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

May 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



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 Gi* 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 May 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 - May 2021

The directory of services provides veterans, service families and health and social care providers easy access to thousands of services, which deliver care or support to veterans and service families across the UK.

On the 1st of June 2021, the directory of services included **17,167** markers, each representing a service available to veterans or service families.

During May 2021, the directory attracted 1,768 individual searches for services across the UK.

- A total of **634** cases were from the Veterans' Gateway Online Directory.
- A total of **997** cases were from the Veterans' Gateway Mobile Directory.
- A total of **137** 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), May 2021

Table 1 provides an overview of the general criteria of searches made UK-wide through the directory of services during May 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 May 2021.

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

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

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

 Scotland followed by the South West and the South East were the regions with the highest directory usage during May 2021.

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

• Aberdeen City followed by Bridgend and Plymouth were the local authorities with the highest online usage.

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

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

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

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

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

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

• Scotland followed by Wales and London were the regions with the highest online usage during May 2021.

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

• Aberdeen City followed by Bridgend and Mid and East Antrim were the local authorities with the highest online usage.

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

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

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

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

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

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

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

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

• Cornwall followed by County Durham and Wiltshire were the local authorities with the highest mobile usage.

Veterans' Gateway mobile platform performance data

- Total downloads since app launch: 5,723 on Apple and 4,944 on Android.
- Number of software crashes since app launch: 22 on Apple and 162 on Android.
- Number of downloads in May: 201 on Apple and 251 on Android.
- Number of software crashes in May: 1 on Apple and 6 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, May 2021

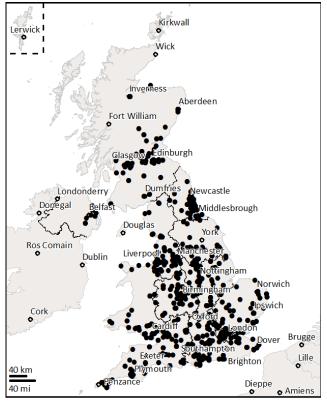
Search Criteria	Search Count	Search Percentage
Employment	392	24.03%
Mental Wellbeing	357	21.89%
Finances	220	13.49%
Housing	176	10.79%
Physical Health	148	9.07%
Family and Communities	110	6.74%
National Charities/Organisations	83	5.09%
COVID19 Local Support	75	4.60%
Specific Search for an Organisation	36	2.21%
Legal Support and Advocacy	34	2.08%
Total	1,631	100%

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

Search Criteria	Search Count	Search Percentage
Mental Wellbeing - Accessing Support	188	11.53%
Employment - Education and Training	181	11.10%
Employment - Job Seeking	113	6.93%
Mental Wellbeing - Support Groups and Emotional Support	73	4.48%
Housing - Housing Advice and Support	67	4.11%
Finances - Benefits	63	3.86%
Finances - Grants	61	3.74%
Finances - Pensions and Compensation	59	3.62%
Housing - Homelessness	44	2.70%
Family and Communities - Recreation	39	2.39%
Employment - Transition	38	2.33%
Specific Search for an Organisation	36	2.21%
Employment - Volunteering	32	1.96%
Family and Communities - Support Groups and Emotional Support	31	1.90%
Physical Health - Sports	24	1.47%
Legal Support and Advocacy - Legal Advice	24	1.47%
Physical Health - Healthcare Services	23	1.41%
Finances - Financial Services	22	1.35%
Mental Wellbeing - Drug and Alcohol Services	22	1.35%
National Charities/Organisations - SSAFA	21	1.29%
Mental Wellbeing - GPs	21	1.29%
National Charities/Organisations - Armed Forces Covenant Fund Trust	21	1.29%
Physical Health - Rehabilitation and Recovery	20	1.23%
Mental Wellbeing - Treatment	20	1.23%
Employment - Self Employment	20	1.23%
Mental Wellbeing - Bereavement	19	1.16%
Physical Health - GPs	18	1.10%
Housing - Retirement	18	1.10%
Physical Health - Support Groups and Emotional Support	17	1.04%
Physical Health - Drug and Alcohol Services	16	0.98%
Housing - Independent Living	16	0.98%
Finances - Money and Debt Advice	15	0.92%
Family and Communities - Support for Carers	15	0.92%
Mental Wellbeing - Sports	14	0.86%
COVID19 Local Support - North West	14	0.86%

Search Criteria	Search	Search
	Count	Percentage
Housing - Eviction and Repossession	13	0.80%
Physical Health - Home and Mobility Aids	12	0.74%
Family and Communities - Bereavement	11	0.67%
National Charities/Organisations - Royal British Legion	10	0.61%
COVID19 Local Support - Wales	9	0.55%
COVID19 Local Support - South West	9	0.55%
COVID19 Local Support - Yorkshire/ The Humber	9	0.55%
Housing - Supported Living	9	0.55%
National Charities/Organisations - Help for Heroes	9	0.55%
Family and Communities - GPs	9	0.55%
Employment - Support for Offenders	8	0.49%
National Charities/Organisations - ASDIC Drop In Centres	8	0.49%
Legal Support and Advocacy - Legal Aid	7	0.43%
COVID19 Local Support - North East	6	0.37%
Physical Health - Limb Loss	6	0.37%
COVID19 Local Support - South East	6	0.37%
Physical Health - Nursing and Dementia Care	5	0.31%
COVID19 Local Support - West Midlands	5	0.31%
COVID19 Local Support - East of England	5	0.31%
Housing - Respite Care (Day Care and Respite)	5	0.31%
COVID19 Local Support - Scotland	5	0.31%
Physical Health - End of Life Care	4	0.25%
COVID19 Local Support - Northern Ireland	4	0.25%
Housing - Nursing and Dementia Care	4	0.25%
National Charities/Organisations - Mind	3	0.18%
Physical Health - Blind Veterans	3	0.18%
Legal Support and Advocacy - Legal Advocacy	3	0.18%
National Charities/Organisations - Combat Stress	3	0.18%
National Charities/Organisations - Legion Scotland	3	0.18%
Family and Communities - Drug and Alcohol Services	3	0.18%
COVID19 Local Support - East Midlands	3	0.18%
National Charities/Organisations - Samaritans Branches	2	0.12%
Family and Communities - Support for the Gurkha Community	2	0.12%
National Charities/Organisations - Shelter	1	0.06%
National Charities/Organisations - Citizen Advice Bureau	1	0.06%
National Charities/Organisations - British Red Cross	1	0.06%
Tot	·	100%

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

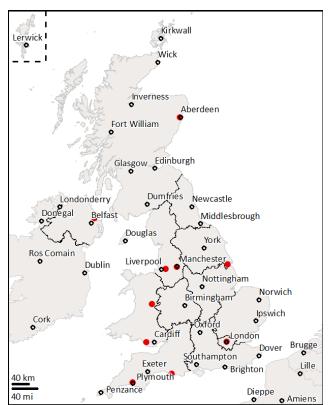


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The figure above shows the location of all the postcode districts with directory users during May

2021.

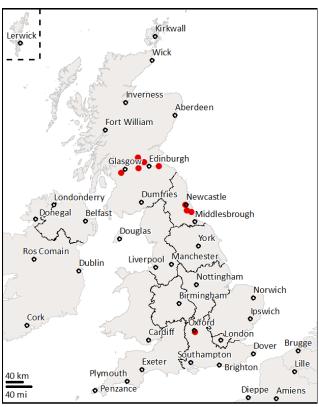
Figure 2. User hotspots in the UK – All searches, May 2021



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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.

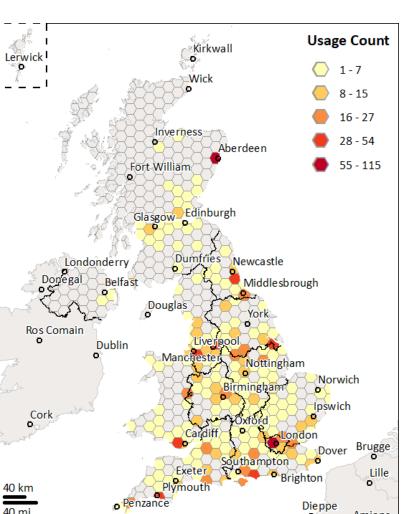
Figure 3. User outliers in the UK – All searches, May 2021



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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, May 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, May 2021

N = 1,631

Region	Usage	Usage
Negion	Count	Percentage
Scotland	219	13.43%
South West	202	12.39%
South East	199	12.20%
North West	196	12.02%
Wales	137	8.40%
Yorkshire and	125	7.66%
The Humber	123	7.0070
East Midlands	115	7.05%
London	114	6.99%
West Midlands	113	6.93%
East of England	94	5.76%
North East	73	4.48%
Northern Ireland	44	2.70%

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

N = 1,631

Top 20 Local Authorities	Usage Count	Usage Percentage
Aberdeen City	115	7.05%
Bridgend	51	3.13%
Plymouth	36	2.21%
Mid and East Antrim	32	1.96%
County Durham	31	1.90%
Cornwall	31	1.90%
North East Lincolnshire	31	1.90%
Powys	28	1.72%
Chichester	25	1.53%
City of London	23	1.41%
Wiltshire	21	1.29%
Salford	20	1.23%
Rotherham	19	1.16%
Sheffield	18	1.10%
Weymouth and Portland	18	1.10%
West Lindsey	18	1.10%
Dumfries & Galloway	16	0.98%
St. Helens	16	0.98%
Fareham	16	0.98%
Preston	15	0.92%

Amiens

Northern Ireland

Usage Count Campbeltown 6-31 Coleraine Londonderry Ballymena Larne trabane Antrim Donegal Cookstown Omagh Belfast Lurgan Portadown Armagh Enniskillen Banbridge Muineachan Newry Dundalk i 0 Drogheda 20 km Ros Comain

Figure 5. User locations in Northern Ireland - All searches, May 2021

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

Armagh City, Banbridge and Craigavon	5
Finances - Grants	2
Finances - Pensions and Compensation	2
Physical Health - Home and Mobility Aids	1
Belfast	1
Mental Wellbeing - Accessing Support	1
Lisburn and Castlereagh	1
Employment - Self Employment	1
Mid and East Antrim	32
Finances - Grants	1
Housing - Eviction and Repossession	1
Housing - Homelessness	3
Housing - Housing Advice and Support	3
Housing - Independent Living	1
Housing - Respite Care (Day Care and Respite)	2
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	6
Mental Wellbeing - Treatment	1
Physical Health - Drug and Alcohol Services	2
Physical Health - Healthcare Services	2
Physical Health - Home and Mobility Aids	1
Physical Health - Limb Loss	1
Physical Health - Support Groups and Emotional Support	2
North Down and Ards	5
Finances - Benefits	1
Finances - Grants	3
Finances - Pensions and Compensation	1
Armagh City, Banbridge and Craigavon	5
Finances - Grants	2
Finances - Pensions and Compensation	2
Physical Health - Home and Mobility Aids	1
Belfast	1
Mental Wellbeing - Accessing Support	1
Lisburn and Castlereagh	1
Employment - Self Employment	1
Mid and East Antrim	32
Finances - Grants	1
Housing - Eviction and Repossession	1

Wales

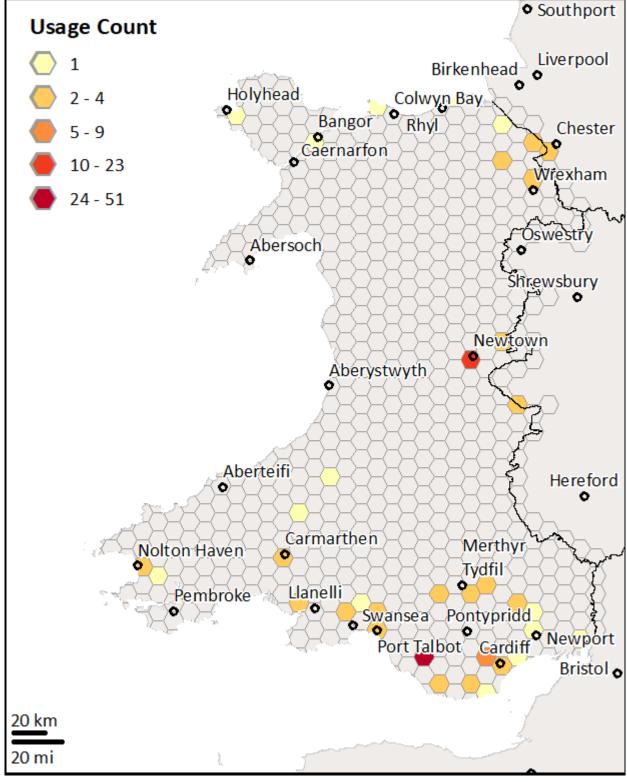


Figure 6. User locations in Wales - All searches, May 2021

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

Blaenau Gwent	3
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Royal British Legion	•
Physical Health - GPs	•
Bridgend	5
Employment - Education and Training	1
Employment - Volunteering	
Family and Communities - Recreation	
Finances - Financial Services	
Mental Wellbeing - Accessing Support	4
Mental Wellbeing - Support Groups and Emotional Support	
Cardiff	1
Mental Wellbeing - Accessing Support	
Mental Wellbeing - Sports	
Mental Wellbeing - Support Groups and Emotional Support	
Mental Wellbeing - Treatment	
National Charities/Organisations - SSAFA	
Physical Health - End of Life Care	
Specific Search for an Organisation	
Carmarthenshire	
Finances - Financial Services	
Mental Wellbeing - Accessing Support	٠
National Charities/Organisations - SSAFA	
•	
Physical Health - GPs	
Physical Health - Sports Specific Secret for an Organization	_
Specific Search for an Organisation	1
Ceredigion	1
COVID19 Local Support - Wales	
Conwy	ļ ·
National Charities/Organisations - Armed Forces Covenant Fund Trust	
Denbighshire	'
Finances - Grants	
Flintshire	
Employment - Job Seeking	2
Employment - Transition	,
Finances - Pensions and Compensation	1
Gwynedd	,
Finances - Grants	
Isle of Anglesey	'
Physical Health - Nursing and Dementia Care	
Merthyr Tydfil	1
Finances - Benefits	
Legal Support and Advocacy - Legal Aid	
Monmouthshire	
Finances - Pensions and Compensation	
Neath Port Talbot	4
Finances - Money and Debt Advice	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Combat Stress	
Newport	
Housing - Independent Living	
Pembrokeshire	
Finances - Pensions and Compensation	
Powys	2

COVID19 Local Support - Wales	2
COVID19 Local Support - West Midlands	1
Family and Communities - Recreation	5
Family and Communities - Support for the Gurkha Community	1
Family and Communities - Support Groups and Emotional Support	9
Finances - Pensions and Compensation	2
Mental Wellbeing - Accessing Support	5
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
Rhondda Cynon Taf	2
Mental Wellbeing - GPs	2
Swansea	3
Finances - Grants	1
Housing - Homelessness	2
The Vale of Glamorgan	5
COVID19 Local Support - Wales	2
Employment - Job Seeking	1
Finances - Benefits	1
Legal Support and Advocacy - Legal Advice	1
Torfaen	3
COVID19 Local Support - Wales	3
Wrexham	2
Finances - Grants	2

Scotland

Usage Count 7 - 10 11 - 112 Stornoway Rogart Brora Fraserburgh Nairn Creag Peterhead Ghoraidh Inverness Kingussie Aberdeen Fort William Pitlochry Arbroath Oban Dundee Stirling Alloa Kirkcaldy Greenock & & oFalkirk Berwick Edinburgh Port Glasgow upon Tweed Bowmore Glasgow Galashielş Seahouses Campbeltown Kilmarnock Alnwick 30 mi Ashington **C**Oleraine Dumfries

Figure 7. User locations in Scotland - All searches, May 2021

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Workington

Carlisles

Penrith

Consetto

Condonderry

Cookstown

Antrim

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

Aberdeen City	118
Employment - Education and Training	94
Employment - Transition	17
Employment - Volunteering	1
Family and Communities - Support for Carers	3
Angus	1
Mental Wellbeing - Accessing Support	1
Argyll & Bute	1
Employment - Job Seeking	1
Clackmannanshire	4
Employment - Job Seeking	1
Finances - Money and Debt Advice	2
Housing - Housing Advice and Support	1
Dumfries & Galloway	16
COVID19 Local Support - Scotland	1
Employment - Education and Training	3
Family and Communities - GPs	1
Finances - Pensions and Compensation	1
Housing - Housing Advice and Support	3
Housing - Nursing and Dementia Care	1
Housing - Retirement	3
Physical Health - GPs	1
Physical Health - Healthcare Services	1
Physical Health - Support Groups and Emotional Support	1
Dundee City	4
Finances - Benefits	1
Finances - Grants	1
Finances - Pensions and Compensation	2
East Ayrshire	4
Employment - Job Seeking	1
Family and Communities - Bereavement	1
Family and Communities - Support for Carers	1
Mental Wellbeing - Treatment	1
East Lothian	10
Employment - Job Seeking	1
Finances - Grants	3
Housing - Retirement	1
Mental Wellbeing - Accessing Support	4
Physical Health - Healthcare Services	1
East Renfrewshire	4
Employment - Education and Training	1
Employment - Job Seeking	1
Finances - Benefits	1
Finances - Grants	1
Edinburgh, City of	3
Housing - Housing Advice and Support	1

Legal Support and Advocacy - Legal Advice	1
Specific Search for an Organisation	1
Falkirk	3
COVID19 Local Support - Scotland	1
Employment - Education and Training	1
Employment - Transition	1
Fife	8
COVID19 Local Support - Scotland	1
Finances - Benefits	2
Finances - Pensions and Compensation	2
Housing - Homelessness	1
Housing - Respite Care (Day Care and Respite)	1
Mental Wellbeing - Accessing Support	1
Glasgow City	5
Employment - Education and Training	1
Finances - Pensions and Compensation	3
Mental Wellbeing - Drug and Alcohol Services	1
Highland	2
Housing - Retirement	1
National Charities/Organisations - SSAFA	1
Inverciyde	1
Mental Wellbeing - Support Groups and Emotional Support	1
Midlothian	1
Mental Wellbeing - Drug and Alcohol Services	1
Moray	7
COVID19 Local Support - Scotland	1
Employment - Education and Training	2
Employment - Volunteering	1
Housing - Homelessness	1
National Charities/Organisations - Legion Scotland	2
North Ayrshire	2
Finances - Grants	2
Perth & Kinross	8
Employment - Education and Training	1
Finances - Benefits	1
Housing - Homelessness	1
Housing - Supported Living	1
Mental Wellbeing - Drug and Alcohol Services	1
National Charities/Organisations - Combat Stress	1
National Charities/Organisations - SSAFA	2
Renfrewshire	1
Employment - Job Seeking	1
Scottish Borders	2
Physical Health - GPs	2
South Lanarkshire	7
Employment - Job Seeking	2
Finances - Grants	1

Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Nursing and Dementia Care	1
Stirling	1
Employment - Job Seeking	1
West Lothian	9
COVID19 Local Support - Scotland	1
Employment - Education and Training	1
Finances - Financial Services	1
Finances - Grants	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - Legion Scotland	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - GPs	2
South Lanarkshire	7
Employment - Job Seeking	2
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Nursing and Dementia Care	1
Stirling	1
Employment - Job Seeking	1
West Lothian	9
COVID19 Local Support - Scotland	1
Employment - Education and Training	1
Finances - Financial Services	1
Finances - Grants	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - Legion Scotland	1
Physical Health - Support Groups and Emotional Support	1
Physical Health - GPs	2

North East

Berwick **Usage Count** upon Tweed Seahouses Wooler Alnwick Eshott Ashington Blyth Whitley Bay Newcastle: Haltwhistle Upon Tyne South Shields Sunderland Consett Durham. Bishop. Hartlepool Penrith Auckland Middlesbrough Redcar Darlington 10 km Richmond

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

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

County Durham	31
COVID19 Local Support - North East	2
Employment - Education and Training	4
Employment - Job Seeking	4
Employment - Self Employment	1
Finances - Benefits	3
Finances - Grants	1
Finances - Pensions and Compensation	2
Housing - Eviction and Repossession	1
Legal Support and Advocacy - Legal Advice	3
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Bereavement	2
Mental Wellbeing - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
Physical Health - Healthcare Services	2
Physical Health - Support Groups and Emotional Support	1
Darlington	1
Finances - Money and Debt Advice	1
Gateshead	4
	-
COVID19 Local Support - North East	1
Housing - Independent Living	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Middlesbrough	8
Employment - Education and Training	1
Employment - Job Seeking	1
Employment - Self Employment	1
Finances - Benefits	1
Finances - Financial Services	1
Housing - Independent Living	1
National Charities/Organisations - SSAFA	2
Newcastle upon Tyne	4
Mental Wellbeing - Accessing Support	4
North Tyneside	1
Family and Communities - GPs	1
Northumberland	8
Employment - Job Seeking	3
Employment - Transition	1
Finances - Benefits	1
Mental Wellbeing - Bereavement	1
Mental Wellbeing - Treatment	2
Redcar and Cleveland	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - Sports	1
South Tyneside	2
Family and Communities - Support for Carers	1
Physical Health - Rehabilitation and Recovery	1
Stockton-on-Tees	6
Finances - Grants	2
Mental Wellbeing - Accessing Support	2
Physical Health - GPs	1
	-
Physical Health - Support Groups and Emotional Support	1

COVID19 Local Support - North East	2
Finances - Pensions and Compensation	1
Housing - Homelessness	2
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	2
Physical Health - GPs	1
Physical Health - Support Groups and Emotional Support	1

North West

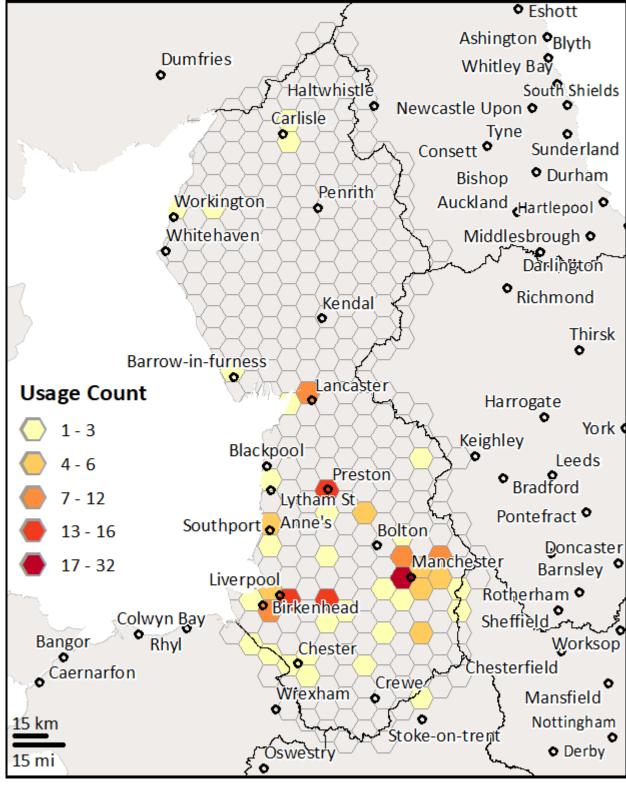


Figure 9. User locations in the North West - All searches, May 2021

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

Allerdale	3
Employment - Self Employment	1
Employment - Transition	
Specific Search for an Organisation	1
Barrow-in-Furness	3
Legal Support and Advocacy - Legal Advice	
Legal Support and Advocacy - Legal Advocacy	1
Mental Wellbeing - Accessing Support	1
Blackburn with Darwen	
COVID19 Local Support - North West	
Housing - Supported Living	1
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Royal British Legion	1
Blackpool	3
Mental Wellbeing - Bereavement	2
National Charities/Organisations - Help for Heroes	1
Bury	1.
Employment - Education and Training	6
Family and Communities - Bereavement	2
Family and Communities - Recreation	2
Mental Wellbeing - Support Groups and Emotional Support	
Physical Health - Support Groups and Emotional Support	3
Carlisle	4
Employment - Self Employment	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advocacy Physical Health - Support Groups and Emotional Support	1
Cheshire East	
	3
Employment - Education and Training	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - SSAFA	1
Physical Health - GPs	1
Physical Health - Healthcare Services	2
Cheshire West and Chester	8
COVID19 Local Support - North West	
Finances - Pensions and Compensation	1
Mental Wellbeing - Accessing Support	3
Halton	1
Housing - Housing Advice and Support	1
Lancaster	9
Finances - Financial Services	
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - ASDIC Drop In Centres	3
Liverpool	1
COVID19 Local Support - North West	3
Employment - Education and Training	1
Finances - Benefits	•
Finances - Grants	2
Housing - Homelessness	2
Physical Health - Drug and Alcohol Services	
Physical Health - GPs	1

Manchester	0
Employment - Education and Training	8
Finances - Grants	2
Finances - Grants Finances - Pensions and Compensation	1
Housing - Housing Advice and Support	2
Mental Wellbeing - Accessing Support	1
<u> </u>	1
Mental Wellbeing - Sports Oldham	
	13
Employment - Volunteering	2
Housing - Eviction and Repossession	3
Housing - Housing Advice and Support	2
Mental Wellbeing - Support Groups and Emotional Support	5
National Charities/Organisations - Royal British Legion	1
Pendle	3
Employment - Volunteering	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - ASDIC Drop In Centres	1
Preston	15
COVID19 Local Support - North West	2
Employment - Education and Training	3
Employment - Volunteering	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Homelessness	2
Mental Wellbeing - Support Groups and Emotional Support	5
Physical Health - Rehabilitation and Recovery	1
Salford	20
Employment - Self Employment	1
Employment - Transition	1
Family and Communities - Recreation	3
Family and Communities - Support Groups and Emotional Support	7
Housing - Independent Living	1
Housing - Supported Living	2
Mental Wellbeing - Support Groups and Emotional Support	2
Specific Search for an Organisation	3
Sefton	8
COVID19 Local Support - North West	2
Family and Communities - GPs	2
Finances - Benefits	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Drug and Alcohol Services	1
South Ribble	3
COVID19 Local Support - North West	2
Specific Search for an Organisation	1
St. Helens	16
Employment - Education and Training	1
Employment - Job Seeking	13
Finances - Grants	1
Housing - Retirement	1
Stockport	2
Housing - Housing Advice and Support	2
Tameside	6
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	2
Specific Search for an Organisation	3
Trafford	13
Hanolu	13

Employment - Transition	5
Finances - Benefits	4
Housing - Homelessness	3
Mental Wellbeing - Support Groups and Emotional Support	1
Warrington	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
West Lancashire	2
Finances - Financial Services	1
Finances - Pensions and Compensation	1
Wirral	13
Employment - Education and Training	7
Employment - Job Seeking	1
Family and Communities - Bereavement	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - SSAFA	1
Physical Health - Sports	1

Yorkshire and the Humber

 South Shields Newcastle • **Usage Count** Haltwhistle Sunderland Upon Tyne 1 - 4 Consett Durham • 5 - 7 Hartlepool Bishop 8 - 11 Auckland Redcar 12 - 31 Darlington_ Middlesbrough Scarborough Thirsk Bridlington Harrogate York Keighley Leeds Hull **Bradford** Pontefract Bolton Scunthorpe Barnsley Grimsby Manchester Don caster Rotherham Sheffield Louth Worksop Lincoln Chesterfield Mansfield Crewe Stoke-on-trent Boston Nottingham 15 km Derby Grantham 15 mi

Figure 10. User locations in Yorkshire and the Humber - All searches, May 2021

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

Specific Search for an Organisation 1		1
Bradford 3 COVID19 Local Support - Yorkshire/ The Humber 2 National Charities/Organisations - ASDIC Drop In Centres 1 Calderdale 2 COVID19 Local Support - Yorkshire/ The Humber 1 Mental Wellbeing - GPs 1 Doncaster 5 COVID19 Local Support - Yorkshire/ The Humber 2 Mental Wellbeing - Drug and Alcohol Services 1 Mental Wellbeing - Support Groups and Emotional Support 2 East Riding of Yorkshire 7 COVID19 Local Support - Yorkshire/ The Humber 1 Employment - Job Seeking 4 Employment - Volunteering 1 Finances - Money and Debt Advice 1 Hambleton 2 Harrogate 1 Finances - Pensions and Compensation 1 Kingston upon Hull, City of 7 Employment - Education and Training 2 Finances - Benefits 1 Finances - Pensions and Compensation 1 Housing - Retirement 1 Physical Health - Limb Loss 1	·	-
COVID19 Local Support - Yorkshire/ The Humber 2 National Charities/Organisations - ASDIC Drop In Centres 1 Calderdale 2 COVID19 Local Support - Yorkshire/ The Humber 1 Mental Wellbeing - GPs 1 COVID19 Local Support - Yorkshire/ The Humber 2 Mental Wellbeing - Drug and Alcohol Services 1 Mental Wellbeing - Support Groups and Emotional Support 2 East Riding of Yorkshire 7 COVID19 Local Support - Yorkshire/ The Humber 1 Employment - Job Seeking 4 Employment - Volunteering 1 Finances - Money and Debt Advice 1 Hambleton 2 Housing - Homelessness 2 Harrogate 1 Finances - Pensions and Compensation 1 Kingston upon Hull, City of 7 Employment - Education and Training 2 Finances - Pensions and Compensation 1 Housing - Retirement 1 Physical Health - Limb Loss 1 Specific Search for an Organisation 1 Leeds </td <td>· · · · · · · · · · · · · · · · · · ·</td> <td></td>	· · · · · · · · · · · · · · · · · · ·	
National Charities/Organisations - ASDIC Drop In Centres 1 Calderdale 2 COVID19 Local Support - Yorkshire/ The Humber 1 Mental Wellbeing - GPs 5 COVID19 Local Support - Yorkshire/ The Humber 2 Mental Wellbeing - Drug and Alcohol Services 1 Mental Wellbeing - Support Groups and Emotional Support 2 East Riding of Yorkshire 7 COVID19 Local Support - Yorkshire/ The Humber 1 Employment - Job Seeking 4 Employment - Volunteering 1 Finances - Money and Debt Advice 1 Hambleton 2 Housing - Homelessness 2 Harrogate 1 Finances - Pensions and Compensation 1 Kingston upon Hull, City of 7 Employment - Education and Training 2 Finances - Pensions and Compensation 1 Housing - Retirement 1 Physical Health - Limb Loss 1 Specific Search for an Organisation 1 Leeds 7 COVID19 Local Support - Yorkshire/ The Humber </td <td></td> <td></td>		
Calderdale 2 COVID19 Local Support - Yorkshire/ The Humber 1 Mental Wellbeing - GPs 1 Doncaster 5 COVID19 Local Support - Yorkshire/ The Humber 2 Mental Wellbeing - Drug and Alcohol Services 1 Mental Wellbeing - Support Groups and Emotional Support 2 East Riding of Yorkshire 7 COVID19 Local Support - Yorkshire/ The Humber 1 Employment - Job Seeking 4 Employment - Volunteering 1 Finances - Money and Debt Advice 1 Hambleton 2 Housing - Homelessness 2 Harrogate 1 Finances - Pensions and Compensation 1 Kingston upon Hull, City of 7 Employment - Education and Training 2 Finances - Pensions and Compensation 1 Housing - Retirement 1 Physical Health - Limb Loss 1 Specific Search for an Organisation 1 Leeds 7 COVID19 Local Support - Yorkshire/ The Humber 2	• • • • • • • • • • • • • • • • • • • •	
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Mental Wellbeing - GPs Doncaster COVID19 Local Support - Yorkshire/ The Humber Mental Wellbeing - Drug and Alcohol Services Mental Wellbeing - Support Groups and Emotional Support East Riding of Yorkshire TOVID19 Local Support - Yorkshire/ The Humber Employment - Job Seeking Employment - Volunteering Finances - Money and Debt Advice Hambleton Hambleton Harnogate Finances - Pensions and Compensation Kingston upon Hull, City of Employment - Education and Training Finances - Pensions and Compensation Housing - Retirement Physical Health - Limb Loss Specific Search for an Organisation Leeds TOVID19 Local Support - Yorkshire/ The Humber Employment - Benefits Mental Wellbeing - Accessing Support Montal Wellbeing - Accessing Support Employment - Education and Training Employment - Seeking Employment - Support for Offenders Employment - Support for Offenders Employment - Support for Offenders Employment - Support of Offenders Employment - Support for Offenders Employment - Volunteering Family and Communities - Bereavement Family and Communities - Recreation		
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Finances - Pensions and Compensation Housing - Retirement Physical Health - Limb Loss Specific Search for an Organisation Leeds COVID19 Local Support - Yorkshire/ The Humber Finances - Benefits Mental Wellbeing - Accessing Support North East Lincolnshire COVID19 Local Support - Yorkshire/ The Humber Temployment - Education and Training Employment - Job Seeking Employment - Support for Offenders Employment - Volunteering Family and Communities - Bereavement Family and Communities - Recreation	· ·	
Housing - Retirement Physical Health - Limb Loss Specific Search for an Organisation Leeds COVID19 Local Support - Yorkshire/ The Humber Finances - Benefits Mental Wellbeing - Accessing Support North East Lincolnshire COVID19 Local Support - Yorkshire/ The Humber Employment - Education and Training Employment - Job Seeking Employment - Support for Offenders Employment - Volunteering Family and Communities - Bereavement Family and Communities - Recreation		
Physical Health - Limb Loss Specific Search for an Organisation Leeds COVID19 Local Support - Yorkshire/ The Humber Finances - Benefits Mental Wellbeing - Accessing Support North East Lincolnshire COVID19 Local Support - Yorkshire/ The Humber Employment - Education and Training Employment - Job Seeking Employment - Support for Offenders Employment - Volunteering Tamily and Communities - Bereavement Family and Communities - Recreation		
Specific Search for an Organisation Leeds COVID19 Local Support - Yorkshire/ The Humber Finances - Benefits Mental Wellbeing - Accessing Support North East Lincolnshire COVID19 Local Support - Yorkshire/ The Humber Employment - Education and Training Employment - Job Seeking Employment - Support for Offenders Employment - Volunteering Family and Communities - Bereavement Family and Communities - Recreation 1 7 7 7 7 7 7 7 7 7 7 7 7		-
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Finances - Benefits Mental Wellbeing - Accessing Support North East Lincolnshire COVID19 Local Support - Yorkshire/ The Humber Employment - Education and Training Employment - Job Seeking Employment - Support for Offenders Employment - Volunteering Tamily and Communities - Bereavement Family and Communities - Recreation 2	COVID19 Local Support - Yorkshire/ The Humber	2
North East Lincolnshire31COVID19 Local Support - Yorkshire/ The Humber1Employment - Education and Training1Employment - Job Seeking2Employment - Support for Offenders1Employment - Volunteering1Family and Communities - Bereavement4Family and Communities - Recreation2	• • • • • • • • • • • • • • • • • • • •	2
North East Lincolnshire31COVID19 Local Support - Yorkshire/ The Humber1Employment - Education and Training1Employment - Job Seeking2Employment - Support for Offenders1Employment - Volunteering1Family and Communities - Bereavement4Family and Communities - Recreation2	Mental Wellbeing - Accessing Support	3
Employment - Education and Training1Employment - Job Seeking2Employment - Support for Offenders1Employment - Volunteering1Family and Communities - Bereavement4Family and Communities - Recreation2		31
Employment - Education and Training1Employment - Job Seeking2Employment - Support for Offenders1Employment - Volunteering1Family and Communities - Bereavement4Family and Communities - Recreation2	COVID19 Local Support - Yorkshire/ The Humber	1
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Employment - Volunteering 1 Family and Communities - Bereavement 4 Family and Communities - Recreation 2	· · ·	1
Family and Communities - Bereavement 4 Family and Communities - Recreation 2		1
Family and Communities - Recreation 2		4
·	·	2
Family and Communities - Support for Carers 2	Family and Communities - Support for Carers	2
Family and Communities - Support Groups and Emotional Support 3	Family and Communities - Support Groups and Emotional Support	3
Finances - Benefits 1	Finances - Benefits	1
Finances - Grants 1	Finances - Grants	1
Finances - Money and Debt Advice 2	Finances - Money and Debt Advice	2
Finances - Pensions and Compensation 1	Finances - Pensions and Compensation	1
Housing - Eviction and Repossession 2	·	2
Housing - Housing Advice and Support 1	·	1
Mental Wellbeing - Accessing Support 1	· · · · · · · · · · · · · · · · · · ·	1
Mental Wellbeing - Drug and Alcohol Services 1	· · · · · · · · · · · · · · · · · · ·	1
Mental Wellbeing - Sports 1		1
Mental Wellbeing - Support Groups and Emotional Support 1	Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment 1	Mental Wellbeing - Treatment	1

National Charities/Organisations - Armed Forces Covenant Fund Trust	1
North Lincolnshire	7
Employment - Education and Training	1
Finances - Benefits	1
Housing - Homelessness	1
Housing - Housing Advice and Support	2
Housing - Independent Living	1
Mental Wellbeing - Support Groups and Emotional Support	1
Richmondshire	12
Employment - Volunteering	1
Family and Communities - Support for Carers	3
Housing - Independent Living	1
Housing - Supported Living	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - ASDIC Drop In Centres	2
National Charities/Organisations - Royal British Legion	1
Rotherham	19
Employment - Job Seeking	1
Employment - Support for Offenders	1
Employment - Volunteering	1
Family and Communities - Recreation	3
Finances - Benefits	5
Finances - Financial Services	2
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Physical Health - GPs	1
Physical Health - Nursing and Dementia Care	1
Physical Health - Sports	2
Scarborough	1
Finances - Grants	1
Selby	2
Family and Communities - Support Groups and Emotional Support	2
Sheffield	18
Employment - Job Seeking	3
Family and Communities - Bereavement	1
Finances - Pensions and Compensation	1
Physical Health - Rehabilitation and Recovery	4
Specific Search for an Organisation	9

East Midlands

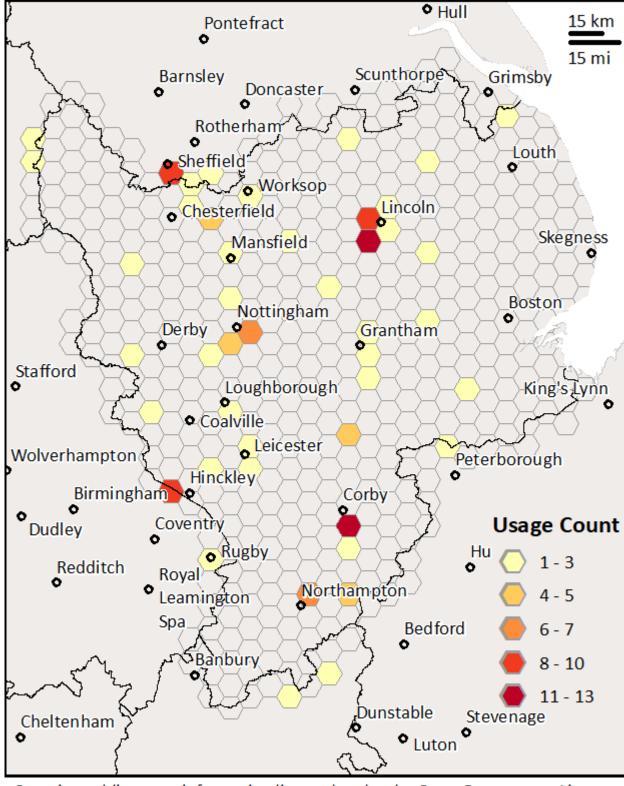


Figure 11. User locations in East Midlands - All searches, May 2021

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

Achticle	4
Ashfield	1
Employment - Job Seeking	1
Bassetlaw	2
Physical Health - Sports	2
Broxtowe	2
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Charnwood	2
Housing - Housing Advice and Support	2
Chesterfield	1
Finances - Benefits	1
Corby	12
Employment - Education and Training	1
Employment - Job Seeking	4
Employment - Transition	1
Employment - Volunteering	1
Finances - Benefits	2
Housing - Housing Advice and Support	2
National Charities/Organisations - SSAFA	1
Derbyshire Dales	1
COVID19 Local Support - East Midlands	1
East Lindsey	1
Finances - Grants	1
Erewash	2
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Gedling	4
Employment - Volunteering	1
Family and Communities - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Aid	1
High Peak	1
Employment - Volunteering	1
Hinckley and Bosworth	3
Employment - Education and Training	2
Mental Wellbeing - Bereavement	1
Kettering	3
National Charities/Organisations - Royal British Legion	2
Physical Health - GPs	1
Leicester	2
Housing - Homelessness	1
Mental Wellbeing - Sports	1
Lincoln	15
COVID19 Local Support - East Midlands	1
Employment - Job Seeking	3
Finances - Benefits	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advice	2
Legal Support and Advocacy - Legal Advocacy Legal Support and Advocacy - Legal Advocacy	1
- · · · · · · · · · · · · · · · · · · ·	1
Legal Support and Advocacy - Legal Aid	
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support Mansfield	2
	3
Family and Communities - Recreation	3
Newark and Sherwood	2

Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	1
North East Derbyshire	4
Employment - Transition	2
Housing - Eviction and Repossession	2
North Kesteven	2
Finances - Pensions and Compensation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Northampton	7
Employment - Job Seeking	1
Employment - Self Employment	1
Employment - Volunteering	4
Legal Support and Advocacy - Legal Aid	1
Nottingham	5
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Bereavement	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - SSAFA	1
Rutland	4
Employment - Education and Training	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Drug and Alcohol Services	2
South Derbyshire	5
Family and Communities - GPs	1
Housing - Homelessness	3
Mental Wellbeing - Treatment	1
South Holland	3
National Charities/Organisations - Royal British Legion	1
Physical Health - Home and Mobility Aids	2
South Kesteven	6
Employment - Education and Training	2
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Treatment	1
Physical Health - GPs	1
Wellingborough	4
Housing - Homelessness	1
Housing - Housing Advice and Support	3
West Lindsey	18
COVID19 Local Support - East Midlands	1
Employment - Education and Training	1
Employment - Job Seeking	8
Finances - Benefits	1
Finances - Financial Services	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
Physical Health - Sports	1
Specific Search for an Organisation	2

West Midlands

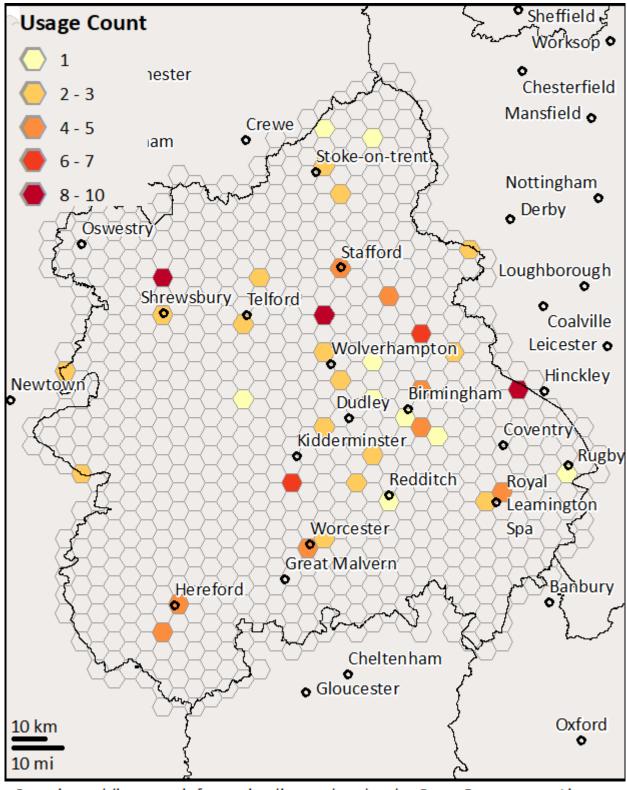


Figure 12. User locations in West Midlands - All searches, May 2021

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

Birmingham	12
Finances - Grants	1
Finances - Pensions and Compensation	3
Housing - Homelessness	3
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	1
Physical Health - Home and Mobility Aids	1
Physical Health - Rehabilitation and Recovery	2
Bromsgrove	3
Housing - Housing Advice and Support	2
Mental Wellbeing - Accessing Support	1
Cannock Chase	5
COVID19 Local Support - Wales	1
Family and Communities - Drug and Alcohol Services	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Dudley	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Treatment	1
Herefordshire, County of	8
Employment - Education and Training	2
Employment - Self Employment	1
Employment - Sell Employment Employment - Volunteering	2
Family and Communities - Recreation	3
Lichfield	7
	1
COVID19 Local Support - West Midlands	
Employment - Job Seeking	1
Housing - Eviction and Repossession	
Housing - Housing Advice and Support	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	1
Nuneaton and Bedworth	9
Employment - Job Seeking	1
Employment - Support for Offenders	1
Finances - Financial Services	6
Housing - Housing Advice and Support	1
Redditch	1
Employment - Job Seeking	1
Rugby	1
Mental Wellbeing - Accessing Support	1
Sandwell	1
Mental Wellbeing - Accessing Support	1
Shropshire	13
Employment - Support for Offenders	1
Family and Communities - Support for Carers	1
Finances - Benefits	2
Finances - Grants	1
Mental Wellbeing - Bereavement	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Physical Health - Healthcare Services	2
Physical Health - Home and Mobility Aids	1
Physical Health - Support Groups and Emotional Support	2

Solihull	T 4
	1
Specific Search for an Organisation South Staffordshire	11
Employment - Education and Training	2
Employment - Job Seeking	1
Employment - Self Employment	2
Family and Communities - Support Groups and Emotional Support	1
Finances - Grants	1
Mental Wellbeing - GPs	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Mind	1
Stafford	4
Employment - Job Seeking	2
Family and Communities - Bereavement	1
Finances - Pensions and Compensation	1
Staffordshire Moorlands	2
Finances - Money and Debt Advice	1
National Charities/Organisations - Citizen Advice Bureau	1
Stoke-on-Trent	4
Finances - Pensions and Compensation	1
Housing - Respite Care (Day Care and Respite)	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Help for Heroes	1
Tamworth	3
Finances - Benefits	1
Housing - Eviction and Repossession	1
National Charities/Organisations - Mind	1
Telford and Wrekin	5
Employment - Education and Training	1
Finances - Pensions and Compensation	1
Housing - Retirement	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - Help for Heroes	1
Walsall	1
Family and Communities - Drug and Alcohol Services	1
Warwick	6
COVID19 Local Support - West Midlands	1
Family and Communities - Support for the Gurkha Community	1
	-
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	
Wolverhampton	2
Housing - Housing Advice and Support	2
Worcester	6
COVID19 Local Support - West Midlands	1
Employment - Education and Training	1
Employment - Self Employment	1
Housing - Retirement	1
Mental Wellbeing - Accessing Support	1
Physical Health - Home and Mobility Aids	1
Wyre Forest	6
COVID19 Local Support - West Midlands	1
Employment - Job Seeking	2
Housing - Independent Living	1
National Charities/Organisations - Samaritans Branches	1
National Charities/Organisations - SSAFA	1
Family and Communities - Drug and Alcohol Services	1

East of England

Usage Count 15 km Skegness 1 15 mi Boston 3 - 4 5 - 6 King's Lynn 7 - 10 East Dereham Norwich Peterborough Great Yarmouth Corby. Lowestoft • Huntingdon Bury St Edmunds Cambridge Bedford lpswich Stevenage Luton Dunstable Colchester Clacton-on-sea Watford. Chelmsford High Wycombe Brentwood Basildon Slough LONDON Chatham Herne Bay Margate Ramsgate Maidstone Guildford Reigate Canterbury Deal

Figure 13. User locations in the East of England - All searches, May 2021

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

Basildon	6
COVID19 Local Support - East of England	3
Housing - Eviction and Repossession	1
National Charities/Organisations - British Red Cross	1
Specific Search for an Organisation	1
Bedford	1
Housing - Housing Advice and Support	1
Braintree	5
Mental Wellbeing - Accessing Support	5
Brentwood	1
Finances - Benefits	1
Castle Point	1
Mental Wellbeing - Support Groups and Emotional Support	1
Central Bedfordshire	2
Mental Wellbeing - Bereavement	1
National Charities/Organisations - Help for Heroes	1
Colchester	3
Mental Wellbeing - Bereavement	1
Mental Wellbeing - Sports	1
National Charities/Organisations - Samaritans Branches	1
Dacorum	8
Employment - Job Seeking	2
Housing - Nursing and Dementia Care	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Bereavement	1
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - GPs	2
Forest Heath	1
Housing - Retirement	1
Great Yarmouth	6
Employment - Job Seeking	1
Employment - Volunteering	1
Housing - Housing Advice and Support	3
Housing - Housing Advice and Support Housing - Independent Living	1
Huntingdonshire	-
•	2
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Ipswich	8
Employment - Education and Training	3
Housing - Homelessness	2
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Rehabilitation and Recovery	2
King's Lynn and West Norfolk	1
Housing - Housing Advice and Support	1
Mid Suffolk	3
COVID19 Local Support - East of England	1
Employment - Job Seeking	2
North Norfolk	1
Physical Health - Healthcare Services	1
Norwich	1
Housing - Retirement	1
Peterborough	1(
Finances - Pensions and Compensation	1

Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	8
South Cambridgeshire	5
COVID19 Local Support - East of England	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - GPs	1
Specific Search for an Organisation	1
South Norfolk	1
Housing - Supported Living	1
Southend-on-Sea	1
Employment - Education and Training	1
St Albans	3
Legal Support and Advocacy - Legal Advice	2
Legal Support and Advocacy - Legal Aid	1
Stevenage	3
Employment - Job Seeking	2
Employment - Volunteering	1
Suffolk Coastal	1
Housing - Independent Living	1
Tendring	8
Family and Communities - Recreation	2
Finances - Grants	1
Finances - Money and Debt Advice	1
Housing - Housing Advice and Support	4
Uttlesford	2
Employment - Job Seeking	1
Mental Wellbeing - Sports	1
Watford	2
Housing - Housing Advice and Support	1
Mental Wellbeing - GPs	1
Waveney	5
Employment - Education and Training	2
Finances - Benefits	2
Housing - Housing Advice and Support	1
Welwyn Hatfield	3
Mental Wellbeing - Accessing Support	2
Physical Health - Healthcare Services	1

London

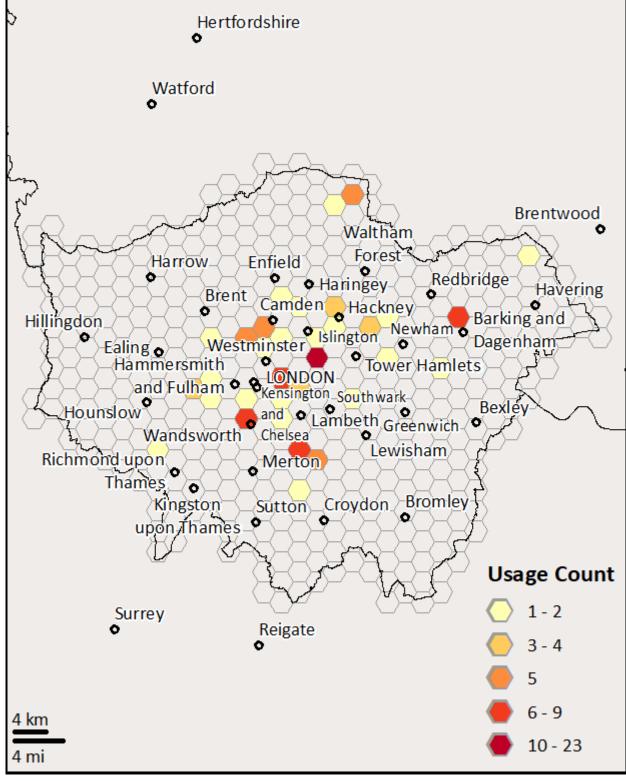


Figure 14. User locations in London - All searches, May 2021

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

Barking and Dagenham	
Employment - Education and Training	
Employment - Transition	
Mental Wellbeing - Treatment	
Physical Health - Blind Veterans	
Physical Health - End of Life Care	
Physical Health - Limb Loss	
Brent	
Employment - Education and Training	
Housing - Respite Care (Day Care and Respite)	
Mental Wellbeing - Support Groups and Emotional Support	
National Charities/Organisations - ASDIC Drop In Centres	
Physical Health - Rehabilitation and Recovery	
Camden	
Housing - Retirement	
Physical Health - Drug and Alcohol Services	
City of London	2
Employment - Education and Training	
Employment - Transition	
Finances - Benefits	
Finances - Pensions and Compensation	
Housing - Homelessness	
Mental Wellbeing - Sports	
Physical Health - Blind Veterans	
Croydon	
COVID19 Local Support - South West	
Physical Health - Limb Loss	
Specific Search for an Organisation	
Enfield	
Employment - Job Seeking	
Family and Communities - Recreation	
Housing - Housing Advice and Support	
Physical Health - Sports	
Greenwich	
Mental Wellbeing - Drug and Alcohol Services	
Hackney	
Finances - Benefits	
Finances - Grants	
Finances - Pensions and Compensation	
Housing - Homelessness	
Mental Wellbeing - Drug and Alcohol Services	
Hammersmith and Fulham	
Family and Communities - Bereavement	
Finances - Money and Debt Advice	
Haringey	
Employment - Education and Training	
Family and Communities - Recreation	
Specific Search for an Organisation	
Havering	
Employment - Volunteering	
Hounslow	
Mental Wellbeing - Accessing Support	
Mental Wellbeing - Drug and Alcohol Services	
Mental Wellbeing - Treatment	

Islington	1
Mental Wellbeing - Support Groups and Emotional Support	1
Lambeth	12
COVID19 Local Support - North East	1
Employment - Education and Training	1
Finances - Benefits	1
Mental Wellbeing - Bereavement	5
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Rehabilitation and Recovery	2
Lewisham	2
Finances - Benefits	2
Newham	6
COVID19 Local Support - Northern Ireland	4
Employment - Education and Training	1
Housing - Housing Advice and Support	1
Richmond upon Thames	3
Mental Wellbeing - Accessing Support	1
Specific Search for an Organisation	2
Wandsworth	11
COVID19 Local Support - South West	1
Housing - Retirement	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	8
Westminster	8
Employment - Job Seeking	2
Employment - Volunteering	1
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	4

South East

Stafford- Loughborough King's Lynn Coalville Leicester Norwich Peterborough East Dereham Hinckley Birmingham^{*} Corby Dudley Huntingdon Bury St Rugby Edmunds Northampton Royal Cambridge Redditch Bedford Leamington Spa-Ipswich **្**ឱ្ឋBanbury Dunstable Cheltenham Colchester Stevenage **₹_Luton** Oxford Chelmsford Watford Clacton-on-sea • Brentwood High Wycombe. Swindon Reading Slough LONDON Basildon Chatham Newbury Maidstone Reigate Andover Canterbury Basingstoke Guildford Ashford Dover o Deal Salisbury Crawley Winchester Folkestone Horsham Southampton Hastings Brighton 60 Worthing Bognor Regis Portsmouth 6 Bexhill Bournemouth Eastbourne Selsey Bill **Usage Count** 1 - 2 3 - 5 6 - 9 20 km 10 - 12 13 - 16

Figure 15. User locations in the South East - All searches, May 2021

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

Adur	2
Finances - Benefits	2
Ashford	4
COVID19 Local Support - South East	1
Employment - Education and Training	1
Employment - Volunteering	1
Finances - Pensions and Compensation	1
Aylesbury Vale	3
Employment - Job Seeking	1
Physical Health - Sports	2
Basingstoke and Deane	3
Employment - Volunteering	1
Finances - Benefits	1
Physical Health - Sports	1
Brighton and Hove	6
Housing - Nursing and Dementia Care	1
Housing - Retirement	1
Mental Wellbeing - Support Groups and Emotional Support	3
Physical Health - Healthcare Services	1
Canterbury	2
Finances - Financial Services	1
Housing - Housing Advice and Support	1
Cherwell	4
Employment - Job Seeking	1
Employment - Support for Offenders	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
Chichester	25
COVID19 Local Support - South East	2
Employment - Job Seeking	7
Employment - Self Employment	2
Employment - Volunteering	1
Family and Communities - Recreation	2
Family and Communities - Support Groups and Emotional Support	3
Finances - Grants	4
Finances - Money and Debt Advice	1
Housing - Independent Living	1
National Charities/Organisations - Combat Stress	1
Physical Health - Nursing and Dementia Care	1
Dover	9
Employment - Job Seeking	3
Employment - Self Employment	1
Employment - Support for Offenders	1
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Physical Health - Home and Mobility Aids	1
Physical Health - Rehabilitation and Recovery	1
	1
East Hampshire	
Employment - Self Employment	1
Employment - Self Employment Eastleigh	1 1
Employment - Self Employment Eastleigh Employment - Volunteering	-
Employment - Self Employment Eastleigh Employment - Volunteering Epsom and Ewell	1
Employment - Self Employment Eastleigh Employment - Volunteering	1

COVID19 Local Support - South East	1
Finances - Grants	2
Finances - Money and Debt Advice	1
Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	2
Mental Wellbeing - Support Groups and Emotional Support	4
Physical Health - Healthcare Services	2
Physical Health - Home and Mobility Aids	2
Gosport	5
COVID19 Local Support - South East	1
Family and Communities - Support for Carers	1
Finances - Grants	1
-	1
Physical Health - Home and Mobility Aids	1
Physical Health - Limb Loss	
Gravesham	12
Family and Communities - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advice	1 -
Mental Wellbeing - Accessing Support	7
Mental Wellbeing - GPs	1
National Charities/Organisations - Royal British Legion	1
Hart	5
Finances - Grants	3
Finances - Pensions and Compensation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Havant	3
Family and Communities - Support for Carers	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - GPs	1
Mental Wellbeing - GPs Isle of Wight	1 13
•	
Isle of Wight	13
Isle of Wight Employment - Job Seeking	13 2
Isle of Wight Employment - Job Seeking Finances - Benefits	13 2 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation	13 2 1 2
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support	13 2 1 2 5
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs	13 2 1 2 5 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support	13 2 1 2 5 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone	13 2 1 2 5 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs	13 2 1 2 5 1 1 1 5
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation	13 2 1 2 5 1 1 1 5 1 2
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living	13 2 1 2 5 1 1 1 5 1 2 1 2
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports	13 2 1 2 5 1 1 5 1 2 5 1 2 1 2
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway	13 2 1 2 5 1 1 1 5 1 2 1 1 7
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession	13 2 1 2 5 1 1 5 1 2 1 7
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness	13 2 1 2 5 1 1 1 5 1 2 1 7 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support	13 2 1 2 5 1 1 1 5 1 2 1 7 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Independent Living	13 2 1 2 5 1 1 5 1 2 1 1 7 1 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Independent Living Housing - Housing Advice and Support Housing - Independent Living Housing - Retirement	13 2 1 2 5 1 1 5 1 2 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Retirement Mental Wellbeing - Accessing Support	13 2 1 2 5 1 1 1 5 1 2 1 1 7 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Retirement Mental Wellbeing - Accessing Support Mid Sussex	13 2 1 2 5 1 1 1 5 1 2 1 7 1 1 1 1 1 1 2 8
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Retirement Mental Wellbeing - Accessing Support Mid Sussex Family and Communities - Recreation	13 2 1 2 5 1 1 5 1 2 1 1 7 1 1 1 1 1 2 8 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Retirement Mental Wellbeing - Accessing Support Mid Sussex Family and Communities - Recreation Finances - Pensions and Compensation	13 2 1 2 5 1 1 5 1 1 7 1 1 1 1 1 2 8 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Retirement Mental Wellbeing - Accessing Support Mid Sussex Family and Communities - Recreation Finances - Pensions and Compensation Mental Wellbeing - GPs	13 2 1 2 5 1 1 1 5 1 2 1 1 7 1 1 1 1 1 2 8 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Retirement Mental Wellbeing - Accessing Support Mid Sussex Family and Communities - Recreation Finances - Pensions and Compensation Mental Wellbeing - GPs National Charities/Organisations - Help for Heroes	13 2 1 2 5 1 1 5 1 1 7 1 1 1 1 1 2 8 1 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Retirement Mental Wellbeing - Accessing Support Mid Sussex Family and Communities - Recreation Finances - Pensions and Compensation Mental Wellbeing - GPs National Charities/Organisations - Help for Heroes National Charities/Organisations - SSAFA	13 2 1 2 5 1 1 1 5 1 1 7 1 1 1 1 1 2 8 1 1 1 2 8 1 1 1 1 1 1 1 1 1 1 1 1 1
Isle of Wight Employment - Job Seeking Finances - Benefits Finances - Pensions and Compensation Housing - Housing Advice and Support Mental Wellbeing - Accessing Support Mental Wellbeing - GPs Physical Health - GPs Maidstone Family and Communities - GPs Family and Communities - Recreation Housing - Independent Living Physical Health - Sports Medway Housing - Eviction and Repossession Housing - Homelessness Housing - Housing Advice and Support Housing - Retirement Mental Wellbeing - Accessing Support Mid Sussex Family and Communities - Recreation Finances - Pensions and Compensation Mental Wellbeing - GPs National Charities/Organisations - Help for Heroes	13 2 1 2 5 1 1 5 1 1 7 1 1 1 1 2 8 1 1 1

Milton Keynes	1
Physical Health - Healthcare Services	1
Mole Valley	2
Physical Health - Support Groups and Emotional Support	2
Oxford	4
Housing - Homelessness	1
Housing - Housing Advice and Support	3
Portsmouth	1
COVID19 Local Support - South East	1
Finances - Grants	1
Finances - Pensions and Compensation	
Housing - Housing Advice and Support	_ '
Housing - Nursing and Dementia Care	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Sports	2
National Charities/Organisations - Royal British Legion	1
Reading	2
Family and Communities - GPs	2
Rushmoor	(
Employment - Education and Training	•
Employment - Job Seeking	•
Employment - Transition	,
Finances - Benefits	
Housing - Supported Living	
Mental Wellbeing - Treatment	
Sevenoaks	
Finances - Benefits	2
Finances - Financial Services	-
Finances - Grants	
Shepway	8
Finances - Financial Services	-
Finances - Grants	
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
•	-
National Charities/Organisations - Help for Heroes	2
Slough	_
Housing - Housing Advice and Support	2
Southampton	2
Housing - Homelessness	1
Mental Wellbeing - Drug and Alcohol Services	
Surrey Heath	3
Employment - Self Employment	
Physical Health - Nursing and Dementia Care	1
Physical Health - Sports	1
Test Valley	(
Employment - Job Seeking	2
Finances - Benefits	1
Finances - Grants	2
Finances - Pensions and Compensation	1
Tonbridge and Malling	•
Physical Health - Rehabilitation and Recovery	1
West Berkshire	4
Employment - Job Seeking	3
Physical Health - Home and Mobility Aids	1
West Oxfordshire	1

Housing - Retirement	1
Winchester	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Wokingham	1
National Charities/Organisations - SSAFA	1
Wycombe	4
Family and Communities - Recreation	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Treatment	1
Physical Health - End of Life Care	1

South West

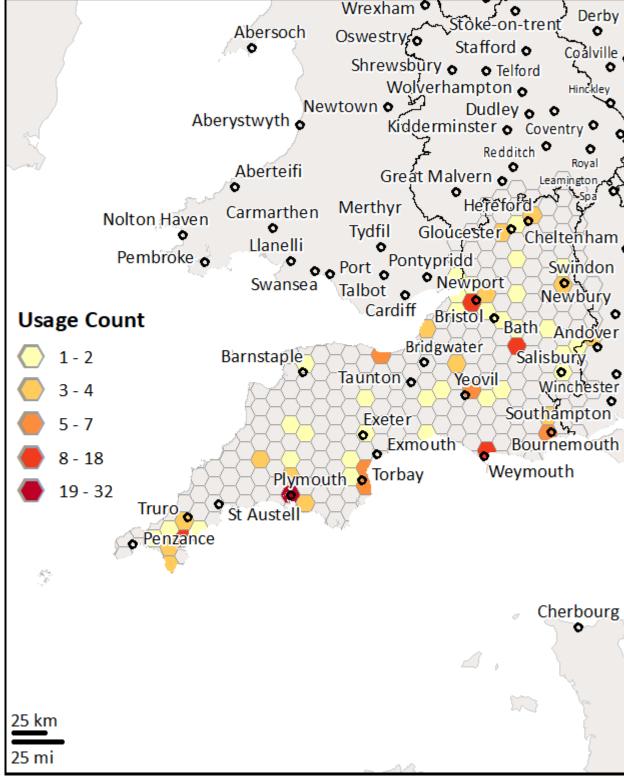


Figure 16. User locations in the South West - All searches, May 2021

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

Bath and North East Somerset	1
Finances - Grants	
Bournemouth Figure 1	3
Employment - Education and Training	
National Charities/Organisations - Help for Heroes	
Physical Health - Sports	<i>'</i>
Bristol, City of	1
Family and Communities - Recreation	4
Finances - Grants	
Mental Wellbeing - Accessing Support	4
Mental Wellbeing - Bereavement	
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Sports	•
Cheltenham	4
Employment - Job Seeking	
Finances - Grants	
Housing - Retirement	•
Mental Wellbeing - Sports	,
Cornwall	3
COVID19 Local Support - South West	
Employment - Education and Training	
Employment - Job Seeking	
Employment - Volunteering	•
Finances - Benefits	•
Finances - Grants	
Housing - Homelessness	,
Housing - Housing Advice and Support	
Housing - Independent Living	
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - Accessing Support	4
Mental Wellbeing - GPs	2
National Charities/Organisations - Help for Heroes	•
Physical Health - GPs	
Physical Health - Healthcare Services	•
Physical Health - Rehabilitation and Recovery	•
Physical Health - Sports	•
East Dorset	
Employment - Education and Training	
Exeter	2
Finances - Financial Services	•
Mental Wellbeing - Accessing Support	•
Gloucester	- 4
Finances - Money and Debt Advice	•
Finances - Pensions and Compensation	•
National Charities/Organisations - Help for Heroes	•
Physical Health - Healthcare Services	•
Mendip	4
Mental Wellbeing - Accessing Support	4
Mid Devon	•
Finances - Pensions and Compensation	
North Devon	•
Finances - Benefits	•
North Dorset	•
Mental Wellbeing - Support Groups and Emotional Support	

North Somerset	5
Finances - Benefits	3
Finances - Pensions and Compensation	1
National Charities/Organisations - Royal British Legion	1
Plymouth	30
COVID19 Local Support - South West	1
Employment - Education and Training	1
Employment - Transition	1
Finances - Benefits	1
Finances - Financial Services	1
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	6
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
Physical Health - Sports	3
Physical Health - Support Groups and Emotional Support	1
Poole	4
	2
COVID19 Local Support - South West Mental Wellbeing - GPs	1
<u> </u>	1
National Charities/Organisations - SSAFA South Gloucestershire	
	7
Family and Communities - GPs	1
Finances - Grants	1
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - GPs	1
Physical Health - Sports	1
South Somerset	9
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - GPs	5
National Charities/Organisations - SSAFA	1
Specific Search for an Organisation	1
Stroud	1
Employment - Job Seeking	1
Swindon	5
COVID19 Local Support - South West	1
Finances - Grants	1
Finances - Money and Debt Advice	1
Finances - Pensions and Compensation	2
Teignbridge	7
COVID19 Local Support - South West	1
Housing - Housing Advice and Support	1
Housing - Independent Living	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - Drug and Alcohol Services	1
Physical Health - Support Groups and Emotional Support	1
	1
Tewkesbury Einanges Panaions and Companyation	_
Finances - Pensions and Compensation	1
Torbay	5
Employment - Job Seeking	2
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - Rehabilitation and Recovery	1
Physical Health - Support Groups and Emotional Support	1
Torridge	⊥ 1

West Devon	6
Employment - Volunteering	1
Housing - Retirement	1
Mental Wellbeing - GPs	1
Physical Health - Healthcare Services	1
Physical Health - Rehabilitation and Recovery	1
Physical Health - Sports	1
West Dorset	3
Legal Support and Advocacy - Legal Advice	1
Physical Health - Sports	2
West Somerset	5
Employment - Education and Training	1
Employment - Volunteering	1
Mental Wellbeing - Treatment	1
Physical Health - Drug and Alcohol Services	2
Weymouth and Portland	18
Employment - Support for Offenders	2
Finances - Financial Services	1
Finances - Pensions and Compensation	1
Housing - Homelessness	4
Housing - Supported Living	1
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Sports	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
National Charities/Organisations - Shelter	1
National Charities/Organisations - SSAFA	2
Physical Health - Drug and Alcohol Services	1
Wiltshire	21
Employment - Job Seeking	1
Employment - Self Employment	4
Family and Communities - Recreation	3
Finances - Benefits	1
Finances - Grants	1
Housing - Housing Advice and Support	1
Housing - Supported Living	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Bereavement	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Mind	1
National Charities/Organisations - SSAFA	2

Usage of the Veterans' Gateway Online Directory

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

Search Criteria	Search Count	Search Percentage
Mental Wellbeing	188	29.65%
Employment	176	27.76%
Family and Communities	63	9.94%
Physical Health	51	8.04%
Finances	43	6.78%
Housing	38	5.99%
Specific Search for an Organisation	34	5.36%
COVID19 Local Support	18	2.84%
National Charities/Organisations	16	2.52%
Legal Support and Advocacy	7	1.10%
Total	634	100%

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

Search Criteria	Search Count	Search Percentage
Employment - Education and Training	124	19.56%
Mental Wellbeing - Accessing Support	115	18.14%
Mental Wellbeing - Support Groups and Emotional Support	43	6.78%
Specific Search for an Organisation	34	5.36%
Employment - Transition	29	4.57%
Family and Communities - Support Groups and Emotional Support	25	3.94%
Family and Communities - Support Groups and Emotional Support	25	3.94%
Finances - Benefits	16	2.52%
	13	
Employment - Job Seeking		2.05%
Housing - Homelessness	12	1.89%
Housing - Housing Advice and Support	12	1.89%
Physical Health - Drug and Alcohol Services	11	1.74%
Finances - Pensions and Compensation	10	1.58%
Physical Health - Rehabilitation and Recovery	9	1.42%
Mental Wellbeing - Treatment	7	1.10%
Finances - Financial Services	7	1.10%
Physical Health - Support Groups and Emotional Support	7	1.10%
Mental Wellbeing - Bereavement	7	1.10%
National Charities/Organisations - Armed Forces Covenant Fund Trust	6	0.95%
Mental Wellbeing - GPs	6	0.95%
Mental Wellbeing - Drug and Alcohol Services	6	0.95%
Finances - Grants	6	0.95%
Physical Health - GPs	5	0.79%
Employment - Volunteering	5	0.79%
Family and Communities - Support for Carers	5	0.79%
National Charities/Organisations - ASDIC Drop In Centres	5	0.79%
COVID19 Local Support - North West	5	0.79%
Legal Support and Advocacy - Legal Advice	4	0.63%
Physical Health - Limb Loss	4	0.63%
COVID19 Local Support - Northern Ireland	4	0.63%
Physical Health - Sports	4	0.63%
Mental Wellbeing - Sports	4	0.63%
Housing - Eviction and Repossession	4	0.63%
Finances - Money and Debt Advice	4	0.63%
Family and Communities - Bereavement	4	0.63%
ranning and Communities - Dereavement	4	0.03%

Search Criteria	Search Count	Search Percentage
Employment - Support for Offenders	3	0.47%
COVID19 Local Support - Yorkshire/ The Humber	3	0.47%
Physical Health - Healthcare Services	3	0.47%
Physical Health - Blind Veterans	3	0.47%
COVID19 Local Support - North East	3	0.47%
Housing - Independent Living	3	0.47%
National Charities/Organisations - SSAFA	3	0.47%
Family and Communities - Drug and Alcohol Services	3	0.47%
Housing - Respite Care (Day Care and Respite)	3	0.47%
Physical Health - Nursing and Dementia Care	2	0.32%
Employment - Self Employment	2	0.32%
Legal Support and Advocacy - Legal Aid	2	0.32%
Physical Health - End of Life Care	2	0.32%
Housing - Supported Living	2	0.32%
COVID19 Local Support - South West	2	0.32%
National Charities/Organisations - Royal British Legion	1	0.16%
COVID19 Local Support - Wales	1	0.16%
Housing - Nursing and Dementia Care	1	0.16%
Physical Health - Home and Mobility Aids	1	0.16%
National Charities/Organisations - Help for Heroes	1	0.16%
Legal Support and Advocacy - Legal Advocacy	1	0.16%
Family and Communities - Support for the Gurkha Community	1	0.16%
Housing - Retirement	1	0.16%
Total	634	100%

Figure 17. User locations in the UK – Veterans' Gateway online directory, May 2021

Lerwick

Wick

Inverness

Aberdeen

Fort William

Glasgow Edinburgh

Donegal Belfast

Douglas

Norwich

Douglas

Douglas

Douglas

Norwich

Douglas

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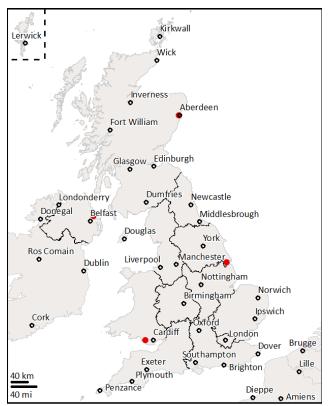
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Dieppe

Amiens

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

Figure 18. User hotspots in the UK – Veterans' Gateway online directory, May 2021



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

Figure 19. User outliers in the UK – Veterans' Gateway online directory, May 2021



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

Figure 20. User locations in the UK – Veterans' Gateway online directory, May 2021

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

N = 634

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

N = 634

	Kirkwall	Usage Count
Lerwick I O I	⊸ ≃Wick	1 - 4
	P	5 - 9
		10 - 28
linv.	Aberdeen	29 - 64
Fort-Will	>-C> 	65 - 112
	337	
Glasgov	Edinburgh	
	-	
Londonderry	Dumfries Newcas	tle
Donegal Belfast		lesbrough
Dont	as York	_
Ros Comain	Liverpool	<u></u>
Dublin Dublin		ngham
4	Birmingh	Norwich
Cork		Ipswich
CORK	Cardiff Cardiff	Allondon
	Southamp	Dover Brugge
	Exeter 570	Brighton Lille
Penzance	mouth	Dieppe
10 mi		• Amiens

Region	Usage Count	Usage Percentage
Scotland	121	19.09%
Wales	89	14.04%
London	86	13.56%
North West	86	13.56%
South West	64	10.09%
Yorkshire and The Humber	60	9.46%
South East	33	5.21%
Northern Ireland	32	5.05%
West Midlands	24	3.79%
East of England	18	2.84%
North East	11	1.74%
East Midlands	10	1.58%

Top 20 Local Authorities	Usage Count	Usage Percentage
Aberdeen City	112	17.67%
Bridgend	49	7.73%
Mid and East Antrim	32	5.05%
North East Lincolnshire	31	4.89%
Plymouth	28	4.42%
Powys	25	3.94%
City of London	23	3.63%
Salford	20	3.15%
Sheffield	15	2.37%
Trafford	13	2.05%
Liverpool	13	2.05%
Lambeth	12	1.89%
Bristol, City of	11	1.74%
Wandsworth	11	1.74%
Wirral	10	1.58%
Cardiff	9	1.42%
Chichester	8	1.26%
South Somerset	7	1.10%
Nuneaton and Bedworth	7	1.10%
Barking and Dagenham	7	1.10%

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

Northern Ireland

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

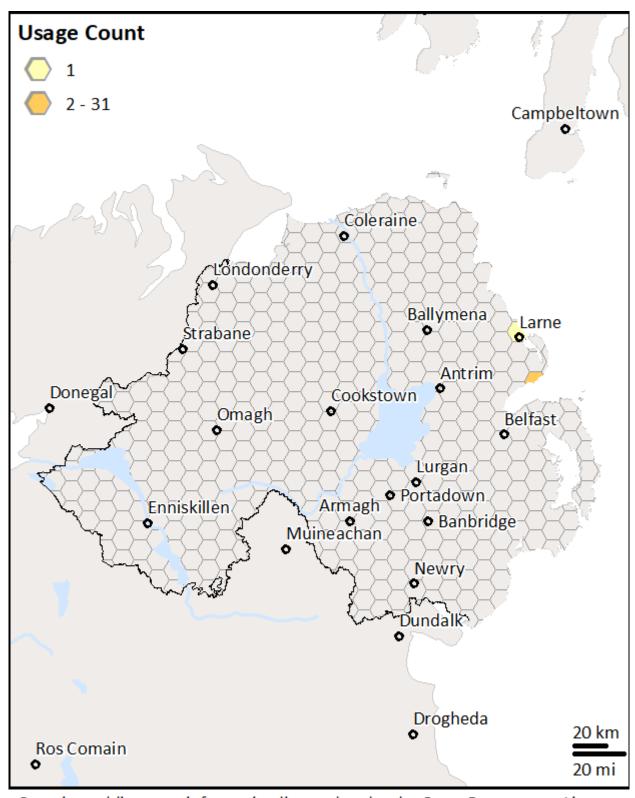


Table 21. General search criteria from users located in Northern Ireland – Veterans' Gateway online directory, May 2021

Mid and East Antrim	32
Finances - Grants	1
Housing - Eviction and Repossession	1
Housing - Homelessness	3
Housing - Housing Advice and Support	3
Housing - Independent Living	1
Housing - Respite Care (Day Care and Respite)	2
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	6
Mental Wellbeing - Treatment	1
Physical Health - Drug and Alcohol Services	2
Physical Health - Healthcare Services	2
Physical Health - Home and Mobility Aids	1
Physical Health - Limb Loss	1
Physical Health - Support Groups and Emotional Support	2

Wales

Figure 22. User locations in Wales - Veterans' Gateway online directory, May 2021

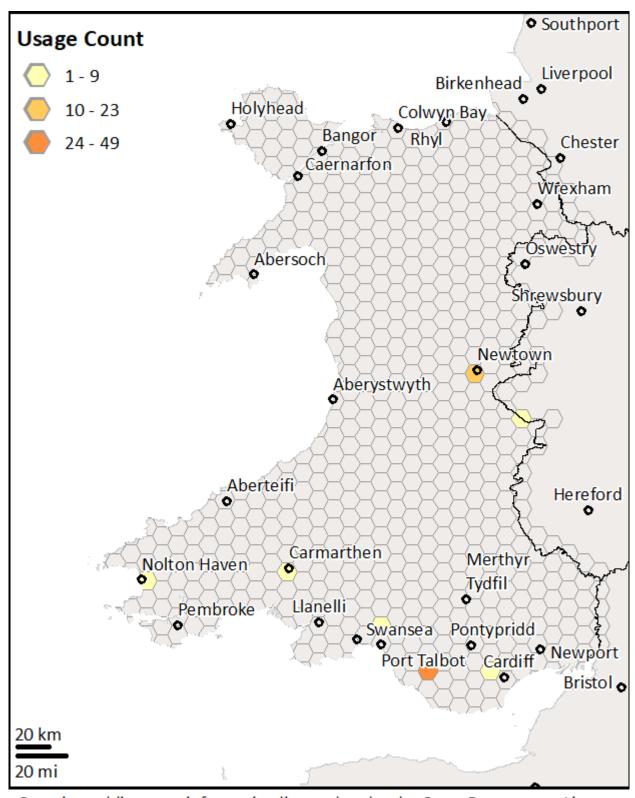


Table 22. General search criteria from users located in Wales – Veterans' Gateway online directory, May 2021

Bridgend	49
Family and Communities - Recreation	1
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	45
Mental Wellbeing - Support Groups and Emotional Support	2
Cardiff	9
Mental Wellbeing - Support Groups and Emotional Support	3
Mental Wellbeing - Treatment	2
National Charities/Organisations - SSAFA	1
Physical Health - End of Life Care	1
Specific Search for an Organisation	2
Carmarthenshire	2
Specific Search for an Organisation	2
Neath Port Talbot	2
Finances - Money and Debt Advice	2
Pembrokeshire	2
Family and Communities - Support for Carers	2
Powys	2
Family and Communities - Recreation	5
Family and Communities - Support for the Gurkha Community	1
Family and Communities - Support Groups and Emotional Support	9
Finances - Pensions and Compensation	2
Mental Wellbeing - Accessing Support	5
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1

Scotland

Figure 23. User locations in Scotland - Veterans' Gateway online directory, May 2021

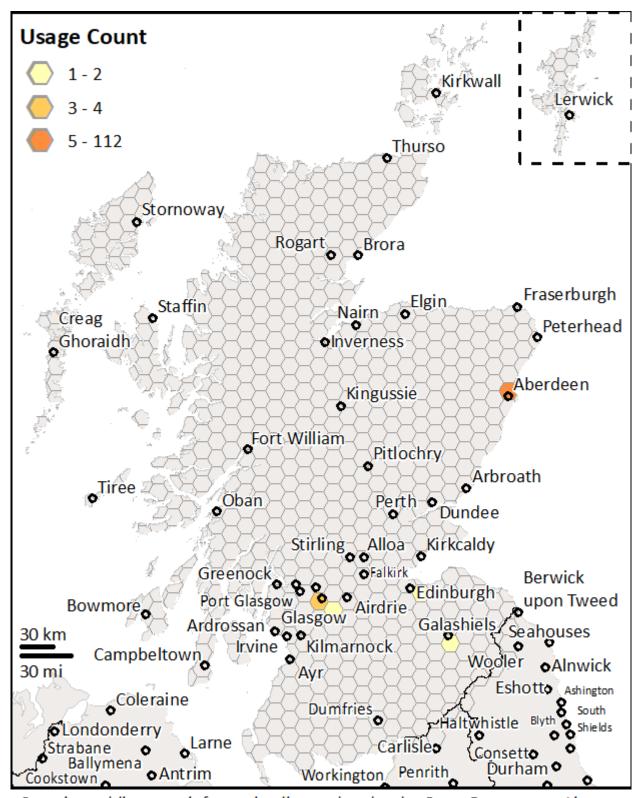


Table 23. General search criteria from users located in Scotland – Veterans' Gateway online directory, May 2021

Aberdeen City	112
Employment - Education and Training	94
Employment - Transition	17
Employment - Volunteering	1
Edinburgh, City of	1
Specific Search for an Organisation	1
Glasgow City	4
Employment - Education and Training	1
Finances - Pensions and Compensation	3
Scottish Borders	2
Physical Health - GPs	2
South Lanarkshire	2
Finances - Grants	1
Physical Health - Nursing and Dementia Care	1

North East

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

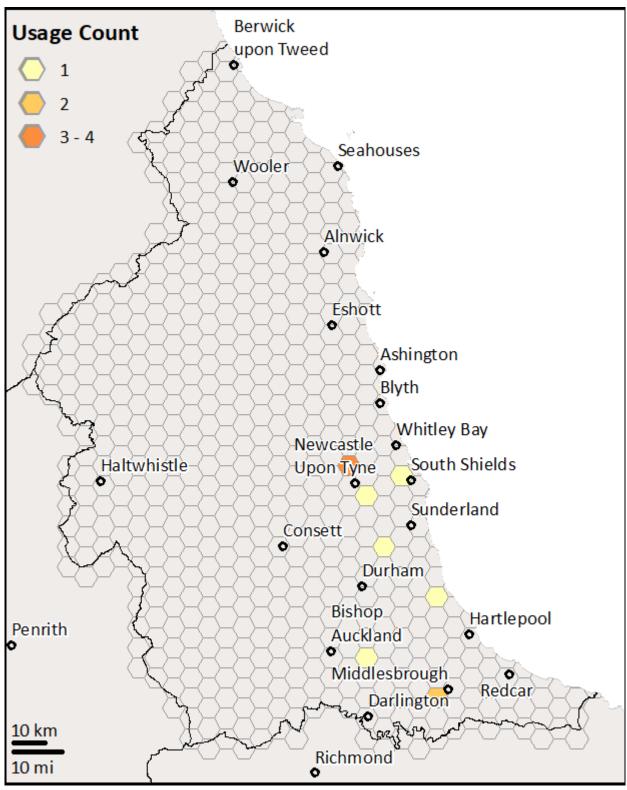


Table 24. General search criteria from users located in the North East – Veterans' Gateway online directory, May 2021

County Durham	2
Mental Wellbeing - Accessing Support	1
Physical Health - Support Groups and Emotional Support	1
Gateshead	1
COVID19 Local Support - North East	1
Newcastle upon Tyne	4
Mental Wellbeing - Accessing Support	4
South Tyneside	1
Family and Communities - Support for Carers	1
Stockton-on-Tees	2
Mental Wellbeing - Accessing Support	2
Sunderland	1
COVID19 Local Support - North East	1

North West

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

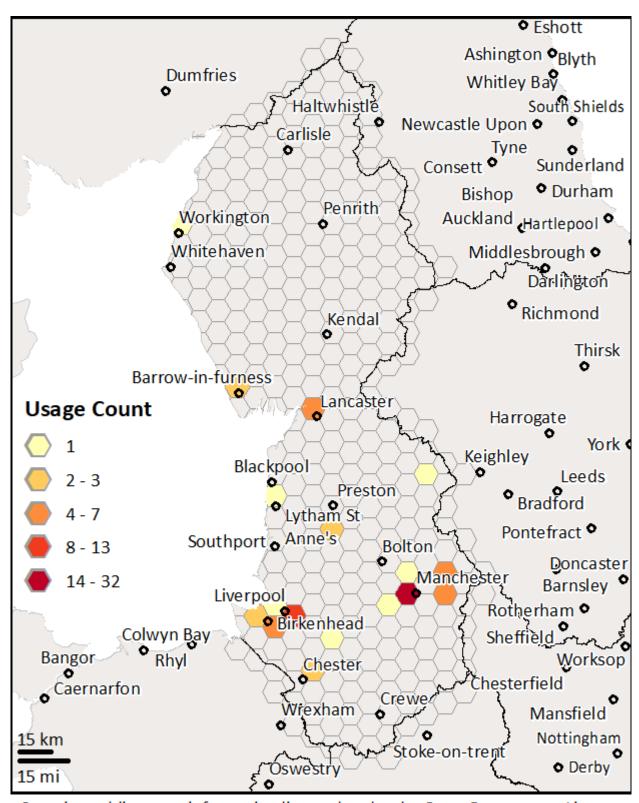


Table 25. General search criteria from users located in the North West – Veterans' Gateway online directory, May 2021

Allerdale	•
Specific Search for an Organisation	
Barrow-in-Furness	2
Legal Support and Advocacy - Legal Advice	
Legal Support and Advocacy - Legal Advocacy	
Blackpool	•
National Charities/Organisations - Help for Heroes	
Bury	•
Employment - Education and Training	•
Cheshire West and Chester	(
Mental Wellbeing - Accessing Support	(
Halton	•
Housing - Housing Advice and Support	
Lancaster	
Mental Wellbeing - Accessing Support	
National Charities/Organisations - ASDIC Drop In Centres	
Liverpool	1
COVID19 Local Support - North West	1
Finances - Grants	
Housing - Homelessness	_
Physical Health - Drug and Alcohol Services	4
Physical Health - GPs	
Physical Health - Healthcare Services	
Oldham	1
Mental Wellbeing - Support Groups and Emotional Support	
National Charities/Organisations - Royal British Legion	
Pendle	'
National Charities/Organisations - Armed Forces Covenant Fund Trust	-
Salford	2
Employment - Self Employment	<u> </u>
Employment - Transition	
Family and Communities - Recreation	,
Family and Communities - Support Groups and Emotional Support	
Housing - Independent Living	
Housing - Supported Living	
Mental Wellbeing - Support Groups and Emotional Support	
Specific Search for an Organisation	
South Ribble	1
COVID19 Local Support - North West	
Specific Search for an Organisation	
Tameside	
Mental Wellbeing - Accessing Support	
Specific Search for an Organisation	
Trafford	1
Employment - Transition	
Finances - Benefits	
	_
Housing - Homelessness	;
Mental Wellbeing - Support Groups and Emotional Support	
Wirral	1
Employment - Education and Training	ļ.,
Employment - Job Seeking	ļ.,
· ·	'
Legal Support and Advocacy - Legal Aid National Charities/Organisations - SSAFA	

Yorkshire and the Humber

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

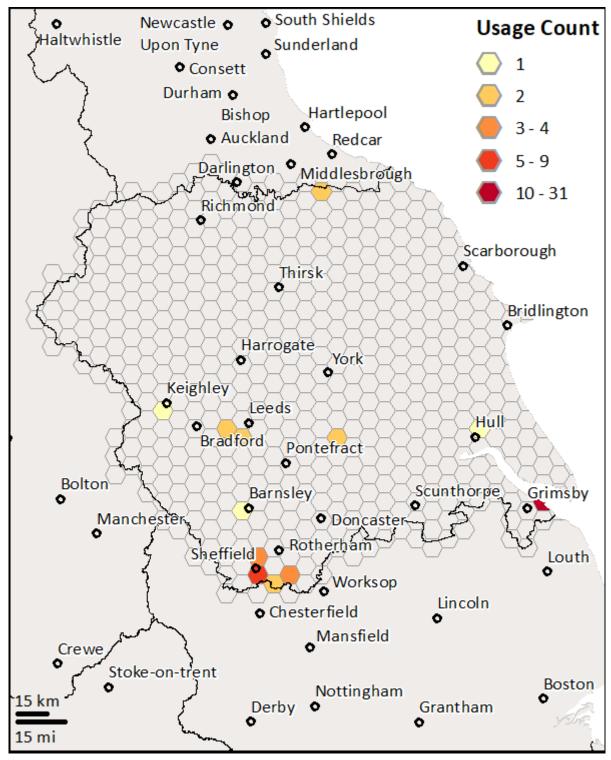


Table 26. General search criteria from users located in Yorkshire and the Humber – Veterans' Gateway online directory, May 2021

Yorkshire and The Humber	60
Barnsley	1
Specific Search for an Organisation	1
Bradford	1
National Charities/Organisations - ASDIC Drop In Centres	1
Hambleton	2
Housing - Homelessness	2
Kingston upon Hull, City of	1
Specific Search for an Organisation	1
Leeds	4
COVID19 Local Support - Yorkshire/ The Humber	2
Finances - Benefits	2
North East Lincolnshire	31
COVID19 Local Support - Yorkshire/ The Humber	1
Employment - Education and Training	1
Employment - Job Seeking	2
Employment - Support for Offenders	1
Employment - Volunteering	1
Family and Communities - Bereavement	4
Family and Communities - Recreation	2
Family and Communities - Support for Carers	2
Family and Communities - Support Groups and Emotional Support	3
Finances - Benefits	1
Finances - Grants	1
Finances - Money and Debt Advice	2
Finances - Pensions and Compensation	1
Housing - Eviction and Repossession	2
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Rotherham	3
Family and Communities - Recreation	3
Selby	2
Family and Communities - Support Groups and Emotional Support	2
Sheffield	15
Employment - Job Seeking	2
Physical Health - Rehabilitation and Recovery	4
· · · · · · · · · · · · · · · · · · ·	
Specific Search for an Organisation	9

East Midlands

Figure 27. User locations in East Midlands - Veterans' Gateway online directory, May 2021

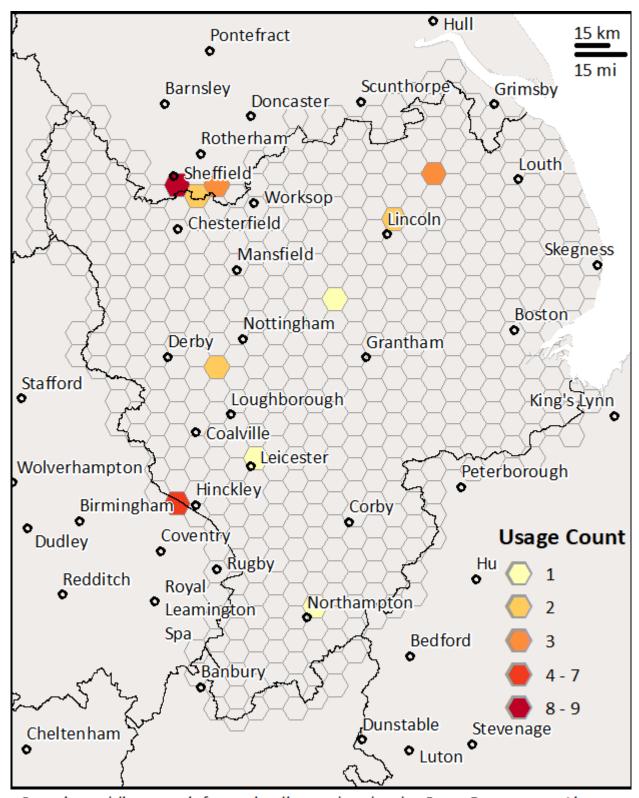


Table 27. General search criteria from users located in East Midlands – Veterans' Gateway online directory, May 2021

Erewash	2
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Leicester	1
Housing - Homelessness	1
Newark and Sherwood	1
Physical Health - Rehabilitation and Recovery	1
Northampton	1
Legal Support and Advocacy - Legal Aid	1
West Lindsey	5
Employment - Education and Training	1
Employment - Job Seeking	2
Specific Search for an Organisation	2

West Midlands

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

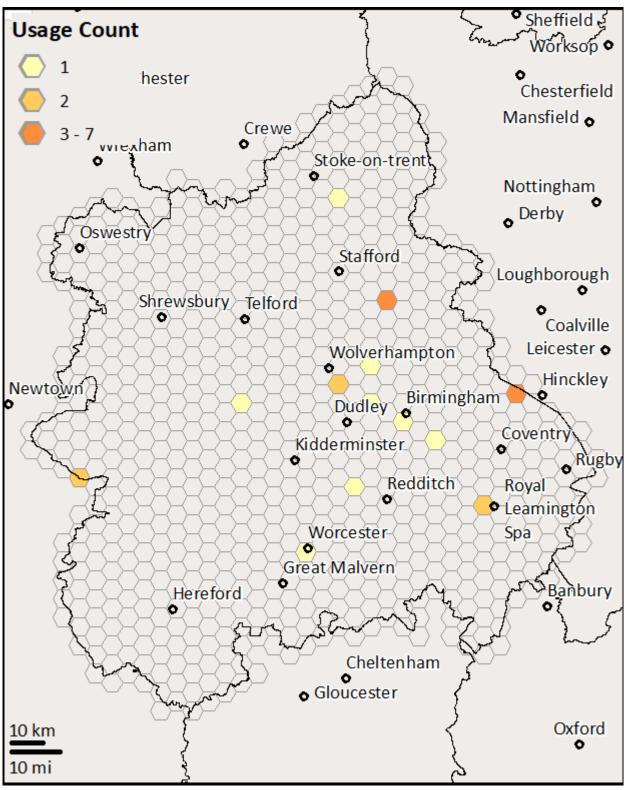


Table 28. General search criteria from users located in the West Midlands – Veterans' Gateway online directory, May 2021

Birmingham	1
Mental Wellbeing - Accessing Support	1
Bromsgrove	1
Mental Wellbeing - Accessing Support	1
Cannock Chase	5
COVID19 Local Support - Wales	1
Family and Communities - Drug and Alcohol Services	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Nuneaton and Bedworth	7
Employment - Support for Offenders	1
Finances - Financial Services	6
Sandwell	1
Mental Wellbeing - Accessing Support	1
Shropshire	1
Employment - Support for Offenders	1
Solihull	1
Specific Search for an Organisation	1
Stoke-on-Trent	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Walsall	1
Family and Communities - Drug and Alcohol Services	1
Warwick	2
Mental Wellbeing - Drug and Alcohol Services	2
Wolverhampton	2
Housing - Housing Advice and Support	2
Worcester	1
Mental Wellbeing - Accessing Support	1

East of England

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

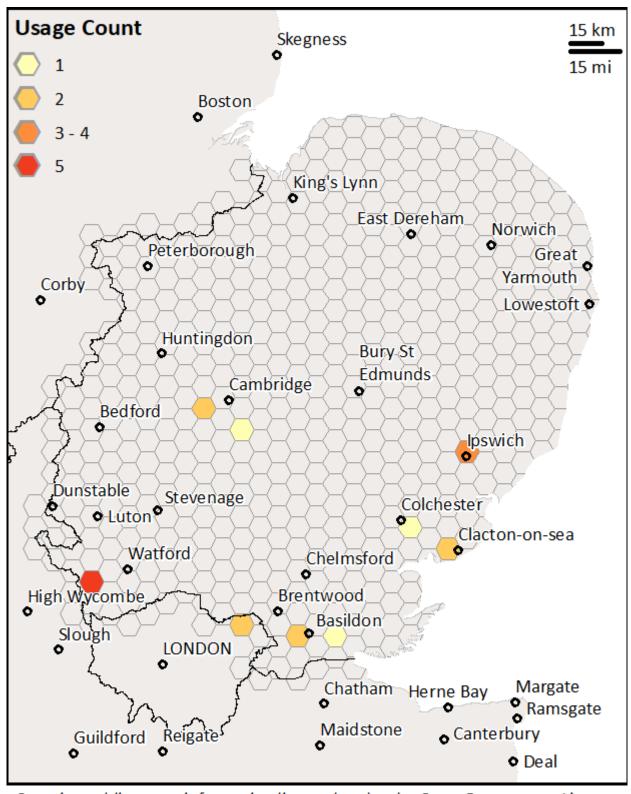


Table 29. General search criteria from users located in the East of England – Veterans' Gateway online directory, May 2021

Basildon	2
Housing - Eviction and Repossession	1
Specific Search for an Organisation	1
Castle Point	1
Mental Wellbeing - Support Groups and Emotional Support	1
Colchester	1
Mental Wellbeing - Sports	1
Dacorum	5
Housing - Nursing and Dementia Care	1
Mental Wellbeing - Bereavement	1
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - GPs	2
lpswich	4
Employment - Education and Training	3
Mental Wellbeing - Support Groups and Emotional Support	1
South Cambridgeshire	3
Housing - Housing Advice and Support	1
Mental Wellbeing - GPs	1
Specific Search for an Organisation	1
Tendring	2
Family and Communities - Recreation	2

London

Figure 30. User locations in London - Veterans' Gateway online directory, May 2021

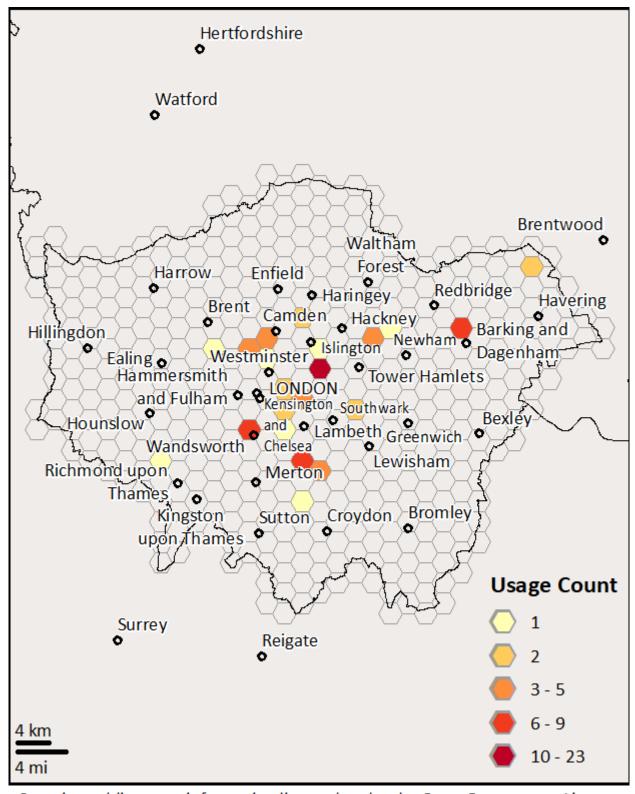


Table 30. General search criteria from users located in London – Veterans' Gateway online directory, May 2021

Barking and Dagenham	
Employment - Education and Training	
Employment - Transition	
Mental Wellbeing - Treatment	
Physical Health - Blind Veterans	
Physical Health - End of Life Care	
Physical Health - Limb Loss	
Brent	
Employment - Education and Training	
Housing - Respite Care (Day Care and Respite)	
Mental Wellbeing - Support Groups and Emotional Support	
National Charities/Organisations - ASDIC Drop In Centres	
Physical Health - Rehabilitation and Recovery	
Camden	
Physical Health - Drug and Alcohol Services	
City of London	2
Employment - Education and Training	
Employment - Transition	
Finances - Benefits	
Finances - Pensions and Compensation	
Housing - Homelessness	
Mental Wellbeing - Sports	
Physical Health - Blind Veterans	
Croydon	
COVID19 Local Support - South West	
Physical Health - Limb Loss	
Specific Search for an Organisation	
Haringey	
<u> </u>	
Family and Communities - Recreation	
Specific Search for an Organisation Havering	
Employment - Volunteering	
Islington	
Mental Wellbeing - Support Groups and Emotional Support	
Lambeth	1
COVID19 Local Support - North East	
Employment - Education and Training	
Finances - Benefits	
Mental Wellbeing - Bereavement	
Mental Wellbeing - Support Groups and Emotional Support	
Physical Health - Rehabilitation and Recovery	
Lewisham	
Finances - Benefits	
Newham	
COVID19 Local Support - Northern Ireland	
Employment - Education and Training	
Richmond upon Thames	
Mental Wellbeing - Accessing Support	
Wandsworth	1
COVID19 Local Support - South West	
Housing - Retirement	
Legal Support and Advocacy - Legal Advice	

Westminster	3
Employment - Job Seeking	2
Employment - Volunteering	1

South East

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

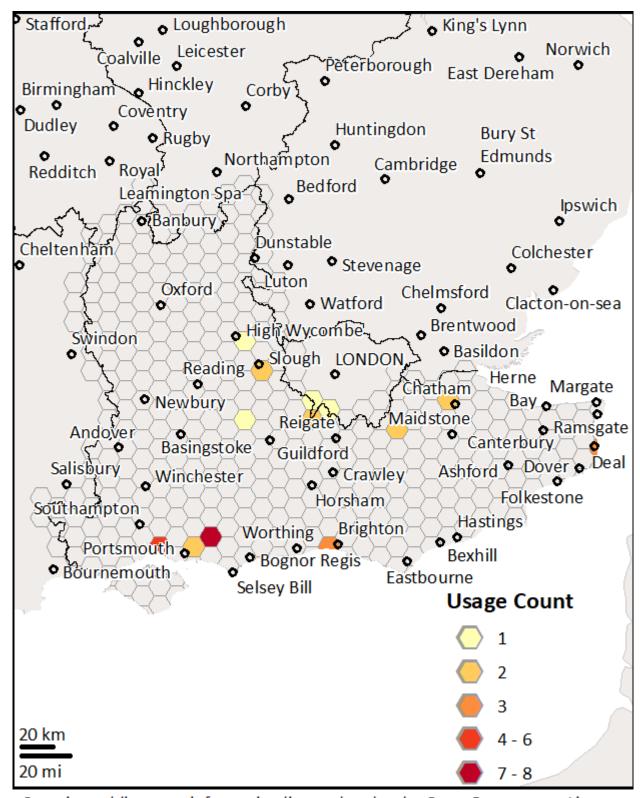


Table 31. General search criteria from users located in the South East – Veterans' Gateway online directory, May 2021

Brighton and Hove	3
Mental Wellbeing - Support Groups and Emotional Support	3
Chichester	8
Employment - Job Seeking	2
Family and Communities - Recreation	2
Family and Communities - Support Groups and Emotional Support	3
Physical Health - Nursing and Dementia Care	1
Dover	3
Employment - Job Seeking	2
Employment - Self Employment	1
Epsom and Ewell	1
Employment - Education and Training	1
Fareham	6
Finances - Pensions and Compensation	2
Mental Wellbeing - Support Groups and Emotional Support	4
Medway	2
Mental Wellbeing - Accessing Support	2
Mole Valley	2
Physical Health - Support Groups and Emotional Support	2
Portsmouth	2
Mental Wellbeing - Accessing Support	2
Rushmoor	1
Mental Wellbeing - Treatment	1
Sevenoaks	2
Finances - Benefits	2
Slough	2
Housing - Housing Advice and Support	2
Wycombe	1
Family and Communities - Recreation	1

South West

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

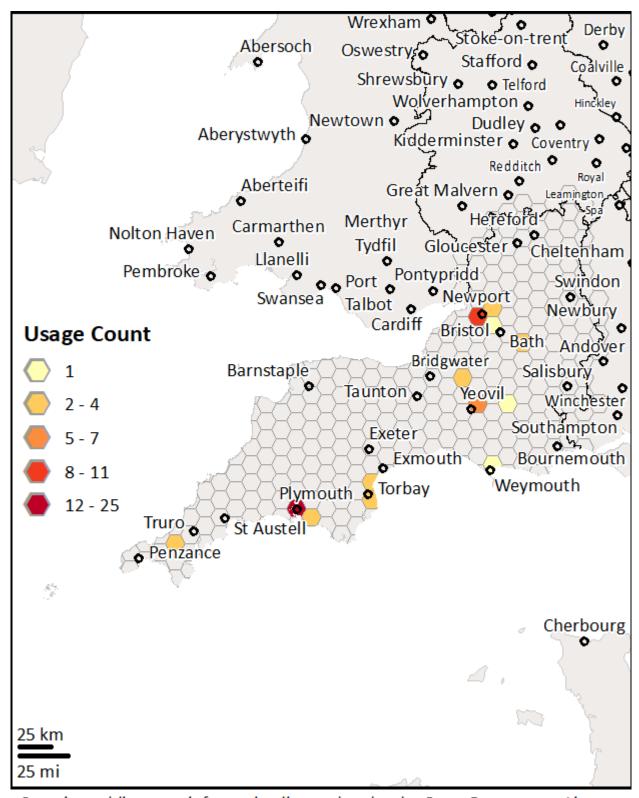


Table 32. General search criteria from users located in the South West – Veterans' Gateway online directory, May 2021

Bristol, City of	11
Family and Communities - Recreation	3
Mental Wellbeing - Accessing Support	4
Mental Wellbeing - Bereavement	1
Mental Wellbeing - Support Groups and Emotional Support	2
Physical Health - Sports	1
Cornwall	2
Employment - Education and Training	2
Mendip	4
Mental Wellbeing - Accessing Support	4
North Dorset	1
Mental Wellbeing - Support Groups and Emotional Support	1
Plymouth	28
Mental Wellbeing - Accessing Support	17
Mental Wellbeing - Support Groups and Emotional Support	4
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
Physical Health - Sports	3
Physical Health - Support Groups and Emotional Support	1
South Gloucestershire	4
Finances - Grants	1
Mental Wellbeing - Accessing Support	3
South Somerset	7
Mental Wellbeing - GPs	5
National Charities/Organisations - SSAFA	1
Specific Search for an Organisation	1
Teignbridge	2
Housing - Housing Advice and Support	1
Housing - Independent Living	1
Torbay	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - Support Groups and Emotional Support	1
Weymouth and Portland	1
Mental Wellbeing - Accessing Support	1
Wiltshire	2
Family and Communities - Recreation	2

Usage of the Veterans' Gateway mobile directory of services

Table 33. General search criteria from users located in the UK – Veterans' Gateway mobile directory, May 2021

Search Criteria	Search Count	Search Percentage
Employment	216	21.66%
Finances	177	17.75%
Mental Wellbeing	169	16.95%
Housing	138	13.84%
Physical Health	97	9.73%
National Charities/Organisations	67	6.72%
COVID19 Local Support	57	5.72%
Family and Communities	47	4.71%
Legal Support and Advocacy	27	2.71%
Specific Search for an Organisation	2	0.20%
Total	997	100%

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

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	100	10.03%
Mental Wellbeing - Accessing Support	73	7.32%
Employment - Education and Training	57	5.72%
Housing - Housing Advice and Support	55	5.52%
Finances - Grants	55	5.52%
Finances - Pensions and Compensation	49	4.91%
Finances - Benefits	47	4.71%
Housing - Homelessness	32	3.21%
Mental Wellbeing - Support Groups and Emotional Support	30	3.01%
Employment - Volunteering	27	2.71%
Physical Health - Healthcare Services	20	2.01%
Physical Health - Sports	20	2.01%
Legal Support and Advocacy - Legal Advice	20	2.01%
National Charities/Organisations - SSAFA	18	1.81%
Employment - Self Employment	18	1.81%
Housing - Retirement	17	1.71%
Mental Wellbeing - Drug and Alcohol Services	16	1.60%
National Charities/Organisations - Armed Forces Covenant Fund		
Trust	15	1.50%
Mental Wellbeing - GPs	15	1.50%
Finances - Financial Services	15	1.50%
Family and Communities - Recreation	14	1.40%
Physical Health - GPs	13	1.30%
Housing - Independent Living	13	1.30%
Mental Wellbeing - Treatment	13	1.30%
Mental Wellbeing - Bereavement	12	1.20%
Finances - Money and Debt Advice	11	1.10%
Physical Health - Home and Mobility Aids	11	1.10%
Physical Health - Rehabilitation and Recovery	11	1.10%
Family and Communities - Support for Carers	10	1.00%
Physical Health - Support Groups and Emotional Support	10	1.00%
Mental Wellbeing - Sports	10	1.00%
Employment - Transition	9	0.90%
Housing - Eviction and Repossession	9	0.90%
COVID19 Local Support - North West	9	0.90%

Search Criteria	Search Count	Search Percentage
Family and Communities - GPs	9	0.90%
National Charities/Organisations - Royal British Legion	9	0.90%
National Charities/Organisations - Help for Heroes	8	0.80%
COVID19 Local Support - Wales	8	0.80%
Family and Communities - Bereavement	7	0.70%
COVID19 Local Support - South West	7	0.70%
Housing - Supported Living	7	0.70%
Family and Communities - Support Groups and Emotional Support	6	0.60%
COVID19 Local Support - Yorkshire/ The Humber	6	0.60%
COVID19 Local Support - South East	6	0.60%
Legal Support and Advocacy - Legal Aid	5	0.50%
COVID19 Local Support - Scotland	5	0.50%
COVID19 Local Support - West Midlands	5	0.50%
Employment - Support for Offenders	5	0.50%
COVID19 Local Support - East of England	5	0.50%
Physical Health - Drug and Alcohol Services	5	0.50%
COVID19 Local Support - North East	3	0.30%
Physical Health - Nursing and Dementia Care	3	0.30%
National Charities/Organisations - ASDIC Drop In Centres	3	0.30%
COVID19 Local Support - East Midlands	3	0.30%
National Charities/Organisations - Legion Scotland	3	0.30%
Housing - Nursing and Dementia Care	3	0.30%
National Charities/Organisations - Mind	3	0.30%
National Charities/Organisations - Combat Stress	3	0.30%
Housing - Respite Care (Day Care and Respite)	2	0.20%
Physical Health - End of Life Care	2	0.20%
Physical Health - Limb Loss	2	0.20%
Specific Search for an Organisation	2	0.20%
Legal Support and Advocacy - Legal Advocacy	2	0.20%
National Charities/Organisations - Samaritans Branches	2	0.20%
National Charities/Organisations - Shelter	1	0.10%
Family and Communities - Support for the Gurkha Community	1	0.10%
National Charities/Organisations - British Red Cross	1	0.10%
National Charities/Organisations - Citizen Advice Bureau	1	0.10%
Total	997	100%

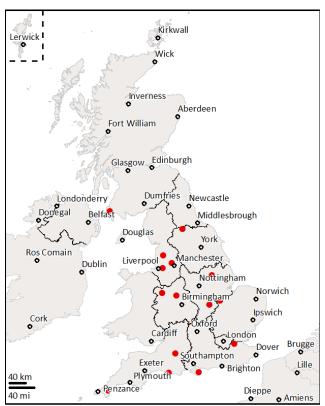
Figure 33. User locations in the UK – Veterans' Gateway mobile directory, May 2021

Kirkwall Lerwick I Aberdeen Newcastle Londonderry Ros Comain Cork Brugge Lille Dieppe Amiens

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

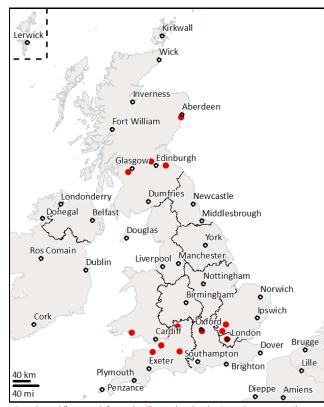
Figure 34. User hotspots in the UK – Veterans' Gateway mobile directory, May 2021



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

Figure 35. User outliers in the UK – Veterans' Gateway mobile directory, May 2021



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

Figure 36. User locations in the UK – Veterans' Gateway mobile directory, May 2021

Table 35. UK regional usage -Veterans' Gateway mobile directory, May 2021

N = 997

Table 36. Main local authorities for usage -Veterans' Gateway mobile directory, May 2021

N = 997

	Kirkwall	Usage Count
Lerwick I	Wick	1 - 4
'		5 - 8
		9 - 14
7 4.3	Aberdeen	15 - 21
	Fort-William	22 - 28
Londonderry	Glasgow Edinburgh Dumfries Newcast	le
Donegal Belfa	St Middle Douglas York	esbrough
Ros Comain Dublin	Liverjacol	
Dublin O	Manchester Nottin	Norwich
Cork	Cardiff Oxford	London Dover Brugge
10 km	Exeter Southampt	Brighton Lille
10 mi	enzance	Dieppe • Amiens

40 m	i Penzance	Dieppe •	• Amiens
Cont	ains public sector information licensed under the Open	Governme	ent Licence.

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

Region	Usage Count	Usage Percentage
South East	166	16.65%
South West	138	13.84%
North West	110	11.03%
East Midlands	105	10.53%
Scotland	98	9.83%
West Midlands	89	8.93%
East of England	76	7.62%
Yorkshire and The Humber	65	6.52%
North East	62	6.22%
Wales	48	4.81%
London	28	2.81%
Northern Ireland	12	1.20%

Top 20 Local Authorities	Usage Count	Usage Percentage
Cornwall	29	2.91%
County Durham	29	2.91%
Wiltshire	19	1.91%
Chichester	17	1.71%
Weymouth and Portland	17	1.71%
Rotherham	16	1.60%
St. Helens	16	1.60%
Dumfries & Galloway	16	1.60%
Preston	15	1.50%
Lincoln	15	1.50%
Bury	13	1.30%
West Lindsey	13	1.30%
Isle of Wight	13	1.30%
Gravesham	12	1.20%
Richmondshire	12	1.20%
Shropshire	12	1.20%
Corby	12	1.20%
Birmingham	11	1.10%
South Staffordshire	11	1.10%
Fareham	10	1.00%

Northern Ireland

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

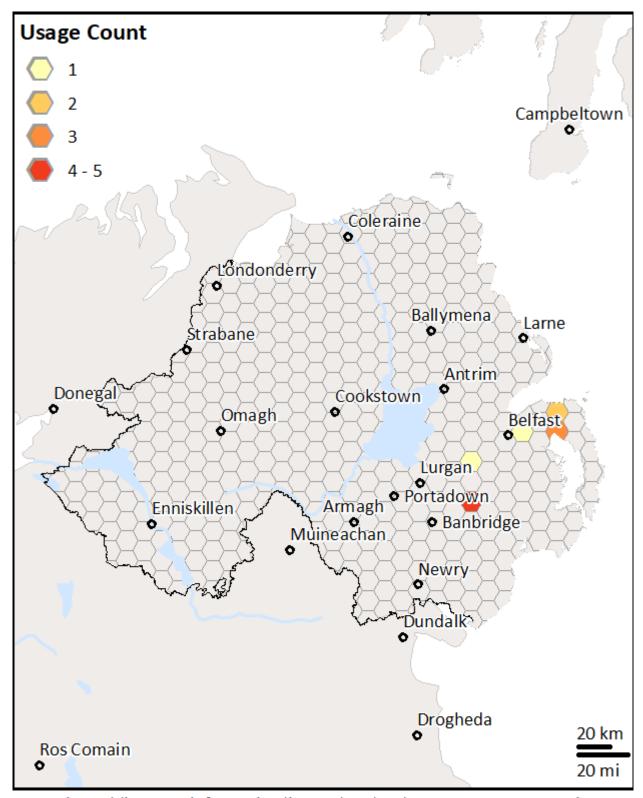


Table 37. General search criteria from users located in Northern Ireland – Veterans' Gateway mobile directory, May 2021

Armagh City, Banbridge and Craigavon	5
Finances - Grants	2
Finances - Pensions and Compensation	2
Physical Health - Home and Mobility Aids	1
Belfast	1
Mental Wellbeing - Accessing Support	1
Lisburn and Castlereagh	1
Employment - Self Employment	1
North Down and Ards	5
Finances - Benefits	1
Finances - Grants	3
Finances - Pensions and Compensation	1

Wales

Figure 38. User locations in Wales - Veterans' Gateway mobile directory, May 2021

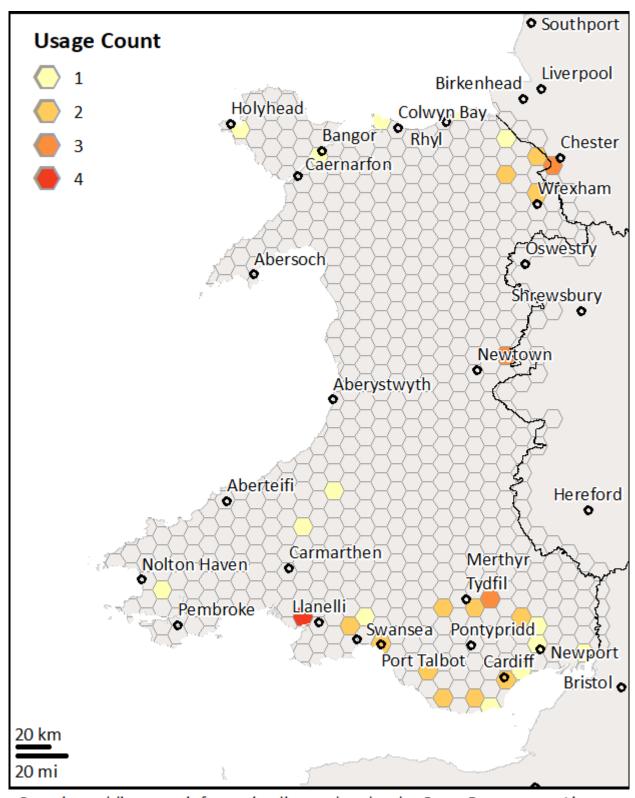


Table 38. General search criteria from users located in Wales – Veterans' Gateway mobile directory, May 2021

Blaenau Gwent	3
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Royal British Legion	1
Physical Health - GPs	1
Bridgend	2
Employment - Education and Training	1
Employment - Volunteering	1
Cardiff	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Sports	1
Carmarthenshire	5
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - SSAFA	1
Physical Health - GPs	1
Physical Health - Sports	1
Ceredigion	1
COVID19 Local Support - Wales	1
Conwy	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Denbighshire	1
Finances - Grants	1
Flintshire	5
Employment - Job Seeking	2
Employment - Transition	1
Finances - Pensions and Compensation	2
Gwynedd	1
Finances - Grants	1
Isle of Anglesey	1
Physical Health - Nursing and Dementia Care	1 2
Merthyr Tydfil Finances - Benefits	
	1
Legal Support and Advocacy - Legal Aid	
Monmouthshire	1
Finances - Pensions and Compensation	1
Neath Port Talbot	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Combat Stress	1
Newport	1
Housing - Independent Living	1
Pembrokeshire	1
Finances - Pensions and Compensation	1
Powys	3
COVID19 Local Support - Wales	2
COVID19 Local Support - West Midlands	1
Rhondda Cynon Taf	2
Mental Wellbeing - GPs	2
Swansea	3
Finances - Grants	1
Housing - Homelessness	2
The Vale of Glamorgan	5
COVID19 Local Support - Wales	2
Employment - Job Seeking	1

Finances - Benefits	1
Legal Support and Advocacy - Legal Advice	1
Torfaen	3
COVID19 Local Support - Wales	3
Wrexham	2
Finances - Grants	2

Scotland

Figure 39. User locations in Scotland - Veterans' Gateway mobile directory, May 2021

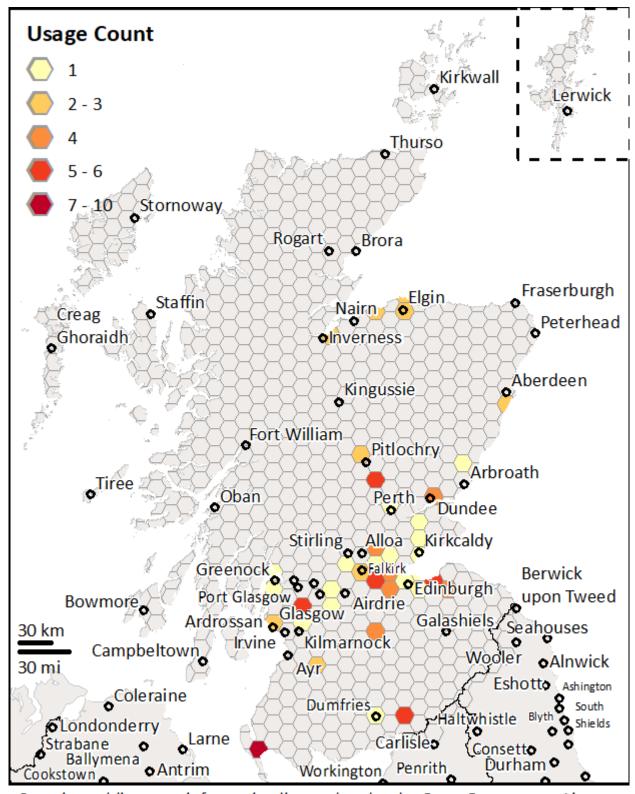


Table 39. General search criteria from users located in Scotland – Veterans' Gateway mobile directory, May 2021

Aberdeen City	
Family and Communities - Support for Carers	;
Angus	•
Mental Wellbeing - Accessing Support	•
Argyll & Bute	•
Employment - Job Seeking	
Clackmannanshire	4
Employment - Job Seeking	
Finances - Money and Debt Advice	
Housing - Housing Advice and Support	
Dumfries & Galloway	1
COVID19 Local Support - Scotland	
Employment - Education and Training	
Family and Communities - GPs	
Finances - Pensions and Compensation	
Housing - Housing Advice and Support	
Housing - Nursing and Dementia Care	
Housing - Retirement	
Physical Health - GPs	
Physical Health - Healthcare Services	
Physical Health - Support Groups and Emotional Support	
Dundee City	
Finances - Benefits	
· maness zeneme	
Finances - Grants	
Finances - Pensions and Compensation	
East Ayrshire	4
Employment - Job Seeking	
Family and Communities - Bereavement	
Family and Communities - Support for Carers	'
Mental Wellbeing - Treatment	
East Lothian	1
Employment - Job Seeking	
Finances - Grants	
Housing - Retirement	
Mental Wellbeing - Accessing Support	4
Physical Health - Healthcare Services	
East Renfrewshire	-
Employment - Education and Training	
Employment - Job Seeking	
Finances - Benefits	
Finances - Grants	
Edinburgh, City of	
Housing - Housing Advice and Support	
Legal Support and Advocacy - Legal Advice	
Falkirk	;
COVID19 Local Support - Scotland	
Employment - Education and Training	
Employment - Transition	٠
Fife	1
COVID19 Local Support - Scotland	
Finances - Benefits	
Finances - Pensions and Compensation	
Housing - Homelessness	
-	

Housing - Respite Care (Day Care and Respite)	1
Mental Wellbeing - Accessing Support	1
Glasgow City	1
Mental Wellbeing - Drug and Alcohol Services	1
Highland	2
Housing - Retirement	1
National Charities/Organisations - SSAFA	1
Inverclyde	1
Mental Wellbeing - Support Groups and Emotional Support	1
Midlothian	1
Mental Wellbeing - Drug and Alcohol Services	1
Moray	7
COVID19 Local Support - Scotland	1
Employment - Education and Training	2
Employment - Volunteering	1
Housing - Homelessness	1
National Charities/Organisations - Legion Scotland	2
North Ayrshire	2
Finances - Grants	2
Perth & Kinross	8
Employment - Education and Training	1
Finances - Benefits	1
Housing - Homelessness	1
Housing - Supported Living	1
Mental Wellbeing - Drug and Alcohol Services	1
National Charities/Organisations - Combat Stress	1
National Charities/Organisations - SSAFA	2
Renfrewshire	1
Employment - Job Seeking	1
South Lanarkshire	5
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	2
Stirling	1
Employment - Job Seeking	1
West Lothian	9
COVID19 Local Support - Scotland	1
Employment - Education and Training	1
Finances - Financial Services	1
Finances - Grants	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
National Charities/Organisations - Legion Scotland	1
Physical Health - Support Groups and Emotional Support	1

North East

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

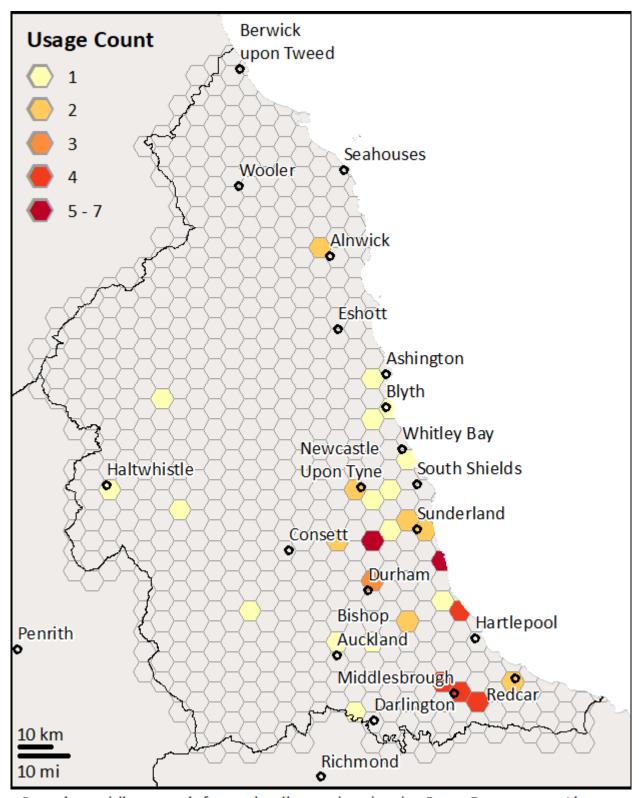


Table 40. General search criteria from users located in the North East – Veterans' Gateway mobile directory, May 2021

County Durham	29
COVID19 Local Support - North East	2
Employment - Education and Training	4
Employment - Job Seeking	4
Employment - Self Employment	1
Finances - Benefits	3
Finances - Grants	1
Finances - Pensions and Compensation	2
Housing - Eviction and Repossession	1
Legal Support and Advocacy - Legal Advice	3
Mental Wellbeing - Bereavement	2
Mental Wellbeing - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
Physical Health - Healthcare Services	2
Darlington	1
Finances - Money and Debt Advice	1
Gateshead	3
Housing - Independent Living	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Middlesbrough	8
Employment - Education and Training	1
Employment - Job Seeking	1
Employment - Self Employment	1
Finances - Benefits	1
Finances - Financial Services	1
Housing - Independent Living	1
National Charities/Organisations - SSAFA	2
North Tyneside	1
Family and Communities - GPs	1
Northumberland	8
Employment - Job Seeking	3
Employment - Transition	1
Finances - Benefits	1
Mental Wellbeing - Bereavement	1
Mental Wellbeing - Treatment	2
Redcar and Cleveland	2
Physical Health - Rehabilitation and Recovery	1
Physical Health - Sports	1
South Tyneside	1
Physical Health - Rehabilitation and Recovery	1
Stockton-on-Tees	4
Finances - Grants	2
Physical Health - GPs	1
Physical Health - Support Groups and Emotional Support	1
Sunderland	5
COVID19 Local Support - North East	1
Finances - Pensions and Compensation	1
	-
Housing - Homelessness	1

North West

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

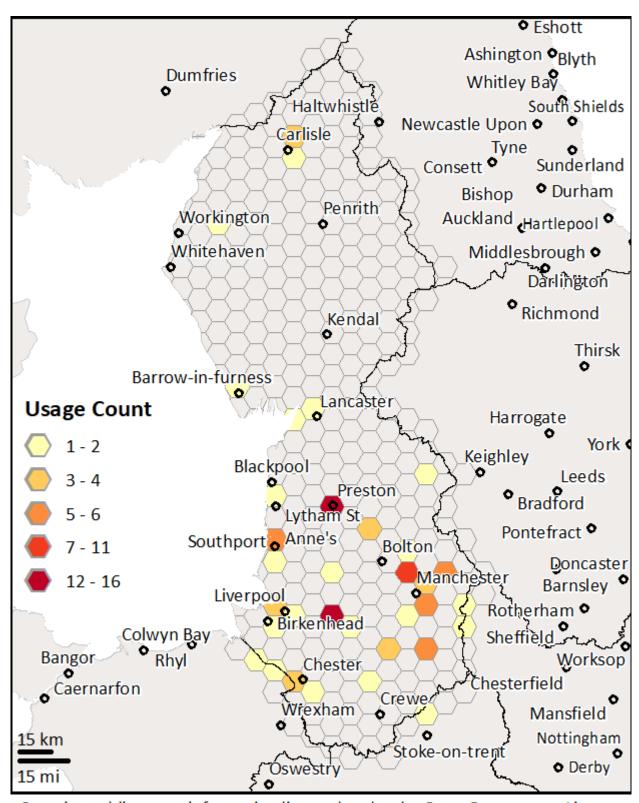


Table 41. General search criteria from users located in the North West – Veterans' Gateway mobile directory, May 2021

Allerdale	2
Employment - Self Employment	1
Employment - Transition	1
Barrow-in-Furness	1
Mental Wellbeing - Accessing Support	
Blackburn with Darwen	
COVID19 Local Support - North West	
Housing - Supported Living	
Legal Support and Advocacy - Legal Advice	
National Charities/Organisations - Royal British Legion	
Blackpool	2
Mental Wellbeing - Bereavement	2
Bury	1
Employment - Education and Training	
Family and Communities - Bereavement	2
Family and Communities - Recreation	2
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Support Groups and Emotional Support	3
Carlisle	
Employment - Self Employment	
Finances - Grants	
	-
Legal Support and Advocacy - Legal Advocacy	
Physical Health - Support Groups and Emotional Support	
Cheshire East	8
Employment - Education and Training	2
Mental Wellbeing - Accessing Support	
Mental Wellbeing - Support Groups and Emotional Support	
National Charities/Organisations - SSAFA	
Physical Health - GPs	
Physical Health - Healthcare Services	2
Cheshire West and Chester	
COVID19 Local Support - North West	
Finances - Pensions and Compensation	
Lancaster	3
Finances - Financial Services	•
Mental Wellbeing - Support Groups and Emotional Support	2
Liverpool	2
Employment - Education and Training	
Finances - Benefits	
Manchester	8
Employment - Education and Training	
Finances - Grants	2
Finances - Pensions and Compensation	
Housing - Housing Advice and Support	
Mental Wellbeing - Accessing Support	
	,
Mental Wellbeing - Sports	
Oldham Sanda Walanda aring	7
Employment - Volunteering	2
Housing - Eviction and Repossession	3
Housing - Housing Advice and Support	2
Pendle	2
Employment - Volunteering	1

Preston	15
COVID19 Local Support - North West	2
Employment - Education and Training	3
Employment - Volunteering	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Homelessness	2
Mental Wellbeing - Support Groups and Emotional Support	5
Physical Health - Rehabilitation and Recovery	1
Sefton	8
COVID19 Local Support - North West	2
Family and Communities - GPs	2
Finances - Benefits	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Drug and Alcohol Services	1
St. Helens	16
Employment - Education and Training	1
Employment - Job Seeking	13
Finances - Grants	1
Housing - Retirement	1
Stockport	2
Housing - Housing Advice and Support	2
Tameside	1
Housing - Housing Advice and Support	1
Warrington	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
West Lancashire	2
Finances - Financial Services	1
Finances - Pensions and Compensation	1
Wirral	3
Family and Communities - Bereavement	1
Mental Wellbeing - Accessing Support	1
Physical Health - Sports	1

Yorkshire and the Humber

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

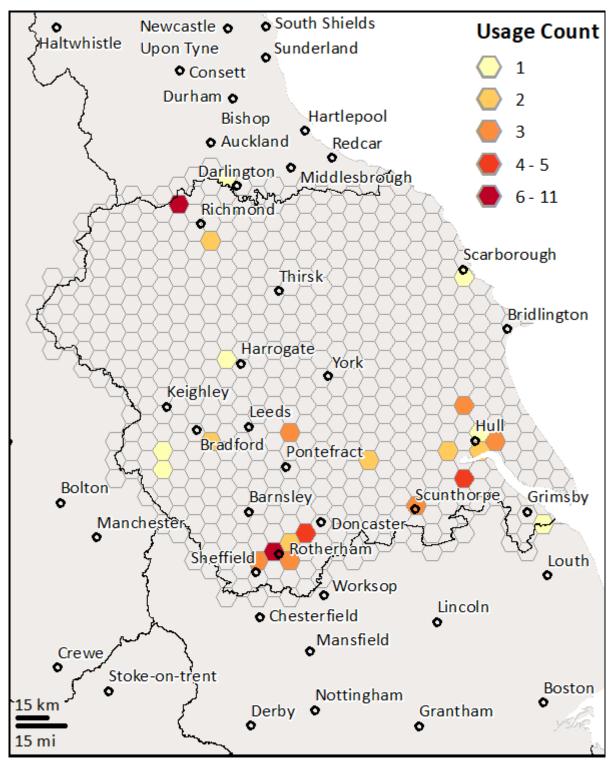


Table 42. General search criteria from users located in Yorkshire and the Humber – Veterans' Gateway mobile directory, May 2021

Bradford	2
COVID19 Local Support - Yorkshire/ The Humber	2
Calderdale	2
COVID19 Local Support - Yorkshire/ The Humber	1
Mental Wellbeing - GPs	1
Doncaster	5
COVID19 Local Support - Yorkshire/ The Humber	2
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Support Groups and Emotional Support	2
East Riding of Yorkshire	7
COVID19 Local Support - Yorkshire/ The Humber	1
Employment - Job Seeking	4
Employment - Volunteering	1
Finances - Money and Debt Advice	1
Harrogate	1
Finances - Pensions and Compensation	1
Kingston upon Hull, City of	6
Employment - Education and Training	2
Finances - Benefits	1
Finances - Pensions and Compensation	1
Housing - Retirement	1
Physical Health - Limb Loss	1
Leeds	3
Mental Wellbeing - Accessing Support	3
North Lincolnshire	7
Employment - Education and Training	1
Finances - Benefits	1
Housing - Homelessness	1
Housing - Housing Advice and Support	2
Housing - Independent Living	1
Mental Wellbeing - Support Groups and Emotional Support	1
Richmondshire	12
Employment - Volunteering	1
Family and Communities - Support for Carers	3
Housing - Independent Living	1
Housing - Supported Living	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - ASDIC Drop In Centres	2
National Charities/Organisations - Royal British Legion	1
Rotherham	16
Employment - Job Seeking	1
Employment - Support for Offenders	1
Employment - Support for Offenders Employment - Volunteering	1
Finances - Benefits	5
Finances - Financial Services	2
Legal Support and Advocacy - Legal Advice	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
•	1
Physical Health - GPs Physical Health - Nursing and Demontic Core	
Physical Health - Nursing and Dementia Care	1
Physical Health - Sports	2
Scarborough	1
Finances - Grants	1

Sheffield	3
Employment - Job Seeking	1
Family and Communities - Bereavement	1
Finances - Pensions and Compensation	1

East Midlands

Figure 43. User locations in East Midlands - Veterans' Gateway mobile directory, May 2021

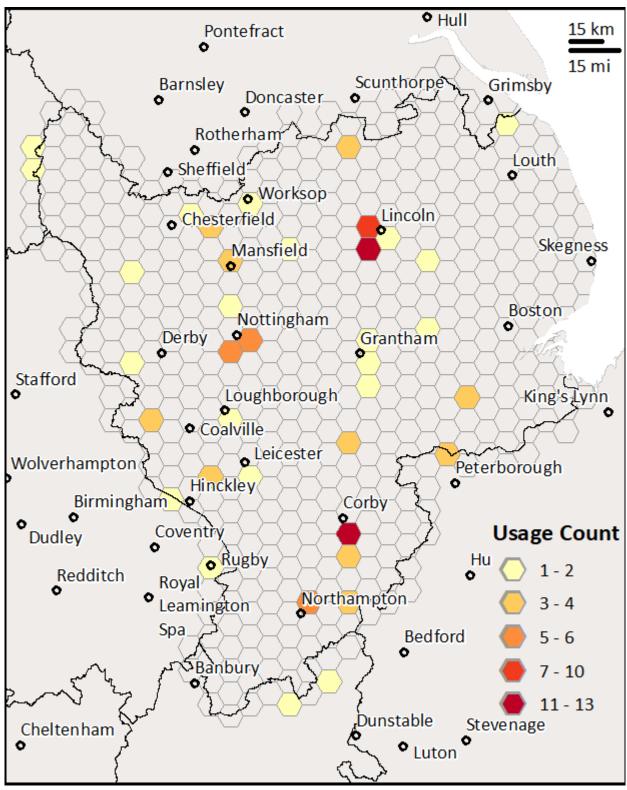


Table 43. General search criteria from users located in East Midlands – Veterans' Gateway mobile directory, May 2021

Ashfield	1
Employment - Job Seeking	1
Bassetlaw	2
Physical Health - Sports	2
Broxtowe	2
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Charnwood	2
Housing - Housing Advice and Support	2
Chesterfield	1
Finances - Benefits	1
Corby	12
·	1
Employment - Education and Training	-
Employment - Job Seeking	4
Employment - Transition	1
Employment - Volunteering	1
Finances - Benefits	2
Housing - Housing Advice and Support	2
National Charities/Organisations - SSAFA	1
Derbyshire Dales	1
COVID19 Local Support - East Midlands	1
East Lindsey	1
Finances - Grants	1
Gedling	4
Employment - Volunteering	1
Family and Communities - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Aid	1
High Peak	1
Employment - Volunteering	1
Hinckley and Bosworth	3
Employment - Education and Training	2
Mental Wellbeing - Bereavement	1
Kettering	3
National Charities/Organisations - Royal British Legion	2
Physical Health - GPs	1
Leicester	1
Mental Wellbeing - Sports	1
Lincoln	1
COVID19 Local Support - East Midlands	1
Employment - Job Seeking	3
Finances - Benefits	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advice	2
Legal Support and Advocacy - Legal Advocacy	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Support Groups and Emotional Support	2
Mansfield	3
Family and Communities - Recreation	3
Newark and Sherwood	1
Mental Wellbeing - Support Groups and Emotional Support	1
O 11	
North East Derbyshire	4

Housing - Eviction and Repossession	2
North Kesteven	2
Finances - Pensions and Compensation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Northampton	6
Employment - Job Seeking	1
Employment - Self Employment	1
Employment - Volunteering	4
Nottingham	5
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Bereavement	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - SSAFA	1
Rutland	4
Employment - Education and Training	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Drug and Alcohol Services	2
South Derbyshire	5
Family and Communities - GPs	1
Housing - Homelessness	3
Mental Wellbeing - Treatment	1
South Holland	3
National Charities/Organisations - Royal British Legion	1
Physical Health - Home and Mobility Aids	2
South Kesteven	6
Employment - Education and Training	2
Employment - Job Seeking	1
Finances - Pensions and Compensation	1
Mental Wellbeing - Treatment	1
Physical Health - GPs	1
Wellingborough	4
Housing - Homelessness	1
Housing - Housing Advice and Support	3
West Lindsey	13
COVID19 Local Support - East Midlands	1
Employment - Job Seeking	6
Finances - Benefits	1
Finances - Financial Services	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
Physical Health - Sports	1

West Midlands

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

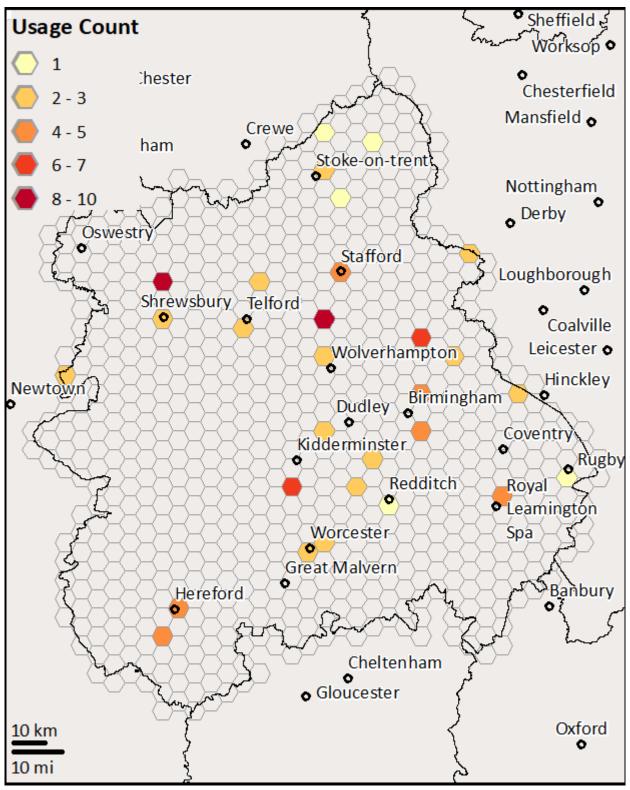


Table 44. General search criteria from users located in the West Midlands – Veterans' Gateway mobile directory, May 2021

Birmingham	11
Finances - Grants	1
Finances - Pensions and Compensation	3
Housing - Homelessness	3
Housing - Housing Advice and Support	1
Physical Health - Home and Mobility Aids	1
Physical Health - Rehabilitation and Recovery	2
Bromsgrove	2
Housing - Housing Advice and Support	2
Dudley	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Accessing Support Mental Wellbeing - Treatment	1
Herefordshire, County of	8
· · ·	-
Employment - Education and Training	2 1
Employment - Self Employment	
Employment - Volunteering	2
Family and Communities - Recreation	3
Lichfield COVIDAGE Compart - West Midlands	7
COVID19 Local Support - West Midlands	1
Employment - Job Seeking	2
Housing - Eviction and Repossession	1
Housing - Housing Advice and Support	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	1
Nuneaton and Bedworth	2
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
Redditch	1
Employment - Job Seeking	1
Rugby	1
Mental Wellbeing - Accessing Support	1
Shropshire	12
Family and Communities - Support for Carers	1
Finances - Benefits	2
Finances - Grants	1
Mental Wellbeing - Bereavement	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Physical Health - Healthcare Services	2
Physical Health - Home and Mobility Aids	1
Physical Health - Support Groups and Emotional Support	2
South Staffordshire	11
Employment - Education and Training	2
Employment - Job Seeking	1
Employment - Self Employment	2
Family and Communities - Support Groups and Emotional Support	1
Finances - Grants	1
Mental Wellbeing - GPs	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Mind	1
Stafford	4
Employment - Job Seeking	2
Family and Communities - Bereavement	1
Finances - Pensions and Compensation	1

Staffordshire Moorlands	2
Finances - Money and Debt Advice	1
National Charities/Organisations - Citizen Advice Bureau	1
Stoke-on-Trent	3
Finances - Pensions and Compensation	1
Housing - Respite Care (Day Care and Respite)	1
National Charities/Organisations - Help for Heroes	1
Tamworth	3
Finances - Benefits	1
Housing - Eviction and Repossession	1
National Charities/Organisations - Mind	1
Telford and Wrekin	5
Employment - Education and Training	1
Finances - Pensions and Compensation	1
Housing - Retirement	1
Mental Wellbeing - Accessing Support	1
National Charities/Organisations - Help for Heroes	1
Warwick	4
COVID19 Local Support - West Midlands	1
Family and Communities - Support for the Gurkha Community	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Worcester	5
COVID19 Local Support - West Midlands	1
Employment - Education and Training	1
Employment - Self Employment	1
Housing - Retirement	1
Physical Health - Home and Mobility Aids	1
Wyre Forest	6
COVID19 Local Support - West Midlands	1
Employment - Job Seeking	2
Housing - Independent Living	1
National Charities/Organisations - Samaritans Branches	1
National Charities/Organisations - SSAFA	1

East of England

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

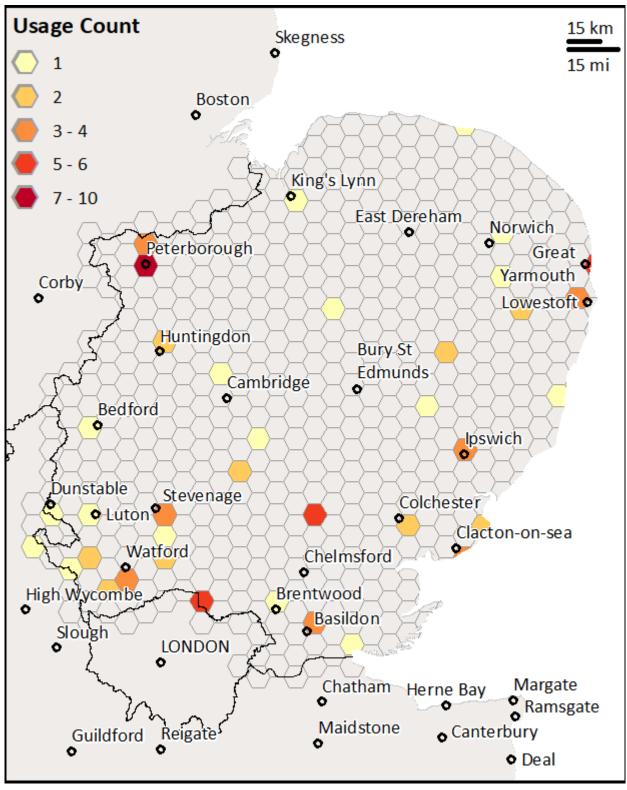


Table 45. General search criteria from users located in the East of England – Veterans' Gateway mobile directory, May 2021

Basildon COVID19 Local Support - East of England	3
· · · · · · · · · · · · · · · · · · ·	1
National Charities/Organisations - British Red Cross Bedford	
	1
Housing - Housing Advice and Support	1
Braintree	5
Mental Wellbeing - Accessing Support	5
Brentwood	1
Finances - Benefits	1
Central Bedfordshire	2
Mental Wellbeing - Bereavement	1
National Charities/Organisations - Help for Heroes	1
Colchester	2
Mental Wellbeing - Bereavement	1
National Charities/Organisations - Samaritans Branches	1
Dacorum	3
Employment - Job Seeking	2
Mental Wellbeing - Accessing Support	1
Forest Heath	1
Housing - Retirement	1
Great Yarmouth	(
Employment - Job Seeking	1
Employment - Volunteering	1
Housing - Housing Advice and Support	3
Housing - Independent Living	1
Huntingdonshire	2
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Ipswich	4
Housing - Homelessness	2
Physical Health - Rehabilitation and Recovery	2
King's Lynn and West Norfolk	1
Housing - Housing Advice and Support	1
Mid Suffolk	3
COVID19 Local Support - East of England	1
Employment - Job Seeking	2
North Norfolk	1
Physical Health - Healthcare Services	1
Norwich	1
Housing - Retirement	1
Peterborough	1
Finances - Pensions and Compensation	1
Legal Support and Advocacy - Legal Advice	1
, ,	3
Mental Wellbeing - Accessing Support	_
South Cambridgeshire	2
COVID19 Local Support - East of England	1
Mental Wellbeing - Drug and Alcohol Services	1
South Norfolk	1
Housing - Supported Living	1
0 41 1 0	1
Southend-on-Sea	
Southend-on-Sea Employment - Education and Training St Albans	3

Legal Support and Advocacy - Legal Aid	1
Stevenage	3
Employment - Job Seeking	2
Employment - Volunteering	1
Suffolk Coastal	1
Housing - Independent Living	1
Tendring	6
Finances - Grants	1
Finances - Money and Debt Advice	1
Housing - Housing Advice and Support	4
Uttlesford	2
Employment - Job Seeking	1
Mental Wellbeing - Sports	1
Watford	2
Housing - Housing Advice and Support	1
Mental Wellbeing - GPs	1
Waveney	5
Employment - Education and Training	2
Finances - Benefits	2
Housing - Housing Advice and Support	1
Welwyn Hatfield	3
Mental Wellbeing - Accessing Support	2
Physical Health - Healthcare Services	1
· · · · · · · · · · · · · · · · · · ·	

London

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

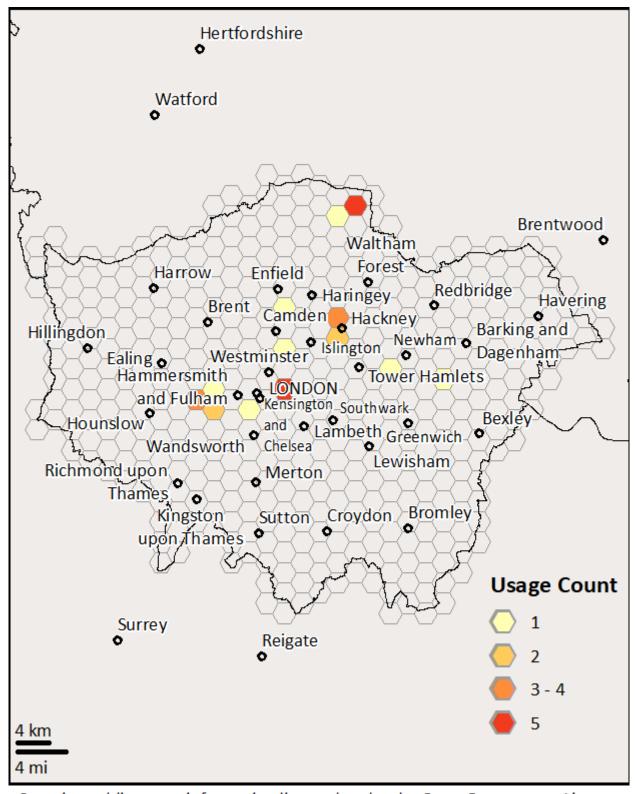


Table 46. General search criteria from users located in London – Veterans' Gateway mobile directory, May 2021

Camden	1
Housing - Retirement	1
Enfield	6
Employment - Job Seeking	3
Family and Communities - Recreation	1
Housing - Housing Advice and Support	1
Physical Health - Sports	1
Greenwich	1
Mental Wellbeing - Drug and Alcohol Services	1
Hackney	6
Finances - Benefits	1
Finances - Grants	1
Finances - Pensions and Compensation	1
Housing - Homelessness	2
Mental Wellbeing - Drug and Alcohol Services	1
Hammersmith and Fulham	2
Family and Communities - Bereavement	1
Finances - Money and Debt Advice	1
Haringey	1
Employment - Education and Training	1
Hounslow	3
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Treatment	1
Newham	1
Housing - Housing Advice and Support	1
Richmond upon Thames	2
Specific Search for an Organisation	2
Westminster	5
Finances - Financial Services	1
Mental Wellbeing - Accessing Support	4

South East

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

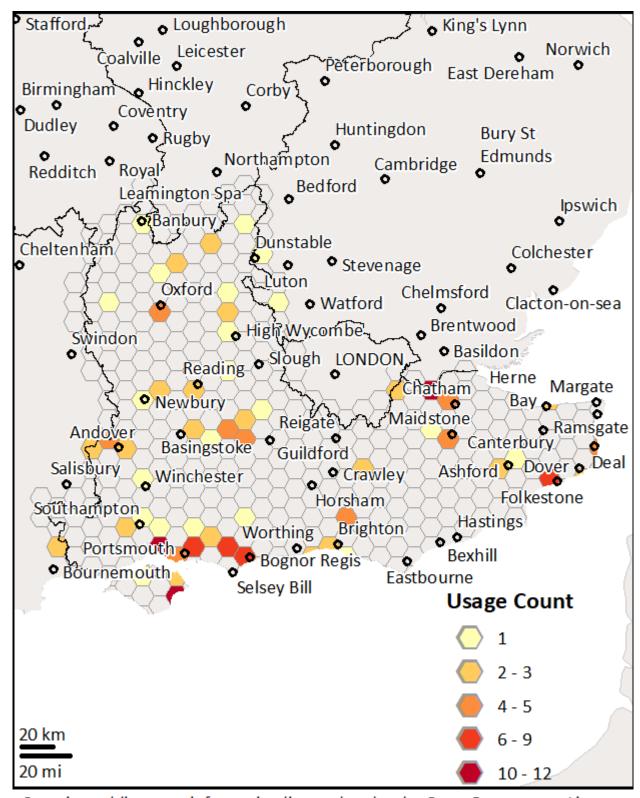


Table 47. General search criteria from users located in the South East – Veterans' Gateway mobile directory, May 2021

Adur	2
Finances - Benefits	2
Ashford	4
COVID19 Local Support - South East	1
Employment - Education and Training	
Employment - Volunteering	1
Finances - Pensions and Compensation	
Aylesbury Vale	3
Employment - Job Seeking	1
Physical Health - Sports	2
Basingstoke and Deane	3
Employment - Volunteering	1
Finances - Benefits	•
Physical Health - Sports	1
Brighton and Hove	3
Housing - Nursing and Dementia Care	
Housing - Retirement	-
Physical Health - Healthcare Services	-
Canterbury	2
Finances - Financial Services	-
Housing - Housing Advice and Support	
Cherwell	
Employment - Job Seeking	
Employment - Support for Offenders	,
Mental Wellbeing - Support Groups and Emotional Support	
Mental Wellbeing - Support Groups and Emotional Support Mental Wellbeing - Treatment	
Chichester	1
COVID19 Local Support - South East	2
··	
Employment - Job Seeking	
Employment - Self Employment	
Employment - Volunteering	
Finances - Grants	
Finances - Money and Debt Advice	1
Housing - Independent Living	
National Charities/Organisations - Combat Stress	
Dover	(
Employment - Job Seeking	
Employment - Support for Offenders	
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Physical Health - Home and Mobility Aids	1
Physical Health - Rehabilitation and Recovery	
East Hampshire	1
Employment - Self Employment	
Eastleigh	1
Employment - Volunteering	1
Fareham	1
COVID19 Local Support - South East	
Finances - Grants	2
Finances - Money and Debt Advice	•
Housing - Housing Advice and Support	2
Physical Health - Healthcare Services	2
Physical Health - Home and Mobility Aids	2

Gosport	5
COVID19 Local Support - South East	1
Family and Communities - Support for Carers	1
Finances - Grants	1
Physical Health - Home and Mobility Aids	1
Physical Health - Limb Loss	1
Gravesham	12
Family and Communities - Support Groups and Emotional Support	2
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	7
Mental Wellbeing - Accessing Support	1
•	1
National Charities/Organisations - Royal British Legion Hart	5
Finances - Grants	3
Finances - Pensions and Compensation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Havant	3
Family and Communities - Support for Carers	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - GPs	1
Isle of Wight	13
Employment - Job Seeking	2
Finances - Benefits	1
Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	5
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - GPs	1
Physical Health - GPs	1
Maidstone	5
Family and Communities - GPs	1
Family and Communities - Recreation	2
Housing - Independent Living	1
Physical Health - Sports	1
Medway	5
Housing - Eviction and Repossession	1
Housing - Homelessness	1
Housing - Housing Advice and Support	1
Housing - Independent Living	1
Housing - Retirement	1
Mid Sussex	8
Family and Communities - Recreation	1
Finances - Pensions and Compensation	1
Mental Wellbeing - GPs	1
National Charities/Organisations - Help for Heroes	1
	2
National Charities/Organisations - SSAFA	
Physical Health - End of Life Care	1
Physical Health - Healthcare Services	1
Milton Keynes	1
Physical Health - Healthcare Services	1
Oxford	4
Housing - Homelessness	1
Housing - Housing Advice and Support	3
Portsmouth	9
COVID19 Local Support - South East	1
Finances - Grants	1
Finances - Pensions and Compensation	1

Housing - Housing Advice and Support	1
Housing - Nursing and Dementia Care	1
Legal Support and Advocacy - Legal Aid	1
Mental Wellbeing - Sports	2
National Charities/Organisations - Royal British Legion	1
Reading	2
Family and Communities - GPs	2
Rushmoor	5
Employment - Education and Training	1
Employment - Job Seeking	1
Employment - Transition	1
Finances - Benefits	1
Housing - Supported Living	1
Sevenoaks	2
Finances - Financial Services	1
Finances - Grants	1
Shepway	8
Finances - Financial Services	1
Finances - Grants	1
Mental Wellbeing - Accessing Support	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	3
National Charities/Organisations - Help for Heroes	1
Southampton	2
Housing - Homelessness	1
Mental Wellbeing - Drug and Alcohol Services	1
Surrey Heath	3
Employment - Self Employment	1
Physical Health - Nursing and Dementia Care	1
Physical Health - Sports	1
Test Valley	6
Employment - Job Seeking	2
Finances - Benefits	1
Finances - Grants	2
Finances - Pensions and Compensation	1
Tonbridge and Malling	1
Physical Health - Rehabilitation and Recovery	1
West Berkshire	4
Employment - Job Seeking	3
Physical Health - Home and Mobility Aids	1
West Oxfordshire	1
Housing - Retirement	1
Winchester	2
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Wokingham	1
National Charities/Organisations - SSAFA	1
Wycombe	3
Mental Wellbeing - Sports	1
Mental Wellbeing - Treatment	1
Physical Health - End of Life Care	1

South West

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

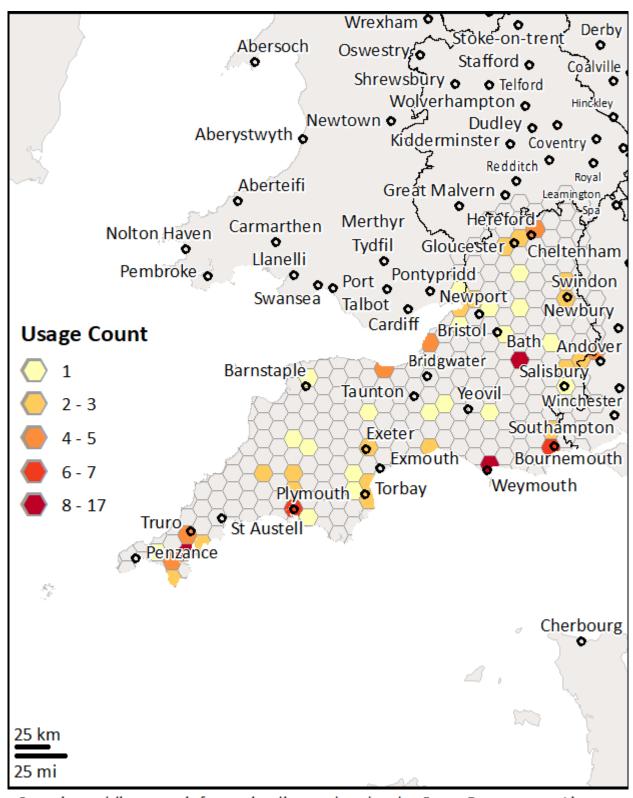


Table 48. General search criteria from users located in the South West – Veterans' Gateway mobile directory, May 2021

Bath and North East Somerset	1
Finances - Grants	1
Bournemouth	3
Employment - Education and Training	1
National Charities/Organisations - Help for Heroes	1
Physical Health - Sports	1
Bristol, City of	2
Family and Communities - Recreation	1
Finances - Grants	1
Cheltenham	
Employment - Job Seeking	
Finances - Grants	
Housing - Retirement	
Mental Wellbeing - Sports	
Cornwall	2
COVID19 Local Support - South West	2
Employment - Education and Training	1
Employment - Job Seeking	1
Employment - Volunteering	
Finances - Benefits	
Finances - Grants	
Housing - Homelessness	3
Housing - Housing Advice and Support	
Housing - Independent Living	2
Legal Support and Advocacy - Legal Advice	2
Mental Wellbeing - Accessing Support	4
Mental Wellbeing - GPs	2
National Charities/Organisations - Help for Heroes	,
Physical Health - GPs	
Physical Health - Healthcare Services	
Physical Health - Rehabilitation and Recovery	
Physical Health - Sports	
East Dorset	3
Employment - Education and Training	3
Exeter	2
Finances - Financial Services	
Mental Wellbeing - Accessing Support	
Gloucester	
Finances - Money and Debt Advice	
Finances - Pensions and Compensation	
National Charities/Organisations - Help for Heroes	
Physical Health - Healthcare Services	
Mid Devon	1
Finances - Pensions and Compensation	
North Devon	
Finances - Benefits	
North Somerset	
Finances - Benefits	3
Finances - Pensions and Compensation	•
National Charities/Organisations - Royal British Legion	1
Plymouth	8
COVID19 Local Support - South West	1
Employment - Education and Training	1

Employment - Transition	1
Finances - Benefits	1
Finances - Financial Services	1
Finances - Grants	1
Mental Wellbeing - Support Groups and Emotional Support	2
Poole	4
	2
COVID19 Local Support - South West	
Mental Wellbeing - GPs	1
National Charities/Organisations - SSAFA	1
South Gloucestershire	3
Family and Communities - GPs	1
Mental Wellbeing - GPs	1
Physical Health - Sports	1
South Somerset	2
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
Stroud	1
Employment - Job Seeking	1
Swindon	5
COVID19 Local Support - South West	1
Finances - Grants	1
Finances - Money and Debt Advice	1
Finances - Pensions and Compensation	2
Teignbridge	5
COVID19 Local Support - South West	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Physical Health - Drug and Alcohol Services	1
Physical Health - Support Groups and Emotional Support	1
Tewkesbury	1
Finances - Pensions and Compensation	1
Torbay	3
Employment - Job Seeking	2
Mental Wellbeing - Drug and Alcohol Services	
	1
Torridge	-
Employment - Job Seeking	1
West Devon	6
Employment - Volunteering	1
Housing - Retirement	1
Mental Wellbeing - GPs	1
Physical Health - Healthcare Services	1
Physical Health - Rehabilitation and Recovery	1
Physical Health - Sports	1
West Dorset	3
Legal Support and Advocacy - Legal Advice	1
Physical Health - Sports	2
West Somerset	5
Employment - Education and Training	1
Employment - Volunteering	1
Mental Wellbeing - Treatment	1
Physical Health - Drug and Alcohol Services	2
Weymouth and Portland	17
Employment - Support for Offenders	2
Finances - Financial Services	1
Finances - Pensions and Compensation	1
Housing - Homelessness	4
	,

Housing - Supported Living	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Sports	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
National Charities/Organisations - Shelter	1
National Charities/Organisations - SSAFA	2
Physical Health - Drug and Alcohol Services	1
Wiltshire	19
Employment - Job Seeking	1
Employment - Self Employment	4
Family and Communities - Recreation	1
Finances - Benefits	1
Finances - Grants	1
Housing - Housing Advice and Support	1
Housing - Supported Living	1
Legal Support and Advocacy - Legal Advice	1
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Bereavement	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Mind	1
National Charities/Organisations - SSAFA	2