

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

01/05/2019 - 31/05/2019

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**
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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% 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 at May 2019.

Map of Need Covenant Officers

UK Wide COs	Coverage
The Royal British Legion	UK
Cobseo	UK
England COs	Coverage
Armed Forces South East Connect	Surrey, Kent, Sussex, West Sussex, Hampshire, Brighton and Hove, Medway
Greater Manchester Combined Authority	Manchester City, Bolton, Bury, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford, Wigan
Dorset Local Authority	Dorset
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
West Midlands Combined Taskforce	West Midlands
Charnwood, Melton and Rushcliffe Councils	Charnwood, Melton, Rushcliffe
Gateshead Council	Gateshead
Wales COs	Coverage
The Welsh Assembly	Wales
Northern Ireland COs	Coverage
The Veterans Support Office	Northern Ireland
Scotland COs	Coverage
To be determined by Central Scottish Government	Scotland

Key Findings – May 2019

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 May 01st 2019, the directory of services included **14,818** markers, each representing a service available to veterans or service families.

From May 01st to May 31st 2019, the directory attracted **1,209** individual searches for services.

- A total of **37** cases in which no postcodes were recorded were excluded from this analysis.
- A total of **227** cases with postcodes outside of the UK were excluded from this analysis.
- A total of **945** 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 May 01st to May 31st 2019. This table combines all searches made from May 01st to May 31st 2019 into general categories of search criteria.

- 'Mental Wellbeing', followed by 'Employment', followed by 'Housing' were the primary general search criteria for users from May 01st to May 31th 2019.

Table 2 provides a more detailed breakdown of the exact criteria of all searches made through the directory from May 01st to May 31st 2019. The top ten search criteria accessed by users during this period are highlighted in red.

- 'Mental Wellbeing - Accessing Support', followed by 'Employment - Job Seeking', followed by 'Employment - Education and Training' were the primary search criteria for users from May 01st to May 31st 2019.

Figures 1 to 3 illustrate the spatial distribution of all users across the UK from May 01st to May 31st 2019, and the spatial hot spots and spatial outliers in terms of usage throughout this time.

Table 3 provides an overview of the usage across each country/region of the UK from May 01st to May 31st 2019.

- London, followed by the South East, followed by the North West were the regions with the highest usage from May 01st to May 31st 2019.

Table 4 provides an overview of the 20 local authority areas with the highest usage from May 01st to May 31st 2019.

- Southwark, followed by Westminster, followed by Preston were the local authority areas with the highest usage from May 01st to May 31st 2019.

Table 5 provides a detailed breakdown of user top search criteria within each region of the UK from May 2019.

Table 1. An overview of general search criteria from May 01-31, 2019

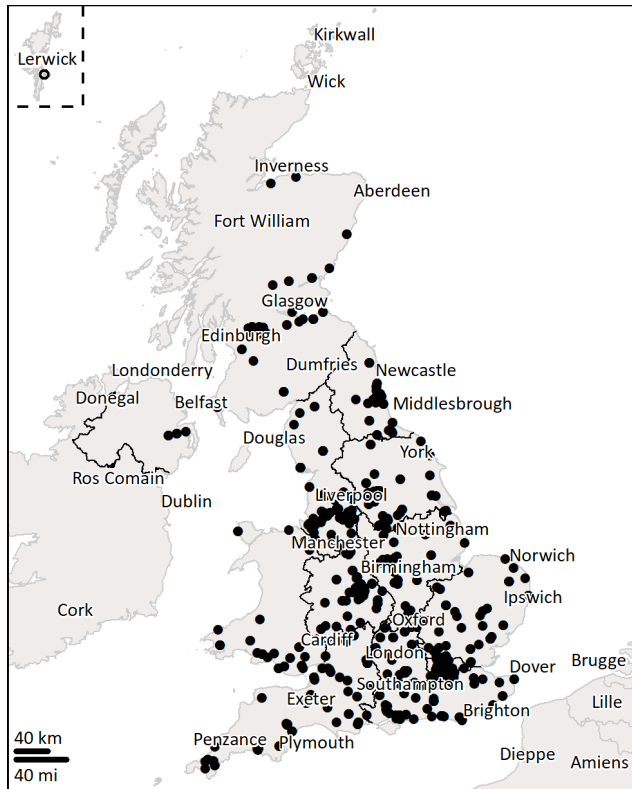
Search Criteria	Search Count	Search Percentage
Mental Wellbeing	181	19.2%
Employment	179	18.9%
Housing	143	15.1%
Finances	114	12.1%
Family and Communities	79	8.4%
Local Government Support	77	8.1%
Physical Health	74	7.8%
National Charities/Organisations	61	6.5%
Legal Support and Advocacy	37	3.9%
Total	945	100.0%

Table 2. A detailed breakdown of exact search criteria from May 01-31, 2019

Search Criteria	Search Count	Search Percentage
Mental Wellbeing - Accessing Support	71	7.5%
Employment - Job Seeking	68	7.2%
Employment - Education and Training	57	6.0%
Mental Wellbeing - Support Groups and Emotional Support	47	5.0%
Housing - Housing Advice and Support	40	4.2%
Housing - Homelessness	38	4.0%
Finances - Grants	36	3.8%
Finances - Benefits	27	2.9%
Housing - Independent Living	24	2.5%
Mental Wellbeing - Treatment	22	2.3%
Legal Support and Advocacy - Legal Advice	21	2.2%
Mental Wellbeing - Drug and Alcohol Services	21	2.2%
National Charities/Organisations - ASDIC Drop In Centres	21	2.2%
Employment - Transition	20	2.1%
Family and Communities - Recreation	20	2.1%
Finances - Pensions and Compensation	19	2.0%
Physical Health - Healthcare Services	19	2.0%
Family and Communities - Support Groups and Emotional Support	16	1.7%
Finances - Money and Debt Advice	16	1.7%
Employment - Self Employment	14	1.5%
Finances - Financial Services	13	1.4%
Housing - Eviction and Repossession	13	1.4%
Local Government Support - North West	13	1.4%
Family and Communities - Support for Carers	12	1.3%
Housing - Supported Living	12	1.3%
Employment - Volunteering	11	1.2%
Mental Wellbeing - GPs	11	1.2%
National Charities/Organisations - Royal British Legion	11	1.2%
Family and Communities - Bereavement	10	1.1%
Employment - Support for Offenders	9	1.0%

Search Criteria	Search Count	Search Percentage
Family and Communities - GPs	9	1.0%
Local Government Support - East Midlands	9	1.0%
Legal Support and Advocacy - Legal Advocacy	8	0.8%
Physical Health - GPs	8	0.8%
Physical Health - Home and Mobility Aids	8	0.8%
Family and Communities - Drug and Alcohol Services	7	0.7%
Housing - Nursing and Dementia Care	7	0.7%
Local Government Support - East of England	7	0.7%
Local Government Support - Northern Ireland	7	0.7%
Local Government Support - Yorkshire/ The Humber	7	0.7%
Physical Health - Nursing and Dementia Care	7	0.7%
Legal Support and Advocacy - Legal Aid	6	0.6%
Local Government Support - North East	6	0.6%
Local Government Support - South West	6	0.6%
National Charities/Organisations - SSAFA	6	0.6%
Physical Health - Drug and Alcohol Services	6	0.6%
Physical Health - End of Life Care	6	0.6%
Physical Health - Rehabilitation and Recovery	6	0.6%
Family and Communities - Support for the Gurkha Community	5	0.5%
Housing - Retirement	5	0.5%
Mental Wellbeing - Sports	5	0.5%
National Charities/Organisations - Help for Heroes	5	0.5%
Physical Health - Support Groups and Emotional Support	5	0.5%
Housing - Respite Care (Day Care and Respite)	4	0.4%
Local Government Support - Scotland	4	0.4%
Mental Wellbeing - Bereavement	4	0.4%
National Charities/Organisations - Citizen Advice Bureau	4	0.4%
National Charities/Organisations - Combat Stress	4	0.4%
National Charities/Organisations - Shelter	4	0.4%
Physical Health - Blind Veterans	4	0.4%
Finances - Support for the Gurkha Community	3	0.3%
Local Government Support - Wales	3	0.3%
Local Government Support - West Midlands	3	0.3%
National Charities/Organisations - Blesma	3	0.3%
Physical Health - Sports	3	0.3%
Legal Support and Advocacy - Support for the Gurkha Community	2	0.2%
Local Government Support - London	2	0.2%
National Charities/Organisations - Mind	2	0.2%
Physical Health - Limb Loss	2	0.2%
National Charities/Organisations - Legion Scotland	1	0.1%
Total	945	100.0%

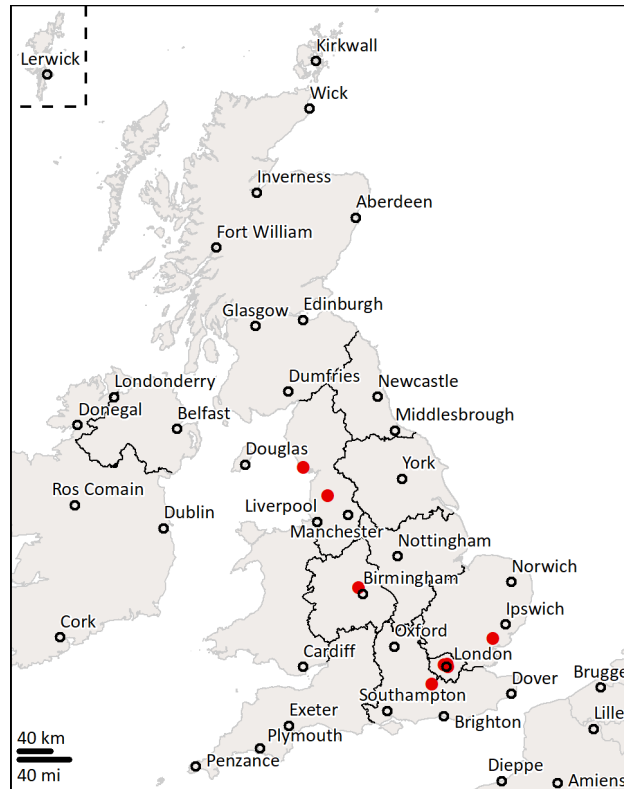
Figure 1. User locations between 01/05/2019 - 31/05/2019



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

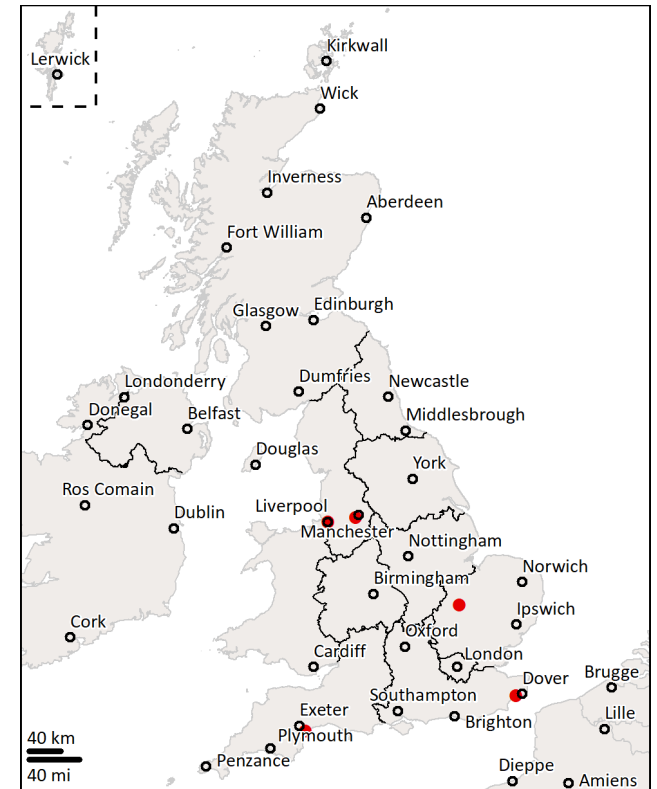
Figure 2. User hot spots between 01/05/2019 - 31/05/2019



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The figure above shows postcode sectors that can be considered to be hot spots, 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 01/05/2019 - 31/05/2019



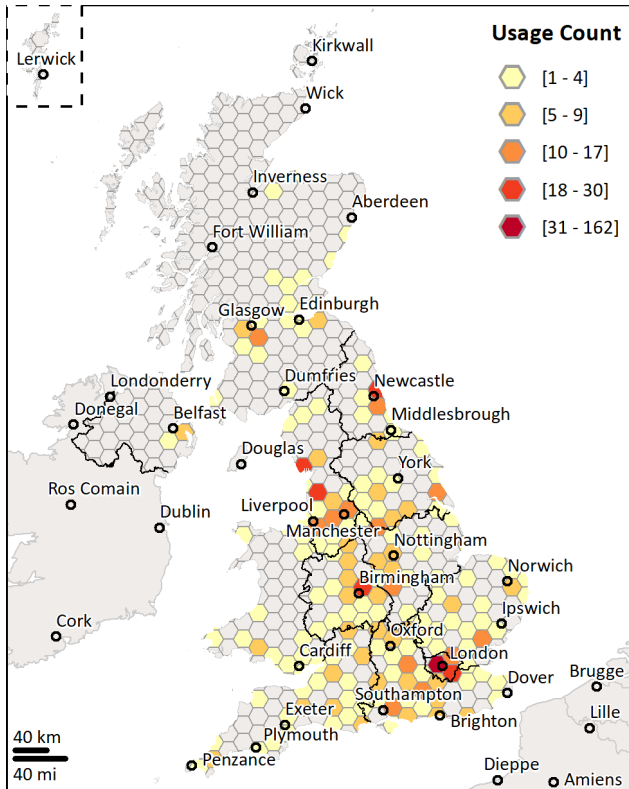
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The figure above shows postcode sectors that can be considered to be outliers, because they have a high number of directory users and are surrounded by postcode sectors with a low number of directory users. This pattern is not attributable to random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

**Figure 4. User locations between
01/05/2019 - 31/05/2019**

**Table 3. Regional usage between
01/05/2019 - 31/05/2019**

**Table 4. Main local authorities for usage between
01/05/2019 - 31/05/2019**



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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.

N = 945

Region	Usage Count	Usage Percentage
London	199	21.1%
South East	125	13.2%
North West	116	12.3%
South West	91	9.6%
West Midlands	80	8.5%
Yorkshire and The Humber	68	7.2%
East of England	59	6.2%
Scotland	55	5.8%
North East	53	5.6%
East Midlands	49	5.2%
Wales	42	4.4%
Northern Ireland	8	0.8%

N = 945

Top 20 Local Authorities	Usage Count	Usage Percentage
Southwark	51	5.4%
Westminster	43	4.6%
Preston	28	3.0%
Barrow-in-Furness	23	2.4%
Islington	20	2.1%
Sheffield	15	1.6%
Birmingham	14	1.5%
Sandwell	14	1.5%
Wiltshire	13	1.4%
Cherwell	12	1.3%
Colchester	12	1.3%
Guildford	12	1.3%
Northumberland	12	1.3%
Cornwall	11	1.2%
Gateshead	11	1.2%
Leicester	11	1.2%
Newcastle upon Tyne	11	1.2%
Kingston upon Hull, City of	10	1.1%
South Lanarkshire	10	1.1%
Aylesbury Vale	9	1.0%

Table 5. A detailed breakdown of top search criteria by region from April 01-30, 2019

Region	Usage Count	Percentage of Regional Usage
London	199	
Employment - Education and Training	14	7.0%
Mental Wellbeing - Accessing Support	14	7.0%
Mental Wellbeing - Support Groups and Emotional Support	10	5.0%
South East	125	
Employment - Education and Training	12	9.6%
Employment - Job Seeking	12	6.0%
Mental Wellbeing - Accessing Support	10	5.0%
North West	166	
Employment - Education and Training	9	5.4%
Employment - Job Seeking	8	4.0%
Mental Wellbeing - Accessing Support	8	4.0%
South West	91	
Mental Wellbeing - Support Groups and Emotional Support	10	11.0%
Housing - Homelessness	8	8.8%
Mental Wellbeing - Accessing Support	7	7.7%
West Midlands	80	
Employment - Job Seeking	12	15.0%
Mental Wellbeing - Accessing Support	7	8.8%
Housing - Housing Advice and Support	5	6.3%
Yorkshire and The Humber	68	
Employment - Job Seeking	7	10.3%
Mental Wellbeing - Accessing Support	7	10.3%
Local Government Support - Yorkshire/ The Humber	6	8.8%
East of England	59	
Finances - Benefits	6	10.2%
Housing - Housing Advice and Support	6	10.2%
Mental Wellbeing - Accessing Support	6	10.2%
Scotland	80	
Employment - Education and Training	8	14.5%
Finances - Grants	5	9.1%
Employment - Job Seeking	4	7.3%
Mental Wellbeing - Accessing Support	4	7.3%
Mental Wellbeing - Support Groups and Emotional Support	4	7.3%
North East	53	
Employment - Job Seeking	7	13.2%
National Charities/Organisations - ASDIC Drop In Centres	5	9.4%
Employment - Education and Training	4	7.5%
East Midlands	49	
Finances - Benefits	5	10.2%
Local Government Support - East Midlands	4	8.2%
Physical Health - Healthcare Services	4	8.2%

Table 5 Continued. A detailed breakdown of top search criteria by region from April 01-30, 2019

Region	Usage Count	Percentage of Regional Usage
Wales	42	
Finances - Pensions and Compensation	5	11.9%
Finances - Benefits	4	9.5%
Finances - Grants	3	7.1%
Local Government Support - Wales	3	7.1%
Mental Wellbeing - Accessing Support	3	7.1%
Northern Ireland	8	
Local Government Support - Northern Ireland	2	25.0%
Employment - Job Seeking	1	12.5%
Family and Communities - Support Groups and Emotional Support	1	12.5%
Mental Wellbeing - Drug and Alcohol Services	1	12.5%
National Charities/Organisations - Mind	1	12.5%
National Charities/Organisations - Shelter	1	12.5%
Physical Health - Healthcare Services	1	12.5%