

Explanation of this report



The following pages provide a draft example of the Executive Summary format that will be used for the 2020 - 2021 RTS and OCS Surveys. Content from 2019 - 2020 is being used to create this draft example.

Recruit Trainee Survey 2019 - 2020 Executive Summary



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Ipsos MORI quality commitment



- Ipsos MORI's reputation for excellence stems from our insistence on quality at every stage of a research project.
- We will not accept interference from clients who wish to bias results in any way.
- We are happy to confirm that at no stage in this project has the MOD or any other body attempted to impose leading questions, or seek anything other than a genuine representation of the views of the recruits, trainees and Cadets.
- This work was carried out in accordance with the requirements of the international quality standard for market research and ISO 20252.

Executive Summary



Introduction



The pages within this Executive Summary section compare results for the RTS survey for this current year, 2019 - 2020, against the previous survey year of 2018 - 2019. Results are divided into Phase 1 and Phase 2.

By analysing all responses over the period April 2019 – March 2020 we provide an overview of the data, focusing on key findings at an aggregate Service level.

This is to complement and build on the monthly unit-specific reports that are provided to individual units.

This Executive Summary makes reference to aggregated totals, labelled as '% positive'. This refers to the sum of two answer options that are affirmative to the question or statement (e.g. 'very good' and 'good' or 'strongly agree' and 'agree') and does not necessarily mean that the

response is positive in the common meaning of the word.

The aggregate score takes into account the rounding which occurs when two figures are presented separately.

All comments and significant differences are based on the aggregated total. Only differences that are statistically significant have been commented upon. A result is statistically significant if it is unlikely to have occurred by chance and it simply means there is statistical evidence of a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. A statistical difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset.

Army Phase 1 Executive Summary



Responses were received from 4,353 Army Recruits, representing a response rate of 54%. This summary highlights any key changes against 2018 – 2019, plus reports the overarching position on select fairness and welfare metrics.

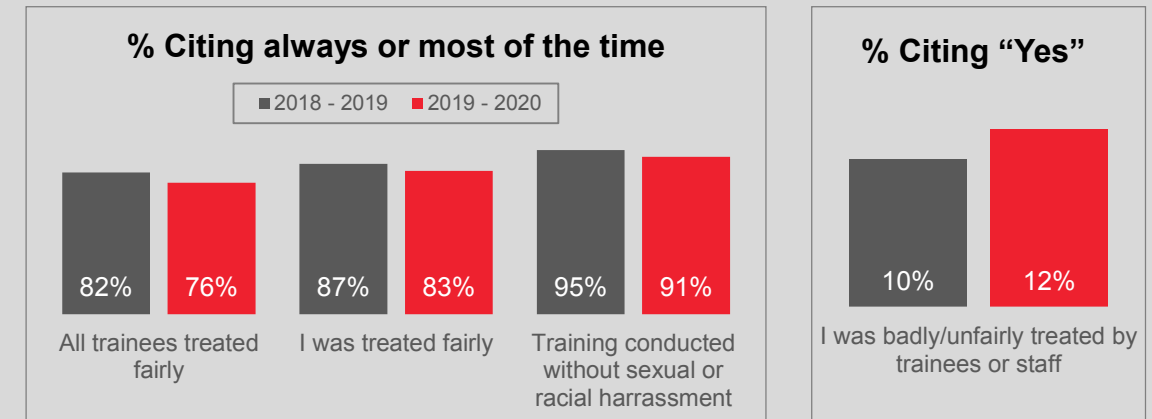
Key findings

- Against 2018 – 2019, the movement is mainly negative across the ratings measured in the survey, with five gains set against 25 drops in ratings.
- The most notable gains include the proportion of Army Recruits who were satisfied with the recruitment process which has increased from 56% in 2018 – 2019 to 61% this year and satisfaction with the sports facilities which has also increased 5%points from 63% to 68%.
- There are a number of areas within the facilities and amenities section where levels of satisfaction have dropped markedly including access to IT for personal use, internet access, laundry facilities and sufficient time to eat meals where %points have

dropped by more than 10%.

Fairness and welfare

- Key fairness metrics show a decline with fall in the proportion believing that ‘all trainees were treated equally’ always or most of the time, ‘I was treated fairly’ and ‘training was conducted without sexual harassment’. Reflecting this there has been an increase in the proportion who felt they were badly or unfairly treated by trainees or staff.



Army Phase 1 Executive Summary - 2



KEY AREAS OF CHANGE

Table showing areas where there has been a positive change in percentage points from 2019 to 2020

GAINS	% 2019 - 2020	% 2020 - 2021
RECRUITMENT AND PREPARING FOR TRAINING		
Satisfaction with recruitment process	56	61
FACILITIES AND AMENITIES		
Sports facilities	63	68
GENERAL		
I was able to keep in touch with my family when I wasn't on a training task	84	87
HOPES FOR THE FUTURE		
I hope to make a career in Service	78	81
Would recommend joining the Service to others	90	92

Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.

Army Phase 1 Executive Summary - 3



KEY AREAS OF CHANGE

Table showing areas where there has been a negative change in percentage points from 2019 to 2020

FALLS	% 2019 - 2020	% 2020 - 2021
FACILITIES AND AMENITIES		
Standard of living accommodation	75	68
Time for essential personal administration	55	52
Access to IT for personal use	47	35
Internet access	75	64
Learning Centre to study after hours	41	34
Laundry facilities	61	45
Personal kit	86	83
Food	35	28
Given enough time to eat meals	63	50
SUPPORT		
Opportunity to talk privately with training staff	82	79
Availability of staff for problems out of training hours	91	90
Opportunity to raise all concerns with person in authority	89	87

Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.

FALLS	% 2019 - 2020	% 2020 - 2021
FAIRNESS		
Awareness of how to complain about poor or unfair treatment or bullying	88	83
Knowledge of service complaints ombudsman	39	33
I believe complaints are dealt with in a fair manner	62	56
Trainees were all treated fairly	82	76
I was treated fairly	87	83
Training was conducted without sexual or racial harassment	95	91
Badly or unfairly treated by staff	5	7
Badly or unfairly treated by trainees	6	8
Badly or unfairly treated by staff or trainees	10	12
SETBACKS DURING TRAINING		
Reported it when ill or injured during training	80	75
GENERAL		
I received regular feedback on my performance	75	67
The reasons for doing things were explained to me	79	75
I enjoyed this phase of training	75	73

Royal Navy Phase 1 Executive Summary



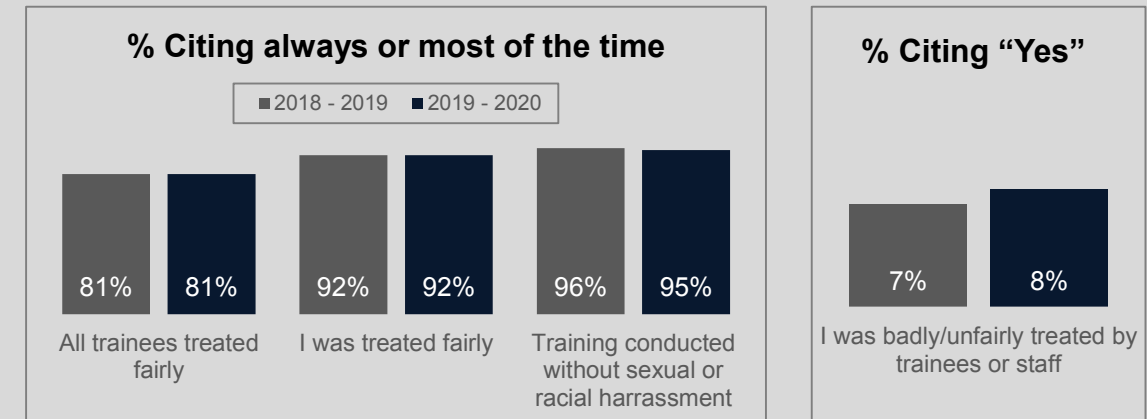
In total, 1,619 Royal Navy Recruits completed the survey in 2019 - 2020, representing a response rate of 73%. This summary highlights any key changes against 2018 – 2019, plus reports the overarching position on select fairness and welfare metrics.

Key findings

- Responses from Royal Navy Recruits were generally stable against 2018 - 2019, with just two gains against five falls.
- Positively, a slightly higher proportion of Royal Navy Recruits agree that the staff or instructors did all they could to help them succeed in training (88% vs 91% this year).
- In contrast, however, IT for personal use and internet access show a marked fall in the proportion of recruits rating them as very good or good (this echo's findings for Army Phase 1). This is accompanied by a fall in the rating of the Learning Centre to study after hours.

Fairness and welfare

- For key fairness metrics shown below, results have stayed consistent from 2018 - 2019, with 9 in every 10 recruits citing that they were personally treated fairly always or most of the time.
- However, the opportunity to keep in contact with family and friends and ability to keep in touch with family outside of training tasks show 1% points fall against 2018 – 2019 and are areas for investigation.



Royal Navy Phase 1 Executive Summary - 2



KEY AREAS OF CHANGE

Table showing areas where there has been a positive change in percentage points from 2019 to 2020

GAINS	% 2018 - 2019	% 2019 - 2020
FACILITIES AND AMENITIES		
Laundry facilities	41	46
GENERAL		
The staff/instructors did all they could to help me succeed in training	88	91

Table showing areas where there has been a negative change in percentage points from 2019 to 2020

FALLS	% 2018 - 2019	% 2019 - 2020
FACILITIES AND AMENITIES		
Access to IT for personal use	42	35
Internet access	59	43
Learning Centre to study after hours	35	30
SUPPORT		
Opportunity to keep in contact with family and friends	74	57
GENERAL		
I was able to keep in touch with my family when I wasn't on a training task	86	76

Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.

RAF Phase 1 Executive Summary



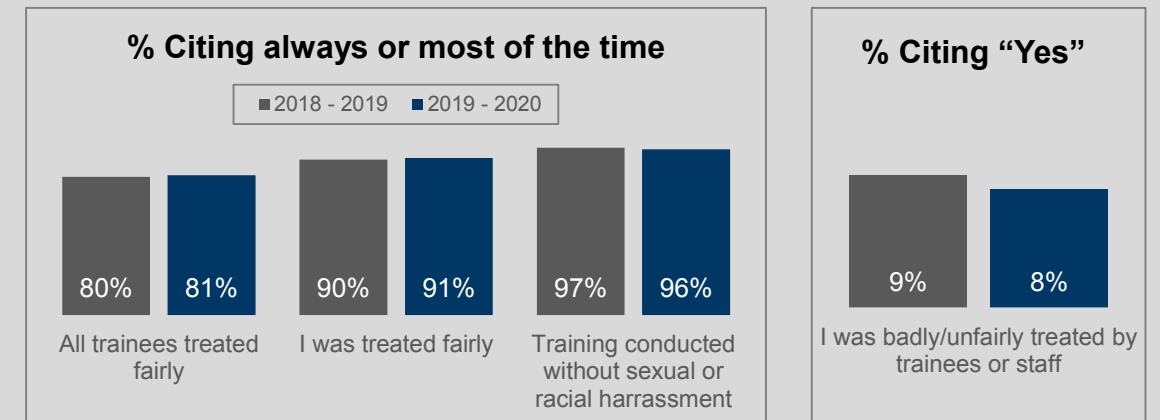
In 2019 - 2020, 1,918 RAF Recruits completed the survey, representing a response rate of 94%. This summary highlights any key changes against 2018 – 2019, plus reports the overarching position on select fairness and welfare metrics.

Key findings

- Against the previous year there are only a small number of changes in the survey metrics, with one gain and seven falls.
- Whilst there has been a notable increase in ratings for laundry facilities, the standard of living accommodation and food has declined by 9%points and 6%points respectively.
- Another area which has seen a similar percentage points change from 2018 - 2019 is the proportion of those who were ill during training and those having to repeat training which rose 9%points and 6%points respectively.

Fairness and welfare

- Key fairness and welfare figures have stayed fairly consistent across the board from 2018 - 2019 to 2019 - 2020. Practically all recruits agreed that training was conducted without sexual or racial harassment always or most of the time, 9 in every 10 that they were treated fairly and 8 in 10 that all trainees treated fairly.



RAF Phase 1 Executive Summary - 2



KEY AREAS OF CHANGE

Table showing areas where there has been a positive change in percentage points from 2019 to 2020

GAINS	% 2018 - 2019	% 2019 - 2020
FACILITIES AND AMENITIES		
Laundry facilities	25	38

Table showing areas where there has been a negative change in percentage points from 2019 to 2020

FALLS	% 2018 - 2019	% 2019 - 2020
RECRUITMENT AND PREPARING FOR TRAINING		
Information...provided me with useful and accurate information about what the training involved	64	59
FACILITIES AND AMENITIES		
Standard of living accommodation	37	28
Food	35	29
FAIRNESS		
I believe complaints are dealt with in a fair manner	58	54
SETBACKS DURING TRAINING		
Was ill or injured (and either reported or did not report it)	48	54
Had to repeat training	12	18
GENERAL		
I received regular feedback on my performance	61	56

Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.

Royal Marines Phase 1 Executive Summary



In total, 1,108 completes were received from the Royal Marines Recruits in 2019 – 2020.

- Due to technical problems encountered during data collection, Phase 1 responses for the RM include approximately 250 responses from Phase 2 Trainees at CTCRM Lympstone. Some respondents in this sample may have completed the survey twice if they have completed both a Phase 1 and Phase 2 course. As a result, it is not possible to make meaningful longitudinal comparisons for the Royal Marines.

Placeholder Slide



This report is a draft example of the Executive Summary format that will be used for the 2020 - 2021 RTS and OCS Surveys. At this point in the report next year, Phase 2 findings will be presented.

Methodology



Survey background



The Recruit Trainee Survey (RTS) was established following an appraisal of initial training (Phase 1 and Phase 2) by the Defence Operational Capability (DOC) in 2002.

The aims of the survey are to:

- Elicit attitudes towards the quality and benefits of training provided
- Monitor bad or unfair treatment across the training establishments

The survey was trialled by the Army between November 2003 and May 2004. It has been used operationally by the Army since May 2004.

The survey was introduced operationally by the Royal Navy (RN) and Royal Air Force (RAF) in November 2004. The survey was subject to the MOD ethical scrutiny process.

Survey methodology



- All recruits and trainees who have completed at least two weeks training on Phase 1 or Phase 2 courses are invited to participate in the survey.
- All respondents completing the survey are reassured that they will not be asked to record their name anywhere on the survey, and are told how their information will be made available to those at their unit and involved in the training evaluation process.
- Survey completion is voluntary and recruits can opt out of participating at any point.
- The data set used for this Executive Summary includes full survey completes only.
- This report is based on data collected from 1st April 2019 to 31st March 2020.

Questionnaire



- The questionnaire was designed to include all the key questions raised by the Defence Operational Capability Audit and was developed by a Tri-Service group. On commission, Ipsos MORI made minor adjustments to the format and design of the questionnaire.
- Questions have been added, modified or removed with each iteration of the survey as part of a continuous improvement and review process. As such, there may be more trend data for questions which have not changed throughout the lifetime of the survey. For the purposes of this report, trend data is shown for the against the previous survey period, that is since 2018 - 2019.
- From time to time workshops are conducted to gain feedback from recruits/trainees, survey administrators and the end users of the reports to support the process of continuous improvement.
- In addition, when the survey was designed the questionnaire was tested on recruits from different schools in order to examine and evaluate the content, length, language and ensure all respondents can understand the questionnaire.

Response rates



Over the twelve-month survey period, there were 14,721 responses to the questionnaire.

- A breakdown of participation by Service is shown on the next page. This number will be greater than the number of recruits and trainees in the Service because individuals are given the opportunity to complete the questionnaire at the end of Phase 1 training, as well as at the culmination of all Phase 2 training courses they may attend.
- Please note that, although in some places in this report, data is presented for the 'total' respondent base, no adjustment or weighting has been applied to this data to bring it absolutely in-line with the actual (or population) Service profile for either Phase 1 or Phase 2.
- Only a sample of the overall 'population' has been surveyed so we cannot be certain that the figures obtained are exactly those that would have been found, had everybody been interviewed (the 'true' values).
- For any percentage given we can estimate 'confidence intervals' within which the true values are likely to fall. For example; if 10% or 90% of our respondents base of 4,353 Phase 1 Army recruits strongly agreed that the training was what they expected, we can be 99% confident that the 'true' value would be between 10.8% and 9.2% (if 10% strongly agree) and between 90.8% or 89.2% (if 90% strongly agree), i.e. a margin of 0.8% on each side.

Response rates table



		Total Responses	Total Responses	Response rate % **	Response rate % **	% of overall returns per Service	% of overall returns per Service
		2019 - 2020	2018 - 2019	2019 - 2020	2018 - 2019	2019 - 2020	2018 - 2019
Phase 1	Army	4,353	3,822	54	78	48	55
	Royal Navy	1,619	1,884	73	71	18	27
	RAF	1,918	1,297	94	76	21	19
	Royal Marines**	1,108	-	~		12	
	Total Ph1	8,998	7,003		76		
Phase 2	Army	2,993	3,521	60	60 ^e	52	55
	Royal Navy	1,321	1,364	49	53 ^e	23	21
	RAF	1,353	1,115	80	69 ^e	24	17
	Royal Marines	56	412	~	99 ^e	1	6
	Total Ph2***	5,723	6,412		61 ^e		
TOTAL RTS		14,721	13,415		68^e		

KEY:

* Some Phase 2 trainees completed the survey more than once depending on the structure of their Phase 2 training.

** Ph2 Royal Marine's reported separately in 2018 - 2019 for the first time.

*** Response rates are based on the number of recruits and trainees who had completed at least 2 weeks training. In some cases, recruits and trainees may have not been given the opportunity to complete the survey, rather than actively not choosing to complete the survey.

~ Due to technical problems encountered during data collection, Phase 1 responses for the Royal Marines include approximately 250 responses from Phase 2 Trainees at CTCRM Lympstone. Some in the sample may have completed the survey twice if they have completed both a Phase 1 and Phase 2 course. It is not possible to state response rates but they are estimated at 98%^e for Phase 1 and 85%^e for Phase 2.

^e Estimate of Phase 2 response rate provided

SAMPLE



THANK YOU

