

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

## **September 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 October 2021.

### Map of Need Covenant Officers

<b>UK Wide COs</b>	<b>Coverage</b>
The Royal British Legion	UK
Cobseo	UK
Help For Heroes	UK
<b>England COs</b>	<b>Coverage</b>
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
<b>Wales COs</b>	<b>Coverage</b>
Welsh Government	Wales
<b>Northern Ireland COs</b>	<b>Coverage</b>
The Veterans Support Office	Northern Ireland
<b>Scotland COs</b>	<b>Coverage</b>
To be determined by Central Scottish Government	Scotland

## Key Findings – September 2021

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

On the 1<sup>st</sup> of October 2021, the directory of services included **17256** markers, each representing a service available to veterans or service families.

During September 2021, the directory attracted **1578** individual searches for services.

- A total of **663** cases were from the Veterans' Gateway Online Directory.
- A total of **769** cases were from the Veterans' Gateway Mobile Directory.
- A total of **146** cases had users located overseas or with a null location.
- When considering all searches, 'Mental Wellbeing', followed by 'Employment' and 'Housing' were the primary search criteria.

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

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

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

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

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

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

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

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

- Denbighshire followed by City of London and Cornwall were the local authorities with the highest online usage.

## **Veterans' Gateway Online Directory, September 2021 (N= 663)**

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

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

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

- 'Mental Wellbeing - Accessing Support', followed by 'Employment - Job Seeking' 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 September 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 September 2021.

- London followed by the North West and the South East were the regions with the highest online usage during September 2021.

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

- Denbighshire followed by City of London and Reigate & Banstead were the local authorities with the highest online usage.

## **Veterans' Gateway Mobile Directory, September 2021 (N= 769)**

Table 33 provides an overview of the general criteria of mobile searches made UK-wide through the mobile directory during September 2021. This table combines all mobile searches made into general categories of search criteria.

- 'Employment' followed by 'Housing' and 'Mental Wellbeing' were the primary mobile search criteria for users located in the UK during September 2021.

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

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

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

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

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

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

- Cornwall followed by Wiltshire and Croydon were the local authorities with the highest mobile usage.

#### Veterans' Gateway mobile platform performance data

- Total downloads since app launch: 6340 on Apple and 5756 on Android.
- Number of software crashes since app launch: 26 on Apple and 182 on Android.
- Number of downloads in September: 141 on Apple and 161 on Android.
- Number of software crashes in September: 0 on Apple and 5 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, September 2021

Search Criteria	Search Count	Search Percentage
Mental Wellbeing	287	20.04%
Employment	268	18.72%
Housing	198	13.83%
Finances	170	11.87%
Physical Health	160	11.17%
Family and Communities	121	8.45%
National Charities/Organisations	95	6.63%
Specific Search for an Organisation	58	4.05%
COVID19 Local Support	50	3.49%
Legal Support and Advocacy	25	1.75%
<b>Total</b>	<b>1432</b>	<b>100%</b>

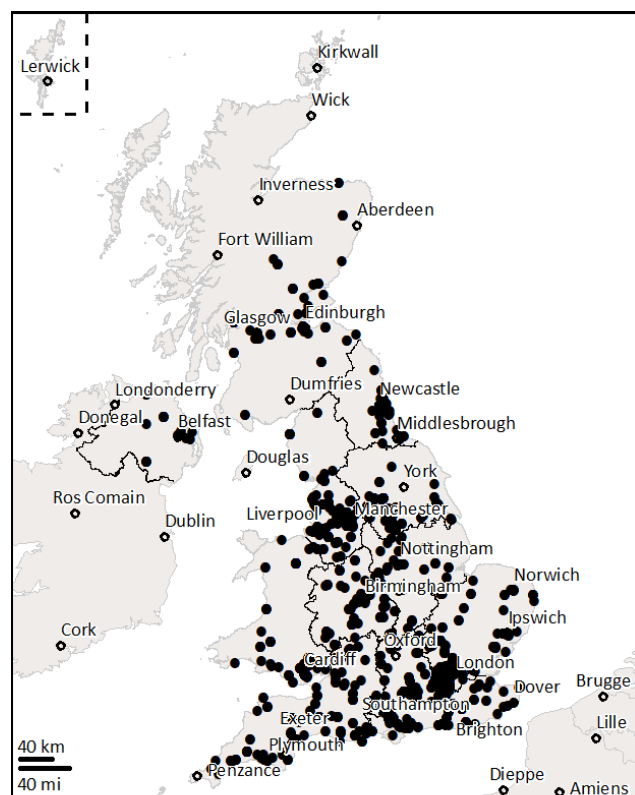
Table 2. A detailed breakdown of exact search criteria from users located in the UK – All searches, September 2021

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	142	9.92%
Mental Wellbeing - Accessing Support	108	7.54%
Housing - Housing Advice and Support	69	4.82%
Mental Wellbeing - Support Groups and Emotional Support	67	4.68%
Housing - Homelessness	61	4.26%
Specific Search for an Organisation	58	4.05%
Employment - Education and Training	57	3.98%
Finances - Grants	54	3.77%
Finances - Pensions and Compensation	46	3.21%
Mental Wellbeing - Drug and Alcohol Services	43	3.00%
Family and Communities - Support Groups and Emotional Support	38	2.65%
Family and Communities - Recreation	36	2.51%
Finances - Benefits	33	2.30%
Mental Wellbeing - Treatment	32	2.23%
Physical Health - Healthcare Services	29	2.03%
Physical Health - GPs	25	1.75%
Physical Health - Support Groups and Emotional Support	25	1.75%
Employment - Self Employment	23	1.61%
National Charities/Organisations - ASDIC Drop In Centres	23	1.61%
National Charities/Organisations - Armed Forces Covenant Fund Trust	22	1.54%
Family and Communities - Support for Carers	20	1.40%
National Charities/Organisations - SSAFA	20	1.40%
Physical Health - Rehabilitation and Recovery	19	1.33%
Physical Health - Home and Mobility Aids	19	1.33%
Physical Health - Sports	18	1.26%
Employment - Transition	18	1.26%
Finances - Financial Services	18	1.26%
Mental Wellbeing - GPs	18	1.26%
Housing - Eviction and Repossession	18	1.26%
Employment - Volunteering	17	1.19%
Finances - Money and Debt Advice	16	1.12%
Legal Support and Advocacy - Legal Advice	14	0.98%
Housing - Supported Living	14	0.98%
Housing - Independent Living	14	0.98%
Physical Health - Drug and Alcohol Services	13	0.91%

Search Criteria	Search Count	Search Percentage
COVID19 Local Support - South West	13	0.91%
Employment - Support for Offenders	11	0.77%
Family and Communities - GPs	10	0.70%
Mental Wellbeing - Bereavement	10	0.70%
Housing - Nursing and Dementia Care	9	0.63%
Mental Wellbeing - Sports	9	0.63%
Housing - Retirement	8	0.56%
Family and Communities - Bereavement	8	0.56%
National Charities/Organisations - Help for Heroes	8	0.56%
National Charities/Organisations - Royal British Legion	8	0.56%
Family and Communities - Drug and Alcohol Services	7	0.49%
Legal Support and Advocacy - Legal Advocacy	7	0.49%
COVID19 Local Support - Scotland	7	0.49%
COVID19 Local Support - North East	6	0.42%
National Charities/Organisations - Combat Stress	6	0.42%
Housing - Respite Care (Day Care and Respite)	5	0.35%
COVID19 Local Support - South East	4	0.28%
COVID19 Local Support - North West	4	0.28%
Physical Health - Nursing and Dementia Care	4	0.28%
COVID19 Local Support - Yorkshire/ The Humber	4	0.28%
Legal Support and Advocacy - Legal Aid	4	0.28%
Physical Health - Limb Loss	3	0.21%
Physical Health - End of Life Care	3	0.21%
COVID19 Local Support - London	3	0.21%
Finances - Support for the Gurkha Community	3	0.21%
COVID19 Local Support - Wales	2	0.14%
National Charities/Organisations - Legion Scotland	2	0.14%
Family and Communities - Support for the Gurkha Community	2	0.14%
COVID19 Local Support - East Midlands	2	0.14%
COVID19 Local Support - Northern Ireland	2	0.14%
COVID19 Local Support - West Midlands	2	0.14%
National Charities/Organisations - Blesma	2	0.14%
Physical Health - Blind Veterans	2	0.14%
National Charities/Organisations - Citizen Advice Bureau	1	0.07%
National Charities/Organisations - Samaritans Branches	1	0.07%
COVID19 Local Support - East of England	1	0.07%
National Charities/Organisations - British Red Cross	1	0.07%
National Charities/Organisations - Mind	1	0.07%
<b>Total</b>	<b>1432</b>	<b>100%</b>



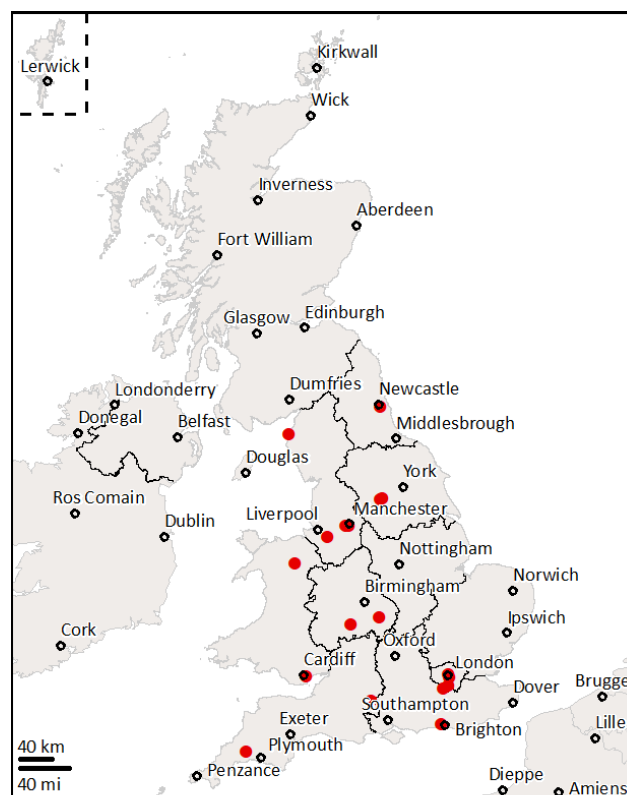
**Figure 1. User locations in the UK – All searches, September 2021**



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

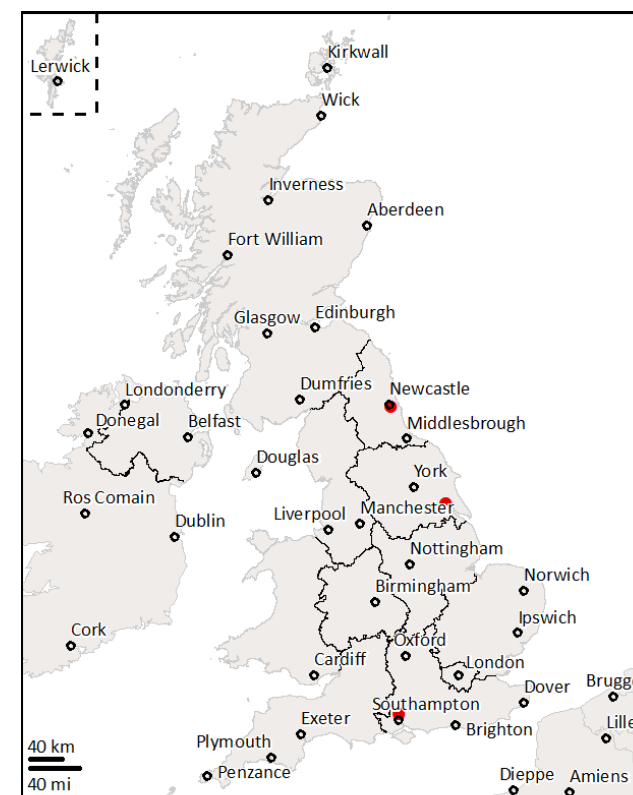
**Figure 2. User hotspots in the UK – All searches, September 2021**



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

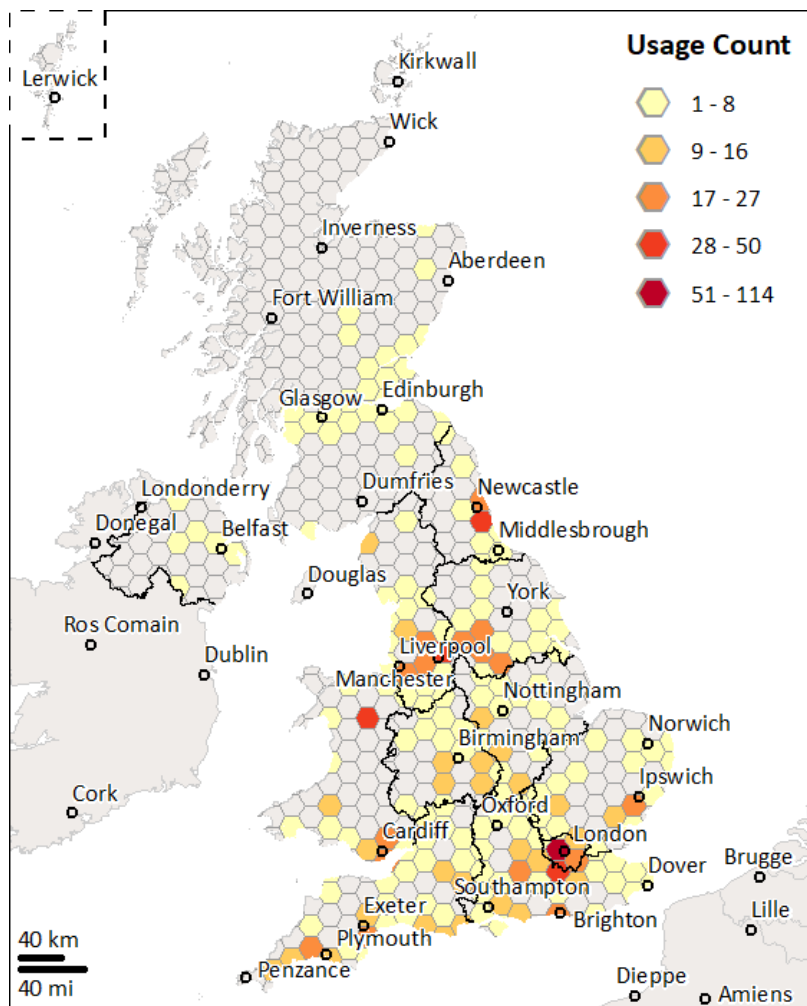
**Figure 3. User outliers in the UK – All searches, September 2021**



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

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

N = 1432

Region	Usage Count	Usage Percentage
South West	211	14.73%
South East	193	13.48%
North West	187	13.06%
London	149	10.41%
Wales	134	9.36%
Yorkshire and The Humber	120	8.38%
West Midlands	106	7.40%
East of England	93	6.49%
Scotland	85	5.94%
East Midlands	72	5.03%
North East	59	4.12%
Northern Ireland	23	1.61%

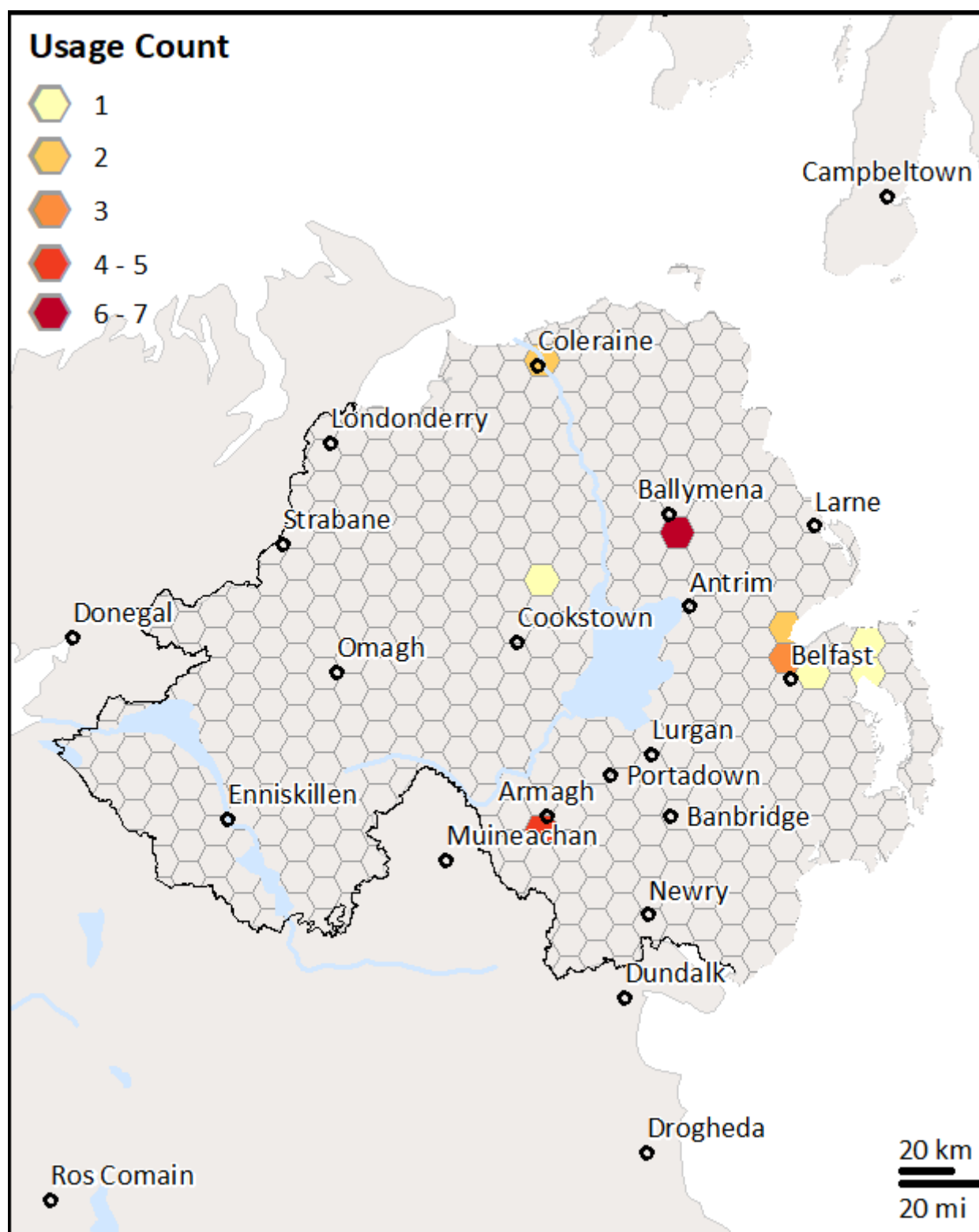
**Table 4. Main local authorities for usage – All searches, September 2021**

N = 1432

Top 20 Local Authorities	Usage Count	Usage Percentage
Denbighshire	50	3.49%
City of London	40	2.79%
Cornwall	40	2.79%
Wiltshire	28	1.96%
Manchester	27	1.89%
Reigate and Banstead	26	1.82%
Leeds	23	1.61%
Halton	22	1.54%
Cardiff	21	1.47%
Croydon	21	1.47%
Newcastle upon Tyne	17	1.19%
Southwark	16	1.12%
Barnsley	16	1.12%
Rotherham	16	1.12%
Purbeck	15	1.05%
East Staffordshire	15	1.05%
West Dorset	15	1.05%
Warwick	15	1.05%
Wandsworth	14	0.98%
County Durham	14	0.98%

## Northern Ireland

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



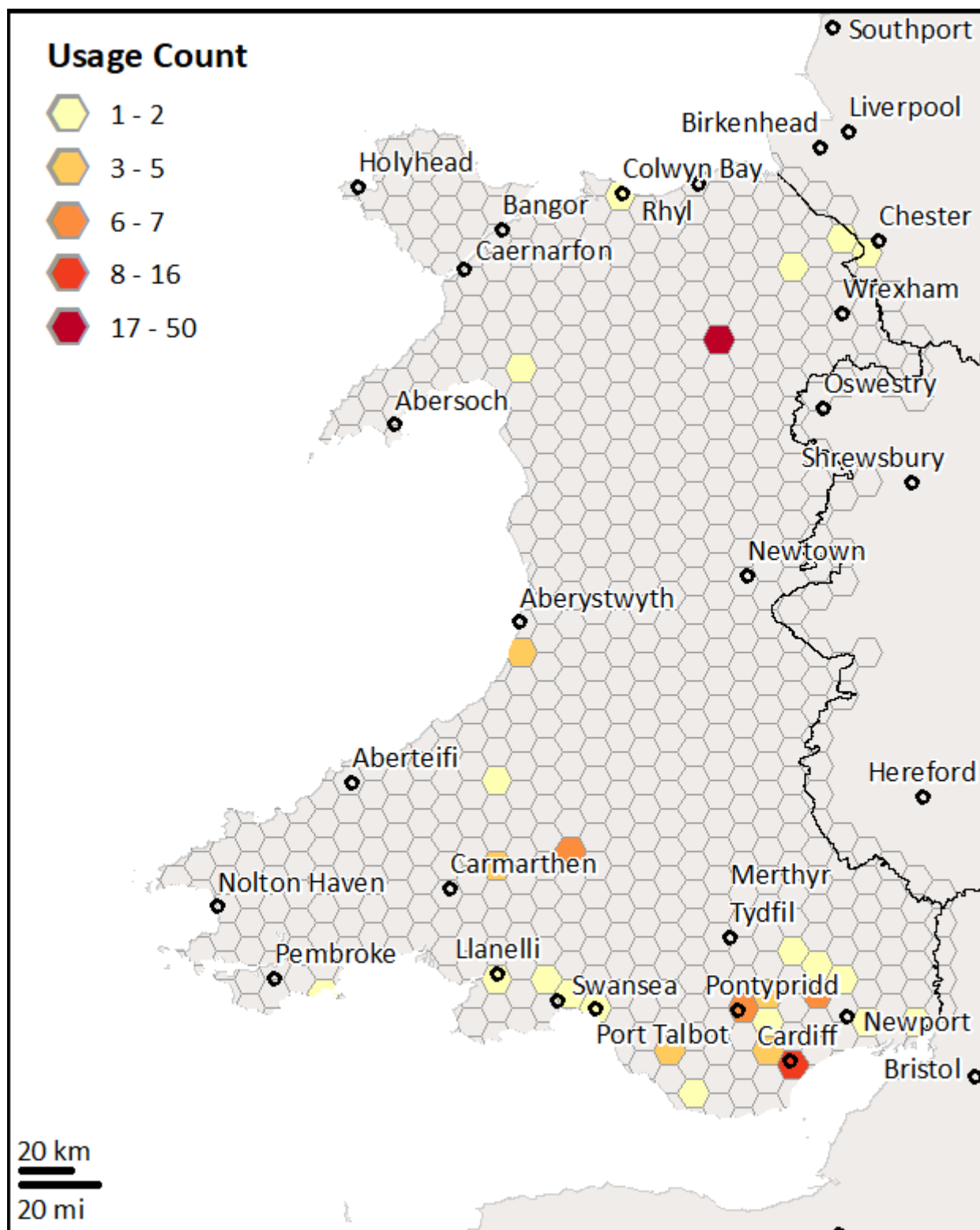
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**Table 5. General search criteria from users located in Northern Ireland – All searches, September 2021**

<b>Northern Ireland</b>	<b>23</b>
<b>Mid and East Antrim</b>	<b>7</b>
Employment - Education and Training	2
Employment - Job Seeking	2
Employment - Volunteering	1
Legal Support and Advocacy - Legal Advice	1
Employment - Support for Offenders	1
<b>Armagh City, Banbridge and Craigavon</b>	<b>5</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	4
Mental Wellbeing - Sports	1
<b>Belfast</b>	<b>3</b>
Employment - Self Employment	1
Housing - Supported Living	1
Finances - Benefits	1
<b>North Down and Ards</b>	<b>2</b>
Specific Search for an Organisation	1
Housing - Independent Living	1
<b>Antrim and Newtownabbey</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>Causeway Coast and Glens</b>	<b>2</b>
Family and Communities - Drug and Alcohol Services	1
COVID19 Local Support - Northern Ireland	1
<b>Lisburn and Castlereagh</b>	<b>1</b>
COVID19 Local Support - Northern Ireland	1
<b>Mid Ulster</b>	<b>1</b>
Finances - Benefits	1

## Wales

Figure 6. User locations in Wales – All searches, September 2021



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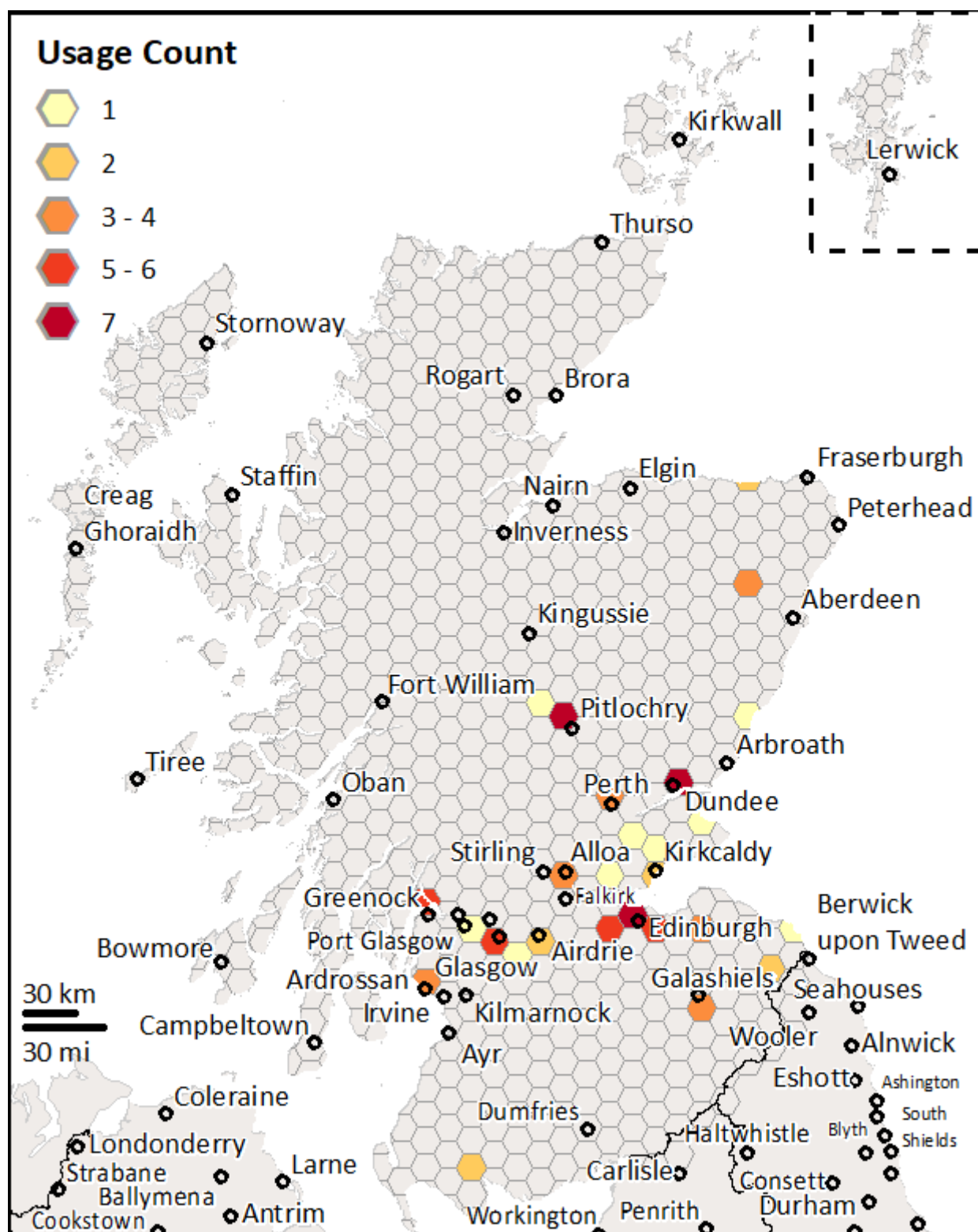
**Table 6. General search criteria from users located in Wales – All searches, September 2021**

<b>Wales</b>	<b>134</b>
<b>Denbighshire</b>	<b>50</b>
Family and Communities - Support Groups and Emotional Support	10
Family and Communities - Recreation	10
National Charities/Organisations - Armed Forces Covenant Fund Trust	7
National Charities/Organisations - ASDIC Drop In Centres	6
Employment - Transition	5
Employment - Job Seeking	3
Family and Communities - Bereavement	2
Family and Communities - Support for Carers	2
National Charities/Organisations - Mind	1
National Charities/Organisations - Combat Stress	1
Employment - Volunteering	1
National Charities/Organisations - Samaritans Branches	1
Family and Communities - Support for the Gurkha Community	1
<b>Cardiff</b>	<b>21</b>
Mental Wellbeing - Accessing Support	7
Specific Search for an Organisation	4
Mental Wellbeing - Support Groups and Emotional Support	3
Family and Communities - Support Groups and Emotional Support	2
Physical Health - Support Groups and Emotional Support	2
Mental Wellbeing - GPs	2
Physical Health - Healthcare Services	1
<b>Caerphilly</b>	<b>13</b>
Physical Health - Healthcare Services	4
Specific Search for an Organisation	2
Employment - Job Seeking	2
Housing - Eviction and Repossession	1
Finances - Grants	1
Physical Health - Rehabilitation and Recovery	1
Housing - Retirement	1
Housing - Homelessness	1
<b>Carmarthenshire</b>	<b>12</b>
Physical Health - Support Groups and Emotional Support	6
Mental Wellbeing - Treatment	3
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - GPs	1
<b>Rhondda Cynon Taf</b>	<b>7</b>
Physical Health - Healthcare Services	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Royal British Legion	1
Finances - Financial Services	1
COVID19 Local Support - Wales	1
Finances - Grants	1
<b>Ceredigion</b>	<b>6</b>

Mental Wellbeing - Accessing Support	4
Legal Support and Advocacy - Legal Advice	2
<b>Bridgend</b>	<b>5</b>
Employment - Job Seeking	2
Finances - Money and Debt Advice	1
Physical Health - Sports	1
Finances - Grants	1
<b>Flintshire</b>	<b>5</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
COVID19 Local Support - Wales	1
Family and Communities - Support for Carers	1
<b>Swansea</b>	<b>2</b>
Housing - Housing Advice and Support	1
Finances - Grants	1
<b>Torfaen</b>	<b>2</b>
Mental Wellbeing - Bereavement	1
Employment - Education and Training	1
<b>The Vale of Glamorgan</b>	<b>2</b>
Housing - Homelessness	1
Housing - Eviction and Repossession	1
<b>Gwynedd</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>Blaenau Gwent</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Monmouthshire</b>	<b>1</b>
Employment - Volunteering	1
<b>Neath Port Talbot</b>	<b>1</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Pembrokeshire</b>	<b>1</b>
Employment - Job Seeking	1
<b>Conwy</b>	<b>1</b>
Mental Wellbeing - Drug and Alcohol Services	1
<b>Newport</b>	<b>1</b>
Employment - Job Seeking	1

## Scotland

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



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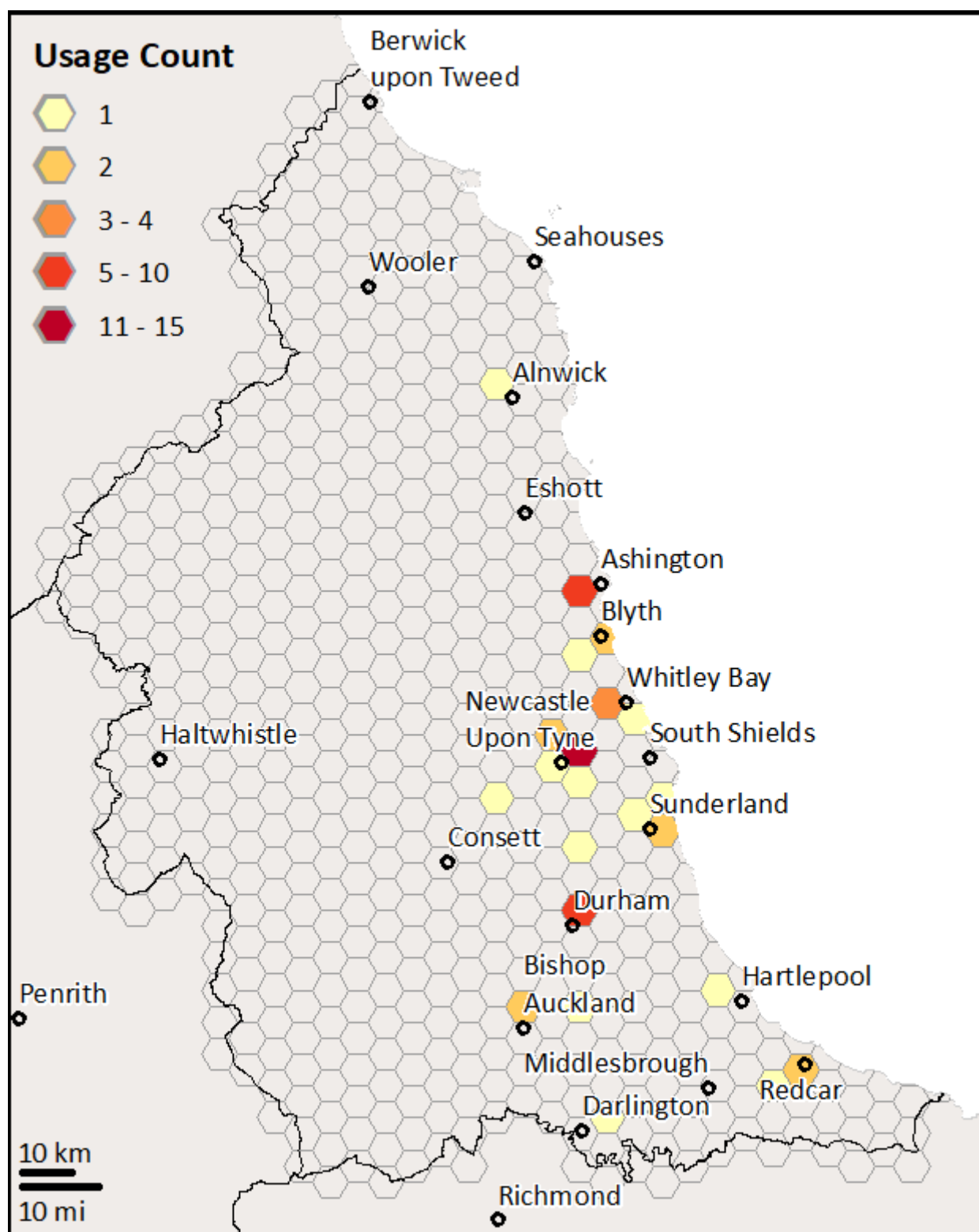
**Table 7. General search criteria from users located in Scotland – All searches, September 2021**

<b>Scotland</b>	<b>85</b>
<b>Perth &amp; Kinross</b>	<b>12</b>
Housing - Retirement	2
Finances - Grants	2
Housing - Housing Advice and Support	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Recreation	1
Physical Health - Support Groups and Emotional Support	1
COVID19 Local Support - Scotland	1
Housing - Homelessness	1
<b>Edinburgh, City of</b>	<b>11</b>
Employment - Job Seeking	5
Employment - Transition	1
Employment - Education and Training	1
Housing - Housing Advice and Support	1
National Charities/Organisations - Royal British Legion	1
COVID19 Local Support - Scotland	1
Employment - Support for Offenders	1
<b>Scottish Borders</b>	<b>7</b>
Housing - Supported Living	2
Physical Health - Healthcare Services	2
Mental Wellbeing - Treatment	2
Physical Health - Sports	1
<b>Dundee City</b>	<b>7</b>
Housing - Housing Advice and Support	6
Finances - Financial Services	1
<b>West Lothian</b>	<b>6</b>
Mental Wellbeing - Bereavement	2
Housing - Supported Living	2
Physical Health - End of Life Care	1
Housing - Respite Care (Day Care and Respite)	1
<b>Argyll &amp; Bute</b>	<b>6</b>
National Charities/Organisations - Legion Scotland	2
COVID19 Local Support - Scotland	1
Legal Support and Advocacy - Legal Advice	1
Employment - Transition	1
Finances - Grants	1
<b>Glasgow City</b>	<b>6</b>
Employment - Job Seeking	2
Housing - Homelessness	2
Physical Health - Healthcare Services	1
Housing - Housing Advice and Support	1
<b>Aberdeenshire</b>	<b>6</b>
Mental Wellbeing - Accessing Support	2

Employment - Education and Training	1
Housing - Supported Living	1
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
<b>Fife</b>	<b>6</b>
Employment - Job Seeking	2
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - Royal British Legion	1
Housing - Housing Advice and Support	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>East Lothian</b>	<b>4</b>
Employment - Transition	2
Mental Wellbeing - Accessing Support	1
Employment - Self Employment	1
<b>Clackmannanshire</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Housing - Eviction and Repossession	1
Family and Communities - Support for Carers	1
<b>North Ayrshire</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
<b>Dumfries &amp; Galloway</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>North Lanarkshire</b>	<b>2</b>
Physical Health - Sports	1
Finances - Pensions and Compensation	1
<b>South Lanarkshire</b>	<b>1</b>
Finances - Pensions and Compensation	1
<b>West Dunbartonshire</b>	<b>1</b>
Housing - Homelessness	1
<b>Midlothian</b>	<b>1</b>
Mental Wellbeing - Sports	1
<b>Angus</b>	<b>1</b>
Finances - Grants	1

## North East

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



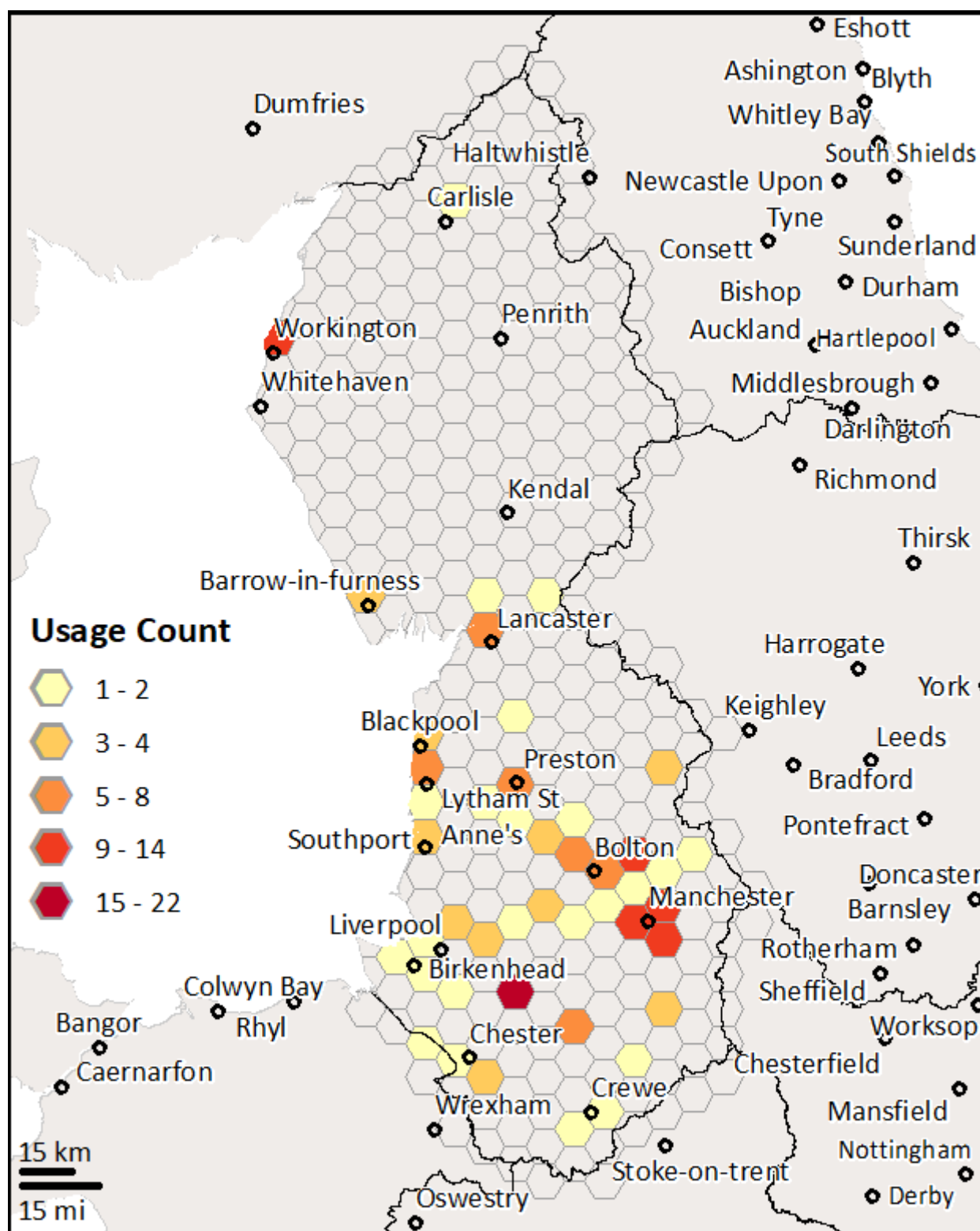
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**Table 8. General search criteria from users located in the North East – All searches, September 2021**

<b>North East</b>	<b>59</b>
<b>Newcastle upon Tyne</b>	<b>17</b>
Mental Wellbeing - Accessing Support	14
Employment - Education and Training	1
National Charities/Organisations - SSAFA	1
National Charities/Organisations - Royal British Legion	1
<b>County Durham</b>	<b>14</b>
Family and Communities - Recreation	5
Finances - Grants	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Family and Communities - Bereavement	1
National Charities/Organisations - Citizen Advice Bureau	1
Physical Health - Sports	1
Physical Health - Support Groups and Emotional Support	1
Housing - Supported Living	1
Legal Support and Advocacy - Legal Advice	1
<b>Northumberland</b>	<b>11</b>
Housing - Homelessness	2
COVID19 Local Support - North East	2
Physical Health - Healthcare Services	2
Employment - Education and Training	2
Employment - Job Seeking	2
Finances - Pensions and Compensation	1
<b>North Tyneside</b>	<b>5</b>
Family and Communities - Recreation	2
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Family and Communities - GPs	1
<b>Sunderland</b>	<b>4</b>
Finances - Pensions and Compensation	2
COVID19 Local Support - North East	1
Employment - Education and Training	1
<b>Redcar and Cleveland</b>	<b>3</b>
Mental Wellbeing - Drug and Alcohol Services	2
COVID19 Local Support - North East	1
<b>Gateshead</b>	<b>3</b>
Family and Communities - Support Groups and Emotional Support	1
Housing - Retirement	1
Finances - Grants	1
<b>Darlington</b>	<b>1</b>
Employment - Volunteering	1
<b>Hartlepool</b>	<b>1</b>
Physical Health - Sports	1

## North West

Figure 9. User locations in the North West – All searches, September 2021



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

<b>North West</b>	<b>187</b>
<b>Manchester</b>	<b>27</b>
Mental Wellbeing - Support Groups and Emotional Support	17
Housing - Housing Advice and Support	4
Physical Health - Sports	2
Employment - Job Seeking	2
Physical Health - GPs	1
Specific Search for an Organisation	1
<b>Halton</b>	<b>22</b>
Finances - Grants	9
Finances - Financial Services	8
Physical Health - Rehabilitation and Recovery	3
Mental Wellbeing - Treatment	2
<b>Allerdale</b>	<b>14</b>
Employment - Education and Training	9
Finances - Grants	2
Mental Wellbeing - Accessing Support	1
Physical Health - Sports	1
Housing - Homelessness	1
<b>Bury</b>	<b>13</b>
Family and Communities - Recreation	3
Mental Wellbeing - Drug and Alcohol Services	3
National Charities/Organisations - ASDIC Drop In Centres	2
National Charities/Organisations - Combat Stress	1
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Respite Care (Day Care and Respite)	1
Mental Wellbeing - Sports	1
<b>Trafford</b>	<b>12</b>
Finances - Benefits	3
Mental Wellbeing - Accessing Support	2
Housing - Housing Advice and Support	2
Employment - Job Seeking	2
Finances - Pensions and Compensation	2
Physical Health - Drug and Alcohol Services	1
<b>Bolton</b>	<b>11</b>
Housing - Housing Advice and Support	3
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Drug and Alcohol Services	2
Family and Communities - Recreation	2
Mental Wellbeing - GPs	1
Legal Support and Advocacy - Legal Advice	1
<b>Lancaster</b>	<b>9</b>
Specific Search for an Organisation	2
Mental Wellbeing - GPs	2

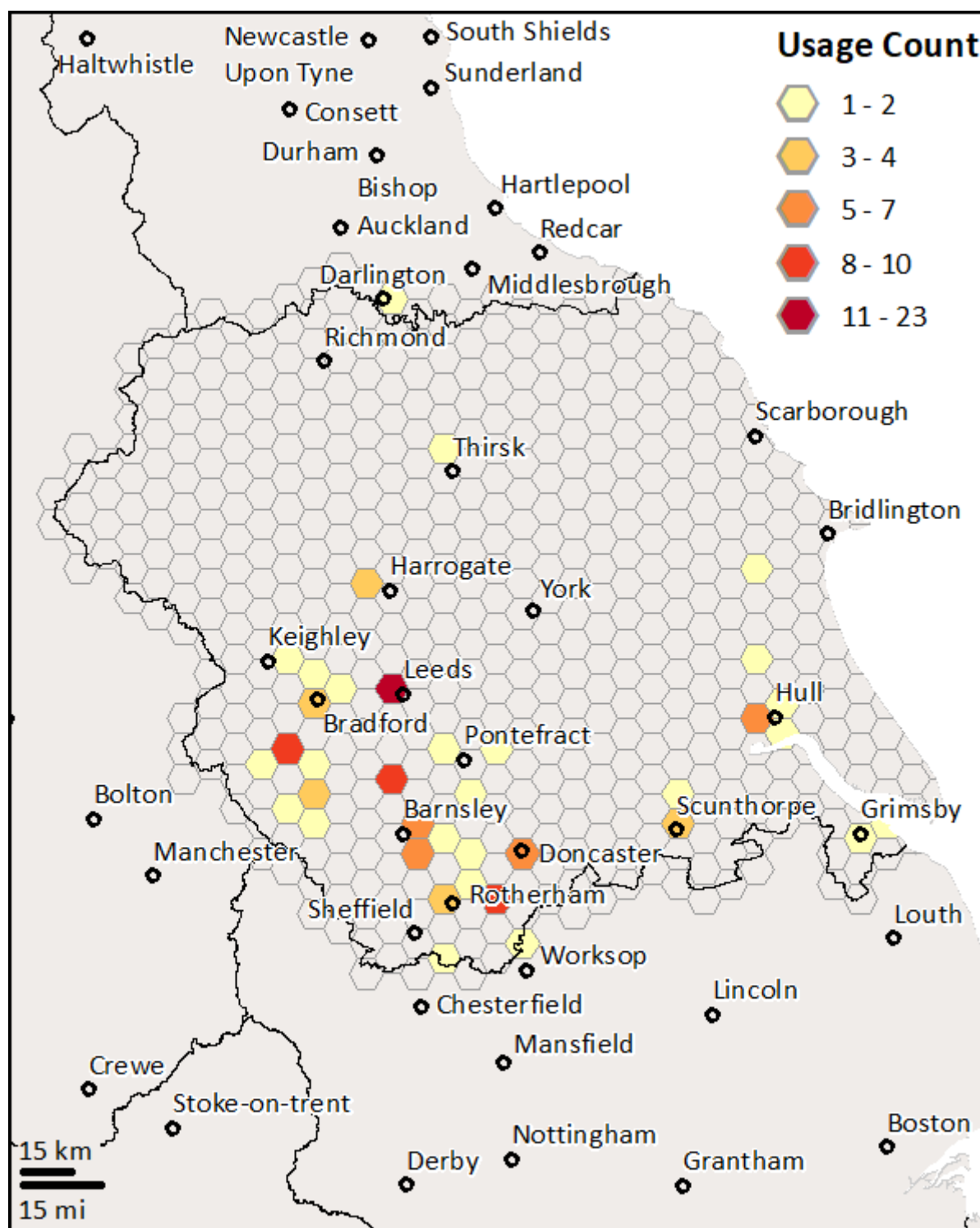
COVID19 Local Support - North West	2
Mental Wellbeing - Sports	1
Family and Communities - Drug and Alcohol Services	1
Legal Support and Advocacy - Legal Advice	1
<b>Cheshire West and Chester</b>	<b>9</b>
Mental Wellbeing - Treatment	2
Mental Wellbeing - Accessing Support	2
Employment - Job Seeking	1
Family and Communities - Bereavement	1
Physical Health - Rehabilitation and Recovery	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advocacy	1
<b>Preston</b>	<b>8</b>
Housing - Housing Advice and Support	2
Mental Wellbeing - GPs	2
Housing - Homelessness	2
COVID19 Local Support - North West	1
Finances - Benefits	1
<b>Blackpool</b>	<b>8</b>
Housing - Homelessness	3
Employment - Job Seeking	2
Physical Health - GPs	2
Housing - Independent Living	1
<b>Cheshire East</b>	<b>7</b>
Employment - Job Seeking	4
COVID19 Local Support - North West	1
Mental Wellbeing - GPs	1
Finances - Pensions and Compensation	1
<b>Liverpool</b>	<b>6</b>
Employment - Job Seeking	3
Finances - Pensions and Compensation	1
Physical Health - Home and Mobility Aids	1
Finances - Money and Debt Advice	1
<b>Rochdale</b>	<b>4</b>
Physical Health - Drug and Alcohol Services	2
Housing - Homelessness	2
<b>Burnley</b>	<b>4</b>
Employment - Job Seeking	2
Mental Wellbeing - Bereavement	1
Employment - Self Employment	1
<b>Fylde</b>	<b>4</b>
Specific Search for an Organisation	1
Housing - Housing Advice and Support	1
Employment - Transition	1
Employment - Volunteering	1
<b>Wigan</b>	<b>4</b>
Finances - Financial Services	2
Housing - Homelessness	1

Finances - Pensions and Compensation	1
<b>Sefton</b>	<b>3</b>
Housing - Housing Advice and Support	1
Physical Health - Limb Loss	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Wyre</b>	<b>3</b>
Physical Health - GPs	2
Finances - Grants	1
<b>Wirral</b>	<b>3</b>
Legal Support and Advocacy - Legal Advice	2
Housing - Eviction and Repossession	1
<b>Barrow-in-Furness</b>	<b>3</b>
Employment - Job Seeking	1
National Charities/Organisations - Help for Heroes	1
Family and Communities - Drug and Alcohol Services	1
<b>Chorley</b>	<b>3</b>
Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	1
<b>Knowsley</b>	<b>3</b>
National Charities/Organisations - ASDIC Drop In Centres	3
<b>Carlisle</b>	<b>2</b>
Employment - Job Seeking	1
Employment - Education and Training	1
<b>South Ribble</b>	<b>2</b>
Housing - Supported Living	2
<b>St. Helens</b>	<b>1</b>
Employment - Self Employment	1
<b>Blackburn with Darwen</b>	<b>1</b>
Family and Communities - Recreation	1
<b>Salford</b>	<b>1</b>
Finances - Financial Services	1



## Yorkshire and the Humber

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



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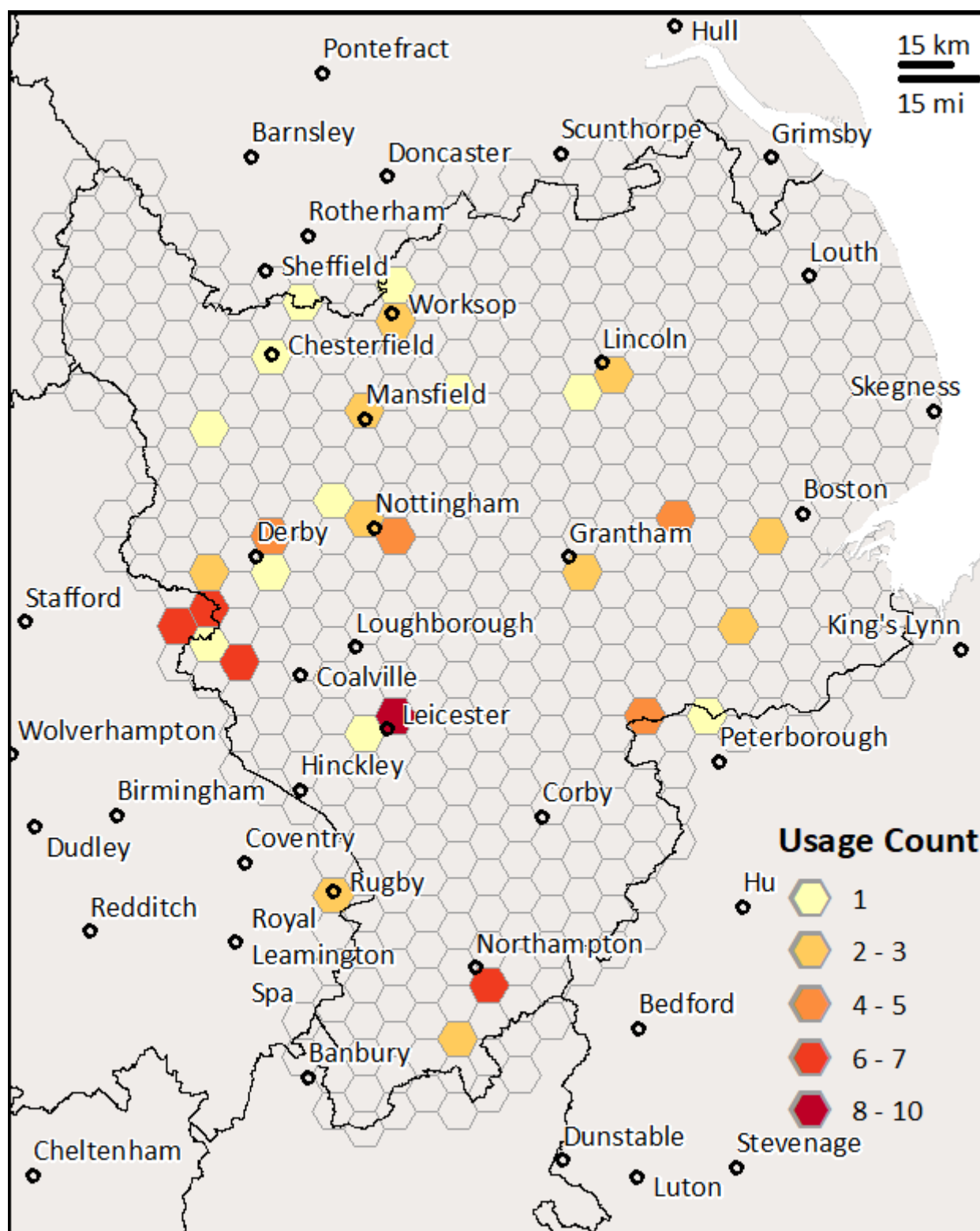
**Table 10. General search criteria from users located in Yorkshire and the Humber – All searches, September 2021**

<b>Yorkshire and The Humber</b>	<b>120</b>
<b>Leeds</b>	<b>23</b>
Specific Search for an Organisation	7
National Charities/Organisations - Help for Heroes	4
Housing - Housing Advice and Support	3
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Bereavement	2
Employment - Education and Training	1
Family and Communities - Drug and Alcohol Services	1
National Charities/Organisations - SSAFA	1
<b>Rotherham</b>	<b>16</b>
Housing - Homelessness	7
Specific Search for an Organisation	2
Finances - Pensions and Compensation	2
Family and Communities - Support Groups and Emotional Support	2
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advice	1
<b>Barnsley</b>	<b>16</b>
Housing - Eviction and Repossession	6
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Independent Living	1
Family and Communities - Recreation	1
Family and Communities - Support Groups and Emotional Support	1
Mental Wellbeing - Drug and Alcohol Services	1
Finances - Benefits	1
Mental Wellbeing - Treatment	1
Employment - Transition	1
Housing - Homelessness	1
<b>Wakefield</b>	<b>14</b>
Housing - Independent Living	2
Physical Health - Home and Mobility Aids	2
Employment - Job Seeking	2
Physical Health - Healthcare Services	2
Employment - Self Employment	1
Housing - Supported Living	1
National Charities/Organisations - SSAFA	1
Finances - Pensions and Compensation	1
COVID19 Local Support - Yorkshire/ The Humber	1
Housing - Homelessness	1
<b>Calderdale</b>	<b>10</b>
Employment - Education and Training	6
Mental Wellbeing - Sports	2
Mental Wellbeing - Support Groups and Emotional Support	1

Finances - Grants	1
<b>Kingston upon Hull, City of</b>	<b>8</b>
Mental Wellbeing - Accessing Support	3
COVID19 Local Support - Yorkshire/ The Humber	2
Finances - Grants	1
Physical Health - Nursing and Dementia Care	1
Specific Search for an Organisation	1
<b>Kirklees</b>	<b>7</b>
Housing - Homelessness	4
Family and Communities - Recreation	2
COVID19 Local Support - Yorkshire/ The Humber	1
<b>Bradford</b>	<b>7</b>
Finances - Pensions and Compensation	3
Specific Search for an Organisation	1
Housing - Homelessness	1
Finances - Benefits	1
COVID19 Local Support - North East	1
<b>Doncaster</b>	<b>5</b>
Employment - Education and Training	4
Employment - Transition	1
<b>North Lincolnshire</b>	<b>5</b>
Finances - Benefits	2
Physical Health - Drug and Alcohol Services	1
Employment - Job Seeking	1
Employment - Self Employment	1
<b>East Riding of Yorkshire</b>	<b>3</b>
Employment - Job Seeking	2
Physical Health - Support Groups and Emotional Support	1
<b>Harrogate</b>	<b>3</b>
COVID19 Local Support - North East	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>North East Lincolnshire</b>	<b>2</b>
Physical Health - Rehabilitation and Recovery	1
Finances - Money and Debt Advice	1
<b>Hambleton</b>	<b>1</b>
National Charities/Organisations - Combat Stress	1

## East Midlands

Figure 11. User locations in East Midlands – All searches, September 2021



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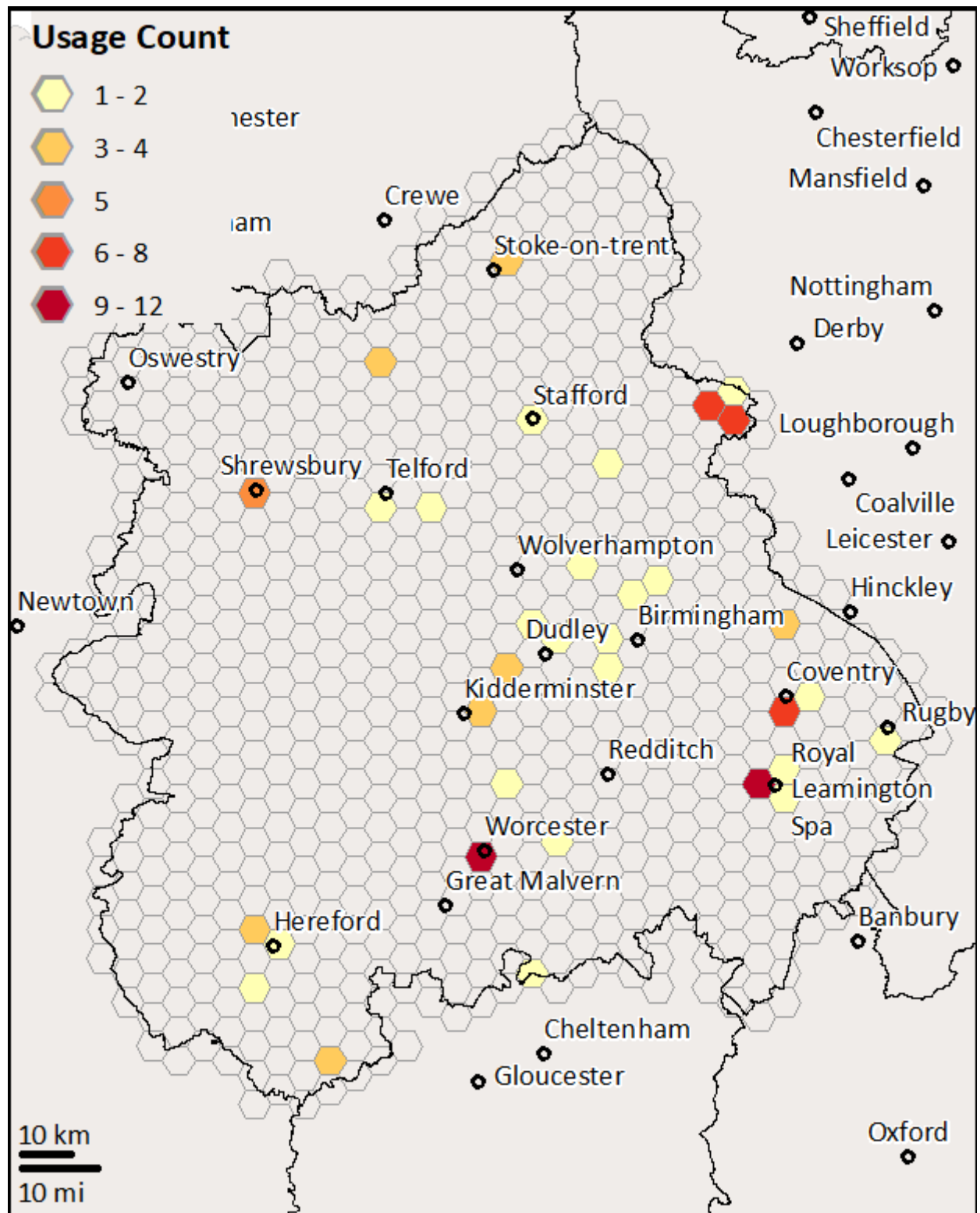
**Table 11. General search criteria from users located in East Midlands – All searches, September 2021**

<b>East Midlands</b>	<b>72</b>
<b>Leicester</b>	<b>11</b>
Employment - Job Seeking	9
Physical Health - Home and Mobility Aids	1
Finances - Grants	1
<b>South Derbyshire</b>	<b>8</b>
Mental Wellbeing - Accessing Support	5
Housing - Homelessness	2
Mental Wellbeing - Treatment	1
<b>South Kesteven</b>	<b>7</b>
Physical Health - Rehabilitation and Recovery	3
Employment - Job Seeking	2
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
<b>Northampton</b>	<b>6</b>
Housing - Retirement	2
Housing - Homelessness	2
Mental Wellbeing - Treatment	1
Housing - Housing Advice and Support	1
<b>Nottingham</b>	<b>5</b>
Mental Wellbeing - Accessing Support	2
Employment - Transition	1
Physical Health - End of Life Care	1
Specific Search for an Organisation	1
<b>Derby</b>	<b>5</b>
Finances - Grants	2
Mental Wellbeing - Sports	2
National Charities/Organisations - ASDIC Drop In Centres	1
<b>North Kesteven</b>	<b>4</b>
National Charities/Organisations - SSAFA	1
Legal Support and Advocacy - Legal Advice	1
COVID19 Local Support - East Midlands	1
Finances - Pensions and Compensation	1
<b>Lincoln</b>	<b>4</b>
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Recreation	1
Finances - Benefits	1
<b>Bassetlaw</b>	<b>4</b>
Housing - Housing Advice and Support	2
Housing - Independent Living	1
Employment - Education and Training	1
<b>Boston</b>	<b>3</b>
Employment - Job Seeking	3
<b>South Northamptonshire</b>	<b>3</b>

Physical Health - Rehabilitation and Recovery	2
Physical Health - Healthcare Services	1
<b>Mansfield</b>	<b>3</b>
Mental Wellbeing - Support Groups and Emotional Support	3
<b>Gedling</b>	<b>2</b>
Physical Health - Rehabilitation and Recovery	2
<b>South Holland</b>	<b>2</b>
Finances - Financial Services	1
COVID19 Local Support - East Midlands	1
<b>Newark and Sherwood</b>	<b>1</b>
Housing - Retirement	1
<b>Chesterfield</b>	<b>1</b>
Physical Health - Sports	1
<b>North East Derbyshire</b>	<b>1</b>
Finances - Benefits	1
<b>Broxtowe</b>	<b>1</b>
Employment - Job Seeking	1
<b>Derbyshire Dales</b>	<b>1</b>
Physical Health - Healthcare Services	1

## West Midlands

Figure 12. User locations in West Midlands – All searches, September 2021



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

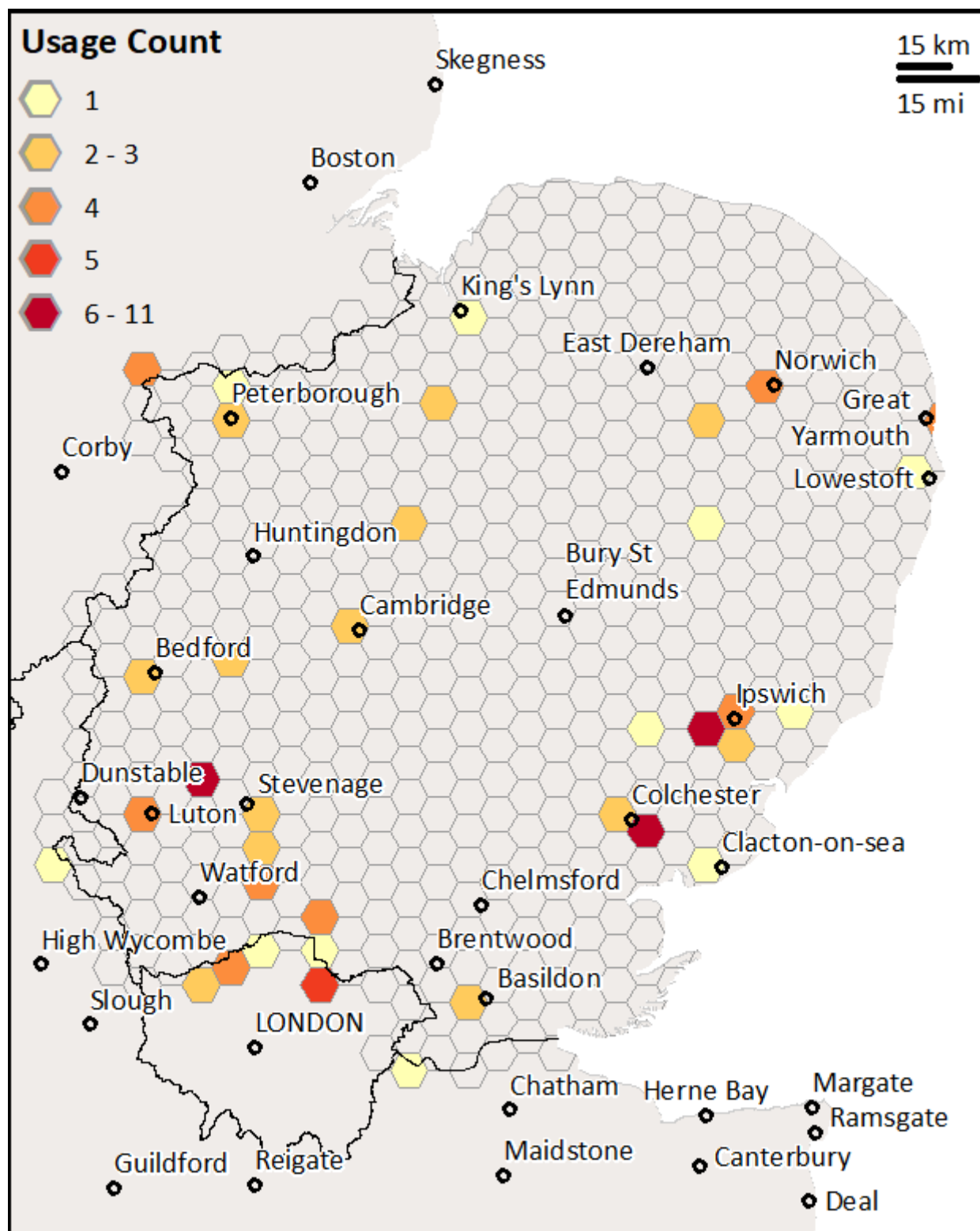
<b>West Midlands</b>	<b>106</b>
<b>Warwick</b>	<b>15</b>
Employment - Job Seeking	2
National Charities/Organisations - Royal British Legion	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Physical Health - Sports	1
Physical Health - Nursing and Dementia Care	1
Finances - Pensions and Compensation	1
Mental Wellbeing - GPs	1
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support for Carers	1
Physical Health - Support Groups and Emotional Support	1
Finances - Grants	1
Physical Health - Home and Mobility Aids	1
<b>East Staffordshire</b>	<b>15</b>
Mental Wellbeing - Support Groups and Emotional Support	7
Family and Communities - Support Groups and Emotional Support	7
Family and Communities - Recreation	1
<b>Worcester</b>	<b>11</b>
Family and Communities - Recreation	3
Specific Search for an Organisation	2
Mental Wellbeing - Drug and Alcohol Services	2
Family and Communities - Support Groups and Emotional Support	1
National Charities/Organisations - Help for Heroes	1
Family and Communities - Support for Carers	1
Mental Wellbeing - Treatment	1
<b>Herefordshire, County of</b>	<b>11</b>
Physical Health - GPs	3
Employment - Job Seeking	2
Family and Communities - Support for Carers	2
Employment - Volunteering	1
Physical Health - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
<b>Coventry</b>	<b>10</b>
Family and Communities - Support for Carers	4
Family and Communities - Drug and Alcohol Services	2
Employment - Education and Training	2
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
<b>Shropshire</b>	<b>10</b>
Employment - Self Employment	3
Finances - Pensions and Compensation	1
Physical Health - GPs	1
Mental Wellbeing - Support Groups and Emotional Support	1



Specific Search for an Organisation	1
Family and Communities - Bereavement	1
Employment - Job Seeking	1
Finances - Grants	1
<b>Dudley</b>	<b>6</b>
Employment - Education and Training	2
National Charities/Organisations - ASDIC Drop In Centres	1
Physical Health - Healthcare Services	1
Housing - Housing Advice and Support	1
Legal Support and Advocacy - Legal Advice	1
<b>Stoke-on-Trent</b>	<b>4</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Support for the Gurkha Community	1
Employment - Job Seeking	1
Finances - Grants	1
<b>Wychavon</b>	<b>4</b>
Physical Health - Drug and Alcohol Services	1
National Charities/Organisations - SSAFA	1
COVID19 Local Support - West Midlands	1
Mental Wellbeing - GPs	1
<b>Wyre Forest</b>	<b>4</b>
Finances - Grants	2
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Accessing Support	1
<b>Nuneaton and Bedworth</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Specific Search for an Organisation	1
Family and Communities - Drug and Alcohol Services	1
<b>Birmingham</b>	<b>4</b>
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
Employment - Self Employment	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Walsall</b>	<b>2</b>
Family and Communities - Support Groups and Emotional Support	2
<b>Rugby</b>	<b>2</b>
Finances - Pensions and Compensation	2
<b>Telford and Wrekin</b>	<b>1</b>
Employment - Job Seeking	1
<b>Cannock Chase</b>	<b>1</b>
Finances - Money and Debt Advice	1
<b>Stafford</b>	<b>1</b>
Employment - Job Seeking	1
<b>Sandwell</b>	<b>1</b>
Employment - Self Employment	1

## East of England

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



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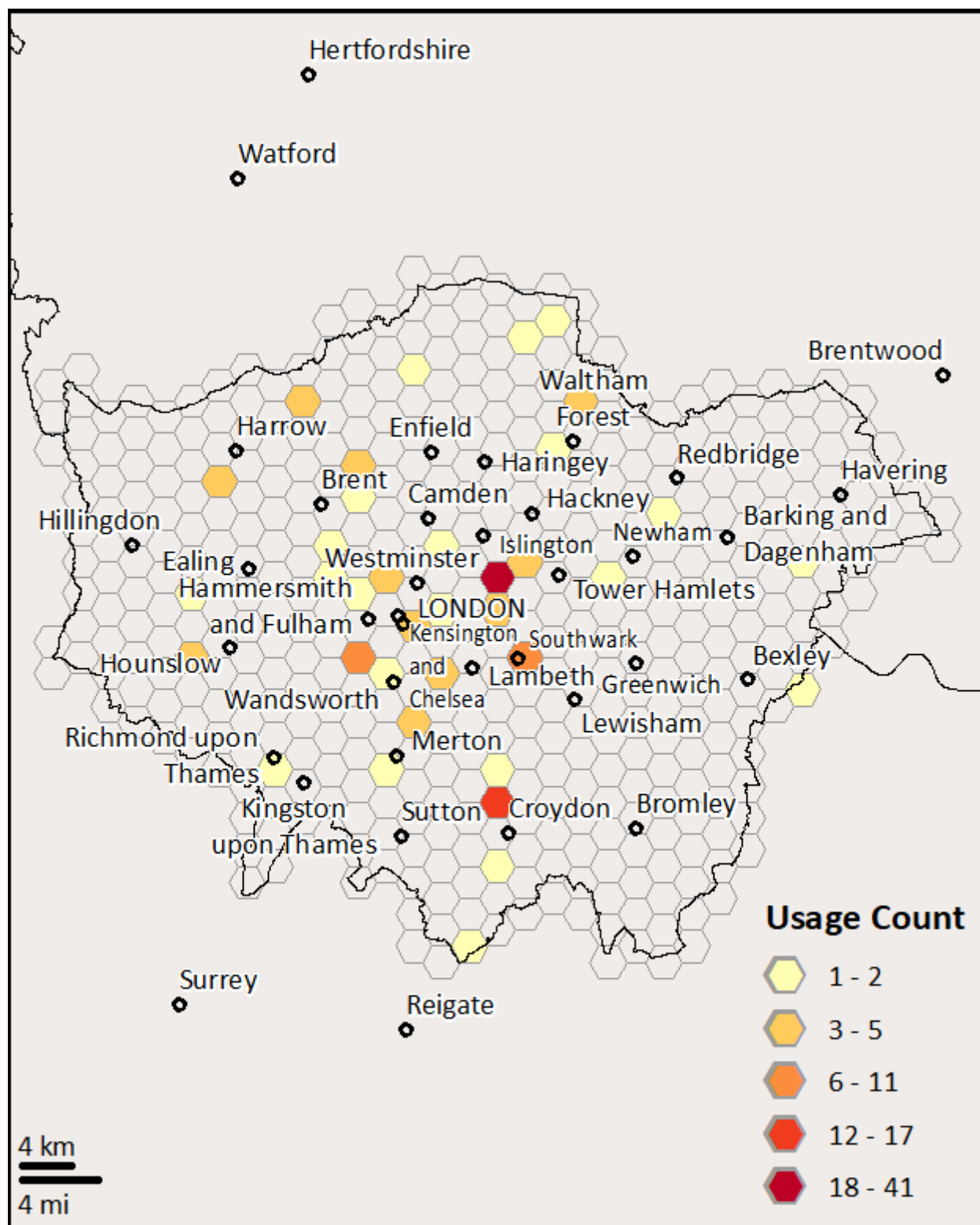
**Table 13. General search criteria from users located in the East of England – All searches, September 2021**

<b>East of England</b>	<b>93</b>
<b>Colchester</b>	<b>13</b>
National Charities/Organisations - SSAFA	2
National Charities/Organisations - Blesma	2
Mental Wellbeing - Support Groups and Emotional Support	2
National Charities/Organisations - Combat Stress	2
Physical Health - GPs	1
Physical Health - Healthcare Services	1
Employment - Transition	1
National Charities/Organisations - Royal British Legion	1
National Charities/Organisations - Help for Heroes	1
<b>Babergh</b>	<b>10</b>
Specific Search for an Organisation	9
Employment - Education and Training	1
<b>North Hertfordshire</b>	<b>10</b>
Finances - Pensions and Compensation	10
<b>Ipswich</b>	<b>8</b>
Finances - Financial Services	2
Employment - Self Employment	2
Physical Health - GPs	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advice	1
<b>Welwyn Hatfield</b>	<b>7</b>
Finances - Grants	4
Employment - Job Seeking	2
Employment - Education and Training	1
<b>Central Bedfordshire</b>	<b>6</b>
Employment - Job Seeking	3
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Bereavement	1
Employment - Self Employment	1
<b>South Norfolk</b>	<b>5</b>
Mental Wellbeing - Drug and Alcohol Services	3
Housing - Housing Advice and Support	1
Housing - Independent Living	1
<b>Broxbourne</b>	<b>4</b>
Housing - Housing Advice and Support	4
<b>Great Yarmouth</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Employment - Volunteering	1
Housing - Homelessness	1
<b>King's Lynn and West Norfolk</b>	<b>4</b>
Family and Communities - GPs	3
Employment - Job Seeking	1

<b>Stevenage</b>	<b>3</b>
Finances - Grants	1
Specific Search for an Organisation	1
National Charities/Organisations - British Red Cross	1
<b>Norwich</b>	<b>3</b>
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Basildon</b>	<b>3</b>
Employment - Job Seeking	2
Mental Wellbeing - Treatment	1
<b>South Cambridgeshire</b>	<b>3</b>
Finances - Grants	3
<b>East Cambridgeshire</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
<b>Bedford</b>	<b>2</b>
Housing - Homelessness	2
<b>Peterborough</b>	<b>2</b>
Employment - Job Seeking	1
Employment - Education and Training	1
<b>Suffolk Coastal</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Waveney</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Tendring</b>	<b>1</b>
Physical Health - End of Life Care	1
<b>Luton</b>	<b>1</b>
Employment - Self Employment	1

## London

Figure 14. User locations in London – All searches, September 2021



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

<b>London</b>	<b>149</b>
<b>City of London</b>	<b>40</b>
Employment - Job Seeking	14
Mental Wellbeing - Accessing Support	6
Finances - Money and Debt Advice	4
Housing - Independent Living	2
Housing - Housing Advice and Support	2
Finances - Grants	2
Housing - Homelessness	2
Finances - Pensions and Compensation	2
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Recreation	1
Specific Search for an Organisation	1
Employment - Volunteering	1
Physical Health - Healthcare Services	1
Housing - Eviction and Repossession	1
<b>Croydon</b>	<b>21</b>
Employment - Support for Offenders	7
Mental Wellbeing - Accessing Support	3
Physical Health - GPs	1
National Charities/Organisations - ASDIC Drop In Centres	1
Family and Communities - GPs	1
Family and Communities - Support Groups and Emotional Support	1
National Charities/Organisations - SSAFA	1
Physical Health - Healthcare Services	1
Family and Communities - Support for the Gurkha Community	1
Physical Health - Rehabilitation and Recovery	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
<b>Southwark</b>	<b>16</b>
Mental Wellbeing - Drug and Alcohol Services	6
Housing - Homelessness	4
Finances - Benefits	2
Mental Wellbeing - Accessing Support	2
Physical Health - Sports	1
Employment - Job Seeking	1
<b>Wandsworth</b>	<b>14</b>
Physical Health - Support Groups and Emotional Support	5
Mental Wellbeing - Drug and Alcohol Services	4
Finances - Money and Debt Advice	2
Housing - Respite Care (Day Care and Respite)	2
Mental Wellbeing - Treatment	1
<b>Barnet</b>	<b>9</b>
Housing - Homelessness	4
Physical Health - Home and Mobility Aids	4

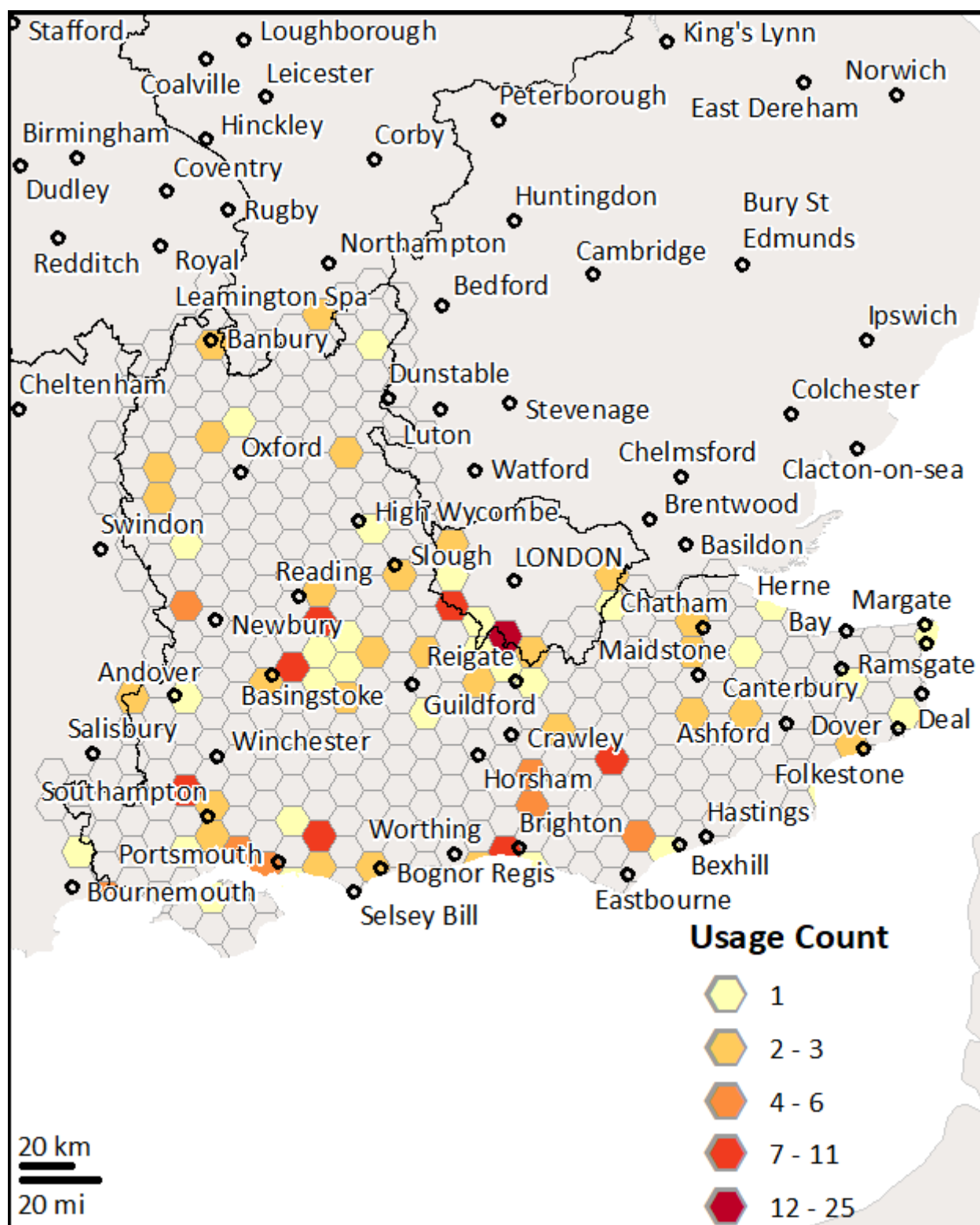
Specific Search for an Organisation	1
<b>Waltham Forest</b>	<b>5</b>
COVID19 Local Support - London	3
Physical Health - GPs	1
Legal Support and Advocacy - Legal Advice	1
<b>Tower Hamlets</b>	<b>5</b>
Specific Search for an Organisation	3
Finances - Grants	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Kensington and Chelsea</b>	<b>5</b>
Housing - Housing Advice and Support	2
Finances - Pensions and Compensation	1
Employment - Volunteering	1
Finances - Financial Services	1
<b>Westminster</b>	<b>5</b>
Mental Wellbeing - Accessing Support	2
Finances - Grants	2
Finances - Benefits	1
<b>Hounslow</b>	<b>5</b>
Employment - Job Seeking	4
Employment - Self Employment	1
<b>Brent</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Physical Health - Home and Mobility Aids	1
Housing - Homelessness	1
<b>Harrow</b>	<b>3</b>
Finances - Benefits	1
Physical Health - Rehabilitation and Recovery	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Enfield</b>	<b>3</b>
Housing - Housing Advice and Support	2
Physical Health - Sports	1
<b>Lambeth</b>	<b>3</b>
Housing - Housing Advice and Support	3
<b>Camden</b>	<b>2</b>
Housing - Eviction and Repossession	1
Finances - Benefits	1
<b>Havering</b>	<b>2</b>
Physical Health - Limb Loss	1
Finances - Money and Debt Advice	1
<b>Hammersmith and Fulham</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Newham</b>	<b>1</b>
Housing - Supported Living	1
<b>Kingston upon Thames</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Redbridge</b>	<b>1</b>
Specific Search for an Organisation	1

<b>Ealing</b>	<b>1</b>
Housing - Homelessness	1
<b>Merton</b>	<b>1</b>
Employment - Self Employment	1
<b>Islington</b>	<b>1</b>
Finances - Grants	1



## South East

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



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

<b>South East</b>	<b>193</b>
<b>Reigate and Banstead</b>	<b>26</b>
Specific Search for an Organisation	5
Employment - Job Seeking	5
Mental Wellbeing - Accessing Support	4
COVID19 Local Support - Scotland	2
Employment - Education and Training	2
Housing - Housing Advice and Support	1
Legal Support and Advocacy - Legal Advocacy	1
COVID19 Local Support - West Midlands	1
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
Physical Health - Drug and Alcohol Services	1
Finances - Grants	1
Housing - Homelessness	1
<b>Adur</b>	<b>14</b>
Specific Search for an Organisation	2
National Charities/Organisations - SSAFA	2
Physical Health - Home and Mobility Aids	2
Physical Health - Support Groups and Emotional Support	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Job Seeking	1
Employment - Volunteering	1
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Wealden</b>	<b>13</b>
National Charities/Organisations - ASDIC Drop In Centres	5
Physical Health - Drug and Alcohol Services	3
Mental Wellbeing - Drug and Alcohol Services	2
National Charities/Organisations - SSAFA	1
Mental Wellbeing - GPs	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Mid Sussex</b>	<b>13</b>
Employment - Support for Offenders	2
Family and Communities - Bereavement	2
Physical Health - GPs	2
National Charities/Organisations - Royal British Legion	1
Employment - Job Seeking	1
National Charities/Organisations - SSAFA	1
Physical Health - Rehabilitation and Recovery	1
Employment - Transition	1
Employment - Education and Training	1
Employment - Volunteering	1
<b>Basingstoke and Deane</b>	<b>11</b>
Mental Wellbeing - Support Groups and Emotional Support	4

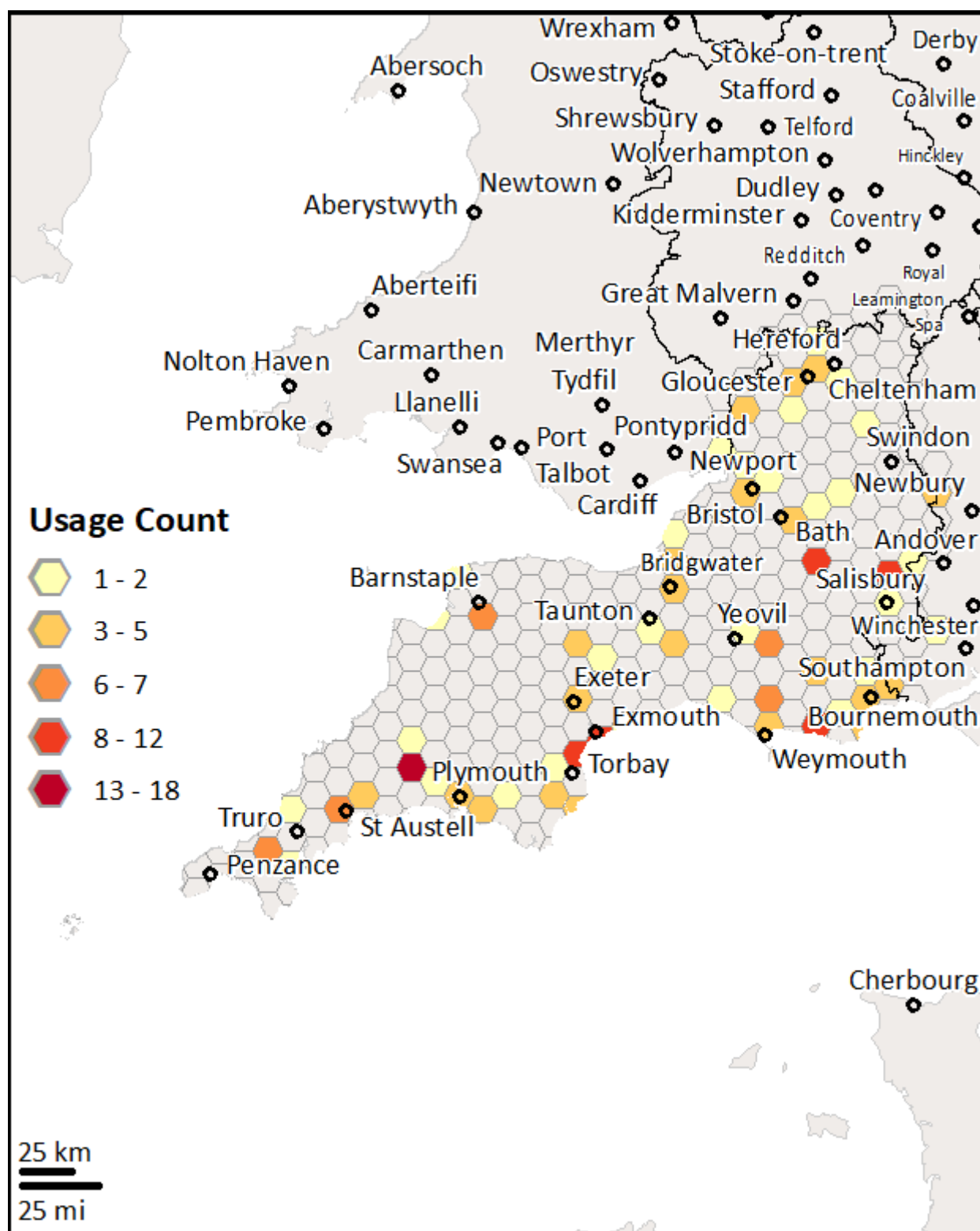
Employment - Education and Training	3
Mental Wellbeing - Accessing Support	2
Family and Communities - Support for Carers	1
Family and Communities - Support Groups and Emotional Support	1
<b>Reading</b>	<b>10</b>
Finances - Benefits	7
Mental Wellbeing - Drug and Alcohol Services	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Eastleigh</b>	<b>9</b>
Employment - Job Seeking	5
Finances - Support for the Gurkha Community	2
National Charities/Organisations - SSAFA	1
Housing - Housing Advice and Support	1
<b>Spelthorne</b>	<b>7</b>
Housing - Homelessness	3
Mental Wellbeing - Support Groups and Emotional Support	3
Mental Wellbeing - Treatment	1
<b>Chichester</b>	<b>6</b>
Employment - Job Seeking	2
Housing - Housing Advice and Support	1
Physical Health - GPs	1
Employment - Transition	1
Family and Communities - GPs	1
<b>West Berkshire</b>	<b>5</b>
Finances - Money and Debt Advice	1
Employment - Job Seeking	1
Mental Wellbeing - Treatment	1
Finances - Benefits	1
Finances - Grants	1
<b>Havant</b>	<b>5</b>
Housing - Eviction and Repossession	2
COVID19 Local Support - South East	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
<b>Medway</b>	<b>5</b>
Employment - Job Seeking	2
Housing - Independent Living	1
Physical Health - GPs	1
Finances - Money and Debt Advice	1
<b>West Oxfordshire</b>	<b>5</b>
National Charities/Organisations - ASDIC Drop In Centres	1
Finances - Financial Services	1
Physical Health - GPs	1
Finances - Grants	1
Housing - Homelessness	1
<b>Fareham</b>	<b>5</b>
Housing - Housing Advice and Support	2
Mental Wellbeing - Accessing Support	2

Mental Wellbeing - Support Groups and Emotional Support	1
<b>Hart</b>	<b>4</b>
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
Employment - Education and Training	1
Mental Wellbeing - Sports	1
<b>Gosport</b>	<b>4</b>
Physical Health - Home and Mobility Aids	2
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
<b>Waverley</b>	<b>4</b>
Physical Health - Support Groups and Emotional Support	2
Finances - Grants	1
Mental Wellbeing - Treatment	1
<b>Cherwell</b>	<b>4</b>
Employment - Job Seeking	2
Mental Wellbeing - GPs	1
Employment - Education and Training	1
<b>Tunbridge Wells</b>	<b>3</b>
Physical Health - Healthcare Services	2
National Charities/Organisations - SSAFA	1
<b>Shepway</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Physical Health - Sports	1
<b>Vale of White Horse</b>	<b>3</b>
Employment - Education and Training	2
Physical Health - Support Groups and Emotional Support	1
<b>Slough</b>	<b>3</b>
COVID19 Local Support - South East	1
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
<b>Mole Valley</b>	<b>3</b>
Employment - Education and Training	2
Specific Search for an Organisation	1
<b>Ashford</b>	<b>2</b>
Housing - Homelessness	2
<b>Portsmouth</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
<b>Swale</b>	<b>2</b>
Specific Search for an Organisation	1
Housing - Supported Living	1
<b>Rushmoor</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
<b>Woking</b>	<b>2</b>
Specific Search for an Organisation	1
Mental Wellbeing - Drug and Alcohol Services	1

<b>Aylesbury Vale</b>	<b>2</b>
Specific Search for an Organisation	1
Family and Communities - GPs	1
<b>Test Valley</b>	<b>2</b>
National Charities/Organisations - Combat Stress	1
COVID19 Local Support - South East	1
<b>Dover</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>New Forest</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Milton Keynes</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Dartford</b>	<b>1</b>
Housing - Homelessness	1
<b>Wycombe</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Epsom and Ewell</b>	<b>1</b>
COVID19 Local Support - South East	1
<b>East Hampshire</b>	<b>1</b>
Employment - Self Employment	1
<b>Canterbury</b>	<b>1</b>
Employment - Job Seeking	1
<b>Brighton and Hove</b>	<b>1</b>
COVID19 Local Support - East of England	1
<b>Thanet</b>	<b>1</b>
Finances - Benefits	1
<b>Rother</b>	<b>1</b>
Family and Communities - Bereavement	1
<b>Tonbridge and Malling</b>	<b>1</b>
Physical Health - Drug and Alcohol Services	1
<b>Southampton</b>	<b>1</b>
Employment - Job Seeking	1
<b>Isle of Wight</b>	<b>1</b>
Employment - Volunteering	1

## South West

Figure 16. User locations in the South West – All searches, September 2021



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

<b>South West</b>	<b>211</b>
<b>Cornwall</b>	<b>40</b>
Mental Wellbeing - Accessing Support	8
COVID19 Local Support - South West	5
Legal Support and Advocacy - Legal Advocacy	4
Legal Support and Advocacy - Legal Aid	3
Mental Wellbeing - GPs	2
Family and Communities - GPs	2
National Charities/Organisations - SSAFA	2
Housing - Eviction and Repossession	2
Mental Wellbeing - Bereavement	2
Specific Search for an Organisation	1
National Charities/Organisations - ASDIC Drop In Centres	1
Physical Health - Rehabilitation and Recovery	1
Housing - Homelessness	1
Finances - Benefits	1
Finances - Pensions and Compensation	1
Physical Health - Healthcare Services	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Job Seeking	1
Mental Wellbeing - Treatment	1
<b>Wiltshire</b>	<b>28</b>
Employment - Self Employment	5
Finances - Pensions and Compensation	3
Employment - Education and Training	3
Employment - Job Seeking	2
Physical Health - Healthcare Services	2
Employment - Volunteering	2
Housing - Housing Advice and Support	2
Physical Health - Sports	1
Housing - Homelessness	1
Finances - Money and Debt Advice	1
Mental Wellbeing - GPs	1
Physical Health - Limb Loss	1
Mental Wellbeing - Support Groups and Emotional Support	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
Physical Health - GPs	1
<b>Purbeck</b>	<b>15</b>
Mental Wellbeing - Treatment	3
Housing - Independent Living	3
Mental Wellbeing - Drug and Alcohol Services	2
Housing - Supported Living	1
Legal Support and Advocacy - Legal Aid	1
Housing - Eviction and Repossession	1

Housing - Housing Advice and Support	1
Physical Health - Home and Mobility Aids	1
Finances - Benefits	1
Housing - Nursing and Dementia Care	1
<b>West Dorset</b>	<b>15</b>
Mental Wellbeing - Drug and Alcohol Services	2
National Charities/Organisations - SSAFA	2
Finances - Benefits	2
Housing - Housing Advice and Support	1
Mental Wellbeing - GPs	1
Housing - Homelessness	1
Housing - Respite Care (Day Care and Respite)	1
National Charities/Organisations - ASDIC Drop In Centres	1
Physical Health - Rehabilitation and Recovery	1
Housing - Nursing and Dementia Care	1
Mental Wellbeing - Accessing Support	1
Housing - Supported Living	1
<b>South Hams</b>	<b>12</b>
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - Drug and Alcohol Services	3
COVID19 Local Support - South West	3
Physical Health - Drug and Alcohol Services	1
Employment - Job Seeking	1
Finances - Money and Debt Advice	1
<b>East Devon</b>	<b>11</b>
Family and Communities - Support Groups and Emotional Support	3
Family and Communities - Recreation	3
Employment - Job Seeking	2
COVID19 Local Support - South West	1
Finances - Pensions and Compensation	1
Finances - Benefits	1
<b>Teignbridge</b>	<b>10</b>
Family and Communities - Support for Carers	7
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Nursing and Dementia Care	1
<b>Sedgemoor</b>	<b>8</b>
Mental Wellbeing - Accessing Support	3
Physical Health - Healthcare Services	2
Physical Health - GPs	1
Mental Wellbeing - GPs	1
Physical Health - Blind Veterans	1
<b>North Devon</b>	<b>8</b>
Housing - Nursing and Dementia Care	3
National Charities/Organisations - SSAFA	1
Housing - Eviction and Repossession	1
Physical Health - Nursing and Dementia Care	1
Employment - Job Seeking	1
Legal Support and Advocacy - Legal Advocacy	1



<b>Plymouth</b>	<b>7</b>
Physical Health - Drug and Alcohol Services	2
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Bereavement	1
Physical Health - Sports	1
Finances - Grants	1
Physical Health - GPs	1
<b>Gloucester</b>	<b>6</b>
Housing - Nursing and Dementia Care	3
Physical Health - Blind Veterans	1
Physical Health - Nursing and Dementia Care	1
National Charities/Organisations - SSAFA	1
<b>Bristol, City of</b>	<b>5</b>
Finances - Pensions and Compensation	3
Mental Wellbeing - Accessing Support	2
<b>South Somerset</b>	<b>5</b>
Employment - Job Seeking	5
<b>Mid Devon</b>	<b>5</b>
Housing - Housing Advice and Support	2
Employment - Job Seeking	1
Physical Health - Healthcare Services	1
Housing - Retirement	1
<b>Bournemouth</b>	<b>4</b>
Family and Communities - Support Groups and Emotional Support	3
Housing - Independent Living	1
<b>Weymouth and Portland</b>	<b>4</b>
Finances - Benefits	2
Physical Health - GPs	1
Employment - Education and Training	1
<b>Exeter</b>	<b>4</b>
Employment - Education and Training	2
COVID19 Local Support - South West	2
<b>Christchurch</b>	<b>4</b>
Physical Health - GPs	3
Specific Search for an Organisation	1
<b>Forest of Dean</b>	<b>3</b>
COVID19 Local Support - South West	1
Physical Health - Healthcare Services	1
Family and Communities - GPs	1
<b>Bath and North East Somerset</b>	<b>3</b>
COVID19 Local Support - South West	1
Employment - Volunteering	1
Employment - Transition	1
<b>North Dorset</b>	<b>3</b>
Employment - Transition	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
<b>Taunton Deane</b>	<b>2</b>

Employment - Job Seeking	2
<b>South Gloucestershire</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Employment - Volunteering	1
<b>Cheltenham</b>	<b>2</b>
Employment - Job Seeking	2
<b>Stroud</b>	<b>1</b>
Physical Health - Home and Mobility Aids	1
<b>Cotswold</b>	<b>1</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>North Somerset</b>	<b>1</b>
Finances - Money and Debt Advice	1
<b>Torridge</b>	<b>1</b>
Employment - Education and Training	1
<b>East Dorset</b>	<b>1</b>
Housing - Housing Advice and Support	1

## Usage of the Veterans' Gateway Online Directory

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

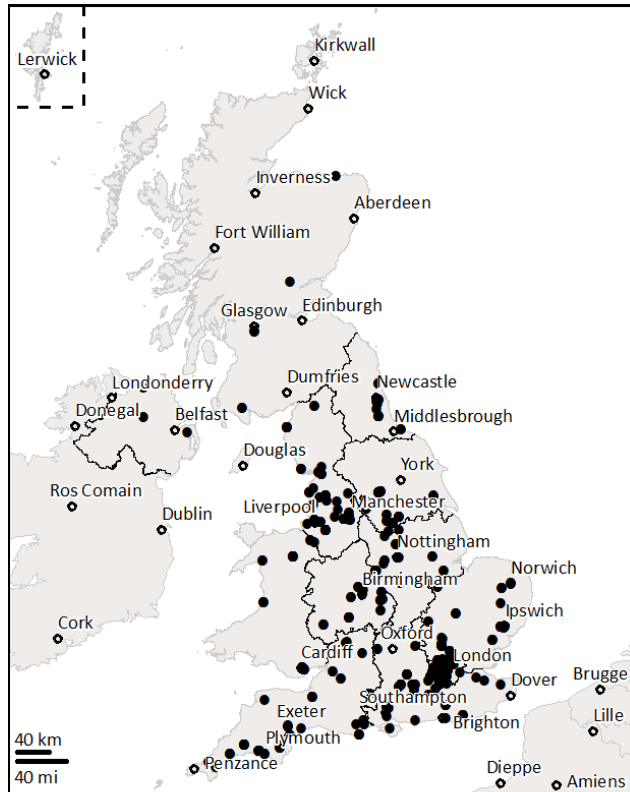
Search Criteria	Search Count	Search Percentage
<b>Mental Wellbeing</b>	168	25.34%
<b>Employment</b>	114	17.19%
<b>Housing</b>	77	11.61%
<b>Finances</b>	68	10.26%
<b>Family and Communities</b>	67	10.11%
<b>Specific Search for an Organisation</b>	49	7.39%
<b>Physical Health</b>	47	7.09%
<b>National Charities/Organisations</b>	37	5.58%
<b>COVID19 Local Support</b>	26	3.92%
<b>Legal Support and Advocacy</b>	10	1.51%
<b>Total</b>	<b>663</b>	<b>100%</b>

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

Search Criteria	Search Count	Search Percentage
<b>Mental Wellbeing - Accessing Support</b>	66	9.95%
<b>Employment - Job Seeking</b>	62	9.35%
<b>Mental Wellbeing - Support Groups and Emotional Support</b>	51	7.69%
<b>Specific Search for an Organisation</b>	49	7.39%
<b>Housing - Homelessness</b>	36	5.43%
<b>Employment - Education and Training</b>	35	5.28%
<b>Finances - Grants</b>	27	4.07%
<b>Mental Wellbeing - Drug and Alcohol Services</b>	25	3.77%
<b>Housing - Housing Advice and Support</b>	24	3.62%
<b>Family and Communities - Support Groups and Emotional Support</b>	21	3.17%
<b>Family and Communities - Recreation</b>	20	3.02%
<b>Finances - Benefits</b>	17	2.56%
<b>Family and Communities - Support for Carers</b>	15	2.26%
<b>COVID19 Local Support - South West</b>	12	1.81%
<b>National Charities/Organisations - ASDIC Drop In Centres</b>	11	1.66%
<b>Finances - Financial Services</b>	11	1.66%
<b>Physical Health - Support Groups and Emotional Support</b>	11	1.66%
<b>Mental Wellbeing - Treatment</b>	10	1.51%
<b>Physical Health - Drug and Alcohol Services</b>	9	1.36%
<b>National Charities/Organisations - Armed Forces Covenant Fund Trust</b>	9	1.36%
<b>Finances - Pensions and Compensation</b>	8	1.21%
<b>Employment - Transition</b>	7	1.06%
<b>Physical Health - Healthcare Services</b>	7	1.06%
<b>Family and Communities - Drug and Alcohol Services</b>	7	1.06%
<b>National Charities/Organisations - Help for Heroes</b>	6	0.90%
<b>Physical Health - Home and Mobility Aids</b>	6	0.90%
<b>Mental Wellbeing - GPs</b>	6	0.90%
<b>Physical Health - GPs</b>	5	0.75%
<b>Physical Health - Sports</b>	5	0.75%
<b>Finances - Money and Debt Advice</b>	5	0.75%
<b>Employment - Volunteering</b>	5	0.75%
<b>Mental Wellbeing - Bereavement</b>	5	0.75%
<b>Mental Wellbeing - Sports</b>	5	0.75%
<b>Housing - Independent Living</b>	5	0.75%
<b>Housing - Supported Living</b>	4	0.60%

<b>Search Criteria</b>	<b>Search Count</b>	<b>Search Percentage</b>
Housing - Eviction and Repossession	4	0.60%
Legal Support and Advocacy - Legal Advocacy	4	0.60%
Housing - Nursing and Dementia Care	4	0.60%
Employment - Self Employment	3	0.45%
Legal Support and Advocacy - Legal Advice	3	0.45%
National Charities/Organisations - SSAFA	3	0.45%
National Charities/Organisations - Combat Stress	3	0.45%
Legal Support and Advocacy - Legal Aid	3	0.45%
COVID19 Local Support - London	3	0.45%
COVID19 Local Support - North West	3	0.45%
COVID19 Local Support - Yorkshire/ The Humber	2	0.30%
COVID19 Local Support - Scotland	2	0.30%
Physical Health - Limb Loss	2	0.30%
Employment - Support for Offenders	2	0.30%
Family and Communities - Bereavement	2	0.30%
Family and Communities - GPs	1	0.15%
COVID19 Local Support - South East	1	0.15%
Physical Health - Nursing and Dementia Care	1	0.15%
National Charities/Organisations - Samaritans Branches	1	0.15%
Family and Communities - Support for the Gurkha Community	1	0.15%
National Charities/Organisations - British Red Cross	1	0.15%
National Charities/Organisations - Citizen Advice Bureau	1	0.15%
COVID19 Local Support - East Midlands	1	0.15%
Physical Health - Rehabilitation and Recovery	1	0.15%
COVID19 Local Support - West Midlands	1	0.15%
COVID19 Local Support - East of England	1	0.15%
National Charities/Organisations - Mind	1	0.15%
National Charities/Organisations - Royal British Legion	1	0.15%
<b>Total</b>	<b>663</b>	<b>100%</b>

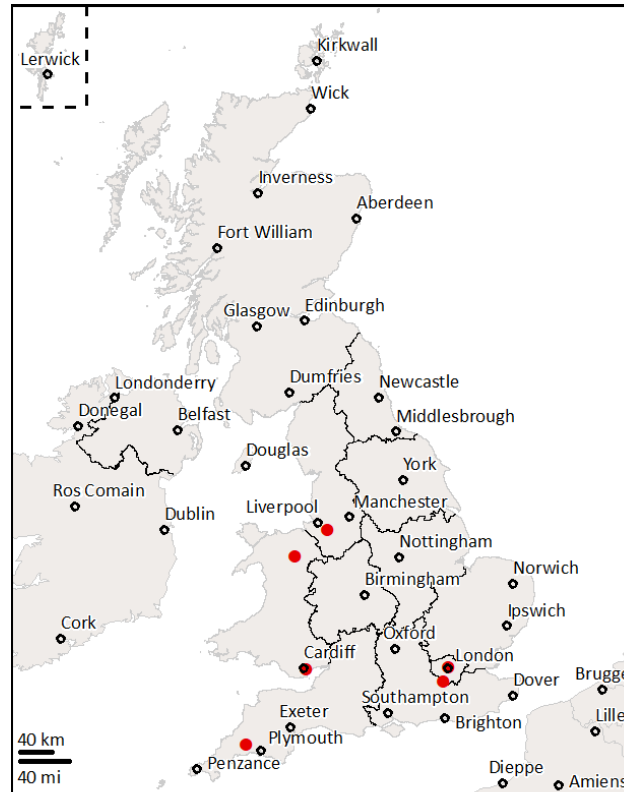
**Figure 17. User locations in the UK – Veterans' Gateway online directory, September 2021**



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

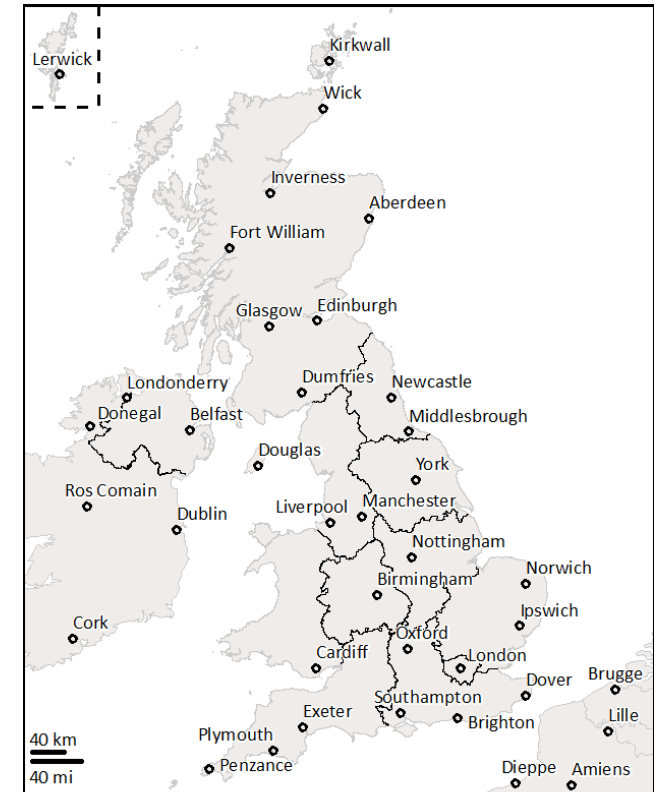
**Figure 18. User hotspots in the UK – Veterans' Gateway online directory, September 2021**



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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.*

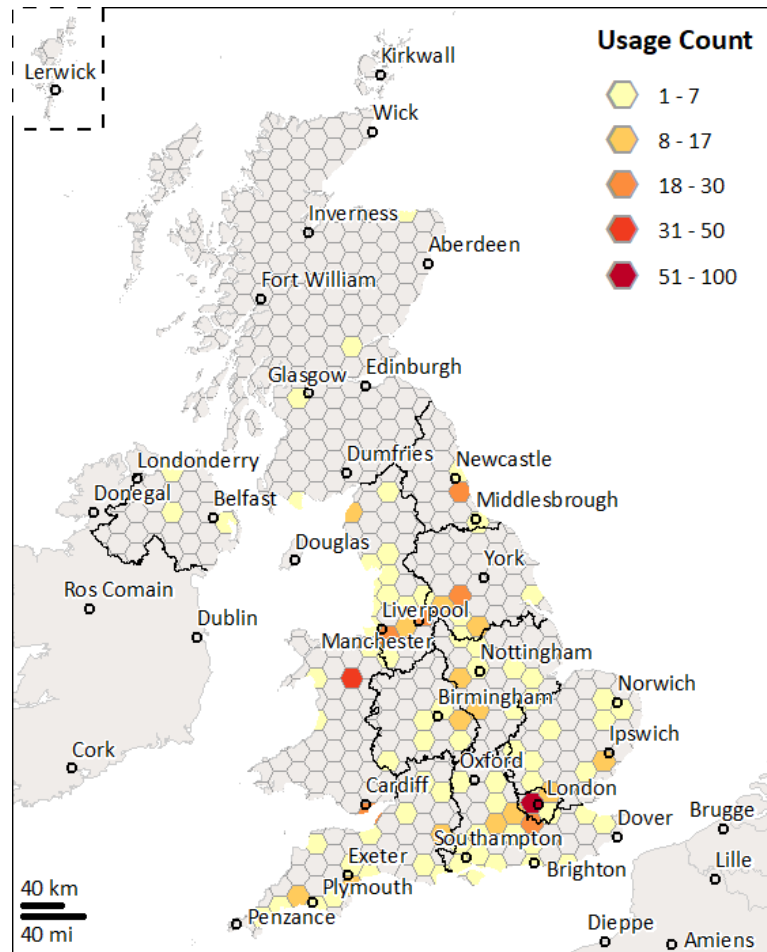
**Figure 19. User outliers in the UK – Veterans' Gateway online directory, September 2021**



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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, September 2021**



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

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

**N = 663**

Region	Usage Count	Usage Percentage
London	110	16.59%
North West	98	14.78%
South East	86	12.97%
Wales	79	11.92%
South West	78	11.76%
Yorkshire and The Humber	59	8.90%
East of England	43	6.49%
West Midlands	39	5.88%
North East	36	5.43%
East Midlands	25	3.77%
Scotland	7	1.06%
Northern Ireland	3	0.45%

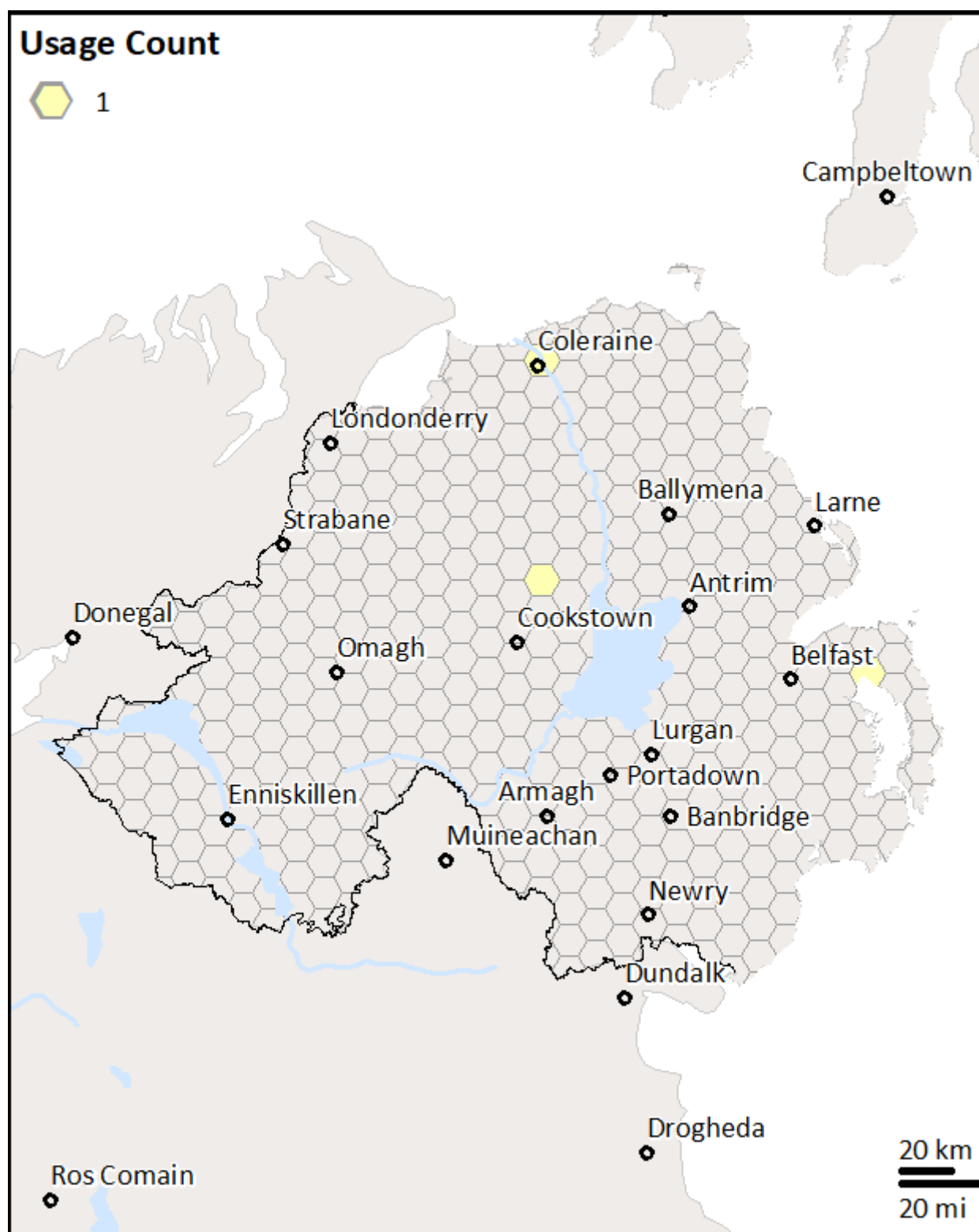
**Table 20. Main local authorities for usage – Veterans' Gateway online directory, September 2021**

**N = 663**

Top 20 Local Authorities	Usage Count	Usage Percentage
Denbighshire	50	7.54%
City of London	40	6.03%
Reigate and Banstead	25	3.77%
Leeds	23	3.47%
Cornwall	22	3.32%
Cardiff	20	3.02%
Manchester	20	3.02%
Newcastle upon Tyne	16	2.41%
Southwark	15	2.26%
Halton	15	2.26%
Rotherham	12	1.81%
Trafford	12	1.81%
Allerdale	11	1.66%
County Durham	11	1.66%
Teignbridge	10	1.51%
Leicester	10	1.51%
Basingstoke and Deane	10	1.51%
Coventry	10	1.51%
Wiltshire	10	1.51%
Barnet	9	1.36%

## Northern Ireland

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



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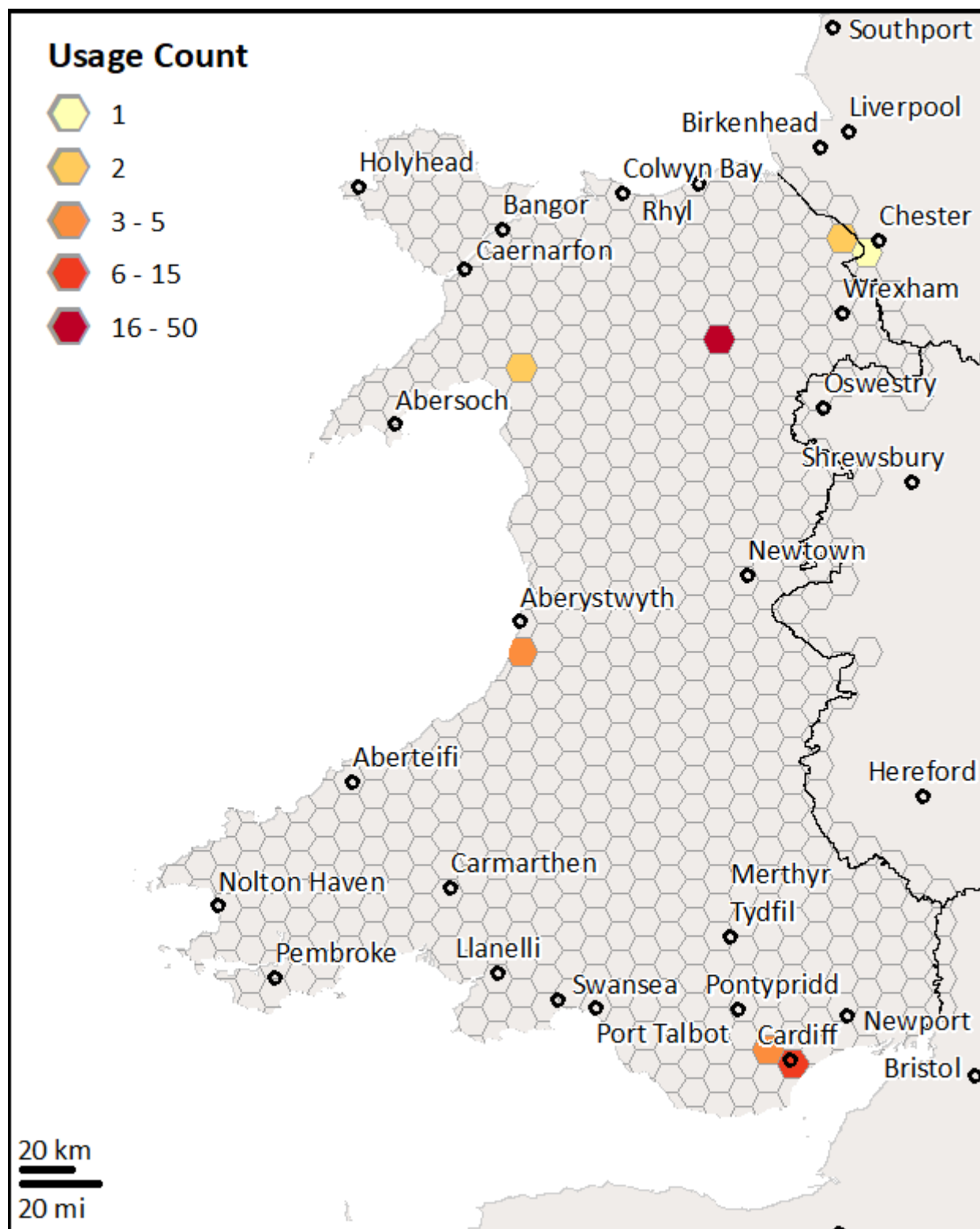
**Table 21. General search criteria from users located in Northern Ireland – Veterans' Gateway online directory, September 2021**

<b>Northern Ireland</b>	<b>3</b>
<b>Causeway Coast and Glens</b>	<b>1</b>
Family and Communities - Drug and Alcohol Services	1
<b>North Down and Ards</b>	<b>1</b>
Housing - Independent Living	1
<b>Mid Ulster</b>	<b>1</b>
Finances - Benefits	1



## Wales

Figure 22. User locations in Wales – Veterans' Gateway online directory, September 2021



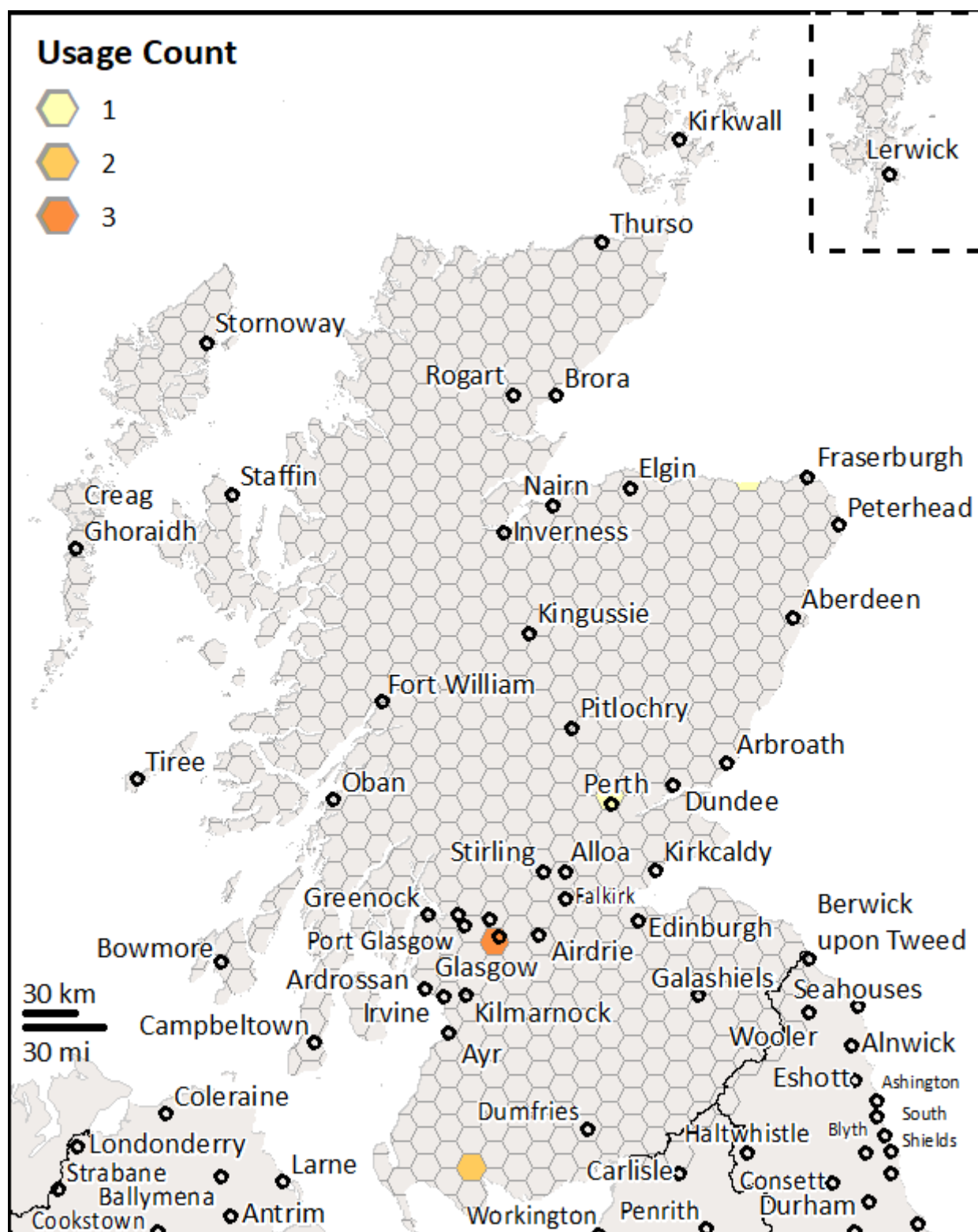
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**Table 22. General search criteria from users located in Wales – Veterans' Gateway online directory, September 2021**

<b>Wales</b>	<b>79</b>
<b>Denbighshire</b>	<b>50</b>
Family and Communities - Support Groups and Emotional Support	10
Family and Communities - Recreation	10
National Charities/Organisations - Armed Forces Covenant Fund Trust	7
National Charities/Organisations - ASDIC Drop In Centres	6
Employment - Transition	5
Employment - Job Seeking	3
Family and Communities - Bereavement	2
Family and Communities - Support for Carers	2
National Charities/Organisations - Mind	1
National Charities/Organisations - Combat Stress	1
Employment - Volunteering	1
National Charities/Organisations - Samaritans Branches	1
Family and Communities - Support for the Gurkha Community	1
<b>Cardiff</b>	<b>20</b>
Mental Wellbeing - Accessing Support	7
Specific Search for an Organisation	4
Mental Wellbeing - Support Groups and Emotional Support	3
Physical Health - Support Groups and Emotional Support	2
Family and Communities - Support Groups and Emotional Support	2
Physical Health - Healthcare Services	1
Mental Wellbeing - GPs	1
<b>Ceredigion</b>	<b>4</b>
Mental Wellbeing - Accessing Support	4
<b>Flintshire</b>	<b>3</b>
Mental Wellbeing - Support Groups and Emotional Support	2
Family and Communities - Support for Carers	1
<b>Gwynedd</b>	<b>2</b>
Housing - Housing Advice and Support	2

## Scotland

Figure 23. User locations in Scotland – Veterans' Gateway online directory, September 2021

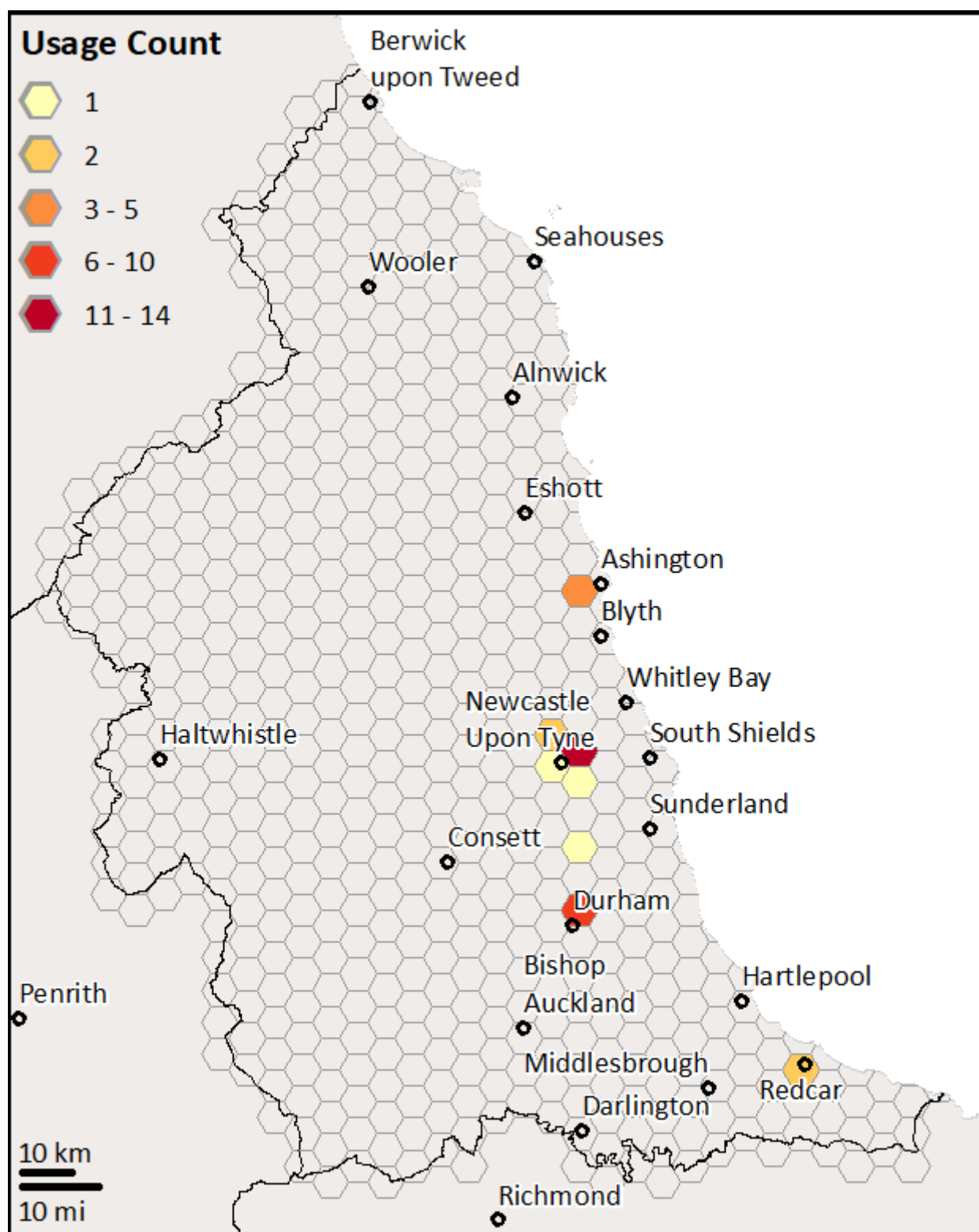


**Table 23. General search criteria from users located in Scotland – Veterans' Gateway online directory, September 2021**

<b>Scotland</b>	<b>7</b>
<b>Glasgow City</b>	<b>3</b>
Employment - Job Seeking	2
Physical Health - Healthcare Services	1
<b>Dumfries &amp; Galloway</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>Perth &amp; Kinross</b>	<b>1</b>
Finances - Grants	1
<b>Aberdeenshire</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1

## North East

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



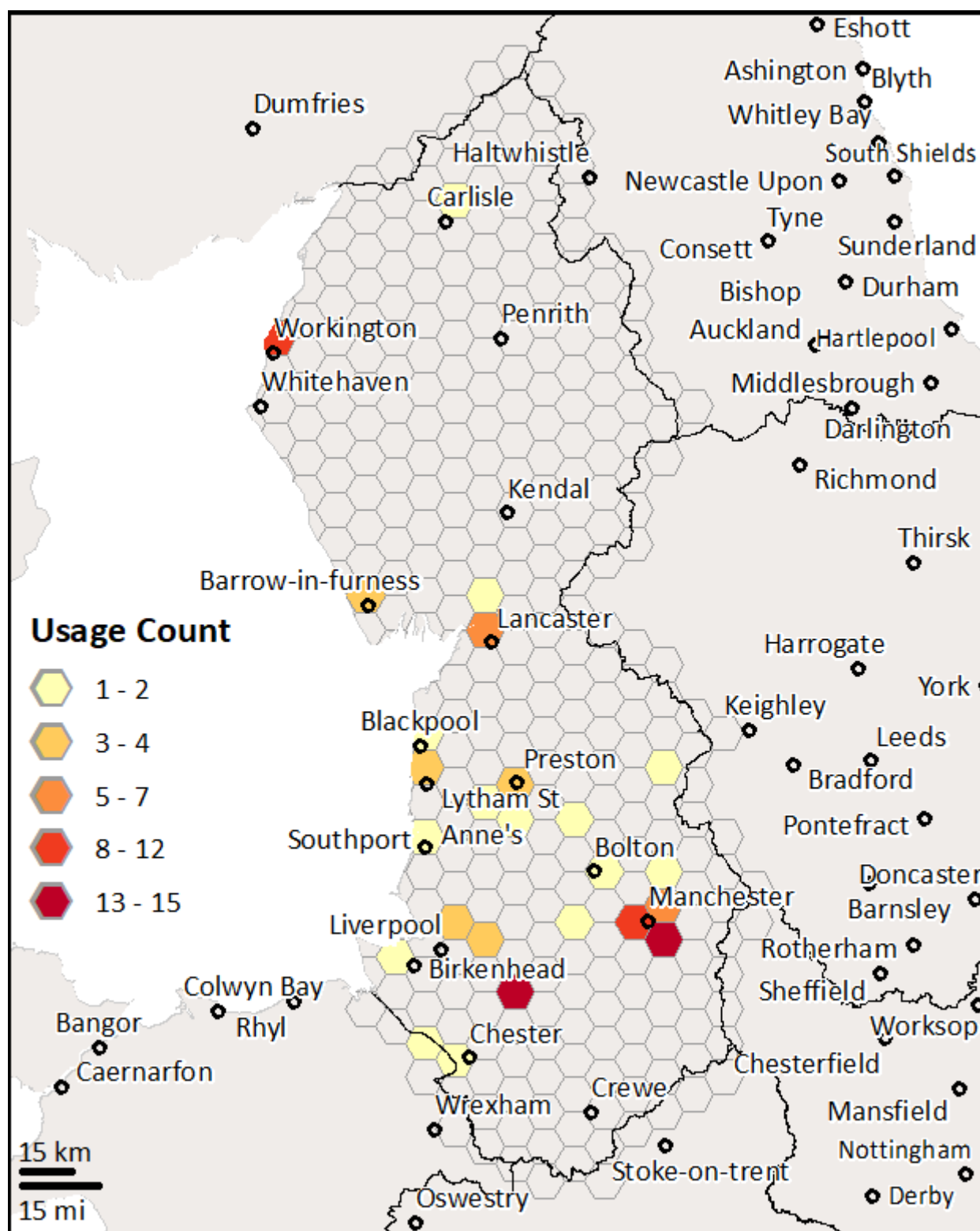
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**Table 24. General search criteria from users located in the North East – Veterans’ Gateway online directory, September 2021**

<b>North East</b>	<b>36</b>
<b>Newcastle upon Tyne</b>	<b>16</b>
Mental Wellbeing - Accessing Support	14
National Charities/Organisations - SSAFA	1
National Charities/Organisations - Royal British Legion	1
<b>County Durham</b>	<b>11</b>
Family and Communities - Recreation	5
Finances - Grants	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Citizen Advice Bureau	1
Physical Health - Support Groups and Emotional Support	1
Housing - Supported Living	1
<b>Northumberland</b>	<b>5</b>
Employment - Job Seeking	2
Physical Health - Healthcare Services	2
Housing - Homelessness	1
<b>Redcar and Cleveland</b>	<b>2</b>
Mental Wellbeing - Drug and Alcohol Services	2
<b>Gateshead</b>	<b>2</b>
Finances - Grants	1
Family and Communities - Support Groups and Emotional Support	1

## North West

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



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

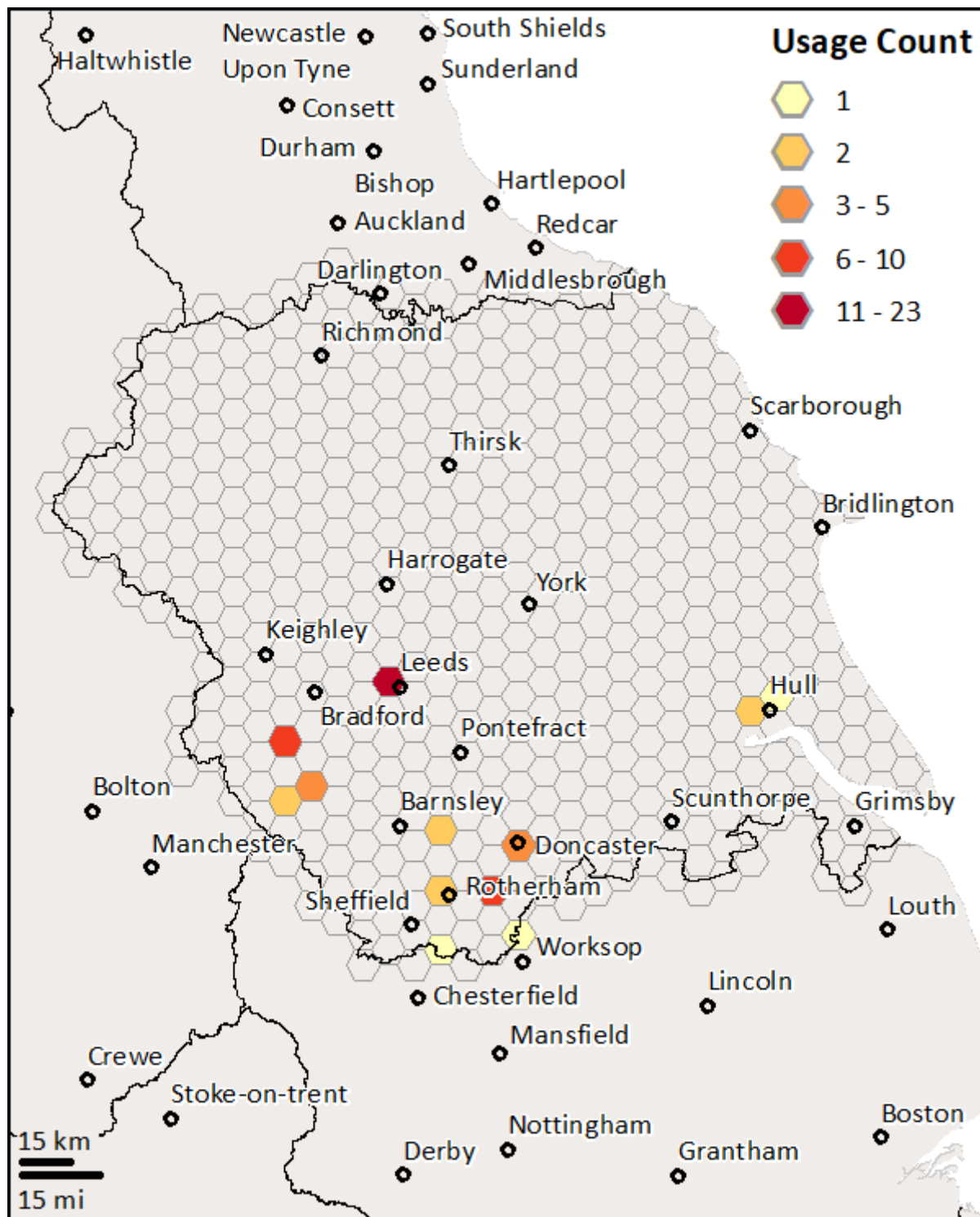
<b>North West</b>	<b>98</b>
<b>Manchester</b>	<b>20</b>
Mental Wellbeing - Support Groups and Emotional Support	17
Physical Health - Sports	2
Specific Search for an Organisation	1
<b>Halton</b>	<b>15</b>
Finances - Financial Services	7
Finances - Grants	6
Mental Wellbeing - Treatment	2
<b>Trafford</b>	<b>12</b>
Finances - Benefits	3
Mental Wellbeing - Accessing Support	2
Housing - Housing Advice and Support	2
Employment - Job Seeking	2
Finances - Pensions and Compensation	2
Physical Health - Drug and Alcohol Services	1
<b>Allerdale</b>	<b>11</b>
Employment - Education and Training	9
Finances - Grants	2
<b>Lancaster</b>	<b>8</b>
COVID19 Local Support - North West	2
Specific Search for an Organisation	2
Mental Wellbeing - GPs	2
Family and Communities - Drug and Alcohol Services	1
Mental Wellbeing - Sports	1
<b>Preston</b>	<b>4</b>
Mental Wellbeing - GPs	2
COVID19 Local Support - North West	1
Housing - Homelessness	1
<b>Blackpool</b>	<b>4</b>
Housing - Homelessness	3
Housing - Independent Living	1
<b>Barrow-in-Furness</b>	<b>3</b>
Employment - Job Seeking	1
National Charities/Organisations - Help for Heroes	1
Family and Communities - Drug and Alcohol Services	1
<b>Liverpool</b>	<b>3</b>
Employment - Job Seeking	3
<b>Knowsley</b>	<b>3</b>
National Charities/Organisations - ASDIC Drop In Centres	3
<b>South Ribble</b>	<b>2</b>
Housing - Supported Living	2
<b>Sefton</b>	<b>2</b>
Physical Health - Limb Loss	1
Mental Wellbeing - Drug and Alcohol Services	1



<b>Rochdale</b>	<b>2</b>
Physical Health - Drug and Alcohol Services	2
<b>Carlisle</b>	<b>2</b>
Employment - Job Seeking	1
Employment - Education and Training	1
<b>Blackburn with Darwen</b>	<b>1</b>
Family and Communities - Recreation	1
<b>Wirral</b>	<b>1</b>
Housing - Eviction and Repossession	1
<b>Wigan</b>	<b>1</b>
Housing - Homelessness	1
<b>Burnley</b>	<b>1</b>
Mental Wellbeing - Bereavement	1
<b>Wyre</b>	<b>1</b>
Finances - Grants	1
<b>Fylde</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Bolton</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1

## Yorkshire and the Humber

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



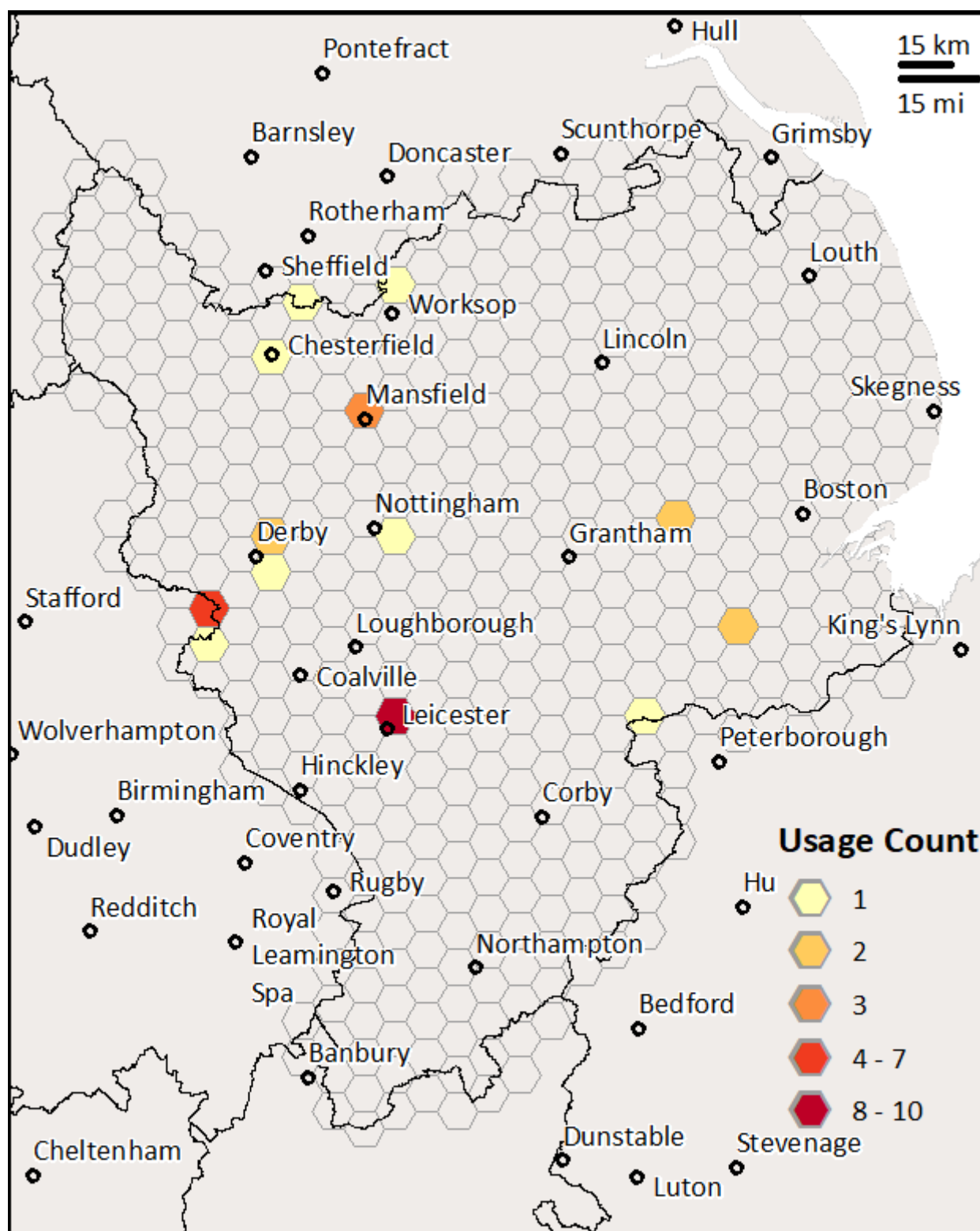
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**Table 26. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway online directory, September 2021**

<b>Yorkshire and The Humber</b>	<b>59</b>
<b>Leeds</b>	<b>23</b>
Specific Search for an Organisation	7
National Charities/Organisations - Help for Heroes	4
Housing - Housing Advice and Support	3
Employment - Job Seeking	2
Mental Wellbeing - Support Groups and Emotional Support	2
Mental Wellbeing - Bereavement	2
Employment - Education and Training	1
Family and Communities - Drug and Alcohol Services	1
National Charities/Organisations - SSAFA	1
<b>Rotherham</b>	<b>12</b>
Housing - Homelessness	7
Family and Communities - Support Groups and Emotional Support	2
Specific Search for an Organisation	2
Mental Wellbeing - Drug and Alcohol Services	1
<b>Calderdale</b>	<b>8</b>
Employment - Education and Training	6
Mental Wellbeing - Sports	2
<b>Kirklees</b>	<b>6</b>
Housing - Homelessness	4
Family and Communities - Recreation	2
<b>Doncaster</b>	<b>5</b>
Employment - Education and Training	4
Employment - Transition	1
<b>Kingston upon Hull, City of</b>	<b>3</b>
COVID19 Local Support - Yorkshire/ The Humber	2
Specific Search for an Organisation	1
<b>Barnsley</b>	<b>2</b>
Mental Wellbeing - Drug and Alcohol Services	1
Housing - Eviction and Repossession	1

## East Midlands

Figure 27. User locations in East Midlands – Veterans' Gateway online directory, September 2021



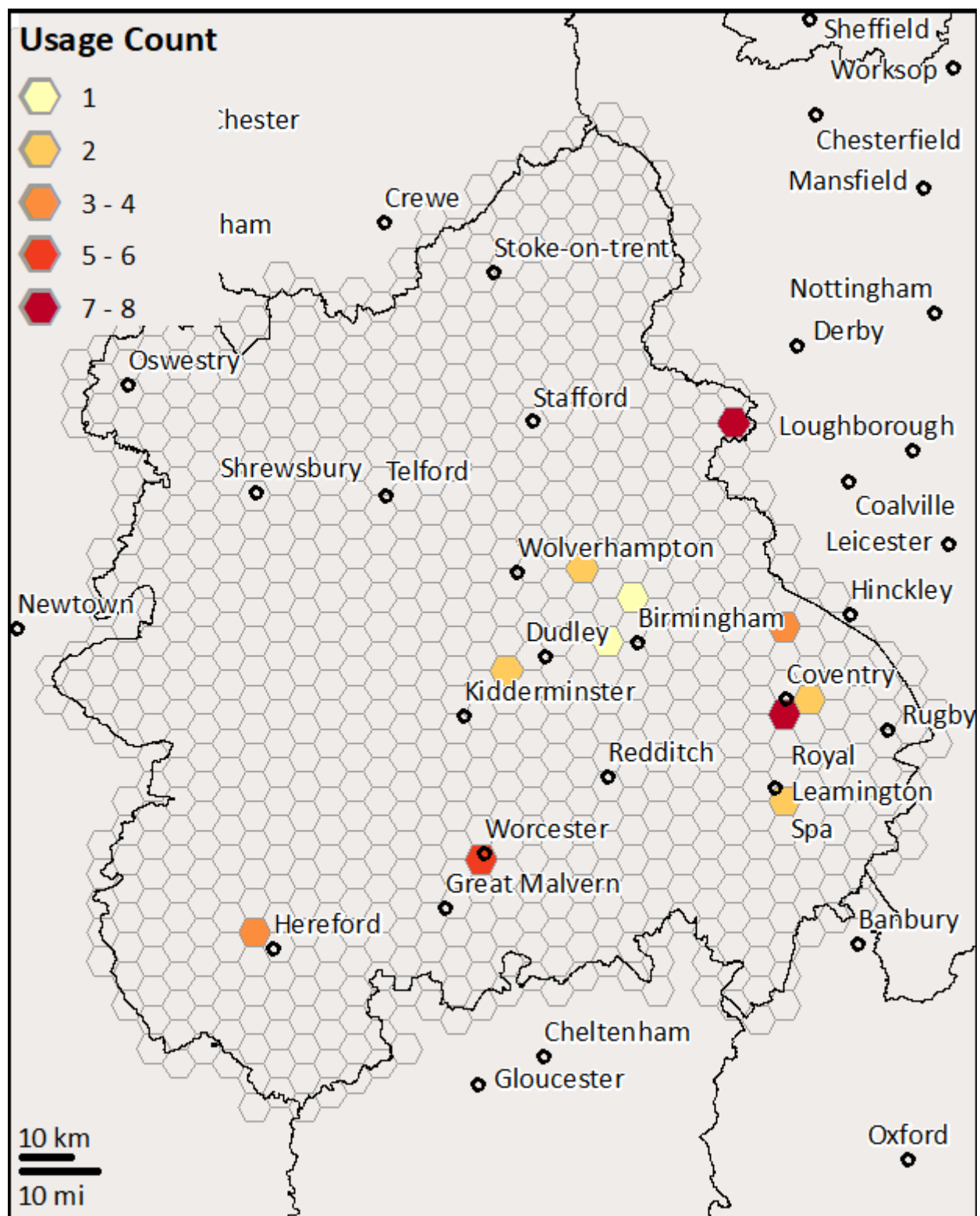
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**Table 27. General search criteria from users located in East Midlands – Veterans' Gateway online directory, September 2021**

<b>East Midlands</b>	<b>25</b>
<b>Leicester</b>	<b>10</b>
Employment - Job Seeking	9
Finances - Grants	1
<b>Derby</b>	<b>3</b>
Mental Wellbeing - Sports	2
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Mansfield</b>	<b>3</b>
Mental Wellbeing - Support Groups and Emotional Support	3
<b>South Holland</b>	<b>2</b>
Finances - Financial Services	1
COVID19 Local Support - East Midlands	1
<b>North Kesteven</b>	<b>2</b>
Legal Support and Advocacy - Legal Advice	1
Finances - Pensions and Compensation	1
<b>Bassetlaw</b>	<b>1</b>
Employment - Education and Training	1
<b>North East Derbyshire</b>	<b>1</b>
Finances - Benefits	1
<b>South Kesteven</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Chesterfield</b>	<b>1</b>
Physical Health - Sports	1
<b>Nottingham</b>	<b>1</b>
Specific Search for an Organisation	1

## West Midlands

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



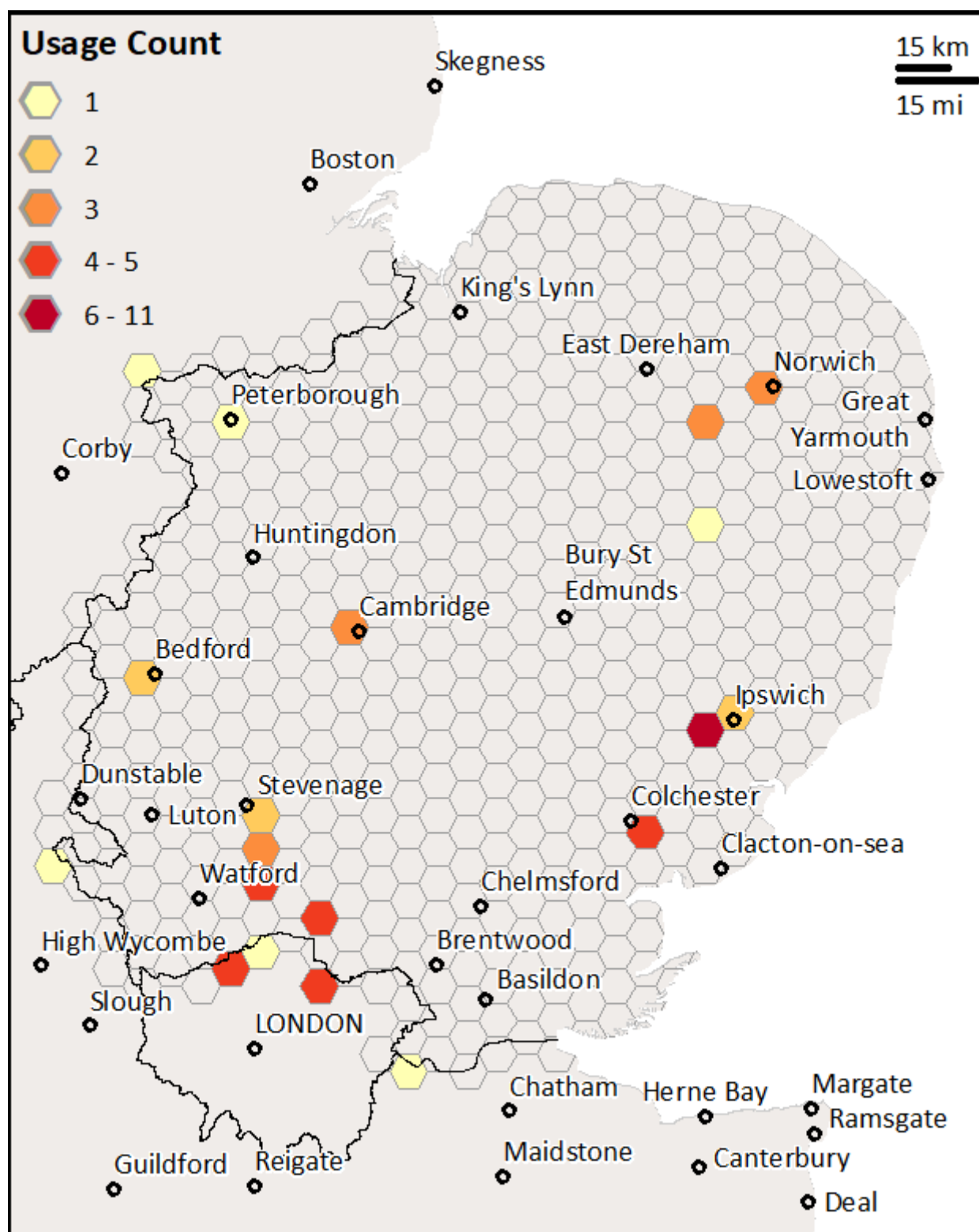
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**Table 28. General search criteria from users located in the West Midlands – Veterans’ Gateway online directory, September 2021**

<b>West Midlands</b>	<b>39</b>
<b>Coventry</b>	<b>10</b>
Family and Communities - Support for Carers	4
Family and Communities - Drug and Alcohol Services	2
Employment - Education and Training	2
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
<b>East Staffordshire</b>	<b>8</b>
Mental Wellbeing - Support Groups and Emotional Support	7
Family and Communities - Recreation	1
<b>Worcester</b>	<b>6</b>
Specific Search for an Organisation	2
Mental Wellbeing - Drug and Alcohol Services	2
National Charities/Organisations - Help for Heroes	1
Mental Wellbeing - Treatment	1
<b>Nuneaton and Bedworth</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Specific Search for an Organisation	1
Family and Communities - Drug and Alcohol Services	1
<b>Herefordshire, County of</b>	<b>3</b>
Physical Health - GPs	3
<b>Birmingham</b>	<b>2</b>
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Self Employment	1
<b>Warwick</b>	<b>2</b>
Employment - Job Seeking	2
<b>Dudley</b>	<b>2</b>
Employment - Education and Training	2
<b>Walsall</b>	<b>2</b>
Family and Communities - Support Groups and Emotional Support	2

## East of England

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



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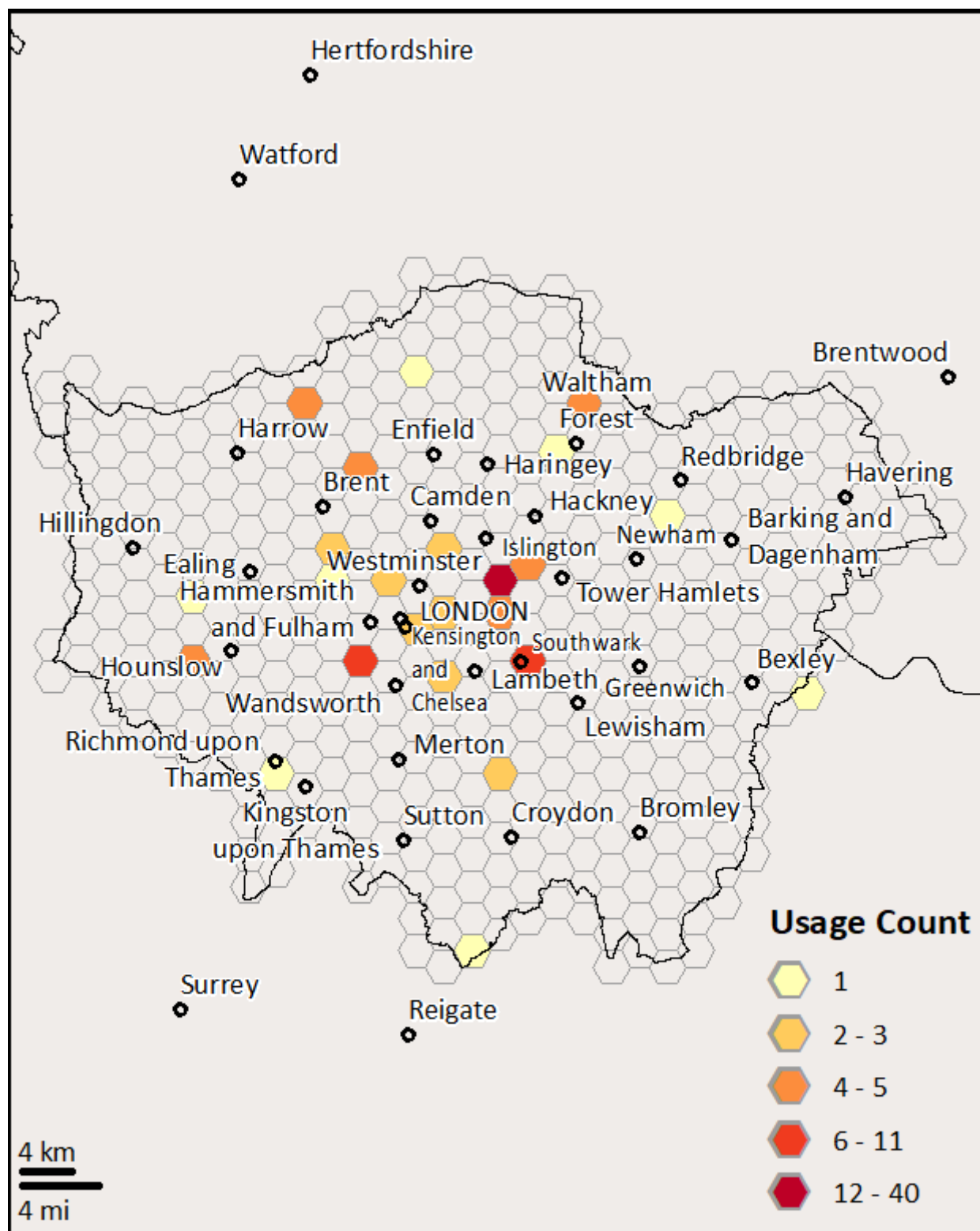


**Table 29. General search criteria from users located in the East of England – Veterans' Gateway online directory, September 2021**

<b>East of England</b>	<b>43</b>
<b>Babergh</b>	<b>9</b>
Specific Search for an Organisation	9
<b>Welwyn Hatfield</b>	<b>7</b>
Finances - Grants	4
Employment - Job Seeking	2
Employment - Education and Training	1
<b>South Norfolk</b>	<b>4</b>
Mental Wellbeing - Drug and Alcohol Services	3
Housing - Housing Advice and Support	1
<b>Broxbourne</b>	<b>4</b>
Housing - Housing Advice and Support	4
<b>Colchester</b>	<b>4</b>
National Charities/Organisations - Combat Stress	2
Mental Wellbeing - Support Groups and Emotional Support	2
<b>Ipswich</b>	<b>4</b>
Finances - Financial Services	2
Physical Health - GPs	1
Employment - Self Employment	1
<b>South Cambridgeshire</b>	<b>3</b>
Finances - Grants	3
<b>Norwich</b>	<b>3</b>
Specific Search for an Organisation	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Bedford</b>	<b>2</b>
Housing - Homelessness	2
<b>Stevenage</b>	<b>2</b>
Specific Search for an Organisation	1
National Charities/Organisations - British Red Cross	1
<b>Peterborough</b>	<b>1</b>
Employment - Job Seeking	1

## London

Figure 30. User locations in London – Veterans' Gateway online directory, September 2021



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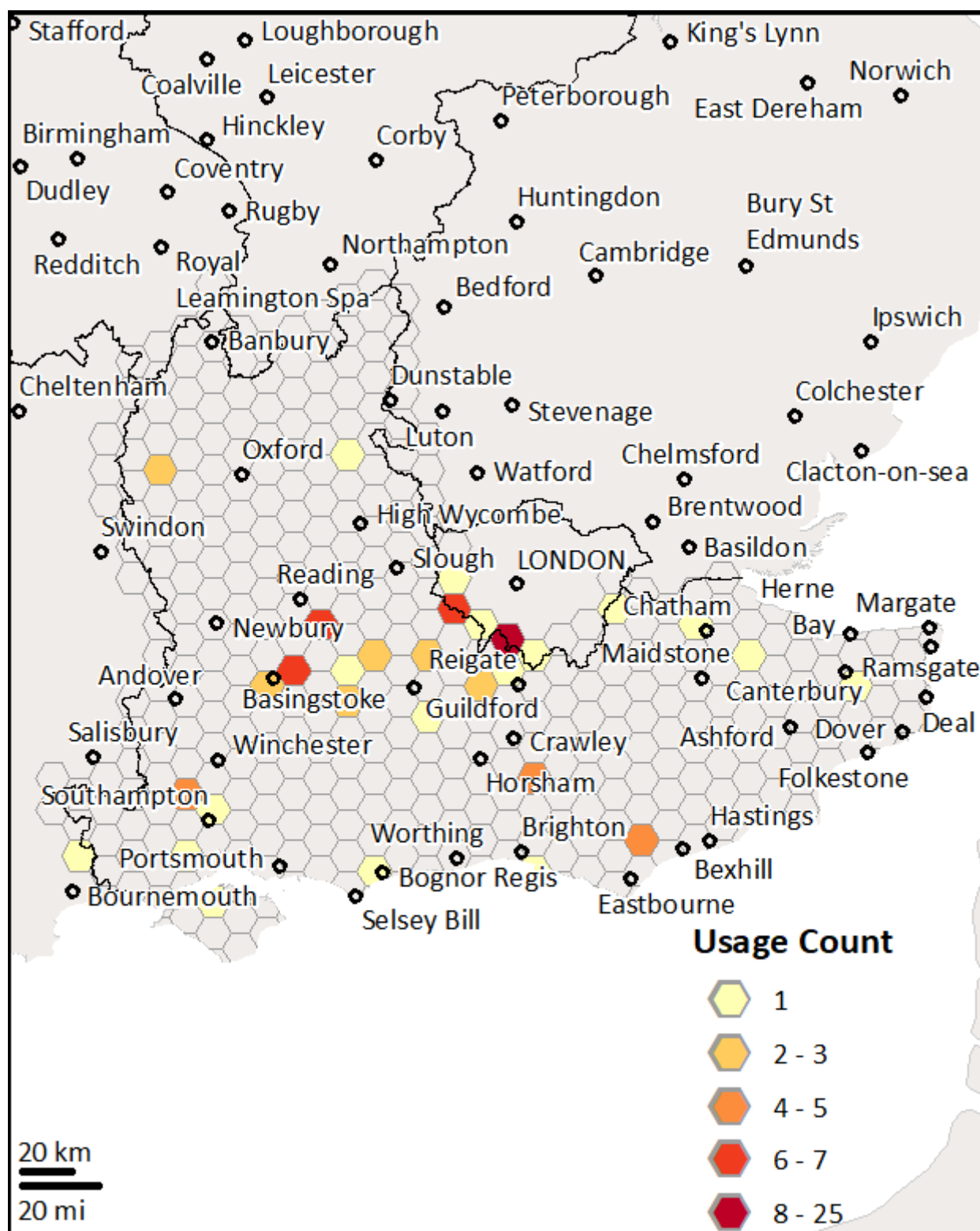
**Table 30. General search criteria from users located in London – Veterans’ Gateway online directory, September 2021**

<b>London</b>	<b>110</b>
<b>City of London</b>	<b>40</b>
Employment - Job Seeking	14
Mental Wellbeing - Accessing Support	6
Finances - Money and Debt Advice	4
Housing - Independent Living	2
Housing - Housing Advice and Support	2
Finances - Grants	2
Housing - Homelessness	2
Finances - Pensions and Compensation	2
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Recreation	1
Specific Search for an Organisation	1
Employment - Volunteering	1
Physical Health - Healthcare Services	1
Housing - Eviction and Repossession	1
<b>Southwark</b>	<b>15</b>
Mental Wellbeing - Drug and Alcohol Services	6
Housing - Homelessness	4
Finances - Benefits	2
Mental Wellbeing - Accessing Support	2
Physical Health - Sports	1
<b>Wandsworth</b>	<b>9</b>
Physical Health - Support Groups and Emotional Support	5
Mental Wellbeing - Drug and Alcohol Services	4
<b>Barnet</b>	<b>9</b>
Housing - Homelessness	4
Physical Health - Home and Mobility Aids	4
Specific Search for an Organisation	1
<b>Waltham Forest</b>	<b>5</b>
COVID19 Local Support - London	3
Physical Health - GPs	1
Legal Support and Advocacy - Legal Advice	1
<b>Tower Hamlets</b>	<b>5</b>
Specific Search for an Organisation	3
Finances - Grants	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Hounslow</b>	<b>5</b>
Employment - Job Seeking	4
Employment - Self Employment	1
<b>Westminster</b>	<b>5</b>
Mental Wellbeing - Accessing Support	2
Finances - Grants	2
Finances - Benefits	1
<b>Lambeth</b>	<b>3</b>

Housing - Housing Advice and Support	3
<b>Croydon</b>	<b>3</b>
Mental Wellbeing - Accessing Support	3
<b>Kensington and Chelsea</b>	<b>3</b>
Employment - Volunteering	1
Finances - Pensions and Compensation	1
Finances - Financial Services	1
<b>Camden</b>	<b>2</b>
Housing - Eviction and Repossession	1
Finances - Benefits	1
<b>Brent</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Ealing</b>	<b>1</b>
Housing - Homelessness	1
<b>Kingston upon Thames</b>	<b>1</b>
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Redbridge</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Hammersmith and Fulham</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1

## South East

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



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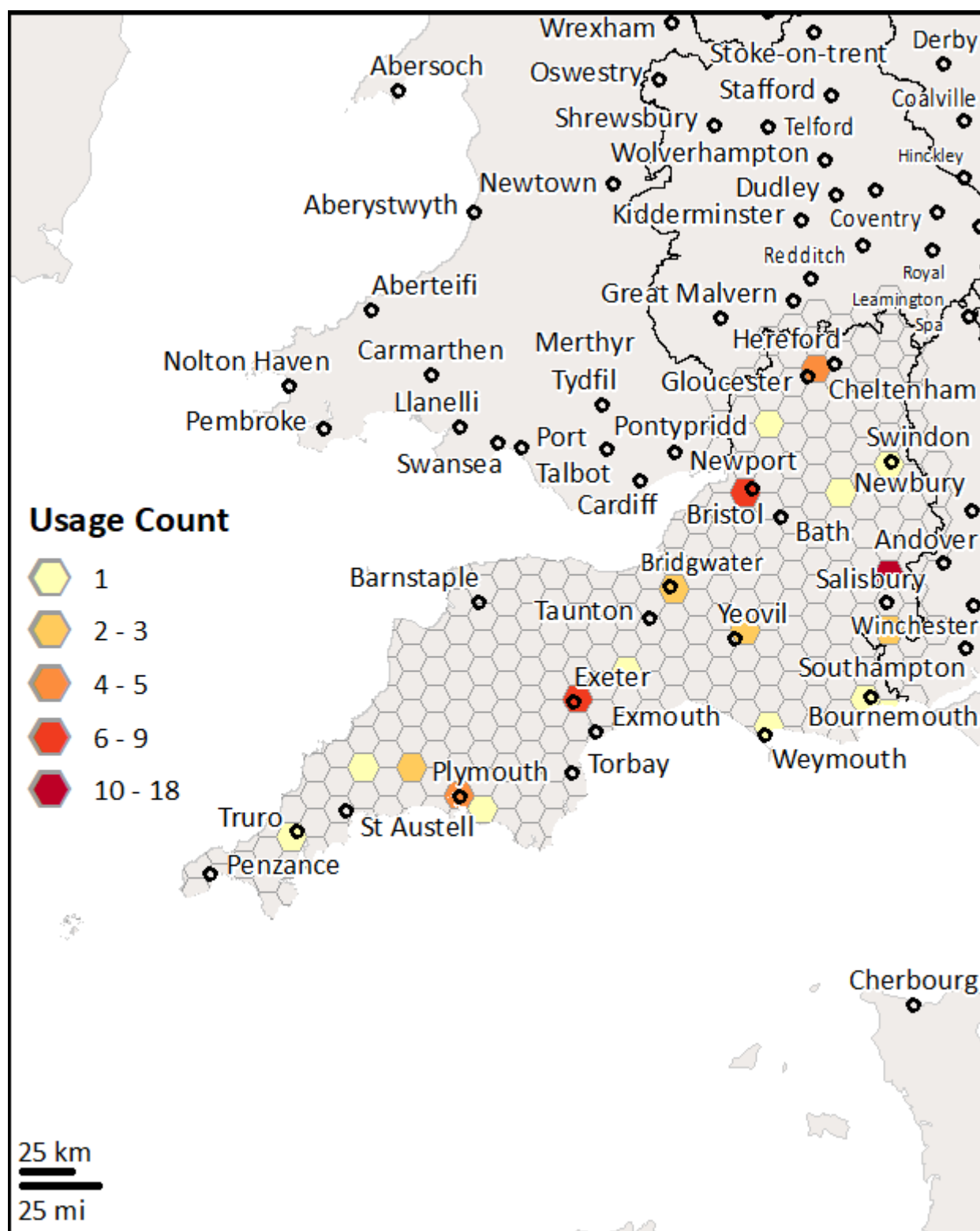
**Table 31. General search criteria from users located in the South East – Veterans’ Gateway online directory, September 2021**

<b>South East</b>	<b>86</b>
<b>Reigate and Banstead</b>	<b>25</b>
Employment - Job Seeking	5
Specific Search for an Organisation	5
Mental Wellbeing - Accessing Support	4
Employment - Education and Training	2
COVID19 Local Support - Scotland	2
COVID19 Local Support - West Midlands	1
Family and Communities - Support Groups and Emotional Support	1
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Homelessness	1
Physical Health - Drug and Alcohol Services	1
Legal Support and Advocacy - Legal Advocacy	1
Finances - Grants	1
<b>Basingstoke and Deane</b>	<b>10</b>
Mental Wellbeing - Support Groups and Emotional Support	4
Employment - Education and Training	3
Mental Wellbeing - Accessing Support	1
Family and Communities - Support for Carers	1
Family and Communities - Support Groups and Emotional Support	1
<b>Spelthorne</b>	<b>7</b>
Housing - Homelessness	3
Mental Wellbeing - Support Groups and Emotional Support	3
Mental Wellbeing - Treatment	1
<b>Reading</b>	<b>7</b>
Finances - Benefits	7
<b>Eastleigh</b>	<b>6</b>
Employment - Job Seeking	5
Housing - Housing Advice and Support	1
<b>Wealden</b>	<b>5</b>
Physical Health - Drug and Alcohol Services	3
Mental Wellbeing - Drug and Alcohol Services	2
<b>Mid Sussex</b>	<b>4</b>
Employment - Support for Offenders	2
Employment - Transition	1
Employment - Job Seeking	1
<b>Waverley</b>	<b>3</b>
Physical Health - Support Groups and Emotional Support	2
Mental Wellbeing - Treatment	1
<b>Woking</b>	<b>2</b>
Specific Search for an Organisation	1
Mental Wellbeing - Drug and Alcohol Services	1
<b>Rushmoor</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1

<b>Mole Valley</b>	<b>2</b>
Specific Search for an Organisation	1
Employment - Education and Training	1
<b>West Oxfordshire</b>	<b>2</b>
National Charities/Organisations - ASDIC Drop In Centres	1
Housing - Homelessness	1
<b>Aylesbury Vale</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Dartford</b>	<b>1</b>
Housing - Homelessness	1
<b>Medway</b>	<b>1</b>
Finances - Money and Debt Advice	1
<b>Brighton and Hove</b>	<b>1</b>
COVID19 Local Support - East of England	1
<b>Swale</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Isle of Wight</b>	<b>1</b>
Employment - Volunteering	1
<b>Hart</b>	<b>1</b>
Mental Wellbeing - Treatment	1
<b>Chichester</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>New Forest</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Epsom and Ewell</b>	<b>1</b>
COVID19 Local Support - South East	1
<b>Canterbury</b>	<b>1</b>
Employment - Job Seeking	1

## South West

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



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

<b>South West</b>	<b>78</b>
<b>Cornwall</b>	<b>22</b>
COVID19 Local Support - South West	5
Mental Wellbeing - Accessing Support	5
Legal Support and Advocacy - Legal Aid	3
Legal Support and Advocacy - Legal Advocacy	2
Mental Wellbeing - Bereavement	2
National Charities/Organisations - SSAFA	1
Finances - Benefits	1
Physical Health - Rehabilitation and Recovery	1
Family and Communities - GPs	1
Mental Wellbeing - Treatment	1
<b>Teignbridge</b>	<b>10</b>
Family and Communities - Support for Carers	7
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Nursing and Dementia Care	1
<b>Wiltshire</b>	<b>10</b>
Physical Health - Healthcare Services	2
Employment - Job Seeking	2
Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	2
Physical Health - Support Groups and Emotional Support	1
Physical Health - Limb Loss	1
<b>South Hams</b>	<b>6</b>
Mental Wellbeing - Accessing Support	3
COVID19 Local Support - South West	3
<b>Purbeck</b>	<b>5</b>
Mental Wellbeing - Treatment	3
Physical Health - Home and Mobility Aids	1
Housing - Supported Living	1
<b>Gloucester</b>	<b>4</b>
Housing - Nursing and Dementia Care	3
Physical Health - Nursing and Dementia Care	1
<b>Sedgemoor</b>	<b>4</b>
Mental Wellbeing - Accessing Support	3
Mental Wellbeing - GPs	1
<b>Plymouth</b>	<b>4</b>
Physical Health - Drug and Alcohol Services	2
Physical Health - Sports	1
Physical Health - Home and Mobility Aids	1
<b>Exeter</b>	<b>4</b>
Employment - Education and Training	2
COVID19 Local Support - South West	2
<b>Bath and North East Somerset</b>	<b>2</b>
Employment - Volunteering	1

COVID19 Local Support - South West	1
<b>Bristol, City of</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Bournemouth</b>	<b>1</b>
Housing - Independent Living	1
<b>East Dorset</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>North Devon</b>	<b>1</b>
Legal Support and Advocacy - Legal Advocacy	1
<b>Cotswold</b>	<b>1</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>East Devon</b>	<b>1</b>
COVID19 Local Support - South West	1

## Usage of the Veterans' Gateway mobile directory of services

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

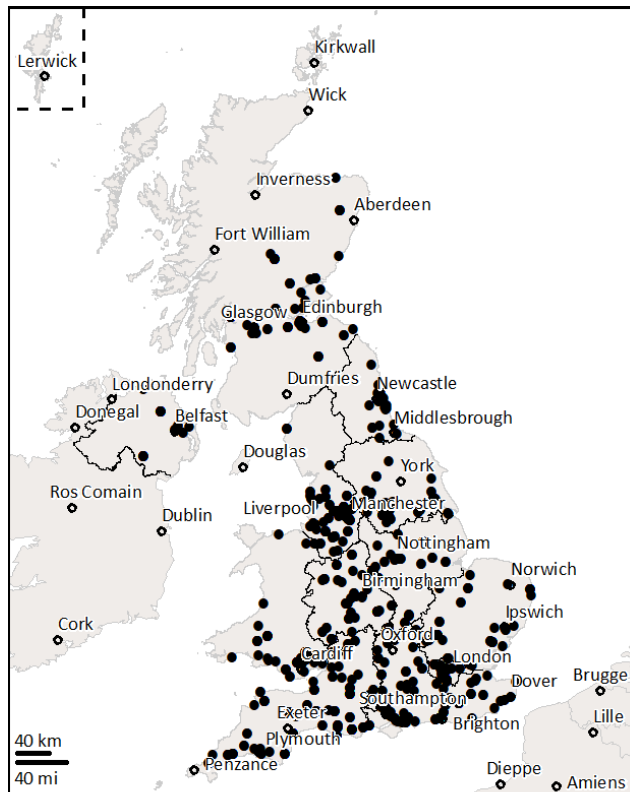
Search Criteria	Search Count	Search Percentage
Employment	154	20.03%
Housing	121	15.73%
Mental Wellbeing	119	15.47%
Physical Health	113	14.69%
Finances	102	13.26%
National Charities/Organisations	58	7.54%
Family and Communities	54	7.02%
COVID19 Local Support	24	3.12%
Legal Support and Advocacy	15	1.95%
Specific Search for an Organisation	9	1.17%
<b>Total</b>	<b>769</b>	<b>100%</b>

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

Search Criteria	Search Count	Search Percentage
Employment - Job Seeking	80	10.40%
Housing - Housing Advice and Support	45	5.85%
Mental Wellbeing - Accessing Support	42	5.46%
Finances - Pensions and Compensation	38	4.94%
Finances - Grants	27	3.51%
Housing - Homelessness	25	3.25%
Employment - Education and Training	22	2.86%
Mental Wellbeing - Treatment	22	2.86%
Physical Health - Healthcare Services	22	2.86%
Physical Health - GPs	20	2.60%
Employment - Self Employment	20	2.60%
Mental Wellbeing - Drug and Alcohol Services	18	2.34%
Physical Health - Rehabilitation and Recovery	18	2.34%
National Charities/Organisations - SSAFA	17	2.21%
Family and Communities - Support Groups and Emotional Support	17	2.21%
Finances - Benefits	16	2.08%
Mental Wellbeing - Support Groups and Emotional Support	16	2.08%
Family and Communities - Recreation	16	2.08%
Housing - Eviction and Repossession	14	1.82%
Physical Health - Support Groups and Emotional Support	14	1.82%
Physical Health - Home and Mobility Aids	13	1.69%
Physical Health - Sports	13	1.69%
National Charities/Organisations - Armed Forces Covenant Fund Trust	13	1.69%
Mental Wellbeing - GPs	12	1.56%
Employment - Volunteering	12	1.56%
National Charities/Organisations - ASDIC Drop In Centres	12	1.56%
Finances - Money and Debt Advice	11	1.43%
Legal Support and Advocacy - Legal Advice	11	1.43%
Employment - Transition	11	1.43%
Housing - Supported Living	10	1.30%
Family and Communities - GPs	9	1.17%
Specific Search for an Organisation	9	1.17%
Employment - Support for Offenders	9	1.17%
Housing - Independent Living	9	1.17%

Search Criteria	Search Count	Search Percentage
Housing - Retirement	8	1.04%
Finances - Financial Services	7	0.91%
National Charities/Organisations - Royal British Legion	7	0.91%
Family and Communities - Bereavement	6	0.78%
COVID19 Local Support - North East	6	0.78%
Family and Communities - Support for Carers	5	0.65%
Mental Wellbeing - Bereavement	5	0.65%
COVID19 Local Support - Scotland	5	0.65%
Housing - Nursing and Dementia Care	5	0.65%
Housing - Respite Care (Day Care and Respite)	5	0.65%
Physical Health - Drug and Alcohol Services	4	0.52%
Mental Wellbeing - Sports	4	0.52%
Physical Health - End of Life Care	3	0.39%
COVID19 Local Support - South East	3	0.39%
Finances - Support for the Gurkha Community	3	0.39%
National Charities/Organisations - Combat Stress	3	0.39%
Physical Health - Nursing and Dementia Care	3	0.39%
Legal Support and Advocacy - Legal Advocacy	3	0.39%
National Charities/Organisations - Help for Heroes	2	0.26%
COVID19 Local Support - Wales	2	0.26%
National Charities/Organisations - Blesma	2	0.26%
COVID19 Local Support - Yorkshire/ The Humber	2	0.26%
National Charities/Organisations - Legion Scotland	2	0.26%
COVID19 Local Support - Northern Ireland	2	0.26%
Physical Health - Blind Veterans	2	0.26%
COVID19 Local Support - East Midlands	1	0.13%
COVID19 Local Support - South West	1	0.13%
Family and Communities - Support for the Gurkha Community	1	0.13%
COVID19 Local Support - North West	1	0.13%
Legal Support and Advocacy - Legal Aid	1	0.13%
Physical Health - Limb Loss	1	0.13%
COVID19 Local Support - West Midlands	1	0.13%
<b>Total</b>	<b>769</b>	<b>100%</b>

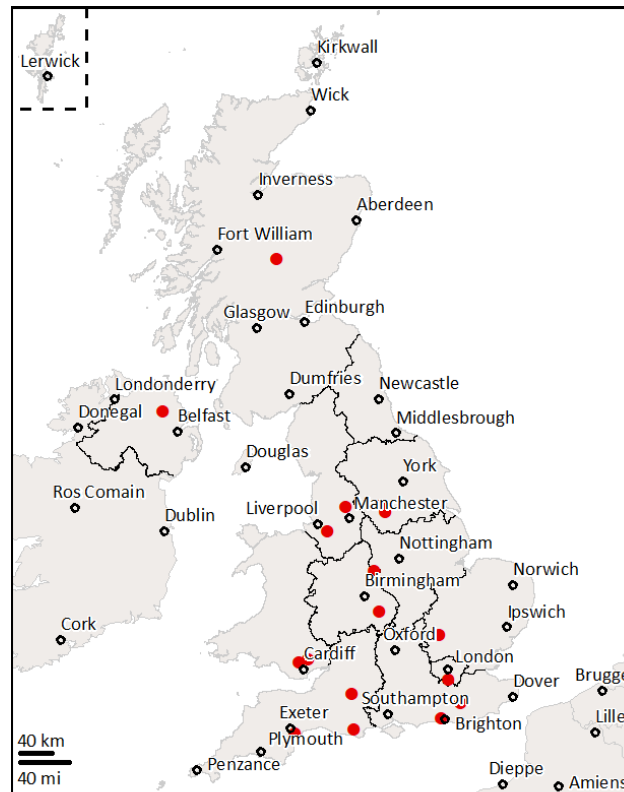
**Figure 33. User locations in the UK – Veterans' Gateway mobile directory, September 2021**



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

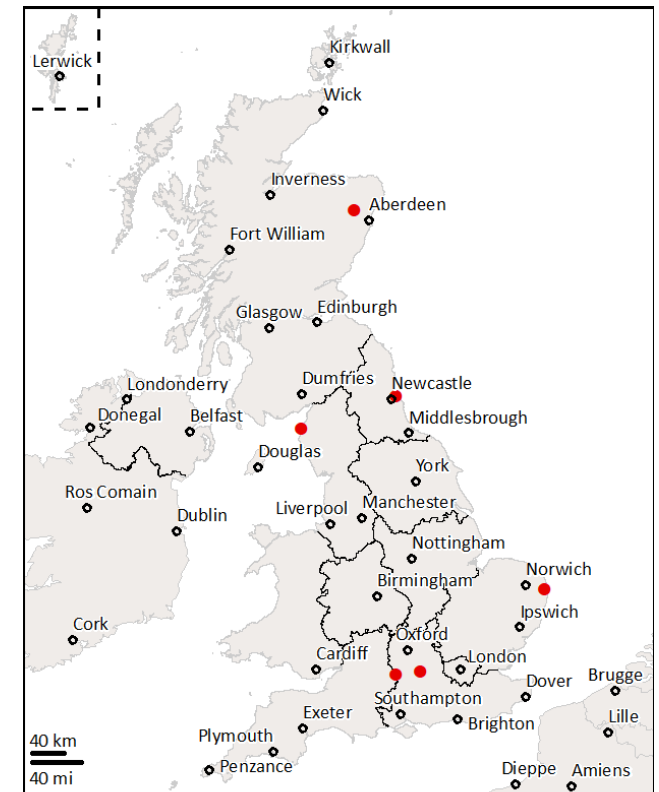
**Figure 34. User hotspots in the UK – Veterans' Gateway mobile directory, September 2021**



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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.

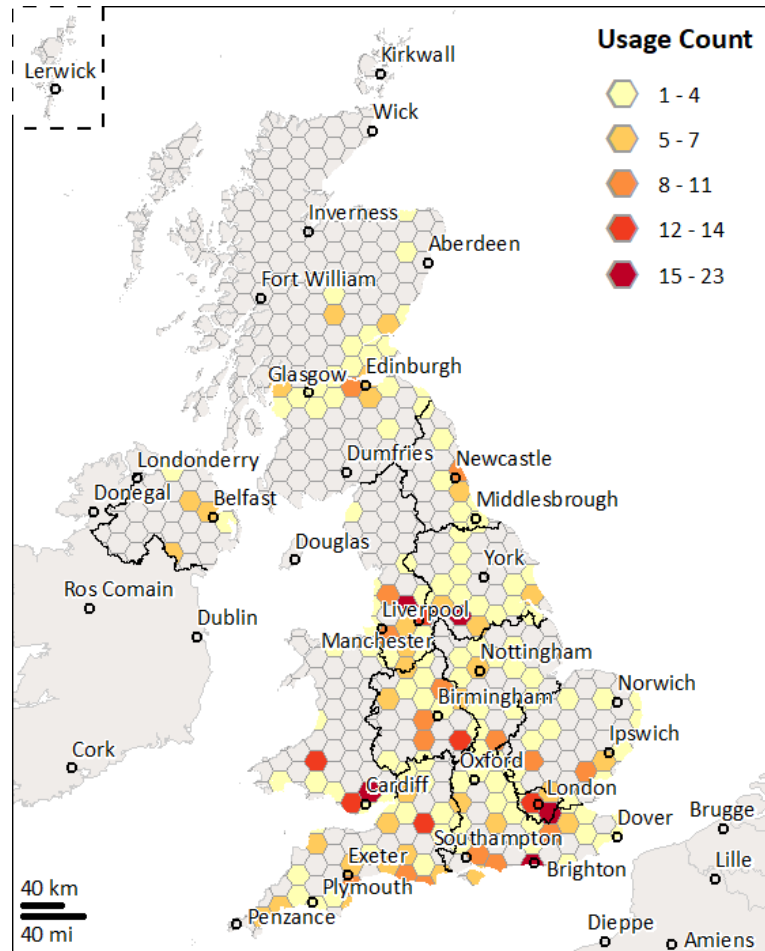
**Figure 35. User outliers in the UK – Veterans' Gateway mobile directory, September 2021**



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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, September 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, September 2021**

**N = 769**

Region	Usage Count	Usage Percentage
South West	133	17.30%
South East	107	13.91%
North West	89	11.57%
Scotland	78	10.14%
West Midlands	67	8.71%
Yorkshire and The Humber	61	7.93%
Wales	55	7.15%
East of England	50	6.50%
East Midlands	47	6.11%
London	39	5.07%
North East	23	2.99%
Northern Ireland	20	2.60%

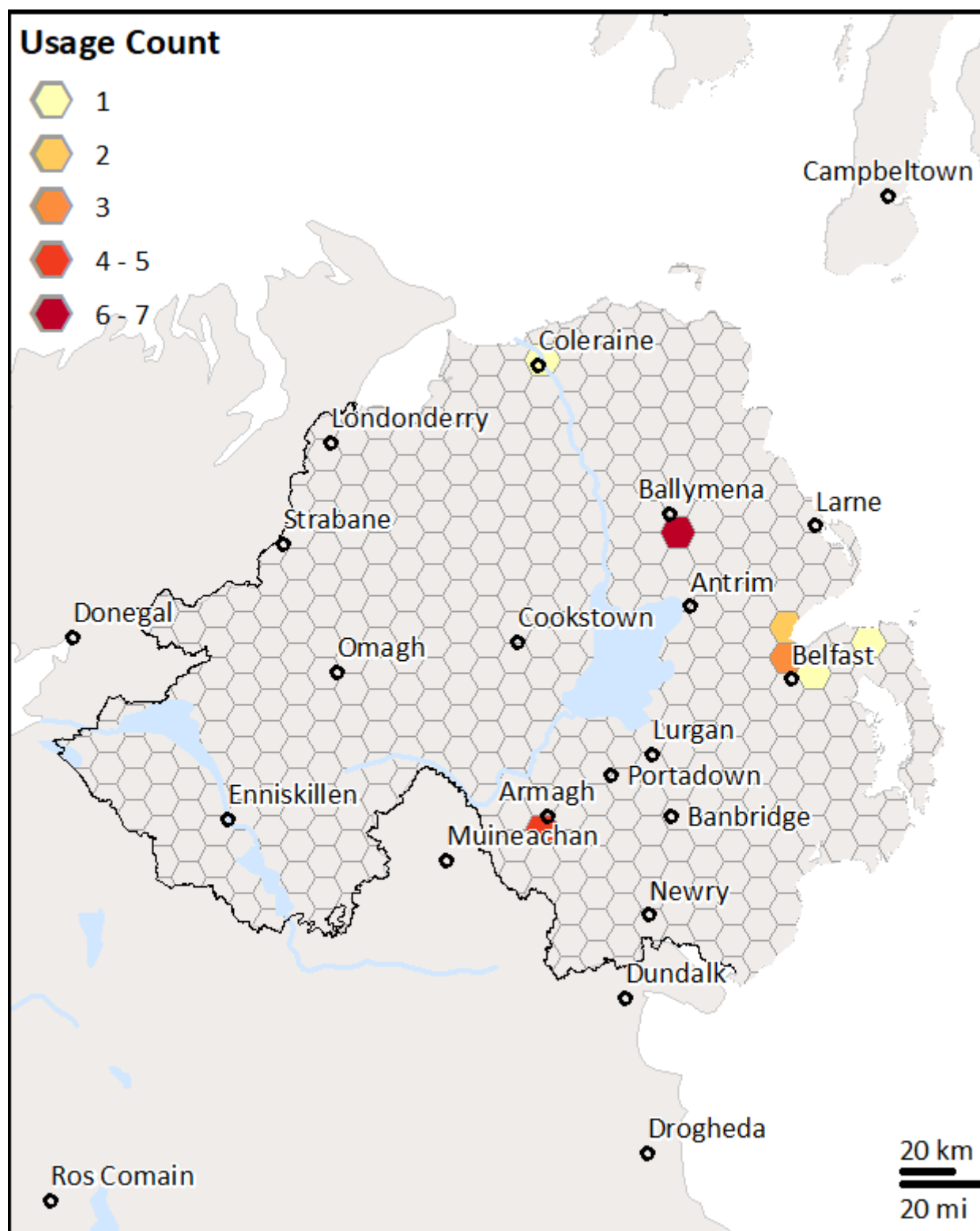
**Table 36. Main local authorities for usage – Veterans' Gateway mobile directory, September 2021**

**N = 769**

Top 20 Local Authorities	Usage Count	Usage Percentage
Cornwall	18	2.34%
Wiltshire	18	2.34%
Croydon	18	2.34%
West Dorset	15	1.95%
Wakefield	14	1.82%
Barnsley	14	1.82%
Adur	14	1.82%
Warwick	13	1.69%
Caerphilly	13	1.69%
Bury	13	1.69%
Carmarthenshire	12	1.56%
Perth & Kinross	11	1.43%
Edinburgh, City of	11	1.43%
North Hertfordshire	10	1.30%
Shropshire	10	1.30%
Bolton	10	1.30%
Purbeck	10	1.30%
East Devon	10	1.30%
Colchester	9	1.17%
Mid Sussex	9	1.17%

## Northern Ireland

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



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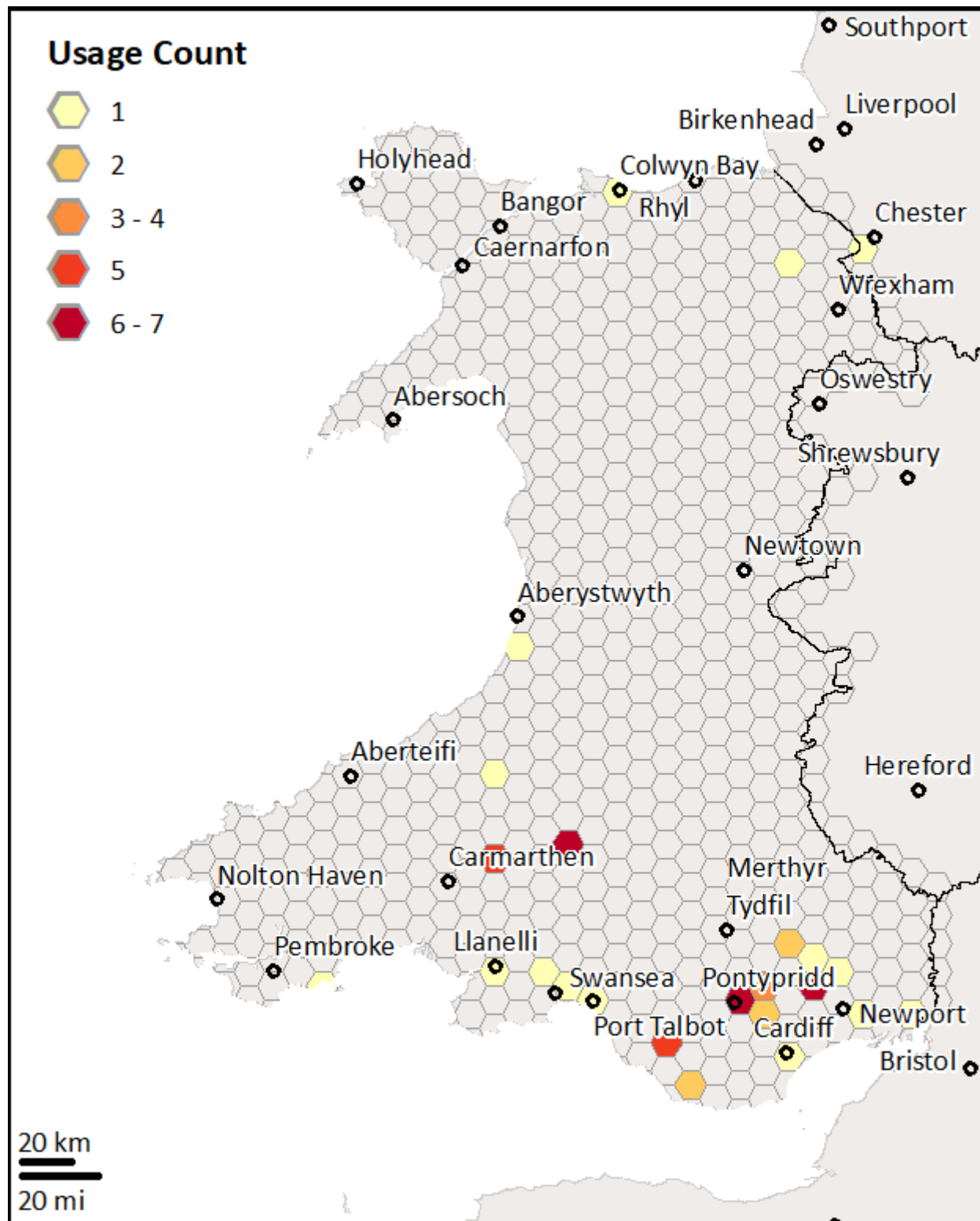
**Table 37. General search criteria from users located in Northern Ireland – Veterans' Gateway mobile directory, September 2021**

<b>Northern Ireland</b>	<b>20</b>
<b>Mid and East Antrim</b>	<b>7</b>
Employment - Education and Training	2
Employment - Job Seeking	2
Employment - Volunteering	1
Legal Support and Advocacy - Legal Advice	1
Employment - Support for Offenders	1
<b>Armagh City, Banbridge and Craigavon</b>	<b>5</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	4
Mental Wellbeing - Sports	1
<b>Belfast</b>	<b>3</b>
Employment - Self Employment	1
Housing - Supported Living	1
Finances - Benefits	1
<b>Antrim and Newtownabbey</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>North Down and Ards</b>	<b>1</b>
Specific Search for an Organisation	1
<b>Lisburn and Castlereagh</b>	<b>1</b>
COVID19 Local Support - Northern Ireland	1
<b>Causeway Coast and Glens</b>	<b>1</b>
COVID19 Local Support - Northern Ireland	1



## Wales

Figure 38. User locations in Wales – Veterans' Gateway mobile directory, September 2021



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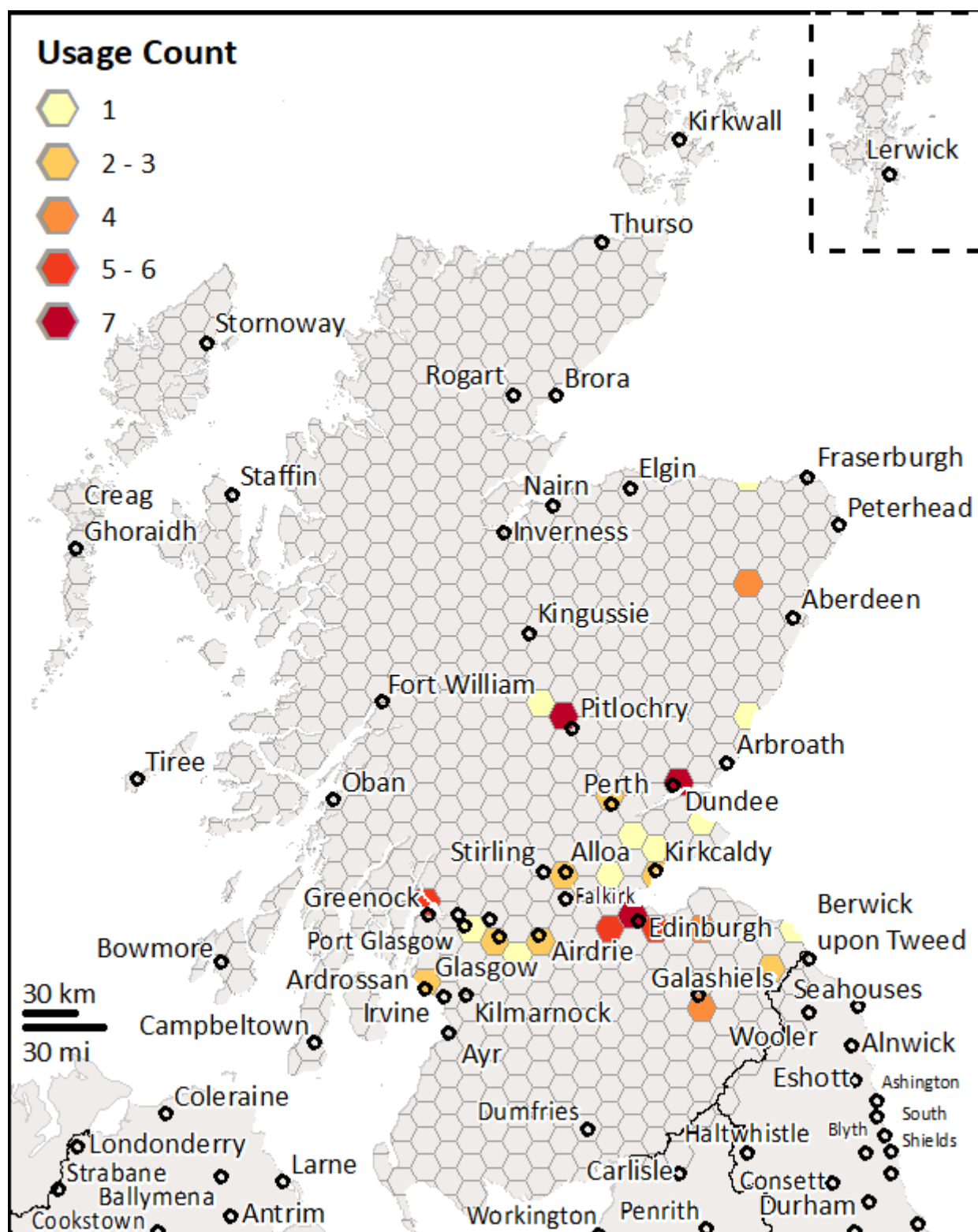
**Table 38. General search criteria from users located in Wales – Veterans' Gateway mobile directory, September 2021**

<b>Wales</b>	<b>55</b>
<b>Caerphilly</b>	<b>13</b>
Physical Health - Healthcare Services	4
Specific Search for an Organisation	2
Employment - Job Seeking	2
Housing - Eviction and Repossession	1
Finances - Grants	1
Physical Health - Rehabilitation and Recovery	1
Housing - Retirement	1
Housing - Homelessness	1
<b>Carmarthenshire</b>	<b>12</b>
Physical Health - Support Groups and Emotional Support	6
Mental Wellbeing - Treatment	3
Employment - Job Seeking	1
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - GPs	1
<b>Rhondda Cynon Taf</b>	<b>7</b>
Physical Health - Healthcare Services	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
National Charities/Organisations - Royal British Legion	1
Finances - Financial Services	1
COVID19 Local Support - Wales	1
Finances - Grants	1
<b>Bridgend</b>	<b>5</b>
Employment - Job Seeking	2
Finances - Money and Debt Advice	1
Physical Health - Sports	1
Finances - Grants	1
<b>Swansea</b>	<b>2</b>
Housing - Housing Advice and Support	1
Finances - Grants	1
<b>The Vale of Glamorgan</b>	<b>2</b>
Housing - Homelessness	1
Housing - Eviction and Repossession	1
<b>Blaenau Gwent</b>	<b>2</b>
Mental Wellbeing - Accessing Support	2
<b>Torfaen</b>	<b>2</b>
Mental Wellbeing - Bereavement	1
Employment - Education and Training	1
<b>Ceredigion</b>	<b>2</b>
Legal Support and Advocacy - Legal Advice	2
<b>Flintshire</b>	<b>2</b>
Mental Wellbeing - Treatment	1
COVID19 Local Support - Wales	1
<b>Cardiff</b>	<b>1</b>

Mental Wellbeing - GPs	1
<b>Neath Port Talbot</b>	<b>1</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Monmouthshire</b>	<b>1</b>
Employment - Volunteering	1
<b>Pembrokeshire</b>	<b>1</b>
Employment - Job Seeking	1
<b>Newport</b>	<b>1</b>
Employment - Job Seeking	1
<b>Conwy</b>	<b>1</b>
Mental Wellbeing - Drug and Alcohol Services	1

## Scotland

**Figure 39. User locations in Scotland – Veterans' Gateway mobile directory, September 2021**



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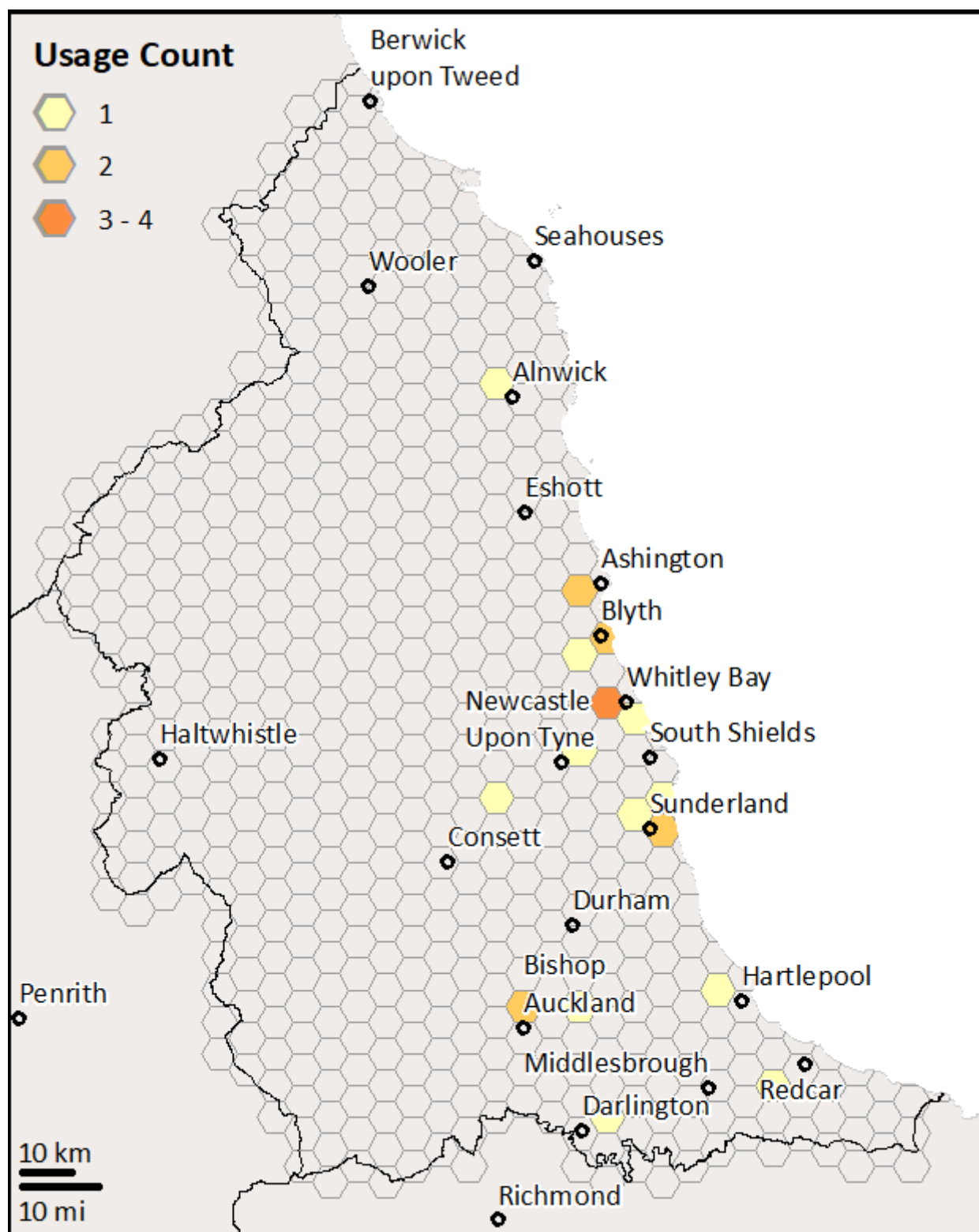
**Table 39. General search criteria from users located in Scotland – Veterans’ Gateway mobile directory, September 2021**

<b>Scotland</b>	<b>78</b>
<b>Perth &amp; Kinross</b>	<b>11</b>
Housing - Retirement	2
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
Family and Communities - Recreation	1
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Grants	1
COVID19 Local Support - Scotland	1
Housing - Homelessness	1
<b>Edinburgh, City of</b>	<b>11</b>
Employment - Job Seeking	5
Employment - Transition	1
Employment - Education and Training	1
Housing - Housing Advice and Support	1
National Charities/Organisations - Royal British Legion	1
COVID19 Local Support - Scotland	1
Employment - Support for Offenders	1
<b>Scottish Borders</b>	<b>7</b>
Housing - Supported Living	2
Physical Health - Healthcare Services	2
Mental Wellbeing - Treatment	2
Physical Health - Sports	1
<b>Dundee City</b>	<b>7</b>
Housing - Housing Advice and Support	6
Finances - Financial Services	1
<b>Argyll &amp; Bute</b>	<b>6</b>
National Charities/Organisations - Legion Scotland	2
COVID19 Local Support - Scotland	1
Legal Support and Advocacy - Legal Advice	1
Employment - Transition	1
Finances - Grants	1
<b>West Lothian</b>	<b>6</b>
Mental Wellbeing - Bereavement	2
Housing - Supported Living	2
Physical Health - End of Life Care	1
Housing - Respite Care (Day Care and Respite)	1
<b>Fife</b>	<b>6</b>
Employment - Job Seeking	2
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - Royal British Legion	1
Housing - Housing Advice and Support	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1

<b>Aberdeenshire</b>	<b>5</b>
Housing - Supported Living	1
Employment - Education and Training	1
Mental Wellbeing - Accessing Support	1
Employment - Job Seeking	1
Housing - Housing Advice and Support	1
<b>East Lothian</b>	<b>4</b>
Employment - Transition	2
Mental Wellbeing - Accessing Support	1
Employment - Self Employment	1
<b>Clackmannanshire</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Housing - Eviction and Repossession	1
Family and Communities - Support for Carers	1
<b>North Ayrshire</b>	<b>3</b>
COVID19 Local Support - Scotland	1
Mental Wellbeing - Treatment	1
Employment - Job Seeking	1
<b>Glasgow City</b>	<b>3</b>
Housing - Homelessness	2
Housing - Housing Advice and Support	1
<b>North Lanarkshire</b>	<b>2</b>
Physical Health - Sports	1
Finances - Pensions and Compensation	1
<b>Midlothian</b>	<b>1</b>
Mental Wellbeing - Sports	1
<b>West Dunbartonshire</b>	<b>1</b>
Housing - Homelessness	1
<b>Angus</b>	<b>1</b>
Finances - Grants	1
<b>South Lanarkshire</b>	<b>1</b>
Finances - Pensions and Compensation	1

## North East

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



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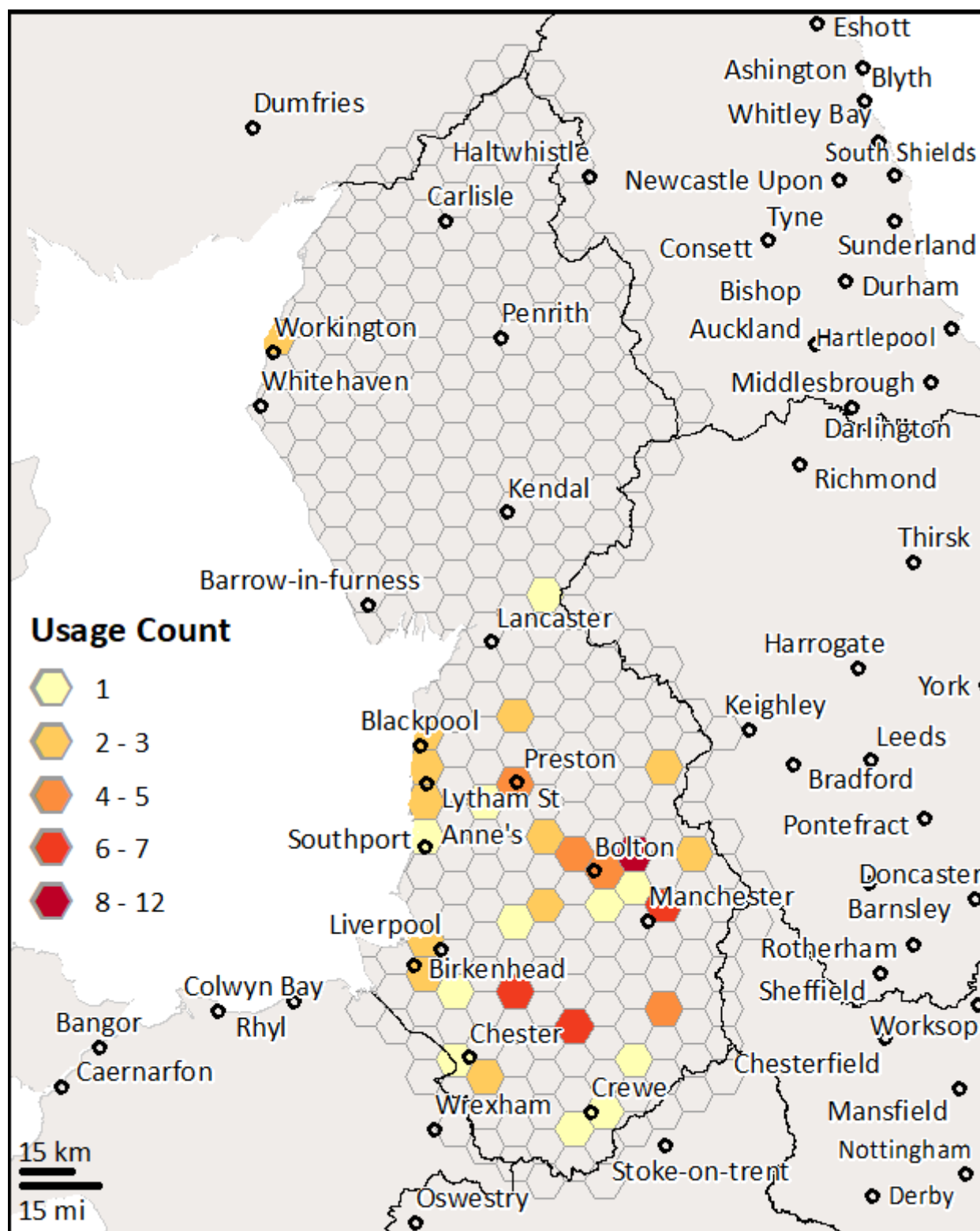
**Table 40. General search criteria from users located in the North East – Veterans' Gateway mobile directory, September 2021**

<b>North East</b>	<b>23</b>
<b>Northumberland</b>	<b>6</b>
COVID19 Local Support - North East	2
Employment - Education and Training	2
Housing - Homelessness	1
Finances - Pensions and Compensation	1
<b>North Tyneside</b>	<b>5</b>
Family and Communities - Recreation	2
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
Family and Communities - GPs	1
<b>Sunderland</b>	<b>4</b>
Finances - Pensions and Compensation	2
COVID19 Local Support - North East	1
Employment - Education and Training	1
<b>County Durham</b>	<b>3</b>
Family and Communities - Bereavement	1
Physical Health - Sports	1
Legal Support and Advocacy - Legal Advice	1
<b>Redcar and Cleveland</b>	<b>1</b>
COVID19 Local Support - North East	1
<b>Gateshead</b>	<b>1</b>
Housing - Retirement	1
<b>Darlington</b>	<b>1</b>
Employment - Volunteering	1
<b>Hartlepool</b>	<b>1</b>
Physical Health - Sports	1
<b>Newcastle upon Tyne</b>	<b>1</b>
Employment - Education and Training	1



## North West

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



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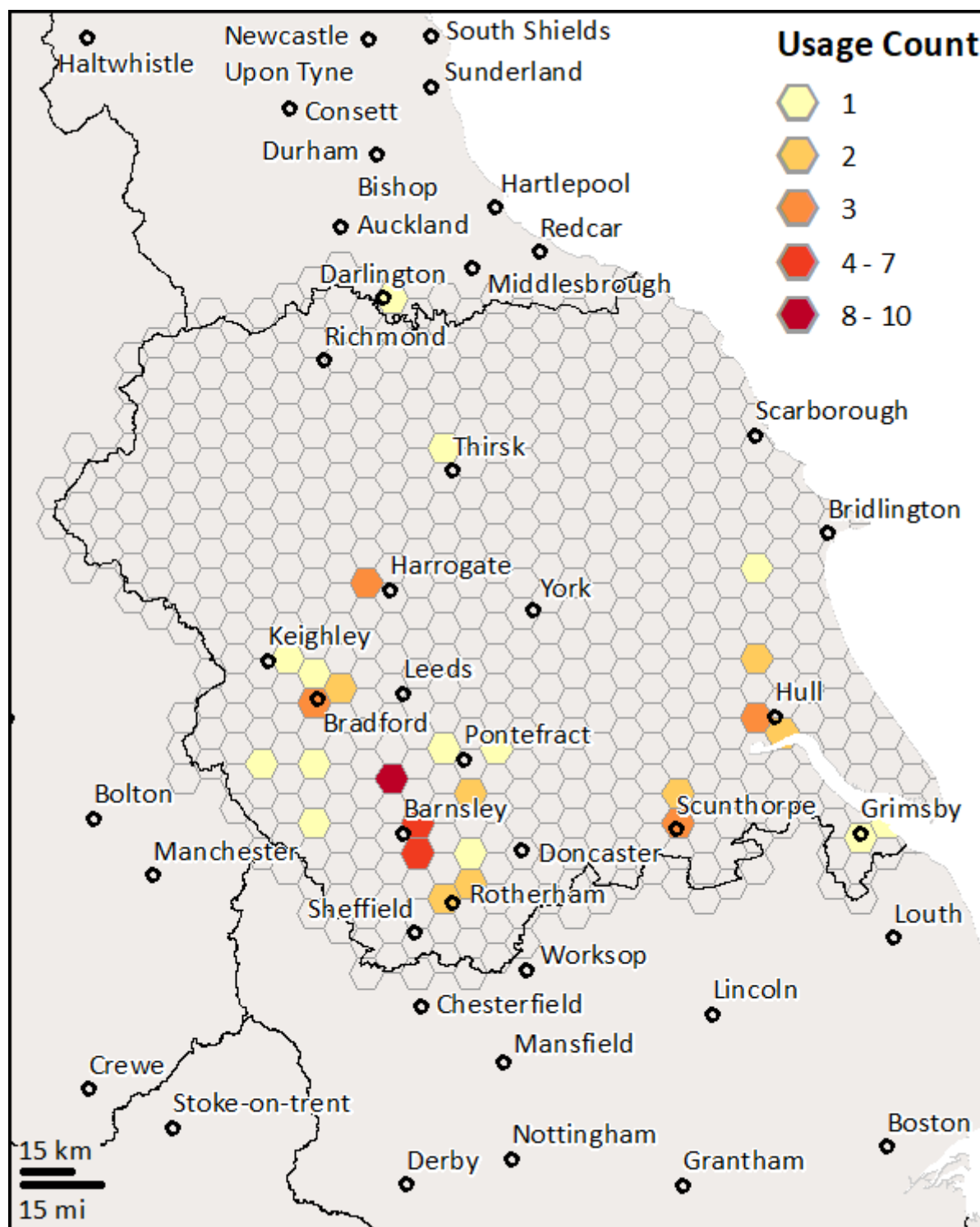
**Table 41. General search criteria from users located in the North West – Veterans' Gateway mobile directory, September 2021**

<b>North West</b>	<b>89</b>
<b>Bury</b>	<b>13</b>
Family and Communities - Recreation	3
Mental Wellbeing - Drug and Alcohol Services	3
National Charities/Organisations - ASDIC Drop In Centres	2
National Charities/Organisations - Combat Stress	1
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Respite Care (Day Care and Respite)	1
Mental Wellbeing - Sports	1
<b>Bolton</b>	<b>10</b>
Housing - Housing Advice and Support	3
Family and Communities - Recreation	2
Mental Wellbeing - Drug and Alcohol Services	2
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - GPs	1
<b>Cheshire West and Chester</b>	<b>9</b>
Mental Wellbeing - Treatment	2
Mental Wellbeing - Accessing Support	2
Employment - Job Seeking	1
Family and Communities - Bereavement	1
Physical Health - Rehabilitation and Recovery	1
Finances - Grants	1
Legal Support and Advocacy - Legal Advocacy	1
<b>Cheshire East</b>	<b>7</b>
Employment - Job Seeking	4
COVID19 Local Support - North West	1
Mental Wellbeing - GPs	1
Finances - Pensions and Compensation	1
<b>Manchester</b>	<b>7</b>
Housing - Housing Advice and Support	4
Employment - Job Seeking	2
Physical Health - GPs	1
<b>Halton</b>	<b>7</b>
Physical Health - Rehabilitation and Recovery	3
Finances - Grants	3
Finances - Financial Services	1
<b>Blackpool</b>	<b>4</b>
Physical Health - GPs	2
Employment - Job Seeking	2
<b>Preston</b>	<b>4</b>
Housing - Housing Advice and Support	2
Finances - Benefits	1
Housing - Homelessness	1
<b>Chorley</b>	<b>3</b>

Finances - Pensions and Compensation	2
Housing - Housing Advice and Support	1
<b>Liverpool</b>	<b>3</b>
Finances - Money and Debt Advice	1
Physical Health - Home and Mobility Aids	1
Finances - Pensions and Compensation	1
<b>Wigan</b>	<b>3</b>
Finances - Financial Services	2
Finances - Pensions and Compensation	1
<b>Fylde</b>	<b>3</b>
Employment - Transition	1
Housing - Housing Advice and Support	1
Employment - Volunteering	1
<b>Allerdale</b>	<b>3</b>
Housing - Homelessness	1
Physical Health - Sports	1
Mental Wellbeing - Accessing Support	1
<b>Burnley</b>	<b>3</b>
Employment - Job Seeking	2
Employment - Self Employment	1
<b>Wirral</b>	<b>2</b>
Legal Support and Advocacy - Legal Advice	2
<b>Wyre</b>	<b>2</b>
Physical Health - GPs	2
<b>Rochdale</b>	<b>2</b>
Housing - Homelessness	2
<b>Salford</b>	<b>1</b>
Finances - Financial Services	1
<b>St. Helens</b>	<b>1</b>
Employment - Self Employment	1
<b>Sefton</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Lancaster</b>	<b>1</b>
Legal Support and Advocacy - Legal Advice	1

## Yorkshire and the Humber

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



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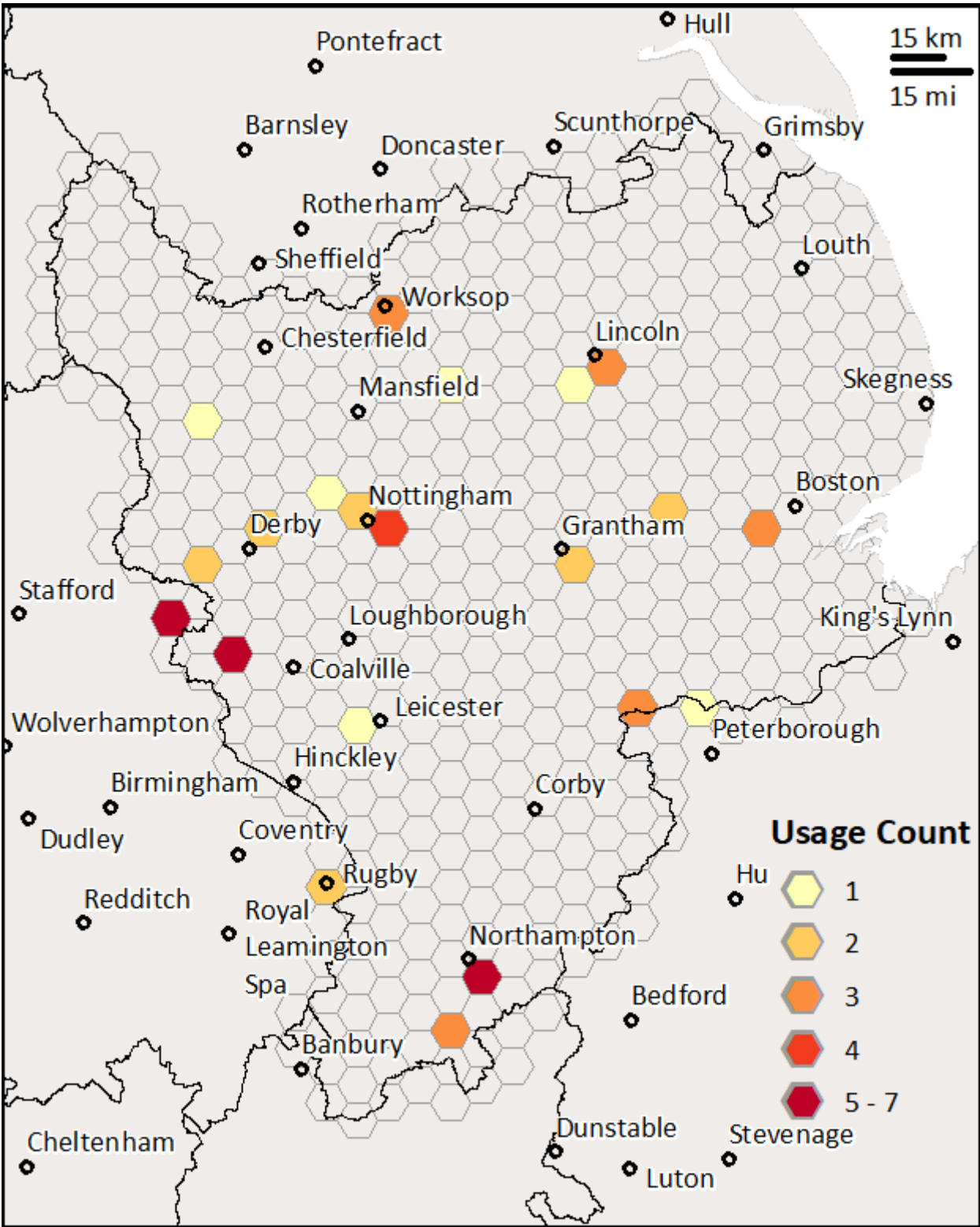
**Table 42. General search criteria from users located in Yorkshire and the Humber – Veterans’ Gateway mobile directory, September 2021**

<b>Yorkshire and The Humber</b>	<b>61</b>
<b>Wakefield</b>	<b>14</b>
Housing - Independent Living	2
Physical Health - Home and Mobility Aids	2
Employment - Job Seeking	2
Physical Health - Healthcare Services	2
Employment - Self Employment	1
Housing - Supported Living	1
National Charities/Organisations - SSAFA	1
Finances - Pensions and Compensation	1
COVID19 Local Support - Yorkshire/ The Humber	1
Housing - Homelessness	1
<b>Barnsley</b>	<b>14</b>
Housing - Eviction and Repossession	5
Mental Wellbeing - Support Groups and Emotional Support	2
Housing - Homelessness	1
Mental Wellbeing - Treatment	1
Family and Communities - Support Groups and Emotional Support	1
Housing - Independent Living	1
Finances - Benefits	1
Family and Communities - Recreation	1
Employment - Transition	1
<b>Bradford</b>	<b>7</b>
Finances - Pensions and Compensation	3
Specific Search for an Organisation	1
Housing - Homelessness	1
Finances - Benefits	1
COVID19 Local Support - North East	1
<b>North Lincolnshire</b>	<b>5</b>
Finances - Benefits	2
Physical Health - Drug and Alcohol Services	1
Employment - Job Seeking	1
Employment - Self Employment	1
<b>Kingston upon Hull, City of</b>	<b>5</b>
Mental Wellbeing - Accessing Support	3
Physical Health - Nursing and Dementia Care	1
Finances - Grants	1
<b>Rotherham</b>	<b>4</b>
Finances - Pensions and Compensation	2
Mental Wellbeing - Accessing Support	1
Legal Support and Advocacy - Legal Advice	1
<b>East Riding of Yorkshire</b>	<b>3</b>
Employment - Job Seeking	2
Physical Health - Support Groups and Emotional Support	1
<b>Harrogate</b>	<b>3</b>

COVID19 Local Support - North East	1
Mental Wellbeing - Treatment	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>North East Lincolnshire</b>	<b>2</b>
Physical Health - Rehabilitation and Recovery	1
Finances - Money and Debt Advice	1
<b>Calderdale</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Finances - Grants	1
<b>Kirklees</b>	<b>1</b>
COVID19 Local Support - Yorkshire/ The Humber	1
<b>Hambleton</b>	<b>1</b>
National Charities/Organisations - Combat Stress	1

East Midlands

Figure 43. User locations in East Midlands – Veterans’ Gateway mobile directory, September 2021



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

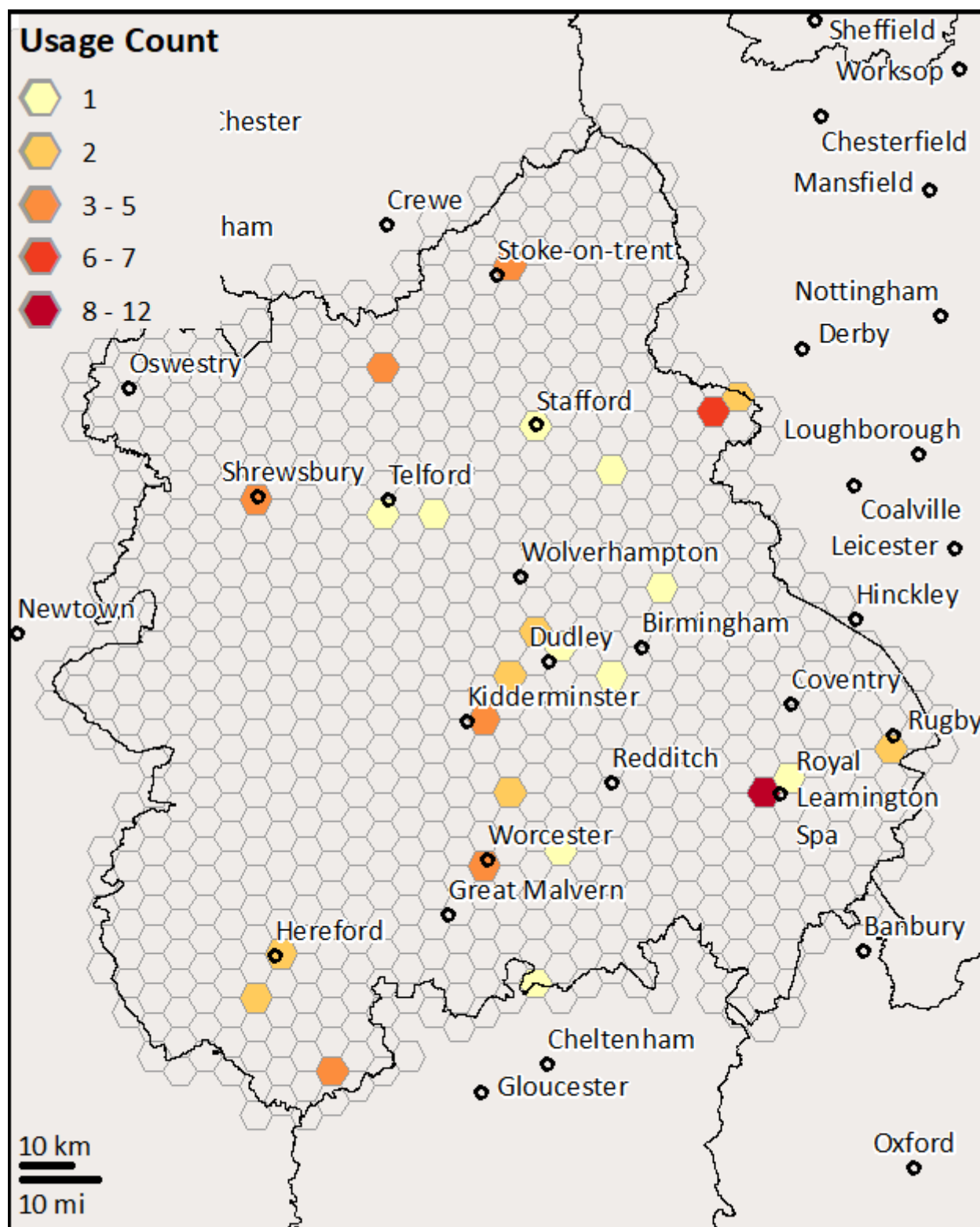
<b>East Midlands</b>	<b>47</b>
<b>South Derbyshire</b>	<b>8</b>
Mental Wellbeing - Accessing Support	5
Housing - Homelessness	2
Mental Wellbeing - Treatment	1
<b>South Kesteven</b>	<b>6</b>
Physical Health - Rehabilitation and Recovery	3
Employment - Job Seeking	2
Physical Health - Support Groups and Emotional Support	1
<b>Northampton</b>	<b>6</b>
Housing - Retirement	2
Housing - Homelessness	2
Mental Wellbeing - Treatment	1
Housing - Housing Advice and Support	1
<b>Nottingham</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Physical Health - End of Life Care	1
Employment - Transition	1
<b>Lincoln</b>	<b>4</b>
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Drug and Alcohol Services	1
Family and Communities - Recreation	1
Finances - Benefits	1
<b>South Northamptonshire</b>	<b>3</b>
Physical Health - Rehabilitation and Recovery	2
Physical Health - Healthcare Services	1
<b>Boston</b>	<b>3</b>
Employment - Job Seeking	3
<b>Bassetlaw</b>	<b>3</b>
Housing - Housing Advice and Support	2
Housing - Independent Living	1
<b>Derby</b>	<b>2</b>
Finances - Grants	2
<b>Gedling</b>	<b>2</b>
Physical Health - Rehabilitation and Recovery	2
<b>North Kesteven</b>	<b>2</b>
National Charities/Organisations - SSAFA	1
COVID19 Local Support - East Midlands	1
<b>Newark and Sherwood</b>	<b>1</b>
Housing - Retirement	1
<b>Derbyshire Dales</b>	<b>1</b>
Physical Health - Healthcare Services	1
<b>Broxtowe</b>	<b>1</b>
Employment - Job Seeking	1
<b>Leicester</b>	<b>1</b>



Physical Health - Home and Mobility Aids	1
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## West Midlands

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



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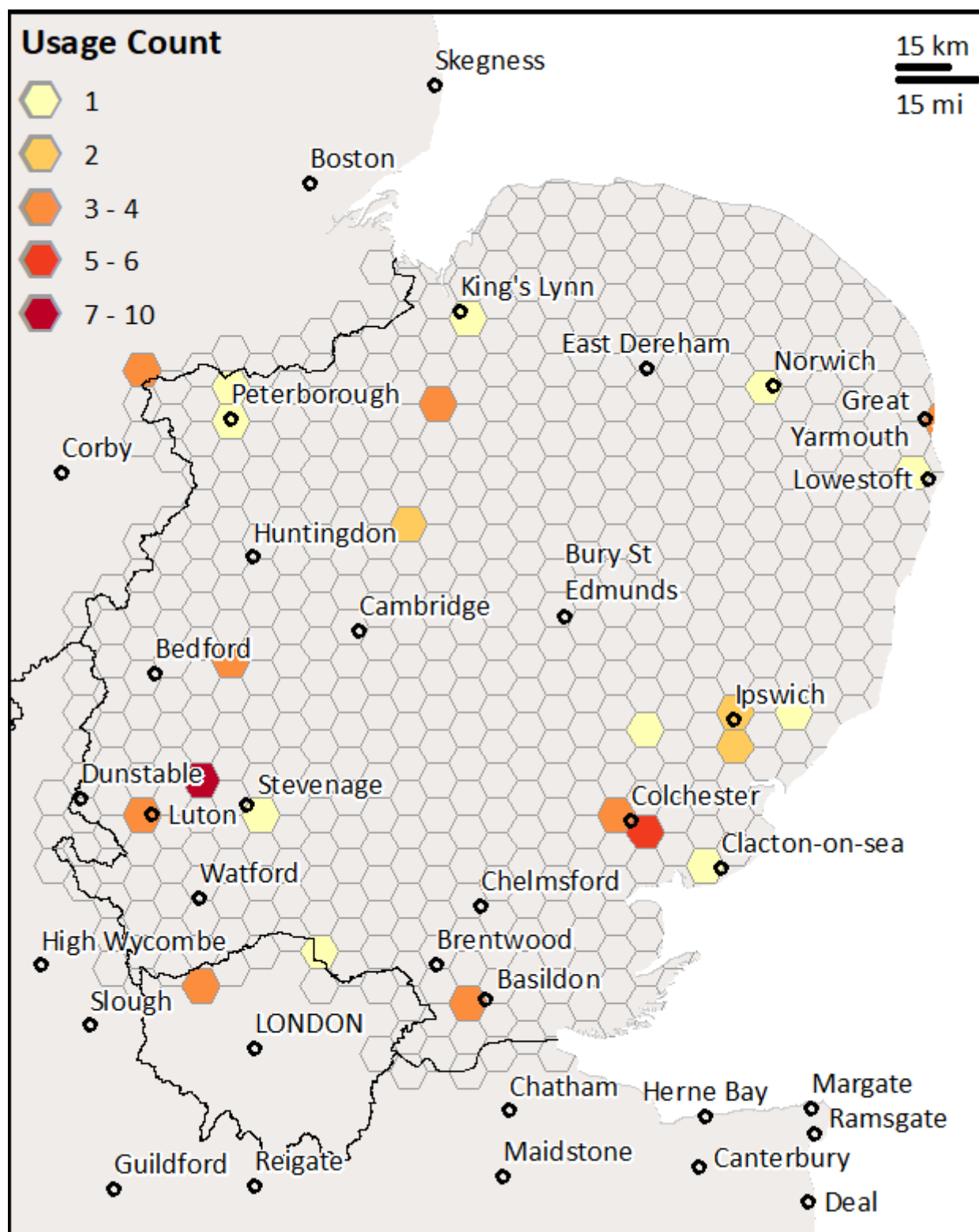
**Table 44. General search criteria from users located in the West Midlands – Veterans’ Gateway mobile directory, September 2021**

<b>West Midlands</b>	<b>67</b>
<b>Warwick</b>	<b>13</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
National Charities/Organisations - Royal British Legion	2
Physical Health - Sports	1
Physical Health - Nursing and Dementia Care	1
Finances - Pensions and Compensation	1
Mental Wellbeing - GPs	1
Physical Health - Rehabilitation and Recovery	1
Finances - Grants	1
Physical Health - Support Groups and Emotional Support	1
Family and Communities - Support for Carers	1
Physical Health - Home and Mobility Aids	1
<b>Shropshire</b>	<b>10</b>
Employment - Self Employment	3
Finances - Pensions and Compensation	1
Physical Health - GPs	1
Mental Wellbeing - Support Groups and Emotional Support	1
Specific Search for an Organisation	1
Family and Communities - Bereavement	1
Employment - Job Seeking	1
Finances - Grants	1
<b>Herefordshire, County of</b>	<b>8</b>
Employment - Job Seeking	2
Family and Communities - Support for Carers	2
Physical Health - Sports	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
Mental Wellbeing - Accessing Support	1
<b>East Staffordshire</b>	<b>7</b>
Family and Communities - Support Groups and Emotional Support	7
<b>Worcester</b>	<b>5</b>
Family and Communities - Recreation	3
Family and Communities - Support Groups and Emotional Support	1
Family and Communities - Support for Carers	1
<b>Stoke-on-Trent</b>	<b>4</b>
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
Finances - Support for the Gurkha Community	1
Employment - Job Seeking	1
Finances - Grants	1
<b>Dudley</b>	<b>4</b>
Physical Health - Healthcare Services	1
National Charities/Organisations - ASDIC Drop In Centres	1
Housing - Housing Advice and Support	1
Legal Support and Advocacy - Legal Advice	1

<b>Wyre Forest</b>	<b>4</b>
Finances - Grants	2
Physical Health - Home and Mobility Aids	1
Mental Wellbeing - Accessing Support	1
<b>Wychavon</b>	<b>4</b>
Physical Health - Drug and Alcohol Services	1
National Charities/Organisations - SSAFA	1
COVID19 Local Support - West Midlands	1
Mental Wellbeing - GPs	1
<b>Rugby</b>	<b>2</b>
Finances - Pensions and Compensation	2
<b>Birmingham</b>	<b>2</b>
Physical Health - Sports	1
Mental Wellbeing - Treatment	1
<b>Cannock Chase</b>	<b>1</b>
Finances - Money and Debt Advice	1
<b>Telford and Wrekin</b>	<b>1</b>
Employment - Job Seeking	1
<b>Sandwell</b>	<b>1</b>
Employment - Self Employment	1
<b>Stafford</b>	<b>1</b>
Employment - Job Seeking	1

## East of England

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



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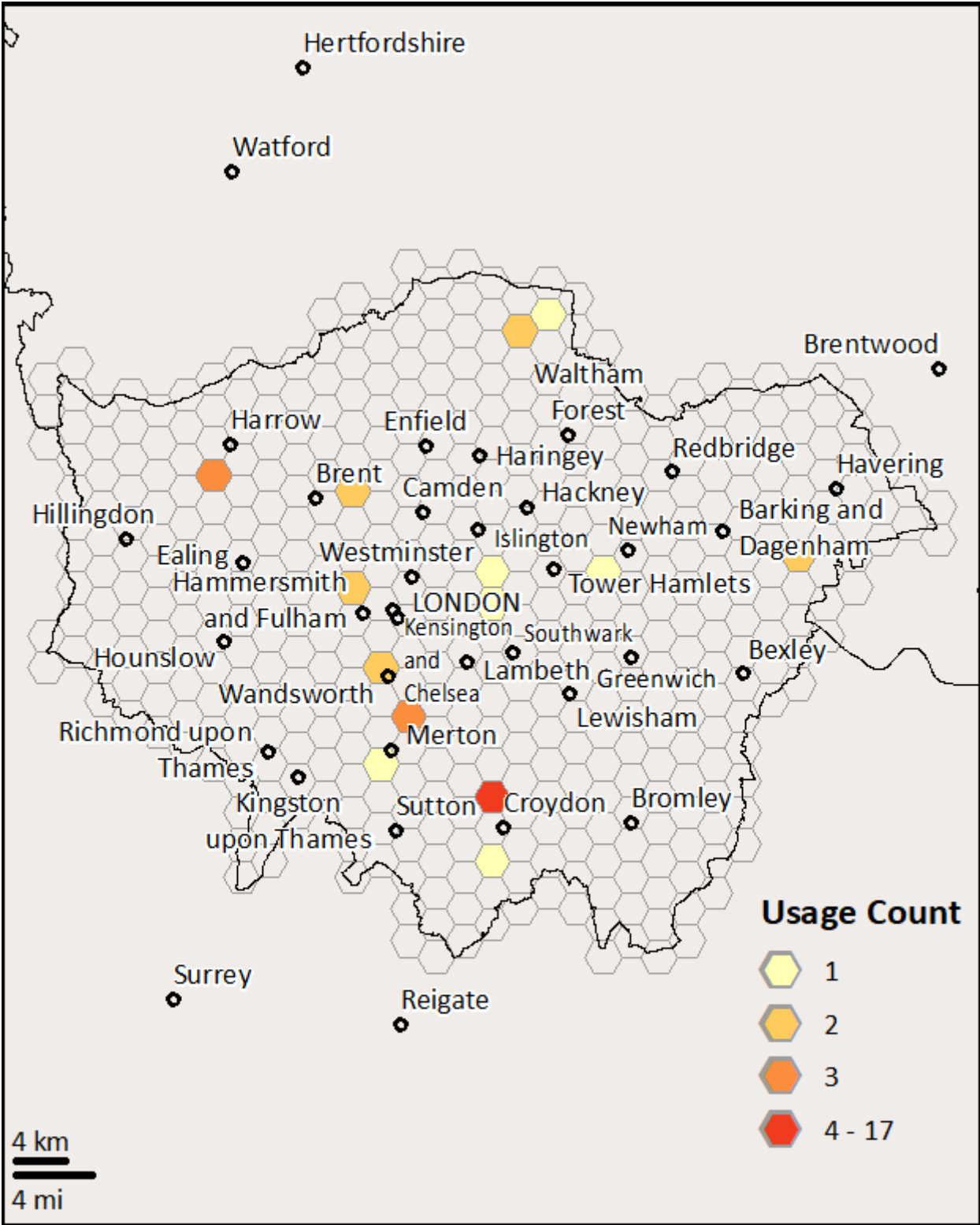
**Table 45. General search criteria from users located in the East of England – Veterans' Gateway mobile directory, September 2021**

<b>East of England</b>	<b>50</b>
<b>North Hertfordshire</b>	<b>10</b>
Finances - Pensions and Compensation	10
<b>Colchester</b>	<b>9</b>
National Charities/Organisations - SSAFA	2
National Charities/Organisations - Blesma	2
Employment - Transition	1
Physical Health - GPs	1
Physical Health - Healthcare Services	1
National Charities/Organisations - Help for Heroes	1
National Charities/Organisations - Royal British Legion	1
<b>Central Bedfordshire</b>	<b>6</b>
Employment - Job Seeking	3
Mental Wellbeing - Accessing Support	1
Mental Wellbeing - Bereavement	1
Employment - Self Employment	1
<b>Ipswich</b>	<b>4</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
Employment - Self Employment	1
Legal Support and Advocacy - Legal Advice	1
<b>Great Yarmouth</b>	<b>4</b>
Mental Wellbeing - Accessing Support	2
Employment - Volunteering	1
Housing - Homelessness	1
<b>King's Lynn and West Norfolk</b>	<b>4</b>
Family and Communities - GPs	3
Employment - Job Seeking	1
<b>Basildon</b>	<b>3</b>
Employment - Job Seeking	2
Mental Wellbeing - Treatment	1
<b>East Cambridgeshire</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Mental Wellbeing - Accessing Support	1
<b>Luton</b>	<b>1</b>
Employment - Self Employment	1
<b>Suffolk Coastal</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Stevenage</b>	<b>1</b>
Finances - Grants	1
<b>Babergh</b>	<b>1</b>
Employment - Education and Training	1
<b>Tendring</b>	<b>1</b>
Physical Health - End of Life Care	1
<b>Waveney</b>	<b>1</b>

Housing - Housing Advice and Support	1
<b>South Norfolk</b>	<b>1</b>
Housing - Independent Living	1
<b>Peterborough</b>	<b>1</b>
Employment - Education and Training	1

London

Figure 46. User locations in London – Veterans’ Gateway mobile directory, September 2021



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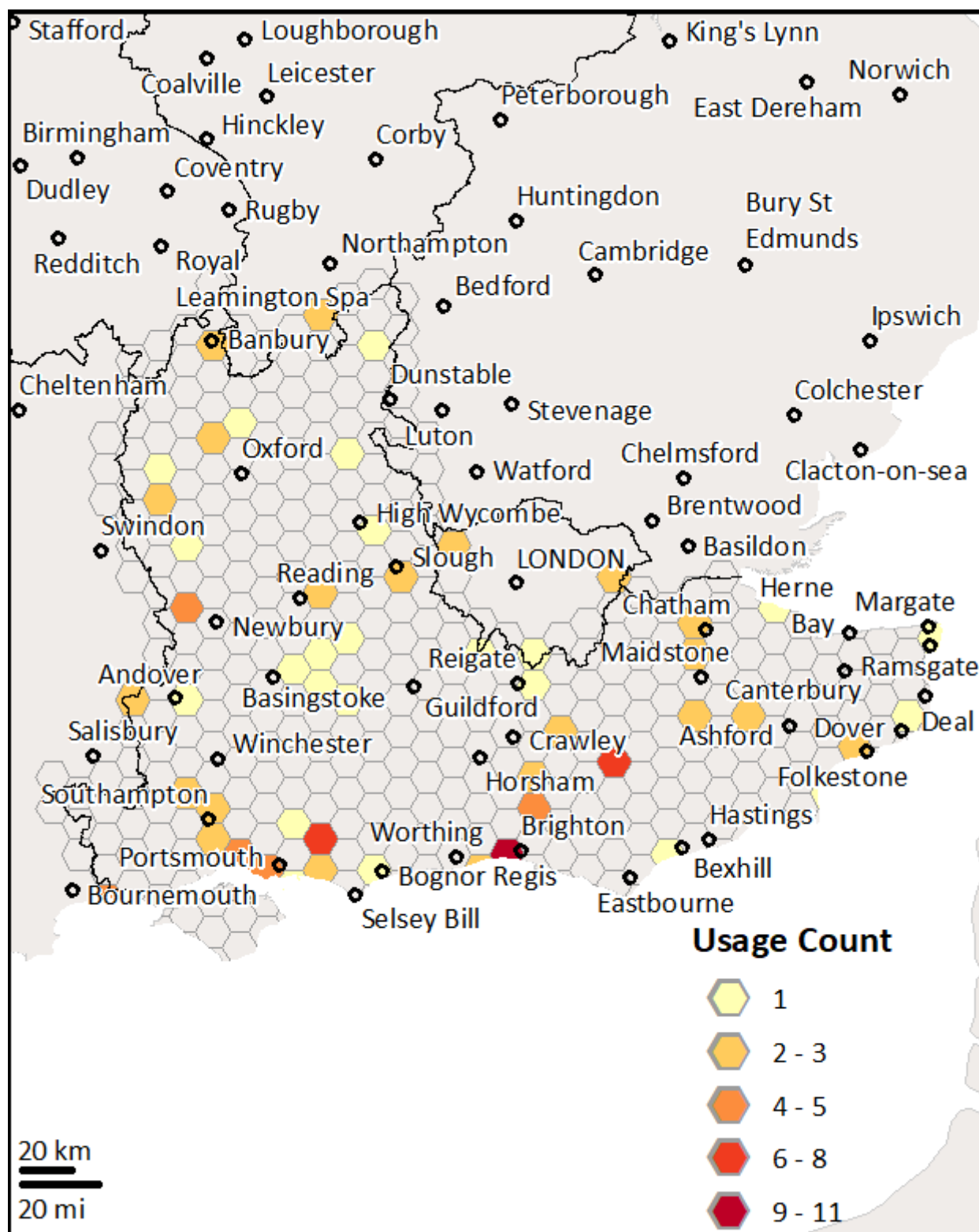


**Table 46. General search criteria from users located in London – Veterans’ Gateway mobile directory, September 2021**

<b>London</b>	<b>39</b>
<b>Croydon</b>	<b>18</b>
Employment - Support for Offenders	7
Physical Health - GPs	1
National Charities/Organisations - ASDIC Drop In Centres	1
Physical Health - Rehabilitation and Recovery	1
Family and Communities - Support for the Gurkha Community	1
National Charities/Organisations - SSAFA	1
Family and Communities - Support Groups and Emotional Support	1
Physical Health - Healthcare Services	1
Mental Wellbeing - Support Groups and Emotional Support	1
Family and Communities - GPs	1
Physical Health - Support Groups and Emotional Support	1
Mental Wellbeing - Treatment	1
<b>Wandsworth</b>	<b>5</b>
Finances - Money and Debt Advice	2
Housing - Respite Care (Day Care and Respite)	2
Mental Wellbeing - Treatment	1
<b>Harrow</b>	<b>3</b>
Finances - Benefits	1
Physical Health - Rehabilitation and Recovery	1
National Charities/Organisations - Armed Forces Covenant Fund Trust	1
<b>Enfield</b>	<b>3</b>
Housing - Housing Advice and Support	2
Physical Health - Sports	1
<b>Brent</b>	<b>2</b>
Physical Health - Home and Mobility Aids	1
Housing - Homelessness	1
<b>Kensington and Chelsea</b>	<b>2</b>
Housing - Housing Advice and Support	2
<b>Havering</b>	<b>2</b>
Physical Health - Limb Loss	1
Finances - Money and Debt Advice	1
<b>Merton</b>	<b>1</b>
Employment - Self Employment	1
<b>Southwark</b>	<b>1</b>
Employment - Job Seeking	1
<b>Newham</b>	<b>1</b>
Housing - Supported Living	1
<b>Islington</b>	<b>1</b>
Finances - Grants	1

## South East

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



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

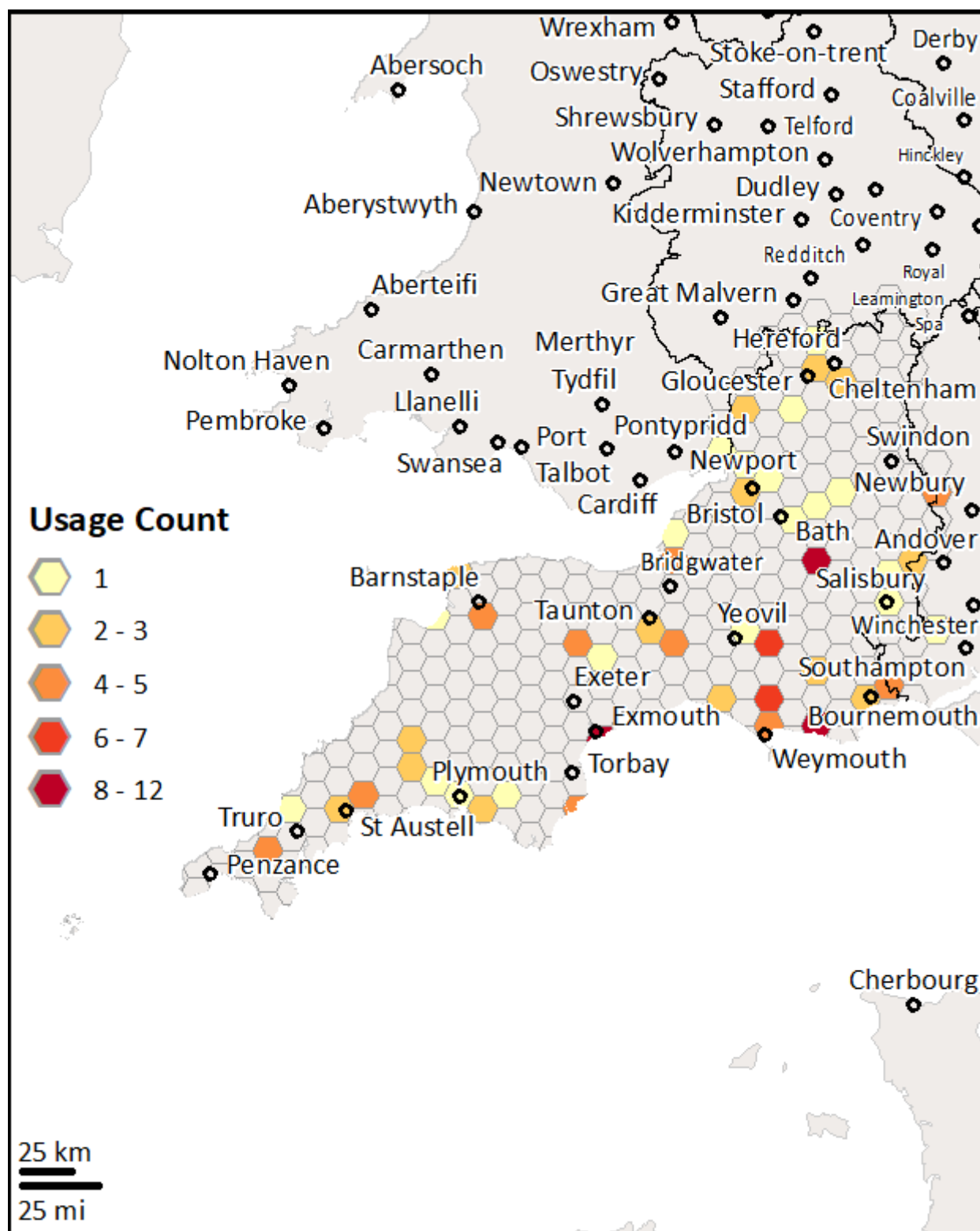
<b>South East</b>	<b>107</b>
<b>Adur</b>	<b>14</b>
Specific Search for an Organisation	2
National Charities/Organisations - SSAFA	2
Physical Health - Home and Mobility Aids	2
Physical Health - Support Groups and Emotional Support	2
National Charities/Organisations - Armed Forces Covenant Fund Trust	2
Mental Wellbeing - Drug and Alcohol Services	1
Employment - Job Seeking	1
Employment - Volunteering	1
National Charities/Organisations - ASDIC Drop In Centres	1
<b>Mid Sussex</b>	<b>9</b>
Physical Health - GPs	2
Family and Communities - Bereavement	2
Employment - Volunteering	1
National Charities/Organisations - SSAFA	1
Physical Health - Rehabilitation and Recovery	1
Employment - Education and Training	1
National Charities/Organisations - Royal British Legion	1
<b>Wealden</b>	<b>8</b>
National Charities/Organisations - ASDIC Drop In Centres	5
National Charities/Organisations - SSAFA	1
Mental Wellbeing - GPs	1
Mental Wellbeing - Support Groups and Emotional Support	1
<b>West Berkshire</b>	<b>5</b>
Finances - Money and Debt Advice	1
Employment - Job Seeking	1
Mental Wellbeing - Treatment	1
Finances - Benefits	1
Finances - Grants	1
<b>Chichester</b>	<b>5</b>
Employment - Job Seeking	2
Family and Communities - GPs	1
Physical Health - GPs	1
Employment - Transition	1
<b>Havant</b>	<b>5</b>
Housing - Eviction and Repossession	2
COVID19 Local Support - South East	1
Mental Wellbeing - Drug and Alcohol Services	1
Mental Wellbeing - Accessing Support	1
<b>Fareham</b>	<b>5</b>
Housing - Housing Advice and Support	2
Mental Wellbeing - Accessing Support	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Cherwell</b>	<b>4</b>

Employment - Job Seeking	2
Mental Wellbeing - GPs	1
Employment - Education and Training	1
<b>Gosport</b>	<b>4</b>
Physical Health - Home and Mobility Aids	2
Finances - Grants	1
Mental Wellbeing - Accessing Support	1
<b>Medway</b>	<b>4</b>
Employment - Job Seeking	2
Physical Health - GPs	1
Housing - Independent Living	1
<b>West Oxfordshire</b>	<b>3</b>
Finances - Financial Services	1
Physical Health - GPs	1
Finances - Grants	1
<b>Tunbridge Wells</b>	<b>3</b>
Physical Health - Healthcare Services	2
National Charities/Organisations - SSAFA	1
<b>Eastleigh</b>	<b>3</b>
Finances - Support for the Gurkha Community	2
National Charities/Organisations - SSAFA	1
<b>Hart</b>	<b>3</b>
Employment - Education and Training	1
Physical Health - Sports	1
Mental Wellbeing - Sports	1
<b>Vale of White Horse</b>	<b>3</b>
Employment - Education and Training	2
Physical Health - Support Groups and Emotional Support	1
<b>Reading</b>	<b>3</b>
Mental Wellbeing - Drug and Alcohol Services	2
Mental Wellbeing - Support Groups and Emotional Support	1
<b>Shepway</b>	<b>3</b>
Mental Wellbeing - Accessing Support	2
Physical Health - Sports	1
<b>Slough</b>	<b>3</b>
COVID19 Local Support - South East	1
Finances - Pensions and Compensation	1
Employment - Job Seeking	1
<b>Test Valley</b>	<b>2</b>
National Charities/Organisations - Combat Stress	1
COVID19 Local Support - South East	1
<b>Ashford</b>	<b>2</b>
Housing - Homelessness	2
<b>Portsmouth</b>	<b>2</b>
Mental Wellbeing - Support Groups and Emotional Support	1
Housing - Housing Advice and Support	1
<b>Mole Valley</b>	<b>1</b>
Employment - Education and Training	1

<b>Reigate and Banstead</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Waverley</b>	<b>1</b>
Finances - Grants	1
<b>Dover</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Wycombe</b>	<b>1</b>
Housing - Housing Advice and Support	1
<b>Southampton</b>	<b>1</b>
Employment - Job Seeking	1
<b>East Hampshire</b>	<b>1</b>
Employment - Self Employment	1
<b>Swale</b>	<b>1</b>
Housing - Supported Living	1
<b>Aylesbury Vale</b>	<b>1</b>
Family and Communities - GPs	1
<b>Milton Keynes</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Rother</b>	<b>1</b>
Family and Communities - Bereavement	1
<b>Thanet</b>	<b>1</b>
Finances - Benefits	1
<b>Basingstoke and Deane</b>	<b>1</b>
Mental Wellbeing - Accessing Support	1
<b>Tonbridge and Malling</b>	<b>1</b>
Physical Health - Drug and Alcohol Services	1

## South West

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



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

<b>South West</b>	<b>133</b>
<b>Wiltshire</b>	<b>18</b>
Employment - Self Employment	5
Employment - Education and Training	3
Employment - Volunteering	2
Mental Wellbeing - Support Groups and Emotional Support	1
Mental Wellbeing - GPs	1
Physical Health - GPs	1
Mental Wellbeing - Treatment	1
Finances - Money and Debt Advice	1
Physical Health - Sports	1
Finances - Pensions and Compensation	1
Housing - Homelessness	1
<b>Cornwall</b>	<b>18</b>
Mental Wellbeing - Accessing Support	3
Housing - Eviction and Repossession	2
Mental Wellbeing - GPs	2
Legal Support and Advocacy - Legal Advocacy	2
Housing - Homelessness	1
National Charities/Organisations - ASDIC Drop In Centres	1
Mental Wellbeing - Support Groups and Emotional Support	1
Specific Search for an Organisation	1
National Charities/Organisations - SSAFA	1
Physical Health - Healthcare Services	1
Finances - Pensions and Compensation	1
Family and Communities - GPs	1
Employment - Job Seeking	1
<b>West Dorset</b>	<b>15</b>
Mental Wellbeing - Drug and Alcohol Services	2
National Charities/Organisations - SSAFA	2
Finances - Benefits	2
Housing - Housing Advice and Support	1
Mental Wellbeing - GPs	1
Housing - Homelessness	1
Housing - Respite Care (Day Care and Respite)	1
National Charities/Organisations - ASDIC Drop In Centres	1
Physical Health - Rehabilitation and Recovery	1
Housing - Nursing and Dementia Care	1
Mental Wellbeing - Accessing Support	1
Housing - Supported Living	1
<b>Purbeck</b>	<b>10</b>
Housing - Independent Living	3
Mental Wellbeing - Drug and Alcohol Services	2
Housing - Nursing and Dementia Care	1
Legal Support and Advocacy - Legal Aid	1

Housing - Housing Advice and Support	1
Housing - Eviction and Repossession	1
Finances - Benefits	1
<b>East Devon</b>	<b>10</b>
Family and Communities - Recreation	3
Family and Communities - Support Groups and Emotional Support	3
Employment - Job Seeking	2
Finances - Pensions and Compensation	1
Finances - Benefits	1
<b>North Devon</b>	<b>7</b>
Housing - Nursing and Dementia Care	3
Physical Health - Nursing and Dementia Care	1
National Charities/Organisations - SSAFA	1
Housing - Eviction and Repossession	1
Employment - Job Seeking	1
<b>South Hams</b>	<b>6</b>
Mental Wellbeing - Drug and Alcohol Services	3
Physical Health - Drug and Alcohol Services	1
Employment - Job Seeking	1
Finances - Money and Debt Advice	1
<b>South Somerset</b>	<b>5</b>
Employment - Job Seeking	5
<b>Mid Devon</b>	<b>5</b>
Housing - Housing Advice and Support	2
Employment - Job Seeking	1
Physical Health - Healthcare Services	1
Housing - Retirement	1
<b>Weymouth and Portland</b>	<b>4</b>
Finances - Benefits	2
Physical Health - GPs	1
Employment - Education and Training	1
<b>Christchurch</b>	<b>4</b>
Physical Health - GPs	3
Specific Search for an Organisation	1
<b>Sedgemoor</b>	<b>4</b>
Physical Health - Healthcare Services	2
Physical Health - Blind Veterans	1
Physical Health - GPs	1
<b>Bristol, City of</b>	<b>3</b>
Finances - Pensions and Compensation	3
<b>Plymouth</b>	<b>3</b>
Finances - Grants	1
Physical Health - GPs	1
Mental Wellbeing - Bereavement	1
<b>Bournemouth</b>	<b>3</b>
Family and Communities - Support Groups and Emotional Support	3
<b>Forest of Dean</b>	<b>3</b>
COVID19 Local Support - South West	1



Physical Health - Healthcare Services	1
Family and Communities - GPs	1
<b>North Dorset</b>	<b>3</b>
Employment - Transition	1
Mental Wellbeing - Support Groups and Emotional Support	1
Employment - Volunteering	1
<b>South Gloucestershire</b>	<b>2</b>
Mental Wellbeing - Treatment	1
Employment - Volunteering	1
<b>Gloucester</b>	<b>2</b>
Physical Health - Blind Veterans	1
National Charities/Organisations - SSAFA	1
<b>Cheltenham</b>	<b>2</b>
Employment - Job Seeking	2
<b>Taunton Deane</b>	<b>2</b>
Employment - Job Seeking	2
<b>Torridge</b>	<b>1</b>
Employment - Education and Training	1
<b>Stroud</b>	<b>1</b>
Physical Health - Home and Mobility Aids	1
<b>Bath and North East Somerset</b>	<b>1</b>
Employment - Transition	1
<b>North Somerset</b>	<b>1</b>
Finances - Money and Debt Advice	1