

Usage of the directory of services (Local Support) on Veterans' Gateway

01/02/2019 - 28/02/2019

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

**ARMED FORCES
COVENANT**

FUND TRUST

**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 diameters do not have a correspondence with real-world area boundaries.

Analysis of Spatial Hot spots

Analysis was conducted to identify significant postcode sectors which are hotspots with regards to the number of directory users. The hot spot 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 is differs significantly from the expected range, and when that difference is too large to be the result of random chance, a statistically significant hot spot of users is identified.

Analysis of Spatial Outliers

Analysis was conducted to identify significant postcode sectors that are outliers with regards to the number of directory users. Outliers are postcodes sectors that have a high number of users in comparison with neighbouring postcode sectors. 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 sectors that have at least a 95 percent confidence level are identified as outliers.

Key Findings

The directory of services within the Veterans' Gateway website provides veterans, service families and health and social care providers with easy access to thousands of services, which provide care or support to veterans and service families across the UK.

On February 28th 2019, the directory of services included **14,576** markers, each representing a service available to veterans or service families.

From February 01st to February 28th 2019, the directory attracted **1,368** individual searches for services.

- A total of **35** cases in which no postcodes were recorded were excluded from this analysis.
- A total of **61** cases with postcodes outside of the UK were excluded from this analysis.
- A total of **1,272** cases with postcodes within the UK were included within this analysis.

Table 1. provides an overview of the general criteria of searches made through the directory from February 01st to February 28th 2019. This table combines all searches made from February 01st to February 28th 2019 into general categories of search criteria.

- 'Employment', followed by 'Housing', followed by 'Mental Wellbeing' were the primary general search criteria for users from February 01st to February 28th 2019.

Table 2. provides a more detailed breakdown of the exact criteria of all searches made through the directory from February 01st to February 28th 2019. The top ten search criteria accessed by users during this period are highlighted in red.

- 'Employment - Job Seeking', followed by 'Employment - Education and Training', followed by 'Mental Wellbeing - Accessing Support' were the primary search criteria for users from February 01st to February 28th 2019.

Figures 1. to 3. illustrate the spatial distribution of all users across the UK from February 01st to February 28th 2019, and the spatial hotspots and spatial outliers in terms of usage throughout this time.

Table 3 provides an overview of the usage across each region of the UK from February 01st to February 28th 2019.

- London, followed by the South East, followed by the North West were the regions with the highest usage from February 01st to February 28th 2019.

Table 4. provides an overview of the 20 local authority areas with the highest usage from February 01st to February 28th 2019.

- Newcastle upon Tyne, followed by Southwark, followed by Croydon were the local authority areas with the highest usage February 01st to February 28th in 2019.

Table 5. provides a detailed breakdown of users top search criteria within each region of the UK from February 01-31 2019.

Table 1. An Overview of User General Search Criteria from February 01-28 2019

Search Criteria	Search Count	Search Percentage
Employment	266	20.9%
Housing	207	16.3%
Mental Wellbeing	182	14.3%
Finances	177	13.9%
Physical Health	120	9.4%
Local Government Support	102	8.0%
National Charities/Organisations	83	6.5%
Family and Communities	78	6.1%
Legal Support and Advocacy	57	4.5%
Grand Total	1,272	100%

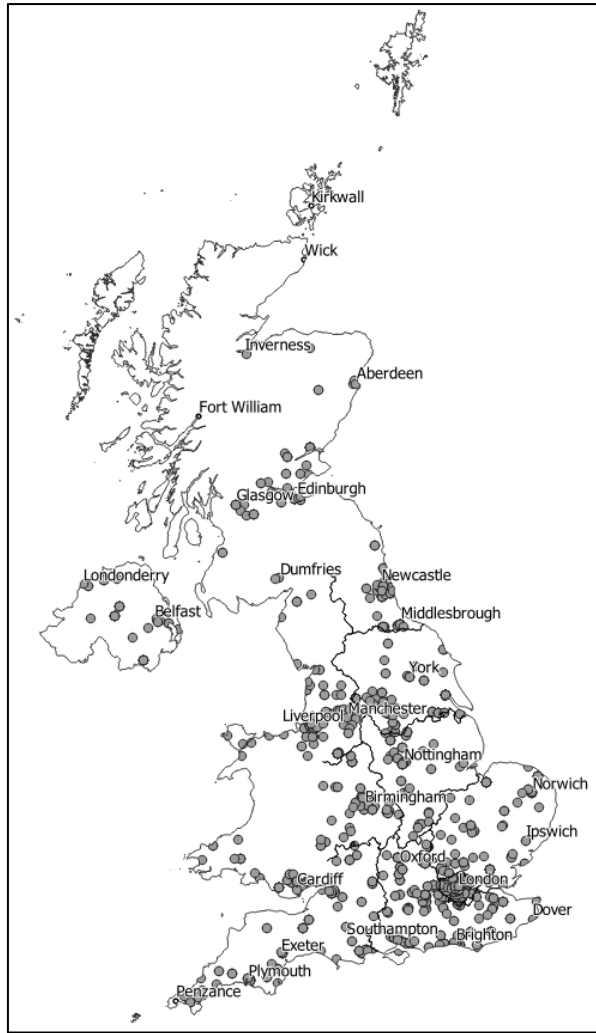
Table 2. A Detailed Breakdown of Users Exact Search Criteria from February 01-28 2019

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	106	8.3%
Employment - Education and Training	87	6.8%
Mental Wellbeing - Accessing Support	72	5.7%
Housing - Homelessness	68	5.3%
Housing - Housing Advice and Support	55	4.3%
Finances - Grants	51	4.0%
Mental Wellbeing - Support Groups and Emotional Support	43	3.4%
Finances - Pensions and Compensation	36	2.8%
Finances - Money and Debt Advice	31	2.4%
Finances - Benefits	29	2.3%
Legal Support and Advocacy - Legal Advice	28	2.2%
Finances - Financial Services	27	2.1%
Employment - Volunteering	24	1.9%
Family and Communities - Support Groups and Emotional Support	24	1.9%
Housing - Independent Living	24	1.9%
Mental Wellbeing - Treatment	20	1.6%
Housing - Eviction and Repossession	19	1.5%
Mental Wellbeing - Drug and Alcohol Services	19	1.5%
Physical Health - Support Groups and Emotional Support	19	1.5%
Employment - Self Employment	18	1.4%
Employment - Transition	18	1.4%
Physical Health - Home and Mobility Aids	18	1.4%
Physical Health - GPs	17	1.3%
Housing - Retirement	16	1.3%
National Charities/Organisations - ASDIC Drop In Centres	16	1.3%
Housing - Supported Living	15	1.2%
National Charities/Organisations - Royal British Legion	15	1.2%
Legal Support and Advocacy - Legal Advocacy	14	1.1%
Employment - Support for Offenders	13	1.0%
Family and Communities - Recreation	13	1.0%
Family and Communities - Support for Carers	13	1.0%
Local Government Support - East of England	13	1.0%
Local Government Support - South East	13	1.0%
Local Government Support - Yorkshire/ The Humber	13	1.0%
National Charities/Organisations - SSAFA	13	1.0%
Physical Health - Rehabilitation and Recovery	13	1.0%
Physical Health - Sports	13	1.0%
Family and Communities - Bereavement	12	0.9%
Mental Wellbeing - Sports	12	0.9%
Mental Wellbeing - GPs	11	0.9%
Physical Health - Healthcare Services	11	0.9%

Table 2. Continued: A Detailed Breakdown of Users Search Criteria from February 01-28 2019

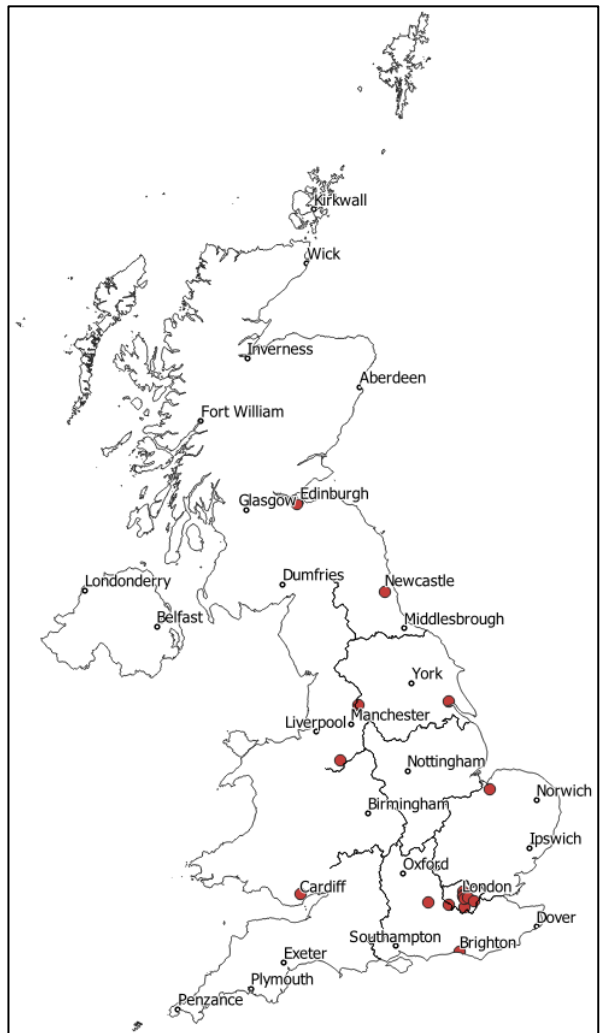
Search Criteria	Search Count	Search Percentage
Local Government Support - East Midlands	9	0.7%
Local Government Support - Scotland	9	0.7%
Physical Health - End of Life Care	9	0.7%
Legal Support and Advocacy - Legal Aid	8	0.6%
Local Government Support - London	8	0.6%
Family and Communities - Drug and Alcohol Services	7	0.6%
Legal Support and Advocacy - Support for the Gurkha Community	7	0.6%
Local Government Support - North East	7	0.6%
Local Government Support - North West	7	0.6%
Local Government Support - South West	7	0.6%
Local Government Support - Wales	7	0.6%
National Charities/Organisations - Blesma	7	0.6%
National Charities/Organisations - Help for Heroes	7	0.6%
Family and Communities - GPs	6	0.5%
Physical Health - Drug and Alcohol Services	6	0.5%
Physical Health - Limb Loss	6	0.5%
Housing - Nursing and Dementia Care	5	0.4%
Housing - Respite Care (Day Care and Respite)	5	0.4%
Local Government Support - West Midlands	5	0.4%
Mental Wellbeing - Bereavement	5	0.4%
National Charities/Organisations - Citizen Advice Bureau	5	0.4%
National Charities/Organisations - Combat Stress	5	0.4%
National Charities/Organisations - Mind	5	0.4%
Physical Health - Nursing and Dementia Care	5	0.4%
Local Government Support - Northern Ireland	4	0.3%
National Charities/Organisations - Shelter	4	0.3%
Family and Communities - Support for the Gurkha Community	3	0.2%
Finances - Support for the Gurkha Community	3	0.2%
National Charities/Organisations - British Red Cross	3	0.2%
Physical Health - Blind Veterans	3	0.2%
National Charities/Organisations - Legion Scotland	2	0.2%
National Charities/Organisations - Samaritans Branches	1	0.1%
Grand Total	1,272	100%

**Figure 1. User Locations Between
01/02/2019 - 28/02/2019**



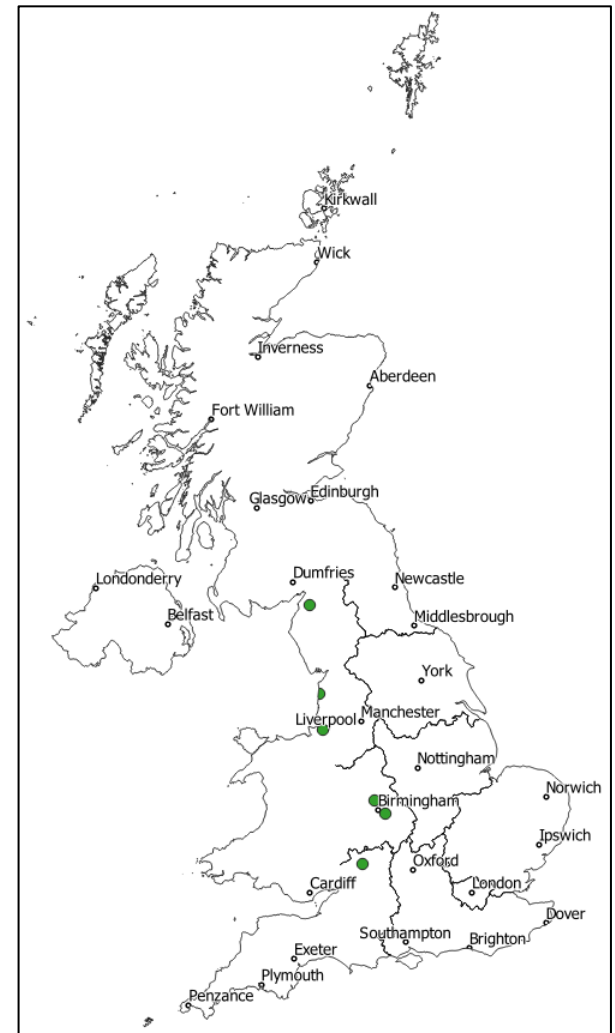
The figure above shows the location of all the postcode sectors with directory users during February 2019.

**Figure 2. User Hot Spots Between
01/02/2019 - 28/02/2019**



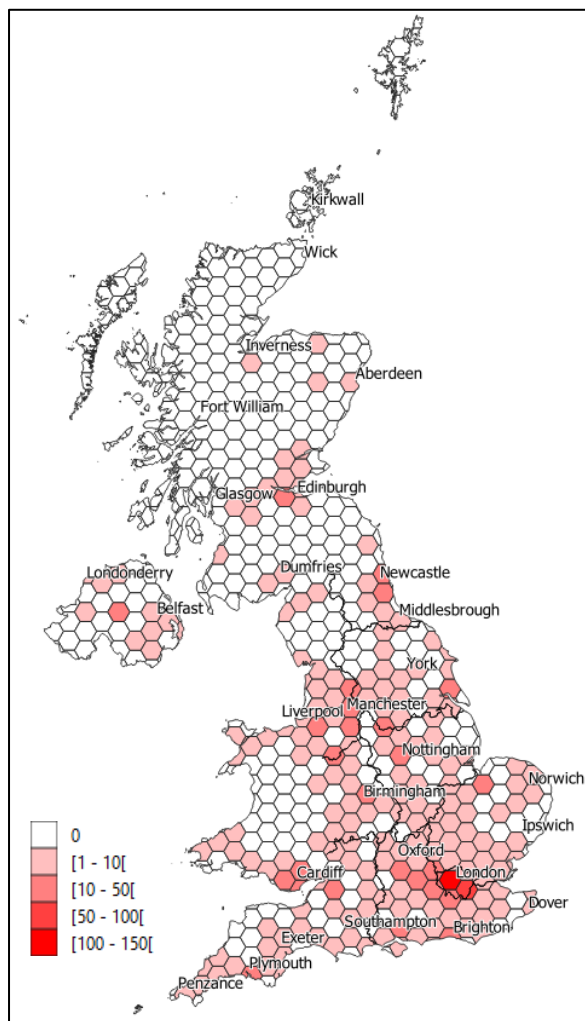
The figure above shows postcode sectors that can be considered to be hotspots, because they have a high number of directory users, and are surrounded by other postcode sectors with a high number of directory users. This pattern is not attributable to random chance.

**Figure 3. User Outliers Between
01/02/2019 - 28/02/2019**



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

Figure 4. Users' locations between 01/02/2019 - 28/02/2019



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

Table 3. Regional Usage Between 01/02/2019 - 28/01/2019

N = 1,272

Region	Usage Count	Usage Percentage
London	238	18.7%
South East	216	17.0%
North West	122	9.6%
South West	115	9.0%
Yorkshire and The Humber	94	7.4%
North East	93	7.3%
East of England	91	7.2%
Scotland	70	5.5%
Wales	70	5.5%
West Midlands	66	5.2%
East Midlands	60	4.7%
Northern Ireland	37	2.9%

Table 4. Main Local Authorities for Usage Between 01/02/2019-28/02/2019

N = 1,272

Top 20 Local Authorities	Usage Count	Usage Percentage
Newcastle upon Tyne	41	3.2%
Southwark	39	3.1%
Croydon	34	2.7%
Brighton and Hove	27	2.1%
Islington	23	1.8%
Cheshire East	20	1.6%
Liverpool	20	1.6%
Edinburgh, City of	19	1.5%
Cornwall	18	1.4%
Plymouth	18	1.4%
Calderdale	16	1.3%
Bexley	15	1.2%
Greenwich	15	1.2%
Cardiff	14	1.1%
City of London	14	1.1%
Bracknell Forest	13	1.0%
King's Lynn and West Norfolk	13	1.0%
Manchester	13	1.0%
Oldham	13	1.0%
Elmbridge	12	0.9%

Table 5: A Detailed Breakdown of Users Top Search Criteria by Region from February 01-31

Region	Usage Count	Percentage of Regional Usage
London	238	
Housing - Homelessness	27	11.3%
Housing - Housing Advice and Support	19	8.0%
Employment - Education and Training	15	6.3%
South East	216	
Mental Wellbeing - Accessing Support	14	6.5%
Employment - Education and Training	10	4.6%
Employment - Job Seeking	10	4.6%
Housing - Homelessness	10	4.6%
North West	122	
Employment - Job Seeking	14	11.5%
Employment - Education and Training	9	7.4%
Finances - Grants	7	5.7%
South West	115	
Employment - Job Seeking	14	12.2%
Finances - Grants	7	6.1%
Housing - Homelessness	6	5.2%
Mental Wellbeing - Support Groups and Emotional Support	6	5.2%
Yorkshire and The Humber	94	
Employment - Job Seeking	10	10.6%
Mental Wellbeing - Accessing Support	10	10.6%
Local Government Support - Yorkshire/ The Humber	9	9.6%
North East	93	
Employment - Job Seeking	13	14.0%
Employment - Education and Training	11	11.8%
Mental Wellbeing - Accessing Support	9	9.7%
East of England	91	
Local Government Support - East of England	7	7.7%
Employment - Education and Training	6	6.6%
Employment - Job Seeking	5	5.5%
Finances - Pensions and Compensation	5	5.5%
Scotland	70	
Local Government Support - Scotland	7	10.0%
Employment - Education and Training	6	8.6%
Finances - Grants	5	7.1%
Wales	70	
Employment - Job Seeking	10	14.3%
Employment - Education and Training	5	7.1%
Family and Communities - Support Groups and Emotional Support	5	7.1%
Legal Support and Advocacy - Legal Advice	5	7.1%
Local Government Support - Wales	5	7.1%
West Midlands	66	
Employment - Education and Training	9	13.6%
Employment - Job Seeking	8	12.1%
Employment - Self Employment	3	4.5%

Table 5 Continued: A Detailed Breakdown of Users Top Search Criteria by Region from February 01-31 2019

Region	Usage Count	Percentage of Regional Usage
East Midlands	60	
Employment - Job Seeking	6	10.0%
Finances - Grants	5	8.3%
Housing - Homelessness	5	8.3%
Northern Ireland	37	
Employment - Education and Training	6	16.2%
Mental Wellbeing - Accessing Support	4	10.8%
Physical Health - Rehabilitation and Recovery	4	10.8%