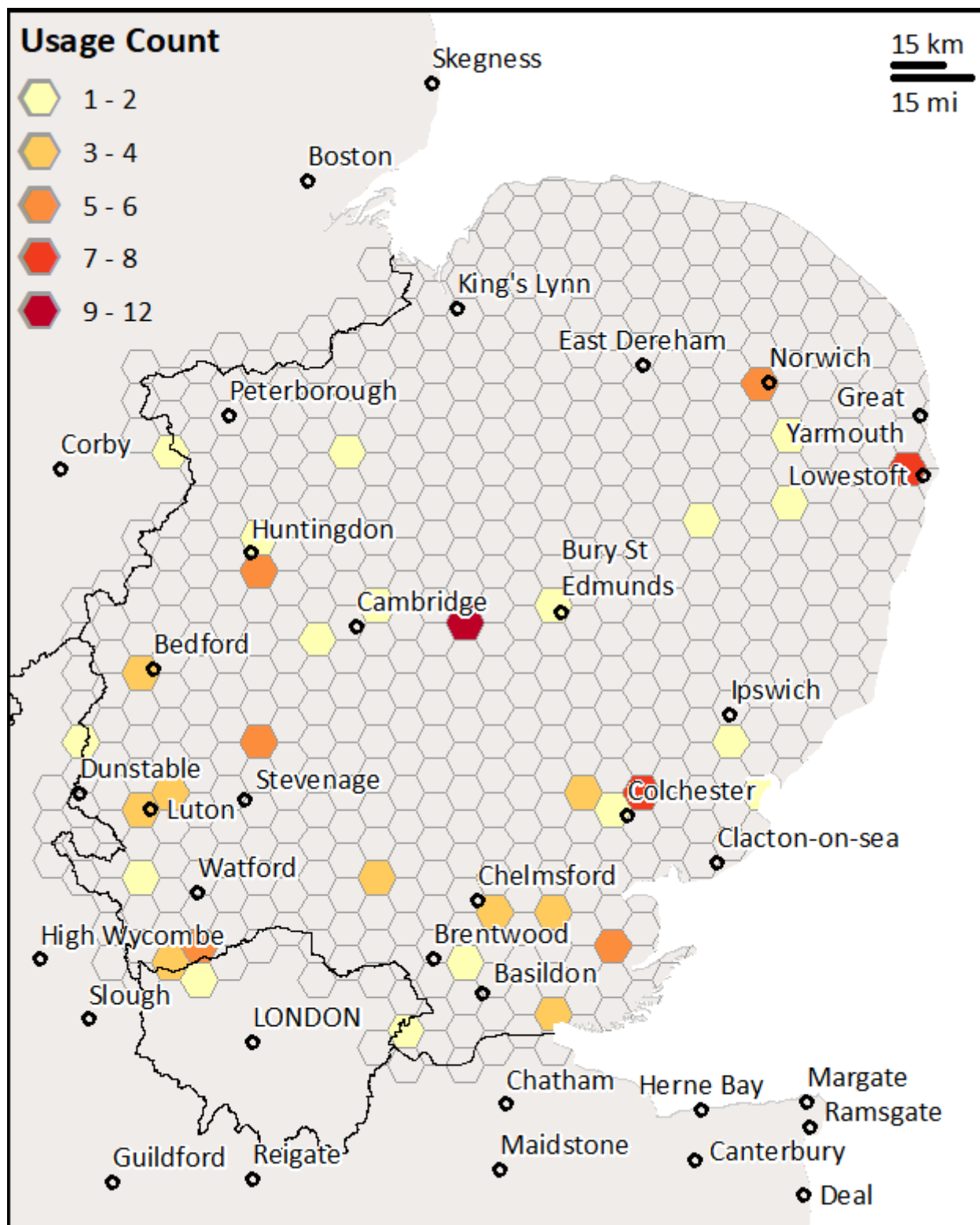
Table 44. General search criteria from users located in the West Midlands – Veterans’ Gateway mobile directory, October 2021

West Midlands	84
Birmingham	12
Family and Communities - Support Groups and Emotional Support	3
Housing - Homelessness	2
Physical Health - Drug and Alcohol Services	1
Finances - Benefits	1
Physical Health - GPs	1
Physical Health - Healthcare Services	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - Combat Stress	1
Malvern Hills	10
Mental Wellbeing - Accessing Support	8
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Stoke-on-Trent	9
Physical Health - Home and Mobility Aids	3
Housing - Supported Living	2
Housing - Independent Living	1
Employment - Self Employment	1
Employment - Education and Training	1
Finances - Benefits	1
Telford and Wrekin	7
Employment - Education and Training	2
Physical Health - GPs	1
Finances - Pensions and Compensation	1
Employment - Self Employment	1
Physical Health - Home and Mobility Aids	1
Finances - Benefits	1
Tamworth	6
Finances - Pensions and Compensation	2
Employment - Volunteering	1
Mental Wellbeing - Accessing Support	1
Finances - Financial Services	1
Finances - Grants	1
Lichfield	6
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
Legal Support and Advocacy - Legal Advice	1
Warwick	6
Physical Health - Home and Mobility Aids	2
Housing - Retirement	1
Physical Health - Drug and Alcohol Services	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Specific search for an organisation	1

Wolverhampton	5
Mental Wellbeing - Support Groups and Emotional Support	1
COVID19 Local Support - West Midlands	1
Physical Health - Healthcare Services	1
Finances - Pensions and Compensation	1
Housing - Independent Living	1
Herefordshire, County of	3
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Sports	1
Specific search for an organisation	1
Dudley	3
Employment - Job Seeking	2
Physical Health - Home and Mobility Aids	1
Coventry	3
Employment - Support for Offenders	1
Housing - Retirement	1
Finances - Pensions and Compensation	1
Wychavon	3
Finances - Grants	2
Mental Wellbeing - Accessing Support	1
Staffordshire Moorlands	2
Housing - Housing Advice and Support	2
Sandwell	2
Housing - Homelessness	1
Employment - Support for Offenders	1
Worcester	2
Mental Wellbeing - GPs	2
Shropshire	2
Employment - Self Employment	2
Cannock Chase	1
Employment - Job Seeking	1
Stafford	1
Finances - Grants	1
Solihull	1
Finances - Financial Services	1

East of England

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



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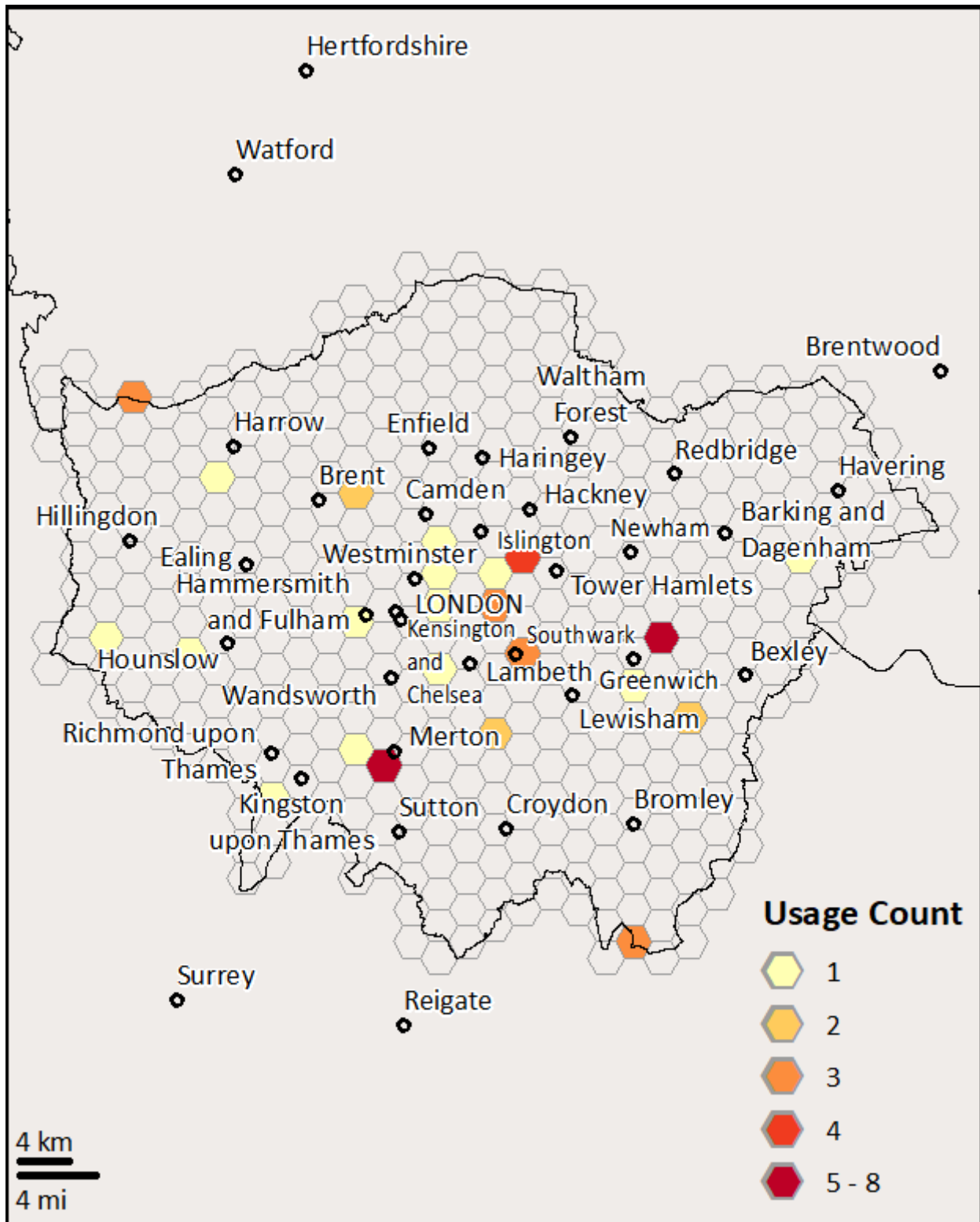
Table 45. General search criteria from users located in the East of England – Veterans’ Gateway mobile directory, October 2021

East of England	100
East Cambridgeshire	12
Family and Communities - Support for Carers	3
Family and Communities - Recreation	3
Housing - Housing Advice and Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Advice	1
Finances - Grants	1
Housing - Nursing and Dementia Care	1
Colchester	12
Employment - Job Seeking	3
Family and Communities - Recreation	3
National Charities/Organisations - SSAFA	2
Employment - Self Employment	1
Finances - Grants	1
Employment - Education and Training	1
Finances - Financial Services	1
Maldon	8
COVID19 Local Support - East of England	5
Employment - Job Seeking	3
Waveney	7
Employment - Self Employment	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Treatment	1
Housing - Retirement	1
Huntingdonshire	7
Mental Wellbeing - Drug and Alcohol Services	4
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Accessing Support	1
Norwich	6
Employment - Job Seeking	3
Finances - Financial Services	2
Legal Support and Advocacy - Legal Advice	1
South Norfolk	6
Family and Communities - Support for Carers	2
Legal Support and Advocacy - Legal Advice	1
Finances - Grants	1
Family and Communities - Recreation	1
Finances - Financial Services	1
North Hertfordshire	6
Employment - Volunteering	2
Mental Wellbeing - Bereavement	2
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - ASDIC Drop In Centres	1
Hertsmere	5
Housing - Eviction and Repossession	2

Family and Communities - Support for Carers	2
Employment - Job Seeking	1
Central Bedfordshire	4
Mental Wellbeing - Bereavement	4
Bedford	3
COVID19 Local Support - East of England	1
Physical Health - Healthcare Services	1
Employment - Job Seeking	1
Chelmsford	3
Finances - Pensions and Compensation	3
Southend-on-Sea	3
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Luton	3
Family and Communities - Bereavement	1
Physical Health - GPs	1
Housing - Supported Living	1
Harlow	3
Employment - Education and Training	1
Finances - Grants	1
Employment - Job Seeking	1
Babergh	2
Employment - Self Employment	1
Employment - Job Seeking	1
St Edmundsbury	2
Employment - Job Seeking	2
South Cambridgeshire	2
Physical Health - Healthcare Services	1
Mental Wellbeing - Treatment	1
Tendring	1
Finances - Benefits	1
Thurrock	1
Housing - Homelessness	1
Watford	1
Housing - Housing Advice and Support	1
Basildon	1
Mental Wellbeing - Accessing Support	1
Fenland	1
National Charities/Organisations - SSAFA	1
Dacorum	1
Employment - Education and Training	1

London

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



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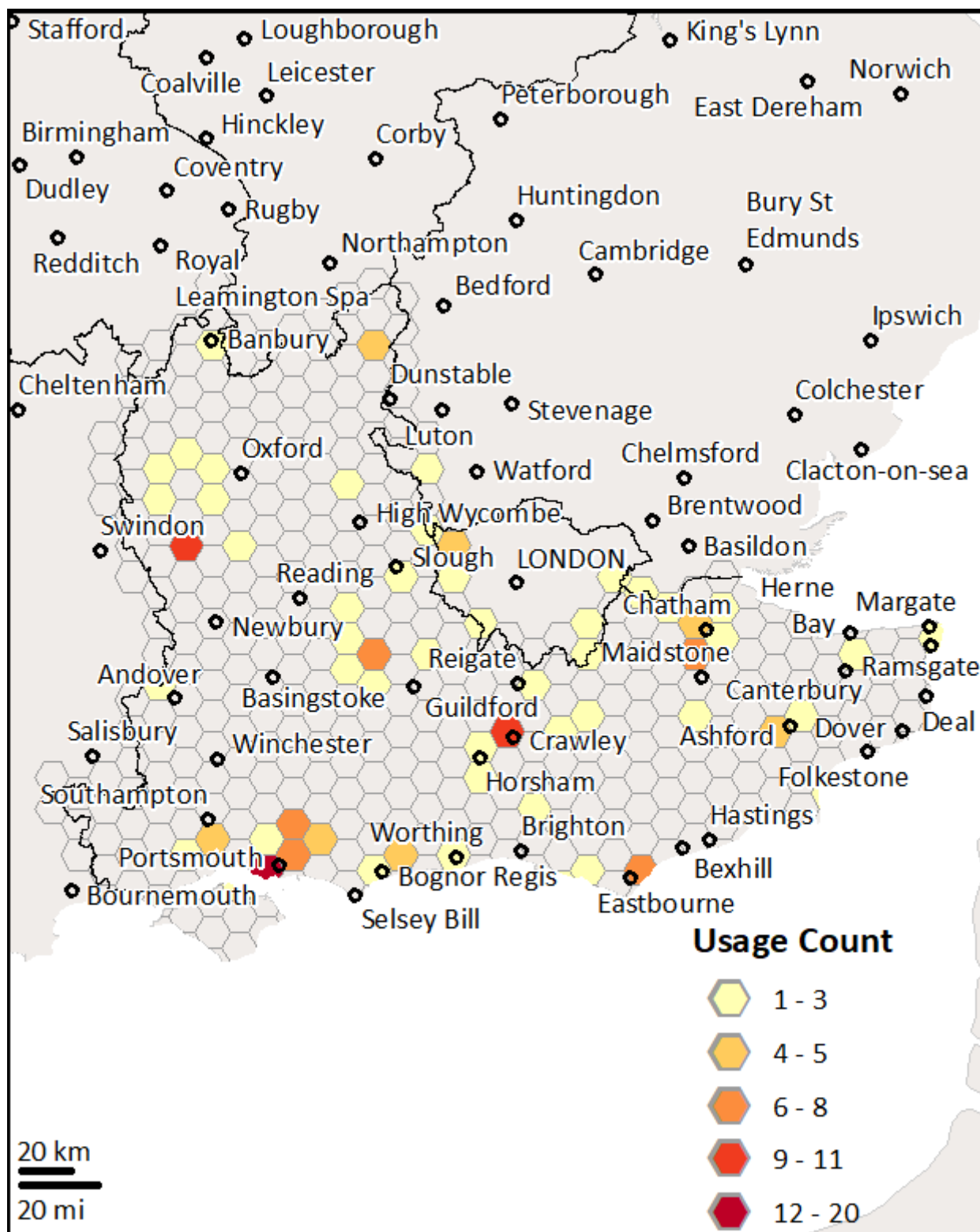
Table 46. General search criteria from users located in London – Veterans’ Gateway mobile directory, October 2021

London	49
Merton	9
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
National Charities/Organisations - Help for Heroes	1
Employment - Education and Training	1
Finances - Grants	1
Physical Health - Rehabilitation and Recovery	1
Finances - Support for the Gurkha Community	1
Legal Support and Advocacy - Legal Advice	1
Greenwich	7
Housing - Housing Advice and Support	5
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Southwark	6
Finances - Grants	3
Housing - Homelessness	2
Housing - Housing Advice and Support	1
Hillingdon	4
Mental Wellbeing - Accessing Support	1
Housing - Housing Advice and Support	1
Finances - Benefits	1
Finances - Pensions and Compensation	1
Tower Hamlets	4
Legal Support and Advocacy - Legal Advice	3
Physical Health - Support Groups and Emotional Support	1
Bromley	3
Family and Communities - Support Groups and Emotional Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Brent	2
Finances - Grants	1
Finances - Benefits	1
Croydon	2
Finances - Grants	2
Westminster	2
Physical Health - GPs	1
Housing - Homelessness	1
Bexley	2
Mental Wellbeing - Accessing Support	1
Finances - Grants	1
City of London	1
Physical Health - Sports	1
Camden	1
Housing - Independent Living	1
Hammersmith and Fulham	1
Physical Health - End of Life Care	1
Hounslow	1

Finances - Grants	1
Havering	1
Employment - Volunteering	1
Kingston upon Thames	1
Housing - Housing Advice and Support	1
Lambeth	1
Legal Support and Advocacy - Legal Advice	1
Harrow	1
Finances - Grants	1

South East

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



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

South East	169
Medway	16
Employment - Job Seeking	5
Finances - Pensions and Compensation	3
National Charities/Organisations - SSAFA	2
Employment - Support for Offenders	2
Physical Health - GPs	1
Employment - Volunteering	1
Physical Health - Healthcare Services	1
Finances - Money and Debt Advice	1
Vale of White Horse	15
Employment - Education and Training	4
Housing - Homelessness	2
Mental Wellbeing - Sports	2
Finances - Financial Services	2
Housing - Independent Living	1
Employment - Job Seeking	1
Finances - Benefits	1
Finances - Pensions and Compensation	1
Finances - Money and Debt Advice	1
Gosport	15
Employment - Job Seeking	3
Housing - Homelessness	2
Finances - Grants	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Financial Services	1
Employment - Volunteering	1
Finances - Money and Debt Advice	1
Family and Communities - Drug and Alcohol Services	1
Housing - Supported Living	1
Family and Communities - Support for the Gurkha Community	1
Employment - Education and Training	1
Finances - Benefits	1
Portsmouth	11
Employment - Education and Training	3
Housing - Nursing and Dementia Care	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Transition	1
Housing - Respite Care (Day Care and Respite)	1
Finances - Money and Debt Advice	1
Mental Wellbeing - Treatment	1
Housing - Homelessness	1
Housing - Independent Living	1
Rushmoor	10
Employment - Volunteering	2
Employment - Job Seeking	2
Housing - Housing Advice and Support	2

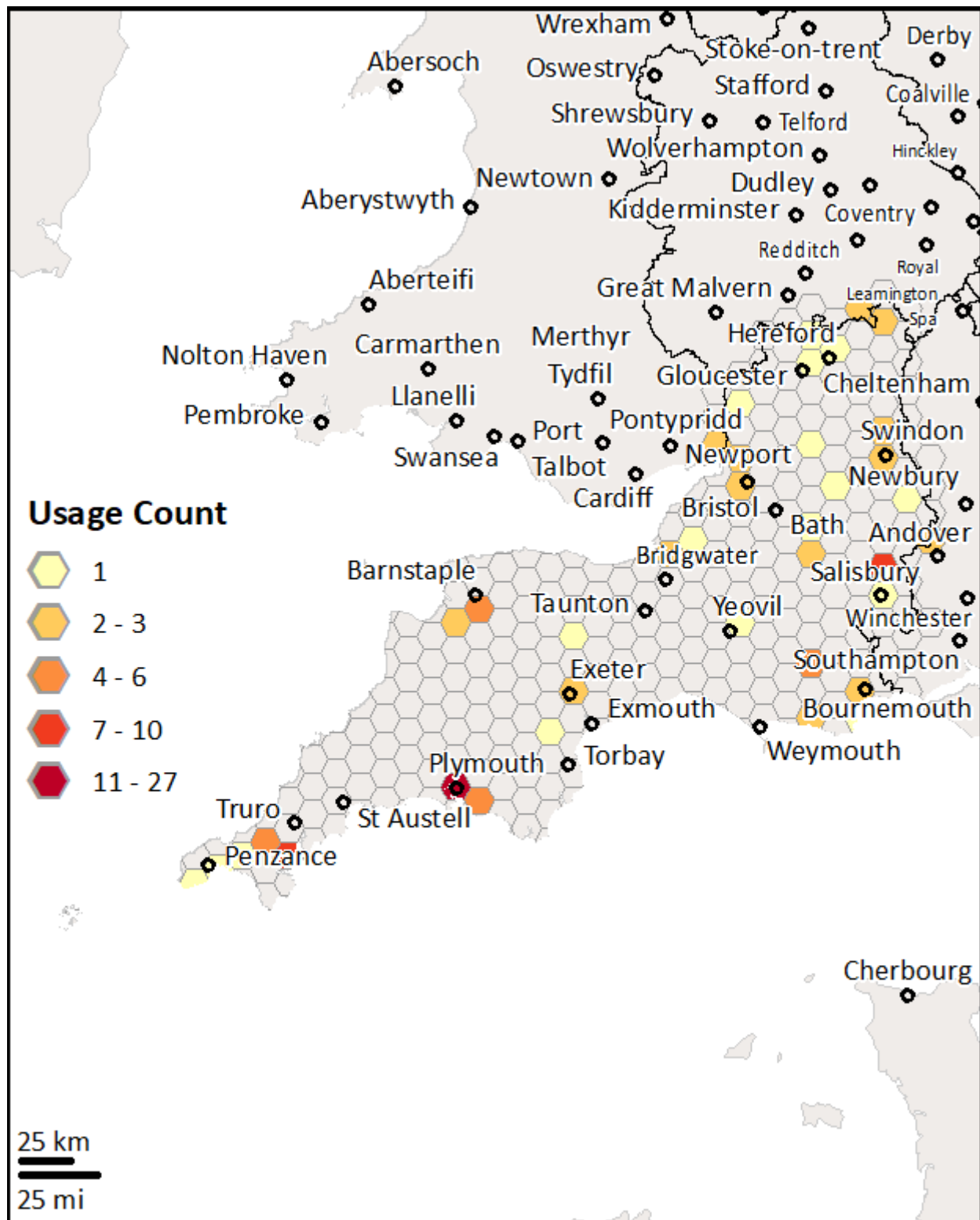
Mental Wellbeing - Treatment	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Accessing Support	1
Crawley	9
COVID19 Local Support - South East	3
Mental Wellbeing - Treatment	2
Mental Wellbeing - GPs	1
Legal Support and Advocacy - Legal Advocacy	1
Physical Health - Sports	1
Mental Wellbeing - Accessing Support	1
Ashford	7
Employment - Job Seeking	3
Physical Health - GPs	1
Finances - Money and Debt Advice	1
Employment - Education and Training	1
COVID19 Local Support - North East	1
Eastbourne	7
Physical Health - Home and Mobility Aids	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - GPs	1
National Charities/Organisations - Mind	1
Employment - Volunteering	1
Physical Health - Drug and Alcohol Services	1
Havant	6
Employment - Education and Training	2
Finances - Pensions and Compensation	2
Family and Communities - Drug and Alcohol Services	2
Lewes	6
Legal Support and Advocacy - Legal Advice	2
Physical Health - GPs	1
Physical Health - Blind Veterans	1
Finances - Grants	1
Mental Wellbeing - Support Groups and Emotional Support	1
Arun	5
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
National Charities/Organisations - Help for Heroes	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	1
Fareham	5
Employment - Job Seeking	2
Finances - Pensions and Compensation	1
Mental Wellbeing - GPs	1
Employment - Self Employment	1
Milton Keynes	5
Housing - Eviction and Repossession	2
Housing - Independent Living	1
COVID19 Local Support - East Midlands	1
Finances - Grants	1

Mid Sussex	4
Physical Health - Sports	1
National Charities/Organisations - SSAFA	1
Family and Communities - Bereavement	1
National Charities/Organisations - Royal British Legion	1
East Hampshire	4
Housing - Housing Advice and Support	2
Housing - Retirement	1
Finances - Pensions and Compensation	1
South Oxfordshire	3
Finances - Benefits	1
National Charities/Organisations - Help for Heroes	1
Finances - Grants	1
Thanet	3
Employment - Job Seeking	2
Physical Health - Rehabilitation and Recovery	1
Test Valley	3
Finances - Pensions and Compensation	2
National Charities/Organisations - ASDIC Drop In Centres	1
Tunbridge Wells	3
Physical Health - Home and Mobility Aids	3
Isle of Wight	3
COVID19 Local Support - South East	1
Legal Support and Advocacy - Legal Advice	1
Employment - Volunteering	1
Horsham	3
Finances - Financial Services	1
Physical Health - Home and Mobility Aids	1
Finances - Money and Debt Advice	1
Reigate and Banstead	3
Employment - Self Employment	1
Housing - Retirement	1
Employment - Volunteering	1
Wokingham	2
Physical Health - Drug and Alcohol Services	1
Mental Wellbeing - Drug and Alcohol Services	1
Woking	2
Finances - Grants	1
Employment - Self Employment	1
West Oxfordshire	2
Mental Wellbeing - Accessing Support	1
Employment - Education and Training	1
Chichester	2
Employment - Education and Training	2
Oxford	1
National Charities/Organisations - Royal British Legion	1
Chiltern	1
Employment - Job Seeking	1
Cherwell	1
Physical Health - GPs	1

Shepway	1
Employment - Job Seeking	1
Wycombe	1
Employment - Job Seeking	1
Bracknell Forest	1
Physical Health - GPs	1
Gravesham	1
Employment - Education and Training	1
Surrey Heath	1
Physical Health - Home and Mobility Aids	1
Windsor and Maidenhead	1
Finances - Benefits	1
Canterbury	1
Housing - Independent Living	1
Worthing	1
Finances - Pensions and Compensation	1
New Forest	1
Finances - Pensions and Compensation	1
Tonbridge and Malling	1
Finances - Grants	1
Hart	1
Physical Health - Sports	1
Sevenoaks	1
Mental Wellbeing - Support Groups and Emotional Support	1

South West

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



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

South West	102
Plymouth	31
Employment - Education and Training	5
Physical Health - Sports	4
Legal Support and Advocacy - Legal Advice	4
Employment - Job Seeking	4
Mental Wellbeing - Treatment	3
Employment - Self Employment	2
Housing - Independent Living	2
Employment - Transition	1
Physical Health - End of Life Care	1
National Charities/Organisations - Help for Heroes	1
Legal Support and Advocacy - Legal Advocacy	1
COVID19 Local Support - South West	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Homelessness	1
Wiltshire	16
Employment - Job Seeking	5
Employment - Education and Training	3
Finances - Pensions and Compensation	2
COVID19 Local Support - North West	1
Mental Wellbeing - Bereavement	1
Physical Health - GPs	1
Physical Health - Sports	1
Employment - Volunteering	1
Finances - Financial Services	1
Cornwall	14
Housing - Homelessness	6
Mental Wellbeing - Treatment	2
Finances - Grants	1
Employment - Volunteering	1
Housing - Eviction and Repossession	1
Family and Communities - Bereavement	1
Employment - Education and Training	1
Family and Communities - Support for Carers	1
North Devon	6
Physical Health - Nursing and Dementia Care	4
Housing - Nursing and Dementia Care	1
National Charities/Organisations - Royal British Legion	1
Swindon	5
Housing - Eviction and Repossession	2
Family and Communities - Bereavement	1
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Housing Advice and Support	1
North Dorset	4
Employment - Job Seeking	2
Mental Wellbeing - Bereavement	1

Employment - Self Employment	1
Sedgemoor	3
Finances - Financial Services	2
Employment - Job Seeking	1
Torridge	3
National Charities/Organisations - British Red Cross	1
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - SSAFA	1
Purbeck	3
Employment - Job Seeking	2
Finances - Pensions and Compensation	1
Cotswold	3
Finances - Pensions and Compensation	2
Employment - Job Seeking	1
Bournemouth	2
Housing - Housing Advice and Support	1
Employment - Education and Training	1
Exeter	2
Physical Health - Home and Mobility Aids	1
Finances - Benefits	1
Bristol, City of	2
Mental Wellbeing - Accessing Support	1
COVID19 Local Support - South West	1
South Gloucestershire	2
Mental Wellbeing - Accessing Support	2
Teignbridge	1
Employment - Volunteering	1
Forest of Dean	1
Finances - Financial Services	1
Gloucester	1
Physical Health - Rehabilitation and Recovery	1
South Somerset	1
Mental Wellbeing - Accessing Support	1
Mid Devon	1
Physical Health - Sports	1
Cheltenham	1
Housing - Housing Advice and Support	1