

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

## **April 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  
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NEWCASTLE



# Analytical Methodology

## Hexagonal binning

Analysis was conducted in order to normalise geographical space across the UK for mapping analysis. This was achieved through the process of aggregating and summarizing spatial data into equal sized connected hexagons. This method is referred to as hexagonal binning. Using regularly spaced hexagons for spatial analysis (opposed to irregular shaped areas such as counties, local authorities, etc.), resolves issues such as disparities in perceptions between geographical areas which vary significantly in shape and size. It is important to note the purpose of hexagonal binning is to assist in the visualization of spatial data and that the units do not have a correspondence with real-world area boundaries.

## Analysis of spatial hotspots

Analysis was conducted to identify significant postcode districts which are hotspots with regards to the number of directory users. The hotspot analysis uses the Getis-Ord  $G_i^*$  statistic (pronounced G-i-star) to indicate geographical areas with counts of users more pronounced than one would expect in a random distribution of users at the regional level. This method works by looking at each area within the context of neighbouring areas. The local sum of users for an area and the neighbouring areas is compared proportionally to the sum of users in all areas in the region; when the local sum differs significantly from the expected range, and when that difference is too large to be the result of random chance, a statistically significant hotspot of users is identified.

## Analysis of spatial outliers

Analysis was conducted to identify significant postcode districts that are outliers with regards to the number of directory users. Outliers are postcodes districts that have a high number of users in comparison with neighbouring postcode districts. The method uses the Anselin Local Moran's  $I$  statistic to indicate whether the observed spatial outliers are more pronounced than one would expect in a random distribution of those same values. Only the postcode districts that have at least a 95% confidence level are identified as outliers.



## Map of Need Covenant Officers

The geospatial directory of services is continuously updated with the collaboration of trusted partners that are responsible for a given geographical area: Covenant Officers (COs). We rely in the local knowledge of these trusted partners to make sure the directory is meaningful to each veteran community across the UK. The following table lists the current geographical coverage as of April 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 – April 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 1<sup>st</sup> of May 2021, the directory of services included **17,138** markers, each representing a service available to veterans or service families.

During April 2021, the directory attracted **1,587** individual searches for services across the UK.

- A total of **462** cases were from the Veterans' Gateway Online Directory.
- A total of **924** cases were from the Veterans' Gateway Mobile Directory.
- A total of **201** cases had users located overseas or with a null location.
- When considering all searches, 'Employment', followed by 'Mental Wellbeing' and 'Finances' were the primary search criteria.

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

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

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

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

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

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

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

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

- Mid and East Antrim followed by Bournemouth and Cornwall were the local authorities with the highest online usage.



## **Veterans' Gateway Online Directory, April 2021 (N= 462)**

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

- 'Mental Wellbeing' followed by 'Family and Communities' and 'Employment' were the primary general search criteria for online users during April 2021.

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

- 'Family and Communities - Recreation', followed by 'Employment - Education and Training' and 'Mental Wellbeing - Accessing Support' were the primary online search criteria.

Figures 5 to 7 illustrate the spatial distribution of all online users located across the UK during April 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 April 2021.

- The North West followed by Northern Ireland and London were the regions with the highest online usage during April 2021.

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

- Mid and East Antrim followed by Bournemouth and City of London were the local authorities with the highest online usage.

## **Veterans' Gateway Mobile Directory, April 2021 (N= 924)**

Table 33 provides an overview of the general criteria of mobile searches made UK-wide through the mobile directory during April 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 April 2021.

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

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

Figures 9 to 11 illustrate the spatial distribution of all mobile users during April 2021.

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

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

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



- Cornwall followed by East Lothian and Bournemouth were the local authorities with the highest mobile usage.

#### Veterans' Gateway mobile platform performance data

- Total downloads since app launch: 5,522 on Apple and 4,693 on Android.
- Number of software crashes since app launch: 21 on Apple and 156 on Android.
- Number of downloads in April: 142 on Apple and 191 on Android.
- Number of software crashes in April: 2 on Apple and 3 on Android.



## Usage of the Veterans' Gateway directory of services (all searches)

Table 1. General search criteria from users located in the UK – All searches, April 2021

Search Criteria	Search Count	Search Percentage
Employment	284	20.49%
Mental Wellbeing	265	19.12%
Finances	221	15.95%
Housing	175	12.63%
Family and Communities	136	9.81%
Physical Health	120	8.66%
COVID19 Local Support	64	4.62%
National Charities/Organisations	53	3.82%
Legal Support and Advocacy	35	2.53%
Specific Search for an Organisation	33	2.38%
<b>Total</b>	<b>1,386</b>	<b>100%</b>

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

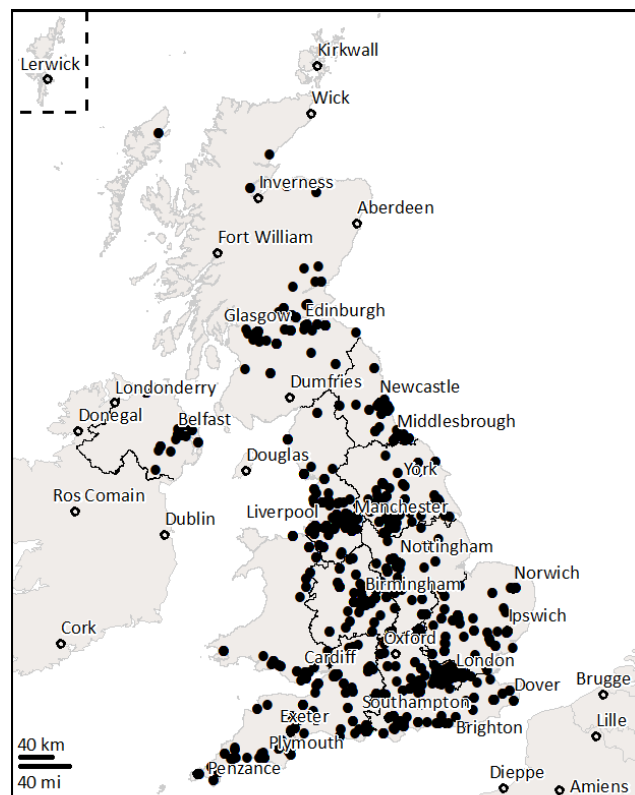
Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	133	9.60%
Mental Wellbeing - Accessing Support	100	7.22%
Employment - Education and Training	87	6.28%
Mental Wellbeing - Support Groups and Emotional Support	68	4.91%
Finances - Pensions and Compensation	61	4.40%
Housing - Housing Advice and Support	58	4.18%
Housing - Homelessness	56	4.04%
Finances - Benefits	54	3.90%
Finances - Grants	54	3.90%
Family and Communities - Recreation	49	3.54%
Mental Wellbeing - Drug and Alcohol Services	38	2.74%
Finances - Money and Debt Advice	35	2.53%
Specific Search for an Organisation	33	2.38%
Family and Communities - Support Groups and Emotional Support	29	2.09%
Mental Wellbeing - Treatment	27	1.95%
Family and Communities - Bereavement	27	1.95%
Legal Support and Advocacy - Legal Advice	27	1.95%
Employment - Volunteering	22	1.59%
Physical Health - Home and Mobility Aids	22	1.59%
Housing - Independent Living	21	1.52%
Physical Health - Healthcare Services	19	1.37%
Employment - Self Employment	19	1.37%
Physical Health - Sports	19	1.37%
Finances - Financial Services	17	1.23%
Family and Communities - Support for Carers	16	1.15%
COVID19 Local Support - North West	16	1.15%
National Charities/Organisations - SSAFA	14	1.01%
Physical Health - Support Groups and Emotional Support	13	0.94%
Employment - Transition	13	0.94%
Housing - Supported Living	13	0.94%
Housing - Retirement	12	0.87%
COVID19 Local Support - Scotland	12	0.87%
Mental Wellbeing - Bereavement	12	0.87%
Physical Health - Drug and Alcohol Services	11	0.79%
Physical Health - Rehabilitation and Recovery	11	0.79%
Employment - Support for Offenders	10	0.72%



Search Criteria	Search Count	Search Percentage
Housing - Eviction and Repossession	9	0.65%
COVID19 Local Support - South West	8	0.58%
Mental Wellbeing - Sports	8	0.58%
National Charities/Organisations - ASDIC Drop In Centres	8	0.58%
Legal Support and Advocacy - Legal Aid	7	0.51%
COVID19 Local Support - East of England	6	0.43%
COVID19 Local Support - West Midlands	6	0.43%
Family and Communities - Wales and Outside Regions	6	0.43%
National Charities/Organisations - Get Active	6	0.43%
National Charities/Organisations - Help for Heroes	6	0.43%
Mental Wellbeing - South East	6	0.43%
Physical Health - South East	5	0.36%
Housing - Nursing and Dementia Care	5	0.36%
COVID19 Local Support - East Midlands	4	0.29%
COVID19 Local Support - South East	4	0.29%
Physical Health - Nursing and Dementia Care	4	0.29%
National Charities/Organisations - Combat Stress	4	0.29%
Physical Health - End of Life Care	4	0.29%
National Charities/Organisations - Royal British Legion	4	0.29%
Physical Health - Limb Loss	3	0.22%
Family and Communities - Support for the Gurkha Community	3	0.22%
Physical Health - South West	3	0.22%
COVID19 Local Support - Northern Ireland	3	0.22%
Family and Communities - South East	2	0.14%
National Charities/Organisations - Get More Specialist Help	2	0.14%
Physical Health - North East	2	0.14%
National Charities/Organisations - Legion Scotland	2	0.14%
COVID19 Local Support - London	2	0.14%
Family and Communities - Drug and Alcohol Services	2	0.14%
Mental Wellbeing - East Midlands	2	0.14%
Mental Wellbeing - North West	2	0.14%
Physical Health - Wales and Outside Regions	2	0.14%
National Charities/Organisations - Samaritans Branches	2	0.14%
National Charities/Organisations - Places to Go	2	0.14%
National Charities/Organisations - Citizen Advice Bureau	1	0.07%
Housing - Respite Care (Day Care and Respite)	1	0.07%
COVID19 Local Support - Yorkshire/ The Humber	1	0.07%
Family and Communities - West Midlands	1	0.07%
Family and Communities - North West	1	0.07%
National Charities/Organisations - Improve My Wellbeing	1	0.07%
COVID19 Local Support - North East	1	0.07%
Mental Wellbeing - Yorkshire/The Humber	1	0.07%
COVID19 Local Support - Wales	1	0.07%
Physical Health - North West	1	0.07%
Physical Health - Yorkshire/The Humber	1	0.07%
Mental Wellbeing - South West	1	0.07%
National Charities/Organisations - British Red Cross	1	0.07%
Legal Support and Advocacy - Legal Advocacy	1	0.07%
<b>Total</b>	<b>1,386</b>	<b>100%</b>



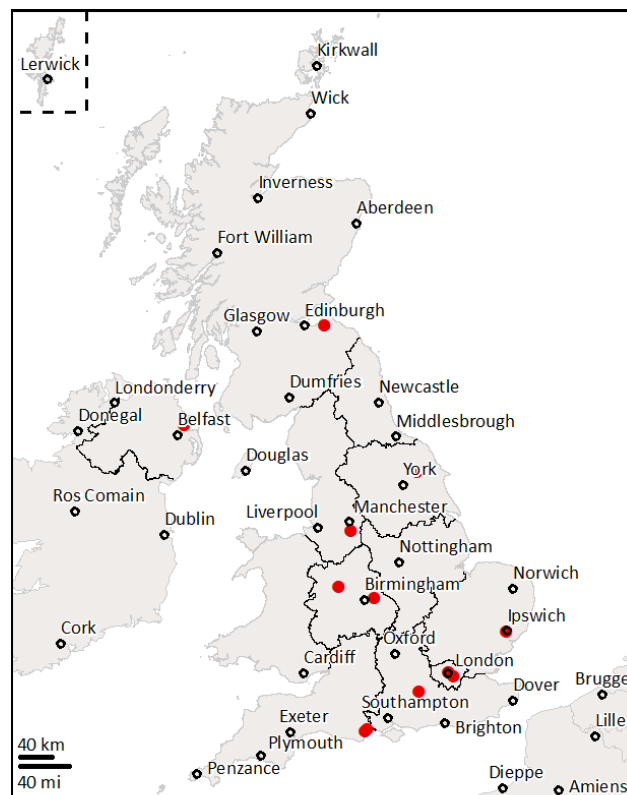
**Figure 1. User locations in the UK – All searches, April 2021**



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

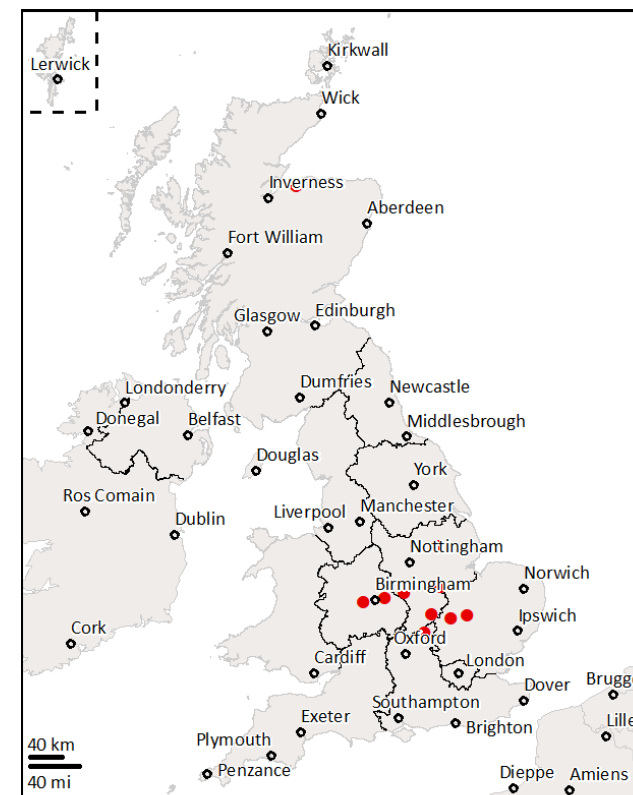
**Figure 2. User hotspots in the UK – All searches, April 2021**



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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, April 2021**

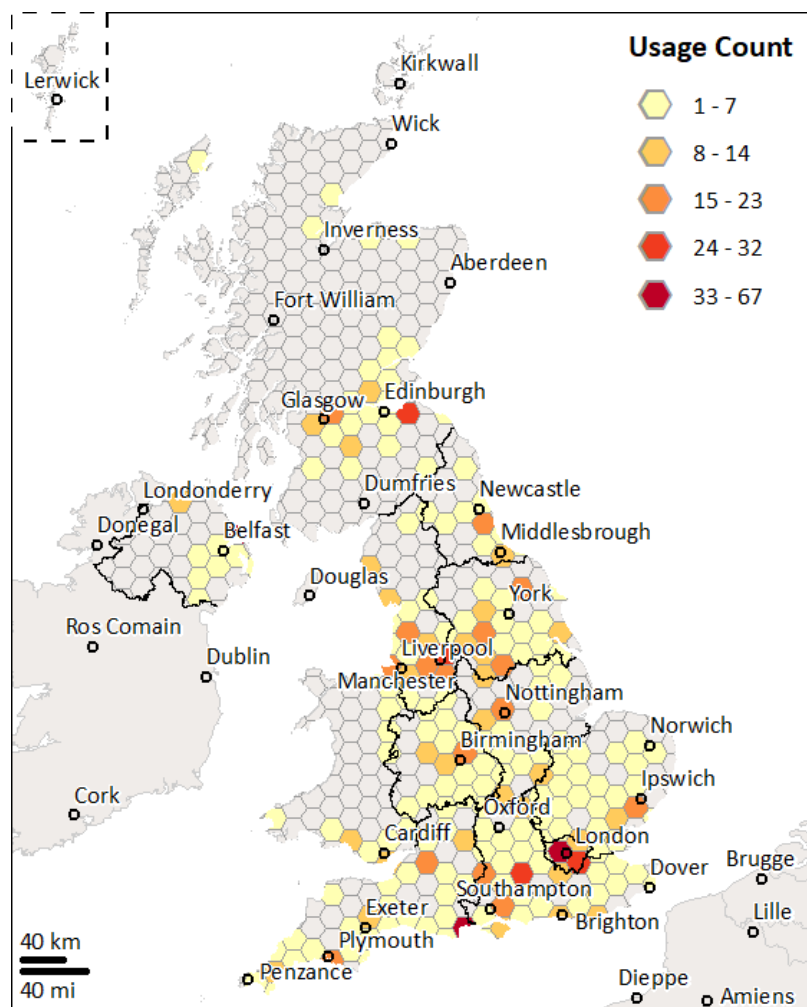


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*The figure above shows postcode districts that can be considered outliers, because they have a high number of directory users and are surrounded by postcode districts with a low number of directory users. This pattern is not attributable to random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



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

N = 1,386

Region	Usage Count	Usage Percentage
South West	216	15.58%
South East	182	13.13%
North West	179	12.91%
Yorkshire and The Humber	126	9.09%
Scotland	119	8.59%
London	111	8.01%
Northern Ireland	97	7.00%
East of England	93	6.71%
West Midlands	87	6.28%
East Midlands	59	4.26%
North East	59	4.26%
Wales	58	4.18%

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

N = 1,386

Top 20 Local Authorities	Usage Count	Usage Percentage
Mid and East Antrim	67	4.83%
Bournemouth	58	4.18%
Cornwall	33	2.38%
East Lothian	30	2.16%
Glasgow City	24	1.73%
City of London	22	1.59%
Plymouth	18	1.30%
Ipswich	17	1.23%
Greenwich	16	1.15%
Rushmoor	16	1.15%
Telford and Wrekin	16	1.15%
Stockport	15	1.08%
Ryedale	15	1.08%
Trafford	15	1.08%
North Warwickshire	15	1.08%
Leeds	15	1.08%
Rotherham	14	1.01%
Milton Keynes	14	1.01%
Test Valley	12	0.87%
Wiltshire	12	0.87%



## Northern Ireland

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

<b>Mid and East Antrim</b>	<b>67</b>
Employment - Education and Training	25
Family and Communities - Recreation	16
Family and Communities - Bereavement	6
Finances - Benefits	5
Family and Communities - Support for Carers	4
Family and Communities - Support Groups and Emotional Support	3
Employment - Support for Offenders	3
Employment - Transition	2
Employment - Job Seeking	1
Family and Communities - Support for the Gurkha Community	1
Family and Communities - Drug and Alcohol Services	1
<b>Causeway Coast and Glens</b>	<b>8</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Accessing Support	2
Finances - Pensions and Compensation	1
Employment - Self Employment	1
Employment - Education and Training	1
Finances - Benefits	1
<b>North Down and Ards</b>	<b>6</b>
Employment - Job Seeking	2
Specific Search for an Organisation	1
Housing - Supported Living	1
Employment - Education and Training	1
Housing - Retirement	1
<b>Armagh City, Banbridge and Craigavon</b>	<b>6</b>
Legal Support and Advocacy - Legal Advice	2
Physical Health - Support Groups and Emotional Support	1
Physical Health - Sports	1
Finances - Grants	1
Employment - Support for Offenders	1
<b>Belfast</b>	<b>6</b>
Employment - Volunteering	3
Employment - Job Seeking	3
<b>Lisburn and Castlereagh</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Housing - Housing Advice and Support	1
<b>Antrim and Newtownabbey</b>	<b>1</b>
Finances - Financial Services	1
<b>Newry, Mourne and Down</b>	<b>1</b>
Finances - Pensions and Compensation	1



## Wales

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

<b>The Vale of Glamorgan</b>	<b>7</b>
Family and Communities - Wales and Outside Regions	4
Mental Wellbeing - Accessing Support	2
Physical Health - Healthcare Services	1
<b>Swansea</b>	<b>7</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Job Seeking	2
Mental Wellbeing - Treatment	1
Employment - Self Employment	1
Legal Support and Advocacy - Legal Advocacy	1
<b>Powys</b>	<b>6</b>
Finances - Grants	2
Family and Communities - Support Groups and Emotional Support	2
National Charities/Organisations - ASDIC Drop In Centres	1
Finances - Benefits	1
<b>Denbighshire</b>	<b>6</b>
Finances - Money and Debt Advice	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Flintshire</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Homelessness	2
Finances - Money and Debt Advice	1
Housing - Eviction and Repossession	1
<b>Wrexham</b>	<b>5</b>
Housing - Retirement	1
Employment - Job Seeking	1
Specific Search for an Organisation	1
Finances - Benefits	1
Finances - Grants	1
<b>Neath Port Talbot</b>	<b>5</b>
Finances - Money and Debt Advice	2
Family and Communities - Wales and Outside Regions	2
COVID19 Local Support - London	1
<b>Pembrokeshire</b>	<b>4</b>
Finances - Pensions and Compensation	2
Physical Health - Wales and Outside Regions	1
Physical Health - Healthcare Services	1
<b>Cardiff</b>	<b>4</b>
Physical Health - Wales and Outside Regions	1
Housing - Retirement	1
COVID19 Local Support - Wales	1
Finances - Financial Services	1
<b>Rhondda Cynon Taf</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Monmouthshire</b>	<b>2</b>
Housing - Homelessness	1
Employment - Job Seeking	1
<b>Newport</b>	<b>2</b>
Physical Health - Drug and Alcohol Services	2
<b>Carmarthenshire</b>	<b>1</b>







## Scotland

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

<b>East Lothian</b>	<b>30</b>
Mental Wellbeing - Accessing Support	8
Legal Support and Advocacy - Legal Advice	6
Physical Health - Sports	3
Finances - Money and Debt Advice	2
Employment - Self Employment	2
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Bereavement	1
Family and Communities - Bereavement	1
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Education and Training	1
<b>Glasgow City</b>	<b>24</b>
Specific Search for an Organisation	10
Family and Communities - Support Groups and Emotional Support	3
Finances - Money and Debt Advice	2
Finances - Pensions and Compensation	2
COVID19 Local Support - Scotland	2
Finances - Grants	2
Family and Communities - Bereavement	1
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
<b>South Lanarkshire</b>	<b>11</b>
Physical Health - Home and Mobility Aids	5
Finances - Grants	3
National Charities/Organisations - Legion Scotland	1
Employment - Job Seeking	1
Housing - Homelessness	1
<b>Fife</b>	<b>9</b>
COVID19 Local Support - Northern Ireland	2
Physical Health - Healthcare Services	2
National Charities/Organisations - SSAFA	1
COVID19 Local Support - Scotland	1
Physical Health - Home and Mobility Aids	1
Employment - Volunteering	1
Mental Wellbeing - Sports	1
<b>West Lothian</b>	<b>8</b>
Family and Communities - Support Groups and Emotional Support	2
Employment - Support for Offenders	2
Housing - Homelessness	1
National Charities/Organisations - Citizen Advice Bureau	1
COVID19 Local Support - Scotland	1



Employment - Transition	1
<b>Moray</b>	<b>5</b>
Physical Health - Drug and Alcohol Services	2
Finances - Benefits	1
Employment - Job Seeking	1
Family and Communities - Support for Carers	1
<b>Scottish Borders</b>	<b>4</b>
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Sports	1
Finances - Financial Services	1
Housing - Retirement	1
<b>Edinburgh, City of</b>	<b>4</b>
Housing - Independent Living	1
Finances - Pensions and Compensation	1
COVID19 Local Support - Scotland	1
Family and Communities - Support for Carers	1
<b>Clackmannanshire</b>	<b>4</b>
Employment - Education and Training	2
Employment - Support for Offenders	1
Employment - Job Seeking	1
<b>Dundee City</b>	<b>3</b>
Finances - Money and Debt Advice	2
COVID19 Local Support - Scotland	1
<b>Renfrewshire</b>	<b>3</b>
National Charities/Organisations - Get Active	2
Mental Wellbeing - Accessing Support	1
<b>Dumfries &amp; Galloway</b>	<b>3</b>
Finances - Financial Services	1
Physical Health - Home and Mobility Aids	1
Finances - Pensions and Compensation	1
<b>Highland</b>	<b>3</b>
Finances - Benefits	2
National Charities/Organisations - Legion Scotland	1
<b>Perth &amp; Kinross</b>	<b>2</b>
COVID19 Local Support - Scotland	2
<b>Eilean Siar</b>	<b>2</b>
Finances - Pensions and Compensation	2
<b>East Renfrewshire</b>	<b>1</b>
Finances - Benefits	1
<b>Midlothian</b>	<b>1</b>
COVID19 Local Support - Scotland	1
<b>Angus</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>South Ayrshire</b>	<b>1</b>
Employment - Job Seeking	1



## North East

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

<b>Redcar and Cleveland</b>	<b>11</b>
Employment - Job Seeking	4
Employment - Transition	3
Employment - Education and Training	2
Physical Health - Rehabilitation and Recovery	1
Finances - Money and Debt Advice	1
<b>Stockton-on-Tees</b>	<b>9</b>
Finances - Grants	2
Employment - Job Seeking	1
Physical Health - North East	1
Physical Health - Healthcare Services	1
Finances - Benefits	1
Physical Health - Nursing and Dementia Care	1
Employment - Education and Training	1
Finances - Pensions and Compensation	1
<b>County Durham</b>	<b>9</b>
Mental Wellbeing - Accessing Support	3
Family and Communities - Support for Carers	2
Housing - Housing Advice and Support	1
Physical Health - North East	1
Employment - Education and Training	1
Family and Communities - Support Groups and Emotional Support	1
<b>Sunderland</b>	<b>7</b>
Mental Wellbeing - Drug and Alcohol Services	2
Family and Communities - Support Groups and Emotional Support	2
Physical Health - Drug and Alcohol Services	1
Employment - Job Seeking	1
Housing - Supported Living	1
<b>South Tyneside</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - Samaritans Branches	2
Physical Health - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	1
<b>Newcastle upon Tyne</b>	<b>5</b>
Finances - Benefits	2
Family and Communities - Support for Carers	2
COVID19 Local Support - North East	1
<b>Northumberland</b>	<b>4</b>
Finances - Pensions and Compensation	2
Employment - Job Seeking	2
<b>North Tyneside</b>	<b>4</b>
Finances - Pensions and Compensation	2
National Charities/Organisations - Combat Stress	1
Finances - Benefits	1
<b>Gateshead</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Hartlepool</b>	<b>1</b>
Physical Health - Sports	1
<b>Middlesbrough</b>	<b>1</b>
Housing - Homelessness	1



## North West

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

<b>Stockport</b>	<b>15</b>
Finances - Pensions and Compensation	8
COVID19 Local Support - North West	5
Physical Health - Healthcare Services	1
Family and Communities - Bereavement	1
<b>Trafford</b>	<b>15</b>
COVID19 Local Support - North West	6
Housing - Independent Living	3
Finances - Benefits	2
Family and Communities - Support Groups and Emotional Support	2
Family and Communities - Support for Carers	1
Housing - Homelessness	1
<b>Wirral</b>	<b>12</b>
Employment - Education and Training	7
Family and Communities - Bereavement	2
Mental Wellbeing - Sports	1
Mental Wellbeing - Treatment	1
Housing - Retirement	1
<b>Fylde</b>	<b>12</b>
Housing - Housing Advice and Support	4
Family and Communities - Recreation	3
Housing - Retirement	2
Specific Search for an Organisation	1
Employment - Self Employment	1
Housing - Independent Living	1
<b>Bury</b>	<b>11</b>
Specific Search for an Organisation	4
Family and Communities - Recreation	3
Housing - Homelessness	2
Finances - Grants	1
Legal Support and Advocacy - Legal Advice	1
<b>Sefton</b>	<b>11</b>
Mental Wellbeing - Drug and Alcohol Services	11
<b>Preston</b>	<b>11</b>
Mental Wellbeing - Drug and Alcohol Services	2
National Charities/Organisations - Get Active	2
Housing - Homelessness	2
Finances - Benefits	1
Employment - Job Seeking	1
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support for Carers	1
Mental Wellbeing - North West	1
<b>Barrow-in-Furness</b>	<b>11</b>
Mental Wellbeing - Support Groups and Emotional Support	5
National Charities/Organisations - Help for Heroes	2
Family and Communities - Support Groups and Emotional Support	1
National Charities/Organisations - Royal British Legion	1
COVID19 Local Support - North West	1
Mental Wellbeing - Treatment	1
<b>Oldham</b>	<b>10</b>
Mental Wellbeing - Accessing Support	4
Mental Wellbeing - Support Groups and Emotional Support	3



Physical Health - Sports	1
Legal Support and Advocacy - Legal Advice	1
Housing - Independent Living	1
<b>Wyre</b>	<b>8</b>
Mental Wellbeing - Support Groups and Emotional Support	5
Mental Wellbeing - Accessing Support	1
Family and Communities - North West	1
Housing - Eviction and Repossession	1
<b>Copeland</b>	<b>8</b>
Mental Wellbeing - Treatment	3
Employment - Education and Training	2
Finances - Pensions and Compensation	1
Physical Health - North West	1
National Charities/Organisations - Places to Go	1
<b>Cheshire West and Chester</b>	<b>7</b>
Employment - Job Seeking	3
Employment - Volunteering	2
Physical Health - Rehabilitation and Recovery	1
Employment - Education and Training	1
<b>Bolton</b>	<b>6</b>
Family and Communities - Recreation	5
Finances - Benefits	1
<b>Lancaster</b>	<b>5</b>
Housing - Homelessness	2
Employment - Job Seeking	1
National Charities/Organisations - Places to Go	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>St. Helens</b>	<b>4</b>
Employment - Education and Training	3
National Charities/Organisations - Combat Stress	1
<b>Wigan</b>	<b>4</b>
Physical Health - Sports	1
Mental Wellbeing - Bereavement	1
Employment - Job Seeking	1
Housing - Respite Care (Day Care and Respite)	1
<b>Manchester</b>	<b>4</b>
Finances - Benefits	2
Mental Wellbeing - Treatment	1
COVID19 Local Support - West Midlands	1
<b>Blackburn with Darwen</b>	<b>4</b>
Employment - Job Seeking	2
Mental Wellbeing - North West	1
Employment - Education and Training	1
<b>Warrington</b>	<b>3</b>
COVID19 Local Support - North West	1
Housing - Retirement	1
Employment - Self Employment	1
<b>Knowsley</b>	<b>3</b>
Mental Wellbeing - Drug and Alcohol Services	3
<b>Salford</b>	<b>3</b>
COVID19 Local Support - North West	2
Finances - Pensions and Compensation	1
<b>Cheshire East</b>	<b>2</b>
Physical Health - Healthcare Services	1
Employment - Self Employment	1
<b>Halton</b>	<b>2</b>



Finances - Grants	2
<b>Carlisle</b>	<b>2</b>
Family and Communities - Support for Carers	2
<b>Burnley</b>	<b>1</b>
COVID19 Local Support - North West	1
<b>Blackpool</b>	<b>1</b>
National Charities/Organisations - Get Active	1
<b>Hyndburn</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Liverpool</b>	<b>1</b>
Family and Communities - Support for Carers	1
<b>South Ribble</b>	<b>1</b>
Employment - Job Seeking	1
<b>South Lakeland</b>	<b>1</b>
Mental Wellbeing - Treatment	1



## Yorkshire and the Humber

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

<b>Ryedale</b>	<b>15</b>
Family and Communities - Bereavement	12
Family and Communities - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advice	1
<b>Leeds</b>	<b>15</b>
Finances - Money and Debt Advice	3
Finances - Financial Services	3
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Education and Training	2
Finances - Pensions and Compensation	1
COVID19 Local Support - Yorkshire/ The Humber	1
Mental Wellbeing - Bereavement	1
<b>Rotherham</b>	<b>14</b>
Mental Wellbeing - Accessing Support	5
Finances - Benefits	2
Employment - Job Seeking	2
Mental Wellbeing - Sports	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Legal Support and Advocacy - Legal Aid	1
Legal Support and Advocacy - Legal Advice	1
<b>Sheffield</b>	<b>11</b>
Mental Wellbeing - Support Groups and Emotional Support	4
Housing - Housing Advice and Support	4
Physical Health - Healthcare Services	2
Finances - Benefits	1
<b>Kingston upon Hull, City of</b>	<b>11</b>
Specific Search for an Organisation	3
Physical Health - Drug and Alcohol Services	2
Housing - Housing Advice and Support	2
Finances - Grants	2
National Charities/Organisations - SSAFA	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Barnsley</b>	<b>9</b>
Employment - Job Seeking	5
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Treatment	1
Finances - Grants	1
Housing - Supported Living	1
<b>Kirklees</b>	<b>8</b>
Housing - Housing Advice and Support	3
Physical Health - Rehabilitation and Recovery	2
Mental Wellbeing - Bereavement	2
Physical Health - Healthcare Services	1
<b>Harrogate</b>	<b>7</b>
Employment - Job Seeking	2
Specific Search for an Organisation	2
Housing - Housing Advice and Support	2
Physical Health - Home and Mobility Aids	1
<b>Doncaster</b>	<b>6</b>



Physical Health - Support Groups and Emotional Support	2
Mental Wellbeing - Accessing Support	2
Physical Health - Yorkshire/The Humber	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>East Riding of Yorkshire</b>	<b>5</b>
Mental Wellbeing - Accessing Support	3
Employment - Job Seeking	1
Housing - Eviction and Repossession	1
<b>Wakefield</b>	<b>4</b>
Employment - Job Seeking	3
Finances - Money and Debt Advice	1
<b>Calderdale</b>	<b>4</b>
Mental Wellbeing - Treatment	2
Employment - Education and Training	1
Employment - Self Employment	1
<b>Hambleton</b>	<b>3</b>
Housing - Housing Advice and Support	1
National Charities/Organisations - Get Active	1
Housing - Supported Living	1
<b>Selby</b>	<b>3</b>
Housing - Independent Living	2
Finances - Grants	1
<b>York</b>	<b>3</b>
Employment - Education and Training	2
Finances - Money and Debt Advice	1
<b>Scarborough</b>	<b>3</b>
Employment - Job Seeking	2
Finances - Benefits	1
<b>North Lincolnshire</b>	<b>2</b>
National Charities/Organisations - British Red Cross	1
Mental Wellbeing - Yorkshire/The Humber	1
<b>North East Lincolnshire</b>	<b>2</b>
Finances - Pensions and Compensation	1
Family and Communities - Bereavement	1
<b>Bradford</b>	<b>1</b>
Employment - Self Employment	1



## East Midlands

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

<b>Broxtowe</b>	<b>10</b>
Mental Wellbeing - Accessing Support	5
Employment - Job Seeking	4
Mental Wellbeing - Bereavement	1
<b>South Derbyshire</b>	<b>6</b>
Housing - Housing Advice and Support	5
Housing - Homelessness	1
<b>Wellingborough</b>	<b>6</b>
Housing - Homelessness	2
Housing - Independent Living	2
Housing - Housing Advice and Support	2
<b>South Kesteven</b>	<b>5</b>
Employment - Job Seeking	2
Mental Wellbeing - Treatment	2
Physical Health - Healthcare Services	1
<b>Lincoln</b>	<b>4</b>
Finances - Pensions and Compensation	1
Finances - Grants	1
COVID19 Local Support - East Midlands	1
Employment - Job Seeking	1
<b>Hinckley and Bosworth</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - SSAFA	1
Finances - Grants	1
<b>Amber Valley</b>	<b>4</b>
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Pensions and Compensation	1
<b>Derby</b>	<b>3</b>
Family and Communities - Recreation	1
Physical Health - Nursing and Dementia Care	1
Legal Support and Advocacy - Legal Aid	1
<b>Nottingham</b>	<b>2</b>
Housing - Homelessness	1
Employment - Support for Offenders	1
<b>North Kesteven</b>	<b>2</b>
Finances - Pensions and Compensation	1
Finances - Benefits	1
<b>West Lindsey</b>	<b>2</b>
Housing - Nursing and Dementia Care	1
Finances - Money and Debt Advice	1
<b>Corby</b>	<b>2</b>
Legal Support and Advocacy - Legal Aid	1
COVID19 Local Support - East Midlands	1
<b>Charnwood</b>	<b>2</b>
Mental Wellbeing - East Midlands	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Leicester</b>	<b>2</b>
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Independent Living	1
<b>East Northamptonshire</b>	<b>2</b>
Employment - Volunteering	1



Employment - Job Seeking	1
<b>Derbyshire Dales</b>	<b>1</b>
Legal Support and Advocacy - Legal Aid	1
<b>Chesterfield</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1
<b>Harborough</b>	<b>1</b>
Employment - Job Seeking	1



## West Midlands

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

<b>Telford and Wrekin</b>	<b>16</b>
Physical Health - Healthcare Services	2
Family and Communities - Support Groups and Emotional Support	2
COVID19 Local Support - West Midlands	2
Family and Communities - Bereavement	2
Finances - Grants	2
Physical Health - Home and Mobility Aids	1
National Charities/Organisations - Royal British Legion	1
Mental Wellbeing - East Midlands	1
Physical Health - Sports	1
Legal Support and Advocacy - Legal Advice	1
Legal Support and Advocacy - Legal Aid	1
<b>North Warwickshire</b>	<b>15</b>
Housing - Homelessness	6
Employment - Job Seeking	5
Housing - Independent Living	1
Housing - Retirement	1
Employment - Education and Training	1
Housing - Housing Advice and Support	1
<b>Dudley</b>	<b>11</b>
Family and Communities - Support Groups and Emotional Support	3
Housing - Housing Advice and Support	2
Employment - Education and Training	2
Housing - Supported Living	1
Employment - Volunteering	1
Employment - Job Seeking	1
Family and Communities - West Midlands	1
<b>Shropshire</b>	<b>8</b>
Mental Wellbeing - Accessing Support	2
Employment - Education and Training	2
Mental Wellbeing - Drug and Alcohol Services	2
Housing - Retirement	1
Legal Support and Advocacy - Legal Advice	1
<b>Nuneaton and Bedworth</b>	<b>5</b>
Employment - Education and Training	2
Employment - Support for Offenders	1
Employment - Volunteering	1
Employment - Job Seeking	1
<b>Birmingham</b>	<b>4</b>
Mental Wellbeing - Accessing Support	1
Housing - Housing Advice and Support	1
COVID19 Local Support - West Midlands	1
Family and Communities - Support for Carers	1
<b>Herefordshire, County of</b>	<b>3</b>
Housing - Homelessness	2
Mental Wellbeing - Drug and Alcohol Services	1
<b>Worcester</b>	<b>2</b>
COVID19 Local Support - West Midlands	1
COVID19 Local Support - South West	1
<b>Stratford-on-Avon</b>	<b>2</b>
Physical Health - Support Groups and Emotional Support	1



Mental Wellbeing - Bereavement	1
<b>Tamworth</b>	<b>2</b>
Housing - Homelessness	1
Finances - Financial Services	1
<b>Malvern Hills</b>	<b>2</b>
Finances - Pensions and Compensation	2
<b>Walsall</b>	<b>2</b>
Physical Health - Sports	1
Legal Support and Advocacy - Legal Advice	1
<b>Lichfield</b>	<b>2</b>
Physical Health - Home and Mobility Aids	1
Employment - Job Seeking	1
<b>Stafford</b>	<b>2</b>
National Charities/Organisations - Combat Stress	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Sandwell</b>	<b>2</b>
Physical Health - Support Groups and Emotional Support	1
Finances - Pensions and Compensation	1
<b>Cannock Chase</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Warwick</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Stoke-on-Trent</b>	<b>1</b>
Employment - Job Seeking	1
<b>Rugby</b>	<b>1</b>
Finances - Grants	1
<b>Wolverhampton</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Newcastle-under-Lyme</b>	<b>1</b>
Employment - Support for Offenders	1
<b>Wyre Forest</b>	<b>1</b>
Housing - Supported Living	1
<b>Bromsgrove</b>	<b>1</b>
Employment - Job Seeking	1
<b>Solihull</b>	<b>1</b>
Finances - Benefits	1



## East of England

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

<b>Ipswich</b>	<b>17</b>
Finances - Money and Debt Advice	4
Mental Wellbeing - Accessing Support	3
Housing - Homelessness	2
National Charities/Organisations - SSAFA	1
Finances - Grants	1
Housing - Nursing and Dementia Care	1
Finances - Pensions and Compensation	1
National Charities/Organisations - Improve My Wellbeing	1
Employment - Education and Training	1
Finances - Benefits	1
Housing - Independent Living	1
<b>South Cambridgeshire</b>	<b>9</b>
Mental Wellbeing - Accessing Support	4
Employment - Education and Training	2
Housing - Independent Living	1
COVID19 Local Support - East of England	1
Employment - Volunteering	1
<b>Huntingdonshire</b>	<b>7</b>
Employment - Self Employment	2
Legal Support and Advocacy - Legal Advice	2
Finances - Money and Debt Advice	1
Employment - Volunteering	1
Finances - Grants	1
<b>Welwyn Hatfield</b>	<b>7</b>
Employment - Job Seeking	5
Physical Health - Sports	1
Employment - Education and Training	1
<b>Norwich</b>	<b>6</b>
Finances - Money and Debt Advice	2
Physical Health - Drug and Alcohol Services	1
National Charities/Organisations - Royal British Legion	1
Finances - Grants	1
Finances - Benefits	1
<b>Colchester</b>	<b>5</b>
Employment - Job Seeking	2
Employment - Education and Training	1
Physical Health - Sports	1
Mental Wellbeing - Sports	1
<b>Rochford</b>	<b>4</b>
Mental Wellbeing - Treatment	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - South East	1
<b>Braintree</b>	<b>3</b>
Finances - Benefits	1
Legal Support and Advocacy - Legal Aid	1
Legal Support and Advocacy - Legal Advice	1
<b>South Norfolk</b>	<b>3</b>
Employment - Job Seeking	1
National Charities/Organisations - Royal British Legion	1
Finances - Grants	1



<b>St Edmundsbury</b>	<b>3</b>
National Charities/Organisations - Help for Heroes	3
<b>Dacorum</b>	<b>3</b>
Mental Wellbeing - Accessing Support	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Babergh</b>	<b>3</b>
Employment - Education and Training	2
Legal Support and Advocacy - Legal Advice	1
<b>Cambridge</b>	<b>2</b>
Housing - Housing Advice and Support	1
COVID19 Local Support - East of England	1
<b>Fenland</b>	<b>2</b>
Family and Communities - Support Groups and Emotional Support	1
Employment - Job Seeking	1
<b>Stevenage</b>	<b>2</b>
Employment - Volunteering	1
Employment - Job Seeking	1
<b>Peterborough</b>	<b>2</b>
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
<b>Breckland</b>	<b>2</b>
COVID19 Local Support - East of England	2
<b>Thurrock</b>	<b>2</b>
Physical Health - Healthcare Services	1
Housing - Eviction and Repossession	1
<b>North Hertfordshire</b>	<b>2</b>
National Charities/Organisations - SSAFA	2
<b>Maldon</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
COVID19 Local Support - East of England	1
<b>Tendring</b>	<b>1</b>
Physical Health - Sports	1
<b>Uttlesford</b>	<b>1</b>
Physical Health - Support Groups and Emotional Support	1
<b>Chelmsford</b>	<b>1</b>
Housing - Homelessness	1
<b>East Cambridgeshire</b>	<b>1</b>
Finances - Grants	1
<b>Southend-on-Sea</b>	<b>1</b>
Employment - Education and Training	1
<b>Bedford</b>	<b>1</b>
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Mid Suffolk</b>	<b>1</b>
Physical Health - Limb Loss	1



## London

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

<b>City of London</b>	<b>22</b>
Employment - Job Seeking	19
Mental Wellbeing - Accessing Support	2
COVID19 Local Support - South East	1
<b>Greenwich</b>	<b>16</b>
Mental Wellbeing - Accessing Support	8
Mental Wellbeing - Support Groups and Emotional Support	2
Employment - Transition	2
Physical Health - Rehabilitation and Recovery	1
National Charities/Organisations - SSAFA	1
Housing - Housing Advice and Support	1
COVID19 Local Support - London	1
<b>Tower Hamlets</b>	<b>8</b>
Finances - Money and Debt Advice	2
Finances - Benefits	2
Housing - Housing Advice and Support	1
Physical Health - Sports	1
Employment - Self Employment	1
Finances - Grants	1
<b>Kingston upon Thames</b>	<b>8</b>
Mental Wellbeing - Support Groups and Emotional Support	5
Housing - Eviction and Repossession	1
COVID19 Local Support - East Midlands	1
Employment - Job Seeking	1
<b>Kensington and Chelsea</b>	<b>6</b>
Mental Wellbeing - Accessing Support	5
Housing - Independent Living	1
<b>Waltham Forest</b>	<b>5</b>
Mental Wellbeing - Accessing Support	3
COVID19 Local Support - Northern Ireland	1
Legal Support and Advocacy - Legal Advice	1
<b>Brent</b>	<b>5</b>
Mental Wellbeing - Accessing Support	3
Specific Search for an Organisation	1
COVID19 Local Support - East Midlands	1
<b>Croydon</b>	<b>5</b>
Physical Health - Limb Loss	1
COVID19 Local Support - West Midlands	1
Specific Search for an Organisation	1
Family and Communities - Recreation	1
Finances - Benefits	1
<b>Hackney</b>	<b>5</b>
Finances - Pensions and Compensation	4
Specific Search for an Organisation	1
<b>Richmond upon Thames</b>	<b>4</b>
Physical Health - Sports	2
Mental Wellbeing - Support Groups and Emotional Support	2
<b>Haringey</b>	<b>3</b>
Employment - Education and Training	2
Employment - Job Seeking	1
<b>Newham</b>	<b>3</b>
Employment - Education and Training	2



Housing - Housing Advice and Support	1
<b>Wandsworth</b>	<b>3</b>
Employment - Job Seeking	2
Specific Search for an Organisation	1
<b>Lambeth</b>	<b>2</b>
Physical Health - Sports	1
National Charities/Organisations - SSAFA	1
<b>Westminster</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>Merton</b>	<b>2</b>
Housing - Eviction and Repossession	1
Employment - Job Seeking	1
<b>Camden</b>	<b>2</b>
Mental Wellbeing - Treatment	2
<b>Harrow</b>	<b>2</b>
Physical Health - Home and Mobility Aids	1
National Charities/Organisations - SSAFA	1
<b>Hounslow</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
<b>Hillingdon</b>	<b>2</b>
Physical Health - Home and Mobility Aids	1
Finances - Benefits	1
<b>Bexley</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Havering</b>	<b>1</b>
Finances - Grants	1
<b>Ealing</b>	<b>1</b>
Physical Health - Healthcare Services	1
<b>Islington</b>	<b>1</b>
Specific Search for an Organisation	1



## South East

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

<b>Rushmoor</b>	<b>16</b>
Mental Wellbeing - Support Groups and Emotional Support	4
Family and Communities - Support Groups and Emotional Support	4
Mental Wellbeing - South East	2
Housing - Housing Advice and Support	2
National Charities/Organisations - SSAFA	1
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
Finances - Pensions and Compensation	1
<b>Milton Keynes</b>	<b>14</b>
Mental Wellbeing - Drug and Alcohol Services	4
Finances - Grants	3
Employment - Job Seeking	2
Physical Health - Home and Mobility Aids	1
Legal Support and Advocacy - Legal Aid	1
Employment - Volunteering	1
COVID19 Local Support - East of England	1
Finances - Benefits	1
<b>Test Valley</b>	<b>12</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Sports	2
Housing - Housing Advice and Support	2
Employment - Self Employment	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
Employment - Education and Training	1
Housing - Homelessness	1
Legal Support and Advocacy - Legal Advice	1
<b>Eastbourne</b>	<b>11</b>
Finances - Pensions and Compensation	6
Finances - Benefits	5
<b>Portsmouth</b>	<b>8</b>
Housing - Homelessness	3
Employment - Job Seeking	2
Housing - Housing Advice and Support	1
Physical Health - South East	1
Employment - Education and Training	1
<b>Cherwell</b>	<b>8</b>
Finances - Benefits	2
Family and Communities - South East	2
Housing - Eviction and Repossession	1
Housing - Homelessness	1
Family and Communities - Bereavement	1
Family and Communities - Support Groups and Emotional Support	1
<b>Eastleigh</b>	<b>8</b>
Housing - Independent Living	3
Housing - Supported Living	2
Housing - Eviction and Repossession	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
<b>Adur</b>	<b>7</b>
Finances - Pensions and Compensation	4



Mental Wellbeing - Accessing Support	1
Physical Health - Rehabilitation and Recovery	1
Housing - Homelessness	1
<b>West Oxfordshire</b>	<b>7</b>
National Charities/Organisations - Get More Specialist Help	2
National Charities/Organisations - SSAFA	1
Mental Wellbeing - South East	1
Finances - Grants	1
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
<b>Fareham</b>	<b>7</b>
Employment - Volunteering	1
Physical Health - Limb Loss	1
Physical Health - Healthcare Services	1
Housing - Homelessness	1
Physical Health - Rehabilitation and Recovery	1
Housing - Supported Living	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Wycombe</b>	<b>7</b>
Mental Wellbeing - Accessing Support	2
Physical Health - Home and Mobility Aids	2
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Sports	1
<b>Hart</b>	<b>7</b>
Finances - Financial Services	6
COVID19 Local Support - South East	1
<b>Isle of Wight</b>	<b>7</b>
Mental Wellbeing - Treatment	4
Physical Health - End of Life Care	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
<b>Gosport</b>	<b>5</b>
Physical Health - South East	2
Employment - Job Seeking	2
COVID19 Local Support - South East	1
<b>Ashford</b>	<b>5</b>
Employment - Education and Training	3
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
<b>Canterbury</b>	<b>5</b>
Physical Health - Home and Mobility Aids	2
Legal Support and Advocacy - Legal Advice	1
Employment - Job Seeking	1
Employment - Volunteering	1
<b>Basingstoke and Deane</b>	<b>4</b>
Housing - Housing Advice and Support	4
<b>Surrey Heath</b>	<b>3</b>
Employment - Job Seeking	2
COVID19 Local Support - South East	1
<b>Spelthorne</b>	<b>3</b>
Housing - Housing Advice and Support	2
Physical Health - Drug and Alcohol Services	1
<b>Tunbridge Wells</b>	<b>3</b>
Housing - Independent Living	1
Mental Wellbeing - South East	1
Housing - Retirement	1



<b>Bracknell Forest</b>	<b>3</b>
Mental Wellbeing - Drug and Alcohol Services	2
Housing - Housing Advice and Support	1
<b>Wokingham</b>	<b>3</b>
Finances - Pensions and Compensation	1
Housing - Supported Living	1
Housing - Independent Living	1
<b>Chichester</b>	<b>3</b>
Employment - Self Employment	1
Finances - Pensions and Compensation	1
Employment - Transition	1
<b>Dartford</b>	<b>3</b>
COVID19 Local Support - Scotland	3
<b>Lewes</b>	<b>2</b>
Mental Wellbeing - South East	1
Housing - Housing Advice and Support	1
<b>Southampton</b>	<b>2</b>
Employment - Job Seeking	2
<b>Vale of White Horse</b>	<b>2</b>
Physical Health - South East	2
<b>Horsham</b>	<b>2</b>
Finances - Grants	1
Finances - Benefits	1
<b>Dover</b>	<b>2</b>
National Charities/Organisations - Combat Stress	1
Employment - Job Seeking	1
<b>West Berkshire</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Worthing</b>	<b>1</b>
Employment - Education and Training	1
<b>Windsor and Maidenhead</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Rother</b>	<b>1</b>
Physical Health - Rehabilitation and Recovery	1
<b>Waverley</b>	<b>1</b>
Finances - Grants	1
<b>Swale</b>	<b>1</b>
Employment - Job Seeking	1
<b>East Hampshire</b>	<b>1</b>
Housing - Homelessness	1
<b>Epsom and Ewell</b>	<b>1</b>
Housing - Homelessness	1
<b>Arun</b>	<b>1</b>
Finances - Grants	1
<b>Medway</b>	<b>1</b>
Finances - Benefits	1
<b>Elmbridge</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Brighton and Hove</b>	<b>1</b>
Employment - Self Employment	1
<b>South Oxfordshire</b>	<b>1</b>
National Charities/Organisations - ASDIC Drop In Centres	1



## South West

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

<b>Bournemouth</b>	<b>58</b>
Family and Communities - Recreation	19
Mental Wellbeing - Support Groups and Emotional Support	10
Housing - Homelessness	6
Mental Wellbeing - Accessing Support	5
Mental Wellbeing - Bereavement	5
National Charities/Organisations - ASDIC Drop In Centres	5
Family and Communities - Support for the Gurkha Community	2
Mental Wellbeing - Drug and Alcohol Services	2
Finances - Grants	1
Finances - Money and Debt Advice	1
Employment - Volunteering	1
Housing - Eviction and Repossession	1
<b>Cornwall</b>	<b>33</b>
Finances - Grants	4
Finances - Money and Debt Advice	4
Finances - Benefits	3
Mental Wellbeing - Accessing Support	3
Physical Health - Healthcare Services	3
Housing - Supported Living	2
Housing - Housing Advice and Support	2
Finances - Financial Services	2
Housing - Homelessness	2
Specific Search for an Organisation	2
Employment - Job Seeking	2
Employment - Education and Training	1
Physical Health - Sports	1
COVID19 Local Support - South West	1
Finances - Pensions and Compensation	1
<b>Plymouth</b>	<b>18</b>
Employment - Job Seeking	5
Employment - Education and Training	5
Employment - Transition	4
Physical Health - Home and Mobility Aids	1
National Charities/Organisations - SSAFA	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Nursing and Dementia Care	1
<b>Wiltshire</b>	<b>12</b>
Employment - Job Seeking	3
Mental Wellbeing - Drug and Alcohol Services	3
Housing - Nursing and Dementia Care	2
Physical Health - Support Groups and Emotional Support	1
National Charities/Organisations - SSAFA	1
Finances - Grants	1
Finances - Money and Debt Advice	1
<b>Taunton Deane</b>	<b>8</b>
Physical Health - Support Groups and Emotional Support	4
Finances - Benefits	1
Physical Health - South West	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Torbay</b>	<b>8</b>



Housing - Housing Advice and Support	3
Mental Wellbeing - Treatment	1
Finances - Benefits	1
National Charities/Organisations - Help for Heroes	1
Employment - Job Seeking	1
Housing - Independent Living	1
<b>South Gloucestershire</b>	<b>8</b>
Housing - Homelessness	5
Specific Search for an Organisation	2
Mental Wellbeing - Drug and Alcohol Services	1
<b>Swindon</b>	<b>8</b>
Physical Health - End of Life Care	3
Physical Health - Sports	1
Mental Wellbeing - South West	1
Employment - Self Employment	1
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
<b>North Somerset</b>	<b>6</b>
Employment - Volunteering	2
Housing - Homelessness	1
National Charities/Organisations - SSAFA	1
Finances - Financial Services	1
Finances - Grants	1
<b>East Devon</b>	<b>5</b>
Employment - Self Employment	3
Physical Health - Home and Mobility Aids	1
Finances - Grants	1
<b>Teignbridge</b>	<b>5</b>
Mental Wellbeing - Accessing Support	2
Physical Health - Rehabilitation and Recovery	1
Finances - Grants	1
Housing - Homelessness	1
<b>North Dorset</b>	<b>5</b>
Finances - Benefits	2
Physical Health - Home and Mobility Aids	2
Physical Health - Drug and Alcohol Services	1
<b>South Somerset</b>	<b>4</b>
Mental Wellbeing - Treatment	2
Finances - Money and Debt Advice	1
Mental Wellbeing - Accessing Support	1
<b>Weymouth and Portland</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Homelessness	1
<b>Mid Devon</b>	<b>4</b>
Physical Health - Nursing and Dementia Care	2
Finances - Grants	2
<b>Bristol, City of</b>	<b>4</b>
Finances - Grants	2
Legal Support and Advocacy - Legal Advice	1
COVID19 Local Support - South West	1
<b>East Dorset</b>	<b>3</b>
Employment - Education and Training	2
Employment - Job Seeking	1
<b>Mendip</b>	<b>3</b>
Finances - Benefits	2



Employment - Job Seeking	1
<b>Gloucester</b>	<b>3</b>
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Sports	1
Finances - Grants	1
<b>Bath and North East Somerset</b>	<b>3</b>
Employment - Volunteering	3
<b>Torridge</b>	<b>2</b>
Physical Health - South West	1
COVID19 Local Support - South West	1
<b>Cotswold</b>	<b>2</b>
Housing - Supported Living	1
Housing - Retirement	1
<b>West Dorset</b>	<b>2</b>
Physical Health - South West	1
Finances - Pensions and Compensation	1
<b>Purbeck</b>	<b>2</b>
Finances - Grants	1
COVID19 Local Support - South West	1
<b>Exeter</b>	<b>2</b>
COVID19 Local Support - South West	2
<b>Sedgemoor</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Cheltenham</b>	<b>1</b>
Employment - Education and Training	1
<b>Tewkesbury</b>	<b>1</b>
COVID19 Local Support - South West	1
<b>North Devon</b>	<b>1</b>
Finances - Grants	1



## Usage of the Veterans' Gateway Online Directory

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

Search Criteria	Search Count	Search Percentage
<b>Mental Wellbeing</b>	103	22.29%
<b>Family and Communities</b>	97	21.00%
<b>Employment</b>	86	18.61%
<b>Housing</b>	48	10.39%
<b>Finances</b>	36	7.79%
<b>Specific Search for an Organisation</b>	25	5.41%
<b>COVID19 Local Support</b>	24	5.19%
<b>National Charities/Organisations</b>	20	4.33%
<b>Physical Health</b>	18	3.90%
<b>Legal Support and Advocacy</b>	5	1.08%
<b>Total</b>	<b>462</b>	<b>100%</b>

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

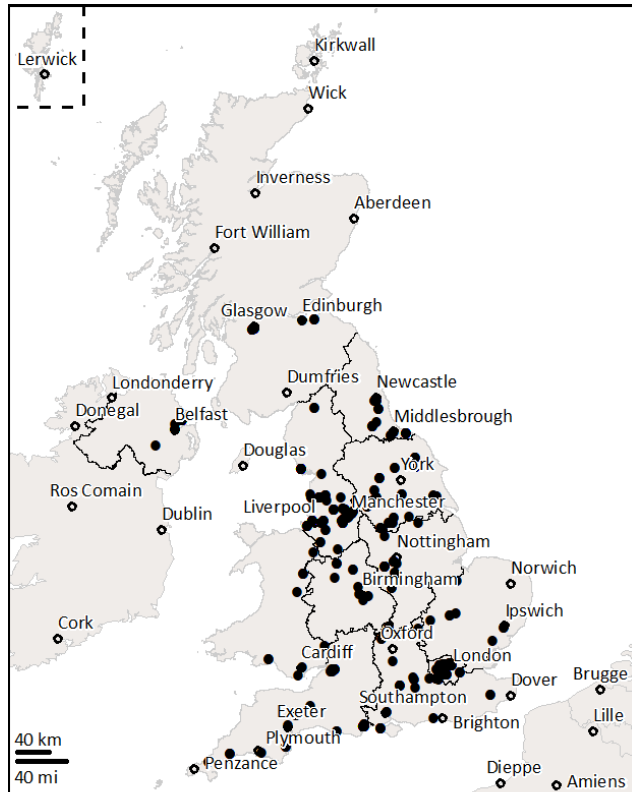
Search Criteria	Search Count	Search Percentage
<b>Family and Communities - Recreation</b>	46	9.96%
<b>Employment - Education and Training</b>	44	9.52%
<b>Mental Wellbeing - Accessing Support</b>	41	8.87%
<b>Employment - Job Seeking</b>	29	6.28%
<b>Specific Search for an Organisation</b>	25	5.41%
<b>Mental Wellbeing - Support Groups and Emotional Support</b>	25	5.41%
<b>Mental Wellbeing - Drug and Alcohol Services</b>	22	4.76%
<b>Housing - Housing Advice and Support</b>	21	4.55%
<b>Family and Communities - Bereavement</b>	19	4.11%
<b>Finances - Benefits</b>	17	3.68%
<b>Family and Communities - Support for Carers</b>	14	3.03%
<b>Housing - Homelessness</b>	14	3.03%
<b>Family and Communities - Support Groups and Emotional Support</b>	14	3.03%
<b>Mental Wellbeing - Treatment</b>	11	2.38%
<b>Finances - Grants</b>	9	1.95%
<b>National Charities/Organisations - ASDIC Drop In Centres</b>	8	1.73%
<b>COVID19 Local Support - North West</b>	7	1.52%
<b>Housing - Independent Living</b>	6	1.30%
<b>Employment - Volunteering</b>	5	1.08%
<b>COVID19 Local Support - Scotland</b>	5	1.08%
<b>Legal Support and Advocacy - Legal Advice</b>	5	1.08%
<b>Employment - Transition</b>	5	1.08%
<b>Finances - Pensions and Compensation</b>	4	0.87%
<b>Physical Health - Sports</b>	4	0.87%
<b>Physical Health - Healthcare Services</b>	4	0.87%
<b>Finances - Money and Debt Advice</b>	3	0.65%
<b>Physical Health - Support Groups and Emotional Support</b>	3	0.65%
<b>COVID19 Local Support - West Midlands</b>	3	0.65%
<b>Employment - Support for Offenders</b>	3	0.65%
<b>Family and Communities - Support for the Gurkha Community</b>	3	0.65%
<b>Finances - Financial Services</b>	3	0.65%
<b>National Charities/Organisations - Get More Specialist Help</b>	2	0.43%
<b>Housing - Nursing and Dementia Care</b>	2	0.43%
<b>National Charities/Organisations - SSAFA</b>	2	0.43%
<b>Housing - Supported Living</b>	2	0.43%
<b>National Charities/Organisations - Combat Stress</b>	2	0.43%



Search Criteria	Search Count	Search Percentage
Mental Wellbeing - Bereavement	2	0.43%
National Charities/Organisations - Help for Heroes	2	0.43%
COVID19 Local Support - South West	2	0.43%
Physical Health - Drug and Alcohol Services	2	0.43%
COVID19 Local Support - East Midlands	2	0.43%
Physical Health - North East	2	0.43%
Physical Health - Nursing and Dementia Care	2	0.43%
Housing - Retirement	2	0.43%
COVID19 Local Support - North East	1	0.22%
COVID19 Local Support - Northern Ireland	1	0.22%
Housing - Eviction and Repossession	1	0.22%
COVID19 Local Support - East of England	1	0.22%
Family and Communities - Drug and Alcohol Services	1	0.22%
COVID19 Local Support - Yorkshire/ The Humber	1	0.22%
Physical Health - Limb Loss	1	0.22%
National Charities/Organisations - Places to Go	1	0.22%
National Charities/Organisations - Get Active	1	0.22%
National Charities/Organisations - Royal British Legion	1	0.22%
National Charities/Organisations - British Red Cross	1	0.22%
COVID19 Local Support - South East	1	0.22%
Mental Wellbeing - East Midlands	1	0.22%
Mental Wellbeing - Sports	1	0.22%
<b>Total</b>	<b>462</b>	<b>100%</b>



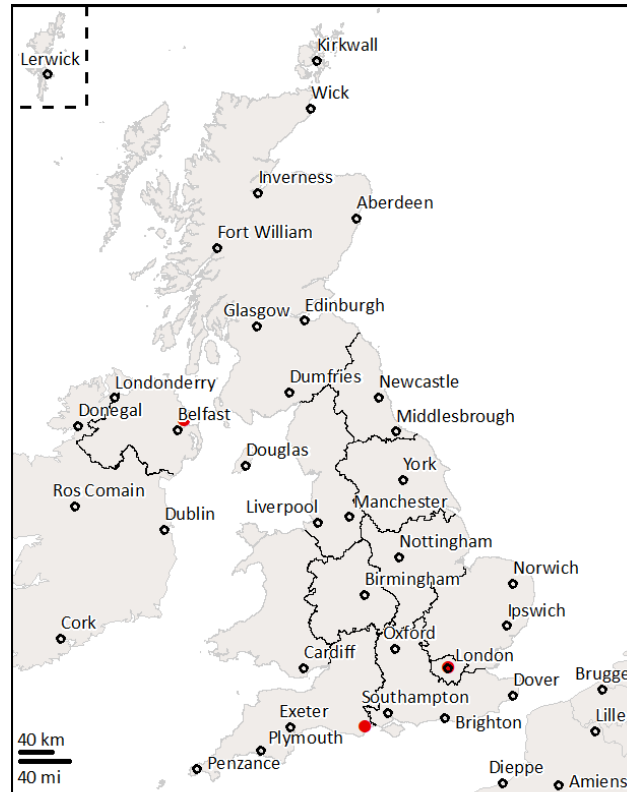
**Figure 5. User locations in the UK – Veterans' Gateway online directory, April 2021**



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

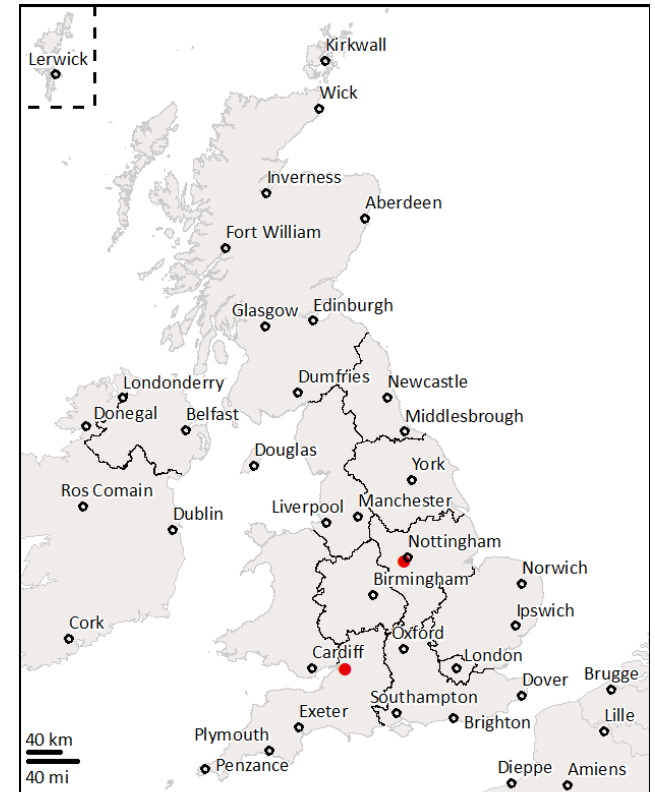
**Figure 6. User hotspots in the UK – Veterans' Gateway online directory, April 2021**



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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 7. User outliers in the UK – Veterans' Gateway online directory, April 2021**

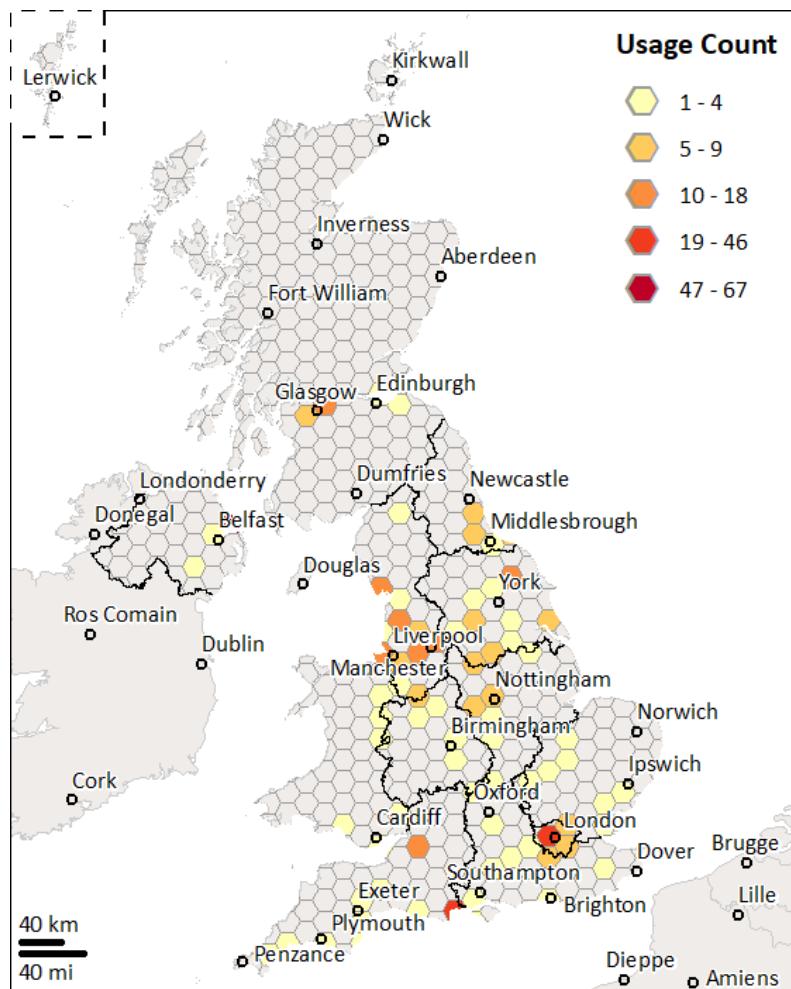


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*The figure above shows postcode districts that can be considered outliers, because they have a high number of online users and are surrounded by postcode districts with a low number of online users. This pattern is not attributable to random chance.*



**Figure 8. User locations in the UK – Veterans' Gateway online directory, April 2021**



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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.

**Table 19. UK regional usage – Veterans' Gateway online directory, April 2021**

N = 462		
Region	Usage Count	Usage Percentage
North West	94	20.35%
Northern Ireland	72	15.58%
London	63	13.64%
South West	59	12.77%
Yorkshire and The Humber	52	11.26%
South East	28	6.06%
North East	24	5.19%
Scotland	20	4.33%
East Midlands	18	3.90%
West Midlands	12	2.60%
Wales	10	2.16%
East of England	10	2.16%

**Table 20. Main local authorities for usage – Veterans' Gateway online directory, April 2021**

N = 462		
Top 20 Local Authorities	Usage Count	Usage Percentage
Mid and East Antrim	67	14.50%
Bournemouth	33	7.14%
City of London	22	4.76%
Glasgow City	16	3.46%
Ryedale	15	3.25%
Trafford	15	3.25%
Barrow-in-Furness	11	2.38%
Sefton	11	2.38%
Fylde	9	1.95%
County Durham	9	1.95%
Bury	8	1.73%
Redcar and Cleveland	7	1.52%
Wirral	7	1.52%
Kingston upon Hull, City of	7	1.52%
South Gloucestershire	6	1.30%
Kingston upon Thames	6	1.30%
Kensington and Chelsea	6	1.30%
Bolton	5	1.08%
Newcastle upon Tyne	5	1.08%
Leeds	5	1.08%



## Northern Ireland

**Table 21. General search criteria from users located in Northern Ireland – Veterans' Gateway online directory, April 2021**

<b>Mid and East Antrim</b>	<b>67</b>
Employment - Education and Training	25
Employment - Job Seeking	1
Employment - Support for Offenders	3
Employment - Transition	2
Family and Communities - Bereavement	6
Family and Communities - Drug and Alcohol Services	1
Family and Communities - Recreation	16
Family and Communities - Support for Carers	4
Family and Communities - Support for the Gurkha Community	1
Family and Communities - Support Groups and Emotional Support	3
Finances - Benefits	5
<b>Belfast</b>	<b>3</b>
Employment - Volunteering	3
<b>Antrim and Newtownabbey</b>	<b>1</b>
Finances - Financial Services	1
<b>Armagh City, Banbridge and Craigavon</b>	<b>1</b>
Finances - Grants	1



## Wales

**Table 22. General search criteria from users located in Wales – Veterans' Gateway online directory, April 2021**

<b>Powys</b>	<b>4</b>
Finances - Benefits	1
Finances - Grants	2
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Swansea</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	2
<b>Wrexham</b>	<b>1</b>
Specific Search for an Organisation	1
<b>The Vale of Glamorgan</b>	<b>1</b>
Physical Health - Healthcare Services	1
<b>Cardiff</b>	<b>1</b>
Finances - Financial Services	1
<b>Monmouthshire</b>	<b>1</b>
Housing - Homelessness	1



## Scotland

**Table 23. General search criteria from users located in Scotland – Veterans' Gateway online directory, April 2021**

<b>Glasgow City</b>	<b>16</b>
COVID19 Local Support - Scotland	2
Family and Communities - Bereavement	1
Family and Communities - Support Groups and Emotional Support	3
Specific Search for an Organisation	10
<b>East Lothian</b>	<b>3</b>
Physical Health - Sports	3
<b>Edinburgh, City of</b>	<b>1</b>
Family and Communities - Support for Carers	1



## North East

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

<b>County Durham</b>	<b>9</b>
Employment - Education and Training	1
Family and Communities - Support for Carers	2
Family and Communities - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	3
Physical Health - North East	1
<b>Redcar and Cleveland</b>	<b>7</b>
Employment - Education and Training	2
Employment - Job Seeking	2
Employment - Transition	3
<b>Newcastle upon Tyne</b>	<b>5</b>
COVID19 Local Support - North East	1
Family and Communities - Support for Carers	2
Finances - Benefits	2
<b>Stockton-on-Tees</b>	<b>2</b>
Physical Health - Healthcare Services	1
Physical Health - North East	1
<b>Middlesbrough</b>	<b>1</b>
Housing - Homelessness	1



## North West

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

<b>Trafford</b>	<b>15</b>
COVID19 Local Support - North West	6
Family and Communities - Support for Carers	1
Family and Communities - Support Groups and Emotional Support	2
Finances - Benefits	2
Housing - Homelessness	1
Housing - Independent Living	3
<b>Sefton</b>	<b>11</b>
Mental Wellbeing - Drug and Alcohol Services	11
<b>Barrow-in-Furness</b>	<b>11</b>
COVID19 Local Support - North West	1
Family and Communities - Support Groups and Emotional Support	1
Mental Wellbeing - Support Groups and Emotional Support	5
Mental Wellbeing - Treatment	1
National Charities/Organisations - Help for Heroes	2
National Charities/Organisations - Royal British Legion	1
<b>Fylde</b>	<b>9</b>
Family and Communities - Recreation	3
Housing - Housing Advice and Support	3
Housing - Retirement	2
Specific Search for an Organisation	1
<b>Bury</b>	<b>8</b>
Family and Communities - Recreation	3
Housing - Homelessness	2
Specific Search for an Organisation	3
<b>Wirral</b>	<b>7</b>
Employment - Education and Training	7
<b>Bolton</b>	<b>5</b>
Family and Communities - Recreation	5
<b>Oldham</b>	<b>5</b>
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	4
<b>St. Helens</b>	<b>4</b>
Employment - Education and Training	3
National Charities/Organisations - Combat Stress	1
<b>Preston</b>	<b>3</b>
Family and Communities - Support for Carers	1
Housing - Homelessness	2
<b>Knowsley</b>	<b>3</b>
Mental Wellbeing - Drug and Alcohol Services	3
<b>Cheshire West and Chester</b>	<b>2</b>
Employment - Volunteering	2
<b>Carlisle</b>	<b>2</b>
Family and Communities - Support for Carers	2
<b>Manchester</b>	<b>2</b>
COVID19 Local Support - West Midlands	1
Mental Wellbeing - Treatment	1
<b>Halton</b>	<b>2</b>
Finances - Grants	2
<b>Lancaster</b>	<b>1</b>
National Charities/Organisations - Places to Go	1



<b>Cheshire East</b>	<b>1</b>
Physical Health - Healthcare Services	1
<b>Blackpool</b>	<b>1</b>
National Charities/Organisations - Get Active	1
<b>South Ribble</b>	<b>1</b>
Employment - Job Seeking	1
<b>Hyndburn</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1



## Yorkshire and the Humber

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

<b>Ryedale</b>	<b>15</b>
Family and Communities - Bereavement	12
Family and Communities - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advice	1
<b>Kingston upon Hull, City of</b>	<b>7</b>
Finances - Grants	1
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - Drug and Alcohol Services	2
Specific Search for an Organisation	3
<b>Leeds</b>	<b>5</b>
COVID19 Local Support - Yorkshire/ The Humber	1
Finances - Money and Debt Advice	2
Mental Wellbeing - Support Groups and Emotional Support	2
<b>Sheffield</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	4
<b>Harrogate</b>	<b>4</b>
Employment - Job Seeking	2
Specific Search for an Organisation	2
<b>Rotherham</b>	<b>4</b>
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	2
<b>Kirklees</b>	<b>4</b>
Housing - Housing Advice and Support	2
Mental Wellbeing - Bereavement	2
<b>Doncaster</b>	<b>2</b>
Physical Health - Support Groups and Emotional Support	2
<b>Selby</b>	<b>2</b>
Housing - Independent Living	2
<b>Hambleton</b>	<b>2</b>
Housing - Housing Advice and Support	1
Housing - Supported Living	1
<b>Calderdale</b>	<b>2</b>
Mental Wellbeing - Treatment	2
<b>North Lincolnshire</b>	<b>1</b>
National Charities/Organisations - British Red Cross	1



## East Midlands

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

<b>South Derbyshire</b>	<b>5</b>
Housing - Housing Advice and Support	5
<b>Broxtowe</b>	<b>5</b>
Mental Wellbeing - Accessing Support	5
<b>Charnwood</b>	<b>2</b>
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - East Midlands	1
<b>Hinckley and Bosworth</b>	<b>2</b>
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - SSAFA	1
<b>West Lindsey</b>	<b>1</b>
Housing - Nursing and Dementia Care	1
<b>Chesterfield</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1
<b>Leicester</b>	<b>1</b>
Mental Wellbeing - Drug and Alcohol Services	1
<b>Nottingham</b>	<b>1</b>
Housing - Homelessness	1



## West Midlands

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

<b>Shropshire</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Drug and Alcohol Services	2
<b>Birmingham</b>	<b>3</b>
COVID19 Local Support - West Midlands	1
Family and Communities - Support for Carers	1
Housing - Housing Advice and Support	1
<b>Stafford</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - Combat Stress	1
<b>Sandwell</b>	<b>1</b>
Physical Health - Support Groups and Emotional Support	1
<b>Walsall</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1
<b>Telford and Wrekin</b>	<b>1</b>
Physical Health - Healthcare Services	1



## East of England

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

<b>South Cambridgeshire</b>	<b>3</b>
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	2
<b>Ipswich</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Maldon</b>	<b>2</b>
COVID19 Local Support - East of England	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Colchester</b>	<b>1</b>
Mental Wellbeing - Sports	1
<b>Bedford</b>	<b>1</b>
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Fenland</b>	<b>1</b>
Family and Communities - Support Groups and Emotional Support	1



## London

**Table 30. General search criteria from users located in London – Veterans' Gateway online directory, April 2021**

<b>City of London</b>	<b>22</b>
COVID19 Local Support - South East	1
Employment - Job Seeking	19
Mental Wellbeing - Accessing Support	2
<b>Kingston upon Thames</b>	<b>6</b>
COVID19 Local Support - East Midlands	1
Mental Wellbeing - Support Groups and Emotional Support	5
<b>Kensington and Chelsea</b>	<b>6</b>
Housing - Independent Living	1
Mental Wellbeing - Accessing Support	5
<b>Brent</b>	<b>5</b>
COVID19 Local Support - East Midlands	1
Mental Wellbeing - Accessing Support	3
Specific Search for an Organisation	1
<b>Hackney</b>	<b>5</b>
Finances - Pensions and Compensation	4
Specific Search for an Organisation	1
<b>Croydon</b>	<b>4</b>
COVID19 Local Support - West Midlands	1
Finances - Benefits	1
Physical Health - Limb Loss	1
Specific Search for an Organisation	1
<b>Waltham Forest</b>	<b>4</b>
COVID19 Local Support - Northern Ireland	1
Mental Wellbeing - Accessing Support	3
<b>Newham</b>	<b>3</b>
Employment - Education and Training	2
Housing - Housing Advice and Support	1
<b>Camden</b>	<b>2</b>
Mental Wellbeing - Treatment	2
<b>Lambeth</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
Physical Health - Sports	1
<b>Hounslow</b>	<b>2</b>
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Treatment	1
<b>Wandsworth</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Islington</b>	<b>1</b>
Specific Search for an Organisation	1



## South East

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

<b>Basingstoke and Deane</b>	<b>4</b>
Housing - Housing Advice and Support	4
<b>Isle of Wight</b>	<b>4</b>
Mental Wellbeing - Treatment	4
<b>Dartford</b>	<b>3</b>
COVID19 Local Support - Scotland	3
<b>Southampton</b>	<b>2</b>
Employment - Job Seeking	2
<b>Bracknell Forest</b>	<b>2</b>
Mental Wellbeing - Drug and Alcohol Services	2
<b>Cherwell</b>	<b>2</b>
Finances - Benefits	2
<b>West Oxfordshire</b>	<b>2</b>
National Charities/Organisations - Get More Specialist Help	2
<b>Ashford</b>	<b>2</b>
Employment - Education and Training	2
<b>Epsom and Ewell</b>	<b>1</b>
Housing - Homelessness	1
<b>Wokingham</b>	<b>1</b>
Housing - Supported Living	1
<b>Worthing</b>	<b>1</b>
Employment - Education and Training	1
<b>Rushmoor</b>	<b>1</b>
Family and Communities - Support Groups and Emotional Support	1
<b>Elmbridge</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>South Oxfordshire</b>	<b>1</b>
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Milton Keynes</b>	<b>1</b>
Finances - Grants	1



## South West

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

<b>Bournemouth</b>	<b>33</b>
Family and Communities - Recreation	19
Family and Communities - Support for the Gurkha Community	2
Housing - Eviction and Repossession	1
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support	3
National Charities/Organisations - ASDIC Drop In Centres	5
<b>South Gloucestershire</b>	<b>6</b>
Housing - Homelessness	5
Mental Wellbeing - Drug and Alcohol Services	1
<b>Cornwall</b>	<b>5</b>
Finances - Benefits	3
Finances - Financial Services	1
Finances - Money and Debt Advice	1
<b>Bristol, City of</b>	<b>4</b>
COVID19 Local Support - South West	1
Finances - Grants	2
Legal Support and Advocacy - Legal Advice	1
<b>Torbay</b>	<b>4</b>
Finances - Benefits	1
Housing - Housing Advice and Support	3
<b>Weymouth and Portland</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Mid Devon</b>	<b>2</b>
Physical Health - Nursing and Dementia Care	2
<b>Taunton Deane</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Exeter</b>	<b>1</b>
COVID19 Local Support - South West	1
<b>Plymouth</b>	<b>1</b>
Housing - Nursing and Dementia Care	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, April 2021**

Search Criteria	Search Count	Search Percentage
Employment	198	21.43%
Finances	185	20.02%
Mental Wellbeing	162	17.53%
Housing	127	13.74%
Physical Health	102	11.04%
COVID19 Local Support	40	4.33%
Family and Communities	39	4.22%
National Charities/Organisations	33	3.57%
Legal Support and Advocacy	30	3.25%
Specific Search for an Organisation	8	0.87%
<b>Total</b>	<b>924</b>	<b>100%</b>

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

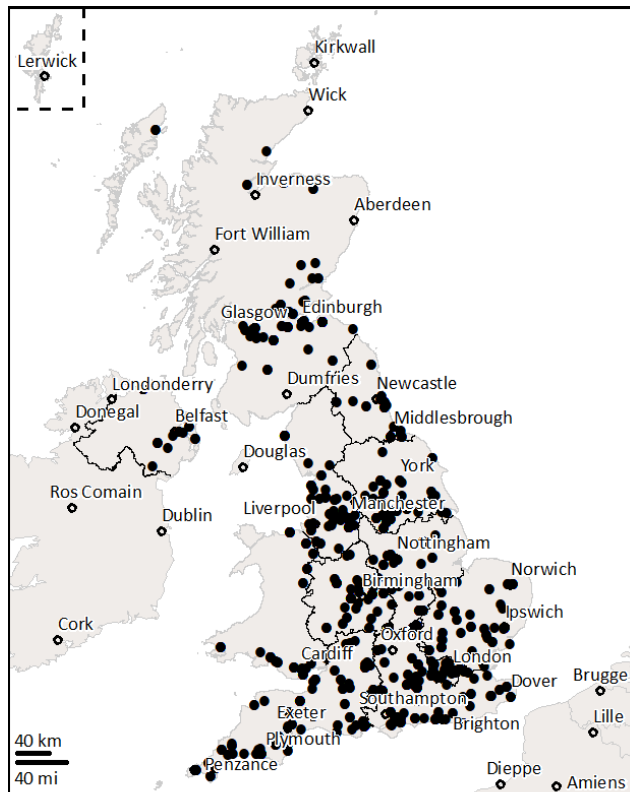
Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	104	11.26%
Mental Wellbeing - Accessing Support	59	6.39%
Finances - Pensions and Compensation	57	6.17%
Finances - Grants	45	4.87%
Employment - Education and Training	43	4.65%
Mental Wellbeing - Support Groups and Emotional Support	43	4.65%
Housing - Homelessness	42	4.55%
Finances - Benefits	37	4.00%
Housing - Housing Advice and Support	37	4.00%
Finances - Money and Debt Advice	32	3.46%
Physical Health - Home and Mobility Aids	22	2.38%
Legal Support and Advocacy - Legal Advice	22	2.38%
Employment - Self Employment	19	2.06%
Employment - Volunteering	17	1.84%
Mental Wellbeing - Treatment	16	1.73%
Mental Wellbeing - Drug and Alcohol Services	16	1.73%
Physical Health - Healthcare Services	15	1.62%
Physical Health - Sports	15	1.62%
Family and Communities - Support Groups and Emotional Support	15	1.62%
Housing - Independent Living	15	1.62%
Finances - Financial Services	14	1.52%
National Charities/Organisations - SSAFA	12	1.30%
Physical Health - Rehabilitation and Recovery	11	1.19%
Housing - Supported Living	11	1.19%
Physical Health - Support Groups and Emotional Support	10	1.08%
Housing - Retirement	10	1.08%
Mental Wellbeing - Bereavement	10	1.08%
COVID19 Local Support - North West	9	0.97%
Physical Health - Drug and Alcohol Services	9	0.97%
Family and Communities - Bereavement	8	0.87%
Specific Search for an Organisation	8	0.87%
Housing - Eviction and Repossession	8	0.87%
Employment - Transition	8	0.87%
Employment - Support for Offenders	7	0.76%
COVID19 Local Support - Scotland	7	0.76%



Search Criteria	Search Count	Search Percentage
Legal Support and Advocacy - Legal Aid	7	0.76%
Mental Wellbeing - Sports	7	0.76%
Family and Communities - Wales and Outside Regions	6	0.65%
COVID19 Local Support - South West	6	0.65%
Mental Wellbeing - South East	6	0.65%
Physical Health - South East	5	0.54%
National Charities/Organisations - Get Active	5	0.54%
COVID19 Local Support - East of England	5	0.54%
Physical Health - End of Life Care	4	0.43%
National Charities/Organisations - Help for Heroes	4	0.43%
Physical Health - South West	3	0.32%
Housing - Nursing and Dementia Care	3	0.32%
COVID19 Local Support - South East	3	0.32%
National Charities/Organisations - Royal British Legion	3	0.32%
Family and Communities - Recreation	3	0.32%
COVID19 Local Support - West Midlands	3	0.32%
National Charities/Organisations - Combat Stress	2	0.22%
Physical Health - Nursing and Dementia Care	2	0.22%
Physical Health - Limb Loss	2	0.22%
Family and Communities - South East	2	0.22%
COVID19 Local Support - East Midlands	2	0.22%
National Charities/Organisations - Samaritans Branches	2	0.22%
Family and Communities - Support for Carers	2	0.22%
COVID19 Local Support - London	2	0.22%
COVID19 Local Support - Northern Ireland	2	0.22%
Physical Health - Wales and Outside Regions	2	0.22%
National Charities/Organisations - Legion Scotland	2	0.22%
Mental Wellbeing - North West	2	0.22%
National Charities/Organisations - Places to Go	1	0.11%
Mental Wellbeing - Yorkshire/The Humber	1	0.11%
Family and Communities - North West	1	0.11%
Family and Communities - Drug and Alcohol Services	1	0.11%
National Charities/Organisations - Citizen Advice Bureau	1	0.11%
Legal Support and Advocacy - Legal Advocacy	1	0.11%
Housing - Respite Care (Day Care and Respite)	1	0.11%
Family and Communities - West Midlands	1	0.11%
COVID19 Local Support - Wales	1	0.11%
Physical Health - North West	1	0.11%
Physical Health - Yorkshire/The Humber	1	0.11%
National Charities/Organisations - Improve My Wellbeing	1	0.11%
Mental Wellbeing - South West	1	0.11%
Mental Wellbeing - East Midlands	1	0.11%
<b>Total</b>	<b>924</b>	<b>100%</b>



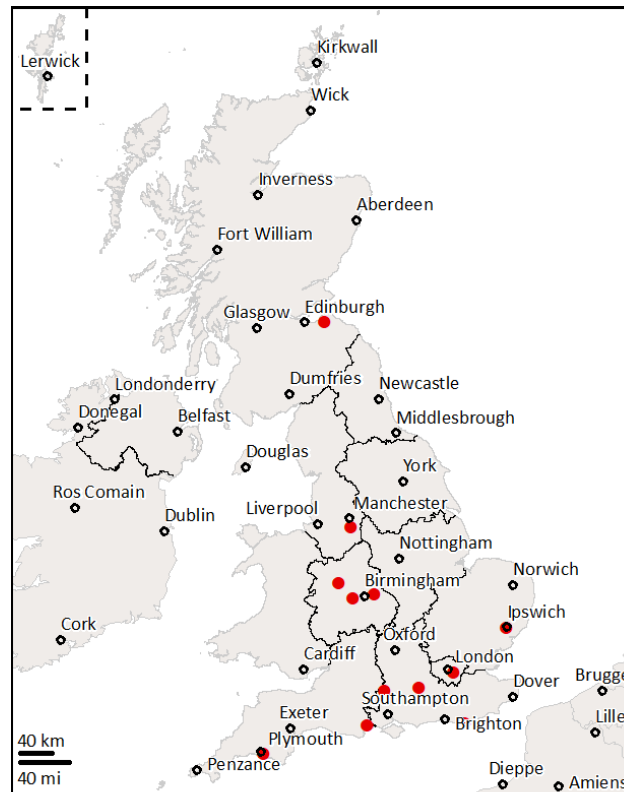
**Figure 9. User locations in the UK – Veterans' Gateway mobile directory, April 2021**



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

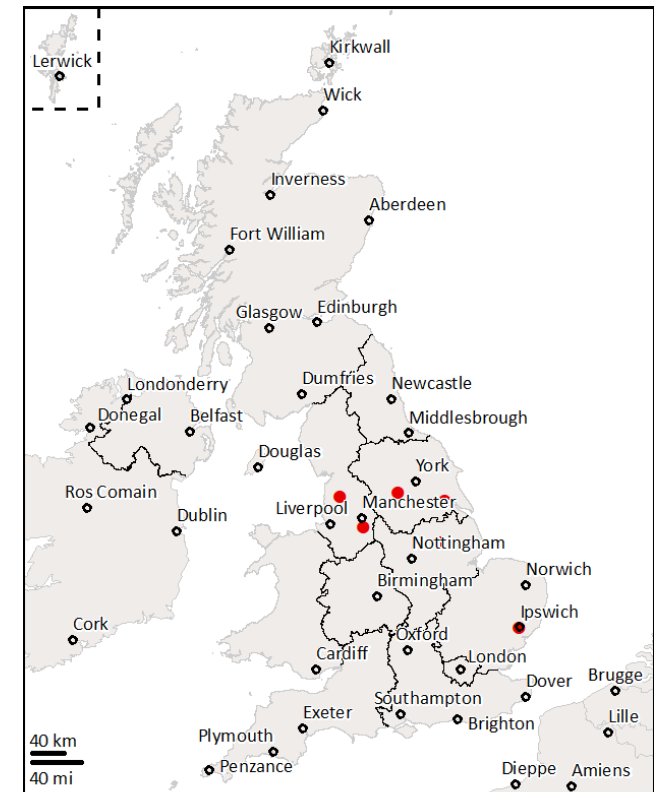
**Figure 10. User hotspots in the UK – Veterans' Gateway mobile directory, April 2021**



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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 11. User outliers in the UK – Veterans' Gateway mobile directory, April 2021**

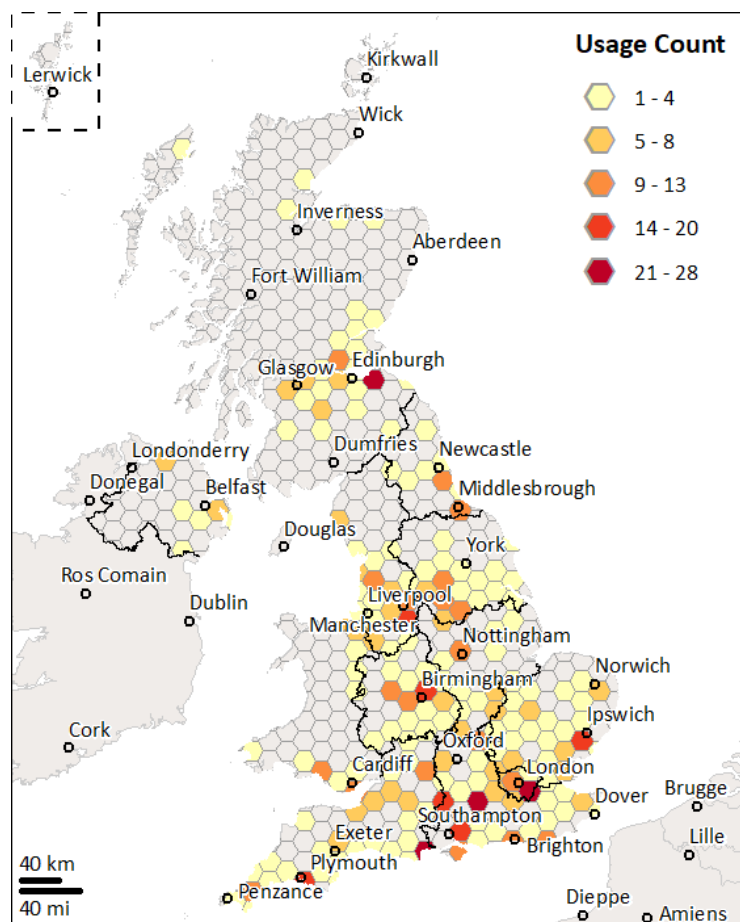


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*The figure above shows postcode districts that can be considered outliers, because they have a high number of mobile users and are surrounded by postcode districts with a low number of mobile users. This pattern is not attributable to random chance.*



**Figure 12. User locations in the UK – Veterans’ Gateway mobile directory, April 2021**



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.

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

**N = 924**

Region	Usage Count	Usage Percentage
South West	157	16.99%
South East	154	16.67%
Scotland	99	10.71%
North West	85	9.20%
East of England	83	8.98%
West Midlands	75	8.12%
Yorkshire and The Humber	74	8.01%
Wales	48	5.19%
London	48	5.19%
East Midlands	41	4.44%
North East	35	3.79%
Northern Ireland	25	2.71%

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

**N = 924**

Top 20 Local Authorities	Usage Count	Usage Percentage
Cornwall	28	3.03%
East Lothian	27	2.92%
Bournemouth	25	2.71%
Plymouth	17	1.84%
Greenwich	16	1.73%
Rushmoor	15	1.62%
Ipswich	15	1.62%
Stockport	15	1.62%
North Warwickshire	15	1.62%
Telford and Wrekin	15	1.62%
Milton Keynes	13	1.41%
Wiltshire	12	1.30%
Test Valley	12	1.30%
South Lanarkshire	11	1.19%
Dudley	11	1.19%
Eastbourne	11	1.19%
Rotherham	10	1.08%
Leeds	10	1.08%
Fife	9	0.97%
Barnsley	9	0.97%



## Northern Ireland

**Table 37. General search criteria from users located in Northern Ireland – Veterans' Gateway mobile directory, April 2021**

<b>Causeway Coast and Glens</b>	<b>8</b>
Employment - Education and Training	1
Employment - Self Employment	1
Finances - Benefits	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	2
<b>North Down and Ards</b>	<b>6</b>
Employment - Education and Training	1
Employment - Job Seeking	2
Housing - Retirement	1
Housing - Supported Living	1
Specific Search for an Organisation	1
<b>Armagh City, Banbridge and Craigavon</b>	<b>5</b>
Employment - Support for Offenders	1
Legal Support and Advocacy - Legal Advice	2
Physical Health - Sports	1
Physical Health - Support Groups and Emotional Support	1
<b>Belfast</b>	<b>3</b>
Employment - Job Seeking	3
<b>Lisburn and Castlereagh</b>	<b>2</b>
Housing - Housing Advice and Support	1
Mental Wellbeing - Treatment	1
<b>Newry, Mourne and Down</b>	<b>1</b>
Finances - Pensions and Compensation	1



## Wales

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

<b>Flintshire</b>	<b>6</b>
Finances - Money and Debt Advice	1
Housing - Eviction and Repossession	1
Housing - Homelessness	2
Mental Wellbeing - Support Groups and Emotional Support	2
<b>The Vale of Glamorgan</b>	<b>6</b>
Family and Communities - Wales and Outside Regions	4
Mental Wellbeing - Accessing Support	2
<b>Denbighshire</b>	<b>6</b>
Finances - Money and Debt Advice	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Swansea</b>	<b>5</b>
Employment - Job Seeking	2
Employment - Self Employment	1
Legal Support and Advocacy - Legal Advocacy	1
Mental Wellbeing - Treatment	1
<b>Neath Port Talbot</b>	<b>5</b>
COVID19 Local Support - London	1
Family and Communities - Wales and Outside Regions	2
Finances - Money and Debt Advice	2
<b>Pembrokeshire</b>	<b>4</b>
Finances - Pensions and Compensation	2
Physical Health - Healthcare Services	1
Physical Health - Wales and Outside Regions	1
<b>Wrexham</b>	<b>4</b>
Employment - Job Seeking	1
Finances - Benefits	1
Finances - Grants	1
Housing - Retirement	1
<b>Rhondda Cynon Taf</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Cardiff</b>	<b>3</b>
COVID19 Local Support - Wales	1
Housing - Retirement	1
Physical Health - Wales and Outside Regions	1
<b>Powys</b>	<b>2</b>
Family and Communities - Support Groups and Emotional Support	2
<b>Newport</b>	<b>2</b>
Physical Health - Drug and Alcohol Services	2
<b>Monmouthshire</b>	<b>1</b>
Employment - Job Seeking	1
<b>Carmarthenshire</b>	<b>1</b>
Family and Communities - Recreation	1



## Scotland

**Table 39. General search criteria from users located in Scotland – Veterans' Gateway mobile directory, April 2021**

<b>East Lothian</b>	<b>27</b>
Employment - Education and Training	1
Employment - Job Seeking	2
Employment - Self Employment	2
Family and Communities - Bereavement	1
Finances - Money and Debt Advice	2
Legal Support and Advocacy - Legal Advice	6
Mental Wellbeing - Accessing Support	8
Mental Wellbeing - Bereavement	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
Physical Health - Drug and Alcohol Services	1
<b>South Lanarkshire</b>	<b>11</b>
Employment - Job Seeking	1
Finances - Grants	3
Housing - Homelessness	1
National Charities/Organisations - Legion Scotland	1
Physical Health - Home and Mobility Aids	5
<b>Fife</b>	<b>9</b>
COVID19 Local Support - Northern Ireland	2
COVID19 Local Support - Scotland	1
Employment - Volunteering	1
Mental Wellbeing - Sports	1
National Charities/Organisations - SSAFA	1
Physical Health - Healthcare Services	2
Physical Health - Home and Mobility Aids	1
<b>West Lothian</b>	<b>8</b>
COVID19 Local Support - Scotland	1
Employment - Support for Offenders	2
Employment - Transition	1
Family and Communities - Support Groups and Emotional Support	2
Housing - Homelessness	1
National Charities/Organisations - Citizen Advice Bureau	1
<b>Glasgow City</b>	<b>8</b>
Employment - Job Seeking	1
Finances - Grants	2
Finances - Money and Debt Advice	2
Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	1
<b>Moray</b>	<b>5</b>
Employment - Job Seeking	1
Family and Communities - Support for Carers	1
Finances - Benefits	1
Physical Health - Drug and Alcohol Services	2
<b>Scottish Borders</b>	<b>4</b>
Finances - Financial Services	1
Housing - Retirement	1
Mental Wellbeing - Sports	1
Physical Health - Home and Mobility Aids	1
<b>Clackmannanshire</b>	<b>4</b>



Employment - Education and Training	2
Employment - Job Seeking	1
Employment - Support for Offenders	1
<b>Edinburgh, City of</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Finances - Pensions and Compensation	1
Housing - Independent Living	1
<b>Renfrewshire</b>	<b>3</b>
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - Get Active	2
<b>Dumfries &amp; Galloway</b>	<b>3</b>
Finances - Financial Services	1
Finances - Pensions and Compensation	1
Physical Health - Home and Mobility Aids	1
<b>Dundee City</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Finances - Money and Debt Advice	2
<b>Highland</b>	<b>3</b>
Finances - Benefits	2
National Charities/Organisations - Legion Scotland	1
<b>Eilean Siar</b>	<b>2</b>
Finances - Pensions and Compensation	2
<b>Perth &amp; Kinross</b>	<b>2</b>
COVID19 Local Support - Scotland	2
<b>South Ayrshire</b>	<b>1</b>
Employment - Job Seeking	1
<b>Angus</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>East Renfrewshire</b>	<b>1</b>
Finances - Benefits	1
<b>Midlothian</b>	<b>1</b>
COVID19 Local Support - Scotland	1



## North East

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

<b>Sunderland</b>	<b>7</b>
Employment - Job Seeking	1
Family and Communities - Support Groups and Emotional Support	2
Housing - Supported Living	1
Mental Wellbeing - Drug and Alcohol Services	2
Physical Health - Drug and Alcohol Services	1
<b>Stockton-on-Tees</b>	<b>7</b>
Employment - Education and Training	1
Employment - Job Seeking	1
Finances - Benefits	1
Finances - Grants	2
Finances - Pensions and Compensation	1
Physical Health - Nursing and Dementia Care	1
<b>South Tyneside</b>	<b>6</b>
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - Samaritans Branches	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - Support Groups and Emotional Support	1
<b>North Tyneside</b>	<b>4</b>
Finances - Benefits	1
Finances - Pensions and Compensation	2
National Charities/Organisations - Combat Stress	1
<b>Redcar and Cleveland</b>	<b>4</b>
Employment - Job Seeking	2
Finances - Money and Debt Advice	1
Physical Health - Rehabilitation and Recovery	1
<b>Northumberland</b>	<b>4</b>
Employment - Job Seeking	2
Finances - Pensions and Compensation	2
<b>Gateshead</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Hartlepool</b>	<b>1</b>
Physical Health - Sports	1



## North West

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

<b>Stockport</b>	<b>15</b>
COVID19 Local Support - North West	5
Family and Communities - Bereavement	1
Finances - Pensions and Compensation	8
Physical Health - Healthcare Services	1
<b>Preston</b>	<b>8</b>
Employment - Job Seeking	1
Finances - Benefits	1
Mental Wellbeing - Drug and Alcohol Services	2
Mental Wellbeing - North West	1
National Charities/Organisations - Get Active	2
Physical Health - Rehabilitation and Recovery	1
<b>Copeland</b>	<b>8</b>
Employment - Education and Training	2
Finances - Pensions and Compensation	1
Mental Wellbeing - Treatment	3
National Charities/Organisations - Places to Go	1
Physical Health - North West	1
<b>Wyre</b>	<b>8</b>
Family and Communities - North West	1
Housing - Eviction and Repossession	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	5
<b>Oldham</b>	<b>5</b>
Housing - Independent Living	1
Mental Wellbeing - Support Groups and Emotional Support	3
Physical Health - Sports	1
<b>Wirral</b>	<b>5</b>
Family and Communities - Bereavement	2
Housing - Retirement	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Treatment	1
<b>Cheshire West and Chester</b>	<b>5</b>
Employment - Education and Training	1
Employment - Job Seeking	3
Physical Health - Rehabilitation and Recovery	1
<b>Wigan</b>	<b>4</b>
Employment - Job Seeking	1
Housing - Respite Care (Day Care and Respite)	1
Mental Wellbeing - Bereavement	1
Physical Health - Sports	1
<b>Lancaster</b>	<b>4</b>
Employment - Job Seeking	1
Housing - Homelessness	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Blackburn with Darwen</b>	<b>4</b>
Employment - Education and Training	1
Employment - Job Seeking	2
Mental Wellbeing - North West	1
<b>Bury</b>	<b>3</b>
Finances - Grants	1



Legal Support and Advocacy - Legal Advice	1
Specific Search for an Organisation	1
<b>Warrington</b>	<b>3</b>
COVID19 Local Support - North West	1
Employment - Self Employment	1
Housing - Retirement	1
<b>Fylde</b>	<b>3</b>
Employment - Self Employment	1
Housing - Housing Advice and Support	1
Housing - Independent Living	1
<b>Salford</b>	<b>3</b>
COVID19 Local Support - North West	2
Finances - Pensions and Compensation	1
<b>Manchester</b>	<b>2</b>
Finances - Benefits	2
<b>Burnley</b>	<b>1</b>
COVID19 Local Support - North West	1
<b>Cheshire East</b>	<b>1</b>
Employment - Self Employment	1
<b>Bolton</b>	<b>1</b>
Finances - Benefits	1
<b>South Lakeland</b>	<b>1</b>
Mental Wellbeing - Treatment	1
<b>Liverpool</b>	<b>1</b>
Family and Communities - Support for Carers	1



## Yorkshire and the Humber

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

<b>Leeds</b>	<b>10</b>
Employment - Education and Training	2
Employment - Job Seeking	2
Finances - Financial Services	3
Finances - Money and Debt Advice	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Bereavement	1
<b>Rotherham</b>	<b>10</b>
Finances - Benefits	2
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Advice	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Barnsley</b>	<b>9</b>
Employment - Job Seeking	5
Finances - Grants	1
Housing - Supported Living	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Treatment	1
<b>Sheffield</b>	<b>7</b>
Finances - Benefits	1
Housing - Housing Advice and Support	4
Physical Health - Healthcare Services	2
<b>East Riding of Yorkshire</b>	<b>5</b>
Employment - Job Seeking	1
Housing - Eviction and Repossession	1
Mental Wellbeing - Accessing Support	3
<b>Doncaster</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Yorkshire/The Humber	1
<b>Wakefield</b>	<b>4</b>
Employment - Job Seeking	3
Finances - Money and Debt Advice	1
<b>Kingston upon Hull, City of</b>	<b>4</b>
Finances - Grants	1
Housing - Housing Advice and Support	2
National Charities/Organisations - SSAFA	1
<b>Kirklees</b>	<b>4</b>
Housing - Housing Advice and Support	1
Physical Health - Healthcare Services	1
Physical Health - Rehabilitation and Recovery	2
<b>Harrogate</b>	<b>3</b>
Housing - Housing Advice and Support	2
Physical Health - Home and Mobility Aids	1
<b>York</b>	<b>3</b>
Employment - Education and Training	2
Finances - Money and Debt Advice	1
<b>Scarborough</b>	<b>3</b>



Employment - Job Seeking	2
Finances - Benefits	1
<b>Calderdale</b>	<b>2</b>
Employment - Education and Training	1
Employment - Self Employment	1
<b>North East Lincolnshire</b>	<b>2</b>
Family and Communities - Bereavement	1
Finances - Pensions and Compensation	1
<b>North Lincolnshire</b>	<b>1</b>
Mental Wellbeing - Yorkshire/The Humber	1
<b>Hambleton</b>	<b>1</b>
National Charities/Organisations - Get Active	1
<b>Bradford</b>	<b>1</b>
Employment - Self Employment	1
<b>Selby</b>	<b>1</b>
Finances - Grants	1



## East Midlands

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

<b>Wellingborough</b>	<b>6</b>
Housing - Homelessness	2
Housing - Housing Advice and Support	2
Housing - Independent Living	2
<b>Broxtowe</b>	<b>5</b>
Employment - Job Seeking	4
Mental Wellbeing - Bereavement	1
<b>South Kesteven</b>	<b>5</b>
Employment - Job Seeking	2
Mental Wellbeing - Treatment	2
Physical Health - Healthcare Services	1
<b>Amber Valley</b>	<b>4</b>
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Lincoln</b>	<b>4</b>
COVID19 Local Support - East Midlands	1
Employment - Job Seeking	1
Finances - Grants	1
Finances - Pensions and Compensation	1
<b>Derby</b>	<b>3</b>
Family and Communities - Recreation	1
Legal Support and Advocacy - Legal Aid	1
Physical Health - Nursing and Dementia Care	1
<b>North Kesteven</b>	<b>2</b>
Finances - Benefits	1
Finances - Pensions and Compensation	1
<b>Corby</b>	<b>2</b>
COVID19 Local Support - East Midlands	1
Legal Support and Advocacy - Legal Aid	1
<b>East Northamptonshire</b>	<b>2</b>
Employment - Job Seeking	1
Employment - Volunteering	1
<b>Hinckley and Bosworth</b>	<b>2</b>
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
<b>Leicester</b>	<b>1</b>
Housing - Independent Living	1
<b>West Lindsey</b>	<b>1</b>
Finances - Money and Debt Advice	1
<b>Harborough</b>	<b>1</b>
Employment - Job Seeking	1
<b>Nottingham</b>	<b>1</b>
Employment - Support for Offenders	1
<b>Derbyshire Dales</b>	<b>1</b>
Legal Support and Advocacy - Legal Aid	1
<b>South Derbyshire</b>	<b>1</b>
Housing - Homelessness	1



## West Midlands

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

<b>Telford and Wrekin</b>	<b>15</b>
COVID19 Local Support - West Midlands	2
Family and Communities - Bereavement	2
Family and Communities - Support Groups and Emotional Support	2
Finances - Grants	2
Legal Support and Advocacy - Legal Advice	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - East Midlands	1
National Charities/Organisations - Royal British Legion	1
Physical Health - Healthcare Services	1
Physical Health - Home and Mobility Aids	1
Physical Health - Sports	1
<b>North Warwickshire</b>	<b>15</b>
Employment - Education and Training	1
Employment - Job Seeking	5
Housing - Homelessness	6
Housing - Housing Advice and Support	1
Housing - Independent Living	1
Housing - Retirement	1
<b>Dudley</b>	<b>11</b>
Employment - Education and Training	2
Employment - Job Seeking	1
Employment - Volunteering	1
Family and Communities - Support Groups and Emotional Support	3
Family and Communities - West Midlands	1
Housing - Housing Advice and Support	2
Housing - Supported Living	1
<b>Nuneaton and Bedworth</b>	<b>5</b>
Employment - Education and Training	2
Employment - Job Seeking	1
Employment - Support for Offenders	1
Employment - Volunteering	1
<b>Shropshire</b>	<b>4</b>
Employment - Education and Training	2
Housing - Retirement	1
Legal Support and Advocacy - Legal Advice	1
<b>Herefordshire, County of</b>	<b>3</b>
Housing - Homelessness	2
Mental Wellbeing - Drug and Alcohol Services	1
<b>Stratford-on-Avon</b>	<b>2</b>
Mental Wellbeing - Bereavement	1
Physical Health - Support Groups and Emotional Support	1
<b>Malvern Hills</b>	<b>2</b>
Finances - Pensions and Compensation	2
<b>Tamworth</b>	<b>2</b>
Finances - Financial Services	1
Housing - Homelessness	1
<b>Worcester</b>	<b>2</b>
COVID19 Local Support - South West	1
COVID19 Local Support - West Midlands	1
<b>Lichfield</b>	<b>2</b>



Employment - Job Seeking	1
Physical Health - Home and Mobility Aids	1
<b>Walsall</b>	<b>1</b>
Physical Health - Sports	1
<b>Newcastle-under-Lyme</b>	<b>1</b>
Employment - Support for Offenders	1
<b>Wolverhampton</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Cannock Chase</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Bromsgrove</b>	<b>1</b>
Employment - Job Seeking	1
<b>Solihull</b>	<b>1</b>
Finances - Benefits	1
<b>Warwick</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Stoke-on-Trent</b>	<b>1</b>
Employment - Job Seeking	1
<b>Birmingham</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Wyre Forest</b>	<b>1</b>
Housing - Supported Living	1
<b>Rugby</b>	<b>1</b>
Finances - Grants	1
<b>Sandwell</b>	<b>1</b>
Finances - Pensions and Compensation	1



## East of England

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

<b>Ipswich</b>	<b>15</b>
Employment - Education and Training	1
Finances - Benefits	1
Finances - Grants	1
Finances - Money and Debt Advice	4
Finances - Pensions and Compensation	1
Housing - Homelessness	2
Housing - Independent Living	1
Housing - Nursing and Dementia Care	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - Improve My Wellbeing	1
National Charities/Organisations - SSAFA	1
<b>Welwyn Hatfield</b>	<b>7</b>
Employment - Education and Training	1
Employment - Job Seeking	5
Physical Health - Sports	1
<b>Huntingdonshire</b>	<b>7</b>
Employment - Self Employment	2
Employment - Volunteering	1
Finances - Grants	1
Finances - Money and Debt Advice	1
Legal Support and Advocacy - Legal Advice	2
<b>Norwich</b>	<b>6</b>
Finances - Benefits	1
Finances - Grants	1
Finances - Money and Debt Advice	2
National Charities/Organisations - Royal British Legion	1
Physical Health - Drug and Alcohol Services	1
<b>South Cambridgeshire</b>	<b>6</b>
COVID19 Local Support - East of England	1
Employment - Education and Training	1
Employment - Volunteering	1
Housing - Independent Living	1
Mental Wellbeing - Accessing Support	2
<b>Colchester</b>	<b>4</b>
Employment - Education and Training	1
Employment - Job Seeking	2
Physical Health - Sports	1
<b>Rochford</b>	<b>4</b>
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - South East	1
Mental Wellbeing - Treatment	2
<b>Dacorum</b>	<b>3</b>
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Support Groups and Emotional Support	1
<b>South Norfolk</b>	<b>3</b>
Employment - Job Seeking	1
Finances - Grants	1
National Charities/Organisations - Royal British Legion	1
<b>Braintree</b>	<b>3</b>



Finances - Benefits	1
Legal Support and Advocacy - Legal Advice	1
Legal Support and Advocacy - Legal Aid	1
<b>St Edmundsbury</b>	<b>3</b>
National Charities/Organisations - Help for Heroes	3
<b>Babergh</b>	<b>3</b>
Employment - Education and Training	2
Legal Support and Advocacy - Legal Advice	1
<b>Stevenage</b>	<b>2</b>
Employment - Job Seeking	1
Employment - Volunteering	1
<b>Cambridge</b>	<b>2</b>
COVID19 Local Support - East of England	1
Housing - Housing Advice and Support	1
<b>Thurrock</b>	<b>2</b>
Housing - Eviction and Repossession	1
Physical Health - Healthcare Services	1
<b>Peterborough</b>	<b>2</b>
Finances - Pensions and Compensation	1
Mental Wellbeing - Accessing Support	1
<b>Breckland</b>	<b>2</b>
COVID19 Local Support - East of England	2
<b>North Hertfordshire</b>	<b>2</b>
National Charities/Organisations - SSAFA	2
<b>Southend-on-Sea</b>	<b>1</b>
Employment - Education and Training	1
<b>Uttlesford</b>	<b>1</b>
Physical Health - Support Groups and Emotional Support	1
<b>Fenland</b>	<b>1</b>
Employment - Job Seeking	1
<b>East Cambridgeshire</b>	<b>1</b>
Finances - Grants	1
<b>Chelmsford</b>	<b>1</b>
Housing - Homelessness	1
<b>Mid Suffolk</b>	<b>1</b>
Physical Health - Limb Loss	1
<b>Tendring</b>	<b>1</b>
Physical Health - Sports	1



## London

**Table 46. General search criteria from users located in London – Veterans' Gateway mobile directory, April 2021**

<b>Greenwich</b>	<b>16</b>
COVID19 Local Support - London	1
Employment - Transition	2
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	8
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - SSAFA	1
Physical Health - Rehabilitation and Recovery	1
<b>Tower Hamlets</b>	<b>8</b>
Employment - Self Employment	1
Finances - Benefits	2
Finances - Grants	1
Finances - Money and Debt Advice	2
Housing - Housing Advice and Support	1
Physical Health - Sports	1
<b>Richmond upon Thames</b>	<b>4</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Sports	2
<b>Haringey</b>	<b>3</b>
Employment - Education and Training	2
Employment - Job Seeking	1
<b>Merton</b>	<b>2</b>
Employment - Job Seeking	1
Housing - Eviction and Repossession	1
<b>Westminster</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>Wandsworth</b>	<b>2</b>
Employment - Job Seeking	2
<b>Harrow</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
Physical Health - Home and Mobility Aids	1
<b>Kingston upon Thames</b>	<b>2</b>
Employment - Job Seeking	1
Housing - Eviction and Repossession	1
<b>Hillingdon</b>	<b>2</b>
Finances - Benefits	1
Physical Health - Home and Mobility Aids	1
<b>Ealing</b>	<b>1</b>
Physical Health - Healthcare Services	1
<b>Havering</b>	<b>1</b>
Finances - Grants	1
<b>Croydon</b>	<b>1</b>
Family and Communities - Recreation	1
<b>Bexley</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Waltham Forest</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1



## South East

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

<b>Rushmoor</b>	<b>15</b>
Family and Communities - Support Groups and Emotional Support	3
Finances - Grants	1
Finances - Pensions and Compensation	1
Housing - Housing Advice and Support	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - South East	2
Mental Wellbeing - Support Groups and Emotional Support	4
National Charities/Organisations - SSAFA	1
<b>Milton Keynes</b>	<b>13</b>
COVID19 Local Support - East of England	1
Employment - Job Seeking	2
Employment - Volunteering	1
Finances - Benefits	1
Finances - Grants	2
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Drug and Alcohol Services	4
Physical Health - Home and Mobility Aids	1
<b>Test Valley</b>	<b>12</b>
Employment - Education and Training	1
Employment - Self Employment	1
Employment - Volunteering	1
Housing - Homelessness	1
Housing - Housing Advice and Support	2
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Sports	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Eastbourne</b>	<b>11</b>
Finances - Benefits	5
Finances - Pensions and Compensation	6
<b>Eastleigh</b>	<b>8</b>
Housing - Eviction and Repossession	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Housing - Independent Living	3
Housing - Supported Living	2
<b>Portsmouth</b>	<b>8</b>
Employment - Education and Training	1
Employment - Job Seeking	2
Housing - Homelessness	3
Housing - Housing Advice and Support	1
Physical Health - South East	1
<b>Adur</b>	<b>7</b>
Finances - Pensions and Compensation	4
Housing - Homelessness	1
Mental Wellbeing - Accessing Support	1
Physical Health - Rehabilitation and Recovery	1
<b>Fareham</b>	<b>7</b>
Employment - Volunteering	1
Housing - Homelessness	1



Housing - Supported Living	1
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Healthcare Services	1
Physical Health - Limb Loss	1
Physical Health - Rehabilitation and Recovery	1
<b>Hart</b>	<b>7</b>
COVID19 Local Support - South East	1
Finances - Financial Services	6
<b>Wycombe</b>	<b>7</b>
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Home and Mobility Aids	2
Physical Health - Sports	1
<b>Cherwell</b>	<b>6</b>
Family and Communities - Bereavement	1
Family and Communities - South East	2
Family and Communities - Support Groups and Emotional Support	1
Housing - Eviction and Repossession	1
Housing - Homelessness	1
<b>West Oxfordshire</b>	<b>5</b>
Employment - Job Seeking	1
Finances - Grants	1
Finances - Pensions and Compensation	1
Mental Wellbeing - South East	1
National Charities/Organisations - SSAFA	1
<b>Gosport</b>	<b>5</b>
COVID19 Local Support - South East	1
Employment - Job Seeking	2
Physical Health - South East	2
<b>Canterbury</b>	<b>5</b>
Employment - Job Seeking	1
Employment - Volunteering	1
Legal Support and Advocacy - Legal Advice	1
Physical Health - Home and Mobility Aids	2
<b>Ashford</b>	<b>3</b>
Employment - Education and Training	1
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
<b>Isle of Wight</b>	<b>3</b>
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Physical Health - End of Life Care	1
<b>Tunbridge Wells</b>	<b>3</b>
Housing - Independent Living	1
Housing - Retirement	1
Mental Wellbeing - South East	1
<b>Spelthorne</b>	<b>3</b>
Housing - Housing Advice and Support	2
Physical Health - Drug and Alcohol Services	1
<b>Surrey Heath</b>	<b>3</b>
COVID19 Local Support - South East	1
Employment - Job Seeking	2
<b>Chichester</b>	<b>3</b>
Employment - Self Employment	1
Employment - Transition	1
Finances - Pensions and Compensation	1



<b>Wokingham</b>	<b>2</b>
Finances - Pensions and Compensation	1
Housing - Independent Living	1
<b>Dover</b>	<b>2</b>
Employment - Job Seeking	1
National Charities/Organisations - Combat Stress	1
<b>Vale of White Horse</b>	<b>2</b>
Physical Health - South East	2
<b>Horsham</b>	<b>2</b>
Finances - Benefits	1
Finances - Grants	1
<b>Lewes</b>	<b>2</b>
Housing - Housing Advice and Support	1
Mental Wellbeing - South East	1
<b>Windsor and Maidenhead</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>West Berkshire</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>Medway</b>	<b>1</b>
Finances - Benefits	1
<b>Bracknell Forest</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Arun</b>	<b>1</b>
Finances - Grants	1
<b>Brighton and Hove</b>	<b>1</b>
Employment - Self Employment	1
<b>East Hampshire</b>	<b>1</b>
Housing - Homelessness	1
<b>Rother</b>	<b>1</b>
Physical Health - Rehabilitation and Recovery	1
<b>Swale</b>	<b>1</b>
Employment - Job Seeking	1
<b>Waverley</b>	<b>1</b>
Finances - Grants	1



## South West

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

<b>Cornwall</b>	<b>28</b>
COVID19 Local Support - South West	1
Employment - Education and Training	1
Employment - Job Seeking	2
Finances - Financial Services	1
Finances - Grants	4
Finances - Money and Debt Advice	3
Finances - Pensions and Compensation	1
Housing - Homelessness	2
Housing - Housing Advice and Support	2
Housing - Supported Living	2
Mental Wellbeing - Accessing Support	3
Physical Health - Healthcare Services	3
Physical Health - Sports	1
Specific Search for an Organisation	2
<b>Bournemouth</b>	<b>25</b>
Employment - Volunteering	1
Finances - Grants	1
Finances - Money and Debt Advice	1
Housing - Homelessness	6
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Bereavement	5
Mental Wellbeing - Drug and Alcohol Services	2
Mental Wellbeing - Support Groups and Emotional Support	7
<b>Plymouth</b>	<b>17</b>
Employment - Education and Training	5
Employment - Job Seeking	5
Employment - Transition	4
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - SSAFA	1
Physical Health - Home and Mobility Aids	1
<b>Wiltshire</b>	<b>12</b>
Employment - Job Seeking	3
Finances - Grants	1
Finances - Money and Debt Advice	1
Housing - Nursing and Dementia Care	2
Mental Wellbeing - Drug and Alcohol Services	3
National Charities/Organisations - SSAFA	1
Physical Health - Support Groups and Emotional Support	1
<b>Swindon</b>	<b>8</b>
Employment - Job Seeking	1
Employment - Self Employment	1
Housing - Housing Advice and Support	1
Mental Wellbeing - South West	1
Physical Health - End of Life Care	3
Physical Health - Sports	1
<b>Taunton Deane</b>	<b>7</b>
Finances - Benefits	1
Finances - Pensions and Compensation	1
Physical Health - South West	1
Physical Health - Support Groups and Emotional Support	4



<b>North Somerset</b>	<b>6</b>
Employment - Volunteering	2
Finances - Financial Services	1
Finances - Grants	1
Housing - Homelessness	1
National Charities/Organisations - SSAFA	1
<b>East Devon</b>	<b>5</b>
Employment - Self Employment	3
Finances - Grants	1
Physical Health - Home and Mobility Aids	1
<b>Teignbridge</b>	<b>5</b>
Finances - Grants	1
Housing - Homelessness	1
Mental Wellbeing - Accessing Support	2
Physical Health - Rehabilitation and Recovery	1
<b>North Dorset</b>	<b>5</b>
Finances - Benefits	2
Physical Health - Drug and Alcohol Services	1
Physical Health - Home and Mobility Aids	2
<b>Torbay</b>	<b>4</b>
Employment - Job Seeking	1
Housing - Independent Living	1
Mental Wellbeing - Treatment	1
National Charities/Organisations - Help for Heroes	1
<b>South Somerset</b>	<b>4</b>
Finances - Money and Debt Advice	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Treatment	2
<b>Gloucester</b>	<b>3</b>
Family and Communities - Drug and Alcohol Services	1
Finances - Grants	1
Mental Wellbeing - Sports	1
<b>Bath and North East Somerset</b>	<b>3</b>
Employment - Volunteering	3
<b>East Dorset</b>	<b>3</b>
Employment - Education and Training	2
Employment - Job Seeking	1
<b>Mendip</b>	<b>3</b>
Employment - Job Seeking	1
Finances - Benefits	2
<b>Torridge</b>	<b>2</b>
COVID19 Local Support - South West	1
Physical Health - South West	1
<b>Weymouth and Portland</b>	<b>2</b>
Housing - Homelessness	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>West Dorset</b>	<b>2</b>
Finances - Pensions and Compensation	1
Physical Health - South West	1
<b>Mid Devon</b>	<b>2</b>
Finances - Grants	2
<b>Purbeck</b>	<b>2</b>
COVID19 Local Support - South West	1
Finances - Grants	1
<b>Cotswold</b>	<b>2</b>
Housing - Retirement	1



Housing - Supported Living	1
<b>South Gloucestershire</b>	<b>2</b>
Specific Search for an Organisation	2
<b>Exeter</b>	<b>1</b>
COVID19 Local Support - South West	1
<b>Cheltenham</b>	<b>1</b>
Employment - Education and Training	1
<b>Tewkesbury</b>	<b>1</b>
COVID19 Local Support - South West	1
<b>North Devon</b>	<b>1</b>
Finances - Grants	1
<b>Sedgemoor</b>	<b>1</b>
Finances - Pensions and Compensation	1