

# Recruit Trainee Survey 2015-16



# Contents

DISTRIBUTION	<u>3</u>
EXECUTIVE SUMMARY	<u>5</u>
INTRODUCTION	<u>19</u>
BACKGROUND	<u>20</u>
SURVEY METHODOLOGY	<u>21</u>
REPORTING	<u>24</u>
RESPONSE RATES	<u>26</u>
RESPONDENT PROFILES	<u>30</u>
PHASE 1 - DETAILED FINDINGS	<u>34</u>
RECRUITMENT & PREPARING FOR TRAINING	<u>35</u>
FACILITIES AND AMENITIES	<u>46</u>
SUPPORT	<u>61</u>
FAIRNESS	<u>73</u>
SETBACKS DURING TRAINING	<u>89</u>
GENERAL	<u>99</u>
HOPES FOR THE FUTURE	<u>115</u>
RESPONDENT PROFILES	<u>208</u>
PHASE 2 - DETAILED FINDINGS	<u>123</u>
RECRUITMENT & PREPARING FOR TRAINING	<u>124</u>
FACILITIES AND AMENITIES	<u>129</u>
SUPPORT	<u>146</u>
FAIRNESS	<u>158</u>
SETBACKS DURING TRAINING	<u>174</u>
GENERAL	<u>184</u>
HOPES FOR THE FUTURE	<u>200</u>
RESPONDENT PROFILES	<u>221</u>
ANNEX A: STATISTICAL RELIABILITY	<u>233</u>
ANNEX B: SERVICE DIFFERENCES	<u>236</u>

# Distribution

## ACTION

- MOD TESRR

## INFORMATION

- NAVY COMMAND
- LAND FORCES
- AIR COMMAND



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- ***This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252:2012 and with the Ipsos MORI Terms and Conditions.***





# Executive Summary

# Army Phase 1 executive summary

## Phase 1 key points

- In total, 4,121 Phase 1 Army recruits completed the survey in the data collection year, representing 46% of all Army recruits going through the pipeline.
- In general, results have been positive from Phase 1 Army recruits with gains in many sections (particularly facilities, fair treatment and general) and some declines, mostly in the facilities section.

## Facilities

- There were some encouraging upward movements in many facilities ratings including things to do off site, sports facilities and particularly internet access (69% rating it good, compared with 55% last year). Despite this, there were declines seen in some notable measures including standard of living accommodation (81% to 76%) and medical care (87% to 84%).

## Support

- There were some encouraging upward movements in a number of support measures including the opportunity to raise concerns with a person in authority, talk to family and friends, the Chaplain/Padre and practice religion. Although the perception of someone being available to help with administration has declined (93% to 92%), this is still the highest rated attribute in this section.

## Fairness

- Army recruits gave positive response and results have improved in a number of areas. A key result was an increase in the proportion believing that complaints were dealt with in a fair manner (from 58% to 62%), they were treated fairly (83% to 85%) and training was conducted without racial or sexual harassment (93% to 94%).
- The proportion of recruits saying they experienced bad or unfair treatment by staff was 5% (down from 8% last year), 89% said they were not badly or unfairly treated and 6% chose not to answer the question. When asked about other recruits, 6% said they were badly or unfairly treated (down from 8%), 89% said they were not and 5% chose not to answer the question.

## General and hopes for the future

- On the whole Army recruits were extremely positive about their training experiences. Compared to 2014, a higher proportion of Army recruits said they enjoyed their training, feel a sense of achievement and would recommend joining the Service to others.



# Army Phase 1 executive summary

## Key areas of change

Gains	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Things to do off duty on site	51	54
Sports facilities	64	66
Internet access	55	69
<b>SUPPORT</b>		
Opportunity to talk privately with chaplains/padre *	75	77
Opportunity to keep in contact with family and friends *	79	81
Opportunity to practise religion *	44	56
Opportunity to raise concerns with person in authority	88	90
<b>FAIRNESS</b>		
Believe complaints are dealt with in fair manner	58	62
I was treated fairly	83	85
Training conducted without sexual or racial harassment	93	94
Badly or unfairly treated by staff	8	5
Badly or unfairly treated by other trainees	8	6
<b>SETBACKS DURING TRAINING</b>		
Injury/illness properly dealt with	85	87
<b>GENERAL</b>		
Feel sense of achievement	89	92
Enjoyed training	72	75
Recommend joining Service	91	93

Falls	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Standard of living accommodation	81	76
Medical care	87	84
Time for essential personal administration	52	50
Access to IT for personal use	50	43
Given enough time to eat meals	50	48
<b>SUPPORT</b>		
Someone to help with administration	93	92
<b>SETBACKS DURING TRAINING</b>		
Would advise others not to report sick	40	45
<b>GENERAL</b>		
Perceptions of pay compared with non-military friends	50	42

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 Navy Phase 1 executive summary

## Key points

- In total, 1,952 Phase 1 Royal Navy recruits completed the survey in the data collection year, representing 82% of all Royal Navy recruits going through the pipeline.
- Responses from Royal Navy Phase 1 recruits generally remain strong and relatively stable, and there have been more increases than falls this year.

## Facilities

- Ratings of facilities and food remained moderate with some increases since 2014. Since last year, recruits are more likely to have positive views on the standard of living accommodation (42% to 50%), things to do off duty off site (30% to 38%), time for essential personal administration (48% to 52%) and internet access (38% to 47%).

## Support

- Royal Navy recruits were more likely to rate their opportunity to practice faith as good than in 2014 (39% to 47%).

## Fairness

- Results remain encouraging and stable with few changes since last year. However the proportion of trainees who said they were treated fairly always or most of the time declined (89% to 86%).
- The proportion saying they had been badly or unfairly treated by other recruits declined from 6% to 4%, reversing the shift seen last year. 91% said they did not experience bad or unfair treatment by other recruits and 4% did not wish to answer the question. Nine in ten (90%) also said they were not badly or unfairly treated by the staff, 4% said they were and 6% did not wish to answer the question which was stable since last year.

## General

- Royal Navy Phase 1 recruits were generally positive about their training experience and there was an increase in the proportion who hope to make a career in the Service (79% to 83%). Three quarters (77%) enjoyed their course and 93% are proud to be in the Royal Navy.





# Royal Navy Phase 1 executive summary

## Key areas of change

Gains	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Standard of living accommodation	42	50
Things to do off duty off site	30	38
Time for essential personal administration	48	52
Internet access	38	47
<b>SUPPORT</b>		
Opportunity to practise religion *	39	47
<b>FAIRNESS AND EQUALITY</b>		
Badly or unfairly treated by other trainees	6	4
<b>SETBACKS DURING TRAINING</b>		
Warned personally that would have to repeat training	85	76
<b>HOPES FOR THE FUTURE</b>		
Hope to make a career in the Service	79	83

Falls	% 2014-15	% 2015-16
<b>FAIRNESS AND EQUALITY</b>		
I was treated fairly	89	86
<b>SETBACKS DURING TRAINING</b>		
Would advise others not to report sick	33	38
<b>GENERAL</b>		
Perceptions of pay compared with non-military friends	50	42

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

## Key points

- In total, 1,831 Phase 1 RAF recruits completed the survey in the data collection year, representing 95% of all RAF recruits going through the pipeline. In past years RAF recruits have given particularly high scores about their Phase 1 training experiences and although this is the second year in a row a number of attributes have witnessed a decline, recruits still tend to give positive ratings.

## Facilities

- There were declines on a number of facilities ratings, with the largest being internet access (43% to 33%) and standard of living accommodation (52% to 44%)

## Support

- There were some declines in the support metrics including the opportunity to keep in contact with family and friends (72% to 66%). However RAF recruits were more likely to rate their opportunity to speak to Chaplains/Padre as good (75% to 82%) and practice religion (20% to 35%).

## Fairness

- In comparison to the facilities section, there has not been much movement since last years results when looking at these attributes; however less recruits claimed to know how to complain about poor treatment (94% to 91%) or said they were treated fairly (91% to 89%).
- The proportion of recruits saying they were badly or unfairly treated by staff remained stable (3%), 92% said they were not unfairly treated and 5% said they did not wish to answer the question. When asked about bad or unfair treatment by other recruits, 5% said they were badly or unfairly treated, 92% said no and 4% did not wish to answer the question.

## General

- Although the vast majority of RAF recruits are positive about their training experiences, there were declines when compared with last years results including feeling a personal benefit (95% to 92%), sense of achievement (95% to 93%), challenging (94% to 91%) and enjoyment (69% to 73%).

## Hopes for the future

- 81% of recruits hope to make a career in the RAF (down from 84%) and 85% feel prepared for the next stage of training (down from 89%).

# RAF Phase 1 executive summary

## Key areas of change (slide 1 of 2)

Gains	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Things to do off duty on site	27	35
<b>SUPPORT</b>		
Opportunity to talk privately with chaplains/padre *	75	82
Opportunity to practise religion *	20	35
Believe complaints are dealt with in fair manner	54	58
<b>GENERAL</b>		
Received regular feedback on performance	54	58

Falls	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Standard of living accommodation	52	44
Medical care	91	86
Dental care	88	83
Time for essential personal administration	47	40
Internet access	43	33
Learning Centre to study after hours	30	23
Given enough time to eat meals	66	61
<b>SUPPORT</b>		
Opportunity to keep in contact with family and friends *	72	66
Availability of staff outside training hours	96	95
Someone to help with administration	95	92
Opportunity to raise concerns with person in authority	94	91
<b>FAIRNESS AND EQUALITY</b>		
Know how to complain about poor or unfair treatment	94	91
I was treated fairly	91	89
<b>GENERAL</b>		
Personally benefited from the course	95	92
Feel sense of achievement	95	93
Felt challenged	94	91
Enjoyed training	73	69
Perceptions of pay compared with non-military friends	45	36

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.

Continued on next page



# RAF Phase 1 executive summary

Key areas of change (slide 2 of 2)

Falls	% 2014-15	% 2015-16
<b>HOPES FOR THE FUTURE</b>		
Hope to make a career in the Service	84	81
Feel prepared to go to next stage of training	89	85



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 2 executive summary

## Key points

- In total, 3,361 Phase 2 completes were received from Army trainees, representing a response rate of 29%.
- In general, results have been mixed amongst Army trainees, with positive results in the fairness and equality section. Although responses to some general questions have declined, scores remain strong.

## Facilities

- Ratings in this section were mixed; the largest declines were ratings of medical and dental care (81% to 74%, and 74% to 66% respectively). On the plus side, trainees are more positive about standard of living accommodation (56% to 64%), internet access (53% to 56%) and being given enough time to eat meals (89% to 90%).

## Support

- Phase 2 Army trainees were more likely to give positive responses to questions in this section than last year and there were no significant declines. Trainees were more likely to rate their opportunity to talk privately with training staff (87% to 89%), chaplains/padre (75% to 80%), keep in touch with family/friends (89% to 91%) and practice religion (47% to 60%) as good and agree there was a member of staff to go to outside of training hours (94% to 95%).

## Fairness

- Two thirds of trainees (69%) now believe that complaints are dealt with in a fair manner. This is up from 66% and, with the exception of a small dip in 2012 has been steadily rising for all years displayed in this report.
- There has also been a decline in the proportion of trainees who believe they were badly or unfairly treated by staff or trainees. 3% of Army trainees believed they were badly or unfairly treated by staff (down from 4%), 92% did not think they were and 5% did not wish to answer the question. 2% Army trainees believed they were badly or unfairly treated by other trainees (down from 3%), 94% said they were not and 3% chose not to answer the question.

## General and hopes for future

- Since last year there were small but significant declines and Phase 2 Army recruits were less likely to recommend joining the Service (89% to 87%), feel personal benefit from the course (92% to 91%), enjoy the course (77% to 75%) and feel proud (92% to 90%). Despite the declines, results remain positive.



# Army Phase 2 executive summary

## Key areas of change

Gains	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Standard of living accommodation	56	64
Internet access	53	56
Given enough time to eat meals	89	90
<b>SUPPORT</b>		
Opportunity to talk privately with training staff *	87	89
Opportunity to talk privately with chaplains/padre *	75	80
Opportunity to keep in contact with family and friends *	89	91
Opportunity to practise faith/religion *	47	60
Member of staff available outside training hours	94	95
<b>FAIRNESS AND EQUALITY</b>		
Believe complaints dealt with in fair manner	66	69
Badly/unfairly treated by staff	4	3
Badly/unfairly treated by other trainees	3	2

Falls	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Medical care	81	74
Dental care	74	66
Learning centre to study after hours	54	52
<b>SETBACKS DURING TRAINING</b>		
Staff helped and supported me when injured	83	78
Would advise others not to report sick if they can help it	30	38
<b>GENERAL</b>		
Would recommend joining Service	89	87
Personally benefited from the course	92	91
Enjoyed this phase of training	77	75
Feel proud to be in the Army	92	90
Perceptions of pay compared with non-military friends	44	36

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 Navy Phase 2 executive summary

## Key points

- In total, 1,190 Phase 2 completes were received from Royal Navy trainees, representing a response rate of 49%.
- Results this year from Royal Navy recruits were generally positive with a number of gains seen in most sections and very few declines.

## Facilities

- Results in the facilities section mostly remained consistent with previous years. Phase 2 Royal Navy trainees were less likely to rate things to do off duty as good (on and off site) than last year, however were more positive about time available for personal administration (77% to 80%) and to eat their meals (88% to 91%).

## Support

- Encouraging gains were seen in this section with improvements on a number of attributes, with no declines. The most noticeable is the opportunity to talk in private to chaplains or padre, up 8 percentage points to 91%.

## Fairness

- Results from Royal Navy Phase 2 trainees tended to be more positive than in previous years. 93% knew how to complain about unfair treatment and 97% said training was conducted without racial or sexual harassment.
- There was also a decline in the proportion of Royal Navy trainees who believed they were badly or unfairly treated by staff with 2% saying this, down from 5%. 92% did not believe they were badly or unfairly treated and 6% did not wish to answer the question. Similarly, the proportion who believed they were badly or unfairly treated by other trainees declined (6% to 2%); 93% did not believe they were badly or unfairly treated and 5% did not wish to answer the question.

## General and hopes for the future

- Royal Navy trainees were in general very positive about their Phase 2 training experiences, with little change in the results since last year. They were more likely to feel prepared to go onto the next stage of their career or training, however were less likely to think their pay was good in comparison with their non-military friends.



# Royal Navy Phase 2 executive summary

## Key areas of change

Gains	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Time for essential personal administration	77	80
Given enough time to eat meals	88	91
<b>SUPPORT</b>		
Opportunity to talk privately with training staff *	91	93
Opportunity to talk privately with chaplains/padre *	83	91
Opportunity to keep in contact with family and friends *	90	93
Opportunity to practise faith/religion *	46	61
Member of staff available outside training hours	93	96
Someone to help with administration problems	93	95
<b>FAIRNESS AND EQUALITY</b>		
Know how to complain about unfair treatment	91	93
Training conducted without sexual or racial harassment	95	97
Badly/unfairly treated by staff	5	2
Badly/unfairly treated by other trainees	6	2
<b>HOPES FOR THE FUTURE</b>		
Feel prepared to go to next career/training stage	83	86

Falls	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Things to do when off duty off site	64	58
Things to do when off duty on site	48	43
<b>GENERAL</b>		
Perceptions of pay compared with non-military friends	38	34

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 2 executive summary

## Key points

- In total, 1,085 Phase 2 completes were received from RAF trainees, representing a response rate of 97%.
- RAF trainees were extremely positive about their experience and there have been several gains across all sections with very few falls.

## Facilities

- RAF Phase 2 trainees responded very positively regarding facilities with gains in almost many areas including standard of living accommodation, sports facilities, internet access and things to do off duty off site. However there was a decline in the proportion rating dental care as good (68% to 62%).

## Support

- RAF Phase 2 trainees rated the opportunity to talk privately with training staff, chaplains/padres, keep in contact with family and friends and practice religion more positively than last year, with an 11 point increase in those rating the opportunity to talk privately to chaplains/padre as good (76% to 87%). Other support scores were stable and continued to be high.

## Fairness

- There have not been any significant shifts in this section since last year.
- 3% RAF trainees believed they were badly or unfairly treated by staff; 92% did not believe they were badly or unfairly treated and 5% did not answer the question. 3% RAF trainees believed they were badly or unfairly treated by other trainees; 94% did not believe they were badly or unfairly treated and 3% did not wish to answer the question.

## Setbacks during training

- The only change from last year is an increase in the proportion of those who were ill and injured advising others not to report sick if they can help it (21% to 28%). All other scores remained stable.

## General

- Results in this section remained relatively stable compared with last year and RAF trainees generally report that their training experience is positive. More RAF trainees received regular feedback on performance than last year (83% to 89%).

# RAF Phase 2 executive summary

## Key areas of change

Gains	% 2014-15	% 2015-16
<b>FACILITIES AND AMMENITIES</b>		
Standard of living accommodation	61	65
Things to do when off duty off site	62	68
Sports facilities	86	90
Internet access	52	58
<b>SUPPORT</b>		
Opportunity to talk privately with training staff *	94	96
Opportunity to talk privately with chaplains/padre *	76	87
Opportunity to keep in contact with family and friends *	91	94
Opportunity to practise faith/religion *	29	51
<b>GENERAL</b>		
Received regular feedback on performance	83	89

Falls	% 2014-15	% 2015-16
<b>FACILITIES AND AMENITIES</b>		
Dental care	68	62
<b>SETBACKS DURING TRAINING</b>		
Would advise others not to report sick if they can help it	21	28

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.





# Introduction

# 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
  - Identify any incidences of bad or unfair treatment, i.e. discrimination, harassment and bullying
- Performance is reported by Service only and not for individual units; it is further sub-divided into Phase 1 and Phase 2. By analysing all responses over this period we provide an overview of the data, focusing on key findings, and in so doing complement and build on the monthly unit-specific reports.
- 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 complete an anonymous and confidential online questionnaire and are reassured that their responses cannot be attributed to them individually.
- The questionnaire includes 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 during the course 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 past 5 years, that is since 2011.
- Regular workshops have been 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, on occasions the questionnaire is tested on recruits from different schools in order to examine and evaluate the content, length and language and ensure all respondents can understand the questionnaire.



# Continuous reporting

- During the course of the year the Services use the survey results to monitor the views of recruits/trainees to generally to inform continuous improvement activity and instigate changes to processes if required. Reports are produced on a school by school basis, and the data is published regularly depending on the number of responses of each training school. The data is uploaded to an online portal to which each school has constant access. A new online portal was implemented in June 2013 after consultation with various users of the results.
- Monthly summaries are provided to the training schools when more than 10 respondents have completed the survey; this threshold is set to preserve the anonymity of individual respondents. When a training school does not have 10 responses within a monthly period, the data is held until enough responses have been accumulated to reach the threshold for reporting. An aggregated report will be produced showing data over the number of months it has taken to reach the threshold.
- Over the course of this annual reporting period, 307 monthly reports were produced.



## Trends and past data

- This report represents data collected from 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016.
- Previous data collection periods are shown in the table below. The 2014-15 annual report summarised results from a fifteen month reporting period to bring it in line with the military calendar which runs from April to March.

Label	Period	Label	Period
2015	1 <sup>st</sup> April 2015 – 31 <sup>st</sup> March 2016	2009	1 <sup>st</sup> January 2009 – 31 <sup>st</sup> December 2009
2014	1 <sup>st</sup> January 2014 – 31 <sup>st</sup> March 2015	2008	1 <sup>st</sup> November 2007 – 31 <sup>st</sup> December 2008
2013	1 <sup>st</sup> January 2013 – 31 <sup>st</sup> December 2013	2007	1 <sup>st</sup> November 2006 – 31 <sup>st</sup> October 2007
2012	1 <sup>st</sup> January 2012 – 31 <sup>st</sup> December 2012	2006	1 <sup>st</sup> November 2005 – 31 <sup>st</sup> October 2006
2011	1 <sup>st</sup> January 2011 – 31 <sup>st</sup> December 2011	2005	1 <sup>st</sup> November 2004 – 31 <sup>st</sup> October 2005
2010	1 <sup>st</sup> January 2010 – 31 <sup>st</sup> December 2010		

- For questions where trend data is displayed, the base sizes for each year are shown in the notes section.
- Trend analysis has been conducted on all single code questions, including key questions raised by the DOC report. Significant trends have been commented on in the text.

# Reporting

## Significant differences

- Throughout the annual report 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. For more information please see **Annex A**.
- Only significant differences between reporting years are commented on throughout the report. In the Support and Fairness sections, differences between gender, age and ethnicity (white and BME (black and minority ethnic)) are also commented on. **Annex B** shows significant differences between Services.

## Base sizes

- Throughout the report, the base size refers to the number of respondents asked a particular question. Please note the base sizes can vary as a result of certain questions only being asked for particular groups as opposed to the whole sample (e.g. those who were ill or injured) or recruits/trainees choosing not to answer the question. A note is included if the base size is particularly low, and charts for a question are not shown if the base size is less than 10 respondents.

## Aggregated totals

- Throughout the report there are references 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.

## Rounding

- Where percentages do not sum to 100%, this may be due rounding, the exclusion of 'don't know' categories, or multiple responses (i.e. where respondents are able to select more than one answer to a question).

## Verbatim

- Verbatim answers to open-ended questions are collected but are not included in this report. These comments are available to each school on the online reporting platform.



# Report format

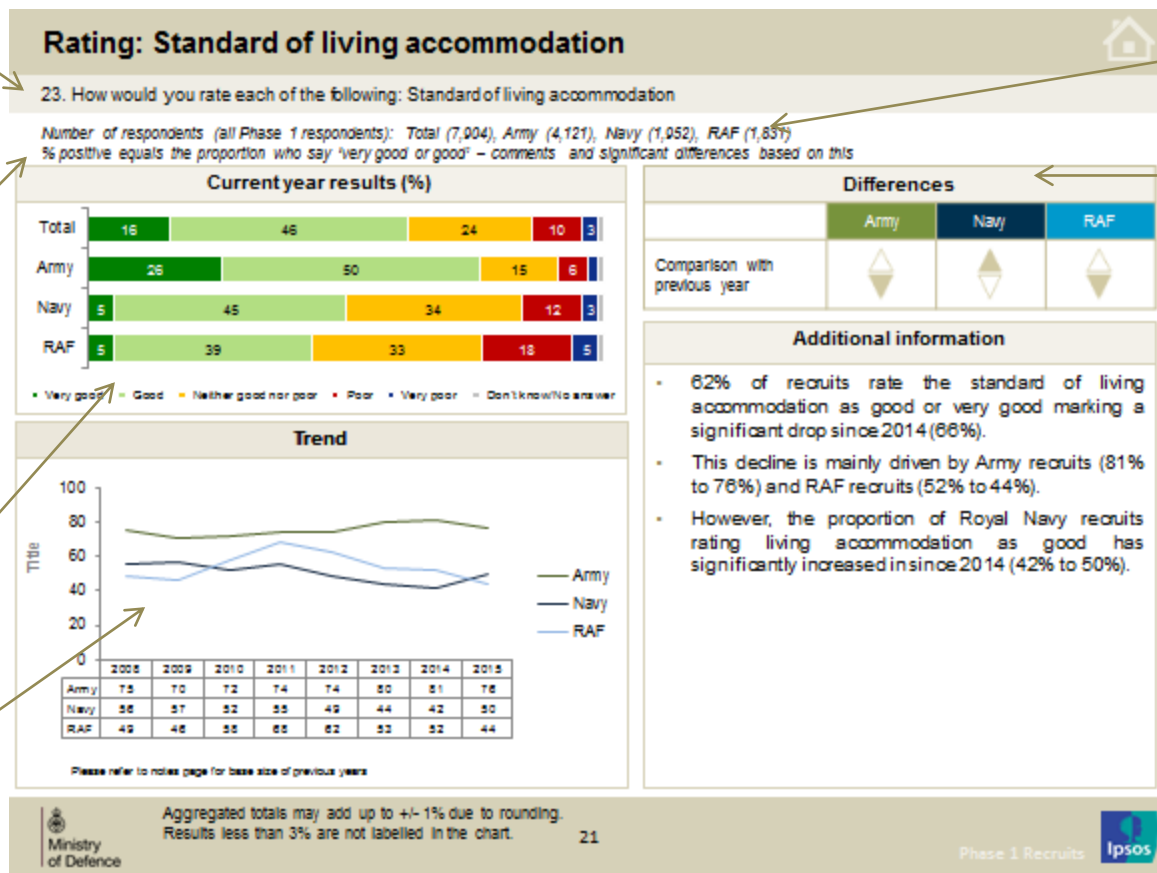
- This annual report has been redesigned following a period of consultation with end users. The format of each page varies depending on the type of question but most features are the same. Please see the guide below for how to read the results:

Question text as asked in the online survey

Clarification on aggregated % positive answer options i.e. those answering . Significant differences, trend data and commentary is based on this

Results for current year

Trend data for % positive responses. All years where results are available are displayed



Base size and question routing

Significant differences compared with last years based on % positive.

Summary of results and additional information such as previous questionnaire changes

# Response rates

- Over the twelve-month survey period, there were 13,541 responses to the questionnaire. A breakdown of participation by Service is shown below. 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.

		Total Responses		Response rate % **		% of overall returns per Service	
		2015-16	2014-15	2015-16	2014-15	2015-16	2014-15
Phase 1	Army	4,121	6,279	46	72	52	57
	Navy	1,952	2,843	82	83	25	26
	RAF	1,831	1,829	95	93	23	17
	Total Ph1	7,904	10,951	60	76	-	-
Phase 2 *	Army	3,361	4,080	29	31	60	57
	Navy	1,190	1,642	49	53	21	23
	RAF	1,085	1,404	90	30	19	20
	Total Ph2	5,636	7,126	37	34	-	-
<b>TOTAL RTS</b>		<b>13,541</b>	<b>18,080</b>	<b>48</b>	<b>51</b>	<b>-</b>	<b>-</b>

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

\*\* 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.

# Response rates

- Please note that, although in some places in this report, data is presented for the ‘total’ sample, 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.
- In addition, caution should be used when comparing Army Phase 1 results from this year against Army Phase 1 results from previous years due to change in response rates. In the previous report, 72% of Army phase 1 trainees completed the survey, however in the current data collection year it decreased to 46%. The confidence interval is larger meaning there is a reduced chance of the results being representative of the true population in comparison to last year. Therefore trend data should take into account the differing confidence intervals. For more details about statistical reliability including calculated confidence intervals, see Annex 1 on page 233.



# Participating schools – Phase 1 schools

- The tables on this page and the next show the training establishments that participate in RTS. Initial training in the Armed Forces is divided into two inter-related functions. Firstly Phase 1 training introduces recruits to the Armed Forces, teaches basic military skills and is only conducted in single Service schools. The table below shows the Phase 1 schools that participate in RTS:

<b>Army Phase 1 Training Schools</b>
Army Training Centre Pirbright
Army Training Regiment Winchester
Army Foundation College Harrogate
Infantry Training Centre Catterick
<b>Royal Navy Phase 1 Training Schools</b>
HMS Raleigh
Commando Training Centre Royal Marines; Lympstone
Royal Marines School of Music (RMSoM); Portsmouth
<b>Royal Air Force Phase 1 Training Schools</b>
RAF Halton
RAF Honington

- Subsequently, Phase 2 training delivers specialist trade or technical training and prepares the rating, soldier and airmen/women for their first appointment in the Armed Forces. Phase 2 schools, as illustrated on the next page can be either single Service schools or Tri-Service and Defence schools, where trainees undertake their training in a mixed Service environment.
- Some schools on the next page are merged together due to either their size, small throughput of trainees, or because more than one school is located on the same site. For purely administrative purposes, some of these school's surveys are reported together as one specific site.

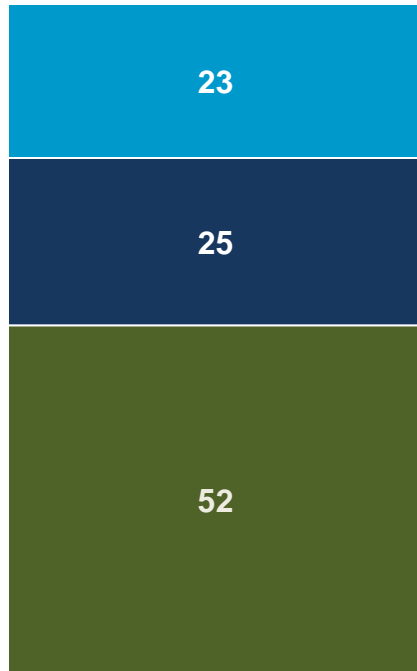
# Participating schools – Phase 2 schools

<b>DCLPA</b>	<b>Fleet</b>	<b>22 Gp</b>
25 Training Regiment Deepcut	HMS Raleigh (RNSMS)	RAF Shawbury – CATCS
73 Training Squadron	HMS Drake SMQ(S)	DSAE Cosford (Defence School of Aeronautical Engineering)
DPS, West Moors	SMQ(N) HMNB Clyde	4 SoTT RAF Athan
DPSA Worthy Down (Defence School of Personnel Administration)	HMS Collingwood Phase 2	RAF Honington (Phase 2)
DM Logistics School HMS Raleigh	Royal Marines School of Music (RMSoM) Portsmouth (Phase 2)	SEAE Arborfield (School of Electrical & Aeronautical Engineering)
RAF Brize Norton (Defence movements School)	Defence Diving School (MWS DDS)	No. 1 Radio School (Cosford)
Defence School of Policing and Guarding	Flag Officer Sea Training Hydrography, Meteorology & Oceanography (FOST HM)	RSS Blandford/11Sig Regiment
DSPA RAFSA	HMS Raleigh (Seaman Training)	SEME Bordon (School of Electrical & Mechanical Engineering)
DST Leconfield (Defence School of Transport)	Royal Navy Air Station (RNAS) Culdrose	HMS Sultan RN Air Engineering & Survival School (RNAESS)
SMTW (DLSS) Halton	HMS Heron ETS	RNSME HMS Sultan – RN School of Marine Engineering (RNSME) – DCEME
DLS Food Services Wing (Army & RAF)	HMS Heron RNSAC	RAF Boulmer – SABM (Air Battle Manager)
<b>RSME</b>	<b>JITG</b>	
Defence Animal Centre (DAC) Melton Mowbray	JITG Chicksands	School of Physical training (Cosford)
Defence EOD, Munitions and Search School (Kineton)	DSOP Cosford (Defence School of Photography)	RAF Digby 1 AES
3 RSME Minley Phase 2b	JITG Royal School of Military Survey	Defence Fire Training & Development Centre (DFTDC) Manston
1 RSME Chatham (Royal School of Military Engineering)	<b>JMC</b>	RAF Northolt - Musicians
3 RSME Minley Phase 2a	Defence College of Healthcare Education and Training (DCHET)	<b>RSA</b>
Royal Military School of Music (RMSM) Kneller Hall	Defence School of Health Training (DSHT)	Royal School of Artillery (RSA) Larkhill
	DDS (Defence Dental School)	<b>AACen</b>
		Army Aviation Centre (AACen)

# Respondent profiles – Phase 1

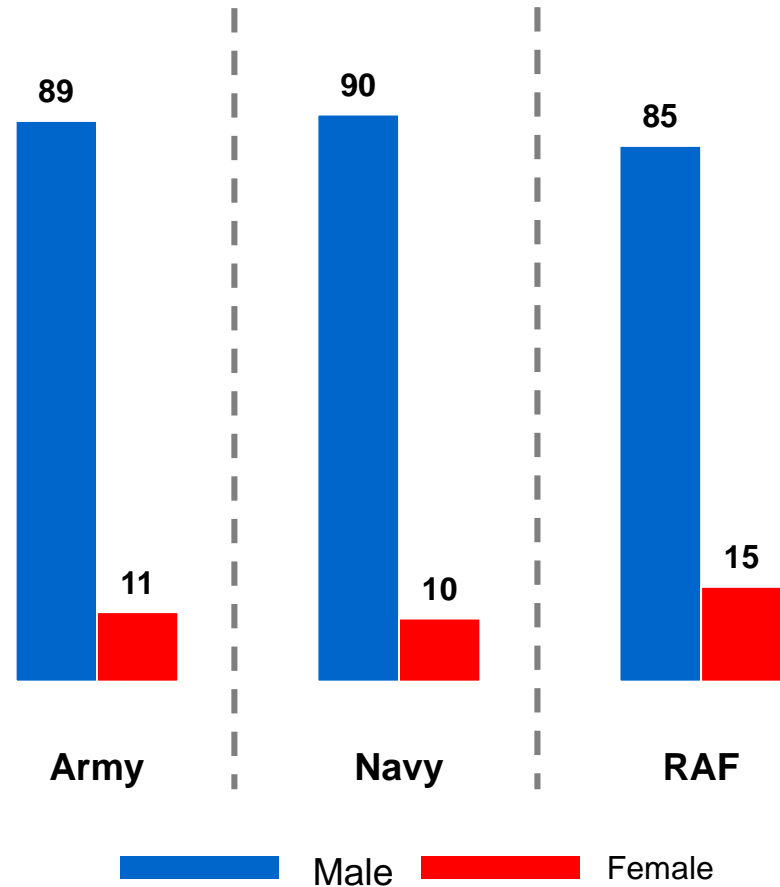
Number of respondents 2015-16 (all respondents): Army (4,121), Navy (1,952), RAF (1,831)

### Service Profile (%)



■ Army   ■ Navy   ■ RAF

### Gender Profile (%)



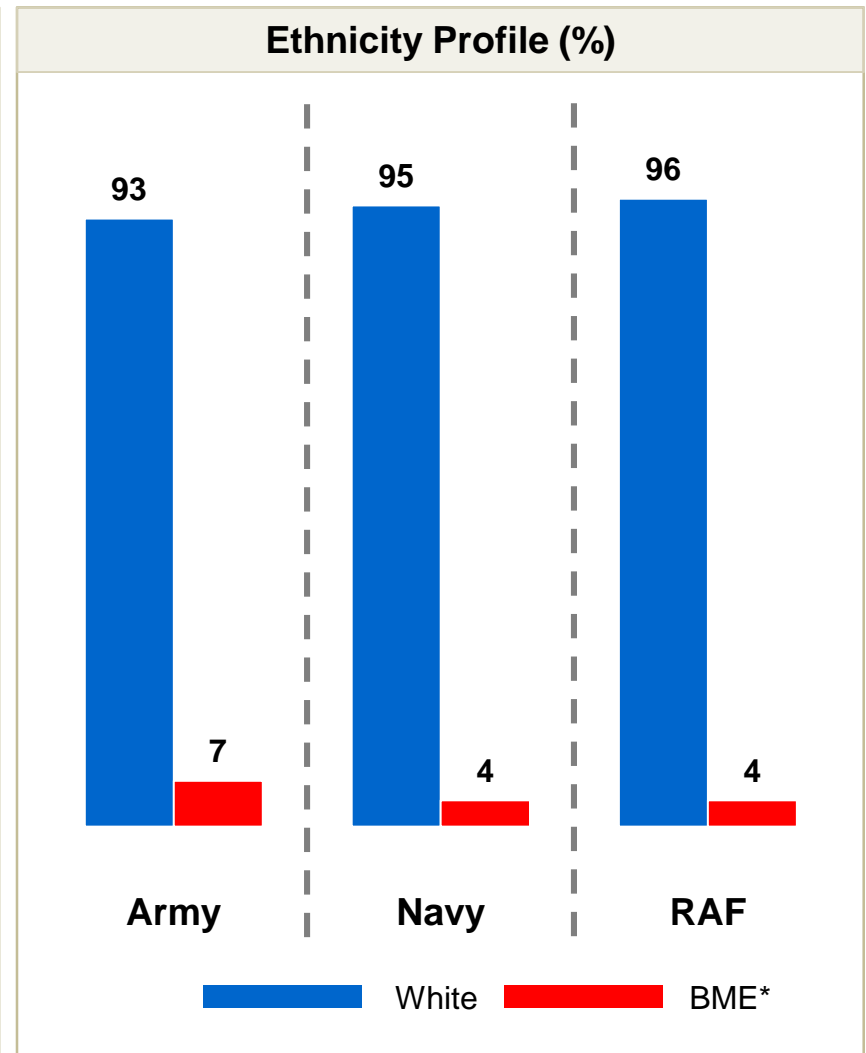
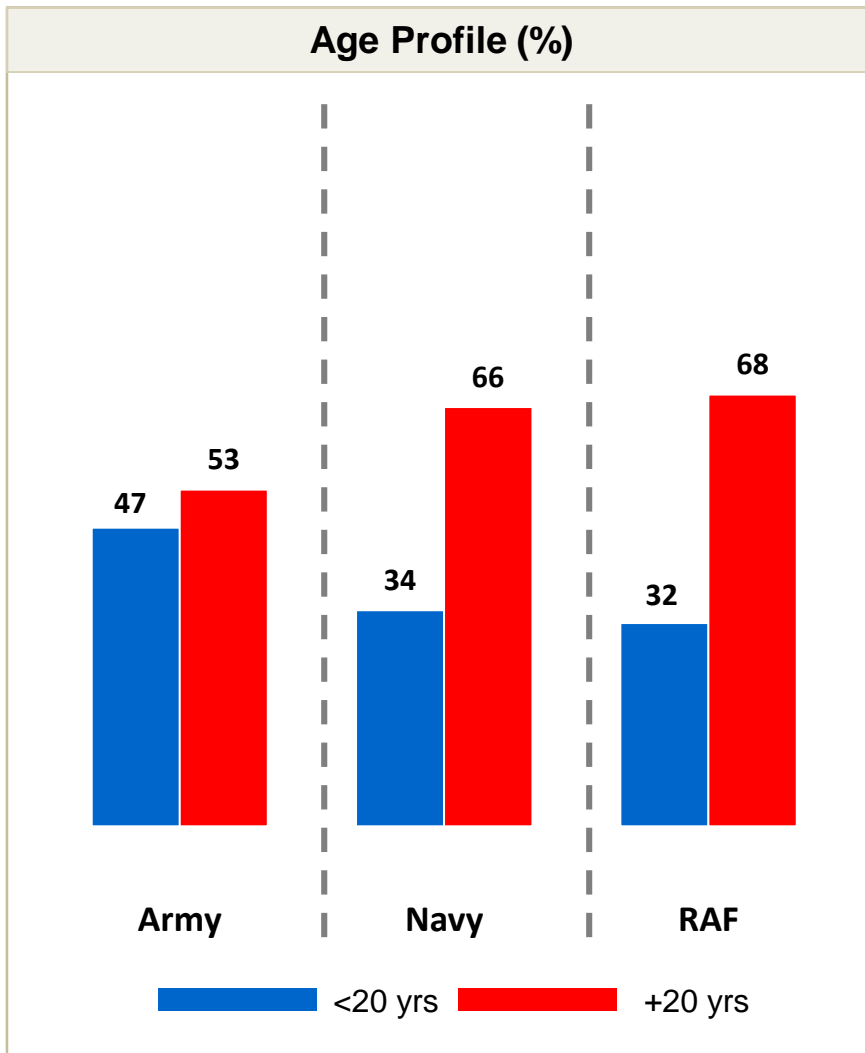
■ Male   ■ Female

Aggregated totals may not add up to 100% due to rounding.



# Respondent profiles – Phase 1

Number of respondents 2015-16 (all respondents): Army (4,121), Navy (1,952), RAF (1,831)



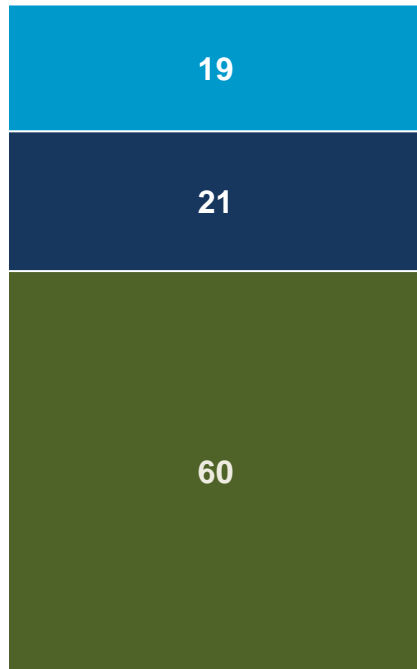
Aggregated totals may not add up to 100% due to rounding.

\*BME = Black and Minority Ethnic

# Respondent profiles – Phase 2

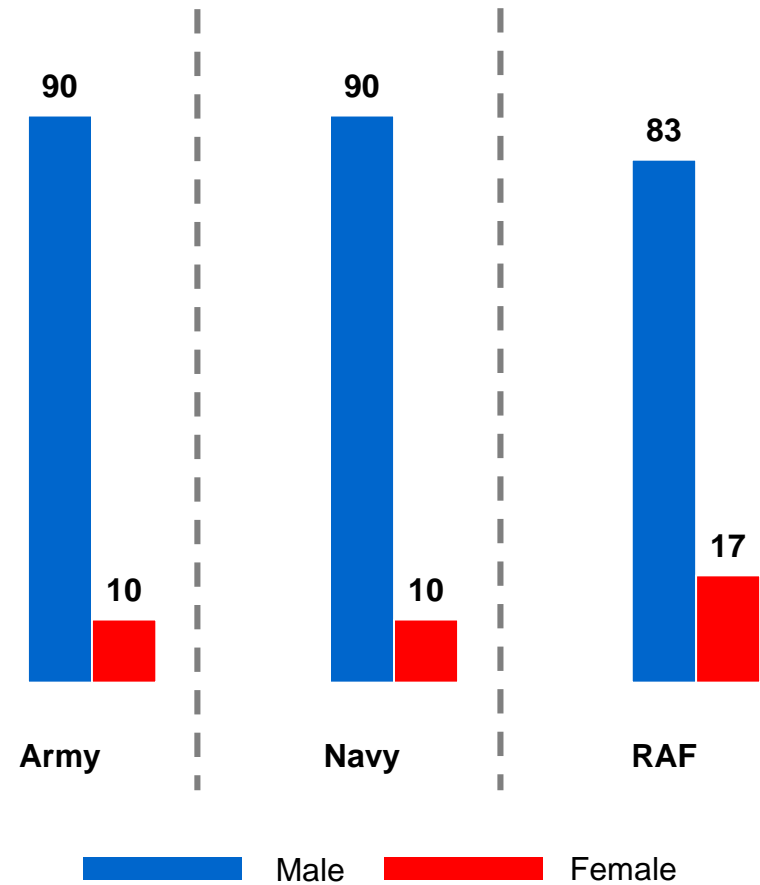
Number of respondents 2015-16 (all respondents): Army (3,361), Navy (1,190), RAF (1,085)

### Service Profile (%)



■ Army   ■ Navy   ■ RAF

### Gender Profile (%)



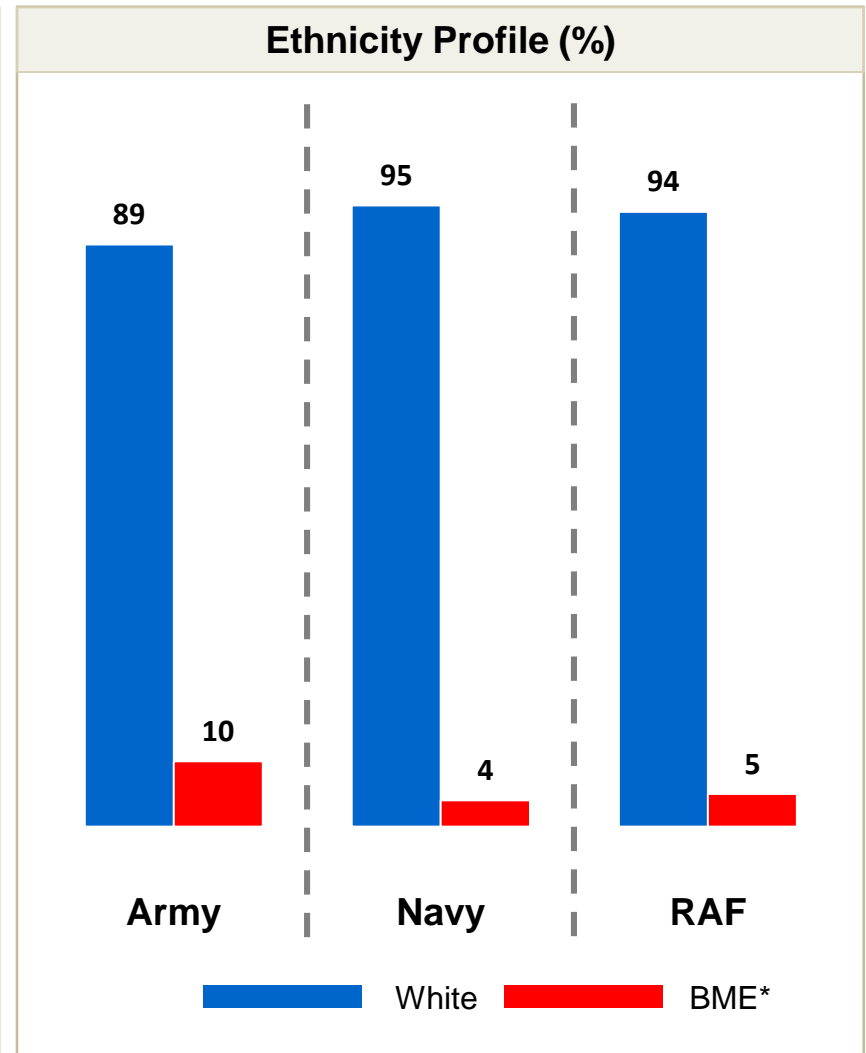
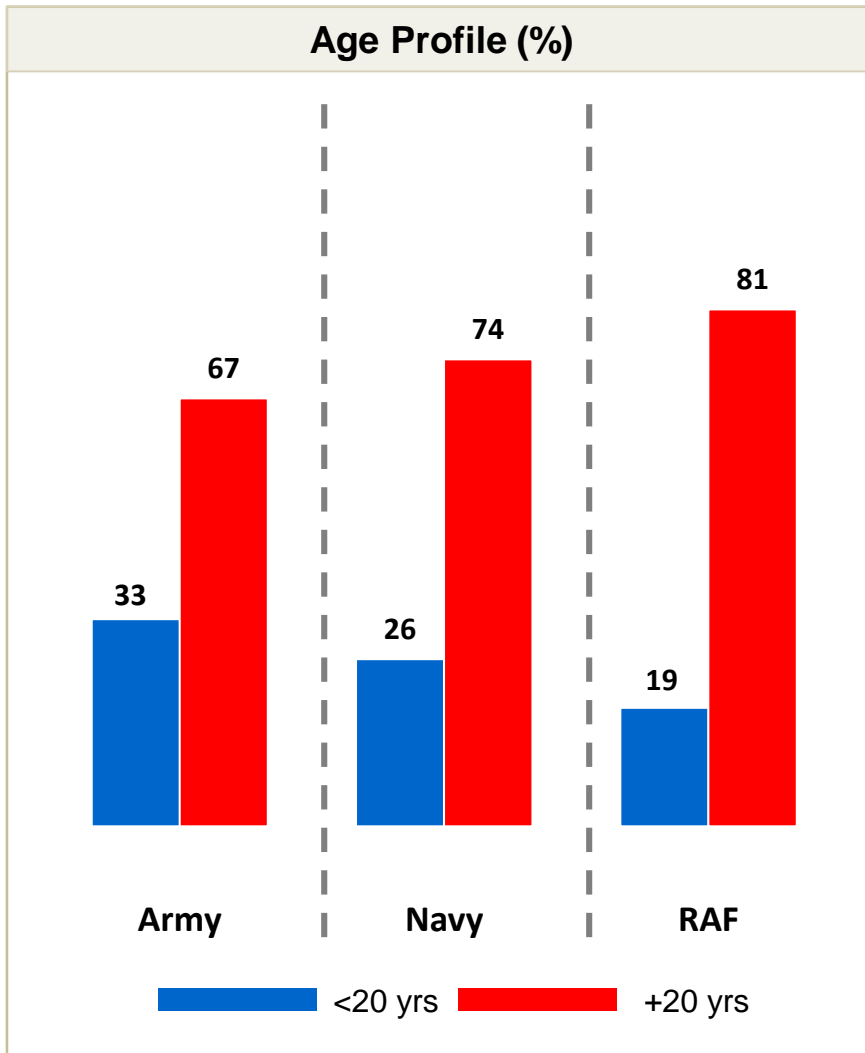
■ Male   ■ Female

Aggregated totals may not add up to 100% due to rounding.



# Respondent profiles – Phase 2

Number of respondents 2015-16 (all respondents): Army (3,361), Navy (1,190), RAF (1,085)



Aggregated totals may not add up to 100% due to rounding.

\*BME = Black and Minority Ethnic



# Phase 1

## Detailed findings



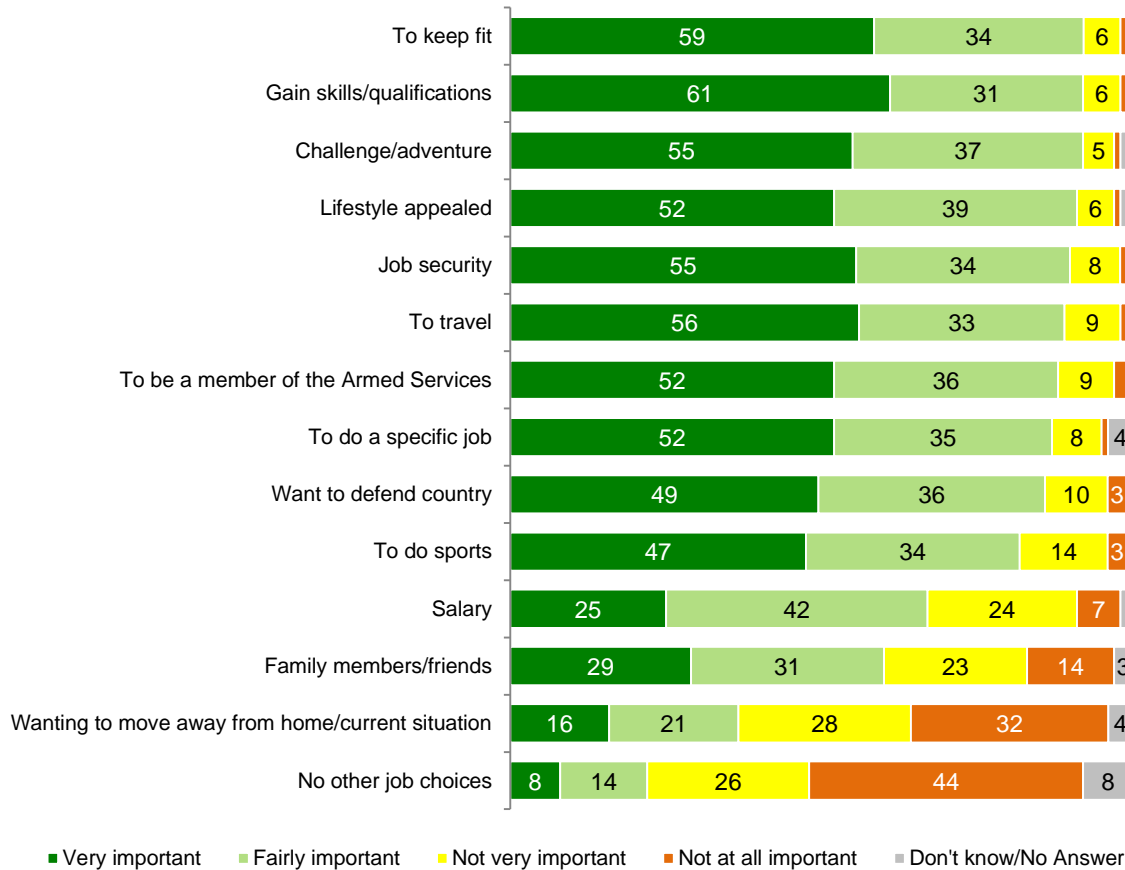
# Recruitment and preparing for training

# Important joining factors

12. How important were each of the following in your decision to join the Service?

Number of respondents: Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

## Current year results (%)



Answers ranked by % selecting top 2 box

## Additional information

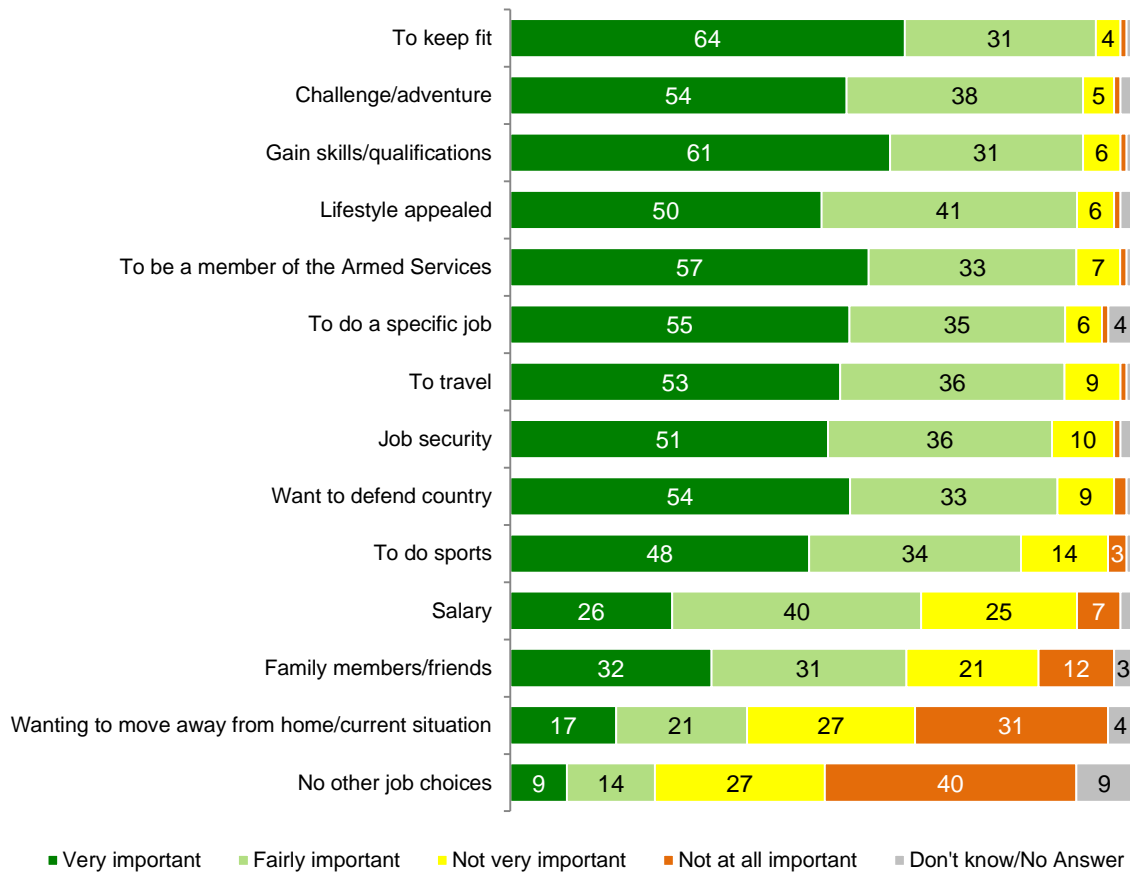
- The most important factors in recruits decision to join the Armed Forces were to keep fit (93%), to gain skills/qualifications (92%) and for the challenge and adventure (92%).
- There has been very little change in the rankings of important joining factors since last year.
- The least important factors were that there were no other job choices (22% - down on last year's 24%), and a desire to move away from home or current situation (36%). This is similar to the picture recorded in 2014.

# Important joining factors

12. How important were each of the following in your decision to join the Service?

Number of respondents (all Phase 1 respondents): Army (4,121)

## Current year results - Army (%)



Answers ranked by % selecting top 2 box

## Additional information

- The most important factors in recruits decision to join the Army were to keep fit (95%) and for the challenge and adventure (92%).
- There has been an increase in the perceived importance of skills and qualifications since last year (89% to 91%). This is now rated as the third most important factor in joining the Army moving ahead of lifestyle appeal and to be a member of the Armed Services.

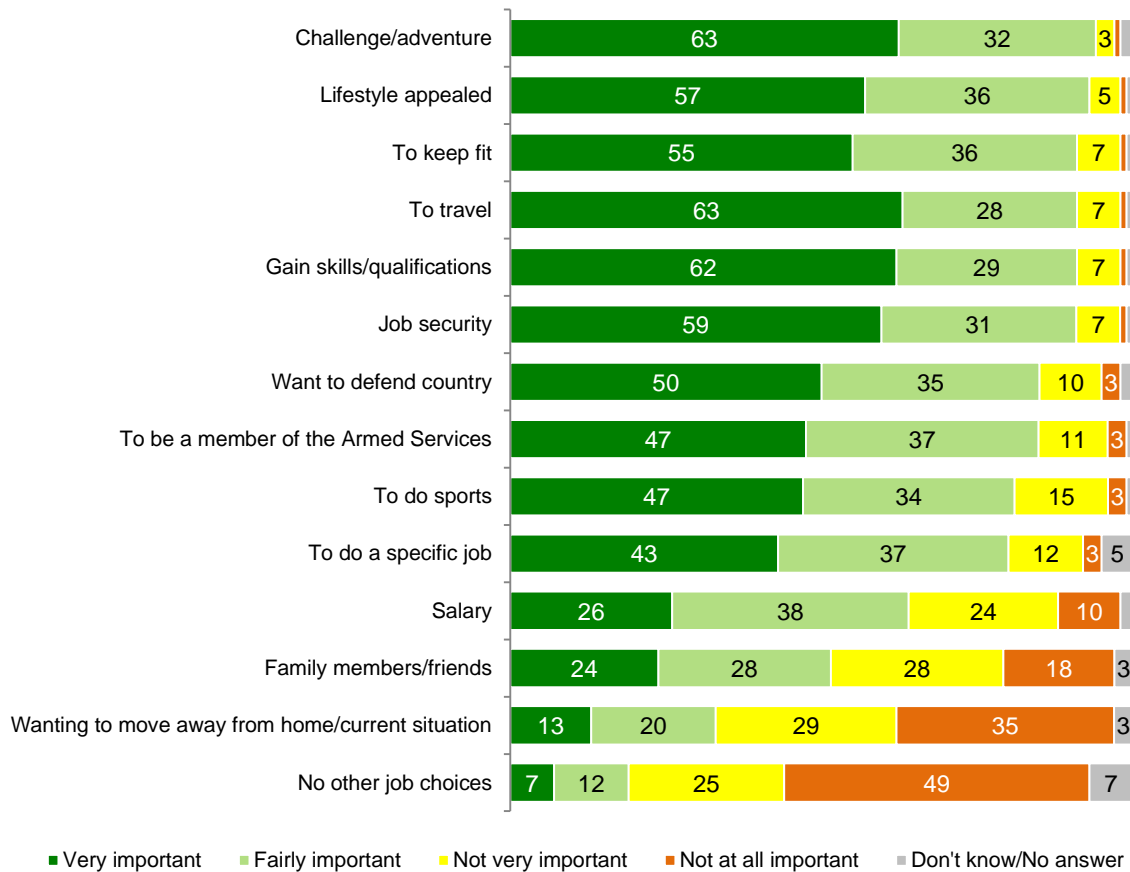


# Important joining factors

12. How important were each of the following in your decision to join the Service?

Number of respondents (all Phase 1 respondents): Navy (1,952)

## Current year results - Navy (%)



Answers ranked by % selecting top 2 box

## Additional information

- The most important factors in recruits decision to join the Royal Navy were for the challenge and adventure (94%), and because the lifestyle appealed (92%).
- The top two ranked reasons are consistent with results from the previous year.
- Travel is a greater motivator for those in the Royal Navy than other Services with 91% giving this answer compared to 88% of Army and RAF recruits.

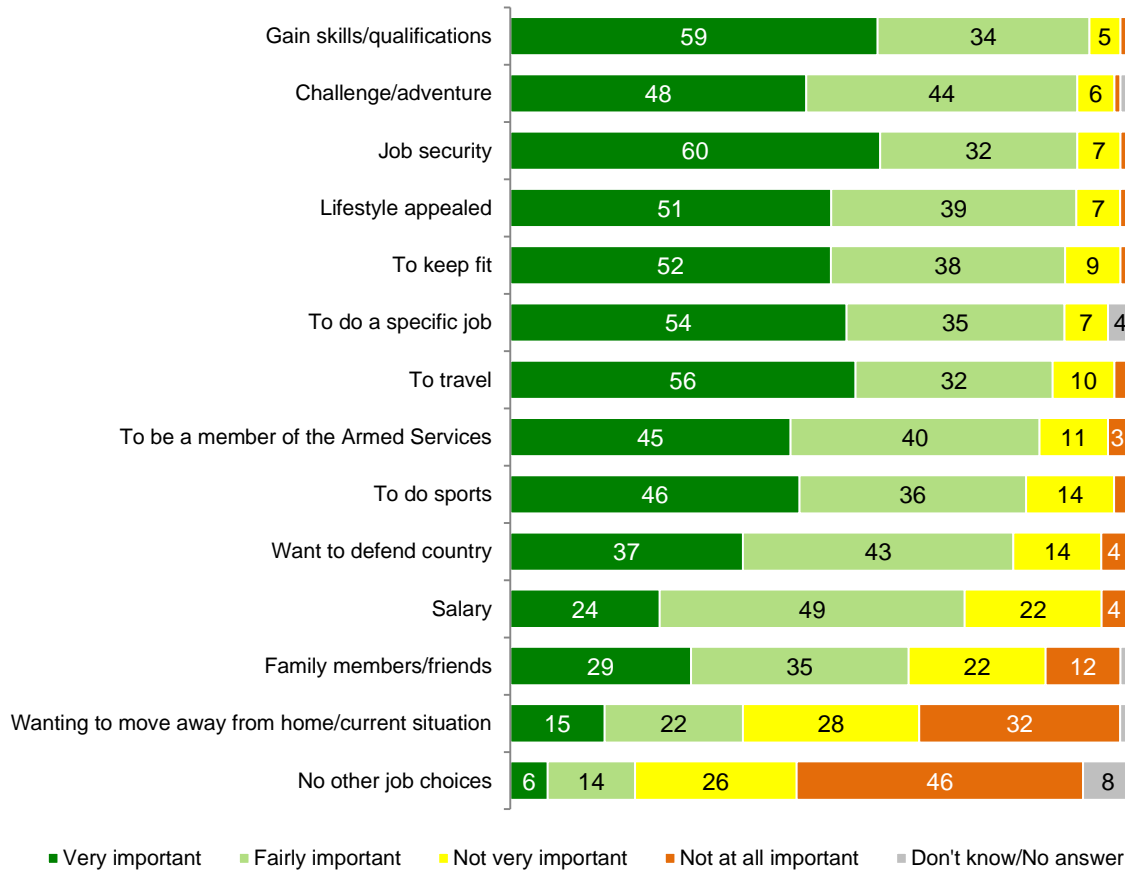


# Important joining factors

12. How important were each of the following in your decision to join the Service?

Number of respondents (all Phase 1 respondents): RAF (1,831)

## Current year results - RAF (%)



Answers ranked by % selecting top 2 box

## Additional information

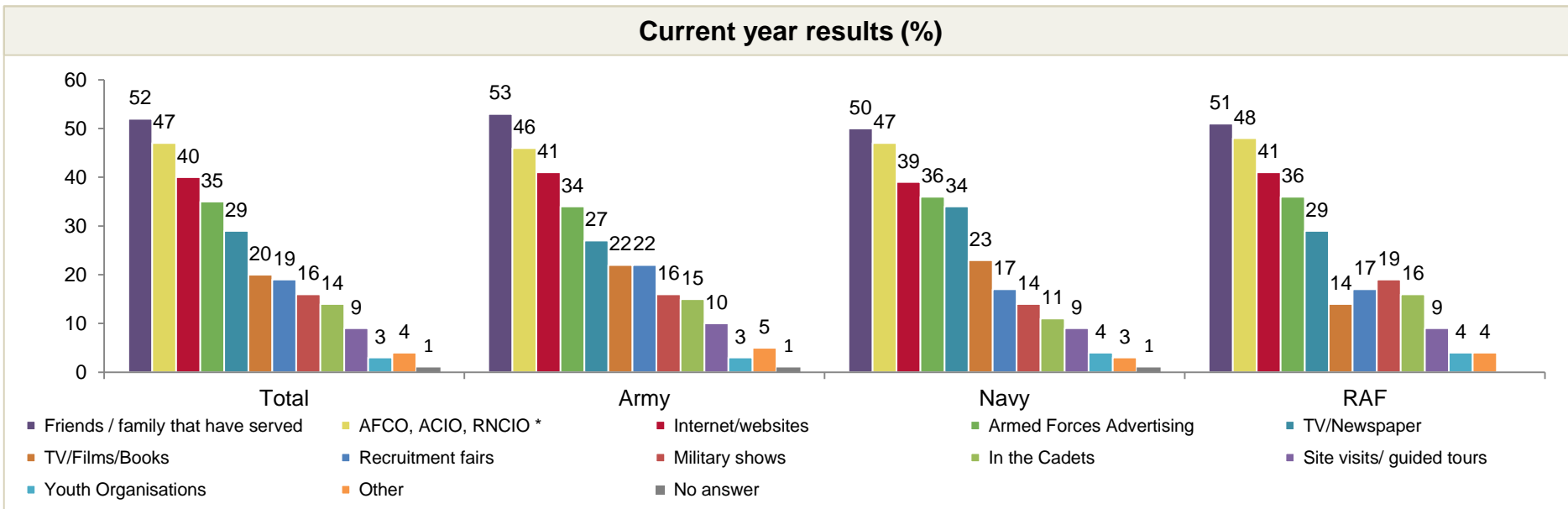
- The most important factors in recruits decision to join the RAF were to gain skills and qualifications (94%) and challenge and adventure/job security (both with 92%).
- Job security has declined in importance (94% to 92%) but remains in the top 3 reasons.
- No other job choices remains the least important factor with only 20% claiming this was an important factor.



# Where learnt about careers in Armed Forces

## 13. Where did you learn about careers in the Armed Forces?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)



## Additional information

- The most common source of information for learning about a career in the Armed Forces remains family and friends who have previously served (52%), closely followed by the different Services' careers offices (47%), and internet/websites (40%).
- Recruits in all Services continue to learn about careers through similar methods to each other.

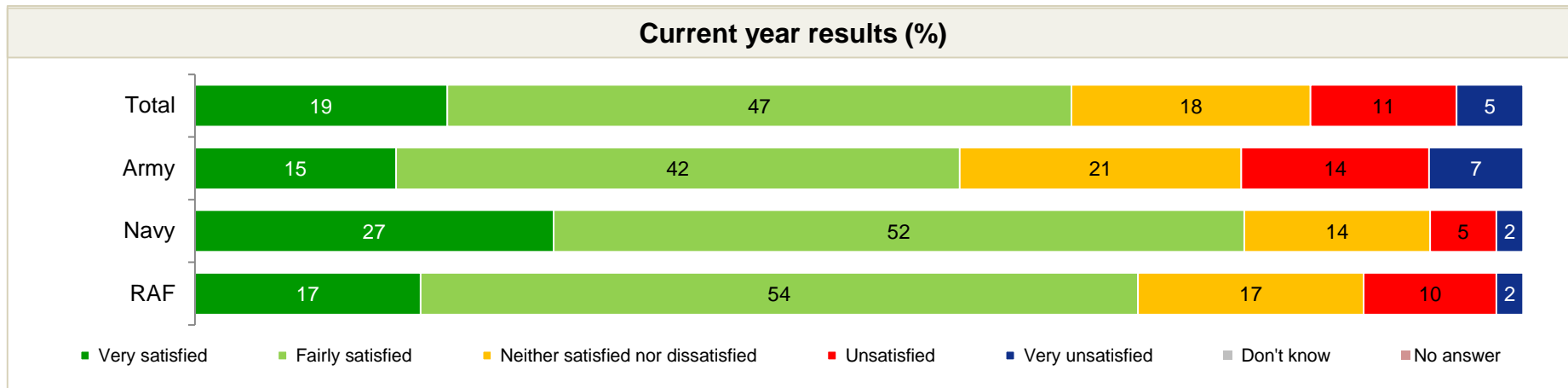




# Satisfaction with recruitment process

KPI2. Overall how satisfied were you with the recruitment process?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)



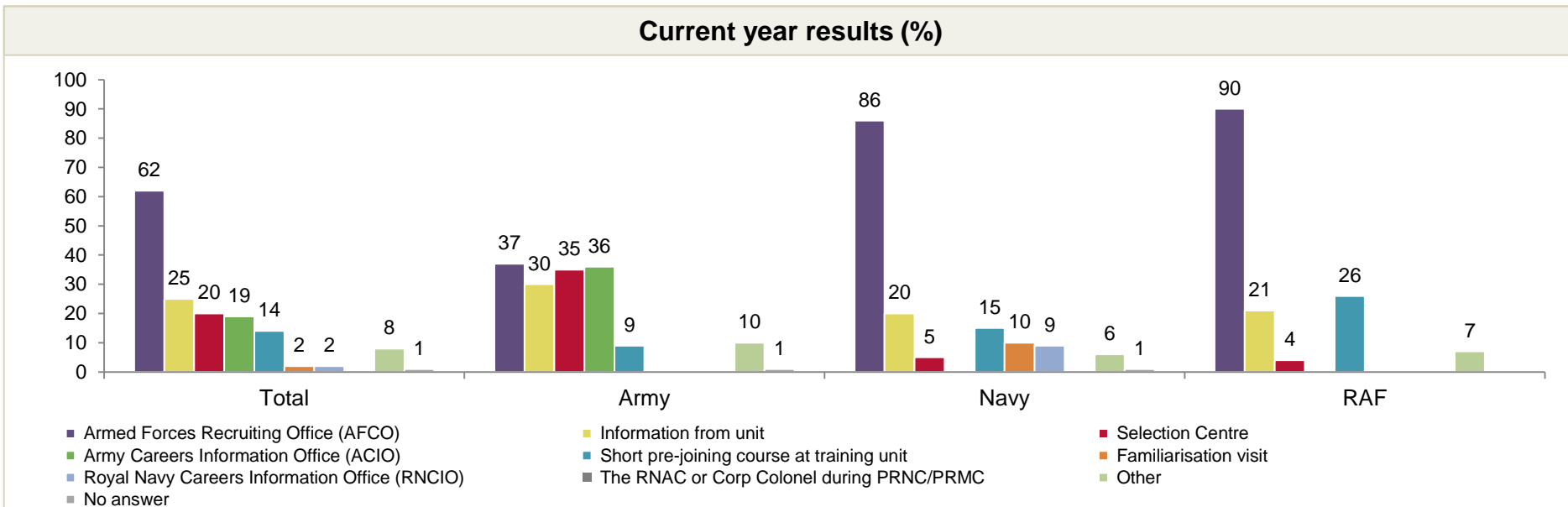
## Additional information

- This is the first year this question has been included in the survey.
- Royal Navy recruits were the most satisfied with the recruitment process (80%). 71% of RAF recruits were satisfied with the recruitment process, whilst Army recruits the least satisfied (57%).

# Sources of information prior to course

14. Once you had been accepted for the unit where did you get information prior to your course?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)



## Additional information

- Once accepted into the Armed Forces, recruits were most likely to get their information from the Armed Forces Recruiting Office (62%).
- Army recruits used a variety of methods, with a approximately third getting information from their unit, a selection centre or the AFCO or ACIO.
- The majority of Navy and RAF recruits got information from AFCO (86% and 90% respectively).

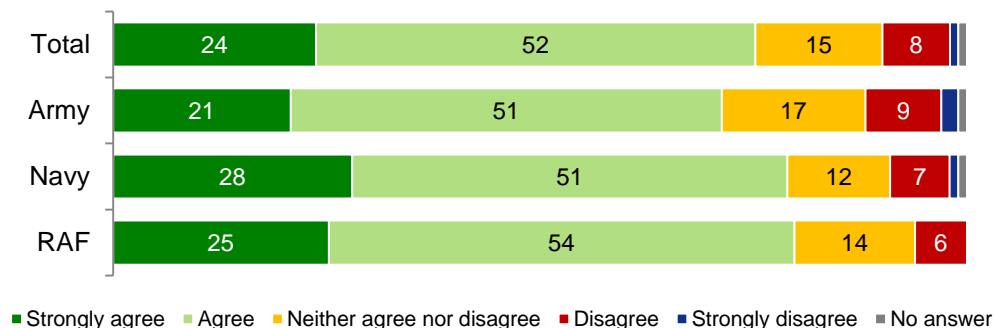
# Information prior to arrival: Preparing for physical demands

15. Please indicate your agreement with each of the following statements: The information I was given prior to arrival... Enabled me to prepare myself well enough for the physical demands of the course

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results (%)



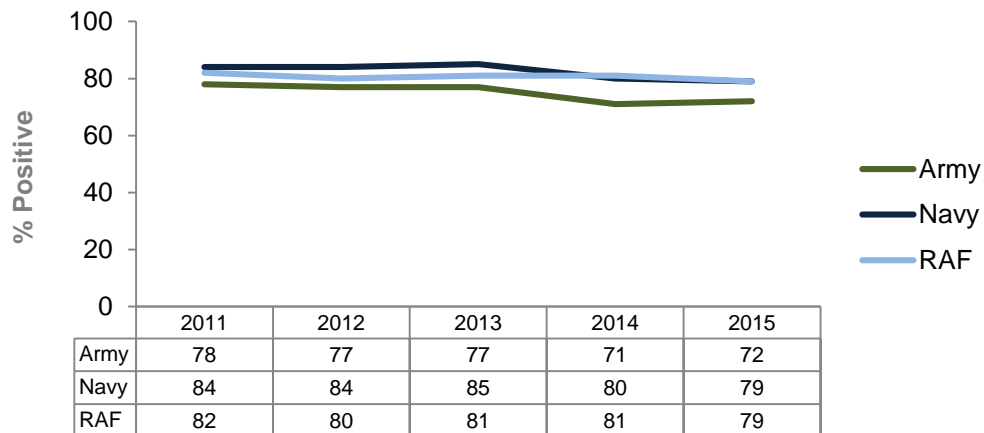
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three quarters of recruits (75%) agreed that the information they were given before the course enabled them to prepare for the physical demands of training.
- There have been no significant increases or decreases by Service since 2014.

## Trend



Please refer to notes page for base size of previous years

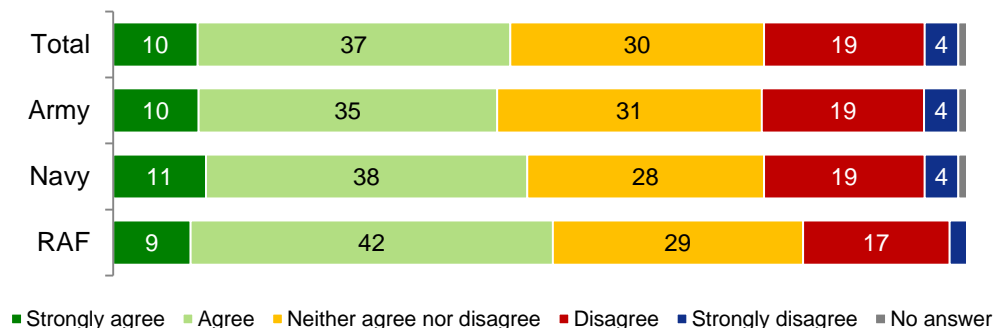
# Information prior to arrival: Accurate picture of what life would be like

15. Please indicate your agreement with each of the following statements: The information I was given prior to arrival... Gave me an accurate picture of what life would be like at unit

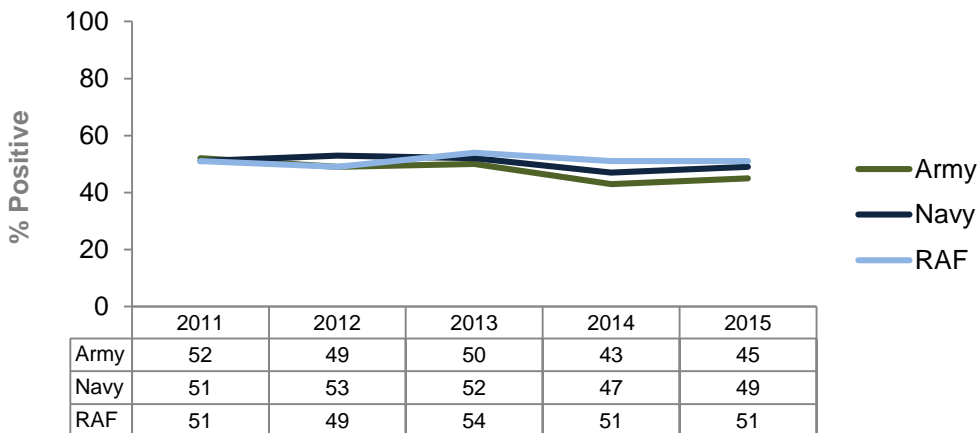
Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results (%)



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just under half of recruits (47%) felt that the information they were provided gave them an accurate picture of what life would be like, an increase since 2014 (45%).
- At a Service level there have been no significant changes year on year.

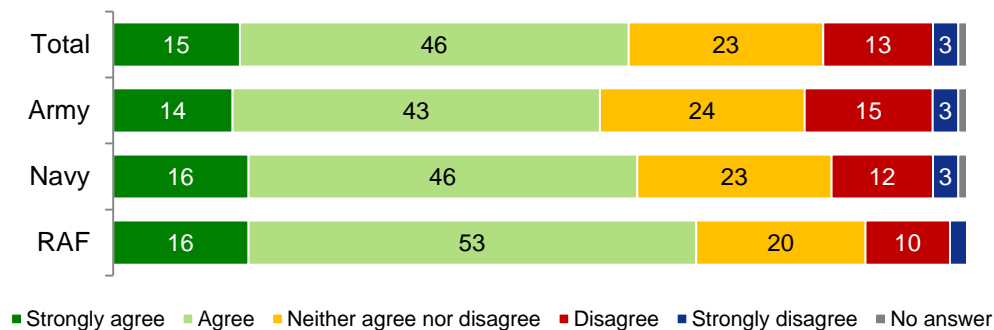
# Information prior to arrival: Accurate information about what training involved

15. Please indicate your agreement with each of the following statements: The information I was given prior to arrival... Provided me with useful and accurate information about what the training involved

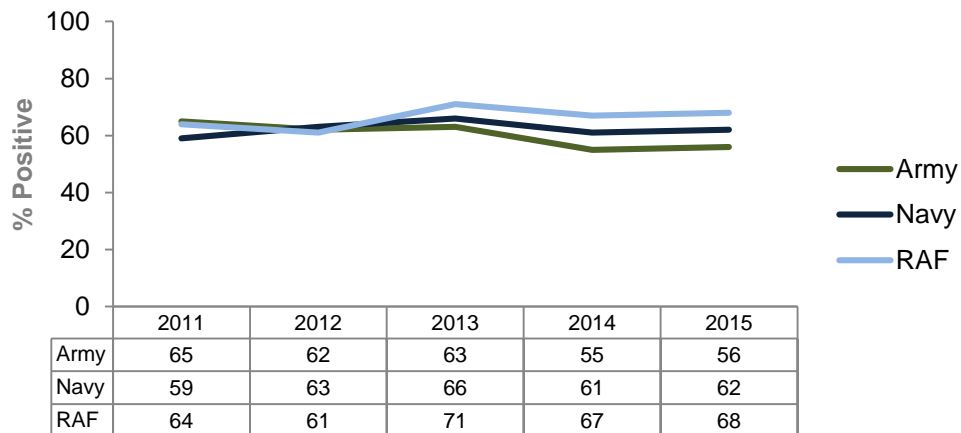
Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results (%)



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Over half of recruits (60%) agreed that the information they were provided with gave them an accurate picture of what training would involve.
- This is an increase from 2014 (59%), however there have been no significant changes at a Service level.





# Facilities and amenities

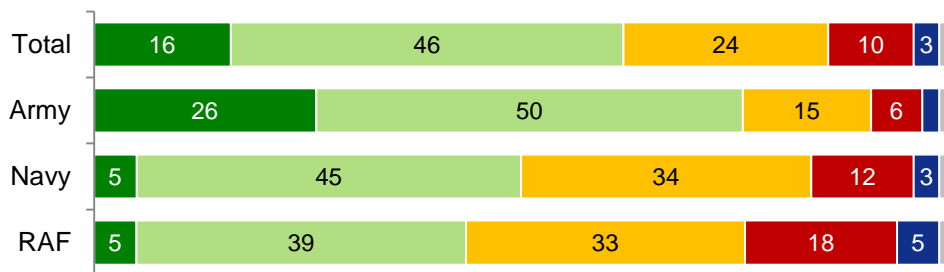
# Rating: Standard of living accommodation

23. How would you rate each of the following: Standard of living accommodation

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

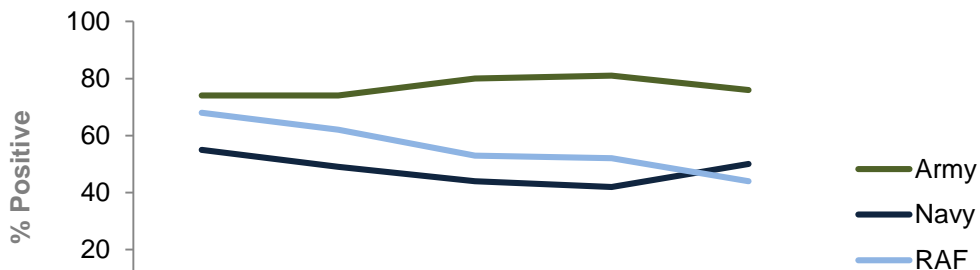
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results (%)



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know/Not available/No answer

## Trend



	2011	2012	2013	2014	2015
Army	74	74	80	81	76
Navy	55	49	44	42	50
RAF	68	62	53	52	44

Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- 62% of recruits rate the standard of living accommodation as good or very good marking a drop since 2014 (66%).
- This decline is mainly driven by Army recruits (81% to 76%) and RAF recruits (52% to 44%).
- However, the proportion of Royal Navy recruits rating living accommodation as good has increased in since 2014 (42% to 50%).



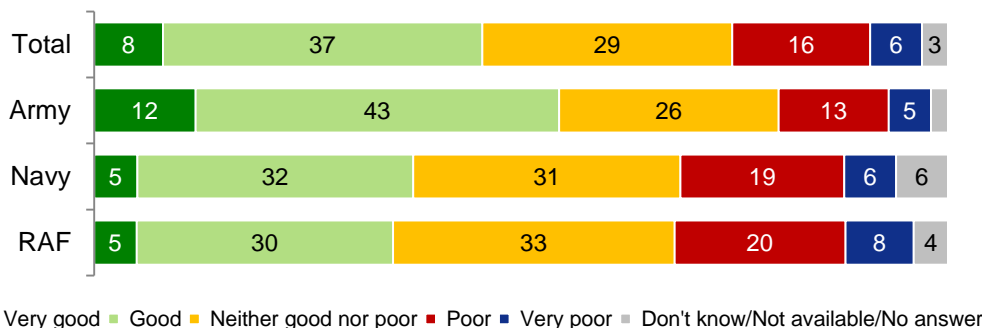
# Rating: Things to do when off duty on site

23. How would you rate each of the following: Things to do when off duty on site

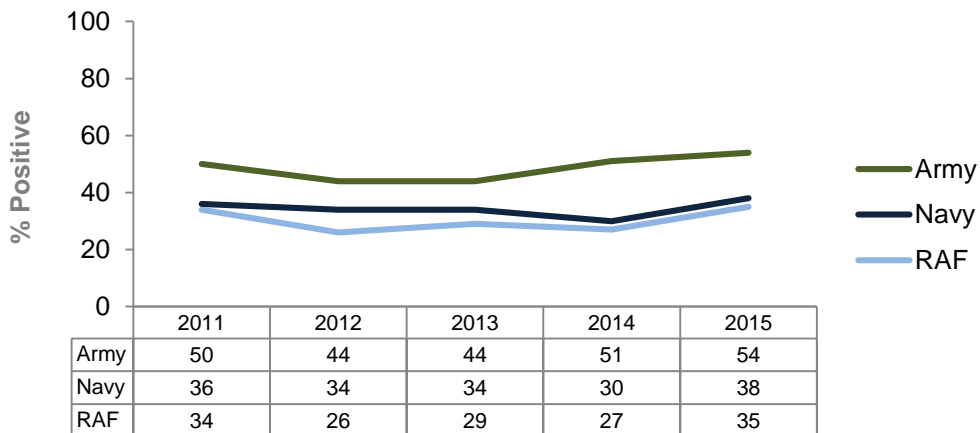
Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results (%)



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Less than half of recruits (46%) rated the choice of things to do when off duty on site as good however this is an increase from last year (42%).
- All three Services saw increases in ratings for things to do when off site. Ratings by Royal Navy and RAF both increased by 8 percentage points (30% to 38%, and 27% to 35% respectively), whilst positive ratings by Army trainees increased by 3 percentage points (51% to 54%).
- 1% of respondents stated 'not available'.



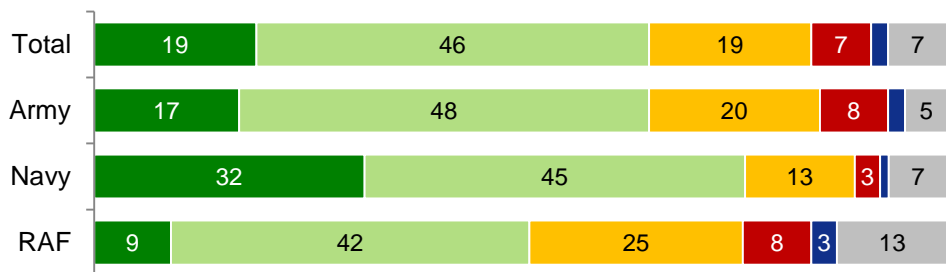
# Rating: Sports facilities

23. How would you rate each of the following: Sports facilities

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



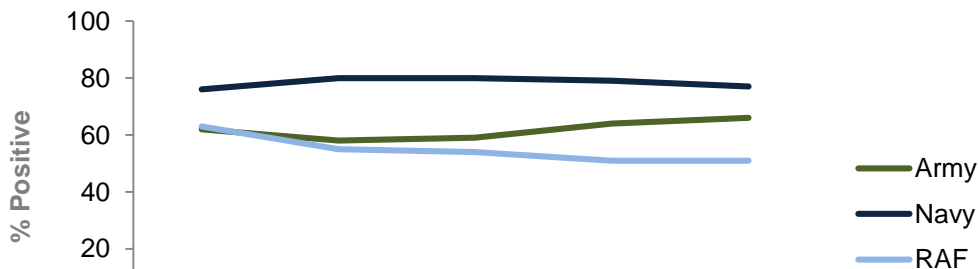
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Two out of every three recruits (65%), rated the sports facilities available to them as good.
- Satisfaction with sports facilities is broadly stable across the Services however, Army recruits gave better ratings than in 2014 (64% to 66%).
- 3% of respondents stated 'not available'.

## Trend



	2011	2012	2013	2014	2015
Army	62	58	59	64	66
Navy	76	80	80	79	77
RAF	63	55	54	51	51

Please refer to notes page for base size of previous years

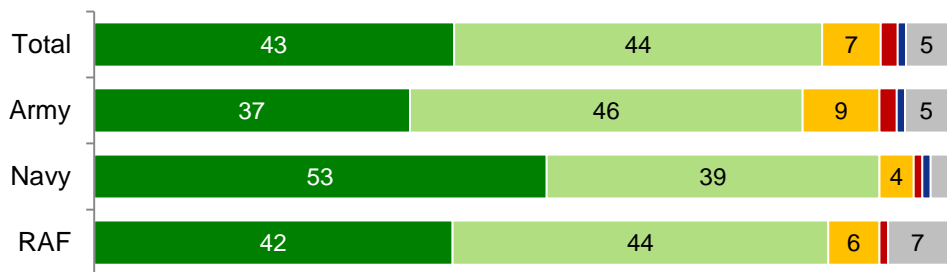
# Rating: Medical care

23. How would you rate each of the following: Medical care

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



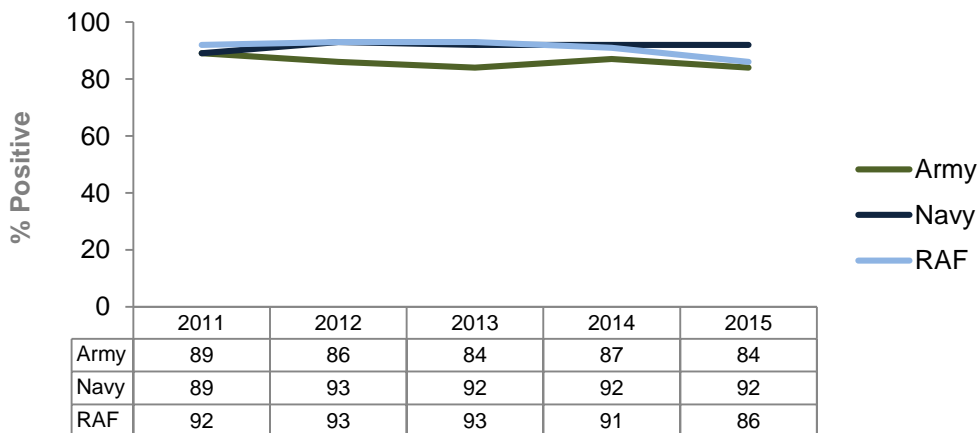
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- The majority of recruits (86%) rated the medical care available to them as good. However there has been a decrease in satisfaction since 2014 (89% to 86%).
- Army and RAF recruits were less likely to rate medical care as good than in 2014 (87% to 84% and 91% to 86% respectively).
- Royal Navy recruits remain satisfied with the medical care during Phase 1 with 92% still giving a positive rating.

## Trend



Please refer to notes page for base size of previous years

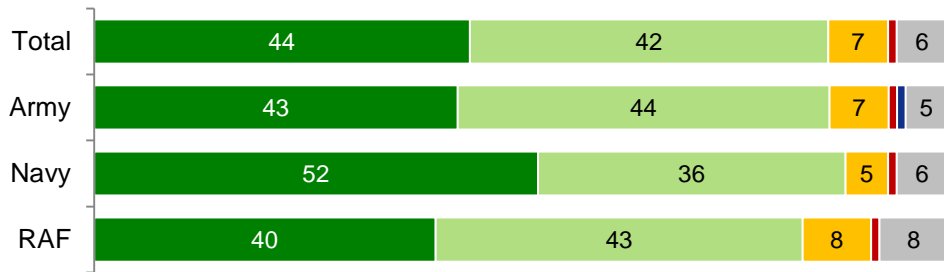
# Rating: Dental care

23. How would you rate each of the following: Dental care

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



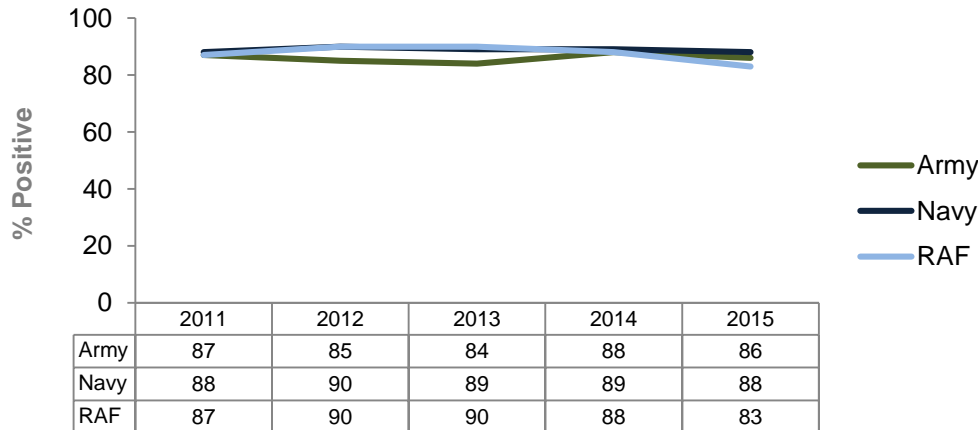
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Overall, the majority of recruits (86%) rated the dental care available to them as good. This was a decrease from 2014 (88%).
- There was a decrease in the proportion of RAF recruits that rated their dental care as good from 2014 (88% to 83%).

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.

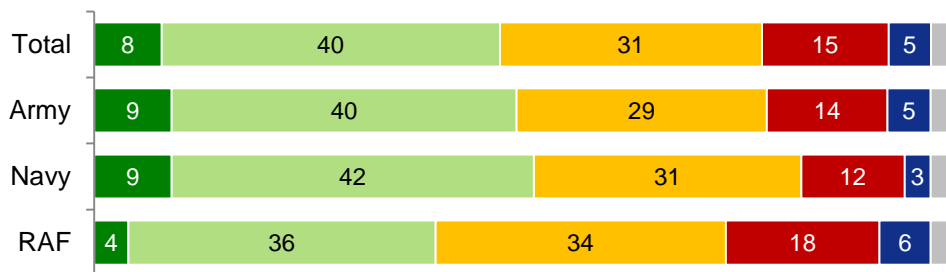
# Rating: Time for essential personal administration

23. How would you rate each of the following: Time for essential personal administration

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

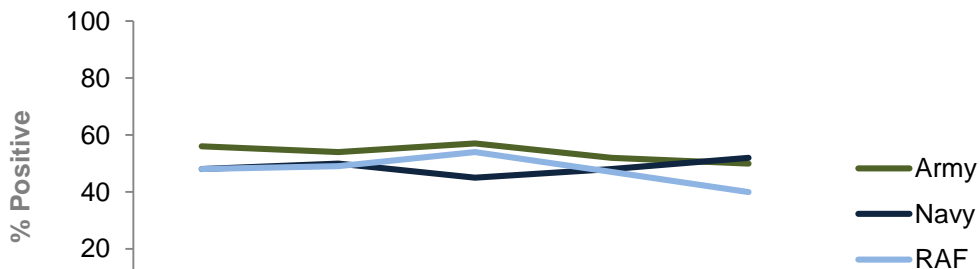
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know/Not available/No answer

## Trend



	2011	2012	2013	2014	2015
Army	56	54	57	52	50
Navy	48	50	45	48	52
RAF	48	49	54	47	40

Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Half of recruits (48%) felt the time they had for personal administration was good, a decrease since 2014 (50%).
- Both Army and RAF recruits were less likely to rate this as good compared to 2014 (52% to 50%, and 47% to 40% respectively).
- Royal Navy recruits were more likely to say the time available for personal administration was good than they were last year (48% to 52%).



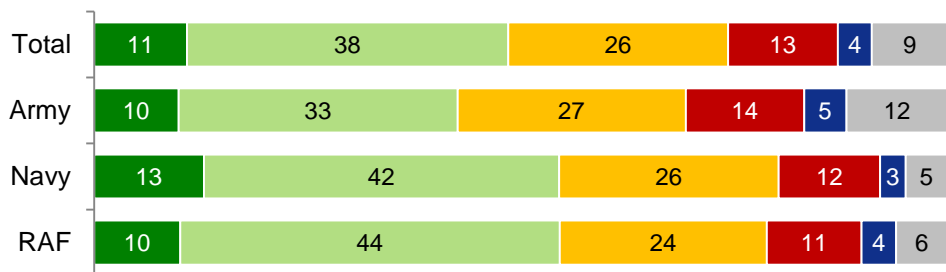
# Rating: Access to IT for personal use

23. How would you rate each of the following: Access to IT for personal use

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

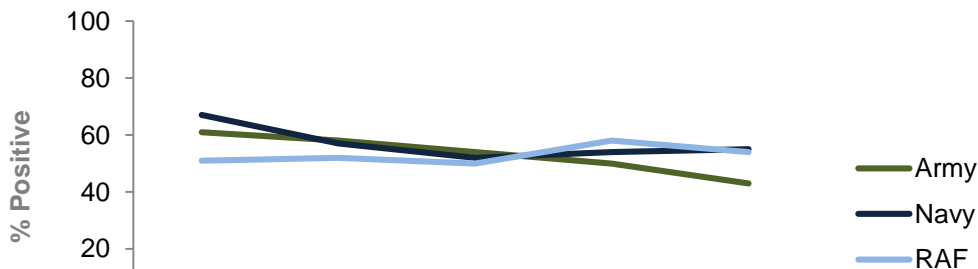
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know/Not available/No answer

## Trend



	2011	2012	2013	2014	2015
Army	61	58	54	50	43
Navy	67	57	52	54	55
RAF	51	52	50	58	54

Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just under half of recruits (49%) rated their access to IT for personal use as good or very good. This marks a decrease from 2014 (52%).
- There was a drop in the proportion of Army recruits who said they had good access to IT for personal use since 2014 (50% to 43%).
- 2% of respondents stated 'not available'.



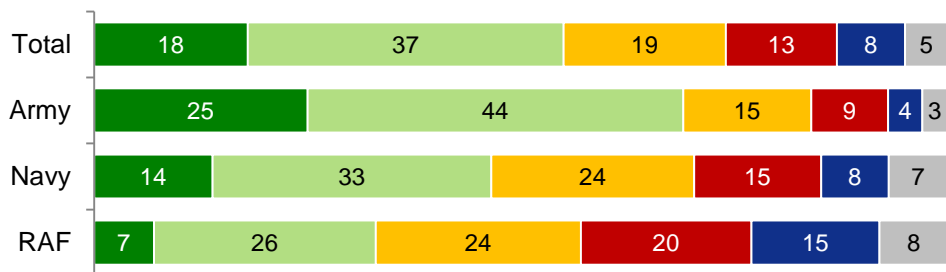
# Rating: Internet access

23. How would you rate each of the following: Internet access

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

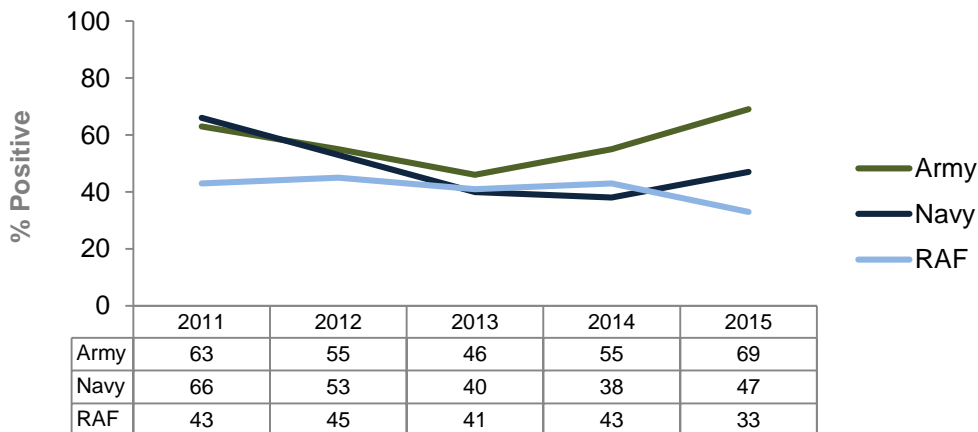
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor ■ Don't know/Not available/No answer

## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Just over half of all recruits (55%) rated the internet access in their units as good. This marks an increase from 2014 (48%).
- Satisfaction amongst Army recruits has increased for the second year running up to 69% from 55%.
- Royal Navy recruits are also more satisfied than last year with almost half (47%) giving a positive response (up from 38%).
- RAF recruits were less positive than last year with a third (33%) saying internet access was good (down from 43%)
- 2% of respondents stated 'not available'.



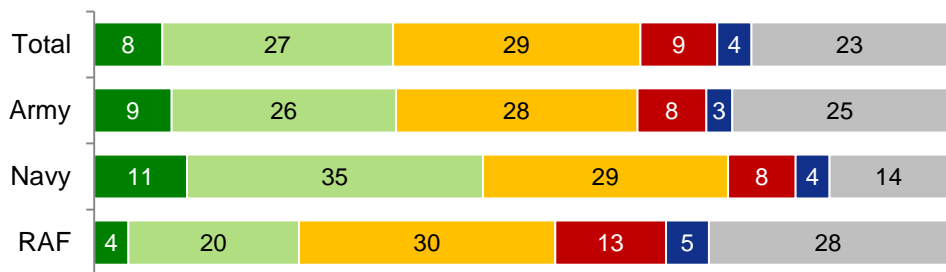
# Rating: Learning Centre to study after hours

23. How would you rate each of the following: Learning Centre to study after hours

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



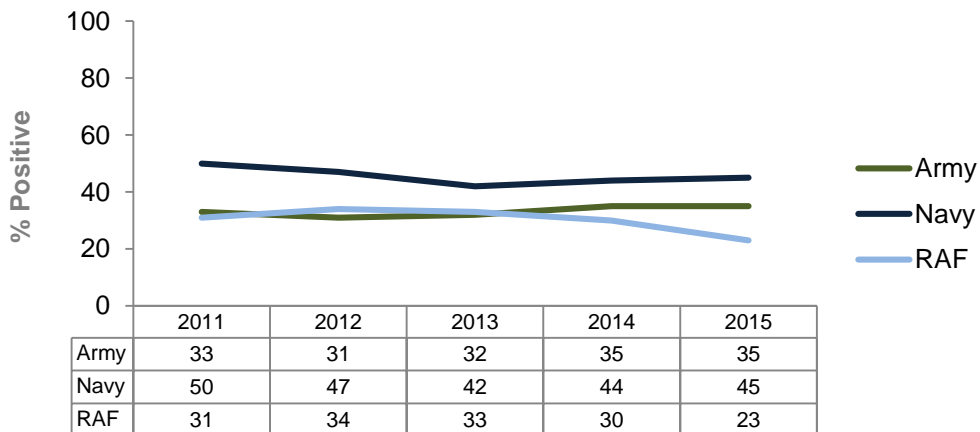
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- One in three recruits (35%) said their access to the learning centre after hours was good, however 23% either did not know or did not give an answer.
- RAF recruits gave lower ratings for after hours learning centre access than in 2014 (30% to 23%). However, 28% either did not know or did not answer this question.
- 4% of respondents stated 'not available'.

## Trend



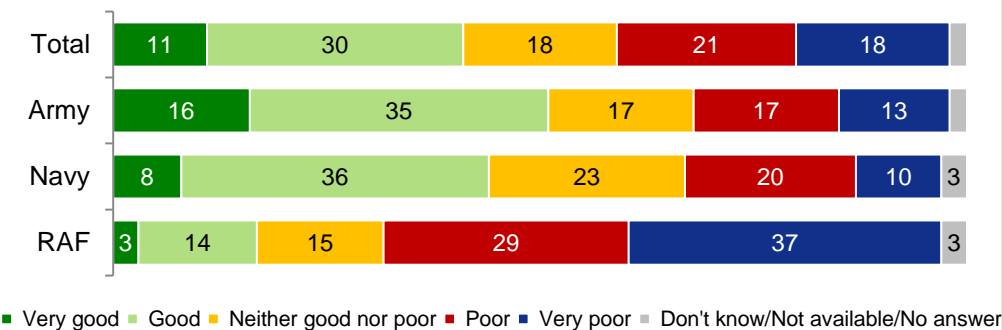
Please refer to notes page for base size of previous years

# Rating: Laundry Facilities

23. How would you rate each of the following: Laundry facilities

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

## Current year results



## Additional information

- This is the first year this question has been included in the survey.
- Overall only 41% of respondents rated the laundry facilities as good or very good during their Phase 1 training.
- Army recruits rate laundry facilities the highest with 51% of recruits giving a good rating.
- Only 16% of RAF recruits rated the laundry facilities as good.



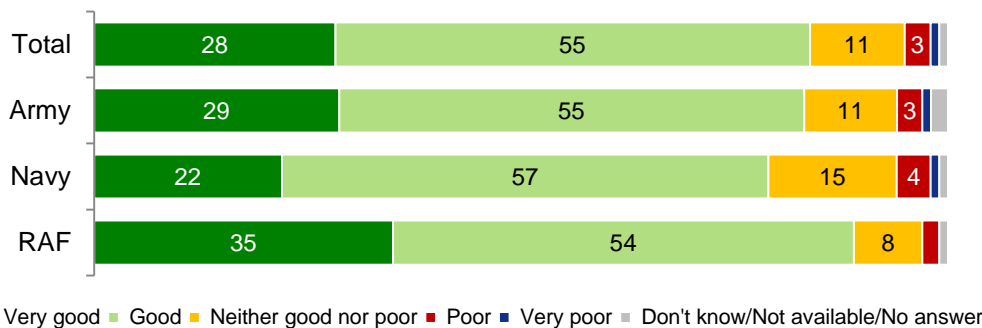


# Rating: Personal Kit

23. How would you rate each of the following: Personal kit

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

## Current year results



## Additional information

- This is the first year this question has been included in the survey.
- 84% of Phase 1 recruits rated the personal kit at their unit as good.
- RAF recruits were the most satisfied with their personal kit with 89% rating it as good.
- 84% of Army recruits rated personal kit as good, as did 78% of Royal Navy recruits.

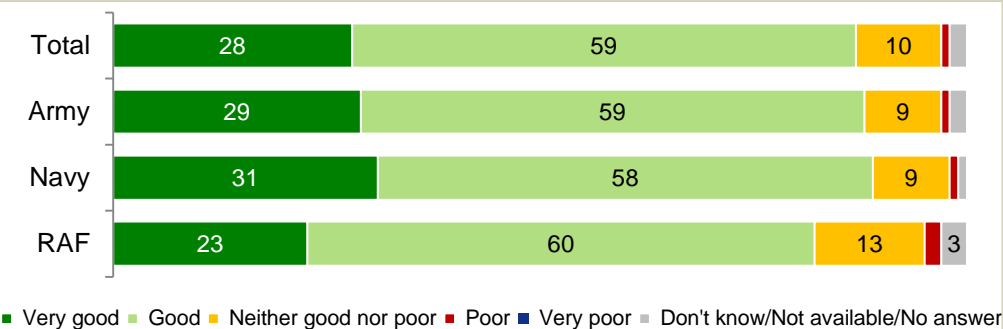


# Rating: Training facilities

23. How would you rate each of the following: Training facilities

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

## Current year results



## Additional information

- This is the first year this question has been included in the survey.
- Almost nine out of ten Phase 1 recruits (87%) rated the training facilities as good or very good.
- 89% of Royal Navy recruits rated the training facilities as good; 88% of Army recruits gave a positive rating; as did 82% RAF recruits.

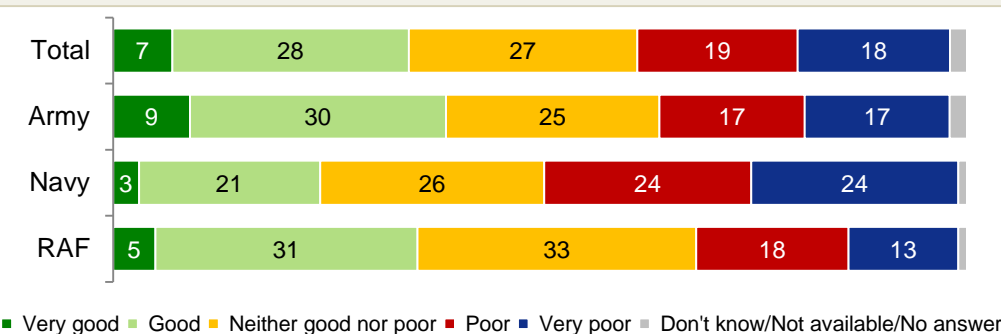


# Rating: Food

23. How would you rate each of the following: Food

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

## Current year results



## Additional information

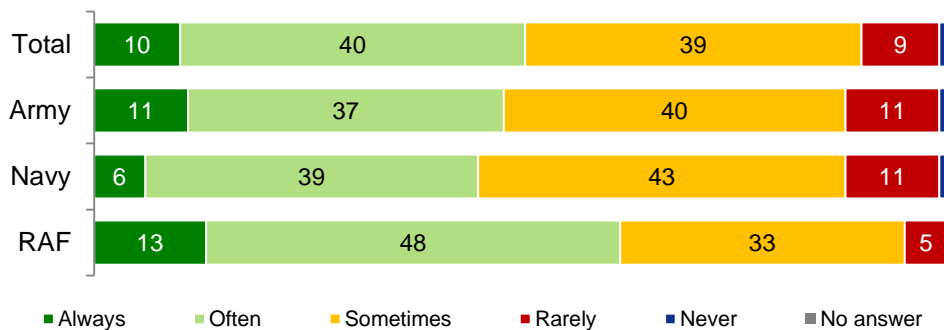
- This is the first year this question has been included in the survey, previously recruits were asked if they were satisfied with the food.
- A third of Phase 1 recruits (34%) were positive about the food at their unit.
- Royal Navy recruits were less positive about the food at their unit than both the Army and RAF with only 24% rating the food as good or very good (compared with 39% and 36% respectively).

# Whether given enough time to eat meals

27. Were you given enough time to eat your meals?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)  
 % positive equals the proportion who say 'always or often' – comments and significant differences based on this

## Current year results



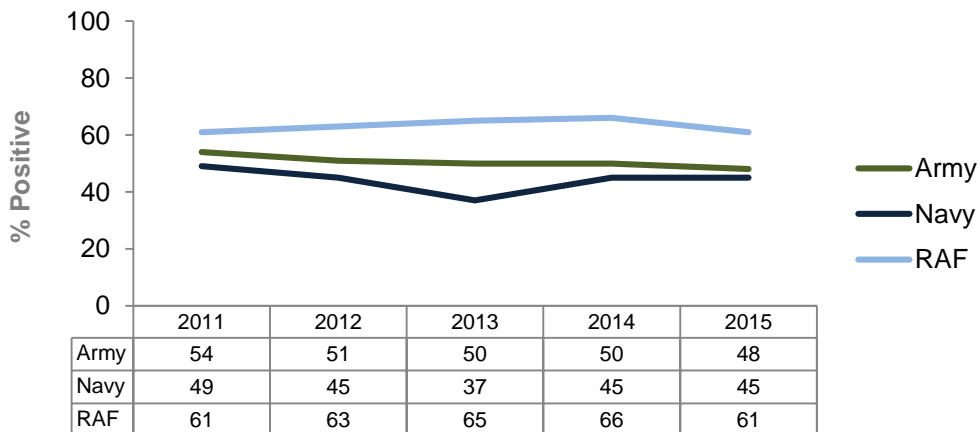
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

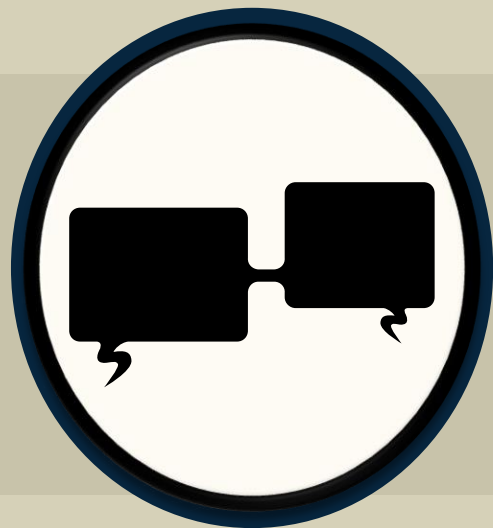
## Additional information

- Half of Phase 1 recruits (50%) felt they were always or often given enough time to eat their meals.
- Royal Navy recruits were as likely to say they had enough time as in 2014 (45%).
- Both Army recruits and RAF recruits are less likely to say they were always or often given enough time to eat compared with 2014 (48% down from 50%, and 61% down from 66% respectively).

## Trend



Please refer to notes page for base size of previous years



# Support

# Learning needs and difficulties

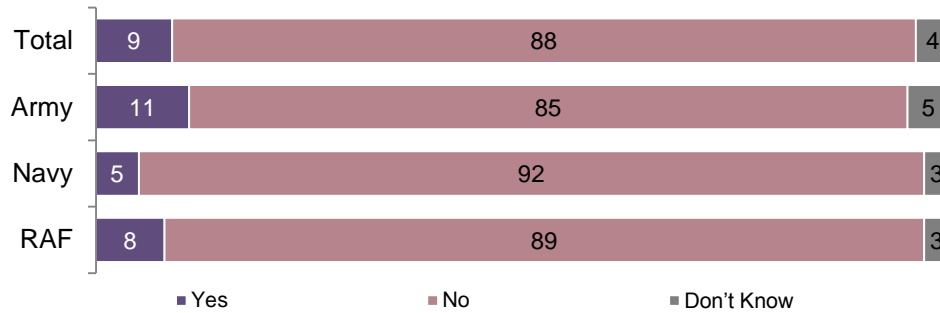
6a. Do you have any learning needs or difficulties?

6b. Did you tell the staff at XXX that you had a learning need or difficulty?

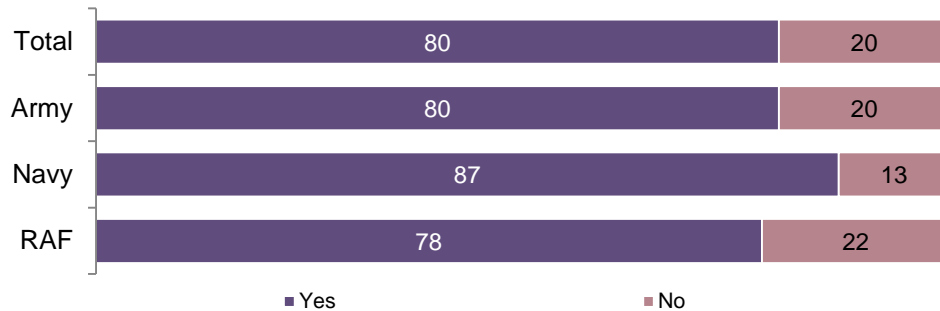
Number of respondents at 6a: Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

Number of respondents at 6b (all respondents who have learning needs or difficulties): Total (681), Army (440), Navy (103), RAF (138)

## Current year results – 6a



## Current year results – 6b



## Additional information

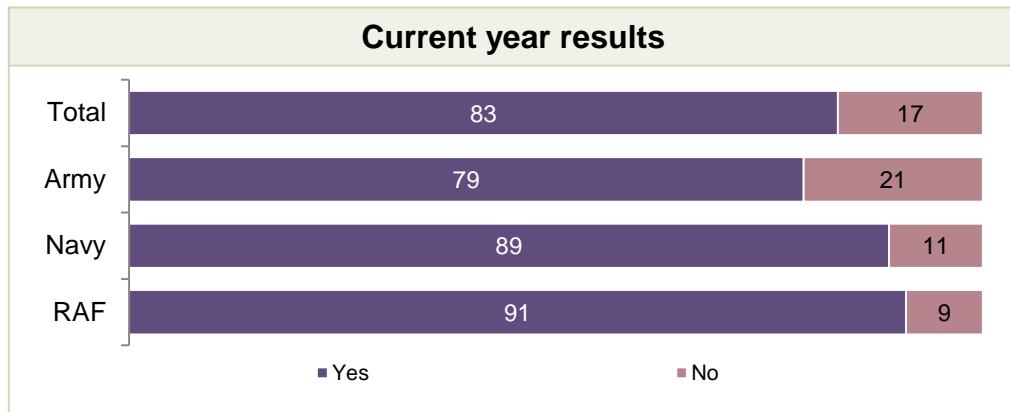
- This is the first year these questions have been included in the survey.
- The results are broadly positive with the vast majority of those with special learning needs (9%) reporting this to the training staff (80%).



# Support with learning needs and difficulties

6c. Did you have all the support required for your learning need or difficulty?

Number of respondents at 6c (all respondents who have learning needs or difficulties): Total (548), Army (351), Navy (90), RAF (107)



### Additional information

- This is the first year this question has been included in the survey.
- Just over four in every five (83%) felt they had all the support required for their learning need or difficulty.
- Army recruits were the least likely to feel that they were given all the support they required (79%).
- More recruits in the Royal Navy and RAF than the Army considered they were provided with all the support required (89% and 91% respectively).

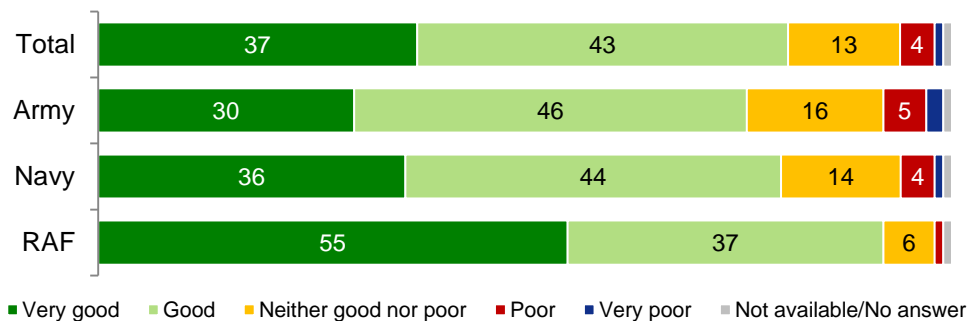
# Opportunity to talk privately with training staff

30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to... Talk privately with training staff

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



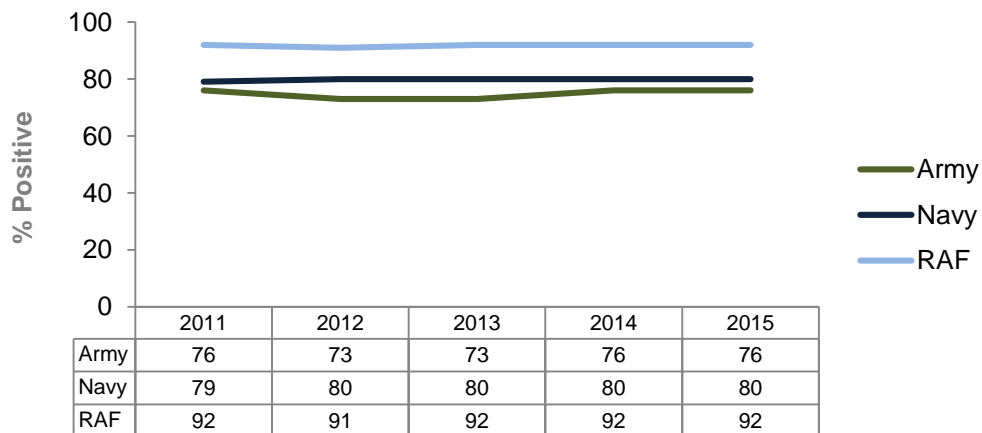
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Eight in ten Phase 1 recruits (81%) felt their opportunity to talk privately with training staff was good.
- Scores have remained stable across all Services with the RAF maintaining 92% of recruits reporting the opportunity to talk to training staff as good or very good.
- There are no significant differences based on demographics.
- Please note the answer option 'not applicable' was changed to 'not available' in this data collection year.

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.



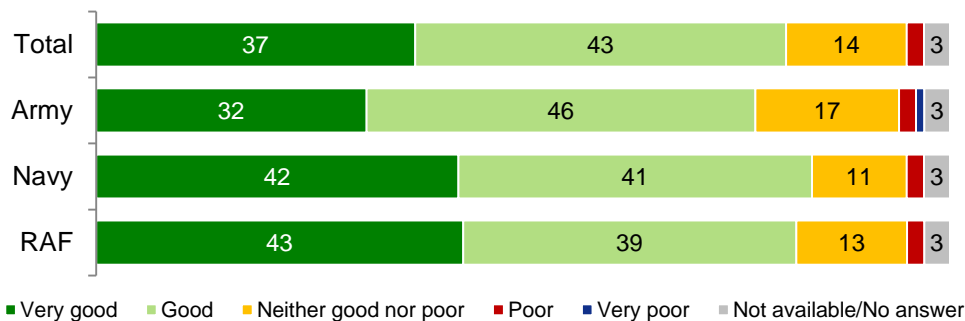
# Opportunity to talk privately with Chaplains/Padre

30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ... Talk privately with Chaplains/Padre

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



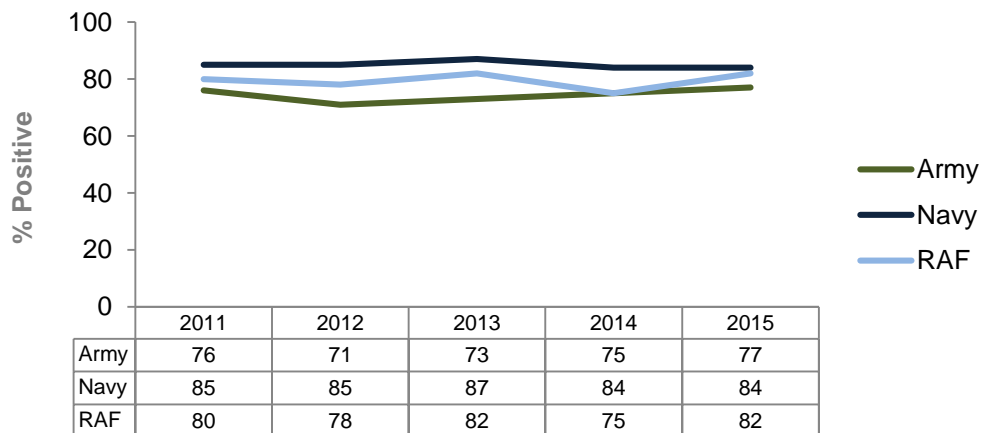
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- 80% of Phase 1 recruits felt they had a good opportunity to talk privately with their Chaplain or Padre. This is an increase on last year (77% to 80%)
- Army recruits were more likely to say the opportunity was good than in 2014 (75% to 77%).
- RAF recruits were also more likely to say the opportunity was good than in 2014 (75% to 82%).
- There are no significant differences based on demographics.
- Please note the answer option 'not applicable' was changed to 'not available' in this data collection year.
- 2% of respondents stated 'not available'.

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.

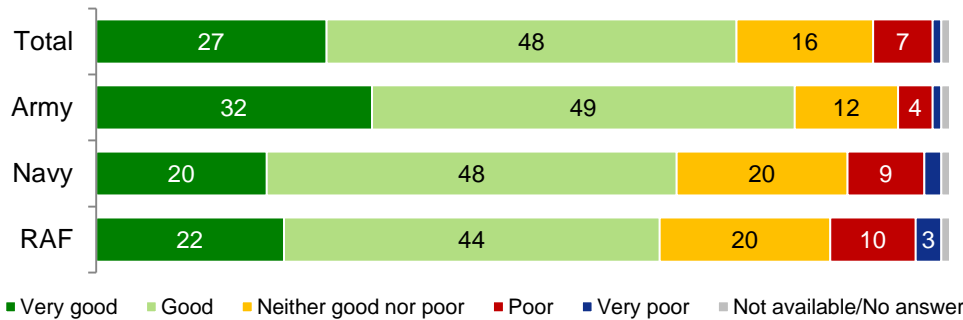
# Opportunity to keep in contact with family and friends

30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Keep in contact with family and friends

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



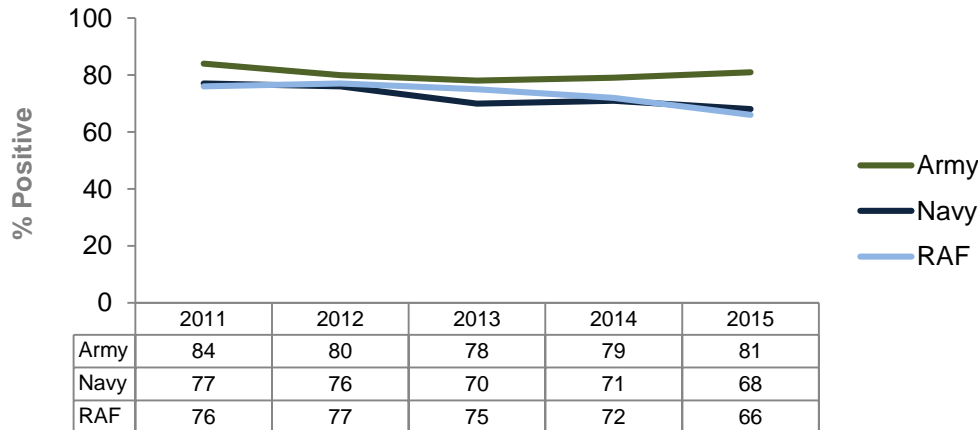
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Three quarters of all recruits (75%) felt they had a good opportunity to keep in contact with their family and friends.
- Army recruits were more likely to give a positive response to this question than in 2014 (79% to 81%).
- RAF recruits were less likely to rate their opportunity as good than in 2014 (72% to 66%).
- Younger Phase 1 recruits were more likely to say that the opportunity to keep in contact with family and friends was good, with 75% of 16-25's agreeing compared to 71% of over 25's. 16-17 year olds were the most likely to agree (79%).
- Please note the answer option 'not applicable' was changed to 'not available' in this data collection year.

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.

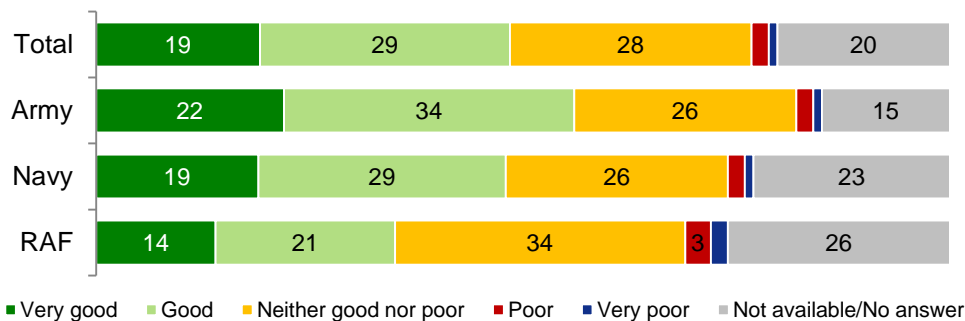
# Opportunity to practise your faith/religion

30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Practise your faith/religion

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

## Current year results



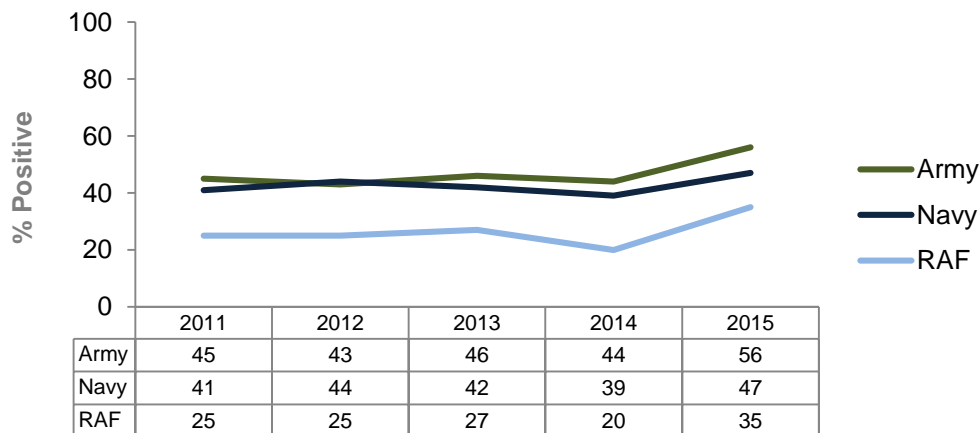
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Half of all Phase 1 recruits (49%) felt they had a good opportunity to practise their religion or faith.
- Recruits from all Services were more likely to rate their opportunity as good than in 2014 - Army recruits (44% to 56%), Royal Navy recruits (39% to 47%) and RAF recruits (20% to 35%).
- Female recruits were more likely to give a positive answer with 52% compared with 48% of male recruits.
- 20% of recruits did not answer this question or said that it was not applicable to them.
- Please note the answer option 'not applicable' was changed to 'not available' in this data collection year.
- 17% of respondents stated 'not available'.

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.

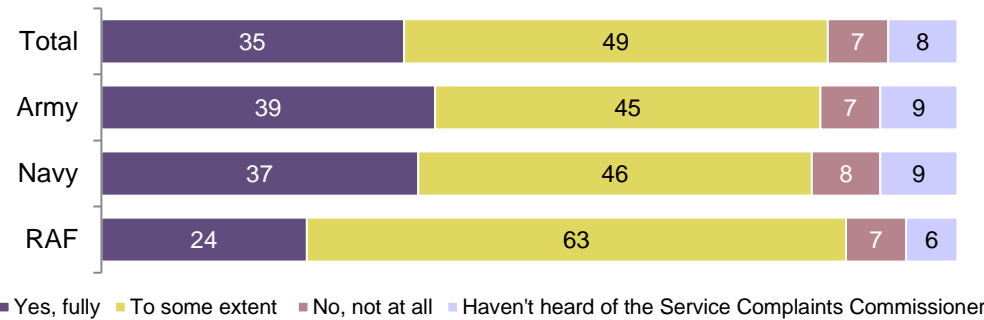
# Knowledge of Service Complaints Commissioner

(please note, wording will change to Service Complaints Ombudsman from 2016)

31. Do you know how the Services Complaints Commissioner can help you with a discrimination, harassment and/or bullying complaint?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)  
 % positive equals the proportion who say 'yes, fully' – comments and significant differences based on this

## Current year results (%)



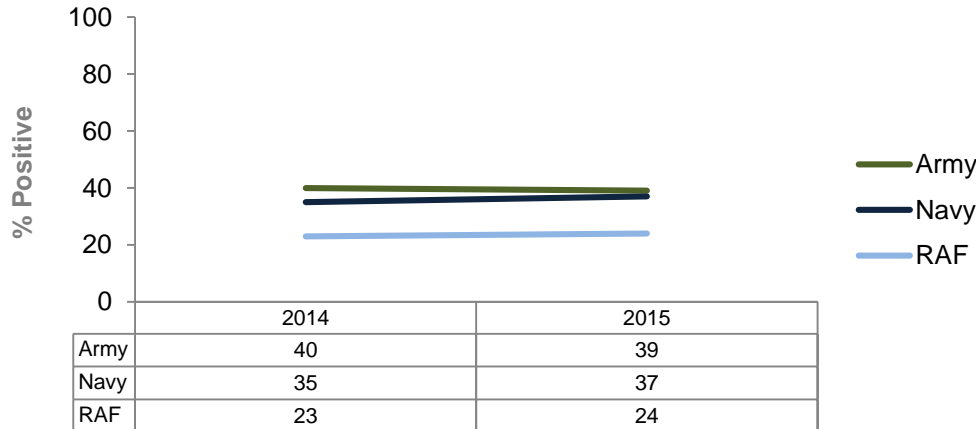
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- One in three recruits (35%) stated that they fully understood how the Service Complaints Commissioner (SCC) could help them, and almost half (49%) said they understood to some extent. This is stable since 2014.
- Male recruits were more likely to say they fully understood than female recruits (36% compared with 31%); as were BME recruits (40%) compared with white recruits (35%). However female and white recruits were more likely to say they somewhat knew how the SCC could help them (57% and 50% respectively). Male recruits were also more likely to say they did not have any knowledge about how the SCC could help them (7% compared to 5% of female recruits).

## Trend



Please refer to notes page for base size of previous years

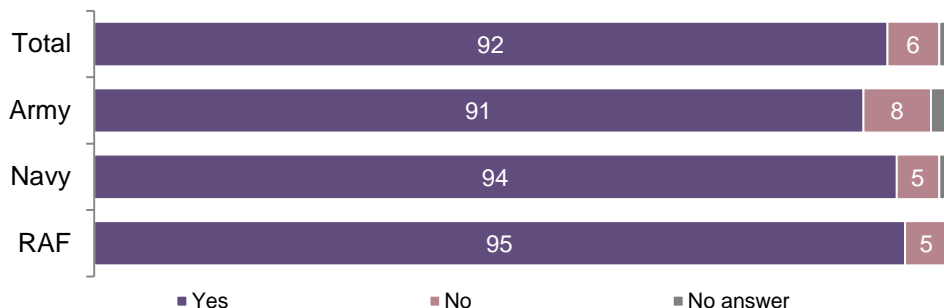
Aggregated totals may not add up to 100% due to rounding.  
 Results less than 3% are not labelled in the chart.

# Availability of staff for problems out of training hours

31a. Whether or not you needed to, was there a member of staff easily available for you to go to if you had a problem out of training hours?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



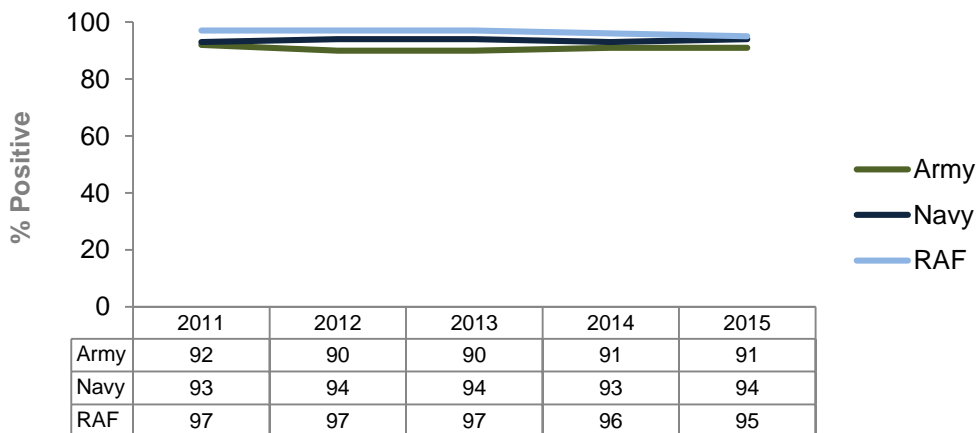
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Almost all recruits (92%) stated there was a member of staff available to them out of training hours if they had a problem.
- In comparison to 2014, RAF recruits were less likely to agree there was a member of staff available to go to if they had a problem out of training hours (96% to 95%).

## Trend



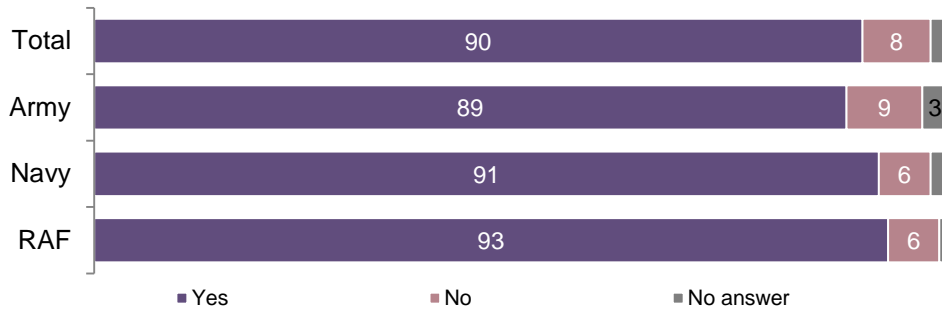
Please refer to notes page for base size of previous years

# Someone to go to for personal or emotional problems

32a. Whether or not you needed to, did you have someone at unit that you were happy to go to if you had any personal or emotional problems?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



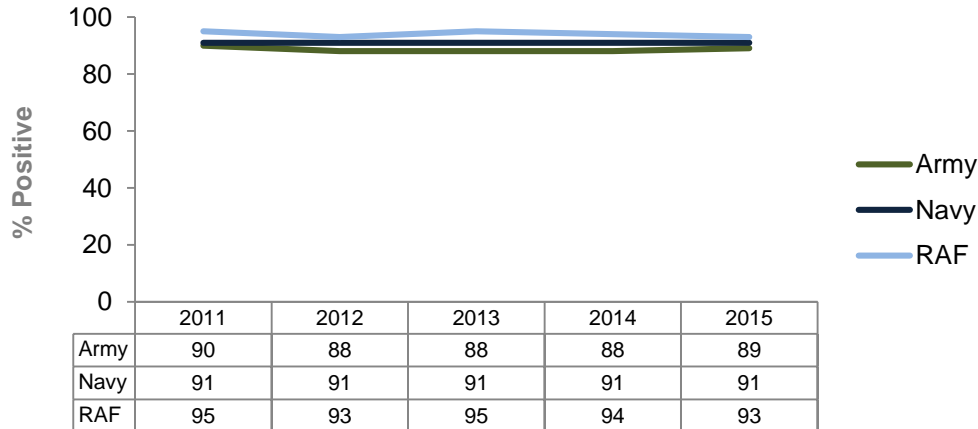
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Nine in every ten recruits (90%) felt there was someone they could go to at their unit if they had a personal or emotional problem.

## Trend



Please refer to notes page for base size of previous years



# Someone to go to for administrative problems

33a. Whether or not you needed to, if you had any problems with administration (pay, posting, JPA etc.) was there someone to help you deal with them?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



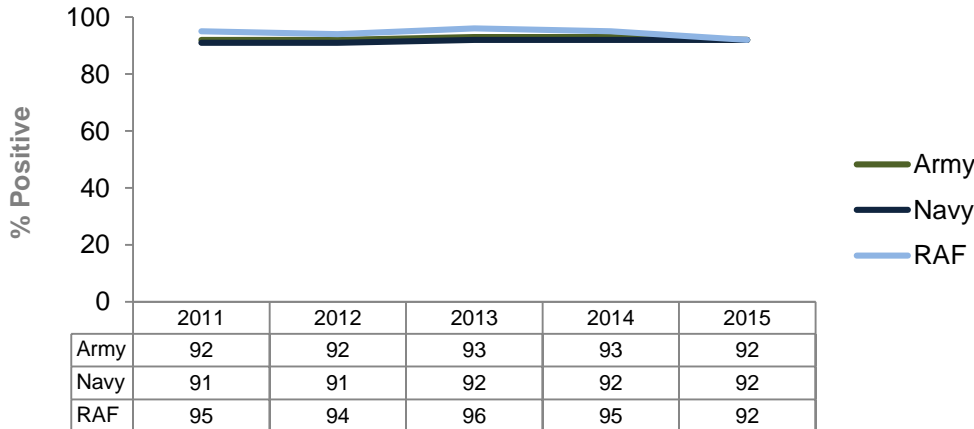
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Most recruits (92%) agreed that there was someone they could go to with administrative problems. However this has decreased since 2014 (93%).
- Both Army and RAF recruits were less likely to respond positively to this statement compared to last year (93% to 92%, and 95% to 92% respectively).

## Trend



Please refer to notes page for base size of previous years



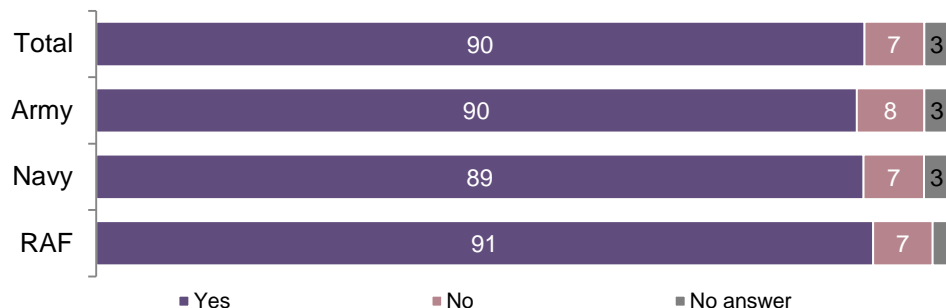
# Opportunity to raise all concerns with person in authority

34a. Whether or not you needed to, did you feel that you had the opportunity to raise all your concerns with a person in authority at unit?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



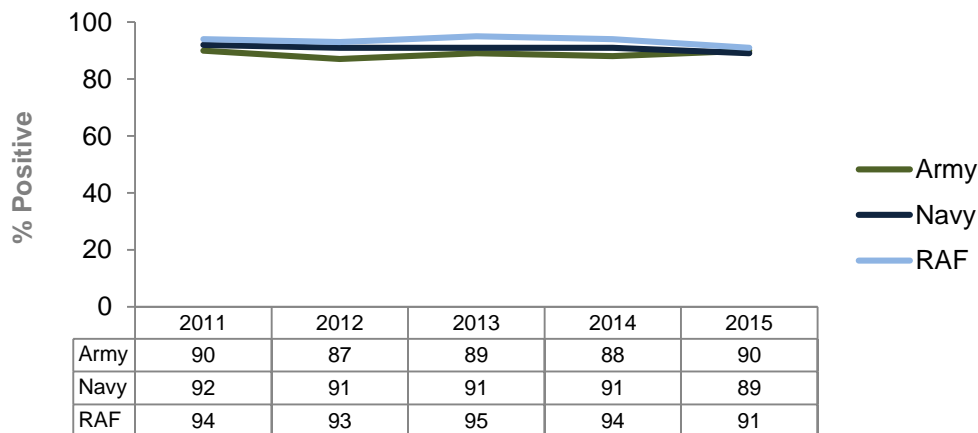
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Most recruits (90%) felt they had the opportunity to raise all of their concerns with a person in authority.
- Army recruits were more likely respond positively to this statement than in 2014 (88% to 90%).
- In contrast, there has been a decrease in the proportion of RAF recruits responding positively to this statement since 2014 (94% to 91%).
- Female recruits were more likely to say that they did not feel they had to the opportunity to raise concerns with someone in authority (10% versus 7% of male recruits).
- Older recruits (26 years or older) were more likely to respond positively to this statement (93% compared with 89% aged 25 or younger).

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.





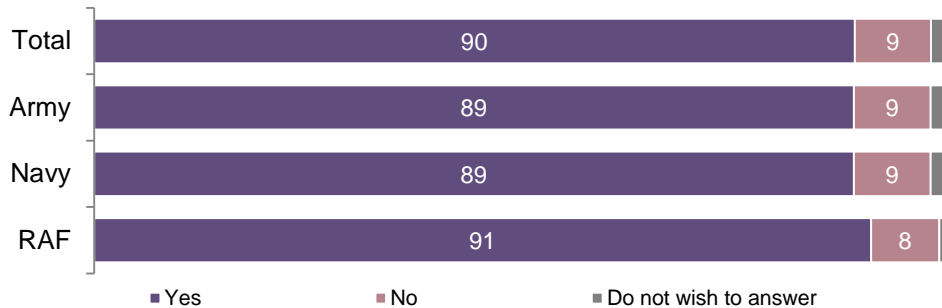
# Fairness

# Awareness of how to complain about poor or unfair treatment or bullying

35. Do you know how to complain about poor or unfair treatment or bullying at unit?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



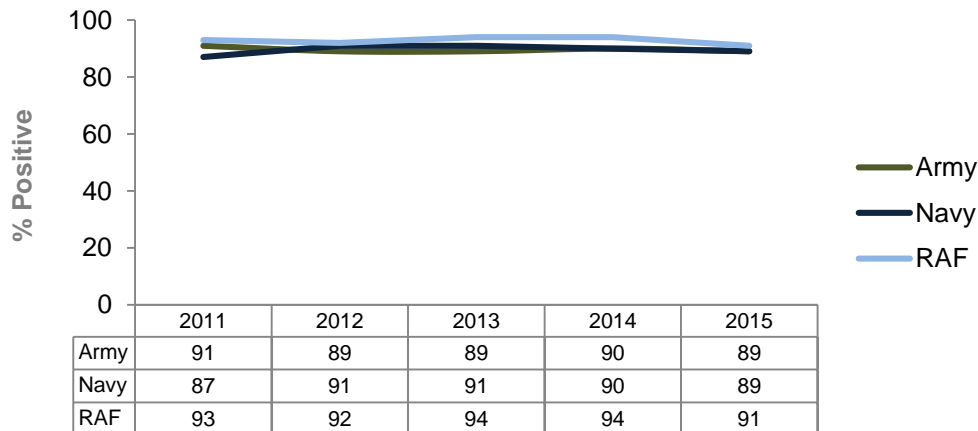
## Differences

	Army	Navy	RAF
Comparison with previous year	△	△	▽

## Additional information

- Most recruits (90%) stated that they knew how to complain about poor or unfair treatment. This is a decrease from 2014 (91%).
- RAF recruits were less likely to claim they knew how to complain than last year (94% to 91%).
- Recruits aged 20 – 30 years old were more likely to believe they knew how to complain (92%) than those aged 16 – 19 years (89%) and 31 years or more (86%).
- Female recruits were more likely than males to know how to complain (92% and 89% respectively).
- White recruits were more likely than BME recruits to know how to complain (90% and 86% respectively).

## Trend



Please refer to notes page for base size of previous years

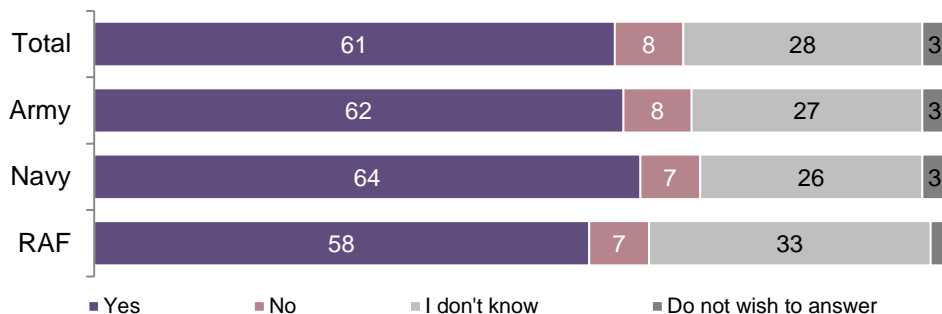
Aggregated totals may not add up to 100% due to rounding.  
 Results less than 3% are not labelled in the chart.

# Whether believe complaints are dealt with in a fair manner

37a. Generally, do you believe that complaints are dealt with in a fair manner at unit?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



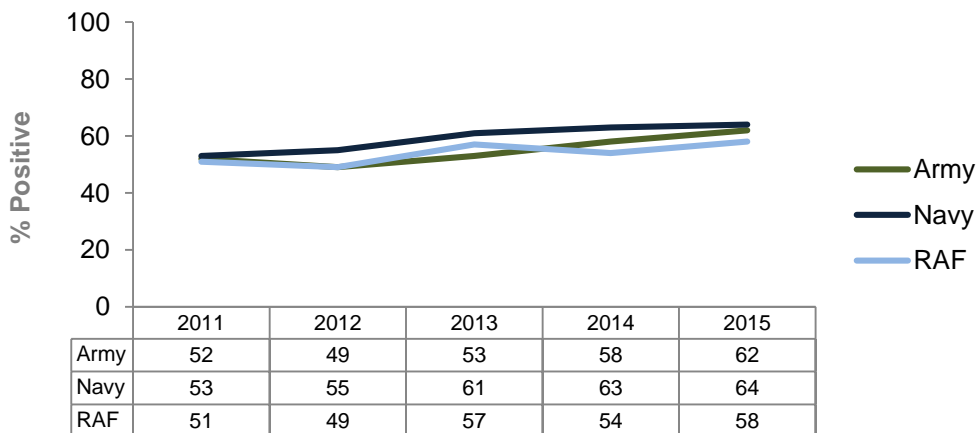
## Differences

	Army	Navy	RAF
Comparison with previous year	▲	▲	▲

## Additional information

- Three out of every five recruits (61%) believed that complaints were dealt with in a fair manner. This has increased since 2014 (58%).
- Just over a quarter (28%) did not have an opinion either way.
- The proportion of RAF recruits believing has increased since 2014 (54% to 58%), as well as Army recruits (58% to 62%).
- Younger recruits were less likely to say that they believed complaints were dealt with in a fair manner with only 55% of 16-17 year olds agreeing.

## Trend



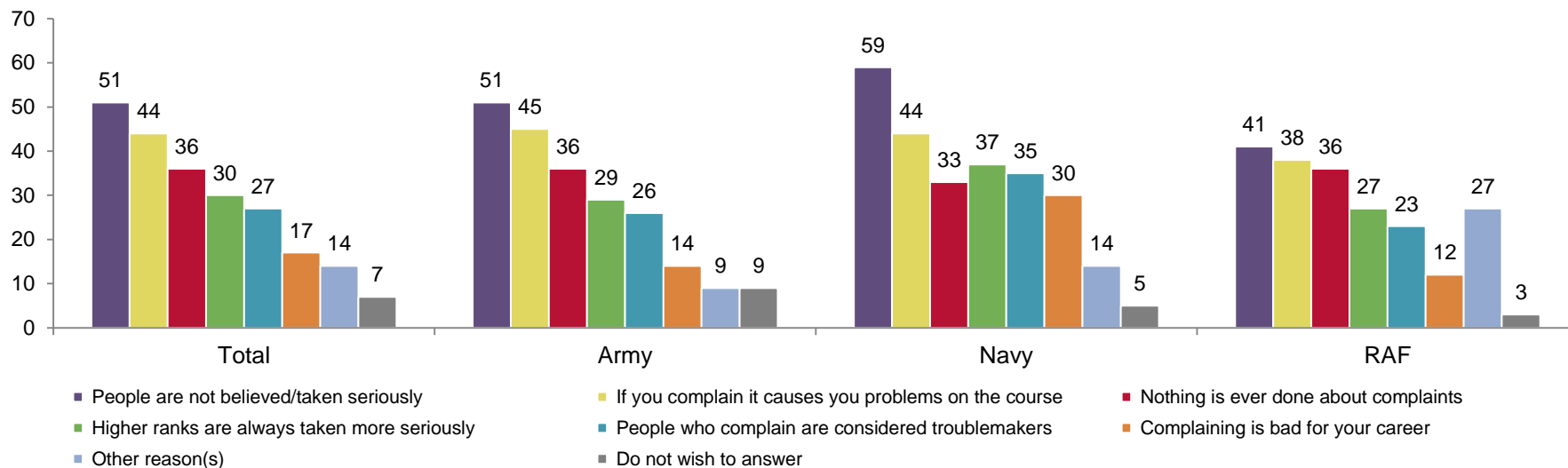
Please refer to notes page for base size of previous years

# Reason why complaints are not dealt with in a fair manner

37b. Why do you feel that complaints are not dealt with in a fair manner?

Number of respondents (all respondents who said that they did not feel complaints are dealt with in a fair manner): Total (610), Army (349), Navy (133), RAF (128)

## Current year results (%)



## Additional information

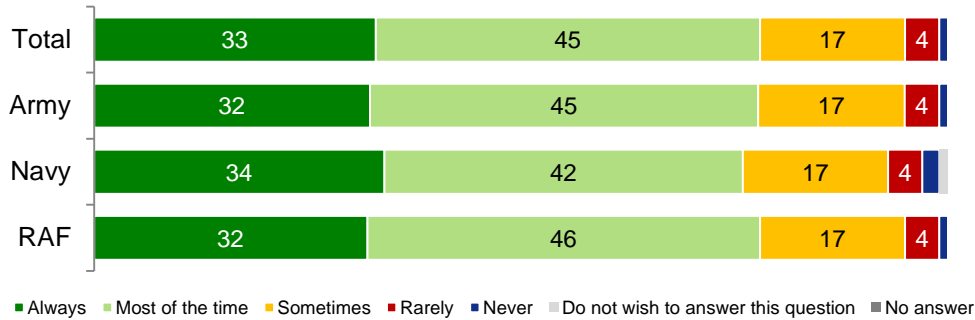
- The most common reason given by recruits for not believing complaints were dealt with fairly was that people are not believed or taken seriously (51%), followed by the perception that complaining causes problems on the course (44%) and nothing is ever done about complaints (36%).
- Amongst the other reasons given in verbatim comments were accusations of favouritism and different treatment for male and female recruits, a feeling that only one side of a complaint was listened to, and a fear that punishment would be meted out to the whole platoon making recruits unpopular.

# Fair treatment of trainees

39. Please indicate how often the following statements apply: Trainees were all treated fairly

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

## Current year results



## Additional information

- This is the first time this question has been included in the survey.
- Over three quarters of recruits (77%) agreed that recruits were all treated equally always or most of the time.
- Male recruits were more likely to say recruits were treated equally (78%) than female recruits (74%).



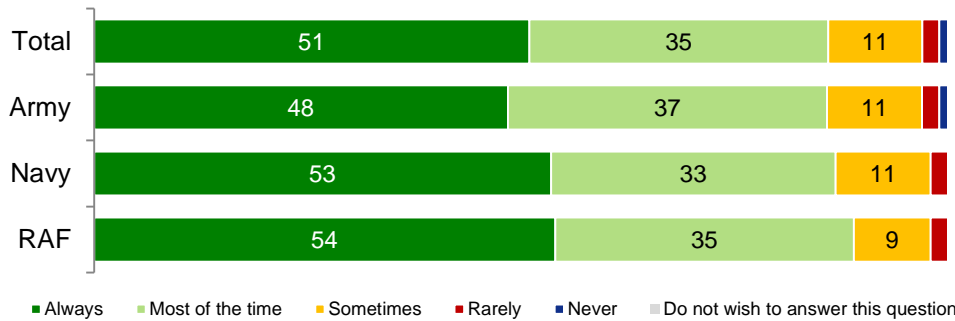
# Fair treatment

39. Please indicate how often the following statements apply: I was treated fairly

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'always or most of the time' – comments and significant differences based on this

## Current year results



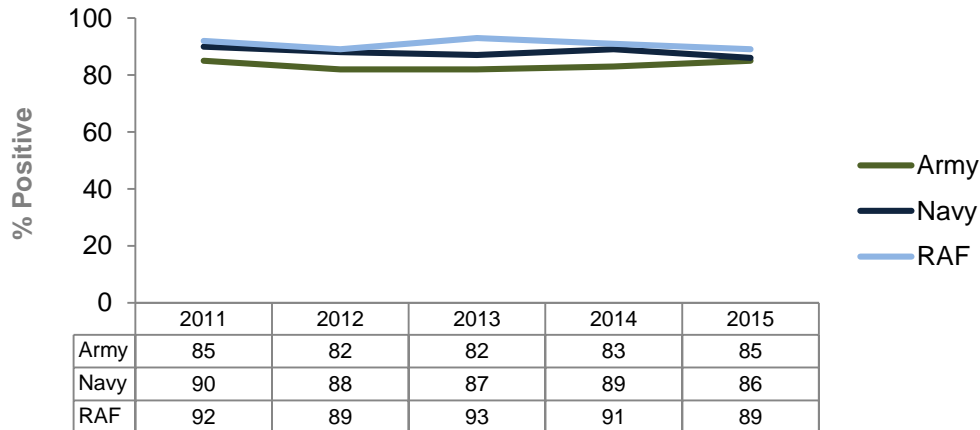
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Over four out of five recruits (86%) agreed that they were treated fairly always or most of the time.
- Army recruits were more likely to state they were treated fairly compared to 2014 (83%, up to 85%).
- RAF recruits were less likely to state they were treated fairly compared to 2014 (91%, down to 89%).
- Recruits aged at least 26 years old (89%) were more likely to say they were treated fairly compared with younger recruits (86% of those aged under 25).

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.

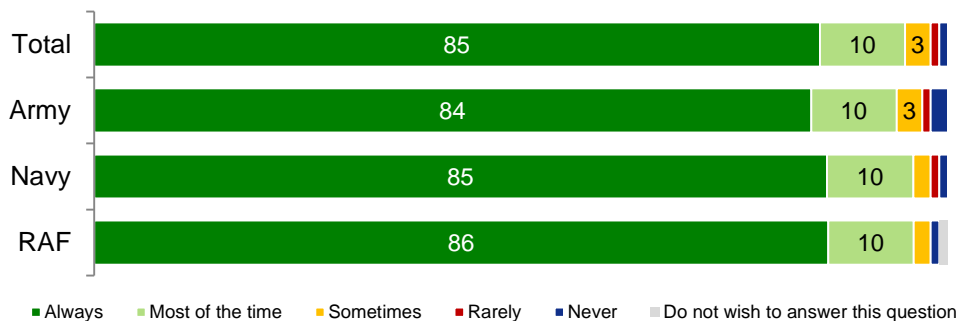
# Sexual or racial harassment during training

39. Please indicate how often the following statements apply: Training was conducted without sexual or racial harassment

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'always or most of the time' – comments and significant differences based on this

## Current year results



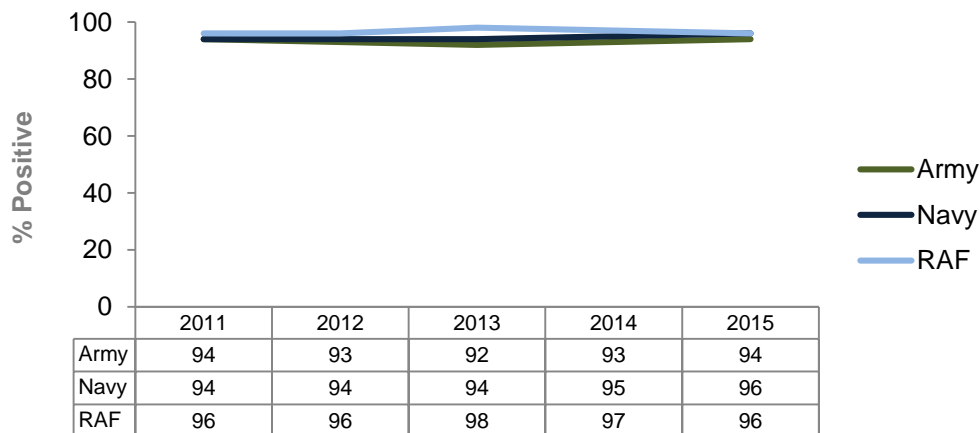
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- The majority of recruits (95%) agree that training was conducted without sexual or racial harassment always or most of the time. This is an increase from 2014 (94%).
- Army recruits were more likely to agree with this statement than in 2014 (93% to 94%).
- Female recruits (97%) were more likely to agree with this statement than male recruits (95%).
- Recruits over 26 years of age (97%) were more likely to agree with this statement than recruits aged 26 or under (95%).
- 95% of white recruits believed that training was conducted without racial or sexual harassment always or most of the time in comparison to 93% of BME recruits.

## Trend



Please refer to notes page for base size of previous years

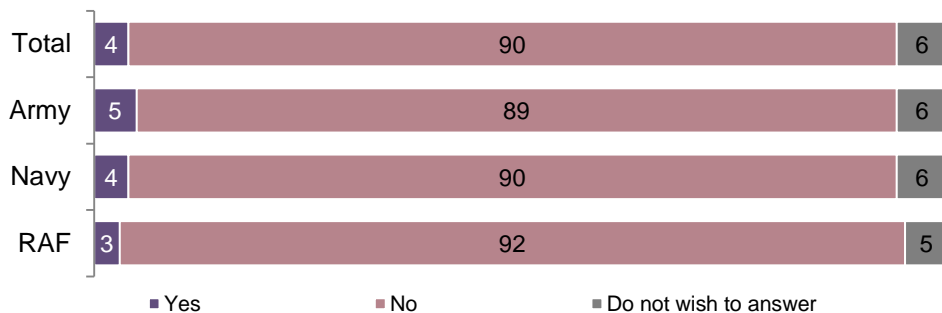
# Whether badly or unfairly treated by staff

41a. Do you believe that you were badly or unfairly treated by the staff whilst at unit?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

Comments and significant differences based on proportion saying 'yes'

## Current year results



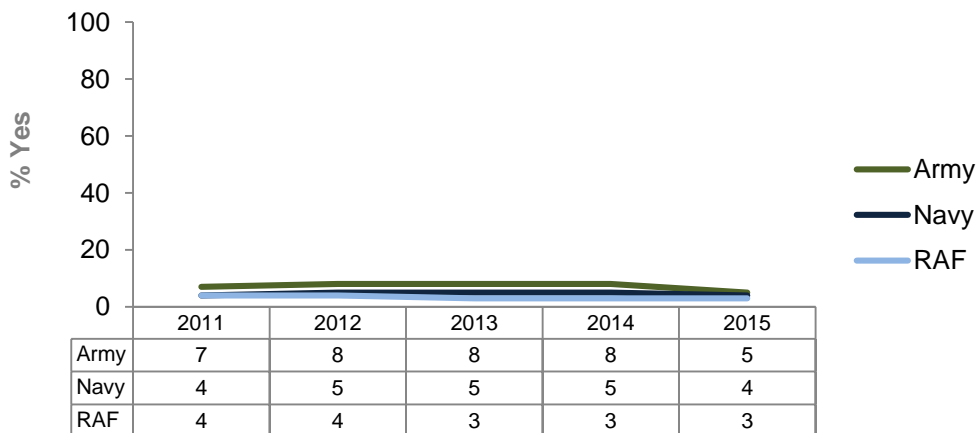
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- 4% of recruits believed they were badly or unfairly treated by staff. This is a decrease from 2014 (6%).
- 6% of recruits opted not to answer the question.
- Army recruits were less likely to feel they were badly treated by staff than in 2014 (8% to 5%).
- There are no significant differences based on demographics.

## Trend



Please refer to notes page for base size of previous years



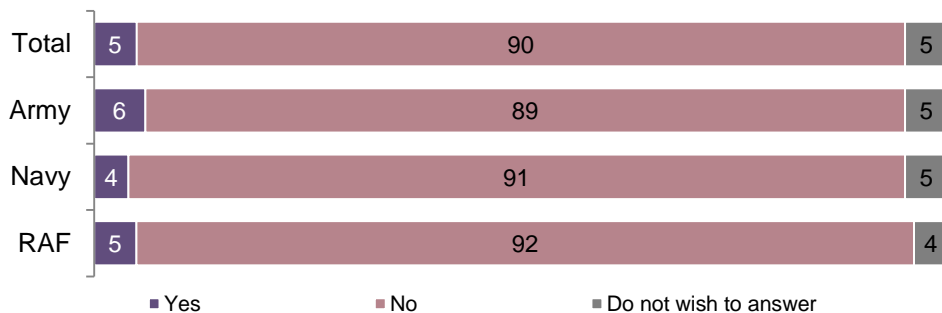
# Whether badly or unfairly treated by other trainees

41b. Do you believe that you were badly or unfairly treated by other trainees whilst at unit?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

Comments and significant differences based on proportion saying 'yes'

## Current year results



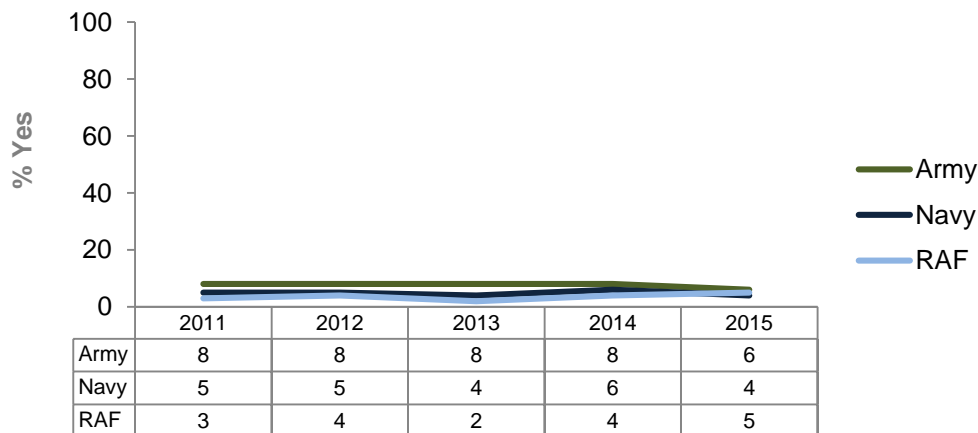
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- 5% of recruits felt that they were badly or unfairly treated by other recruits. This is down on last year (7%).
- Army recruits were less likely to believe they were badly treated by other recruits than in 2014 (8% to 6%), as were Royal Navy recruits (6% to 4%).
- There are no significant differences based on demographics.

## Trend



Please refer to notes page for base size of previous years



# Whether badly or unfairly treated by other trainees or staff

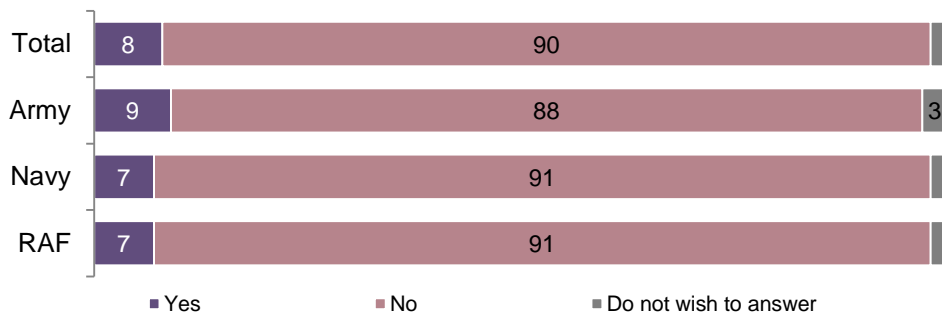
41a. Do you believe that you were badly or unfairly treated by other recruits whilst at unit?

41b. Do you believe that you were badly or unfairly treated by the staff whilst at unit?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

Comments and significant differences based on proportion saying 'yes'

## Current year results



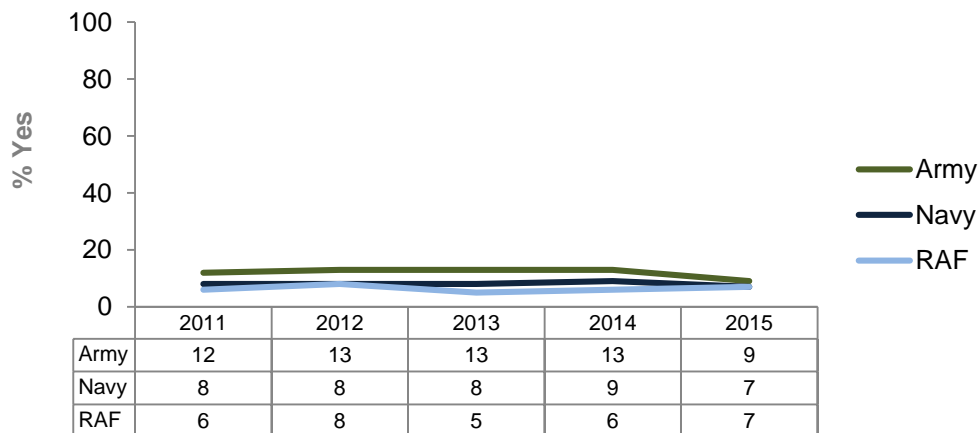
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- The responses to the two questions about bad or unfair treatment by staff and other recruits have been combined to show reported levels of recruits experiencing bad or unfair treatment overall.
- 8% felt that they were badly or unfairly treated by either staff or other recruits. This is a decrease from 11% last year.
- Army and Royal Navy recruits were less likely to agree than in 2014 (13% to 9% and 9% to 7% respectively).
- There are no notable significant differences based on demographics.

## Trend



Please refer to notes page for base size of previous years



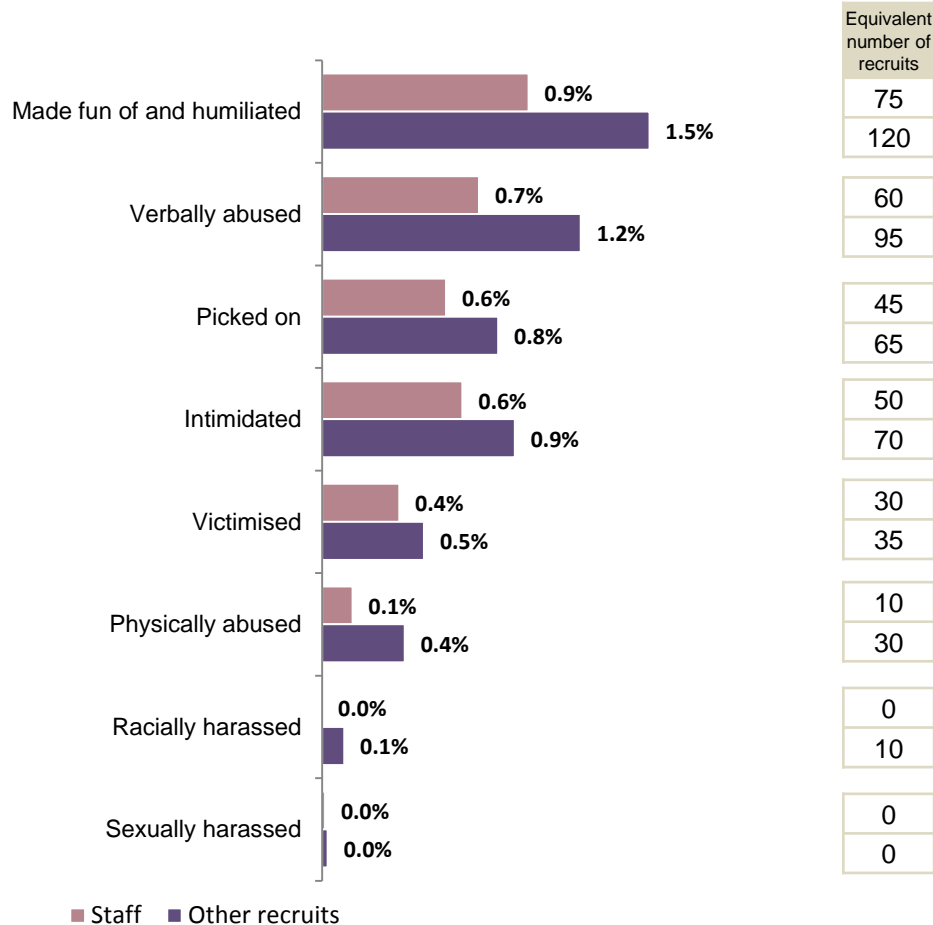
# Types of unfair treatment

37a. Please read the list below and tick the boxes that apply to you. 37b. Who [insert treatment type] you?

All results recalculated on full base of Phase 1 Army recruits (6,279)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Army (790)

## Current year results – Army (% all recruits)



## Additional information

- Results are displayed as percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy.
- The most common form of unfair treatment was being made fun of or humiliated with 75 people saying this was done by staff and 119 by other recruits.



ARMY

Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy

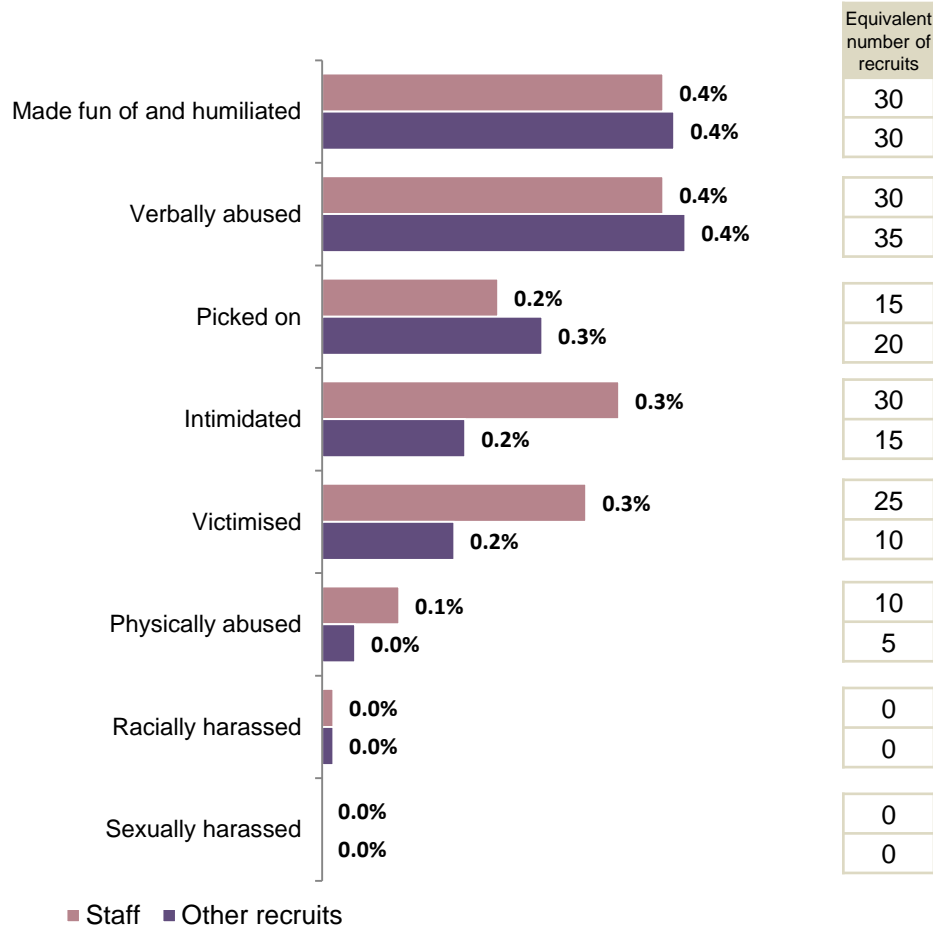
# Types of unfair treatment

37a. Please read the list below and tick the boxes that apply to you. 37b. Who [insert treatment type] you?

All results recalculated on full base of Phase 1 Navy recruits (2,843)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Navy (250)

## Current year results – Navy (% all recruits)



## Additional information

- Results are displayed as percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy.
- The most common form of unfair treatment was being verbally abused with 31 saying this was done by members of staff and 33 by other recruits.



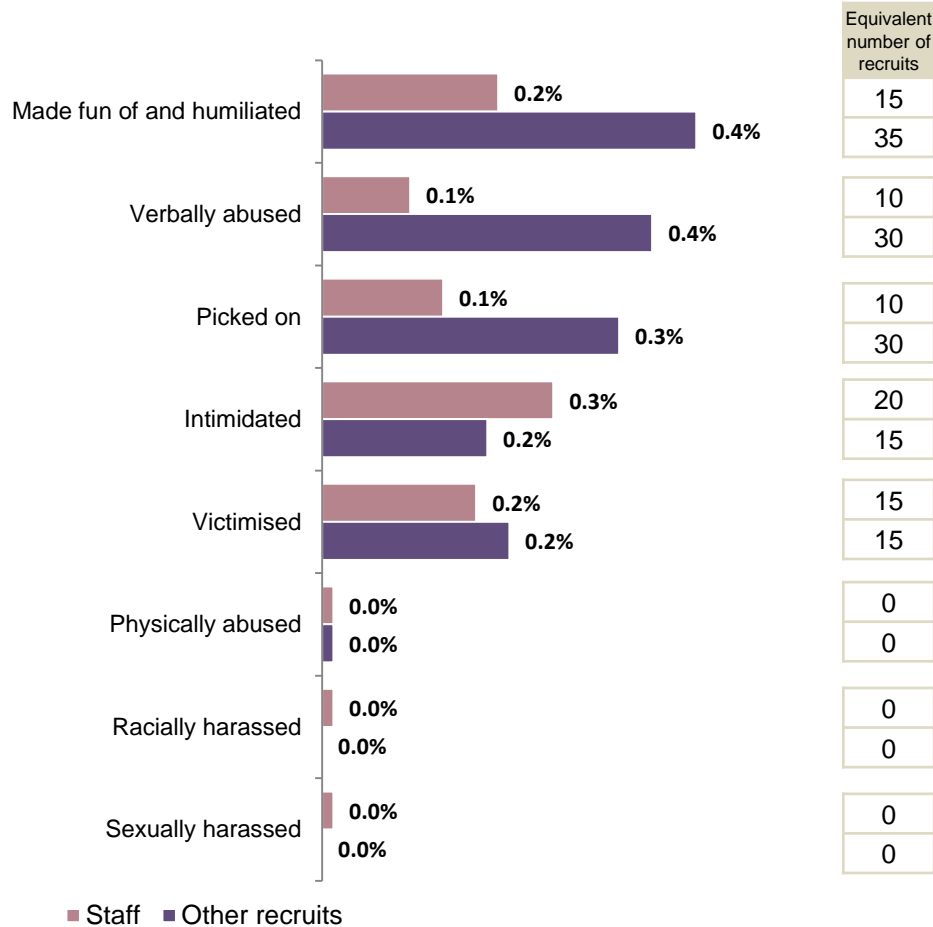
# Types of unfair treatment

37a. Please read the list below and tick the boxes that apply to you. 37b. Who [insert treatment type] you?

All results recalculated on full base of Phase 1 RAF recruits (1,829)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): RAF (116)

## Current year results – RAF (% all recruits)



## Additional information

- Results are displayed as percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy.
- The most common form of unfair treatment was being made fun of and humiliated with 16 saying this was done by members of staff and 34 by other recruits.
- This was also the most common reason last year.



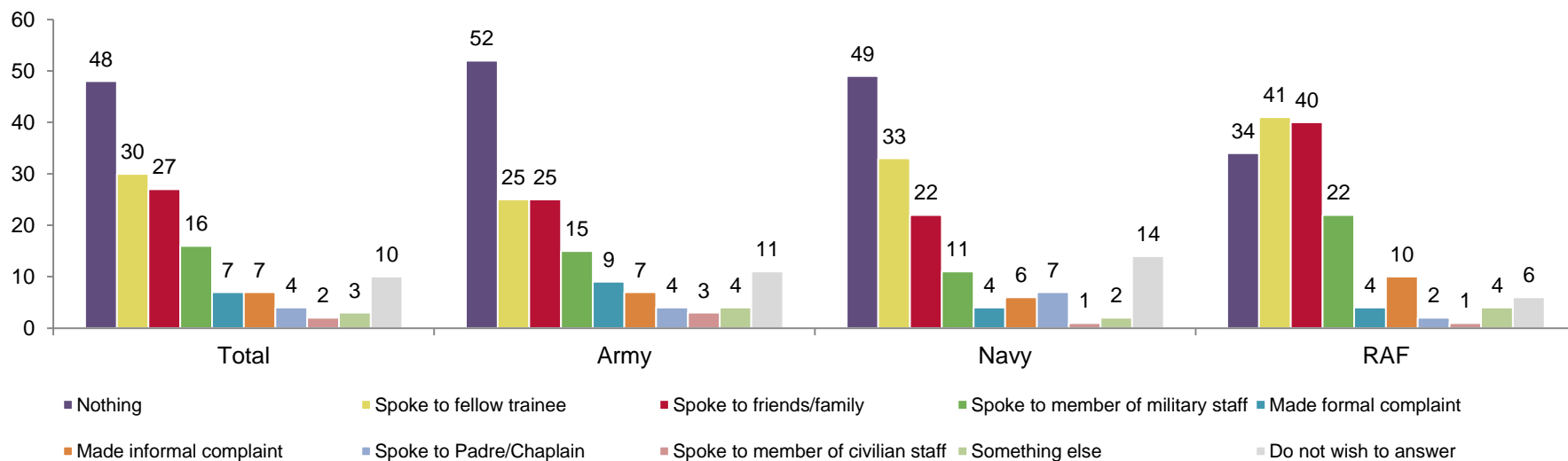
Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy

# Action taken as a result of bad or unfair treatment

43. Which of the following did you do following the unfair treatment you experienced?

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated and mentioned the type of treatment experienced): Total (636), Army (370), Navy (138), RAF (128)

## Current year results (%)



## Additional information

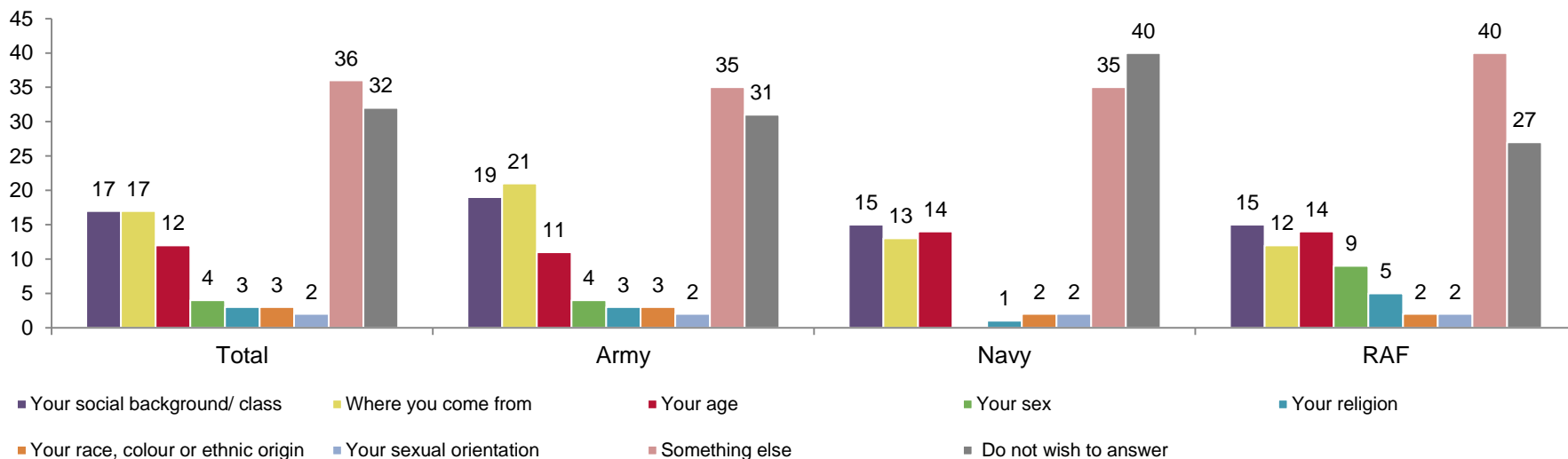
- The most common action taken by recruits who believed they experienced unfair treatment was to do nothing (48%), followed by speaking to a fellow trainee (30%) and speaking to friends and family (27%). This ranking is consistent with 2014.
- Overall 12% of recruits made a formal and/or informal complaint following unfair treatment, and were less likely to do so than last year (16%). This decrease is mostly driven by Army and Royal Navy recruits (16% to 13% and 16% to 9% respectively).
- Male recruits were more likely to do nothing (50% compared with 30% females). Female recruits were more likely to talk to friends or family (43% compared with 25% males).
- Younger recruits were more likely to do nothing with 51% of 16-25 year olds opting for this. Only 30% of those over 26 years said they did nothing.

# Perceived reason for bad or unfair treatment

## 44. Why do you think you were badly or unfairly treated?

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated): Total (636), Army (370), Navy (138), RAF (128)

### Current year results (%)



### Additional information

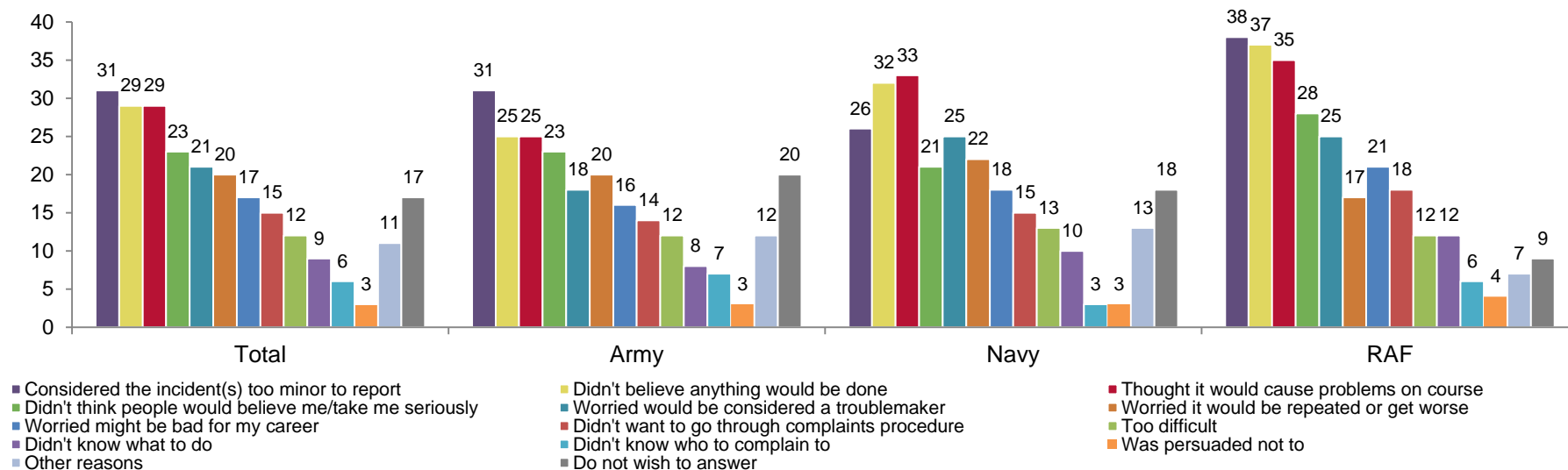
- The most common reasons given by recruits for why they felt they were unfairly treated was because of where they come from (17%) and their social background/class (17%). Please note that almost a third (32%) chose not to answer and 36% said something else.
- Army recruits were more likely to blame their gender for their bad or unfair treatment than they were last year (2% to 4%)
- There was an increase in RAF recruits believing their treatment results from their social background/class (6% to 15%)
- Male recruits were more likely to believe it was because of their social background (19% compared with 7%)
- BME recruits were more likely than white recruits to cite race, colour or ethnic origin as a reason for their bad or unfair treatment and also gender (23% compared with 1% and 13% compared with 3%, respectively).

# Reason for not complaining about bad or unfair treatment

45. If you did not complain about any incident of bad or unfair treatment, why was this?

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated, mentioned the type of treatment experienced and did not make a complaint): Total (559), Army (323), Navy (126), RAF (110)

## Current year results (%)



## Additional information

- The most common reasons given for not complaining about unfair treatment were considering the incident(s) too minor (31%), that they didn't believe anything would be done (29%) and a fear it would cause problems on the course (29%).
- There has been a decrease in the proportion of recruits fearing that things would get worse (25% to 20%).
- Army recruits are less concerned than last year about the issue causing problems on the course with 25% selecting this option (down from 32%).
- There was an increase in RAF recruits not knowing what to do (2% to 12%), whilst there was a decrease in the proportion of Royal Navy recruits saying they did not know who to complain to (12% to 3%).





# Setbacks during training

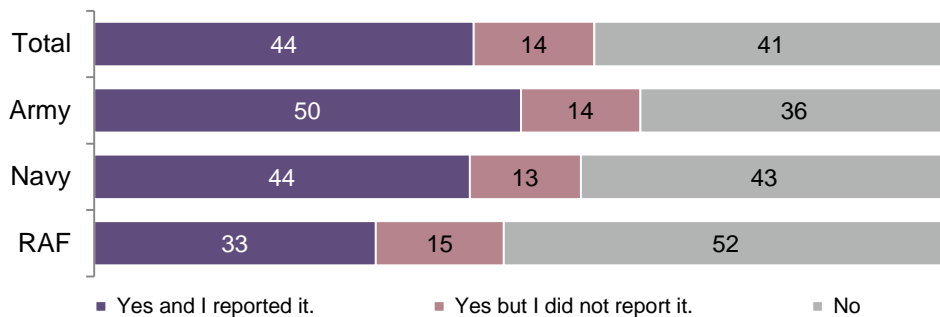
# Illness or injury during training

49. Were you ever ill or injured during training?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

Comments and significant differences based on % saying 'yes and I reported it'

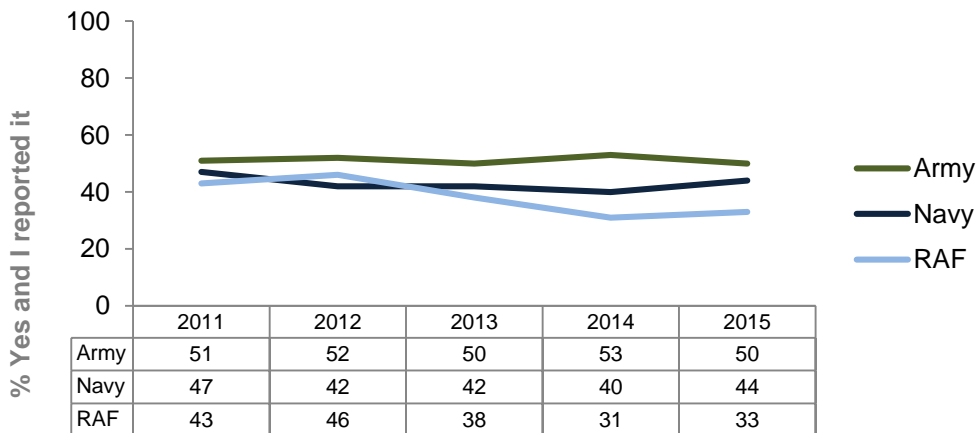
## Current year results



## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Trend



## Additional information

- Just under half of all recruits (44%) reported ill or injured during training. This is a decrease from 2014 (46%).
- Army recruits were less likely to report ill or injured than in 2014 (53% to 50%). Instead, however, the proportion of recruits saying they were injured but did not report it has risen (12% to 14%).
- The pattern is reversed for the Royal Navy; there has been an increase in the number of Royal Navy recruits who were injured and reported it (40% to 44%), and a decrease in the number of Royal Navy recruits who have been injured but not reported it (16% to 13%).

Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.

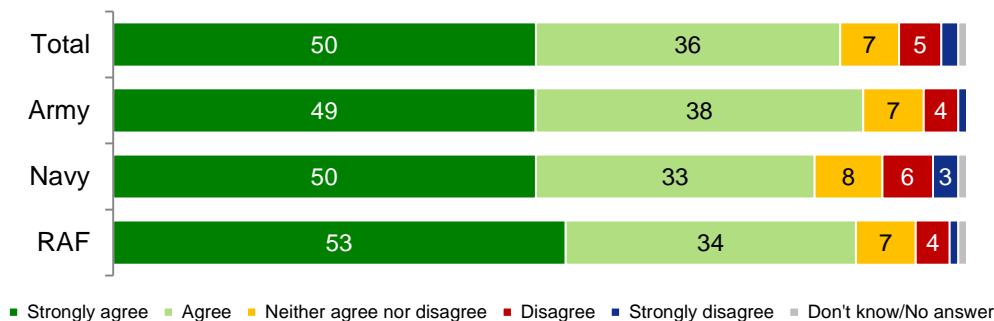
Results less than 3% are not labelled in the chart.

# Whether illness/injury was properly dealt with

50. Please indicate how you feel about the following statements: My injury/illness was properly dealt with

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (3,513), Army (2,056), Navy (852), RAF (605)  
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



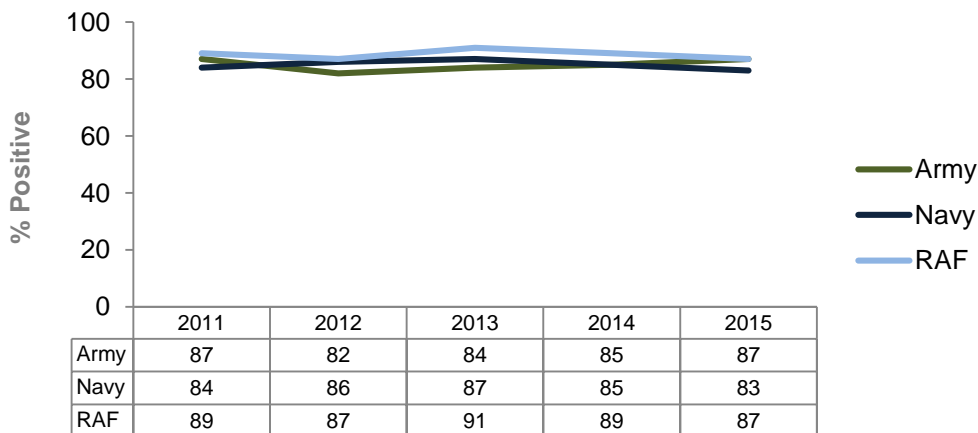
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Of all recruits who reported ill or injured, the majority (86%) felt their injury or illness was properly dealt with.
- Army recruits were more likely to agree their injury was properly dealt with than in 2014 (85% to 87%).

## Trend



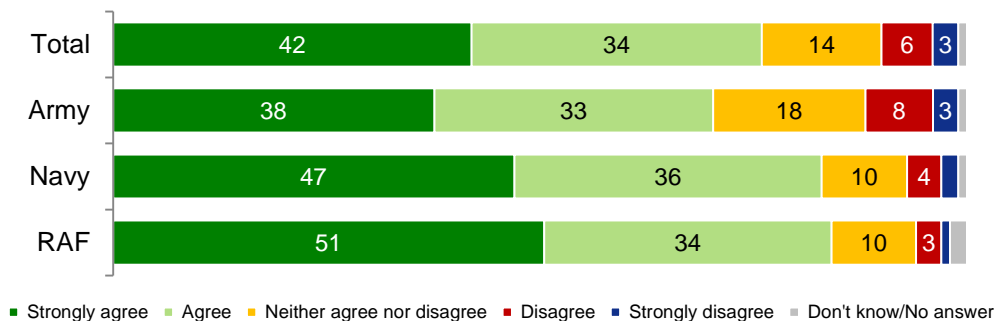
Please refer to notes page for base size of previous years

# Staff help and support during illness/injury

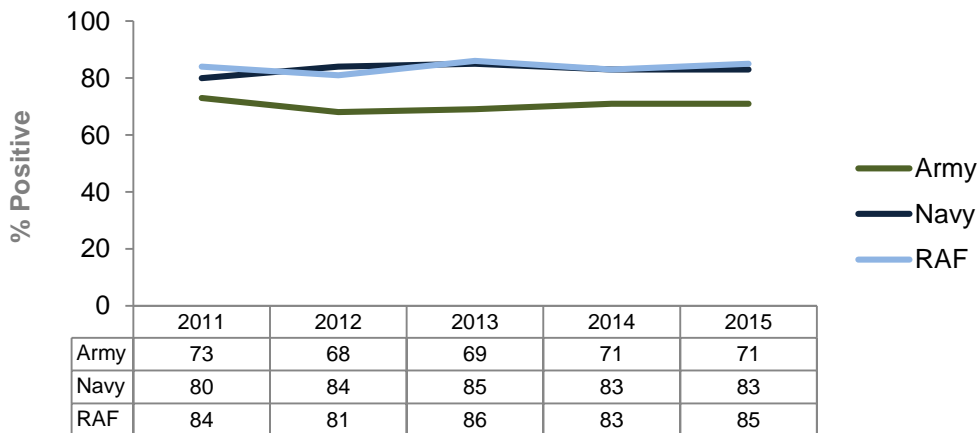
50. Please indicate how you feel about the following statements: Staff helped and supported me when I was ill/injured

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (3,513), Army (2,056), Navy (852), RAF (605)  
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

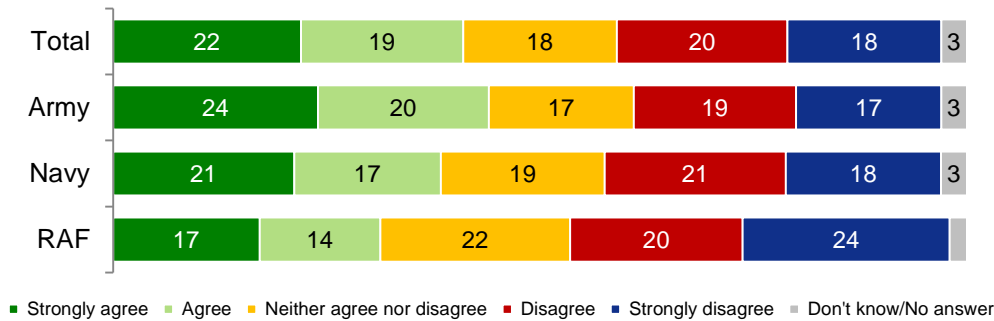
- Three quarters of recruits (76%) agreed that staff helped and supported them whilst they were ill or injured.

# Advice for others on reporting sick

50. Please indicate how you feel about the following statements: I would advise others in a similar situation not to report sick if they can avoid it

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (3,513), Army (2,056), Navy (852), RAF (605)  
 % measure equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



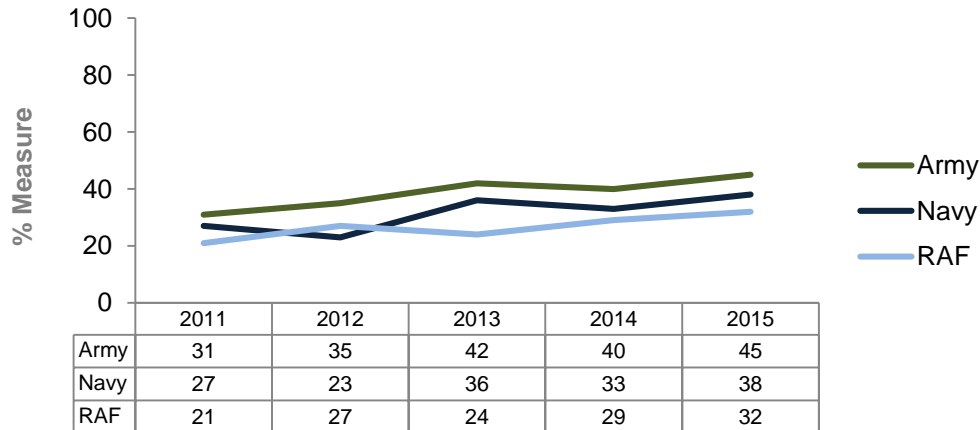
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Two in every five recruits (41%) agreed that they would advise others not to report sick if they can avoid it. This is an increase since 2014 (37%).
- This increase is driven by Army and Royal Navy recruits who were both more likely to say they would advise others not to do so (40% to 45%, and 33% to 38% respectively).

## Trend

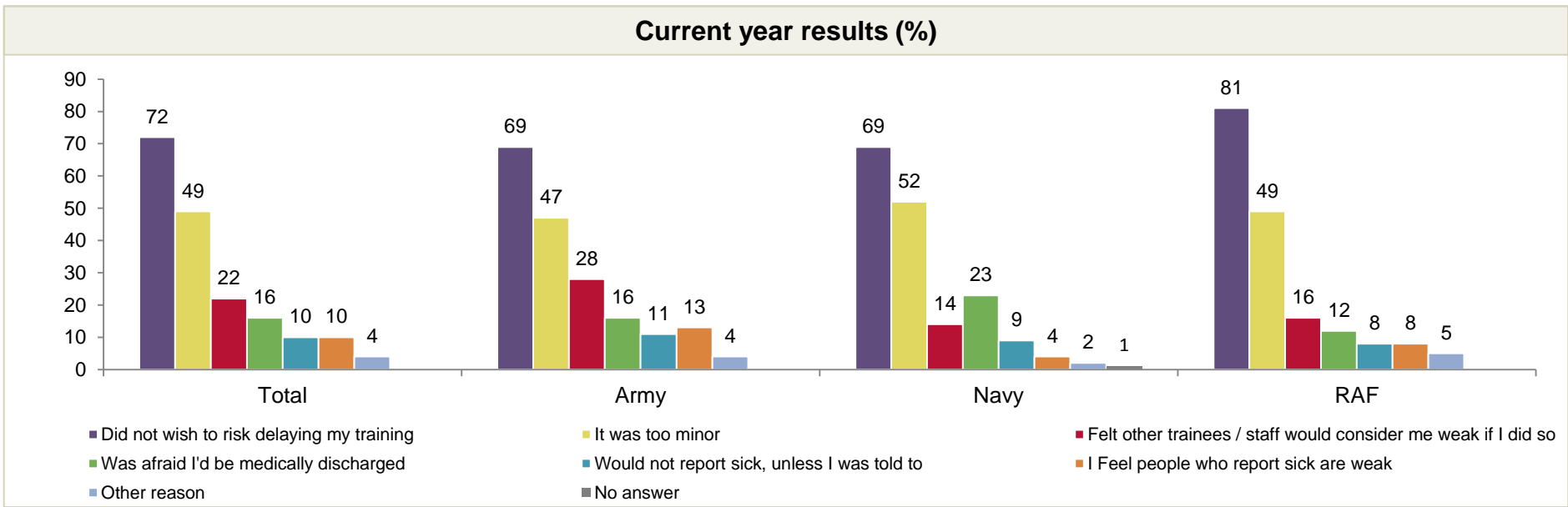


Please refer to notes page for base size of previous years

# Reason for not reporting illness or injury

51. Why did you not report it?

Number of respondents (all Phase 1 respondents who were ill or injured and did not report it): Total (1,088), Army (558), Navy (253), RAF (277)



## Additional information

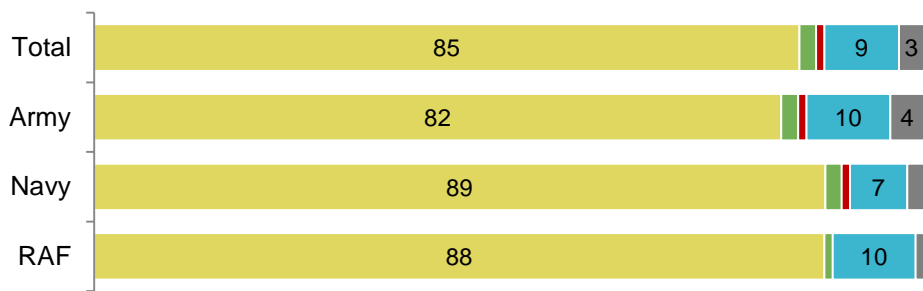
- The most common reason for not reporting ill or injured was to avoid the risk of delaying training (72%), followed by it being too minor (49%).
- These top two reasons were ranked in the same order in the 2013 and 2014 reports.

# Result of not reporting sick

## 52. What was the result of not reporting sick?

Number of respondents (all Phase 1 respondents who were ill or injured and did not report it): Total (1,088), Army (558), Navy (253), RAF (277)  
 Comments and significant differences based on % saying 'no impact'

### Current year results



■ No impact  
■ Illness/injury worsened - forced to temporarily leave training to recover  
■ Illness/injury worsened - forced to leave unit to recover  
■ Other impact  
■ No answer

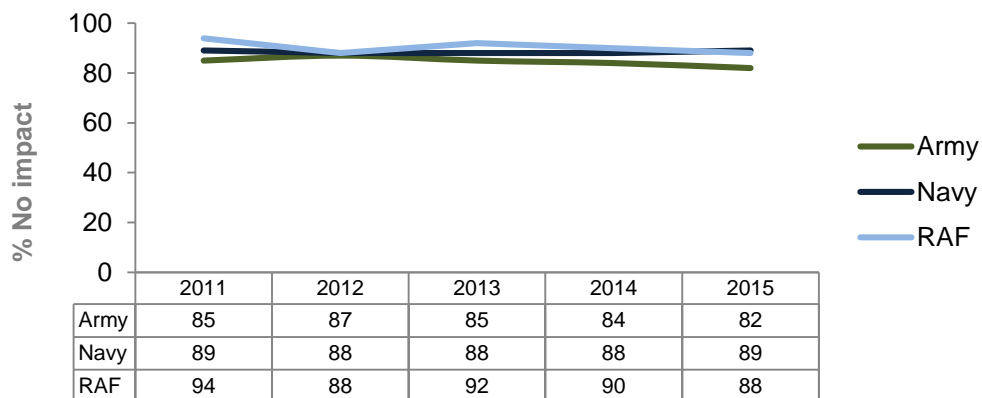
### Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

### Additional information

- The majority of recruits (85%) who did not report sick felt that there was no impact.

### Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
 Results less than 3% are not labelled in the chart.

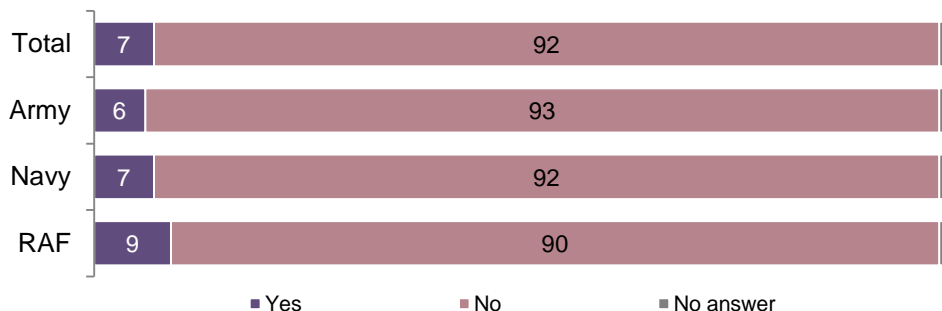
# Repeating training

## 54. Did you have to repeat training?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

Comments and significant differences based on proportion who say 'yes'

### Current year results



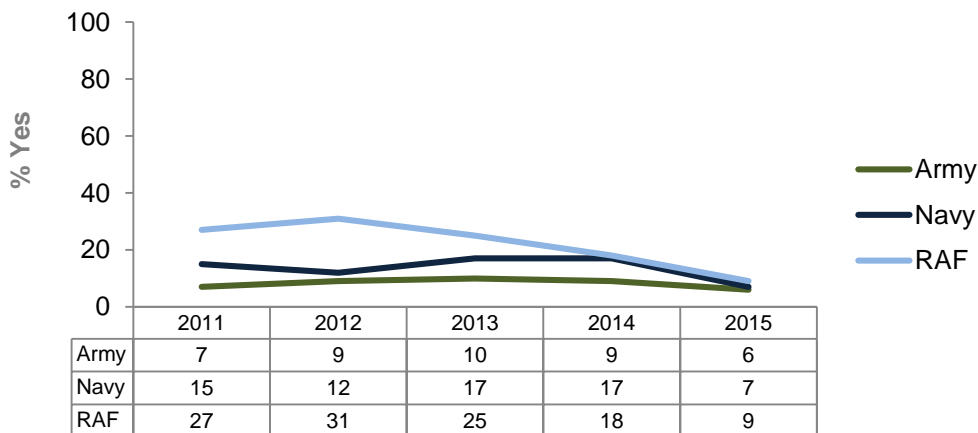
### Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

### Additional information

- 7% of Phase 1 recruits had to repeat training down on 12% in 2014.
- All three Services saw reductions in the proportions of trainees recruits training (Army 9% to 6%, Royal Navy 17% to 7% and RAF 18% to 9%).
- RAF recruits repeating training has declined every year since 2012 (31% to 9%).

### Trend



Aggregated totals may not add up to 100% due to rounding.

Results less than 3% are not labelled in the chart.

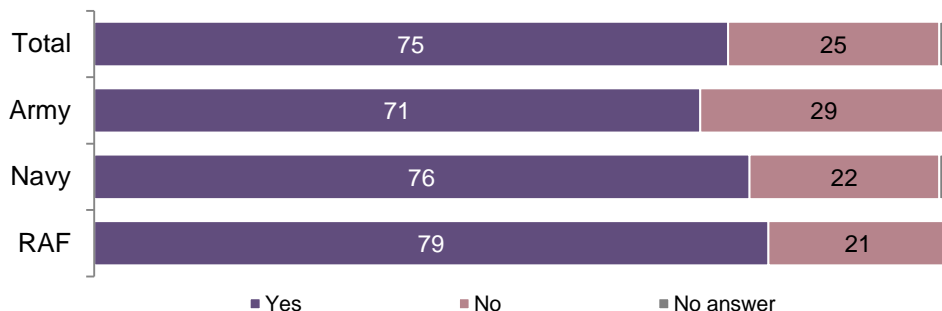


# Personal warning of possibility of repeating training

55. Were you warned personally that there was a possibility that you would have to repeat training?

Number of respondents (all Phase 1 respondents who had to repeat training): Total (550), Army (244), Navy (135), RAF (171)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



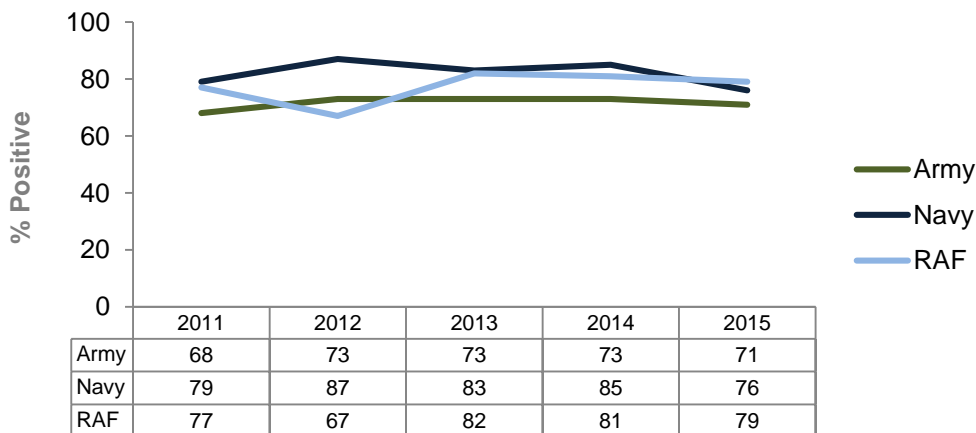
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three quarters of recruits (75%) who repeated training were warned personally that it was a possibility. This is less than 2014 (79% to 75%).

## Trend

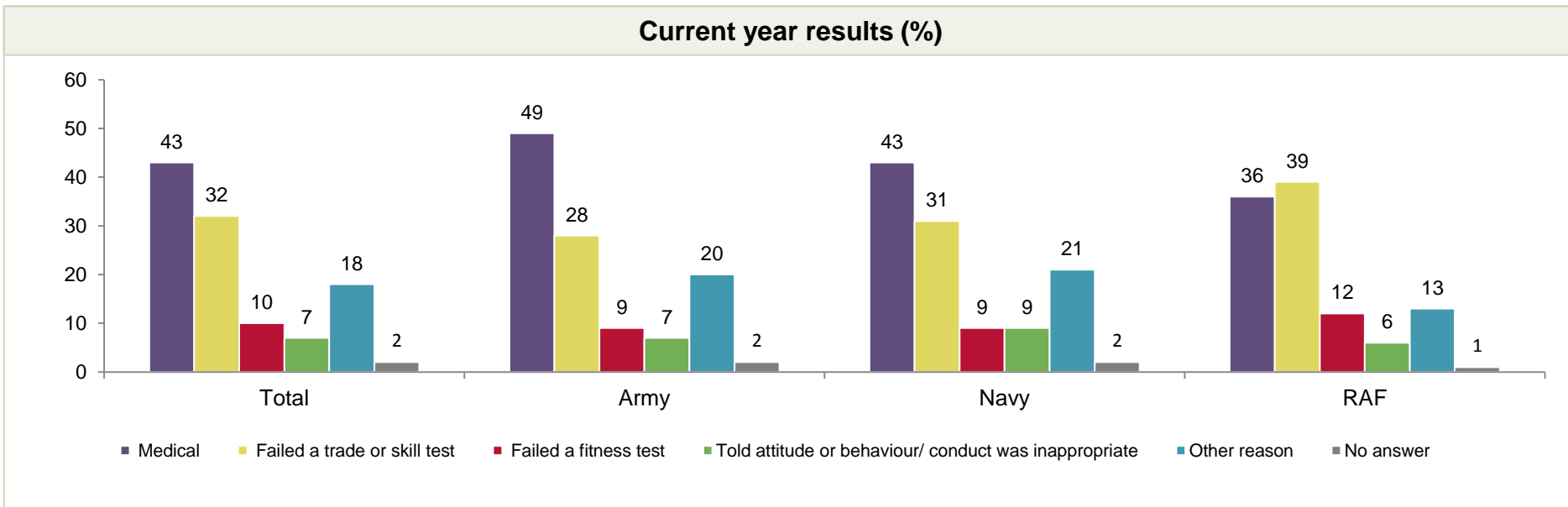


Please refer to notes page for base size of previous years

# Reason given for repeating training

56. What reasons were you given for repeat training?

Number of respondents (all Phase 1 respondents who did repeat training): Total (550), Army (244), Navy (135), RAF (171)



## Additional information

- The most common reason for repeating training across all Services was medical (43%) and this was also the most cited reason in 2014, although there has been a decrease in the proportion selecting this answer option since 2014 (57% to 43%).
- For those who answered ‘other reason’ some common themes in their verbatim comments include failing a training exercise or inspection, and personal or compassionate reasons.

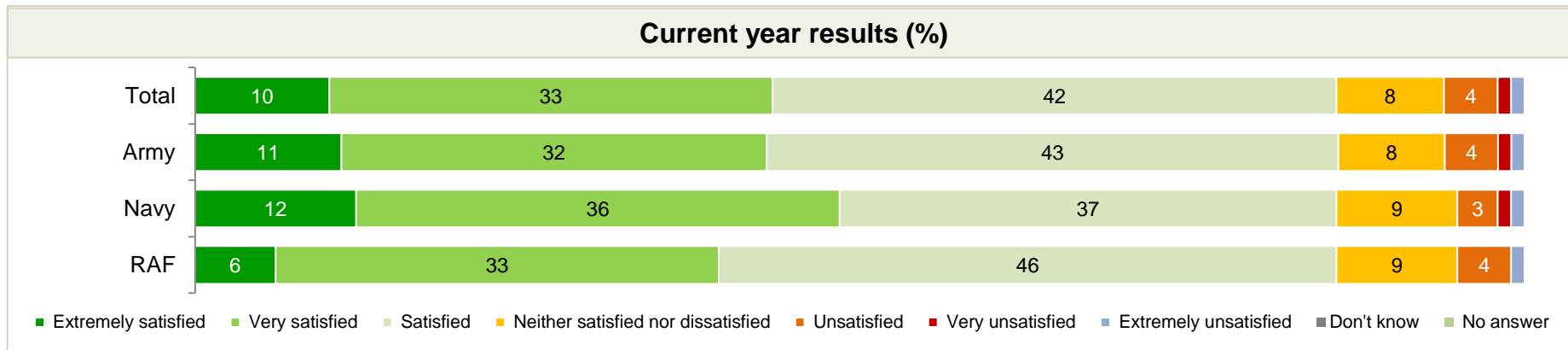


# General

# Satisfaction with training experience

KPI1. Taking everything into account, how would you rate your overall satisfaction with the training experience you have had at your unit?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)



## Additional information

- This is the first year this question has been included in the survey.
- Overall, 86% of Phase 1 recruits were satisfied with their training experience.
- This is similar across all three Services with satisfaction levels between 85% and 87%.

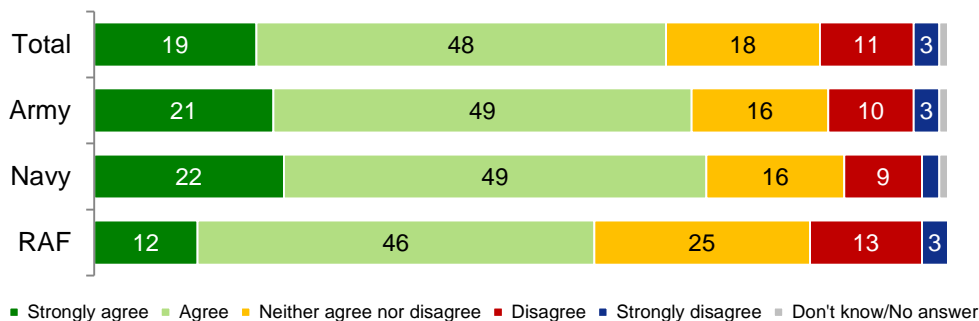
# Regular feedback on performance

58. Below are some statements ... To what extent do you agree or disagree with each? I received regular feedback on my performance

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



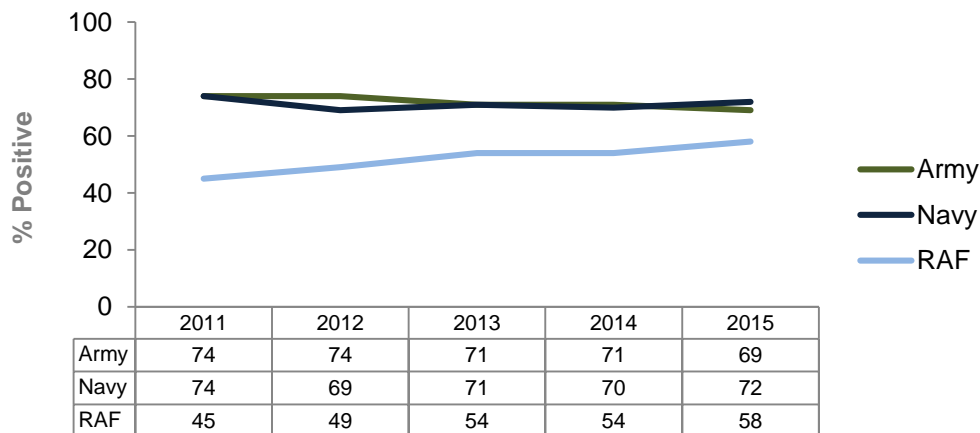
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Two thirds of recruits (67%) agreed that they received regular feedback on their performance.
- RAF recruits were more likely to agree with this statement than in 2014 (54% to 58%) and have improved every year on the trend chart.

## Trend



Please refer to notes page for base size of previous years

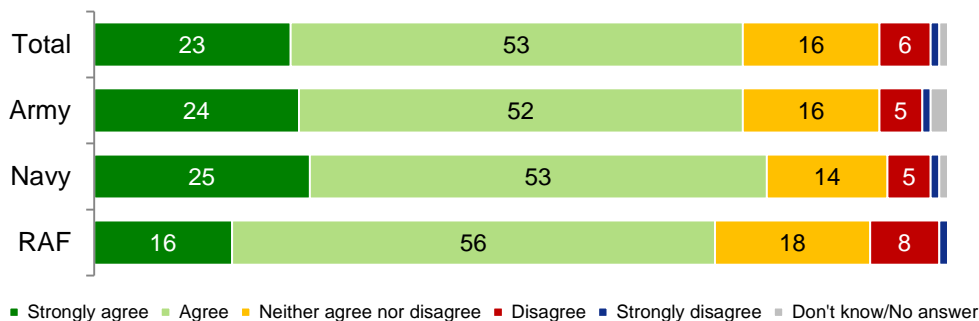
# Explanation of reasons for doing things

58. Below are some statements ... To what extent do you agree or disagree with each? The reasons for doing things were explained to me

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



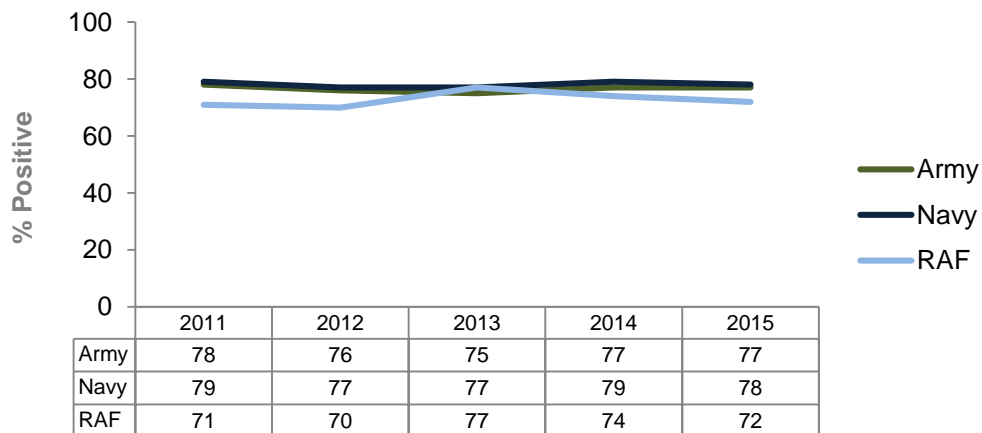
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three quarters of recruits (76%) agreed that the reasons for doing things were explained to them.

## Trend



Please refer to notes page for base size of previous years

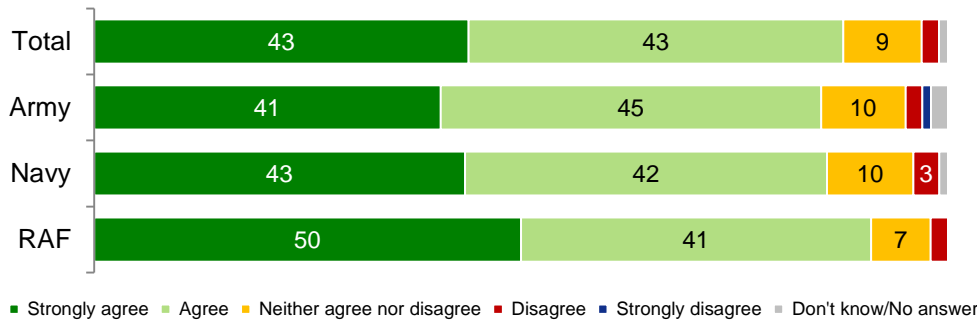
# Commitment of staff/instructors to support success

58. Below are some statements ... To what extent do you agree or disagree with each? The staff/instructors did all they could to help me succeed in training

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



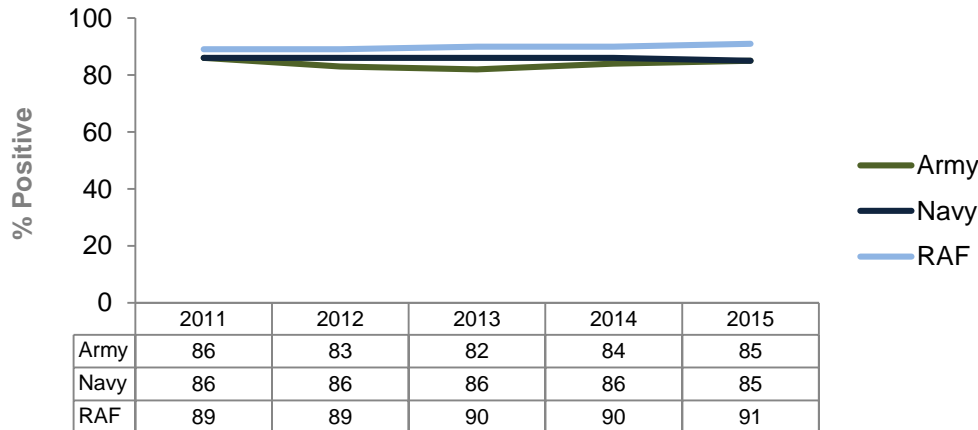
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Most recruits (87%) agreed that staff and instructors did all they could to help them succeed in their training.

## Trend



Please refer to notes page for base size of previous years



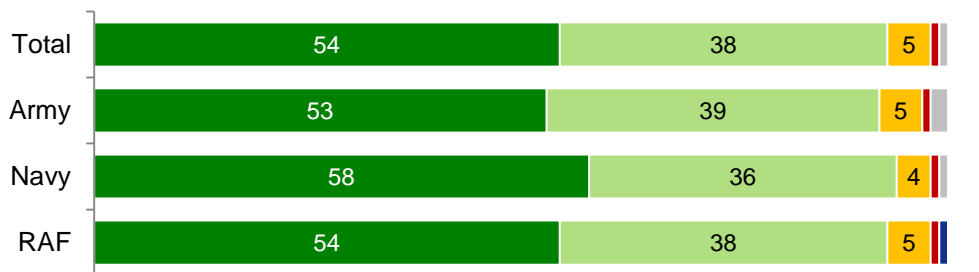
# Personal benefit from the course

58. Below are some statements ... To what extent do you agree or disagree with each? I feel I personally benefited from the course

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

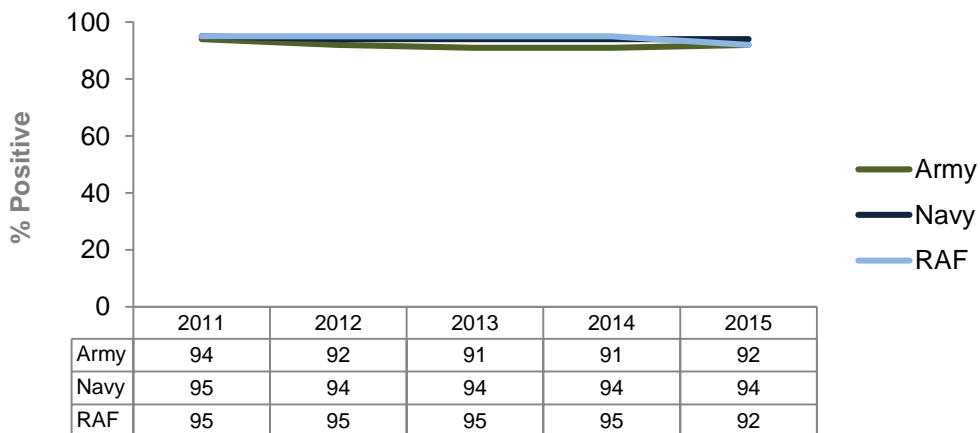
% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know/No answer

## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

## Additional information

- Nine out of ten recruits (92%) agreed that they felt they personally benefitted from their Phase 1 training course. This is unchanged from 2014.
- RAF recruits were less likely to agree with this statement than last year (95% to 92%).



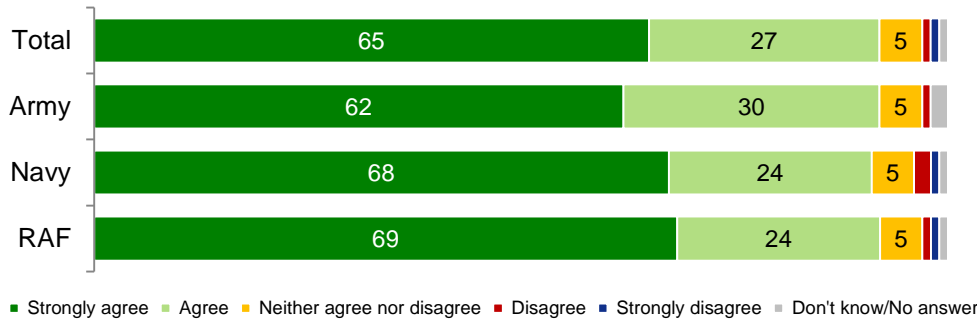
# Sense of achievement

58. Below are some statements ... To what extent do you agree or disagree with each? I feel a sense of achievement

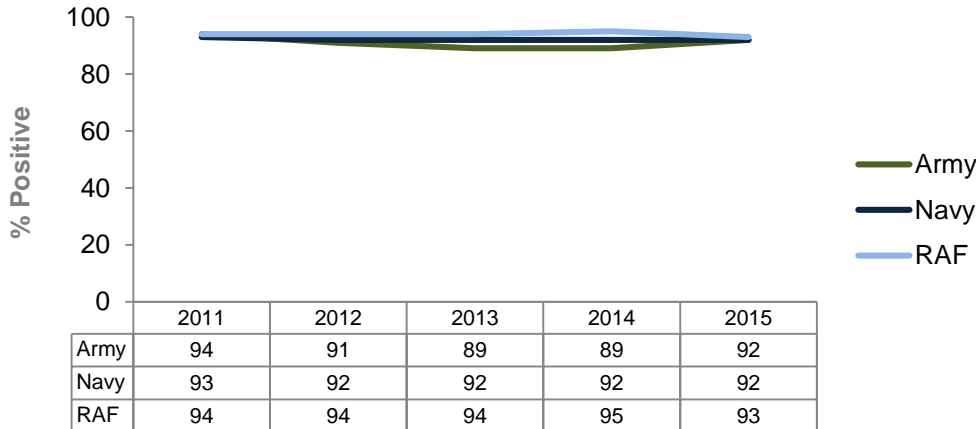
Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- The majority of recruits (92%) felt a sense of achievement from their Phase 1 training course. This is an increase from last year (91%).
- This increase is driven by Army recruits who are more likely to agree with the statement than last year (89% to 92%).
- RAF recruits were less likely to feel a sense of achievement than they were last year (95% to 93%).



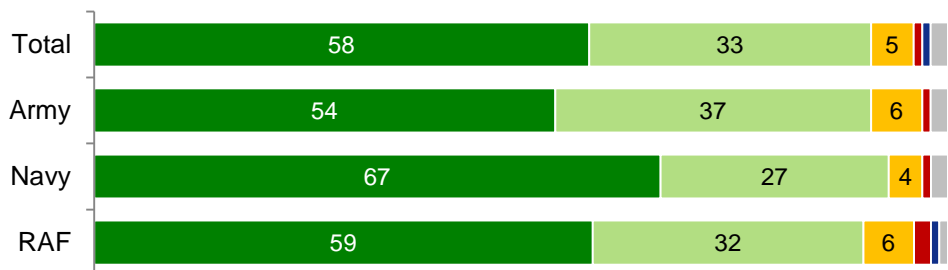
# Challenge

58. Below are some statements ... To what extent do you agree or disagree with each? I felt challenged

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know/No answer

## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- The majority of recruits (91%) felt challenged by their Phase 1 training course.
- RAF recruits were less likely to feel challenged than in 2014 (94% to 91%).



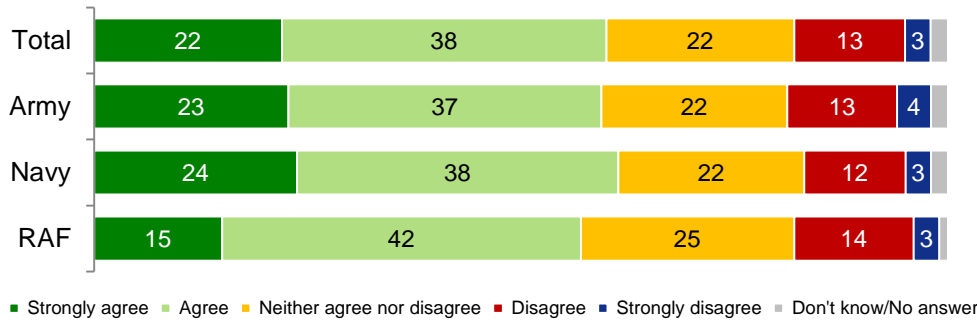
# Training comparison to expectations

58. Below are some statements ... To what extent do you agree or disagree with each? The training was what I expected

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



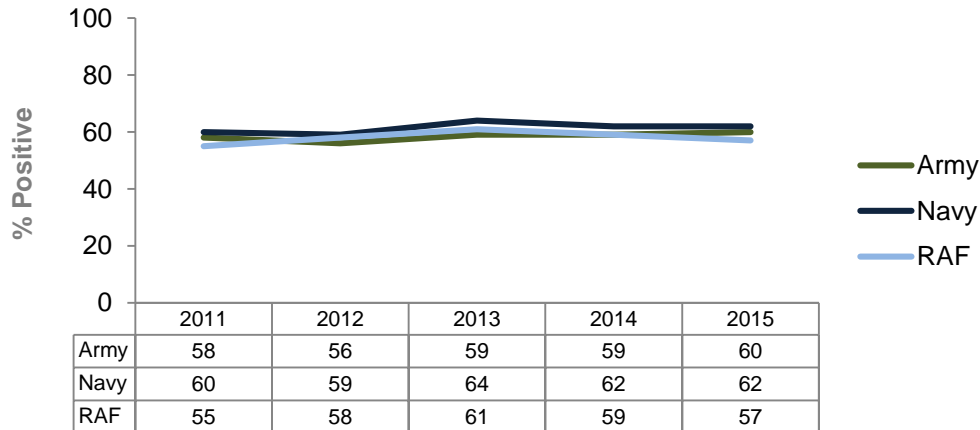
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three out of every five recruits (60%) agreed that the training was what they expected.

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.

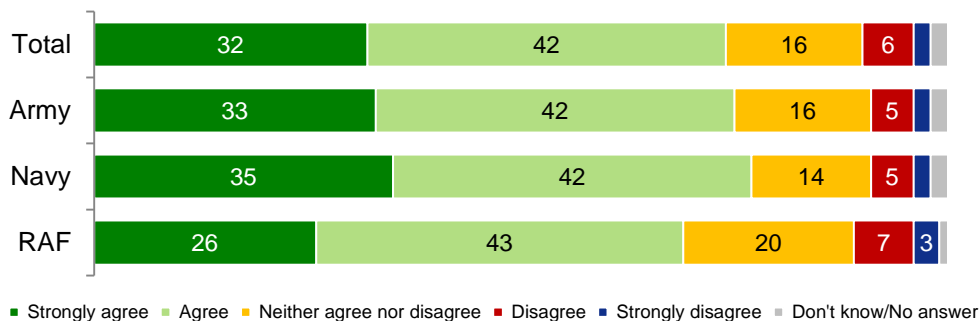
# Enjoyment

58. Below are some statements ... To what extent do you agree or disagree with each? I enjoyed this phase of training

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



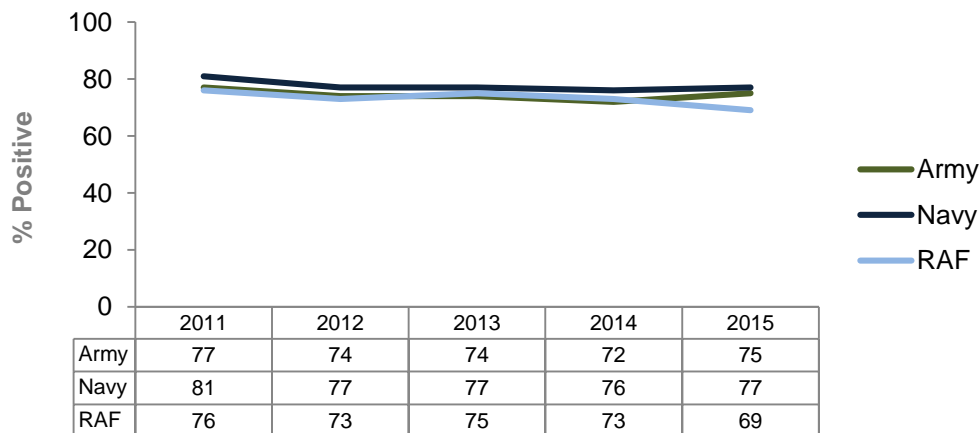
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Three quarters of recruits (74%) enjoyed their Phase 1 training course.
- 75% of Army recruits found the course enjoyable, up from 72% last year.
- 69% of RAF recruits found the course enjoyable, compared to 73% last year.

## Trend



Please refer to notes page for base size of previous years

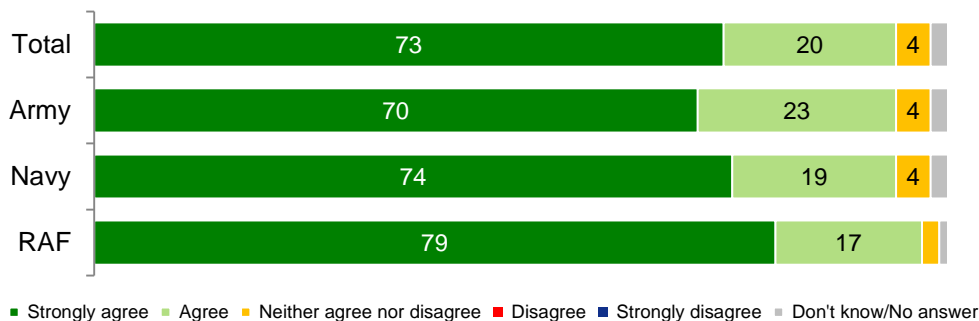
# Pride

58. Below are some statements ... To what extent do you agree or disagree with each? I feel proud to be in the Navy/RM/Army/RAF

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



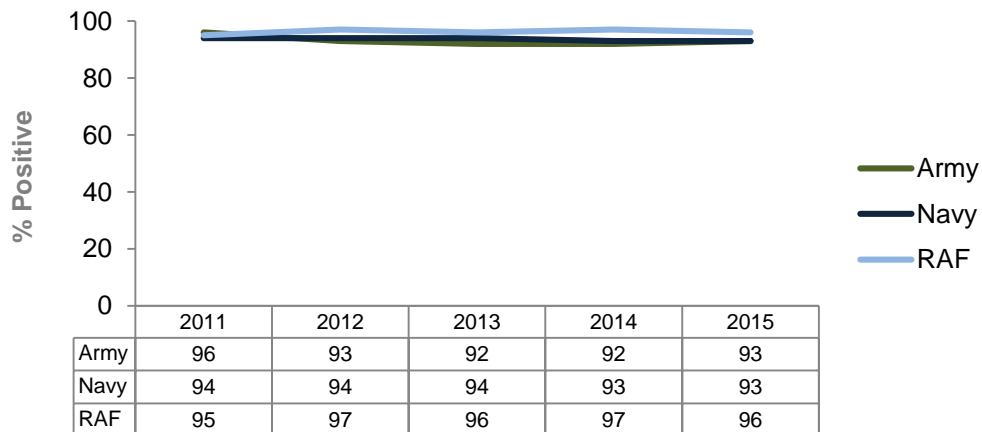
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- The majority of recruits (94%) felt proud to be in their Service.
- No recruits disagreed with this statement.

## Trend



Please refer to notes page for base size of previous years

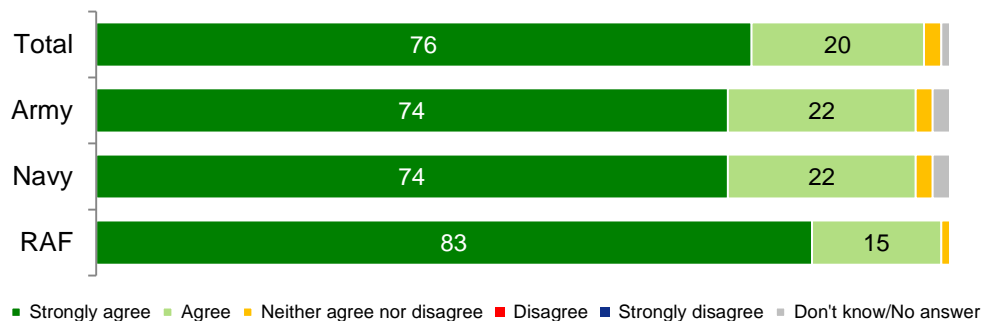
# Understanding of core values

58. Below are some statements ... To what extent do you agree or disagree with each? I understand the core values of the Navy/RM/Army/RAF

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



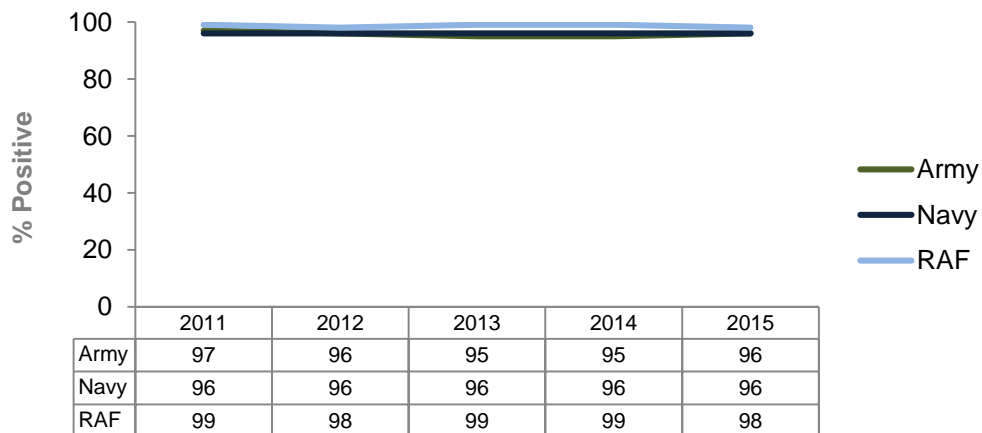
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Almost all recruits (96%) claimed to understand the core values of their Service.

## Trend



Please refer to notes page for base size of previous years

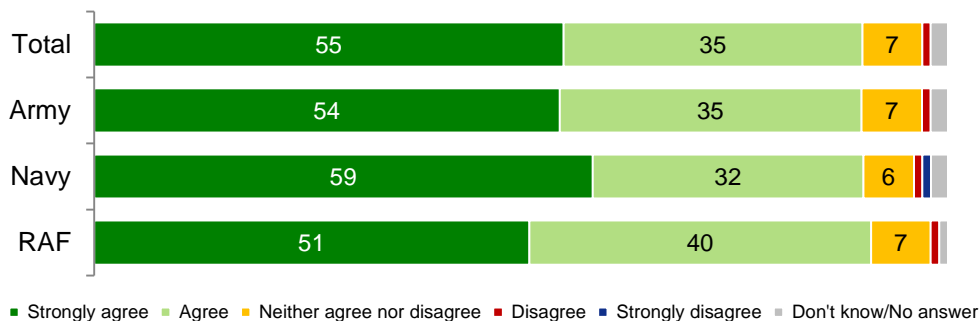
# Military personnel upholding core values

58. Below are some statements ... To what extent do you agree or disagree with each? Generally military personnel uphold the core values

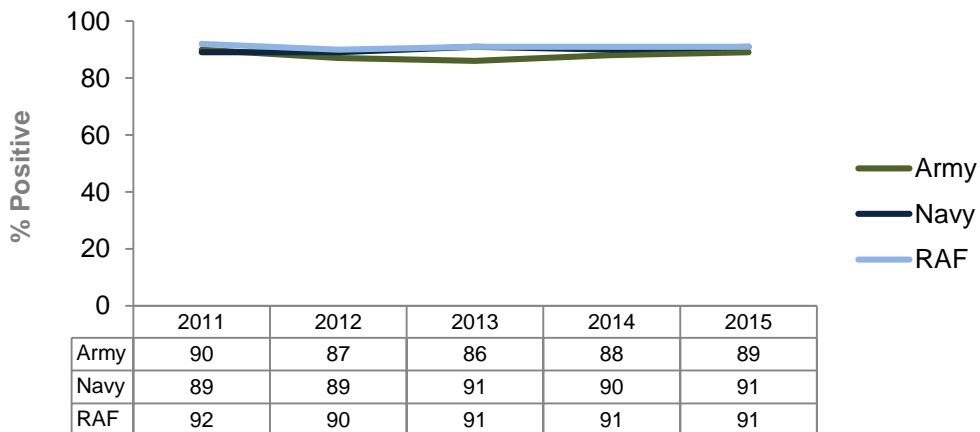
Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

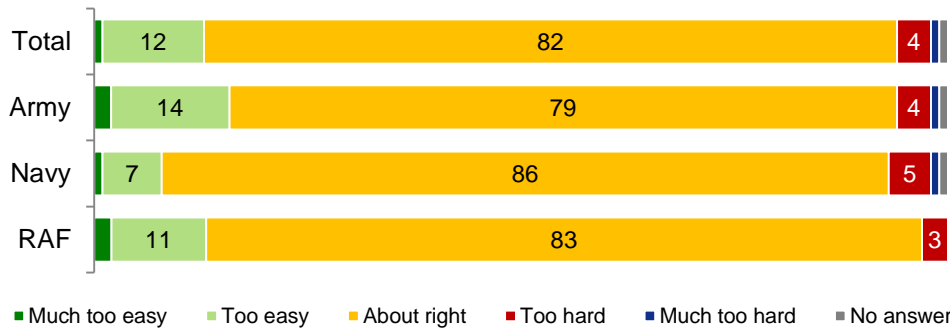
- Nine out of every ten recruits (90%) believed that military personnel upheld the core values of their Service.

# Course ease or difficulty

59a. Do you feel the course was.?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)  
 % positive equals the proportion who say 'about right' – comments and significant differences based on this

## Current year results



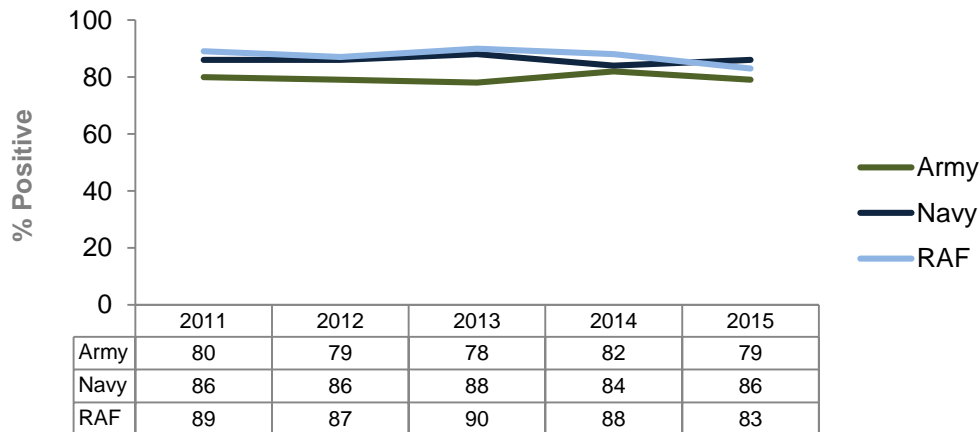
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just over four out of every five recruits (82%) felt that the course was the right amount of ease/difficulty. This is a decrease from last year (84%).
- Army recruits were less likely to think the course was about right compared with last year (82% to 79%), as were RAF recruits (88% to 83%).

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
 Results less than 3% are not labelled in the chart.



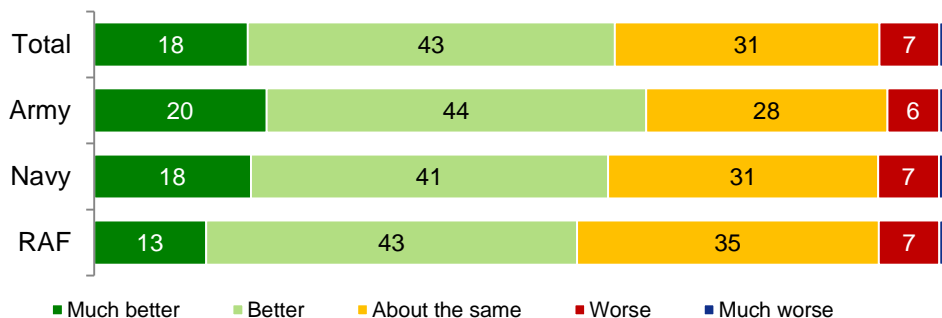
# Life in Service in comparison to expectations

59b. Overall, how has life in the Service been, compared to what you expected when you joined?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'much better or better' – comments and significant differences based on this

## Current year results



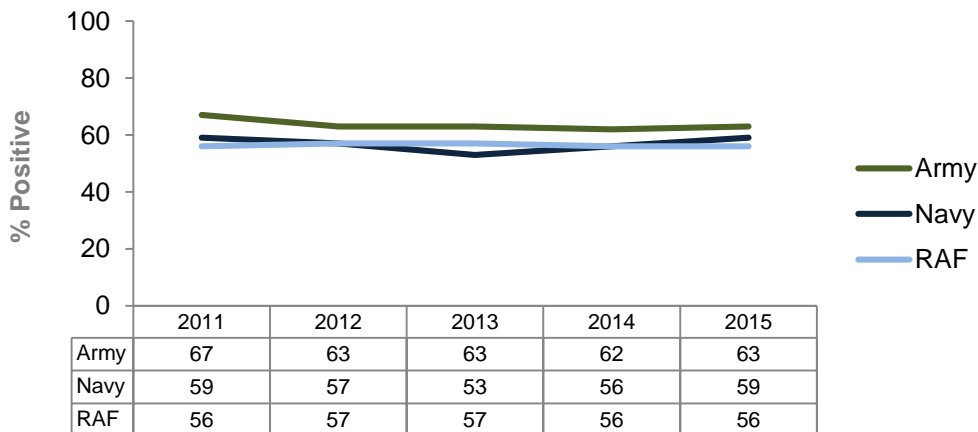
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three out of every five recruits (61%) felt that life in the Service had been better or much better than they expected it to be.

## Trend



Please refer to notes page for base size of previous years

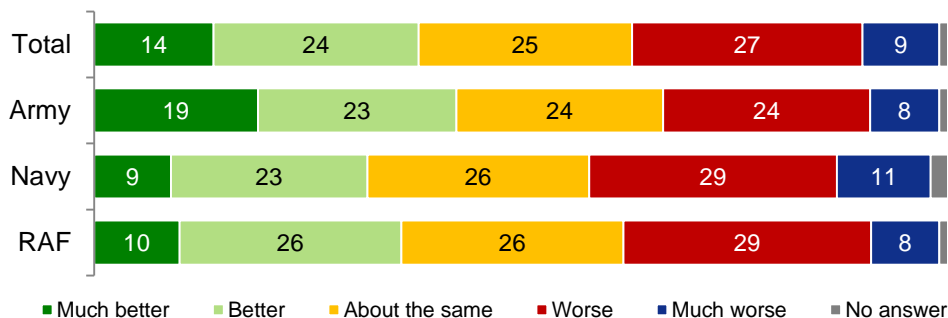
# Perceptions of pay compared with non-military friends at home

PAY2. How do you think your pay compares with your non-military friends at home?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'mine is much better or mine is better' – comments and significant differences based on this

## Current year results



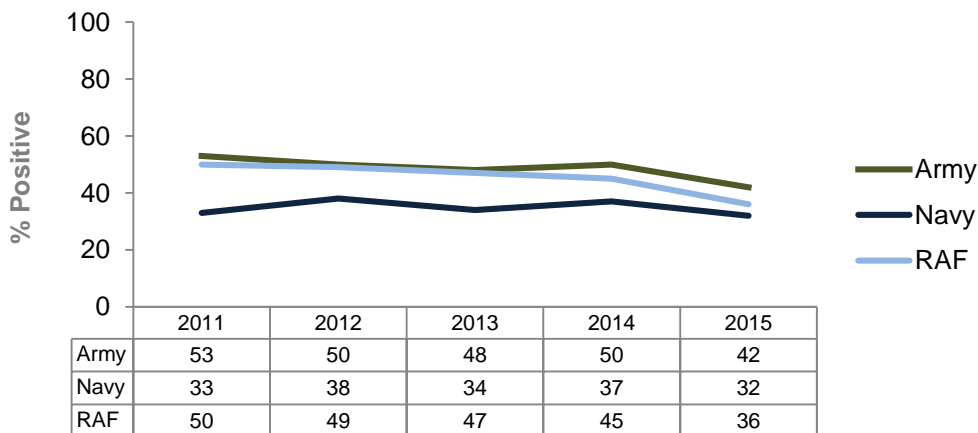
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just under a third of recruits (38%) believed that their pay is better or much better than their non-military friends at home. This is a significant drop from 2014 (46% to 38%).
- All three Services have seen significant reductions in the proportion of recruits who think their pay is better or much better than their non-military friends (Army 50% to 42%, Royal Navy 37% to 32% and 45% to 36%).

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.

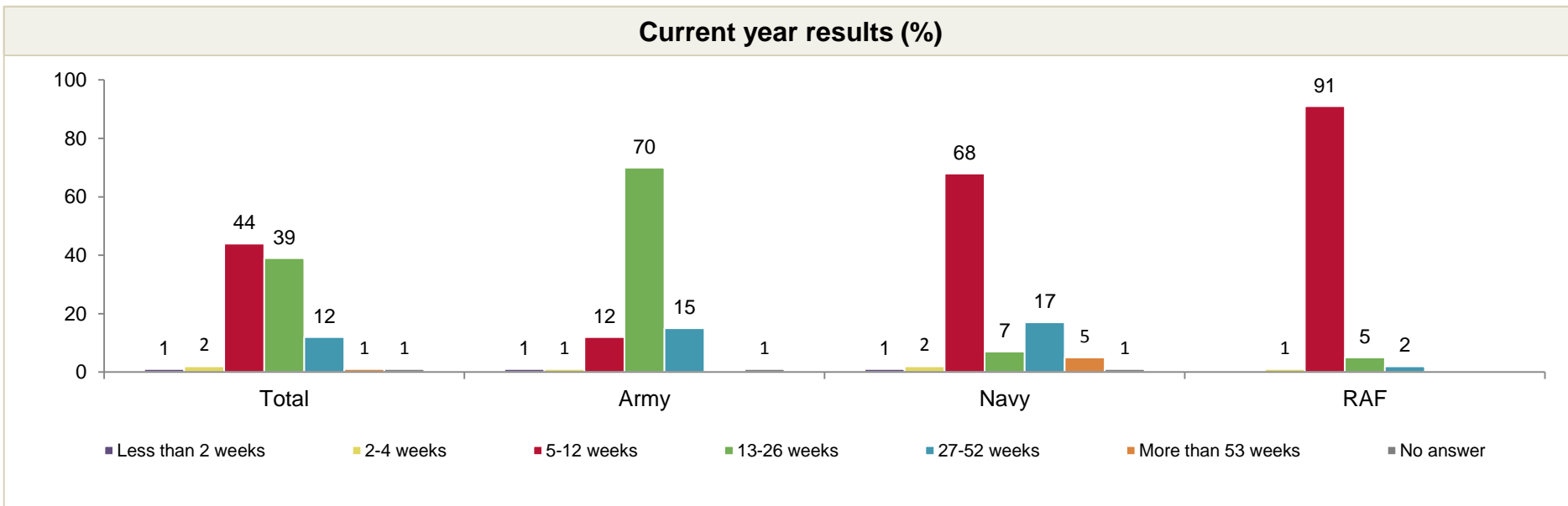


# Hopes for the future

# Length of time at unit for training course

65. How long have you been at unit for this training course?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)



## Additional information

- The most common length of time spent on Phase 1 training courses across all the Services was 5-12 weeks (44%) and 13-26 weeks (39%).
- Almost two thirds (70%) of Army recruits spent 13–26 weeks in training for Phase 1 (increased from 2014 – 64% to 70%); two thirds (66%) of Royal Navy were on 5-12 week courses and 91% of RAF recruits spent 5–12 weeks on their training course (increased from 2014 – 88% to 91%).

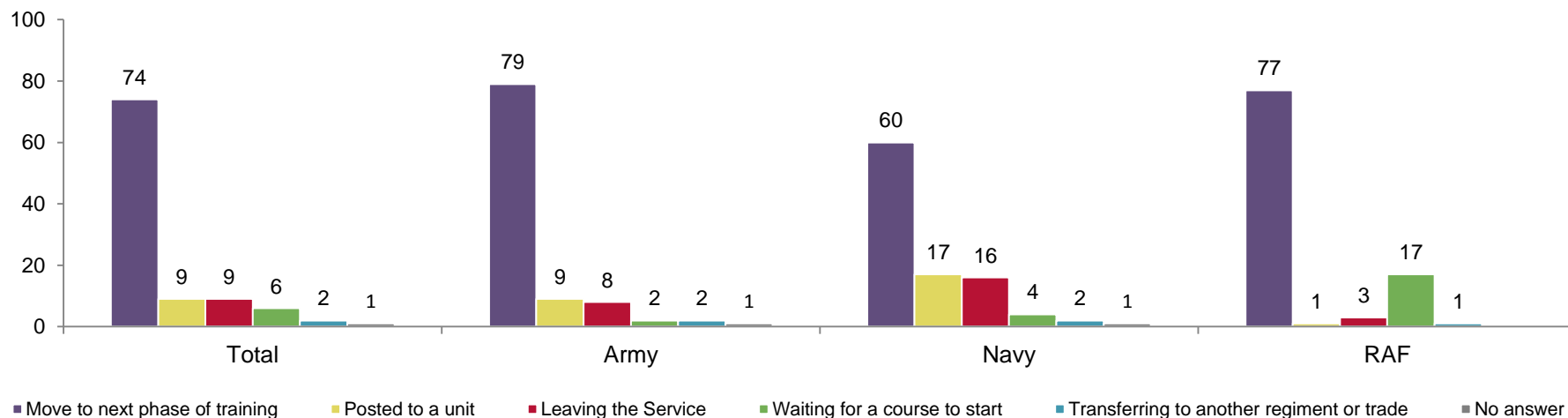
Aggregated totals may not add up to 100% due to rounding.

# Plan for after training

67. What are you doing next?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

## Current year results (%)



## Additional information

- Having completed their Phase 1 training course, three quarters of recruits (74%) were moving onto their next phase of training. This is up compared to 2014 (66% to 74%).
- This increase in retention is driven by Army recruits, a smaller proportion of whom intend to leave the Service than last year (14% to 8%). The RAF have also seen a decline in the proportion of recruits planning to leave (5% to 3%).
- In comparison to 2014, a smaller proportion of Royal Navy recruits report that they are being posted to a unit (21% to 17%).

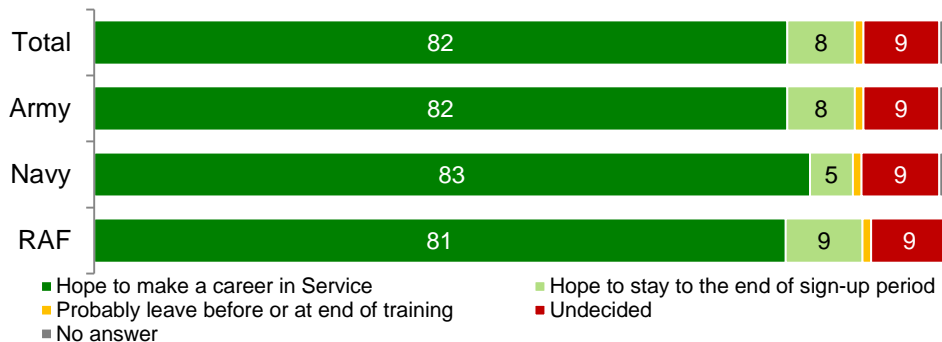
Aggregated totals may not add up to 100% due to rounding.

# Hopes for the future

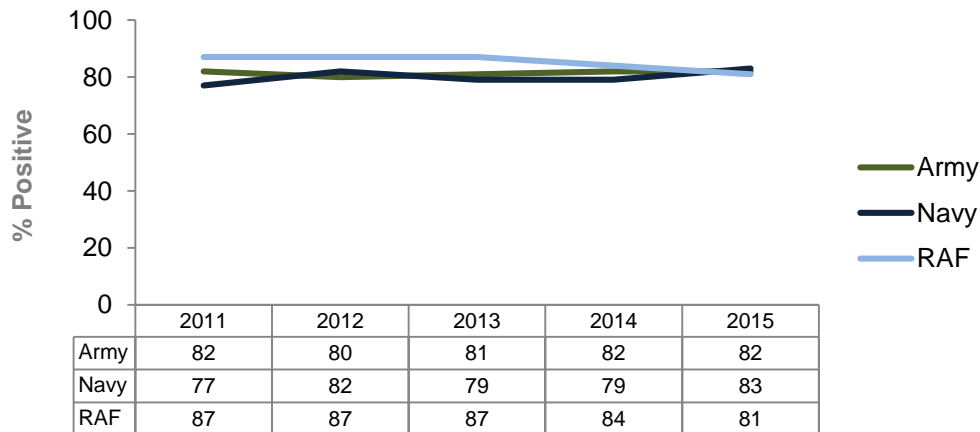
68a. What are your hopes for the future?

Number of respondents (all Phase 1 respondents who are going onto the next stage of training): Total (7,224), Army (3,805), Navy (1,648), RAF (1,771)  
 % positive equals the proportion who say 'hope to make a career in Service' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Eight in every ten recruits (82%) hope to make a career in their Service.
- RAF recruits were less likely to hope to make a career in the Service than in 2014 (84% to 81%). This continues a downward trend from the previous year.
- Conversely, Royal Navy recruits were more likely to want to make a career in their Service (79% to 83%).

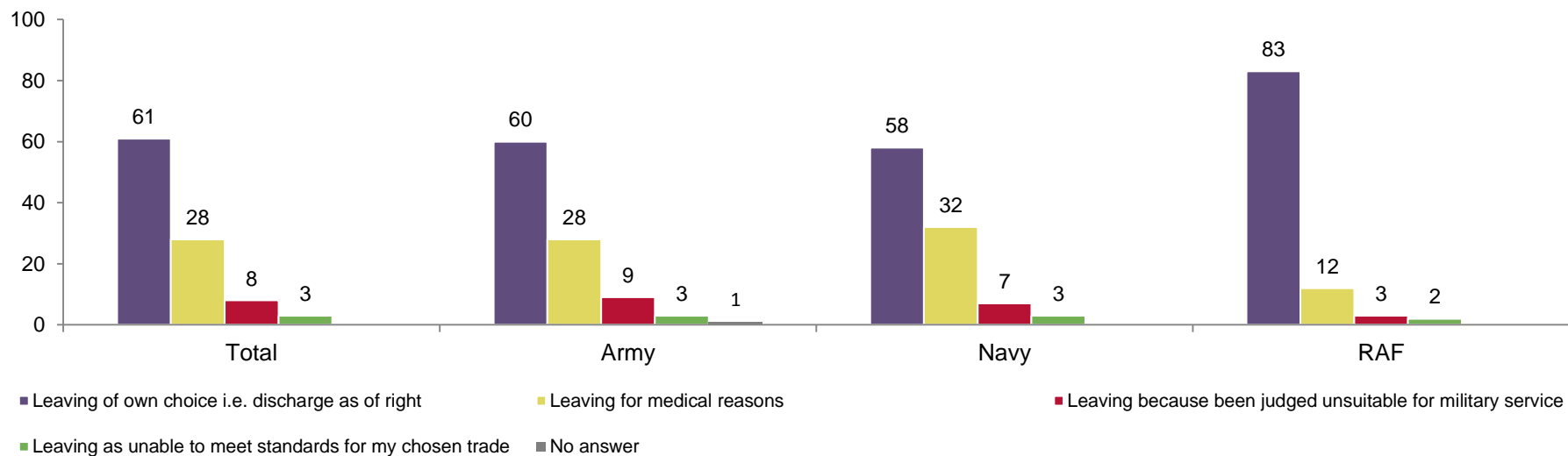


# Reasons for leaving the Service

## 69. Why are you leaving the Service?

Number of respondents (all Phase 1 respondents who are leaving the Service): Total (680), Army (316), Navy (304), RAF (60)

### Current year results (%)



### Additional information

- The main reason given by recruits for leaving their Service was discharge as of right (61%). This is increased from 2014 (57% to 61%).
- The proportion of Army recruits leaving on medical grounds has decreased since 2014 (38% to 28%).
- Conversely, the proportion of Royal Navy recruits leaving on medical grounds has increased (23% to 32%).

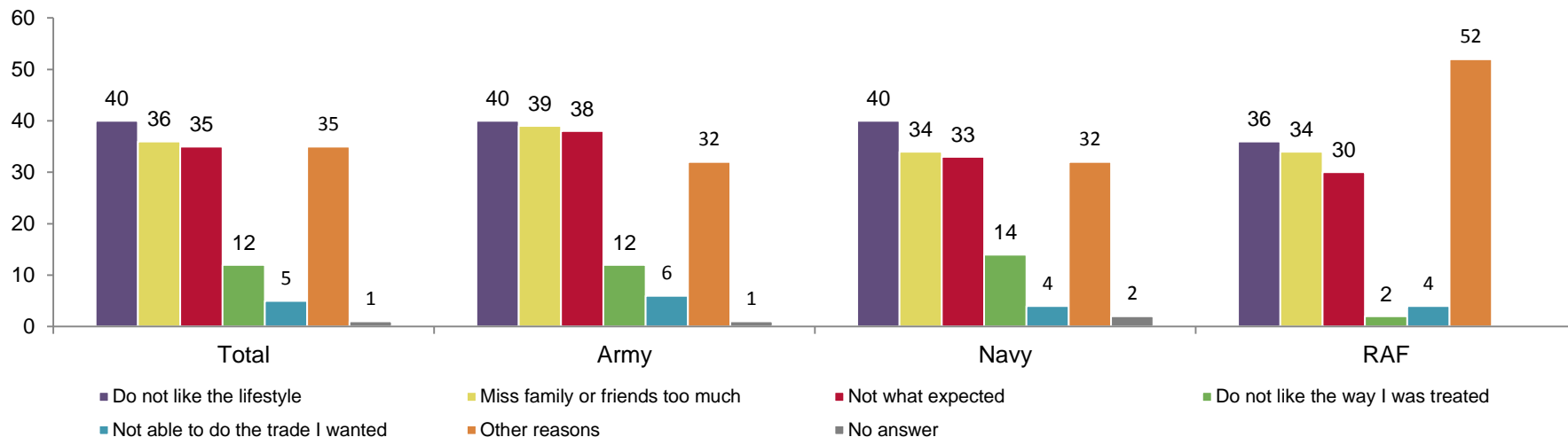
Aggregated totals may not add up to 100% due to rounding.

# Reasons for leaving the Service by own choice

71. Why are you leaving the Service by your own choice?

Number of respondents (all Phase 1 respondents who are leaving the Service by own choice): Total (417), Army (191), Navy (176), RAF (50)

## Current year results (%)



## Additional information

- The most common reasons given by recruits for leaving the Service of their own choice were that they did not like the lifestyle (40%), they missed their family and friends too much (36%) and it was not what they expected (35%). This is consistent with 2014 results.
- For recruits choosing 'other', some of the most common reasons given in verbatim comments were family or personal problems, or a desire to join another Service or trade.



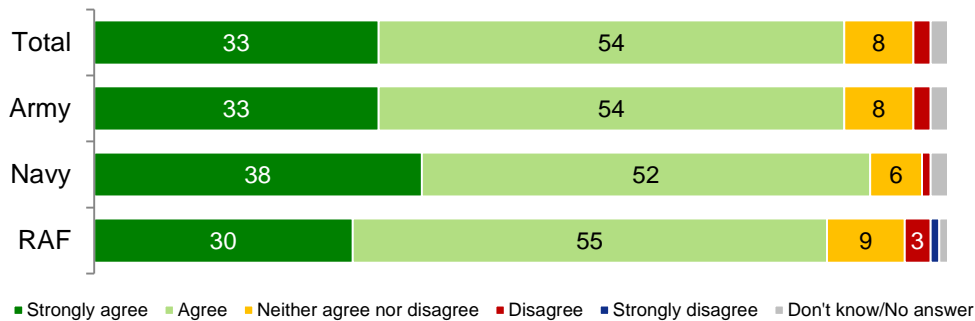
# Preparedness to go onto the next stage of career

72c. To what extent do you agree or disagree with the following statement about the training you received at unit? I feel prepared to go onto the next stage of my career

Number of respondents (all Phase 1 respondents who are not leaving the Service): Total (7,224), Army (3,805), Navy (1,648), RAF (1,771)

% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

## Current year results



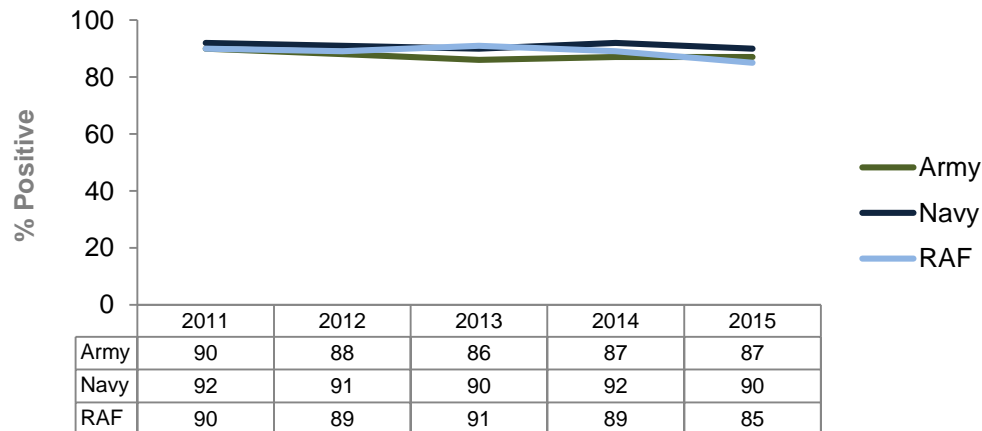
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Most recruits (87%) felt prepared to go onto the next stage of their career. However this has decreased since 2014 (89% to 87%).
- A smaller proportion of RAF recruits feel prepared to go onto the next stage of their training than last year (89% to 85%).

## Trend



Please refer to notes page for base size of previous years



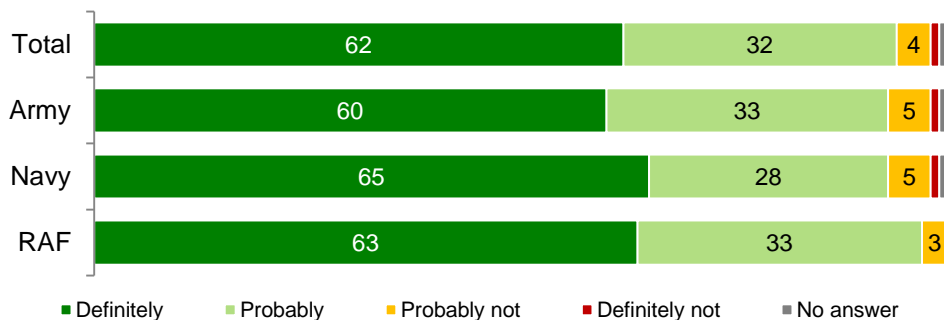
# Recommendation of joining Service

73. Would you recommend joining your Service to others?

Number of respondents (all Phase 1 respondents): Total (7,904), Army (4,121), Navy (1,952), RAF (1,831)

% positive equals the proportion who say 'definitely or probably' – comments and significant differences based on this

## Current year results



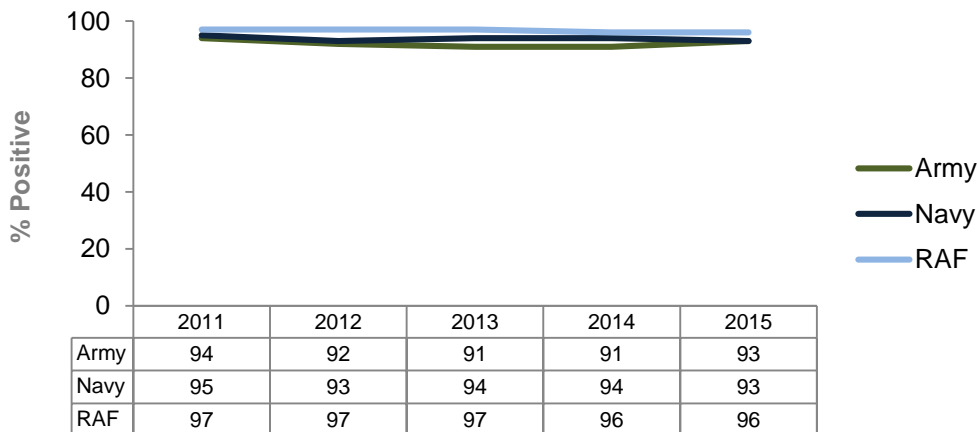
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Almost all recruits (94%) would recommend joining their Service to others. This has increased from 2014 (93% to 94%).
- This increase is driven by Army recruits who are more likely to recommend than last year (91% to 93%).

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.



# Phase 2

## Detailed findings



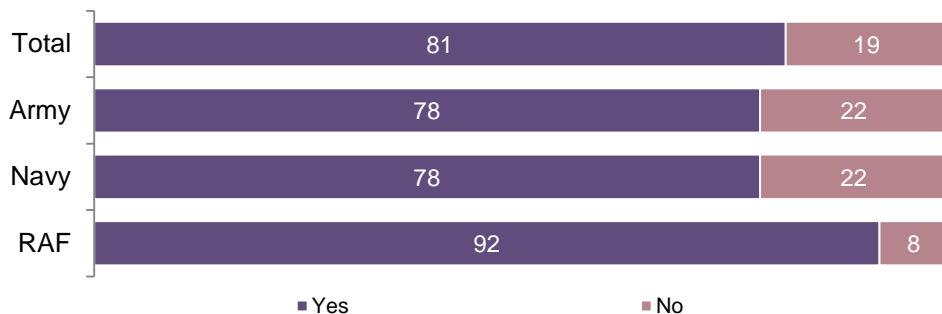
# Recruitment and preparing for training

# First Phase 2 training course

## 17. Is this your first Phase 2 training course?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

### Current year results



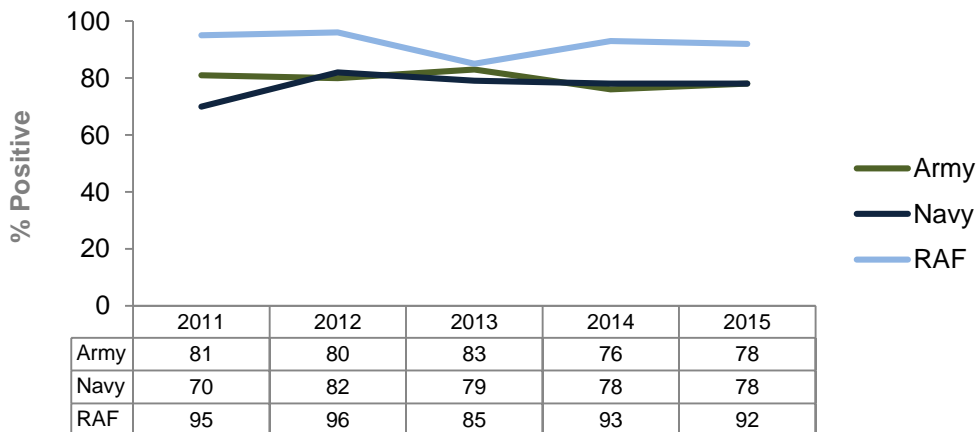
### Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

### Additional information

- Four out of every five trainees (81%) stated they were on their first Phase 2 training course.
- There have been no significant increases or decreases by Service since 2014.

### Trend



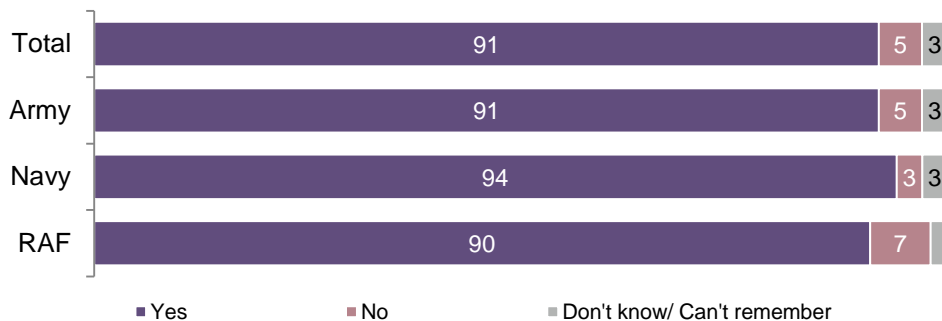
Please refer to notes page for base size of previous years

# Briefed on joining Phase 2 during Phase 1

18. Did you receive a brief on joining your Phase 2 establishment during Phase 1 ?

Number of respondents (all Phase 2 respondents on their first Phase 2 training course): Total (4,549), Army (2,623), Navy (925), RAF (1,001)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



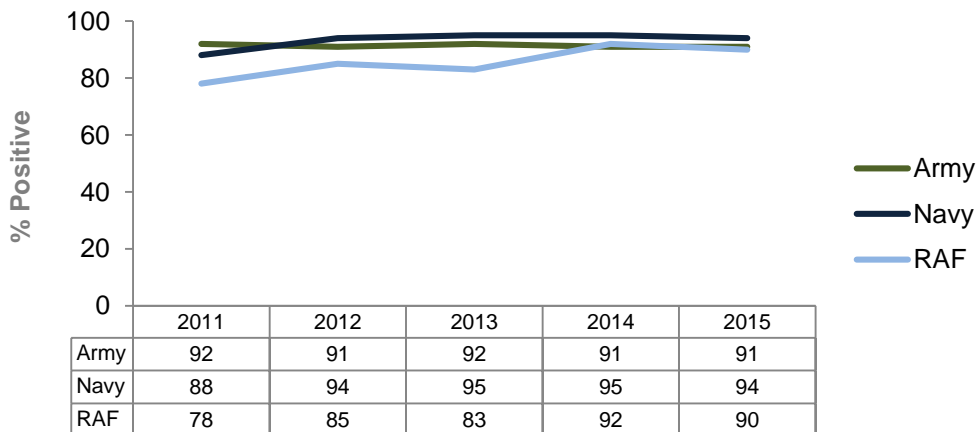
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Nine out of ten trainees (91%) received a brief on joining their Phase 2 establishment during their Phase 1 training course.
- There have been no significant increases or decreases by Service since 2014.

## Trend



Please refer to notes page for base size of previous years

# Gap between Phase 1 and Phase 2

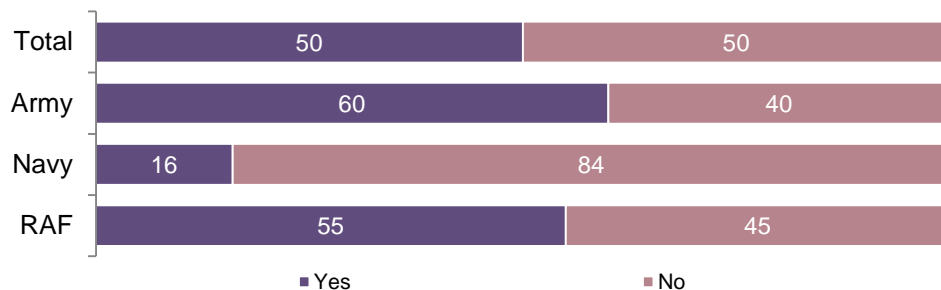
19A Did you have a gap of more than one week between your Phase 1 and Phase 2 training course where you weren't completing an activity or on leave?

19B Were you adequately managed during the gap with no activity?

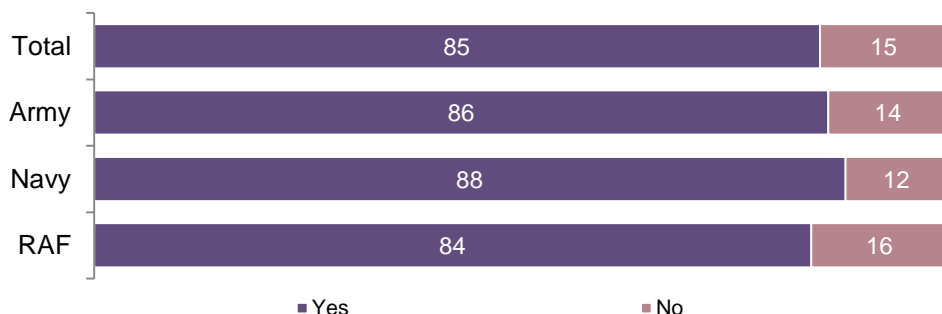
Number of respondents (all Phase 2 respondents on their first Phase 2 training course): Total (4,549), Army (2,623), Navy (925), RAF (1,001)

Number of respondents (all Phase 2 respondents who had a gap of more than a week): Total (2,266), Army (1,567), Navy (144), RAF (555)

## Current year results – 19a



## Current year results – 19b



## Additional information

- This is the first year these questions have been included in the survey.
- Half of trainees (50%) had a gap of more than 1 week between Phase 1 and Phase 2 training.
- The results vary by Service – over half of Army trainees (60%) and RAF trainees (55%) had a gap of more than one week between Phase 1 and 2 training; whereas only 16% Royal Navy trainees did.
- Just over four out of five trainees (85%) stated that they were adequately managed during the gap with no activity.



# Gap between of more than one week between Phase 1 and Phase 2

20a. Have you had any gaps that lasted more than one week since your last Phase 2 training course where you weren't completing an activity or on leave?

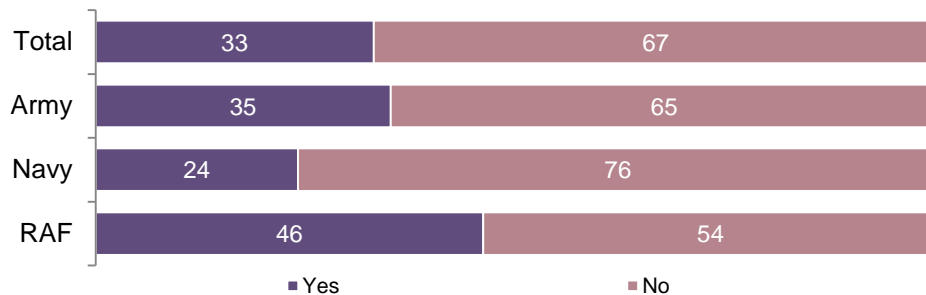
20b. Were you adequately managed during the gap with no activity between your Phase 2 courses?

Number of respondents (all Phase 2 respondents not on their first Phase 2 training course): Total (1,079), Army (733), Navy (263), RAF (83)

Number of respondents (all Phase 2 respondents who had a gap of more than a week): Total (357), Army (256), Navy (63), RAF (38)

% positive equals the proportion who say 'yes' – comments and significant differences based on this

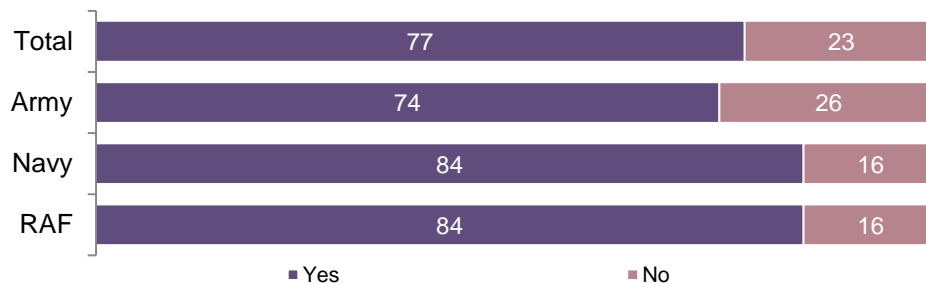
## Current year results – 20a



## Additional information

- This is the first year these questions have been included in the survey.
- One third of trainees (33%) stated that they had had at least one gap that lasted more than one week since their last Phase 2 training course where they weren't completing an activity or on leave.
- Just over three-quarters of trainees (77%) stated that they were adequately managed during the gap with no activity between their Phase 2 courses.

## Current year results – 20b



Aggregated totals may not add up to 100% due to rounding.

Results less than 3% are not labelled in the chart.





# Facilities and amenities

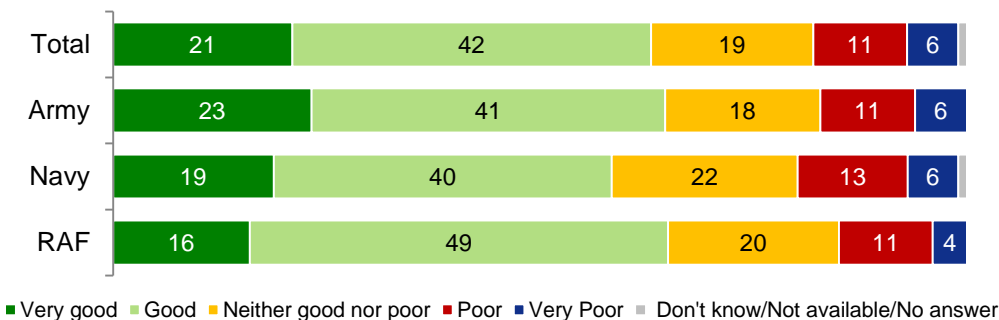
# Rating: Standard of living accommodation

23. How would you rate each of the following: Standard of living accommodation

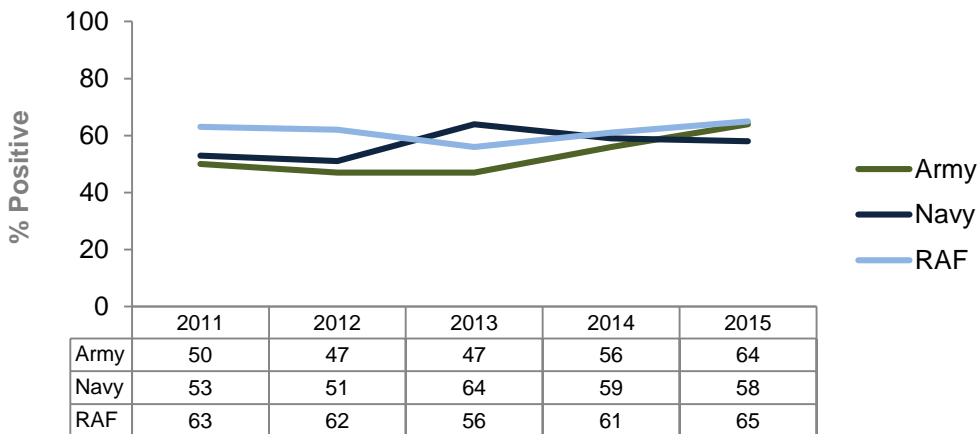
Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results (%)



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Nearly two thirds of all trainees (63%) felt that the standard of living accommodation was good. This was higher than 2014 (58%).
- There has been an increase in the number of Army and RAF trainees rating the standard of living accommodation as good since 2014 (56% to 64%, and 61% to 65% respectively).



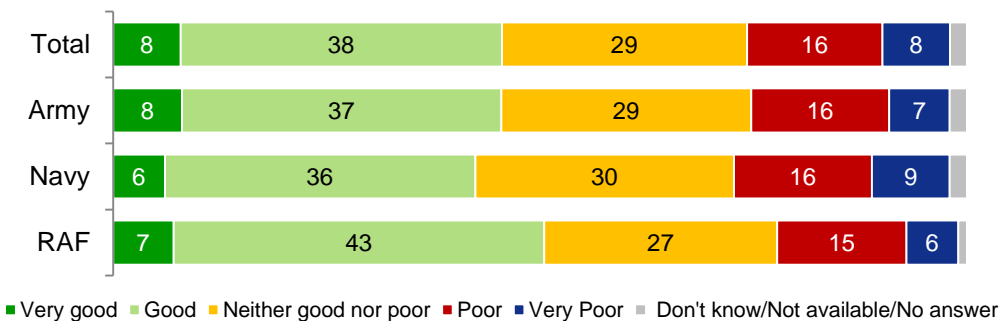
# Rating: Things to do when off duty on site

23. How would you rate each of the following: Things to do when off duty on site

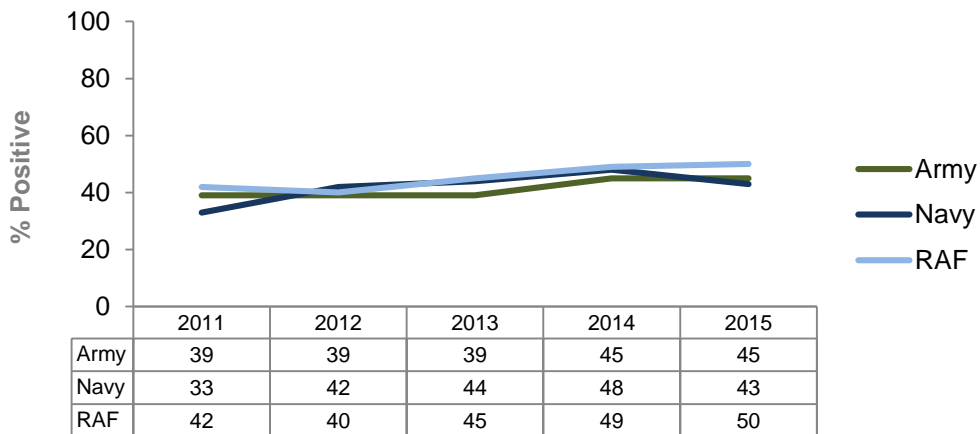
Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results (%)



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Almost half (46%) of trainees gave the a positive rating for things to do when off duty on site.
- There has been a significant decrease in the proportion of Royal Navy trainees who rated the things to do when off duty on site as good compared to 2014 (48% to 43%).

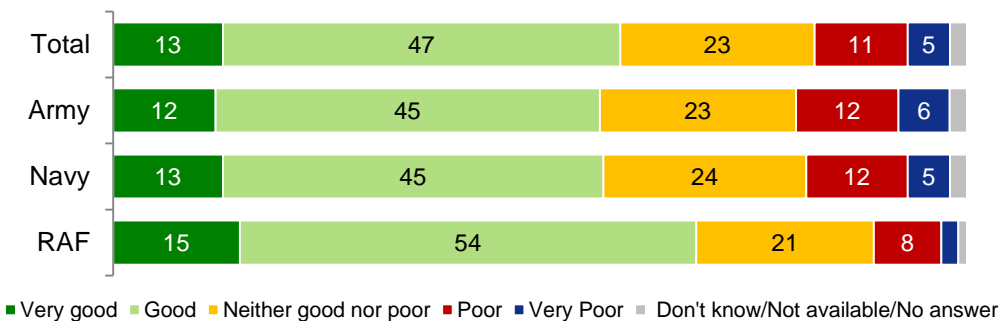
# Rating: Things to do when off duty off site/locally

23. How would you rate each of the following: Things to do when off duty on site/locally

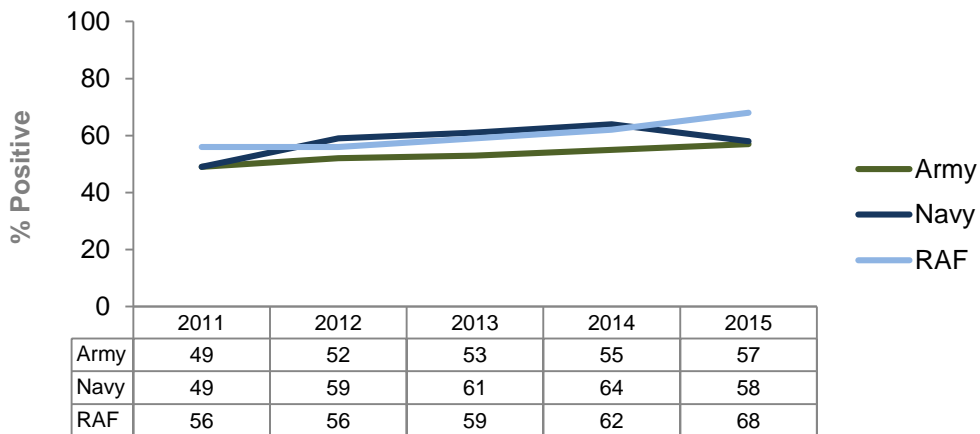
Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results (%)



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three out of every five trainees (59%) rated things to do when off duty off site as good.
- As with things to do on site when off duty, there was a decrease in Navy trainees giving a positive rating (64% to 58%).
- Since 2014, there has been a significant increase in a positive rating from RAF trainees (62% to 68%).



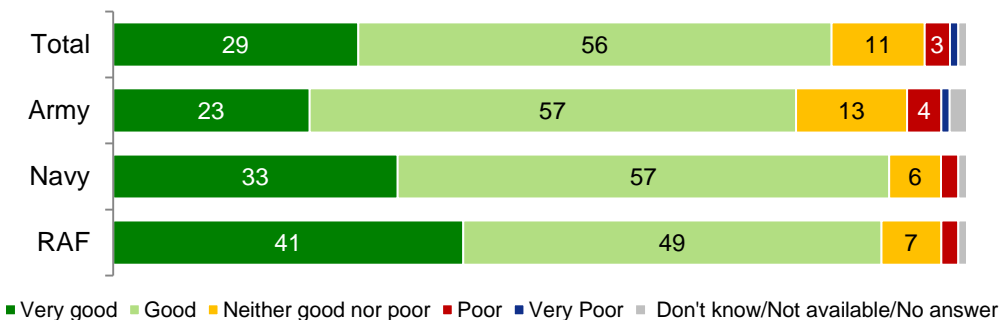
# Rating: Sports facilities

23. How would you rate each of the following: Sports facilities

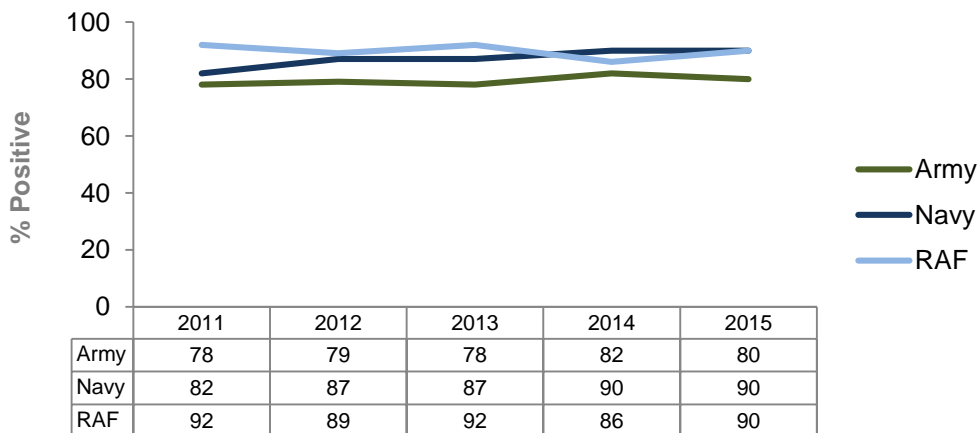
Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

## Additional information

- More than four out of five trainees (85%) rated the sports facilities available to them as good.
- RAF trainees gave a higher rating of sports facilities than in 2014 (86% to 90%).
- Nine out of ten of both RAF and Royal Navy trainees (90% each) stated that the sports facilities available to them were good.

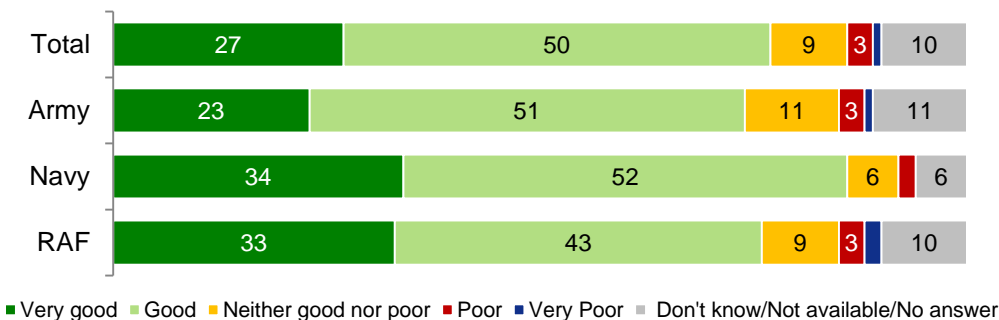
# Rating: Medical care

23. How would you rate each of the following: Medical care

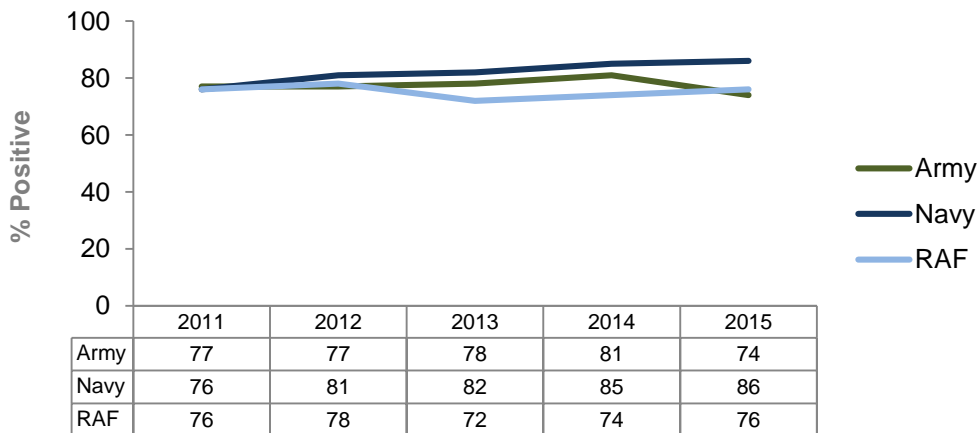
Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- The quality of medical care for trainees was generally seen as positive, with just over three quarters of trainees (77%) rating it as good.
- However this does represent a decrease compared to 2014 (81%) which is driven by a drop in positive rating given by Army trainees for medical care (81% to 74%).



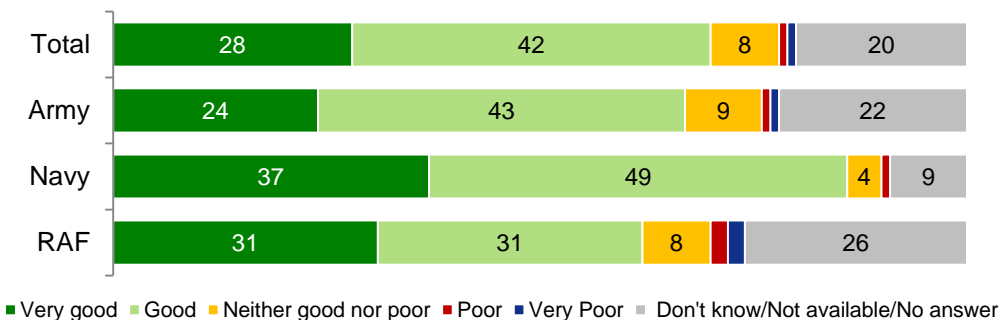
# Rating: Dental care

23. How would you rate each of the following: Dental care

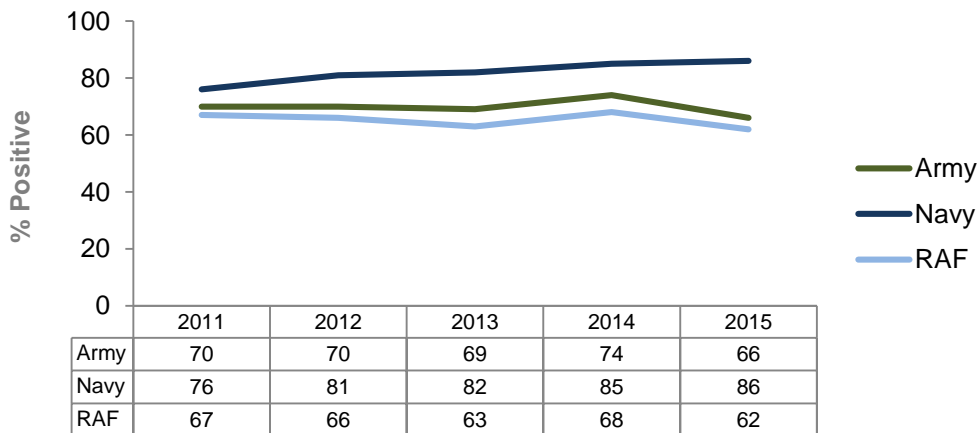
Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Seven in every ten trainees (70%) rated the dental care on offer as good which was a decrease compared with 2014 (75%).
- There was a decrease in the positive rating by trainees in both the Army and the RAF (74% to 66%, and 68% to 62% respectively).
- 1% of respondents stated 'not available'.

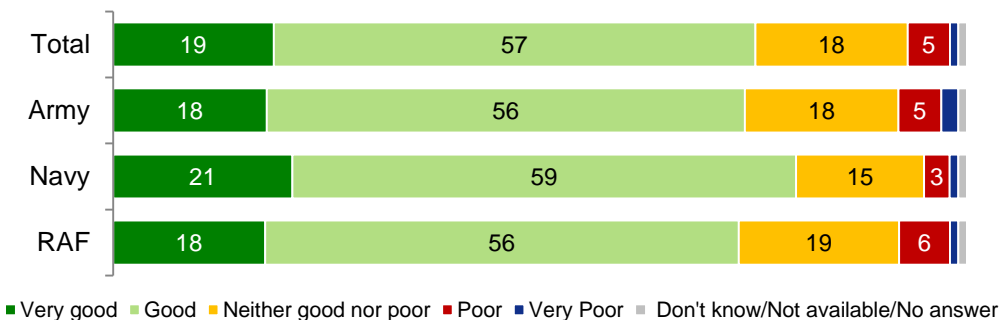
# Rating: Time for essential personal administration

23. How would you rate each of the following: Time for essential personal administration

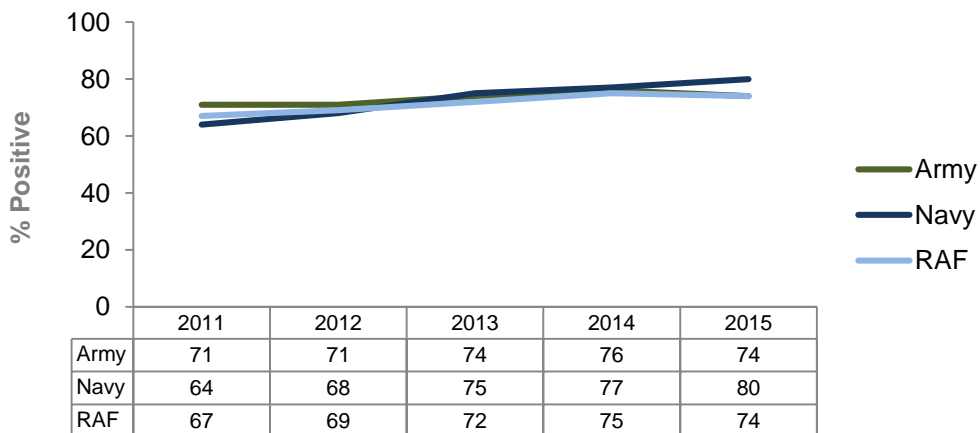
Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just over three quarters of trainees (76%) rated the time available to them for essential personal administration as 'very good' or 'good'.
- Four out of every five Royal Navy trainees (80%) gave a positive rating for the time available to them for essential personal administration which was an increase since 2014 (77%).



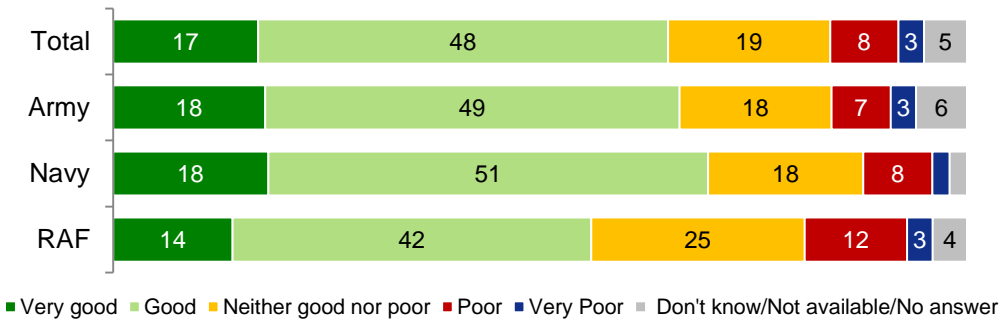
# Rating: Access to IT for personal use

23. How would you rate each of the following: Access to IT for personal use

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



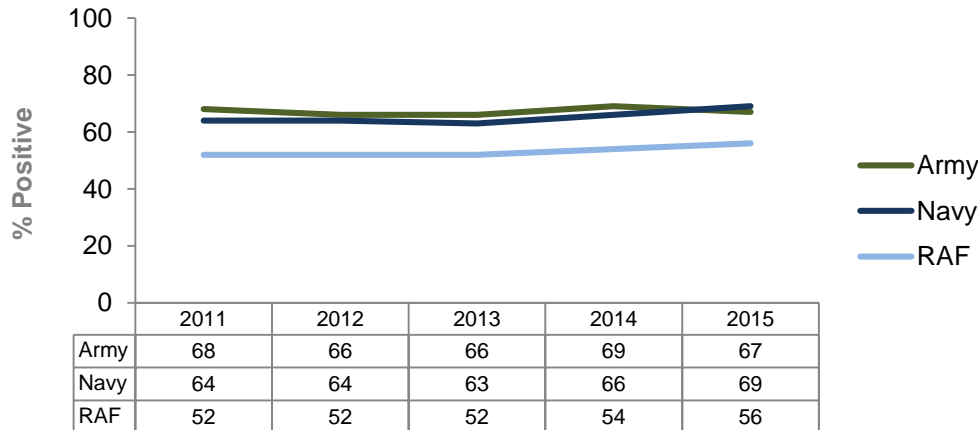
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just under two thirds of all recruits (65%) said access to IT for personal use was good.

## Trend



Please refer to notes page for base size of previous years



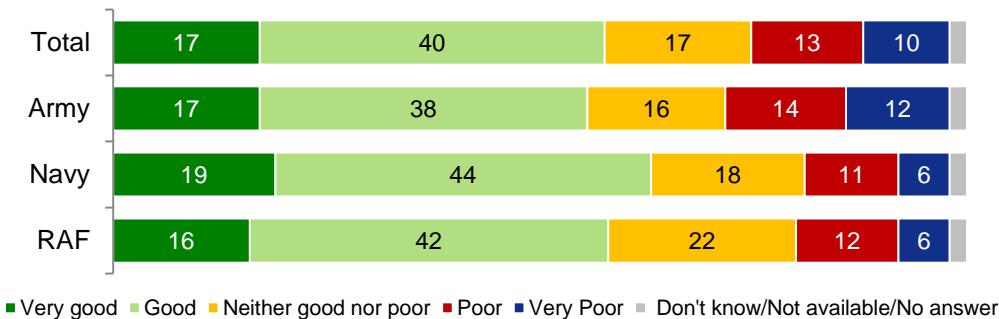
# Rating: Internet access

## 23. How would you rate each of the following: Internet Access

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

### Current year results



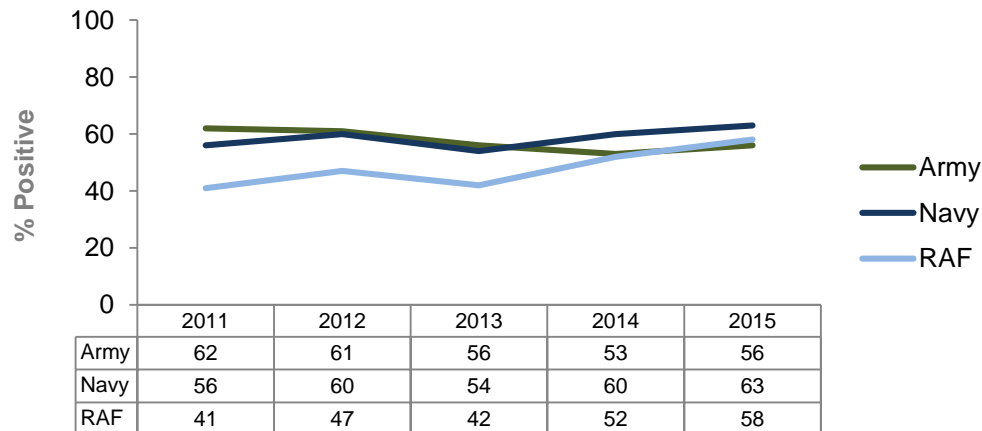
### Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

### Additional information

- Over half of all trainees (58%) rated the internet access available to them as good. This is an increase compared with 2014 (54%).
- There has been an increase in the proportion of both Army and RAF trainees rating internet access as good (53% to 56%, and 52% to 58% respectively).
- 1% of respondents stated 'not available'.

### Trend



Please refer to notes page for base size of previous years



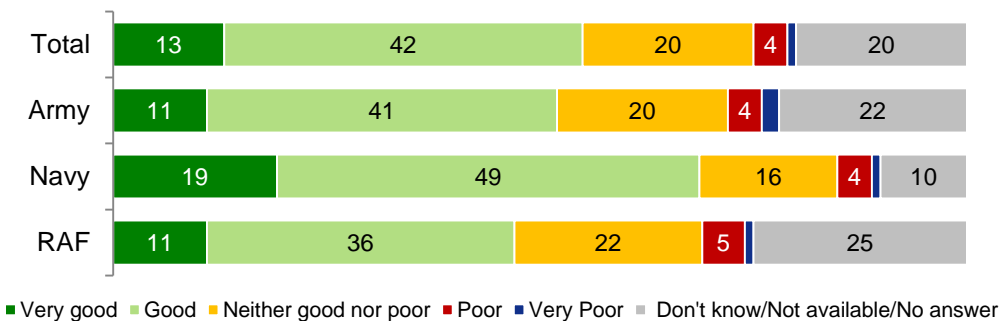
# Rating: Learning Centre to study after hours

23. How would you rate each of the following: Learning Centre to study after hours

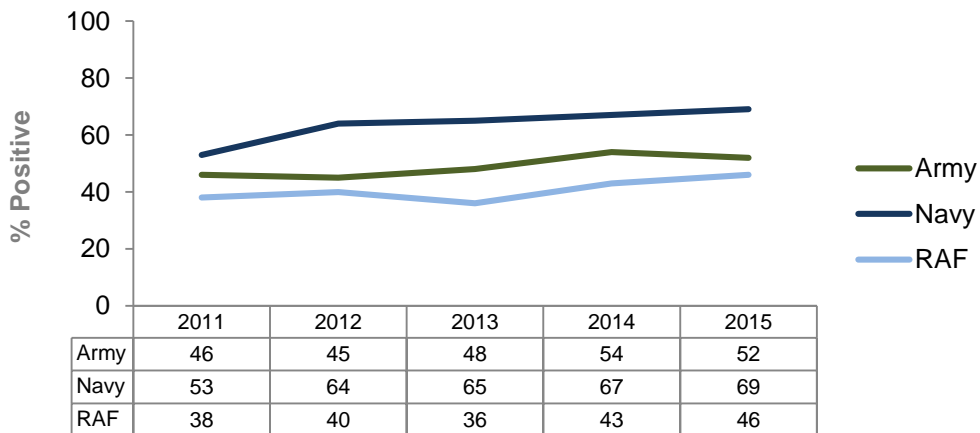
Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Over half of trainees (55%) gave a positive ratings about access to the learning centre to study after hours.
- Army trainees were less likely to rate their access as good than in 2014 (54% to 52%).
- One out of five trainees (20%) stated 'don't know' or 'no answer'.
- 1% of respondents stated 'not available'.



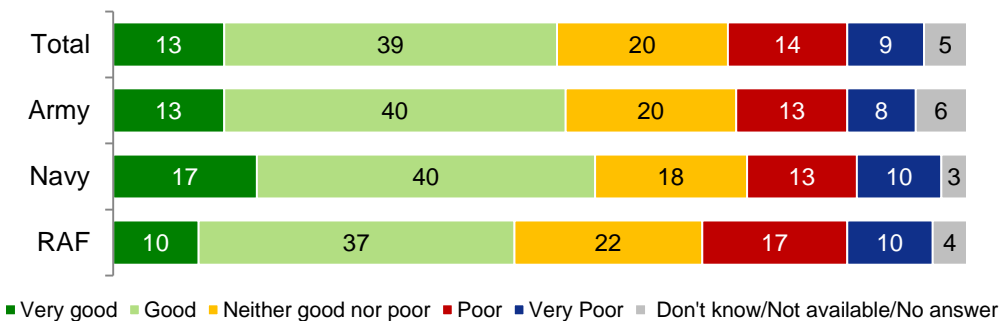
# Rating: Laundry Facilities

23. How would you rate each of the following: Laundry facilities

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Additional information

- This is the first year this question has been included in the survey.
- Just over half of the recruits (52%) rated the laundry facilities available to them as good.
- Royal Navy recruits were most likely to positively respond to this question with six out of ten (56%) stating the laundry facilities were good.
- 1% of respondents stated 'not available'.



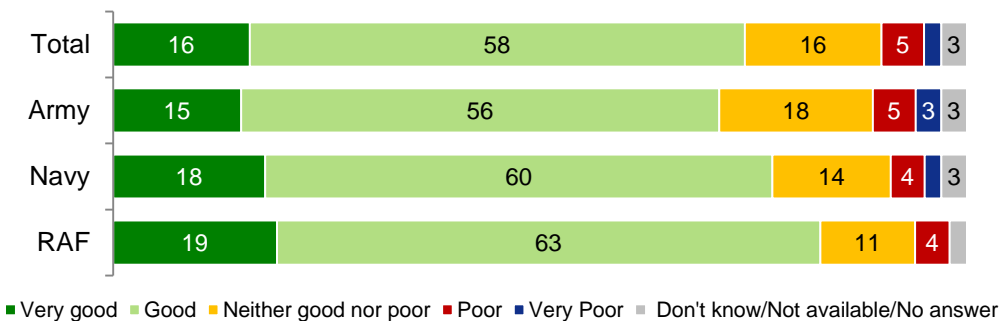
# Rating: Personal Kit

23. How would you rate each of the following: Personal kit (e.g. boots, kit)

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Additional information

- This is the first year this question has been included in the survey.
- Just under three-quarters of trainees (74%) stated that the personal kit as good.
- 1% of respondents stated 'not available'.



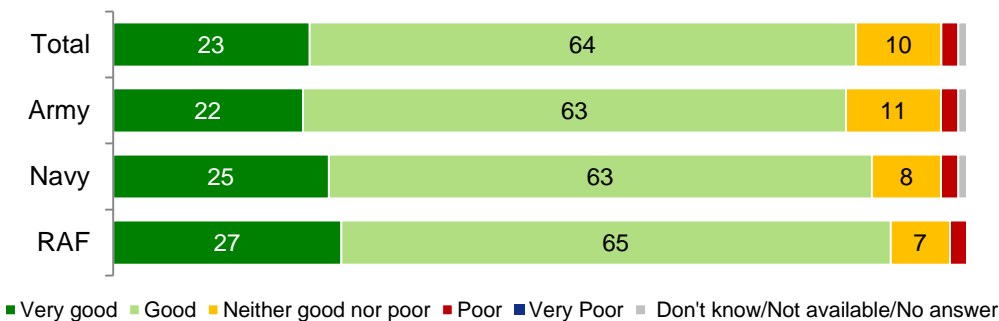
# Rating: Training facilities

23. How would you rate each of the following: Training facilities

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Additional information

- This is the first year this question has been included in the survey.
- Just under nine out of every ten trainees (87%) stated that the training facilities were good (either very good or good).



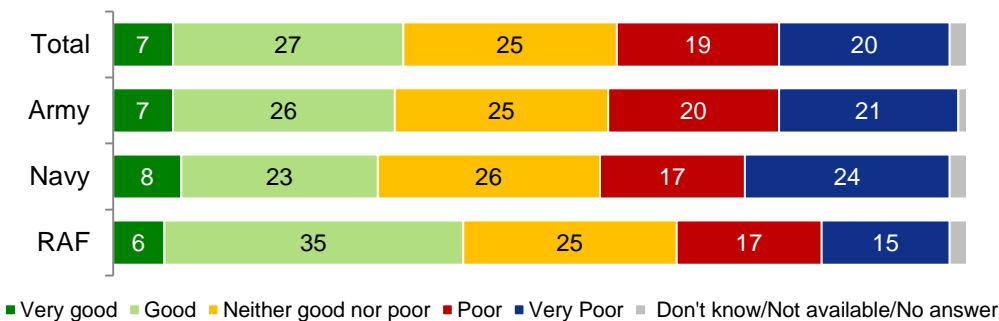
# Rating: Food

23. How would you rate each of the following: Food

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



## Additional information

- This is the first year this question has been included in the survey, previously recruits were asked if they were satisfied with the food.
- Just over one third of trainees (34%) rated the food at their unit as good.
- RAF trainees were most positive about the food with two out of five (41%) stating that it was good.
- 1% of respondents stated 'not available'.



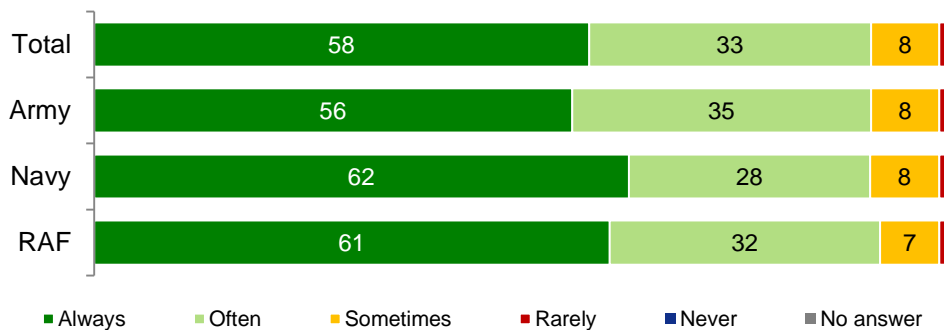
# Whether given enough time to eat meals

27. Were you given enough time to eat your meals?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'always' or 'often' – comments and significant differences based on this

## Current year results



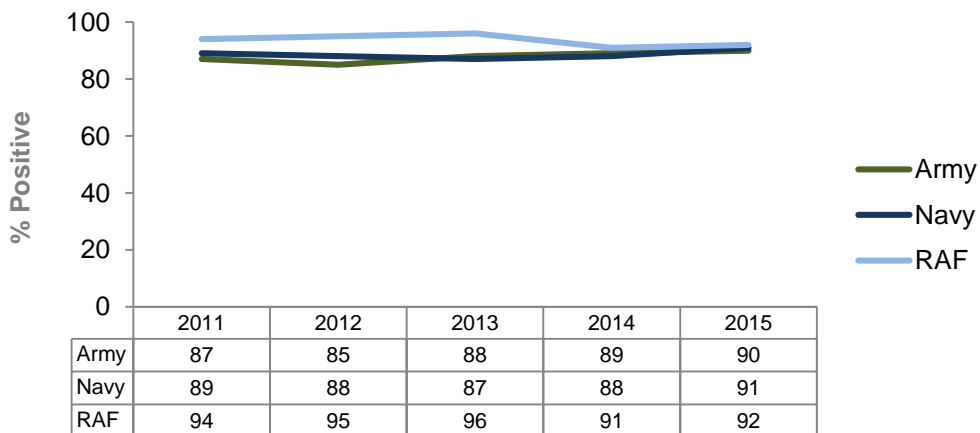
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Almost all trainees (91%) felt they were given enough time to eat their meals either 'always' or 'often' which was a significant increase since 2014 (89%).
- Army and RAF trainees were significantly more likely to do so than in 2014 (89% to 90%, and 91% to 92% respectively).

## Trend



Please refer to notes page for base size of previous years



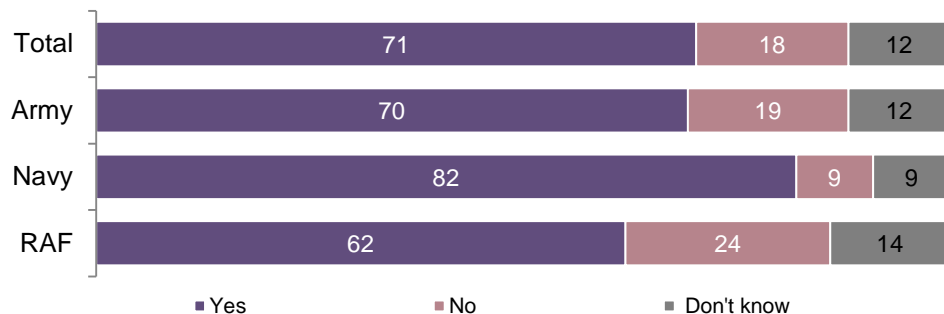
# Option to comment on the Pay as You Dine food

28 Were you given the option to comment on the Pay As You Dine food whilst at XXX?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'yes' – comments and significant differences based on this

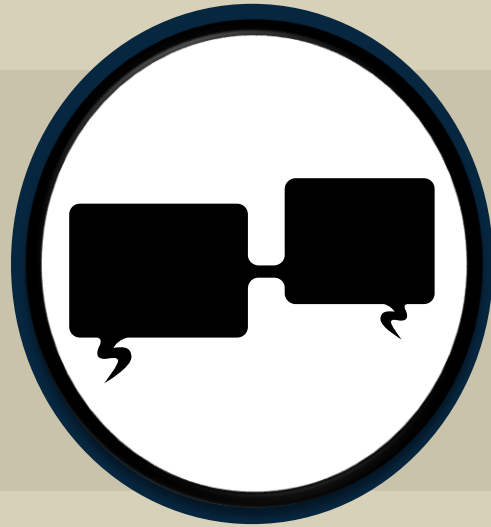
## Current year results



## Additional information

- This is the first year this question has been included in the survey.
- Seven in every ten trainees (71%) stated that they had the option to comment on the Pay As You Dine food while with their unit.
- Royal Navy trainees were most likely to get the opportunity to comment on the Pay As You Dine food; eight out of every ten (82%) of them gave a positive response.





# Support

# Learning needs and difficulties

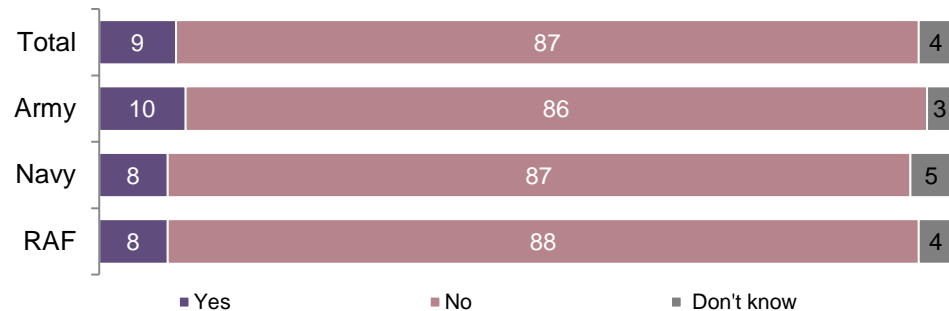
Demog6a. Do you have any learning needs or difficulties?

Demog6b. Did you tell the staff at XXX that you had a learning need or difficulty?

Number of respondents at 6a: Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

Number of respondents at 6b (All Phase 2 respondents who had a learning need or difficulty): Total (532), Army (344), Navy (97), RAF (91)

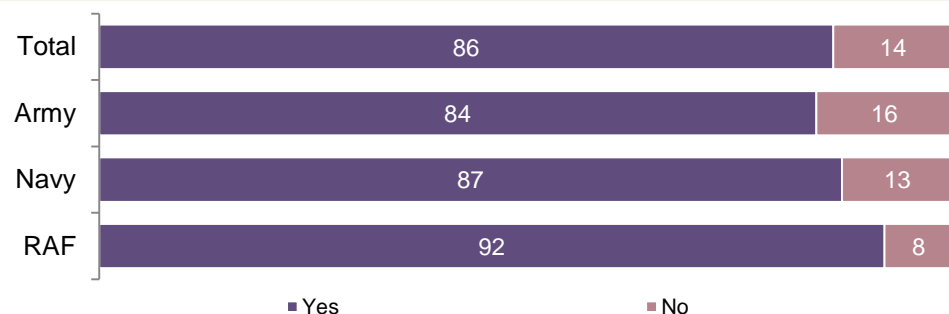
## Current year results – 6a



## Additional information

- Around one in every ten trainees (9%) claimed to have learning needs or difficulties.
- Of these, nine out of every ten (86%) have told staff about it.
- The Army has the largest proportion (10%) of trainees with claimed learning needs or difficulties however they had the lowest percentage of trainees (84%) informing staff about their learning needs or difficulties.

## Current year results – 6b

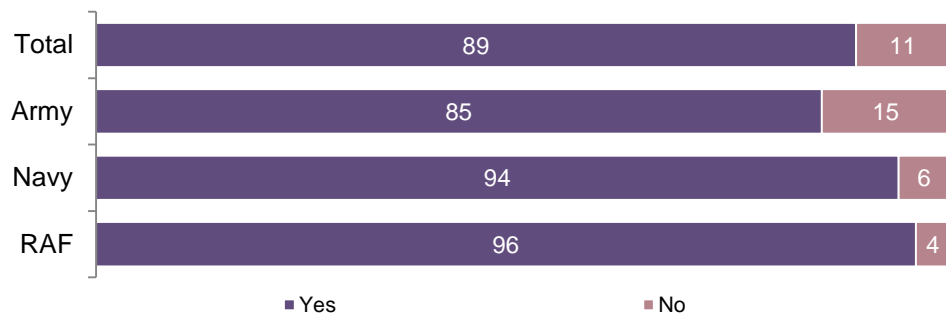


# Support for learning needs and difficulties

Demog6c. Did you have all the support required for your learning need or difficulty?

Number of respondents (All Phase 2 respondents who had a learning need or difficulty and told staff): Total (456), Army (288), Navy (84), RAF (84)

## Current year results – 6c



## Additional information

- Of those trainees who told staff about their learning need or difficulty, nine out of every ten (89%) felt that they had all the support required for their learning need or difficulty.
- Nearly all RAF trainees (96%) who had told staff about their learning need or difficulty felt they had all the support required for their learning need or difficulty.



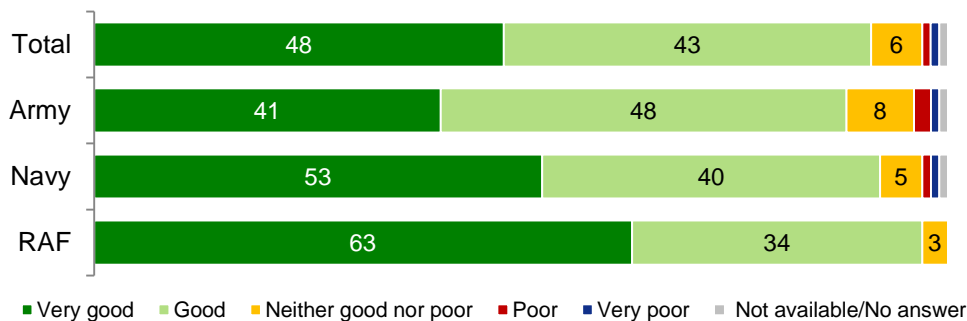
# Opportunity to talk privately with training staff

30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to... Talk privately with training staff

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



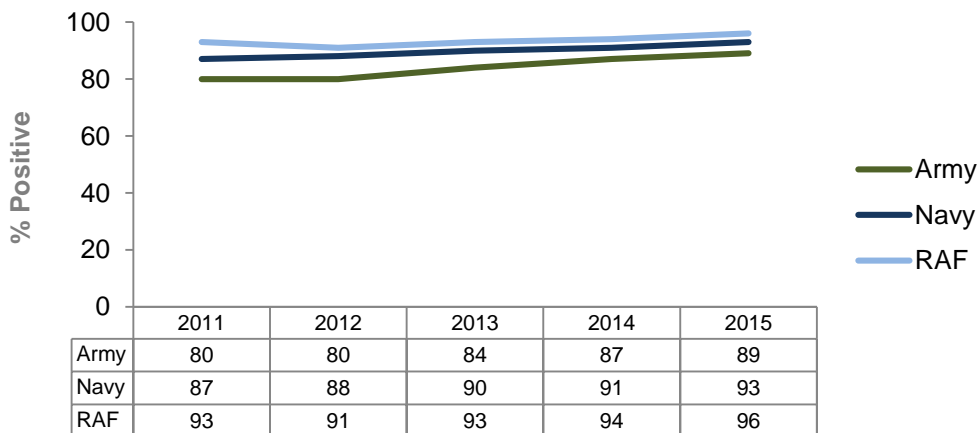
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Most trainees (91%) felt that they had good opportunity to talk privately with training staff. This was an increase on 2014 (89%).
- Nearly all RAF trainees (96%) rated their opportunity to talk privately with training staff positively. This was an increase from 2014 (94%).
- The Army and the Royal Navy also gain an increase on 2014 (87% to 89%, and 91% to 93% respectively).
- Male recruits were more likely to positively rate their opportunity to talk privately with training staff than female recruits (92% compared with 88%).
- Please note the answer option 'not applicable' was changed to 'not available' in this data collection year.

## Trend



Please refer to notes page for base size of previous years

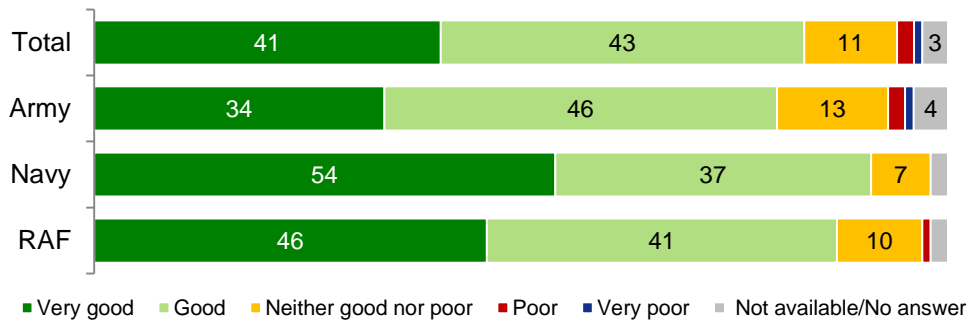
# Opportunity to talk privately with chaplains/padre

30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to...Talk privately with chaplains/padre

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



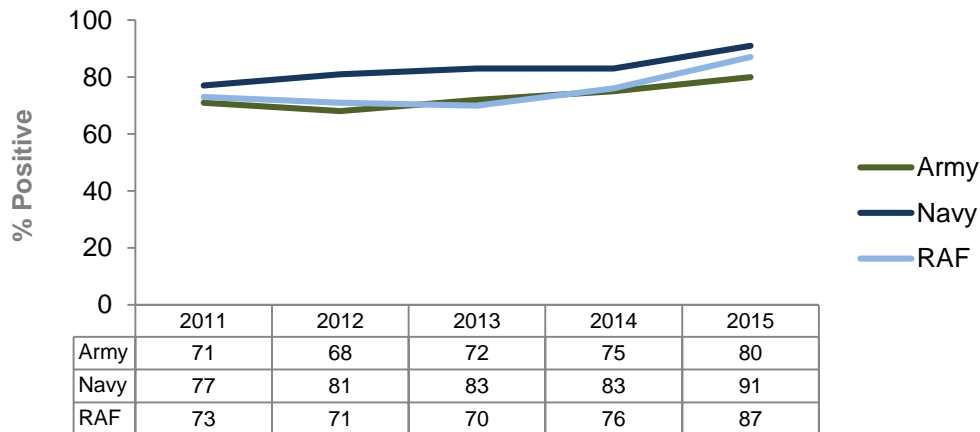
## Differences

	Army	Navy	RAF
Comparison with previous year	▲	▲	▲

## Additional information

- Against 2014, there was an increase in the proportion of trainees who felt they had a good opportunity to talk privately with their chaplain or padre (77% to 84%).
- Increases were seen amongst trainees from all Services; with RAF trainees increasing by 11 percentage points between 2014 and 2015 (76% to 87%).
- The Army and the Royal Navy trainees have also seen an rating increase since 2014 (75% to 80%, and 83% to 91% respectively).
- Please note the answer option 'not applicable' was changed to 'not available' in this data collection year.
- 3% of respondents stated 'not available'.

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.

Results less than 3% are not labelled in the chart.

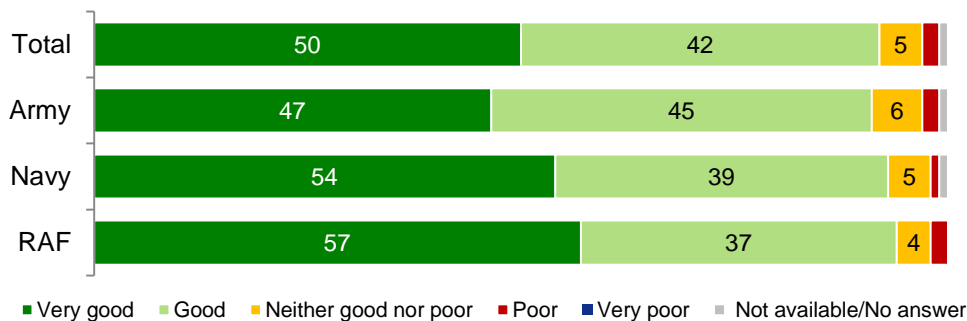
# Opportunity to keep in contact with family and friends

30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Keep in contact with family and friends

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



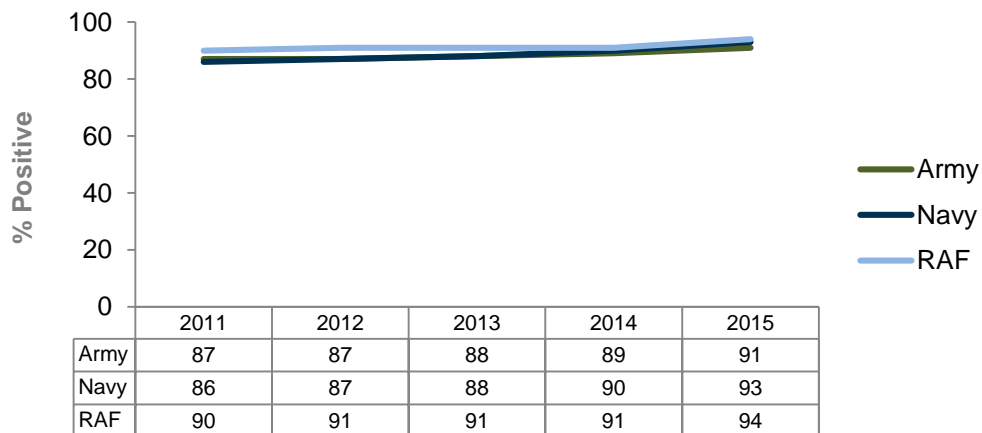
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Just over nine out of every ten trainees (92%) felt that they had a good opportunity to keep in touch with their family and friends. This was an increase against 2014 (90%).
- Across all three Services, there was an increase in trainees rating the opportunity as good since 2014. RAF and Royal Navy trainees both had a three percentage point increase in positive ratings (90% to 93%, and 91% to 94% respectively). Ratings by Army trainees increased from 89% to 91%.
- Trainees aged 16-25 years old were more positive about their opportunity to keep in contact with family and friends than 26 + year olds (93% compared with 90%).
- Please note the answer option 'not applicable' was changed to 'not available' in this data collection year.

## Trend



Please refer to notes page for base size of previous years

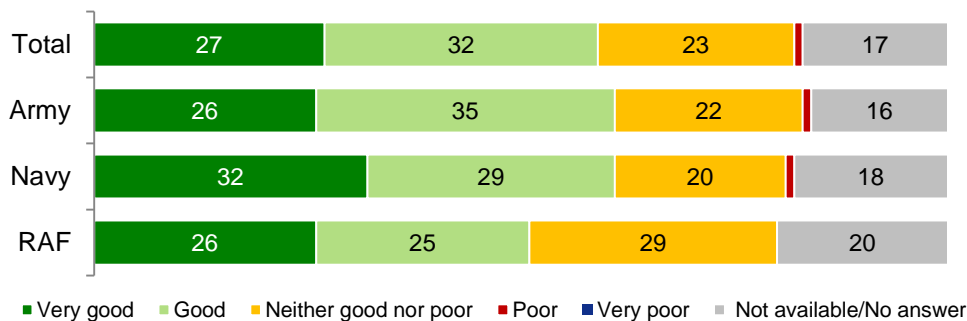
# Opportunity to practise your faith/religion

30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Practise your faith/religion

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

## Current year results



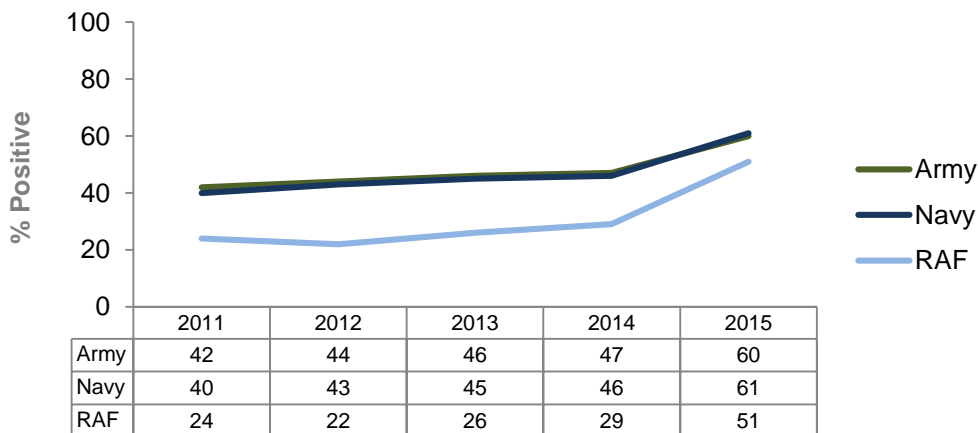
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Three out of every five trainees (59%) stated they had a good opportunity to practice their faith or religion however 17% said this was not applicable.
- There was an increase across all Services. Three out of five Army recruits (60%) stated that they had opportunity to practice their faith compared to 47% in 2014.
- The Royal Navy and RAF saw similar increases (46% to 61% and 29% to 51% respectively).
- BME recruits were more positive about their opportunity to practise their faith/religion than white recruits (58%, compared with 69%).
- Please note the answer option 'not applicable' was changed to 'not available' in this data collection year.
- 15% of respondents stated 'not available'.

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.



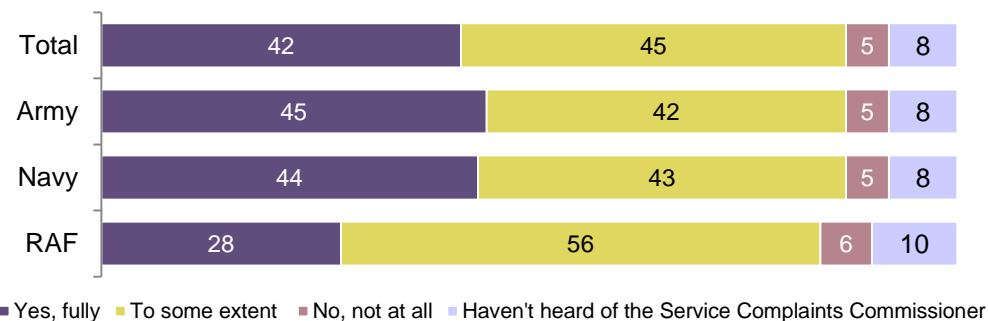
# Knowledge of Service Complaints Commissioner

(please note wording will change to Service Complaints Ombudsman from 2016)

31. Do you know how the Services Complaints Commissioner can help you with a discrimination, harassment and/or bullying complaint?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes, fully' – comments and significant differences based on this

## Current year results (%)



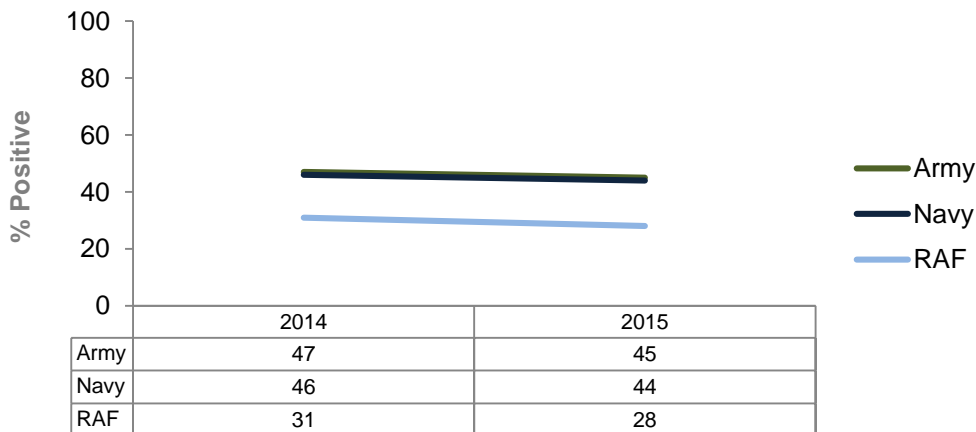
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just over two out of every five trainees (42%) stated that they fully understood how the Service Complaints Commissioner (SCC) could help them; a similar proportion (45%) said they understood to some extent.
- Male recruits were more likely to say they fully understood than female recruits (42% compared with 37%); as were BME recruits (50%) compared with white recruits (41%).

## Trend



Please refer to notes page for base size of previous years

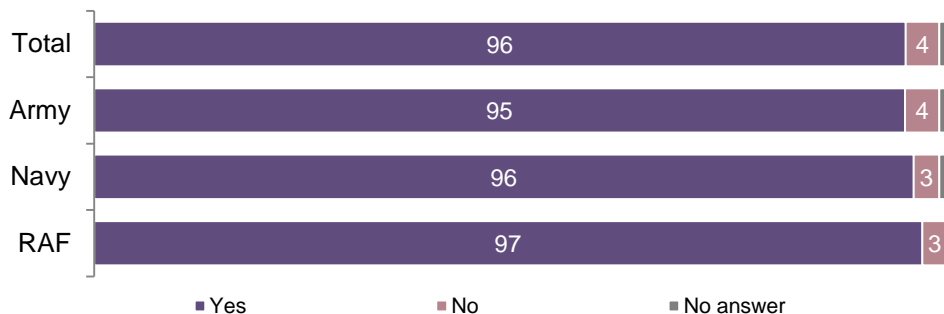
Aggregated totals may not add up to 100% due to rounding.  
 Results less than 3% are not labelled in the chart.

# Availability of staff for problems out of training hours

31a. Whether or not you needed to, was there a member of staff easily available for you to go to if you had a problem out of training hours?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



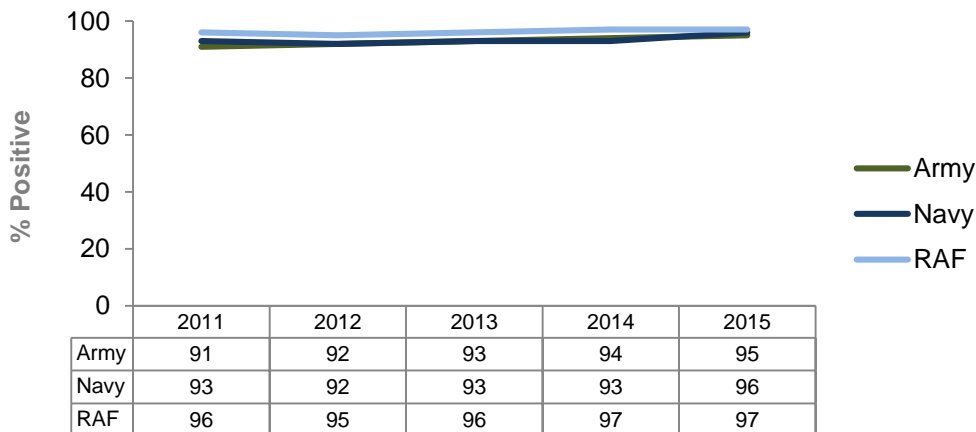
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Almost all trainees (96%) felt there was a member of staff easily available to them to go to if they had a problem out of training hours; this was higher than 2014 (94%).
- Army and Royal Navy trainees rated the availability of staff for problems out of training hours higher than 2014 (94% to 95%, and 93% to 96% respectively).

## Trend



Please refer to notes page for base size of previous years



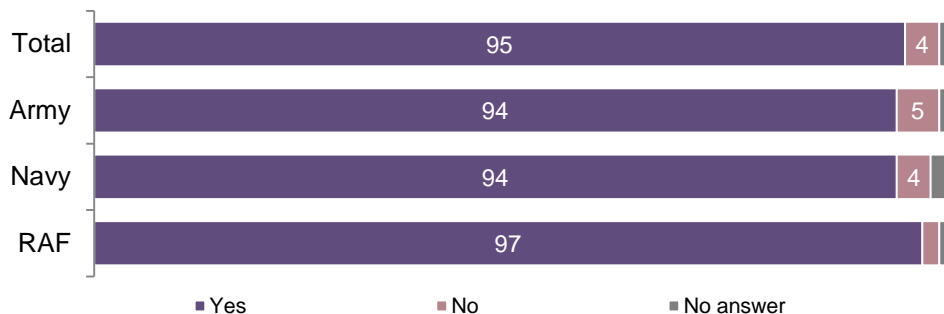
# Someone to go to for personal or emotional problems

32a. Whether or not you needed to, did you have someone at unit that you were happy to go to if you had any personal or emotional problems?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



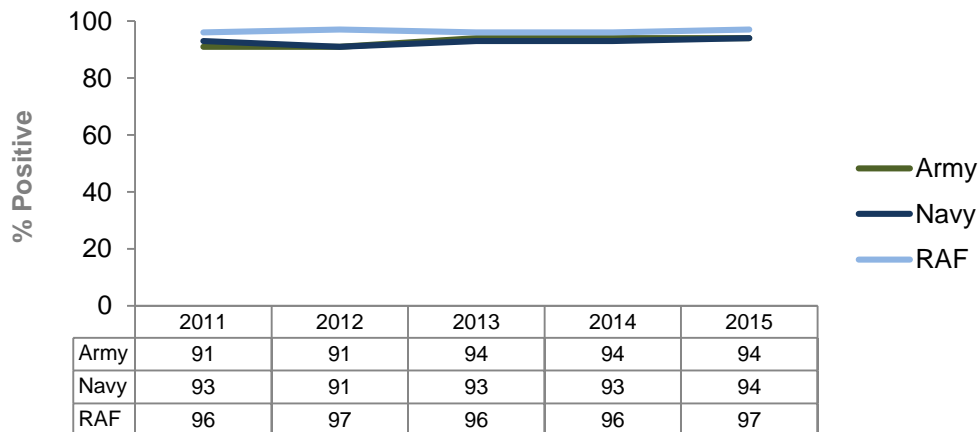
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Almost all trainees (95%) felt that there was someone at their unit for them to go to with their personal or emotional problems.
- Male trainees were more likely to say there was someone to go to for personal or emotional problems than female trainees (95% and 92% respectively).

## Trend



Please refer to notes page for base size of previous years

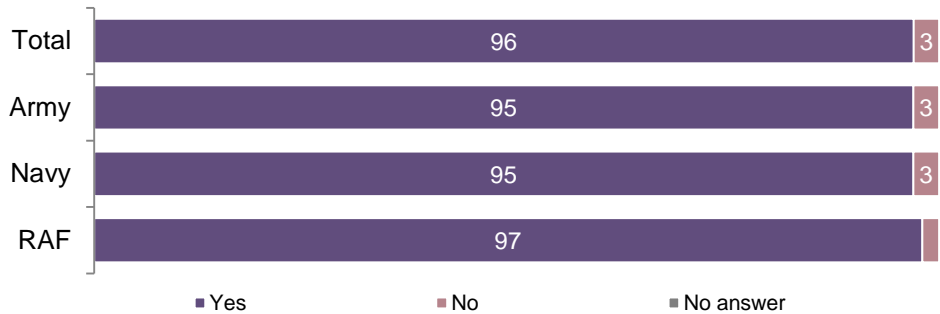


# Someone to go to for administrative problems

33a. Whether or not you needed to, if you had any problems with administration (pay, posting, JPA etc.) was there someone to help you deal with them?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



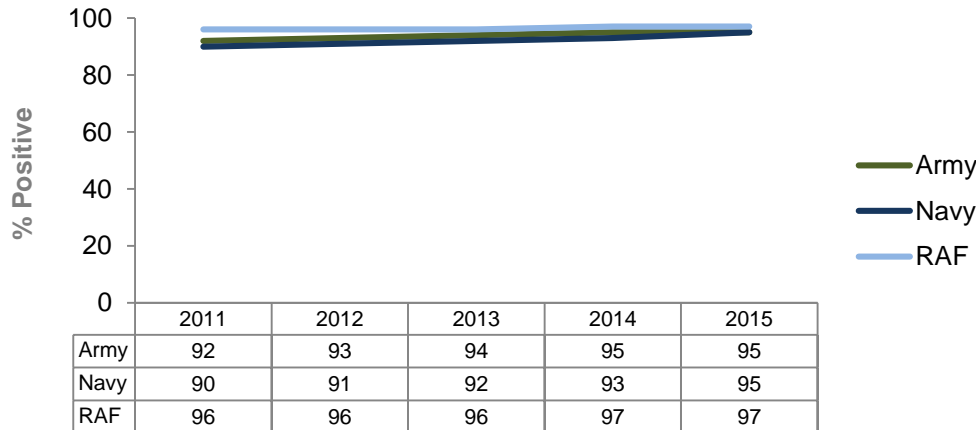
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Almost all trainees (96%) felt that there was someone for them to go to with administrative problems; this was higher than 2014 (95%).
- There was an increase in Royal Navy trainees who felt there was someone for them to go to with administrative problems (93% to 95%).

## Trend



Please refer to notes page for base size of previous years

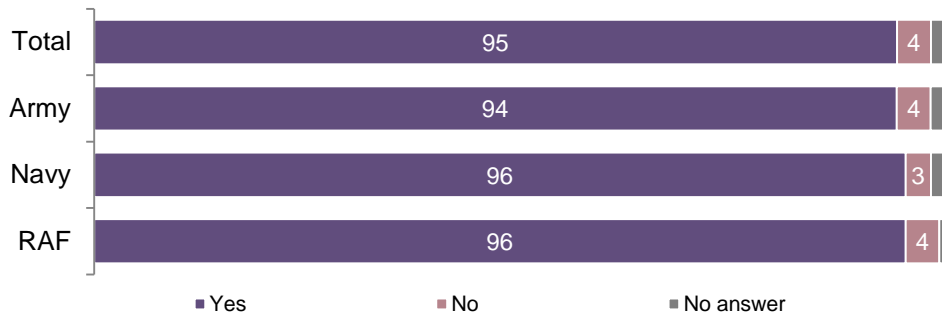


# Opportunity to raise all concerns with person in authority

34a. Whether or not you needed to, did you feel that you had the opportunity to raise all your concerns with a person in authority at unit?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



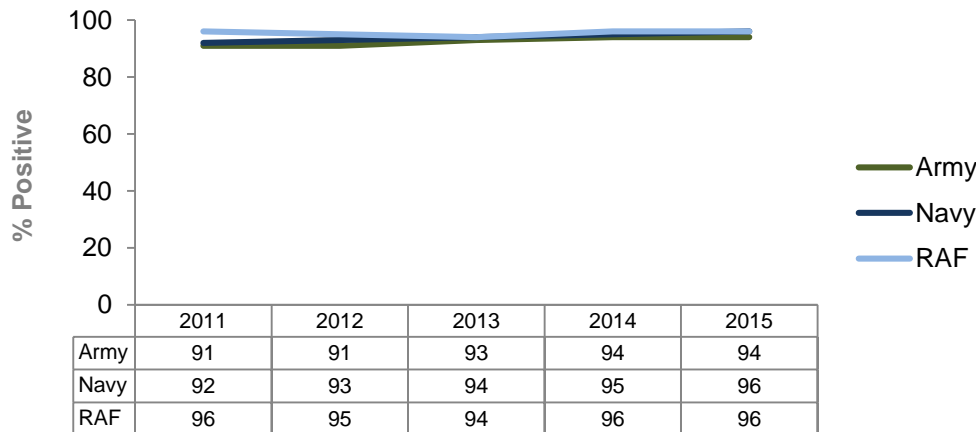
## Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

## Additional information

- Almost all trainees (95%) felt that they had the opportunity to raise concerns with a person in authority.
- Male trainees were more likely to agree they had the opportunity to raise all their concerns with a person in authority than female trainees (95% and 91% respectively).

## Trend



Please refer to notes page for base size of previous years





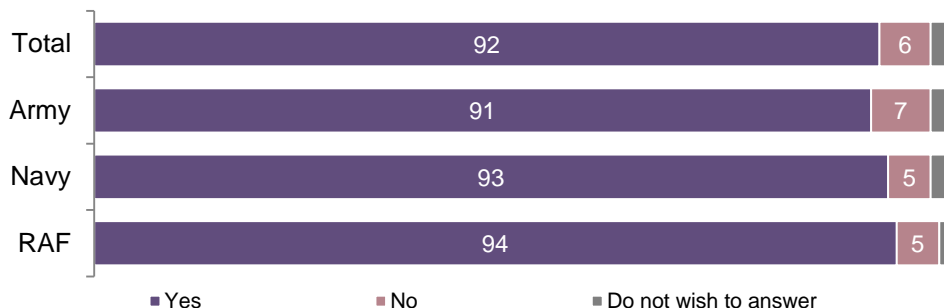
# Fairness

# Awareness of how to complain about poor or unfair treatment or bullying

35. Do you know how to complain about poor or unfair treatment or bullying at unit?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



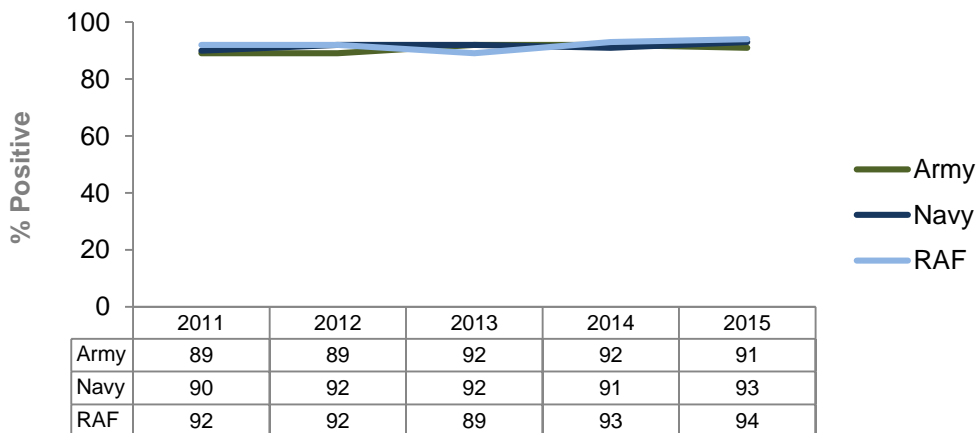
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- The vast majority of trainees (92%) stated that they knew how to make a complaint about poor or unfair treatment or bullying.
- Royal Navy trainees were more likely to know how to make a complaint than in 2014 (91% to 93%).
- White trainees were more likely to claim to know how to make a complaint than BME trainees (92% compared with 88%).

## Trend



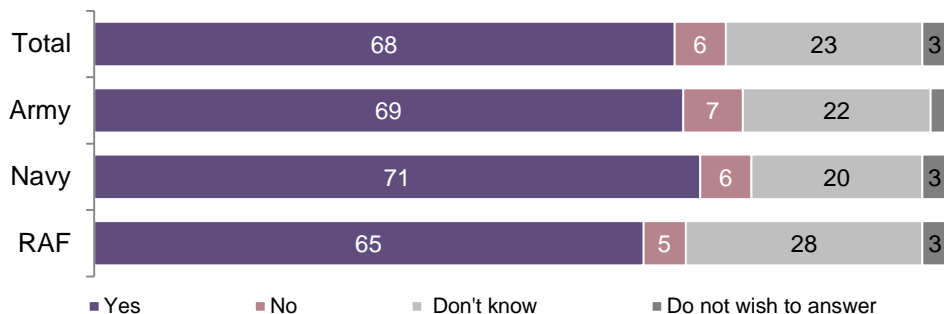
Please refer to notes page for base size of previous years

# Whether believe complaints are dealt with in a fair manner

37a. Generally, do you believe that complaints are dealt with in a fair manner at unit?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



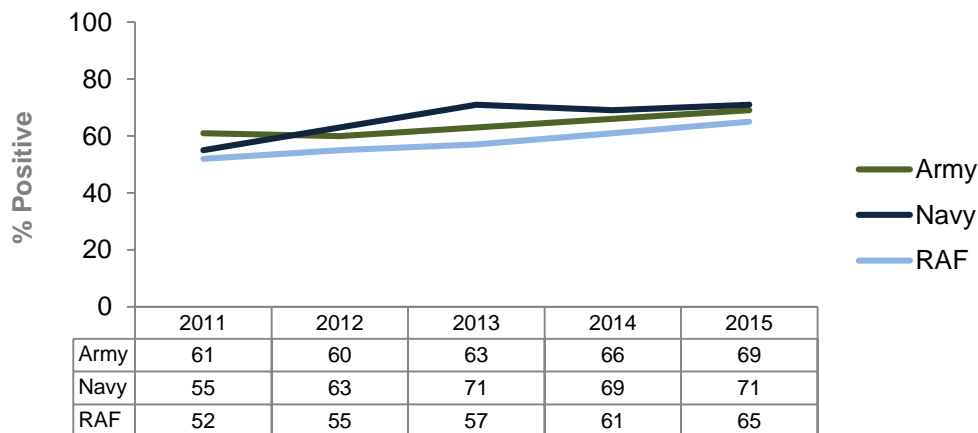
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Just over two thirds of trainees (68%) believed that complaints were dealt with in a fair manner which was higher than 2014 (66%).
- This overall increase was partly driven by Army trainees who were more likely to believe complaints were dealt with fairly than last year (66% to 69%).
- Male trainees (69%) were more likely to agree than females (61%) as were trainees aged 16-25 (69%) in comparison to older trainees aged 26 and older (65%).

## Trend



Please refer to notes page for base size of previous years

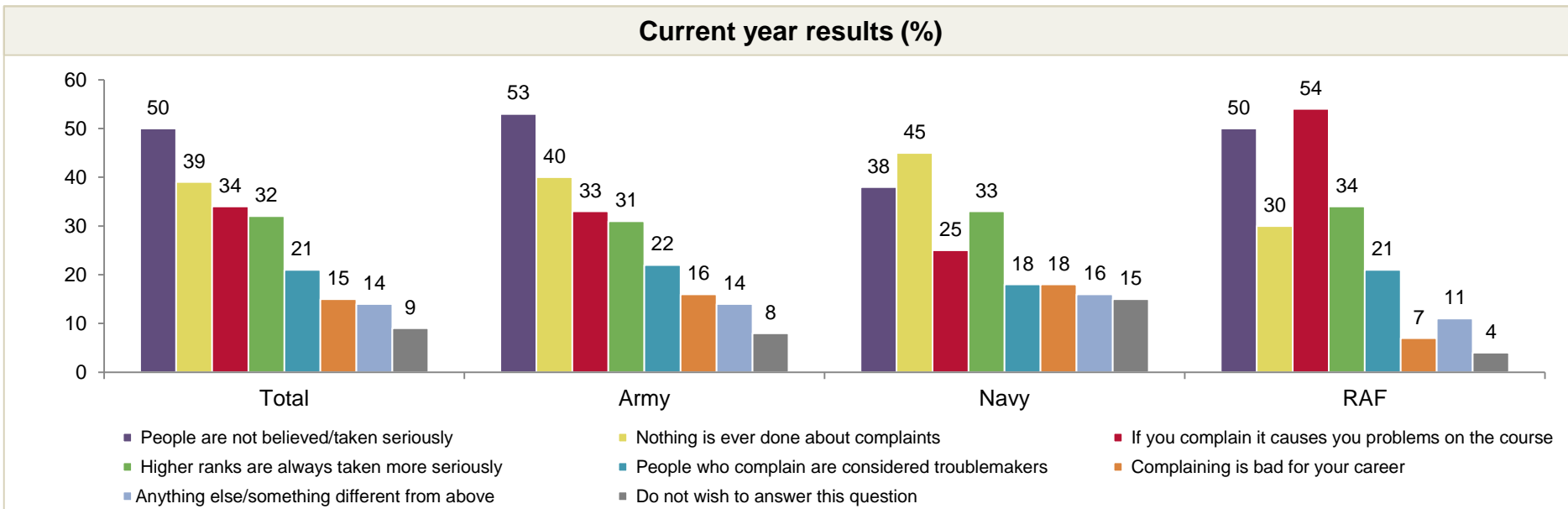




# Reason why complaints are not dealt with in a fair manner

37b. Why do you feel that complaints are not dealt with in a fair manner?

Number of respondents (all respondents who said that they did not feel complaints are dealt with in a fair manner): Total (350), Army (221), Navy (73), RAF (56)



## Additional information

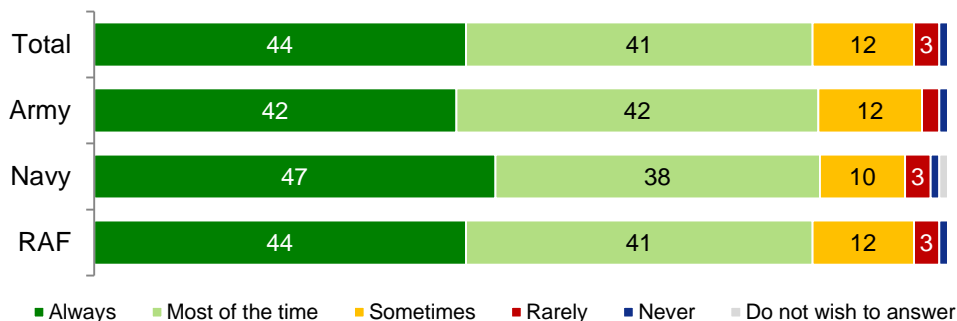
- Overall, half of all trainees who did not feel complaints were dealt with fairly stated that this was because people were not believed or taken seriously (50%).
- The top reason for Army trainees was that people were not taken seriously (53%); for Royal Navy trainees, the main problem was feeling that nothing is done about complaints (45%) and RAF trainees were most likely to have concerns that if they complained it would cause problems on their course.
- Female trainees were more likely to feel that people are not believed or taken seriously (53% compared to 45% of males).
- BME trainees were more likely to feel that their complaint was ignored than white trainees (63% compared to 49%).

# Fair treatment of Trainees

39. Please indicate how often the following statements apply: Trainees were all treated fairly

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

## Current year results



## Additional information

- This is the first year this question has been included in the survey.
- Over four out of every five trainees (84%) agreed that trainees were all treated fairly always or most of the time.
- Trainees aged over 31 years old were more likely to say trainees were treated fairly (53%) than trainees aged between 16 to 19 (45%) and trainees aged 20 to 30 (42%).

Please refer to notes page for base size of previous years

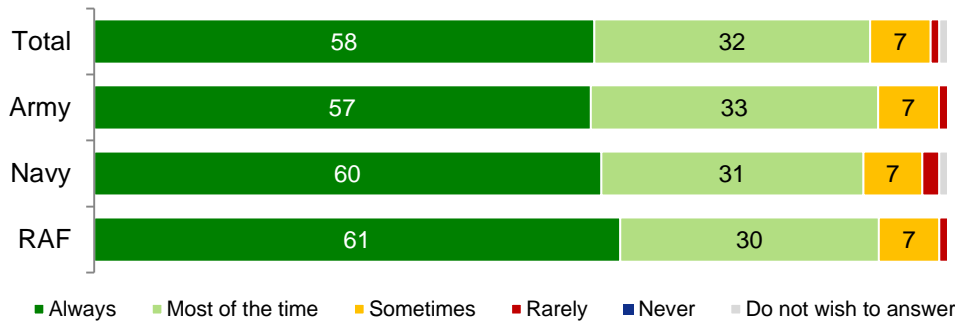
# Fair treatment

39. Please indicate how often the following statements apply: I was treated fairly

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'always' or 'most of the time' – comments and significant differences based on this

## Current year results



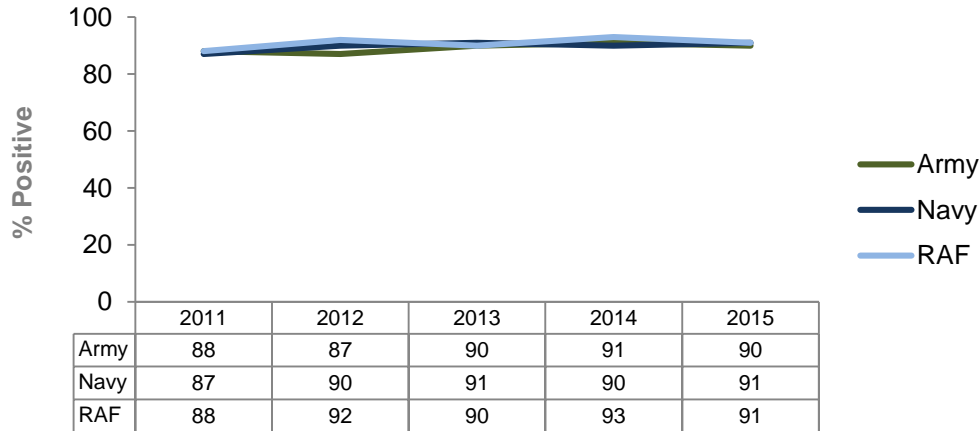
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- The majority of all trainees (90%) said that they were treated fairly always or most of the time.

## Trend



Please refer to notes page for base size of previous years



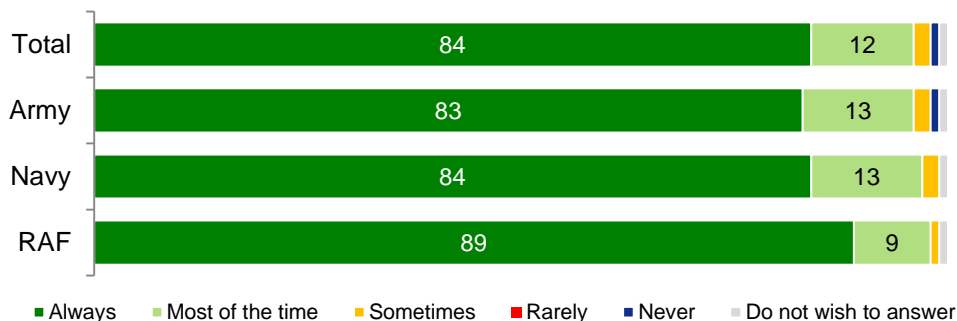
# Sexual or racial harassment during training

39. Please indicate how often the following statements apply: Training was conducted without sexual or racial harassment

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'always' or 'most of the time' – comments and significant differences based on this

## Current year results



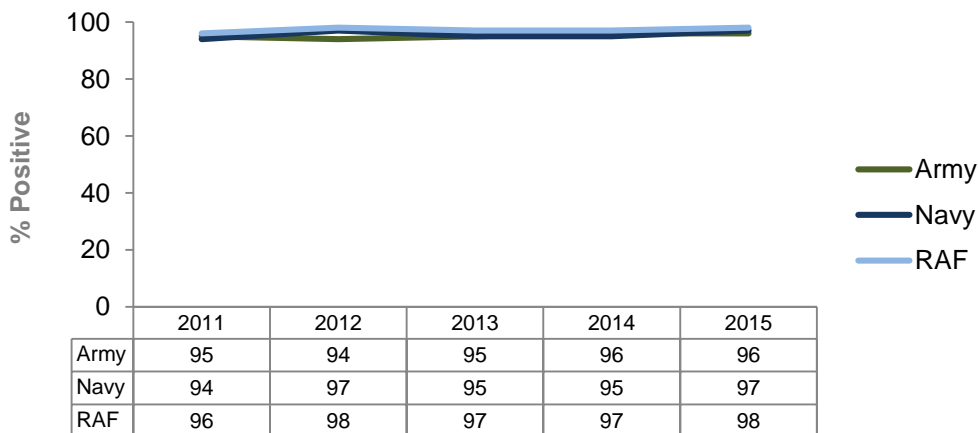
## Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

## Additional information

- Almost all trainees (96%) felt that training was conducted without sexual or racial harassment always or most of the time.
- There was a significant increase in Navy trainees stating training was conducted without sexual or racial harassment (95% increased to 97%).
- White trainees were more likely than BME trainees to say that training was conducted without sexual or racial harassment (97% and 95% respectively).

## Trend



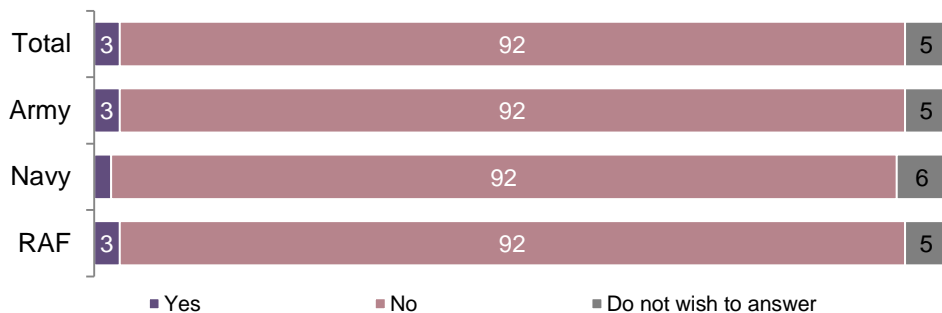
Please refer to notes page for base size of previous years

# Whether badly or unfairly treated by staff

41a. Do you believe that you were badly or unfairly treated by the staff whilst at unit?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



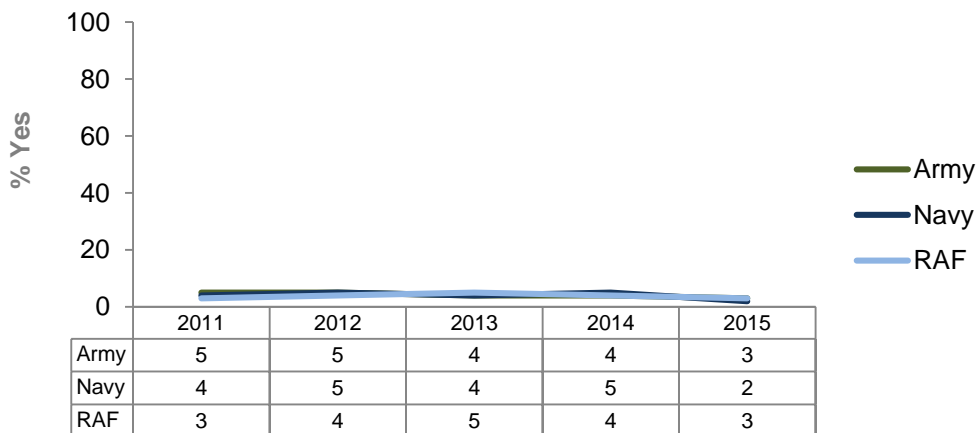
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three percent of all trainees believed they were badly or unfairly treated by staff.
- Since 2014, there has been a significant decrease in Army and Royal Navy trainees stating that they were badly or unfairly treated by staff (4% to 3% and 5% to 2% respectively).
- The proportion of female trainees stating they had been badly or unfairly treated by staff was higher than male trainees (4% compared with 2%).

## Trend



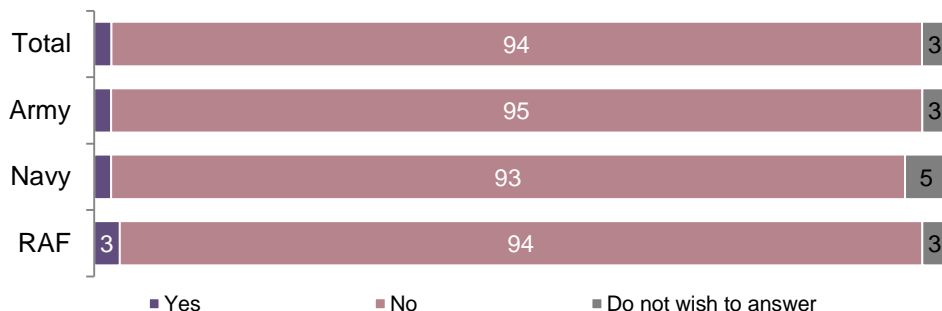
Please refer to notes page for base size of previous years

# Whether badly or unfairly treated by other trainees

41b. Do you believe that you were badly or unfairly treated by other trainees whilst at unit?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



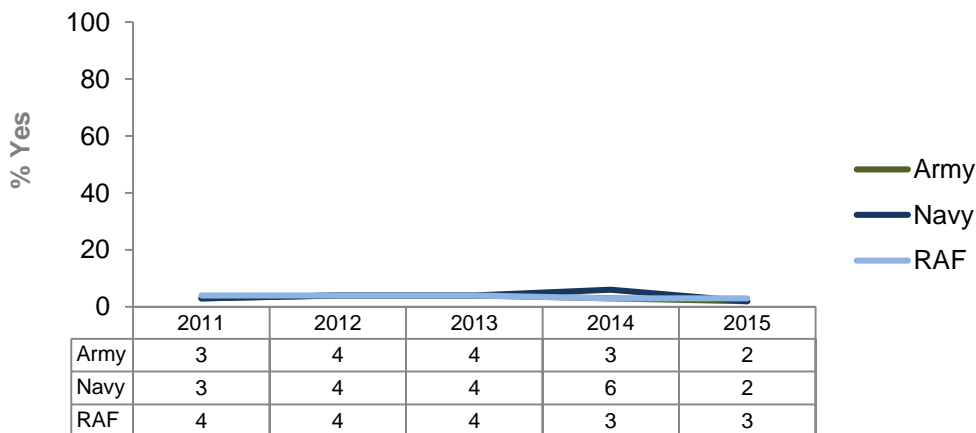
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Two percent of all trainees believed they were badly or unfairly treated by other trainees.
- There was a decrease in Army and Navy trainees stating that they were badly or unfairly treated by other trainees (3% to 2% and 6% to 2% respectively).
- Female trainees (6%) were more likely to state that they had been badly or unfairly treated by other trainees than male trainees (2%).

## Trend



Please refer to notes page for base size of previous years

# Whether badly or unfairly treated by other trainees or staff

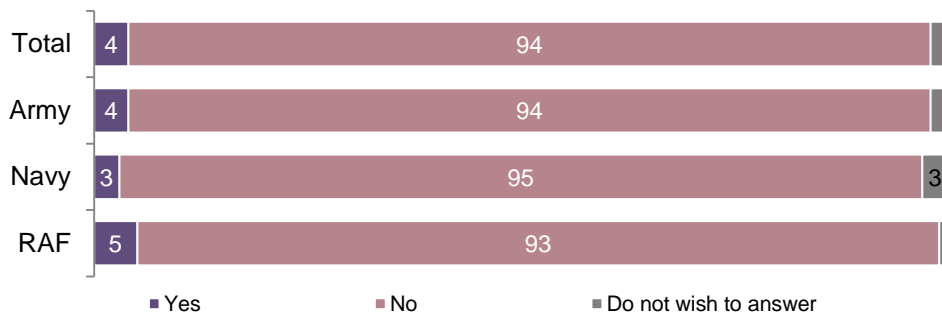
41a. Do you believe that you were badly or unfairly treated by other trainees whilst at unit?

41b. Do you believe that you were badly or unfairly treated by the staff whilst at unit?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'yes' – comments and significant differences based on this

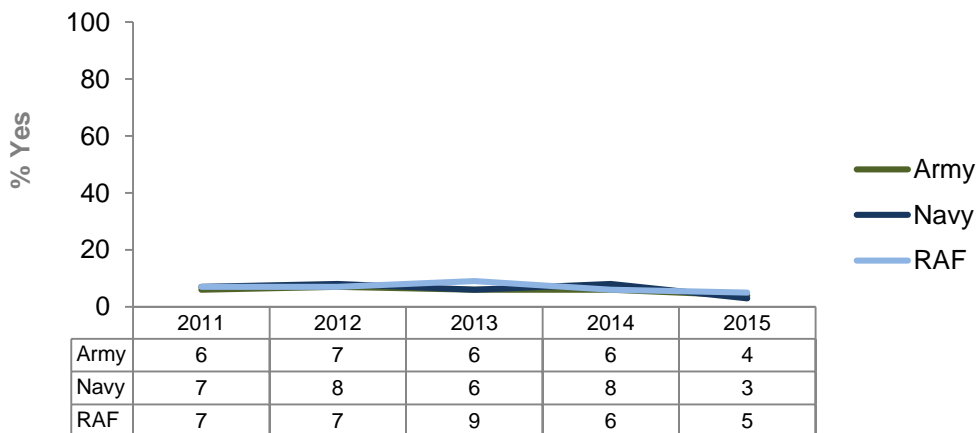
## Current year results



## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Trend



Please refer to notes page for base size of previous years

## Additional information

- The responses to the two questions about bad or unfair treatment by staff and other trainees have been combined to show reported levels of trainees experiencing bad or unfair treatment overall.
- Overall, 4% of all trainees believed they were badly or unfairly treated by staff or other trainees.
- There was a decrease in Army and Navy trainees stating that they were badly or unfairly treated by other trainees or staff (6% to 4% and 8% to 3% respectively).
- Female trainees were significantly more likely to believe that they had been badly or unfairly treated by staff or trainees than male trainees (8% and 3% respectively).



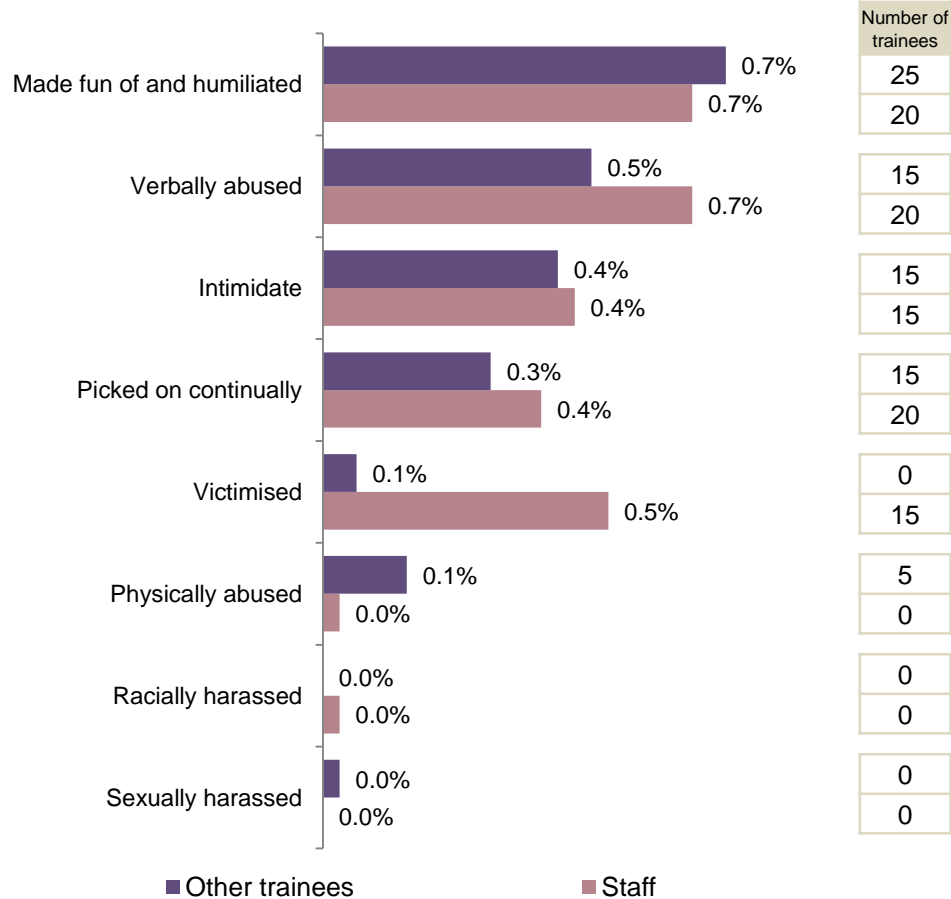
# Types of unfair treatment

42a. Please read the list below and tick the boxes that apply to you. 42b. Who [insert treatment type] you?

All results recalculated on full base of Phase 2 Army trainees (3,361)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Army (129)

## Current year results – Army (% all trainees)



## Additional information

- Results are displayed as percentage of all Army trainees and number of trainees displayed has been rounded to the nearest 5.
- The most common form of unfair treatment from other trainees was being made fun of and humiliated, followed by being verbally abused or being picked on continually.
- The most common form of unfair treatment from staff was being made fun of and humiliated and being verbally abused, followed by being victimised.





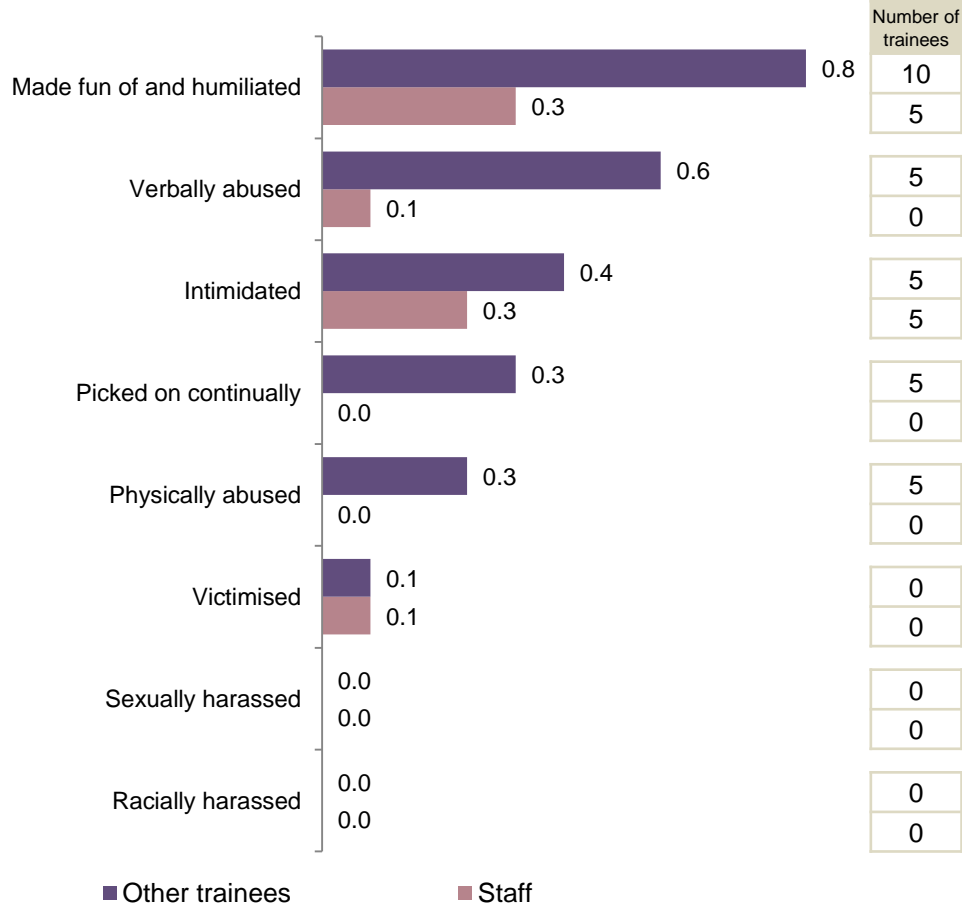
# Types of unfair treatment

42a. Please read the list below and tick the boxes that apply to you. 42b. Who [insert treatment type] you?

All results recalculated on full base of Phase 2 Navy trainees (1,190)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): Navy (35)

## Current year results – Navy (% all trainees)



## Additional information

- Results are displayed as percentage of all Royal Navy trainees and number of trainees displayed has been rounded to the nearest 5.
- The most common form of unfair treatment from other trainees was being made fun of and humiliated. This was also the most common complaint about treatment from staff.



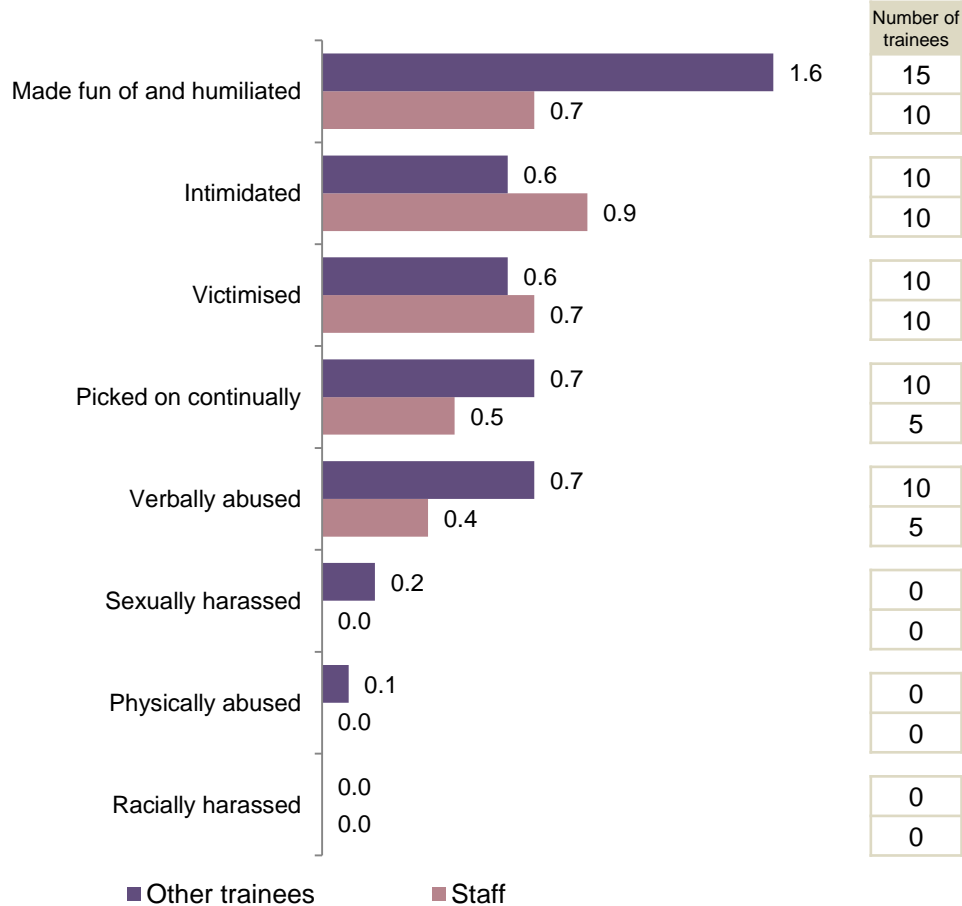
# Types of unfair treatment

42a. Please read the list below and tick the boxes that apply to you. 42b. Who [insert treatment type] you?

All results recalculated on full base of Phase 2 RAF trainees (1,085)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): RAF (55)

## Current year results – RAF (% all trainees)



## Additional information

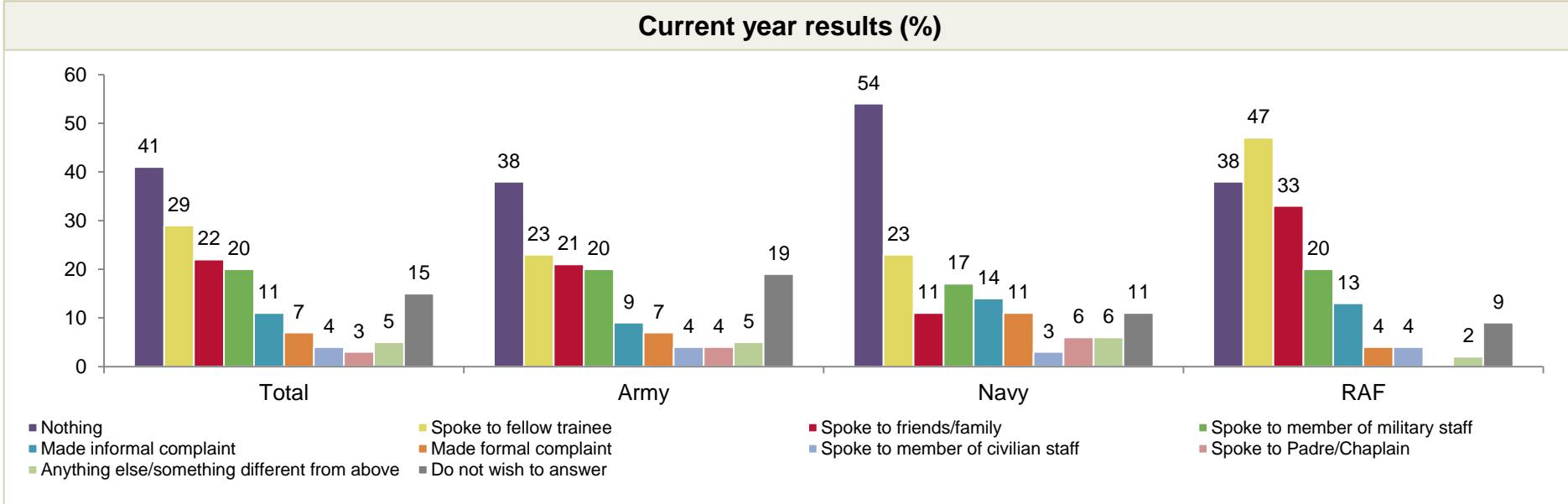
- Results are displayed as percentage of all RAF trainees and number of trainees displayed has been rounded to the nearest 5.
- The most common form of unfair treatment from other trainees was being made fun of and humiliated.
- The most common form of unfair treatment from staff was being intimidated, followed by being made fun of and humiliated or being victimised.



# Action taken as a result of bad or unfair treatment

43. Which of the following did you do following the unfair treatment you experienced?

Number of respondents (all Phase 2 respondents who said that they were badly or unfairly treated and mentioned the type of treatment experienced): Total (219), Army (129), Navy (35), RAF (55)



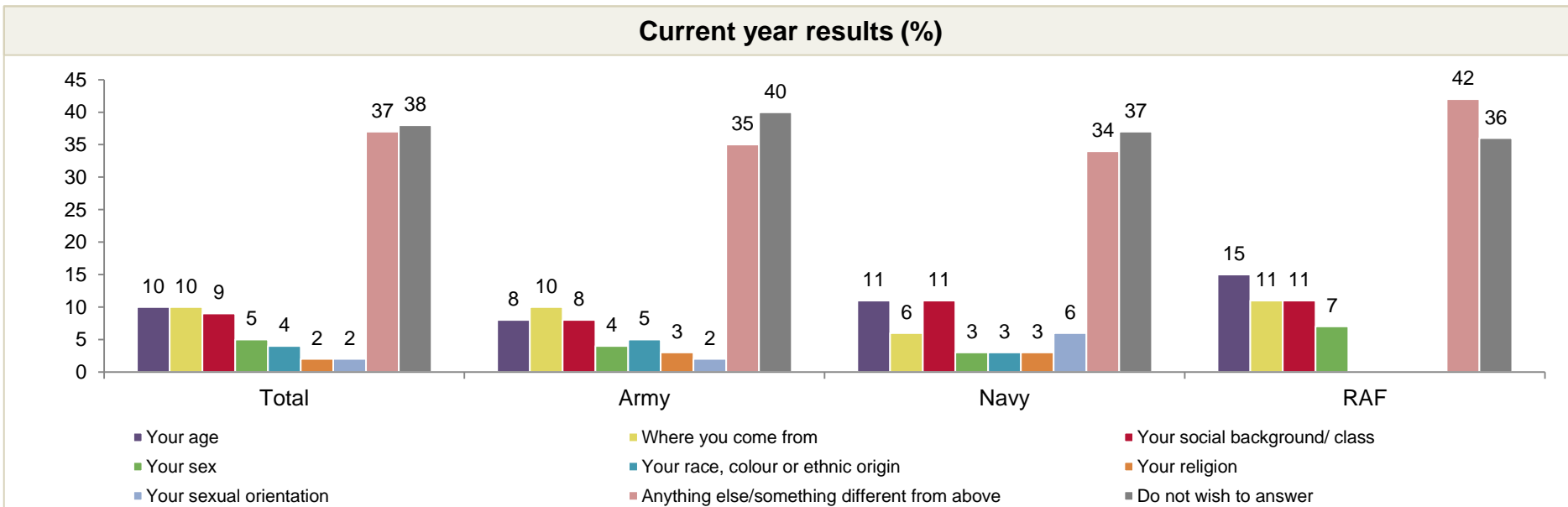
## Additional information

- Overall, two in every five trainees who believed they had been treated unfairly were most likely to do nothing about it (41%). Over a quarter trainees (29%) spoke to a fellow recruit. 15% did not wish to answer the question.
- One in ten of trainees (11%) who felt they were badly or unfairly treated made an informal complaint, with less trainees (7%) making an formal complaint.

# Perceived reason for bad or unfair treatment

## 44. Why do you think you were badly or unfairly treated?

Number of respondents (all Phase 2 respondents who said that they were badly or unfairly treated): Total (219), Army (129), Navy (35), RAF (55)



### Additional information

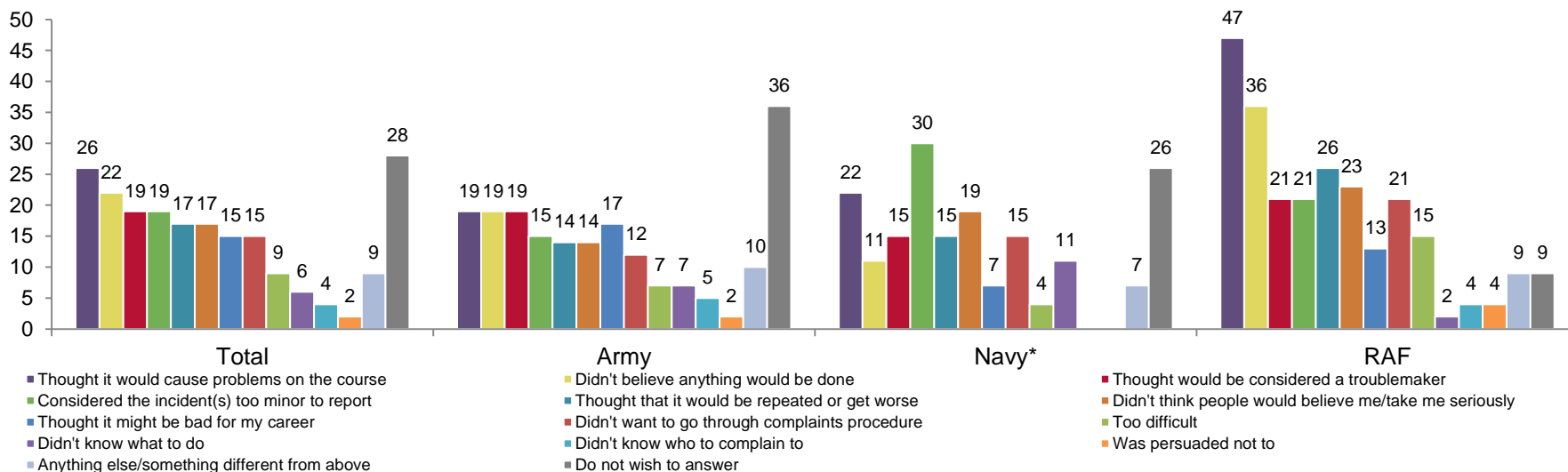
- Just under two in five recruits (38%) did not answer the question or stated that they did not wish to answer why they felt they were badly or unfairly treated. Of the choices given, most trainees who responded felt the treatment was a result of either their age (10%), where they came from (10%) or their social background class (9%).
- Female trainees were more likely to believe that their mistreatment was due to their sex (15% compared to 1% of male trainees).
- The verbatim comments given by those categorised as ‘anything else/something different from above’ give a wide range of reasons for perceived bad or unfair treatment mostly involving specific circumstances.

# Reason for not complaining about bad or unfair treatment

45. If you did not complain about any incident of bad or unfair treatment, why was this?

Number of respondents (all Phase 2 respondents who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): Total (185), Army (111), Navy (27\*), RAF (47)

## Current year results (%)



## Additional information

- The most common reason given for not complaining about bad or unfair treatment was that trainees thought it would cause problems on the course (26%). However this was closely following by a range of other answer options that were presented on the questionnaire.
- A quarter (28%) chose not to answer the question.
- Those who stated 'anything else/something different from above' often stated that they did not think it was worth making a complaint.





# Setbacks during training

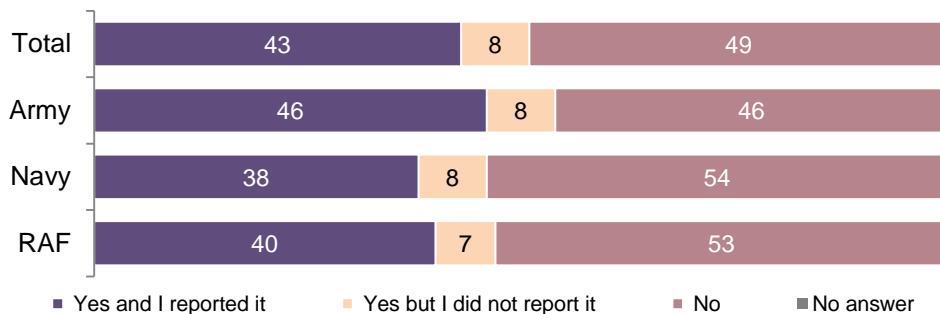
# Illness or injury during training

49. Were you ever ill or injured during training?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

Comments and significant differences based on % saying 'yes and I reported it'

## Current year results



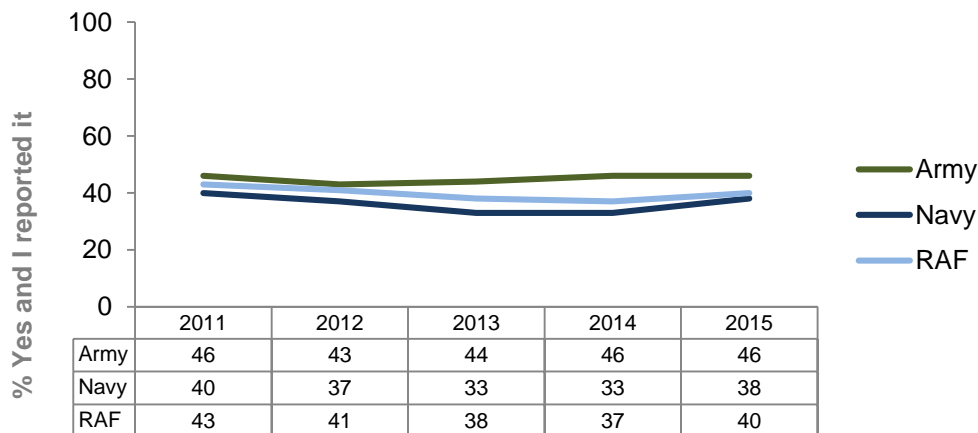
## Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

## Additional information

- Just over two in every five trainees (43%) reported being ill or injured during training. Another 8% of trainees said they were ill but did not report it.
- Since 2014, there has been an increase in Royal Navy recruits reporting being ill and injured during training (33%, increased to 38%).

## Trend



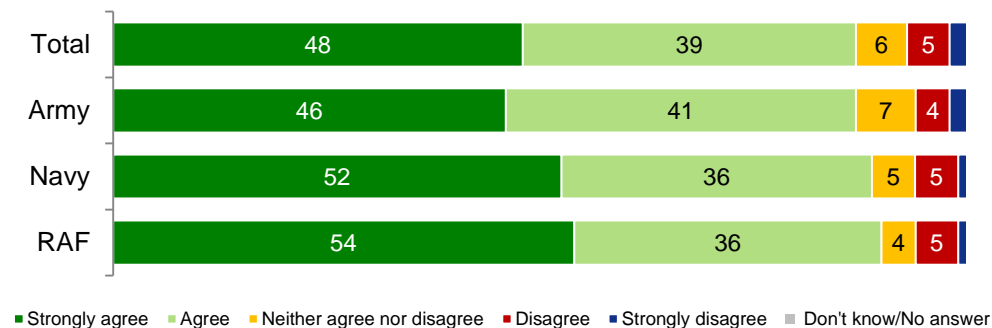
Please refer to notes page for base size of previous years

# Whether injury/illness was properly dealt with

50. Please indicate how you feel about the following statements: My injury/illness was properly dealt with

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,431), Army (1,539), Navy (455), RAF (437)  
 % positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



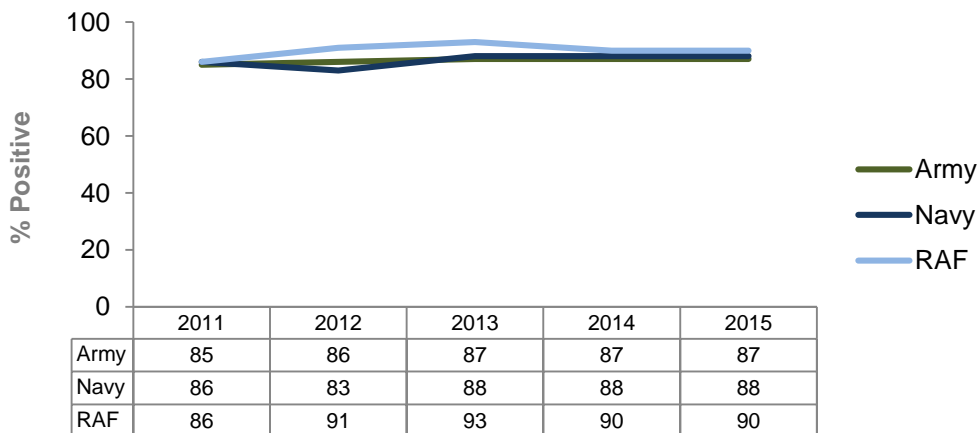
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Nearly nine out of every ten trainees who were ill or injured during training and reported it agreed that their injury or illness was properly dealt with (88%).

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
 Results less than 3% are not labelled in the chart.

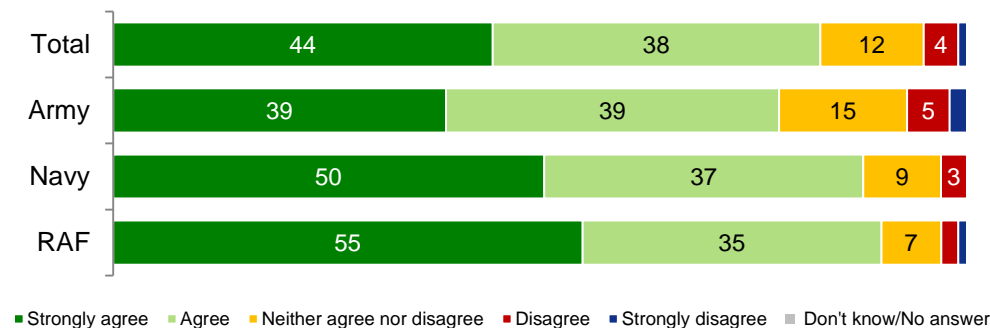


# Staff help and support during illness/injury

50. Please indicate how you feel about the following statements: Staff helped and supported me when I was ill/injured

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,431), Army (1,539), Navy (455), RAF (437)  
 % positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



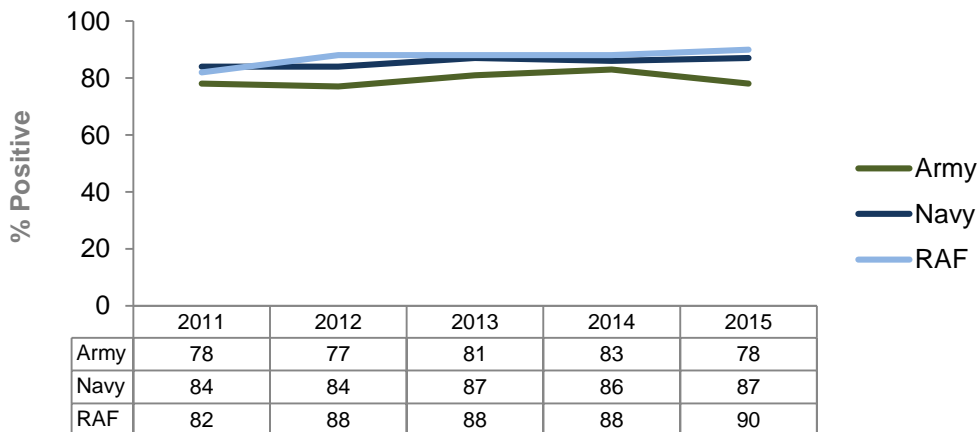
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Of those trainees who reported ill or injured, most (82%) felt that they were helped and supported by staff. This was lower than 2014 (84%).
- Army trainees were less likely to agree that they were helped and supported by staff than in 2014 (83% to 78%).

## Trend



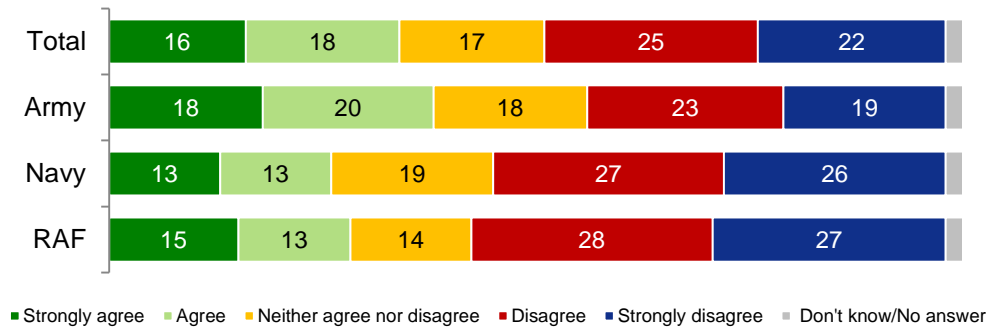
Please refer to notes page for base size of previous years

# Advice for others on reporting sick

50. Please indicate how you feel about the following statements: I would advise others in a similar situation not to report sick if they can avoid it

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,431), Army (1,539), Navy (455), RAF (437)  
 % measure equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



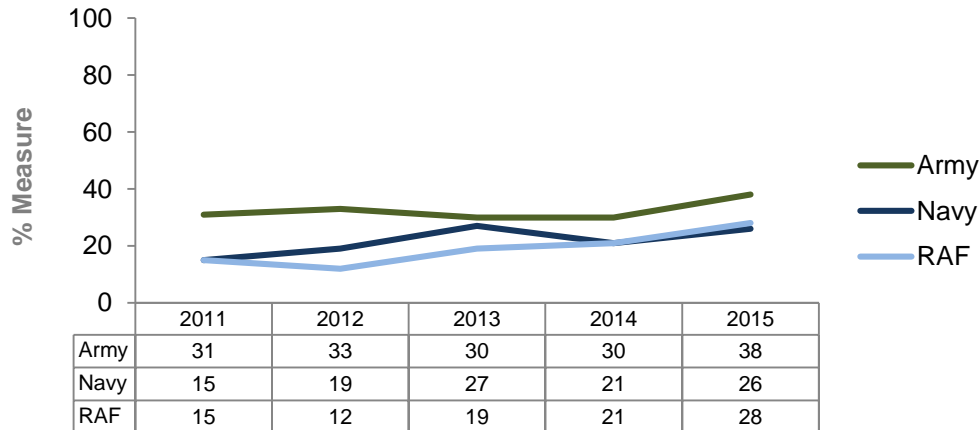
## Differences

	Army	Navy	RAF
Comparison with previous year	▲ ▼	▲ ▼	▲ ▼

## Additional information

- Just over a third of trainees who were ill or injured and reported it (34%) would advise others not to report sick if they can avoid it. This was higher than 2014 (27%).
- There was an increase in the number of Army and RAF trainees who agree they would advise others not to report sick if avoidable (30% to 38%, and 21% to 28% respectively).

## Trend



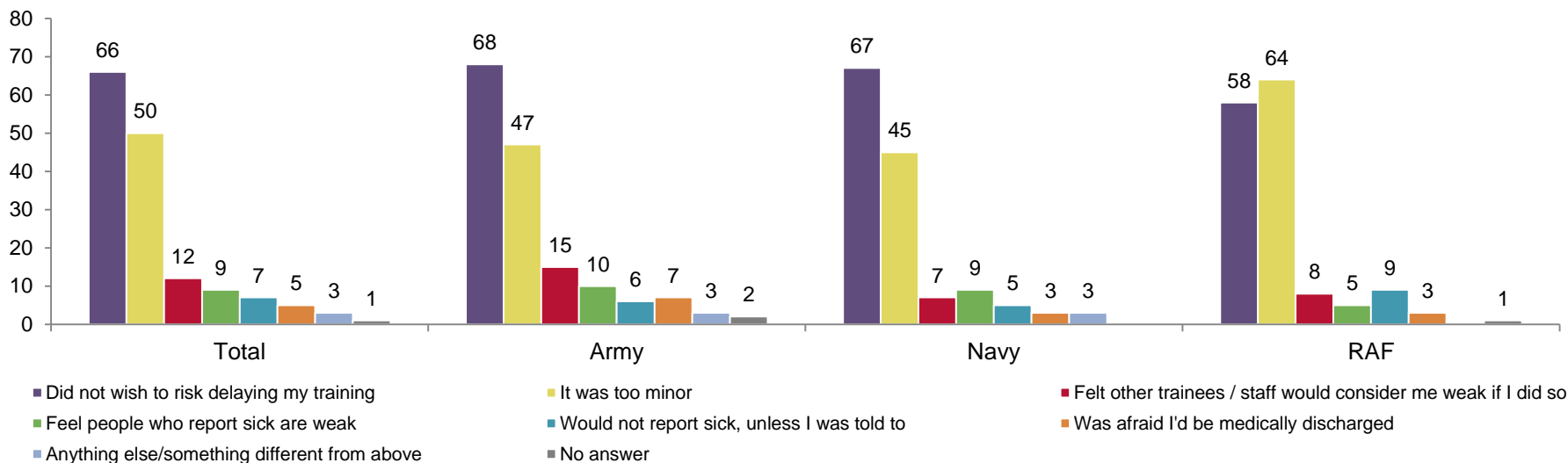
Please refer to notes page for base size of previous years

# Reason for not reporting illness or injury

51. Why did you not report it?

Number of respondents (all Phase 2 respondents who were ill or injured and did not report it): Total (430), Army (258), Navy (95), RAF (77)

## Current year results (%)



## Additional information

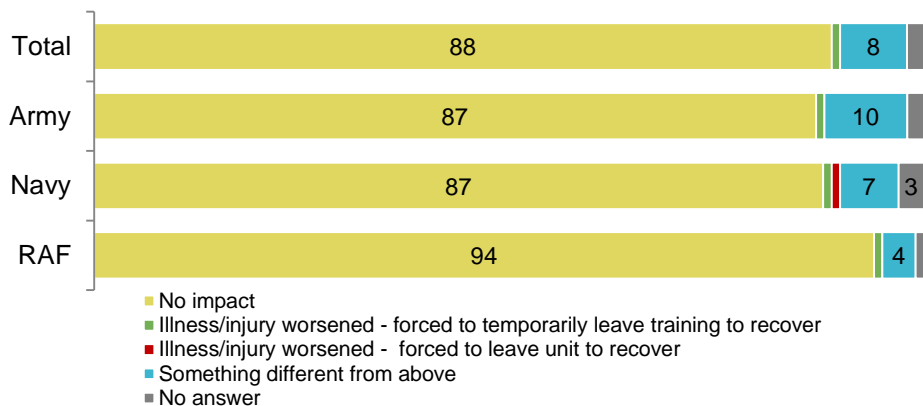
- The most common reason given for not reporting ill or injured was a fear of delaying training (66%), followed by the issue being considered too minor (50%).
- Over two thirds of Army and Royal Navy trainees stated that they did not report ill as they did not wish to delay their training (68% and 67% respectively).
- The top reason for RAF trainees was that they did not report sick as they felt the illness or injury was too minor (64%).

# Result of not reporting sick

## 52. What was the result of not reporting sick?

Number of respondents (all Phase 2 respondents who were ill or injured and did not report it): Total (430), Army (258), Navy (95), RAF (77)  
 Comments and significant differences based on % saying 'no impact'

### Current year results



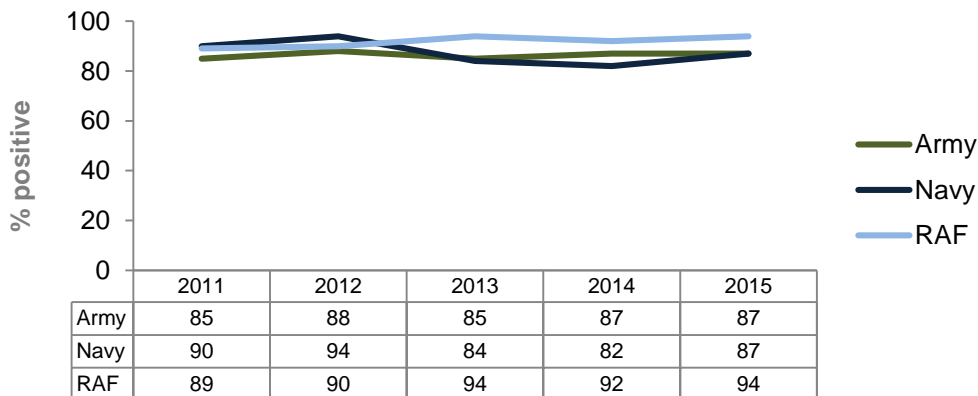
### Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

### Additional information

- Over four out of every five trainees (88%) who did not report sick felt that there was no impact.
- Nearly all RAF trainees (94%) who did not report sick felt that there was no impact.
- Only 1% of trainees were forced to temporarily leave training to recover.

### Trend



Please refer to notes page for base size of previous years

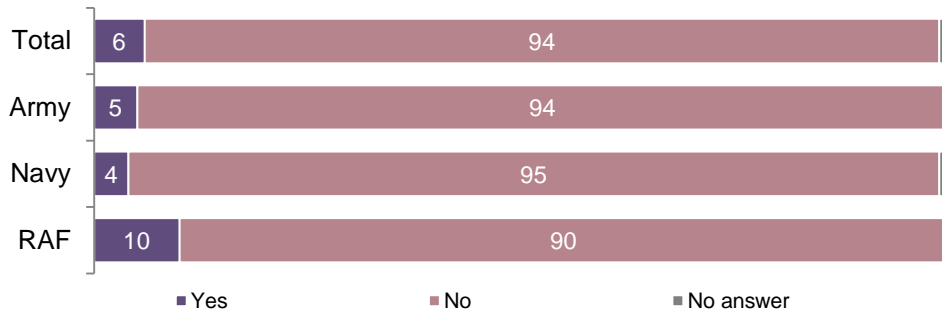
Aggregated totals may not add up to 100% due to rounding.  
 Results less than 3% are not labelled in the chart.

# Whether had to repeat training

## 54. Did you have to repeat training?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 Comments and significant differences based on % saying 'yes'

### Current year results



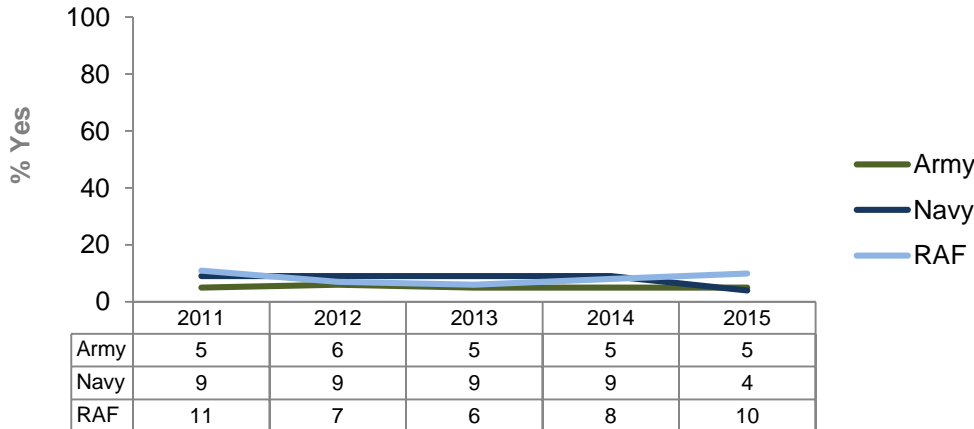
### Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

### Additional information

- Around one in every twenty trainees (6%) had to repeat training.
- Royal Navy trainees were less likely to repeat training than last year (9% to 4%).

### Trend



Please refer to notes page for base size of previous years

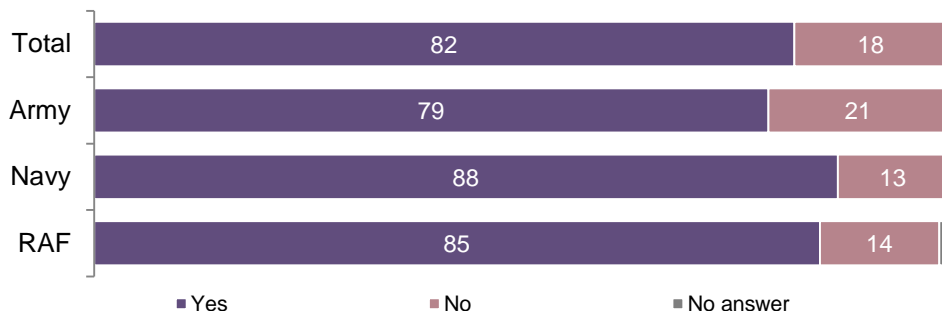
Aggregated totals may not add up to 100% due to rounding.  
 Results less than 3% are not labelled in the chart.

# Personal warning of possibility of repeating training

55. Were you warned personally that there was a possibility that you would have to repeat training?

Number of respondents (all Phase 2 respondents who had to repeat training): Total (327), Army (174), Navy (48), RAF (105)  
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

## Current year results



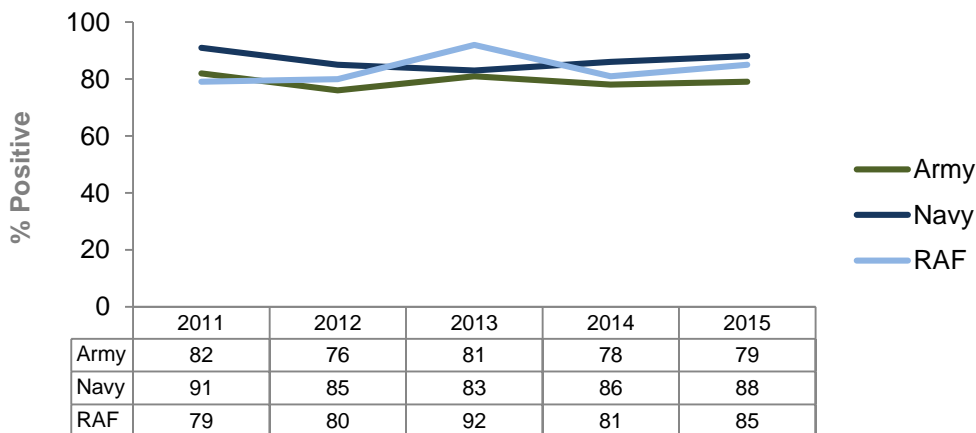
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Of those who had to repeat training, just over four out of five trainees (82%) were warned that there was the possibility of this happening.
- Nearly nine out of ten Royal Navy trainees (88%) were warned about the possibility of repeat training.

## Trend



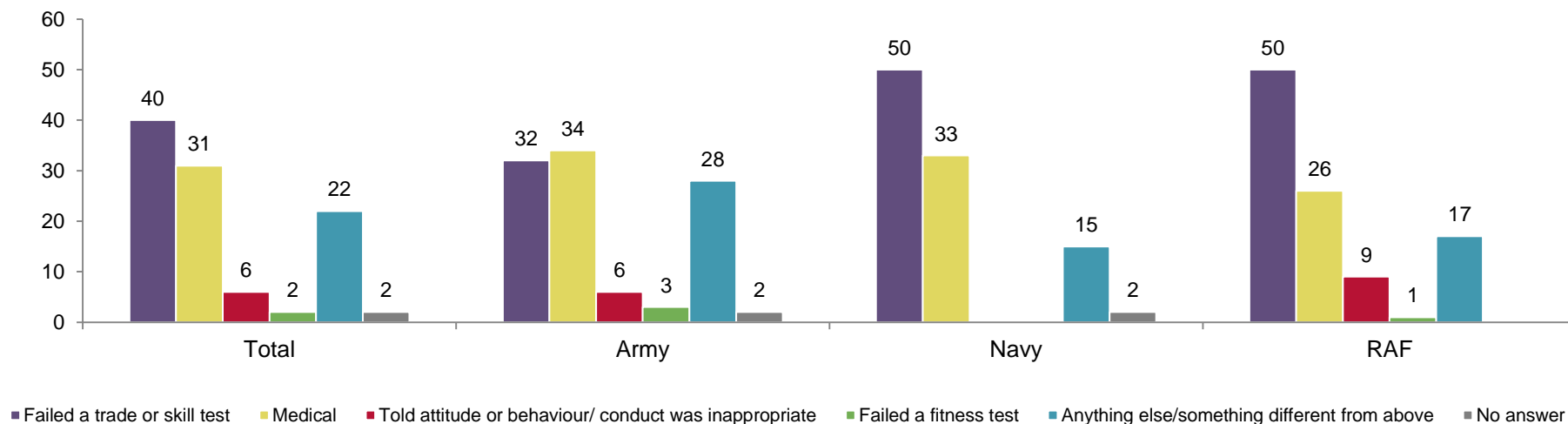
Please refer to notes page for base size of previous years

# Reason given for repeating training

56. What reasons were you given for repeating training?

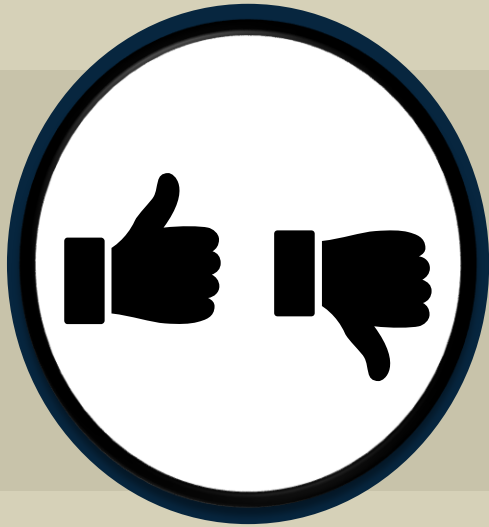
Number of respondents (all Phase 2 respondents who had to repeat training): Total (327), Army (174), Navy (48), RAF (105)

## Current year results (%)



## Additional information

- The most common reason given for trainees repeating training was failing a trade or skill test (40%).
- Half of Royal Navy and RAF trainees who had to repeat training stated that failing a trade or skill test was the main reason (both 50% and 50%).
- Just over one third of Army trainees (34%) repeated training due to medical reason.



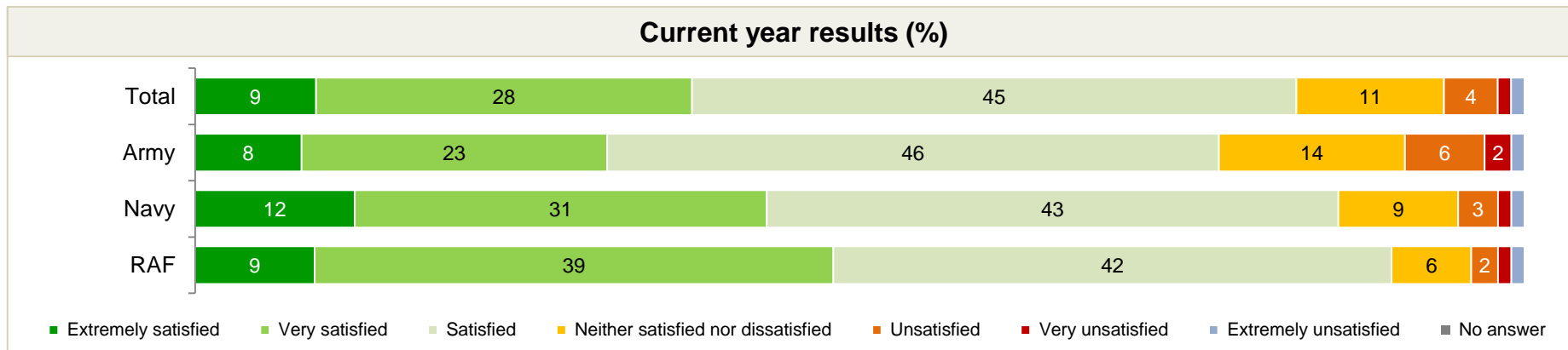
# General



# Satisfaction with training experience

KPI1. Taking everything into account, how would you rate your overall satisfaction with the training experience you have had at your unit?

Number of respondents: Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)



## Additional information

- This is the first year this question has been included in the survey.
- Just over four out of five trainees (82%) were satisfied with their training experience.

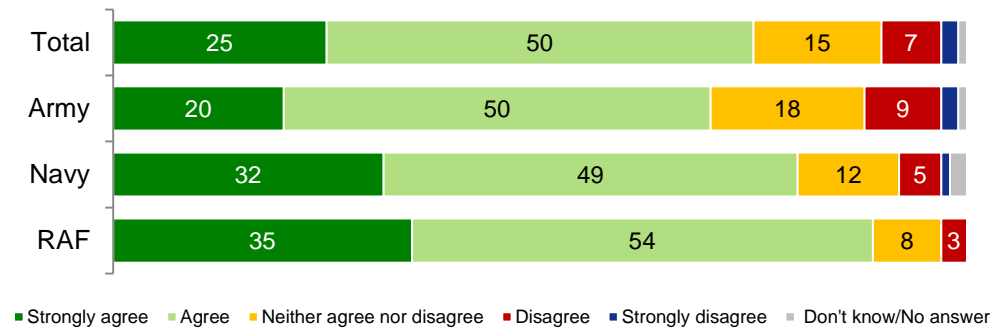
# Regular feedback on performance

58. Below are some statements ... To what extent do you agree or disagree with each? I received regular feedback on my performance

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



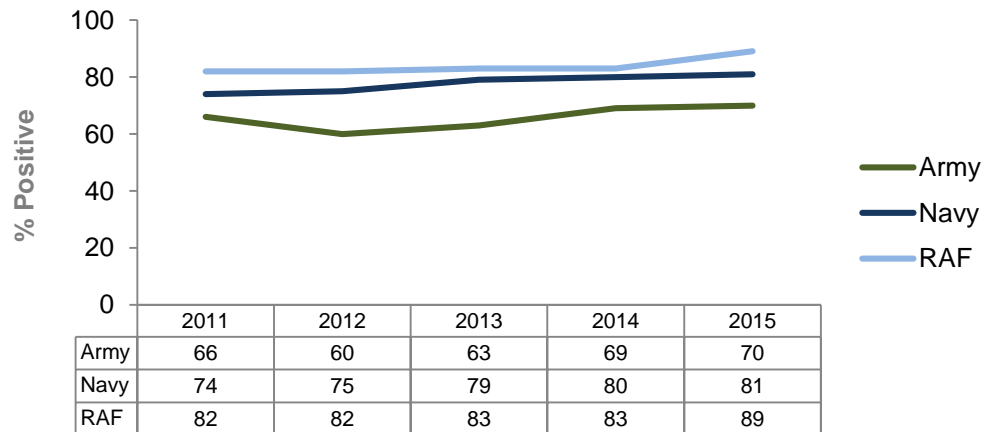
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three quarters of all trainees (75%) agreed or strongly agreed that they received regular feedback on their performance.
- There was an increase in RAF trainees stating that they received regular feedback (83% to 89%).

## Trend



Please refer to notes page for base size of previous years



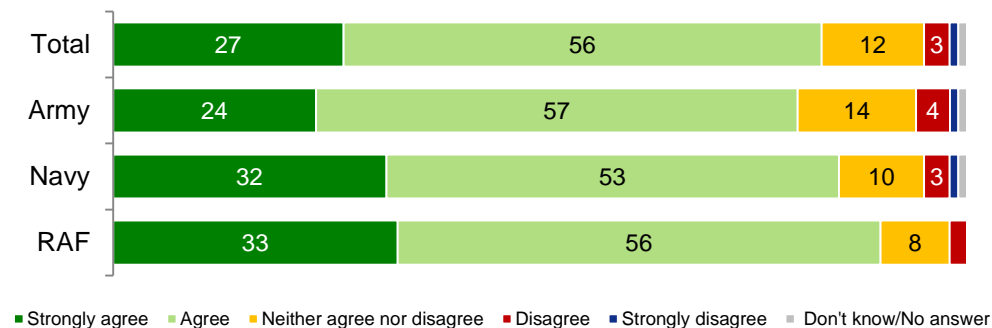
# Explanation of reasons for doing things

58. Below are some statements ... To what extent do you agree or disagree with each? The reasons for doing things were explained to me

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



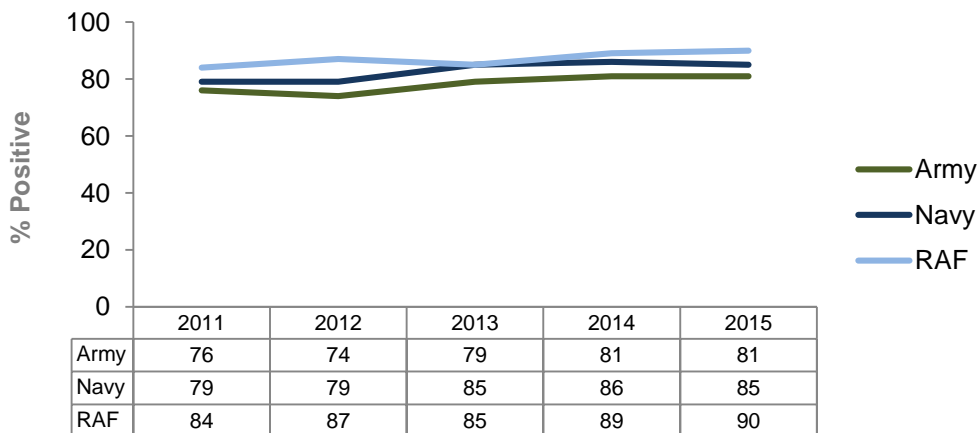
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just over four out of every five trainees (83%) agreed that the reasons for doing things were explained to them.

## Trend



Please refer to notes page for base size of previous years

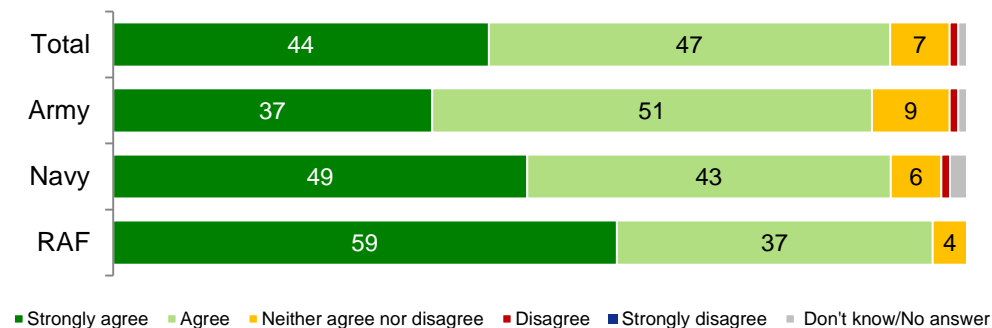
# Commitment of staff/instructors to support success

58. Below are some statements ... To what extent do you agree or disagree with each? The staff/instructors did all they could to help me succeed in training

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



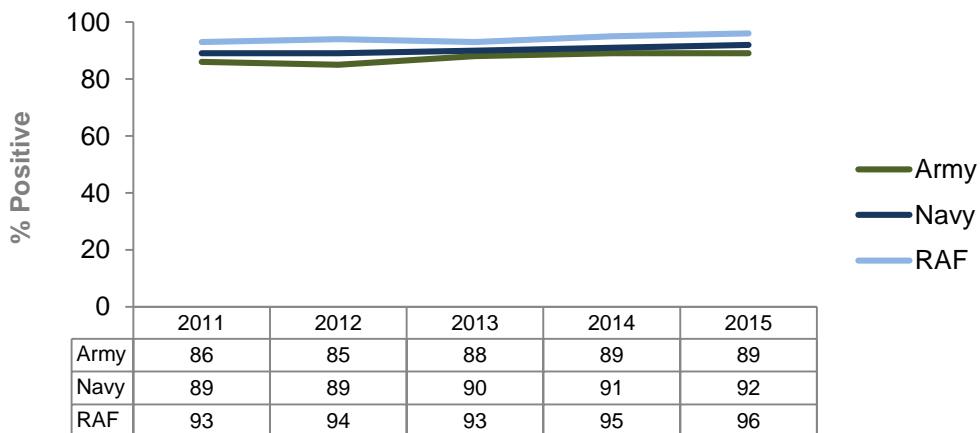
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Over nine out of ten trainees (92%) agreed or strongly agreed that that staff/instructors did all they could to help them succeed in training.

## Trend



Please refer to notes page for base size of previous years

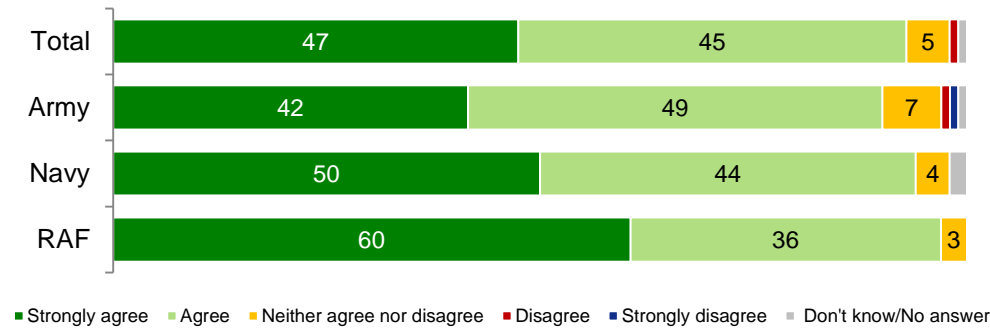
# Personal benefit from the course

58. Below are some statements ... To what extent do you agree or disagree with each? I feel I personally benefited from the course

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



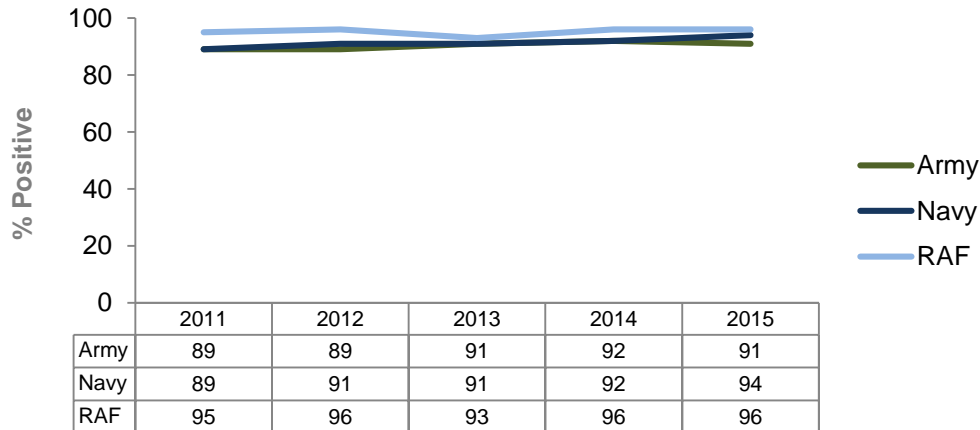
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Almost all trainees (92%) felt that they personally benefitted from their Phase 2 training course.
- Since 2014, there has been a decrease in Army trainees stating that they personally benefitted for their training course (92% to 91%).

## Trend



Please refer to notes page for base size of previous years



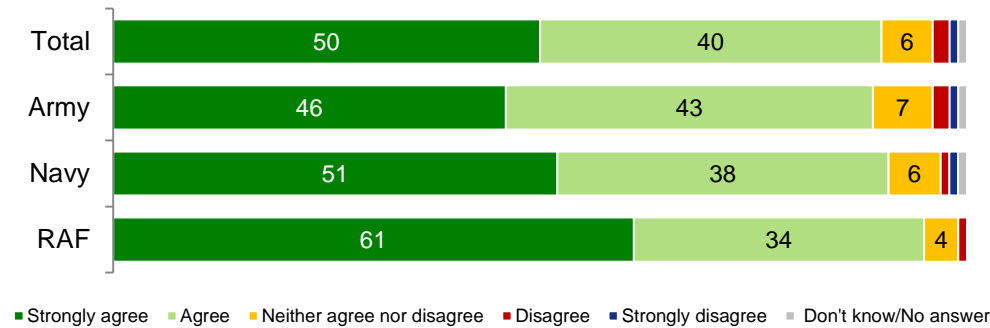
# Sense of achievement

58. Below are some statements ... To what extent do you agree or disagree with each? I felt a sense of achievement

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



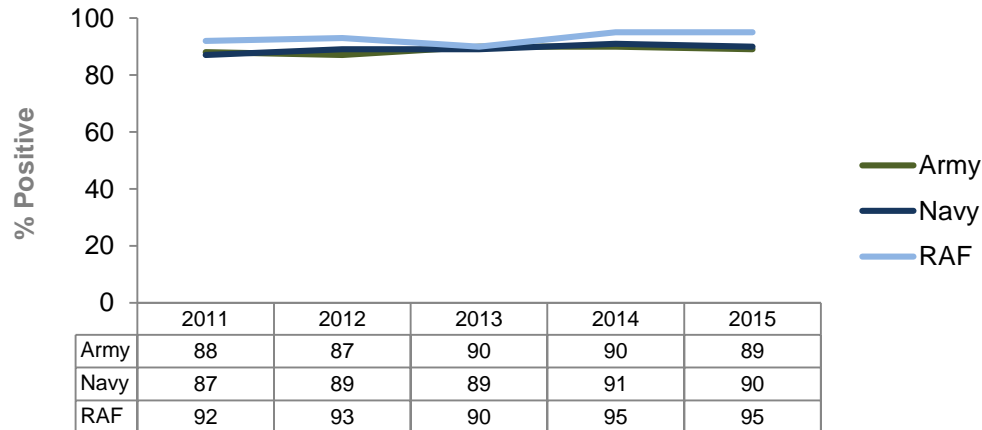
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Nine out of every ten trainees (90%) felt a sense of achievement from their Phase 2 training course.

## Trend



Please refer to notes page for base size of previous years



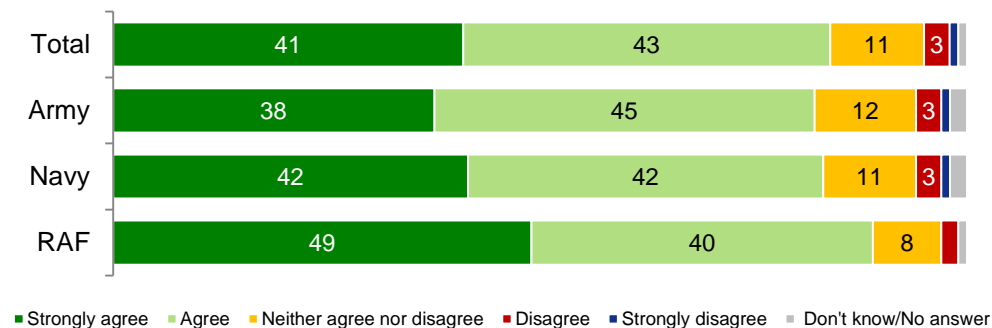
# Challenge

58. Below are some statements ... To what extent do you agree or disagree with each? I felt challenged

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



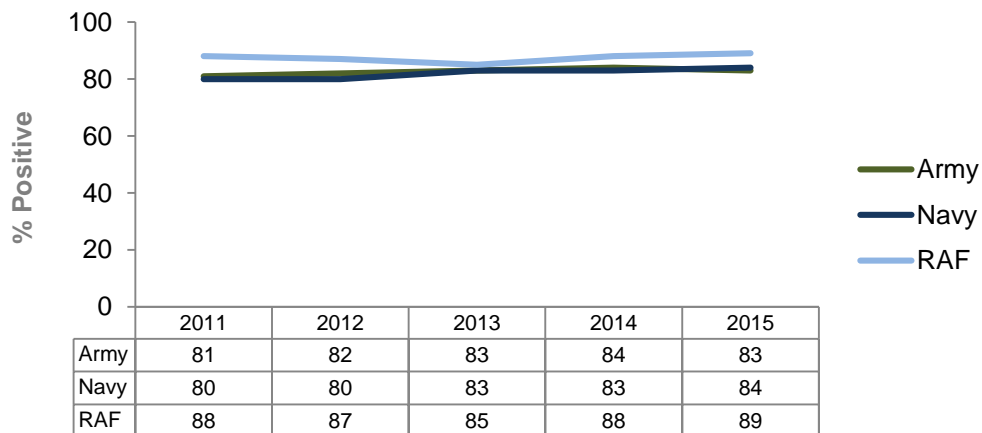
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- More than four out of every five trainees (84%) felt challenged by their Phase 2 training course.

## Trend



Please refer to notes page for base size of previous years

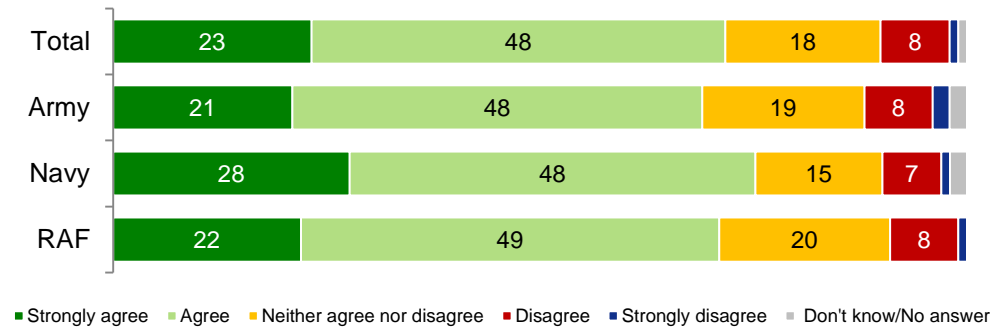
# Training comparison to expectations

58. Below are some statements ... To what extent do you agree or disagree with each? The training was what I expected

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



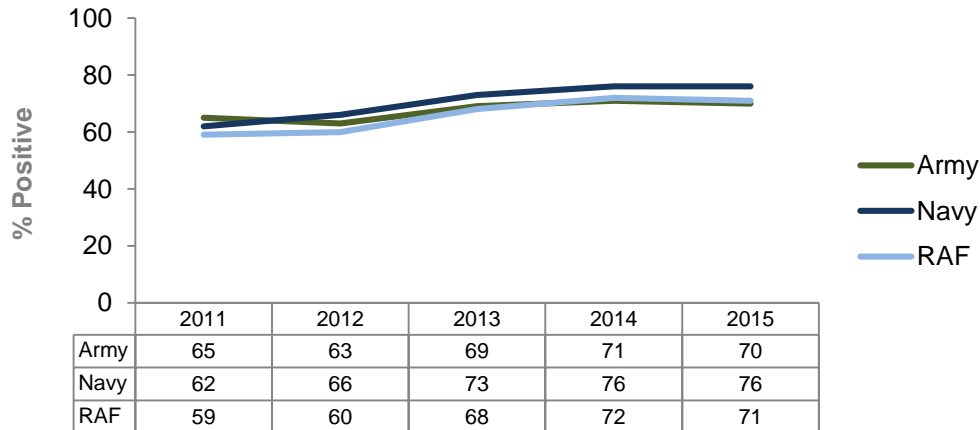
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Almost three quarters of all trainees (71%) felt that the training was what they had expected.

## Trend



Please refer to notes page for base size of previous years

Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart.



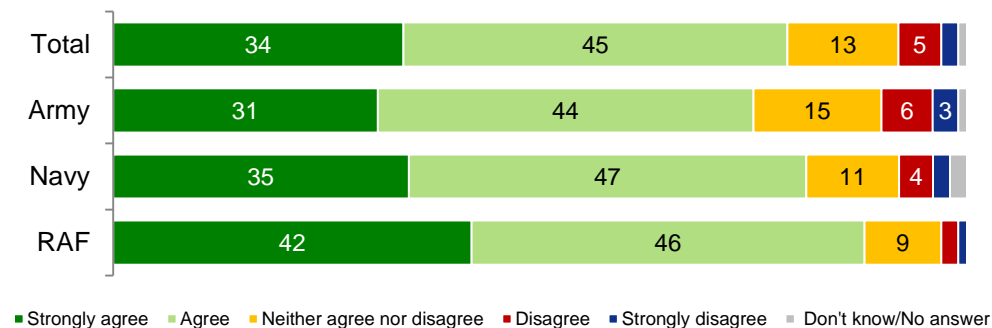
# Enjoyment

58. Below are some statements ... To what extent do you agree or disagree with each? I enjoyed this phase of training

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



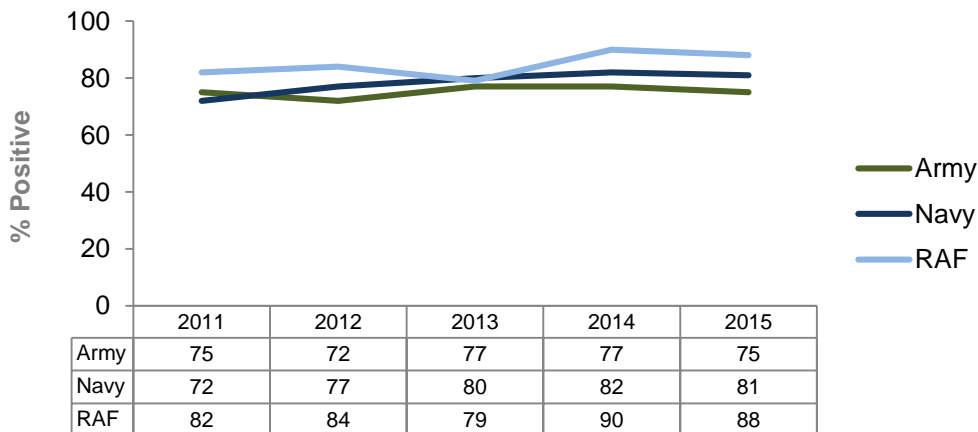
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Around four out of every five trainees (79%) enjoyed their Phase 2 training course. This is a decrease since 2014 (81%).
- Since 2014, army trainees were less likely to agree or strongly agree that they enjoyed this phase of training (77% to 75%)

## Trend



Please refer to notes page for base size of previous years

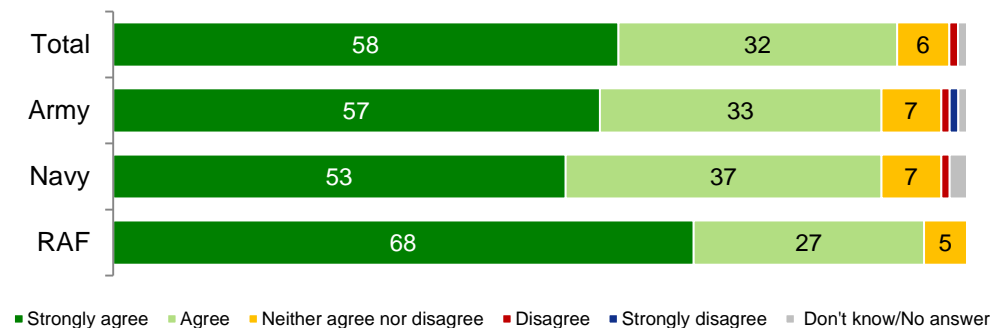
# Pride

58. Below are some statements ... To what extent do you agree or disagree with each? I feel proud to be in the Navy/RM/Army/RAF

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



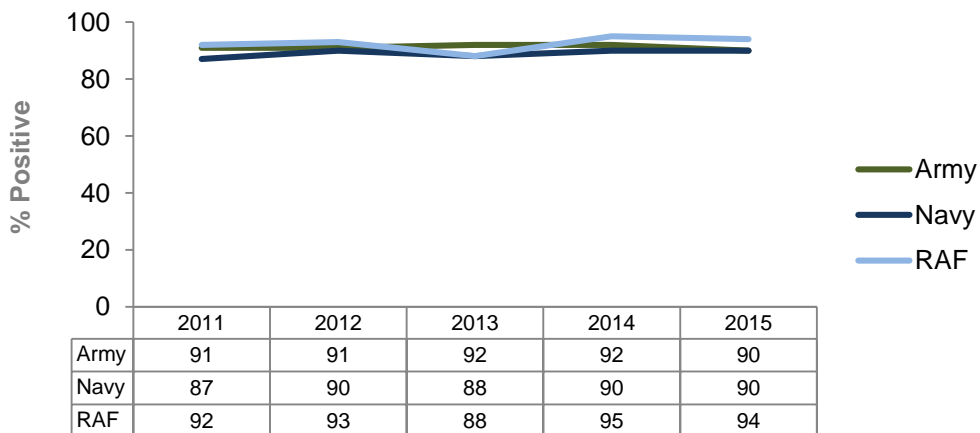
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Nine out of ten trainees (90%) feel proud to be in their Service. This is a decrease since 2014 (92%).
- There was a decrease in army trainees stating that they felt proud to be in the Army between 2014 and 2015 (92% to 90%).

## Trend



Please refer to notes page for base size of previous years

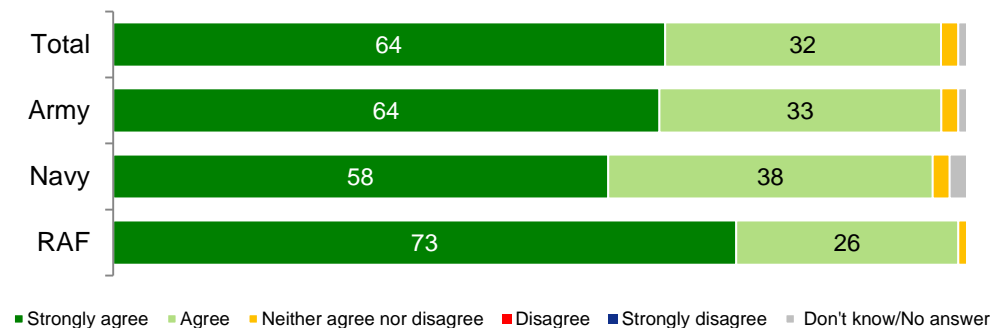
# Understanding of core values

58. Below are some statements ... To what extent do you agree or disagree with each? I understand the core values of the Navy/RM/Army/RAF

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



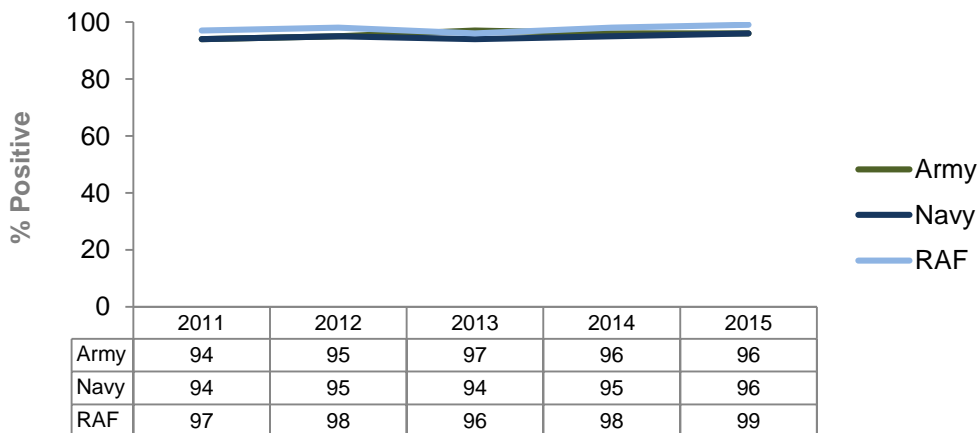
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Almost all trainees (96%) stated that they understand the core values of their Service.

## Trend



Please refer to notes page for base size of previous years

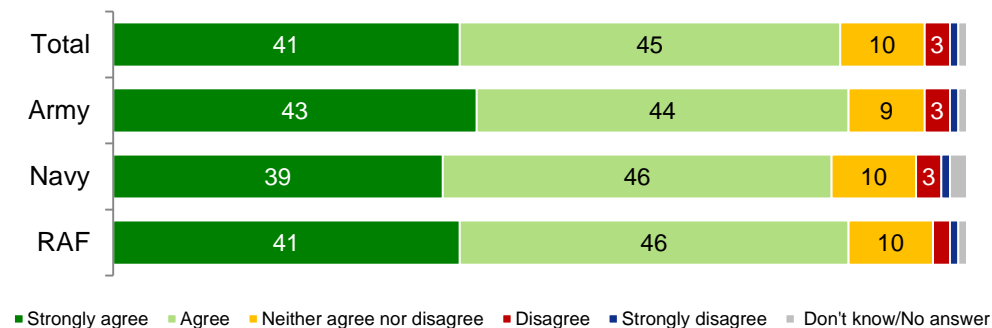
# Military personnel upholding core values

58. Below are some statements ... To what extent do you agree or disagree with each? Generally military personnel uphold the core values

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

## Current year results



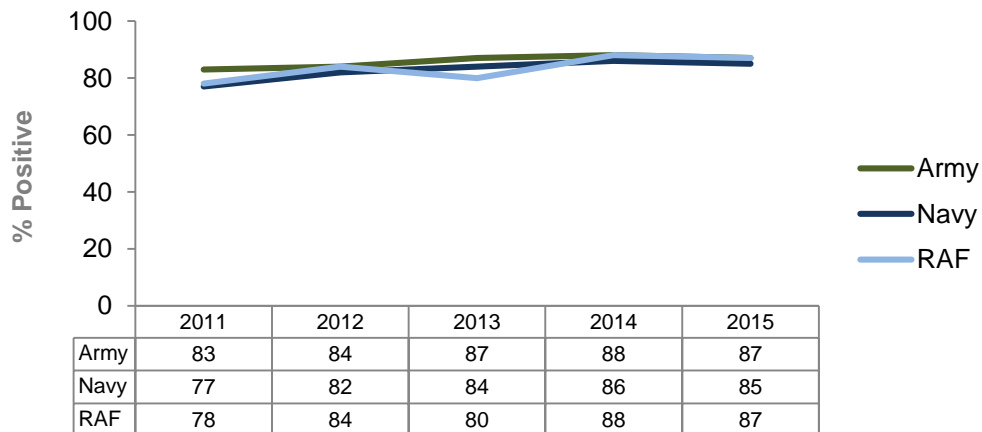
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Most trainees (86%) believed that military personnel upheld the values of their Service.

## Trend



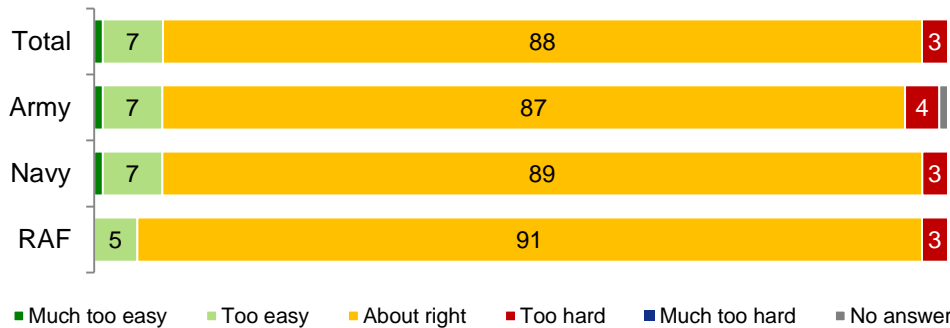
Please refer to notes page for base size of previous years

# Course difficulty

59a. Do you feel the course was:...?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)  
 % positive equals the proportion who say 'about right' – comments and significant differences based on this

## Current year results



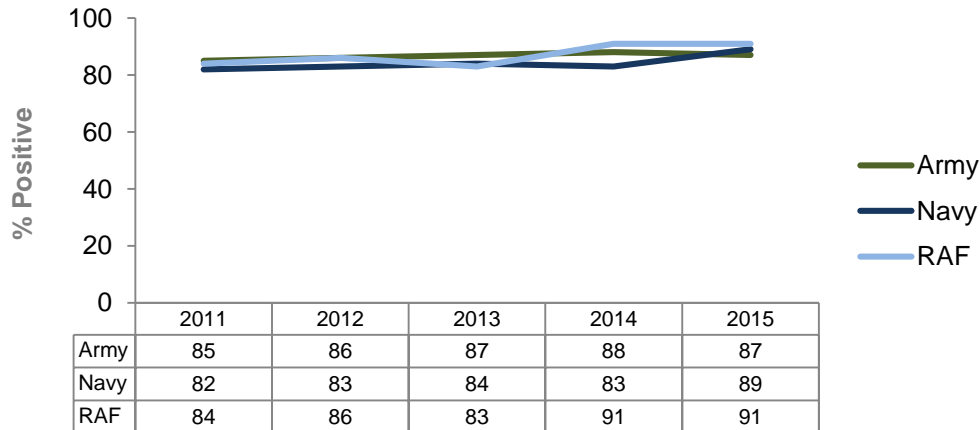
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Nearly nine out of ten trainees (88%) stated that they felt the course was about the right level of difficulty.
- The proportion of Royal Navy trainees who believed the course was about right has increased since 2014 (83% to 89%).

## Trend



Please refer to notes page for base size of previous years



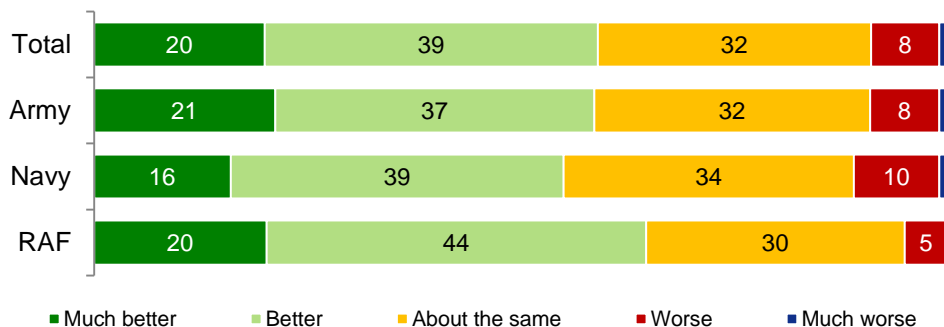
# Life in Service in comparison to expectations

59b. Overall, how has life in the Service been, compared to what you expected when you joined?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who 'much better' or 'better' – comments and significant differences based on this

## Current year results



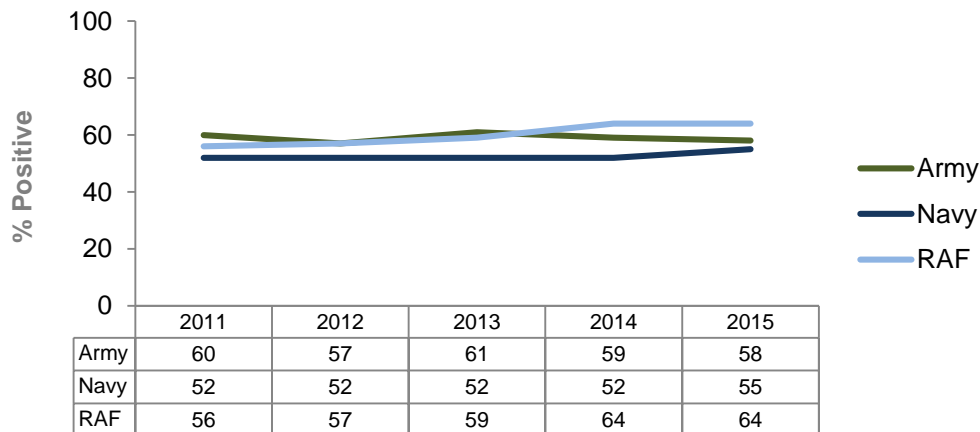
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Three out of five recruits (59%) felt that life in the Service was better or much better than they expected it to be when they joined. One third said it was about the same (32%).

## Trend



Please refer to notes page for base size of previous years



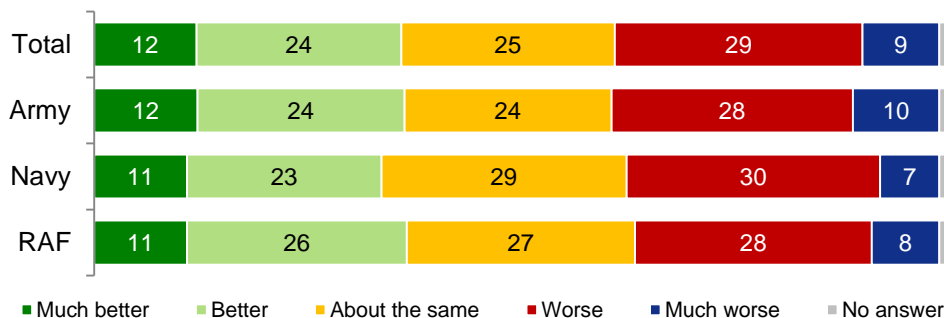
# Perceptions of pay in comparison to non-military friends

PAY2. How do you think your pay compares with your non-military friends at home?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'mine is much better' or 'mine is better' – comments and significant differences based on this

## Current year results



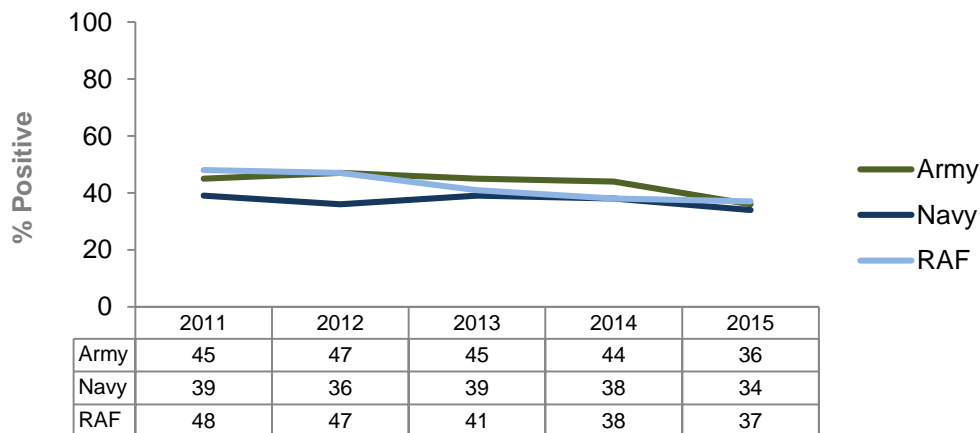
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just over a third of trainees (36%) thought their pay was better or much better than their non-military friends at home.
- Since 2014, there has been a decrease in Army and Royal Navy recruits stating that their pay was better than non-military friends (44% to 36% and 38% to 34% respectively).

## Trend



Please refer to notes page for base size of previous years



# Hopes for the future

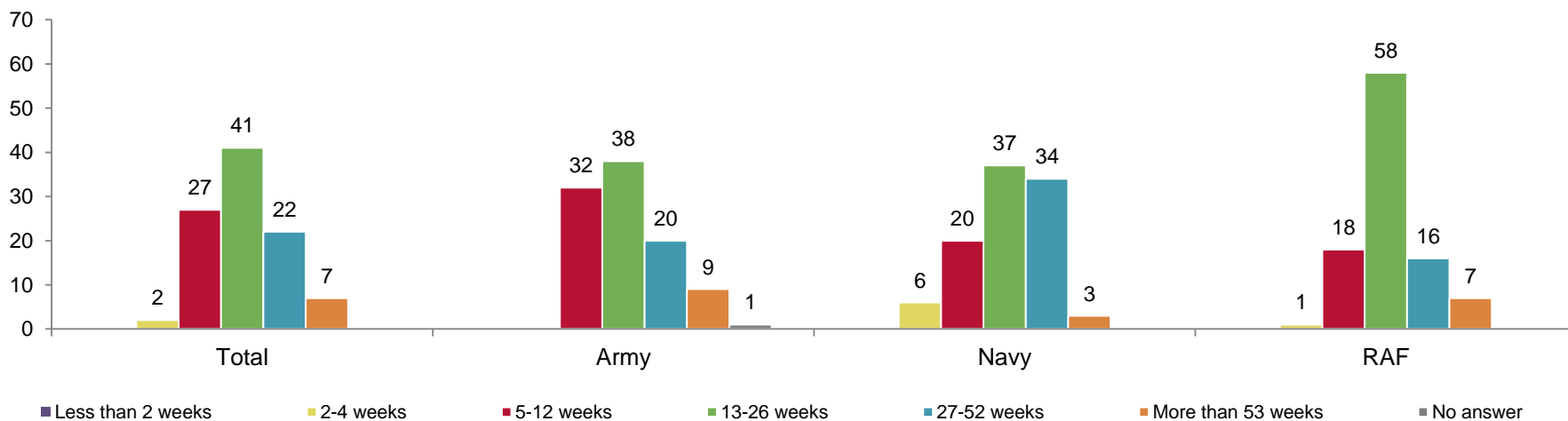


# Length of time at unit for training course

65. How long have you been at unit for this training course?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

## Current year results (%)



## Additional information

- Many recruits (41%) spent 13-26 weeks on their Phase 2 training course. Just over a quarter of trainees (27%) spent to 5-12 weeks.
- Three out of five RAF trainees (58%) spent 13-26 weeks on their training course.

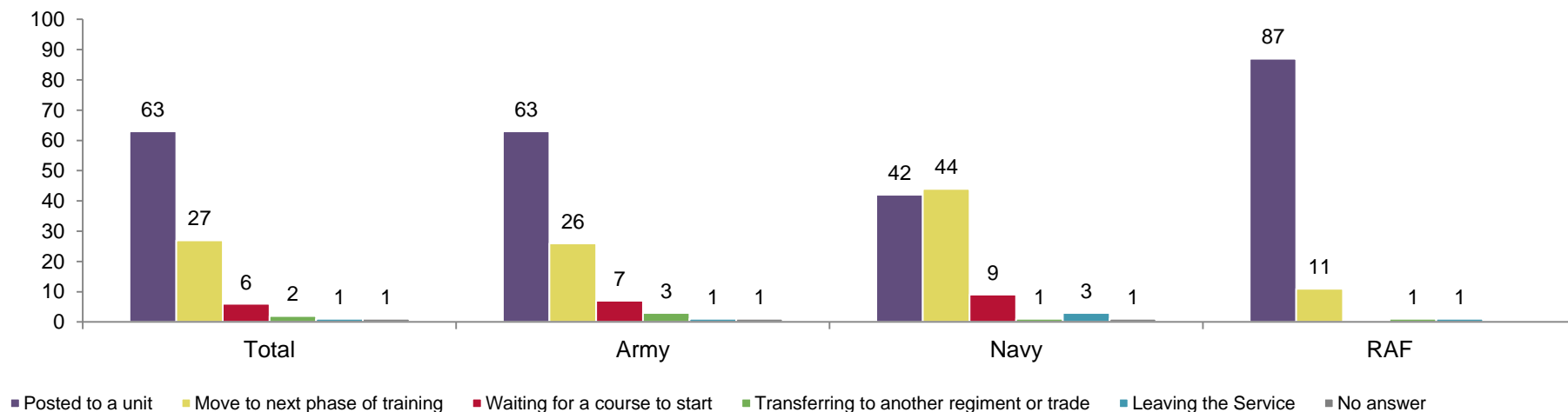
Aggregated totals may not add up to 100% due to rounding.

# Plan for after training

67. What are you doing next?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

## Current year results (%)



## Additional information

- Just under two thirds of trainees (63%) were being posted to a unit having completed their Phase 2 training course. The next main action was to move to the next phase of training (27%).
- Nearly nine in ten RAF trainees (87%) were being posted to a unit after completing training.
- Amongst Royal Navy recruits, there were just marginally more recruits moving onto the next phase of training than being posted to a unit (44% compared to 42%).

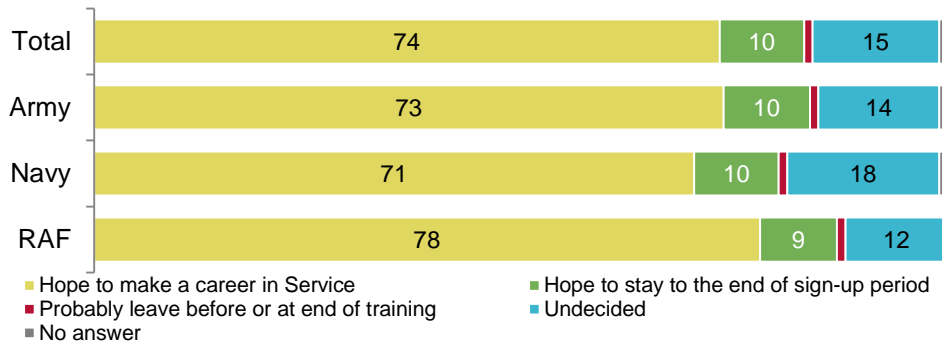
Aggregated totals may not add up to 100% due to rounding.

# Hopes for the future

68a. What are your hopes for the future?

Number of respondents (all Phase 2 respondents not leaving the Service): Total (5,567), Army (3,337), Navy (1,153), RAF (1,077)  
 % positive equals the proportion who say 'hope to make a career in Service' – comments and significant differences based on this

## Current year results



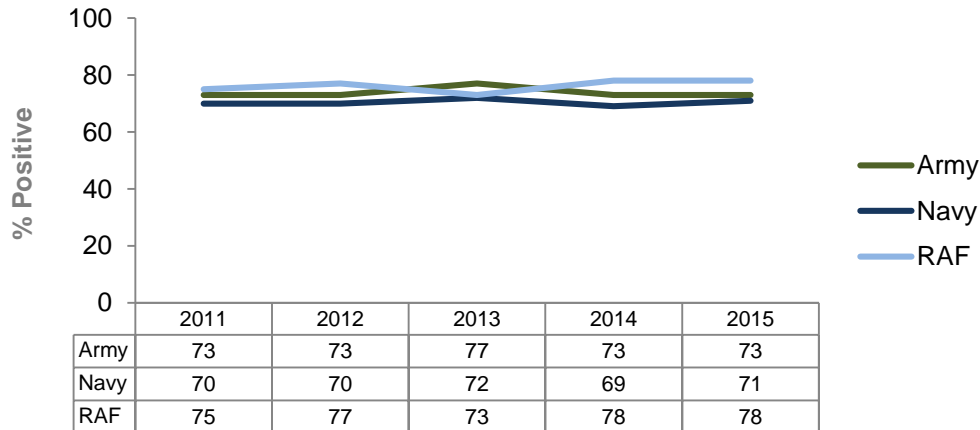
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Almost three quarters of all trainees (74%) hope to make a career in their Service.
- More than one in ten recruits (15%) were undecided about their future.

## Trend



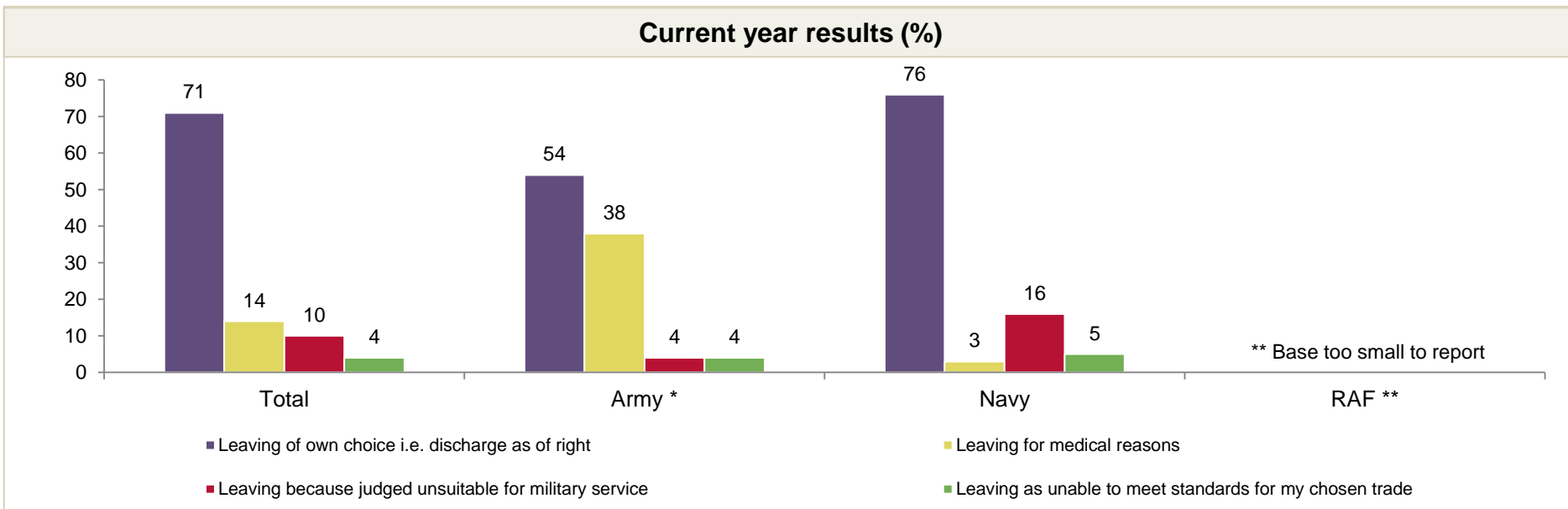
Please refer to notes page for base size of previous years



# Reasons for leaving the Service

## 69. Why are you leaving the Service?

Number of respondents (all Phase 2 respondents who are leaving the Service): Total (69), Army (24\*), Navy (37), RAF (8\*\*)



### Additional information

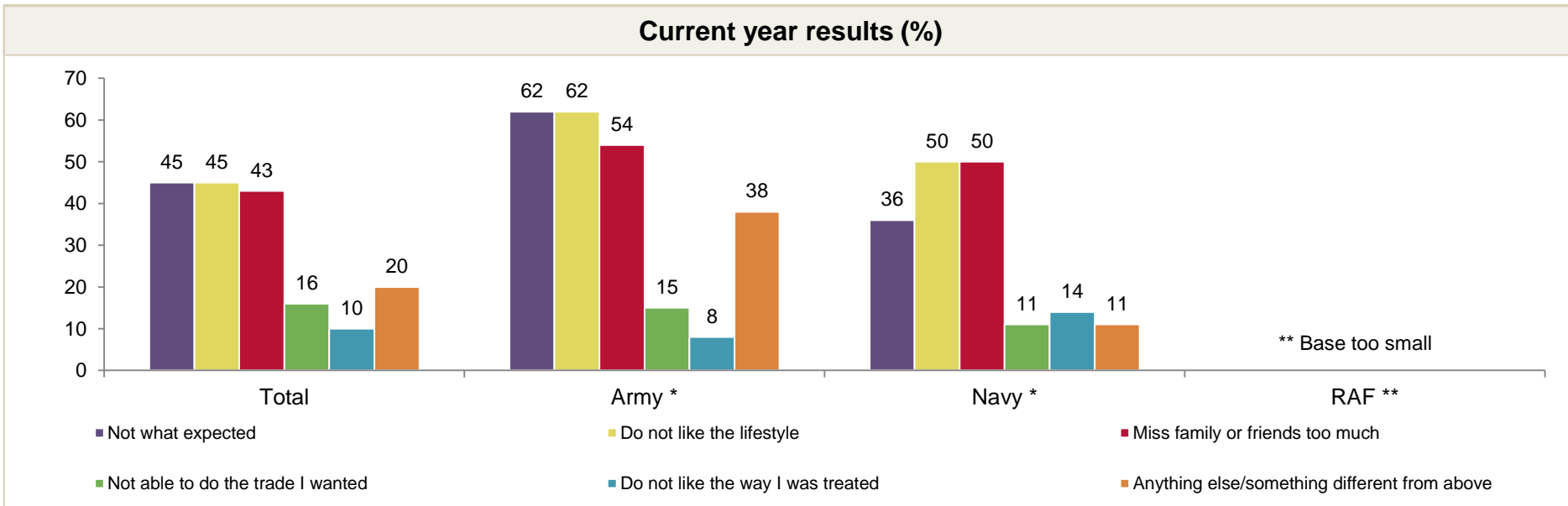
- The most common reason for all trainees leaving the Service was discharge as of right (71%).
- Please note the number of trainees answering this question is low.



# Reasons for leaving the Service by own choice

71. Why are you leaving the Service by your own choice?

Number of respondents (all Phase 2 respondents who are leaving the Service by own choice): Total (49), Army (13\*), Navy (28\*), RAF (8\*\*)



## Additional information

- The most common reasons for trainees choosing to leave the Service by their own choice was either it was not what they expected (45%) or that they did not like the lifestyle (45%). This was very closely followed by missing friends and family too much (43%)
- Please note the number of trainees answering this question is low.

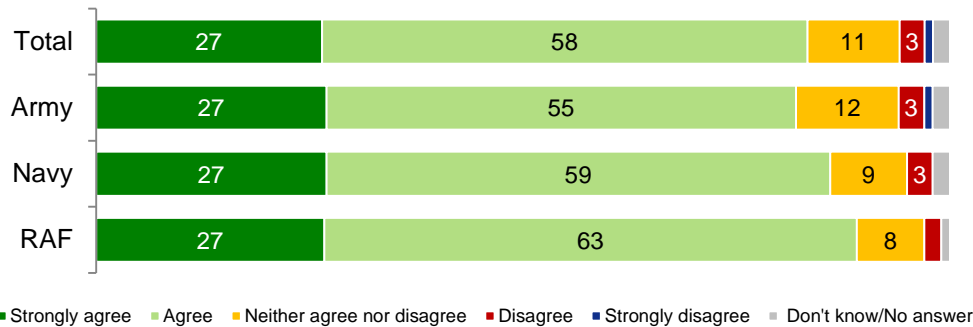
# Preparedness to go onto next stage of career

72c. To what extent do you agree or disagree with the following statement about the training you received at unit?.. I feel prepared to go on to the next stage of my career.

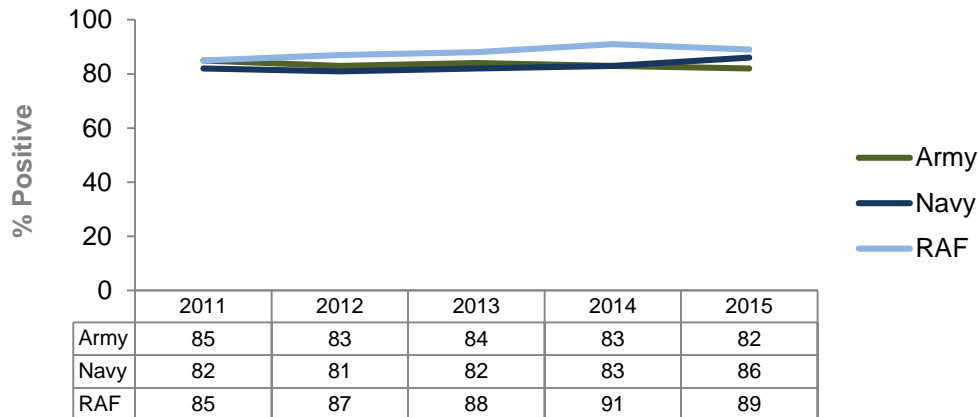
Number of respondents (all Phase 2 respondents not leaving the Service): Total (5,567), Army (3,337), Navy (1,153), RAF (1,077)

% positive equals the proportion who agree – comments and significant differences based on this

## Current year results



## Trend



Please refer to notes page for base size of previous years

## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- More than four out of every five trainees (85%) felt prepared to go on to the next stage in their career.
- The proportion of Royal Navy trainees agreeing with this statement has increased since 2014 (83% to 86%).



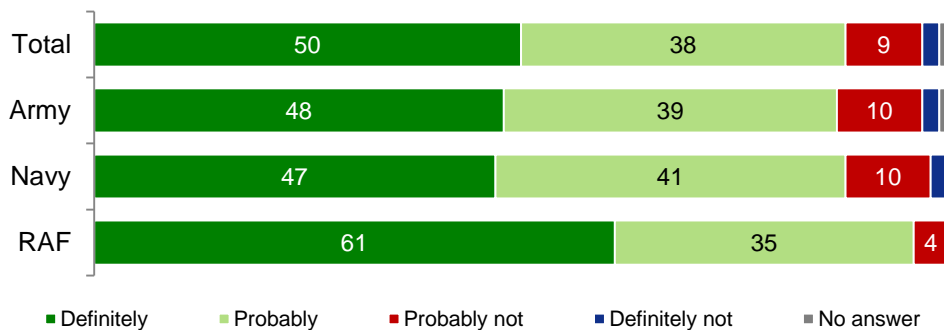
# Recommendation of joining Service

73. Would you recommend joining your Service to others?

Number of respondents (all Phase 2 respondents): Total (5,636), Army (3,361), Navy (1,190), RAF (1,085)

% positive equals the proportion who say 'definitely' or 'probably' – comments and significant differences based on this

## Current year results



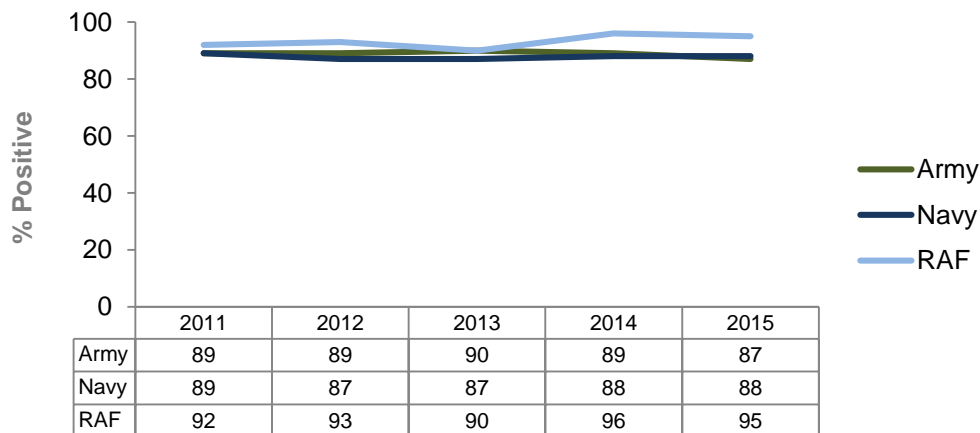
## Differences

	Army	Navy	RAF
Comparison with previous year	△ ▽	△ ▽	△ ▽

## Additional information

- Just under nine out of ten trainees (89%) would definitely or probably recommend joining their Service to others. This is a decrease since 2014 (90%)
- Since 2014, there has been a drop amongst Army recruits recommending joining their Service to others (89% to 87%).

## Trend



Please refer to notes page for base size of previous years



# Phase 1 Respondent profiles



# Sample Profile: where from, background, religion



8a. Where are you from?, 9. What is your background, 10. Are you...? [religion]

## Where are you from?



- England
- Ireland
- Northern Ireland
- Scotland
- Wales
- Something different from above

## Background



- Any white background
- Asian
- Black
- Mixed ethnic background
- Something different from above
- I'd rather not say

## Religion



- Christian
- No religion
- Other
- I'd rather not say

Number of respondents (all respondents): Army (4,121)



# Sample Profile: gender, age, marital status, sexual orientation

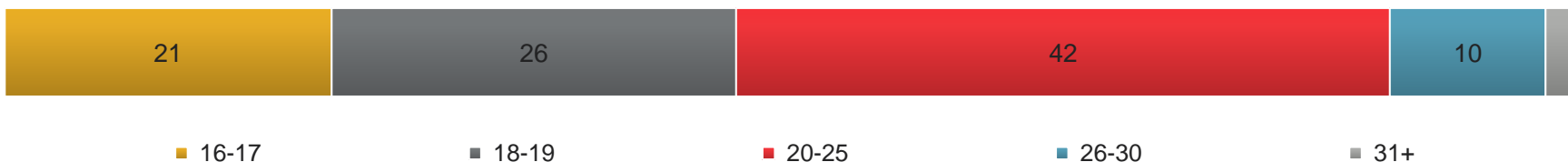


Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Deomg4. Are you...? [sexual orientation]

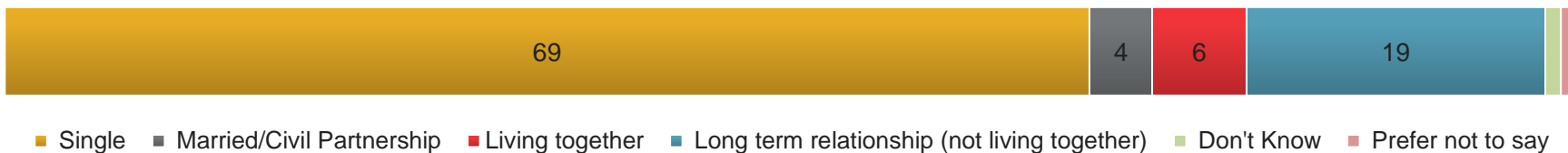
## Gender



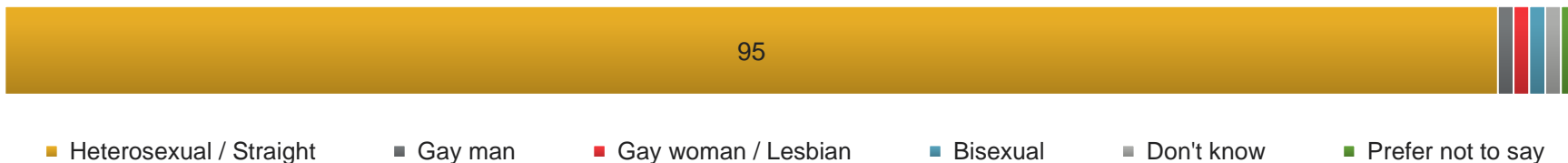
## Age



## Marital Status



## Sexual Orientation



Number of respondents (all respondents): Army (4,121)

# Sample Profile: length of Service, membership of other organisations



4. How long have you been in the [Service]?

5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

## Length of Service



■ Between 1 and 4 weeks (Up to 28 days) ■ Between 5 and 26 weeks (1-6 months) ■ Between 27 weeks and 52 weeks (7-12 months) ■ 1-2 years

## Membership of other organisations



■ Cadet organisations

■ University units

■ Reserve forces

■ None

■ No answer

Number of respondents (all respondents): Army (4,121)

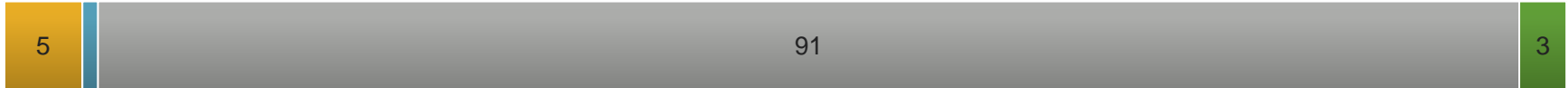


# Sample Profile: previous Service



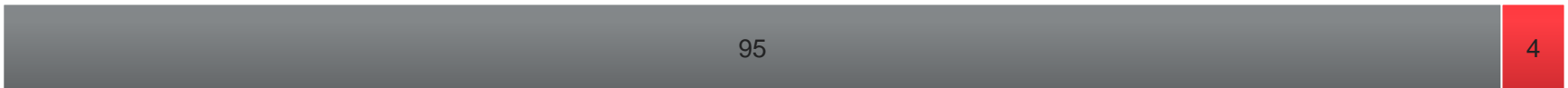
- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

## Previous Service in Armed Forces



- Army
- Royal Marines
- I have not previously served in the Regular Armed Forces
- No answer

## Previous Service in another country's Armed Forces



- Yes
- No
- No answer

Number of respondents (all respondents): Army (4,121)

# Sample Profile: where from, background, religion

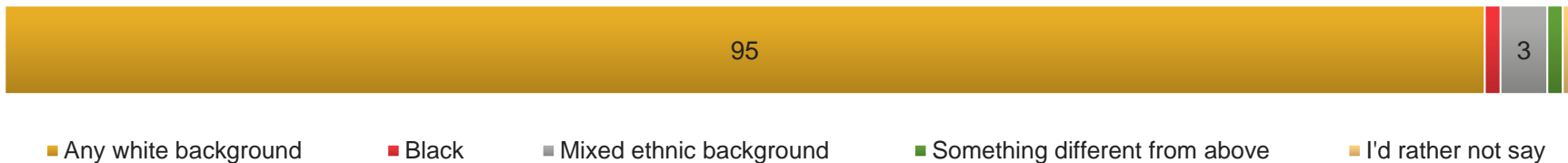


8a. Where are you from?, 9. What is your background?, 10. Are you...? [religion]

## Where are you from?



## Background



## Religion



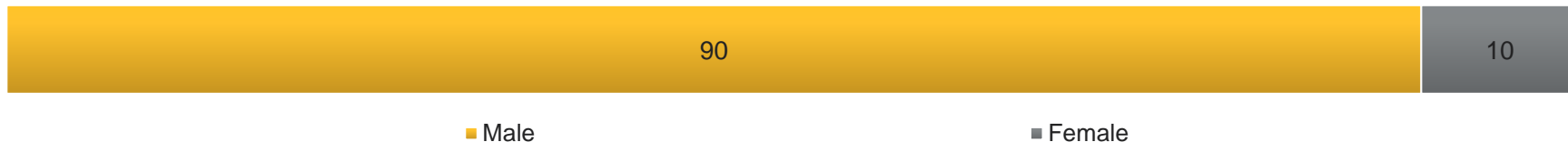
Number of respondents (all respondents): Navy (1,952)

# Sample Profile: gender, age, marital status, sexual orientation



Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

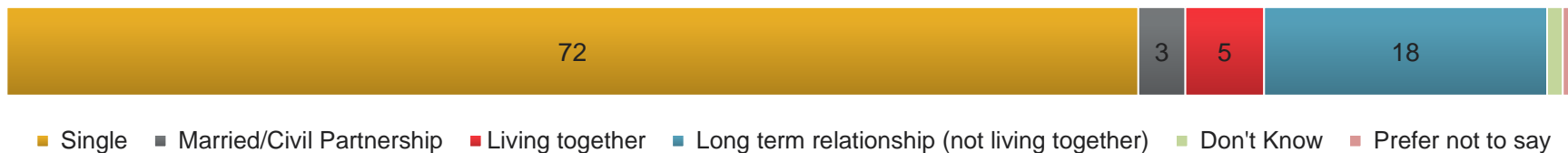
## Gender



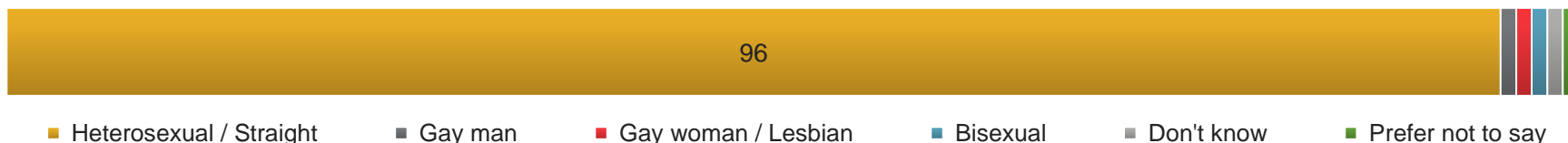
## Age



## Marital Status



## Sexual Orientation



Number of respondents (all respondents): Navy (1,952)



# Sample Profile: length of Service, membership of other organisations

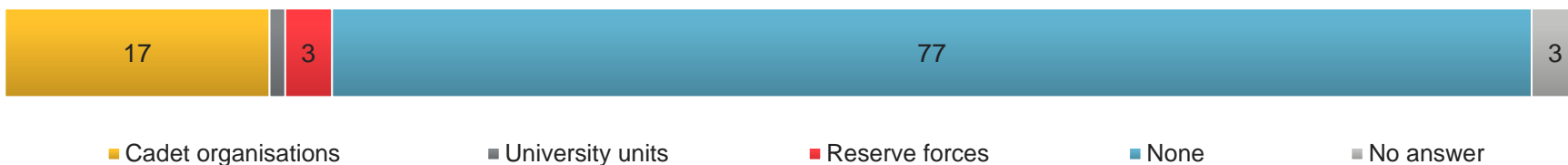


- 4. How long have you been in the [Service]?
- 5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

## Length of Service



## Membership of other organisations



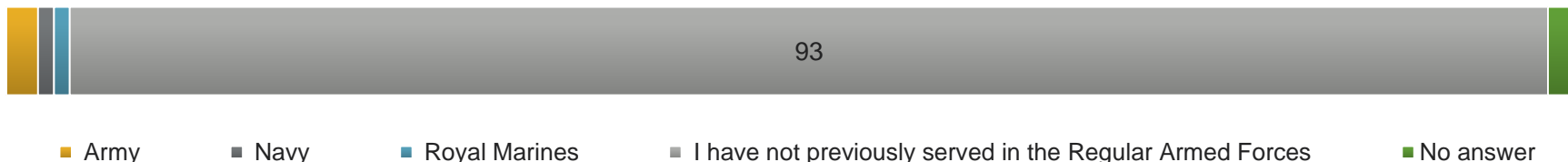
Number of respondents (all respondents): Navy (1,952)

# Sample Profile: previous Service



- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

## Previous Service in Armed Forces



## Previous Service in another country's Armed Forces



Number of respondents (all respondents): Navy (1,952)



# Sample Profile: where from, background, religion

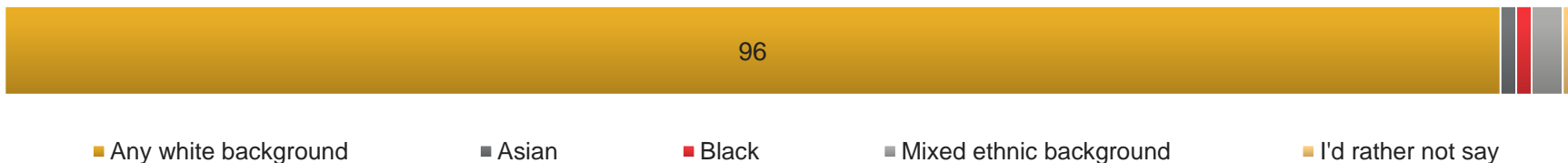


8a. Where are you from?, 9. What is your background?, 10. Are you...? [religion]

## Where are you from?



## Background



## Religion



Number of respondents (all respondents): RAF (1,831)

# Sample Profile: gender, age, marital status, sexual orientation



Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

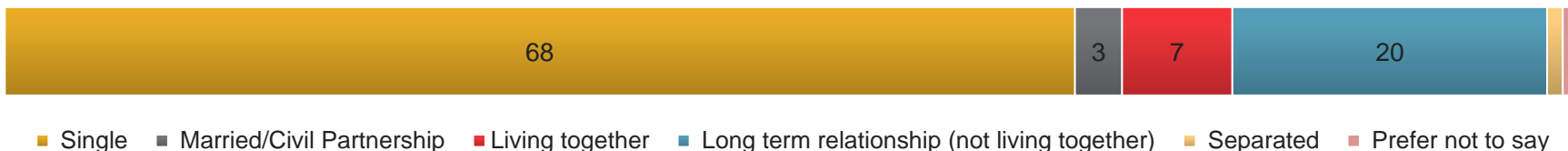
## Gender



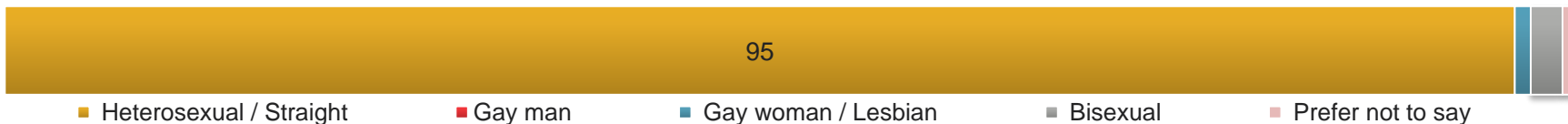
## Age



## Marital Status



## Sexual Orientation



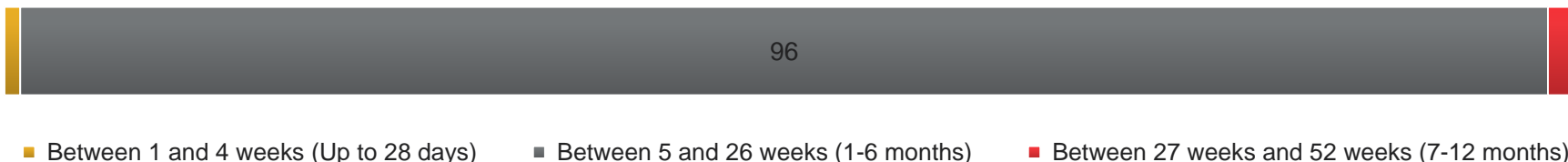
Number of respondents (all respondents): RAF (1,831)

# Sample Profile: length of Service, membership of other organisations

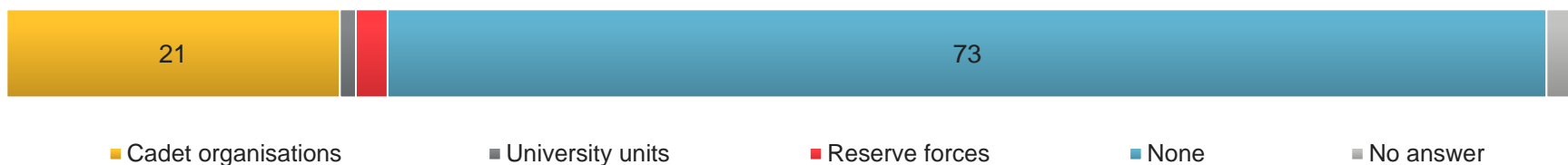


- 4. How long have you been in the [Service]?
- 5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

## Length of Service



## Membership of other organisations



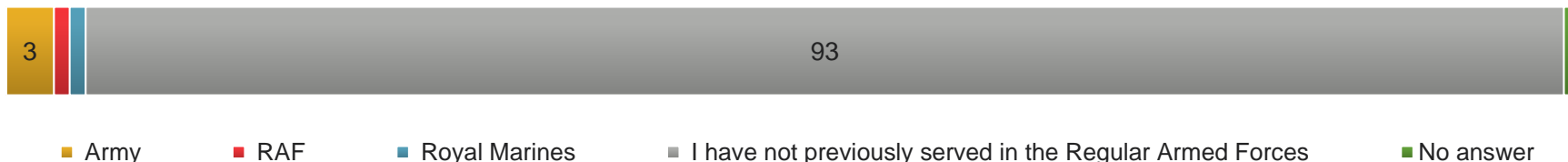
Number of respondents (all respondents): RAF (1,831)

# Sample Profile: previous Service

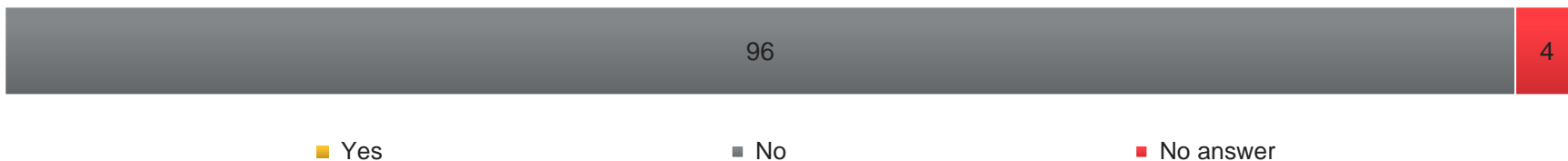


- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

## Previous Service in Armed Forces



## Previous Service in another country's Armed Forces



Number of respondents (all respondents): RAF (1,831)



# Phase 2 Respondent profiles

# Sample Profile: where from, background, religion



9. Where are you from?, 10. What is your background, 11. Are you...? [religion]

## Where are you from?



- England
- Northern Ireland
- Scotland
- Wales
- Something different from above

## Background



- Any white background
- Asian
- Black
- Mixed ethnic background
- Something different from above
- I'd rather not say

## Religion



- Christian
- No religion
- Other
- I'd rather not say

Number of respondents (all respondents): Army (3,361)

# Sample Profile: gender, age, marital status, sexual orientation



Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

## Gender



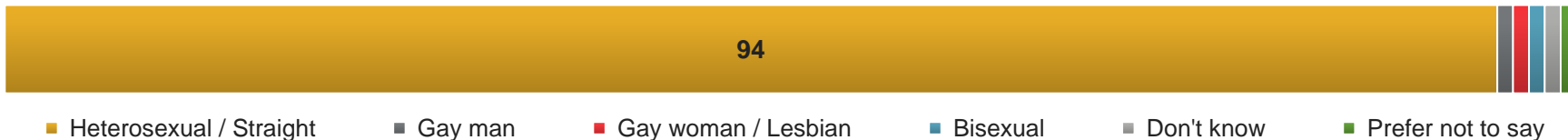
## Age



## Marital Status



## Sexual Orientation



Number of respondents (all respondents): Army (3,361)

# Sample Profile: length of Service, membership of other organisations



- 4. How long have you been in the [Service]?
- 5. Prior to joining, have you been a member of any of the following organisations for longer than six months?

## Length of Service



- Between 5 and 26 weeks (1-6 months)
- Between 27 weeks and 52 weeks (7-12 months)
- 1-2 years
- 2-3 years
- More than 3 years

## Membership of other organisations



- Cadet organisations
- University units
- Reserve forces
- None
- No answer

Number of respondents (all respondents): Army (3,361)



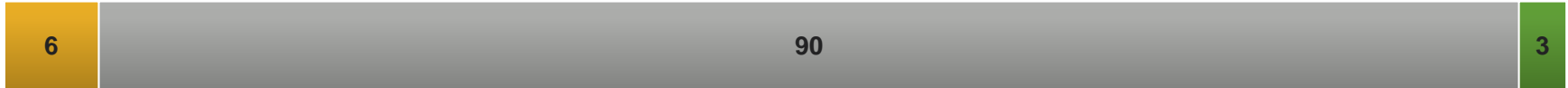


# Sample Profile: previous Service



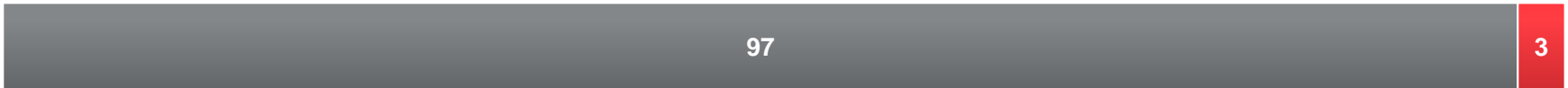
- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

## Previous Service in Armed Forces



- Army
- I have not previously served in the Regular Armed Forces
- No answer

## Previous Service in another country's Armed Forces



- Yes
- No
- No answer

Number of respondents (all respondents) : Army (3,361)



# Sample Profile: where from, background, religion



9. Where are you from?, 10. What is your background?, 11. Are you...? [religion]

## Where are you from?



■ England ■ Northern Ireland ■ Scotland ■ Wales ■ Something different from above

## Background



■ Any white background ■ Asian ■ Black ■ Mixed ethnic background ■ Something different from above ■ I'd rather not say

## Religion



■ Christian ■ No religion ■ Other ■ I'd rather not say

Number of respondents (all respondents): Royal Navy (1,190)



# Sample Profile: gender, age, marital status, sexual orientation



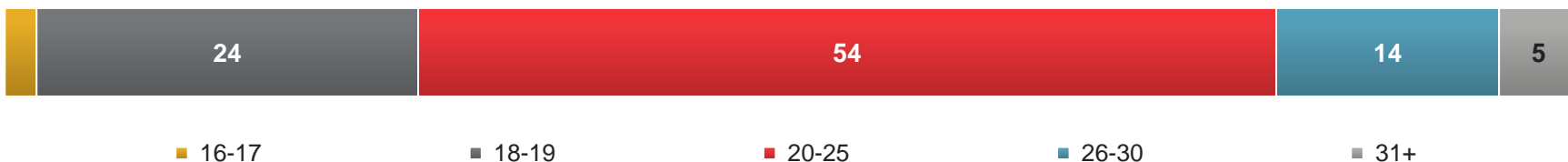
Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]



## Gender



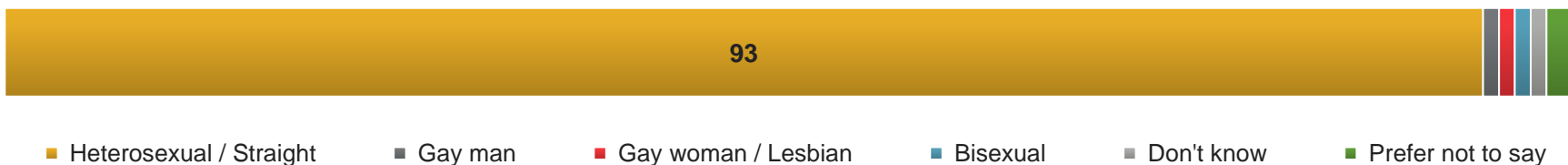
## Age



## Marital Status



## Sexual Orientation



Number of respondents (all respondents): Royal Navy (1,190)

# Sample Profile: length of Service, membership of other organisations



4. How long have you been in the [Service]?

5. Prior to joining, have you been a member of any of the following organisations for longer than six months?

## Length of Service



■ Between 5 and 26 weeks (1-6 months) ■ Between 27 weeks and 52 weeks (7-12 months) ■ 1-2 years ■ 2-3 years ■ More than 3 years

## Membership of other organisations



■ Cadet organisations ■ University units ■ Reserve forces ■ None ■ No answer

Number of respondents (all respondents): Royal Navy (1,190)

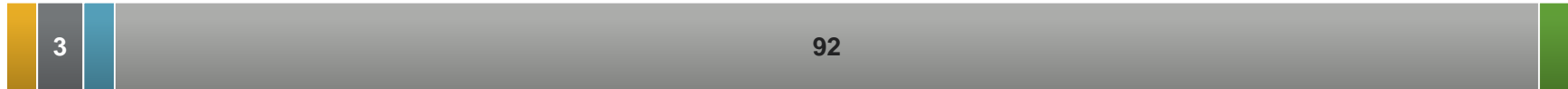


# Sample Profile: previous Service



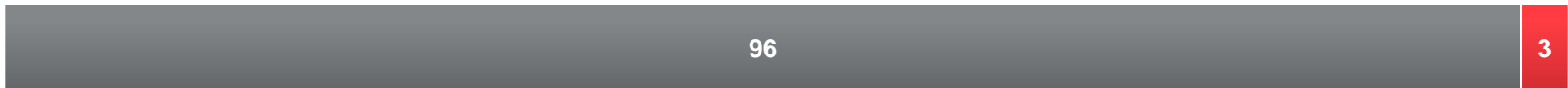
- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

## Previous Service in Armed Forces



- Army
- Navy
- Royal Marines
- I have not previously served in the Regular Armed Forces
- No answer

## Previous Service in another country's Armed Forces



- Yes
- No
- No answer

Number of respondents (all respondents): Royal Navy (1,190)



# Sample Profile: where from, background, religion

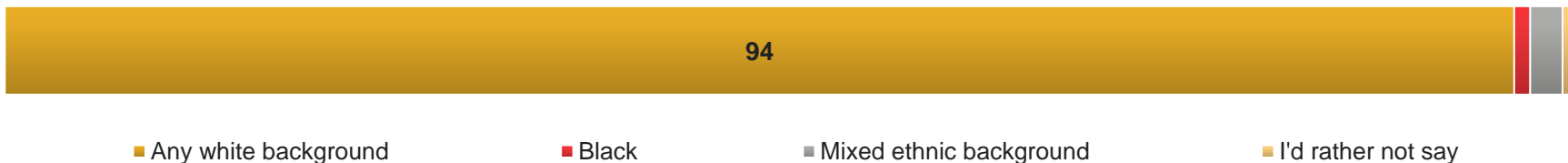


9. Where are you from?, 10. What is your background?, 11. Are you...? [religion]

## Where are you from?



## Background



## Religion



Number of respondents (all respondents): RAF (1,085)

# Sample Profile: gender, age, marital status, sexual orientation



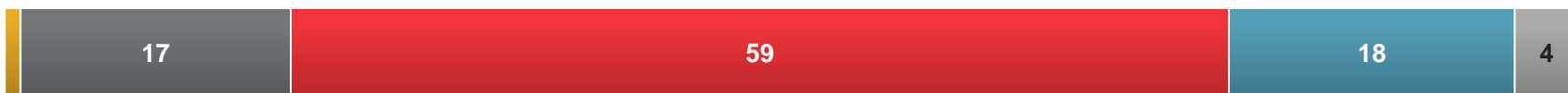
Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Deomg4. Are you...? [sexual orientation]

## Gender



■ Male ■ Female

## Age



■ 16-17 ■ 18-19 ■ 20-25 ■ 26-30 ■ 31+

## Marital Status



■ Single ■ Married/Civil Partnership ■ Living together ■ Long term relationship (not living together) ■ Prefer not to say

## Sexual Orientation



■ Heterosexual / Straight ■ Gay man ■ Gay woman / Lesbian ■ Bisexual ■ Don't know ■ Prefer not to say

Number of respondents (all respondents): RAF (1,085)



Aggregated totals may not add up to 100% due to rounding.  
Results less than 3% are not labelled in the chart. 231

Phase 2 Recruits



# Sample Profile: length of Service, membership of other organisations



- 4. How long have you been in the [Service]?
- 5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

## Length of Service



- Between 5 and 26 weeks (1-6 months)
- Between 27 weeks and 52 weeks (7-12 months)
- 1-2 years
- 2-3 years
- More than 3 years

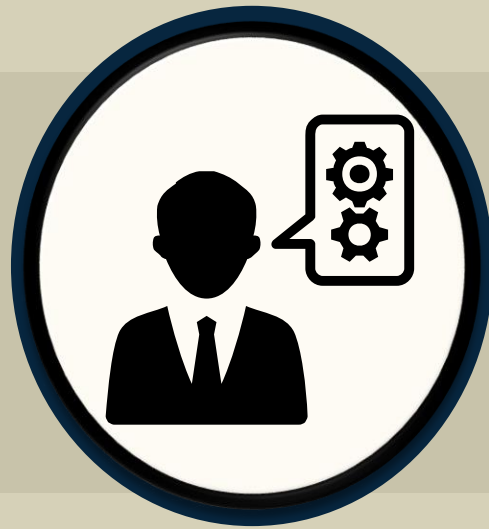
## Membership of other organisations



- Cadet organisations
- University units
- Reserve forces
- None
- No answer

Number of respondents (all respondents): RAF (1,085)





# Annex A

## Statistical reliability

## Annex A: Statistical reliability

- 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, however, we can estimate 'confidence intervals' within which the true values are likely to fall. For example; if 50% of our sample of 7,904 Phase 1 recruits strongly agreed that the training was what they expected, we can be 95% sure that the 'true' value would be between 48.9% and 51.1%, i.e. a margin of 1.1% on each side.
- Similar margins for other percentages and sub-groups of the respondents are given in the following table. It should be remembered that the 'true' finding is much more likely to be towards the centre of the possible range of responses than towards the margins.
- For similar reasons, apparent differences in results relating to sub groups may, if small, not necessarily reflect genuine attitudinal differences. We can be 95% sure that differences exceeding those in the table on the next page are genuine or 'significant' differences.
- Please note confidence intervals in the table overleaf refer to questions where all respondents are asked. For routed questions where only a sub-set of respondents are asked (e.g. those who were ill or injured during training), confidence intervals will be larger.

# Annex A: Statistical reliability

## 95% Confidence Intervals

Size of sample on which survey results are based	10% or 90% ±	20% or 80% ±	30% or 70% ±	40% or 60% ±	50% ±
All Phase 1 (7,904)	0.7	0.9	1.0	1.1	1.1
Phase 1 Army recruits (4,121)	0.9	1.2	1.4	1.5	1.5
Phase 1 Navy recruits (1,952)	1.3	1.8	2.0	2.2	2.2
Phase 1 RAF recruits (1,831)	1.4	1.8	2.1	2.2	2.3
All Phase 2 (5,636)	0.8	1.0	1.2	1.3	1.3
Phase 2 Army trainees (3,361)	1.0	1.4	1.5	1.7	1.7
Phase 2 Navy trainees (1,190)	1.7	2.3	2.6	2.8	2.8
Phase 2 RAF trainees (1,085)	1.8	2.4	2.7	2.9	3.0

Source: Ipsos MORI





# Annex B

## Service Comparisons

# Significant Differences between Services

- The following pages show significant differences between Services.
- 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.
- 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.

# Phase 1 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
<b>RECRUITMENT AND PREPARATION</b>									
Satisfaction with recruitment process	57%	-	-	80%	Army	RAF	71%	Army	-
Information prior to arrival: Prepared self for physical demands	72%	-	-	79%	Army	-	79%	Army	-
Information prior to arrival: Accurate picture of what life would be like	45%	-	-	49%	Army	-	51%	Army	-
Information prior to arrival: Accurate information about what training involved	56%	-	-	62%	Army	-	68%	Army	R Navy
<b>FACILITIES AND AMENITIES</b>									
Standard of living accommodation	76%	R Navy	RAF	50%	-	RAF	44%	-	-
Things to do when off duty on site	54%	R Navy	RAF	38%	-	-	35%	-	-
Sports facilities	66%	-	RAF	77%	Army	RAF	51%	-	-
Medical care	84%	-	-	92%	Army	RAF	86%	Army	-
Dental care	86%	-	RAF	88%	-	RAF	83%	-	-
Time for essential personal administration	50%	-	RAF	52%	-	RAF	40%	-	-
Access to IT for personal use	43%	-	-	55%	Army	-	54%	Army	-
Internet access	69%	R Navy	RAF	47%	-	RAF	33%	-	-
Learning Centre to study after hours	35%	-	RAF	45%	Army	RAF	23%	-	-
Laundry facilities	51%	R Navy	RAF	44%	-	RAF	16%	-	-
Personal kit	84%	R Navy	-	78%	-	-	89%	Army	R Navy
Training facilities	88%	-	RAF	89%	-	RAF	82%	-	-
Food	39%	R Navy	RAF	24%	-	-	36%	-	R Navy
Whether given enough time to eat meals	48%	R Navy	-	45%	-	-	61%	Army	R Navy

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.

# Phase 1 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
<b>SUPPORT</b>									
Opportunity to talk privately with training staff	76%	-	-	80%	Army	-	92%	Army	R Navy
Opportunity to talk privately with Chaplains/Padre	77%	-	-	84%	Army	-	82%	Army	-
Opportunity to keep in contact with family/friends	81%	R Navy	RAF	68%	-	-	66%	-	-
Opportunity to practise your faith/religion	56%	R Navy	RAF	47%	-	RAF	35%	-	-
Availability of staff for problems out of training hours	91%	-	-	94%	Army	-	95%	Army	-
Someone to go to for personal or emotional problems	89%	-	-	91%	Army	-	93%	Army	-
Someone to go to for administrative problems	92%	-	-	92%	-	-	92%	-	-
Opportunity to raise all concerns with person in authority	90%	-	-	89%	-	-	91%	-	-
<b>FAIRNESS</b>									
Awareness of how to complain about poor or unfair treatment or bullying	89%	-	-	89%	-	-	91%	Army	R Navy
Whether believe complaints are dealt with in a fair manner	62%	-	RAF	64%	Army	RAF	58%	-	-
Trainees were all treated fairly	77%	-	-	77%	-	-	78%	-	-
I was treated fairly	85%	-	-	86%	-	-	89%	Army	R Navy
Training conducted without sexual or racial harassment	94%	-	-	96%	Army	-	96%	Army	-
Badly or unfairly treated by staff	5%	-	RAF	4%	-	-	3%	-	-
Badly or unfairly treated by other trainees	6%	R Navy	RAF	4%	-	-	5%	-	-
Badly or unfairly treated by staff or other trainees	9%	R Navy	RAF	7%	-	-	7%	-	-

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.

# Phase 1 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
<b>SETBACKS DURING TRAINING</b>									
Injury was properly dealt with	87%	R Navy	-	83%	-	-	87%	-	R Navy
Staff helped and supported when ill/injured	71%	-	-	83%	Army	-	83%	Army	-
Would advise others in a similar situation not to report sick if they can avoid it	45%	R Navy	RAF	38%	-	RAF	32%	-	-
<b>GENERAL</b>									
Overall satisfaction with training experience	87%	-	-	86%	-	-	85%	-	-
Received regular feedback on performance	69%	-	RAF	72%	-	RAF	58%	-	-
Reasons for doing things were explained	77%	-	RAF	78%	-	RAF	72%	-	-
Staff/instructors did all they could to help succeed in training	85%	-	-	85%	-	-	91%	Army	R Navy
Felt personally benefited from the course	92%	-	-	94%	Army	-	92%	-	-
Feel a sense of achievement	92%	-	-	92%	-	-	93%	-	-
Felt challenged	90%	-	-	93%	Army	RAF	91%	-	-
Training was what expected	60%	-	RAF	62%	-	RAF	57%	-	-
Enjoyed this phase of training	75%	-	RAF	77%	-	RAF	69%	-	-
Feel proud to be in the Navy/RM/Army/RAF	93%	-	-	93%	-	-	96%	Army	R Navy
Understand the core values of the Navy/RM/Army/RAF	96%	-	-	96%	-	-	98%	Army	R Navy
General military personnel uphold the core values	89%	-	-	91%	-	-	91%	-	-
Course was about right (rather than too easy/difficult)	79%	-	-	86%	Army	RAF	83%	Army	-
Hope to make career in Service	82%	-	-	83%	-	RAF	81%	-	-
Prepared to go onto next stage of career	87%	-	-	90%	Army	RAF	85%	-	-
Would recommend joining Service to others	93%	-	-	93%	-	-	96%	Army	R Navy

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.



# Phase 2 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
<b>PREPARING FOR TRAINING</b>									
Brief received during Phase 1	91%	-	-	94%	Army	RAF	90%	-	-
Adequate management during gap between Phase 1 and Phase 2	60%	R Navy	RAF	16%	-	-	55%	Navy	-
Adequate management during gap between Phase 2 courses	86%	-	-	88%	-	-	84%	-	-
<b>FACILITIES AND AMENITIES</b>									
Standard of living accommodation	64%	R Navy	-	58%	-	-	65%	-	R Navy
Things to do when off duty on site	45%	-	-	43%	-	-	50%	Army	R Navy
Things to do when off duty off site	57%	-	-	58%	-	-	68%	Army	R Navy
Sports facilities	80%	-	-	90%	Army	-	90%	Army	-
Medical care	74%	-	-	86%	Army	RAF	76%	-	-
Dental care	66%	-	RAF	86%	Army	RAF	62%	-	-
Time for essential personal administration	74%	-	-	80%	Army	RAF	74%	-	-
Access to IT for personal use	67%	-	RAF	69%	-	RAF	56%	-	-
Internet access	56%	-	-	63%	Army	RAF	58%	-	-
Learning Centre to study after hours	52%	-	RAF	69%	Army	RAF	46%	-	-
Laundry facilities	52%	-	RAF	56%	Army	RAF	46%	-	-
Personal kit	71%	-	-	78%	Army	-	83%	Army	R Navy
Training facilities	85%	-	-	89%	Army	-	91%	Army	R Navy
Food	33%	-	-	31%	-	-	41%	Army	R Navy
Whether given enough time to eat meals	90%	-	-	91%	-	-	91%	-	-
Given option to comment on PAYD meals	70%	-	RAF	82%	Army	RAF	62%	-	-

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.

# Phase 2 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
<b>SUPPORT</b>									
Opportunity to talk privately with training staff	89%	-	-	93%	Army	-	96%	Army	R Navy
Opportunity to talk privately with Chaplains/Padre	80%	-	-	91%	Army	RAF	87%	Army	-
Opportunity to keep in contact with family/friends	91%	-	-	93%	Army	-	94%	Army	-
Opportunity to practise your faith/religion	60%	-	RAF	61%	-	RAF	51%	-	-
Availability of staff for problems out of training hours	95%	-	-	96%	-	-	97%	Army	-
Someone to go to for personal or emotional problems	94%	-	-	94%	-	-	97%	Army	R Navy
Someone to go to for administrative problems	95%	-	-	95%	-	-	97%	-	-
Opportunity to raise all concerns with person in authority	94%	-	-	96%	-	-	96%	-	-
<b>FAIRNESS</b>									
Awareness of how to complain about poor or unfair treatment or bullying	91%	-	-	93%	Army	-	94%	Army	-
Whether believe complaints are dealt with in a fair manner	69%	-	RAF	71%	-	RAF	65%	-	-
Trainees were all treated fairly	84%	-	-	85%	-	-	84%	-	-
I was treated fairly	90%	-	-	91%	-	-	91%	-	-
Training conducted without sexual or racial harassment	96%	-	-	97%	-	-	98%	Army	-
Badly or unfairly treated by staff	3%	R Navy	-	2%	-	-	3%	-	R Navy
Badly or unfairly treated by other trainees	2%	-	-	2%	-	-	3%	-	-
Badly or unfairly treated by staff or other trainees	4%	-	-	3%	-	-	5%	-	R Navy

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.

# Phase 2 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
<b>SETBACKS DURING TRAINING</b>									
Injury was properly dealt with	87%	-	-	88%	-	-	90%	-	-
Staff helped and supported when ill/injured	78%	-	-	87%	Army	-	90%	Army	-
Would advise others in a similar situation not to report sick if they can avoid it	38%	R Navy	RAF	26%	-	-	28%	-	-
<b>GENERAL</b>									
Overall satisfaction with training experience	77%	-	-	85%	Army	-	90%	Army	R Navy
Received regular feedback on performance	70%	-	-	81%	Army	-	89%	Army	R Navy
Reasons for doing things were explained	81%	-	-	85%	Army	-	90%	Army	R Navy
Staff/instructors did all they could to help succeed in training	89%	-	-	92%	Army	-	96%	Army	R Navy
Felt personally benefited from the course	91%	-	-	94%	Army	-	96%	Army	R Navy
Feel a sense of achievement	89%	-	-	90%	-	-	95%	Army	R Navy
Felt challenged	83%	-	-	84%	-	-	89%	Army	R Navy
Training was what expected	70%	-	-	76%	Army	RAF	71%	-	-
Enjoyed this phase of training	75%	-	-	81%	Army	-	88%	Army	R Navy
Feel proud to be in the Navy/RM/Army/RAF	90%	-	-	90%	-	-	94%	Army	R Navy
Understand the core values of the Navy/RM/Army/RAF	96%	-	-	96%	-	-	99%	Army	R Navy
General military personnel uphold the core values	87%	-	-	85%	-	-	87%	-	-
Course was about right (rather than too easy/difficult)	87%	-	-	89%	-	-	91%	Army	-
Hope to make career in Service	73%	-	-	71%	-	-	78%	Army	R Navy
Prepared to go onto next stage of career	82%	-	-	86%	Army	-	89%	Army	R Navy
Would recommend joining Service to others	87%	-	-	88%	-	-	95%	Army	R Navy

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.