

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



**Northumbria
University**
NEWCASTLE

Analytical Methodology

Hexagonal binning

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

Analysis of spatial hotspots

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

Analysis of spatial outliers

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

Map of Need Covenant Officers

The geospatial directory of services is continuously updated with the collaboration of trusted partners that are responsible for a given geographical area: Covenant Officers (COs). We rely in the local knowledge of these trusted partners to make sure the directory is meaningful to each veteran community across the UK. The following table lists the current geographical coverage as of 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

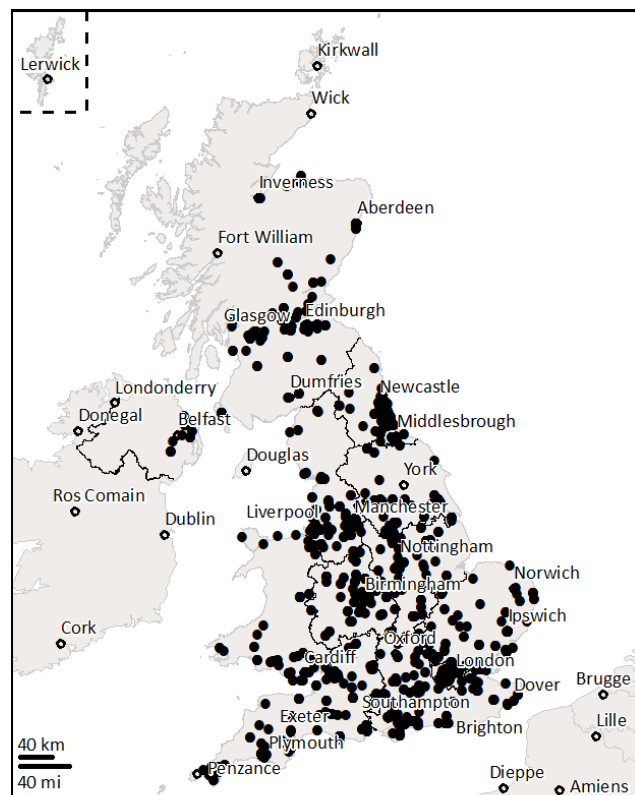
| Search Criteria | Search Count | Search Percentage |
|-------------------------------------|--------------|-------------------|
| Employment | 392 | 24.03% |
| Mental Wellbeing | 357 | 21.89% |
| Finances | 220 | 13.49% |
| Housing | 176 | 10.79% |
| Physical Health | 148 | 9.07% |
| Family and Communities | 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% |

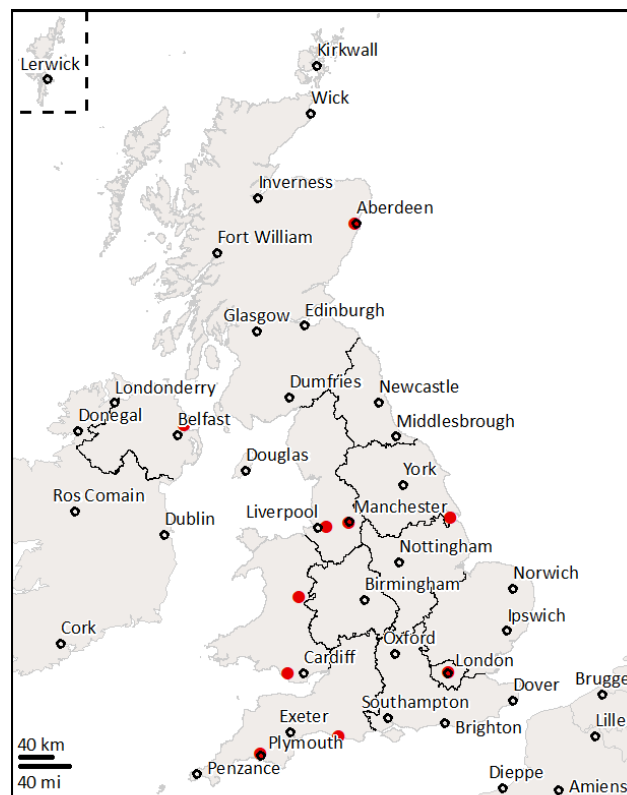
| Search Criteria | Search Count | Search Percentage |
|---|--------------|-------------------|
| Housing - Eviction and Repossession | 13 | 0.80% |
| Physical Health - Home and Mobility Aids | 12 | 0.74% |
| Family and Communities - Bereavement | 11 | 0.67% |
| National Charities/Organisations - Royal 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% |
| Total | 1,631 | 100% |

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



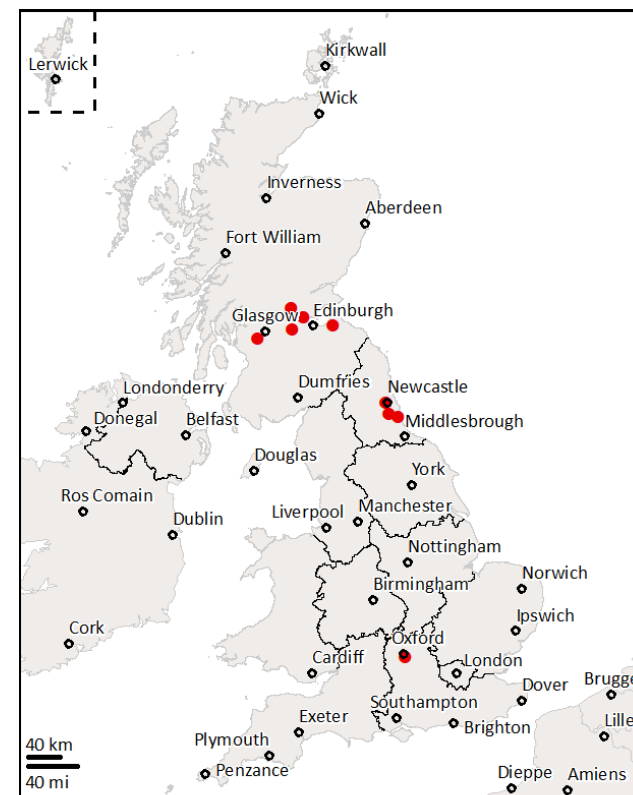
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Figure 2. User hotspots in the UK – All searches, May 2021



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



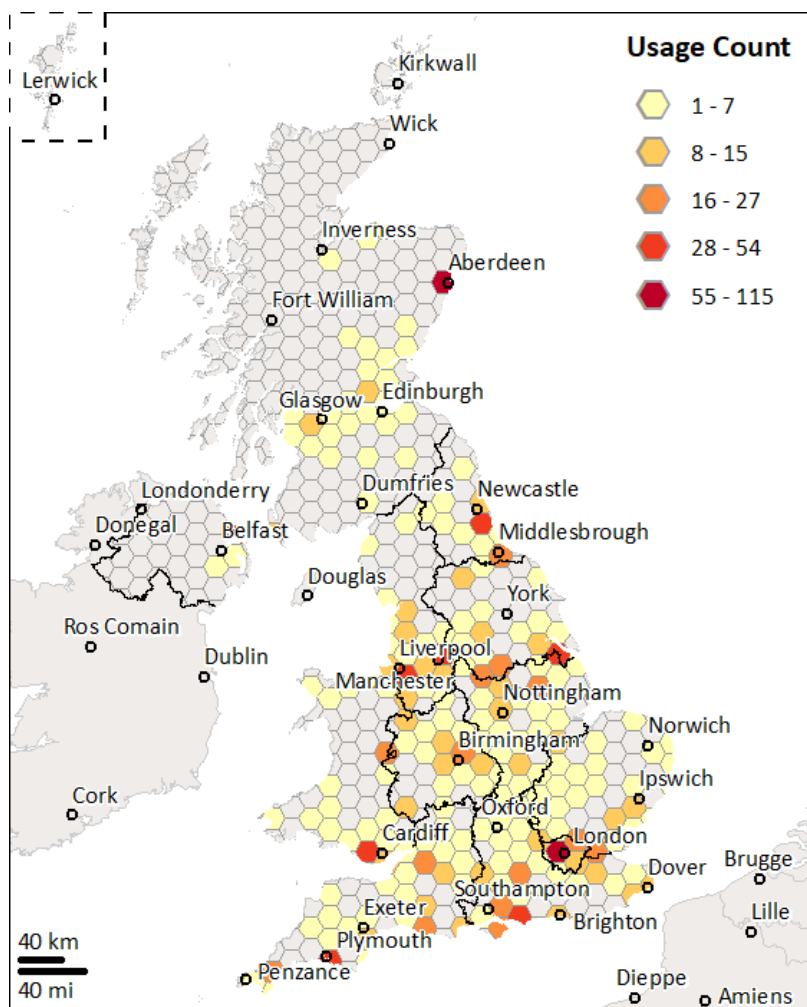
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The figure above shows the location of all the postcode districts with directory users during May 2021.

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.

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 Count | Usage 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 The Humber | 125 | 7.66% |
| 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% |

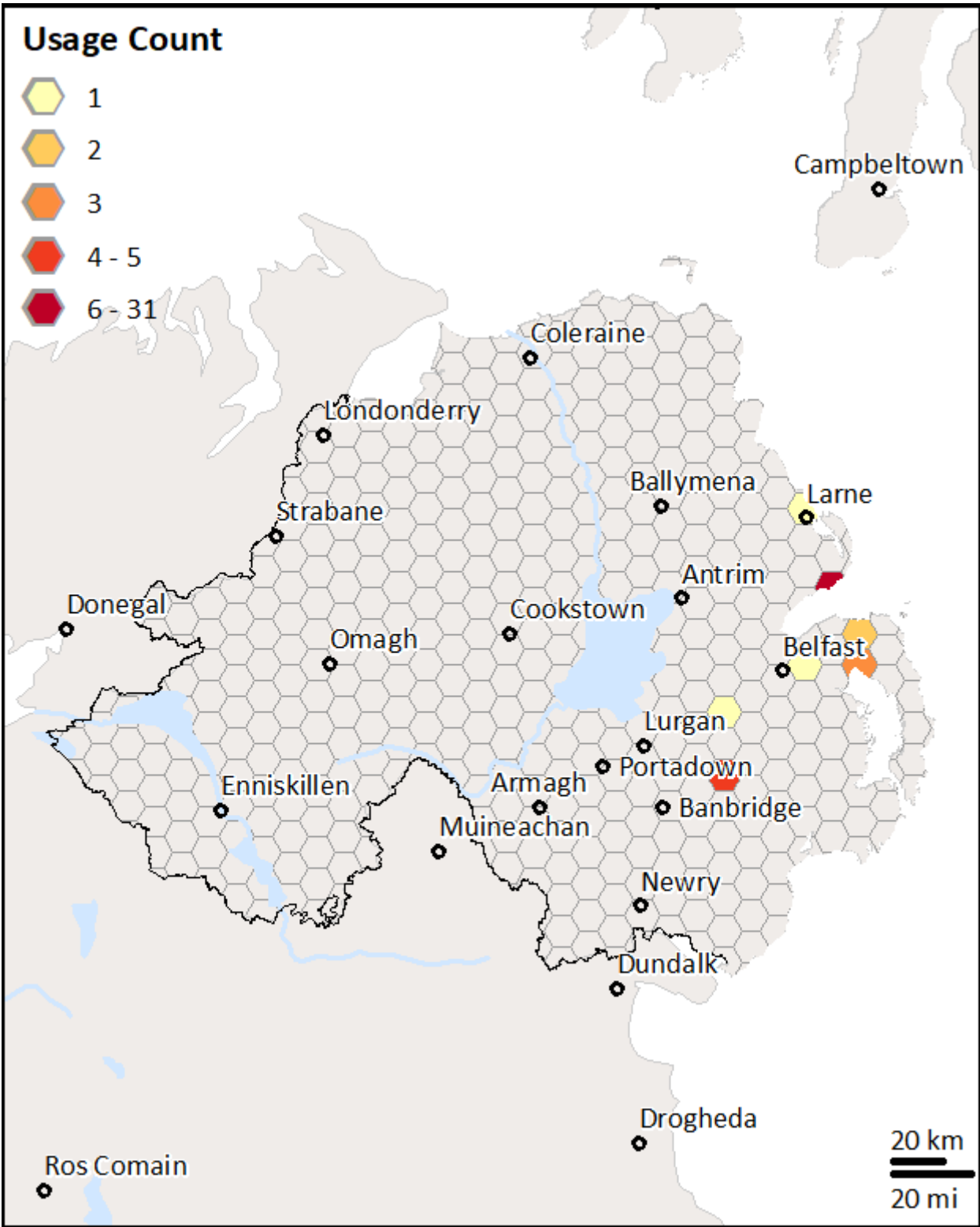
Table 4. Main local authorities for usage – All searches, May 2021

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% |

Northern Ireland

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



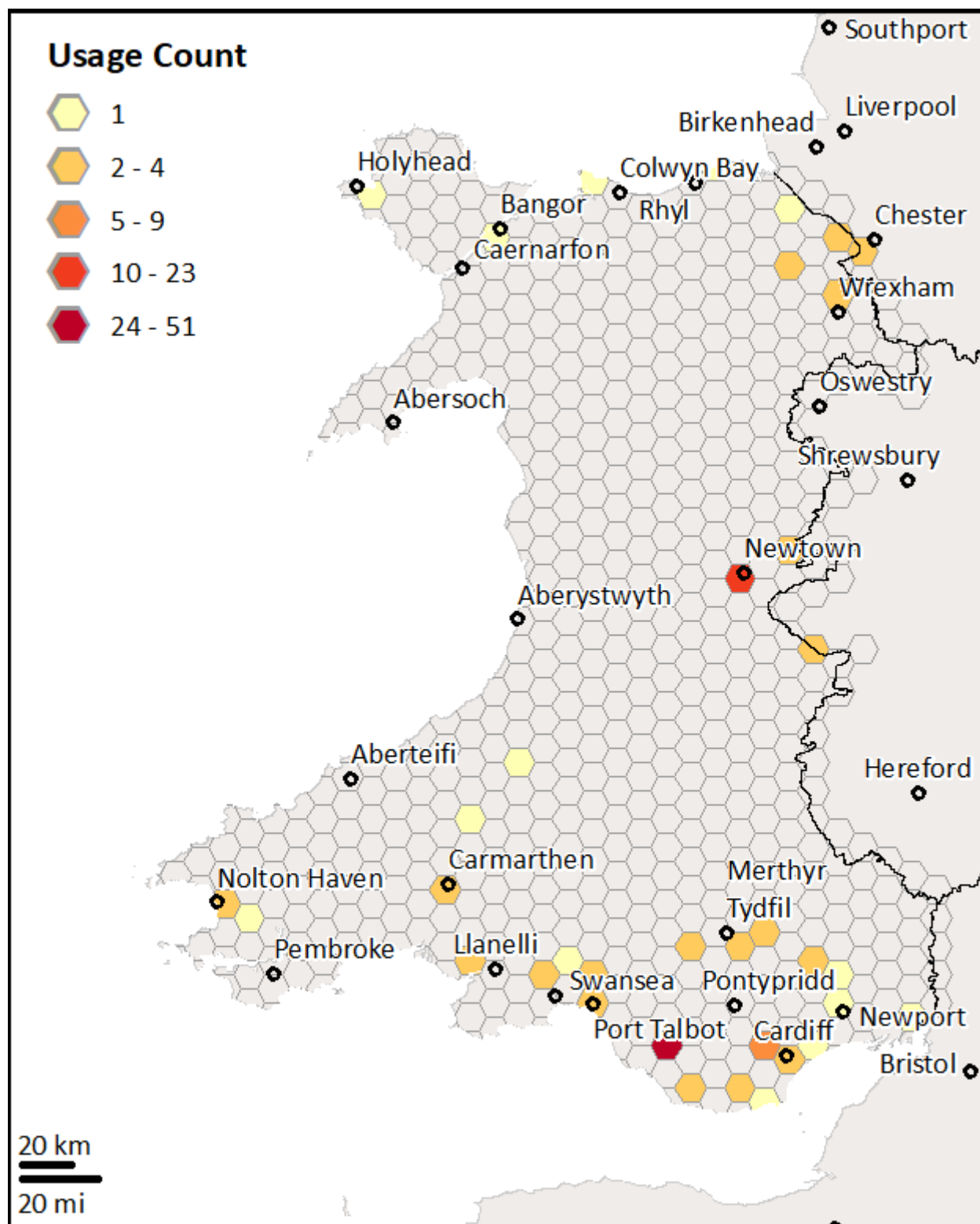
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Table 5. General search criteria from users located in Northern Ireland – All searches, May 2021

| | |
|---|-----------|
| 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



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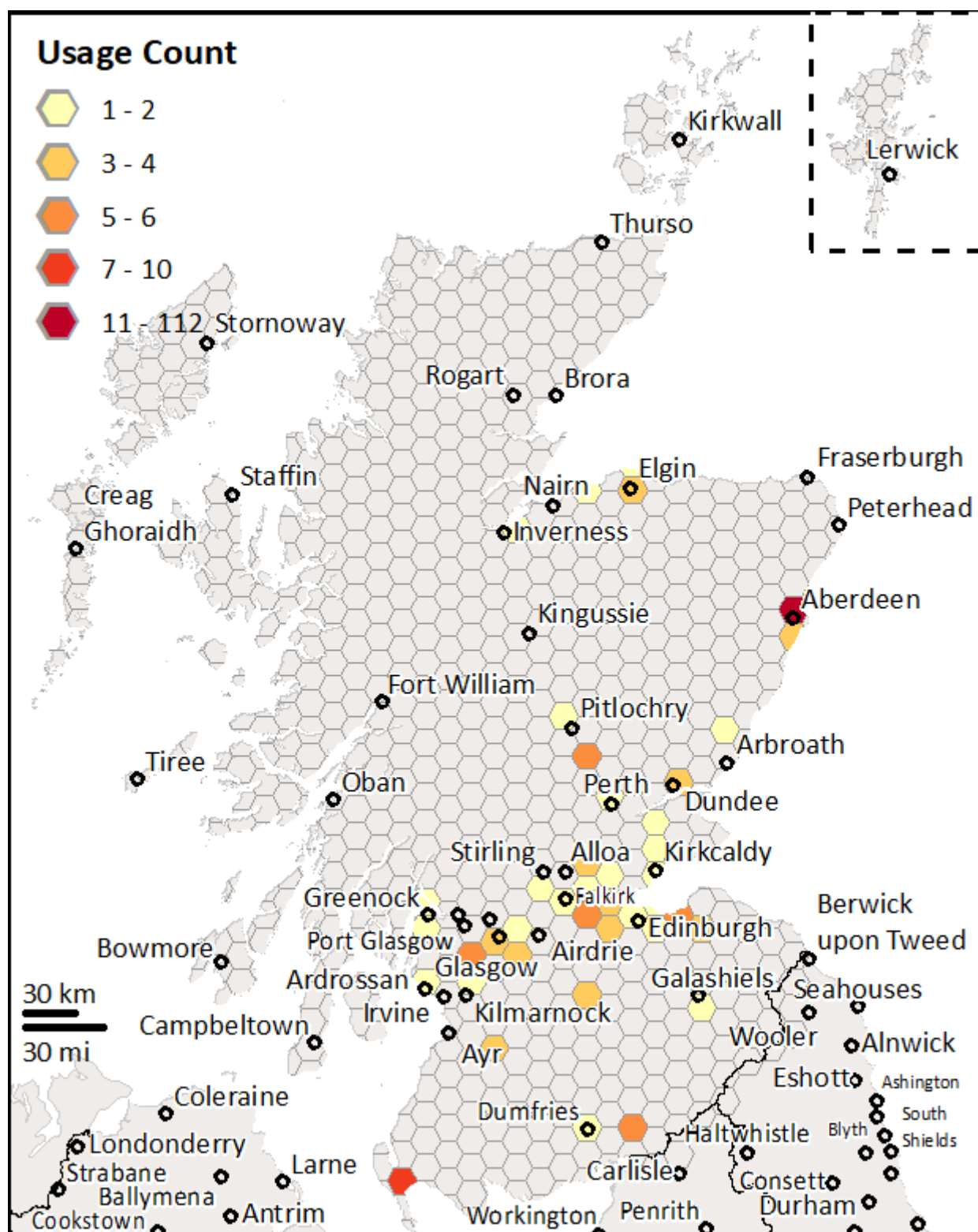
Table 6. General search criteria from users located in Wales – All searches, May 2021

| | |
|---|-----------|
| Blaenau Gwent | 3 |
| Legal Support and Advocacy - Legal Advice | 1 |
| National Charities/Organisations - Royal British Legion | 1 |
| Physical Health - GPs | 1 |
| Bridgend | 51 |
| Employment - Education and Training | 1 |
| Employment - Volunteering | 1 |
| Family and Communities - Recreation | 1 |
| Finances - Financial Services | 1 |
| Mental Wellbeing - Accessing Support | 45 |
| Mental Wellbeing - Support Groups and Emotional Support | 2 |
| Cardiff | 12 |
| Mental Wellbeing - Accessing Support | 2 |
| Mental Wellbeing - Sports | 1 |
| 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 | 7 |
| Finances - Financial Services | 1 |
| Mental Wellbeing - Accessing Support | 1 |
| National Charities/Organisations - SSAFA | 1 |
| Physical Health - GPs | 1 |
| Physical Health - Sports | 1 |
| Specific Search for an Organisation | 2 |
| 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 |
| Merthyr Tydfil | 2 |
| Finances - Benefits | 1 |
| Legal Support and Advocacy - Legal Aid | 1 |
| Monmouthshire | 1 |
| Finances - Pensions and Compensation | 1 |
| Neath Port Talbot | 4 |
| Finances - Money and Debt Advice | 2 |
| National Charities/Organisations - Armed Forces Covenant Fund Trust | 1 |
| National Charities/Organisations - Combat Stress | 1 |
| Newport | 1 |
| Housing - Independent Living | 1 |
| Pembrokeshire | 3 |
| Finances - Pensions and Compensation | 1 |
| Powys | 28 |

| | |
|---|----------|
| 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

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



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

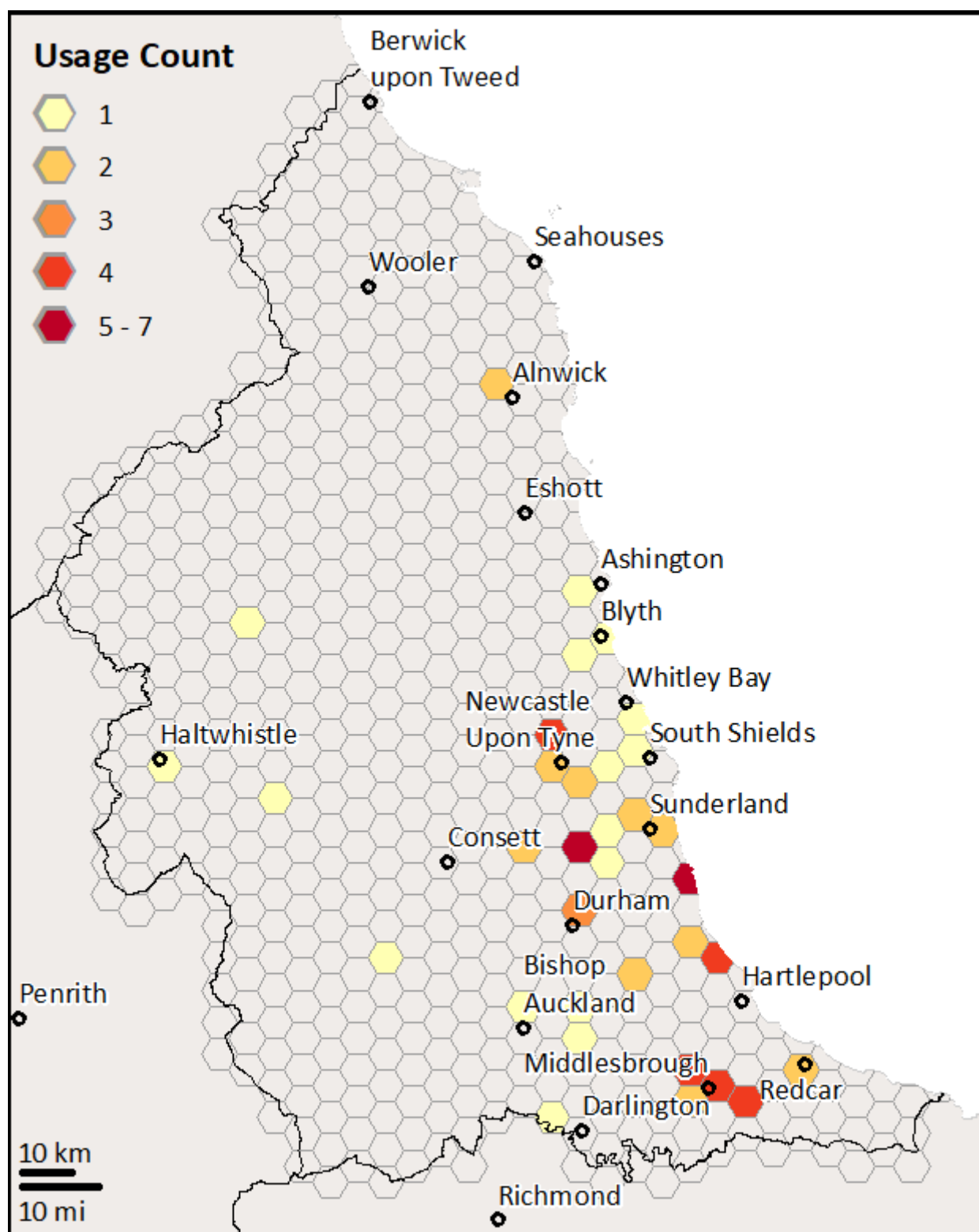
| | |
|--|------------|
| Aberdeen City | 115 |
| Employment - Education and Training | 94 |
| Employment - Transition | 17 |
| Employment - Volunteering | 1 |
| Family and Communities - Support for Carers | 3 |
| Angus | 1 |
| Mental Wellbeing - Accessing Support | 1 |
| Argyll & Bute | 1 |
| Employment - 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 |
| 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 |
| Scottish Borders | 2 |
| 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 |
| 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

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



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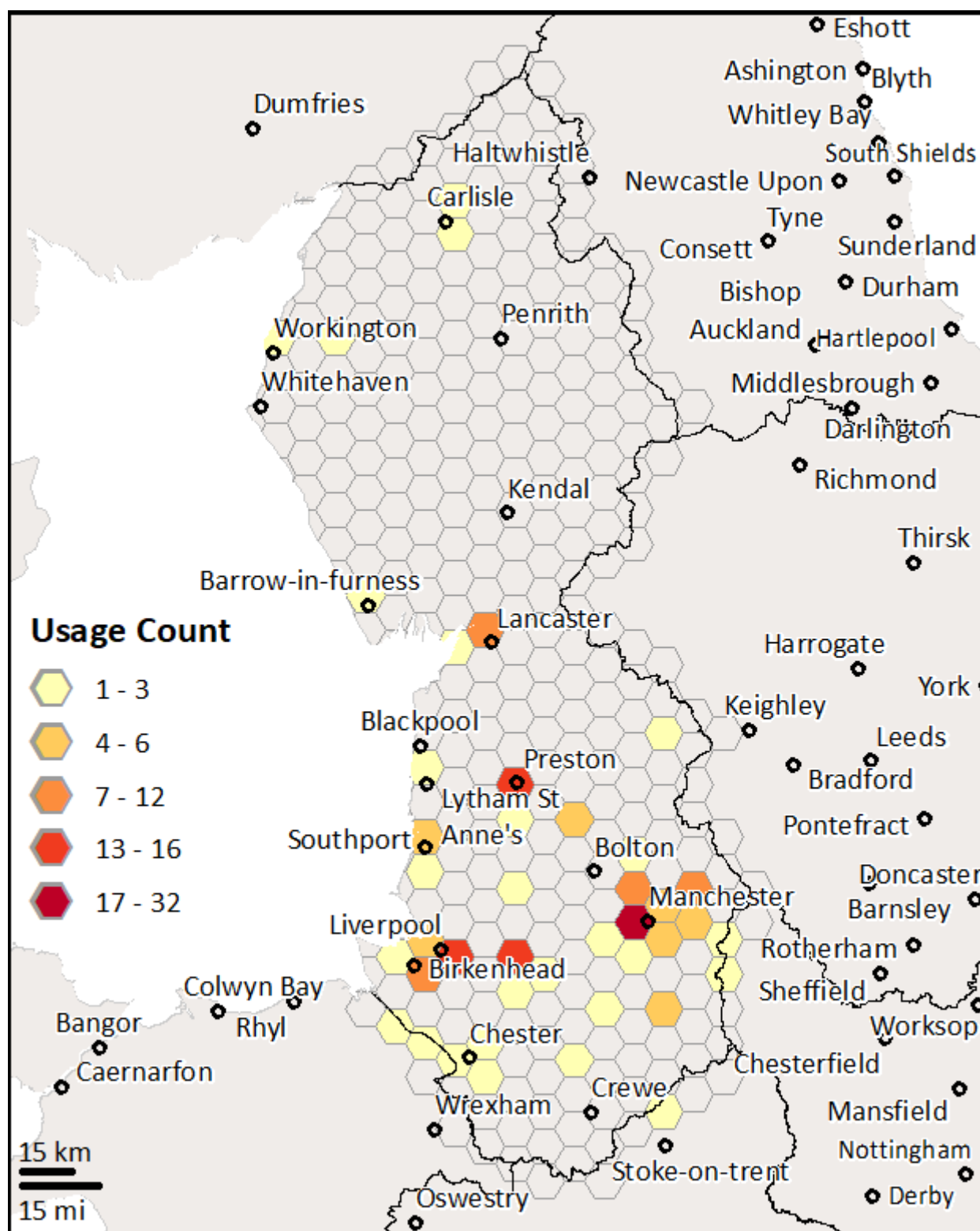
Table 8. General search criteria from users located in the North East – All searches, May 2021

| | |
|---|-----------|
| 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 |
| Sunderland | 6 |

| | |
|---|---|
| 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



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

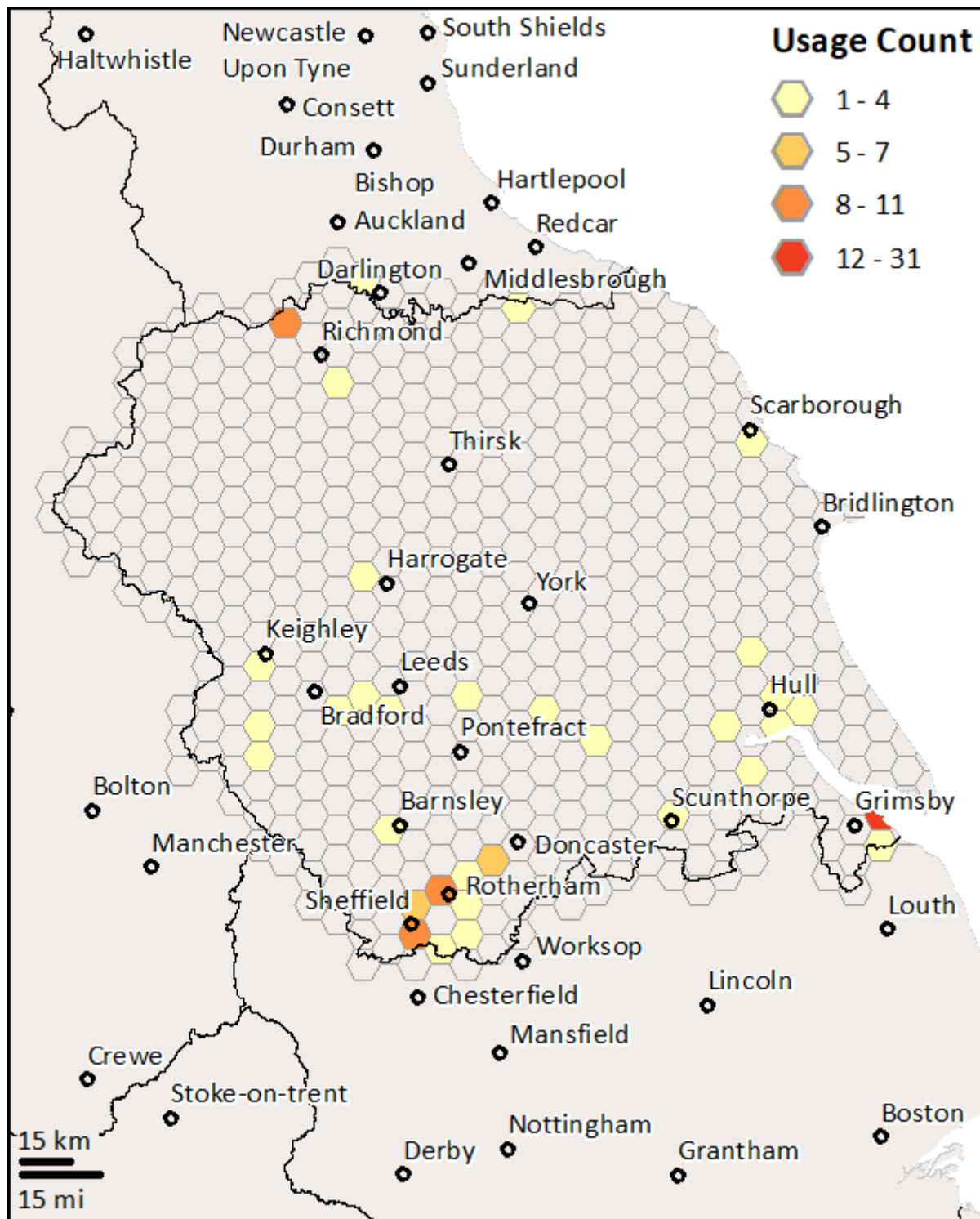
| | |
|--|-----------|
| Allerdale | 3 |
| Employment - Self Employment | 1 |
| Employment - Transition | 1 |
| Specific Search for an Organisation | 1 |
| Barrow-in-Furness | 3 |
| Legal Support and Advocacy - Legal Advice | 1 |
| Legal Support and Advocacy - Legal Advocacy | 1 |
| Mental Wellbeing - Accessing Support | 1 |
| Blackburn with Darwen | 4 |
| COVID19 Local Support - North West | 1 |
| 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 | 14 |
| Employment - Education and Training | 6 |
| 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 | 4 |
| Employment - Self Employment | 1 |
| Finances - Grants | 1 |
| Legal Support and Advocacy - Legal Advocacy | 1 |
| Physical Health - Support Groups and Emotional Support | 1 |
| Cheshire East | 8 |
| 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 | 4 |
| Finances - Pensions and Compensation | 1 |
| Mental Wellbeing - Accessing Support | 3 |
| Halton | 1 |
| Housing - Housing Advice and Support | 1 |
| Lancaster | 9 |
| Finances - Financial Services | 1 |
| Mental Wellbeing - Accessing Support | 3 |
| Mental Wellbeing - Support Groups and Emotional Support | 2 |
| National Charities/Organisations - ASDIC Drop In Centres | 3 |
| Liverpool | 15 |
| COVID19 Local Support - North West | 3 |
| Employment - Education and Training | 1 |
| Finances - Benefits | 1 |
| Finances - Grants | 2 |
| Housing - Homelessness | 2 |
| Physical Health - Drug and Alcohol Services | 4 |
| Physical Health - GPs | 1 |
| Physical Health - Healthcare Services | 1 |

| | |
|---|-----------|
| Manchester | 8 |
| Employment - Education and Training | 1 |
| Finances - Grants | 2 |
| Finances - Pensions and Compensation | 1 |
| Housing - Housing Advice and Support | 2 |
| Mental Wellbeing - Accessing Support | 1 |
| Mental Wellbeing - Sports | 1 |
| 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 |

| | |
|---|-----------|
| 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

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



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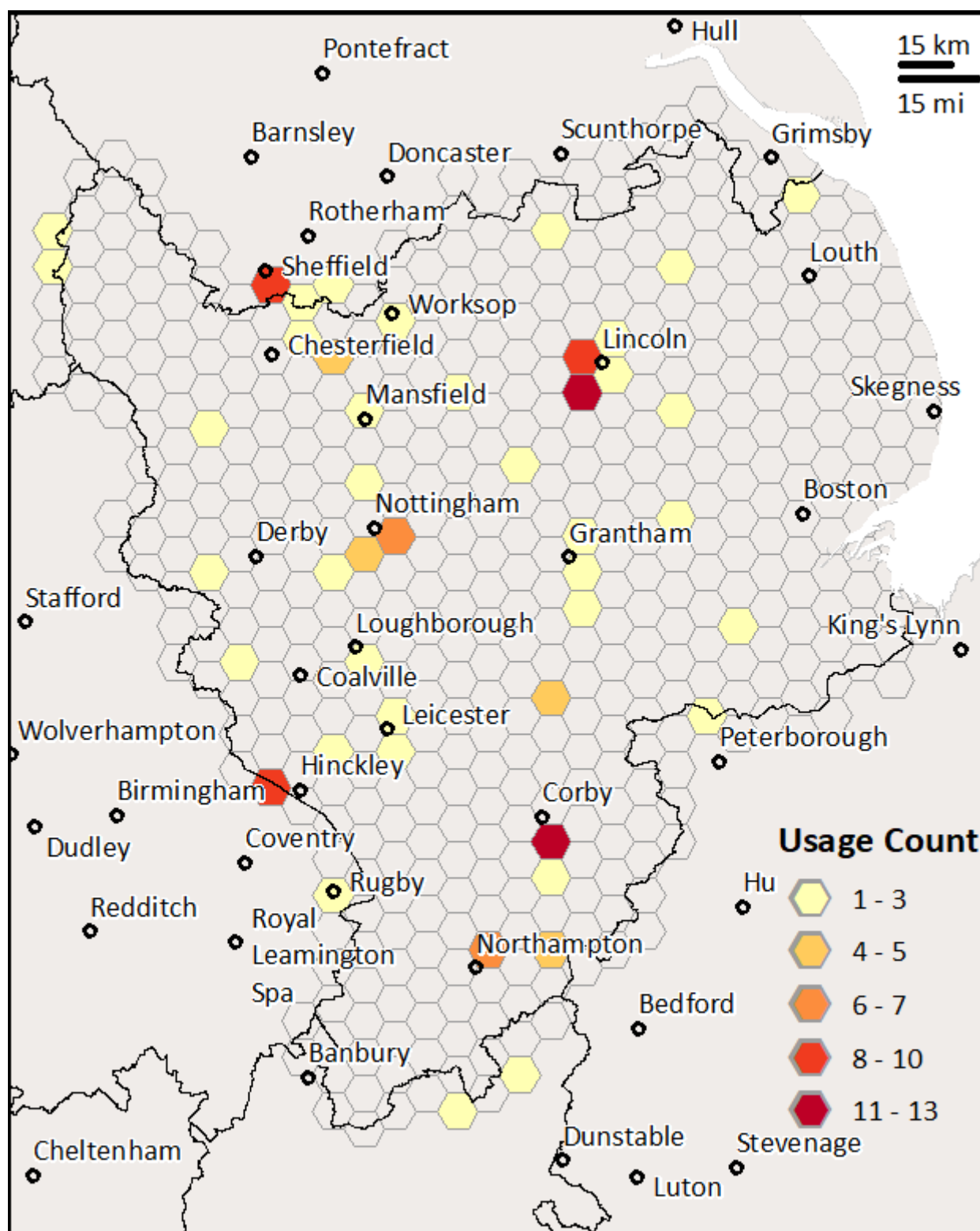
Table 10. General search criteria from users located in Yorkshire and the Humber – All searches, May 2021

| | |
|---|-----------|
| Barnsley | 1 |
| Specific Search for an Organisation | 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 |
| Housing - Homelessness | 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 |
| Specific Search for an Organisation | 1 |
| Leeds | 7 |
| COVID19 Local Support - Yorkshire/ The Humber | 2 |
| Finances - Benefits | 2 |
| Mental Wellbeing - Accessing Support | 3 |
| 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 |
| 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



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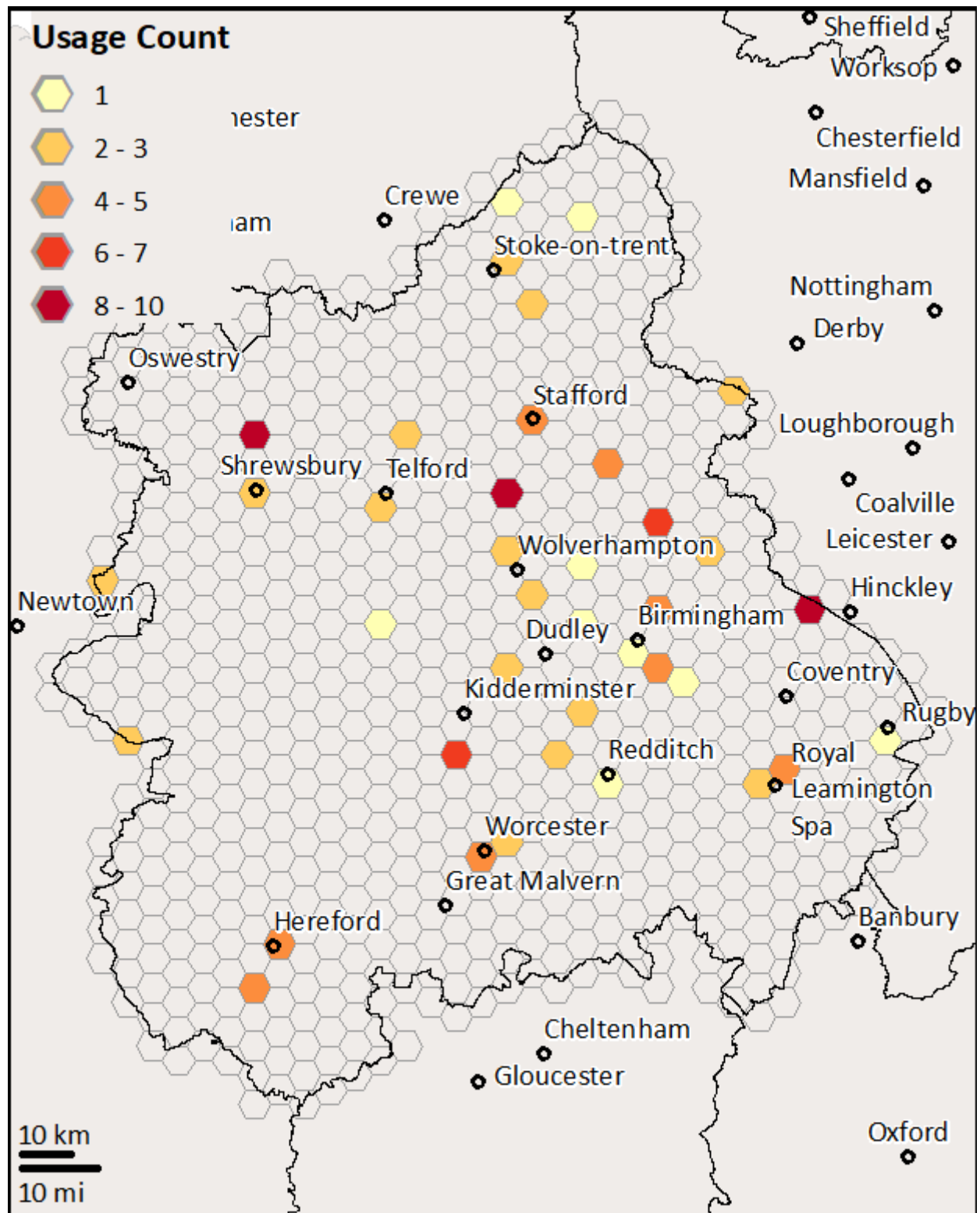
Table 11. General search criteria from users located in East Midlands – All searches, May 2021

| | |
|---|-----------|
| 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 |
| 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 | 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 | 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



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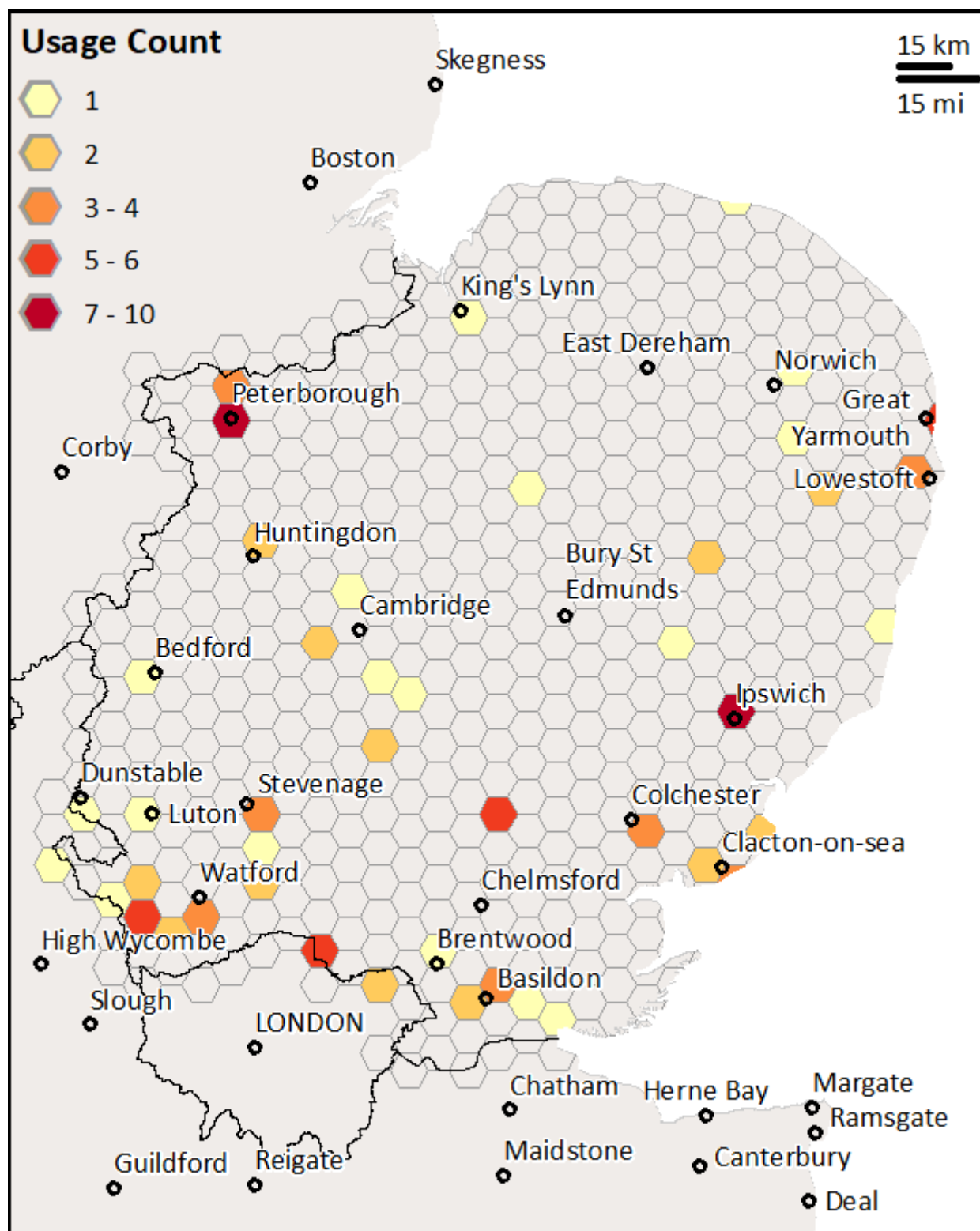
Table 12. General search criteria from users located in the West Midlands – All searches, May 2021

| | |
|---|-----------|
| 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 - Volunteering | 2 |
| Family and Communities - Recreation | 3 |
| Lichfield | 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 | 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 | 1 |
| Specific Search for an Organisation | 1 |
| 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 | 3 |
| Mental Wellbeing - Treatment | 1 |
| 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

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



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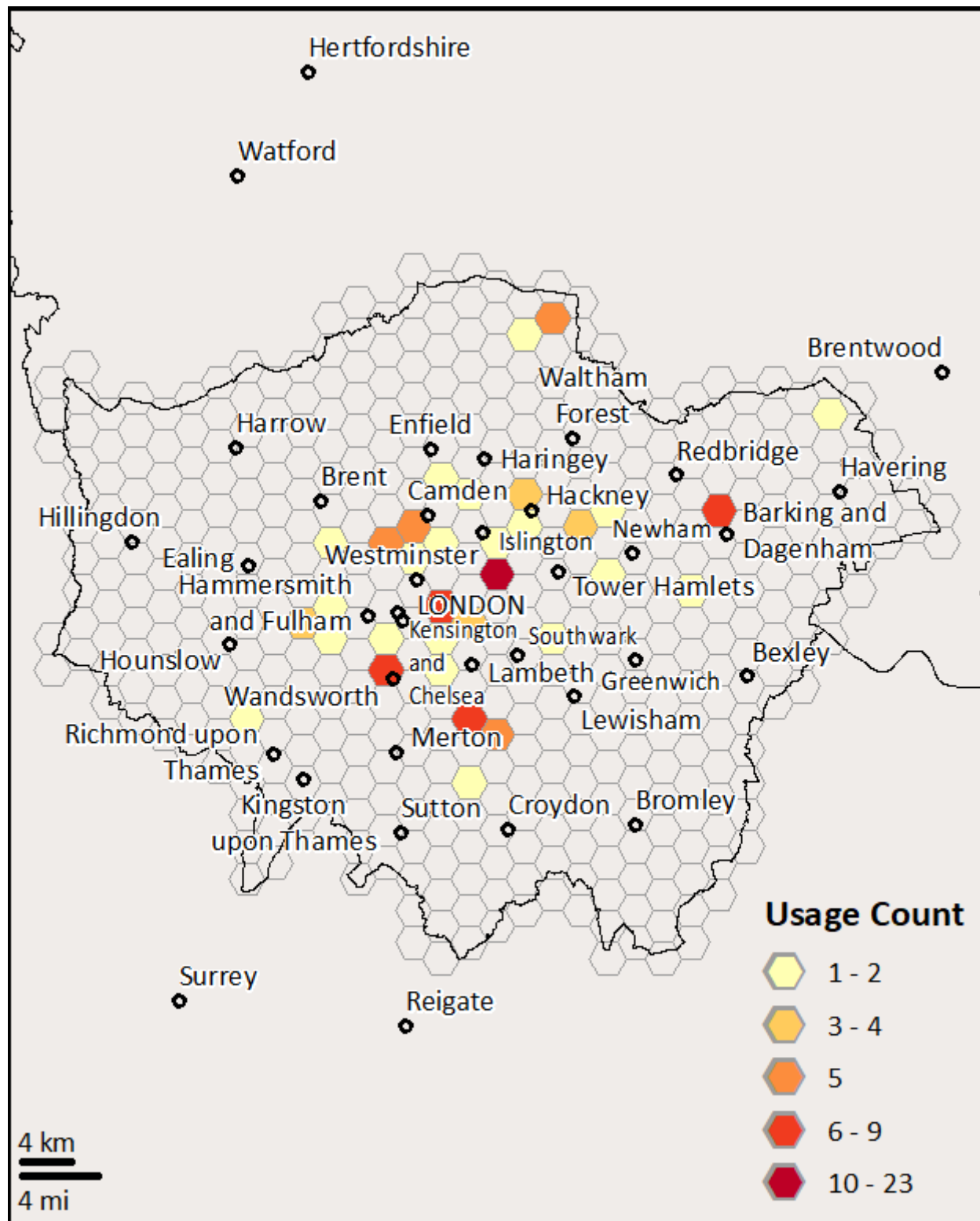
Table 13. General search criteria from users located in the East of England – All searches, May 2021

| | |
|---|-----------|
| 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 - 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 | 10 |
| 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



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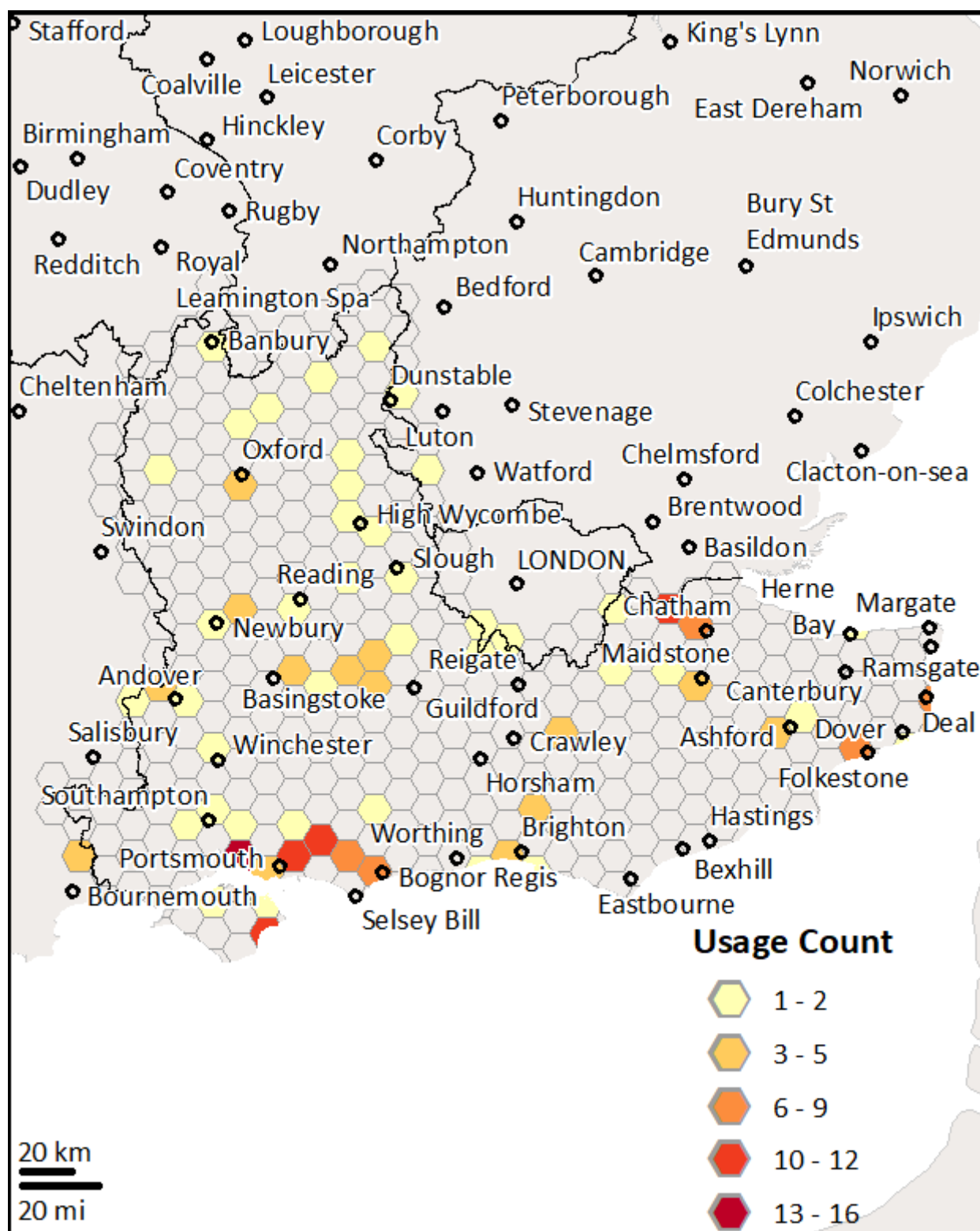
Table 14. General search criteria from users located in London – All searches, May 2021

| | |
|--|-----------|
| Barking and Dagenham | 7 |
| Employment - Education and Training | 1 |
| Employment - Transition | 1 |
| Mental Wellbeing - Treatment | 1 |
| Physical Health - Blind Veterans | 2 |
| Physical Health - End of Life Care | 1 |
| Physical Health - Limb Loss | 1 |
| Brent | 6 |
| Employment - Education and Training | 1 |
| Housing - Respite Care (Day Care and Respite) | 1 |
| Mental Wellbeing - Support Groups and Emotional Support | 2 |
| National Charities/Organisations - ASDIC Drop In Centres | 1 |
| Physical Health - Rehabilitation and Recovery | 1 |
| Camden | 6 |
| Housing - Retirement | 1 |
| Physical Health - Drug and Alcohol Services | 5 |
| City of London | 23 |
| Employment - Education and Training | 9 |
| Employment - Transition | 5 |
| Finances - Benefits | 4 |
| Finances - Pensions and Compensation | 2 |
| Housing - Homelessness | 1 |
| Mental Wellbeing - Sports | 1 |
| Physical Health - Blind Veterans | 1 |
| Croydon | 6 |
| COVID19 Local Support - South West | 1 |
| Physical Health - Limb Loss | 2 |
| Specific Search for an Organisation | 3 |
| 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 | 3 |
| Employment - Education and Training | 1 |
| Family and Communities - Recreation | 1 |
| Specific Search for an Organisation | 1 |
| Havering | 2 |
| Employment - Volunteering | 2 |
| Hounslow | 3 |
| Mental Wellbeing - Accessing Support | 1 |
| Mental Wellbeing - Drug and Alcohol Services | 1 |
| Mental Wellbeing - Treatment | 1 |

| | |
|---|-----------|
| 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

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



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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 |
| East Hampshire | 1 |
| Employment - Self Employment | 1 |
| Eastleigh | 1 |
| Employment - Volunteering | 1 |
| Epsom and Ewell | 1 |
| Employment - Education and Training | 1 |
| Fareham | 16 |

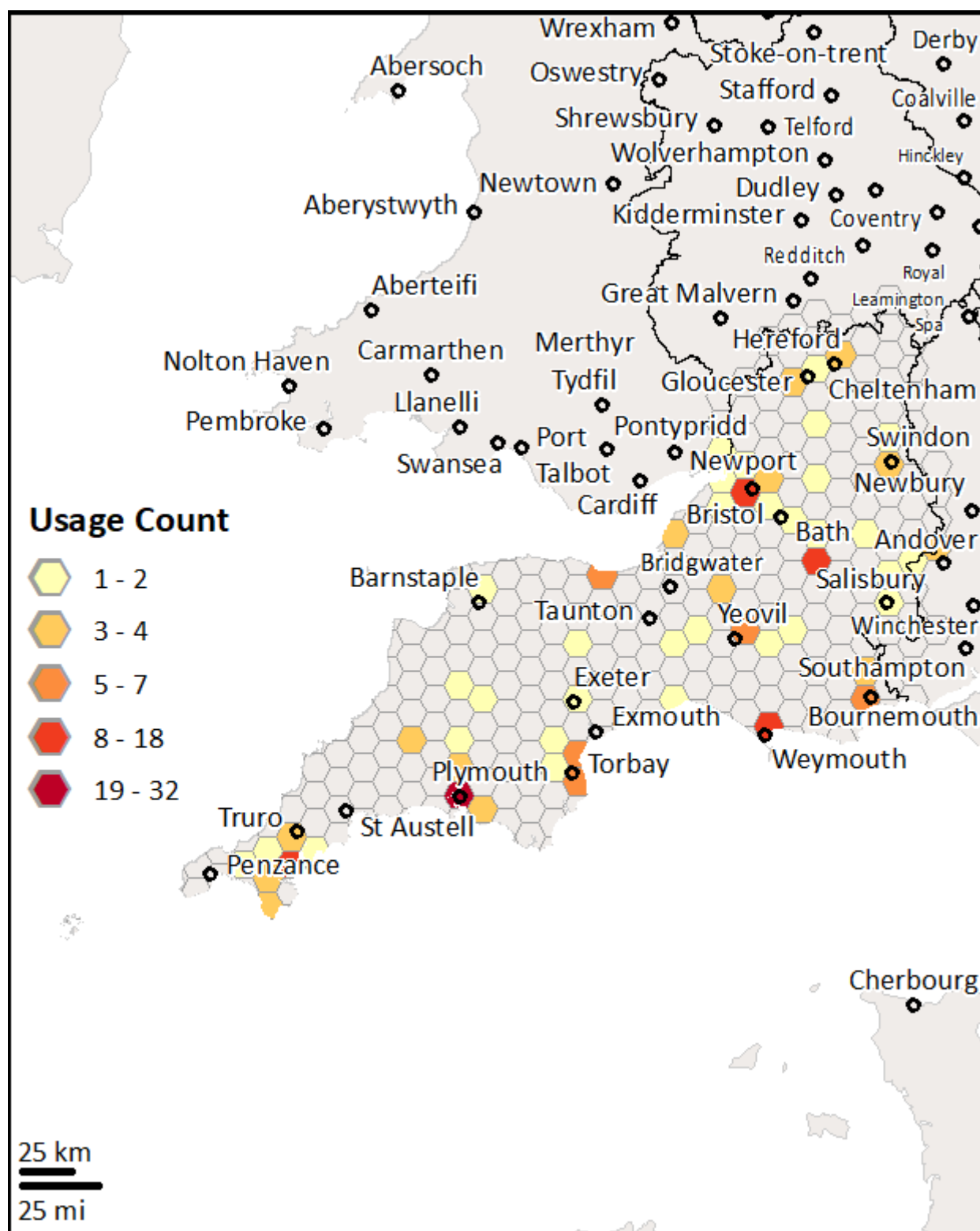
| | |
|---|-----------|
| COVID19 Local Support - South East | 1 |
| Finances - Grants | 2 |
| Finances - Money and Debt Advice | 1 |
| Finances - Pensions and Compensation | 2 |
| Housing - Housing Advice and Support | 2 |
| Mental Wellbeing - Support Groups and Emotional Support | 4 |
| Physical Health - 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 |
| 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 - 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 |
| 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 | 7 |
| Housing - Eviction and Repossession | 1 |
| Housing - Homelessness | 1 |
| Housing - Housing Advice and Support | 1 |
| Housing - Independent Living | 1 |
| Housing - Retirement | 1 |
| Mental Wellbeing - Accessing Support | 2 |
| Mid Sussex | 8 |
| Family and Communities - Recreation | 1 |
| Finances - Pensions and Compensation | 1 |
| Mental Wellbeing - GPs | 1 |
| National Charities/Organisations - Help for Heroes | 1 |
| National Charities/Organisations - SSAFA | 2 |
| Physical Health - End of Life Care | 1 |
| Physical Health - Healthcare Services | 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 | 11 |
| 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 - Accessing Support | 2 |
| Mental Wellbeing - Sports | 2 |
| National Charities/Organisations - Royal British Legion | 1 |
| Reading | 2 |
| Family and Communities - GPs | 2 |
| Rushmoor | 6 |
| Employment - Education and Training | 1 |
| Employment - Job Seeking | 1 |
| Employment - Transition | 1 |
| Finances - Benefits | 1 |
| Housing - Supported Living | 1 |
| Mental Wellbeing - Treatment | 1 |
| Sevenoaks | 4 |
| Finances - Benefits | 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 |
| Slough | 2 |
| Housing - Housing Advice and Support | 2 |
| 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 | 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



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Table 16. General search criteria from users located in the South West – All searches, 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 | 13 |
| Family and Communities - Recreation | 4 |
| Finances - Grants | 1 |
| Mental Wellbeing - Accessing Support | 4 |
| Mental Wellbeing - Bereavement | 1 |
| Mental Wellbeing - Support Groups and Emotional Support | 2 |
| Physical Health - Sports | 1 |
| Cheltenham | 4 |
| Employment - Job Seeking | 1 |
| Finances - Grants | 1 |
| Housing - Retirement | 1 |
| Mental Wellbeing - Sports | 1 |
| Cornwall | 31 |
| COVID19 Local Support - South West | 2 |
| Employment - Education and Training | 3 |
| Employment - Job Seeking | 1 |
| Employment - Volunteering | 1 |
| Finances - Benefits | 1 |
| Finances - Grants | 1 |
| Housing - Homelessness | 3 |
| Housing - Housing Advice and Support | 1 |
| 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 | 1 |
| Physical Health - GPs | 4 |
| Physical Health - Healthcare Services | 1 |
| Physical Health - Rehabilitation and Recovery | 1 |
| Physical Health - Sports | 1 |
| East Dorset | 3 |
| Employment - Education and Training | 3 |
| Exeter | 2 |
| Finances - Financial Services | 1 |
| Mental Wellbeing - Accessing Support | 1 |
| Gloucester | 4 |
| Finances - Money and Debt Advice | 1 |
| Finances - Pensions and Compensation | 1 |
| National Charities/Organisations - Help for Heroes | 1 |
| Physical Health - Healthcare Services | 1 |
| Mendip | 4 |
| Mental Wellbeing - Accessing Support | 4 |
| Mid Devon | 1 |
| Finances - Pensions and Compensation | 1 |
| North Devon | 1 |
| Finances - Benefits | 1 |
| North Dorset | 1 |
| Mental Wellbeing - Support Groups and Emotional Support | 1 |

| | |
|---|-----------|
| North Somerset | 5 |
| Finances - Benefits | 3 |
| Finances - Pensions and Compensation | 1 |
| National Charities/Organisations - Royal British Legion | 1 |
| Plymouth | 36 |
| 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 | 17 |
| 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 |
| COVID19 Local Support - South West | 2 |
| Mental Wellbeing - GPs | 1 |
| National Charities/Organisations - SSAFA | 1 |
| 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 |
| Tewkesbury | 1 |
| 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 |
| 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 | 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

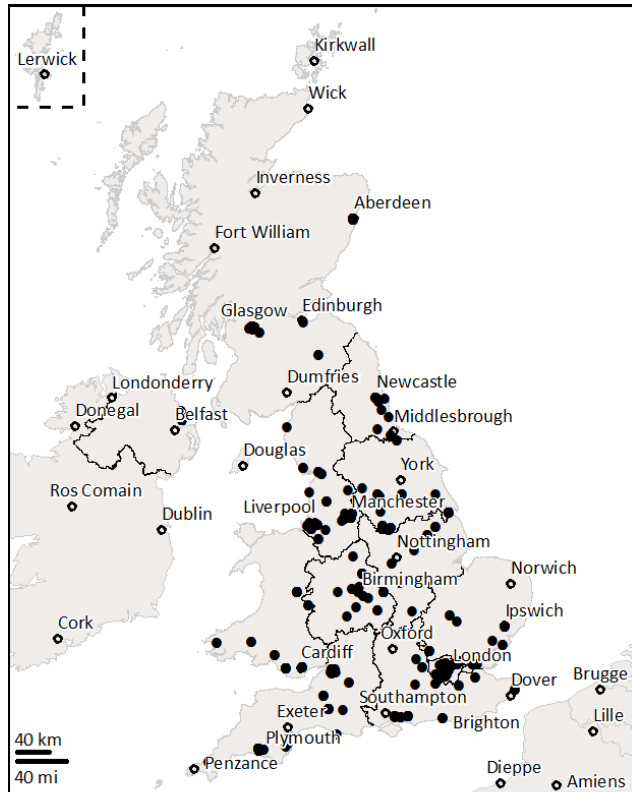
| Search Criteria | Search Count | Search Percentage |
|--|--------------|-------------------|
| Mental Wellbeing | 188 | 29.65% |
| Employment | 176 | 27.76% |
| Family and Communities | 63 | 9.94% |
| Physical Health | 51 | 8.04% |
| Finances | 43 | 6.78% |
| Housing | 38 | 5.99% |
| Specific Search 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 - Recreation | 25 | 3.94% |
| Finances - Benefits | 16 | 2.52% |
| Employment - Job Seeking | 13 | 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% |

| 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% |

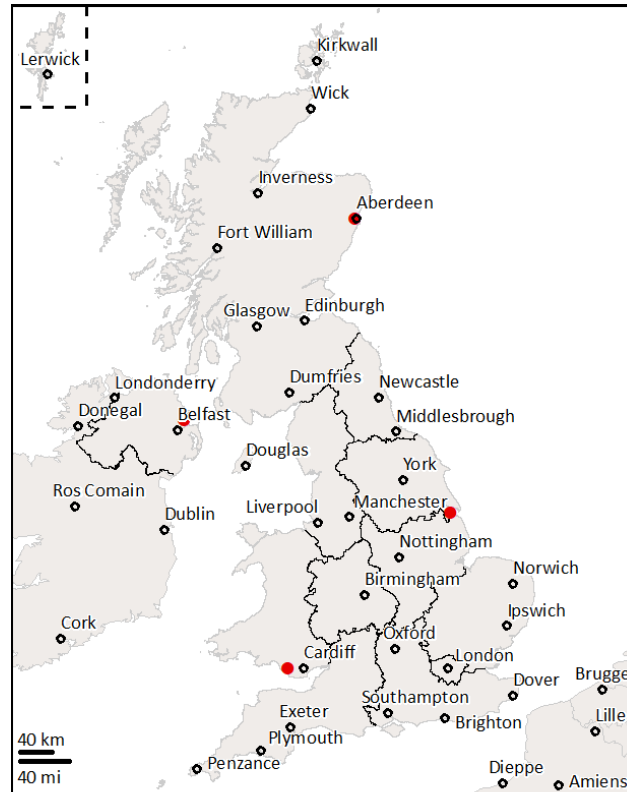
Figure 17. User locations in the UK – Veterans' Gateway online directory, May 2021



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

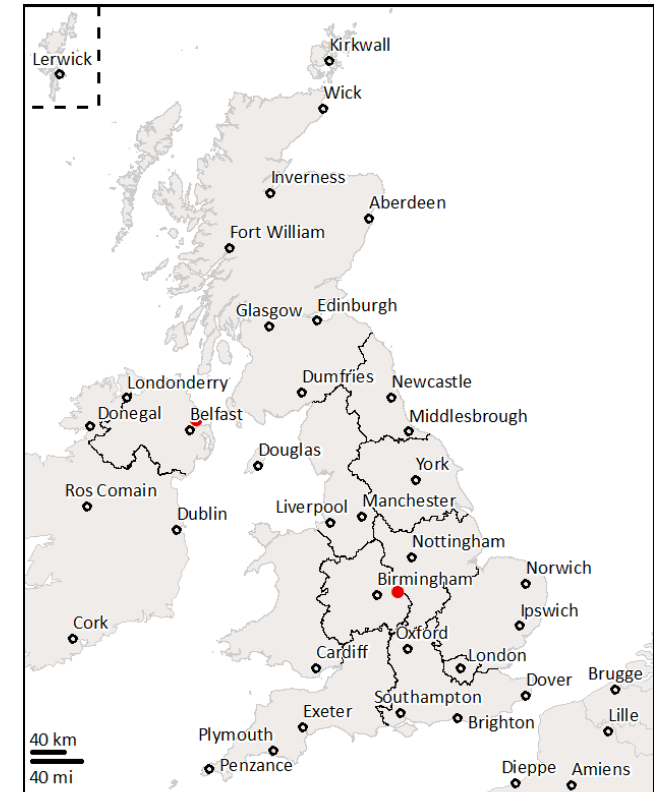
Figure 18. User hotspots in the UK – Veterans' Gateway online directory, May 2021



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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

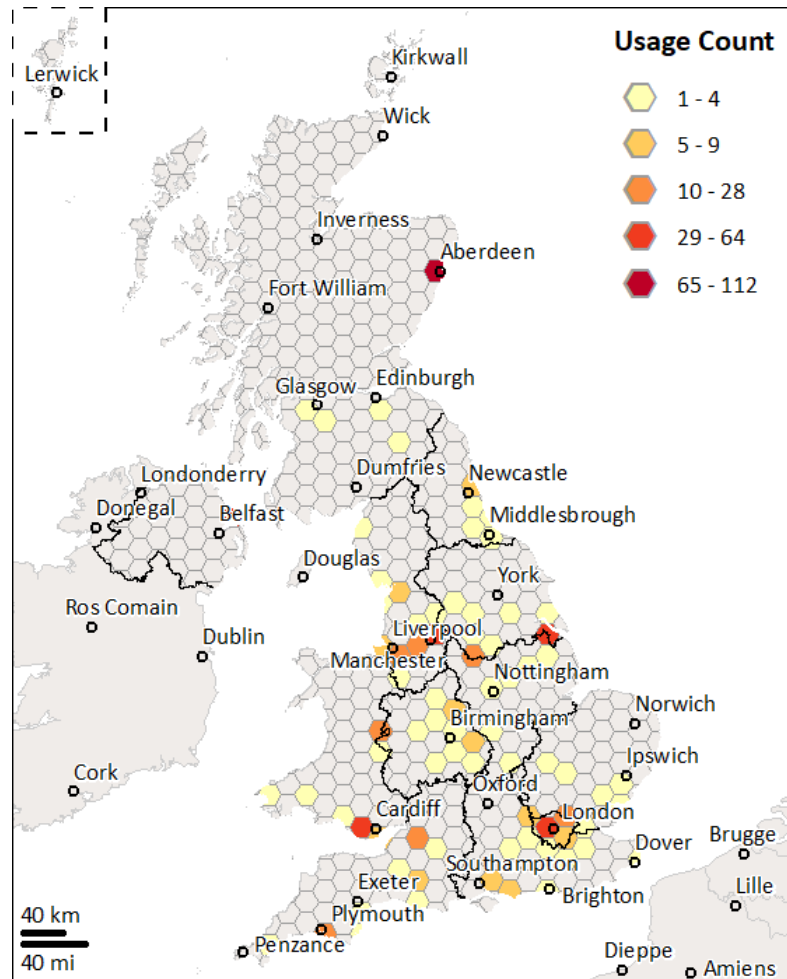


Table 19. UK regional usage – Veterans' Gateway online directory, May 2021

N = 634

| 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% |

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

N = 634

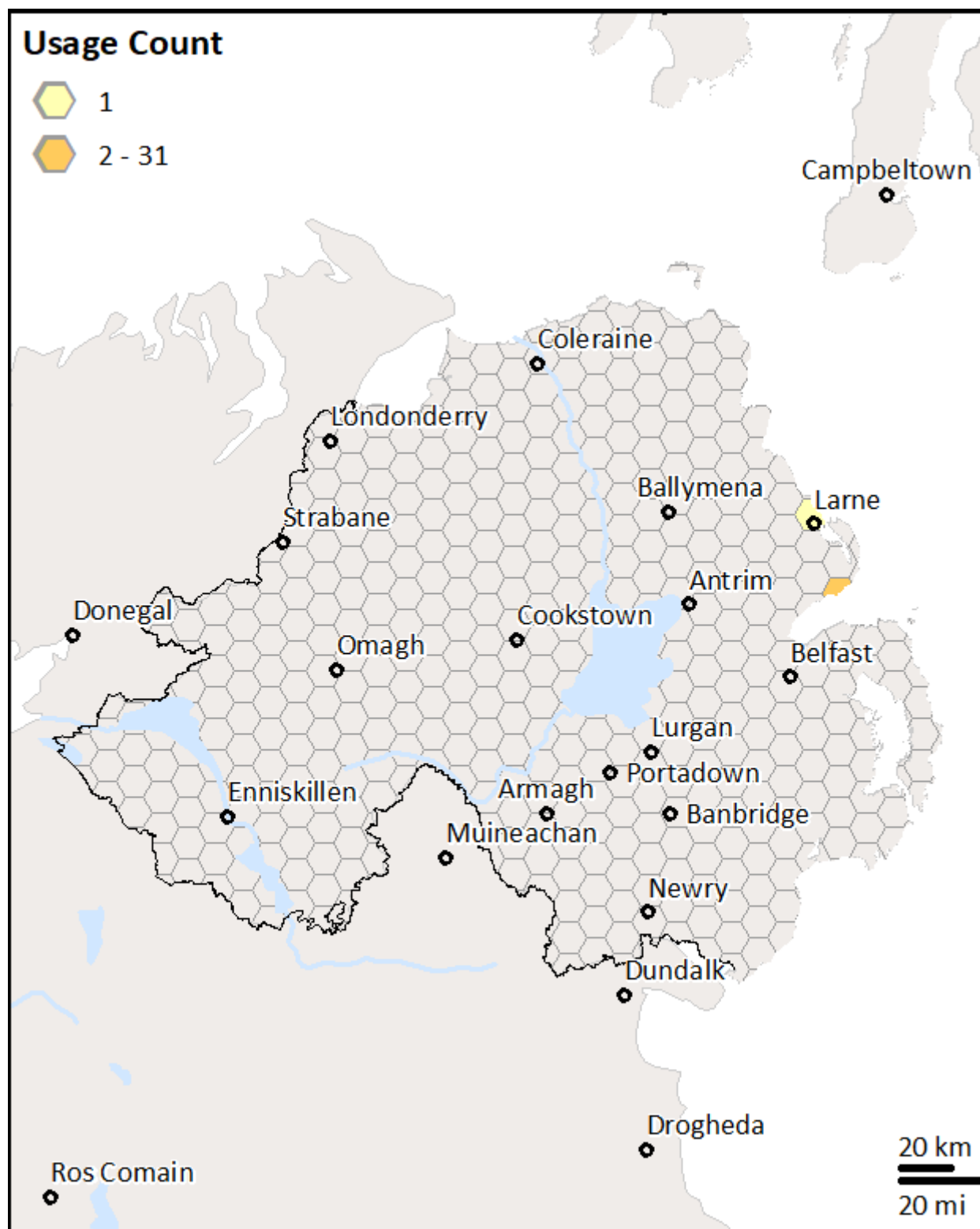
| Top 20 Local Authorities | Usage Count | Usage Percentage |
|--------------------------|-------------|------------------|
| Aberdeen City | 112 | 17.67% |
| Bridgend | 49 | 7.73% |
| Mid and East Antrim | 32 | 5.05% |
| North East Lincolnshire | 31 | 4.89% |
| Plymouth | 28 | 4.42% |
| Powys | 25 | 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



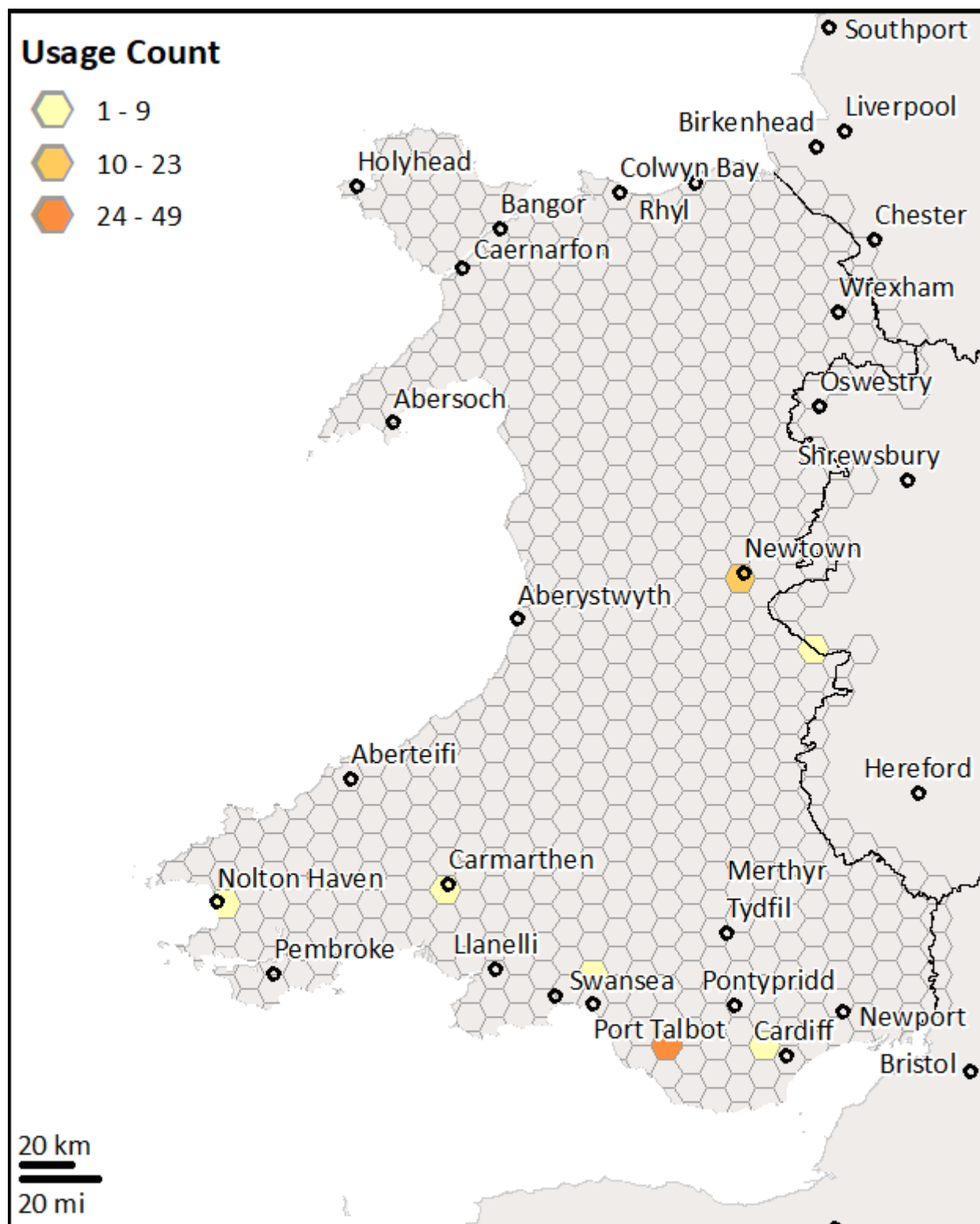
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Table 21. General search criteria from users located in Northern Ireland – Veterans' Gateway online directory, May 2021

| | |
|---|-----------|
| 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



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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 | 25 |
| 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

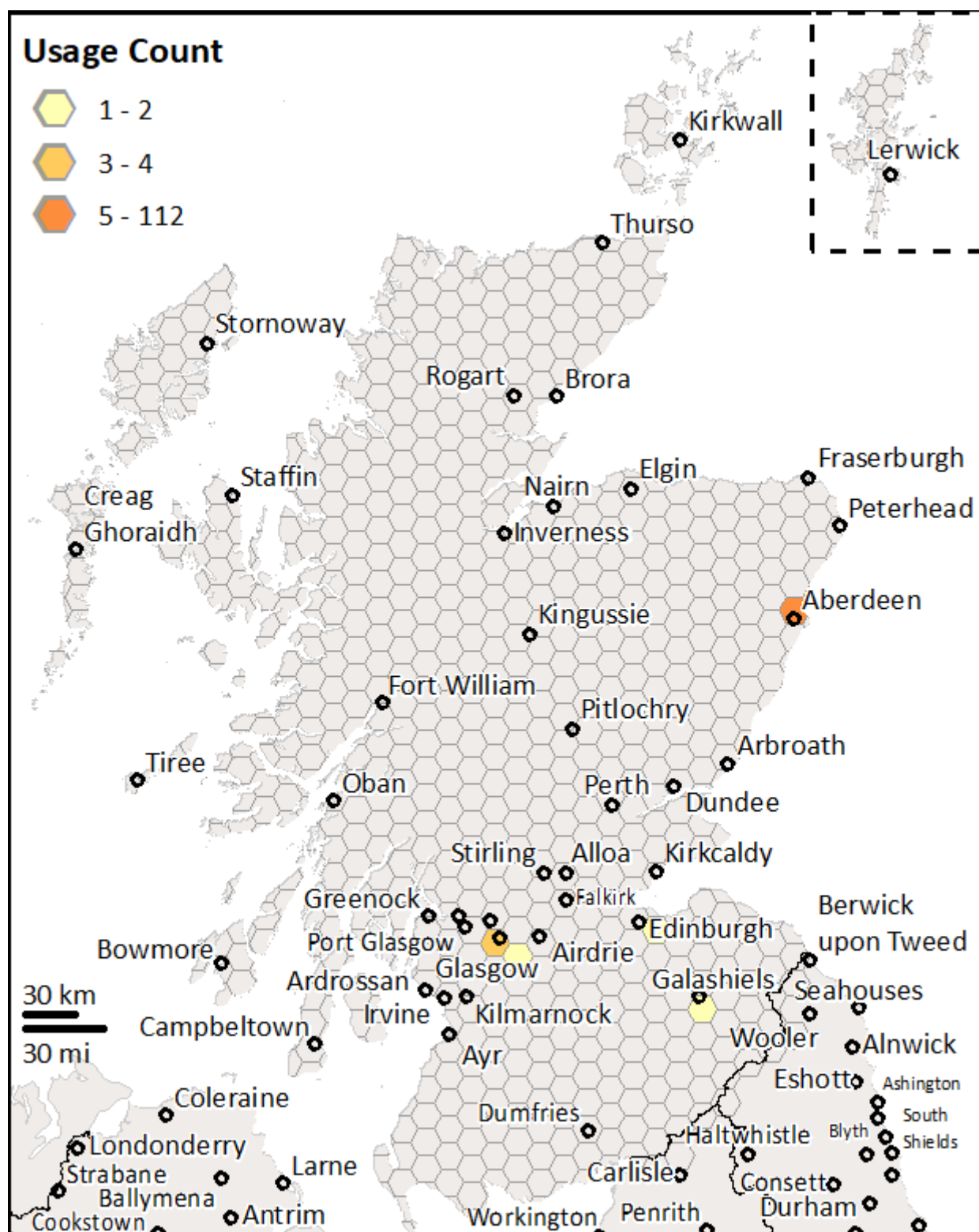
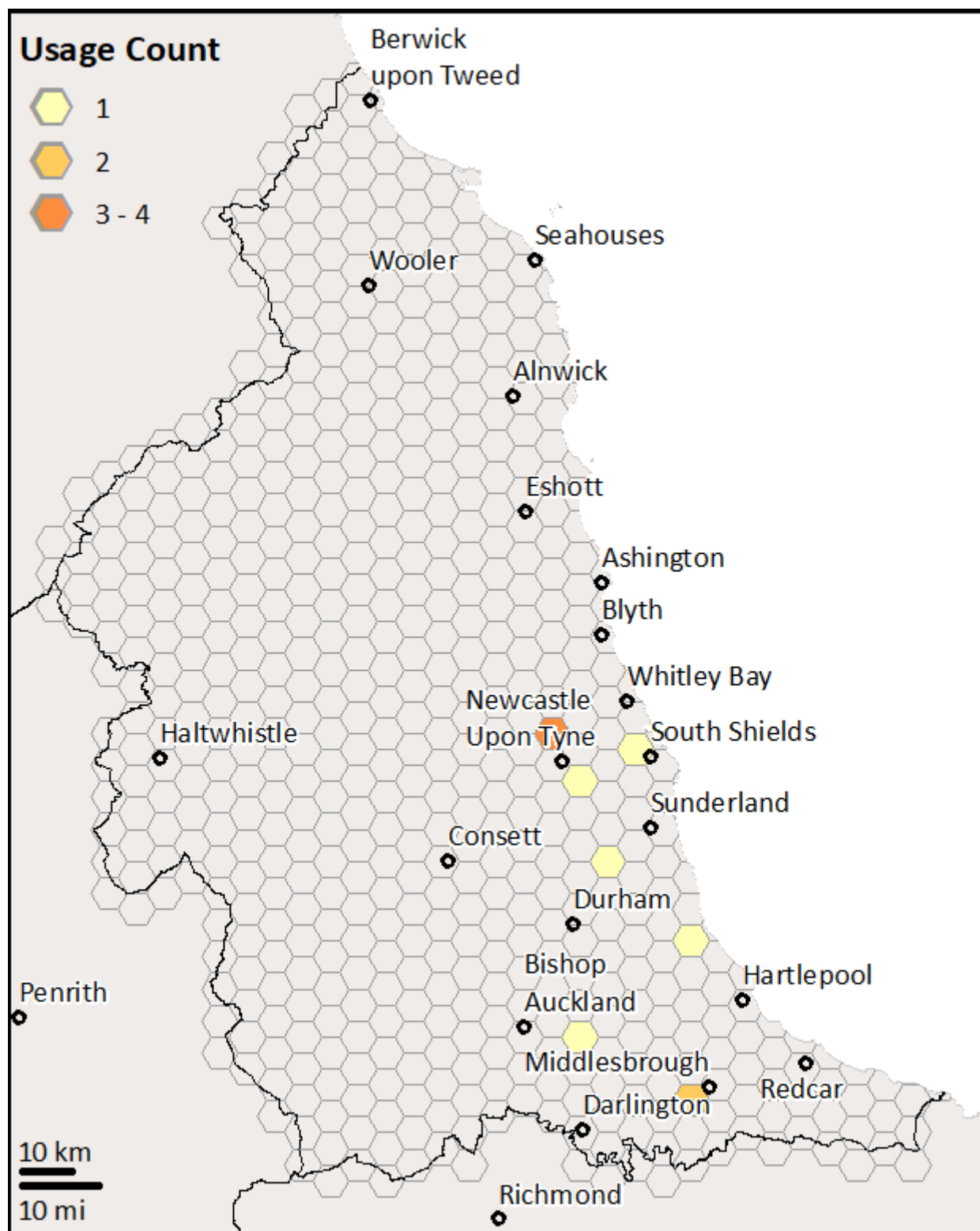


Table 23. General search criteria from users located in Scotland – Veterans’ Gateway online directory, May 2021

| | |
|---|------------|
| 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



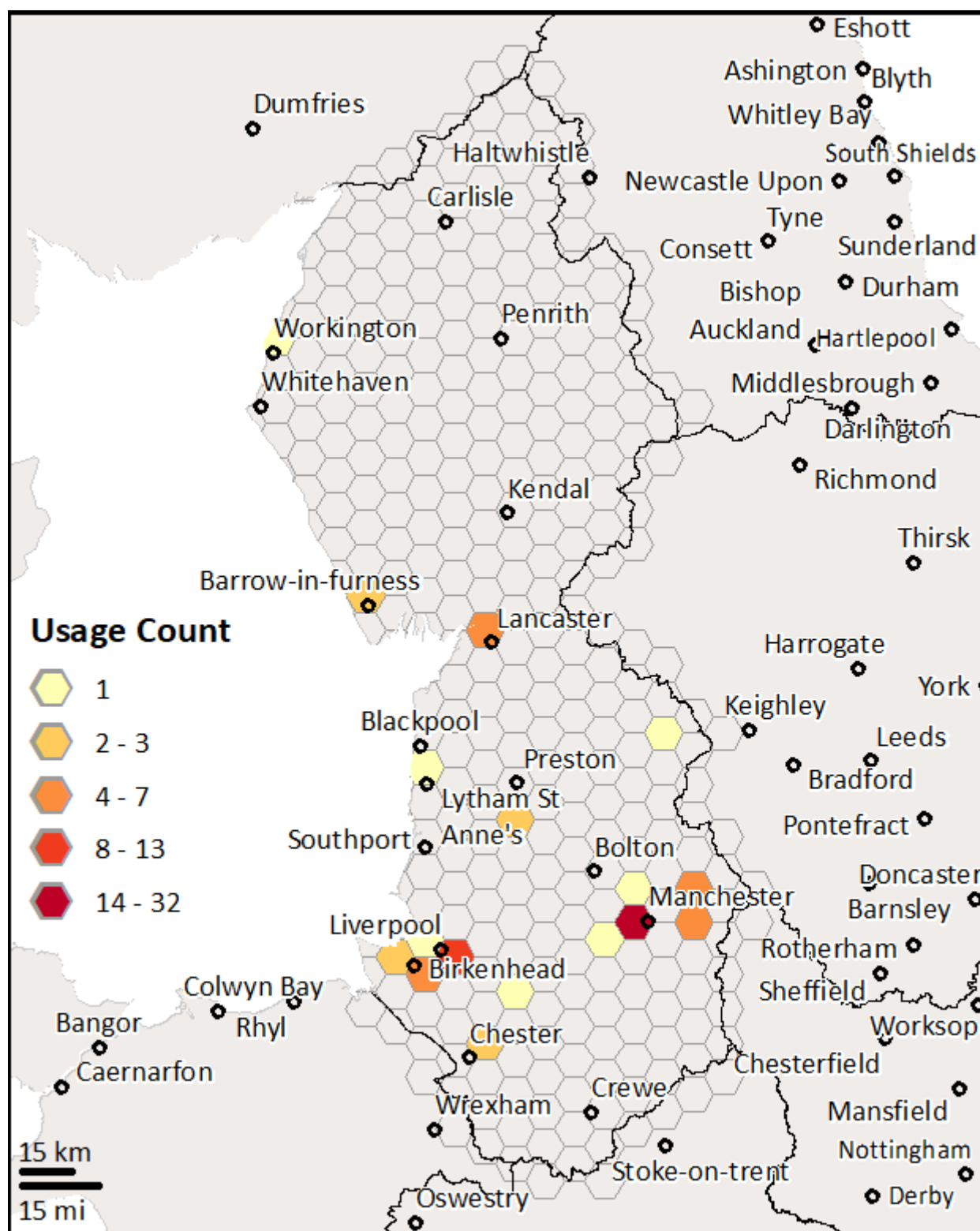
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Table 24. General search criteria from users located in the North East – Veterans' Gateway online directory, May 2021

| | |
|--|----------|
| 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



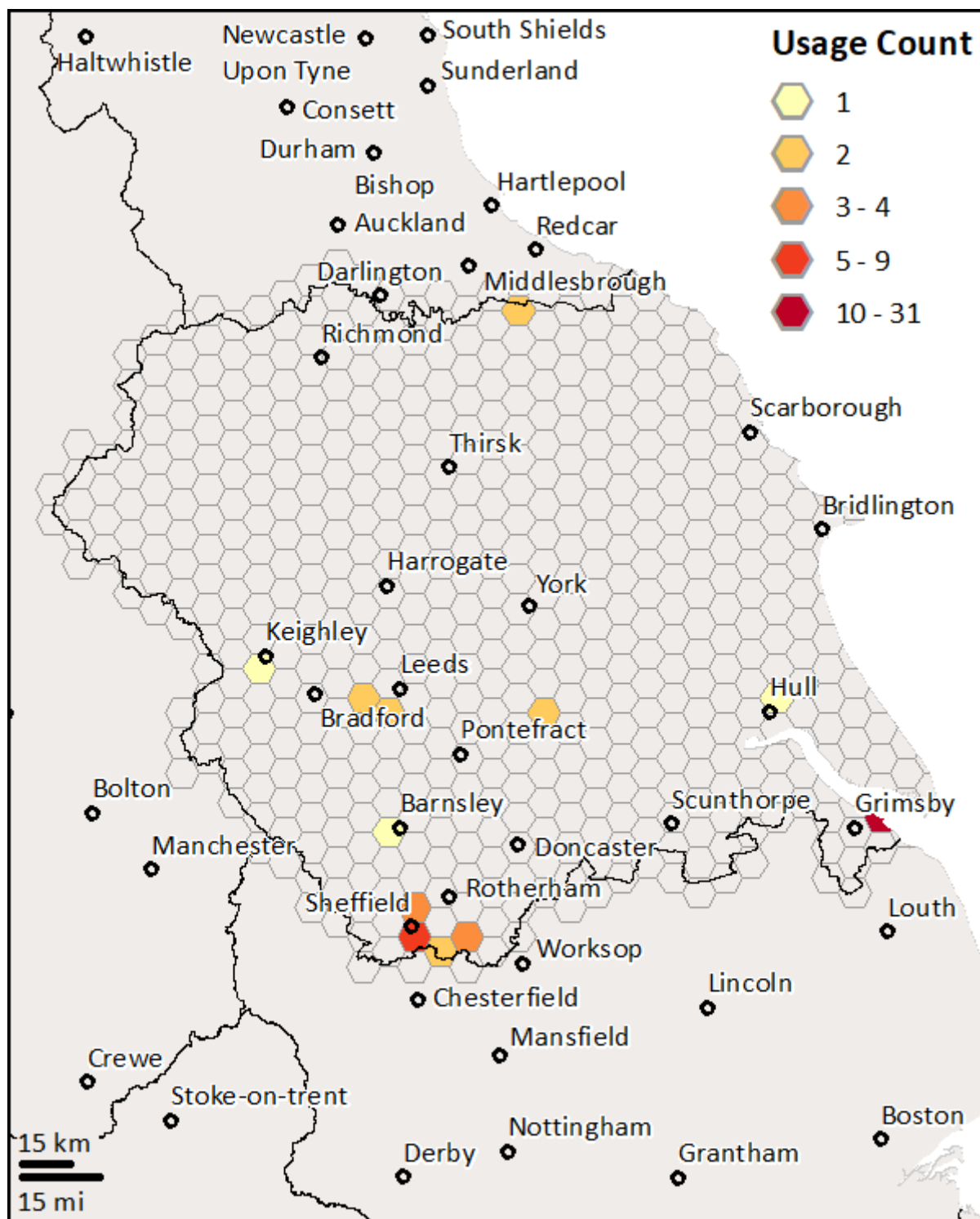
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Table 25. General search criteria from users located in the North West – Veterans' Gateway online directory, May 2021

| | |
|---|-----------|
| Allerdale | 1 |
| Specific Search for an Organisation | 1 |
| Barrow-in-Furness | 2 |
| Legal Support and Advocacy - Legal Advice | 1 |
| Legal Support and Advocacy - Legal Advocacy | 1 |
| Blackpool | 1 |
| National Charities/Organisations - Help for Heroes | 1 |
| Bury | 1 |
| Employment - Education and Training | 1 |
| Cheshire West and Chester | 3 |
| Mental Wellbeing - Accessing Support | 3 |
| Halton | 1 |
| Housing - Housing Advice and Support | 1 |
| Lancaster | 6 |
| Mental Wellbeing - Accessing Support | 3 |
| National Charities/Organisations - ASDIC Drop In Centres | 3 |
| Liverpool | 13 |
| COVID19 Local Support - North West | 3 |
| Finances - Grants | 2 |
| Housing - Homelessness | 2 |
| Physical Health - Drug and Alcohol Services | 4 |
| Physical Health - GPs | 1 |
| Physical Health - Healthcare Services | 1 |
| Oldham | 6 |
| Mental Wellbeing - Support Groups and Emotional Support | 5 |
| National Charities/Organisations - Royal British Legion | 1 |
| Pendle | 1 |
| National Charities/Organisations - Armed Forces Covenant Fund Trust | 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 |
| South Ribble | 3 |
| COVID19 Local Support - North West | 2 |
| Specific Search for an Organisation | 1 |
| Tameside | 5 |
| Mental Wellbeing - Accessing Support | 2 |
| Specific Search for an Organisation | 3 |
| Trafford | 13 |
| Employment - Transition | 5 |
| Finances - Benefits | 4 |
| Housing - Homelessness | 3 |
| Mental Wellbeing - Support Groups and Emotional Support | 1 |
| Wirral | 10 |
| Employment - Education and Training | 7 |
| Employment - Job Seeking | 1 |
| Legal Support and Advocacy - Legal Aid | 1 |
| National Charities/Organisations - SSAFA | 1 |

Yorkshire and the Humber

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



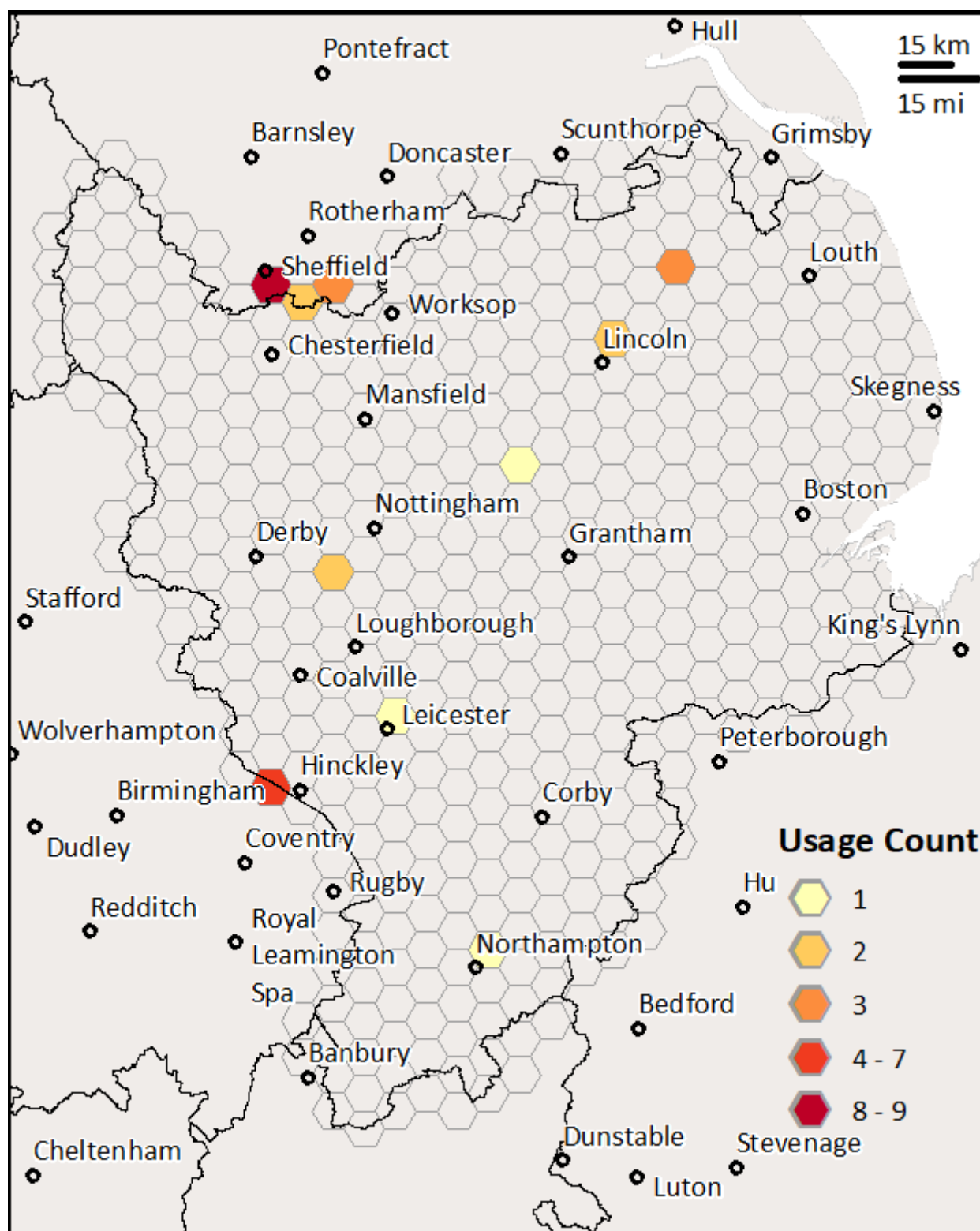
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Table 26. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway online directory, May 2021

| | |
|---|-----------|
| 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



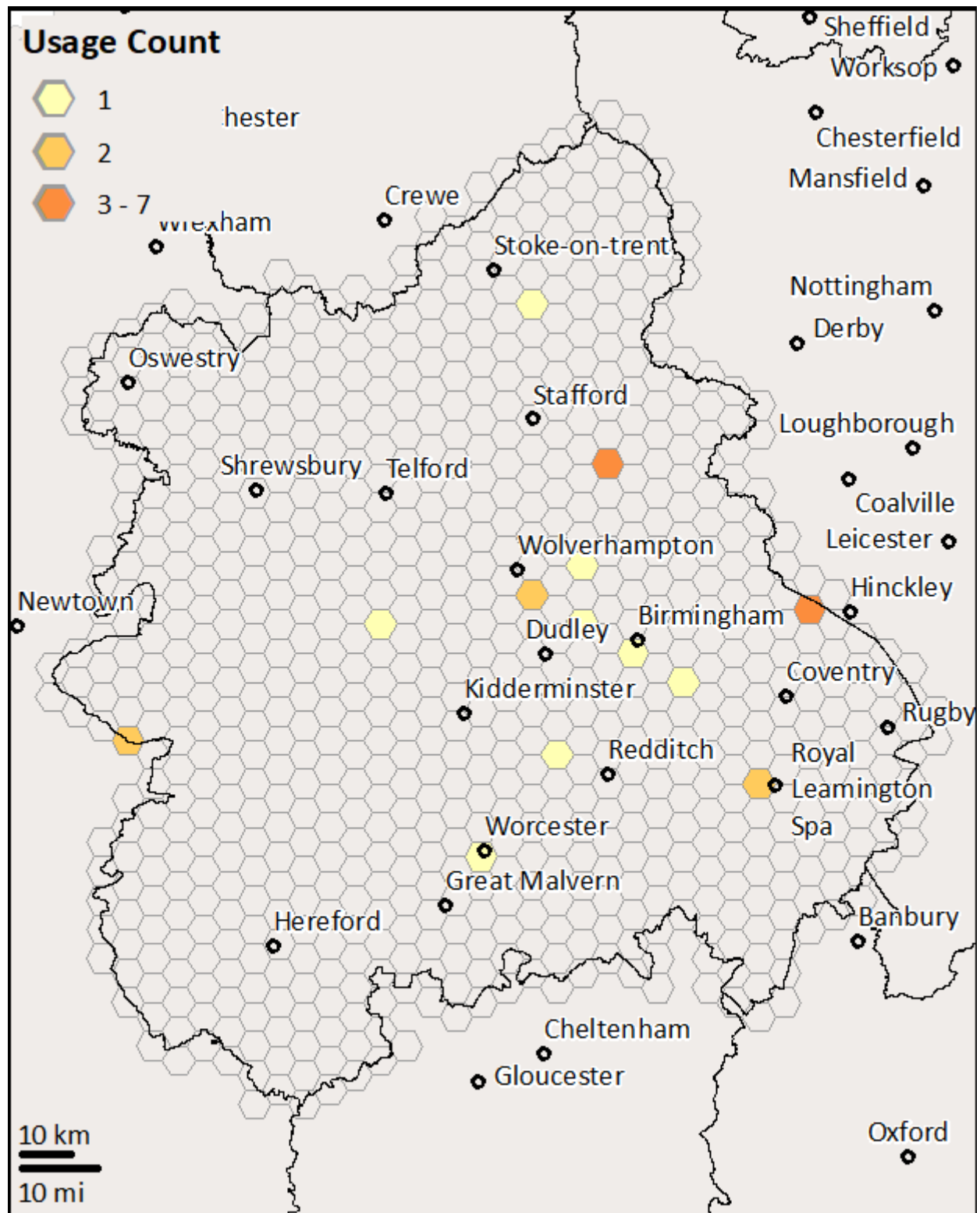
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Table 27. General search criteria from users located in East Midlands – Veterans' Gateway online directory, May 2021

| | |
|--|----------|
| 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



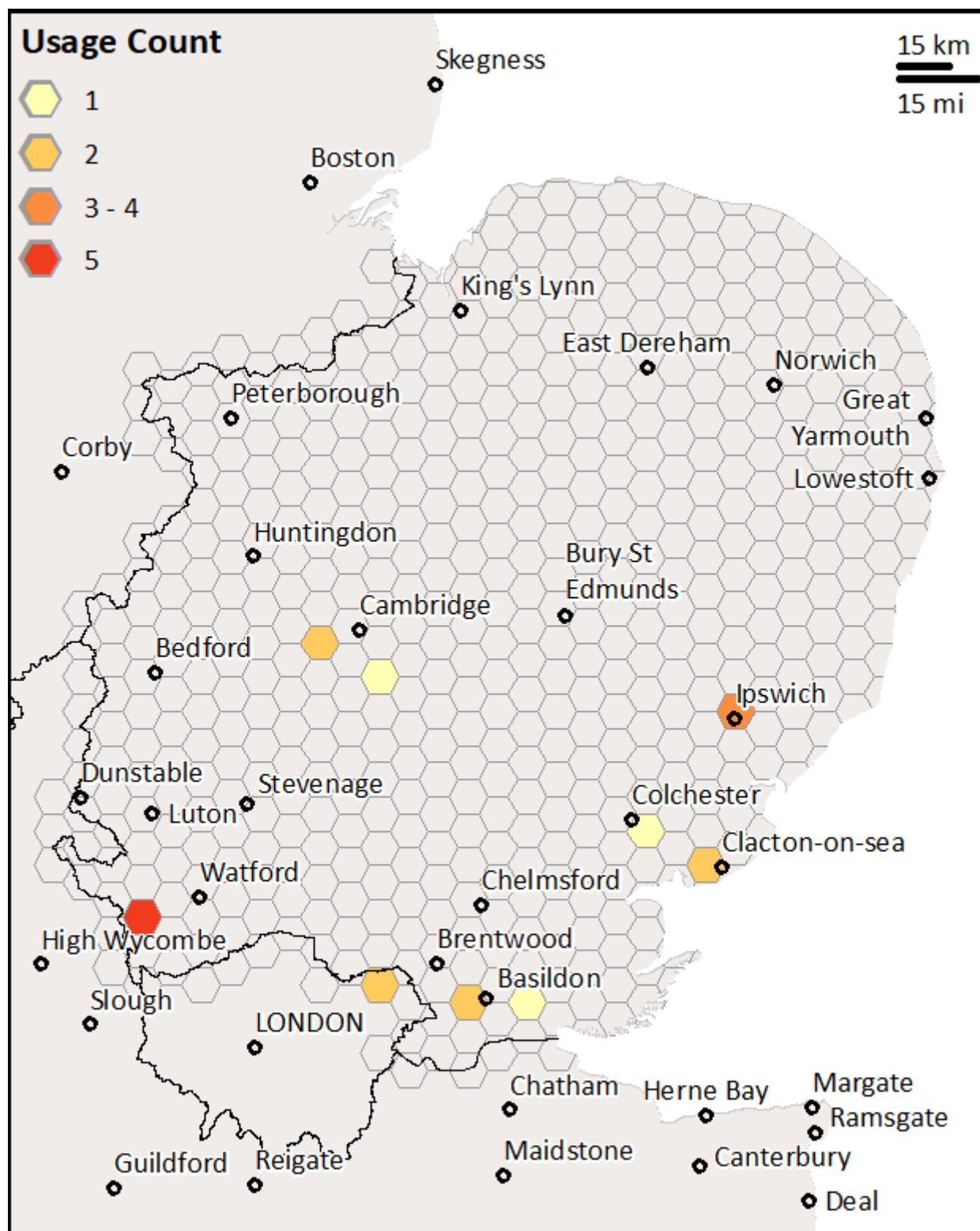
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Table 28. General search criteria from users located in the West Midlands – Veterans’ Gateway online directory, May 2021

| | |
|---|----------|
| 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



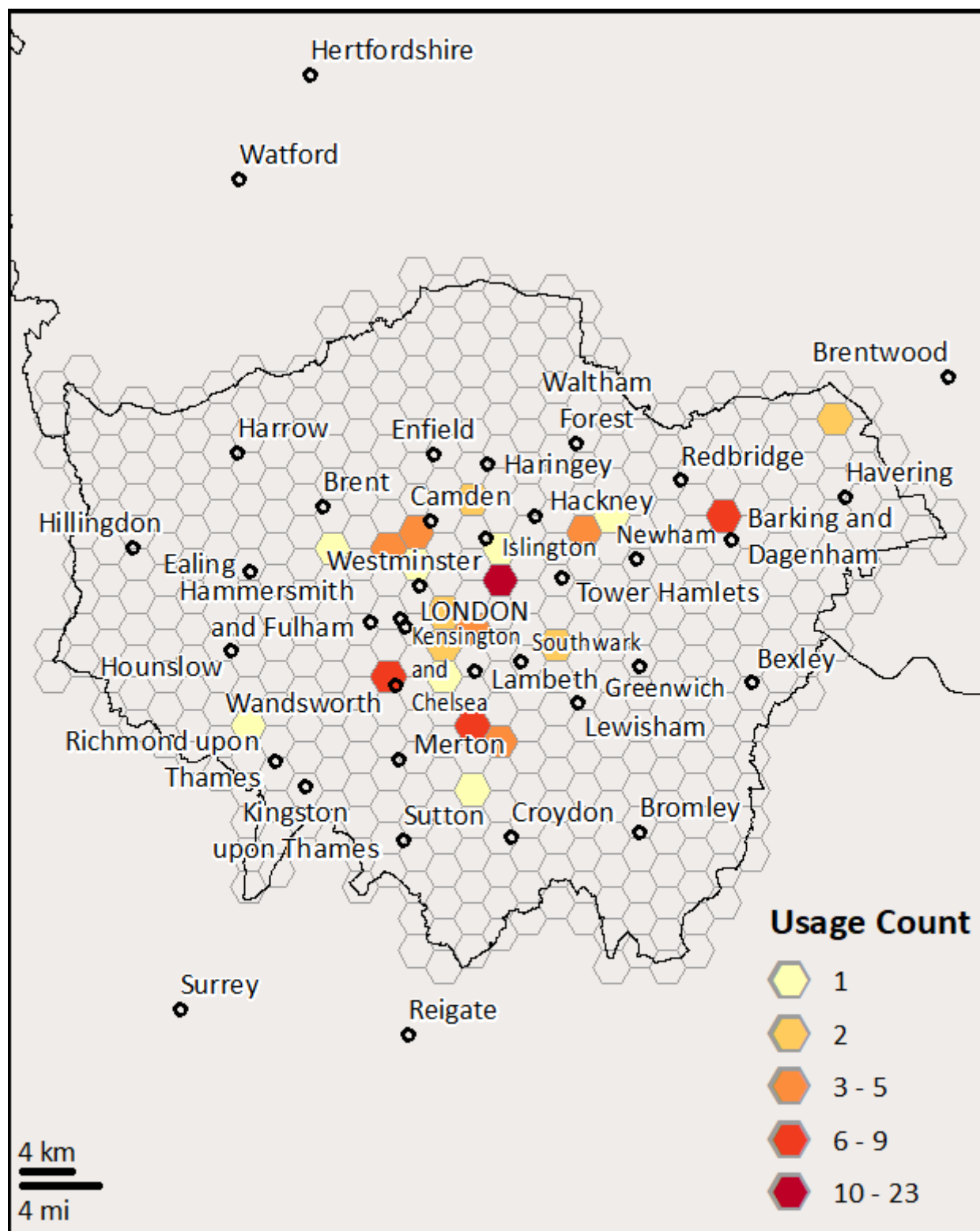
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Table 29. General search criteria from users located in the East of England – Veterans' Gateway online directory, May 2021

| | |
|---|----------|
| 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 |
| Ipswich | 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



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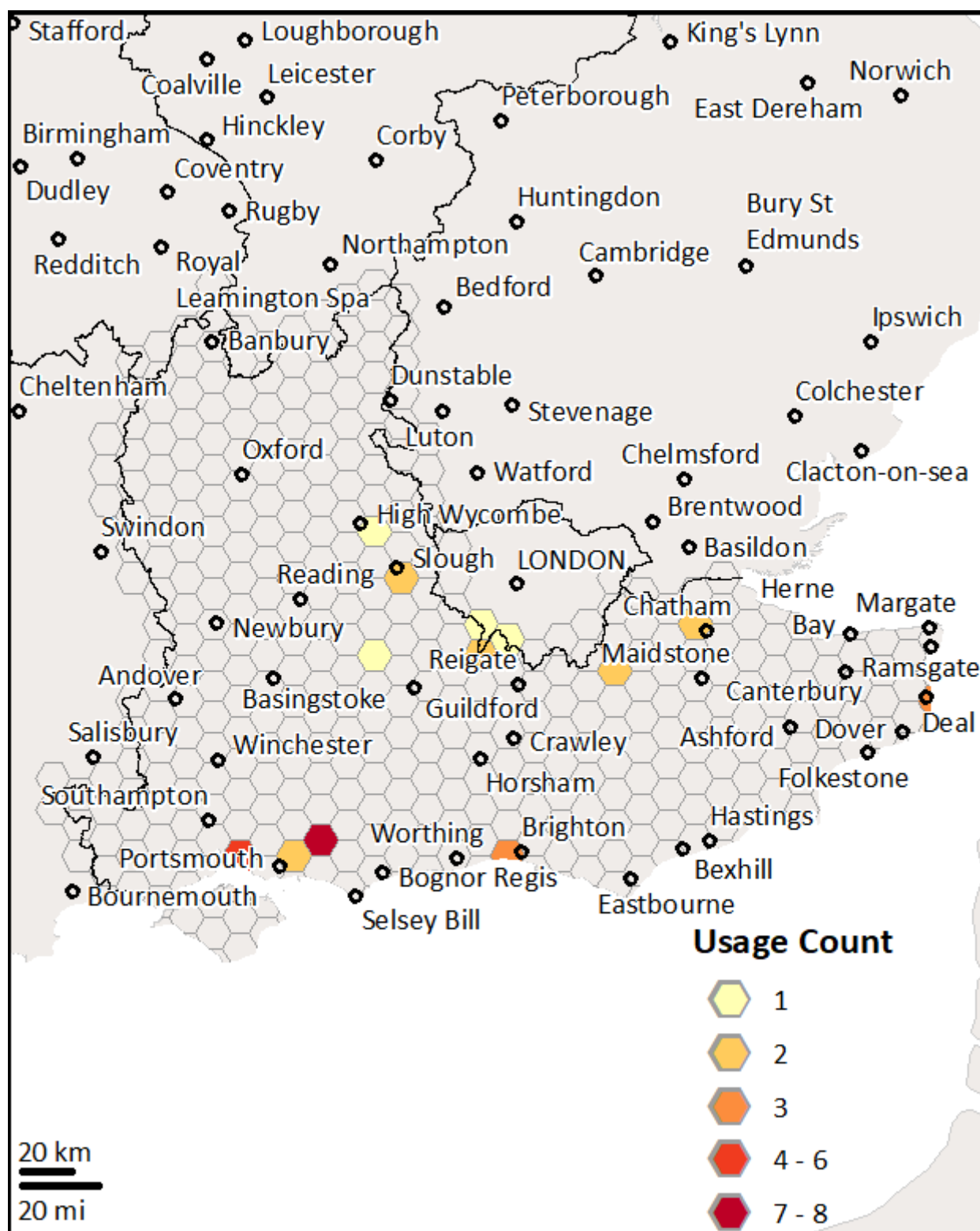
Table 30. General search criteria from users located in London – Veterans’ Gateway online directory, May 2021

| | |
|--|-----------|
| Barking and Dagenham | 7 |
| Employment - Education and Training | 1 |
| Employment - Transition | 1 |
| Mental Wellbeing - Treatment | 1 |
| Physical Health - Blind Veterans | 2 |
| Physical Health - End of Life Care | 1 |
| Physical Health - Limb Loss | 1 |
| Brent | 6 |
| Employment - Education and Training | 1 |
| Housing - Respite Care (Day Care and Respite) | 1 |
| Mental Wellbeing - Support Groups and Emotional Support | 2 |
| National Charities/Organisations - ASDIC Drop In Centres | 1 |
| Physical Health - Rehabilitation and Recovery | 1 |
| Camden | 5 |
| Physical Health - Drug and Alcohol Services | 5 |
| City of London | 23 |
| Employment - Education and Training | 9 |
| Employment - Transition | 5 |
| Finances - Benefits | 4 |
| Finances - Pensions and Compensation | 2 |
| Housing - Homelessness | 1 |
| Mental Wellbeing - Sports | 1 |
| Physical Health - Blind Veterans | 1 |
| Croydon | 6 |
| COVID19 Local Support - South West | 1 |
| Physical Health - Limb Loss | 2 |
| Specific Search for an Organisation | 3 |
| Haringey | 2 |
| Family and Communities - Recreation | 1 |
| Specific Search for an Organisation | 1 |
| Havering | 2 |
| Employment - Volunteering | 2 |
| 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 | 5 |
| COVID19 Local Support - Northern Ireland | 4 |
| Employment - Education and Training | 1 |
| Richmond upon Thames | 1 |
| Mental Wellbeing - Accessing Support | 1 |
| Wandsworth | 11 |
| COVID19 Local Support - South West | 1 |
| Housing - Retirement | 1 |
| Legal Support and Advocacy - Legal Advice | 1 |
| Mental Wellbeing - Accessing Support | 8 |

| | |
|---------------------------|----------|
| 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



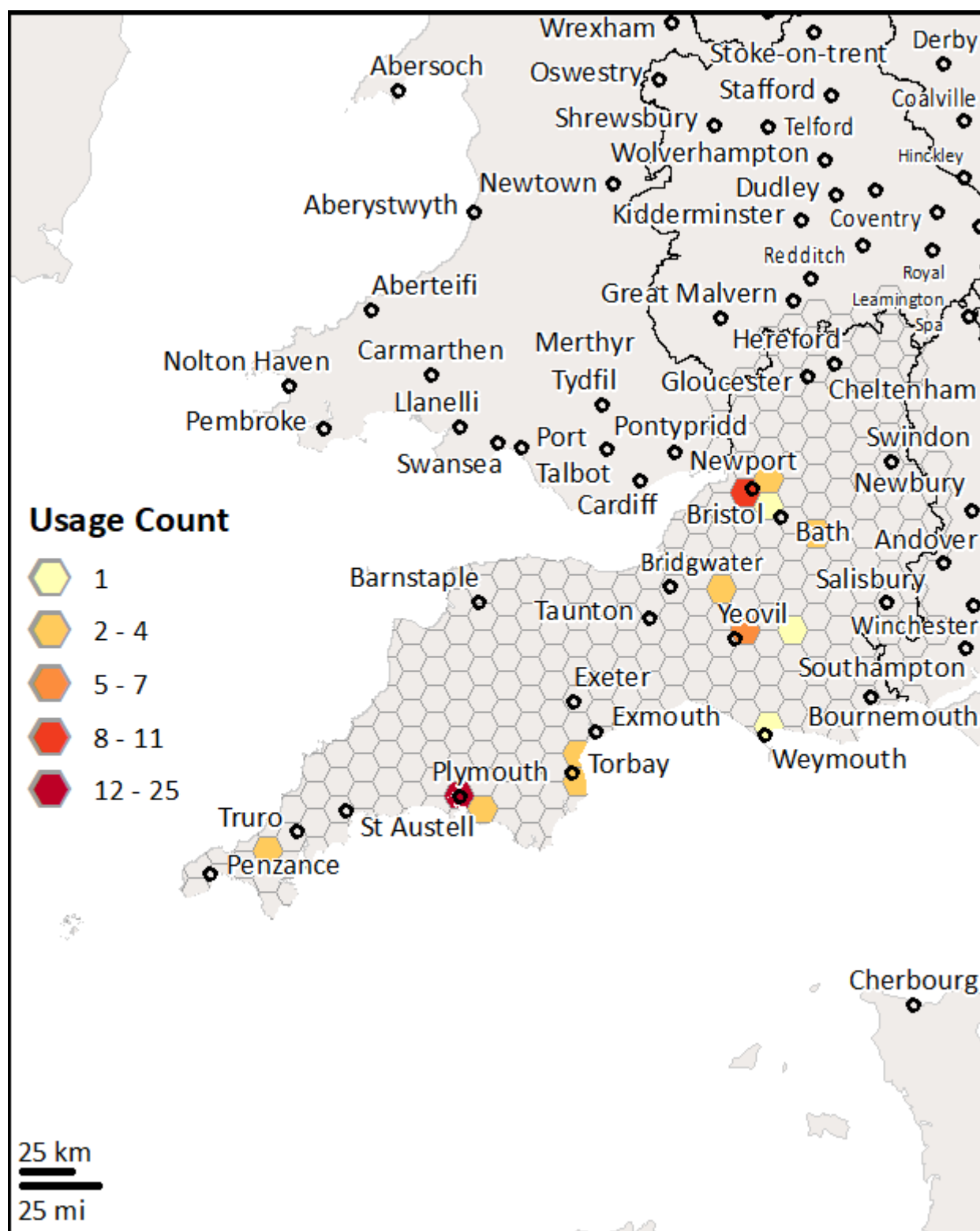
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Table 31. General search criteria from users located in the South East – Veterans' Gateway online directory, May 2021

| | |
|---|----------|
| 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



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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

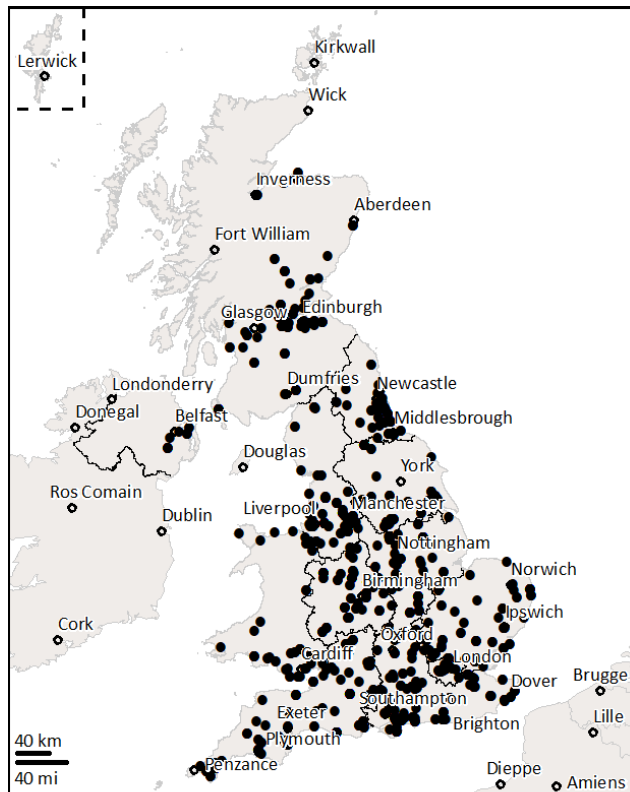
| Search Criteria | Search Count | Search Percentage |
|-------------------------------------|--------------|-------------------|
| Employment | 216 | 21.66% |
| Finances | 177 | 17.75% |
| Mental Wellbeing | 169 | 16.95% |
| Housing | 138 | 13.84% |
| Physical Health | 97 | 9.73% |
| National Charities/Organisations | 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% |

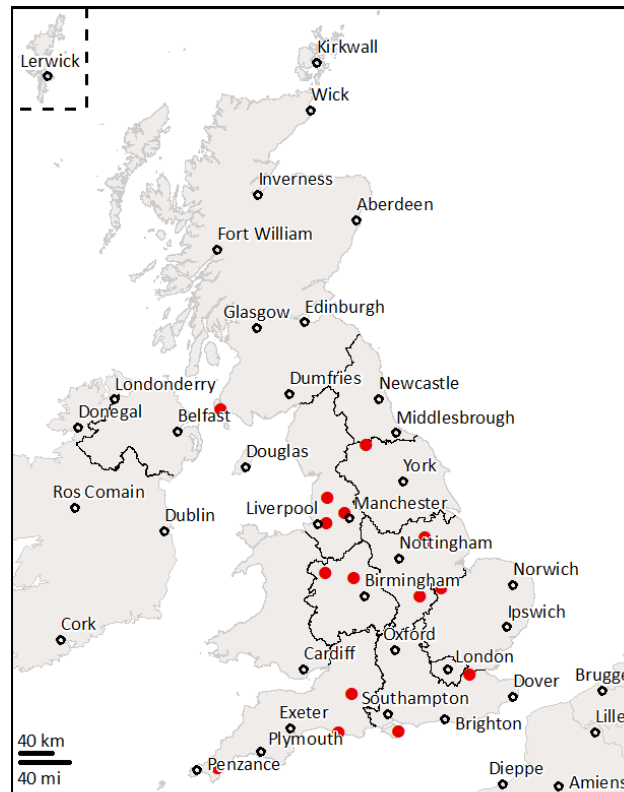
Figure 33. User locations in the UK – Veterans' Gateway mobile directory, May 2021



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

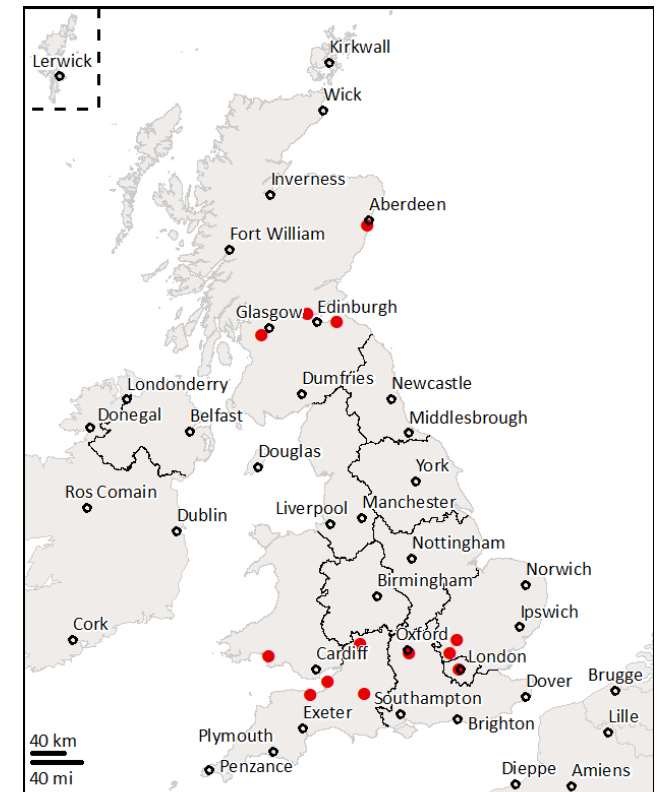
Figure 34. User hotspots in the UK – Veterans' Gateway mobile directory, May 2021



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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.

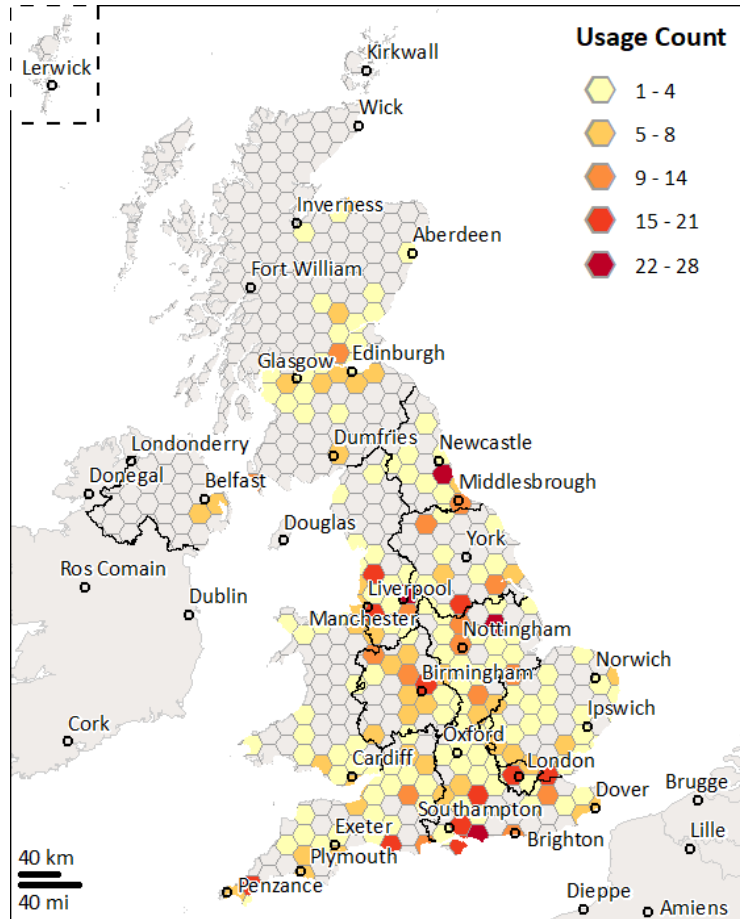
Figure 35. User outliers in the UK – Veterans' Gateway mobile directory, May 2021



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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



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

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

N = 997

| 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% |

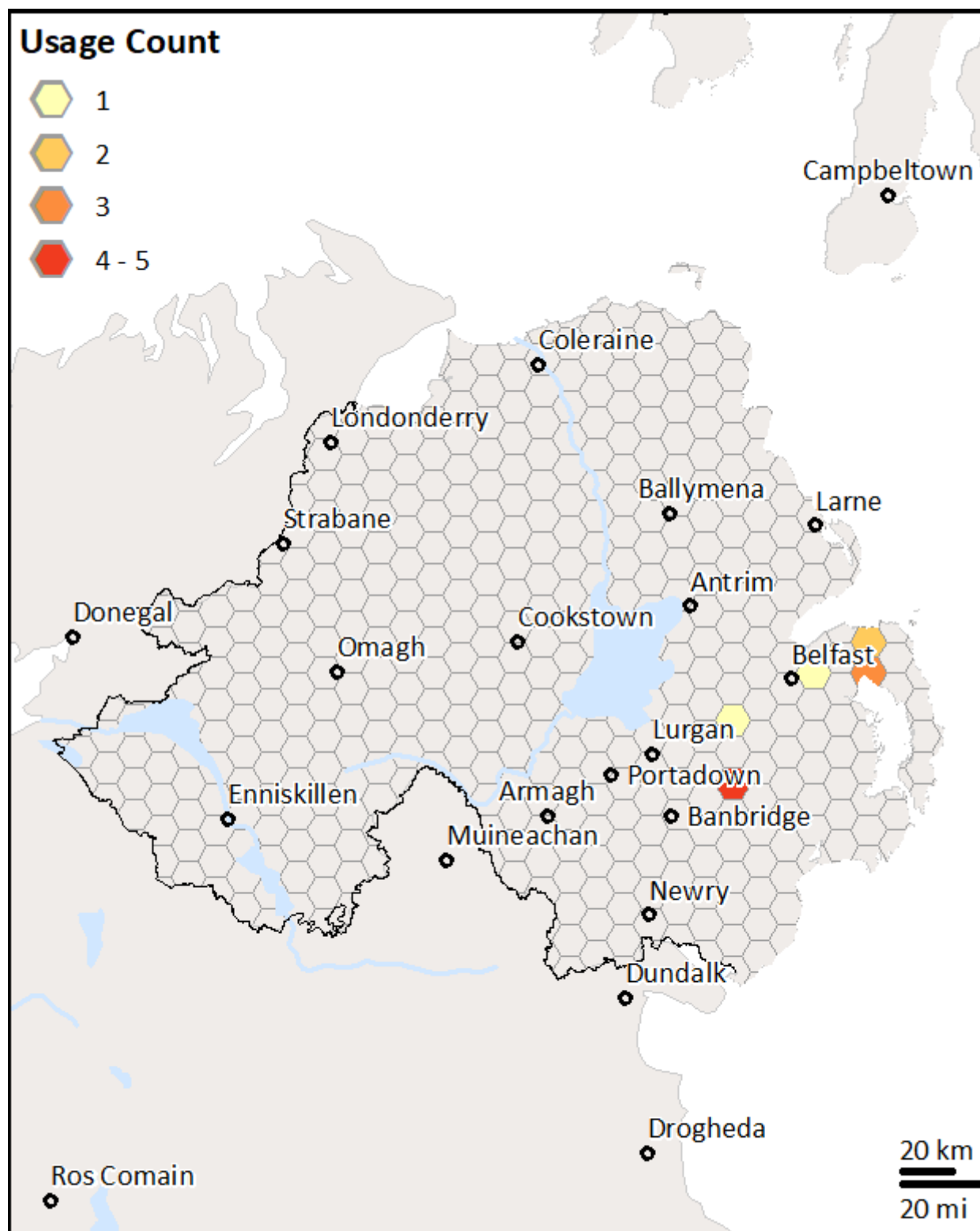
Table 36. Main local authorities for usage – Veterans' Gateway mobile directory, May 2021

N = 997

| 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



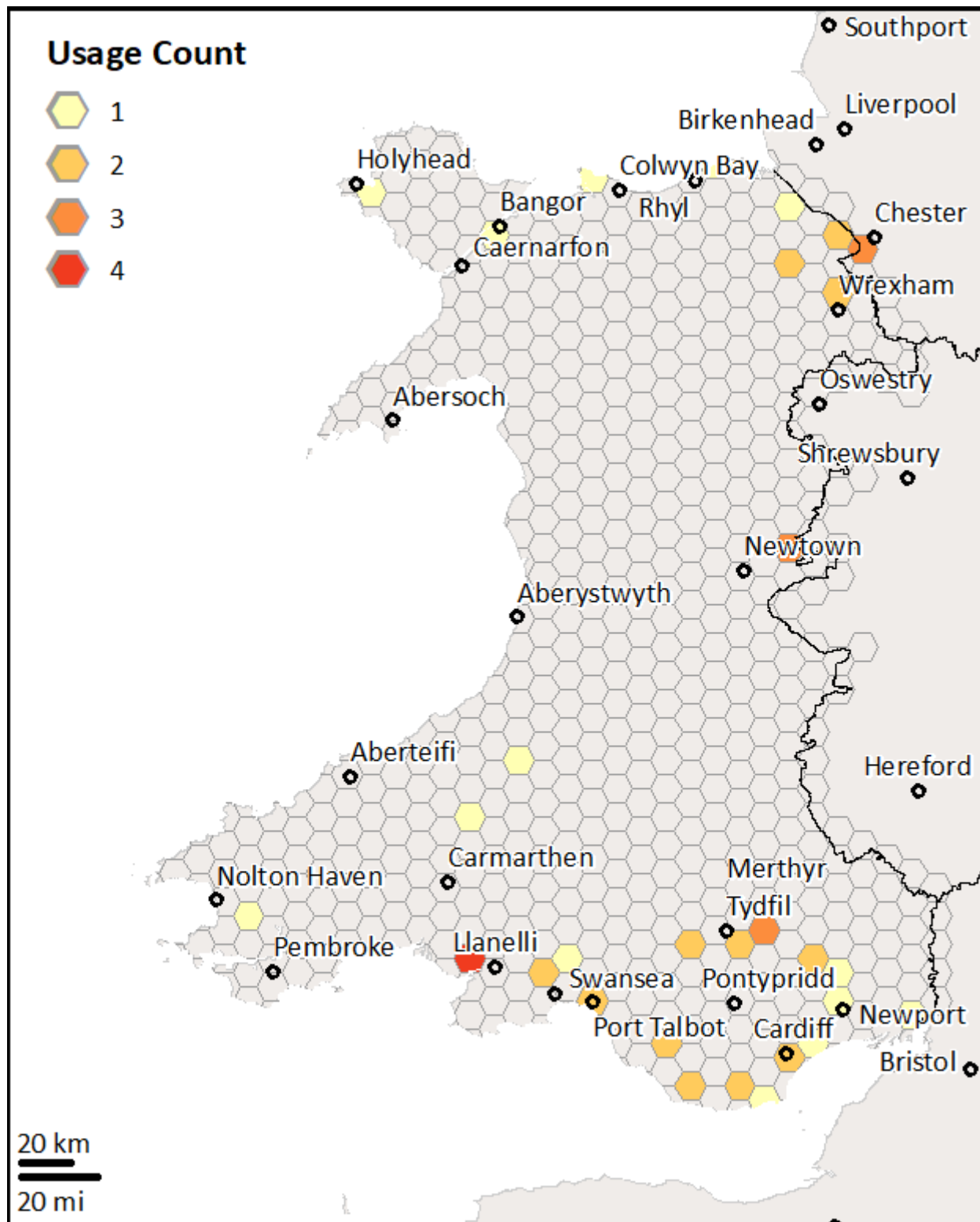
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Table 37. General search criteria from users located in Northern Ireland – Veterans' Gateway mobile directory, May 2021

| | |
|---|----------|
| 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



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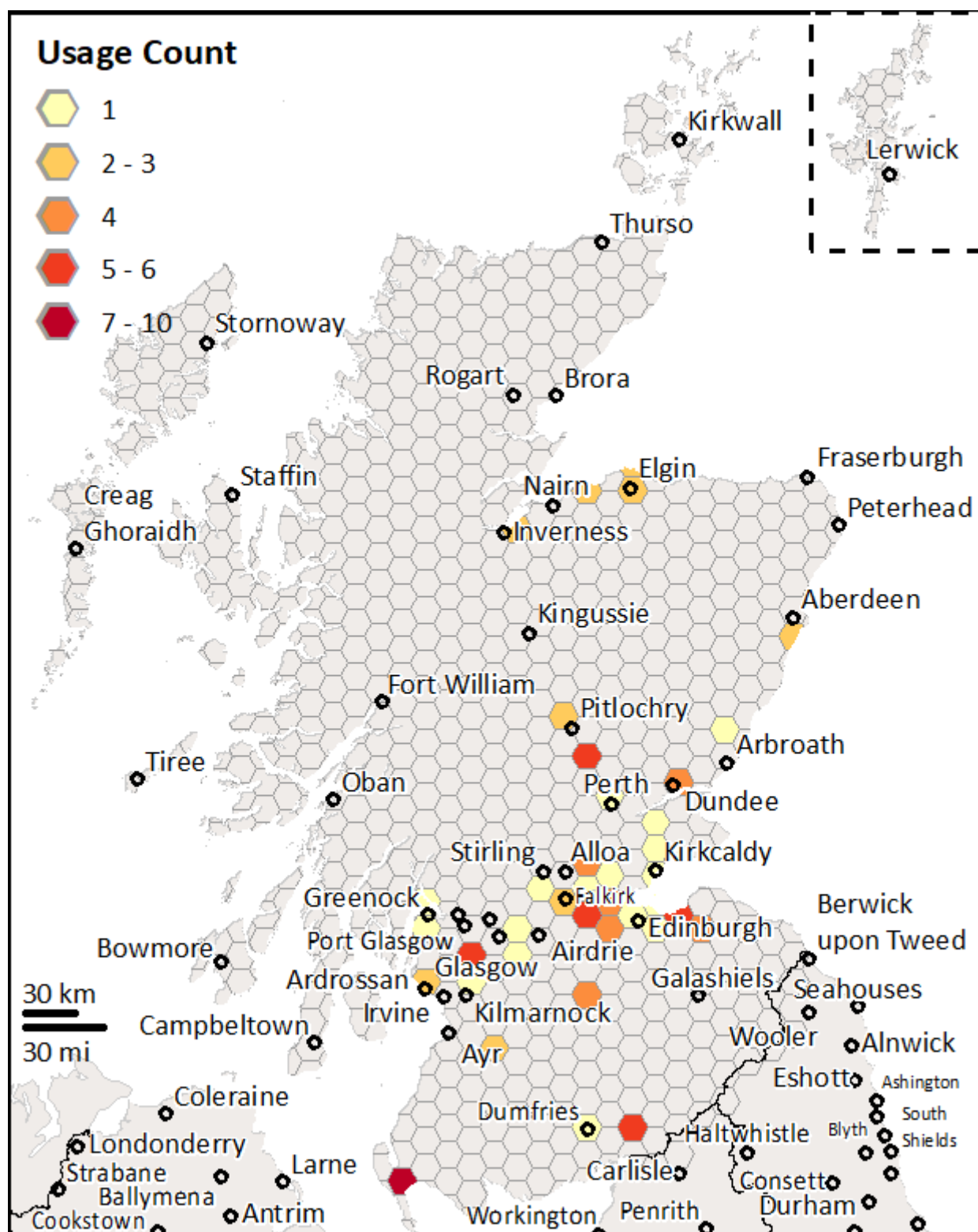
Table 38. General search criteria from users located in Wales – Veterans' Gateway mobile directory, May 2021

| | |
|---|----------|
| 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 |
| Merthyr Tydfil | 2 |
| Finances - Benefits | 1 |
| Legal Support and Advocacy - Legal Aid | 1 |
| 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



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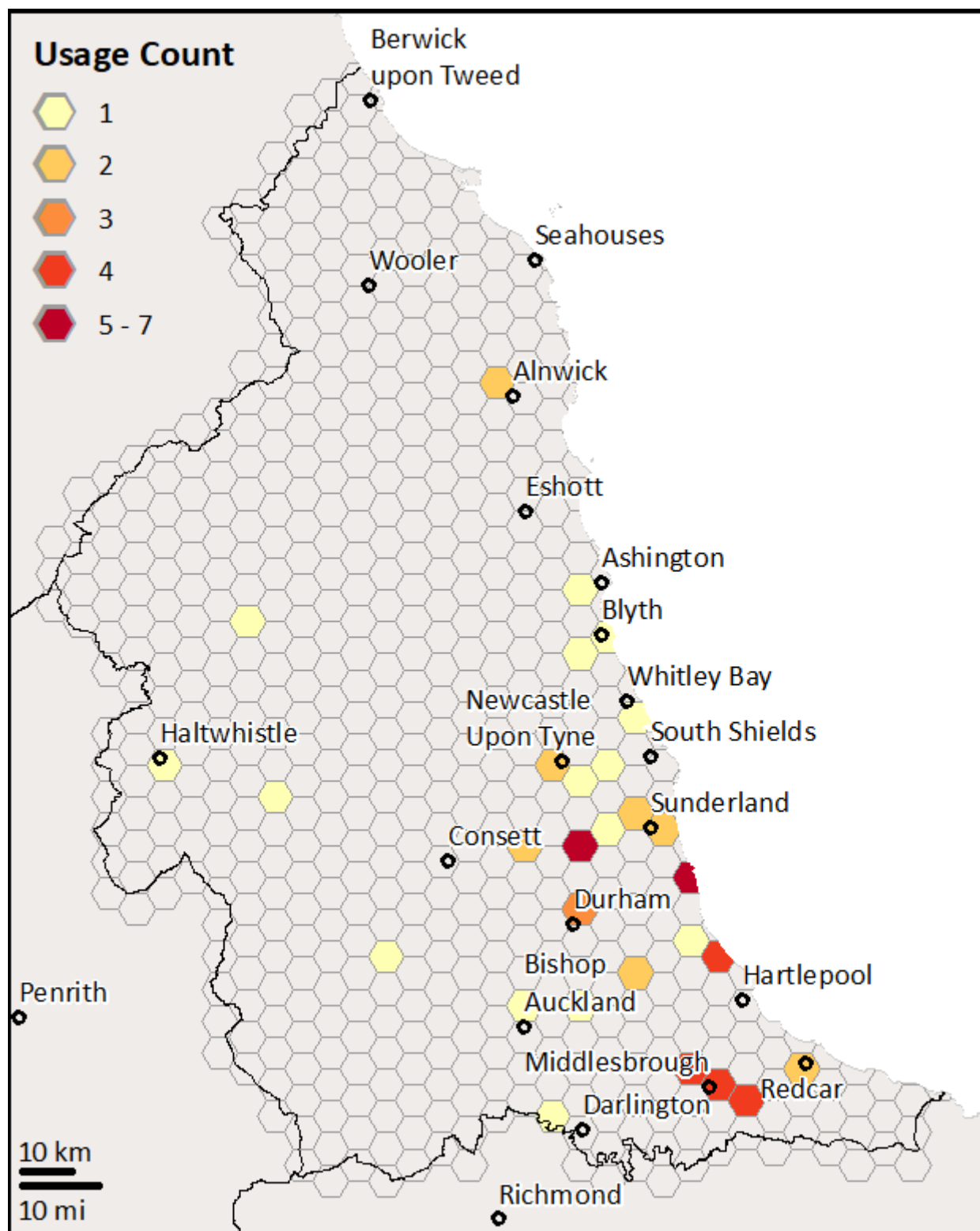
Table 39. General search criteria from users located in Scotland – Veterans’ Gateway mobile directory, May 2021

| | |
|--|-----------|
| Aberdeen City | 3 |
| 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 | 2 |
| Housing - Housing Advice and Support | 1 |
| Legal Support and Advocacy - Legal Advice | 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 | 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



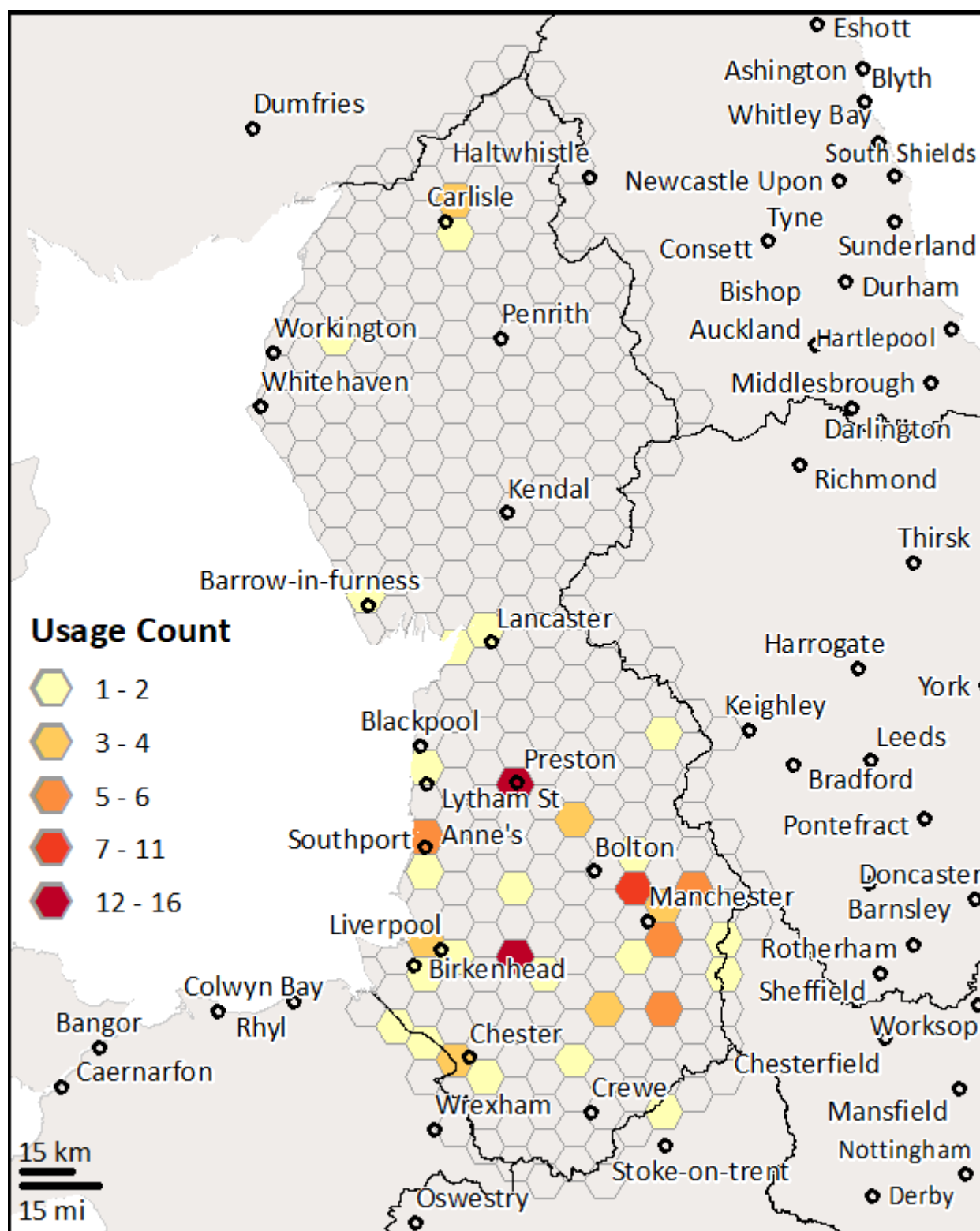
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Table 40. General search criteria from users located in the North East – Veterans’ Gateway mobile directory, May 2021

| | |
|---|-----------|
| 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 | 2 |
| Mental Wellbeing - Support Groups and Emotional Support | 1 |

North West

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



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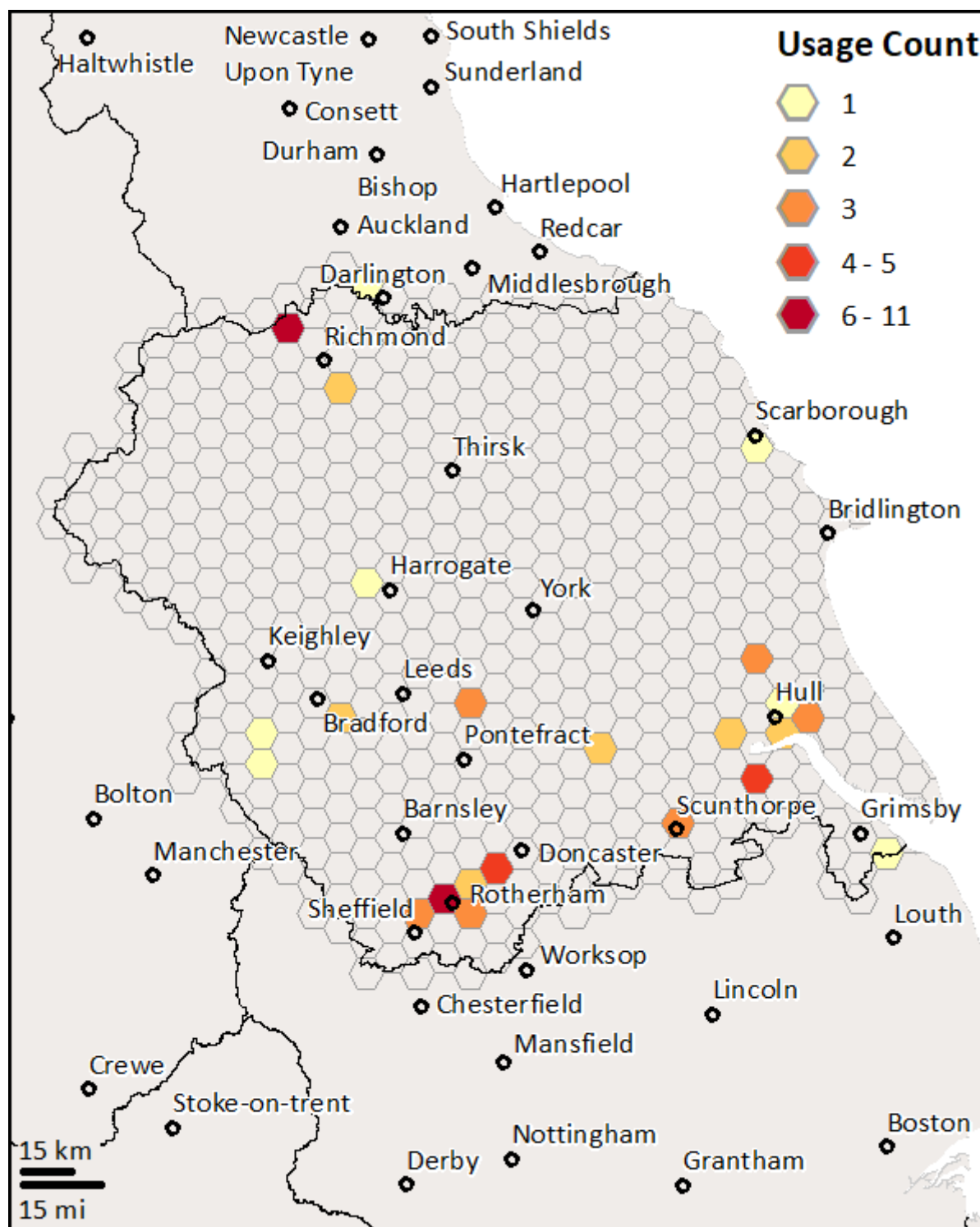
Table 41. General search criteria from users located in the North West – Veterans' Gateway mobile directory, May 2021

| | |
|--|-----------|
| Allerdale | 2 |
| Employment - Self Employment | 1 |
| Employment - Transition | 1 |
| Barrow-in-Furness | 1 |
| Mental Wellbeing - Accessing Support | 1 |
| Blackburn with Darwen | 4 |
| COVID19 Local Support - North West | 1 |
| Housing - Supported Living | 1 |
| Legal Support and Advocacy - Legal Advice | 1 |
| National Charities/Organisations - Royal British Legion | 1 |
| Blackpool | 2 |
| Mental Wellbeing - Bereavement | 2 |
| Bury | 13 |
| Employment - Education and Training | 5 |
| 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 | 4 |
| Employment - Self Employment | 1 |
| Finances - Grants | 1 |
| Legal Support and Advocacy - Legal Advocacy | 1 |
| Physical Health - Support Groups and Emotional Support | 1 |
| Cheshire East | 8 |
| 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 | 5 |
| COVID19 Local Support - North West | 4 |
| Finances - Pensions and Compensation | 1 |
| Lancaster | 3 |
| Finances - Financial Services | 1 |
| Mental Wellbeing - Support Groups and Emotional Support | 2 |
| Liverpool | 2 |
| Employment - Education and Training | 1 |
| Finances - Benefits | 1 |
| Manchester | 8 |
| Employment - Education and Training | 1 |
| Finances - Grants | 2 |
| Finances - Pensions and Compensation | 1 |
| Housing - Housing Advice and Support | 2 |
| Mental Wellbeing - Accessing Support | 1 |
| Mental Wellbeing - Sports | 1 |
| Oldham | 7 |
| Employment - Volunteering | 2 |
| Housing - Eviction and Repossession | 3 |
| Housing - Housing Advice and Support | 2 |
| Pendle | 2 |
| Employment - Volunteering | 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 |
| 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



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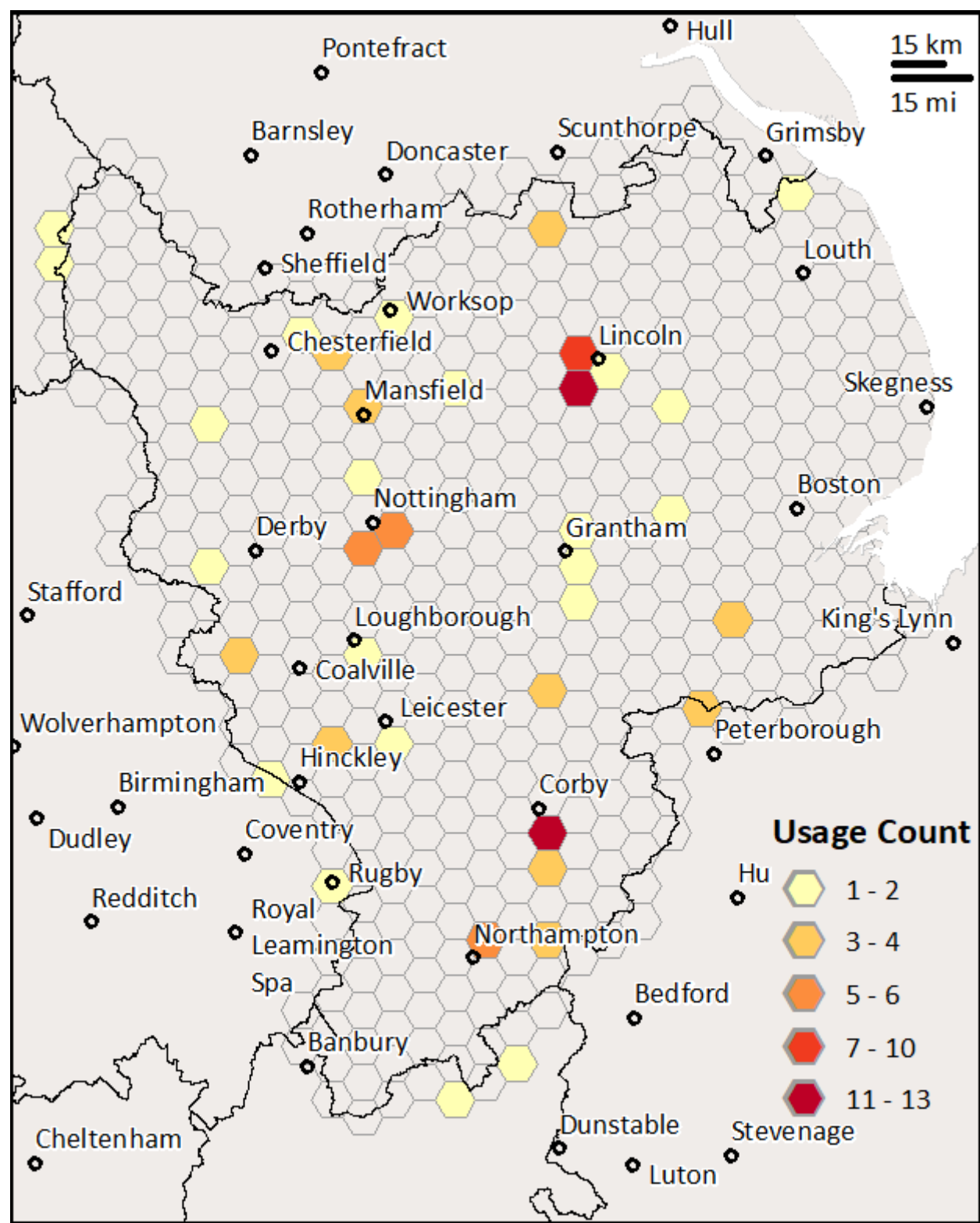
Table 42. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway mobile directory, May 2021

| | |
|---|-----------|
| 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 - 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 |
| Physical Health - GPs | 1 |
| 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



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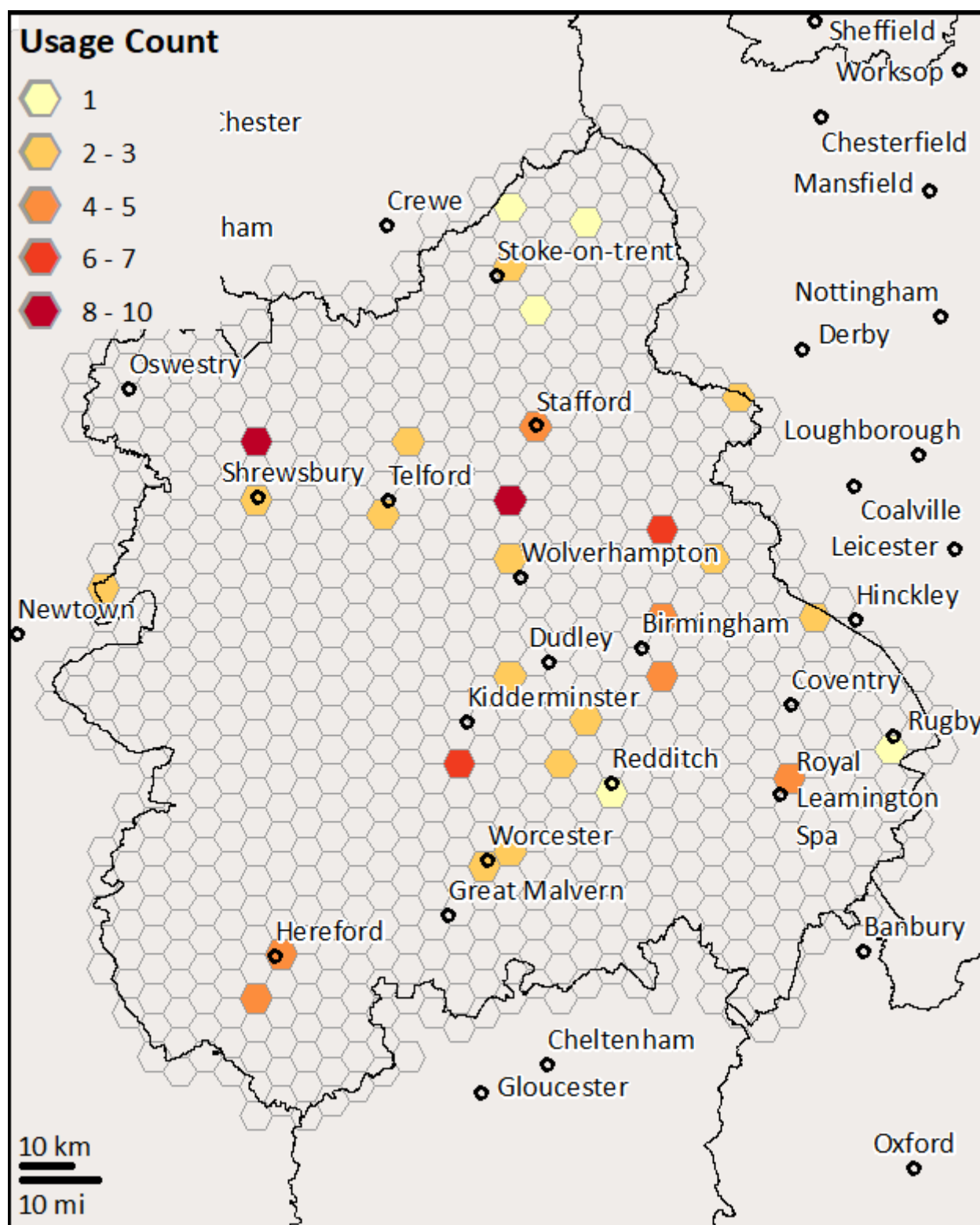
Table 43. General search criteria from users located in East Midlands – Veterans’ Gateway mobile directory, May 2021

| | |
|---|-----------|
| 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 |
| 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 |
| 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 | 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 | 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 |
| 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 | 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



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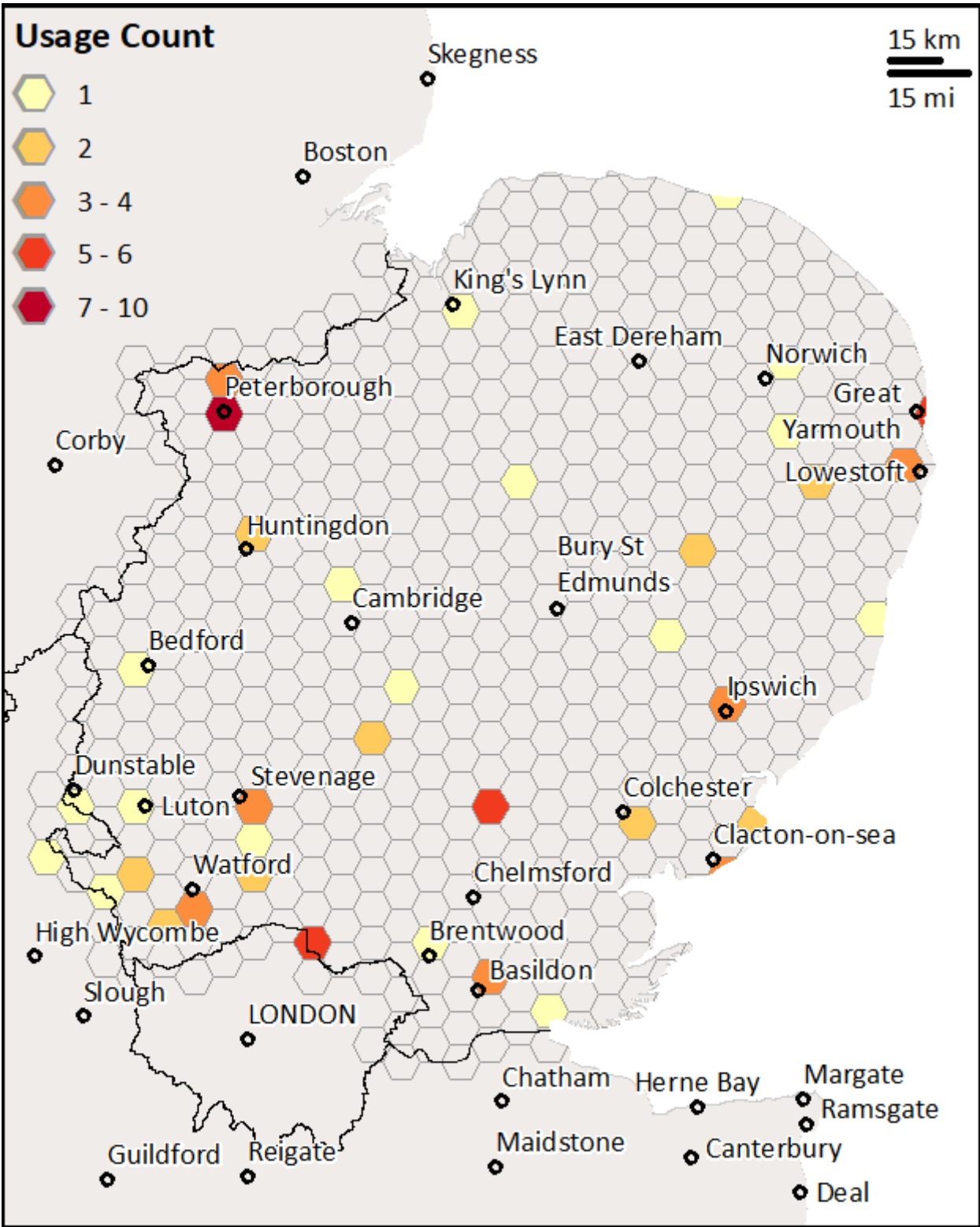
Table 44. General search criteria from users located in the West Midlands – Veterans’ Gateway mobile directory, May 2021

| | |
|---|-----------|
| 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 - Treatment | 1 |
| Herefordshire, County of | 8 |
| Employment - Education and Training | 2 |
| Employment - Self Employment | 1 |
| Employment - Volunteering | 2 |
| Family and Communities - Recreation | 3 |
| Lichfield | 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



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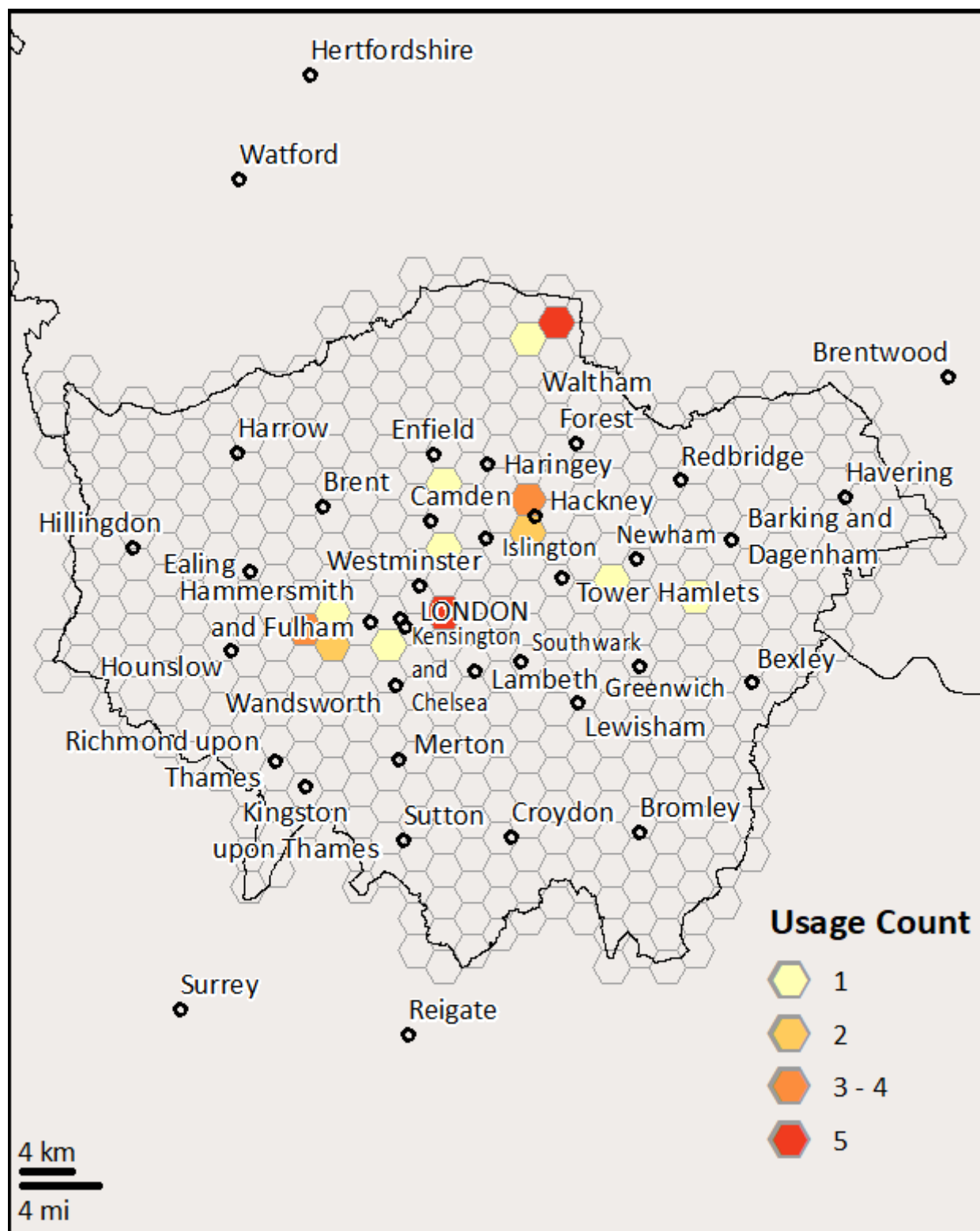
Table 45. General search criteria from users located in the East of England – Veterans' Gateway mobile directory, May 2021

| | |
|--|-----------|
| Basildon | 4 |
| COVID19 Local Support - East of England | 3 |
| National Charities/Organisations - British Red Cross | 1 |
| 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 | 6 |
| 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 | 10 |
| Finances - Pensions and Compensation | 1 |
| Legal Support and Advocacy - Legal Advice | 1 |
| Mental Wellbeing - Accessing Support | 8 |
| South Cambridgeshire | 2 |
| COVID19 Local Support - East of England | 1 |
| Mental Wellbeing - Drug and Alcohol Services | 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 | 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



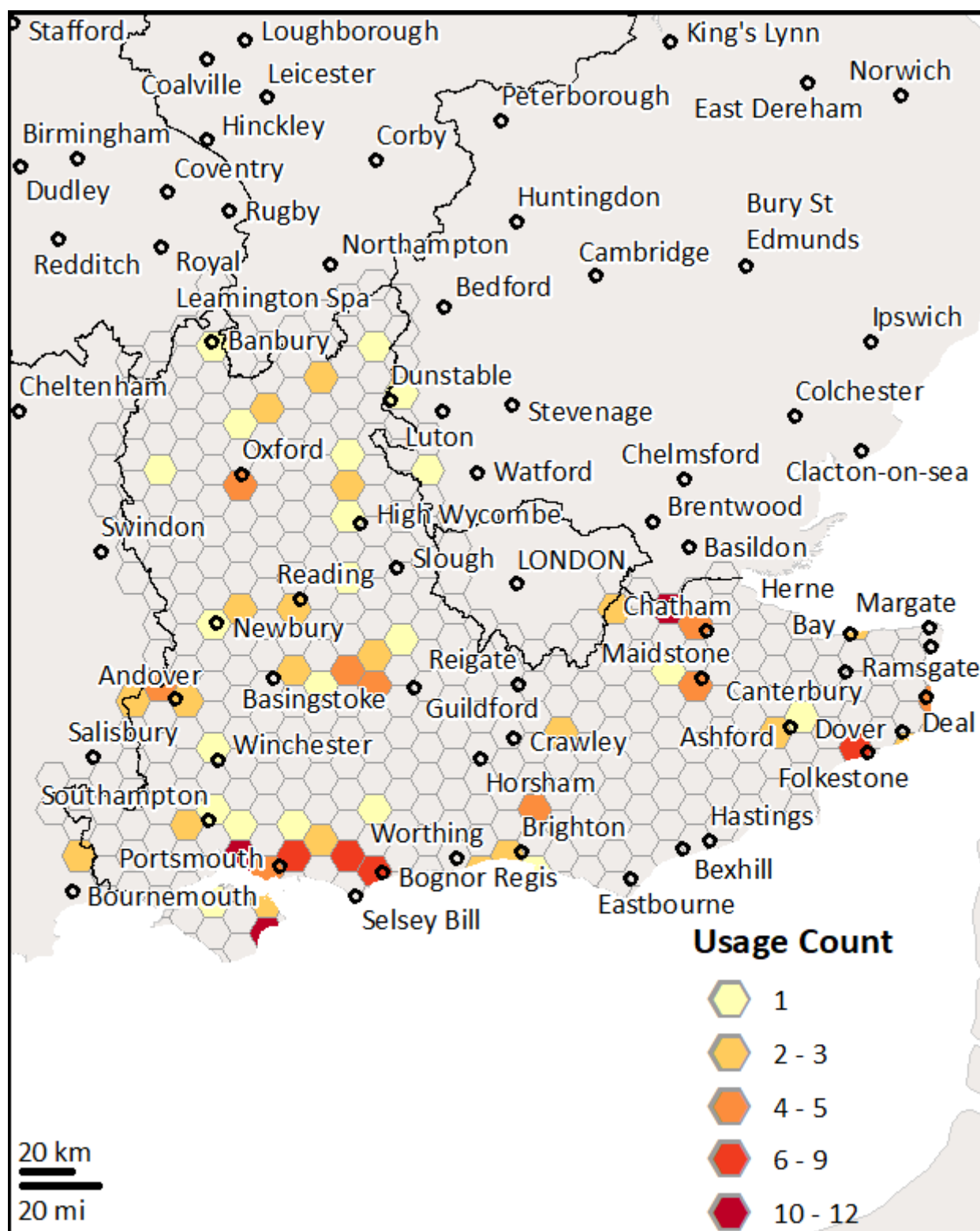
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Table 46. General search criteria from users located in London – Veterans' Gateway mobile directory, May 2021

| | |
|--|----------|
| 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



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

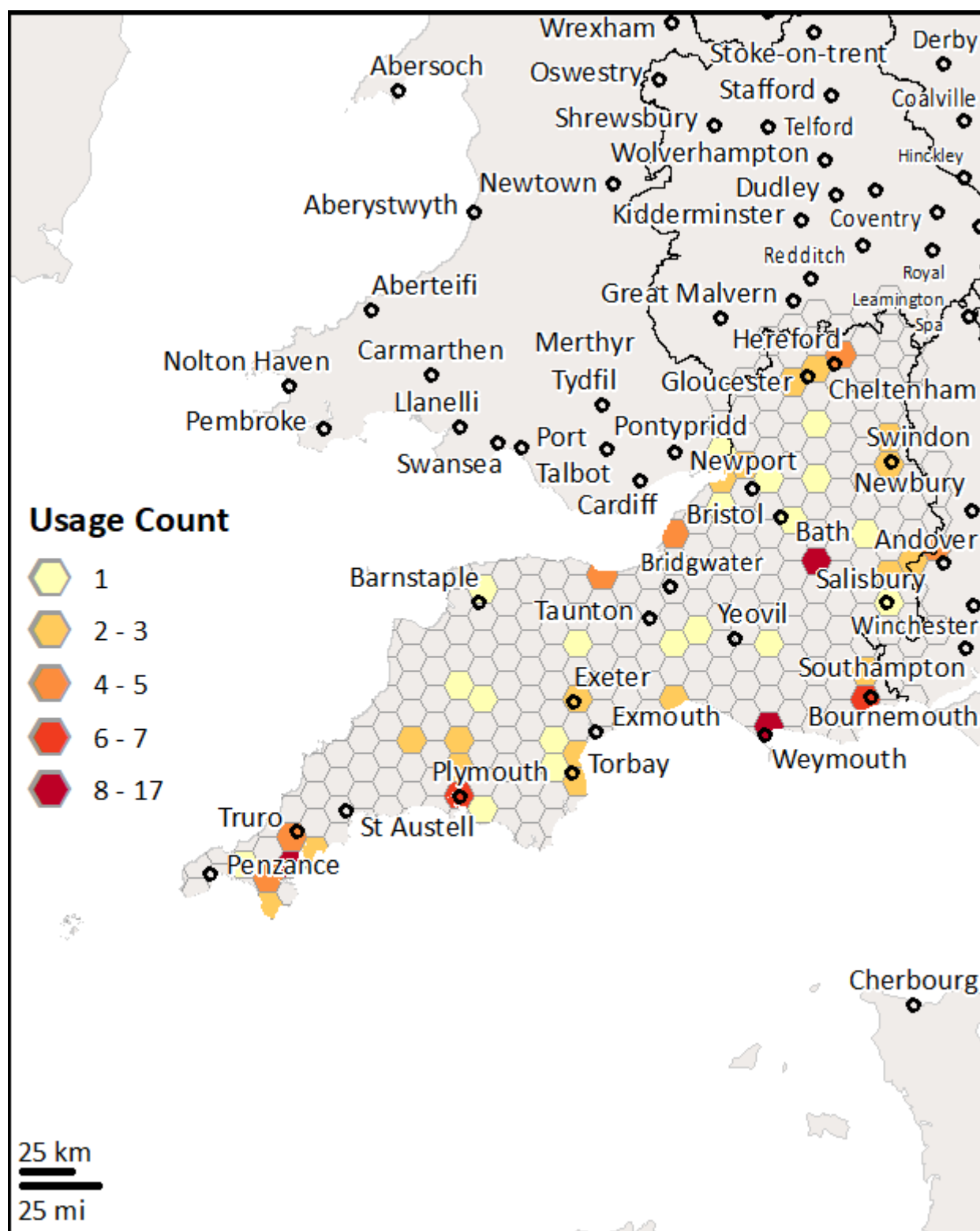
| | |
|---|-----------|
| Adur | 2 |
| Finances - Benefits | 2 |
| Ashford | 4 |
| COVID19 Local Support - South East | 1 |
| Employment - Education and Training | 1 |
| Employment - Volunteering | 1 |
| Finances - Pensions and Compensation | 1 |
| Aylesbury Vale | 3 |
| Employment - Job Seeking | 1 |
| Physical Health - Sports | 2 |
| Basingstoke and Deane | 3 |
| Employment - Volunteering | 1 |
| Finances - Benefits | 1 |
| Physical Health - Sports | 1 |
| Brighton and Hove | 3 |
| Housing - Nursing and Dementia Care | 1 |
| Housing - Retirement | 1 |
| 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 | 17 |
| COVID19 Local Support - South East | 2 |
| Employment - Job Seeking | 5 |
| Employment - Self Employment | 2 |
| Employment - Volunteering | 1 |
| Finances - Grants | 4 |
| Finances - Money and Debt Advice | 1 |
| Housing - Independent Living | 1 |
| National Charities/Organisations - Combat Stress | 1 |
| Dover | 6 |
| Employment - Job Seeking | 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 |
| East Hampshire | 1 |
| Employment - Self Employment | 1 |
| Eastleigh | 1 |
| Employment - Volunteering | 1 |
| Fareham | 10 |
| COVID19 Local Support - South East | 1 |
| Finances - Grants | 2 |
| Finances - Money and Debt Advice | 1 |
| 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 - 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 |
| 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 |
| National Charities/Organisations - SSAFA | 2 |
| 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



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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 | 4 |
| Employment - Job Seeking | 1 |
| Finances - Grants | 1 |
| Housing - Retirement | 1 |
| Mental Wellbeing - Sports | 1 |
| Cornwall | 29 |
| COVID19 Local Support - South West | 2 |
| Employment - Education and Training | 1 |
| Employment - Job Seeking | 1 |
| Employment - Volunteering | 1 |
| Finances - Benefits | 1 |
| Finances - Grants | 1 |
| Housing - Homelessness | 3 |
| Housing - Housing Advice and Support | 1 |
| 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 | 1 |
| Physical Health - GPs | 4 |
| Physical Health - Healthcare Services | 1 |
| Physical Health - Rehabilitation and Recovery | 1 |
| Physical Health - Sports | 1 |
| East Dorset | 3 |
| Employment - Education and Training | 3 |
| Exeter | 2 |
| Finances - Financial Services | 1 |
| Mental Wellbeing - Accessing Support | 1 |
| Gloucester | 4 |
| Finances - Money and Debt Advice | 1 |
| Finances - Pensions and Compensation | 1 |
| National Charities/Organisations - Help for Heroes | 1 |
| Physical Health - Healthcare Services | 1 |
| Mid Devon | 1 |
| Finances - Pensions and Compensation | 1 |
| North Devon | 1 |
| Finances - Benefits | 1 |
| North Somerset | 5 |
| Finances - Benefits | 3 |
| Finances - Pensions and Compensation | 1 |
| 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 |
| COVID19 Local Support - South West | 2 |
| 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 | 1 |
| 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 |