
Recruit Trainee Survey

Annual report: January 2010 to December 2010



December 2011

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EXECUTIVE SUMMARY

1. The Recruit Trainee Survey (RTS) is a tri-service survey administered to gauge Phase 1 recruits' and Phase 2 trainees' background, perceptions of training, facilities and food, support, fairness of treatment, general perceptions of the course, and hopes for the future. The data is used to inform schools on their performance, including mid-term trends, and to compare results to required standards set by the MOD.
2. This section of the report summarises survey results for the period January 2010 - December 2010, and is based on 9,368 Phase 1 (compared to 16,166 last year¹) and 8,353 Phase 2 (compared to 9,283 last year) returned questionnaires. The number completing the Recruit Trainee Survey this year (17, 721) is lower than in 2009 (25,449); whilst the Armed Forces continue to recruit, the intake of recruits and trainees passing through training fluctuates as the Services adjust and balance their manpower requirements. Overall, response rates this year are slightly lower overall than in 2009 (74.8% compared to 79.6% in 2009). This is particularly the case in the Army in both Phases. Whilst the number of respondents has lessened this year, the respondent profile is comparable to previous years in terms of age, gender and ethnicity.

KEY FINDINGS - SUMMARY

3. Overall results remain highly positive, and many questions have seen significant improvement increase from the previous report (January 2009-December 2009)².
4. As we saw last year (in the 2009 report), recruits and trainees across the three Services consider the training experience to be beneficial, enjoyable and challenging³. Recruits and trainees regard themselves as well cared for by the staff and feel that they have a good support structure available during training. Of those recruits and trainees who completed the survey, the percentage saying they are leaving remains at 10% of Phase 1 recruits and 1% of Phase 2 trainees this year, while the proportion aiming to make a career in the Services has increased again this year to an all time high.

¹ Throughout this report 'this year' refers to the current year of data being reported on, i.e. 2010. 'Last year' refers to data from the previous year's annual report: Recruit Trainee Survey Annual Report Revised: January 2009 to December 2009 (dated September 2011). The report was revised following a data error which affected four questions in the 'Fairness, Equality and Diversity' sections of both the Phase 1 and Phase 2 report.

² Throughout this report only changes that are statistically significant have been commented upon. A result is called statistically significant if it is unlikely to have occurred by chance.

³ Please note that during Phase 1 those undergoing training are referred to as recruits, and during Phase 2 they are referred to as trainees. The same terminology has been used in this report.

Furthermore, the proportion of recruits and trainees who would recommend joining the Service to others has also risen since last year.

5. Only a small minority of recruits/trainees report being badly or unfairly treated by staff or other trainees between January 2010 and December 2010. There has been a decrease in the proportion of those saying they have been badly or unfairly treated, in both Phase 1 and Phase 2.
6. Around half of trainees in both phases of training believed complaints were dealt with in a fair manner, with an increase in Phase 1 recruits saying so (52%, up from 50%). However, one in ten (10%) believed complaints were not dealt with in a fair manner (an increase from 9% in Phase 1 and 8% in Phase 2 last year). There has been a decrease in the proportion of recruits/trainees saying that they knew who to go to if they wanted to make a complaint (90%, down to 89% in Phase 1, 90%, down to 88% in Phase 2). Addressing this issue is important to give confidence to those who do experience problems.

KEY AREAS OF IMPROVEMENT BY PHASE:

Key areas of Phase 1 improvement:

- An increase in the proportion of recruits saying that an important factor in deciding to join the Service was the influence of family members and friends, up ten percentage points from 49% to 59%.
- A higher proportion of recruits were satisfied with their Services' dental care (84% rate this as good, up from 80%), their access to IT for personal use (60%, up from 55%, which in turn was up from 51%), and their internet access (60%, up from 55%).
- Looking retrospectively at the course as whole, there has been an increase in the proportion who thought it was 'about right' in terms of ease/difficulty (82%, up from 78%).
- Sixty-eight per cent (up from 64%, which in turn was up from 62%) would 'definitely' recommend joining the Service to others.

Key areas of Phase 2 improvement:

- An increase in the proportion of Phase 2 trainees who rated accommodation as good (49%, up from 42%, which in turn was up from 40%).
- An improvement in the proportion of trainees who rated medical care (74%, up from 71%), and dental care (66%, up from 63%, which in turn was down from 65%) as good.
- An improvement in the proportion of trainees on Pay As You Dine who said they can afford to eat enough to keep going during training (from 73% in 2007/8, to 79% in 2009, to 83% in 2010).
- An increase in the proportion agreeing that training is conducted without sexual or racial harassment, from 91% last year to 94% this year.
- An increase in the proportion of trainees who agreed they personally benefitted from the course, from 87% last year to 90% this year.
- Finally, a five percentage point increase in the proportion of trainees aware that their pay increases after 26 weeks in training, from 77% last year to 82% this year.

PHASE 1 KEY FINDINGS

Satisfaction with Phase 1 training

7. Survey findings remain, overall, very positive. The majority of Phase 1 recruits expressed satisfaction with their treatment and training experience, and survey results indicate that perceptions of several key aspects of the training experience have improved this year.
8. As was the case in 2009, most recruits expressed a high opinion of the Phase 1 training they received. Ninety-three per cent felt they had benefited from training, and similarly high proportions felt challenged by their courses (92%, higher than the previous three years) or agreed that they had gained a sense of personal achievement from training (93%).
9. Fifty-eight per cent (up from 55% last year), agreed that the training was what they expected. Seventy-seven per cent enjoyed this phase of training (up from 76% last year, which in turn was up from 74% in 2007/8 but down from 77% in 2006/7). The proportion of Phase 1 recruits who felt proud to belong to their Service has also increased; from 90% in 2007/8, to 93% in 2009, to 94% in 2010.

Fair treatment

10. Seventy-nine per cent of Phase 1 recruits rated their opportunities to talk privately to staff about any issues or concerns as good, with a similar proportion rating their opportunity to talk to chaplains/padres at their schools as good (78%, up from 76% last year, but down from 80% in 2007/8).
11. Ninety-two per cent of recruits said that there was a member of staff easily available to talk to outside of training hours. The proportion saying that they had someone they were happy to go to if they had had any personal or emotional problems is up this year (90%, up from 89% last year, which in turn was down from 90% in 2007/8 but above the levels seen before then (83%). Similar proportions said that they had someone to go to if they had problems with administration (92%) or if they had wanted to raise concerns with a person in authority (90%).
12. Although the vast majority know the procedure for complaining about bad or unfair treatment, the proportion this year, 91%, has decreased in comparison to 2009 and 2007/8 where it had been 93%. The proportion who said that they knew who to go to if they wanted to make a complaint also decreased this year from 90% to 89%. A higher proportion however believed that complaints were dealt with in a fair manner at their school (52%, up from 50% last year), although the proportion who did not think so increased as well (10%, up from 9% last year). Of those who did not believe that complaints were dealt with fairly, 54% said that people were not believed or taken seriously while 43% said that it would have caused problems on the course.
13. Of the 9,368 Phase 1 recruits surveyed, 12% said that they had been badly or unfairly treated by staff or other trainees, representing a percentage point decrease from last year (13%, which in turn was up from 8% in 2007/8 and down from 12% in the previous year⁴). The same proportion of respondents believed that they were badly or unfairly treated by staff (7%), as by fellow trainees (7%, down from 9% previously).
14. Recruits who said that they had been badly or unfairly treated were asked to specify what type of treatment they had received from a list of options. In line with last year, the most common example of bad or unfair treatment cited was being made fun of and humiliated (cited by 4.5% of all Phase 1

⁴ In the reporting period for 2005/6 and 2007/8, recruits were asked 'do you believe that you were badly or unfairly treated by the staff or other trainees whilst at (xxx)'. In 2006/7, 2009 and 2010, this was asked as two separate questions; one concerning staff and one trainees. The data for these years for treatment by staff and other trainees has been amalgamated. Please note, this may not be directly comparable year on year due to a change in the way the question is worded.

recruits) and the least cited type was sexual harassment; reported by 0.06% of recruits.

Food, accommodation and facilities

15. Sixty-five per cent of Phase 1 recruits (up from 63% last year, which in turn was up from 66% in 2007/8) rated their accommodation as good.
16. The proportion of recruits rating things to do when off duty on site as good increased this year (41%, up from 39% last year and 37% 2007/8).
17. The proportion rating the sports facilities as good increased this year (66%, up from 64% last year). The proportion rating medical care as good increased this year (86%, up from 83%, which in turn was down from 84% in 2007/8), as did the proportion rating dental care as good (84%, up from 80%, which in turn was down from 81% in 2007/8).
18. The proportion of those dissatisfied with food increased to 39% (from 37% last year, which in turn was down from 40% in 2007/8).

Expectations and future intentions

19. When asked if the information provided to them prior to the course gave an accurate picture of what life would be like at their training school, half (50%) agreed. Fifty-eight per cent of Phase 1 recruits (up from 55%) agreed that the training was what they expected.
20. When asked what they were doing next, 10% of Phase 1 recruits said that they would be leaving the service. When asked why they were leaving the service, three in five (60%) said it was of their own choice (down from 74% last year). Twenty-six per cent said they were leaving the service for medical reasons, up from 14% last year and 17% in 2007/8. Of those who had decided to stay, 81% (up from 79% last year and 75% in 2007/8), hoped to make a career in their Service. Ninety-four per cent said that they would recommend joining the Service to others (94% in 2009, up from 88% in 2007/8) and that they felt proud to be in their Service (up from 93% last year, which in turn was up from 90% in 2007/8).

PHASE 2 KEY FINDINGS

Satisfaction with Phase 2 training

21. Overall the results for Phase 2 were very positive. Change over the past year was generally positive too, when comparing data to 2009.

22. Similar to their Phase 1 counterparts, and improving from last year, respondents expressed a high opinion of the Phase 2 training they received. Nine in ten (90%, up from 87%) felt that they had benefited from their training, while a similar proportion (89%) said that they felt a sense of achievement, up two percentage points from last year (87%, which in turn was up from 86% in 2007/8).
23. The proportion of Phase 2 trainees saying that there was a member of staff easily available to talk to out of training hours has improved (92%, up from 90% last year, 88% in 2007/8 and 88% in the previous year), while 82% rated their opportunity to talk privately with training staff as good.

Fair treatment

24. Higher proportions than last year said that they had someone they were happy to go to if they had any personal or emotional problems (90%, up from 88% last year), if they had problems with administration (91%, up from 89% last year and 87% in 2007/8) or if they had wanted to raise concerns with a person in authority (90%, up from 89%, which in turn was up from 87% in 2007/8).
25. As with Phase 1 recruits, knowledge of the complaints procedure decreased slightly amongst Phase 2 trainees. Ninety per cent said they knew the procedure for complaining about bad or unfair treatment, but 7%, up one percentage point from last year, said that they did not know. Eighty-eight per cent (down from 90% last year) said that they knew who to go to if they wanted to make a complaint.
26. Fifty-four per cent of Phase 2 trainees believed that complaints were dealt with in a fair manner at their school. However, the proportion who did not think so has increased (from 8% to 10%). Thirty-two per cent (down from 35% last year) said they did not know whether complaints are dealt with fairly.⁵
27. Of the 8,353 Phase 2 trainees surveyed, 8% said that they had been badly or unfairly treated by staff or other trainees, a decline from 9% last year (which in turn was up from 7% in 2007/8⁶). Five per cent (down from 6% last year) of trainees believed that they had been badly or unfairly treated by staff, while 4% (down from 5%), believed that they were badly or unfairly treated by fellow trainees. These trainees were asked to provide

⁵ This question is asked of all recruits/trainees completing the survey.

⁶ In the reporting period for 2005/6 and 2007/8, recruits were asked 'do you believe that you were badly or unfairly treated by the staff or other trainees whilst at (xxx)'. In 2006/7, 2009 and 2010, this was asked as two separate questions; one concerning staff and one trainees. The data for these years for treatment by staff and other trainees has been amalgamated. Please note, this may not be directly comparable year on year due to a change in the way the question is worded.

more detail on the type of bad or unfair treatment they experienced; the most commonly cited type of bad or unfair treatment was being made fun of and humiliated (2.5% of all Phase 2 trainees). The least common type of bad or unfair treatment was sexual harassment, cited by 0.1% of all Phase 2 trainees.

Food, accommodation and facilities

28. Perception of the quality of living arrangements has improved slightly compared to 2009. Forty-nine per cent of trainees (up from 42% last year) rated the standard of living accommodation as good.
29. The quality of food available to trainees remains a source of criticism this year; 31% of trainees rate the variety of eating and drinking areas at their school as being poor, while 39% (up from 37% last year and 34% in 2007/8) have expressed dissatisfaction with the food at their training establishment.
30. The proportion of trainees using Pay As You Dine (PAYD) has risen from 39% in 2007/8 to 58% of trainees last year to 67% this year. Eighty-three per cent of trainees on PAYD said that they can afford to eat enough to get through training, up from 79% last year and 73% in 2007/8. The number of trainees on PAYD skipping meals to save money has also fallen from 50% twelve months ago to 46% now. The number of trainees eating using PAYD all or most of the time has risen from 51% in 2007/8 to 59% last year to 61%.

Expectations and future intentions

31. Sixty-two per cent of Phase 2 trainees agreed that the training was what they had expected, with 13% saying that the training was not what they expected. Fifty-nine per cent of trainees thought that life in the services has been better than they expected when they joined, compared to 9% who thought it was worse.
32. When asked what they were doing next, 1% of Phase 2 trainees said that they would be leaving the Service. Of those who had decided to stay, 72% (up from 70% last year, which in turn was up from 67% in 2007/8 and down from 71% in 2006/7) said that they hoped to make a career in their Service while 13% were undecided.
33. Advocacy levels were also up this year, with 90% of trainees saying that they would recommend joining their service to others, up by one percentage point since last year (89%, which in turn was up from 87% in 2007/8 - the proportion who would recommend was 88% prior to this). The same proportion (90%) of trainees agreed that they felt proud to be in their Service, up from 88% last year and 86% in 2007/8.

BACKGROUND

34. 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

35. 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.

36. This is the 2010 annual report. Performance is reported by Service only and not for individual schools; it is further sub-divided into Phase 1 and Phase 2⁷. 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 school-specific reports.

IPSOS MORI QUALITY

37. Ipsos MORI's reputation for excellence stems from our insistence on quality at every stage of a research project. We will not accept interference from clients who wish to bias results in any way. We are happy to confirm that at no stage in this project has the MOD or any other body attempted to impose leading questions, or seek anything other than a genuine representation of the views of the trainees.

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December 2011

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⁷ Definitions of Phase 1 & Phase 2 training can be found in the Participating Schools section.

SURVEY METHODOLOGY

38. All recruits and trainees, who have completed at least two weeks training, in Phase 1 or Phase 2 courses are invited to participate in the survey. All trainees complete an anonymous and confidential online questionnaire.
39. The questionnaire is a Tri-Service form. It 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 a few minor adjustments to the format and design of the questionnaire.
40. Regular workshops have been conducted to gain feedback from trainees, survey administrators and the end users of the reports to support a process of continuous improvement. The most recent of these took place in April 2011.
41. In addition, the questionnaire is regularly tested on recruits from different schools in order to examine and evaluate the content, length and language, ensuring all recruits could understand the questionnaire.
42. Over the twelve-month survey period, there were 17,721 responses to the questionnaire. A breakdown of responses by school is shown in Table 1. 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.
43. During the course of the year the Services use the survey results to monitor the views of trainees as they pass through the training schools to instigate changes to processes and procedures if required and generally to inform continuous improvement activity. Reports are produced on a school by school basis, and the data published regularly depending on the throughput of each training school. The data is published using an online report system, to which each school has constant access.
44. This report represents all data collected from January 1st to December 31st 2010, as last year's report covered the period from January 1st to December 31st 2009. The previous report, a fourteen month period, was from 1st November 2007 to 31st December 2008, while the reports prior to this were conducted from 1st November to the 31st October each year. The change of reporting period was made in 2009 to ensure that the reporting period matched the calendar year.

45. Throughout the report, the base refers to the number of respondents asked a particular question; however, some individuals may choose not to answer a question and these may not be represented in the graph.

46. Trend analysis has been conducted on a number of questions. These questions are the questions that were included as a result of the DOC report. In addition, year on year changes over the past three years have been commented on in the text.

RESPONSE RATES

	Total Responses	% of total questionnaires returned per phase	% of all trainees in Phase 1 and 2 training between January and December 2010
Phase 1 Navy Schools	2,257	24.1	79.6
Phase 1 Army Schools	5,618	60	69.4
Phase 1 RAF Schools	1,493	16	96.3
Total Phase 1	9,368	100	75.1
Phase 2 Navy trainees	2,143	25.6	87.2⁸
Phase 2 Army trainees	4,347	51	64.0
Phase 2 RAF trainees	1,849	22.1	94.1
Total Phase 2	8353	99.8⁹	74.5
Total Phase 1 and Phase 2	17,721	n/a	74.8

Source: Ipsos MORI

Table 1

⁸ Some Phase 2 trainees, depending on the structure of their Phase 2 training, were able to complete this survey more than once.

⁹ Fourteen Phase 2 trainees, representing 0.2% of the total, gave the answer 'Don't know' when asked which service they belonged to.

PARTICIPATING SCHOOLS

47. The tables below show those training establishments which participate in the RTS. Initial training in the Armed Forces is divided into two inter-related functions: first of all is Phase 1 training, which introduces recruits to the Armed Forces to basic military skills, which is conducted purely in single Service schools. Second is Phase 2 training, which delivers specialist trade or technical training and prepares the rating, soldier and airman/women for their first appointment in the Armed Forces. Phase 2 schools, as illustrated in Tables 2 and 3, can be either single Service schools or Tri-Service and Defence schools, where trainees undertake their training in a mixed Service environment.

48. Although Tables 2, 3 and 4 illustrate all those training establishments which participate in the RTS, some schools in Table 4 are merged together due to either their size, small throughput of trainees, or because more than one school is located on the same site¹⁰.

Table 2: Single Service Phase 1 Training Schools delivering basic military skills training to new recruits

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

¹⁰ For purely administrative purposes, some of these school's surveys are reported together as one specific site.

Table 3: Single Service Phase 2 Training Schools delivering specialist trade or technical training

Royal Navy Phase 2 Training Schools
HMS Collingwood
HMS Raleigh (RNSMS)
HMS Drake (SMQ(S))
SMQ (N) HMNB Clyde
HMS Raleigh (Seaman Training)
RMSoM Portsmouth
HMS Heron, Yeovilton
Flag Officer Sea Training Hydrography, Meteorology & Oceanography
Royal Naval Air Station Culdrose
Army Phase 2 Training Schools
Armour Centre Bovington
Royal School of Artillery; Larkhill
Royal Military School of Music; Kneller Hall
Army Aviation Centre (AACen) Middle Wallop
Royal Air Force Phase 2 Training Schools
RAF Boulmer
RAF Shawbury
RAF Uxbridge
RAF Cranwell (55 Reverse Sqn)

Table 4: Tri-service and Defence Phase 2 Training Schools delivering specialist trade or technical training

Medical Phase 2 Training Schools	Defence College of Communications and Information Systems (DCCIS) Phase 2 Training Schools
Defence Medical Services Training Centre; Keogh Barracks	No. 1 Radio School; Cosford
Royal College of Defence Medicine Birmingham and Gosport	Royal School of Signals; Blandford
Defence Dental School; Aldershot	Communications Information Systems Training Unit; HMS Collingwood
Defence College of Logistics & Personal Administration (DCL PA) Phase 2 Training Schools	Defence College of Aeronautical Engineering (DCAE) Phase 2 Training Schools
Defence Logistics Services (DLS) Defence Movements School; Brize Norton	No. 1 School of Technical Training; DCAE Cosford
DLS 73 Trg Regt	RAF Engineering School; DCAE Cranwell
DLSS Supply Training Squadron; RAF Halton	RN Air Engineering & Survival School; HMS Sultan
DLSS Logistics & Supply Training Wg; RAF Cranwell	SEAE; DCAE Arborfield
Defence Food Services School (DFSS) School of Catering; Worthy Down	DCAE; St Athan
DFSS Catering Training Squadron; RAF Halton	Defence College of Intelligence Phase 2 Training Schools
Defence Maritime Logistics School; HMS Raleigh	Defence School of Photography; Cosford
Defence School of Transport; Leconfield	Defence School of Intelligence; Chicksands
25 Training Regiment; Deepcut	Royal School of Military Survey; Hermitage
Defence School of Personnel Administration (DSPA); Worthy Down	Royal School of Mechanical Engineering (RSME) Phase 2 Training Schools
DSPA Southwick Park	1 RSME Chatham
Army School of Ammunition; Kineton	3 RSME Minley
Defence College of Electro-Mechanical Engineering (DCEME) Phase 2 Training Schools	Defence Animal Centre; Melton Mowbray
No. 4 School of Technical Training; RAF St Athan	Defence College of Police & Guarding Phase 2 Training School

RN School of Marine Engineering; HMS Sultan	Defence Police School; Southwick Park
School of Electrical & Mechanical Engineering; Bordon	Defence Fire Training & Development Centre; Manston
Royal Electrical & Mechanical Engineering Arms School; Arborfield	
School of Electrical & Aeronautical Engineering (SEAE); Arborfield	

REPORTING

49. Larger training schools received a report every month, provided that at least 20 recruits or trainees at that school had completed a survey during the month in question. Otherwise, the school received a report once 20 online questionnaires were filled in. These thresholds were set in order to ensure anonymity of the individual respondents.
50. Over the course of the year 285 monthly schools reports were produced.
51. The annual report contains all the data collected from the survey between 1st January 2010 and 31st December 2010. Data from previous years has been included for the purpose of trending. Throughout the annual report only changes/differences that are statistically significant have been commented upon. A result is called statistically significant if it is unlikely to have occurred by chance. "A statistically significant difference" simply means there is statistical evidence that there is a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. For more information please see **Annex 2**.
52. Throughout the report are references to 'aggregated' totals. For example, 41% of Phase 1 recruits rated the opportunity to do things off duty on site as 'good'. This figure is an aggregate of the codes 'Very good' (7%) and 'Good' (35%). Obviously 7 plus 35 should be 42, but this is not two percentages added together. The aggregate is compiled from the number of responses for those two codes added together, and then turned into a percentage. In this case 641 Phase 1 recruits said their opportunities to do things off duty on site were 'very good', and 3,240 said it was 'good'. Added together, 3,881 represents 41.43% of Phase 1 respondents on that question.
53. Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories, or multiple responses (i.e. where respondents were able to tick more than one answer to a question).
54. Verbatim answers to open-ended questions are collected but are not included in this report. These comments are distributed to each School with their monthly reports.
55. Please note that the base size for questions varies. Where this is particularly low, this has been noted. This may be the result of questions being only asked of certain recruits/trainees, as opposed to the whole sample

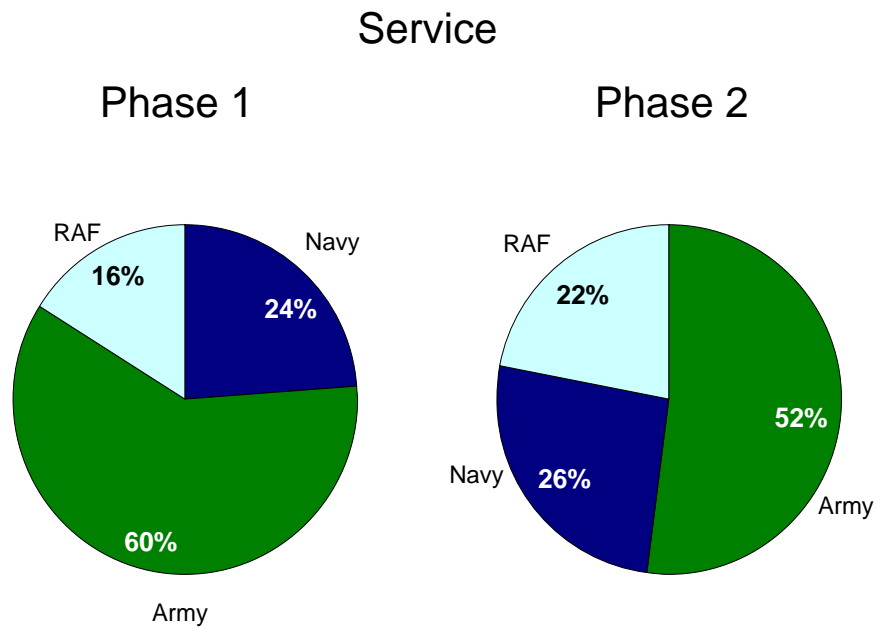
(for example, only asked of those who were ill or injured), or because of higher numbers of recruits/trainees choosing to not answer the question.

RESPONDENT PROFILES

SERVICE INFORMATION

56. As illustrated below, 60% of RTS Phase 1 respondents belong to the Army, 24% belong to the Navy and 16% to the RAF (fig. 1). Last year Army respondents represented 62% of the total, with the Navy on 19% and the RAF on 18%.

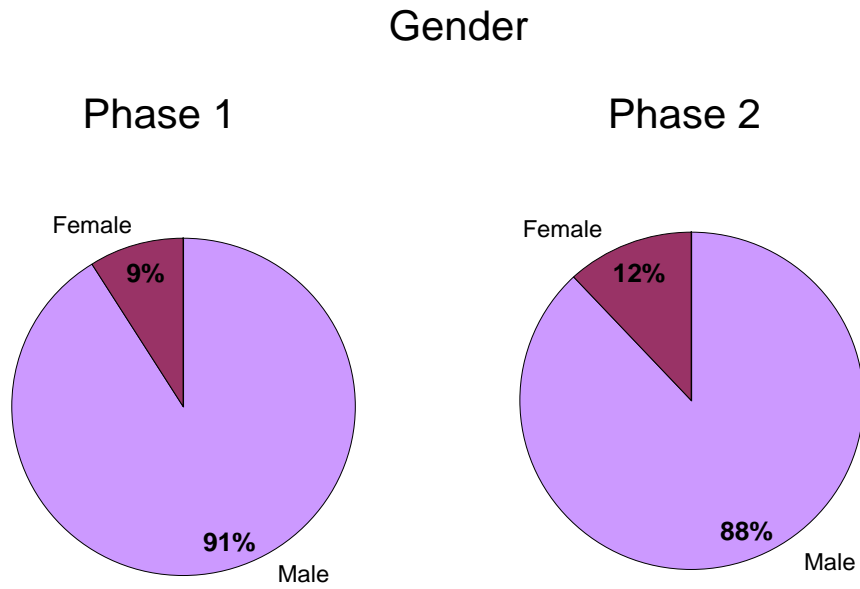
57. In Phase 2 the Army represents 52% of the total, while the Navy represents 26% and the RAF 22%. Last year Army respondents represented 61% of the total, while the Navy represented 22% and the RAF 17%.



Number of respondents: Phase 1: Navy (2,257), Army (5,618), RAF (1,493),
Phase 2: Navy (2,143), Army (4,347), RAF (1,849)

Figure 1

58. As illustrated in figure 2, nine in ten respondents were male while one in ten was female across the two Phases of training. The gender composition of the sample has not changed over the past year.



Number of respondents: Phase 1 (9,368), Phase 2 (8,353)

Figure 2

59. White trainees accounted for nine in ten respondents (90%) in Phase 1, and for 88% of respondents in Phase 2 (fig. 3).

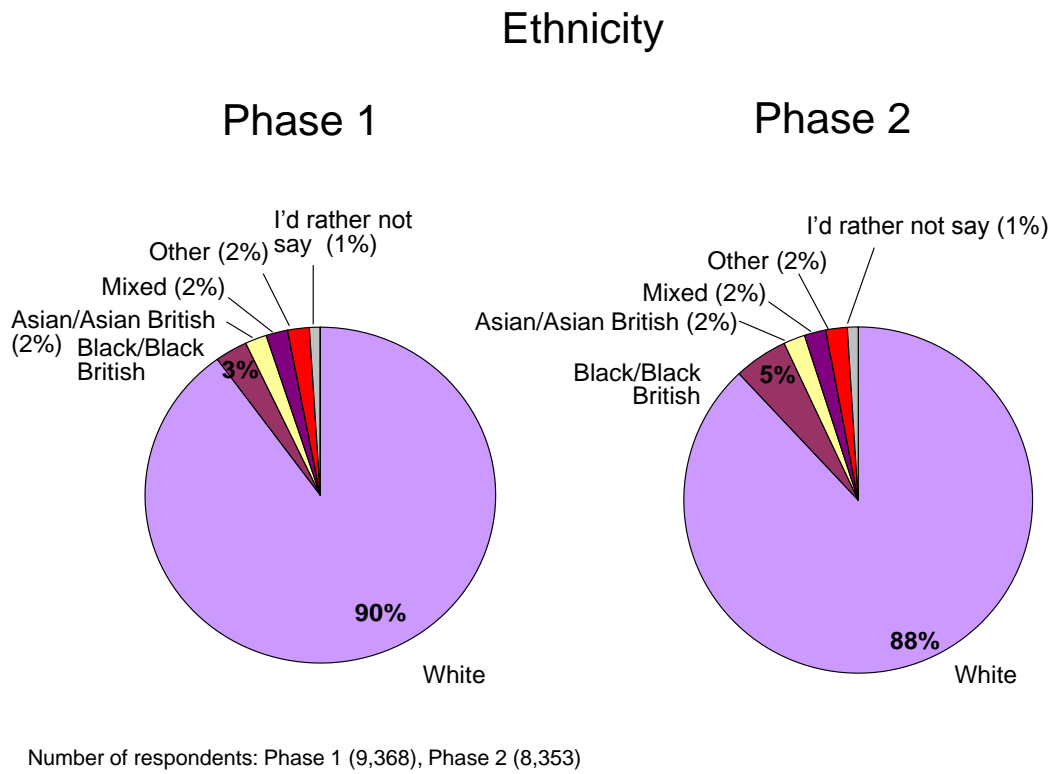
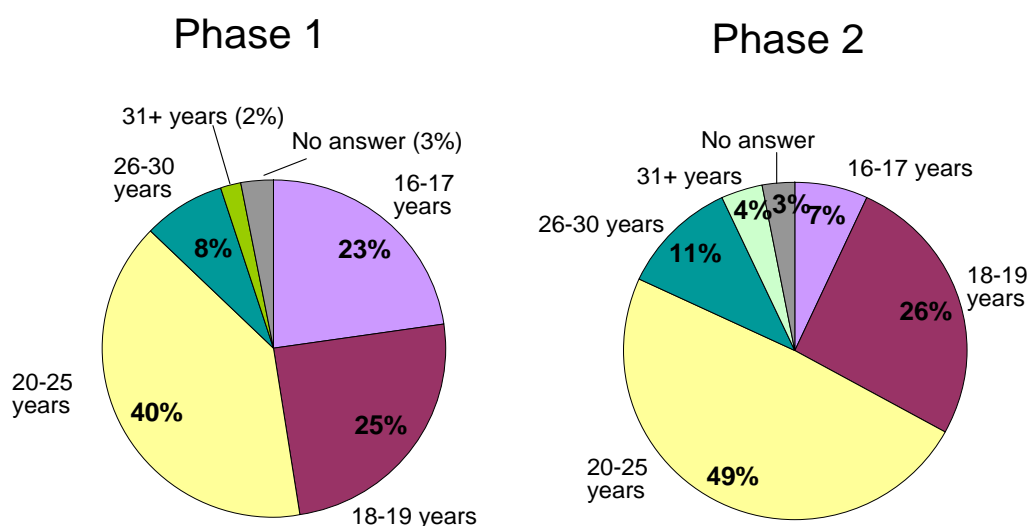


Figure 3

60. Across both Phases of training there has been a fall in the proportion of 16-17 year olds, from 24% to 23% in Phase 1 and from 9% to 7% in Phase 2 (fig. 4). A fall in the proportion of those aged 16-17 also occurred last year.

61. Forty-seven per cent of Phase 1 recruits are less than 20 years old (down from 51% last year). In Phase 2, personnel aged under 20 years old make up 33% of trainees, down from 38% last year. The proportion of trainees in Phase 2 who were aged between 20 and 25 years old increased this year (from 44% to 49%).

Age



Number of respondents: Phase 1 (9,368), Phase 2 (8,353)

Figure 4

62. For further demographic information on the trainees who participated in the RTS please see Annex 1.

DETAILED FINDINGS – PHASE 1

52. The results of the survey questions, presented by Service, are detailed overleaf. Statistically significant differences¹¹ between sub groups (such as type of school, gender, age of recruit and ethnicity) are highlighted.

53. The base for the Recruit Trainee Survey for the Phase 1 analysis is made up of all Phase 1 recruits from across the three Services who complete more than two weeks of their basic training. As Phase 1 training occurs in single Service training establishments, the Service they are assigned to matches the Service who operates the school at which they are based. For example a Phase 1 recruit at HMS Raleigh is always going to belong to the Navy.

PRE-TRAINING EXPERIENCES OF THE SERVICES

INFORMATION ABOUT THE COURSE PRIOR TO JOINING¹²

54. In Phase 1 the top motivations for joining a particular Service were to keep fit (93%), challenge/adventure (92%), to gain skills/qualifications (90%), an appealing lifestyle (90%) and job security (90%). Having no other job choices was the reason least likely to be rated as important (24%).

55. Overall, 93% of recruits saw opportunities to keep fit as an important factor in their decision to join a Service. Army recruits were the most likely to rate this factor as important (95%) followed by RAF recruits (92%) and Navy recruits (90%). Recruits aged 16-25 were more likely to rate opportunities to keep fit as important than those aged 26 and over (94% compared with 90%).

56. Ninety-two per cent of recruits cited challenge/adventure as an important factor in their decision to join a Service. Ninety-two per cent of Army recruits rated challenge/adventure as an important factor, an increase from last year (91%). Ninety-three per cent of Navy recruits rated challenge/adventure as important, a decrease from last year (94%).

57. Recruits aged 31 and over were the least likely to rate challenge/adventure as important; 86% compared with 92% of younger recruits. Female recruits were more likely than male recruits to rate this aspect as important (95% compared with 92%), and white recruits were more likely

¹¹Results are statistically significant if they are unlikely to have occurred by chance

¹² Gurkha recruits have been included in the survey this year in the Phase 1 section of this report, but were not asked questions that concern joining Phase 1 as these were not applicable (questions such as joining decision drivers, where they received information prior to joining the course and so on). The base for these Phase 1 only questions (excluding Gurkhas) is 9,210 recruits

than non-white recruits to rate this aspect as important (93% compared with 88%).

58. Nine in ten (90%) recruits cited gaining skills and qualifications as an important factor in their decision to join a Service. RAF recruits were the most likely to rate this factor as important (92%) followed by those in the Army (90%) and Navy recruits (89%). Female recruits were more likely than male recruits to say this was important (95% compared with 90%).

59. Recruits aged 16-17 were more likely to rate gaining skills and qualifications as not important (10%) than recruits aged 18-30 (8%).

60. Nine in ten (90%) recruits saw an appealing lifestyle as an important factor in their decision to join a Service, an increase from last year (89%). RAF recruits were the most likely to rate this factor as important (93%), followed by those in the Navy (91%) and the Army (90%, up from 87% last year). Female recruits were also more likely to rate this aspect as important than male recruits (94% compared with 90%).

61. Recruits aged 31 and over were more likely to rate an appealing lifestyle as not important (16%) than younger recruits (8%), and non-white recruits were more likely to say that an appealing lifestyle was not important than white recruits (11% compared with 8%).

62. Nine in ten (90%) recruits saw job security as an important factor in their decision to join a Service. Navy (92%) and RAF (92%, down from 95%) recruits were more likely to rate this factor as important than those in the Army (88%). White recruits were more likely than non-white recruits to say job security was an important factor (90% compared with 87%).

63. Recruits aged 16-17 were more likely to rate job security as not important (11%) than older recruits (8%). Overall, 8% of recruits rated job security as not important, an increase compared with last year (8%). Seven per cent of RAF recruits rated job security as not important (up from 5% last year).

64. Overall, 87% of recruits cited doing a specific job as an important factor in their decision to join a Service. RAF (91%) and Army recruits (89%, up from 88%) were more likely than Navy recruits to rate this factor as important (79%). Recruits aged 31 and over were more likely than recruits aged 20-30 to cite doing a specific job as important (93% compared with 87%).

65. Female recruits were more likely to state that doing a specific job was not important (12%) than male recruits (10%).

66. Eighty-six per cent of recruits saw opportunities to travel as an important factor in their decision to join a Service. Navy and RAF recruits (89% and 88%) were more likely than Army recruits to rate this factor as important (85%). Recruits aged 18-25 were more likely to rate opportunities to travel as important (88%) than other age groups (83% of 16-17 year olds and 82% of those aged 26 and older). Female recruits were more likely than male recruits to rate this aspect as important (91% compared with 86%). White recruits were more likely than non-white recruits to rate opportunities to travel as important (87% and 83% respectively).

67. Eighty-six per cent of recruits (up from 84% last year) cited being a member of the Armed Services as an important factor in their decision to join a Service. Army recruits were more likely to rate this as important (90%, up from 87% last year) than RAF recruits (84%), followed by Navy recruits (78%). Recruits aged 16-17 were more likely to rate being a member of the Armed Services as important than older trainees (90% compared with 85% of recruits aged 18 or older).

68. Male recruits were more likely to rate being a member of the Armed Services as not important than female recruits (13% and 9% respectively), and white recruits were more likely to rate this as not important than non-white recruits (13% compared with 9%).

69. Overall, 85% of recruits (up from 83% last year) saw wanting to defend the country as an important factor in their decision to join a Service. Army recruits were the most likely to rate this factor as important (87%) compared with Navy and RAF recruits (both 82%). Recruits aged 16-17 were the most likely of all age groups to say that wanting to defend the country was important (88% compared with 84% of recruits aged 18 or older) while female recruits were more likely to say this aspect was important than male recruits (88% and 85% respectively).

70. Overall, 13 per cent of recruits rated wanting to defend the country as not important (down from 15% last year). RAF (18%) and Navy (16%) recruits were more likely to rate this as not important than Army recruits (11%, down from 13% last year).

71. Eight in ten (80%) recruits saw opportunities to do sports as an important factor in their decision to join a Service. RAF recruits were the most likely to rate this factor as important (82%) followed by those in the Army (80%) and Navy (79%). Recruits aged 16-25 were more likely to rate opportunities to do sports as important (81%) than older recruits (74% of those aged 26 or older). Male recruits (80%) more likely to say this was important than female recruits (77%).

72. Overall, 74% of recruits cited salary as an important factor in their decision to join a Service (down from 75% last year), with RAF and Army recruits (76% and 75%) more likely to rate it as important than Navy recruits (68%). Recruits aged 16-17 were more likely to rate salary as important (83%) than older recruits (71% of those aged 18 or older).

73. Overall, 25% (up from 23% last year) of recruits rated salary as not an important factor in their decision to join the Services. Navy recruits (30%) were more likely to rate this factor as not important than recruits in the RAF (23%) or Army (22%, up from 21% last year). Male recruits were more likely to rate salary as not important than female recruits (25% compared with 21%), and white recruits were more likely to rate this as not important than non-white recruits (25% compared with 20%).

74. Fifty-nine per cent of recruits (up from 49% last year) cited the influence of family members/friends as an important factor in their decision to join a Service. Army recruits were more likely to rate this as important (63%, up from 52%) than RAF recruits (57%, up from 44%) and Navy recruits (49%, up from 43%). Recruits aged 16-17 were more likely to rate the influence of family members/friends as important (68%) than older recruits (56% of those aged 18 or older).

75. White recruits were more likely to rate the influence of family members/friends as not important than non-white recruits (38% and 33% respectively).

76. Overall, 35% of recruits cited wanting to move away from home/current situation as an important factor in their decision to join a Service. Army recruits were more likely to rate this aspect as important than Navy recruits (36% compared with 32%). Thirty-four per cent of RAF recruits rated this as important, up from 31% last year. Recruits aged 16-25 were more likely to rate wanting to move away from home/current situation as important (35%) than recruits aged 26-30 (30%). Non-white recruits were more likely to rate this aspect as important than white recruits (38% compared with 34%).

77. RAF (63%, down from 66% last year) and Navy (65%) recruits were more likely than Army recruits (59%, up from 57% last year) to rate wanting to move away from home/current situation as not important.

78. Twenty-four per cent of recruits cited having no other job choices as an important factor in their decision to join a Service (down from 26% last year). Army recruits (25%, down from 28%) were more likely than RAF recruits (22%) to rate this factor as important. Twenty-four per cent of Navy recruits rated this as an important factor. Recruits aged 16-17 were more likely than those aged 18-30 to rate this aspect as important (29% compared with 22%).

79. Overall, 68% of recruits rated having no other job choices as not important (up from 65% last year). RAF (73%) and Navy (70%) recruits were more likely than Army recruits (66%, up from 62% last year) to rate having no other job choices as not important. Female recruits were more likely to say that having no other job choices was not an important factor than male recruits (72% compared with 68%). White recruits were more likely to say this aspect was not important than non-white recruits (69% and 63% respectively).

80. Similarly to last year, keeping fit and challenge/adventure were the most important joining factors this year. The third and fourth factor this year were an appealing lifestyle (fifth last year), and gaining skills and qualifications (fourth last year). Job security, the third most important factor last year, ranked fifth this year. Wanting to move away from home/current situation and having no other job choices were the two least important factors this year. This is consistent with last year.

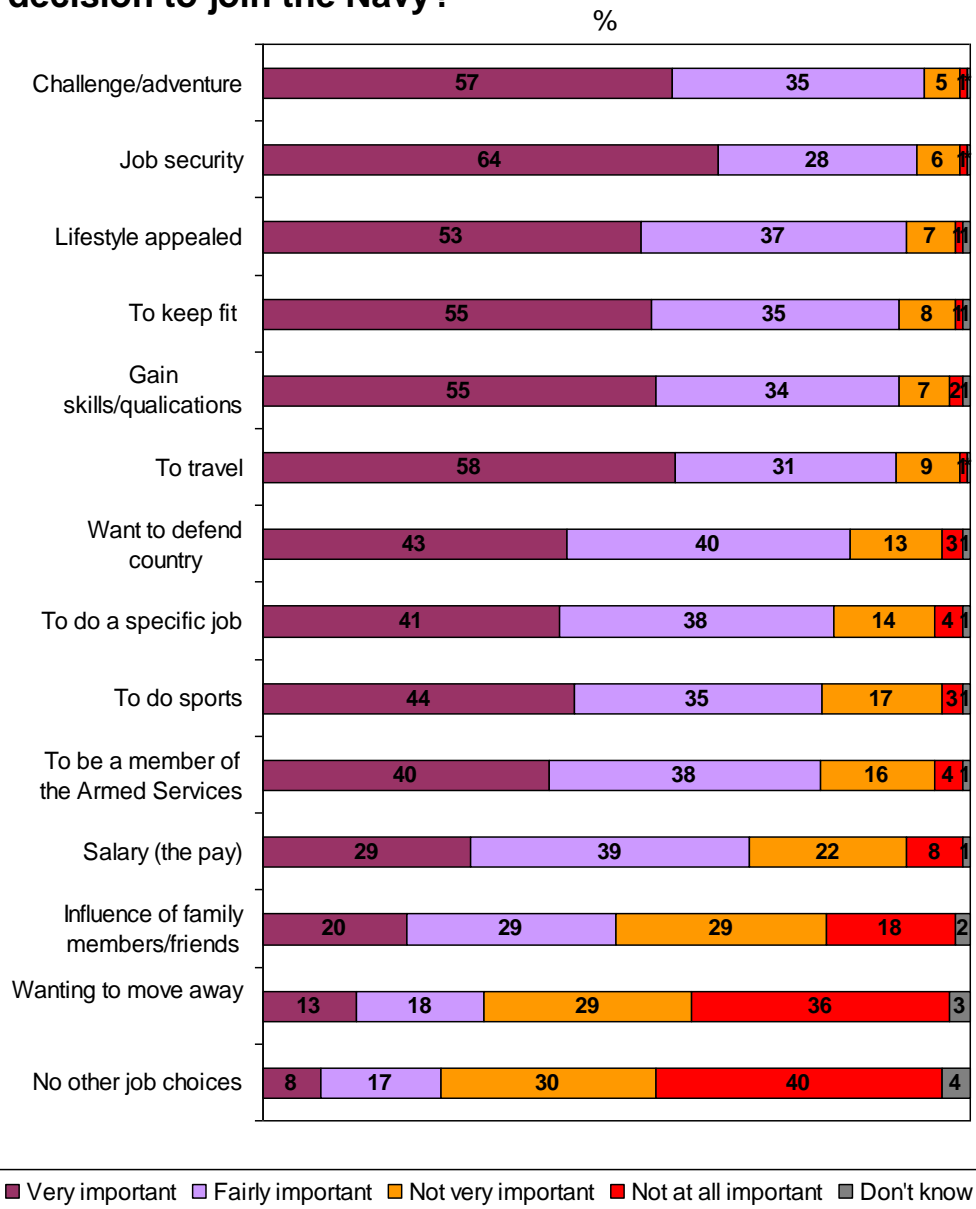
81. The four most important joining factors for Navy recruits are challenge/adventure, job security, lifestyle appeal and to keep fit (fig. 5). This is consistent with last year. The fifth and sixth factors this year were to gain skills/ qualifications (sixth last year) and to travel (fifth last year). Wanting to move away from home/current situation and having no other job choices were the two least important factors this year. This is consistent with last year.

82. Similarly to last year, the two most important joining factors for Army recruits were to keep fit and challenge/adventure (fig. 6). The third and fourth most important factors were to be a member of the Armed Services (seventh last year) and to gain skills/qualifications (third last year). The fifth, sixth and seventh most important factors were lifestyle appeal (sixth last year), to do a specific job (fifth last year) and job security (fourth last year). All other factors have seen no change in importance compared to last year. Wanting to move away from home/current situation and having no other job choices were the two least important factors this year. This is consistent with last year.

83. The three most important joining factors for RAF recruits were lifestyle appeal (fifth last year), challenge/adventure (third last year) and to gain skills/qualifications (second last year) (fig. 7). The fourth and fifth most important joining factors were to keep fit (fourth last year) and job security (first last year). Wanting to move away from home/current situation and having no other job choices were the two least important factors this year. This is consistent with last year. The charts below are ranked so that the factors are displayed in order of importance (very important and fairly important combined).

Phase 1 - Navy

How important were each of the following in your decision to join the Navy?



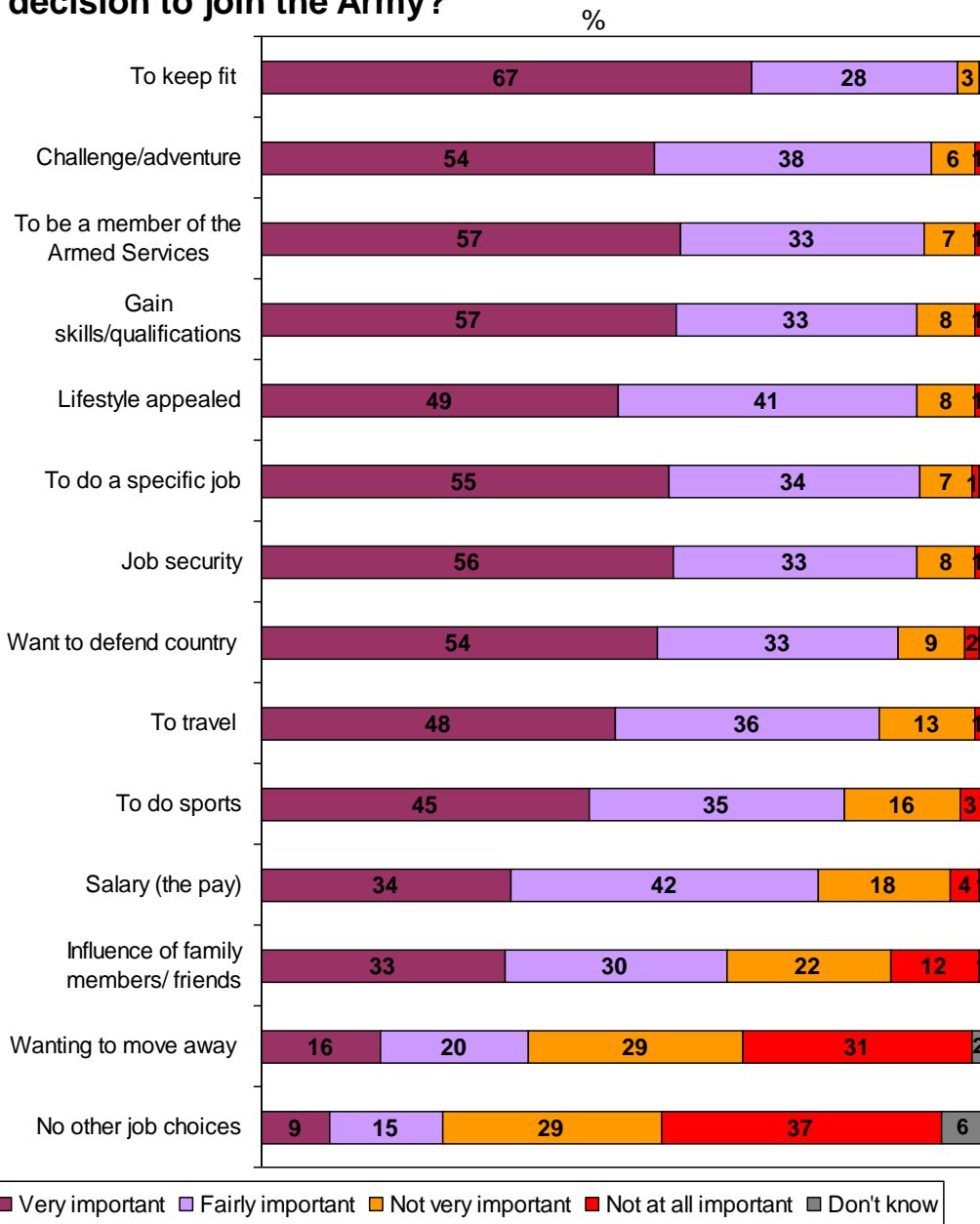
Number of respondents: Royal Navy schools (2,257)

Figure 5

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Phase 1 - Army

How important were each of the following in your decision to join the Army?

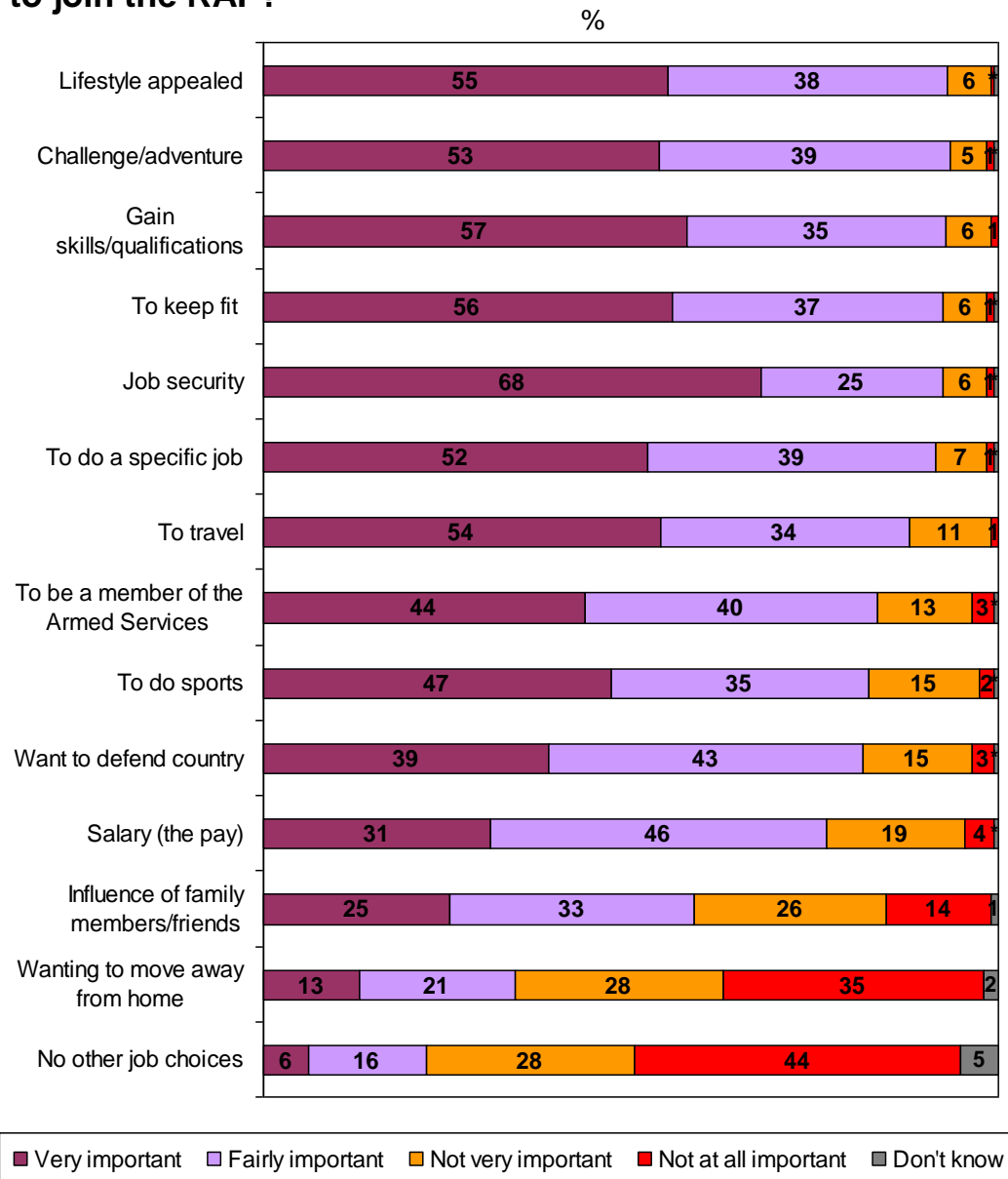


Number of respondents: Army schools (5,460)

Figure 6

Phase 1 - RAF

How important were each of the following in your decision to join the RAF?



Number of respondents: RAF schools (1,493)

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Figure 7

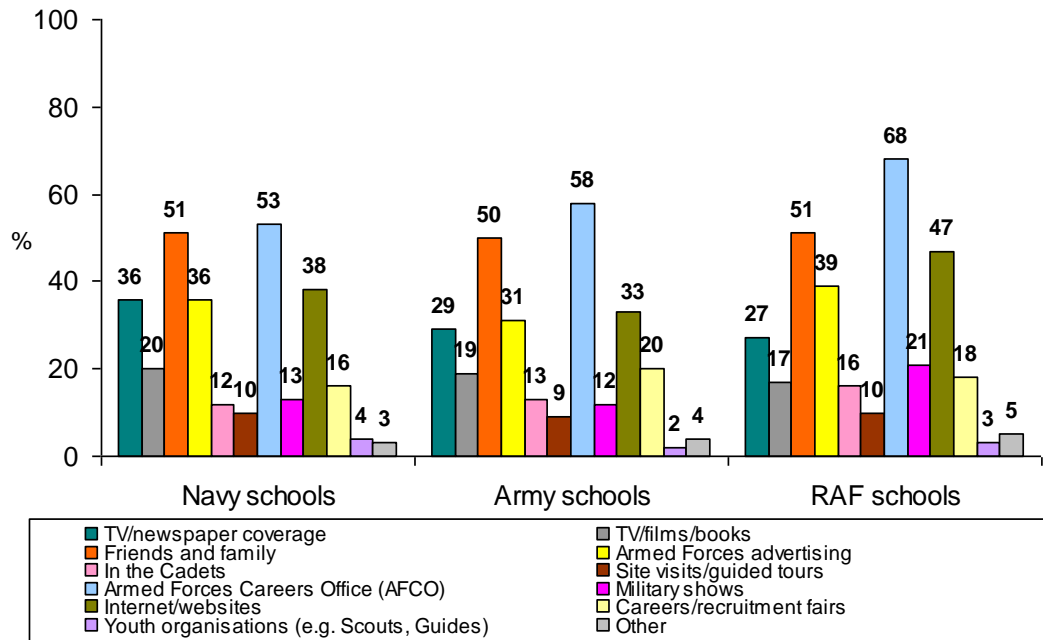
84. When asked about sources for learning about careers in the Armed Forces, recruits were the most likely to cite the Armed Forces Careers Office (AFCO) (58%), followed by friends and family who have served (51%). They were the least likely to cite sources such as youth organisations (Scouts, Guides etc) (3%) or site visits and guided tours (9%).

85. Those in the Navy were more likely than the other Services to cite TV/ Newspaper coverage (36%), and more likely than the RAF to cite TV/films/books (20% compared with 17% in the RAF) (fig. 8). RAF recruits were more likely than those in other Services to cite the AFCO (68%, up from 63% last year), the internet (47%), military shows (21%) and the Cadets (16%). Army recruits were the least likely of the three Services to cite advertising (31%), the internet (33%) and youth organisations (2%) but were most likely to cite recruitment fairs (20%). The proportion of Navy recruits citing the internet also decreased this year (38% compared with 41% last year). Amongst Army recruits, there was a decrease in the proportion citing TV/ Newspaper coverage (29% compared with 31% last year), and an increase in the proportion of those citing military shows (12% compared with 11% last year). Compared with last year, TV, films and books were less likely to be cited as an information source (19% compared with 20%), especially amongst RAF recruits (17% compared with 20% last year).

86. Female recruits were more likely than male recruits to learn about the Armed Forces from friends and family who have served (56% compared with 50%) and careers/recruitment fairs (22% compared with 19%). Male recruits were more likely to rate TV/Newspaper coverage (31% compared with 25%) and TV shows, books and films as a source of information (19% compared with 10%). White recruits were more likely than non-white recruits to have used a number of these sources of information, in particular an AFCO (59% of white recruits, 46% of non-white recruits). Younger recruits were more likely than older recruits to cite careers fairs, military shows, friends and family who have served and the Cadets as sources of information, while those aged 16-17 were less likely than those aged 18 or older to have used the internet.

Phase 1

Where did you learn about careers in the Armed Forces?



Number of respondents: Navy schools (2,257), Army schools (5,460), RAF schools (1,493)

Figure 8¹³

¹³This was a multi-coded question; recruits could select more than one answer

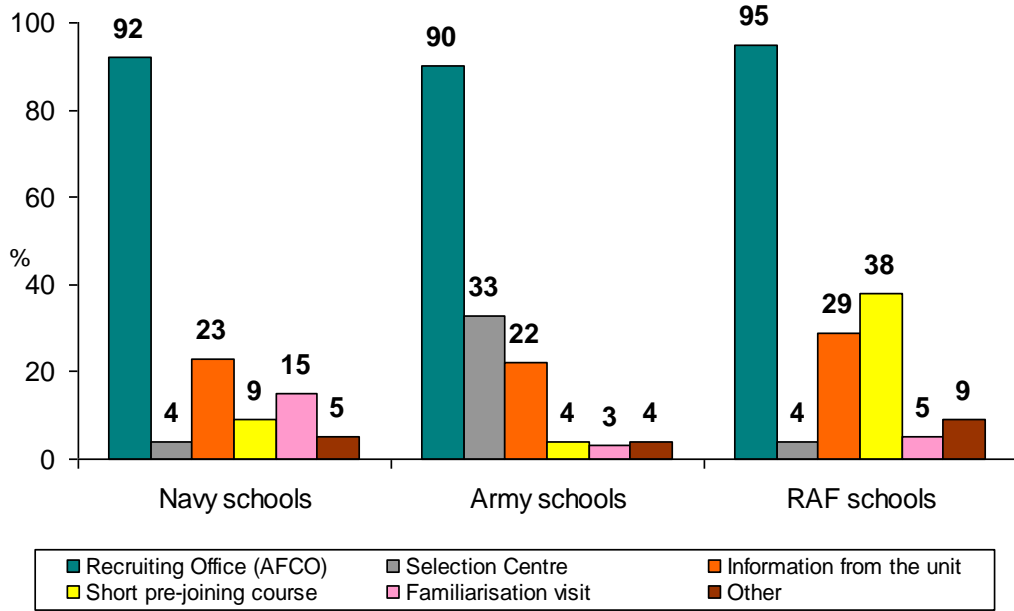
87. The Armed Forces Careers Office (AFCO) was the main source of information for Phase 1 recruits prior to their arrival at a training school. RAF recruits (95%) were the most likely to cite AFCO as their main source of information compared with Navy recruits (92%) and Army recruits (90%) (fig. 9). White recruits were more likely than non-white recruits to cite the AFCO (92% compared with 84%).

88. There were differences between the Services regarding the proportion of recruits who obtained information from the Selection Centre. The Selection Centre was used for information by four per cent of Navy and RAF recruits. By contrast, it was cited by one third (33%) of Army recruits. The Selection Centre was more likely to be an information source for male recruits than female recruits (22% compared with 14%) while recruits aged 16-17 were more likely than older recruits to have got information from the Selection Centre prior to the course (27% compared with 19% of those aged 18 or older).

89. The less frequently used sources of information for Phase 1 recruits were information obtained from the school (23%, up from 22% last year), the pre-joining course (11%) and a familiarisation visit (7%, up from 5% last year). RAF recruits were the most likely to get information from the school (29% compared with 23% of those in the Navy and 22% of those in the Army). Female recruits were more likely than male recruits to use the pre-joining course (15% compared with 11%) and familiarisation visit (9% compared with 6%) as sources of information while white recruits were more likely than non-white recruits to mention the pre-joining course (11% compared with 8%).

Phase 1

Once you had been accepted for the unit, where did you get information prior to your arrival at XXX?



Number of respondents: Navy schools (2,257), Army schools (5,460), RAF schools (1,493)

Figure 9¹⁴

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¹⁴This was a multi-coded question; recruits could select more than one answer

90. Overall, 79% of recruits (down from 80% last year) said that the information they were given prior to their arrival enabled them to prepare well enough for the physical demands of the course. The proportion of Navy recruits who agreed with this statement (84%) was higher than that of Army or RAF recruits (77%, down from 79% and 77% respectively) (fig. 10-11).

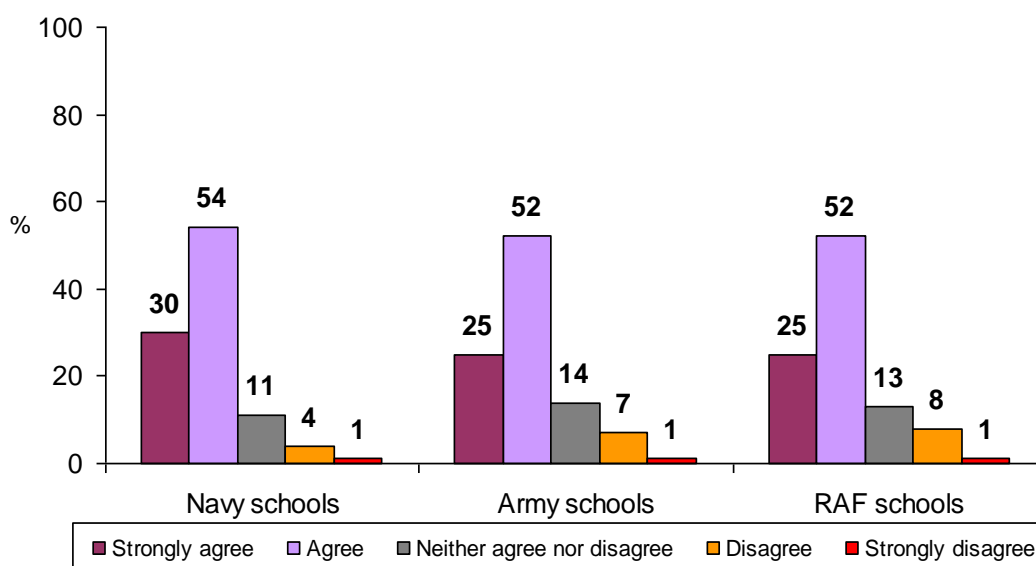
91. A higher proportion of male recruits (79%) than female recruits (74%) agreed that the information enabled them to prepare sufficiently for the physical demands of the course. There were also differences between age groups; of all age groups younger recruits (16-19 years old) were least likely to agree (78%), whereas those aged 26 and over were most likely to agree (82%).

92. The proportion of Phase 1 recruits agreeing that the information they were given enabled them to prepare themselves well enough for the physical demands of the course has fallen over the last three years from 82% in 2007-08 to 80% last year and down again to 79% this year. This trend can also be observed in the Army.

Phase 1

The information I was given prior to arrival at XXX ...

Enabled me to prepare myself well enough for the physical demands of the course

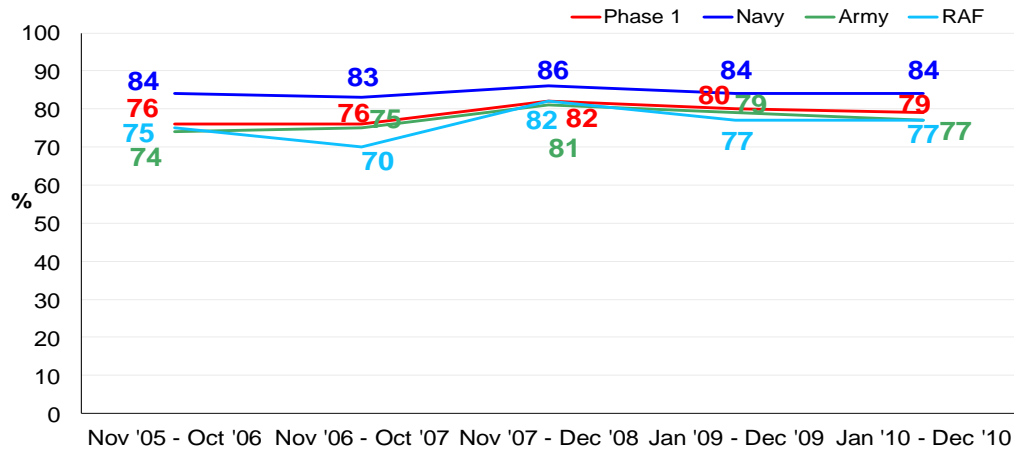


Number of respondents: Navy schools (2,257), Army schools (5,460), RAF schools (1,493)

Figure 10

Phase 1

To what extent do you agree or disagree with the following statement?
 The information I was given before my arrival at Unit enabled me to prepare myself well enough for the physical demands of the course



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493).

Figure 11

93. Half of Phase 1 recruits (50%) thought that the information provided to them gave an accurate picture of what life would be like at their school. Fifty-one per cent of RAF recruits (up from 47%) thought that the information gave an accurate picture (fig. 12-13). Half of Army recruits (50%, down from 52%) and 49% of Navy recruits thought this.

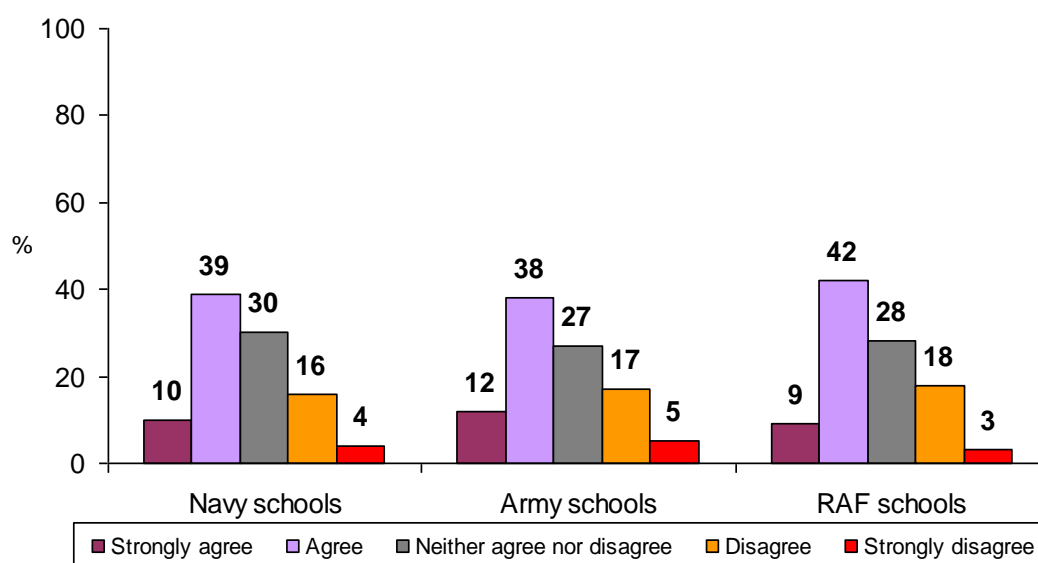
94. Some differences can be seen between sub-groups; younger recruits were less likely than older recruits to have felt the information provided to them gave an accurate picture of what life would be like at their training establishment. Twenty-four per cent of recruits aged 16-19 disagreed that the information was accurate (compared with 19% of older recruits). There was also a difference between the proportion of non-white recruits and white recruits who thought that the information was accurate (59% compared with 49%) and between females and males (54% and 49% respectively).

95. The proportion of Phase 1 recruits who agreed that the information they were given before their arrival at the school gave them an accurate picture of what life would be like at their school has fallen over the past few years, from 53% in 2007/8 to 50% now. This trend can be observed among Navy and Army recruits, while the proportion saying that the information provided gave an accurate picture in the RAF has increased from 47% to 51%.

Phase 1

The information I was given prior to arrival at XXX ...

Gave me an accurate picture of what life would be like at XXX

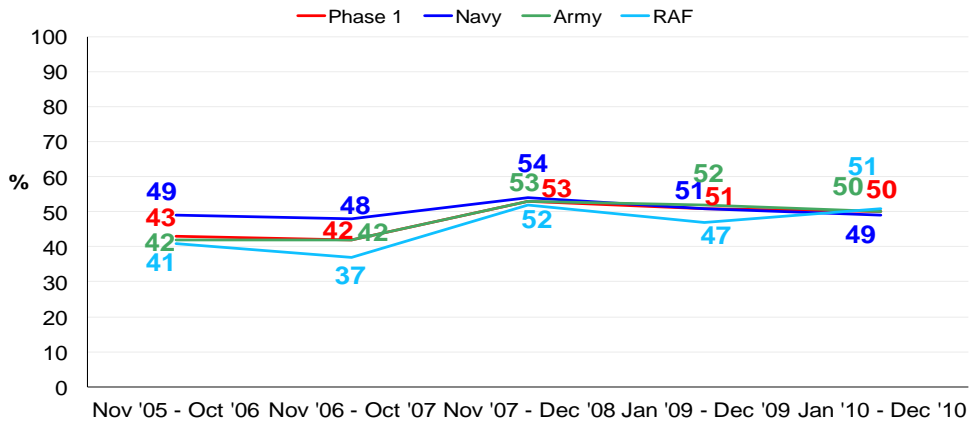


Number of respondents: Navy schools (2,257), Army schools (5,460), RAF schools (1,493)

Figure 12

Phase 1

To what extent do you agree or disagree with the following statement?
The information I was given before my arrival at Unit gave me an accurate picture of what life would be like at XXX



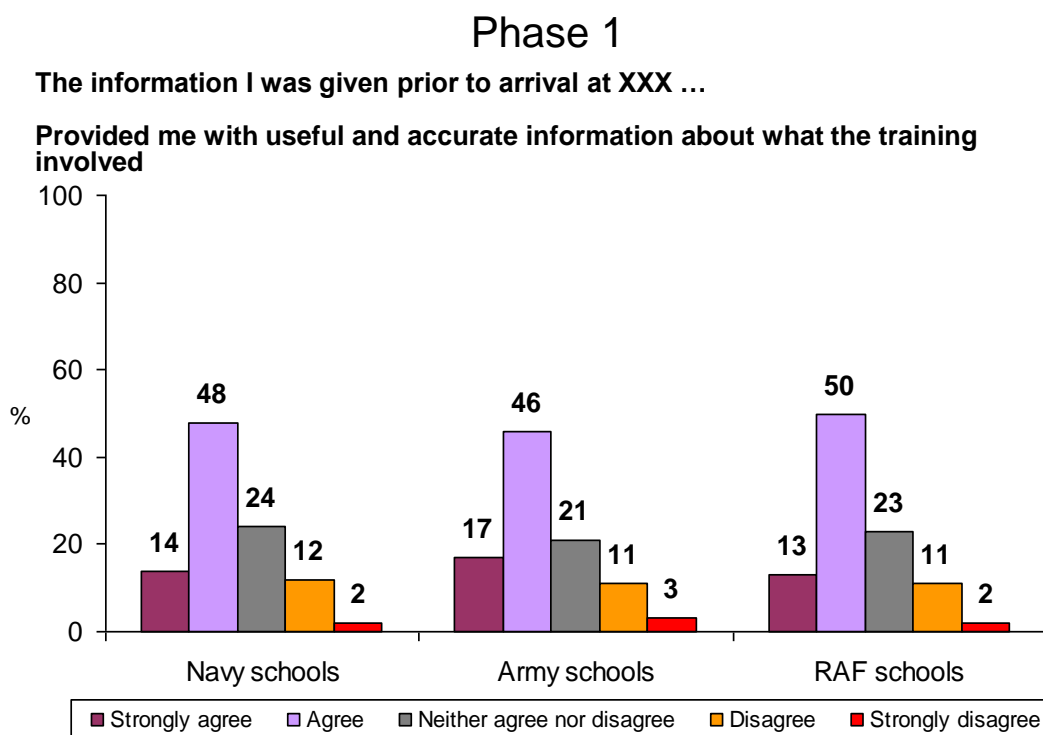
% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493).

Figure 13

96. Sixty-three per cent of Phase 1 recruits agreed that the information they were provided with prior to the beginning of their course was useful and accurate regarding what the training involved. Army recruits (64%) were more likely to agree with this statement than Navy recruits (61%) (fig. 14). Sixty-three per cent of RAF recruits agreed with this statement, up from 59% last year (fig. 15). Female recruits were more likely than male recruits to disagree that the information provided was accurate (17% to 13% respectively).

97. The proportion of Phase 1 recruits agreeing that the information they were given before their arrival at the school provided them with useful and accurate information about what the training involved was at 66% in 2007-08 and has declined to 63% this year. The change occurred between 2007-08 and 2009 however and there has been no change over the last twelve months. However, there has been a fall amongst Army recruits where the number agreeing that they had an accurate picture of what training has involved has declined from 66% to 64% over the last year, and Navy recruits (64%, down to 61%). The proportion agreeing amongst RAF recruits actually increased over the same period, from 59% to 63%.

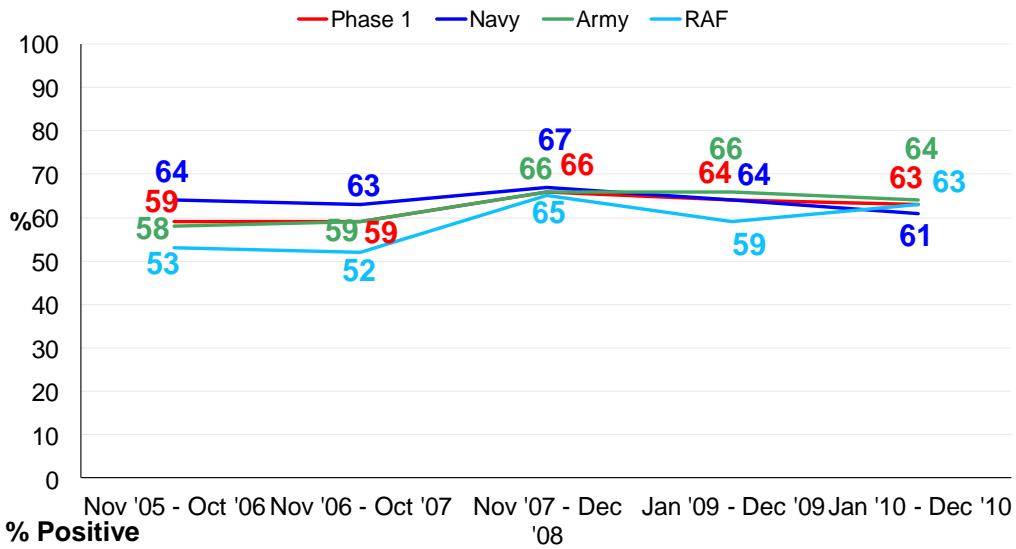


Number of respondents: Navy schools (2,257), Army schools (5,460), RAF schools (1,493)

Figure 14

Phase 1

To what extent do you agree or disagree with the following statement?
The information I was given before my arrival at Unit provided me with useful and accurate information about what the training involved



Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493).

Figure 15

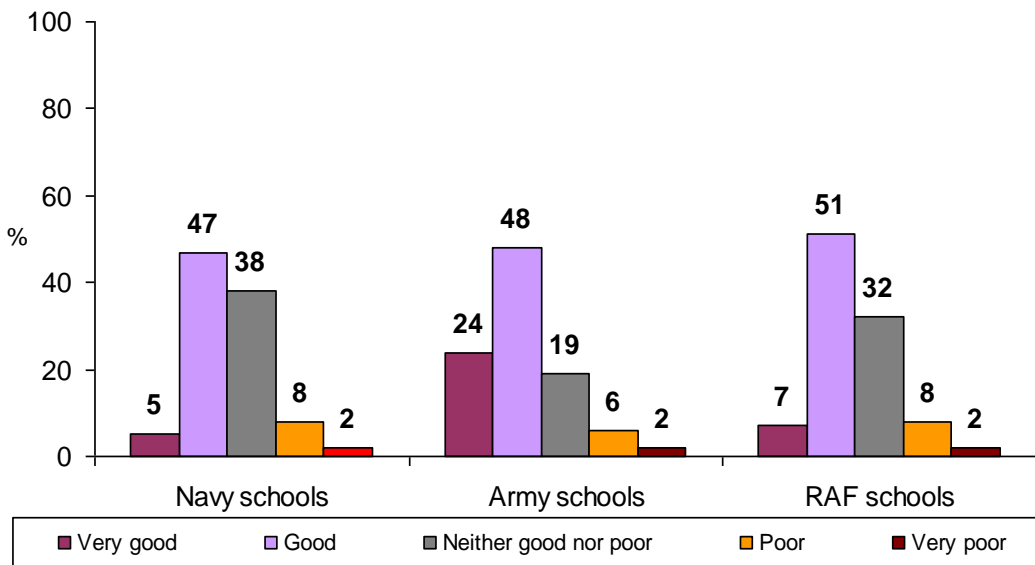
FACILITIES AND SUPPORT

ACCOMMODATION

98. Sixty-five per cent of Phase 1 recruits (up from 63% last year but down from 66% two years ago) rated the standard of their accommodation as good, with Army recruits more likely to rate accommodation as good (72%, up from 70% last year) than their colleagues in the RAF (58%, up from 46% last year) or Navy (52%, down from 57% last year) (fig. 16 and fig. 17). Female recruits were more likely to rate this aspect as good than male recruits (77% compared with 64%), and those aged 16-17 were more likely to rate the standard of their living accommodation as good (70%) than older recruits (63% of those aged 18 or older). There was also a difference between the proportion of non-white recruits and white recruits who thought the standard of accommodation was good (71% and 64% respectively).

Phase 1

How would you rate ...standard of living accommodation?

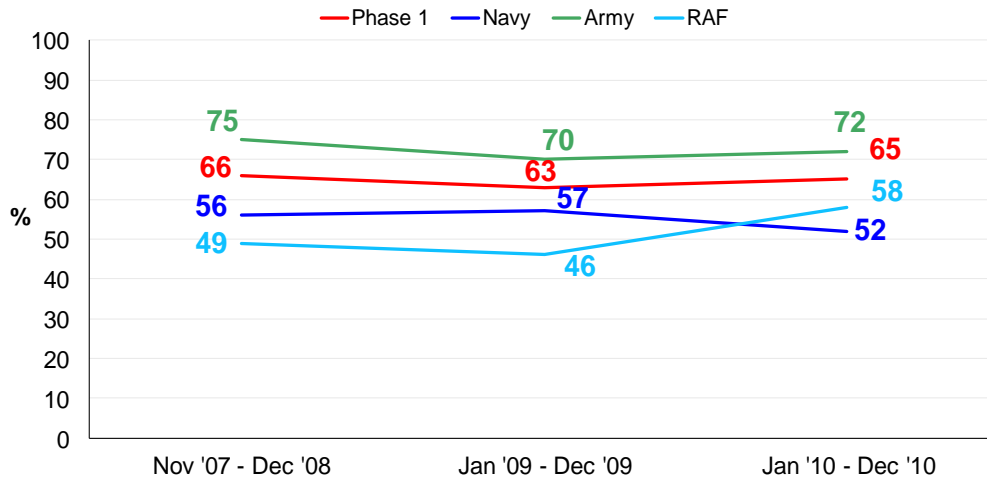


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 16

Phase 1

How would you rate the standard of living accommodation?



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

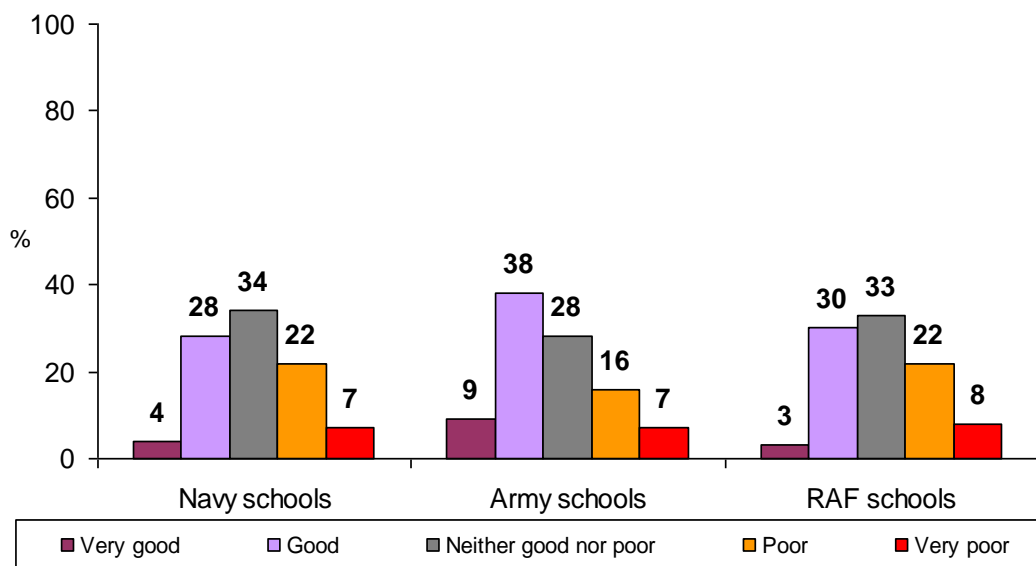
Figure 17

OFF DUTY RECREATION

99. Forty-one per cent of Phase 1 recruits (up from 39% last year) regarded the range of things to do when off duty on site as good. Army recruits rated their recreational opportunities on site more highly than those in the RAF and Navy, with 47% saying that things to do when off duty on site were good, compared with 33% in the RAF and 32% in the Navy (fig. 18). Non-white recruits were more likely to rate things to do when off duty on site as good than white recruits (49% compared with 41%). Male recruits were more likely to rate such opportunities as poor than female recruits (26% and 21% respectively) and recruits aged 16-17 (29%) were more likely to rate this as poor than recruits aged 18-25 (25%).

Phase 1

How would you rate...things to do when off duty on site?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 18

SPORTS FACILITIES

100. Overall, 66% of recruits across Phase 1 rated sports facilities at their school as good (up from 64% last year). Phase 1 Navy recruits were more likely to rate their sports facilities as good (74%, down from 79%) than their counterparts in the RAF (64%, up from 50%) and Army (63%) (fig. 19). Recruits aged 16-17 were more likely than older recruits to rate sports facilities highly (72% compared with 64% of those aged 18 or older).

Phase 1

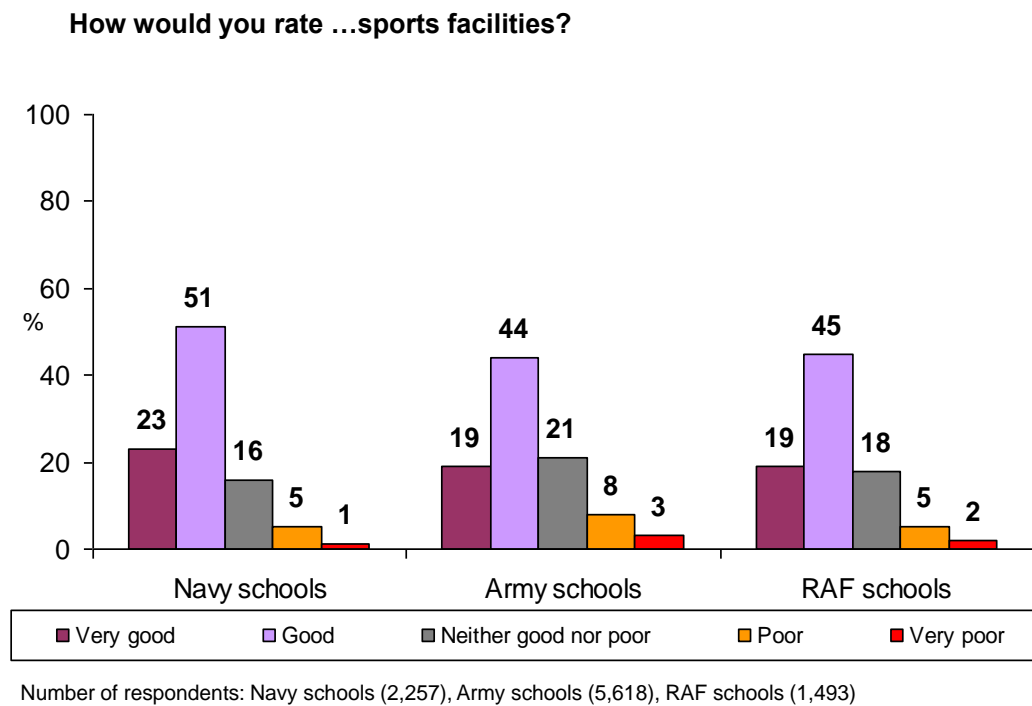


Figure 19

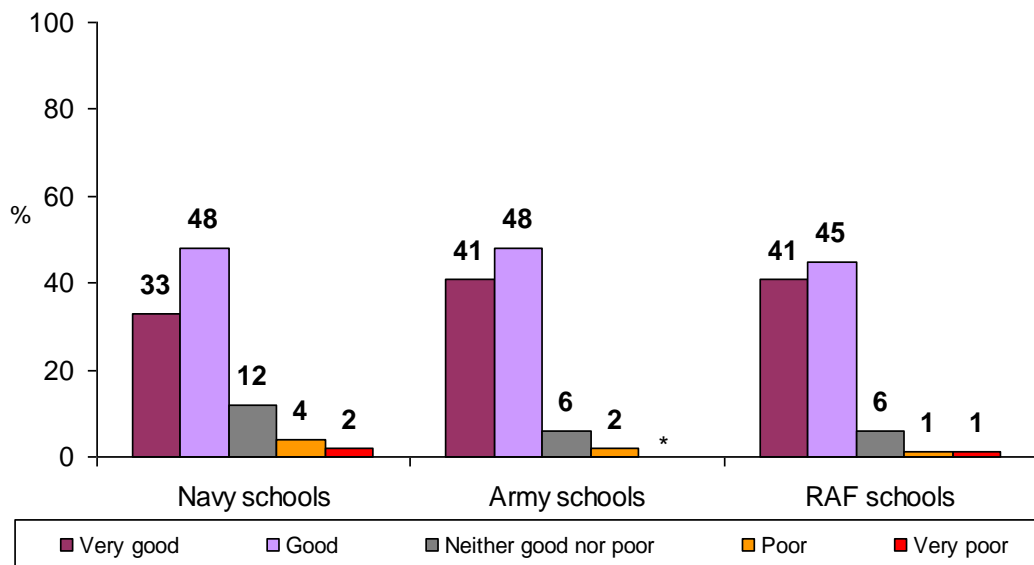
MEDICAL CARE

101. The majority of recruits thought that the level of medical care on offer was good (86%, up from 83% last year). Recruits from Army schools were the most likely to rate this highly (89%, up from 84%), compared with RAF recruits (86%, up from 82%) and Navy recruits (80%) (fig. 20).

102. Recruits aged 16-17 (88%) were more likely to rate the level of medical care as good than recruits aged 18-25 (86%). Female recruits (5%) were more likely to rate medical care as poor than male recruits (3%).

Phase 1

How would you rate ...medical care?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 20

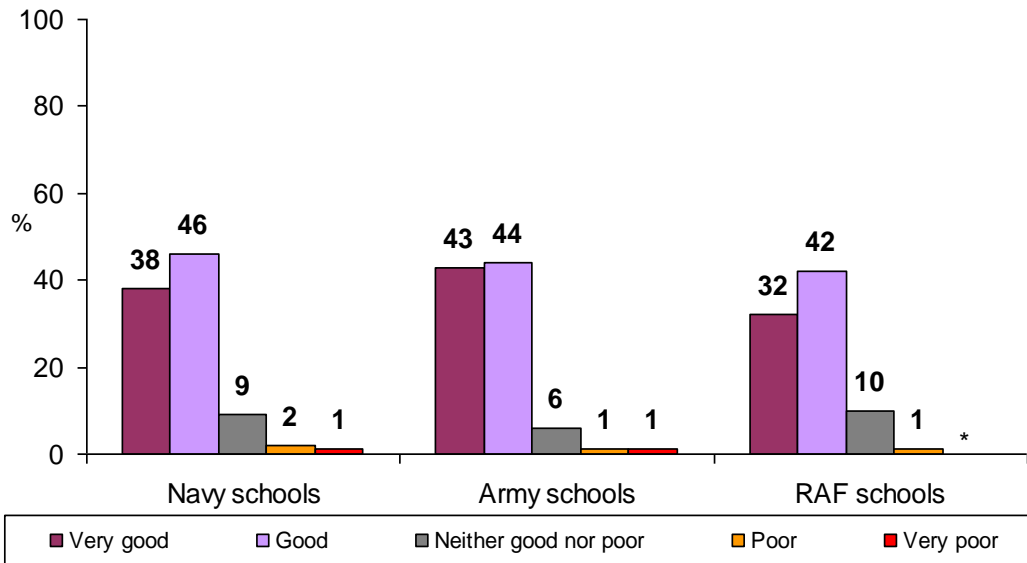
DENTAL CARE

103. Overall, the majority of recruits (84%, up from 80% last year) rated dental care as good, with 2% (down from 3% last year) rating it as poor. Recruits from Army schools were the most likely to be positive about dental care (87%, up from 82%), followed by recruits from Navy schools (84%) and those in RAF schools (74%, up from 71%) (fig. 21).

104. Recruits aged 16-17 were more likely to rate the level of dental care as good (87%) than older recruits (83%). Male recruits (85%) were more likely than female recruits (80%) to rate dental care as good.

Phase 1

How would you rate ...dental care?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

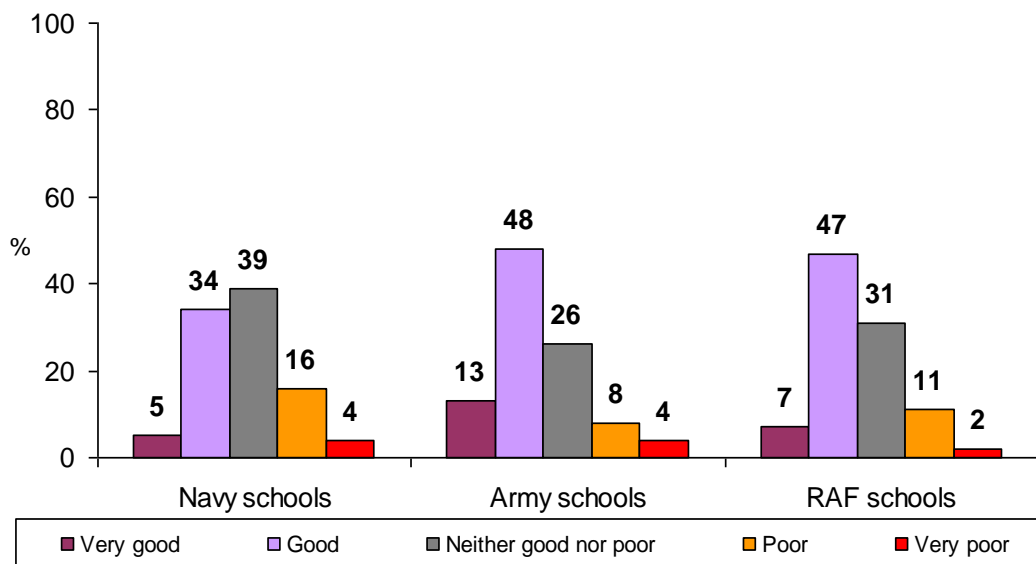
Figure 21

TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

105. Fifty-five per cent of Phase 1 recruits rated the amount of time they had for personal administration as good; 14% indicated that the time available was poor. Army recruits were the most likely to rate this highly, with 61% rating their time available for this activity as good compared with 54% (up from 50% last year) in the RAF and 39% (down from 50% last year) in the Navy (fig. 22). Recruits aged 16-17 were more likely to rate this aspect as good (65%) than older recruits (51%).

Phase 1

How would you rate ...time for essential personal administration?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

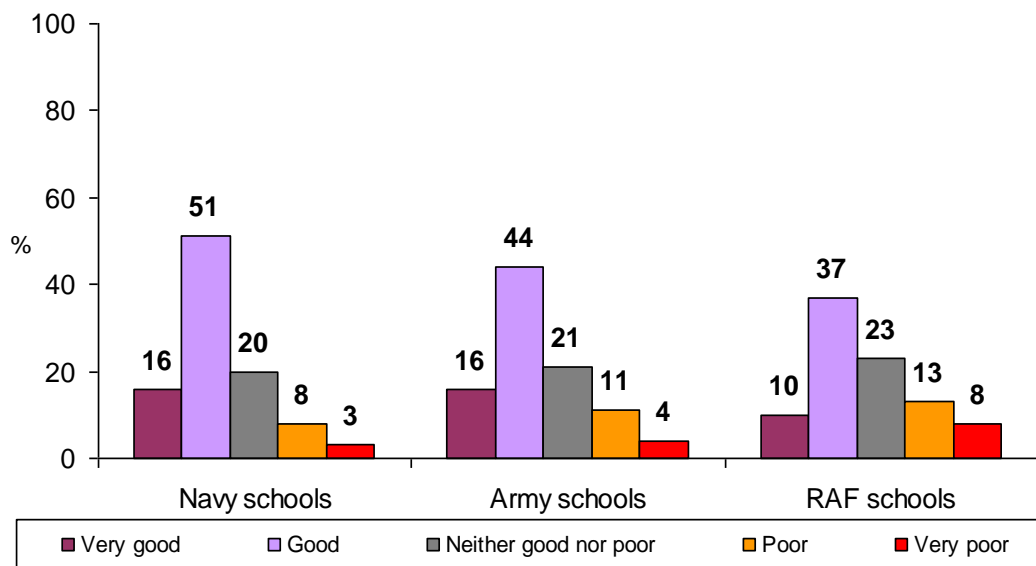
Figure 22

ACCESS TO IT FOR PERSONAL USE

106. Three in five (60%, up from 55% last year) Phase 1 recruits rated access to IT for personal use as good, with 15% (down from 18%) indicating that the access was poor. Navy recruits were the most likely to rate this highly (with 68% rating access to IT for personal use as good) compared with Army recruits (60%, up from 56%) and RAF recruits (47%, up from 36%) (fig. 23). Male recruits were more likely than female recruits to rate this aspect poorly (15% compared with 12%).

Phase 1

How would you rate ...access to IT for personal use?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

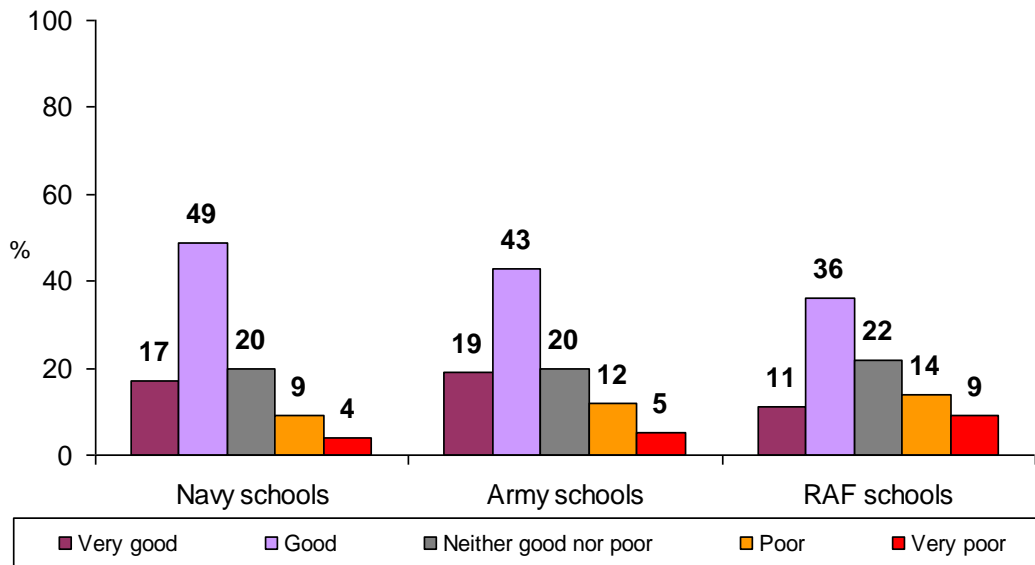
Figure 23

INTERNET ACCESS

107. Three in five (60%, up from 55% last year) Phase 1 recruits rated internet access as good and 17% (down from 20%) indicated that access was poor. Navy recruits were the most likely to rate this positively with two thirds (66%) rating internet access as good, compared with recruits in the Army (62%, up from 57%) and RAF recruits (47%, up from 34%) (fig. 24). Male recruits were more likely to rate internet access as poor than female recruits (17% and 11% respectively). Non-white recruits were more likely to rate the internet access as poor than white recruits (19% compared with 16%).

Phase 1

How would you rate ...internet access?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

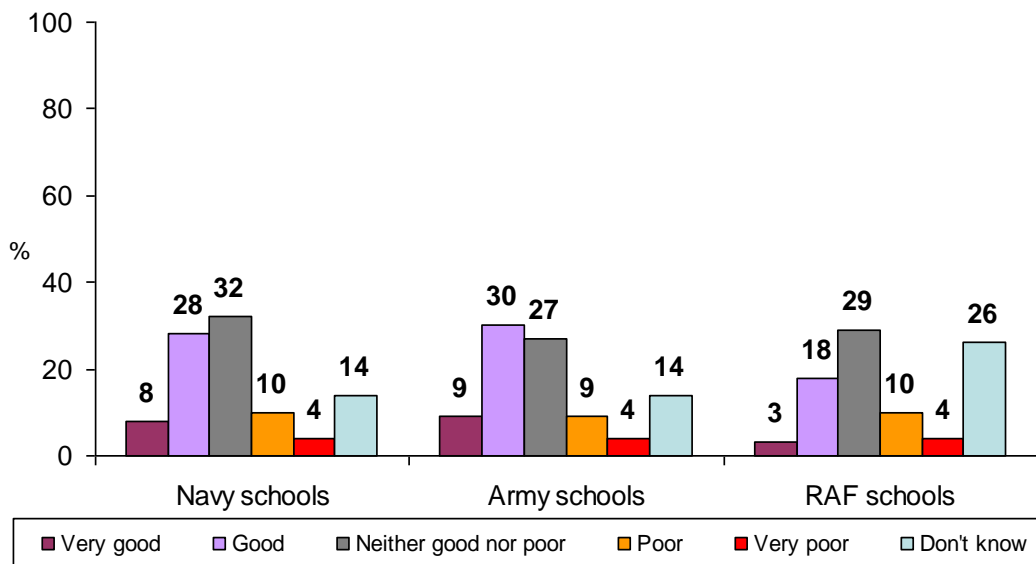
Figure 24

LEARNING CENTRE TO STUDY AFTER HOURS

108. Thirty-six per cent (up from 34%) of Phase 1 recruits rated the Learning Centre for study after hours as good. Army recruits were the most likely to rate this highly, with 39% rating the centre as good, compared with 36% in the Navy and 21% (up from 17%) in the RAF (fig. 25). Recruits aged 16-17 were more likely to rate this aspect as good (46%) than older recruits (32%).

Phase 1

How would you rate ...learning centre to study after hours?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

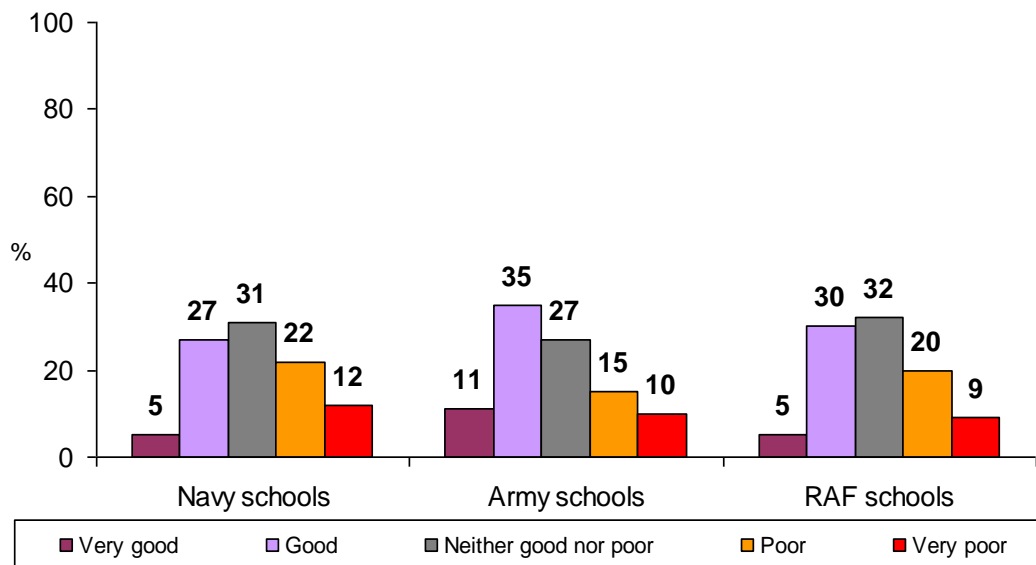
Figure 25

VARIETY OF EATING AND DRINKING AREAS

109. Forty-one per cent of Phase 1 recruits rated the variety of eating and drinking areas in their school as good, while 27% (down from 29%) indicated that variety was poor. Army recruits were the most positive, with 46% rating variety of eating and drinking areas as good, compared with 35% (up from 32%) in the RAF and 32% in the Navy (fig. 26). Recruits aged 16-17 were more likely to rate this aspect as good (46%) than older recruits (39%). Female recruits were more likely to rate the variety of eating and drink areas as poor than male recruits (31% compared with 27%).

Phase 1

How would you rate ...variety of eating and drinking areas?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 26

SATISFACTION WITH FOOD

110. Overall, 38% of recruits were satisfied with food at their school (down from 39% last year), while 39% were dissatisfied (up from 37%). RAF recruits were the most likely to say that they were satisfied with their food (56%), followed by those in the Army (38%) and the Navy (24%) (fig. 27).

111. Thirty-eight per cent of Army recruits were dissatisfied with the food (up from 36%), 21% of RAF recruits were dissatisfied with the food (down from 23%) (fig. 28).

112. Female recruits were more likely than male recruits to be satisfied with food (44% compared with 37%), as were non-white recruits compared with white recruits (49% and 36% respectively). Recruits aged 26 or older were more likely to be satisfied with food at their school than their younger colleagues (46% compared with 37% of those aged 25 and below).

Phase 1

Overall how satisfied were you with the food at XXX?

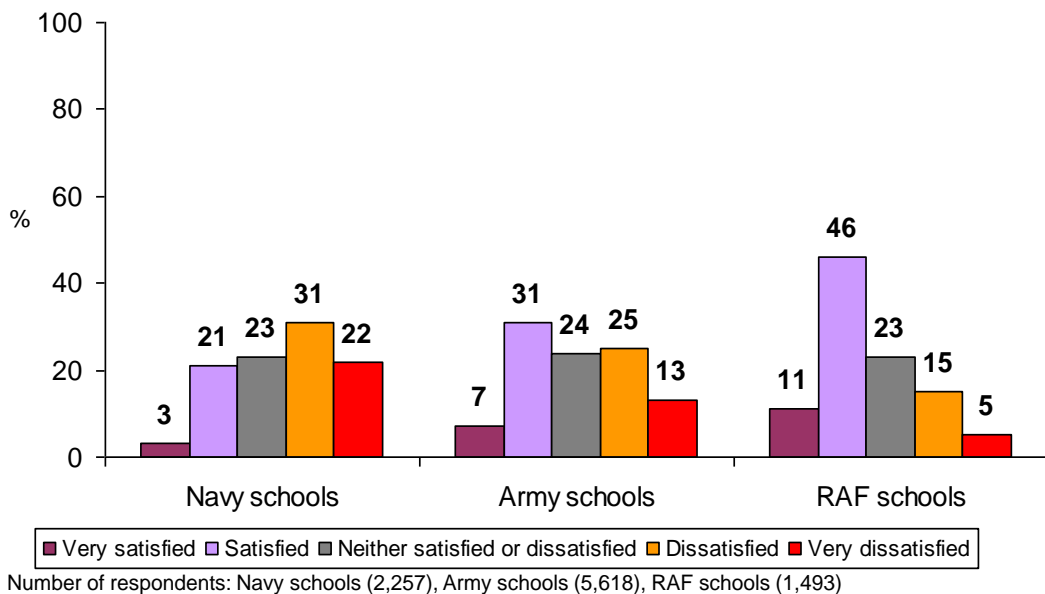
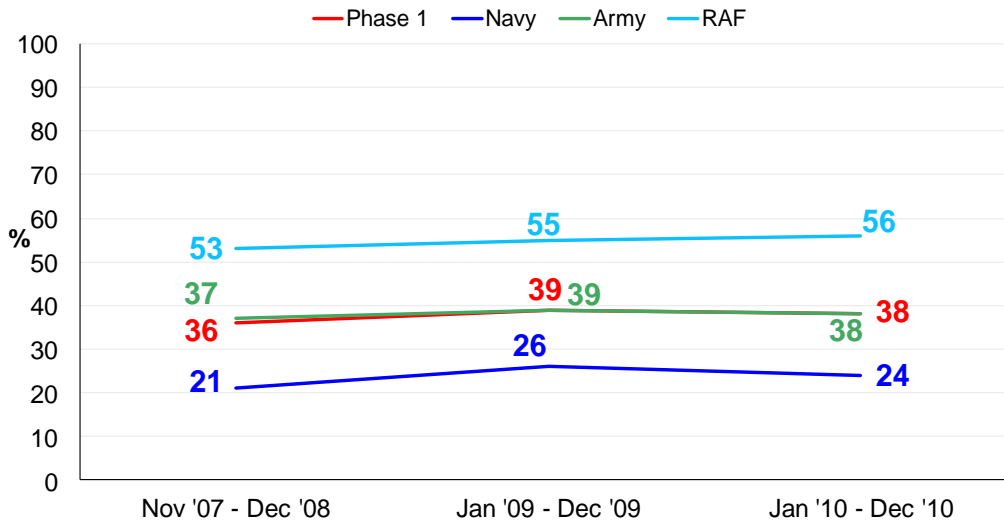


Figure 27

Phase 1

Overall, how satisfied were you with the food at XXX?



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 28

ASPECTS OF FOOD WITH WHICH RECRUITS WERE DISSATISFIED

113. Of those who were dissatisfied with food, the most likely causes of dissatisfaction were the quality of food (89%, up from 84%), choice of food (75%) and overall variety (66%). Navy recruits were the most likely to be dissatisfied with various aspects of the food compared with the other Services, particularly with the quality of food (92%, up from 90%), the overall variety (67%) and quantity of food (44%) (fig. 29).

114. Eighty-nine per cent of recruits cited the quality of food as a reason for their dissatisfaction (up from 84% last year). Recruits in the Navy (92%, up from 90% last year) and the RAF (91%, up from 86%) than recruits in the Army (87%, up from 81%). White recruits (90%) were more likely to cite the quality of food than non-white recruits (85%).

115. The quantity of food was cited as a reason by 37% of recruits. Recruits in the Navy (44%) were the most likely to cite the quantity as a reason for their dissatisfaction, followed by Army recruits (35%). RAF recruits were the least likely of the Services to cite this reason (24%). Male recruits were more likely than female recruits to be dissatisfied with the quantity of food (38% compared with 25%). Recruits aged 16-19 (40%) were more likely to cite the quantity of food than recruits aged 20-25 (35%).

116. Thirty-one per cent of the Phase 1 recruits who were dissatisfied with the food were dissatisfied with the availability of healthy food. RAF recruits were more likely to be dissatisfied with this aspect (41%, up from 33%) than those in the Navy (34%, up from 29%). Army recruits were the least likely to cite this reason for dissatisfaction with the food (29%). Female recruits were more likely than male recruits to be dissatisfied with the availability of healthy food (48% compared with 30%)

117. Twenty-nine per cent (up from 25%) of the Phase 1 recruits who were dissatisfied with the food were dissatisfied with the nutritional value. Navy and RAF recruits were more likely to be dissatisfied with this aspect (both 34%) than those in the Army (25%).

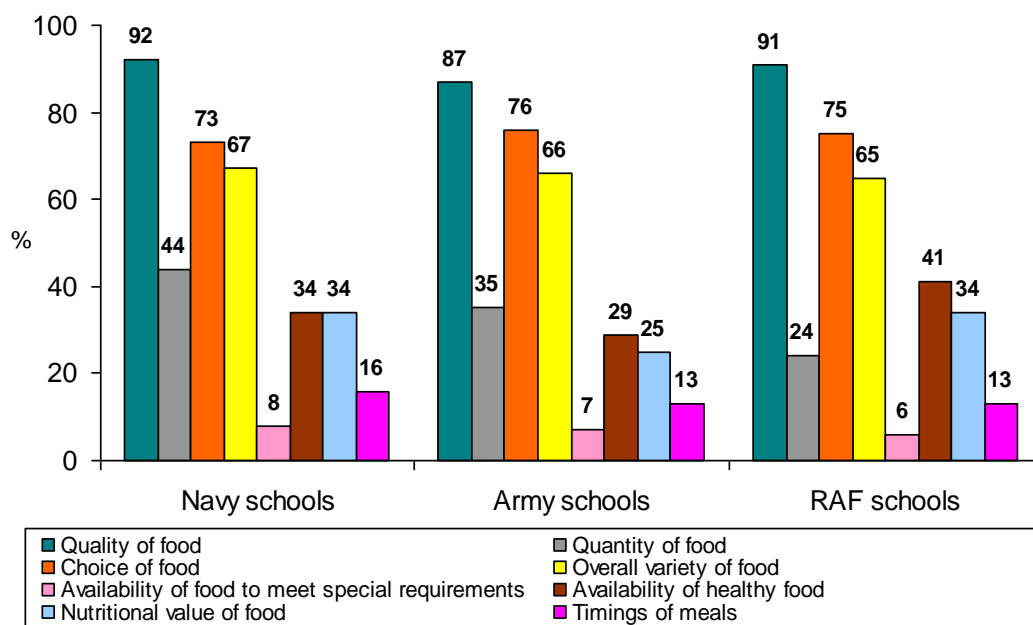
118. Fourteen per cent of recruits who were dissatisfied with the food, cited the timings of meals as a reason for their dissatisfaction (down from 18% last year). Navy recruits (16%) were more likely to cite this than Army recruits (13%). The proportion of RAF recruits citing this reason has decreased this year (from 23% to 13%).

119. Seven per cent of recruits cited the availability of food to meet special requirements as a reason for dissatisfaction. Female recruits were more likely than male recruits to be dissatisfied with the availability of food to meet

special requirements (13% compared with 7%). Non-white recruits were more likely than white recruits to be dissatisfied with the availability of food to meet special requirements (12% compared with 7%).

Phase 1

Which aspects of the food were you dissatisfied with?



Number of respondents (Those dissatisfied): Navy schools (1,193), Army schools (2,128), RAF schools (308)

Figure 29¹⁵

¹⁵This was a multi-coded question; recruits could select more than one answer

TIME GIVEN TO EAT

120. Fifty-six per cent of Phase 1 recruits (up from 55% last year) felt that they were given enough time to eat their meals, while 8% felt that they were not (down from 9%). There were notable differences between the Services on this question. Recruits in the RAF were the most likely to have said that they were given enough time to eat their meals (67%, up from 56%) compared with Army recruits (58%) and Navy recruits (46%) (fig. 30). Those in the Navy were more likely than those in other Services to say that they were not given enough time (11%).

121. Recruits aged 16-19 were more likely to feel that they were given enough time to eat than their older colleagues (58% compared with 55%).

Phase 1

Were you given enough time to eat your meals?

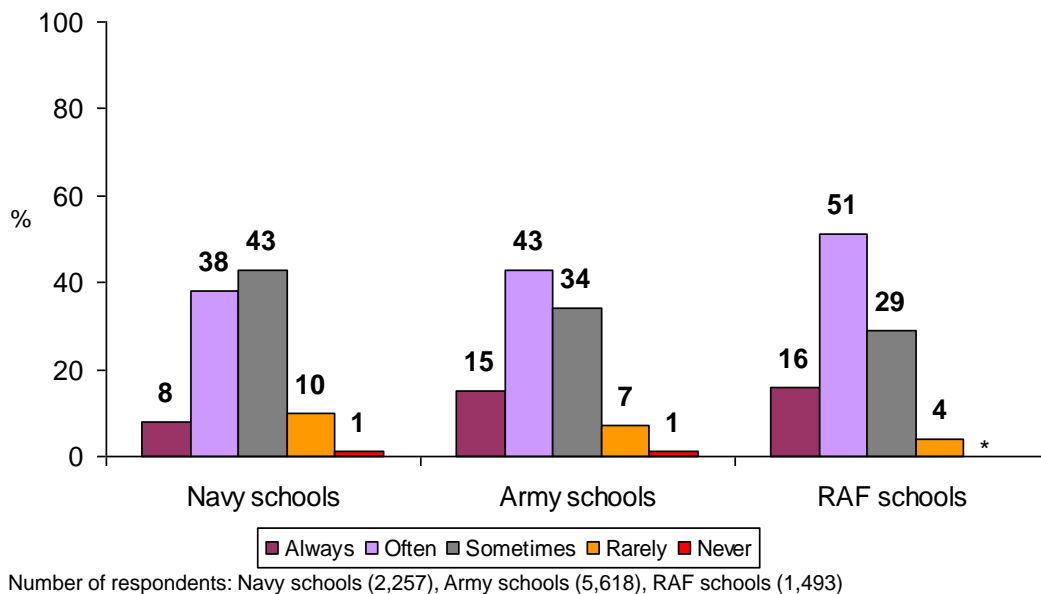


Figure 30

PRIVATE CONTACT WITH TRAINING STAFF

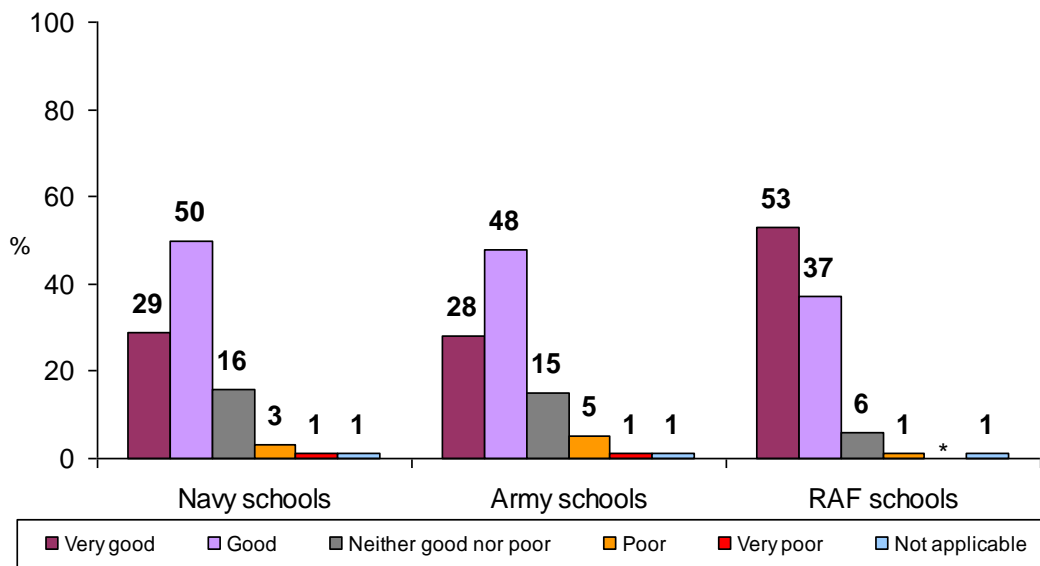
122. Seventy-nine per cent of Phase 1 recruits rated the opportunities to talk privately with training staff as good. RAF recruits were the most likely to be positive about these opportunities (91%, up from 90%) compared with Navy (79%) and Army (76%, down from 77%) recruits (fig. 31-32).

123. A higher proportion of female recruits (84%) than male recruits (78%) rated this as good.

124. Five per cent of recruits expressed negative opinions on this issue. The highest proportion of those who said that their opportunities to talk privately with staff were poor was in the Army (7%, up from 6% last year), followed by the Navy (4%, down from 5%) and the RAF (2%).

Phase 1

How would you rate ...talk privately with training staff?

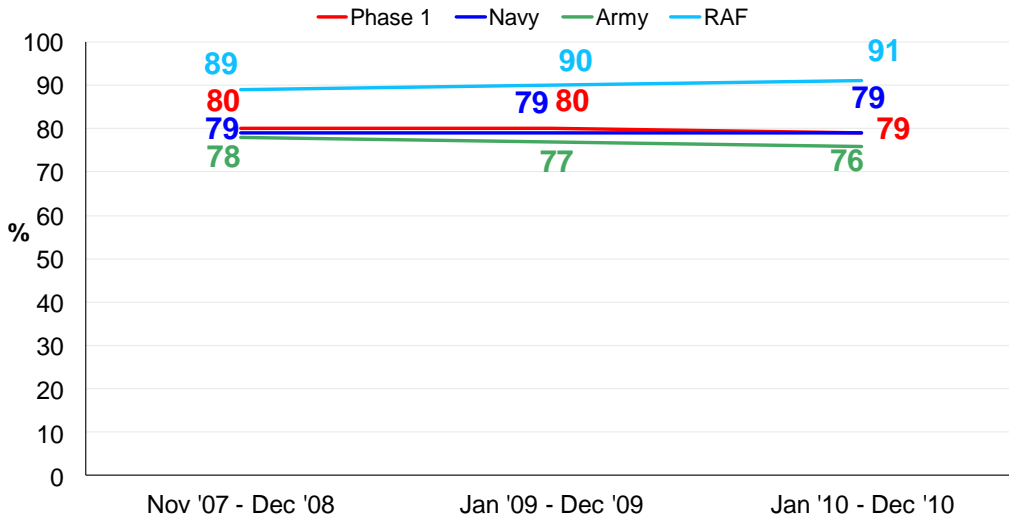


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 31

Phase 1

How would you rate the opportunity to talk privately with training staff if you had wanted to?



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 32

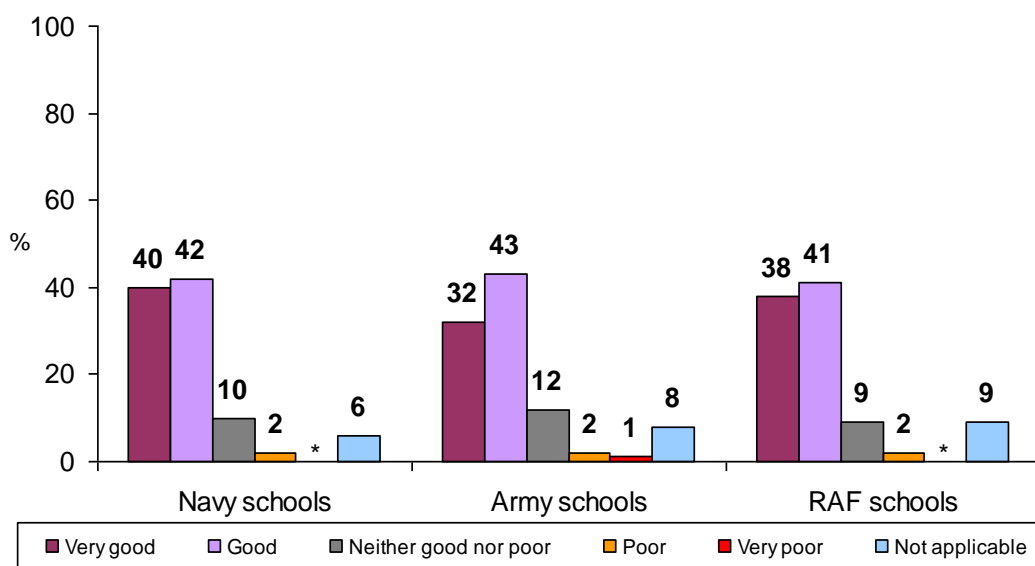
RELIGION¹⁶

125. Seventy-eight per cent of recruits (up from 76% last year but down from the 80% two years ago) rated the opportunity to talk privately with the chaplains/padres at their schools as good. Three per cent rated this as poor. Recruits in the Navy (82%) and the RAF (79%) were more likely to rate this aspect as good compared with those in the and Army (76%, up from 74%) (fig. 33-34).

126. Non-white recruits were more likely than white recruits to rate the opportunity to talk privately with chaplains/padres as poor (4% compared with 2%).

Phase 1

How would you rate ...talk privately with chaplains/padre?



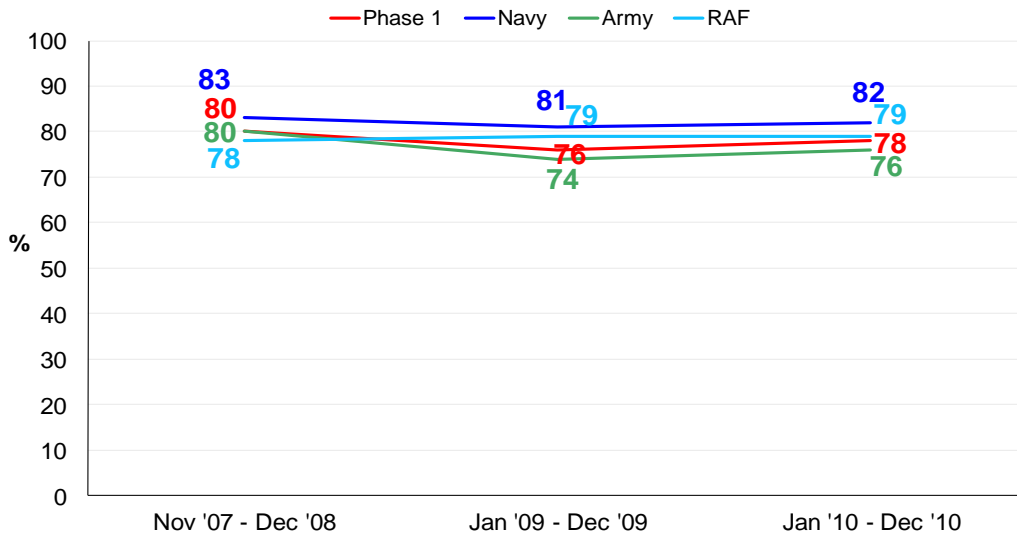
Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 33

¹⁶Questions on the subject of religion were asked of all trainees, not just those with religious convictions.

Phase 1

How would you rate the opportunity to talk privately with chaplains/padre if you had wanted to?



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

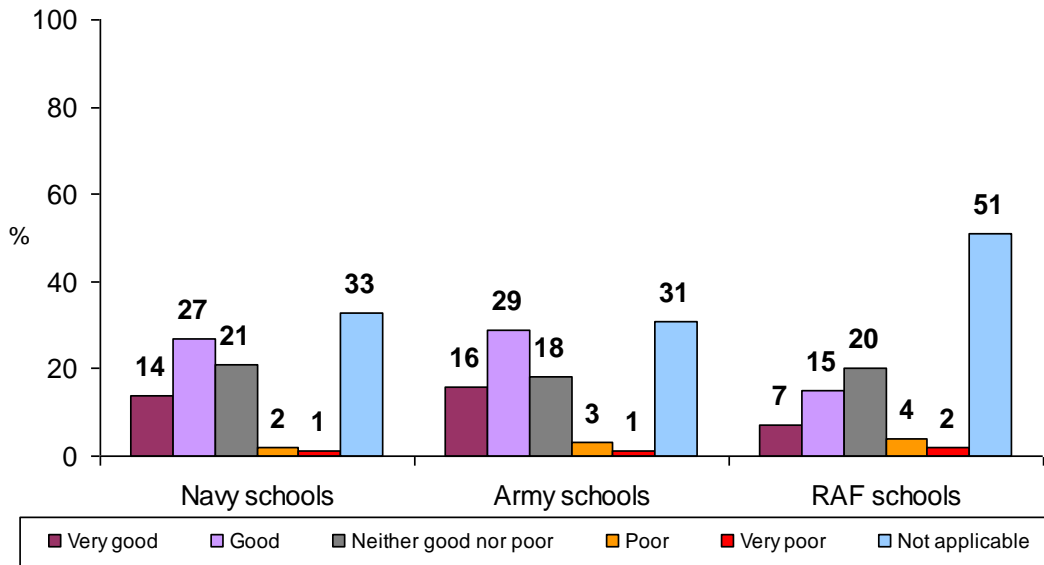
Figure 34

127. Two fifths of recruits rated the opportunity to practise their faith as good (40%, down from 42%), with 35% (up from 33%) saying that the question did not apply to them. Four per cent rated the opportunity to practise their faith as poor. Army recruits were more likely to say the opportunity to practice their faith was good (45%) than those in the Navy (41%), and the RAF (22%) (fig. 35). However, 51% of RAF recruits said that this question was not applicable to them (a higher proportion than among recruits at Army or Navy schools). Male recruits (40%) were more likely to rate the opportunity to practise their faith as good than female recruits (37%), and recruits aged 31 and over (52%) were more likely to rate this as good than younger recruits (40% of those aged 30 and under). Non-white recruits (52%) were more likely to rate this as good than white recruits (39%).

128. The proportion of Phase 1 recruits satisfied with the opportunity to practise their faith/religion has decreased year on year from 2007/8 to 2009 (45% to 42%) and from 2009 to 2010 (42% to 40%). This trend can also be observed in the Army. In the Navy, the proportion satisfied decreased this year after remaining constant for the previous two years (41% compared with 46% in previous years) (fig. 36). In the RAF, the proportion satisfied with the opportunity to practise their faith/religion decreased from 2007/8 to 2009 (26% to 23%). Overall, the proportion who were neutral about the opportunities to practise their faith has increased this year (from 16% in 2007/8, to 18% in 2009 to 19% now). The proportion who said that this question is not applicable has also increased (from 33% last year to 35% now).

Phase 1

How would you rate ...practise your faith?

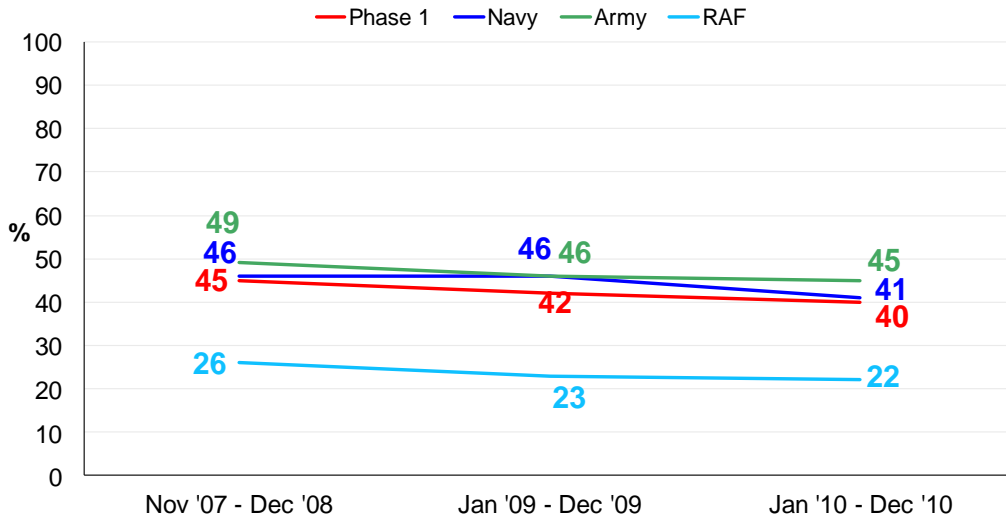


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 35

Phase 1

How would you rate the opportunity to practise your faith/religion if you had wanted to?



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

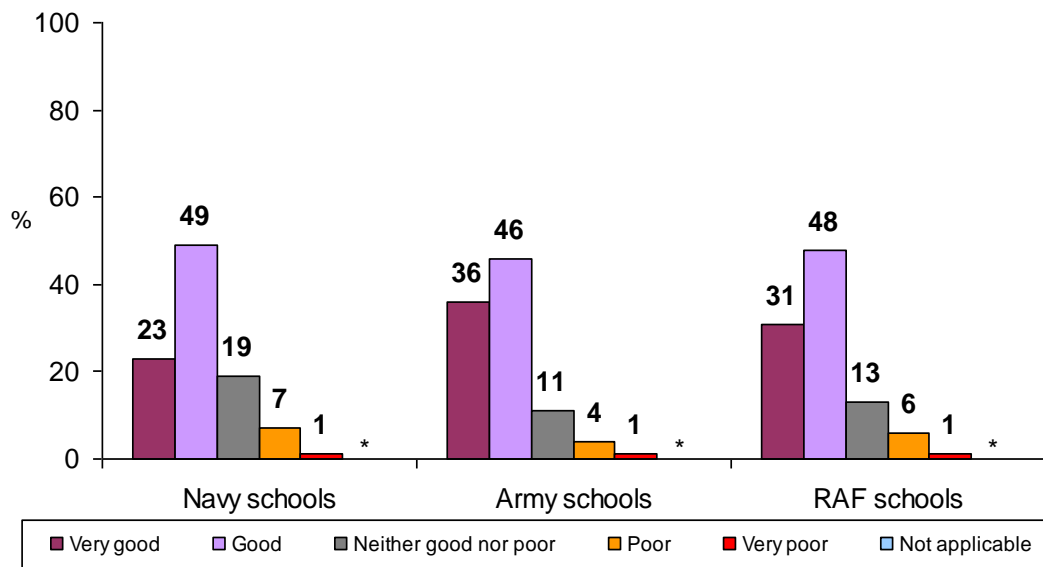
Figure 36

CONTACT WITH FRIENDS AND FAMILY

129. The majority of recruits (79%, down from 81% last year and the year before) said that the opportunity to keep in contact with family and friends was good. Six per cent (up from 5% last year) rated this as poor. A higher proportion of Army recruits (83%, down from 84%) rated the opportunity to keep in contact with family and friends as good than those from RAF (79%) and Navy (72%) schools (fig. 37-38). Recruits aged 16-17 were more likely to be positive about this aspect (81%) than those aged 18-30 (79%).

Phase 1

How would you rate ...keep in contact with family and friends?

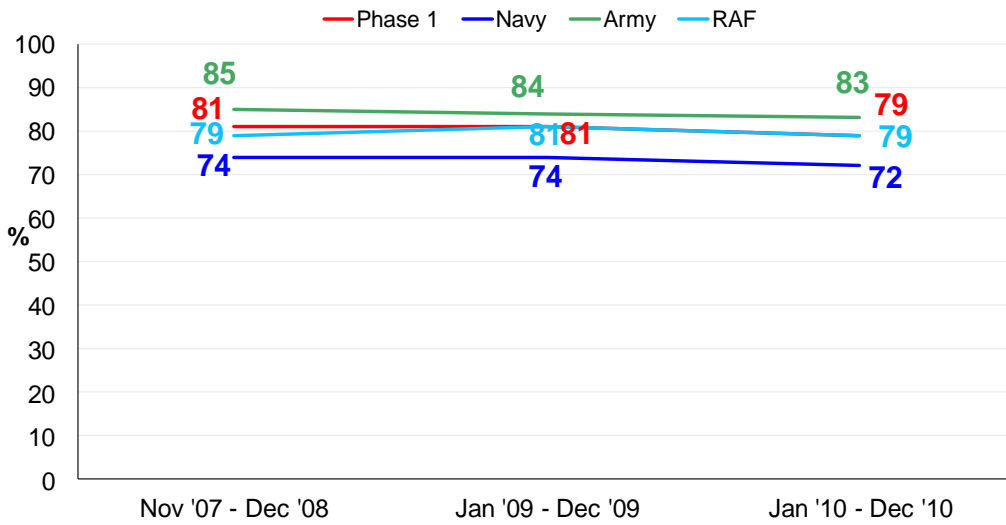


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 37

Phase 1

How would you rate the opportunity to keep in contact with family and friends?



% Positive

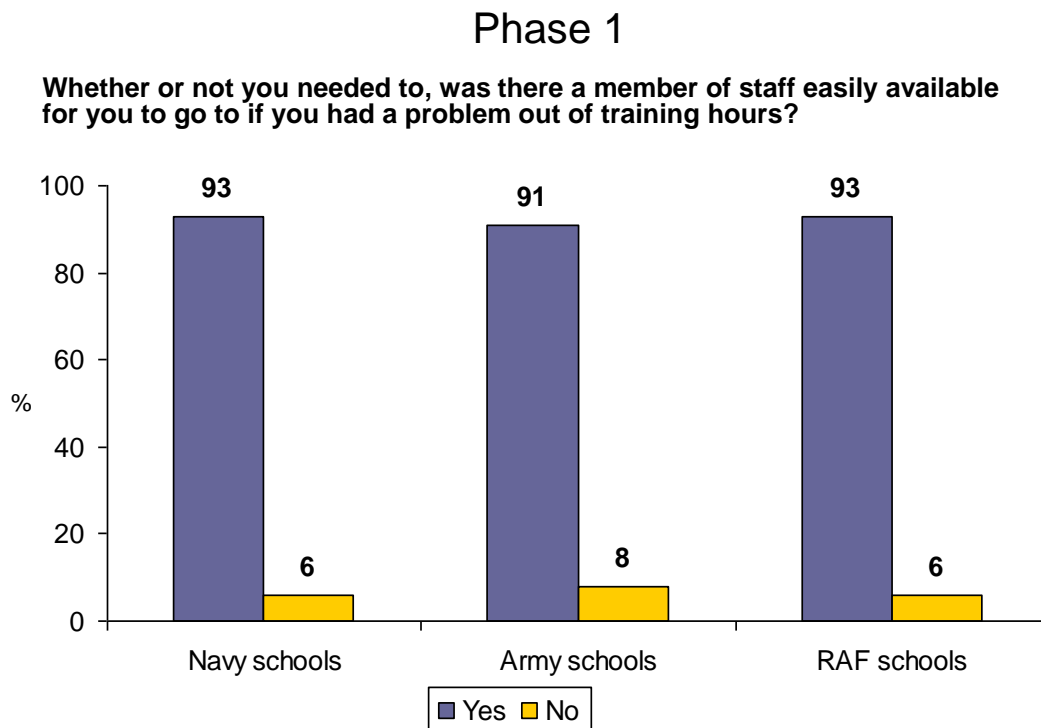
Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 38

PROBLEMS ARISING AND MAKING COMPLAINTS

130. Overall, 92% of Phase 1 recruits said that there was a member of staff easily available to talk to outside of training hours. Navy and RAF recruits were more likely to say that there was a member of staff available (93% for each) than Army recruits (91%) (fig. 39). Female recruits (94%) were more likely to agree that there was someone available than male recruits (92%), and white recruits (92%) were more likely to agree than non-white recruits (89%).

131. The proportion of Phase 1 recruits agreeing that there was a member of staff easily available for them to go to if they had a problem out of training hours has increased over the past years, although there has been no change in the last year. In 2010 and 2009 92% of recruits agree that there was someone to speak to out of training hours, up from 90% in 2007-08 which was in turn up from 85% for the two years preceding that. The same pattern can be seen across all three Services (fig. 40).

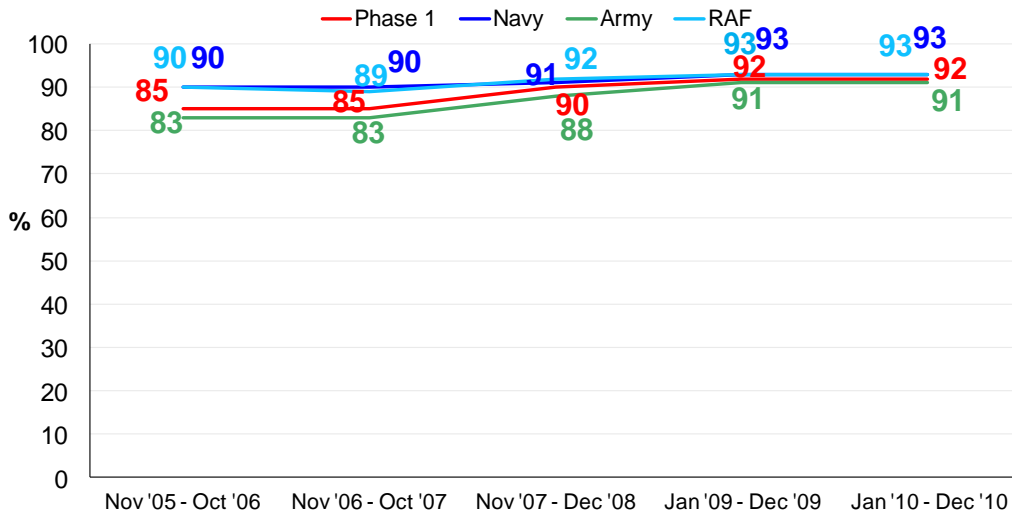


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 39

Phase 1

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?



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

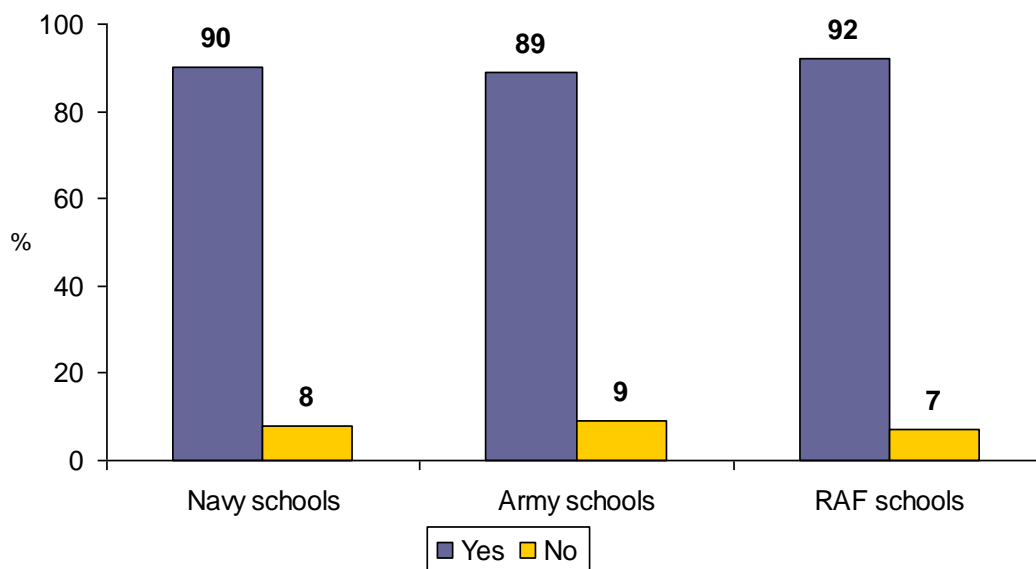
Figure 40

132. In total, 90% of recruits said that they were happy to talk to a member of staff if they had any personal or emotional problems (up from 89% last year). RAF recruits (92%) were more likely than Army recruits to say they had someone they were happy to go to (89%, up from 88% last year) (fig. 41). White recruits were more likely to say that they had someone to go to than non-white recruits (91% compared with 85%).

133. The proportion of Phase 1 recruits agreeing that there was someone to go to with personal or emotional problems has changed twice in the last three years, falling from 90% in 2007-08 to 89% last year and then rising again to 90% this year. There have been no changes amongst recruits from the RAF in the past three years, but the proportion of Navy recruits who said that they had someone they were happy to go with personal problems has risen from 88% in 2007-08 to 90% this year. The proportion of Army recruits agreeing with this statement peaked in 2007/8 to 90%, and then fell to 88% in 2009, to increase again this year to 89% (fig. 42).

Phase 1

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

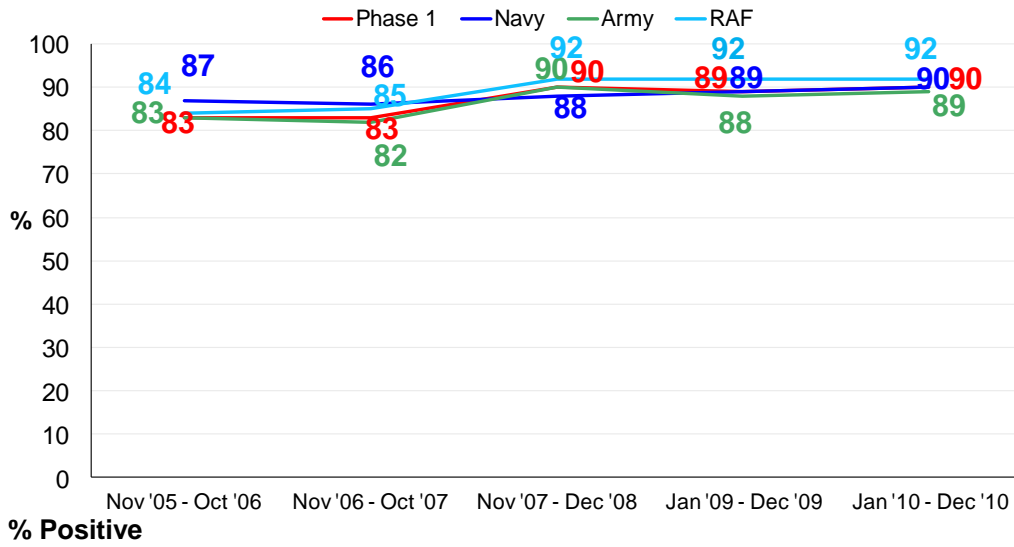


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 41

Phase 1

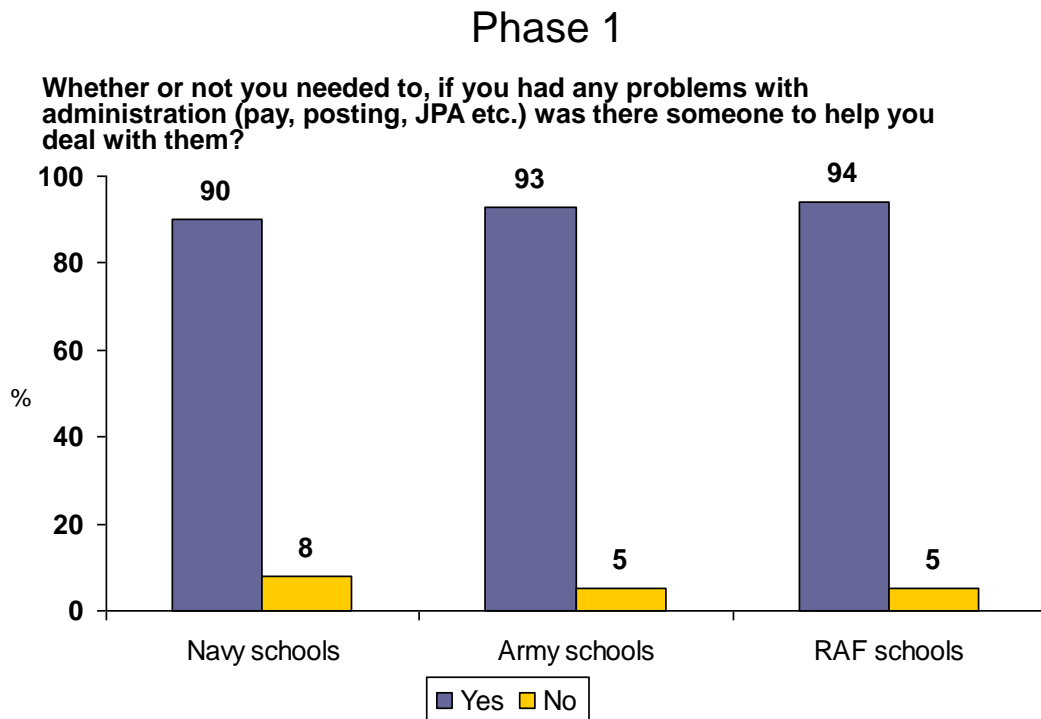
Whether or not you needed to, did you have someone at XX that you were happy to go to if you had any personal or emotional problems?



Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 42

134. Ninety-two per cent of recruits said that if they had problems with administration, there was someone who could help them. Those in RAF schools (94%) and Army schools (93%, up from 92%) were more likely to say that they had help available than those in the Navy schools (90%) (fig. 43).



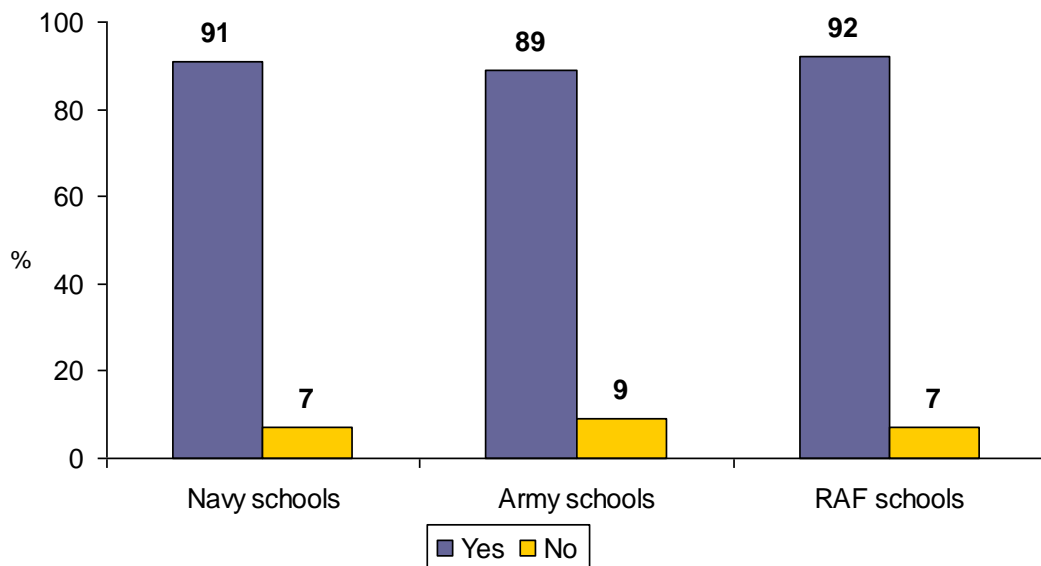
Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 43

135. Nine in ten (90%) Phase 1 recruits felt that they had the opportunity to raise all of their concerns with a person in authority at their school. Recruits at RAF (92%) and Navy schools (91%) were more likely say this than recruits at Army schools (89%) (fig. 44-45). Recruits aged 18 and over were more likely to say that they had the opportunity to raise all of their concerns with a person in authority (91%) than their younger colleagues (88%). White recruits (90%) were more likely than non-white recruits (85%) to say that they had the opportunity to raise their concerns with a person in authority.

Phase 1

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 XXX?

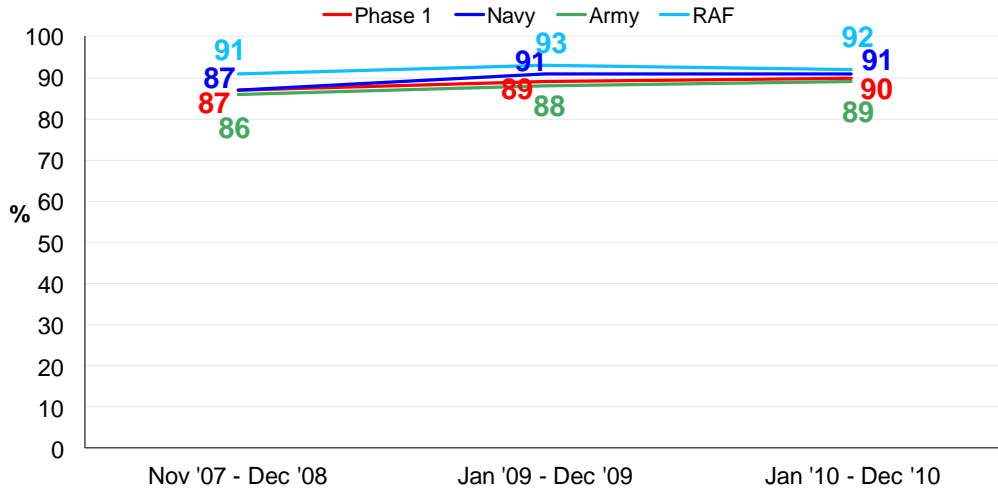


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 44

Phase 1

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 XX?



% Positive

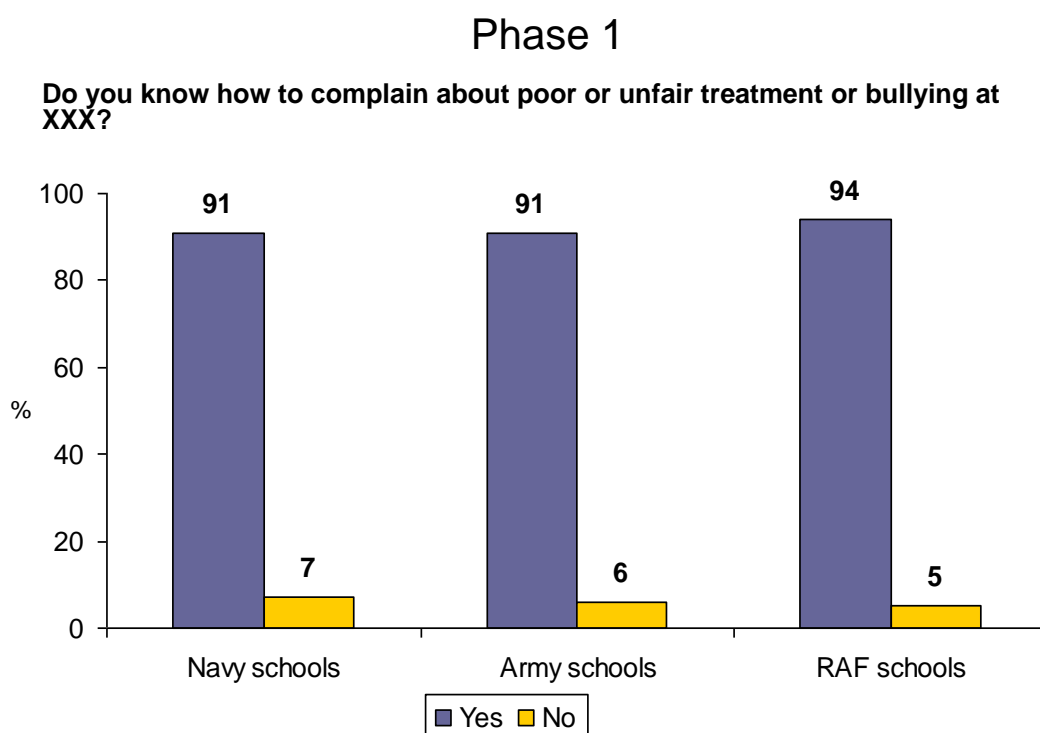
Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 45

136. Ninety-one per cent of Phase 1 recruits said that they knew the procedure for complaining about poor or unfair treatment. This has decreased by two percentage points since last year, a trend reflected across Navy (from 95% to 91%), Army (from 92% to 91%) and RAF schools (from 96% to 94%) (fig. 46-47). Six per cent of Phase 1 recruits said that they did not know the complaints procedure.

137. RAF recruits were the most likely to say that they did know the procedure (94%, compared with 91% of Navy and Army recruits). Female recruits were more likely to say that they were aware of the procedure for complaining than male recruits (94% compared with 91%).

138. Recruits aged 16-17 were more likely to be unaware of the procedures (8%) than their older colleagues (5% of those aged 18 or older).

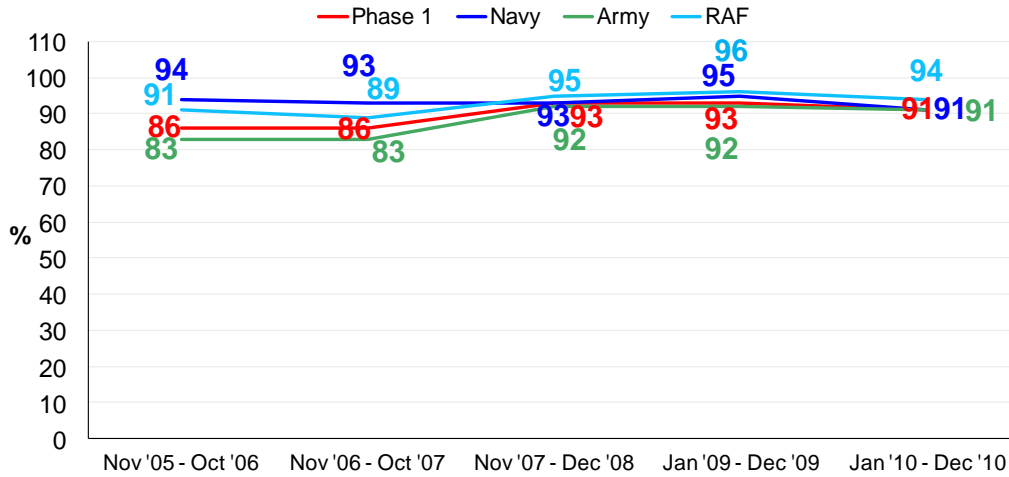


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 46

Phase 1

Do you know how to complain about poor or unfair treatment or bullying at XX?



% Positive

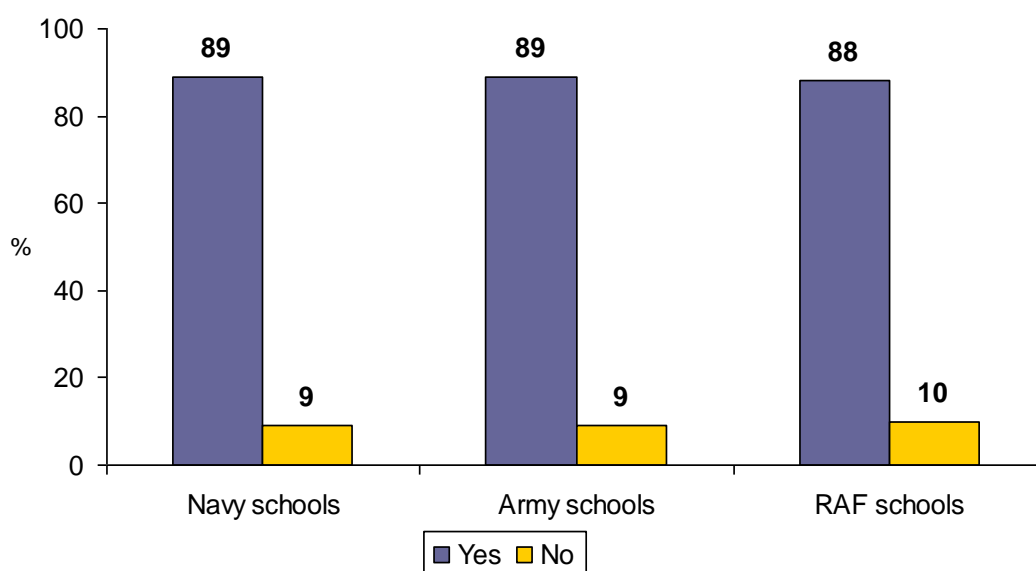
Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 47

139. Eighty-nine per cent of recruits (down from 90% last year) said that they knew who to go to if they wanted to make a complaint at their school. Eighty-nine per cent of Navy recruits (down from 93% last year) said that they knew who to go to; as did the same proportion in the Army (89%, down from 90%) (fig. 48). Nine per cent of recruits did not know who to go to. Recruits aged 16-17 were more likely to say they did not know who to go to than older recruits (14% compared with 8% of those aged 18 or older).

Phase 1

Did you know who to go to if you wanted to make a complaint at XXX?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 48

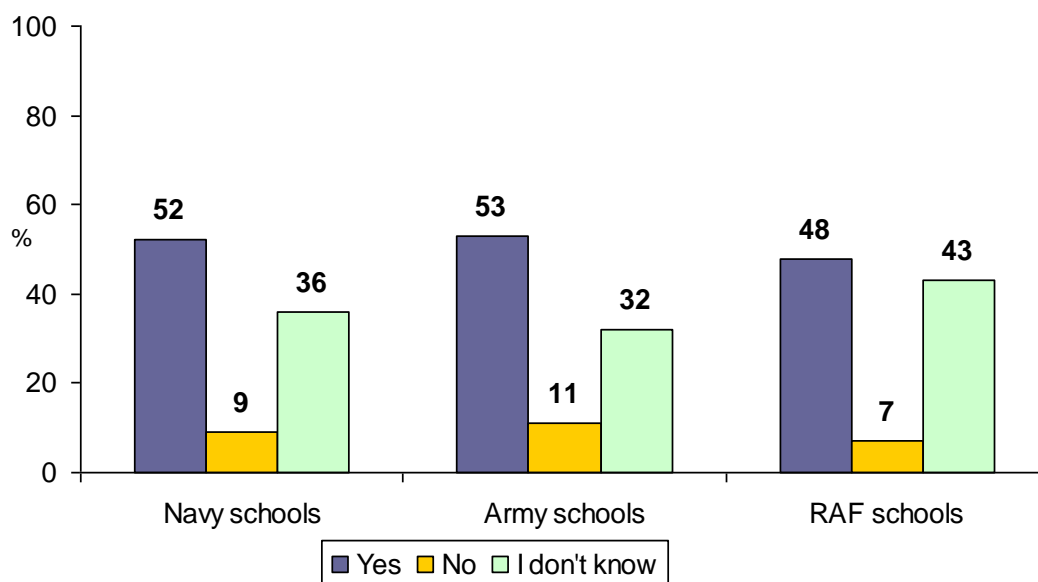
140. Fifty-two per cent of recruits believed that complaints were dealt with in a fair manner at their school, up from 50% last year. Thirty-five per cent said that they did not know (down from 40%), while one in ten (10%, up from 9%) said they did not believe complaints were dealt with in a fair manner.

141. Recruits at Army schools were more likely to believe that their complaint would not have been dealt with in a fair manner (11%, up from 10%) followed by those in the Navy (9%) and the RAF (7%) (fig. 49). RAF recruits were more likely than those in other Services to say they did not know (43%).

142. Recruits aged 16-17 were more likely to say that they believed their complaint would not have been dealt with in a fair manner than older recruits (15% compared with 8% of recruits aged 18 or older).

Phase 1

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



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 49

143. The 922 Phase 1 recruits who said that they did not think complaints were dealt with fairly, were asked why they thought this. The main reason for not feeling that their complaint would be dealt with in a fair manner was the belief that people were not taken seriously (54%). Male recruits (55%) were more likely to cite this reason than female recruits (43%). The next most commonly cited reason was the perception that it would have caused them problems on the course (43%). Recruits in the Navy (36%) were less likely than those in the Army (44%, down from 49%) or RAF (50%) to be concerned that complaining would cause problems on the course (fig. 50).

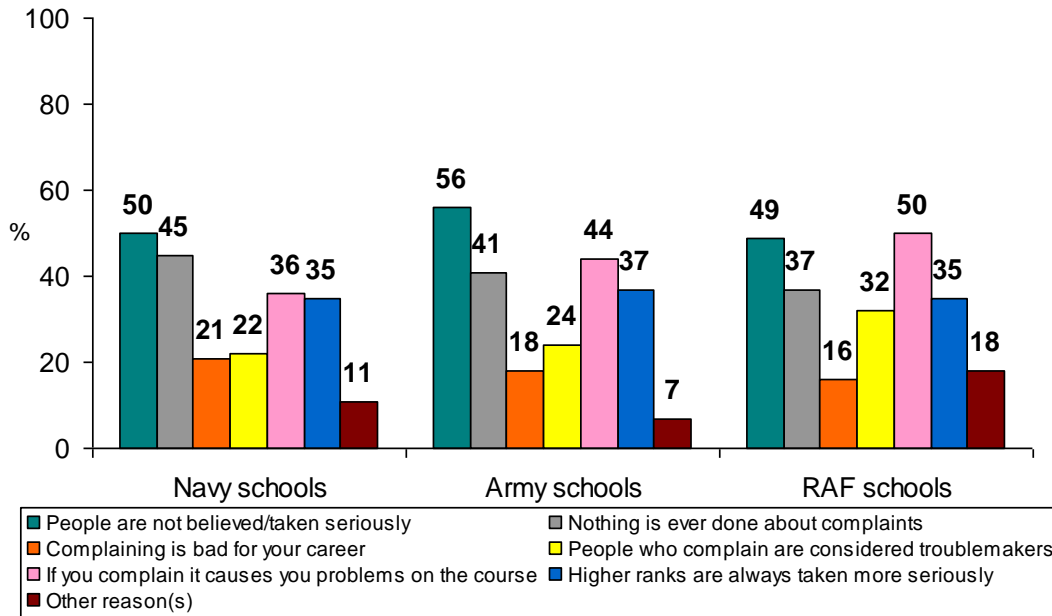
144. Forty-two per cent of recruits cited the perception that nothing is ever done about complaints. Thirty-six per cent cited the concern that higher ranks are always taken more seriously. The proportion of Navy recruits citing this has increased this year (from 27% to 35%).

145. Twenty-four per cent of recruits cited a concern that people who complain are considered troublemakers. The proportion of Army recruits citing this reason has decreased this year, from 30% in 2009 to 24%.

146. Eighteen per cent of recruits cited the perception that complaining is bad for your career. The proportion of Navy recruits citing this has increased this year (from 13% to 21%). Male recruits were more likely than female recruits to say that they would be concerned that complaining would be bad for their career (19% compared with 9%). Recruits aged 18 and over were less likely (21%) than those aged 16-17 (14%) to say that they would be concerned that complaining would be bad for their career.

Phase 1

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



Number of respondents (all those who answered that they did not feel that their complaint would have been dealt with in a fair manner): Navy schools (206), Army schools (615), RAF schools (101)

Figure 50¹⁷

¹⁷This was a multi-coded question; recruits could select more than one answer

FAIRNESS, EQUALITY AND DIVERSITY

EQUAL TREATMENT

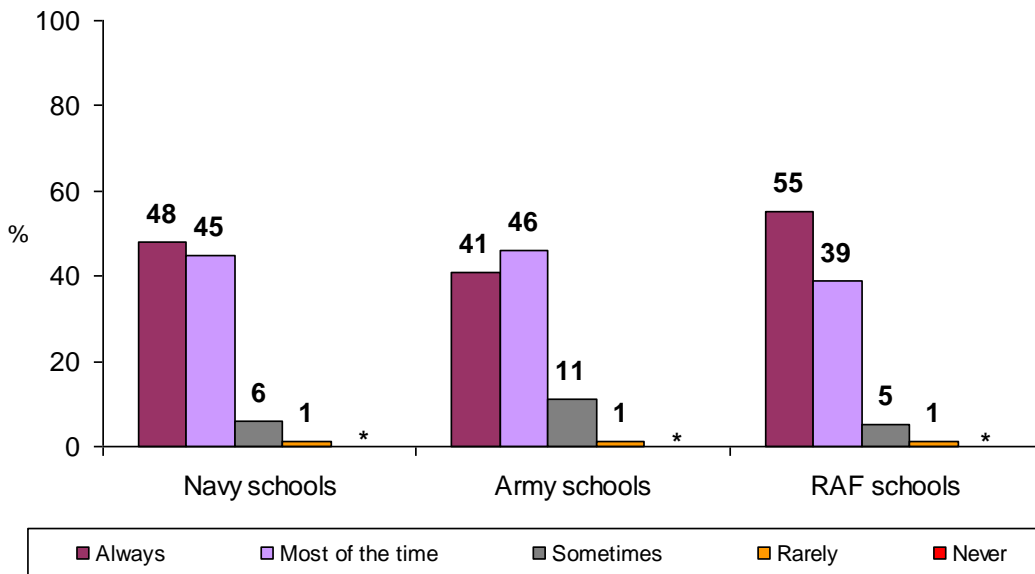
147. Overall, 45% of recruits said that they were ‘always’ treated correctly (a decrease of two percentage points from last year), and a further 45% said this was the case ‘most of the time’ (an increase of two percentage points from last year). Overall, 90% of recruits say that they were treated correctly either ‘always’ or ‘most of the time’.

148. RAF recruits were the most likely to say that they were treated correctly ‘always’ or ‘most of the time’ (94%), followed by those in the Navy (92%) (fig. 51). Army recruits were less likely than their colleagues to have felt that they were treated correctly at least most of the time (87%).

149. A higher proportion of white recruits than non-white recruits said that they were treated correctly ‘always’ or ‘most of the time’ (90% compared with 84%). Female recruits were more likely to have said that they were treated correctly than male recruits (94%, compared with 89%). Recruits aged 18 and over were more likely to have said that they were treated correctly than those aged 16-17 (91%, compared to 86%).

Phase 1

Whilst at XXX I was treated correctly



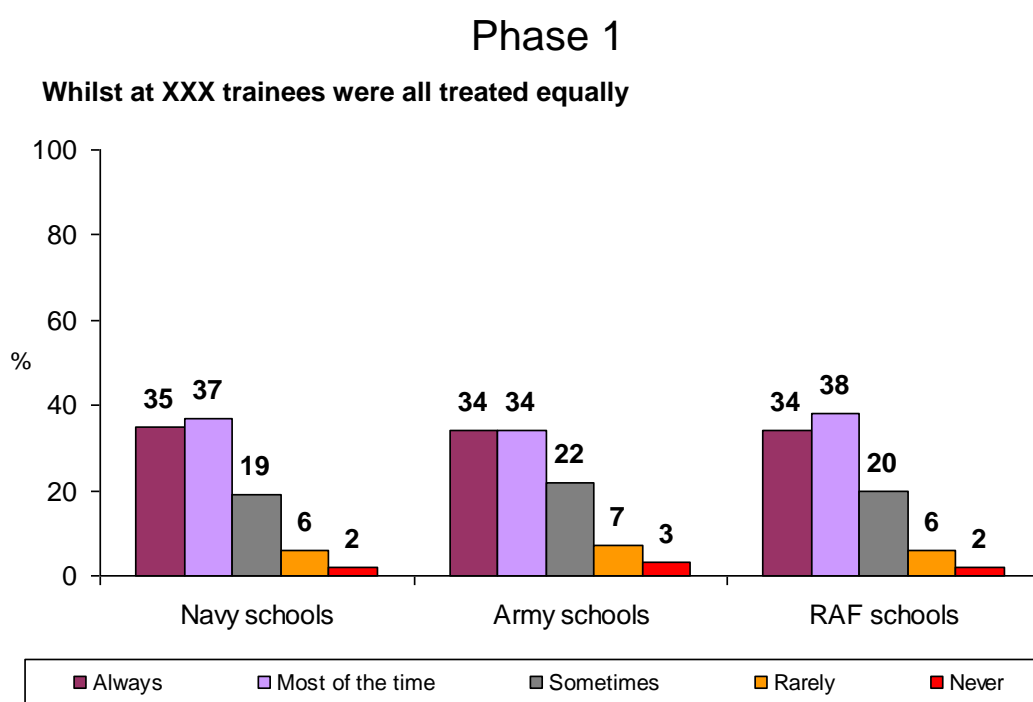
Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 51

150. The majority of Phase 1 recruits (69%) felt that all recruits were treated equally either 'always' or 'most of the time', while 9% felt that recruits were treated equally 'rarely' or 'never' at their school.

151. Recruits in the RAF and the Navy were more likely to feel that they were treated equally 'always' or 'most of the time' (this was 72% for each Service) than those in the Army (68%) (fig. 52).

152. A higher proportion of recruits aged 18 and over felt that all recruits were treated equally either 'always' or 'most of the time', than their younger colleagues (71% compared with 64%).



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

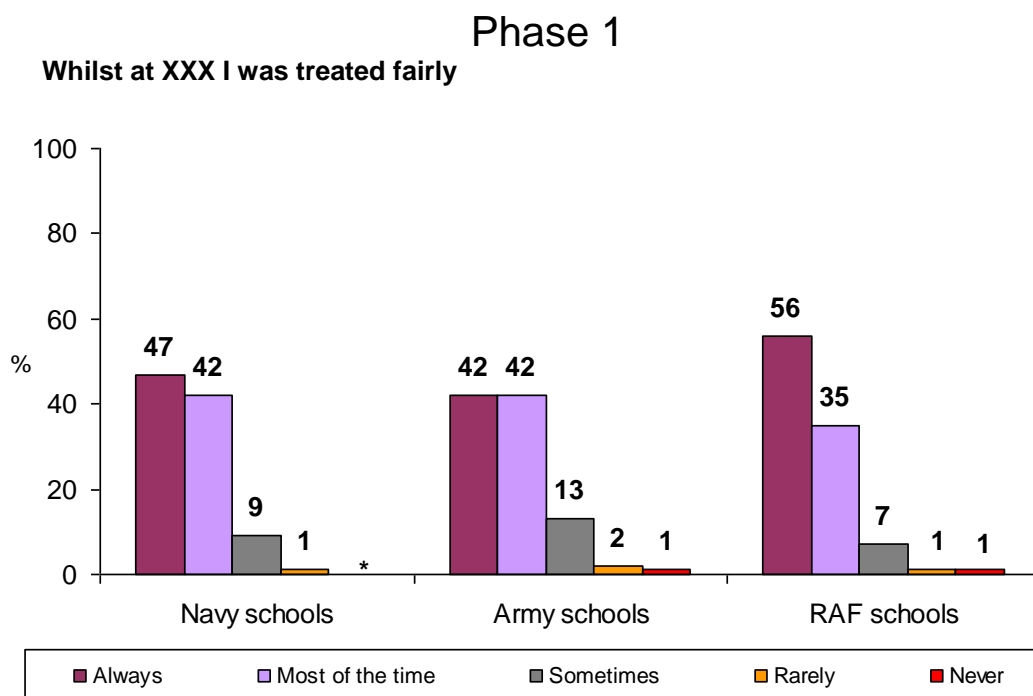
Figure 52

153. The majority of Phase 1 recruits (86%) felt that they were treated fairly either 'always' or 'most of the time' whilst at their school.

154. Recruits in the RAF were the most likely to say that they were treated fairly (92%), followed by those in the Navy (89%) and the Army (84%) (fig. 53).

155. White recruits were more likely than non-white recruits to have felt that they had been treated fairly; 87% of white recruits said that they had been treated fairly 'always' or 'most of the time', compared with 82% of non-white recruits. A higher proportion of female recruits stated that they were treated fairly 'always' or 'most of the time', than their male counterparts (91% compared with 86%).

156. A higher proportion of recruits aged 18 and over felt that they had been treated fairly either 'always' or 'most of the time', than their younger colleagues (88% compared with 82%).

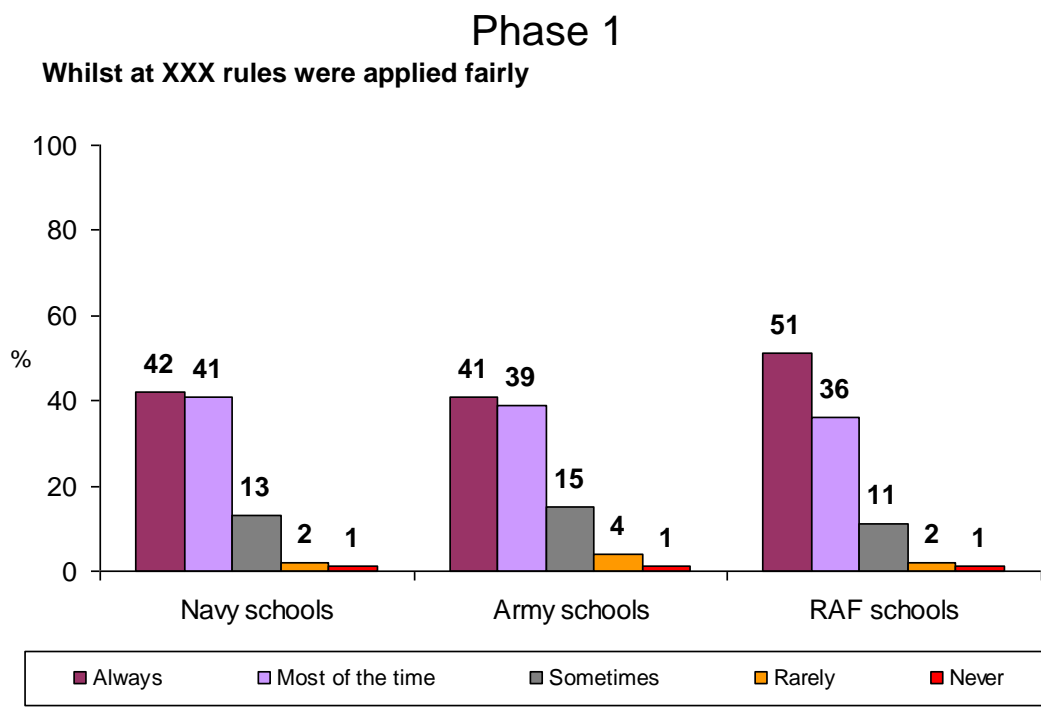


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 53

157. Overall, 82% of recruits believed that rules were applied fairly 'always' or 'most of the time'. Recruits in the RAF were the most likely to say that rules were applied fairly (87%), followed by those in the Navy (83%) and the Army (80%) (fig. 54).

158. A higher proportion of recruits aged 18 and over said that rules were applied fairly either 'always' or 'most of the time', than their younger colleagues (83% compared with 78%).



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 54

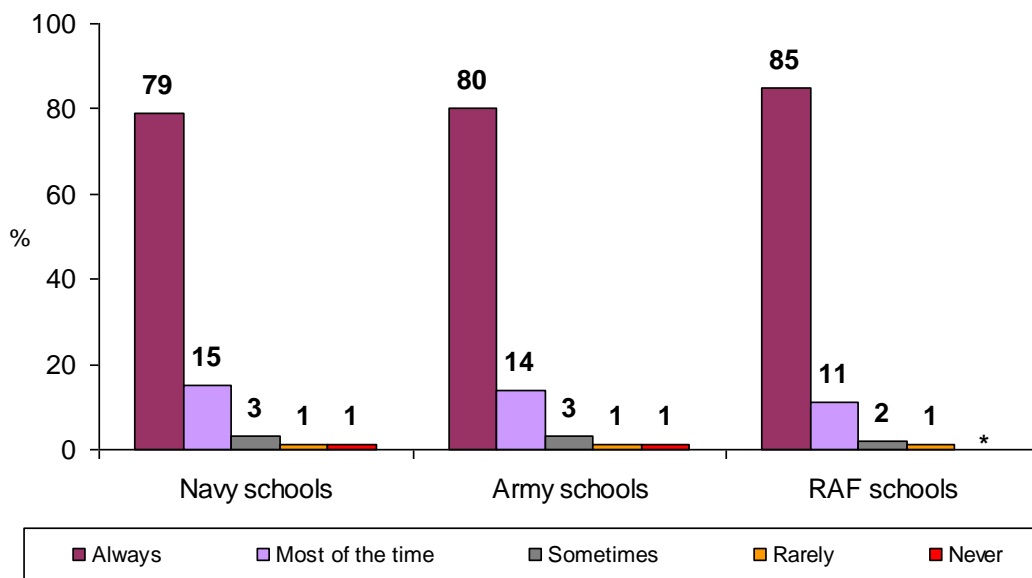
159. The majority of recruits (94%) felt that training was conducted without sexual or racial harassment 'always' or 'most of the time', an increase of two percentage points from last year (92%) and four percentage points from two years ago (90%).

160. Recruits in the RAF were the most likely to say that training was conducted without sexual or racial harassment (96%), followed by those in the Navy (94%) and the Army (94%, up from 91%) (fig. 55).

161. White recruits were more likely to have said that training was conducted without sexual or racial harassment 'always' or 'most of the time' (95%) than non-white recruits (88%).

Phase 1

Whilst at XXX training was conducted without sexual or racial harassment



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 55

BAD OR UNFAIR TREATMENT

162. In the reporting period for 2005/6 and 2007/8, recruits were asked 'do you believe that you were badly or unfairly treated by the staff or other trainees whilst at (xxx)'. In 2006/7, 2009 and 2010, this was asked as two separate questions, one concerning staff and one trainees.

163. In this report, comments are made separately on bad or unfair treatment by staff and by other trainees in the same way as the 2006/7 and 2009 reporting period. Following this, the data for this treatment by staff and other trainees has been amalgamated. Please note, this may not be directly comparable due to a change in the way the question is worded.

BAD OR UNFAIR TREATMENT BY STAFF

164. Overall, 7% of recruits felt that they had been badly or unfairly treated by staff. Recruits in the Army were more likely to say that they had experienced bad or unfair treatment by staff (8%) than those in the Navy (5%) and those in the RAF (5%) (fig. 56). Fewer Navy recruits this year said they had been badly or unfairly treated by staff (5%, compared with 7% last year).

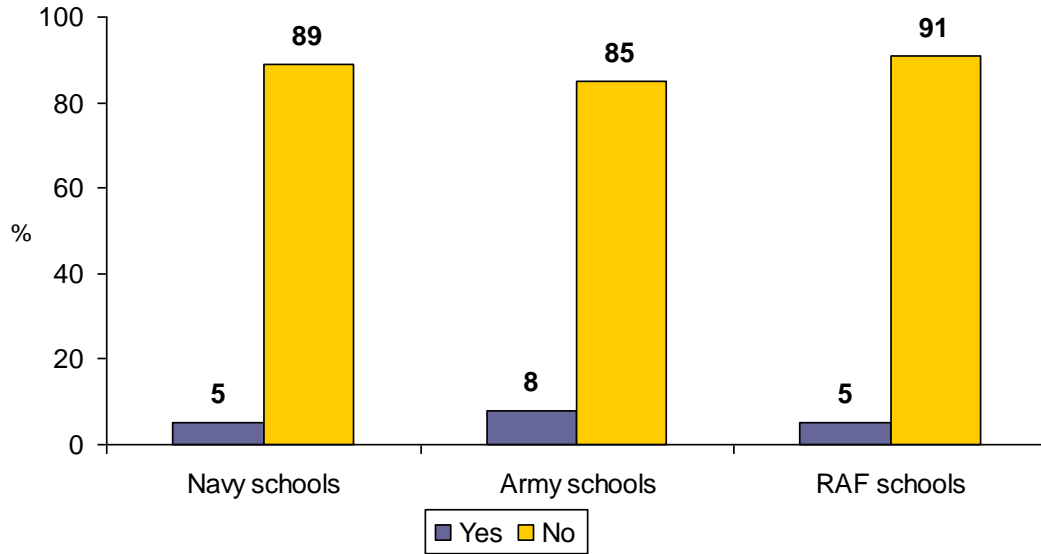
165. The majority of recruits (87%) said that they had not been badly or unfairly treated by staff. Although this represents a four percentage point decrease from last year (91%), six per cent of recruits cited that they did not wish to answer this question. Recruits in the RAF were more likely to say that they had not been badly or unfairly treated (91%, down from 95%) than those in the Navy (89%, down from 92%), and the Army (85%, down from 90%).

166. Non-white recruits were more likely to say that they had experienced bad or unfair treatment by staff (12%) than white recruits (6%). In parallel to this, white recruits were more likely to say that they had not experienced bad or unfair treatment by staff (88%) than non-white recruits (79%).

167. A higher proportion of male recruits felt that they had been treated badly or unfairly by staff than did female recruits (7% compared with 5%). In parallel to this, female recruits were more likely to say that they had not experienced bad or unfair treatment by staff (91%) than male recruits (87%).

Phase 1

Do you believe that you were badly or unfairly treated by the staff whilst at XXX?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 56

BAD OR UNFAIR TREATMENT BY OTHER TRAINEES

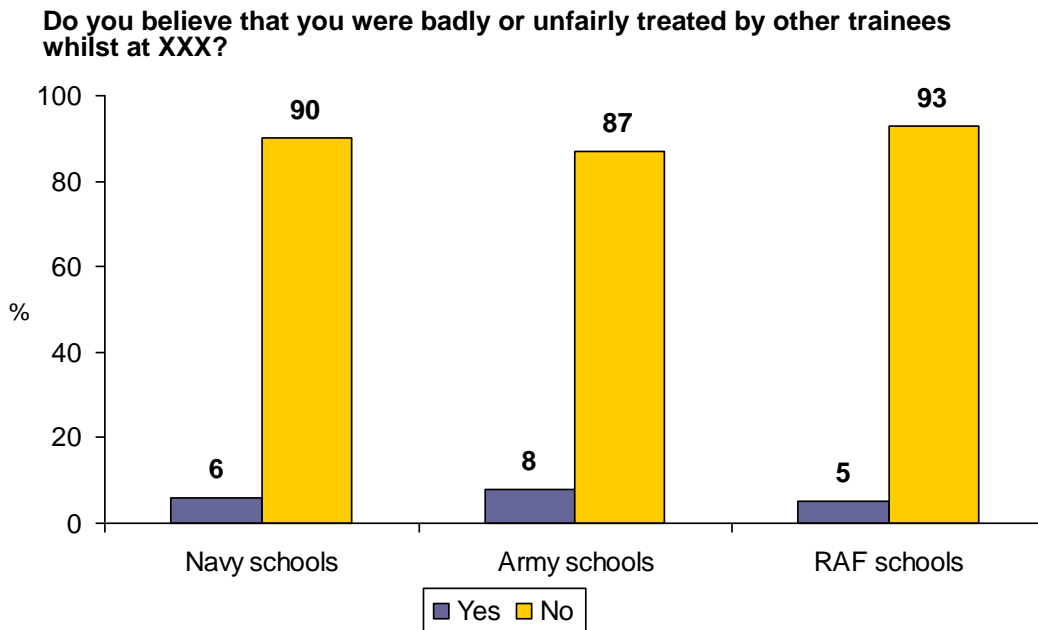
168. Overall, 7% of recruits felt that they had been badly or unfairly treated by other trainees, which is a decrease of two percentage points from last year (9%). Recruits in the Army were more likely to say that they had experienced this treatment by other trainees (8%, down from 10%) than those in the Navy (6%, down from 8%) or RAF (5%) (fig. 57). The proportions who said that they experienced bad or unfair treatment by other trainees has decreased from last year in the Navy and Army (by two percentage points in each case).

169. Overall, 89% of recruits said that they had not been badly or unfairly treated by other trainees. Recruits in the RAF were more likely to say this (93%) than those in the Navy (90%) and the Army (87%).

170. Non-white recruits were more likely to say that they had experienced bad or unfair treatment by other trainees (14%) than white recruits (7%). In parallel, white recruits were more likely to say that they had not experienced bad or unfair treatment by other trainees (89%) than non-white recruits (80%).

171. Recruits aged 16-17 were more likely to say that they had experienced bad or unfair treatment by other trainees (10%) than those aged 18 and over recruits (6%).

Phase 1



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 57

BAD OR UNFAIR TREATMENT BY STAFF AND/OR OTHER TRAINEES

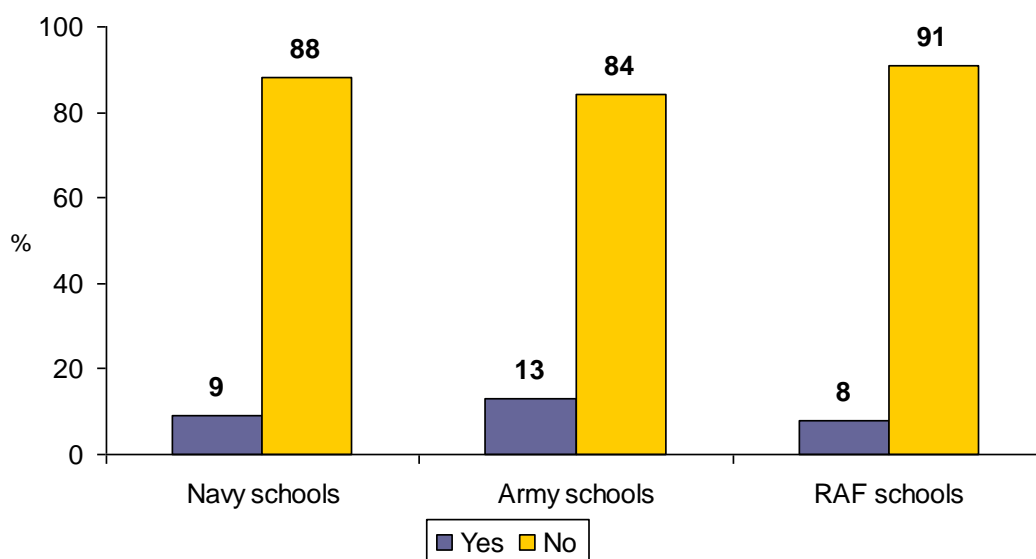
172. When the data for bad or unfair treatment by staff and other trainees is combined for 2010, overall, the majority of recruits (86%) said that they had not been badly or unfairly treated by either staff or other trainees whilst at their school.

173. Recruits in the RAF and Navy were more likely to say that they had not been badly or unfairly treated by staff or other trainees (91% and 88%) than those in the Army (84%), (fig. 58).

174. Twelve per cent of recruits said that they had been badly or unfairly treated, which represents a decrease of one percentage point compared with last year (13%), (fig.59). The proportion of Navy recruits who said they had been badly or unfairly treated has also fallen this year, with 9% saying this had been the case, compared with 12% last year. Recruits in the Army were the most likely to say they had experienced bad or unfair treatment (13% compared with 9% in the Navy and 8% in the RAF). Non-white recruits were more likely to report having experienced bad or unfair treatment (20%) than white recruits (11%).

Phase 1

Do you believe that you were badly or unfairly treated by the staff or other trainees whilst at XXX?

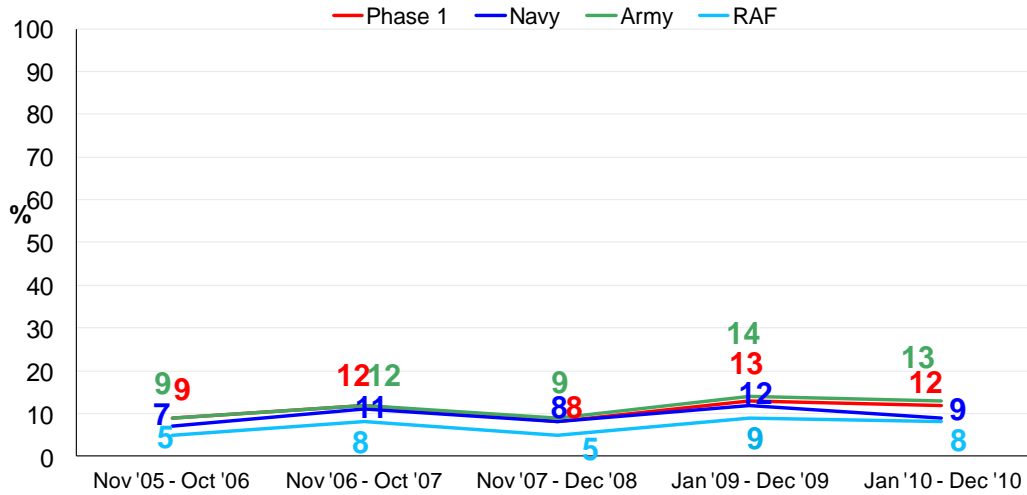


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 58

Phase 1

Do you believe that you were badly or unfairly treated by the staff or other trainees whilst at XX?



% Yes

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 59

BAD OR UNFAIR TREATMENT OVERALL

175. Of all recruits surveyed 12% (1,079 people), down from 13% last year, felt they had been badly or unfairly treated. These recruits were asked to provide more detail on the type of bad or unfair treatment they experienced. It should be noted that 32% of recruits (which equates to 348 recruits) stated that they did wish not to answer this question (33% did not answer this question last year).¹⁸ Those who did were able to select more than one category of bad or unfair treatment.

176. The most frequently cited form of bad or unfair treatment continues to be being made fun of or humiliated. The order of frequency of the remaining forms of bad or unfair treatment is consistent with last year.

177. Of the recruits who felt that they had been badly or unfairly treated, 10% said that they had been physically abused (e.g. hit or kicked) (equating to 1.1% of all Phase 1 recruits). Army recruits who were badly or unfairly treated were more likely to say that this treatment had been physical abuse than those in the other Services (12%, compared with 4% of Navy recruits and 3% of RAF recruits) (figs. 60-62).

178. Twenty-seven per cent of recruits who said that they had been badly or unfairly treated said that they had been intimidated (equating to 3.1% of all Phase 1 recruits). Army recruits were more likely to say that they had been intimidated (29%) than those in the Navy (19%). Twenty-three per cent of RAF recruits experiencing bad or unfair treatment said they had been intimidated.

179. Thirty-nine per cent of recruits who felt they had been badly or unfairly treated said that they had been made fun of and humiliated (equating to 4.5% of all Phase 1 recruits). Army recruits were the most likely to say that they had been made fun of and humiliated (42% of those who had been badly or unfairly treated) compared with Navy (34%) and RAF recruits (29%).

180. Verbal abuse was cited by 37% of recruits who said that they had been badly or unfairly treated (equating to 4.3% of all Phase 1 recruits). Army recruits were more likely to say that they had been verbally abused (40%) than RAF recruits (29%).

181. A quarter (25%) of recruits who said that they had been badly or unfairly treated stated that they had been picked on continually (equating to 2.9% of all Phase 1 recruits). This represents an increase from last year (up from 22%). Army recruits (28%) were more likely than those in the Navy (15%) to say that they have experienced this.

¹⁸ These respondents are therefore not included in the results to this question, as well as the succeeding follow-up questions. Recruits had the option to select that they did not wish to answer questions throughout this section.

182. The proportion of both RAF and Army recruits who said that they had been picked on continually has increased in relation to last year (from 14% to 23% in the RAF and from 23% to 28% in the Army). Male recruits were more likely than female recruits to say that they had experienced this (26% and 13%, respectively). A higher proportion of non-white recruits (who had been badly or unfairly treated) (36%) said that they had been continually picked on than white recruits (24%).

183. One per cent (equivalent to 0.06% of the total number of Phase 1 recruits i.e. 6 recruits) of those who had been badly or unfairly treated said that they had been sexually harassed, down from 2% last year.

184. Among recruits who reported being badly or unfairly treated, 3% stated that they had been racially harassed (equating to 0.3% of all Phase 1 recruits). There was a difference between white and non-white recruits, with non-white recruits who had been badly or unfairly treated more likely to say that they had been racially harassed (17%) than white recruits (1%).

185. Thirteen per cent of those who said that they had been badly or unfairly treated said that they were always given the worst jobs to do (equating to 1.5% of all Phase 1 recruits). The proportion of recruits who said that they had been unfairly treated in this way was higher amongst Army recruits (16%) than Navy recruits (9%) and RAF recruits (4%). Male recruits were more likely to say that they had experienced this than female recruits (14% and 5% respectively).

186. Twenty-five per cent of those who stated that they had been badly or unfairly treated said that they had been treated differently to others (equating to 2.9% of all Phase 1 recruits).

BAD OR UNFAIR TREATMENT BY STAFF

187. Those who said that they had experienced bad or unfair treatment were also asked whether this came from staff or other trainees.¹⁹

188. Of those who said that they had been physically abused, 50% said that they had experienced this form of treatment from staff (equating to 0.5% of all Phase 1 recruits).

189. Of those who said that they were intimidated, 48% of recruits said that this intimidation came from staff (equating to 1.5% of all Phase 1 recruits).

190. Thirty-nine per cent of recruits who were made fun of or humiliated said that staff were responsible for this (equating to 1.7% of all Phase 1 recruits).

191. Of those who said that they experienced verbal abuse, 34% said that this came from staff (equating to 1.5% of all Phase 1 recruits).

192. The proportion of recruits who said that when they were picked on, this was by staff, was 28% (equating to 0.8% of all Phase 1 recruits).

193. Of those who said that they were sexually harassed, 17 per cent said that this was by staff (equating to one recruit).

194. The proportion of recruits who said that staff were responsible for racially abusing them was 26% (equating to 0.09% of all Phase 1 recruits).

195. Of those who said that they were given the worst jobs to do, 44% said that this was by staff (equating to 0.7% of all Phase 1 recruits).

196. Forty-four per cent of recruits said that when they were treated differently, this was by staff (equating to 1.3% of all Phase 1 recruits).

¹⁹ This was a multi-coded question and so respondents had the option to answer both staff and other trainees.

BAD OR UNFAIR TREATMENT BY OTHER TRAINEES

197. Of those who said that they were physically abused, 42% said that this was by other trainees (which equates to 0.5% of all Phase 1 recruits). This represents a fall from last year, when the proportion was 55%.

198. Forty-seven per cent of those who said that they were intimidated said that this was by other trainees (equating to 1.4% of all Phase 1 recruits). This has declined since last year, when 59% of recruits said it was other trainees who had intimidated them. This trend was also seen amongst recruits in the Army (43%, down from 58%) and those in the Navy (46%, down from 67%).

199. Of those who said that they were made fun of or humiliated, 54% said that this came from other trainees (equating to 2.4% of all Phase 1 recruits). The proportion saying that this came from other trainees has decreased over the last year (from 70%), with falls amongst those in the Army (from 69% to 54%) and those in the Navy (from 75% to 51%).

200. Of the recruits who said that they experienced verbal abuse, 47% said that this came from other trainees (equating to 2.0% of all Phase 1 recruits). Compared with last year, there has been a decrease in the proportion of recruits who said that they were verbally abused by other trainees (from 66%). There were declines in the proportion of recruits in both the Navy and the Army who said that they had been verbally abused by other trainees (from 74% to 43% in the Navy and 64% to 46% in the Army).

201. Of those who said that they were picked on, 43% said that this was by other trainees (equating to 1.2% of all Phase 1 recruits). The proportion of recruits who said that they were picked on continually by other trainees has decreased in relation to last year (from 67%) and this was clear amongst Navy recruits (from 76% to 19%) and Army recruits (from 65% to 48%).

202. Of those who said that they were sexually harassed, 33% said that this was by other trainees (equating to two Phase 1 recruits).

203. Of those who said that they were racially harassed, 35% said that this was by other trainees (equating to 0.1% of all Phase 1 recruits).

204. Of those recruits who said that they were given the worst jobs to do, 30% said that this was by other trainees (equating to 0.5% of all Phase 1 recruits). The proportion saying this has decreased over the last year (down from 56%), with a decline amongst Army recruits (from 54% to 31%).

205. Of those who said that they were treated differently, 30% said that this was by other trainees (equating to 0.9% of all Phase 1 recruits). This

represents a decrease from last year (from 47%) and this trend can be seen across all Services (from 53% to 33% amongst Navy recruits, from 42% to 28% amongst Army recruits and from 63% to 33% amongst RAF recruits).

Phase 1 – Navy

Percentage of respondents who said that they were badly or unfairly treated, split by staff and trainees

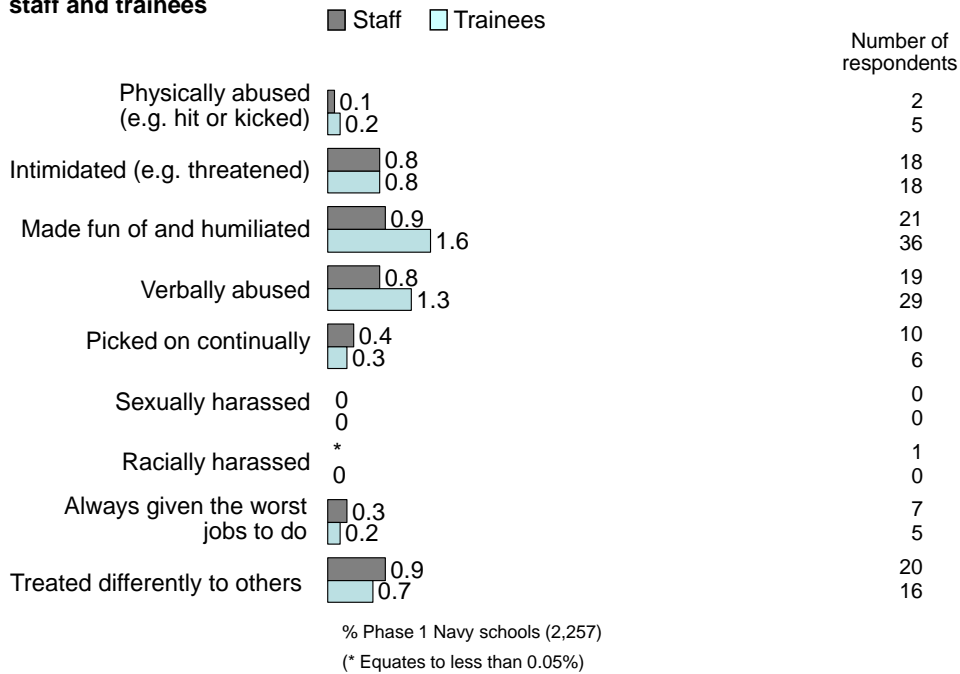


Figure 60

Phase 1 – Army

Percentage of respondents who said that they were badly or unfairly treated, split by staff and trainees

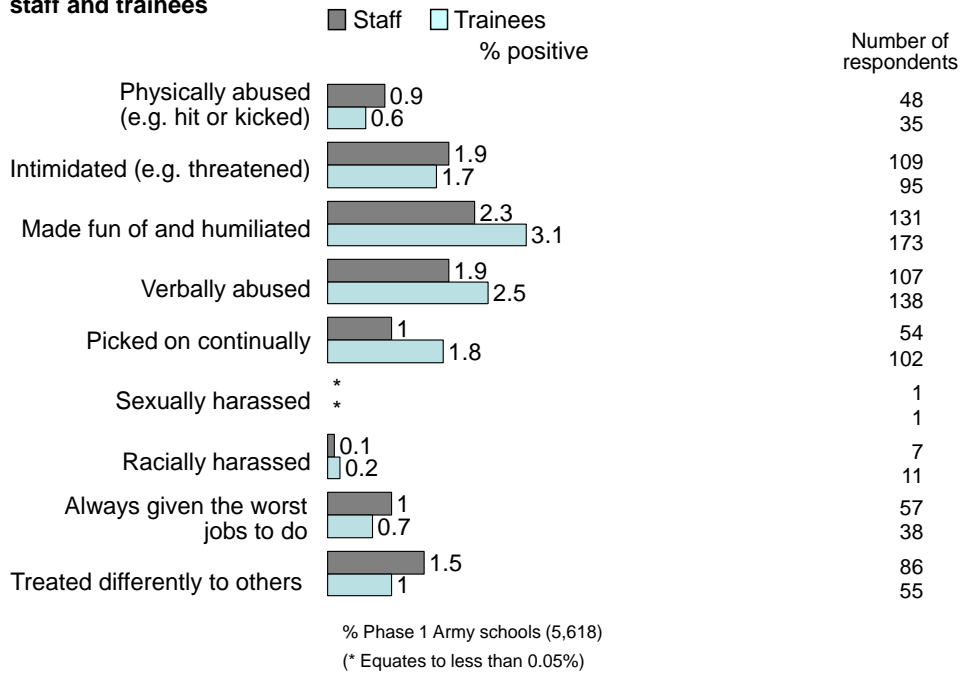
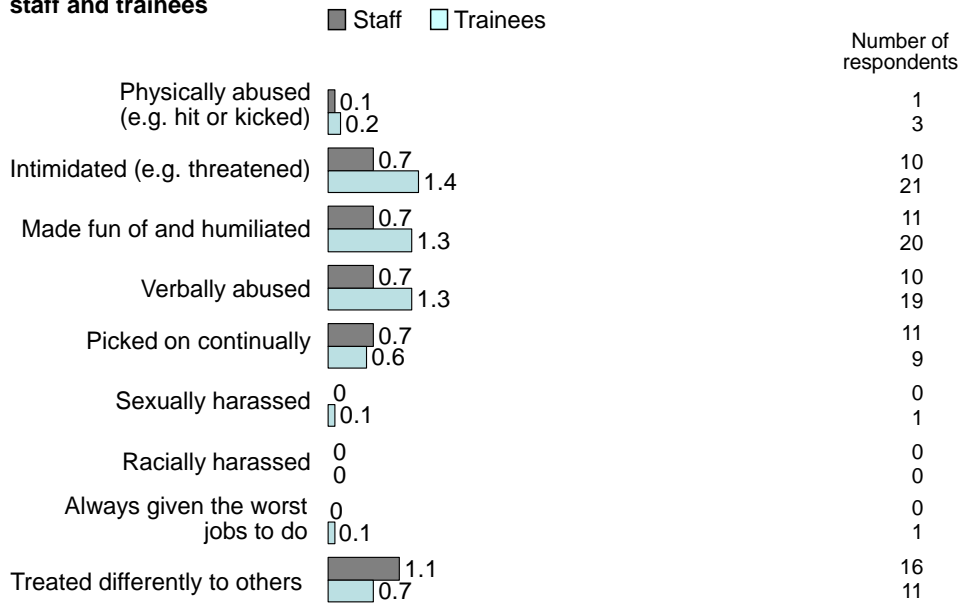


Figure 61

Phase 1 – RAF

Percentage of respondents who said that they were badly or unfairly treated, split by staff and trainees



% Phase 1 RAF schools (1,493)
(* Equates to less than 0.05%)

Figure 62

ACTION FOLLOWING BAD OR UNFAIR TREATMENT

206. Recruits who said that they experienced some form of unfair treatment were then asked what they did following this treatment²⁰. It should be noted that fourteen per cent of recruits chose not to answer this question. The number of recruits providing an answer to this question was 630. Of those who did answer, the most common response overall was to do nothing (46% of all asked this question), which is a decrease from last year (where 52% reported doing nothing). Doing nothing following unfair treatment was the most frequent response for Army and Navy recruits (mentioned by 49% and 40%, respectively) (fig. 63). Of those recruits in the RAF, the most common response was to speak to a fellow trainee (43%).

207. Overall, the next two most common responses were to speak to a fellow trainee (30%) or to speak to friends or family (24%), both of which have seen decreases since last year; a five percentage point decrease for those who chose to speak to a fellow trainee (from 35% to 30%) and an eight percentage point decrease for those who spoke to friends or family (from 32% to 24%).

208. Among recruits in the Navy, there have been declines since last year in the proportion of those stating that they spoke to a fellow trainee (from 44% to 25%) or to friends/family (30% to 19%) following the unfair treatment they experienced.

209. Among recruits in the Army, there have been declines over the past year in those reporting doing nothing after experiencing unfair treatment (57% to 49%) or speaking to friends/family (31% to 23%).

210. Nineteen per cent of recruits said that they spoke to a member of military staff while two per cent said that they spoke to a member of civilian staff. Five per cent said that they spoke to the Padre/ Chaplain.

211. Of those who answered this question, twelve per cent of recruits who said that they had experienced unfair treatment made some form of complaint; 7% of those answering made a formal complaint and 8% made an informal complaint.

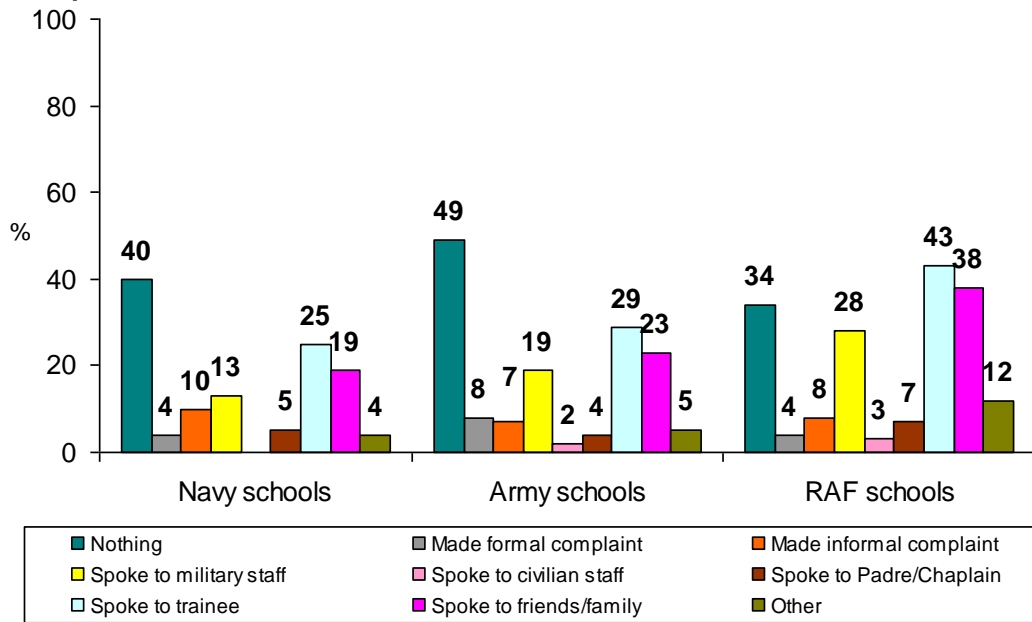
212. Male recruits were more likely to have done nothing following the incident of bad or unfair treatment than female recruits (47% and 34% respectively). Conversely, female recruits were more likely to have spoken to

²⁰ The responses to this question are amalgamated from responses given when asked about each type of bad or unfair treatment experienced. In the 2009 annual report there was an error in this calculation. All data, for this year and previous years, has been rerun, and so year on year comparisons within this report are accurate.

family or friends (42% to 23%, respectively). Non-white recruits were more likely than white recruits to speak to the padre/chaplain following unfair treatment (9% compared with 4%).

Phase 1

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



Number of respondents (all who said that they were badly or unfairly treated by staff or other trainees): Navy schools (129), Army schools (526), RAF schools (76)

Figure 63²¹

²¹ This was a multi-coded question; recruits could select more than one answer

REASONS FOR BAD OR UNFAIR TREATMENT

213. Recruits who felt that they had been badly or unfairly treated were asked why they thought this had occurred. It should be noted that 48% of these recruits chose not to answer this question; 561 recruits did provide an answer here. For those who did answer, the most common reason cited was 'because of something else', i.e. something not listed at this question (21%), although fewer recruits gave this as the reason than they did last year (31%). This was the most commonly cited reason amongst recruits of all three Services (fig. 64). White recruits were more likely to have said that they were badly or unfairly treated because of 'something else' (23%) than non-white recruits (12%).

214. The next most commonly mentioned perceived reason for bad or unfair treatment was because of where the respondent came from (16%), a decrease from last year (20%). This decrease was also seen amongst Army recruits (19%, down from 24%). Army recruits were more likely to cite this as a reason (19%) than Navy & RAF recruits (10% and 8%). Recruits aged 16-17 were more likely to say that the cause for bad or unfair treatment was because of where they came from (23%) than those aged 18 or over (13%). Males were also more likely to cite this than females (17% compared with 5%).

215. The third most commonly mentioned cause for bad or unfair treatment was the respondent's social background/class (14%), which saw a decrease from last year (17%). This decrease was particularly seen amongst Navy recruits (8%, down from 16%). Army recruits were more likely to cite this (16%) than Navy recruits (8%). Recruits aged 16-17 were more likely to say that the cause for bad or unfair treatment was their social background/class (20%) than those aged 18 or over (12%).

216. Ten per cent of recruits who had been badly or unfairly treated said that this was because of their age, a decline of three percentage points from last year (down from 13%), this trend can be seen particularly among Navy recruits (11%, down from 17%) and Army recruits (8%, down from 11%). RAF recruits were more likely to cite this (16%) than Army recruits (8%).

217. Recruits aged 20-25 were less likely to cite their age as a reason (2%), than older (6%) and younger (8%) recruits.

218. Race, colour or ethnic origin was cited by 5% of recruits who had been badly or unfairly treated. A higher proportion of non-white recruits who had been badly or unfairly felt that it was because of their race, colour or ethnic origin (30%), than white recruits (1%).

219. Two per cent of recruits who had been badly or unfairly treated said that this was because of their sex. Navy recruits were more likely to cite this as a reason (5%) than Army recruits (1%). Female recruits were also more likely to cite this as a reason than male recruits (12% and 1% respectively).

220. Sexual orientation was cited by 1% of recruits who had been badly or unfairly treated. A higher proportion of female recruits who had been badly or unfairly treated felt that it was because of their sexual orientation (2%) than male recruits (less than 1%).

Phase 1

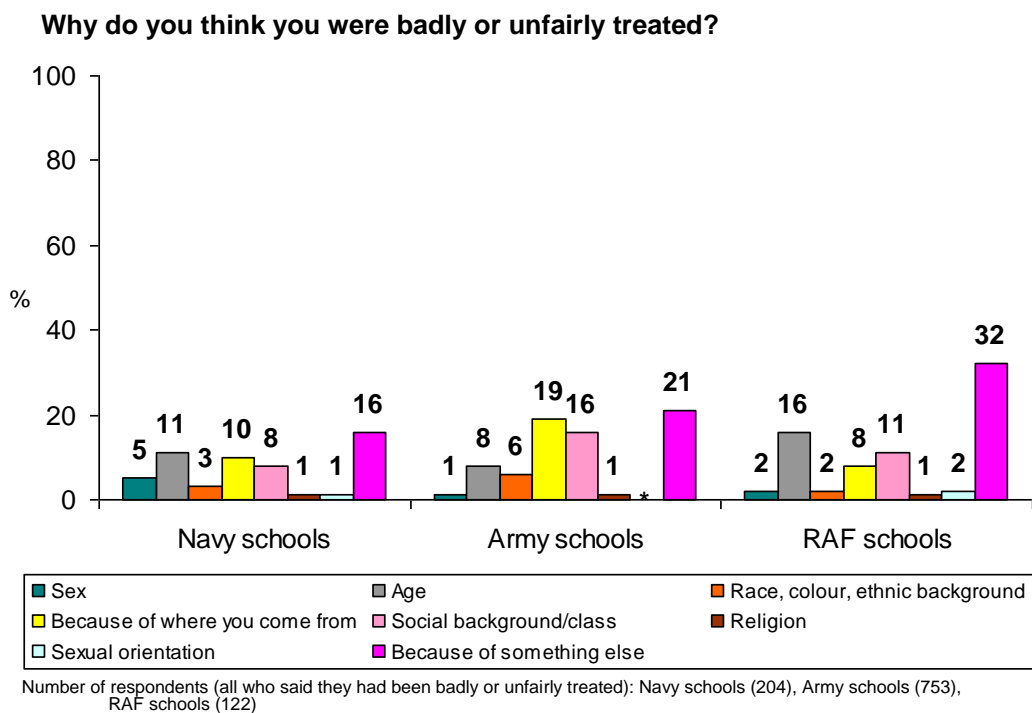


Figure 64²²

²² This was a multi-coded question; recruits could select more than one answer

COMPLAINTS

221. The 641 recruits who felt that they had experienced bad or unfair treatment but did not complain about it were asked why they did not complain. It should be noted that 17% recruits chose not to answer this question. This is a higher proportion than last year, where 7% did not provide an answer to this question. The most common reason given by Phase 1 recruits for not complaining was that they thought that it would have caused problems on the course (31%, down from 37% last year). This decline can also be seen among Army recruits (30%, down from 36% last year). Fifty per cent of recruits in the RAF and 21% of recruits in the Navy stated this as a reason for not complaining (for a breakdown by Service see figs. 65 – 67).

222. The second most commonly cited reason was because the recruits did not believe anything would be done following a complaint (27%).

223. The third most common reason given by recruits overall was that they considered the incident too minor to report (26%). However, this was the top reason cited by Navy recruits, with 35% giving this explanation for not complaining. Moreover, Navy recruits were more likely than recruits in the Army (25%) to cite this reason. The proportion of RAF recruits giving this reason has almost halved since last year, with 22% saying this compared with 41% last year.

224. Amongst recruits in the Army, there has been a fall in the proportion citing it was 'too difficult' to complain about unfair treatment since last year (13%, down from 17%).

225. Amongst RAF recruits, there have been two notable changes since last year in the reasons given for not complaining about unfair treatment. Please note that there is a small base for this question (55 RAF recruits provided an answer to this question). There has been a 15 percentage point rise in those saying that they were worried they would be considered a troublemaker if they made a complaint (37%, up from 22%). This is higher than for both Army (16%) and Navy recruits (13%). In addition, there has been 8 percentage point rise in those saying they did not make a complaint as they did not know who to complain to (12%, up from 4%).

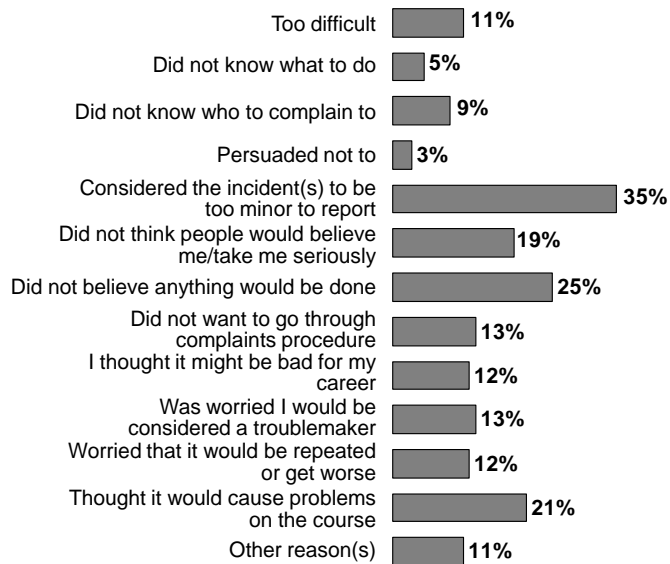
226. RAF recruits were more likely to say that they were worried it might be bad for their career (25%) than Navy recruits (12%).

227. Twenty-two per cent of recruits said the reason they chose not to complain was because they were worried it would be repeated or get worse. RAF and Army recruits were more likely to cite this (26% and 24%) than Navy recruits (12%).

228. Female recruits were more likely than their male counterparts to say that they did not complain because they considered the incident too minor to report (46% compared with 25%) or that they were worried they would be labelled a troublemaker if they did complain (28% compared with 17%).

Phase 1 - Navy

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



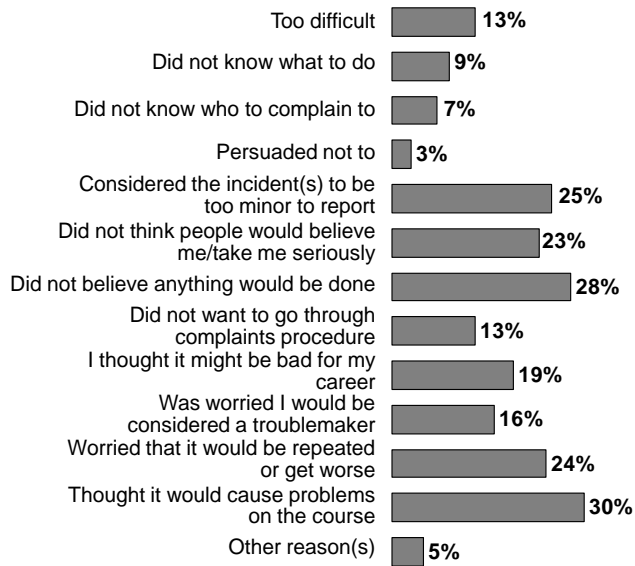
Number of respondents: Navy schools (all who said that they were badly or unfairly treated by staff or other trainees and who did not make a complaint): (113)

Figure 65²³

²³ This was a multi-coded question; recruits could select more than one answer

Phase 1 - Army

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



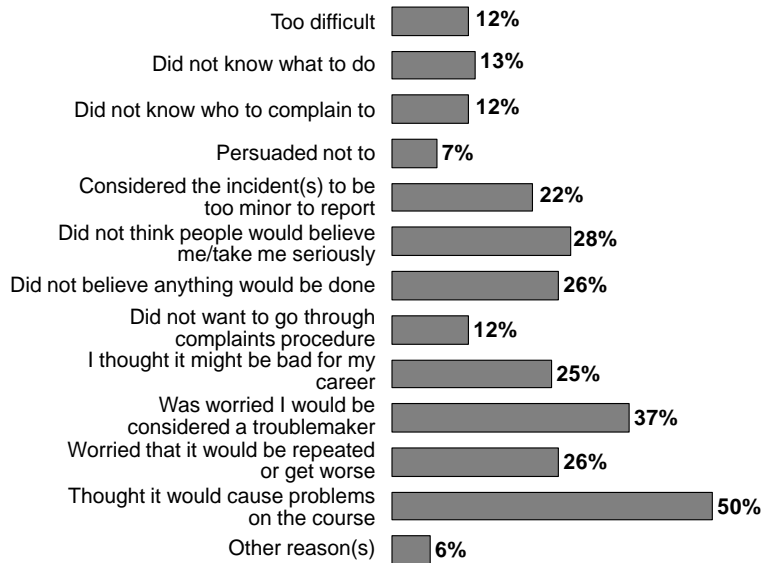
Number of respondents: Army schools (all who said that they were badly or unfairly treated by staff or other trainees and who did not make a complaint): (460)

Figure 66²⁴

²⁴ This was a multi-coded question; recruits could select more than one answer

Phase 1 - RAF

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



Number of respondents: RAF schools (all who said that they were badly or unfairly treated by staff or other trainees and who did not make a complaint): (68)

Figure 67²⁵

²⁵ This was a multi-coded question; recruits could select more than one answer

229. Recruits who said that they made a complaint were asked whether their complaint was dealt with fairly. It should be noted that 12% of recruits who were asked this question chose not to answer.

230. Of those who did answer, 53% of Phase 1 recruits who made a complaint about their treatment thought that it had been dealt with fairly (for a breakdown by Service see fig. 68).

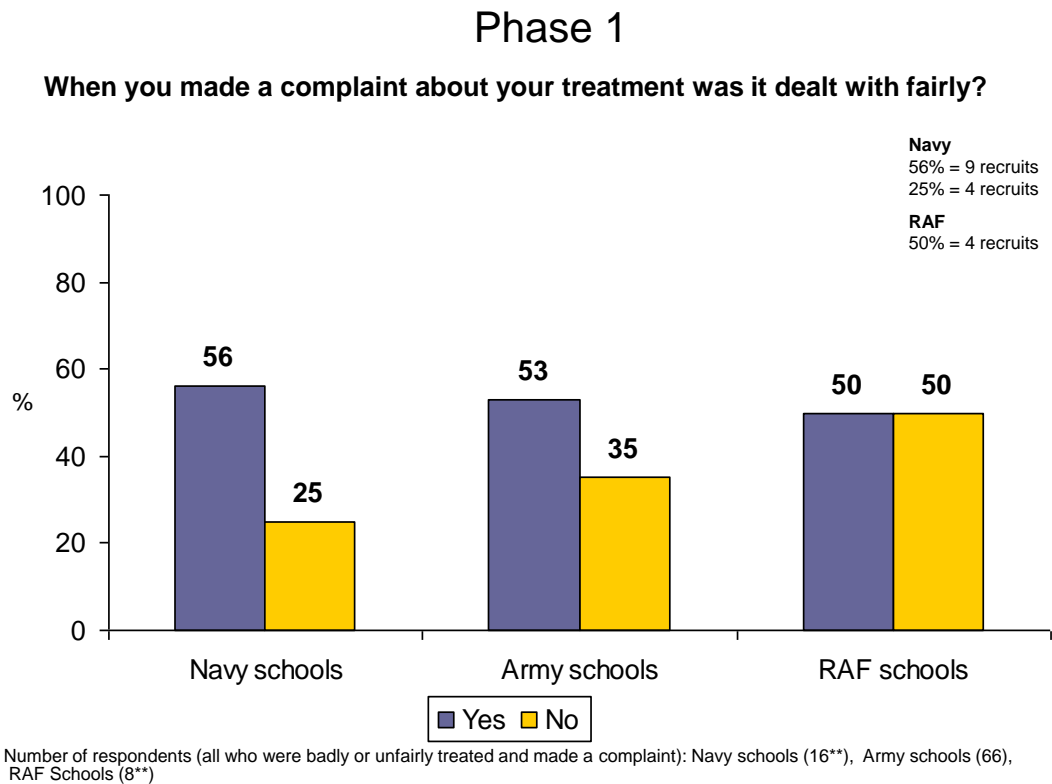
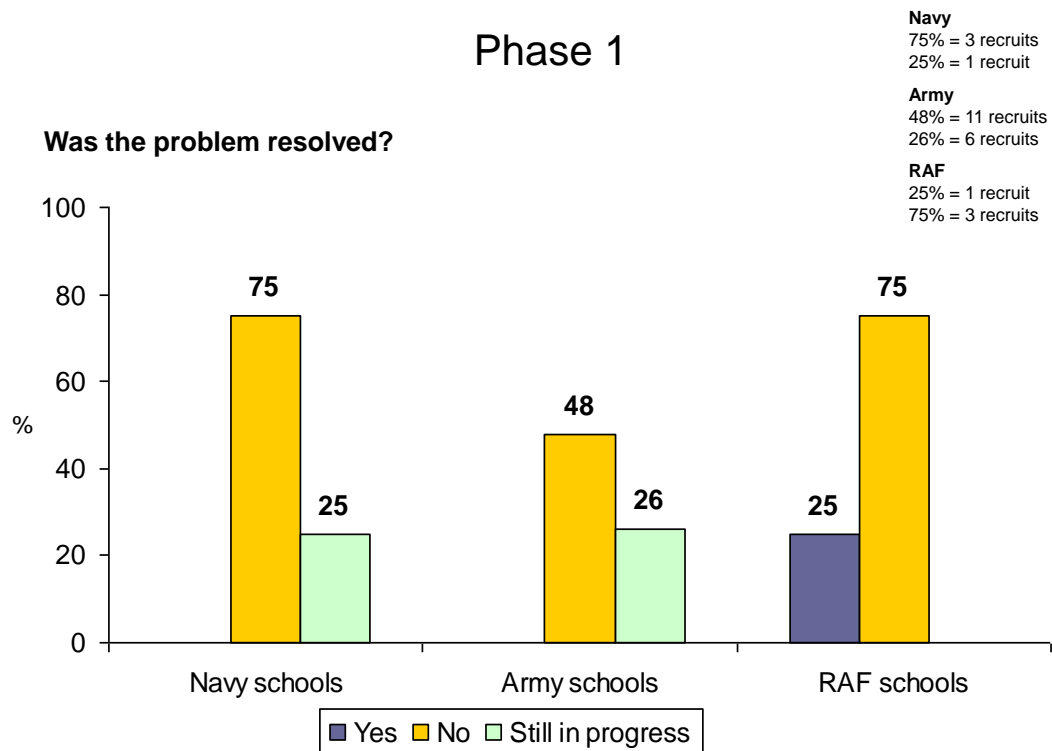


Figure 68

231. Recruits who said that they made a complaint and that it was not dealt with fairly (31 recruits) were asked whether the problem had been resolved. It should be noted that 10% of recruits who were asked this question chose not to answer, and the base for those answering is small (28 recruits provided an answer).

232. Of those who did answer this question, 55% said no, their problem had not been resolved, while 3% said yes and 23% said that this was still in progress. (for the breakdown by Service see fig. 69)



Number of respondents (all who were badly or unfairly treated, made a complaint and did not think it had been dealt with fairly): Navy schools (4**), Army schools (23**), RAF Schools (4**)

Figure 69

SETBACKS DURING TRAINING

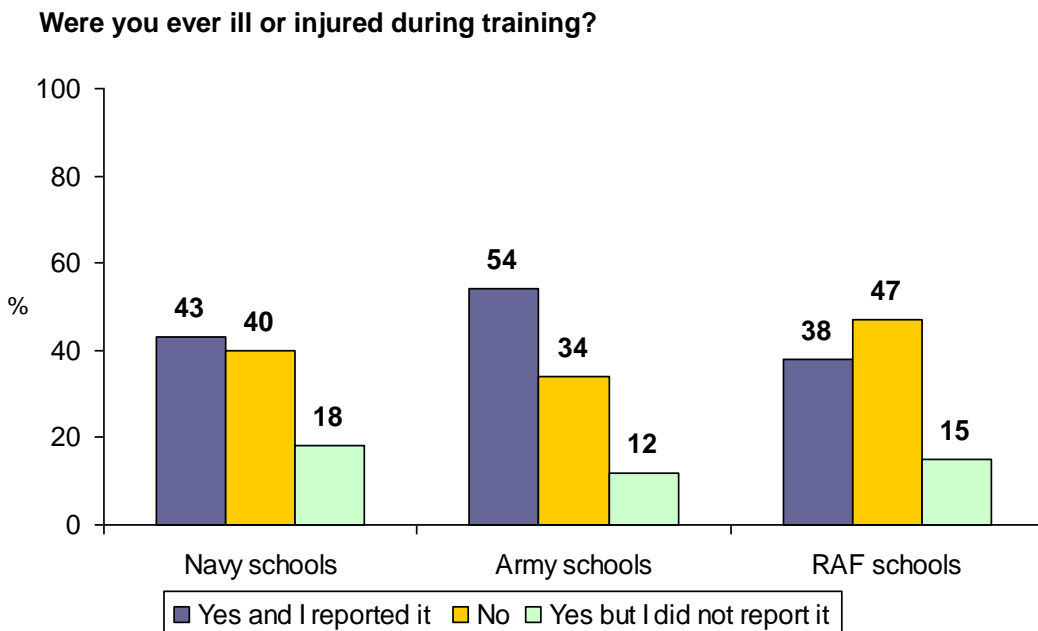
ILLNESS AND INJURY

233. Overall, 37% of recruits said that they were not ill or injured during training, 49% said they were ill or injured and reported this, while 14% were ill or injured but did not report it.

234. A higher proportion of RAF recruits said that they were not ill or injured during training (47%) than either Navy (40%) or Army recruits (34%) (fig. 70). A higher proportion of Army recruits said that they were ill or injured during training and reported it than the other two groups (54% compared with 43% Navy and 38% RAF), while Navy recruits were more likely to have been injured but not reported it (18% compared with 15% RAF and 12% Army recruits).

235. A higher proportion of female recruits were injured during training and reported it than male recruits (56% compared with 48%), whilst a higher proportion of male recruits than female recruits were injured but did not report it (14% and 7% respectively).

Phase 1



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 70

236. Amongst recruits who reported sick, the majority (85%) felt that their illness or injury was properly dealt with. However, this is a decrease from two years ago (87%). A minority felt that this was not the case (7%). The proportion of Army recruits saying that their injury/illness was properly dealt with has increased since last year from 86% to 88% and is now similar to the proportion who agreed in 2008.

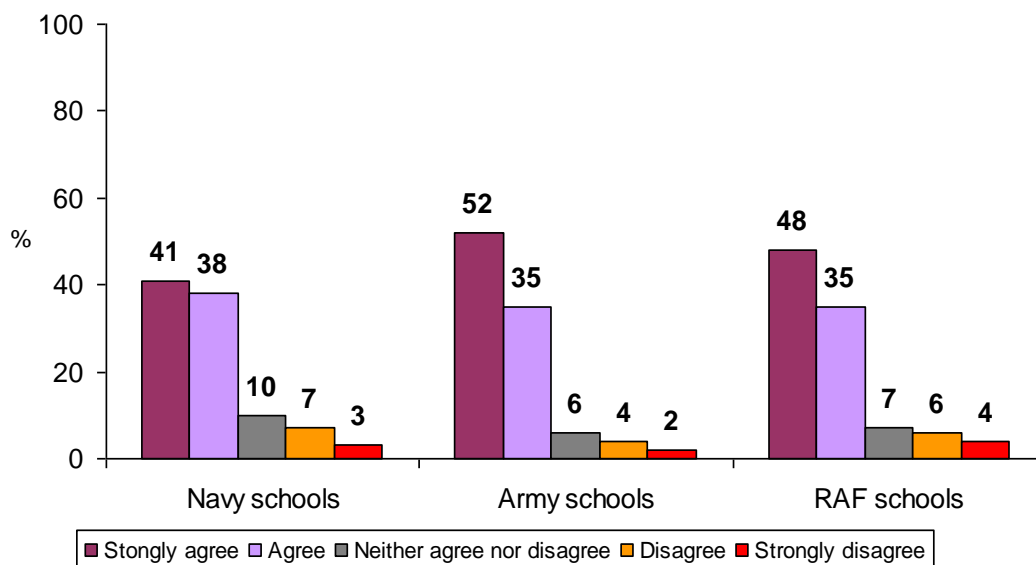
237. There was some variation between the Services, with recruits in the Army more likely to say that their injury was properly dealt with (88%) than those in the RAF (83%), followed by the Navy (78%) (fig. 71). Recruits in the Navy and RAF were more likely to disagree that their illness/injury was properly dealt with (11% and 10% respectively) than those in the Army (6%).

238. Of those who reported sick, a higher proportion of male recruits than female recruits thought that their illness or injury was dealt with properly (86% and 78% respectively), while female recruits were more likely to say this was not the case (10% compared with 7%).

Phase 1

Please indicate how you feel about the following statements:

My injury/illness was properly dealt with



Number of respondents (all who were ill or injured and reported it): Navy schools (960), Army schools (3,044), RAF schools (561)

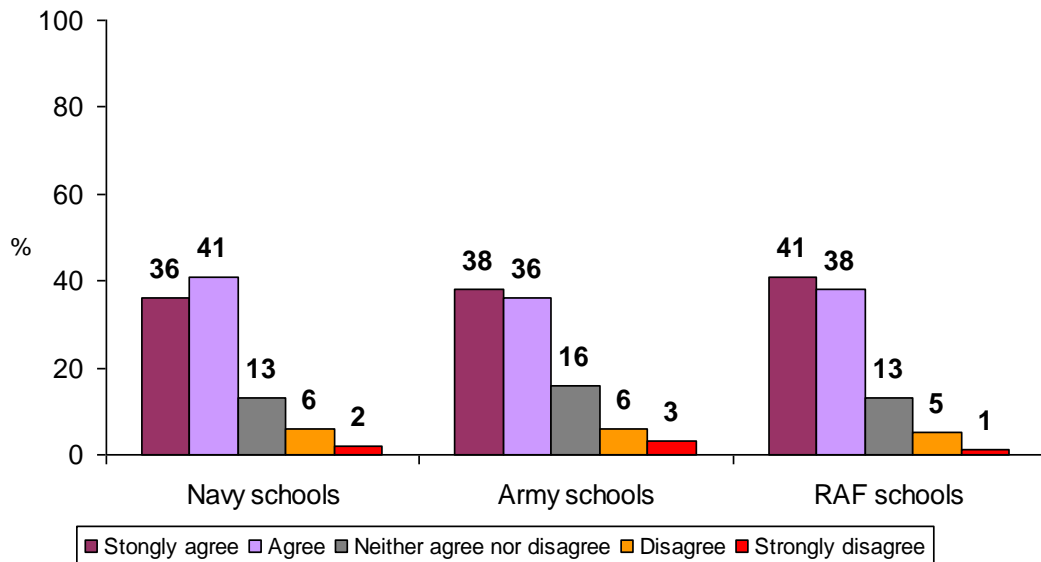
Figure 71

239. Three quarters of those who reported sick (75%) said that staff helped and supported them when they were ill or injured. This is an increase from 73% last year. Recruits in the RAF (79%) and Navy (78%) were more likely to say this than those in the Army (74%) (fig. 72). Eight per cent said that they did not think that staff helped or supported them when they were ill or injured. Recruits in the Army were more likely to say this (9%) than recruits in the RAF (6%). Eight per cent of recruits in the Navy did not think staff supported them when injured.

Phase 1

Please indicate how you feel about the following statements:

Staff helped and supported me when I was ill/injured



Number of respondents (all who were ill or injured and reported it): Navy schools (960), Army schools (3,044), RAF schools (561)

Figure 72

240. Thirty-nine per cent of recruits who reported sick said that they would advise others in a similar situation not to report sick if they could avoid it. A similar proportion (40%) said that they would not advise others to not report sick.

241. The proportion of those in the Army who agreed that they would advise others not to report sick if they could avoid it has decreased year on year for the last three years (from 46% to 43% to 40%) (fig 73). At the same time, there has been an increase in the proportion of RAF recruits who agreed that they would advise others not to report sick if they could avoid it between 2007 - 2008 and 2010 (33% to 35% to 40%). The proportion of Navy recruits who agree with this was down on last year (37% compared with 39%).

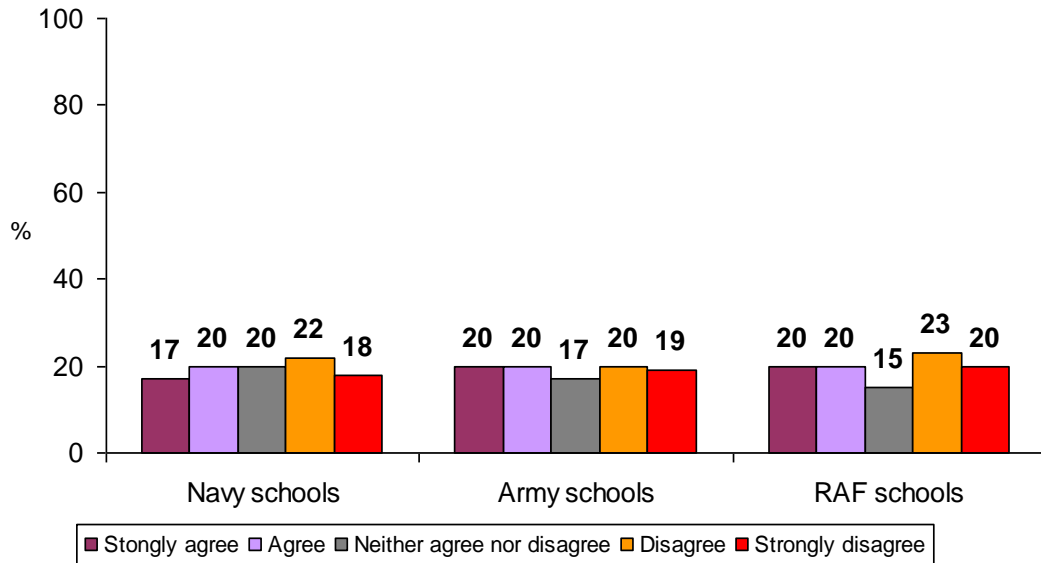
242. The proportion of recruits stating that they would advise others not to report sick in a similar situation is higher amongst male recruits than their female counterparts (40% and 35% respectively) while female recruits were more likely to disagree with this statement (45% compared with 39%).

243. Younger recruits (16-17 years old) were more likely to say they would advise others not to report sick (47%) than those aged 18-19 (40%), 20-25 (36%) and 26-30 (29%). At the same time, the 26-30 year old age group were more likely to disagree (50%), than those aged 20-25 (43%), those aged 18-19 years old (41%) and those aged 16-17 (32%).

Phase 1

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 who were ill or injured and reported it): Navy schools (960), Army schools (3,044), RAF schools (561)

Figure 73

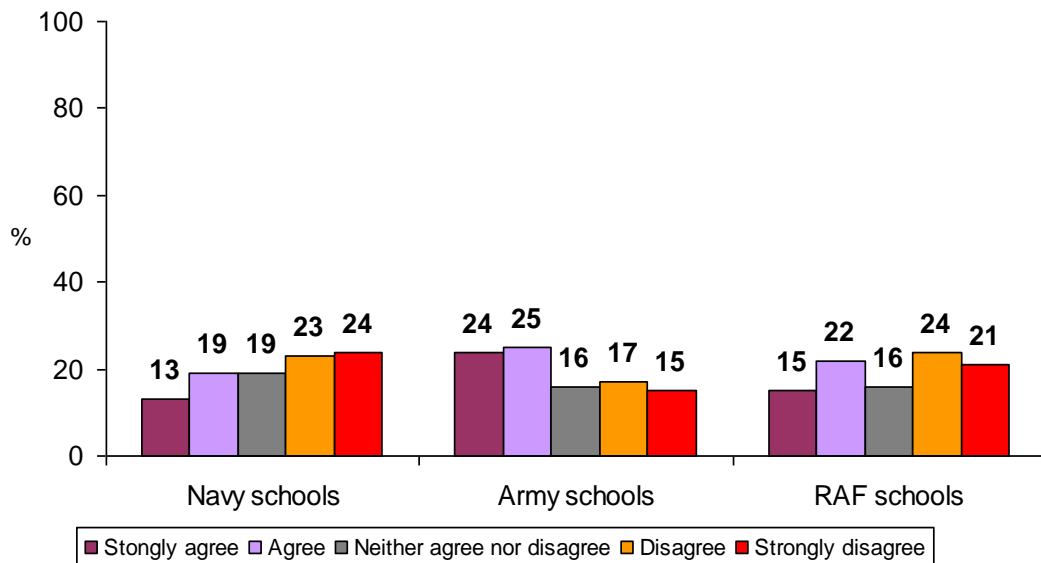
244. Amongst the recruits who reported sick, 43% felt that people considered them weak for having done so. Army recruits were the most likely to have thought this was the case (48%, consistent with 2009 but down from 51% in 2007 - 2008), followed by RAF recruits (37%, up from 31% in 2009) and Navy recruits (32%) (fig. 74). Female recruits were more likely than male recruits to feel that people considered them weak (49% compared with 43%).

245. Younger recruits (those aged 16-17) were the most likely of all age groups to say that they felt people considered them weak for reporting sick (58%) compared with those aged 18-19 (40%) or those aged between 20-25 (38%), 26-30 (35%) and 31 and over (38%).

Phase 1

Please indicate how you feel about the following statements:

I felt that people considered me weak because I reported sick



Number of respondents (all who were ill or injured and reported it): Navy schools (960), Army schools (3,044), RAF schools (561)

Figure 74

246. Recruits who were ill or injured but did not report sick were asked why. The most common reason, cited by 74% of recruits, was because they did not wish to risk delaying their training. The proportion of RAF recruits who identified this as a reason (84%) was higher than that of those in the Navy and Army (75% and 70% respectively) (fig. 75).

247. The next most commonly cited reason for not reporting sick was that the incident was too minor to report (45%, up from 41% in 2009). Recruits in the RAF (55%), were more likely to say this than those in the Navy and Army (43% and 42% respectively).

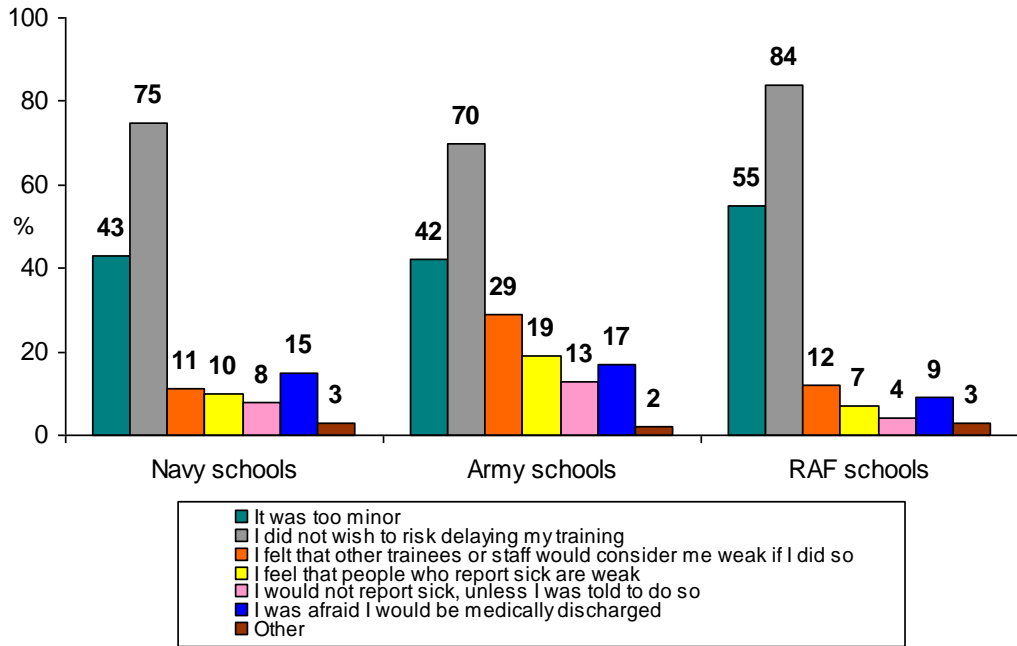
248. Twenty-one per cent of recruits felt that other recruits would consider them weak if they did report sick. A higher proportion of Army recruits did not report sick because of this (29%, compared with 12% of RAF recruits and 11% of Navy recruits).

249. Fifteen per cent of recruits overall said they did not report their illness or injury because they were afraid they would be medically discharged, up from 11% last year. Agreement was highest in the Army (17% compared with 12% last year). Fifteen per cent in the Navy said this (up from 9% last year) while 9% of RAF recruits agreed.

250. The next most commonly cited reason was the feeling that people who report sick are weak (14%). Army recruits were more likely to cite this as a reason (19%) than those in the Navy (10%) or RAF (7%). Ten per cent of recruits said that they would not report sick unless they were told to do so. Army recruits were more likely to say this (13%) than those in the RAF (8%) and Navy (4%).

Phase 1

Why did you not report it?



Number of respondents (all who were ill or injured and did not report it): Navy schools (399), Army schools (663), RAF schools (229)

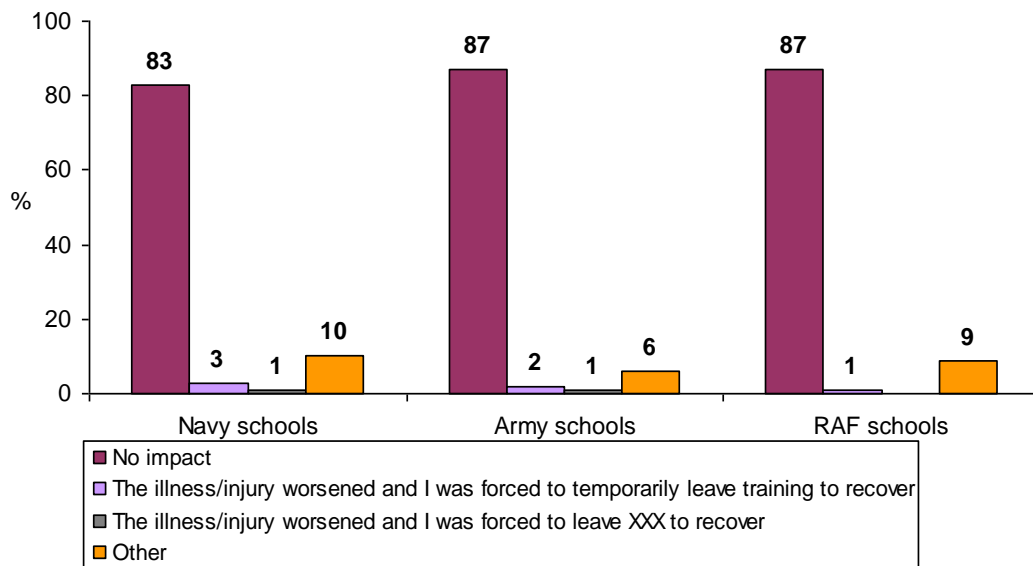
Fi

Figure 75

251. The majority of recruits who did not report sick felt that this had no impact on their training (86%). Eighty-seven per cent of Army and RAF recruits said this compared with 83% of Navy recruits (down from 90% last year) (fig. 76). Two per cent said that the illness or injury worsened and that they were forced to take a temporary break from training to recover, and 1% said that they were forced to leave the school.

Phase 1

What was the result of not reporting sick?



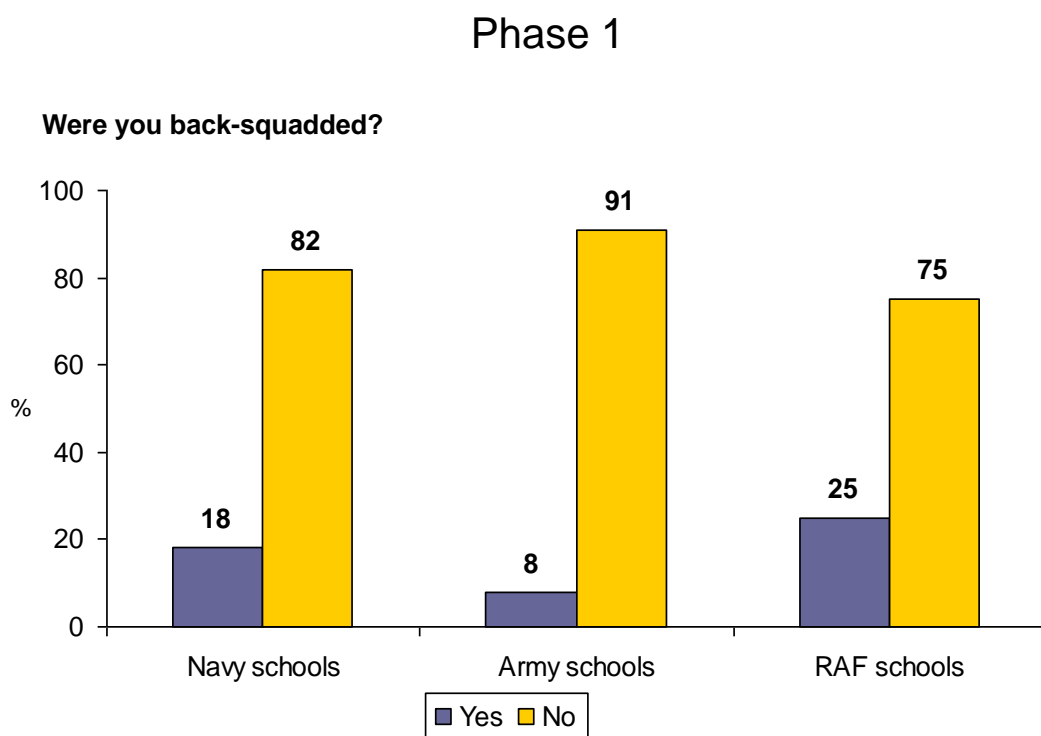
Number of respondents (all who were ill or injured and did not report it): Navy schools (399), Army schools (663), RAF schools (229)

Figure 76

BACK-SQUADDING/BACK-CLASSING/RE-FLIGHTING²⁶

252. Overall, 13% of recruits were back-squadded during their training period. The proportion of recruits who were back-squadded was highest in the RAF (25%), followed by those in the Navy (18%) and the Army (8%) (fig. 77).

253. A lower proportion of recruits in the RAF said that they were back-squadded compared with the last reporting year (25%, down from 30%) while the proportion of Navy recruits who said this has increased (to 18%, up from 15%).



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

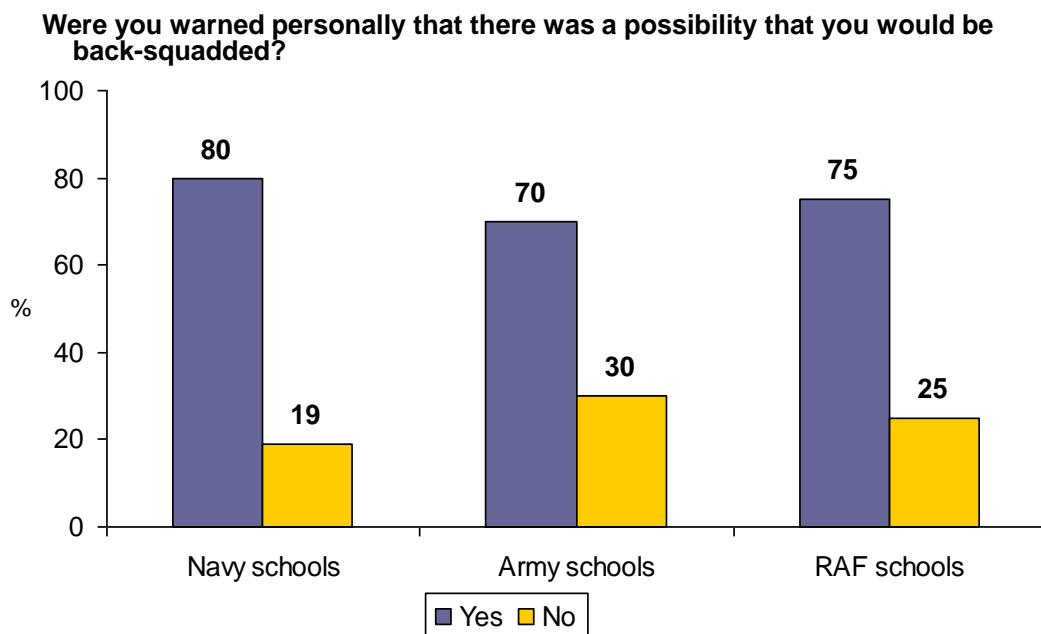
Figure 77

²⁶ In the questionnaire, respondents were asked whether they were back-squadded/back-classed/re-flighted according to their Service. In this report we have referred only to back-squadding for the sake of brevity.

254. The majority of recruits (75%) who were back-squadded said that they were warned personally that there was a possibility that it might happen. Twenty-five per cent said that they had not been warned.

255. There was some variation across the Services, with Navy recruits most likely to say that they were warned (80%) (fig. 78). This was higher than the 70% of Army recruits who said they were warned, who were the least likely to say this. Seventy-five per cent of RAF recruits said that they were warned about the possibility of them being back-squadded.

Phase 1



Number of respondents (all who were back-squadded): Navy schools (396), Army schools (475), RAF schools (370)

Figure 78

256. Recruits who were back-squadded were asked what reasons they were given for this. Medical issues were the most commonly cited reason for being back-squadded (50%, up from 46% last year and 39% the year before). A higher proportion of Navy (54%) and Army recruits (52%) said this than RAF recruits (43%) (fig. 79).

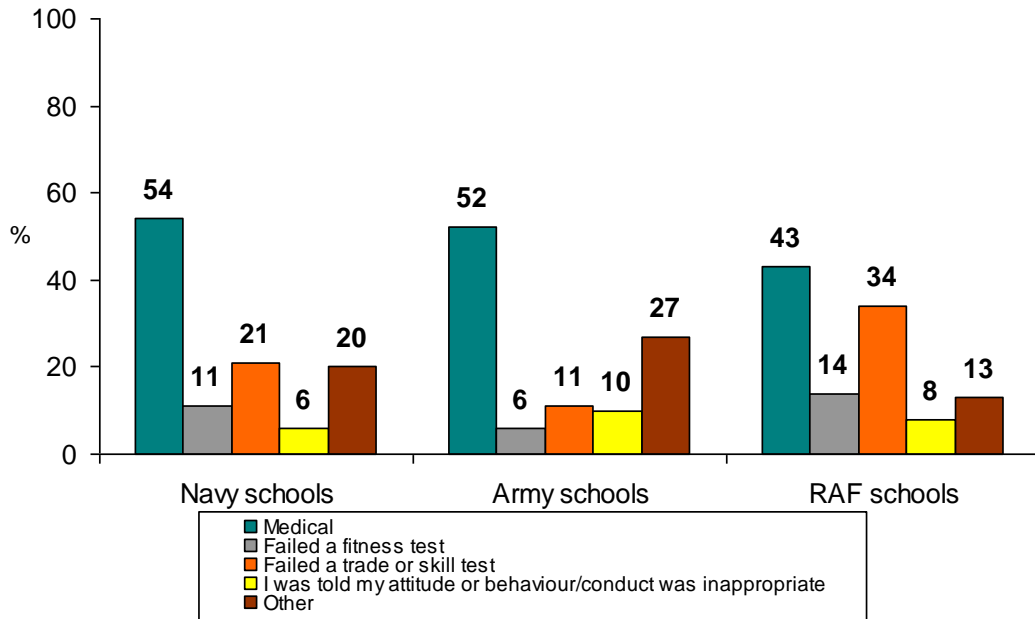
257. The next most commonly cited reason for being back-squadded was for failing a trade or skill test (21%), however, this has seen a decrease compared with last year (25%) and the year before (28%). This was a more common reason for back-squadding in the RAF (34%) than the Navy (21%) and the Army (11%). The proportion of recruits in the Army stating this as a reason has declined over the past two years (11%, down from 14%, which was down from 20% in 2007 - 2008).

258. Ten per cent of recruits said that the reason given for being back-squadded was due to failing a fitness test. RAF (14%) and Navy recruits (11%) were more likely to say this than Army recruits (6%). Eight per cent overall were back-squadded due to inappropriate attitude or behaviour. The proportion of RAF recruits who gave this answer was up from last year from 5% to 8%.

259. There were some differences between male and female recruits; the proportion of female recruits who were back-squadded because they failed a fitness test was higher than that of male recruits (20% compared with 9%), and a higher proportion of female recruits were back-squadded for medical reasons (61% compared with 49% of male recruits).

Phase 1

What reasons were you given for being back-squadded?



Number of respondents (all who were back-squadded): Navy schools (396), Army schools (475), RAF schools (370)

Figure 79²⁷

²⁷ This was a multi-coded question; recruits could select more than one answer

GENERAL

THE COURSE

260. Overall, 69% of recruits agreed that they received regular feedback on their performance. Army recruits were the most likely to agree that they received regular feedback regarding their performance (75%), followed by those in the Navy (72%) (fig. 80). RAF recruits were the least likely to agree that they received regular feedback, with 43% agreeing (up from 39% last year).

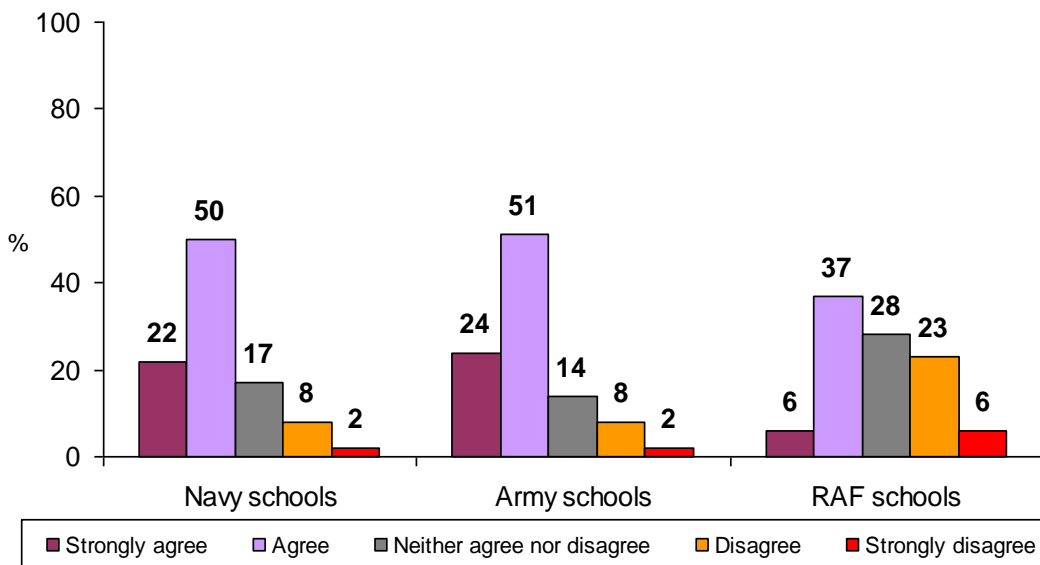
261. Higher proportions of male recruits agreed that they received regular feedback on their performance during Phase 1 training than female recruits (70% compared with 58%).

262. A higher proportion of non-white recruits agreed that they received regular feedback than white recruits (74% of non-white recruits compared with 69% of white recruits).

263. A higher proportion of 16-17 year olds agreed that they received regular feedback on their performance than all older age groups (76% compared with 63%-69% of those aged 18 and older).

Phase 1

I receive regular feedback on my performance



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

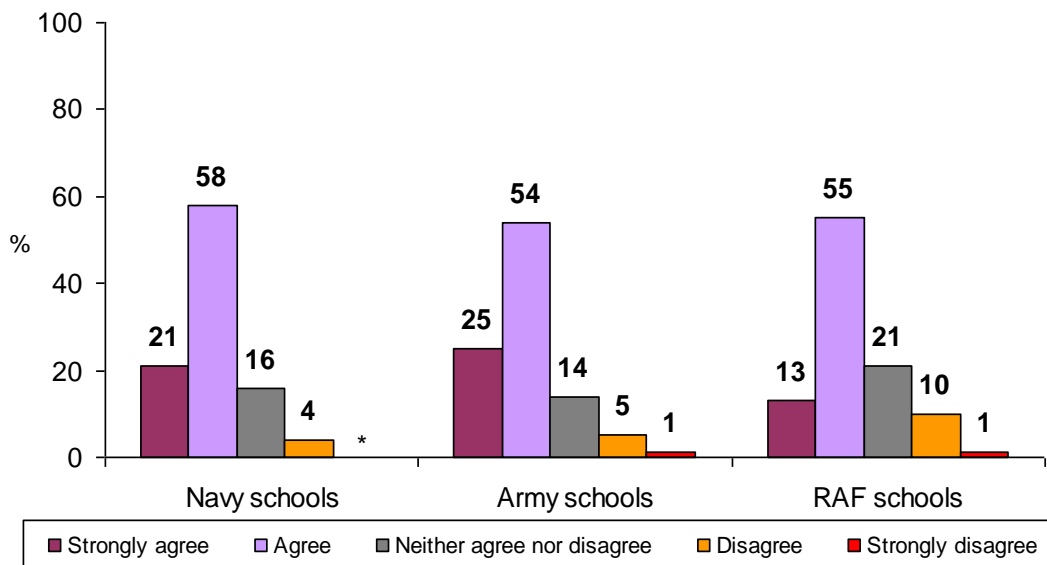
Figure 80

264. Seventy-seven per cent of Phase 1 recruits agreed that the reasons for doing things had been explained to them, with 6% disagreeing. A lower proportion of RAF recruits (68%) felt that they were explained the reasons for doing things than the other Services (79% in both the Army and the Navy) (fig. 81). Recruits from the RAF were the most likely to disagree that the reasons for doing things were explained to them (11%, compared with 6% in the Army and 5% in the Navy).

265. A higher proportion of female recruits than male recruits disagreed that the reasons for doing things were explained to them (9% of female recruits compared with 6% of male recruits).

Phase 1

The reasons for doing things were explained to me



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

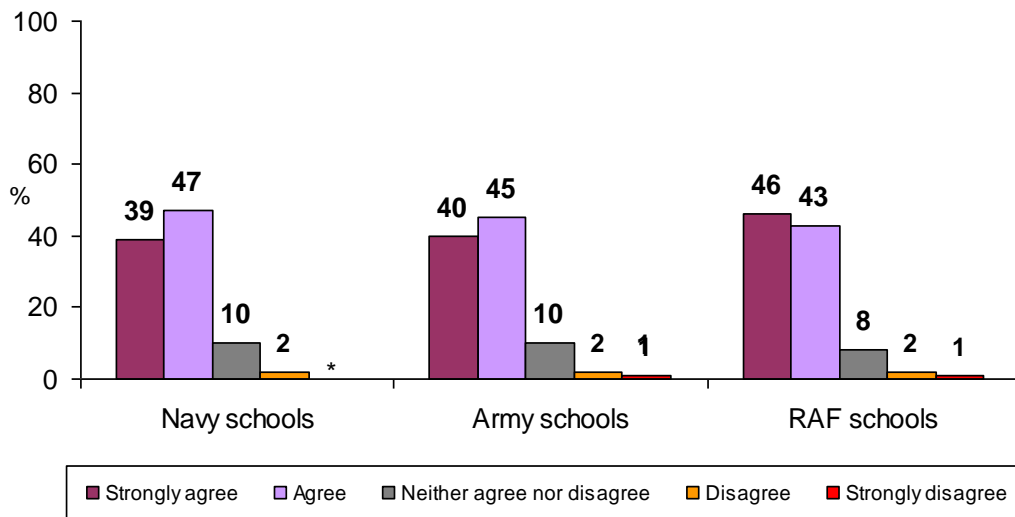
Figure 81

266. Eighty-six per cent of Phase 1 recruits agreed that the staff/instructors did all they could to help them succeed during training, whereas 3% disagreed. A higher proportion of RAF recruits (89%) agreed with this statement than either Navy (86%) or Army (85%) recruits (fig 82). The proportion of RAF recruits who agreed that the staff/instructors did all they could to help them succeed in training has also increased since last year (89% compared with 87%) (fig. 83).

267. The proportion of Phase 1 recruits agreeing that the staff/instructors did all they could to help me succeed in training has remained consistent for the past three years (at 86%), having risen from 81% where it had been stable for the initial two years.

Phase 1

The staff/instructors did all they could to help me succeed in training

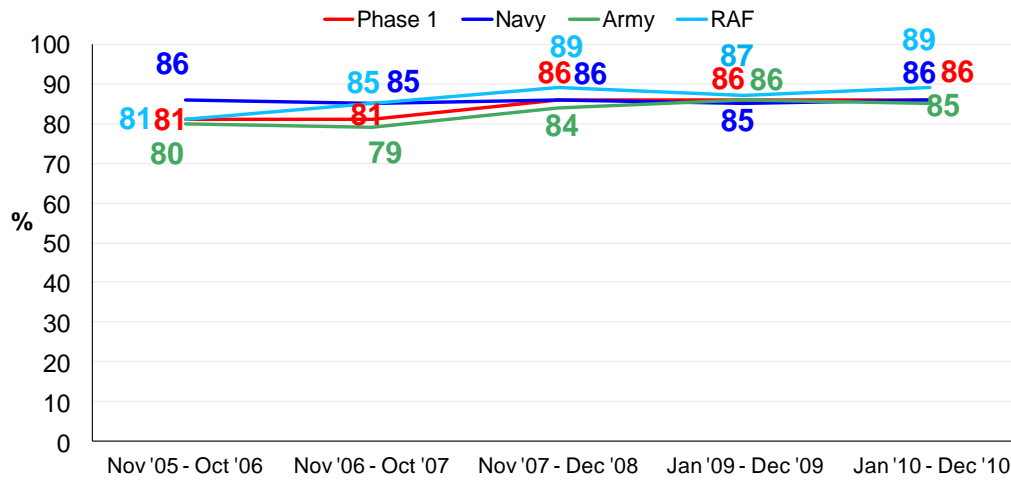


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 82

Phase 1

The staff/instructors did all they could to help me succeed in training



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 83

268. The majority of recruits (93%) felt that they had personally benefited from their course, with 1% disagreeing. Navy recruits were more likely to agree (95%) and less likely to disagree (1%) than Army recruits (93% agree, 2% disagree) (fig. 84). Ninety-four per cent of RAF recruits felt they had benefited from the course.

269. White recruits were more likely to agree that they personally benefited from the course (94%) than non-white recruits (92%).

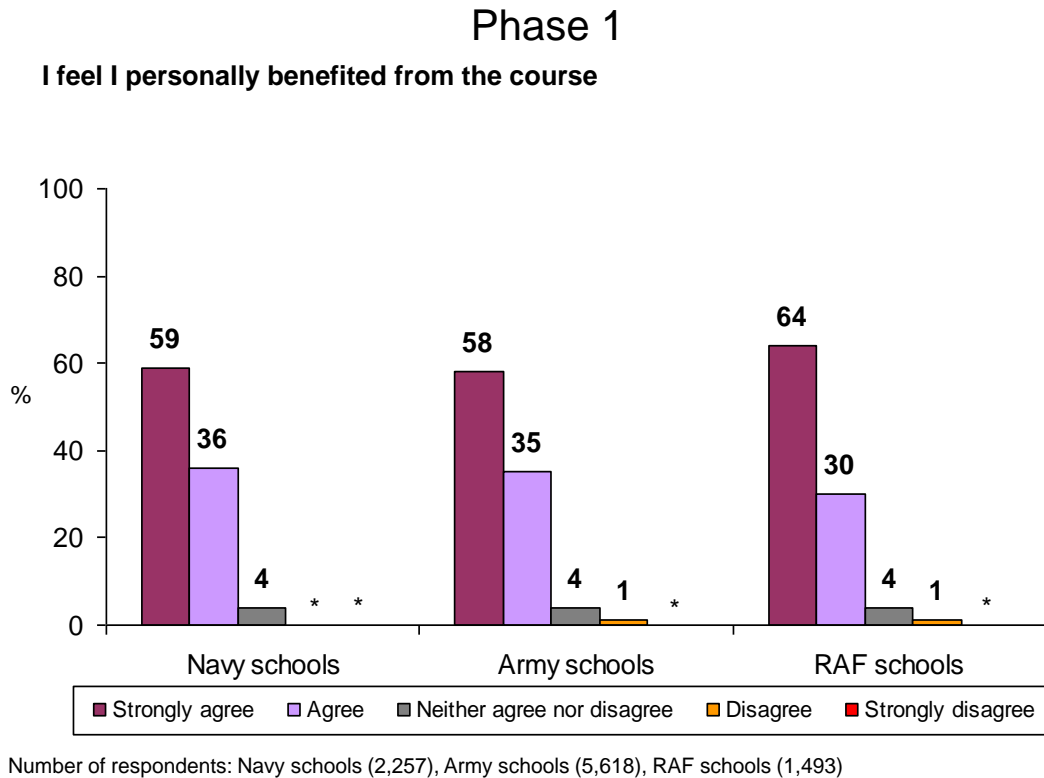
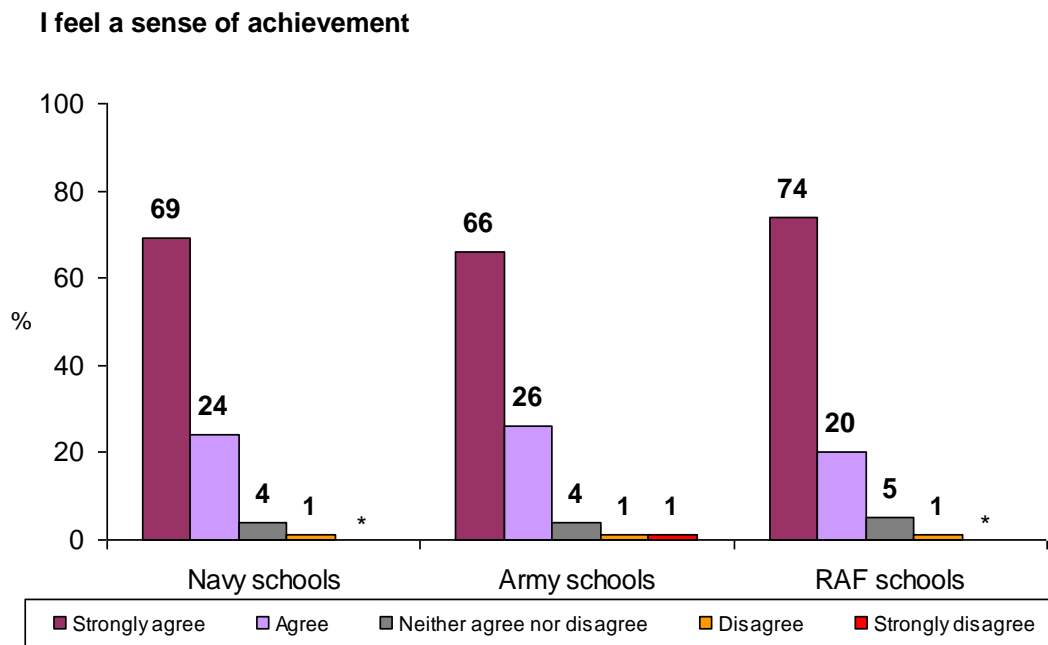


Figure 84

270. The majority of Phase 1 recruits (93%) agreed that they felt a sense of achievement, with 68% (up from 66% last year) strongly agreeing with this statement. A higher proportion of Navy recruits (94%) agreed that they felt a sense of achievement than Army recruits (92%) (fig. 85). Ninety-four per cent of RAF recruits agreed they felt a sense of achievement; fewer RAF recruits disagreed with this (1%) than Army recruits (2%).

271. There was a difference in opinion between male and female recruits about whether they felt a sense of achievement at the end of their Phase 1 training (93% of male recruits agreed that they did compared with 95% of female recruits).

Phase 1



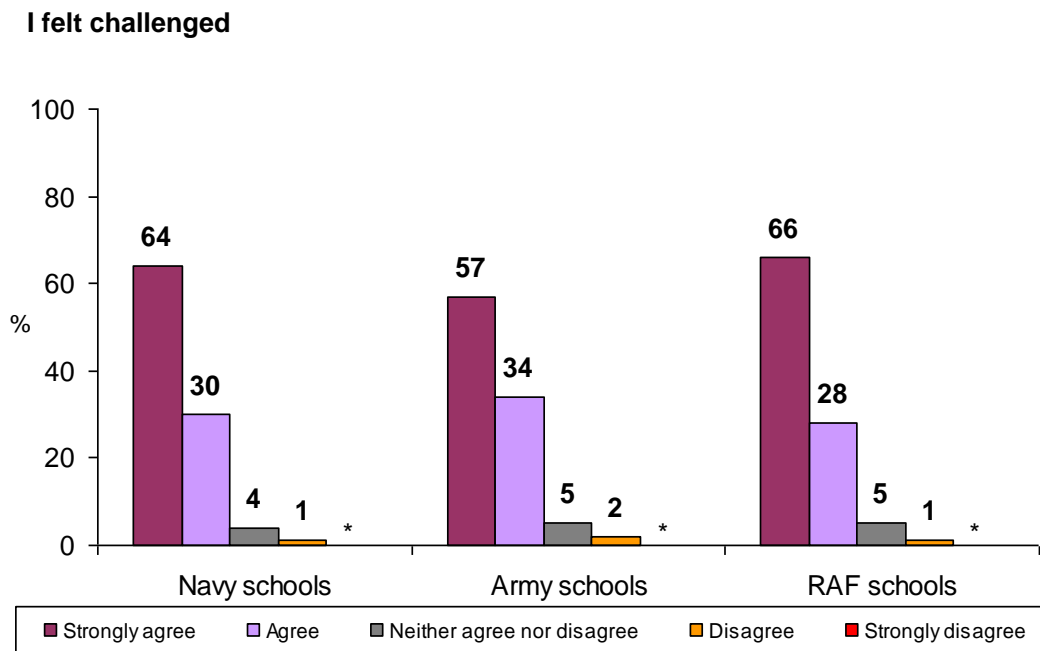
Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 85

272. The proportion of those who said that they felt challenged by the training they received during Phase 1 has increased year on year since 2007, and is now at 92%. Navy (94% up from 91%) and RAF (93% up from 90%) recruits were more likely to agree than Army recruits (91%) (fig. 86).

273. A smaller proportion of male recruits agreed that they felt challenged (92%) than female recruits (95%) during Phase 1 training.

Phase 1



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 86

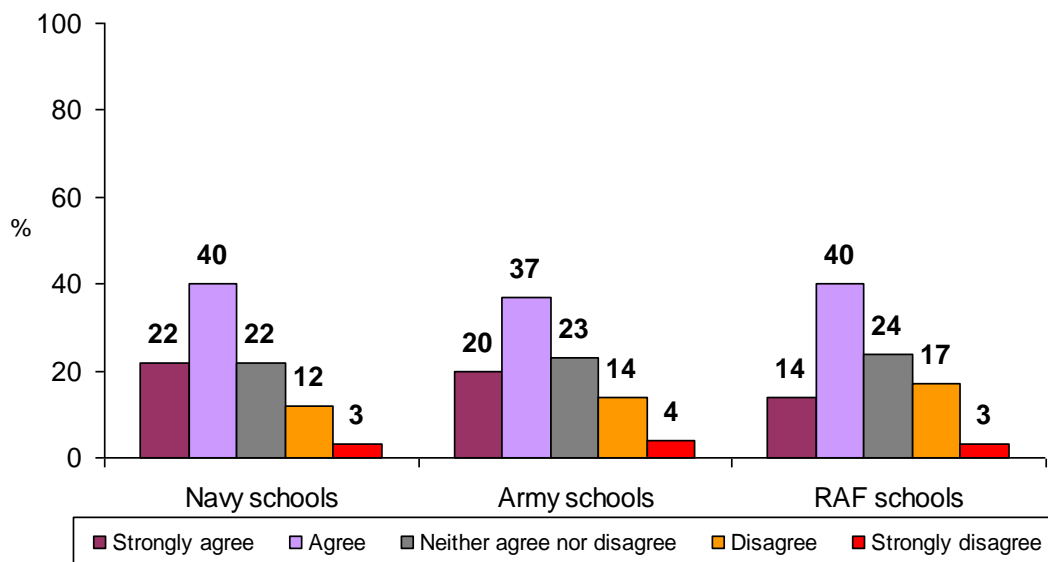
274. Fifty-eight per cent of Phase 1 recruits agreed that the training they received was what they had expected, an increase compared with last year (55%). The proportion agreeing increased in 2007/8 from the previous two years (56% compared with 51% and 53% respectively); this trend can also be observed in the Army and the Navy (fig. 88). In comparison the RAF has seen its highest proportion of recruits saying that training was what they expected, after little change the previous two years (54% compared with 48% for the previous two reporting periods).

275. Navy recruits (62%) were more likely than either Army (57%) or RAF recruits (54%) to say that the training was what they expected (fig. 87). Recruits from the RAF (20%, down from 25%) and the Army (18%) were more likely to disagree that training was what they expected than the Navy (15%).

276. Recruits aged 26 and over were more likely to agree that the training was what they had expected (71% of those aged 31 and above and 67% of those aged 26-30) than all other age groups. Recruits aged 16-17 were less likely to agree than all other age groups (51%). Non-white recruits were more likely to agree than white recruits (63% compared with 57%).

Phase 1

The training was what I expected

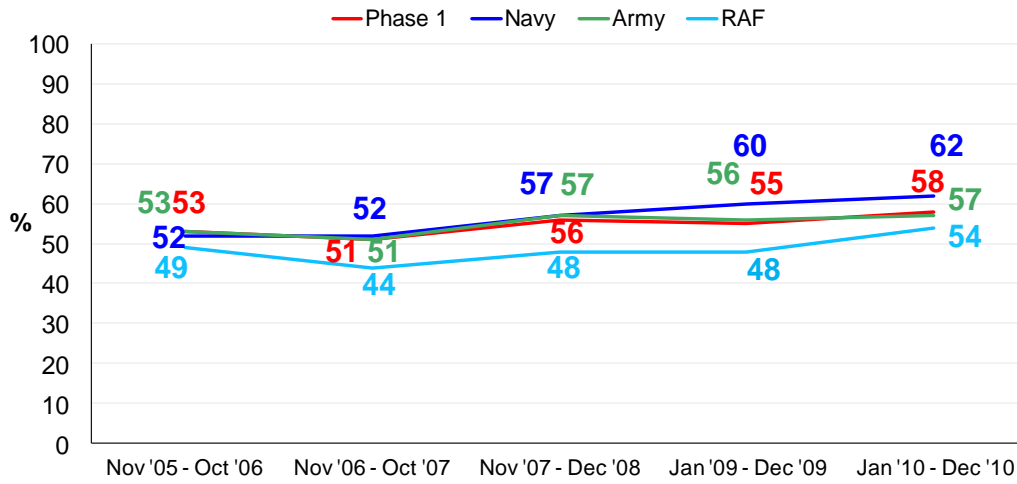


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 87

Phase 1

The training was what I expected



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

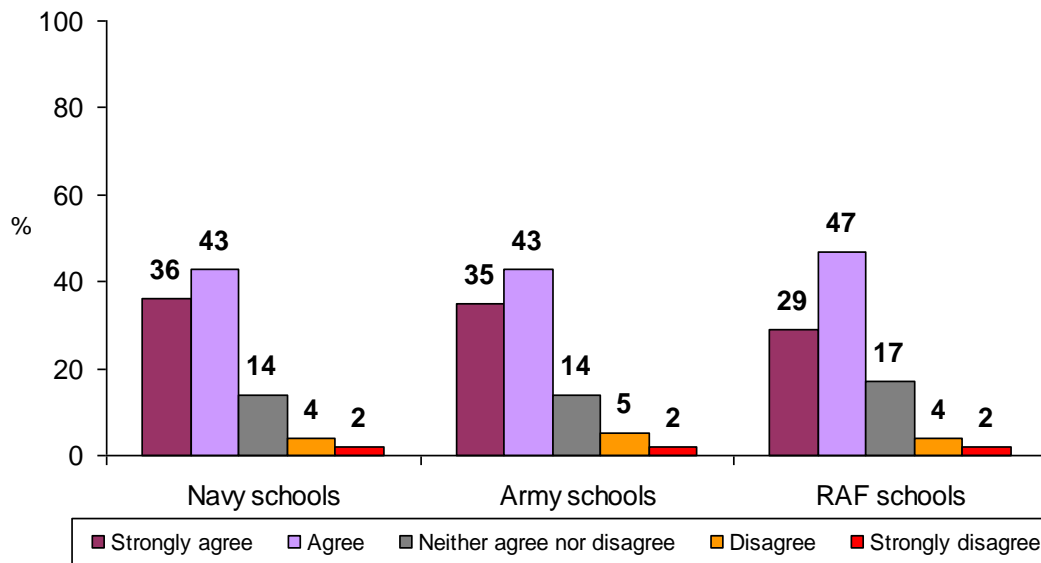
Figure 88

277. Seventy-seven per cent (up from 76% last year and 74% the year before) of Phase 1 recruits said that they enjoyed this phase of training. Seventy-seven per cent of Army recruits said that they enjoyed the phase of training (fig. 89). An increase from last year (from 76%), this is the highest proportion of Army recruits agreeing with this so far.

278. Seventy-seven per cent of male recruits agreed that they enjoyed the course, compared with 81% of female recruits. Male recruits (7%) were also more likely to disagree with the statement than female recruits (4%).

Phase 1

I enjoyed this phase of the training



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

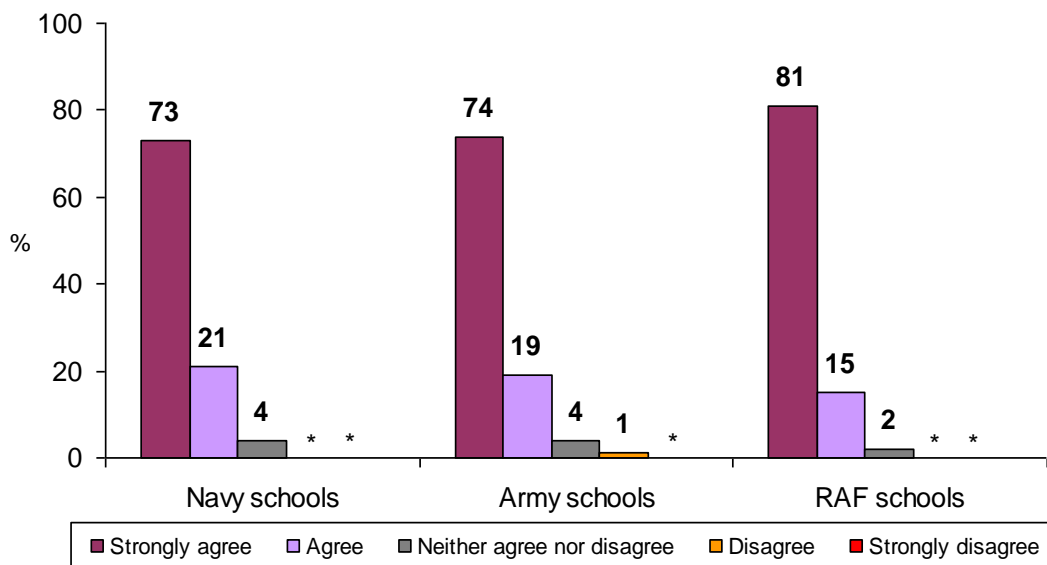
Figure 89

279. Overall, 94% of recruits felt proud to be in their Service, up from 93% last year and 90% in 2007/8. Ninety-six per cent of RAF recruits (up from 94% last year) agreed that they felt proud to be in their Service (fig. 90-91). This figure is higher than the proportion of Navy and Army recruits who agreed. Ninety-four per cent of Navy and Army recruits said that they felt proud to be in the Service, up one percentage point for Army recruits. One per cent of recruits overall disagree that they felt proud.

280. Female recruits were more likely to agree that they were proud of their Service (96%) than male recruits (94%).

Phase 1

I feel proud to be in the Army/RN/Navy/RAF

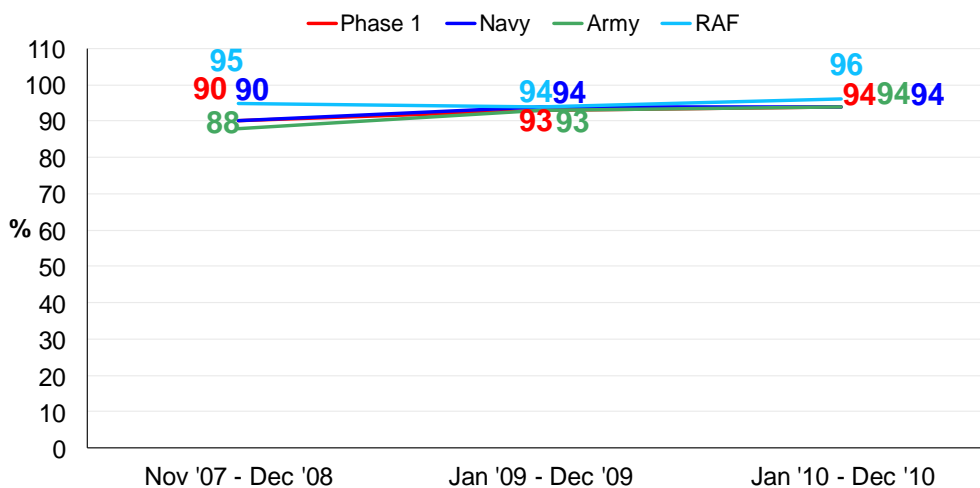


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 90

Phase 1

I feel proud to be in the Army/RN/Navy/RAF



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

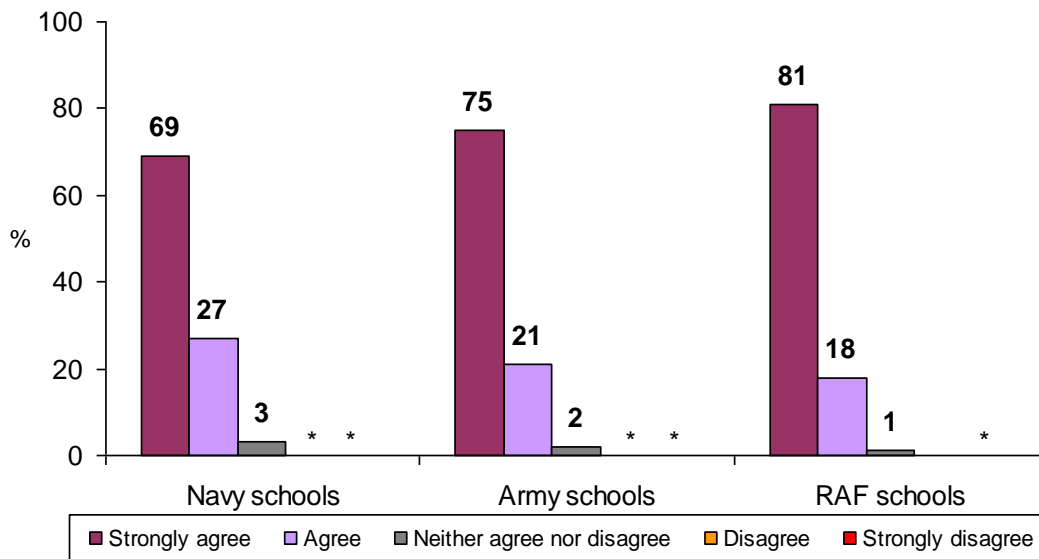
Figure 91

281. Overall, 96% of recruits agreed that they understood the core values of their Service. Of the three Services, recruits from the RAF were the most likely to agree that they understood the core values of their Service; 99%, compared with 96% in the Army and 95% in the Navy (fig. 92). There has been an increase this year in the proportion of recruits who strongly agree that they understand the core values (from 71% to 75%).

282. There were also differences between the genders, with 99% of female recruits agreeing that they understood the core values compared with 96% of male recruits. Similarly, white recruits (97%) were more likely to agree with this statement than non-white recruits (95%).

Phase 1

I understand the core values of the Army/RN/Navy/RAF



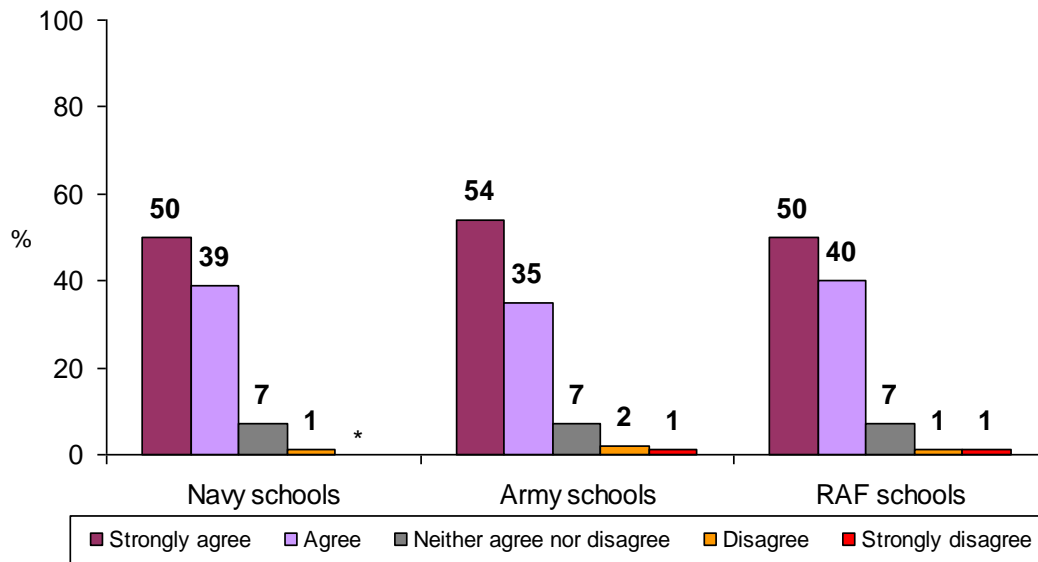
Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 92

283. When asked whether they agreed that generally military personnel uphold the core values of the Services, 89% of recruits agreed overall (up from 87% and 85% over the last two years). Ninety per cent of RAF recruits agreed, as did a similar proportion of both Navy (89%) and Army recruits (88%, up from 86%) (fig. 93).

Phase 1

Generally military personnel uphold the core values



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

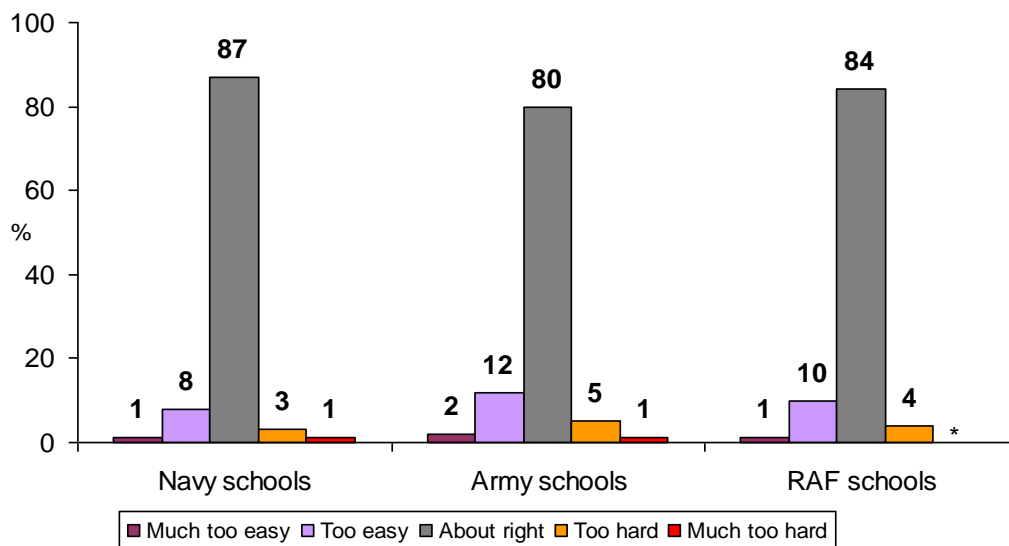
Figure 93

284. Eighty-two per cent (up from 78% in 2009 and 76% in 2007/8) of Phase 1 recruits thought that their training course was about the right level of difficulty, with 12% saying that it was too easy (down from 15%) and 5% saying that it was too hard (down from 6%). Recruits from the Navy were the most likely to say that their course was 'about right' (87%, up year on year since 2007–2008) compared with RAF (84%, up from 77% last year) and Army (80%, up year on year since 2007–2008) recruits (fig. 94).

285. A higher proportion of female recruits (88%) considered their Phase 1 course to be 'about right' than male recruits (82%), while male recruits were more likely than female recruits to say that the course was too easy (13% compared with 6%). White recruits (83%) were more likely to say that the course was about right than non-white recruits (76%). Non-white recruits were more likely than white recruits to say that the course was too hard (13% compared with 4%), while white recruits were more likely to say the course was too easy (12% compared with 10%). Recruits aged between 16 and 17 were more likely to say that the course was too easy (16%) than all other age groups (7%-12%). Those aged over 30 were more likely to say that the course was too hard (10% compared with 4%-6% of the other age groups).

Phase 1

Do you feel the course was...



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 94

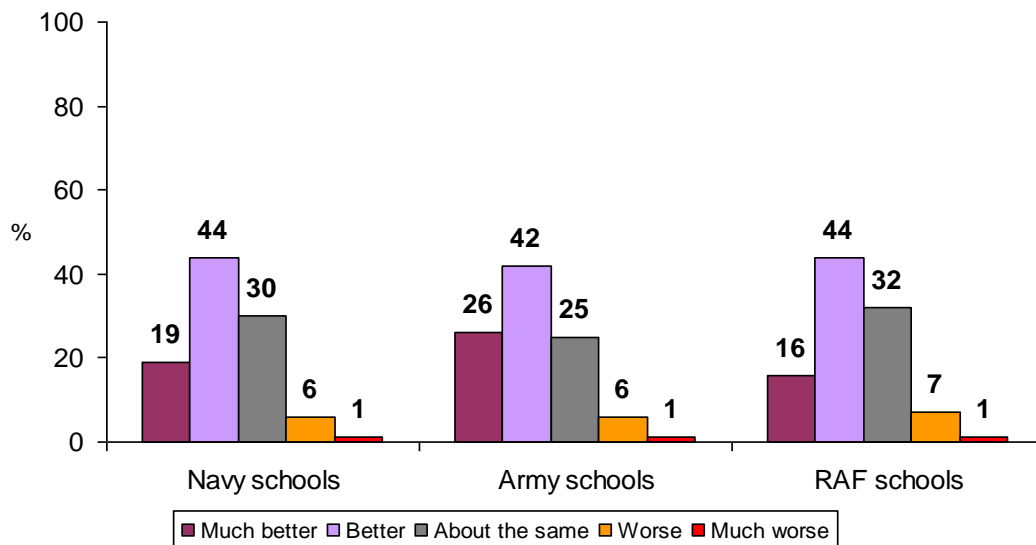
286. Overall, 65% (an increase of one percentage point since last year) of recruits thought that life in their Service had been better than expected. Sixty-eight per cent of Army recruits (up from 63% and 66% over the last two years) said that life in the Services was better than they had expected it to be when they joined, compared with 63% of Navy and 60% of RAF recruits (fig. 95). Overall a smaller proportion of recruits said that life in the Service had been worse than expected than last year (7% compared with 8%).

287. Female recruits in Phase 1 training were more likely than male recruits to say that training was better than they expected it to be (70% compared with 65%).

288. A higher proportion of white recruits (28%) than non-white recruits (21%) stated that training was 'about the same' as they expected; non-white recruits were more likely to say it was better (71% compared with 65%).

Phase 1

Overall, how has life in the Army/RN/Navy/RAF been, compared to what you expected when you joined?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

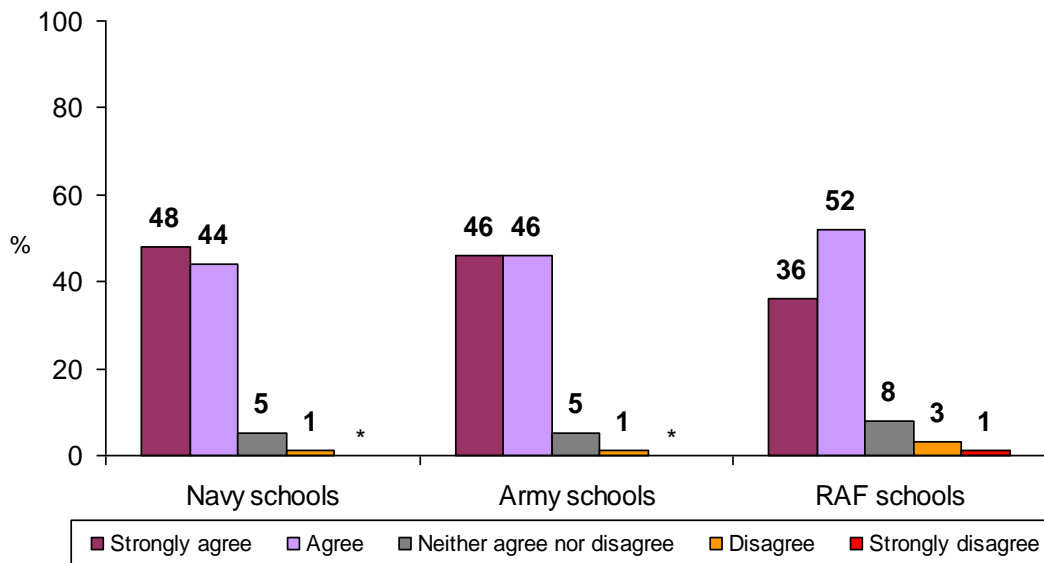
Figure 95

289. Recruits who were not leaving the Service were asked if they felt prepared to go onto the next stage of their career/training. Overall, the majority (91%) of recruits agreed that they were prepared to go on to the next stage of their career/training, with 2% disagreeing. Navy (92%) and Army (91%) recruits were more likely to agree than RAF (88%, up from 85%) recruits (fig. 86). Similarly, RAF (3%) recruits were more likely to disagree that they felt ready for the next stage than either Army (2%) or Navy (1%) recruits.

290. Female recruits were more likely to disagree that they felt prepared to go on to the next stage of their career/training than their male counterparts (3% compared with 2%).

Phase 1

I feel prepared to go onto the next stage of my career/training



Number of respondents (all who are not leaving the Service): Navy schools (2,067), Army schools (5,037), RAF schools (1,354)

Figure 96²⁸

²⁸ This was a multi-coded question; recruits could select more than one answer

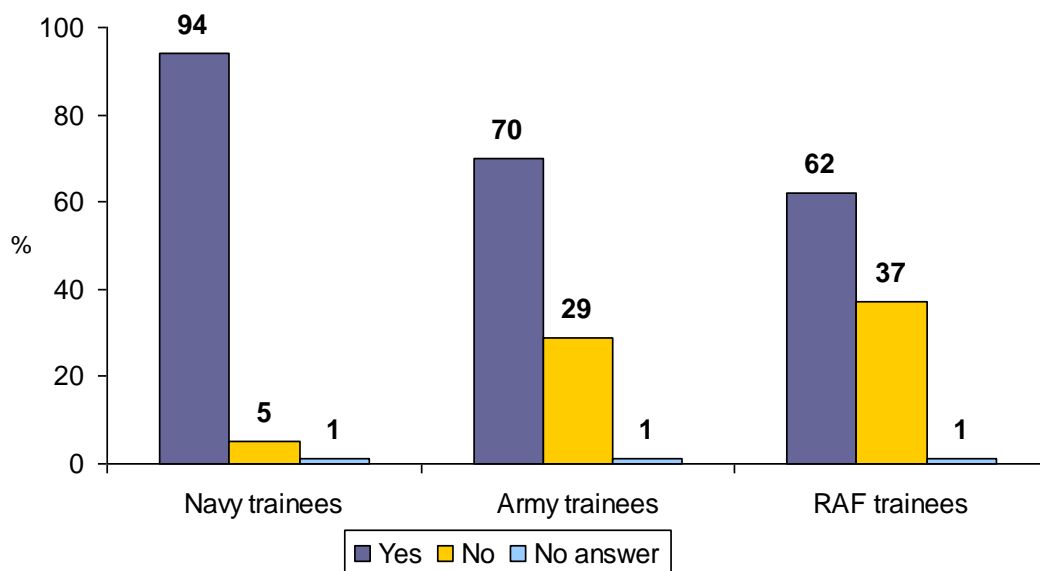
PAY

291. Seventy-four per cent (up from 72% last year) of recruits knew that their pay increases after 26 weeks in training. Navy recruits were the most likely to be aware of this (94%, an increase from 92%), followed by Army recruits (70%, up from 68%) (fig. 97). RAF recruits were the least likely to be aware of the pay increase (62%). The proportion who said they were not aware was highest in the RAF (37%), followed by the Army (29%) and the Navy (5%, down from 7% last year).

292. Male recruits (75%) were more likely to be aware of the increase than their female counterparts (64%). Similarly, female recruits were more likely to say they were not aware than male recruits (36%, compared with 24%).

Phase 1

Did you know that your pay increases after 26 weeks in training?



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 97

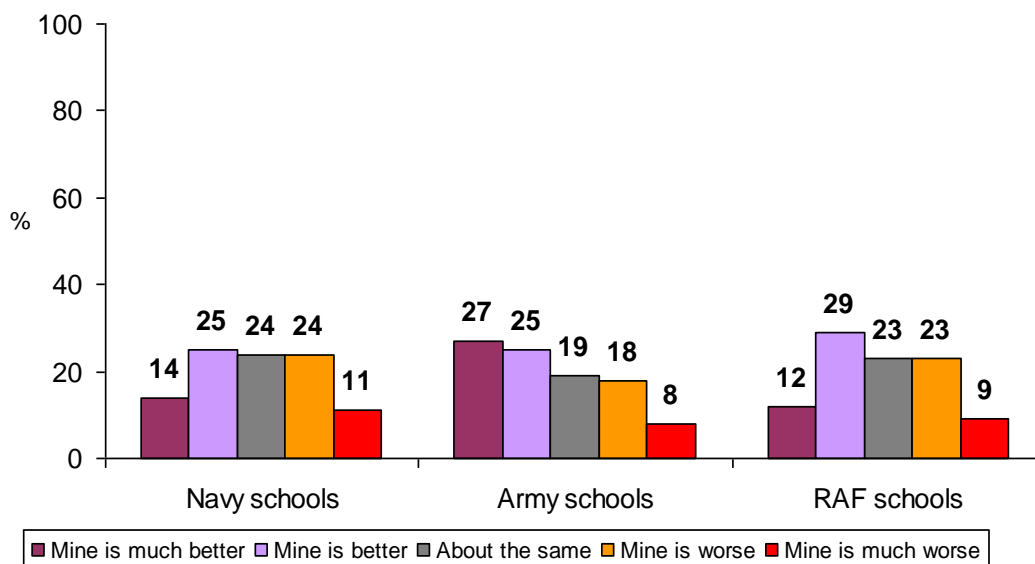
293. Forty-seven per cent of recruits (up from 45%) thought that their pay was better than the pay of their non-military friends at home, while 29% thought it was worse. Army recruits (52%, an increase from 48% last year) were the most likely to say that their pay was better, while Navy recruits were the least likely to do so (39%), (fig.98).

294. Twenty-one per cent of recruits said that their pay was about the same as the pay of their non-military friends at home. Navy (24%) and RAF recruits (23%) were more likely than Army recruits (19%) to say that their pay was about the same. Recruits aged 16-17 (11%) were less likely than older recruits to say that their pay was about the same as their friends at home (24% of those aged 18 or older).

295. Female recruits (58%) were more likely to think that that their pay was better than the pay of their non-military friends at home than their male counterparts (46%). Male recruits (30%) were more likely to say that their pay was worse, than female recruits (19%) and white recruits (29%) were more likely to say so than non-white recruits (25%). The younger the recruit, the more likely they were to say that their pay was better than that of their non-military friends (78% of 16-17 year olds, 53% of 18-19 year olds, 32% of 20-25 year olds, 23% of 26-30 year olds and 20% of those aged 31 and over). The reverse was also shown, whereby the older the recruit the more likely they were to say that their pay was worse (52% of those 31 and over, 49% of 26-30 year olds, 38% of 20-25 year olds, 24% of 18-19 year olds and 8% of 16-17 year olds).

Phase 1

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



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 98

RECOMMENDING THE SERVICE

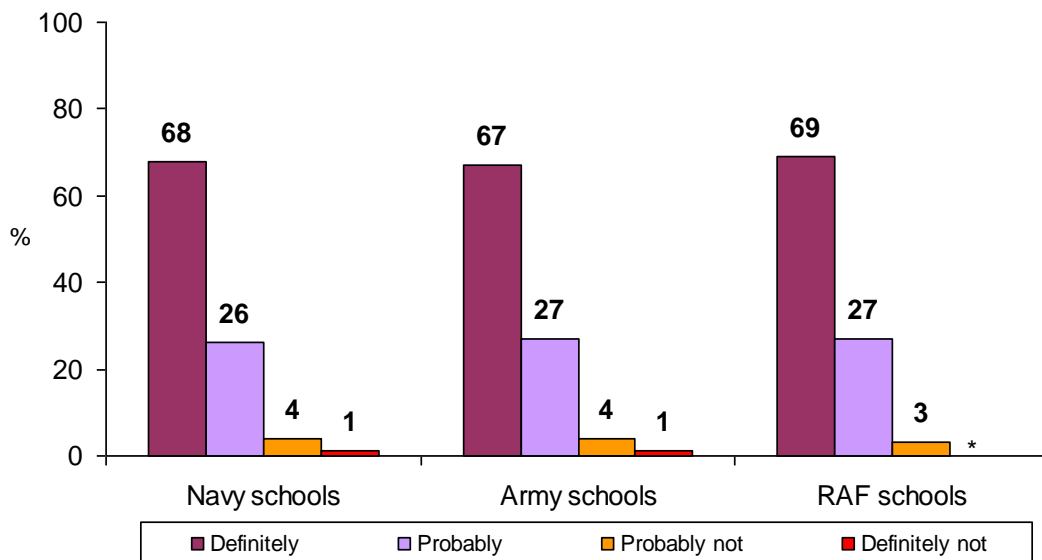
296. Ninety-four per cent of recruits said that they would ‘probably’ or ‘definitely’ recommend joining their Service to others. The majority of recruits said that they would ‘definitely’ do so (68%, up from 64%), with 27% (down from 29% last year) saying that they would ‘probably’ do so.

297. RAF recruits were more likely to recommend joining the Service (97%) than those in the Army and the Navy (both 94%, Army up from 92% last year, fig 99-100).

298. In Phase 1 training female recruits (72%) were more likely to say that they would definitely recommend joining the Services than male recruits (67%) and overall advocacy (those who would ‘definitely’ or ‘probably’ recommend the Service) was also higher (97% of female recruits compared with 94% of male recruits). White recruits (95%) were more likely to say that they would definitely or probably recommend their Service than non-white recruits (92%).

Phase 1

Would you recommend joining your Service to others?

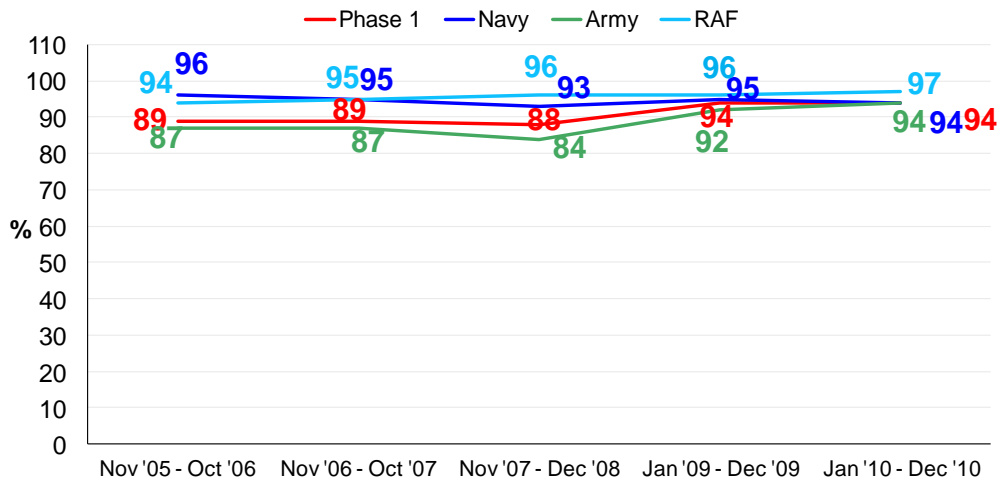


Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 99

Phase 1

Would you recommend joining your Service to others?



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493).

Figure 100

HOPES FOR THE FUTURE

LENGTH OF TIME ON TRAINING COURSE

299. Forty-one per cent (down from 46%) said that they had been on their training course for 3-6 months, while a third (33%, down from 35%) had been on their training course for 1-3 months. A larger proportion than in 2009 had been on their training course for 6-12 months (21% compared with 14% last year), while there was also an increase in those who had been on their training for more than 12 months (from 1% to 2%).

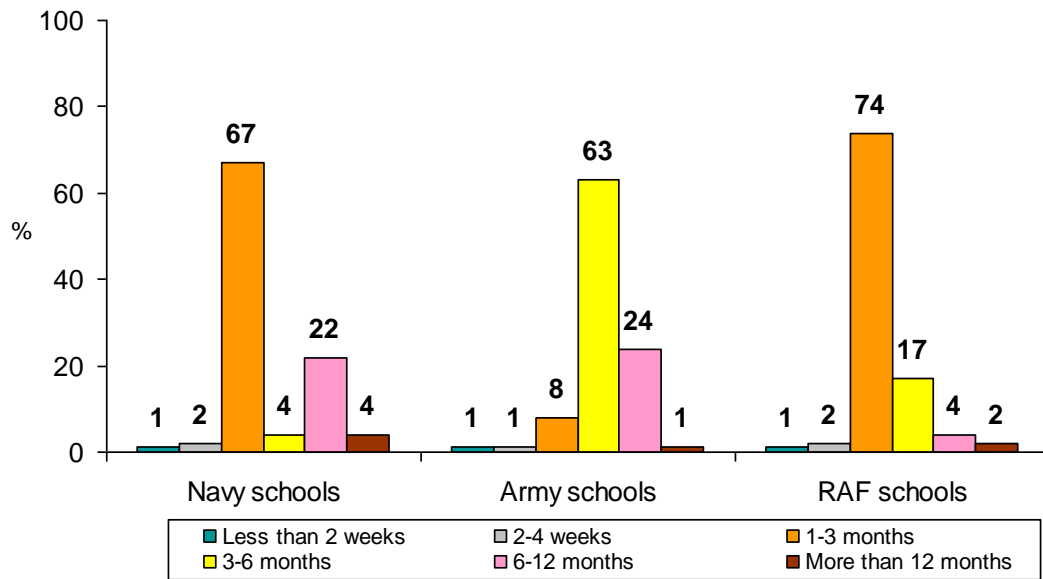
300. The majority of RAF recruits (74%, down from 77%) had been on their current training course for 1-3 months, as had the majority of those in the Navy (67%, down from 70%) (fig. 101). Of Army recruits, 8% had been on their training course for 1-3 months (down from 12%). Sixty-three per cent of Army recruits spent 3-6 months on their current training course compared with 17% of RAF and 4% of Navy (down from 20%) recruits. Twenty-four per cent of Army recruits (up from 20%), 22% of Navy recruits (up from 5%) and 4% of RAF recruits had spent 6-12 months on this training course.

301. Female recruits (42%) were more likely to have been on training courses for 1-3 months than male recruits (32%). Male recruits were more likely to have been on training courses lasting over 3 months (65%) than female recruits (55%). Male recruits (22%) were also more likely to have spent 6-12 months on the training course than female recruits (10%). Thirty-four per cent of white recruits said they were on courses lasting 1-3 months compared with 27% of non-white recruits, while non-white recruits were more likely to have been on a course lasting 3-6 months (48%) than white recruits (41%).

302. Recruits aged 16-17 were more likely than all other age groups to have been on courses lasting more than 3 months (80%) and those aged 31 and over were the least likely to give this answer (45%). Similarly, those aged 31 and over were more likely to have been on a training course for 1-3 months (52%) and 16-17 year olds were the least likely (17%).

Phase 1

How long have you been at XXX for this training course?



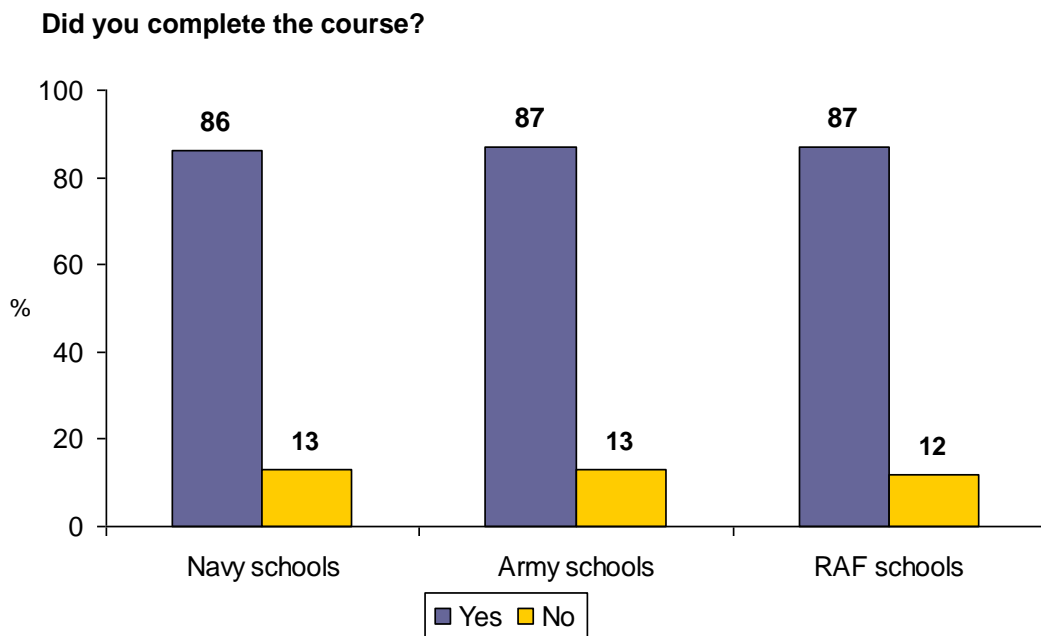
Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 101

303. Overall, 87% of recruits completed the course, which was an increase from 85% last year. Thirteen per cent said that they did not complete the course, down from 14% last year. A higher proportion of Navy (86%, up from 82%) and Army recruits completed the course this year compared with last year (87%, up from 85%), (fig.102).

304. Female recruits were more likely to have completed the course than male recruits (91% compared with 86%).

Phase 1



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

Figure 102

AFTER TRAINING

305. The majority of Phase 1 recruits (63%) were going to move on to the next phase of training. Army recruits were the most likely to be moving on to the next phase of training (65%, up from 61%) compared with Navy recruits (62%, down from 74%) and RAF recruits (58%) (fig. 103). Seventeen per cent said they would be posted to a unit (up from 16% last year) and a further 8% said they would be waiting for a course to start.

306. Twenty-one per cent of Navy recruits (up from 6% last year) said that they would be posted to a unit after the culmination of their Phase 1 training, compared with 19% of Army recruits (down from 23%) and 2% of RAF recruits. A higher proportion of RAF recruits (30%, up from 27% twelve months ago) stated that they would be waiting for another course to start than Navy recruits (8%, down from 10%). In comparison, 2% of Army recruits were waiting for another course to start.

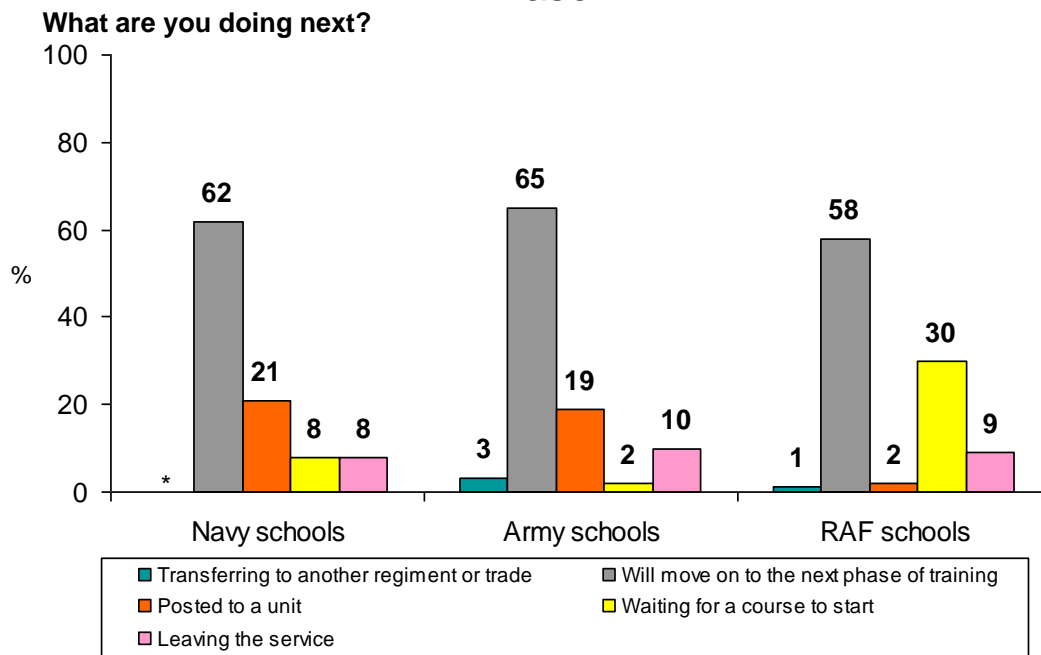
307. Overall, 10% of recruits said that they were leaving the Service at the end of Phase 1 training. Ten per cent of Army recruits gave this answer, which was higher than the 8% of Navy recruits who said that they were leaving. Nine per cent of RAF recruits said that they were leaving. At 3%, Army recruits were the most likely to say that they were transferring to another regiment or trade (compared with 1% of RAF recruits and less than 1% of Navy recruits).

308. Female recruits were more likely than male recruits to say that they would move onto the next phase of training (77% compared with 62%) or would be waiting for a course to start (11% compared with 7%). Male recruits were more likely to say that they would be posted to a unit (18% compared with 2%) than female recruits.

309. Non-white recruits were more likely to say that they would be transferring to another regiment or trade (3% compared with 1% of white recruits) or that they would be posted to a unit (21% compared with 16% of white recruits). White recruits were more likely to be waiting for a course to start (8%) than non-white recruits (5%).

310. Recruits aged 16-17 years old were more likely to be moving on to the next phase of training than other age groups (77% compared with 58%-67% of the other age groups). Recruits aged 16-17 were the least likely to be posted to a unit (5% compared with 12%-22% of the other age groups) or waiting for a course to start (4% compared with 8%-14% of the other age groups).

Phase 1



Number of respondents: Navy schools (2,257), Army schools (5,618), RAF schools (1,493)

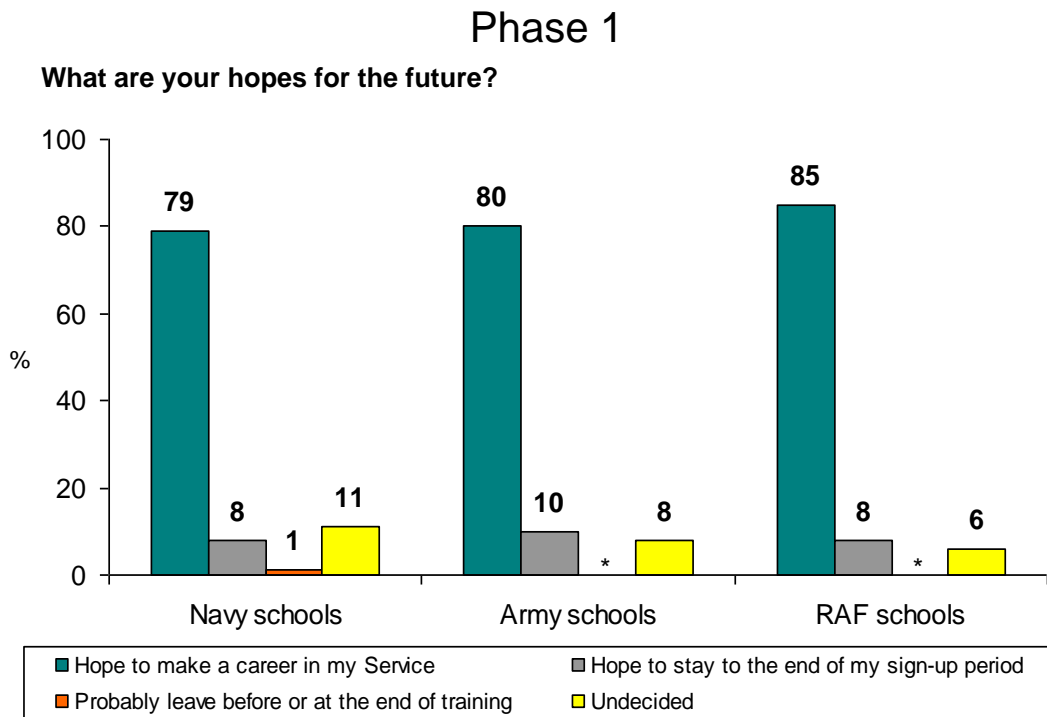
Figure 103

HOPES FOR THE FUTURE

311. Of those not leaving, 81% overall hoped to make a career in the Service, up from 79% last year. RAF recruits (85%) were more likely to say this than either Army (80%, up from 76% last year) or Navy (79%) recruits (fig. 104).

312. Nine per cent of recruits wanted to stay until the end of their sign-up period. Army recruits (10%) were the most likely to hope to stay until the end of the period, compared with Navy and RAF recruits (both 8%). The proportion of recruits who said that they were undecided (8%) is down by one percentage point from last year (9%).

313. A higher proportion of female recruits (89%) than male (80%) hoped to make a career in their Service, while male recruits were more likely to say they were undecided (9%, compared with 4%). A higher proportion of male recruits thought they would probably leave the Service before or at the end of their training (1%, compared with none of the female recruits).



Number of respondents (Those staying in the service): Navy schools (2,067), Army schools (5,037), RAF schools (1,354)

Figure 104

REASONS FOR LEAVING THE SERVICE

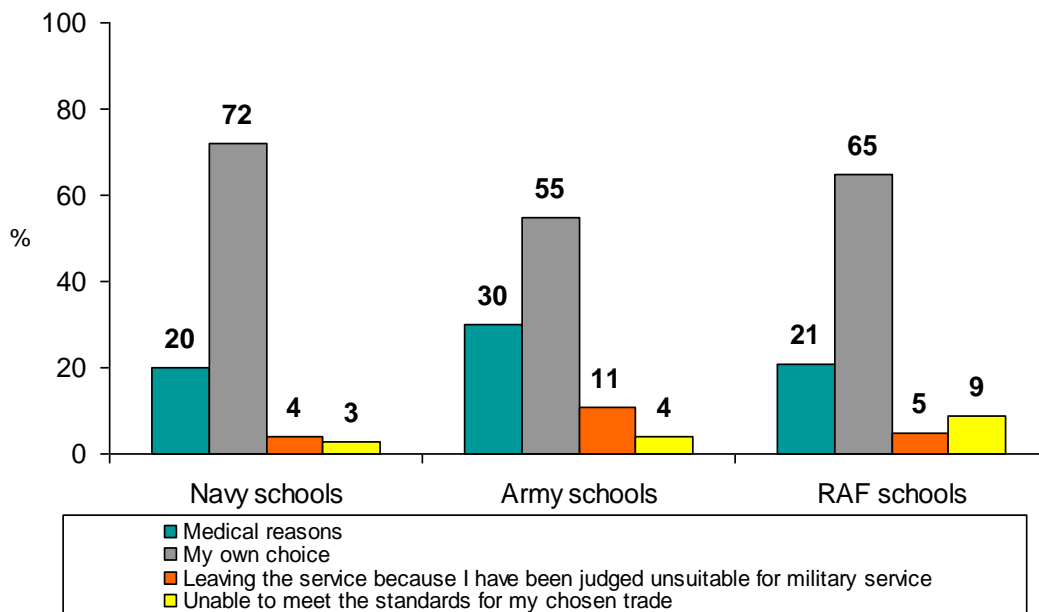
314. The main reason provided by Phase 1 recruits for leaving the Service was that they were leaving of their own choice (60%, down from 74%). Army recruits were the least likely to say this (55%) compared with RAF (65%) or Navy recruits (72%) (fig. 105).

315. Twenty-six per cent (up from 14%) of those who said that they were leaving said that they were doing so for medical reasons. Army recruits (30%, up from 17%) were more likely to cite this than either RAF (21%, up from 9%) or Navy recruits (20%, up from 10%). Army recruits were more likely to have been judged unsuitable for military service (11%) than either RAF (5%) or Navy (4%) recruits.

316. A higher proportion of male recruits (61%) than female recruits (47%) said that they were leaving the Service of their own choice, whereas a higher proportion of female recruits (44%) than male recruits (25%) were leaving due to medical reasons. White recruits were more likely to say that they were leaving of their own choice than non-white recruits (61% compared with 46%). Those aged 16-17 were more likely than any other age group to be leaving of their own choice (67% compared with 57% of those aged 18 or older) and were the least likely to be leaving due to medical reasons (19%).

Phase 1

Why are you leaving the service?



Number of respondents (All those leaving the service): Navy schools (190), Army schools (581), RAF schools (139)

Figure 105

317. Among Phase 1 recruits the main reasons cited by those choosing to leave the Service were that they did not like the lifestyle (39%), that they missed family or friends too much (37%, down from 44%), or because the Service was not what they expected (36%).

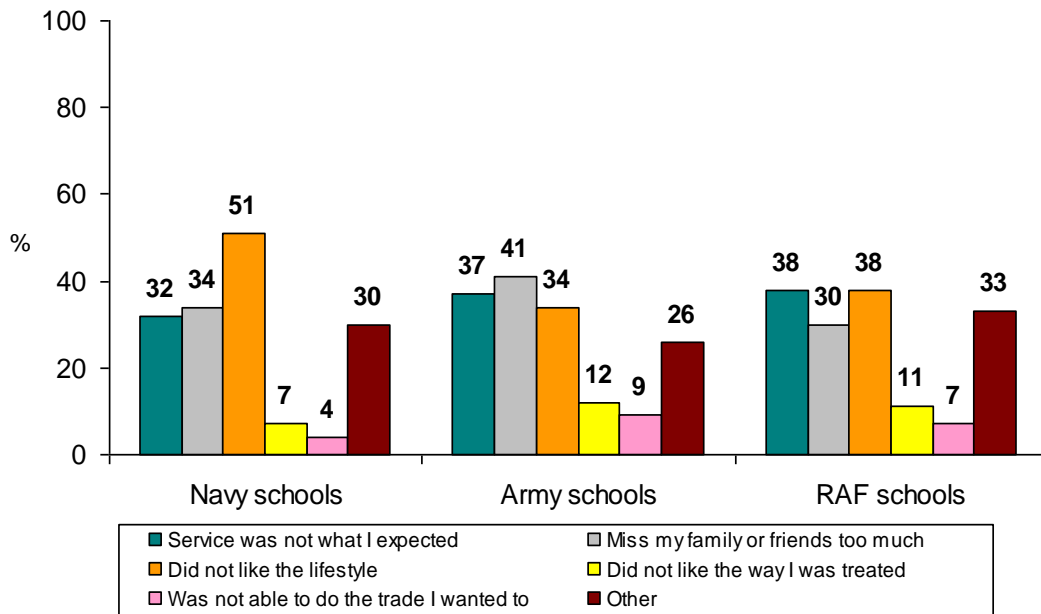
318. Navy recruits (51%) were more likely to say that they did not like the lifestyle than Army recruits (34%, down from 41%) (fig. 106). The proportion of RAF recruits who gave this answer was 38%.

319. This year, Navy recruits were less likely to cite missing their friends and family as a reason (34%, down from 51%).

320. Army recruits were more likely than Navy recruits to say that the reason they were choosing to leave the Service was because they were not able to do the trade they wanted to (9% compared with 4%). Seven per cent of RAF recruits gave this as a reason.

Phase 1

Why are you leaving the service by your own choice?



Number of respondents (All leaving the service by own choice): Navy schools (136), Army schools (318), RAF schools (91)

Figure 106

DETAILED FINDINGS – PHASE 2

321. The results of the survey questions, presented by Service, are detailed overleaf. Statistically significant differences²⁹ between sub groups (such as Service, gender, age of trainee and ethnicity) are highlighted.

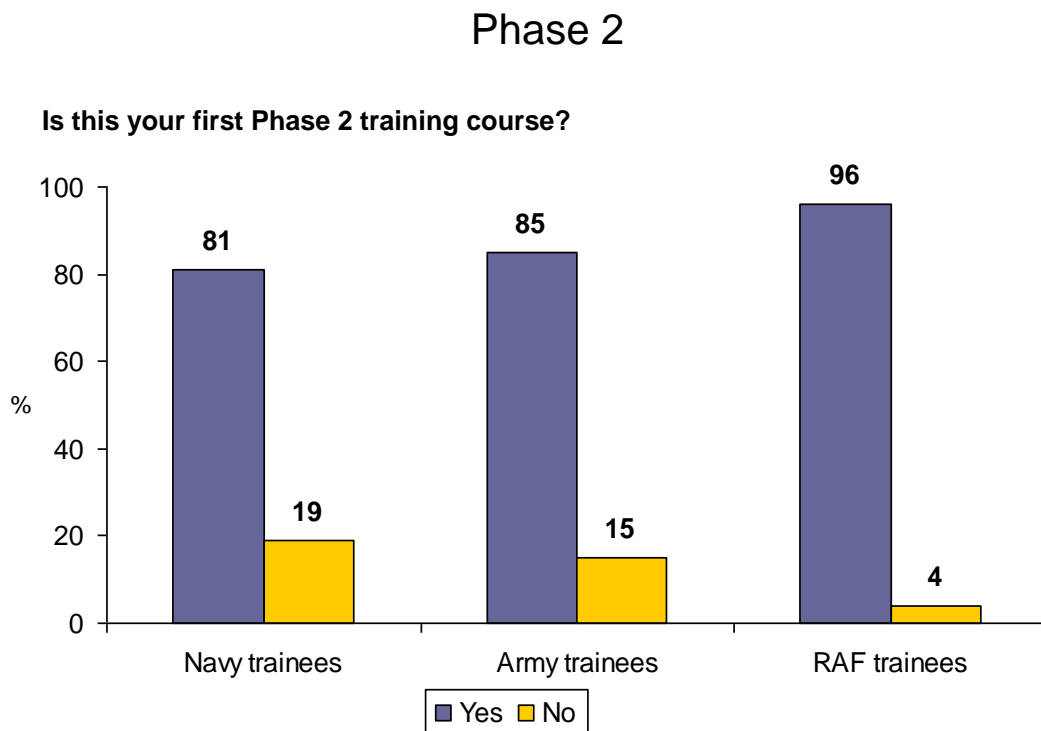
322. In the preceding Phase 1 analysis the Service to which the recruits belonged was assigned to them automatically, as Phase 1 training is conducted at Single Service training establishments only. In Phase 2 training there are many multi-Service schools, and therefore the Service definition in this analysis is based on which Service trainees said they belonged to in a question asked at the start of the questionnaire. Fourteen trainees did not answer this question and so are not included in the analysis broken down by Service.

²⁹Results are statistically significant if they are unlikely to have occurred by chance

PRE-TRAINING EXPERIENCES OF THE SERVICES

323. Eighty-six per cent of trainees (up from 81% last year, and 79% the year before) were on their first Phase 2 training course. RAF trainees were the most likely to be on their first course (96%, compared with 85% of Army trainees and 81% of Navy trainees) (fig. 107).

324. White trainees (87%) were more likely than non-white trainees (84%) to be on their first Phase 2 training course, and the proportion on their first training course decreased with age, from 95% of 16—17 year olds to 63% of those aged 31 or over.

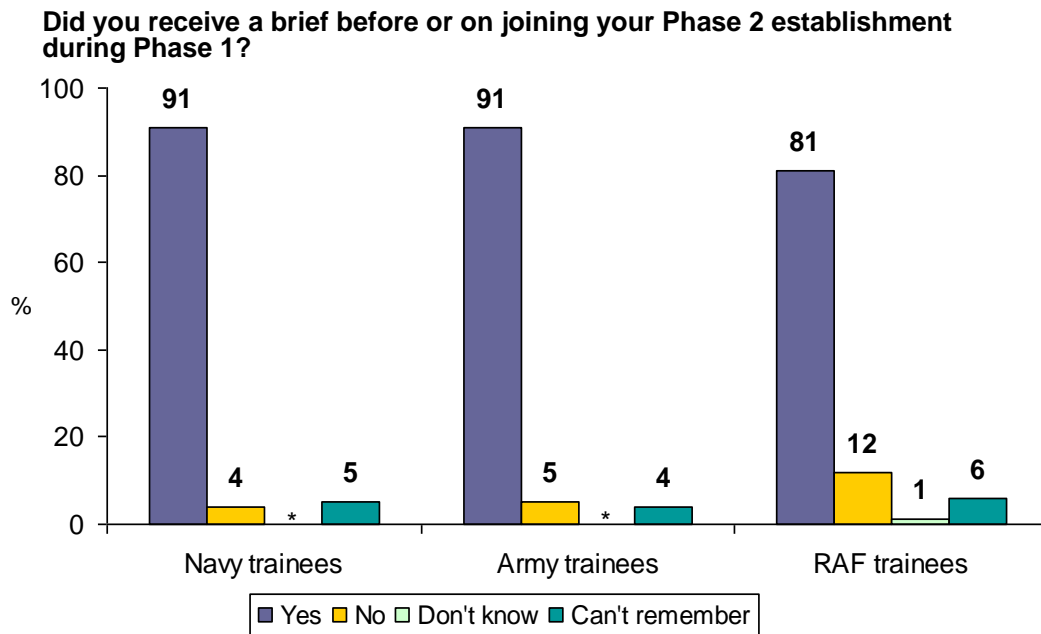


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 107

325. Those who were on their first training course were asked if they received a brief on joining their Phase 2 establishment during Phase 1. The majority, 88%, said that they did receive one, an increase since last year (86%); 6% said that they did not receive one (a decrease of two percentage points from last year). RAF trainees were more likely to say that they did not receive a brief (12%) than Army trainees (5%) or Navy trainees (4%) (fig. 108). Female trainees (10%) were more likely than male trainees to say they did not receive one (6%).

Phase 2



Number of respondents: Navy trainees (1,734), Army trainees (3,675), RAF trainees (1,767)

Figure 108

THE GAP BETWEEN PHASE 1 AND PHASE 2 TRAINING

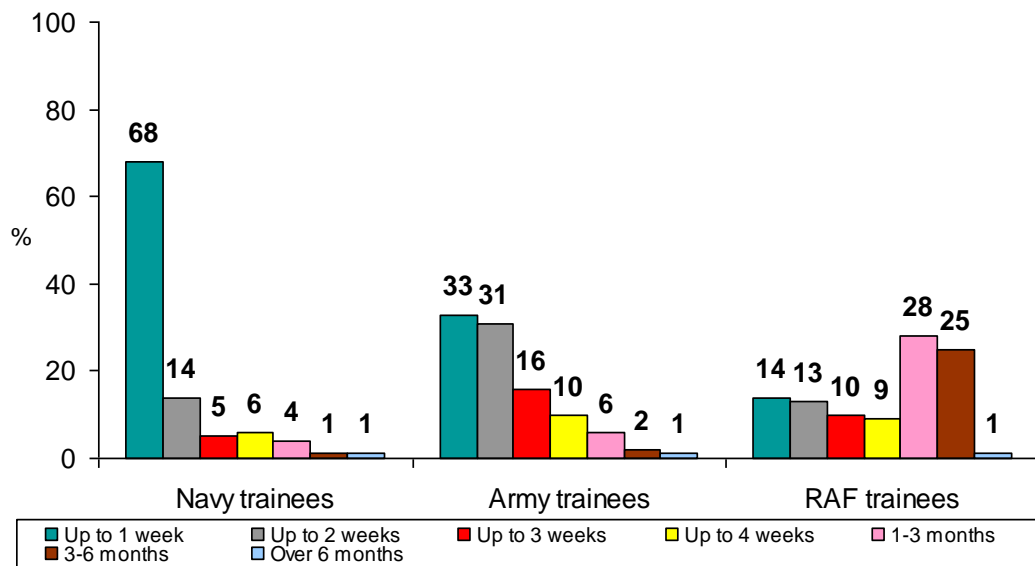
326. Trainees on their first Phase 2 training course were asked how long the gap between their Phase 1 and Phase 2 course was. Overall, 59% of Phase 2 trainees had a gap of two weeks or less between their Phase 1 and Phase 2 training course, with 41% waiting three weeks or more (up from 38% last year). RAF trainees were the most likely to have a gap of three weeks or more (74% compared with 37% of Army trainees and 17% of Navy trainees) (fig. 109).

327. Thirty-six per cent had a gap of one week (up from 35% last year); 22% had a gap of two weeks (down from 27% last year).

328. Trainees aged 16-19 (24%) were more likely to have had a gap of 3-4 weeks than those aged 20-25 (19%).

Phase 2

How long was the gap between your Phase 1 and Phase 2 training course?



Number of respondents (all on their first Phase 2 training course): Navy trainees (1,734), Army trainees (3,675), RAF trainees (1,767)

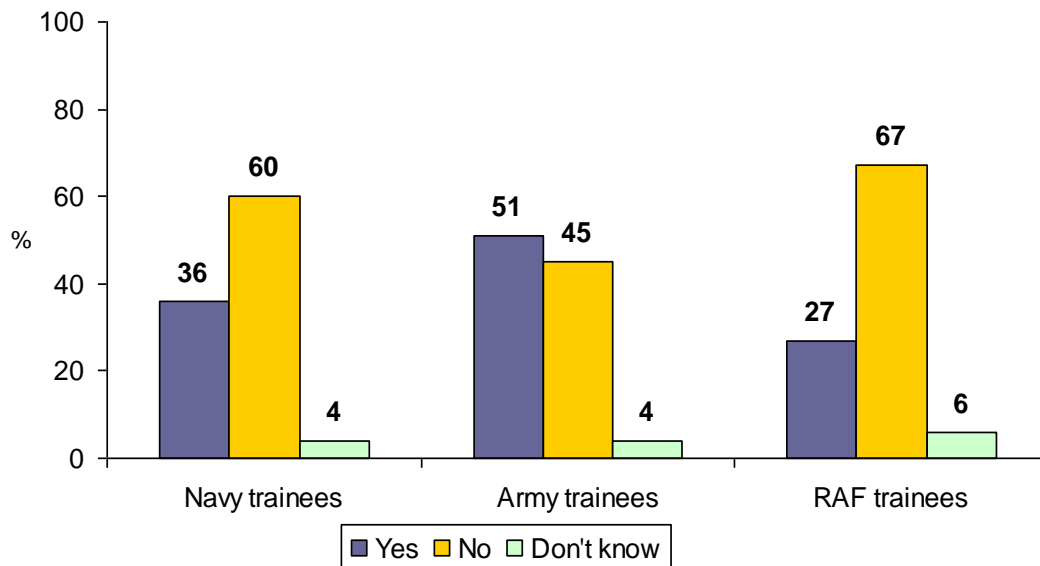
Figure 109

329. Fifty-three per cent of trainees did not have a gap between any of their Phase 2 modules/courses, with 41% saying that they did have a gap. Army trainees were the most likely to have had a gap (51%), followed by Navy trainees (36%, up from 31% last year) (fig. 110). RAF trainees were the least likely to have had a gap (27%).

330. Male trainees were more likely than female trainees to have had a gap between modules/courses (43% compared with 31%). Trainees aged 16-19 were more likely than older trainees to say that they had a gap (46% compared with 39% of those aged 20 or older).

Phase 2

Have you had a gap between any of your Phase 2 modules/courses?



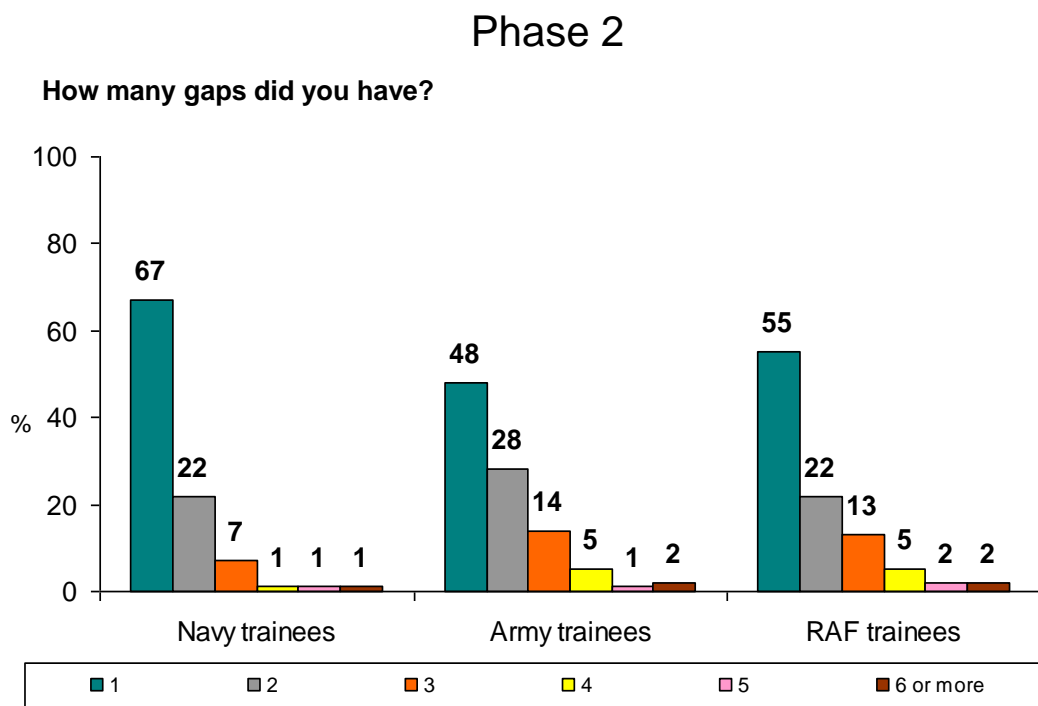
Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 110

331. Trainees who had a gap between any of their Phase 2 modules/courses were asked how many gaps they had.

332. Fifty-four per cent of trainees who had a gap said that they only had one (up from 50%), with 26% having two gaps. Eighteen per cent had three to five gaps, with 2% (down from 4% last year) having six or more. Navy trainees were the most likely to have had only one gap (67%, compared with 55% of RAF trainees and 48% of Army trainees) (fig. 111).

333. Female trainees were more likely than male trainees to have only had one gap (59% compared with 53%).



Number of respondents (all who had a gap between their phase 2 modules/courses): Navy trainees (774), Army trainees (2,197), RAF trainees (491)

Figure 111

334. Trainees who had a gap of two to three weeks or more between their Phase 1 and first Phase 2 training course were asked what they did during this gap.

335. It should be noted that a large proportion of trainees chose not to answer this question (45%, up from 35% last year, which is, in turn, up from 32% in 2007- 2008). RAF trainees (73%, up from 54% last year, which is, in turn, up from 42% in 2007/2008) were more likely to choose not to answer the question than those in the Navy (29%). Army trainees (22%) were least likely to choose not to answer the question. Male trainees (47%) were more likely to choose not to answer the question than female trainees (35%). Trainees aged between 20-25 years (50%) were more likely to choose not answer the question than those aged 18-19 years (45%), who were, in turn, more likely to not answer the question than those aged 16-17 years (29%).

336. Of those trainees who had a gap of two to three weeks or more between their Phase 1 and first Phase 2 training course, 32% of trainees said they spent this time on leave (32% of those who were asked the question). Army trainees (49%, up from 41%) were more likely to spend this time on leave than Navy trainees (34%, up from 22%) and RAF trainees (15%, down from 24%) (fig. 112). Trainees aged 16-17 years (43%) were more likely to have spent time on leave than those aged 18-19 years (34%) who were, in turn, more likely to have spent time on leave than those aged 20-25 years (29%).

337. Eleven per cent of trainees spent this time doing nothing (down from 15% last year). Navy trainees (18%, down from 27%) and Army trainees (15%) were more likely to have spent this time doing nothing than those in the RAF (5%, down from 10%). Female trainees (17%) were more likely to say they spent this time doing nothing than male trainees (10%). Eighteen per cent of trainees aged 16-17 spent time doing nothing during their gap, compared with 10% amongst those aged 18-19 and 20-25 and 11% of those aged 26-30 years.

338. Eight per cent spent this time on guard duty, a decrease from last year (16%). Army trainees (13%, down from 21%) were more likely to have spent time on guard duty compared to Navy trainees (6%) and RAF trainees (4%, down from 13%). Male trainees (9%) were more likely than female trainees (4%) to have spent time on guard duty.

339. Seven per cent of Phase 2 trainees spent the time in their gap doing training, a decrease from 9% last year, while 7% (down from 10%) said that they did adventure training. Army trainees (11%) and Navy trainees (9%) were more likely to say they spent their time doing training than those in the RAF (3%). Trainees aged 16-17 (10%) and those aged 18-19 (9%) were more likely to say this than those aged 20-25 years (6%).

340. There was an increase in the proportion of Navy trainees who said they spent their time on adventure training (8%, up from 4%) and a decrease in the

proportion of RAF trainees (8%, down from 13%) and Army trainees (6%, down from 9%) who said the same.

341. Five per cent of trainees spent time on basic skills education. Army trainees (6%) and Navy trainees (5%) were more likely to have spent time on basic skills education than RAF trainees (3%).

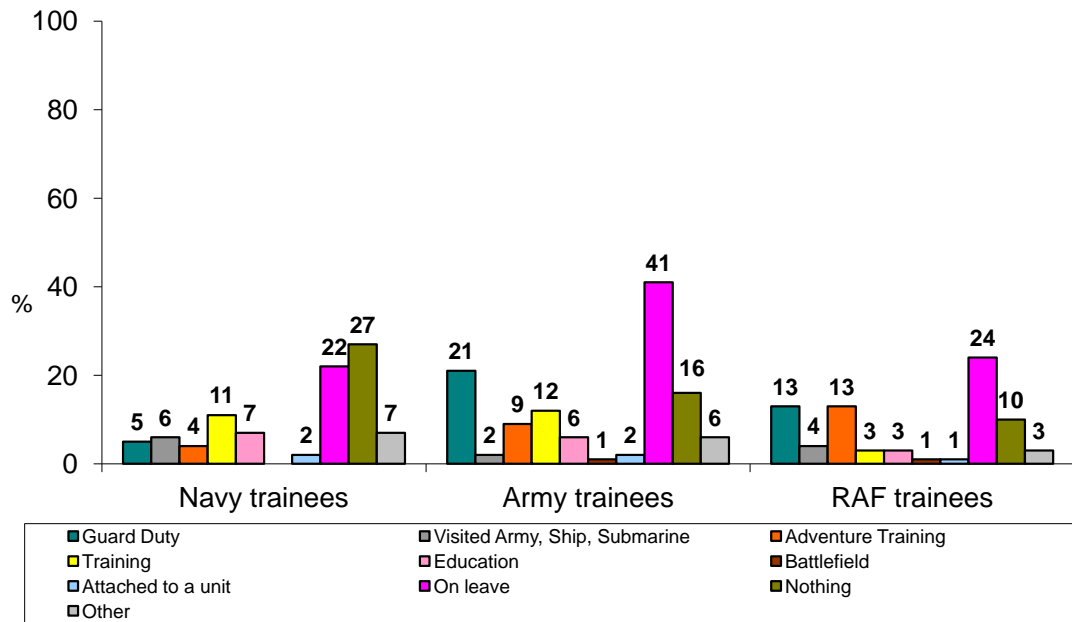
342. Three per cent of trainees visited a unit, ship, submarine or operational station during their gap. Navy trainees (7%) were more likely to say this than RAF trainees (3%) who were, in turn, more likely to say this than Army trainees (1%, down from 2%).

343. Overall, one per cent of trainees said that they were attached or assigned to a unit, down from 1% last year. Navy trainees (2%) and Army trainees (2%) were more likely to say this than RAF trainees (less than 1%). Overall, the same proportion said that they spent their time on a battlefield tour.

344. Four per cent of trainees said that they spent their gaps between training doing something other than the options provided. Navy trainees (8%) were more likely to have said they were doing something else than Army trainees (4%) who were, in turn, more likely to have said this than RAF trainees (3%). Female trainees (6%) were more likely to have said this than male trainees (4%).

Phase 2

Which of the following did you do in this gap?



Number of respondents (All who had a gap of 2-3 weeks or more between Phase 1 training and their first Phase 2 training course) : Navy trainees (323), Army trainees (1,514), RAF trainees (984)

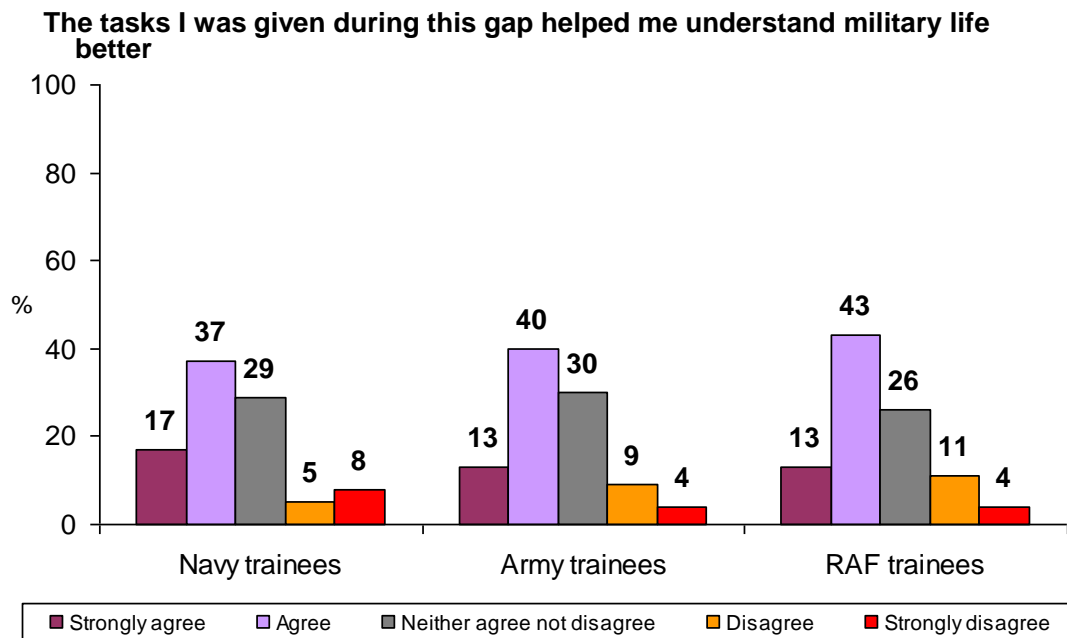
Figure 112³⁰

³⁰This was a multi-coded question; respondents could select more than one answer

345. Trainees who spent the gap between training on activities other than leave (or doing nothing) were asked how they felt about the tasks given to them.

346. Fifty-four per cent agreed that these tasks helped them better understand military life, and 64% agreed that the tasks taught them extra skills or improved their knowledge. For a full breakdown by Service please see figs. 113-114.

Phase 2

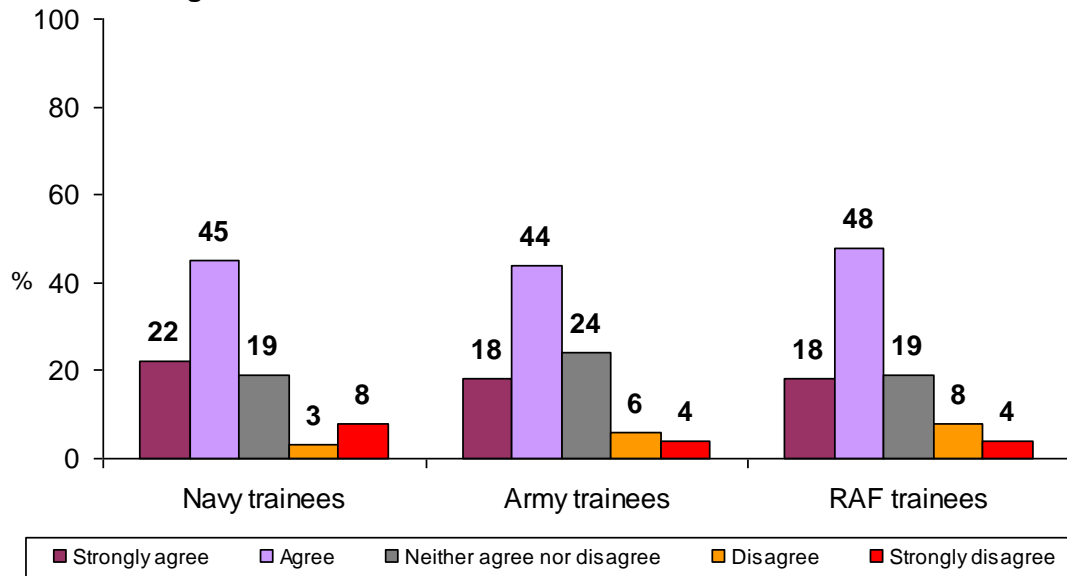


Number of respondents (all who had a gap of two - three weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing): Navy trainees (78), Army trainees (352), RAF trainees (202)

Figure 113

Phase 2

The tasks I was given during this gap taught me extra skills/improved my knowledge



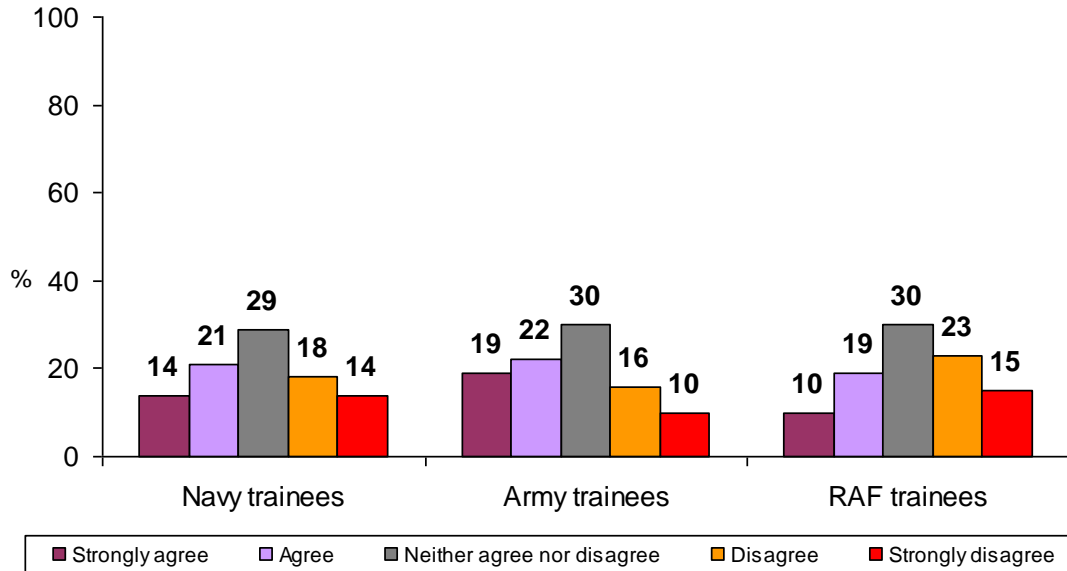
Number of respondents (all who had a gap of two - three weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing): Navy trainees (78), Army trainees (352), RAF trainees (202)

Figure 114

347. Thirty-seven per cent stated that the tasks given to them made them feel bored. Army trainees (41%) were more likely to say that they were bored during a gap than their colleagues in the RAF (29%), (fig. 115). Older trainees were more likely to disagree that they felt bored (46% of 26-30 year olds) than younger trainees (28% of 16-25 year olds).

Phase 2

The tasks I was given during this gap made me feel bored



Number of respondents (all who had a gap of two - three weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing): Navy trainees (78), Army trainees (352), RAF trainees (202)

Figure 115

FACILITIES AND SUPPORT

ACCOMMODATION

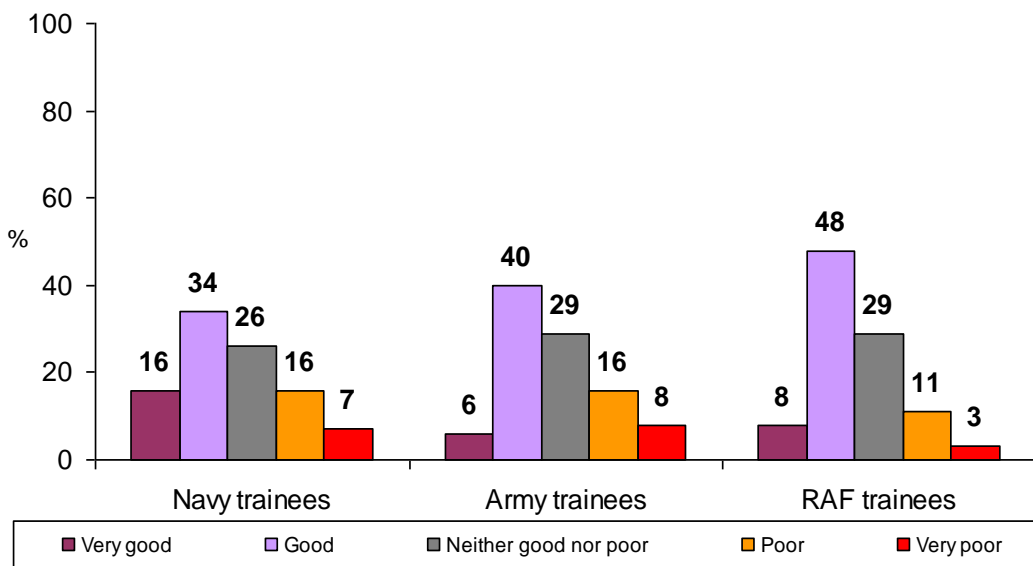
348. Forty-nine per cent of Phase 2 trainees rated the standard of living accommodation as good (up from 42% last year, and 40% in 2007/8), with 22% rating this as poor (down from 27% last year, and 29% in 2007/8).

349. RAF trainees were the most likely to rate this aspect highly (56% rated accommodation as good overall, up from 51% last year), followed by Navy trainees (50%, up from 42% last year) (figs. 116-117). Army trainees were the least likely to be positive, but have seen an increase in the proportion rating accommodation as good (46%, up from 39% last year and 37% in 2007/8). Female trainees were more likely than male trainees to rate the accommodation as good (57% compared with 48% respectively).

350. The proportion of Phase 2 trainees satisfied with the standard of living accommodation has increased year on year, rising from 40% in 2007/8 to 42% in 2009 and now to 49%. This trend can also be observed in the Army. In the RAF the proportion of trainees who rated the standard of living accommodation as good fell in 2009 to 51% from 56% the year before. This year it has changed again, returning to 56%. In the Navy there was no change between 2007-08 and 2009, before increasing from 42% to 50% over the last twelve months.

Phase 2

How would you rate ...standard of living accommodation?

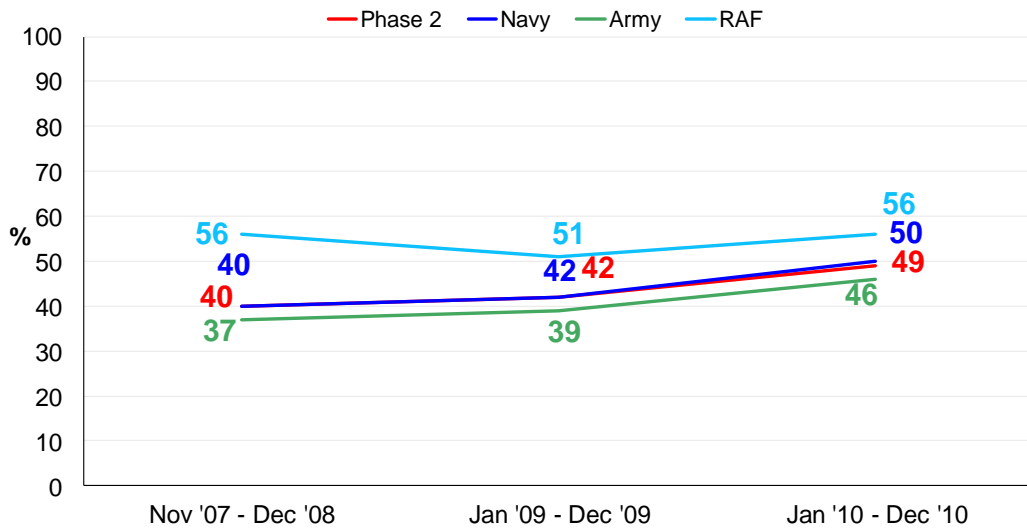


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 116

Phase 2

How would you rate the standard of living accommodation?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 117

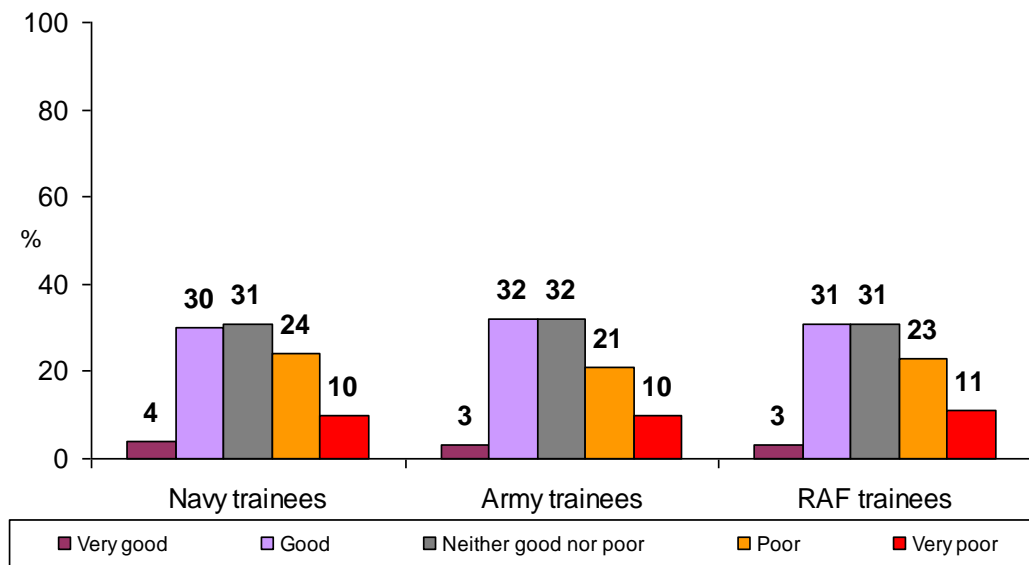
OFF DUTY RECREATION

351. Thirty-five per cent of Phase 2 trainees rated off duty recreation on site as good; 32% rated this as poor. RAF and Navy trainees were more likely to be negative about this (35% and 34% rated this as poor respectively) than Army trainees (31%) (fig. 118).

352. Male trainees were more likely to be positive about on site off duty recreation than female trainees (35% compared with 29%), and non-white trainees were more likely to be positive than white trainees (43% compared with 34%).

Phase 2

How would you rate ...things to do when off duty on site?



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 118

353. Phase 2 trainees were more positive about off duty recreation off site/locally than on site, with half (50%, up from 49% last year) rating this as good overall. Nineteen per cent rated this as poor. RAF trainees were the most likely to say that this was good (57%, up from 52% last year) compared with Navy (52%) and Army trainees (47%), (fig. 119).

354. Female trainees were more likely to be positive about off site off duty recreation than male trainees (60% compared with 49%).

Phase 2

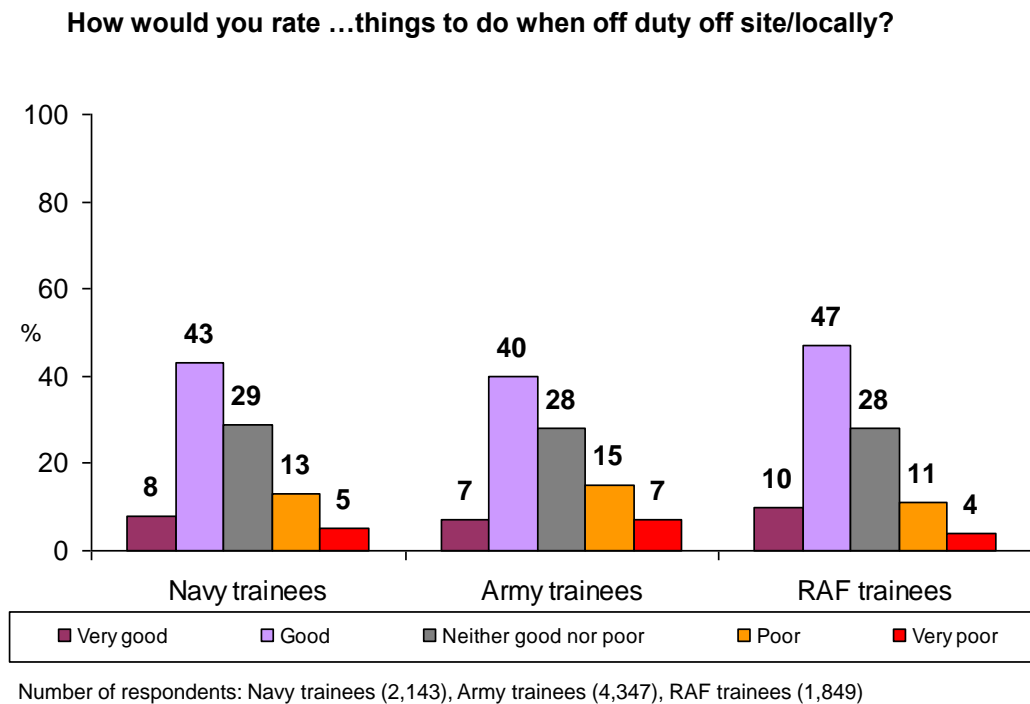


Figure 119

SPORTS FACILITIES

355. Eighty-one per cent of Phase 2 trainees rated the sports facilities as good (up from 79% last year and 78% in 2007/8), with 5% saying that this was poor. RAF (88%, up from 83%) and Navy (86%, up from 82%) trainees were more likely to be positive about the sports facilities than Army trainees (76%, down from 78%), (fig. 120).

356. Female trainees (6%) were more likely to rate sports facilities as poor than male trainees (4%).

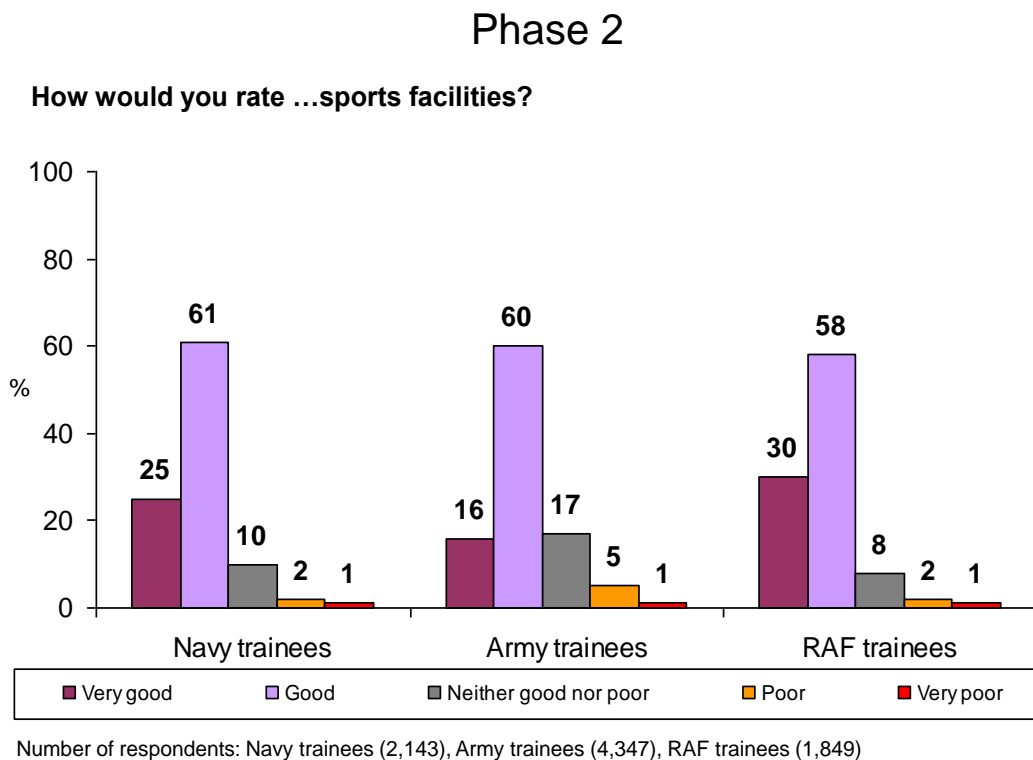


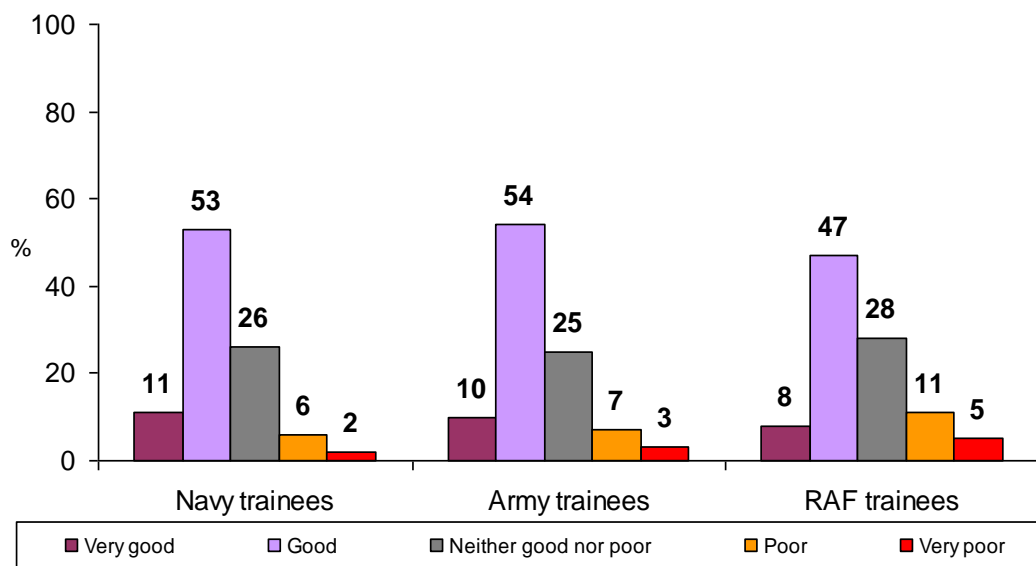
Figure 120

TIME FOR PERSONAL ADMINISTRATION

357. Sixty-two per cent of Phase 2 trainees rated the time they had for essential personal administration as good. Eleven per cent rated it as poor, up from 9% last year. Navy (65%) and Army (64%) trainees were more likely to rate the time available for personal administration as good than RAF trainees (55%), (fig. 121). Female trainees were more likely to rate this as good than male trainees (67% compared with 62%).

Phase 2

How would you rate ...time for essential personal administration?



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 121

MEDICAL CARE

358. The majority of trainees thought that the level of medical care on offer was good (74% of Phase 2 trainees, up from 71% last year). Navy trainees (76%, up from 72%) were more positive about medical care than Army trainees (73%) (fig. 122). Seventy-four per cent of RAF trainees rated medical care as good, up from 69% last year. Female trainees were more likely than male trainees to rate medical care poorly (12% compared with 4%).

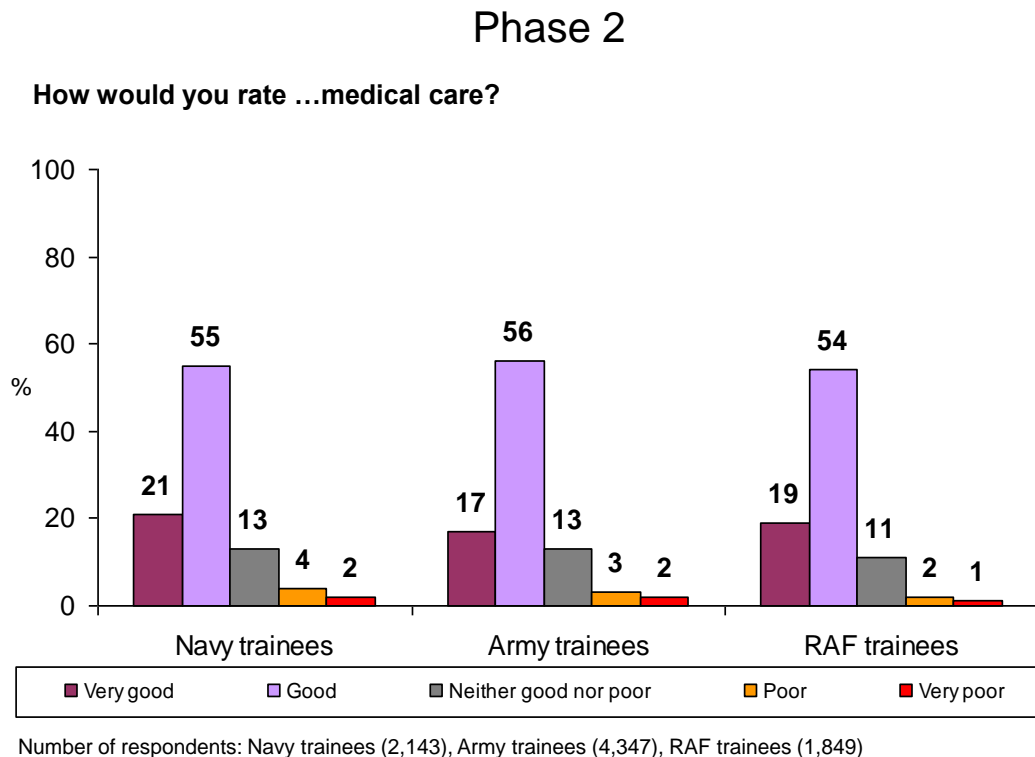


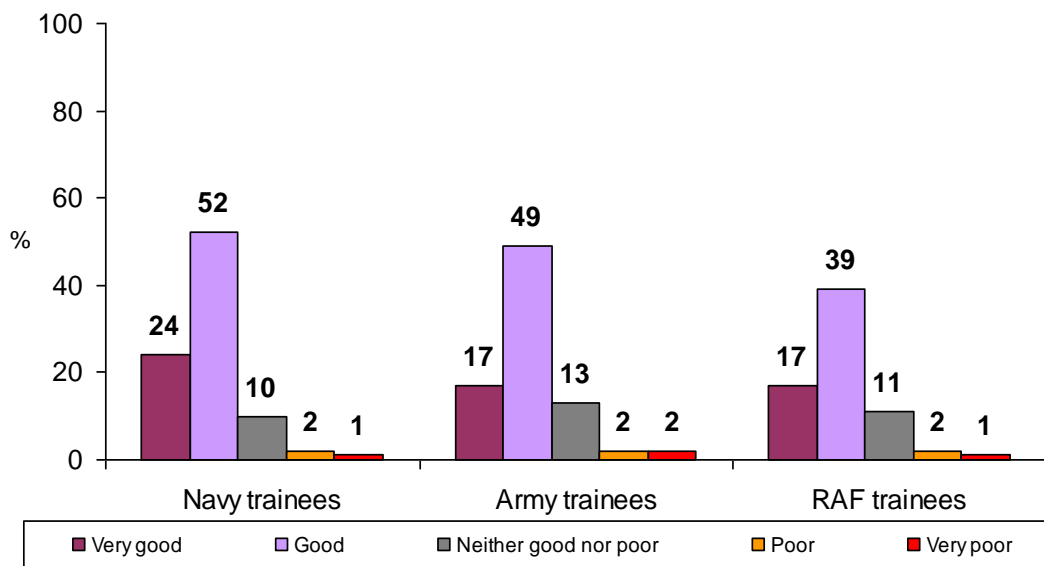
Figure 122

DENTAL CARE

359. The majority of Phase 2 trainees rated dental care as good (66%, up from 63% last year) with 4% rating it as poor. Navy trainees (76%, up from 72%) were more satisfied with dental care than their counterparts in the Army (66%, up from 63%), who in turn were more likely to rate this as good than those in the RAF (57%) (fig. 123). Female trainees were more likely to rate the dental care poorly than male trainees (7% in comparison with 3%).

Phase 2

How would you rate ...dental care?



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

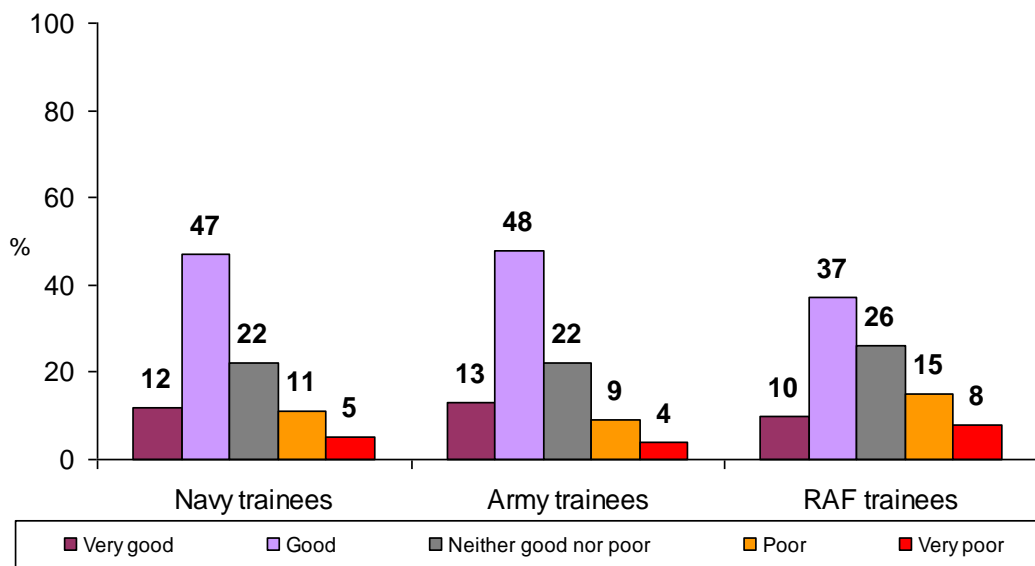
Figure 123

ACCESS TO IT

360. The majority of Phase 2 trainees rated access to IT for personal use as good (58%), with 16% rating it as poor. Army and Navy trainees were more likely to be positive about this (62% and 59% respectively) than RAF trainees (47%) (fig. 124). Female trainees were more likely to rate the IT access as good (66%) than their male counterparts (57%). Those aged 31 and over were more likely to be negative about IT access (20%) than the younger age groups (15% of 16-19 year olds rated access as poor).

Phase 2

How would you rate ...access to IT for personal use



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

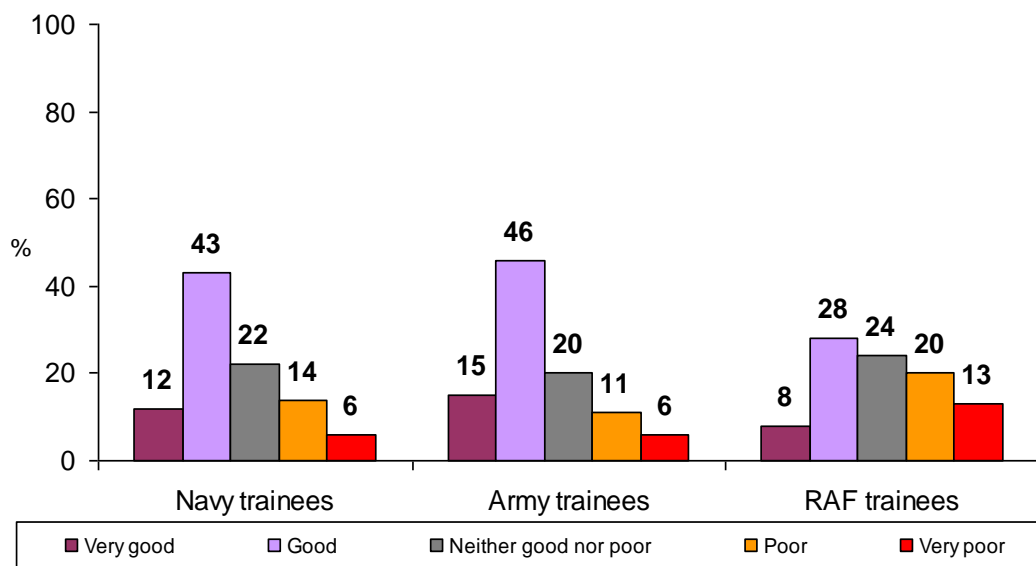
Figure 124

INTERNET ACCESS

361. The majority of Phase 2 trainees rated internet access as good (53%), with 21% saying that this was poor (up from 19% last year and 18% in 2007/8). Army trainees were the most likely to rate this as good (61%), followed by Navy trainees (54%), with RAF trainees the least likely to rate internet access as good (36%) (fig. 125). Female trainees were more likely than male trainees to rate internet access as good (63% compared with 52%).

Phase 2

How would you rate ...internet access



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

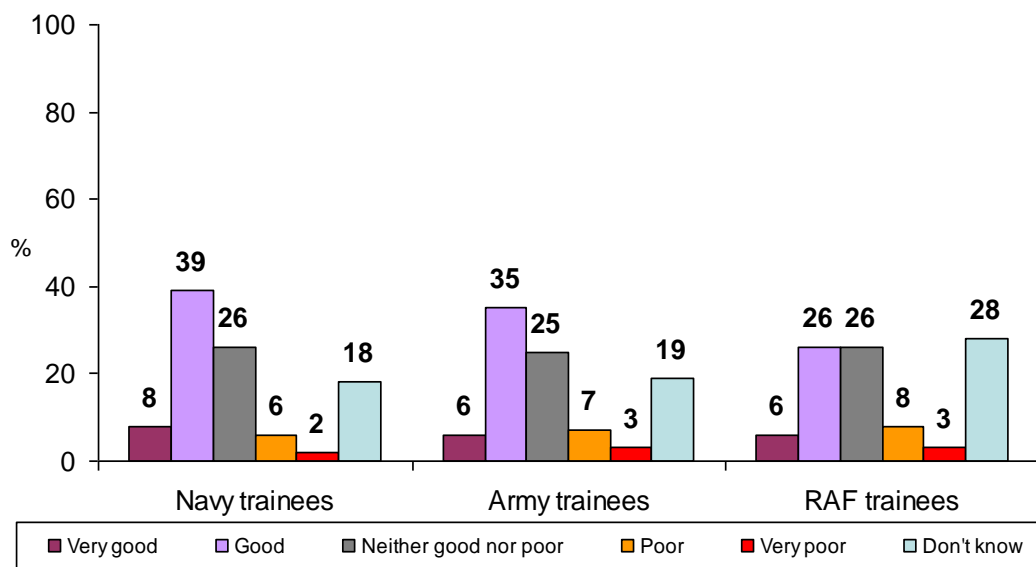
Figure 125

LEARNING CENTRE

362. Forty-one per cent of Phase 2 trainees rated the learning centre for study after hours as good (down from 44% last year), with one in ten rating this as poor (10%). Navy trainees were the most likely to rate this as good (47%, down from 52%), followed by Army trainees (42%) (fig. 126). RAF trainees were the least likely to rate the learning centre as good (32%). Female trainees were more likely rate the learning centre as good than male trainees (47% compared with 40%). Those aged 31 and over were more likely to rate the learning centre as good (47%) than those aged between 16 and 19 (40%).

Phase 2

How would you rate ...learning centre to study after hours



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 126

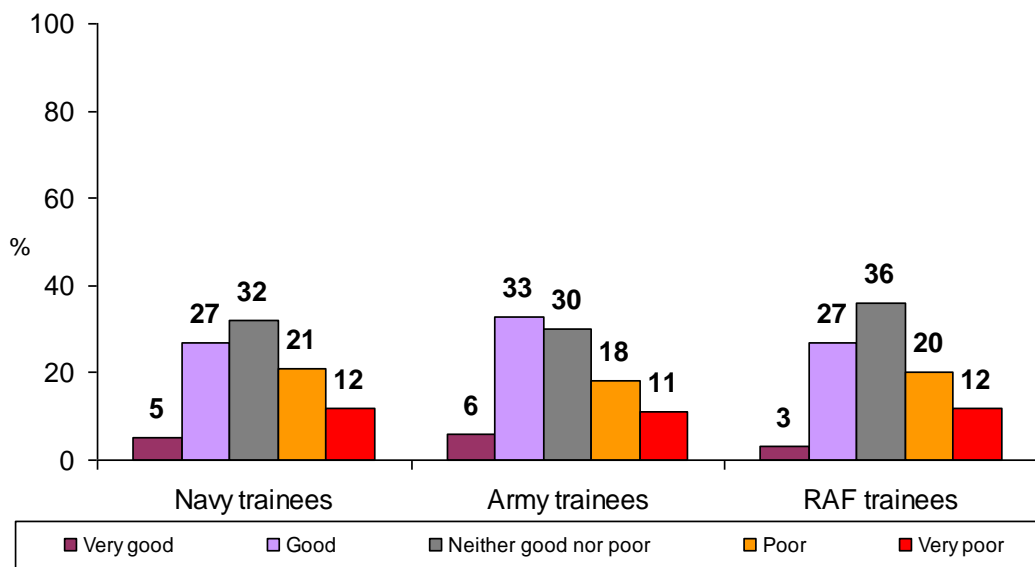
VARIETY OF EATING AND DRINKING AREAS

363. Thirty-five per cent of Phase 2 trainees rated the variety of eating and drinking areas as good (down from 38% last year and 42% in 2007/8). Army trainees (39%, down from 41%) were more likely to rate this as good than their counterparts in the Navy (32%, down from 36%) and RAF (31%) (fig. 127).

364. Non-white trainees were more likely than white trainees to rate the variety of eating and drinking areas as good (41% compared with 35%). Trainees aged 19 or younger were more likely to rate this as good (40%) than older trainees (33% of those aged 20 or older).

Phase 2

How would you rate ...variety of eating and drinking areas



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 127

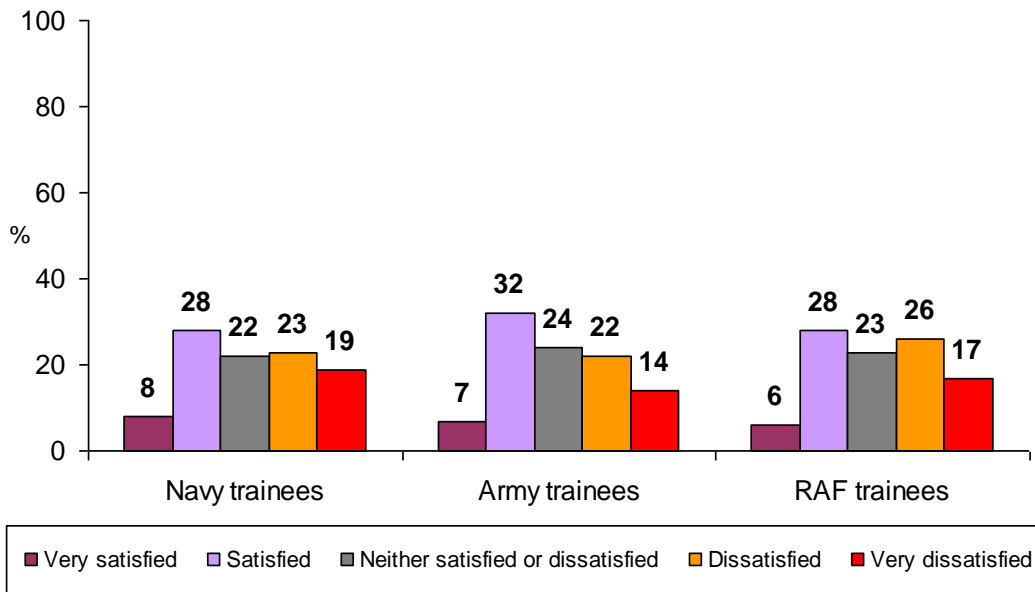
SATISFACTION WITH FOOD

365. Thirty-seven per cent of Phase 2 trainees were satisfied with the food at their school (down from 39% last year and 40% in 2007/8), with a higher proportion dissatisfied (39%, up from 37% last year). Army trainees were the most likely to be satisfied (39%), compared with those in the Navy and RAF (35% and 34% respectively), (figs 128-129). Navy trainees were more likely to be dissatisfied with the food this year (42%) than last year (38%).

366. Non-white trainees were more likely to be satisfied than white trainees (44% compared with 36%).

Phase 2

Overall how satisfied were you with the food at XXXX?

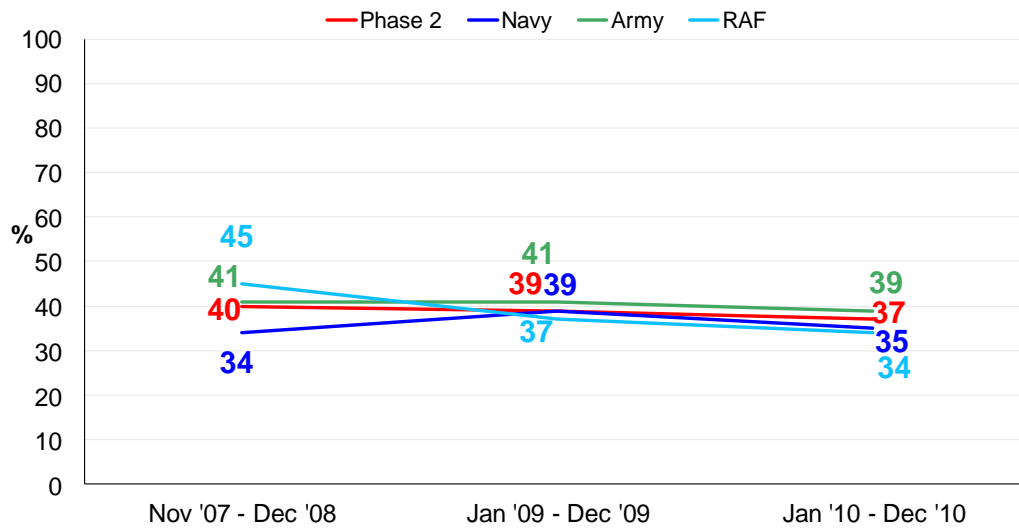


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 128

Phase 2

Overall, how satisfied were you with the food at XXX?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 129

367. Trainees who said that they were dissatisfied with the food at their school were asked to indicate which elements of the food they were dissatisfied with. The most highly cited reason, across all three Services, was the quality of the food (91%), with RAF (94%) and Navy (93%) trainees more likely to cite this than Army trainees (88%) (fig. 130). White trainees were more likely than non-white trainees to cite the quality of food (92% compared with 81%).

368. The choice of food was the next most highly cited reason (79%). Those in the Army were more likely to be dissatisfied with the choice of food than their RAF counterparts (80% compared with 77%).

369. The overall variety of food was cited as a reason by 70% of trainees. White trainees (71%) were more likely to cite this than non-white trainees (63%).

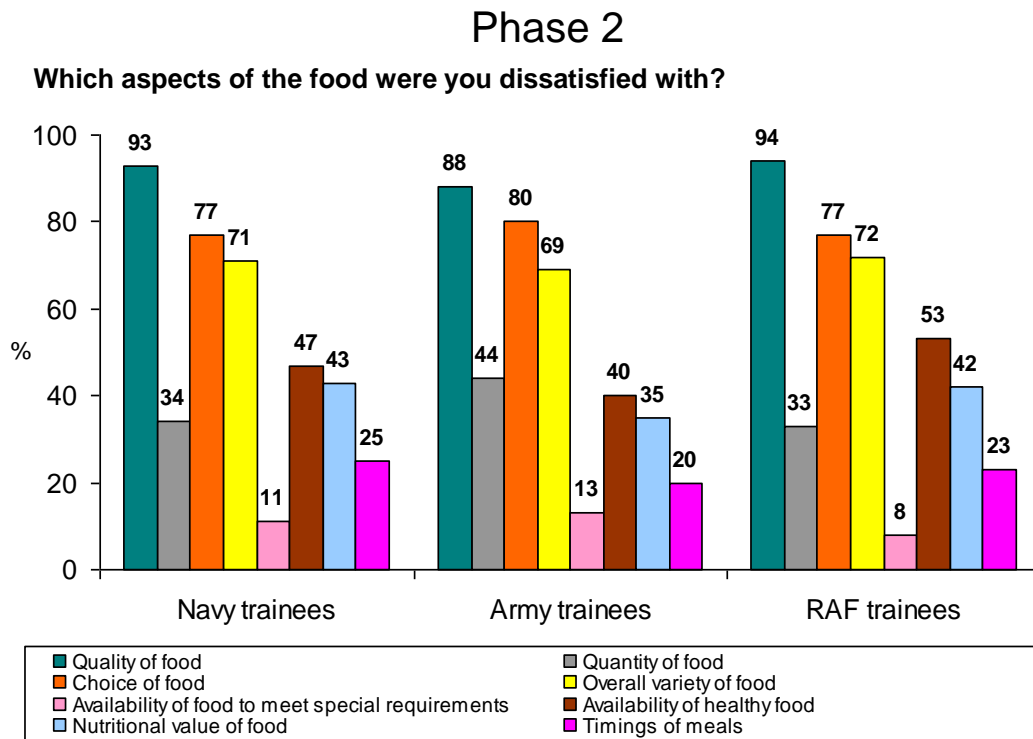
370. The availability of healthy food was cited as a reason by 45% of those who were dissatisfied with the food. RAF (53%) and Navy (47%) trainees were more likely to cite the availability of healthy food than those in the Army (40%). Female trainees were more likely than male trainees to cite the availability of healthy food (58% compared with 43%), and white trainees (46%) were more likely to cite this than non-white trainees (36%). Those aged 20 and over were more likely to state that they were dissatisfied with the availability of healthy food (48%) than the younger age group of 16 to 19 year olds (39%).

371. Thirty-nine per cent cite the nutritional value of food as a reason for dissatisfaction with the food. RAF (42%) and Navy trainees (43%) were more likely than Army trainees (35%) to cite the nutritional value of food. Female trainees were more likely than male trainees to cite dissatisfaction with the nutritional value of food (44% compared with 39%), and white trainees (40%) were more likely than non-white trainees to cite this (31%). Those aged 20 and over were more likely to cite the nutritional value than those aged 19 or younger (42% compared with 34%).

372. Overall, 38% cited the quantity of food as a reason for their dissatisfaction. Quantity of food was more likely to be cited by Army trainees (44%) than Navy or RAF trainees (34% and 33% respectively). Male trainees were more likely to be dissatisfied with the quantity of the food than female trainees (39% compared with 31%),

373. The timing of meals was cited as a reason by 22% of trainees. One quarter of Navy trainees (25%, up from 20%) were dissatisfied with the timings of meals, compared with one fifth of those in the Army (20%, down from 24%). Twenty three per cent of RAF trainees cited the timing of meals, a decrease from last year (31%). Trainees aged 16-17 were more likely to be dissatisfied with the timings of meals than older trainees (31% compared with 22% of those aged 18 or older). Male trainees were more likely to be dissatisfied with the timings of meals than female trainees (23% compared with 17%).

374. Eleven per cent cited the availability of food to meet special requirements as a reason for their dissatisfaction with the food. Thirteen per cent of Army trainees were dissatisfied with the availability of food to meet special requirements. This is higher than in the RAF, where 8% of trainees stated this. Female trainees were more likely than male trainees to cite the availability of food to meet special requirements (20% compared with 10%). Non-white trainees were more likely than white trainees to express dissatisfaction with the availability of food to meet special requirements (21% compared with 10%).



Number of respondents (All dissatisfied): Navy trainees (898), Army trainees (1,556), RAF trainees (791)

Figure 130³¹

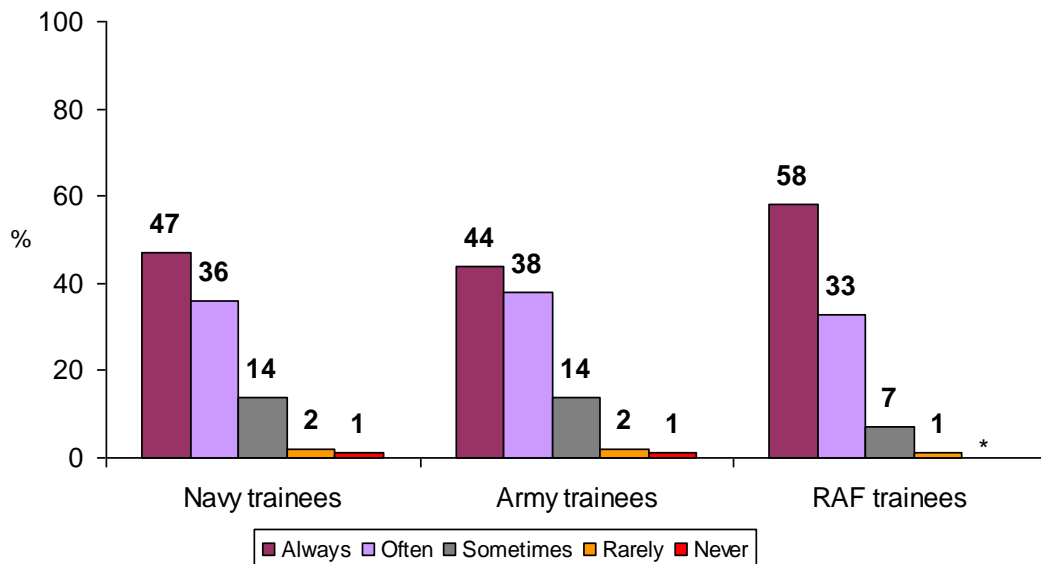
³¹This was a multi-coded question; respondents could select more than one answer

TIME GIVEN TO EAT

375. Eighty-four per cent (up from 83% last year and 81% in 2007/8) of Phase 2 trainees said that they were 'always' or 'often' given enough time to eat their meals. Some differences can be seen across the Services, with RAF trainees the most likely to say that they were given enough time to eat (91%), compared with Navy (83%) and Army trainees (83%, up from 79%), (fig. 131).

Phase 2

Were you given enough time to eat your meals?



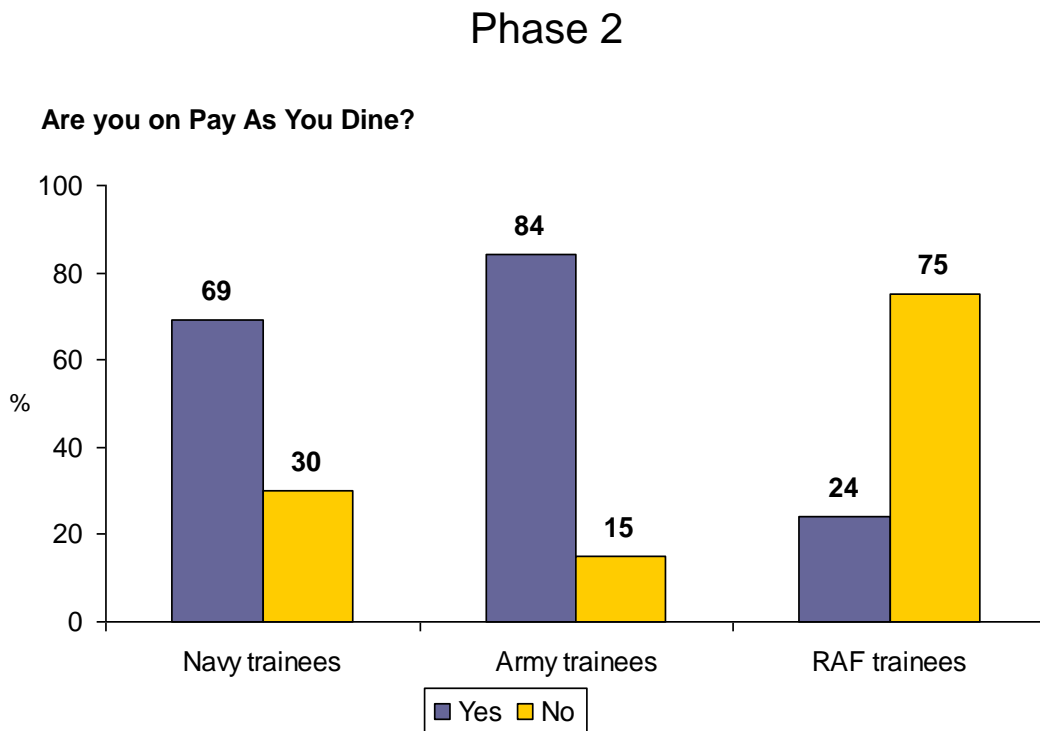
Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 131

PAY AS YOU DINE

376. Sixty-seven per cent (up from 58% last year and 39% in 2007/8) of Phase 2 trainees were on Pay as You Dine. Army trainees were the most likely to be on Pay as You Dine (84%, up from 69% last year), followed by Navy trainees (69%, up from 58%) (fig. 132). RAF trainees were the least likely to be on Pay as You Dine (24%).

377. Trainees aged 16-17 were more likely to be on Pay as You Dine than older trainees (79% compared with 66% of those aged 18 or older). Female trainees were more likely to be on Pay as You Dine than male trainees (71% compared with 67%). Non-white trainees were more likely to be on Pay as You Dine (79%) than white trainees (66%).



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

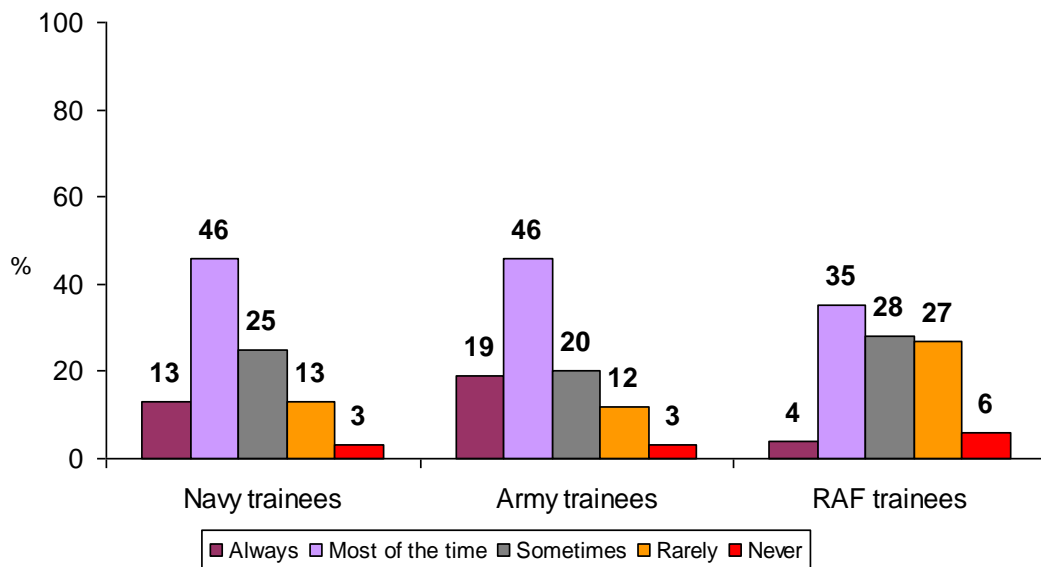
Figure 132

378. Trainees on Pay as You Dine were asked questions regarding their experiences of this. Sixty-one per cent of trainees on Pay as You Dine said that they ate at their school using Pay as You Dine ‘always’ or ‘most of the time’ (up from 59% last year and 51% in 2007/8), with 16% saying that they ate using Pay as You Dine facilities ‘rarely or never’ (down from 19% last year and 24% in 2007/8). Army trainees were the most likely to say that they ate at least most of the time using Pay as You Dine (65%, up from 58%), followed by those in the Navy (59%, down from 65% last year) and RAF trainees (39%) (fig. 133).

379. Female trainees were more likely than male trainees to say that they ‘rarely’ or ‘never’ ate using Pay as You Dine facilities at their school (38% compared with 13%). Non-white trainees (65%) were more likely to eat using Pay as You Dine at least most of the time than white trainees (61%). Those aged between 20 and 30 were more likely to eat often using Pay as You Dine (63%) than those aged between 16 and 19 (59%).

Phase 2

How often do you eat at XXX using Pay As You Dine?

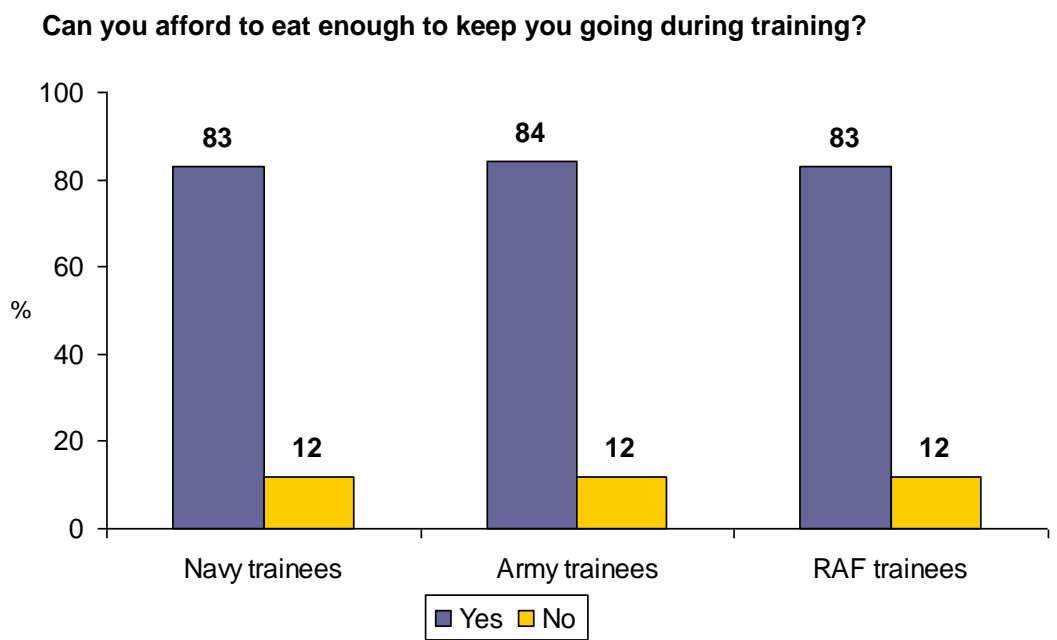


Number of respondents (all who are on Pay as You Dine): Navy trainees (1,481), Army trainees (3,673), RAF trainees (449)

Figure 133

380. Eighty-three per cent (up from 79% last year and 73% in 2007/8) said that they could afford to eat enough to keep them going during training (fig. 134). Twelve per cent (down from 16% last year and 20% in 2007/8) stated that they could not. This year saw an increase in the number of Army trainees who said they could afford to eat enough to keep them going through training (84% up from 79%).

Phase 2



Number of respondents (all who are on Pay as You Dine): Navy trainees (1,481), Army trainees (3,673), RAF trainees (449)

Figure 134

381. Forty-six per cent of Phase 2 trainees on Pay as You Dine said that they sometimes skipped meals or ate less to save money (down from 50% last year and 55% in 2007/8). RAF trainees (56%) were more likely to say that they did not skip meals to save money than Army trainees (51% up from 46% last year) (fig. 135).

382. Younger trainees were more likely than older trainees to say that they skipped meals (or ate less) to save money; 55% of those aged 16-19 said that they did so compared with 42% of those aged 20 or older.

Phase 2

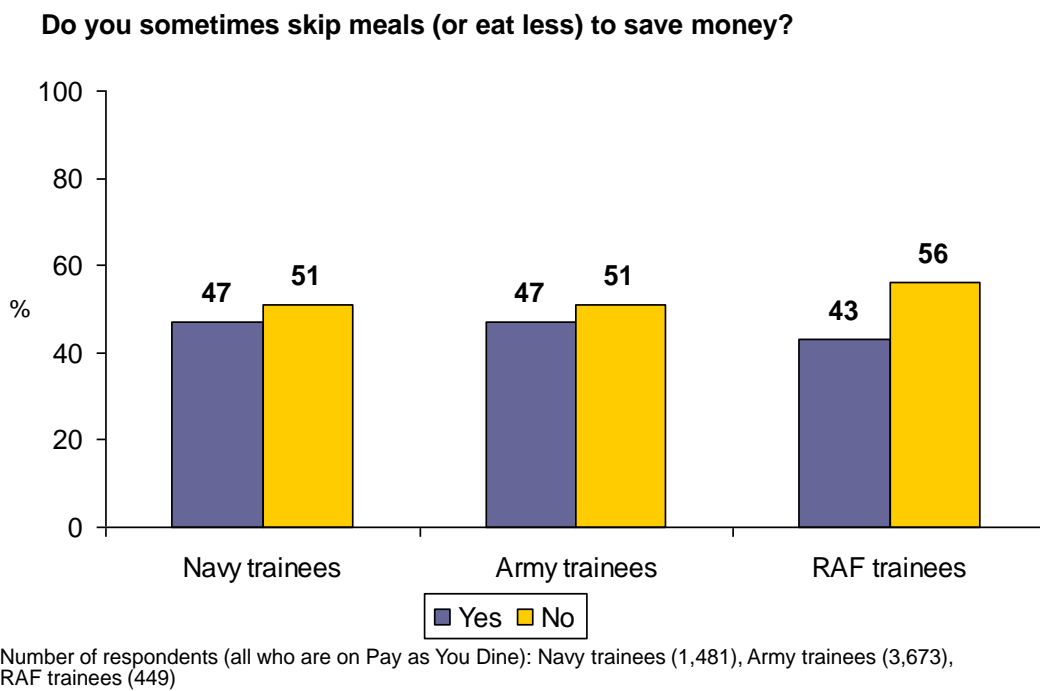
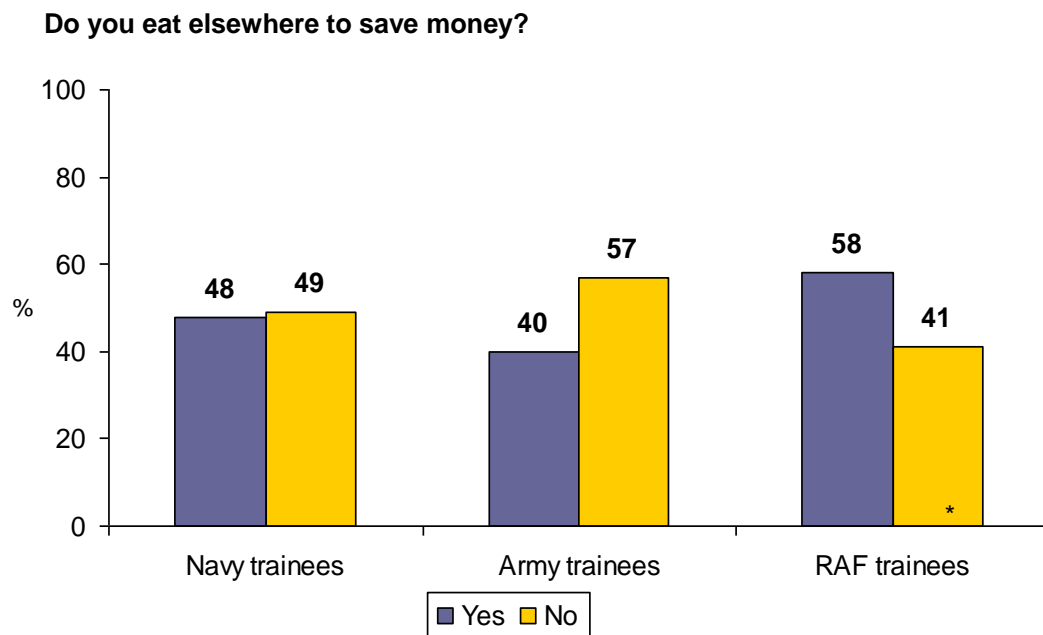


Figure 135

383. Forty-three per cent of Phase 2 trainees on Pay as You Dine said that they ate elsewhere to save money. RAF trainees were the most likely to say this (58%, up from 49% last year) followed by those in the Navy (48%) and Army trainees (40%, down from 44% last year) (fig. 136).

384. Female trainees were more likely to say that they ate elsewhere to save money than male trainees (55% compared with 42%). Trainees aged 16-19 were more likely to eat elsewhere to save money than older trainees (47% compared with 41% of those aged 20 or older). White trainees were more likely to eat elsewhere than non-white trainees (45% compared with 35%).

Phase 2

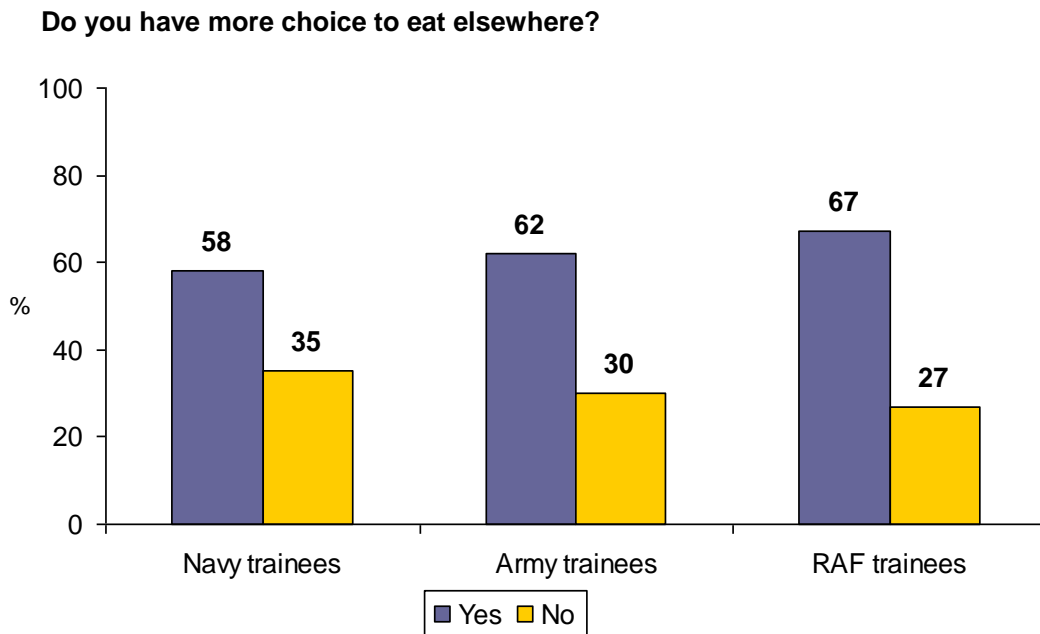


Number of respondents (all who are on Pay as You Dine): Navy trainees (1,481), Army trainees (3,673), RAF trainees (449)

Figure 136

385. Sixty-two per cent of Phase 2 trainees on Pay as You Dine said that they had more choice to eat elsewhere. RAF trainees were the most likely to agree with this (67%) compared with Army trainees (62%) and Navy trainees (58%) (fig. 137). Sixty-three per cent of white trainees stated that they had more choice to eat elsewhere compared with 55% of non-white trainees. Trainees aged 26-30 (36%) were more likely to say that they did not have more choice to eat elsewhere than younger trainees (30% of those aged 25 or younger).

Phase 2



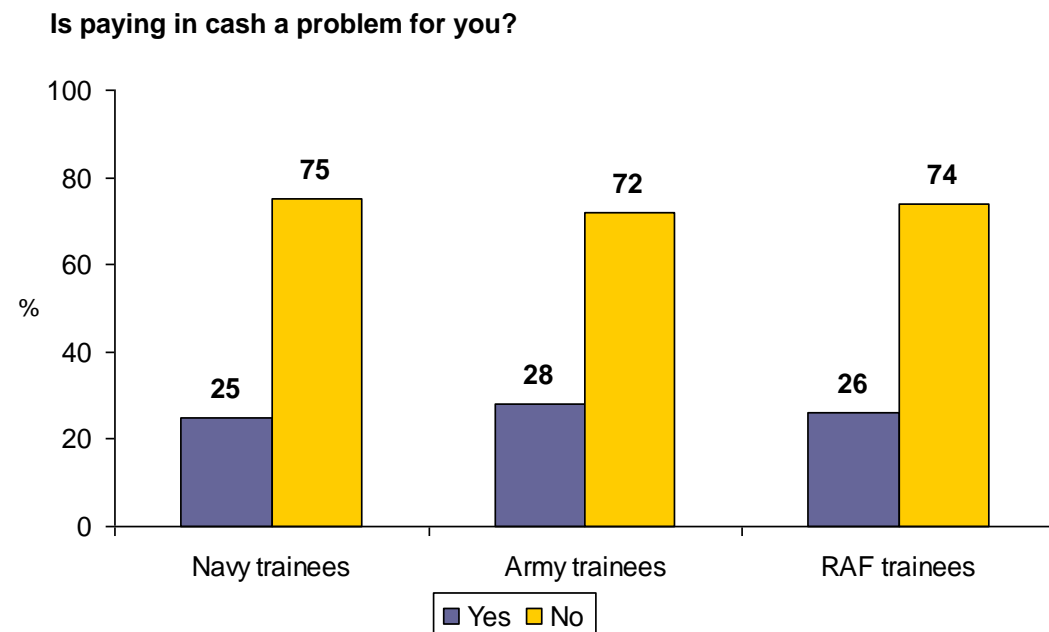
Number of respondents (all who are on Pay as You Dine): Navy trainees (1,481), Army trainees (3,673), RAF trainees (449)

Figure 137

386. Twenty-seven per cent of trainees on Pay as You Dine said that paying in cash was a problem for them (down from 30% last year and 34% in 2007/8). Percentages of Navy and Army trainees stating this decreased this year; 25% of Navy trainees stated that paying in cash was a problem compared with 29% last year, and 28% of Army trainees said it was a problem compared with 30% last year, (fig. 138).

387. Male trainees were more likely to say that paying in cash was a problem for them than female trainees (28% compared with 21%), and trainees aged 16-17 were more likely to say this was a problem than any other age group (35% compared with 26% of those aged 18 or older). It was also more likely to be a problem for white trainees than non-white trainees (28% compared with 19%).

Phase 2



Number of respondents (all who are on Pay as You Dine): Navy trainees (1,481), Army trainees (3,673), RAF trainees (449)

Figure 138

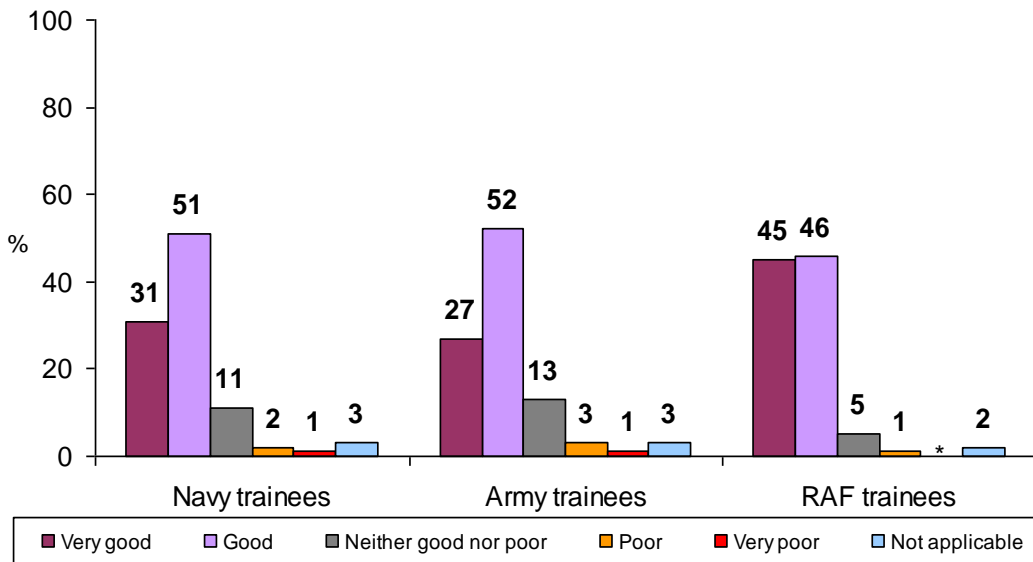
PRIVATE CONTACT WITH TRAINING STAFF

388. Eighty-two per cent of trainees rated the opportunity to talk privately with training staff as good, with 3% saying that this was poor. RAF trainees were the most likely to rate this as good (91%), followed by Navy trainees (82%), (fig. 139). Army trainees were the least likely to rate this as good (79%). The proportion of Phase 2 trainees satisfied with the opportunity to talk privately with the training staff increased this year (82%) compared with the 2007/8 report (81%), (fig. 140).

389. Female trainees were more likely to rate the opportunity to talk privately with training staff as good than male trainees (87% compared with 81%). Those aged 20 and over were more likely to rate the opportunity as good (83%) than those aged between 16 and 19 (81%). Non-white trainees were more likely to rate this as poor than white trainees (5% compared with 3%).

Phase 2

How would you rate ...talk privately with training staff?

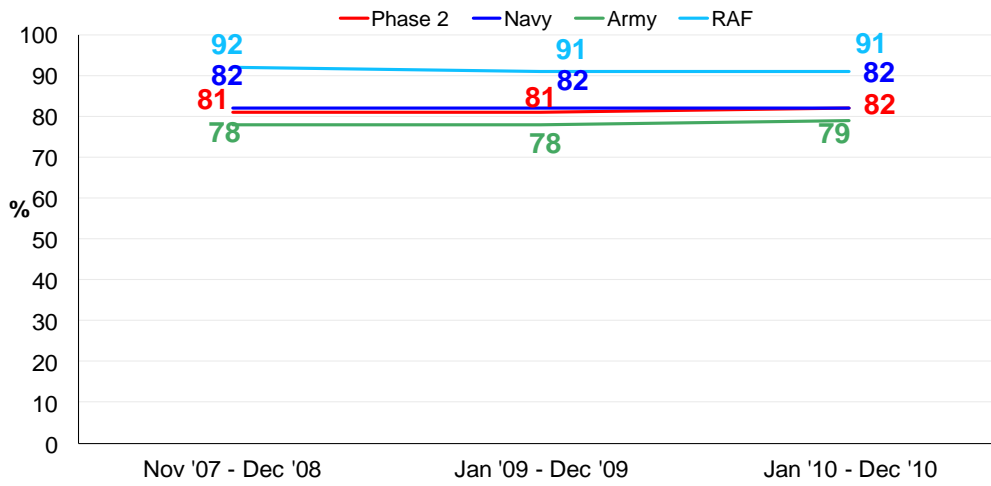


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 139

Phase 2

How would you rate the opportunity to talk privately with training staff if you had wanted to?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 140

RELIGION³²

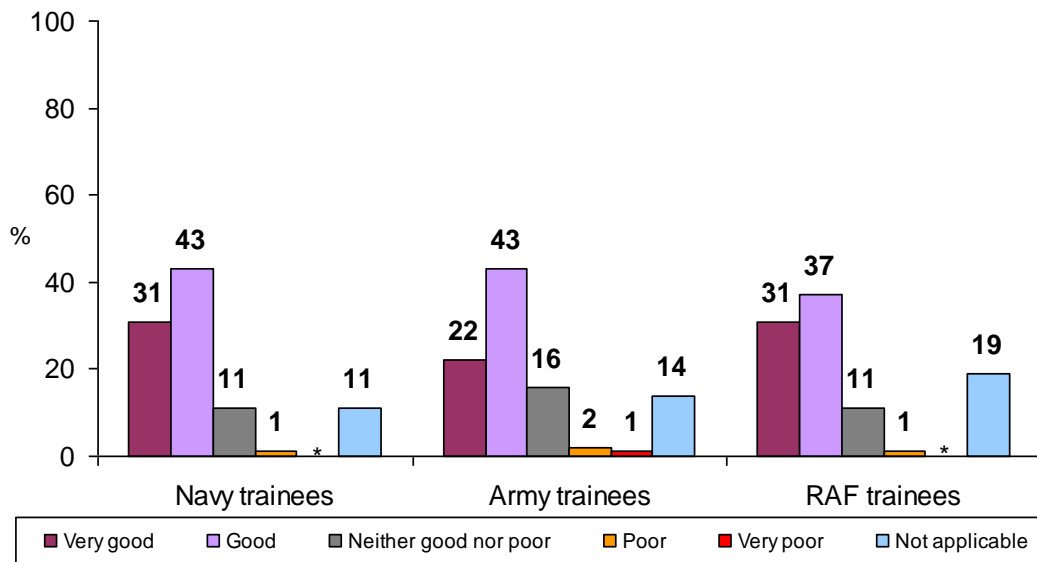
390. The majority of trainees rated the opportunity to talk privately with chaplains/padre as good (68%), with 2% rating this as poor.

391. Differences can be seen across the three Services, with Navy trainees the most likely to be positive (74%), followed by RAF trainees (68%) (fig. 141). Army trainees were the least likely to be positive (65%). The proportion of Phase 2 trainees satisfied with the opportunity to talk privately with the chaplains/padre has fallen over the past three years (from 71% in 2007-08 to 69% in 2009, and to 68% this year). A fall was seen from 2007/8 to 2009 for Army and RAF trainees; amongst Navy trainees the proportion of trainees who said that they were satisfied with their opportunities to talk to chaplains or padres has fallen from 79% in 2009 to 74% now (fig. 142).

392. Non-white trainees were more likely to say the opportunity to talk privately with chaplains/padre was poor than white trainees (4% compared with 2%).

Phase 2

How would you rate ...talk privately with chaplains/padre?



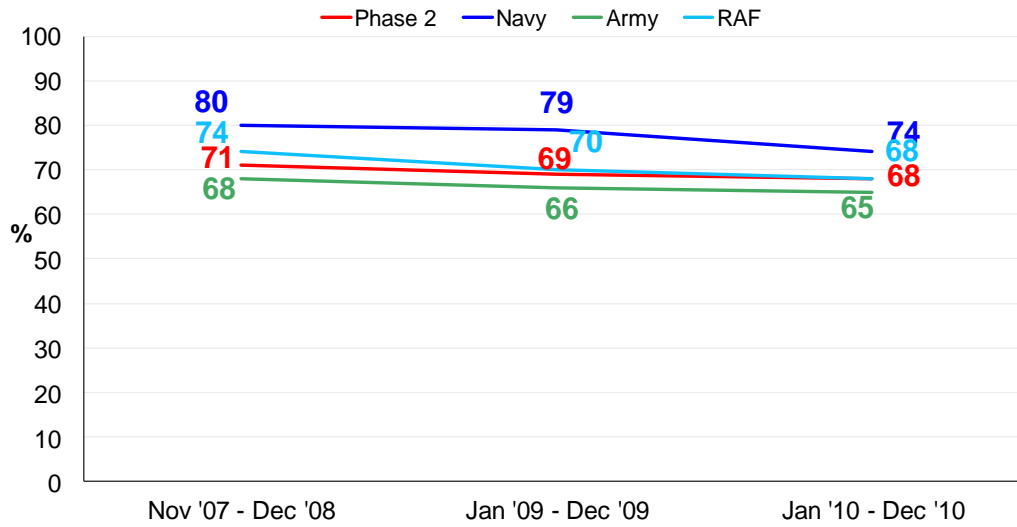
Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 141

³²Questions on the subject of religion were asked of all trainees, not just those with religious convictions.

Phase 2

How would you rate the opportunity to talk privately with chaplains/padre if you had wanted to?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 142

393. Three per cent of trainees rated the opportunity to practise their faith/religion as poor, with 36% rating this as good. Forty-one per cent said that this question was not applicable to them.

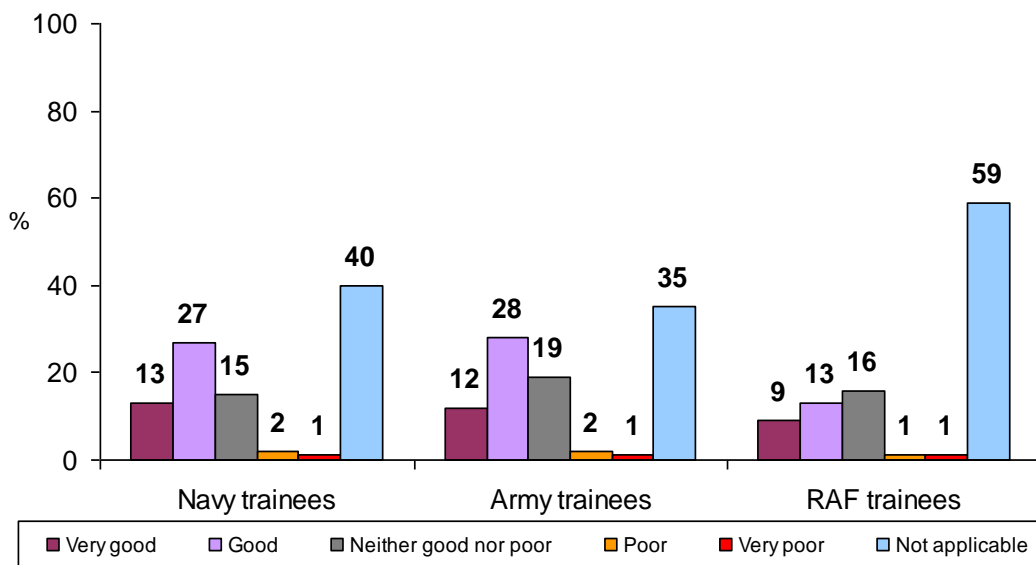
394. Army and Navy trainees were more likely to say that the opportunity to practise their faith/religion was good (both 40%) than RAF trainees (22%) (fig. 143). RAF trainees were the most likely to say that this question did not apply to them (59%) followed by Navy trainees (40%), and Army trainees (35%).

395. Non-white trainees were more likely to rate the opportunity to practise their faith/religion as poor than white trainees (8% compared with 2%). However, non-white trainees were also more likely than white trainees to rate this as good (54% compared with 34%). Forty-four per cent of white trainees said that this question was 'not applicable' compared with 19% of non-white trainees.

396. The proportion of Phase 2 trainees satisfied with the opportunity to practise their religion has fallen over the last three reporting periods from 41% in 2007-08 to 40% in 2009 to 36% this year. The same pattern can also be seen amongst Army trainees (fig. 144).

Phase 2

How would you rate ...practise your faith?

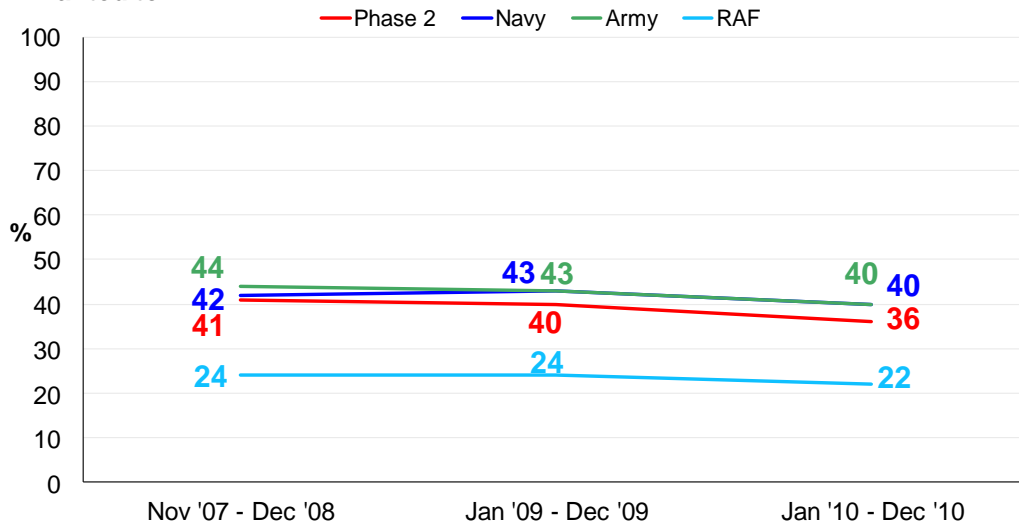


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 143

Phase 2

How would you rate the opportunity to practise your faith/religion if you had wanted to?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 144

CONTACT WITH FRIENDS AND FAMILY

397. The majority of trainees were happy with the opportunity to keep in contact with friends and family - 85% said that this was good, 4% (up from 3% last year), said that this was poor.

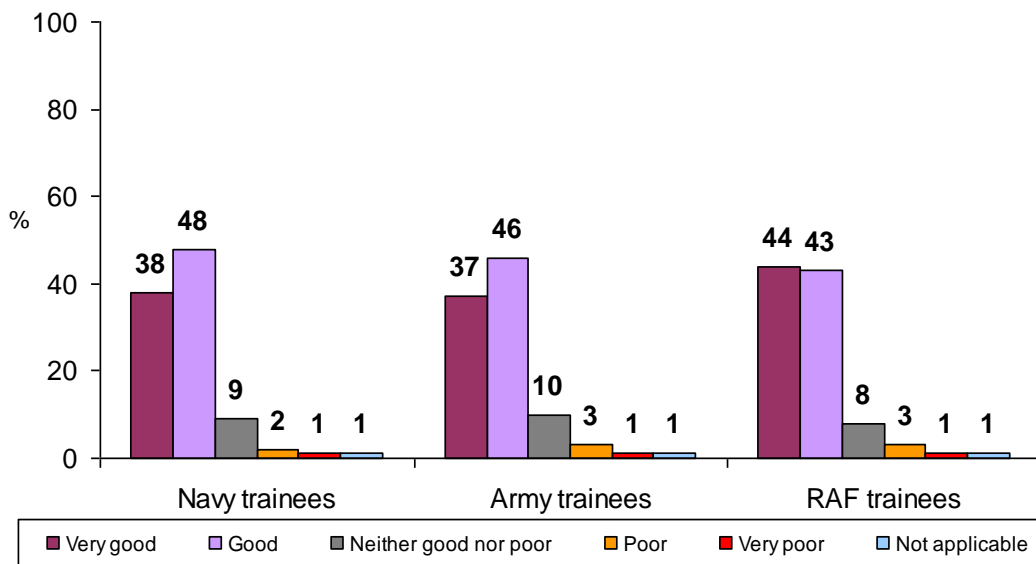
398. RAF (87%) and Navy (86%) trainees were more likely to rate this as good than Army trainees (84%), (fig. 145).

399. Female trainees were more likely than male trainees to rate the opportunity to keep in contact with friends and family as good (90% compared with 84%). White trainees (86%) were more likely to rate this as good than non-white trainees (83%).

400. Four per cent of Army trainees rated the opportunity to keep in contact with friends and family as poor (up from 3% last year), (fig. 146).

Phase 2

How would you rate ...keep in contact with family and friends?

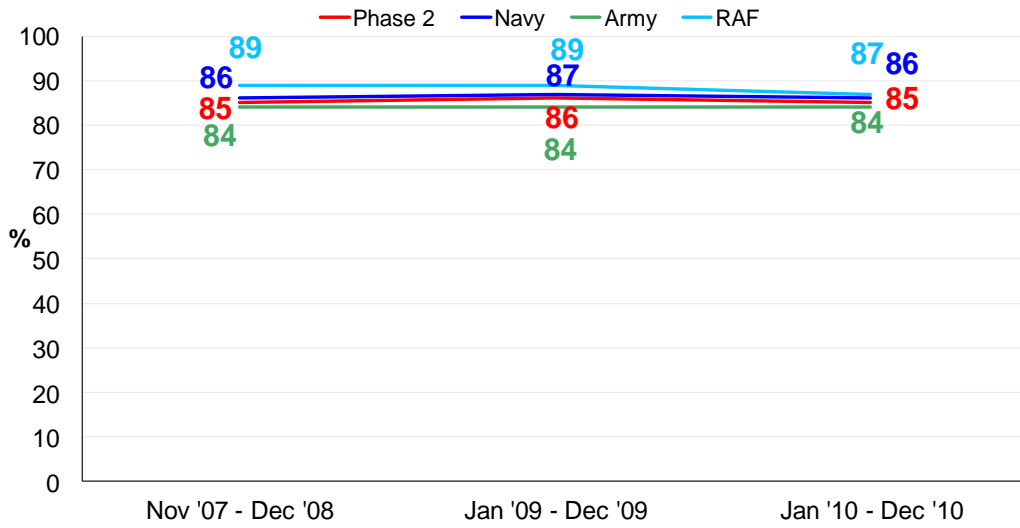


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 145

Phase 2

How would you rate the opportunity to keep in contact with family and friends?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 146

PROBLEMS ARISING AND MAKING COMPLAINTS

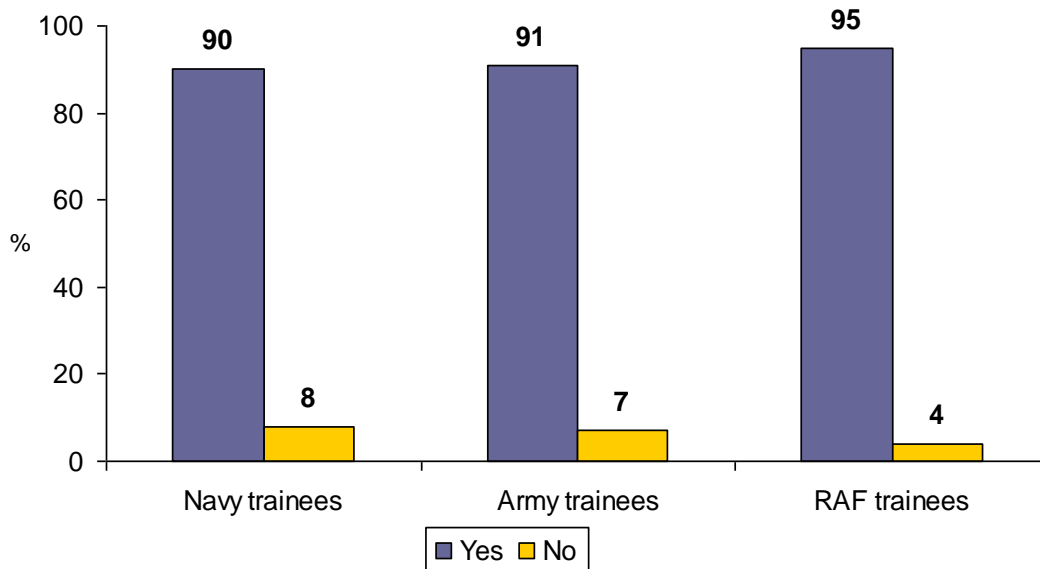
401. The majority of Phase 2 trainees said that there was a member of staff easily available for them to talk to outside of training hours (92%), an increase since last year (from 90%). RAF trainees were the most likely to say that there was a member of staff easily available (95%, up from 93% last year and 91% in the previous three reports) (figs. 147-148). In comparison, 91% of Army trainees (up from 89% last year) and 90% of Navy trainees said that there was someone available).

402. Female trainees (94%) were more likely to say that there was a member of staff easily available during off duty hours than male trainees (91%). Those aged 16-17 (9%) were more likely to say that this was not the case than those aged 18-30 (6%).

403. The proportion of Phase 2 trainees agreeing that there was a member of staff easily available out of training hours has been increasing since 2007-08 after a slight decrease occurred between 2006-07 (90%) and 2007-08 (88%). The proportion of trainees agreeing that there was someone available outside of training hours increased to 90% in 2009 before rising again in 2010 to 92%. The same pattern can be seen amongst Army trainees.

Phase 2

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?

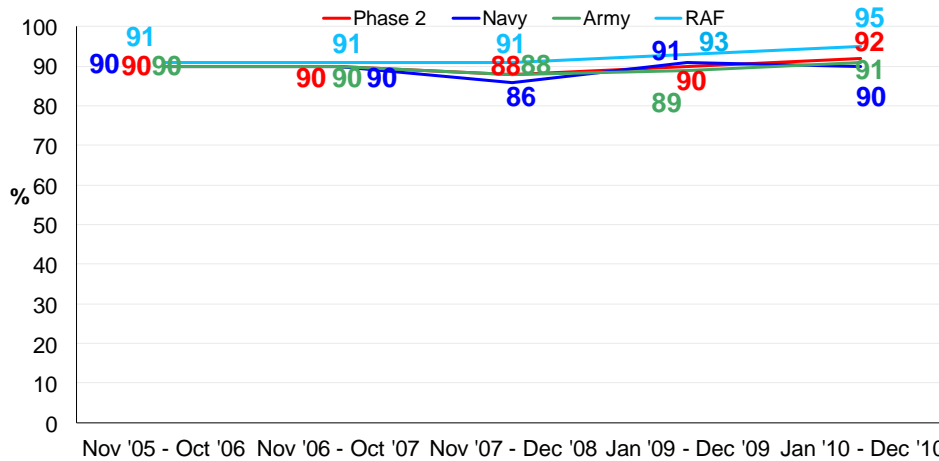


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 147

Phase 2

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?



% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

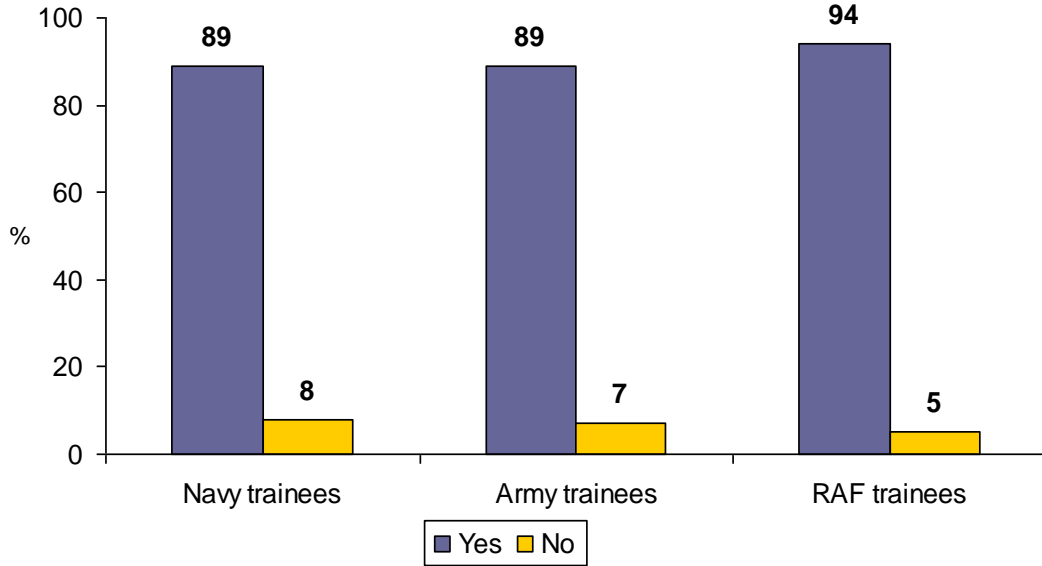
Figure 148

404. Nine in ten Phase 2 trainees said that there was someone at their school they were happy to go to if they had any personal or emotional problems (90%). The proportion of Phase 2 trainees agreeing that they had someone at their school that they were happy to go to has increased year on year from 2005/6 to 2007/8 (from 85% in 2005-06, to 87% in 2006-07 to 88% in 2007-08), before increasing again this year to 90% (figs. 149-150).

405. RAF trainees (94%) were the most likely to have someone they were happy to go to with any personal or emotional problems (89% of Army trainees and Navy trainees). Female trainees were more likely than male trainees to say that they had someone they were happy to go to (93% compared with 90%) while white trainees were more likely to say that they had someone they were happy to go to than non-white trainees (91% compared with 88%).

Phase 2

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

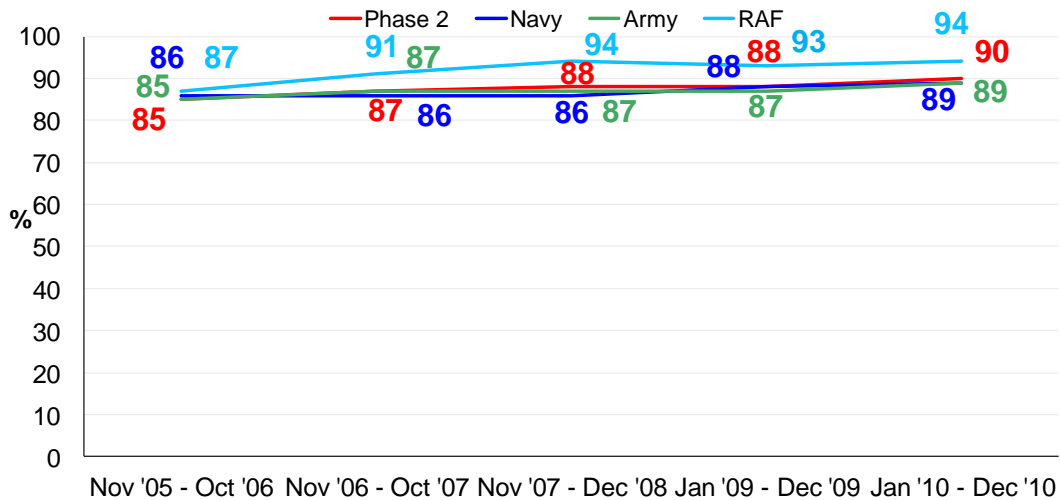


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 149

Phase 2

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

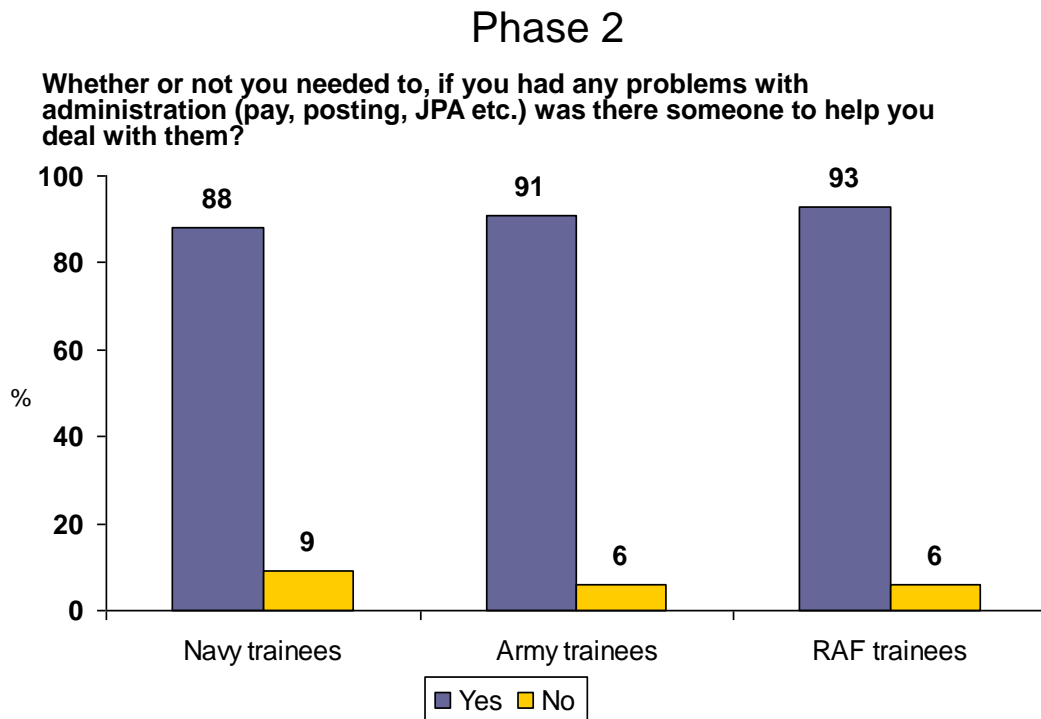


% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 150

406. The majority of Phase 2 trainees said that they had someone to help them with any problems they may have had with administration (91%). RAF trainees were the most likely to say this (93%), followed by Army trainees (91%, up from 89% last year) (fig. 151). Navy trainees were the least likely to say this (88%). Female trainees were more likely than male trainees to say that they had someone to help them with administration (94% compared with 90%)



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

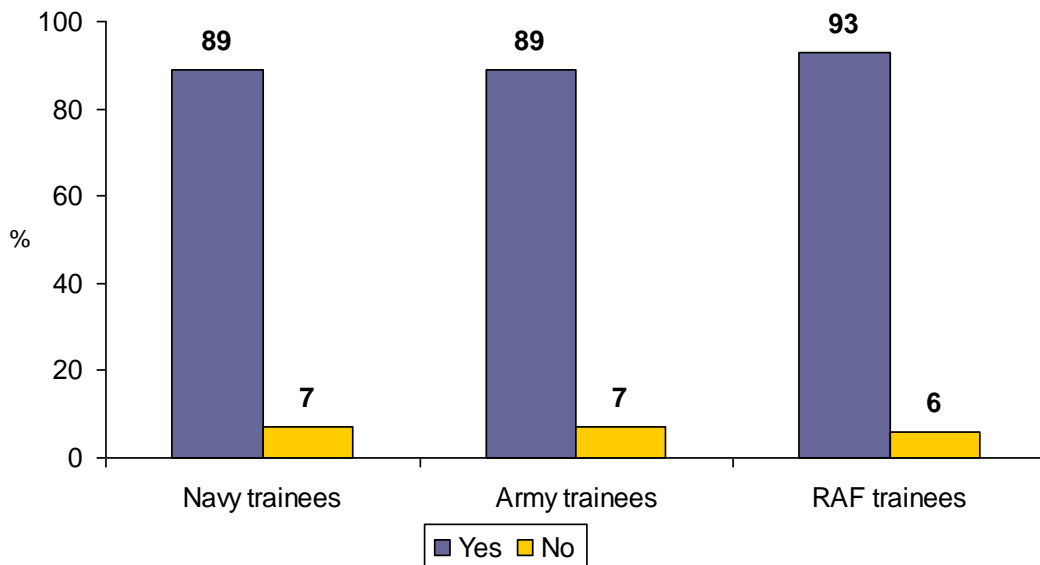
Figure 151

407. The majority of Phase 2 trainees said that they felt they had the opportunity to raise all their concerns with a person in authority (90%, up from 89% last year), with 6% saying that they did not. RAF trainees were more likely to say that they felt able to raise all their concerns than their peers in the other Services (93% compared with 89% of Army and Navy trainees), (figs. 152-153). This was also true of trainees aged between 26 and 30 (92%) compared with those aged 16 and 17 (88%).

408. Non-white trainees were more likely than white trainees to say they did not feel they were able to raise concerns with a person in authority (9% compared with 6%).

Phase 2

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 XXX?

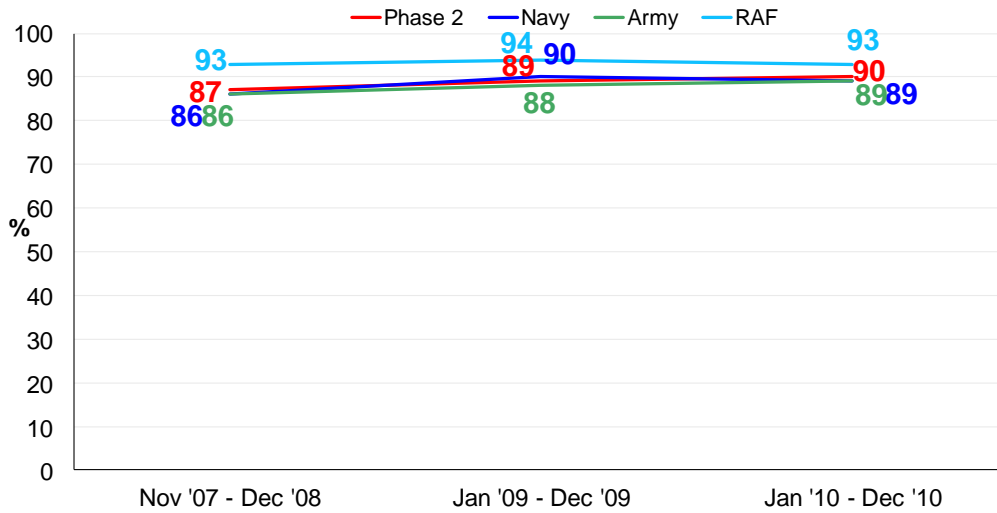


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 152

Phase 2

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 XX?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

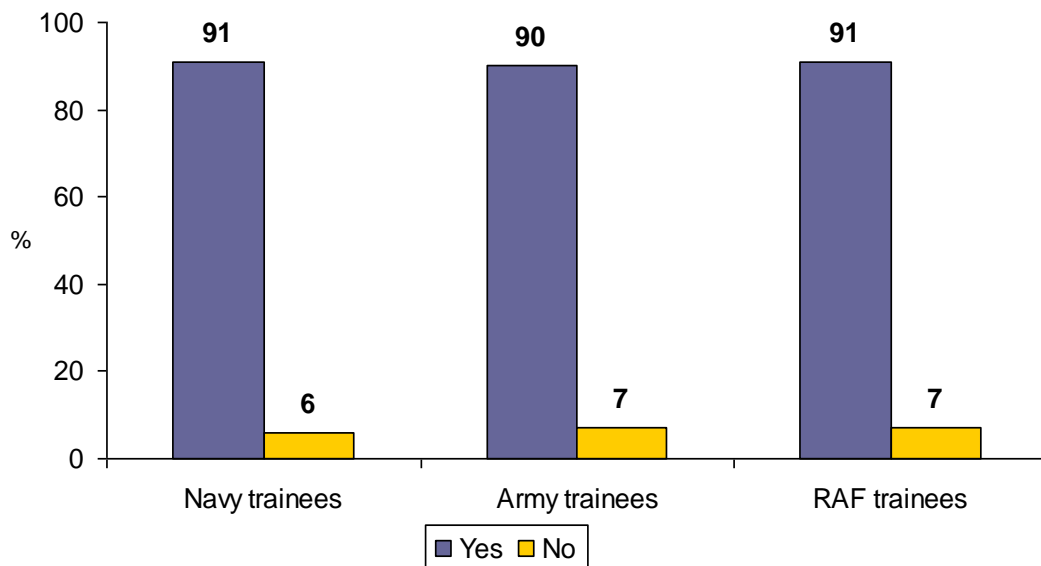
Figure 153

409. Nine in ten Phase 2 trainees (90%) said that they knew how to complain about bad or unfair treatment or bullying. Seven per cent said that they did not know how to complain, an increase from last year (from 6%). The proportion of RAF trainees who said that they know how to complain about bad or unfair treatment has fallen over the year from 94% in 2009 to 91% now (figs. 154-155).

410. White trainees were more likely than non-white trainees to agree that they knew how to complain (91% compared with 88%). Navy trainees were more likely to know how to complain than Army trainees (91% compared with 90%), as were female trainees compared with male trainees (94% compared with 90%).

Phase 2

**Do you know how to complain about poor or unfair treatment or bullying at
XXX?**

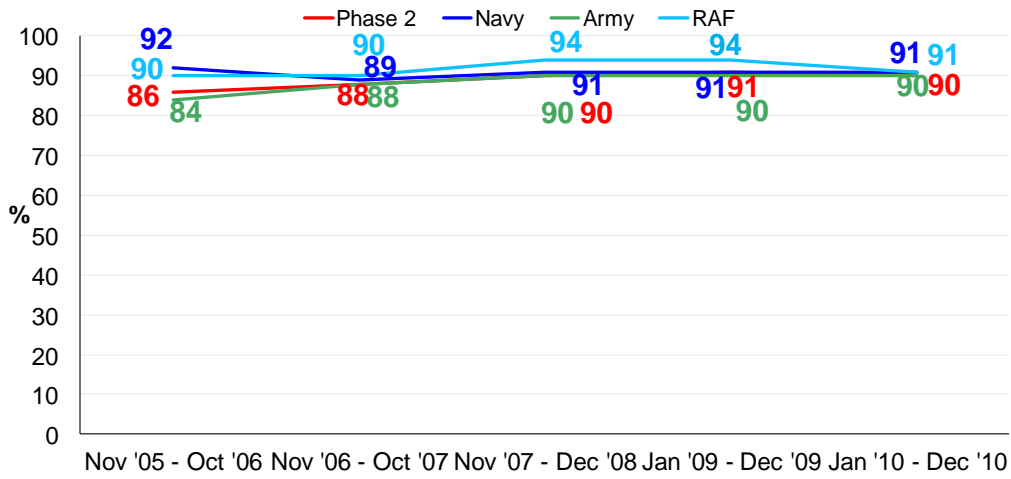


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 154

Phase 2

Do you know how to complain about poor or unfair treatment or bullying at XX?



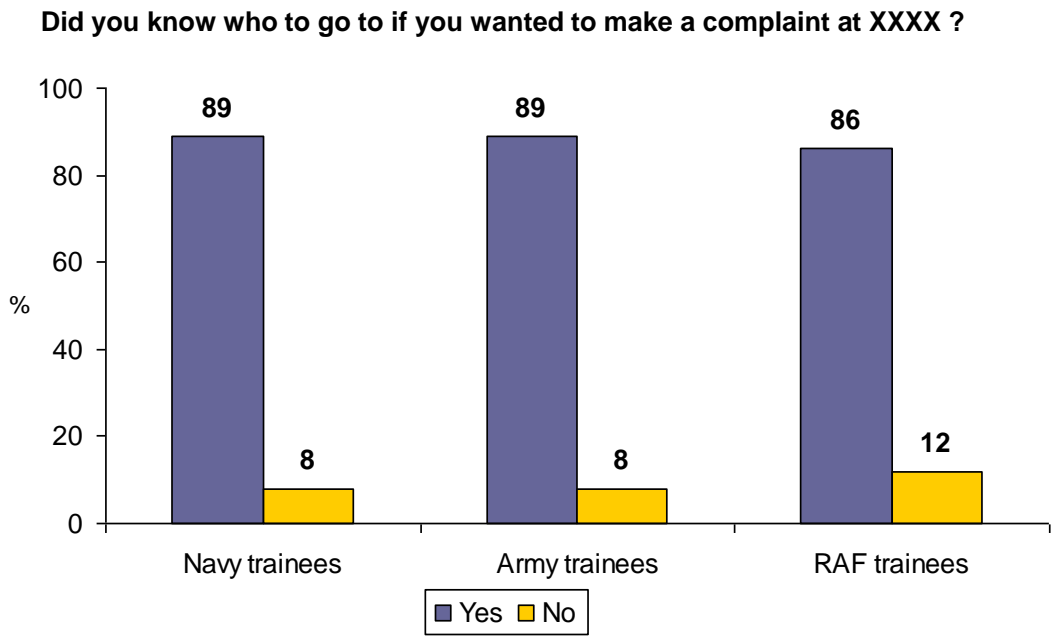
% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 155

411. Eighty-eight per cent of trainees said that they knew who to go to if they wanted to make a complaint. RAF trainees were less likely than Army and Navy trainees to say that they knew who to go to (86% compared with 89% of both Navy and Army trainees) (fig. 156). Those aged 20 and over were more likely to say that they would know who to go to (90%) than trainees aged 16 to 19 (86%).

Phase 2



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

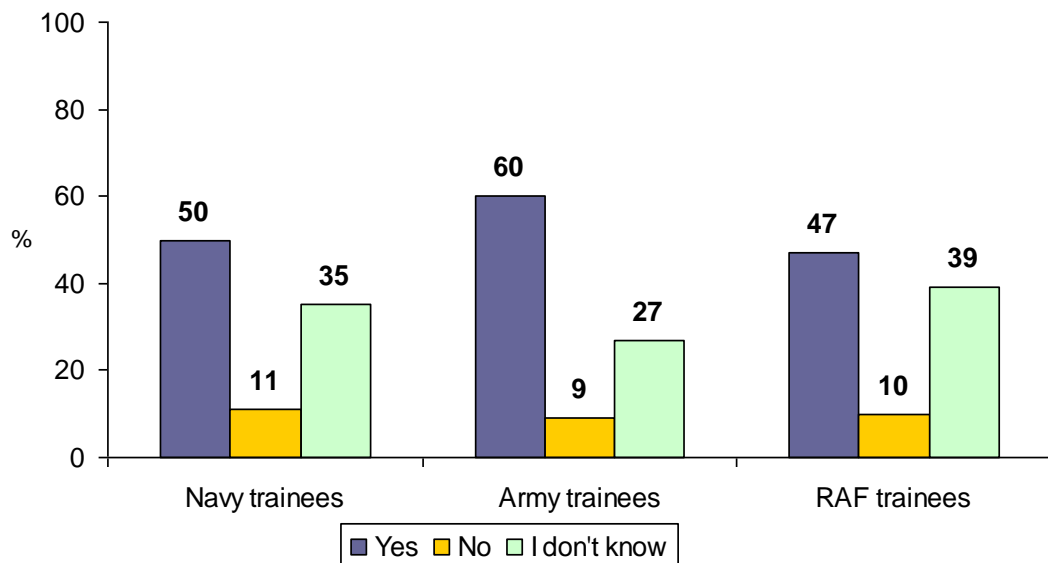
Figure 156

412. Fifty-four per cent of trainees said that they believed that generally complaints were dealt with in a fair manner. One in ten said that they did not think complaints were dealt with fairly (10%, up from 8% last year), with 32% (down from 35%) saying that they did not know. Army trainees (60%, an increase from 57% last year, and 54% in 2007/8) were more likely than their counterparts in the Navy (50%) and RAF (47%) to say that they believed complaints were dealt with fairly (fig. 157).

413. Non-white trainees were more likely than white trainees to say they did not believe complaints were dealt with fairly (12% compared with 9%). Thirty-three per cent of white trainees said that they did not know compared with 27% of non-white trainees.

Phase 2

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



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 157

414. Phase 2 trainees who said that they did not think complaints were dealt with fairly (806 trainees) were asked why they thought this.

415. Among Phase 2 trainees the main reason for not believing that complaints were dealt with in a fair manner was the perception that nothing is ever done about complaints (49% of those who were asked this question). Navy and RAF trainees (both 56%) were more likely to say this than Army trainees (41%) (fig. 158). The second most cited reason was the perception that people are not believed or taken seriously (47%). The proportion citing this particular reason has fallen for Army trainees (to 45%, from 52%). The third most cited reason was that higher ranks are always taken more seriously (39%). Trainees in the Army (33%) are less likely than other trainees to cite this reason (compared with 42% in the Navy and 48% in the RAF).

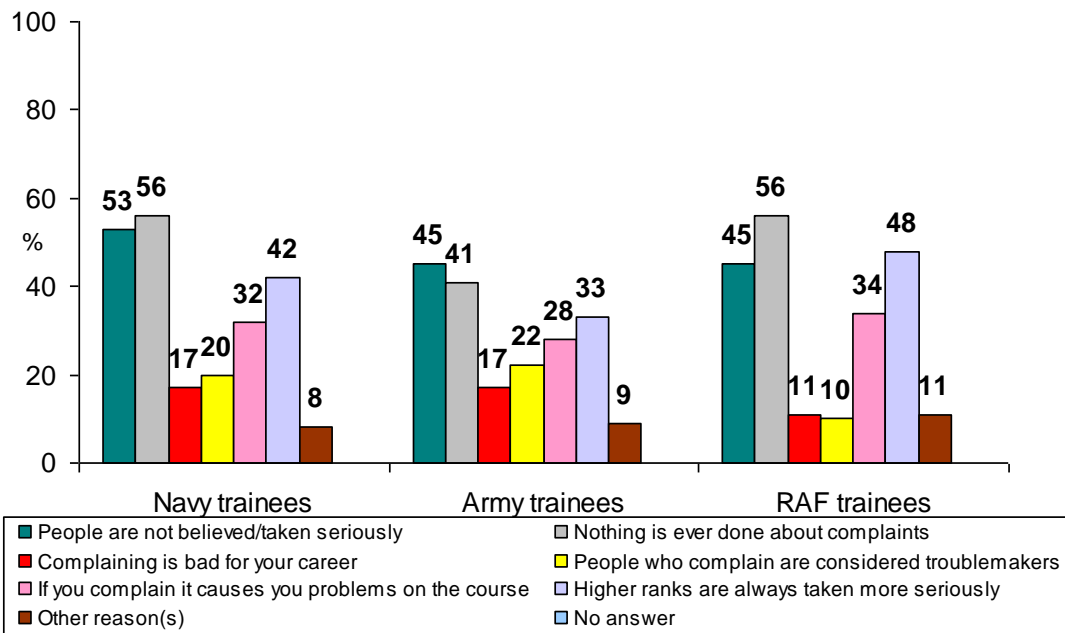
416. Perceptions that if you complain it causes you problems on the course have fallen since last year, from 38% to 30%. Army trainees have seen the same trend (from 38% to 28% this year).

417. Sixteen per cent cite the perception that complaining is bad for your career; the proportion of RAF trainees citing this reason has decreased this year from 20% to 11%.

418. Male trainees (49%) were more likely than female trainees (37%) to say that people are not believed or taken seriously when complaining. Non-white trainees (26%) were more likely than white trainees (17%) to say that they thought people who complained were considered troublemakers. Army (22%) and Navy (20%) trainees were more likely to cite that they would be worried that they would be considered troublemakers than RAF trainees (10%, down from 24% last year). The proportion citing this reason has fallen overall from 24% to 18% this year.

Phase 2

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



Number of respondents: Navy trainees (244), Army trainees (371), RAF trainees (190)

Figure 158³³

³³This was a multi-coded question; respondents could select more than one answer

FAIRNESS, EQUALITY AND DIVERSITY

EQUAL TREATMENT

419. The majority of Phase 2 trainees (91%, up from 89% last year) felt that they had been treated correctly either 'always' or 'most of the time' whilst at their school.

420. Trainees in the RAF were more likely to say that they had been treated correctly 'always' or 'most of the time' (93%) than those in the Army (90%, up from 87% last year), (fig. 159). However, there has been a decrease in the proportion of RAF trainees who said they were 'always' treated correctly (47%, down from 53% last year). Ninety per cent of trainees in the Army said that they were treated correctly at least most of the time; an increase upon last year (from 87%).

421. Female trainees were more likely than male trainees to say that they were treated correctly either 'always' or 'most of the time' (93% compared with 91%). In particular, female trainees were more likely than male trainees to report 'always' being treated correctly (52% said this, compared with 47% of males).

422. A higher proportion of white trainees said that they were treated correctly either 'always' or 'most of the time' than non-white trainees (92% compared with 88%).

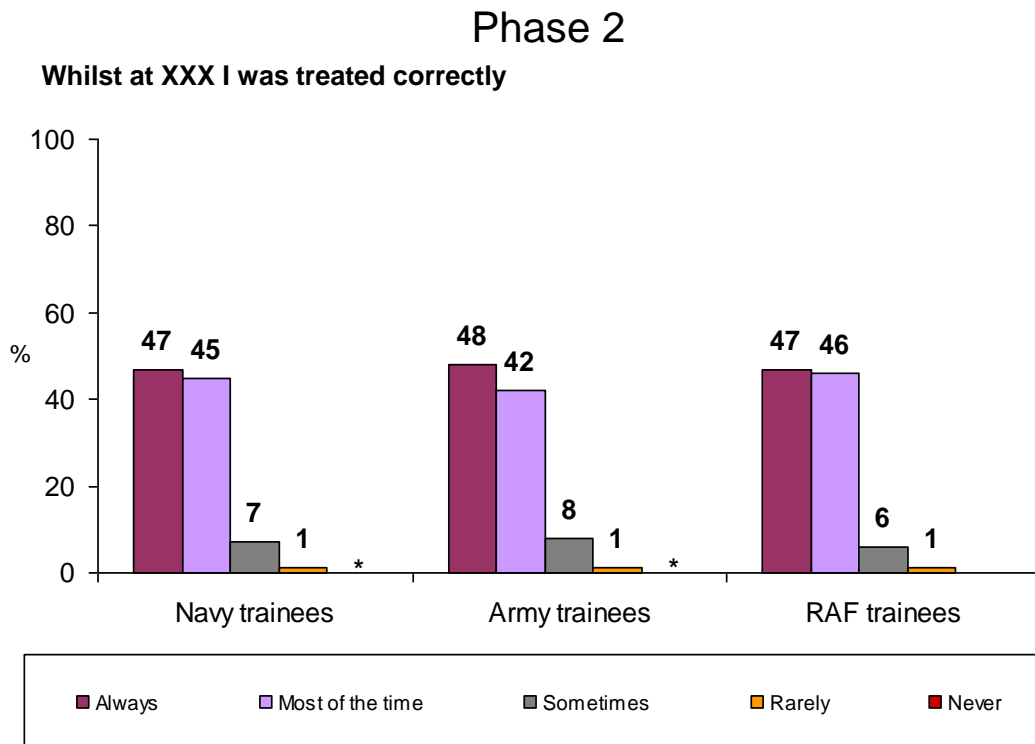


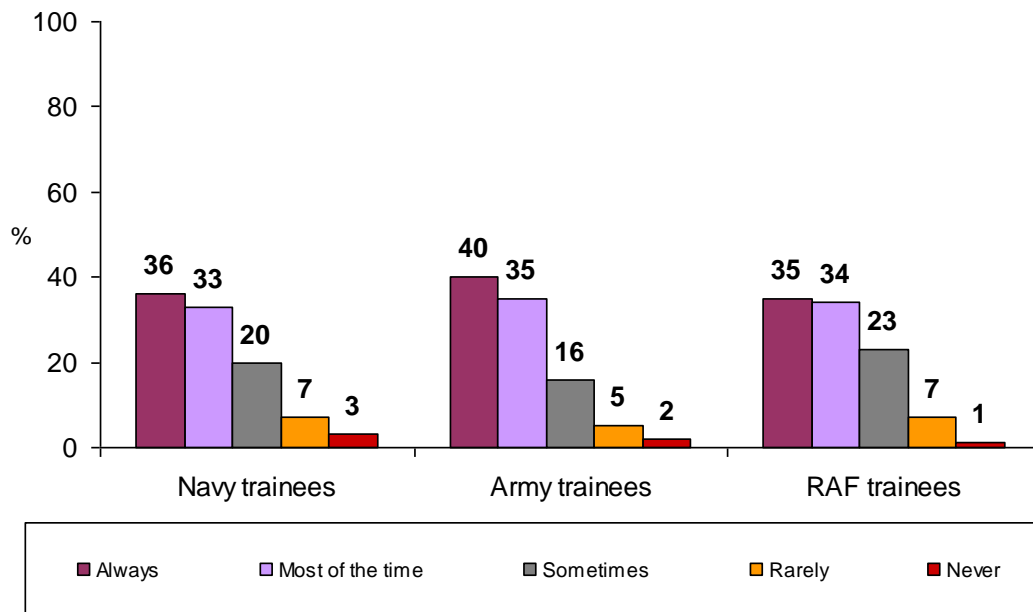
Figure 159

423. The majority of Phase 2 trainees (72%) felt that trainees were all treated equally either 'always' or 'most of the time' whilst at their school. There has been a decrease in the proportion of trainees overall who said that trainees were 'always' treated equally (38%, down from 40% last year). In addition, there has been an increase of one percentage point in the proportion who felt that trainees had been treated equally 'rarely' or 'never' (from 7% to 8%).

424. Trainees in the Army were more likely to feel that they had been treated equally 'always' or 'most of the time' (75%) than those in the Navy (69%) and the RAF (69%, down from 73%), (fig. 160). However, the proportion of Army trainees who 'always' felt that they were treated equally has declined from 42% last year to 40% this year.

Phase 2

Whilst at XXX trainees were all treated equally



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 160

425. The majority of Phase 2 trainees (88%) felt that they had been treated fairly either 'always' or 'most of the time' whilst at their school, an increase from last year (86%) and from 2007/8 (85%). Since last year there has been a decline in the proportion saying that they were always treated fairly (from 49% to 47%) and an increase in those saying that they were treated this way most of the time (from 37% to 40%).

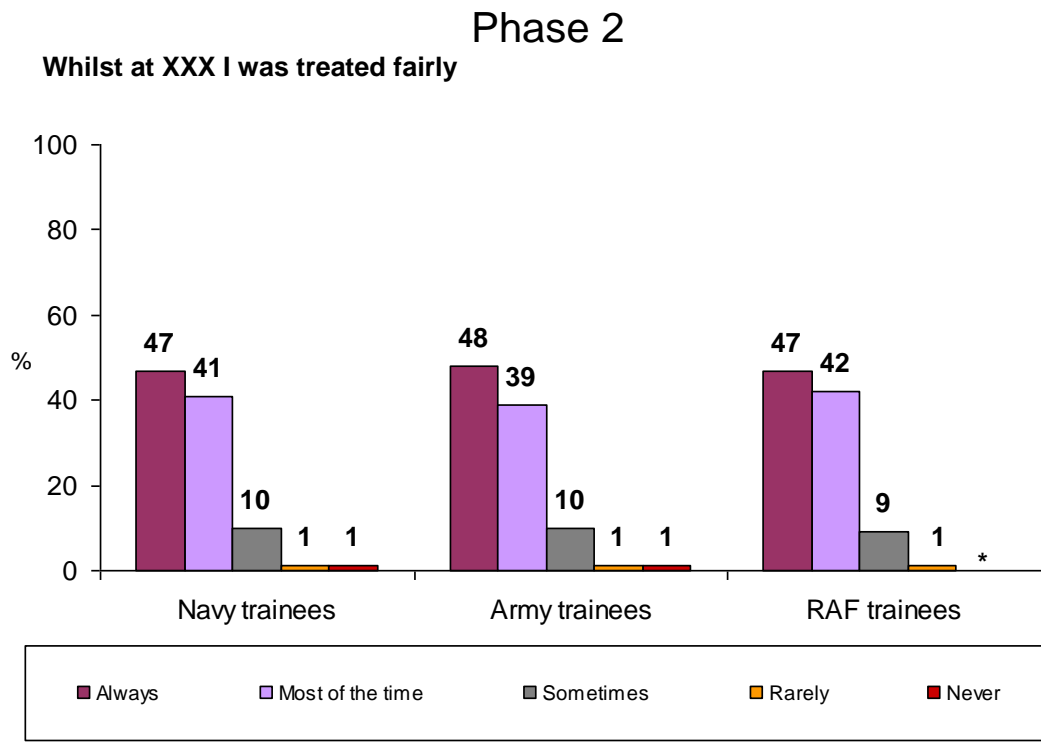
426. Eighty-seven per cent of trainees in the Army said that they had been treated fairly always or most of the time, up from 84% last year (fig. 161). The proportion of RAF trainees saying that they had 'always' been treated fairly decreased this year, to 47% (from 53%).

427. Army trainees (2%) were more likely to say that they had been treated fairly either 'rarely' or 'never' whilst at their school than RAF trainees (1%).

428. White trainees were more likely than non-white trainees to think that they had been treated fairly, with 88% of white trainees saying that they had been treated fairly 'always' or 'most of the time', compared with 85% of non-white trainees.

429. Female trainees were more likely than male trainees to report 'always' being treated fairly (51% said this, compared with 47% of male trainees).

430. Trainees aged 31+ were also more likely to report 'always' being treated fairly (57% said this, compared with 47% of 16-30 year-olds).



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 161

431. Overall, four fifths of Phase 2 trainees (80%) believed that rules were applied fairly 'always' or 'most of the time'. Since last year, a smaller proportion of trainees said rules were 'always' applied fairly (42%, down from 45%) and a larger proportion thought that they were applied fairly 'most of the time' (38%, up from 36% last year).

432. Trainees in the Army were the most likely to say that rules were applied fairly (81%, up from 80% last year followed by those in the RAF (78%, down from 84%) and the Navy (78%) (fig. 162). There was a higher proportion of RAF trainees who said that rules were applied fairly either 'rarely' or 'never' than last year (5%, up from 3%).

433. Non-white trainees (46%) were more likely than white trainees (42%) to say that that the rules had been applied fairly 'always'.

434. Male trainees (5%) were more likely to say that rules were applied fairly either 'rarely' or 'never' than female trainees (2%).

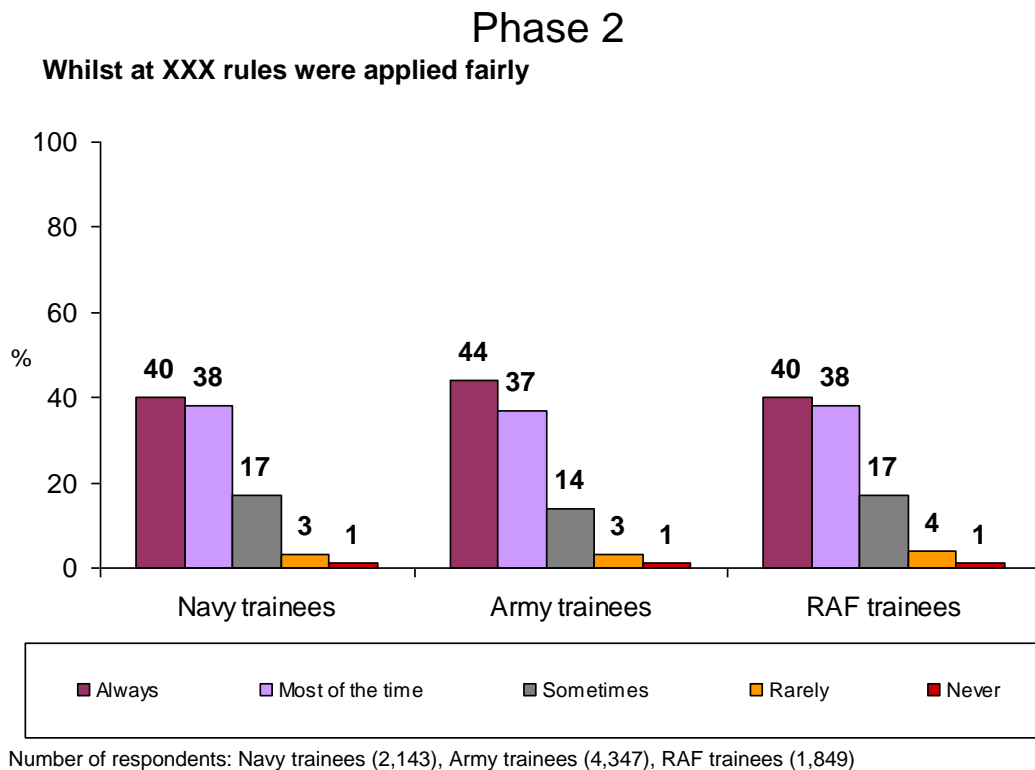


Figure 162

435. The majority of trainees, 94%, felt that training was conducted without sexual or racial harassment, which is an increase since last year (91%). Trainees in the RAF were more likely to say that training was conducted without sexual or racial harassment (95%), than those in the Navy (94%) or Army (93%, up from 89%), (fig. 163).

436. There has been an increase overall since last year in the proportion of trainees who felt that training was 'always' conducted without sexual or racial harassment (77%, up from 74%). This trend is particularly seen amongst Army trainees (75%, up from 71%).

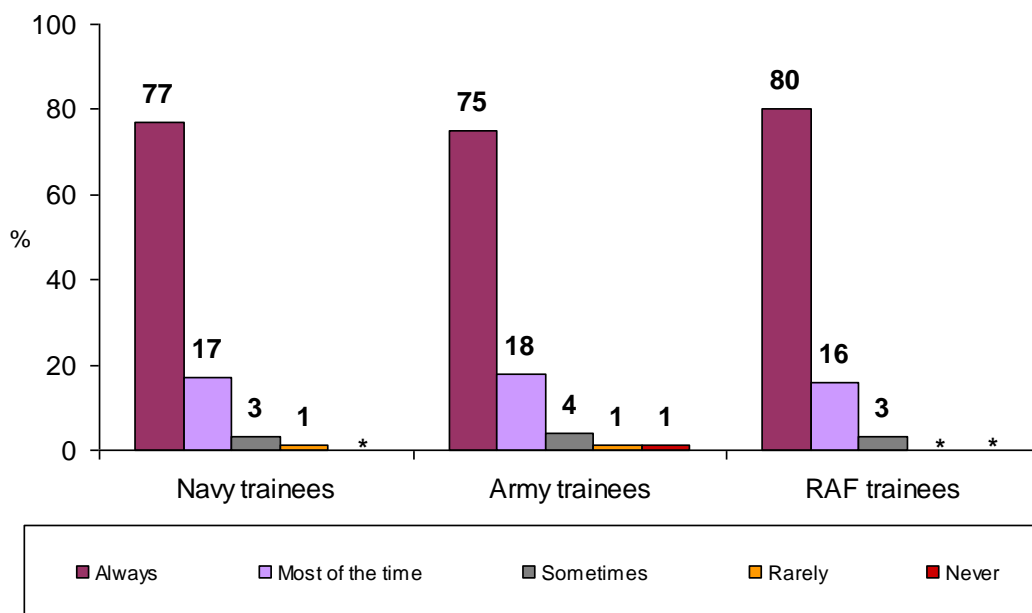
437. Ninety-five per cent of female trainees said that training was conducted without sexual or racial harassment 'always' or 'most of the time', compared with 94% of male trainees. White trainees were more likely than non-white trainees to say this (95% and 89% respectively).

438. Non-white trainees were also more likely to say that training had 'rarely' or 'never' been conducted without sexual or racial harassment (4%) than white trainees (1%).

439. Trainees aged 31 and over were more likely to say that training was conducted without sexual or racial harassment (97%), than trainees between the age of 16 and 30 (94%).

Phase 2

Whilst at XXX training was conducted without sexual or racial harassment



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 163

BAD OR UNFAIR TREATMENT

440. In the reporting period for 2005/6 and 2007/8, trainees were asked 'do you believe that you were badly or unfairly treated by the staff or other trainees whilst at xxx'. In 2006/7, 2009 and 2010, this was asked as two separate questions, one concerning staff and one trainees.

441. In this report, comments are made separately on bad or unfair treatment by staff and by other trainees in the same way as the 2006/7 and 2009 reporting period. Following this, the data for this treatment by staff and other trainees has been amalgamated. Please note, this may not be directly comparable due to a change in the way the question is worded.

BAD OR UNFAIR TREATMENT BY STAFF

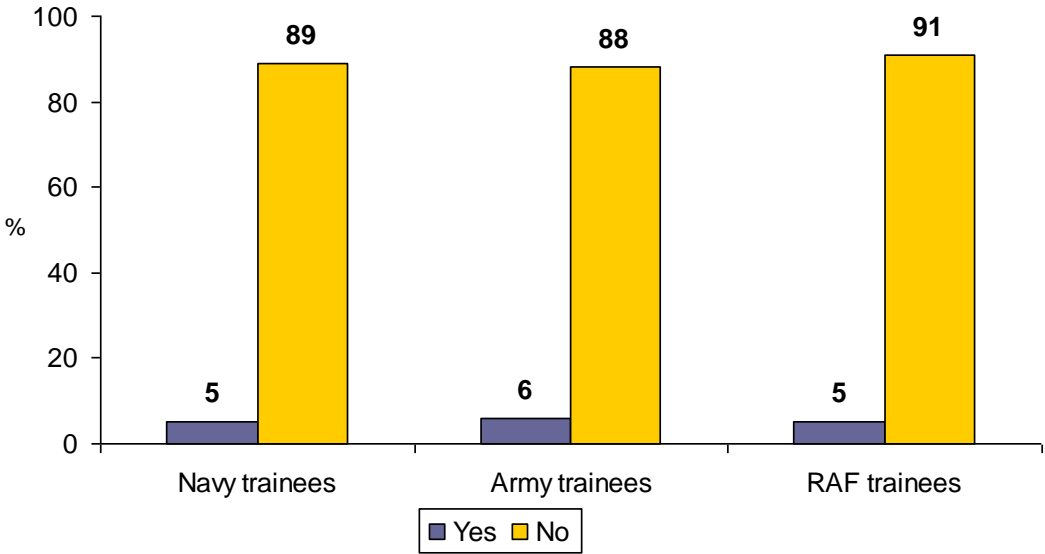
442. Overall, 5% of trainees felt that they had been badly or unfairly treated by staff, down from the last reporting period (6%). The proportion saying so in the Navy went down to 5% this year, from 7% last year (fig. 164). Eighty-nine per cent of trainees said that they had not been badly or unfairly treated by staff. Overall, trainees in the RAF were more likely to say this (91%, down from 93%) than those in the Navy (89%) or the Army (88%).

443. Non-white trainees were more likely to say that they had experienced bad or unfair treatment by staff (7%) than white trainees (5%). In parallel to this, white trainees were more likely to say that they had not experienced bad or unfair treatment by staff (90%) than non-white trainees (84%). Male trainees were more likely to believe they had been badly or unfairly treated by staff than female trainees (5% compared with 4%).

444. The proportion of non-white trainees choosing not to answer this question (9%) was higher than white trainees (5%).

Phase 2

Do you believe that you were badly or unfairly treated by the staff whilst at XXX?



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 164

BAD OR UNFAIR TREATMENT BY OTHER TRAINEES

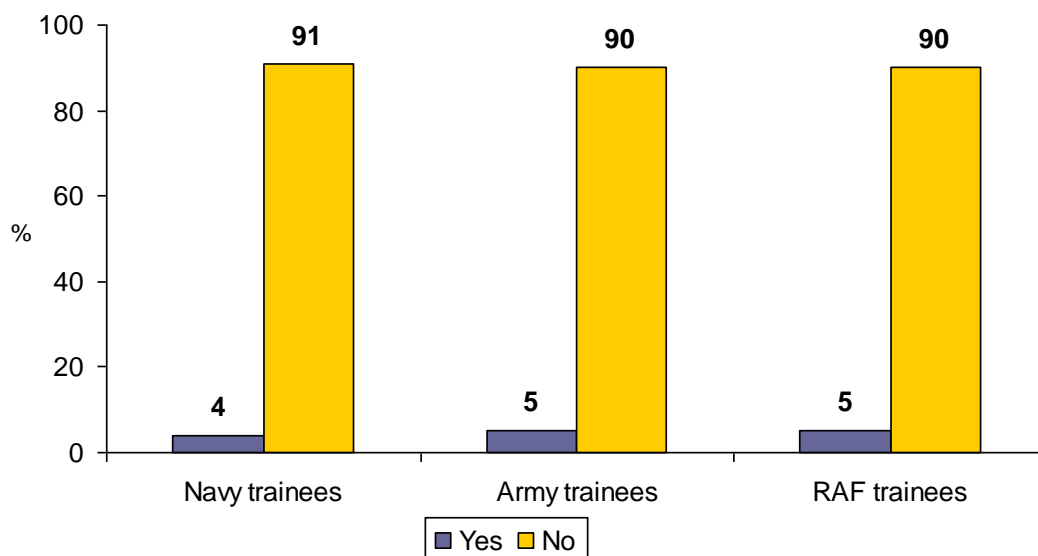
445. Overall, 4% of trainees felt that they had been badly or unfairly treated by other trainees, a decrease from 5% last year. The proportions of trainees in each of the Services who reported this treatment by other trainees were similar; 5% (down from 7% last year) in the RAF, 5% in the Army, and 4% in the Navy (down from 6% last year) (fig. 165).

446. Ninety per cent said that they had not been badly or unfairly treated by other trainees. Again, the proportions of trainees across each of the Services who said this were comparable; 91% in the Navy, 90% in the Army (up from 89% last year) and 90% in the RAF.

447. Female trainees (6%) were more likely to say that they had experienced bad or unfair treatment by other trainees than their male counterparts (4%). Non-white trainees (6%) were more likely to say that they had experienced bad or unfair treatment by other trainees than white trainees (4%).

Phase 2

Do you believe that you were badly or unfairly treated by other trainees whilst at XXX?



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

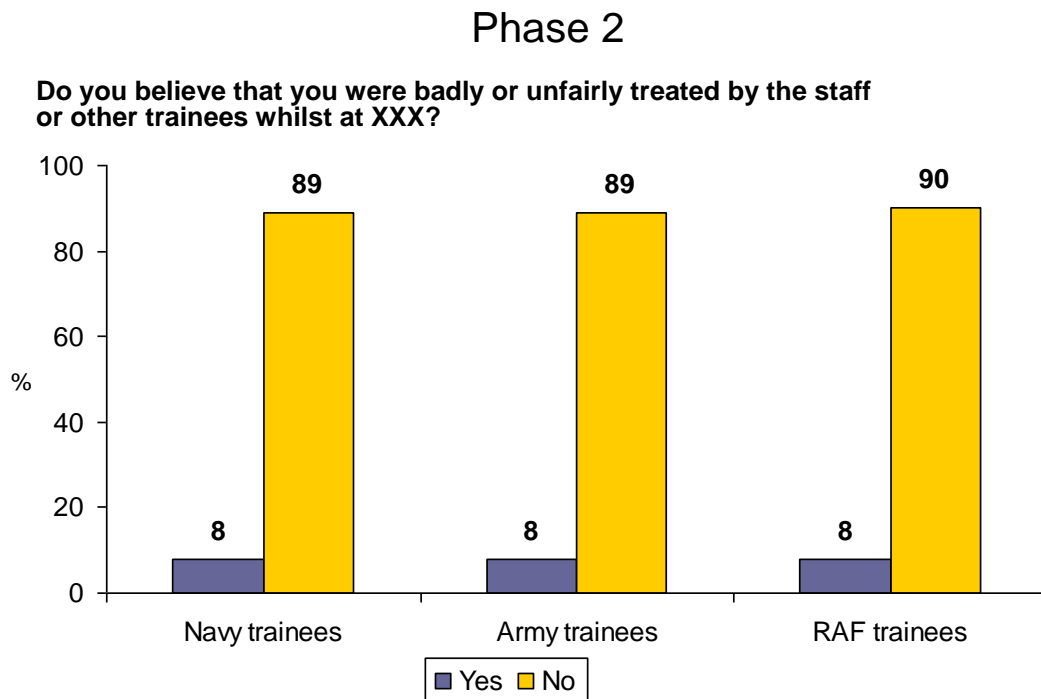
Figure 165

448. When the data for bad or unfair treatment by staff and other trainees is combined for 2010, to make the data comparable year on year, overall, the majority of Phase 2 trainees (89%) said that they had not been badly or unfairly treated by either staff or trainees whilst at their School (this has increased from 86% last year). There has been a rise in the proportion of Army and Navy trainees who said that they had not been badly or unfairly treated since the last reporting period (89%, up from 86%) (figs. 166-167).

449. Eight per cent of trainees said that they had been badly or unfairly treated, which represents a decrease of one percentage point from the previous reporting period (from 9%). The proportion of trainees in the Navy who said that they had been badly or unfairly treated has fallen from 11% last year to 8% this year.

450. A higher proportion of non-white trainees (10%) felt that they had been badly or unfairly treated than white trainees (8%). Parallel to this, the proportion who felt that they had not been badly or unfairly treated was higher amongst white trainees (90%) than non-white trainees (85%).

451. The proportion of Phase 2 trainees agreeing that they had been badly or unfairly treated by staff or other trainees decreased this year to 8%. Prior to this it had increased year on year from 5% in the 2005/6 report to 9% in the 2009 report.

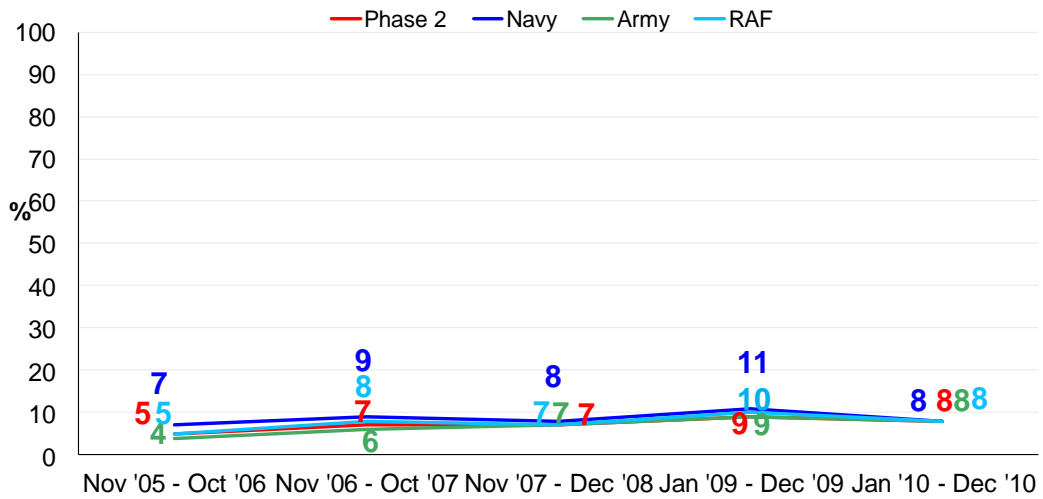


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 166

Phase 2

Do you believe that you were badly or unfairly treated by the staff or other trainees whilst at XX?



% Yes

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329), December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 167

BAD OR UNFAIR TREATMENT - OVERALL

452. Of all Phase 2 trainees surveyed, 8% (674 people) felt that they had been badly or unfairly treated. These trainees were asked to provide more detail on the type of treatment they experienced (for a full breakdown by Service see figs. 168-170). Please note that 46% chose not to answer this question; trainees who did answer were able to select more than one category of bad or unfair treatment. Last year 41% did not provide an answer to this question.

453. The most frequently cited form of bad or unfair treatment continues to be being made fun of or humiliated. The order of frequency of the remaining forms of bad or unfair treatment is consistent with last year.

454. Of the trainees who said that they had been badly or unfairly treated, 4% said that they had been physically abused (e.g. hit or kicked) (equating to 0.4% of all Phase 2 trainees). Of the non-white trainees who said that they had been badly or unfairly treated, 9% said that they had been physically abused, compared with 3% of white trainees.

455. Of the trainees who felt that they had been badly or unfairly treated, 16% said that they had been intimidated (equating to 1.3% of all Phase 2 trainees).

456. Thirty per cent of trainees who felt they had been badly or unfairly treated said that they had been made fun of and humiliated (equating to 2.5% of all Phase 2 trainees). Up from 25% last year this is the most reported category of bad or unfair treatment. RAF trainees were more likely than those in the Army to say that they had experienced this type of treatment (36% compared with 27%) with a greater proportion of Army trainees reporting it this year (a rise of 7 percentage points from 20% last year).

457. Twenty-six per cent of trainees who felt that they had been badly or unfairly treated said that they had been verbally abused (equating to 2.1% of all Phase 2 trainees).

458. Seventeen per cent of trainees who said that they had been badly or unfairly treated stated that they had been picked on continually (equating to 1.4% of all Phase 2 trainees).

459. Two per cent of those who had been badly or unfairly treated said that they had been sexually harassed (equating to 0.1 % of all Phase 2 trainees, or 12 trainees). A higher proportion of female trainees who had been badly or unfairly treated said that they had been sexually harassed than male trainees (6% compared with 1%).

460. Three per cent of those who felt that they had been badly or unfairly treated said that they had been racially harassed (equating to 0.2% of all Phase 2 trainees). Of the non-white trainees who said that they had been

badly or unfairly treated, 9% said that they had been racially harassed, compared with 1% of white trainees.

461. One in ten (10%) of those who said that they had been badly or unfairly treated said that they were always given the worst jobs to do (equating to 0.8% of all Phase 2 trainees). A larger proportion of trainees in the Army (12%) and in the Navy (10%) reported this, compared with their counterparts in the RAF (5%). A greater proportion of male trainees also reported this (11%) compared with female trainees (4%).

462. One fifth (20%) of those who stated they had been badly or unfairly treated said that they had been treated differently to others (equating to 1.7% of all Phase 2 trainees). Trainees in the Navy were more likely to say this than those in the Army (24% compared with 17%). Younger trainees (aged 16-19) were more likely to say this happened to them than older trainees (30% of 18-19 year old trainees cited this, compared with 10% of 26-30 year olds).

BAD OR UNFAIR TREATMENT BY STAFF

463. Those who said that they had experienced bad or unfair treatment were also asked whether this came from staff or other trainees.³⁴ Forty-four per cent of those who said they had been badly or unfairly treated overall said this came from staff, while 52% said this came from other trainees. The proportion of RAF trainees stating that this had been done by other trainees went down 14 percent points, from 71% last year to 57% this year.

464. Of those who said that they were physically abused, 23% said that this was by staff (equating to 0.1% of all Phase 2 trainees).

465. Of trainees who said that when they were intimidated, the proportion who said that this was by staff was 38% (equating to 0.5% of all Phase 2 trainees).

466. Of those who said that they were made fun of or humiliated, 30% said that this came from staff (equating to 0.7% of all Phase 2 trainees).

467. Of those who said that they experienced verbal abuse, 23% said that this came from staff (equating to 0.5% of all Phase 2 trainees). A higher proportion of trainees in the Army said the verbal abuse they experienced was by staff (34%) than those in the Navy (16%) or RAF (7%).

468. Of those who said that they were picked on, 19% said that this was by staff (equating to 0.3% of all Phase 2 trainees).

469. Seventeen per cent of trainees who were sexually harassed said that this harassment came from staff (equating to 0.02% of all Phase 2 trainees, or two trainees).

470. Of those who said that they were racially harassed, 18% said that this harassment came from staff (equating to 0.04% of all Phase 2 trainees).

471. Of those who said that they were given the worst jobs to do, 52% said that this came from staff (equating to 0.4% of all Phase 2 trainees).

472. Of those who said that they were treated differently, 49% (which equates to 0.8% of all Phase 2 trainees), stated that this was by members of staff.

³⁴ This was a multi-coded question and so respondents had the option to answer both staff and other trainees.

BAD OR UNFAIR TREATMENT BY OTHER TRAINEES

473. Of those who said that they were physically abused, 77% said that this came from other trainees (equating to 0.3% of all Phase 2 trainees overall).

474. Of those who said that they experienced intimidation, 53% said that this came from other trainees (equating to 0.7% of all Phase 2 trainees).

475. Of those who said that they were made fun of or humiliated, 60% said that this came from other trainees, down on last year (71%) (which equates to 1.5% of all Phase 2 trainees).

476. Fifty-five per cent of trainees who said that they experienced verbal abuse said that this came from other trainees (equating to 1.1% of all Phase 2 trainees). The proportion saying that verbal abuse came from other trainees has decreased over the last year (from 67%), with a clear decrease amongst Navy trainees (from 79% to 55%). Trainees in the RAF were more likely to say that the verbal abuse was from other trainees than those in the Army (73% compared with 47%).

477. Of those who said that they were picked on, 52% said that this was by other trainees (equating to 0.7% of all Phase 2 trainees).

478. Fifty per cent of trainees who said that they were sexually harassed, said that this harassment came from other trainees (equating to 0.1% of all Phase 2 trainees or six trainees).

479. Of those who said that they were racially harassed, 47% said that this was by other trainees (equating to 0.1% of all Phase 2 trainees).

480. Of those who said that they were given the worst jobs to do, 22% said that this was by other trainees (equating to 0.2% of all Phase 2 trainees).

481. Twenty-five per cent of trainees said that when they were treated differently, this was by other trainees (equating to 0.4% of all Phase 2 trainees). This is a decrease from the last reporting period, when 37% reported that this treatment was from other trainees. Trainees in the RAF were more likely to say they were treated differently by other trainees (38%) than those in the Army (19%).

Phase 2 – Navy

Percentage of respondents who said that they were badly or unfairly treated, split by staff and trainees

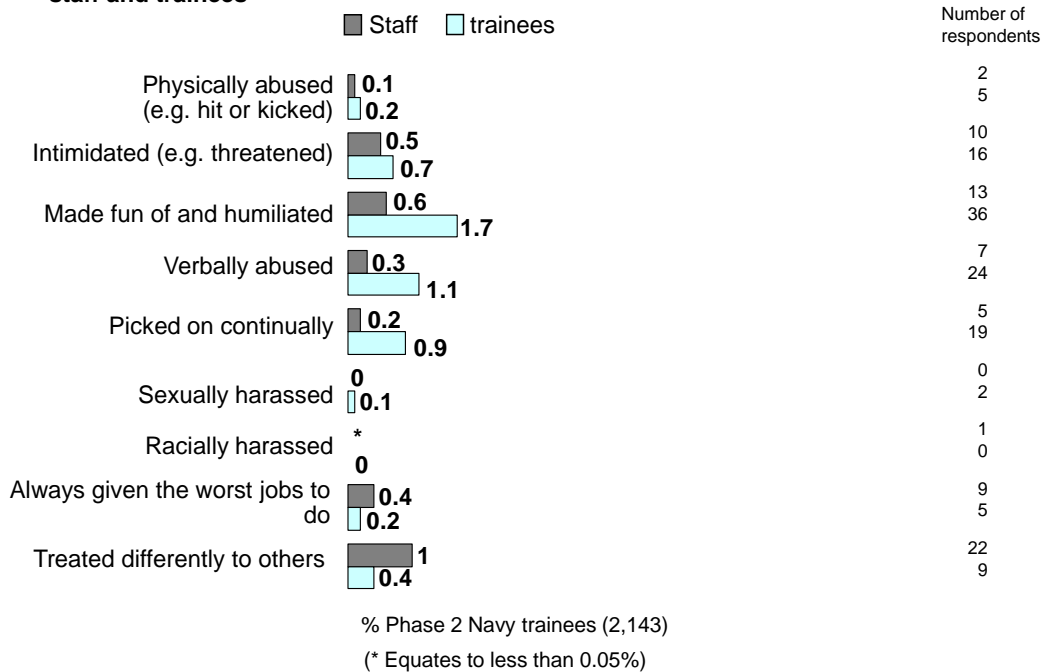


Figure 168

Phase 2 – Army

Percentage of respondents who said that they were badly or unfairly treated, split by staff and trainees

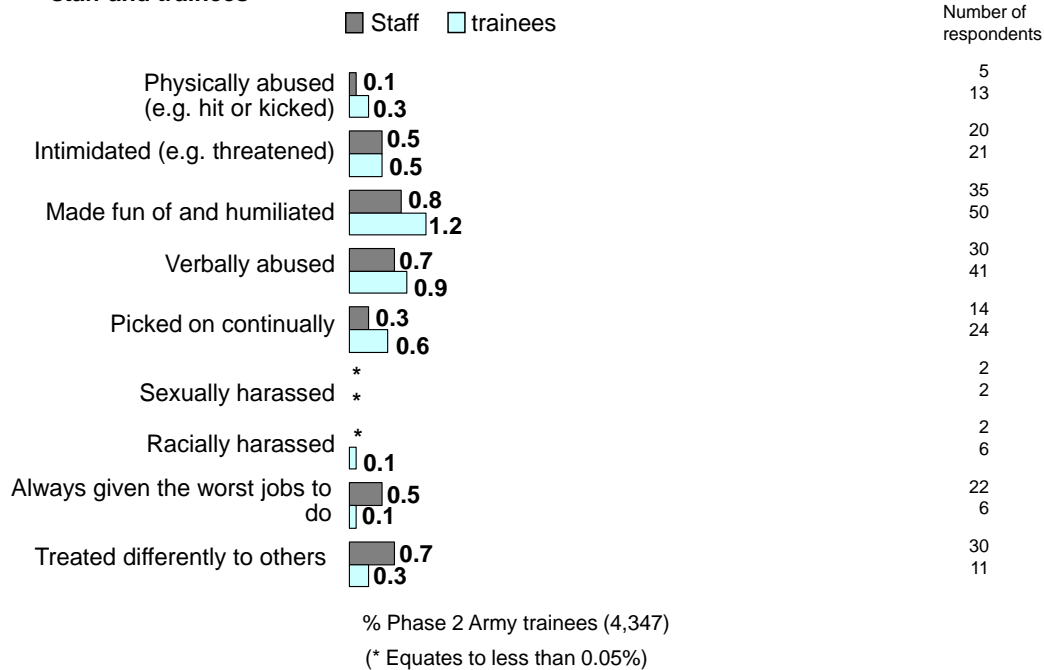


Figure 169³⁵

³⁵ This was a multi-coded question; respondents could select more than one answer

Phase 2 – RAF

Percentage of respondents who said that they were badly or unfairly treated, split by staff and trainees

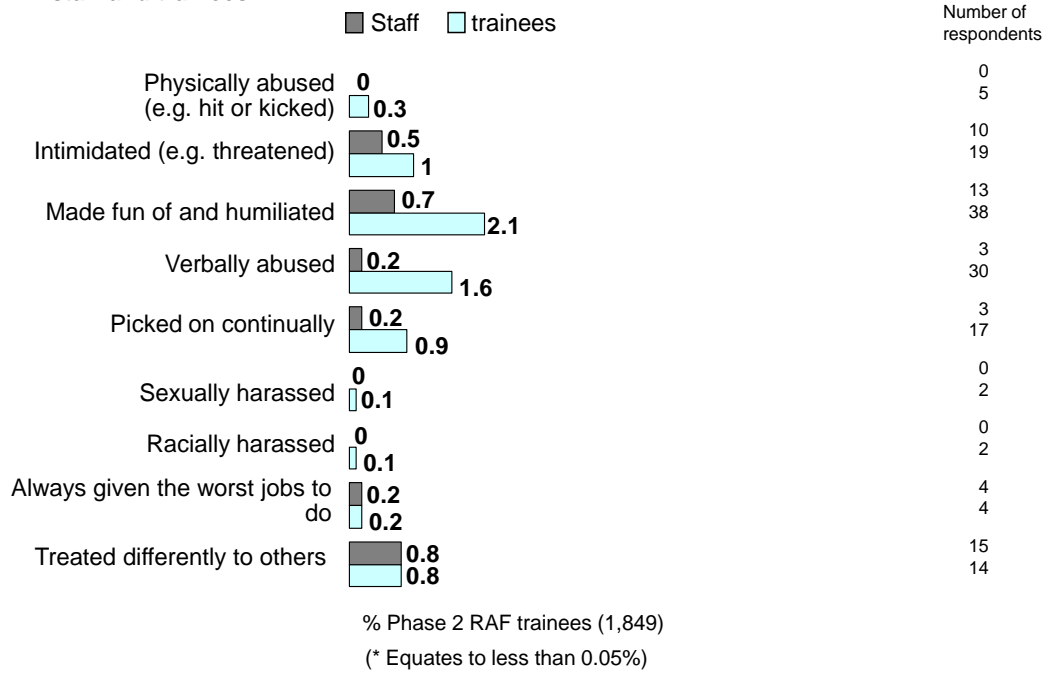


Figure 170³⁶

³⁶ This was a multi-coded question; respondents could select more than one answer

ACTION FOLLOWING BAD OR UNFAIR TREATMENT

482. Trainees who said that they experienced some form of bad or unfair treatment were asked what they did following this treatment³⁷. It should be noted that 15% of trainees chose not to answer this question. This is a higher proportion than last year (when 2% did not provide an answer at this question). The number of trainees providing an answer to this question was 308.

483. Of those who did answer, the most common response was to do nothing (37% of those who were asked the question, down from 47% last year). A greater proportion of Army trainees reported that they did nothing following bad or unfair treatment (43%) than trainees in the RAF (28%), (fig. 171). Thirty-three per cent of Navy trainees cited doing nothing after experiencing bad or unfair treatment (down from 46% last year). Male trainees were more likely to do nothing than their female counterparts (39% compared with 22%). Those trainees aged 16-19 were more likely to do nothing than those aged 20 and over (45% of those aged between 16-17 did nothing compared with 19% of those aged 26-30).

484. The next most common responses following bad or unfair treatment were to speak to a fellow trainee (34%) or to speak to friends or family (28%). Trainees in the RAF were more likely to speak to a fellow trainee (42%) than those in the Army (28%).

485. Twenty-four per cent of trainees who said that they had experienced unfair treatment made some form of complaint; 10% made a formal complaint, while 17% made an informal complaint. Trainees in the Navy were more likely to have made an informal complaint than those in the Army (23% compared with 13%).

486. The proportion of trainees who reported that they spoke to a member of staff has decreased since last year, both for military (from 25% last year to 18%) and civilian staff (from 6% to 3%).

487. The proportion of trainees who reported that they spoke to a member of staff was higher in the Navy (23%) and the RAF (29%), than in the Army (11%).

488. Five per cent of trainees said that they spoke to the Padre/Chaplain following an experience of some form of bad or unfair treatment.

489. Female trainees were more likely than their male counterparts to speak to their friends/family (47% compared with 26%), speak to a fellow trainee

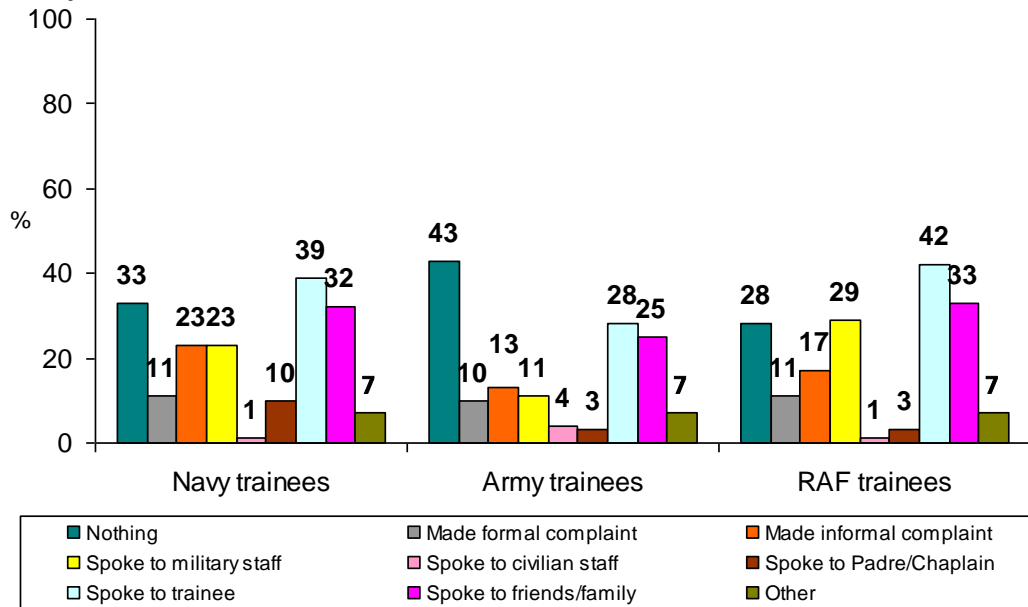
³⁷ The responses to this question are amalgamated from responses given when asked about each type of bad or unfair treatment experienced. In the 2009 annual report there was an error in this calculation. All data, for this year and previous years, has been rerun, and so year on year comparisons within this report are accurate.

(49% compared with 32%) or speak to the padre/chaplain (14% compared with 4%).

490. Navy trainees were also more likely to speak to the padre/chaplain (10%) than Army trainees (3%). RAF trainees were more likely to speak to a fellow trainee (42%) than Army trainees (28%).

Phase 2

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



Number of respondents (all who said that they were badly or unfairly treated by staff or other trainees): Navy trainees (92), Army trainees (182), RAF trainees (89)

Figure 171³⁸

³⁸ This was a multi-coded question; respondents could select more than one answer

REASONS FOR BAD OR UNFAIR TREATMENT

491. Trainees who felt that they had been badly or unfairly treated were asked why they thought this had occurred. It should be noted that 52% of trainees chose not to answer this question; 323 trainees did provide an answer here. However, of the trainees who did answer, the most common reason cited for their bad or unfair treatment was 'because of something else', i.e. a reason not listed (22% of those who were asked this question), although this was a fall from last year (31%). This was the most commonly cited reason amongst trainees of all three Services, although RAF (29%) and Navy (26%) trainees were more likely to say this than Army trainees (16%), (fig. 172). White trainees were more likely to cite this than non-white trainees (24% compared with 10%).

492. The next most commonly mentioned reason among those who felt that they had experienced bad or unfair treatment was the trainee's origin i.e. where they come from (12%).

493. The third most commonly perceived reason was the respondent's social background or class, cited by 12% of those who felt that they had been badly or unfairly treated.

494. Eleven per cent of trainees who felt that they had experienced bad or unfair treatment said that this was because of their age. This was higher amongst those aged 16-17 (49%) than those aged between 20 and 25 years old (3%). In addition, female trainees were more likely to attribute bad or unfair treatment to their age than male trainees (21% compared with 9%).

495. Five per cent of trainees who said they had been badly or unfairly treated said that this was because of their sex. Female trainees who had experienced bad or unfair treatment were more likely to cite their gender as a reason than male trainees (20% compared with 3%).

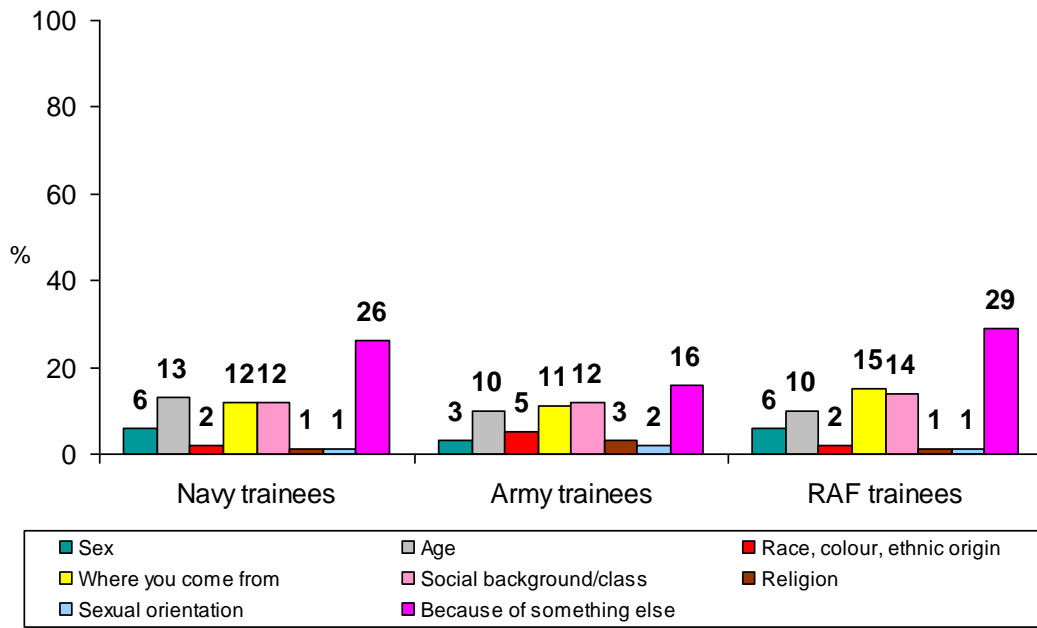
496. Race, colour or ethnic origin was cited by 4% of trainees who said that they had been badly or unfairly treated. A higher proportion of non-white trainees felt that it was because of their race, colour or ethnic origin (15%), than white trainees (2%).

497. Two per cent of trainees who felt that they had been badly or unfairly treated said that this was because of their religion. Non-white trainees (5%) who had been badly or unfairly treated were more likely than white trainees (1%) to say that this was because of their religion.

498. One per cent of trainees that were badly or unfairly treated said it was because of their sexual orientation. The proportion saying this has decreased in the Navy this year (1%, compared with 4% last year).

Phase 2

Why do you think you were badly or unfairly treated?



Number of respondents (all who said that they were badly or unfairly treated by staff of other trainees):
 Navy trainees (172), Army trainees (347), RAF trainees (153)

Figure 172³⁹

³⁹ This was a multi-coded question; respondents could select more than one answer

COMPLAINTS

499. The 277 trainees who said they had experienced bad or unfair treatment but did not complain about it were asked why they did not complain (for a full breakdown by Service see figs. 173-175). A proportion of trainees (21%) chose not to answer this question, but of those that did, the most common reason given was that they did not believe anything would be done (30% of those asked this question).

500. The next most commonly cited reason was that the trainees thought that it would cause problems on the course (26%). The proportion of trainees in the RAF (36%) who thought that complaining about bad or unfair treatment would cause problems on the course was higher than in the Army (22%). This was also higher amongst female trainees (41%) than their male counterparts (24%).

501. The third most commonly cited reason for not complaining was that trainees considered the incident to be too minor to report (24%). A higher proportion of female trainees felt this way than male trainees (38% and 22% respectively).

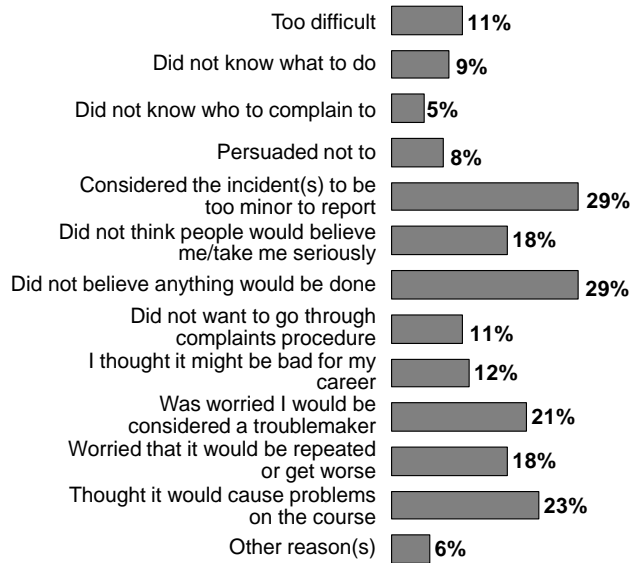
502. Twenty-one per cent of trainees said that they did not think people would believe them or take them seriously, while 18% were worried that the treatment would be repeated or get worse if they complained.

503. The next most commonly cited reasons were that trainees were worried that they would be considered a troublemaker (15%) or that it would be bad for their career (13%). Female trainees were more likely to cite both these reasons than their male counterparts. Thirty-two per cent of female trainees and 13% of male trainees mentioned concern about being labelled a troublemaker. Twenty-six per cent of female trainees compared with 11% of male trainees were anxious about the effect on their career).

504. RAF trainees (20%) were more likely than Army trainees (10%) to cite not wanting to go through the complaints procedure as a reason. Navy trainees (8%) were more likely to cite that they were persuaded not to complain than Army trainees (1%).

Phase 2 - Navy

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

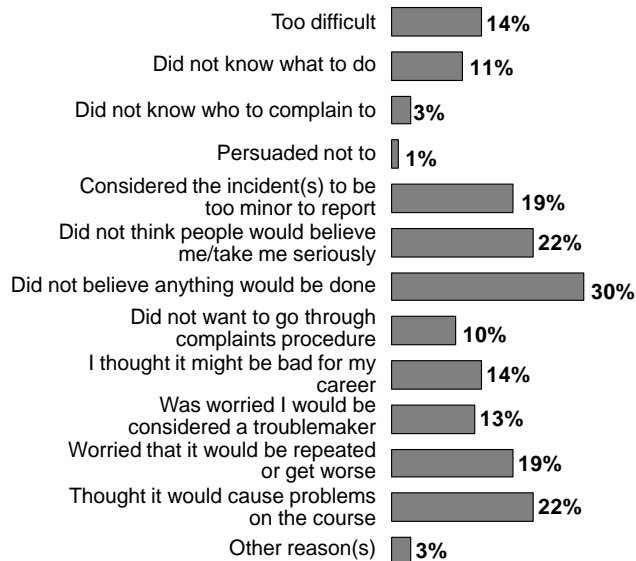


Number of respondents: Navy trainees (all who said that they were badly or unfairly treated by staff or other trainees and who did not make a complaint): (66)

Figure 173⁴⁰

Phase 2 - Army

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



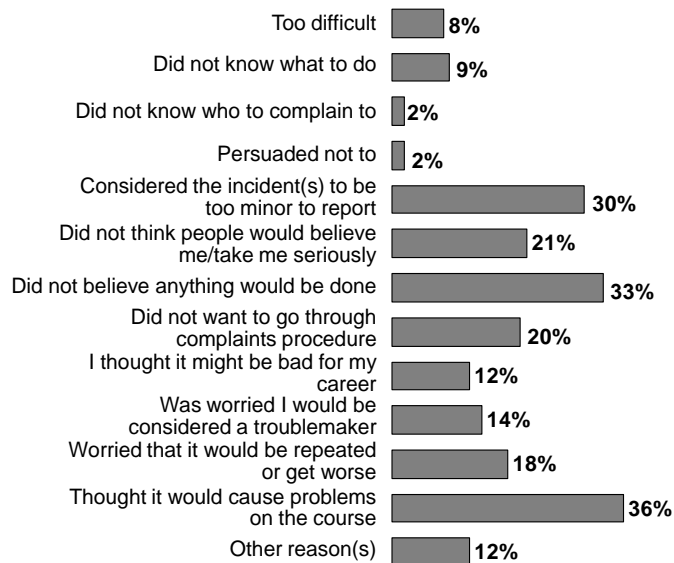
Number of respondents: Army trainees (all who said that they were badly or unfairly treated by staff or other trainees and who did not make a complaint): (145)

Figure 174⁴¹

⁴⁰ This was a multi-coded question; respondents could select more than one answer

Phase 2 - RAF

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



Number of respondents: RAF trainees (all who said that they were badly or unfairly treated by staff or other trainees and who did not make a complaint): (66)

Figure 175⁴²

⁴¹ This was a multi-coded question; respondents could select more than one answer

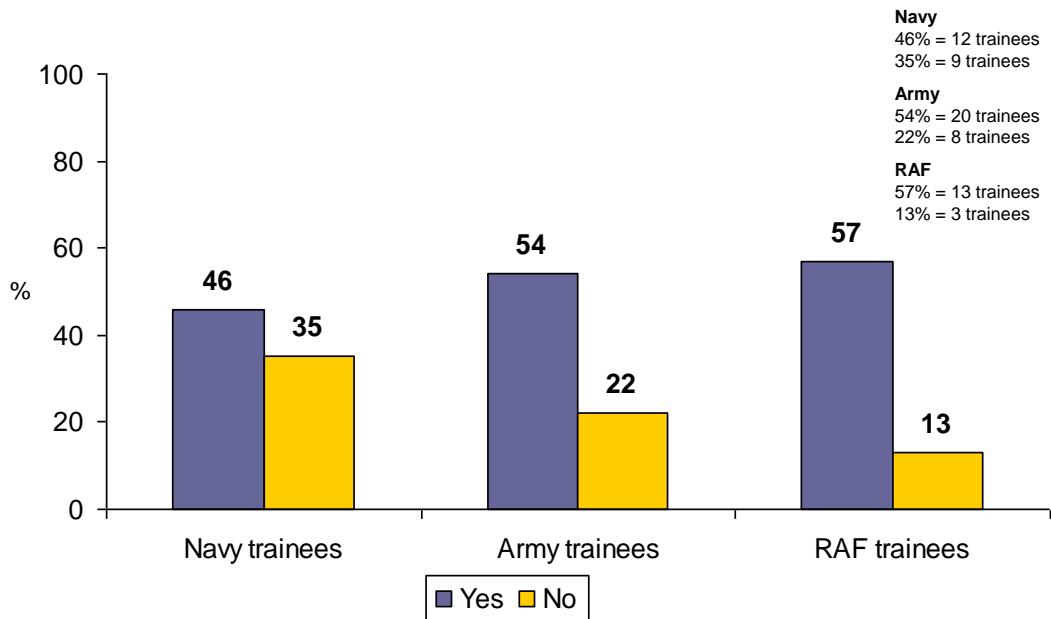
⁴² This was a multi-coded question; respondents could select more than one answer

505. Trainees who said that they made a complaint (86 people) were asked whether their complaint was dealt with fairly. It should be noted that 24% of trainees who were asked this question chose not to answer. This is a higher proportion than last year (when 2% did not provide an answer to this question).

506. Of those asked this question, 52% thought that their complaint had been dealt with fairly, while 23% thought that this was not the case. The proportion of trainees who said that they thought their complaint was dealt with fairly has decreased compared with last year's reporting period (52%, down from 72% last year, which in turn was up from 52% in 2007 - 2008). However, there was no difference in the proportion saying that their complaint was not fairly dealt with (For a full breakdown by Service see fig. 176)

Phase 2

When you made a complaint about your treatment was it dealt with fairly?



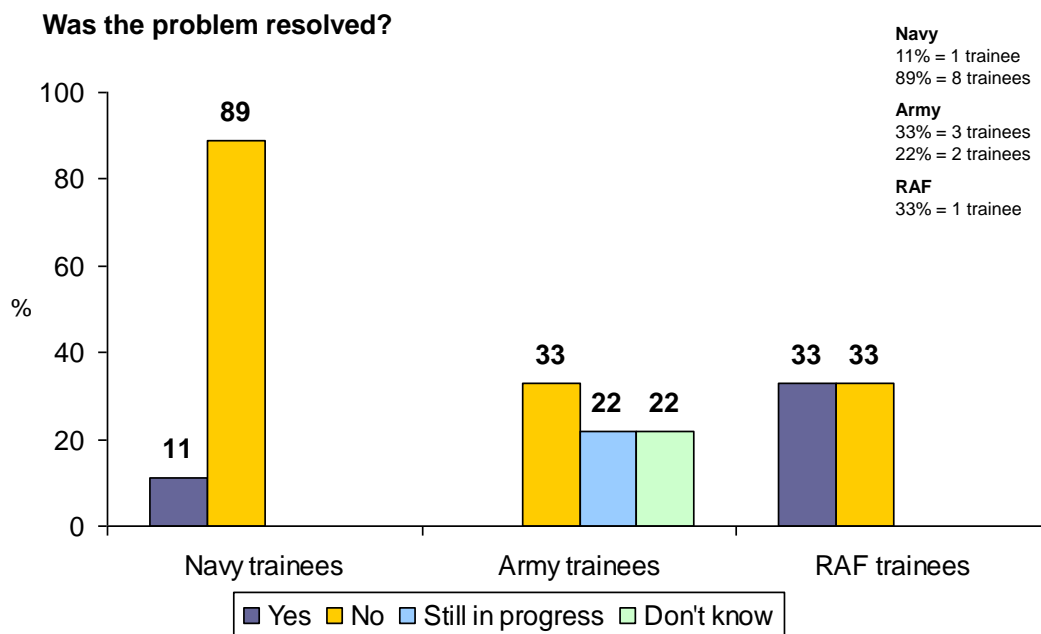
Number of respondents (all who had been badly or unfairly treated and made a complaint): Navy trainees (26*), Army trainees (37*), RAF trainees (23*)

Figure 176

507. The trainees who said that they made a complaint and did not think it was dealt with fairly (21 people) were asked whether the problem had been resolved. Fourteen per cent of trainees who were asked this question chose not to answer.

508. Of those who were asked the question, 10% said that the problem was resolved, while 57% said that the problem had not been resolved. Ten per cent said that the resolution of the complaint was still in progress (For a full breakdown by Service see fig. 177).

Phase 2



Number of respondents (all who were badly or unfairly treated, made a complaint and did not think that it had been dealt with fairly): Navy trainees (9**), Army trainees (9**), RAF trainees (3**)

Figure 177

SETBACKS DURING TRAINING

ILLNESS AND INJURY

509. Overall, 42% (up from 40% last year) of Phase 2 trainees said that they were ill or injured during training and that they reported it, while 10% (up from 8%) said that they were ill or injured but did not report it. Trainees in the Army (45%, up from 41% last year) were more likely to have been ill or injured and reported it than those in the RAF (41%, down from 46% last year) or the Navy (36%) (fig. 178). Trainees in the RAF (14%, up from 10%) were more likely to have been ill or injured and not reported it than Navy (10%) or Army trainees (8%, up from 7% last year).

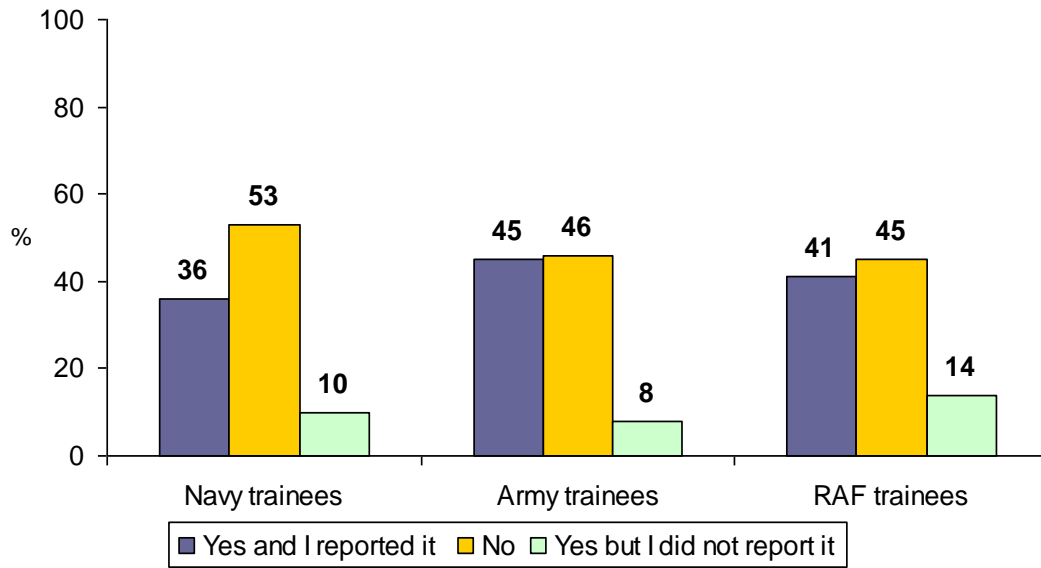
510. Forty-eight per cent of trainees said that they were not ill or injured during training. Navy trainees (53%) were more likely to have said that they were not ill or injured during training than either Army (46%, down from 48% last year and 52% in 2007/8) or RAF trainees (45%).

511. Female trainees were more likely to say that they had been ill or injured during training and reported it than male trainees (57%, compared with 40%), whereas their male counterparts were more likely to say that they had been ill or injured but did not report it (11% compared with 4%) or that they had not been ill or injured during training (49% compared with 39% of female trainees).

512. Those aged 16-17 years old were less likely to have been ill or injured and reported it (38%) than those aged 20-25 (42%), 26-30 (46%) or 31 and over (51%). Parallel to this, those aged 31 and over were less likely to have been ill or injured and not report it (3%) than those aged 26-30 (7%), 20-25 (10%) or those aged 16-19 (12%). White trainees were more likely to have been ill or injured and not report it than non-white trainees (10% compared with 8%).

Phase 2

Were you ever ill or injured during training?



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 178

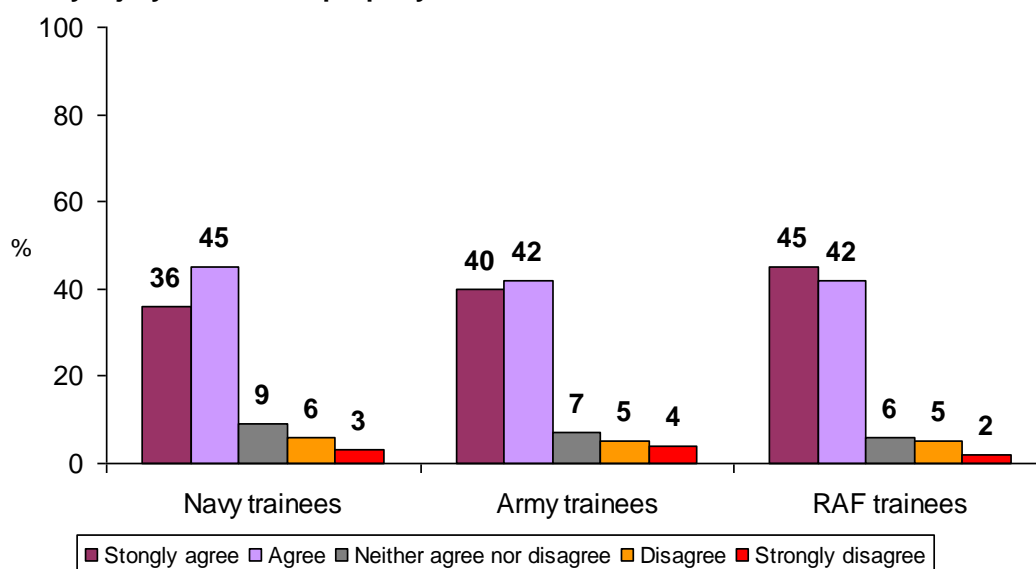
513. Among trainees who reported sick, the majority (83%) felt that their illness or injury was properly dealt with. Eight per cent felt that this was not the case. There was some variation between the Services, with trainees in the RAF more likely to say that their incident was properly dealt with (87%) than those in the Army (83%) or the Navy (81%), (fig. 179).

514. A higher proportion of male trainees said that their illness or injury was properly dealt with (84%) than female trainees (79%).

Phase 2

Please indicate how you feel about the following statements:

My injury/illness was properly dealt with



Number of respondents (all who were ill or injured and reported it): Navy trainees (776), Army trainees (1,964), RAF trainees (759)

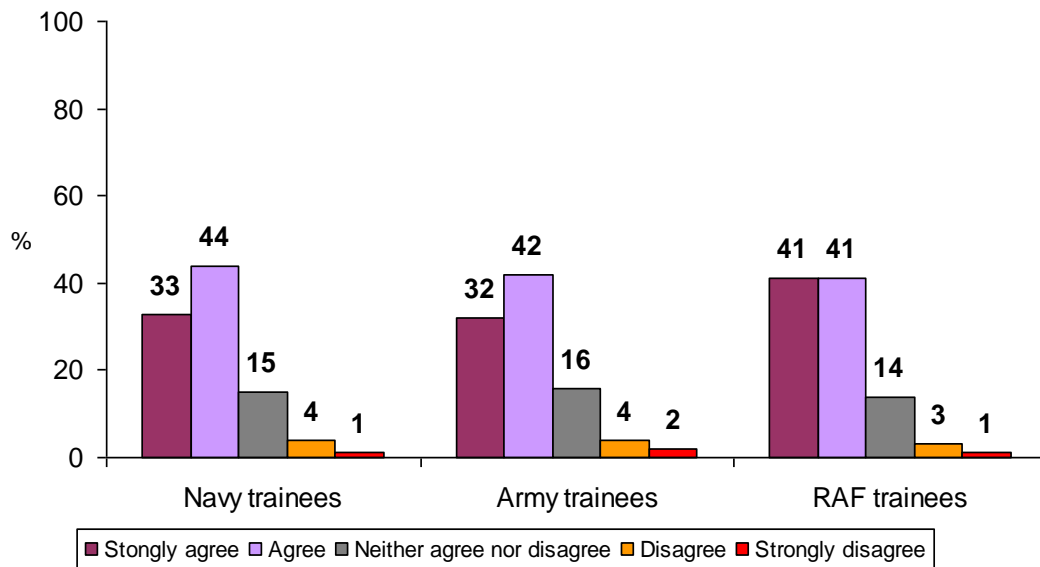
Figure 179

515. Seventy-seven per cent of those who reported sick agreed that staff helped and supported them when they were ill or injured, while 6% disagreed. Trainees in the RAF (82%) were more likely to agree than those in the Navy (77%) or Army (75%), (fig. 180). Parallel to this, those in the Navy and Army were more likely to disagree with this (6% and 7% respectively) than those in the RAF (4%).

Phase 2

Please indicate how you feel about the following statements:

Staff helped and supported me when I was ill/injured



Number of respondents (all who were ill or injured and reported it): Navy trainees (776), Army trainees (1,964), RAF trainees (759)

Figure 180

516. Thirty-two per cent of trainees who reported sick said that they would advise others in a similar situation not to report sick if they could avoid it. A greater proportion (49%) said that they would not do so.

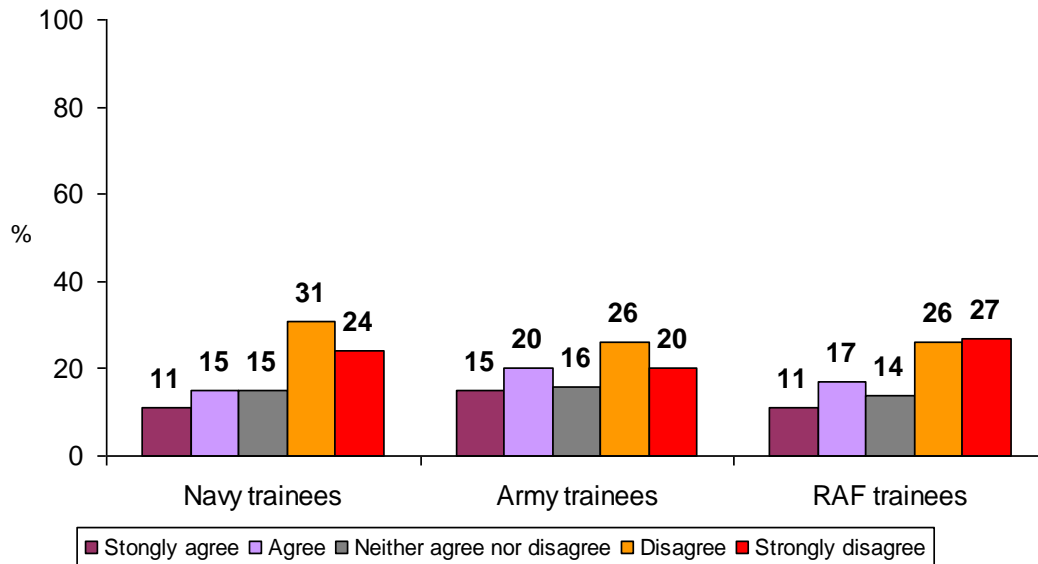
517. The proportion of Army trainees who agreed that those in a similar situation should not report it (35%) was higher than the proportion of RAF or Navy trainees who said the same (28% and 26% respectively), (fig. 181).

518. A higher proportion of male trainees said that they would advise others not to report sick (33%) than female trainees (28%). White trainees (32%) were more likely to have said this than non-white trainees (27%). Those aged 17-18 and 18-19 were more likely to agree that they would advise others not to report sick (41% and 37% respectively) than those aged 20-25 (31%), 26-30 (24%) and those aged 31 or over (19%).

Phase 2

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 who were ill or injured and reported it): Navy trainees (776), Army trainees (1,964), RAF trainees (759)

Figure 181

519. Amongst trainees who reported sick, 34% felt that people considered them weak for having done so. Army trainees were the most likely to have thought that this was the case (41%) compared with Navy and RAF trainees (27% and 26% respectively), (fig. 182). Similarly, trainees aged 16-17 were more likely to feel that people considered them weak for reporting sick (48%) than those aged 18-19 (37%), 20-25 (33%), 26-30 (32%) or 31 and above (25%).

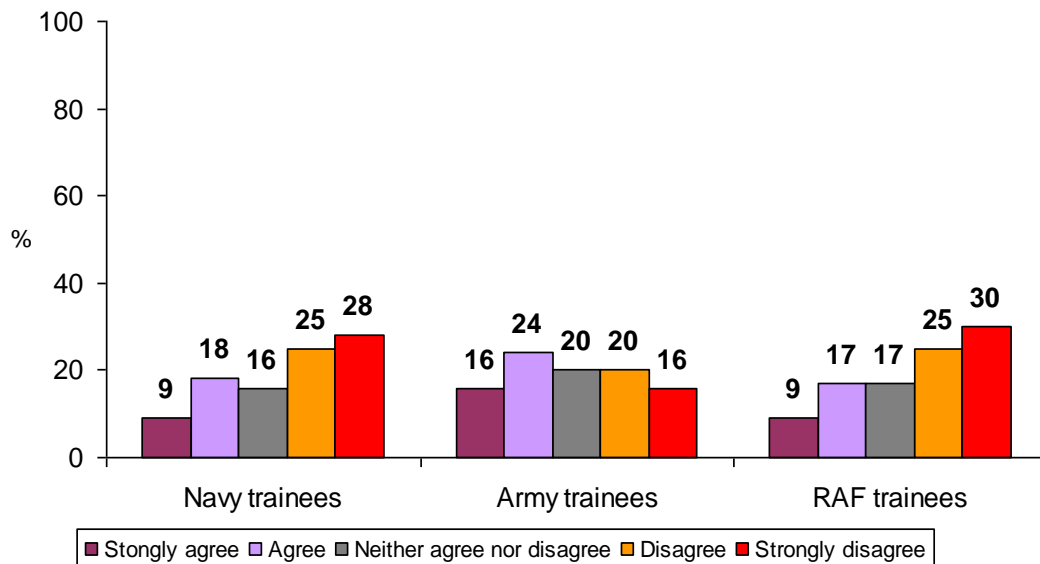
520. Overall, 44% of trainees disagreed that people considered them weak because they reported sick. Trainees in the RAF and Navy (54% of both) were more likely to disagree that people considered them weak because they reported sick than Army trainees (36%).

521. Female trainees (40%) were more likely than male trainees (33%) to say that they felt people considered them weak because they reported sick, while male trainees were more likely to disagree (45% compared with 40%).

Phase 2

Please indicate how you feel about the following statements:

I felt that people considered me weak because I reported sick



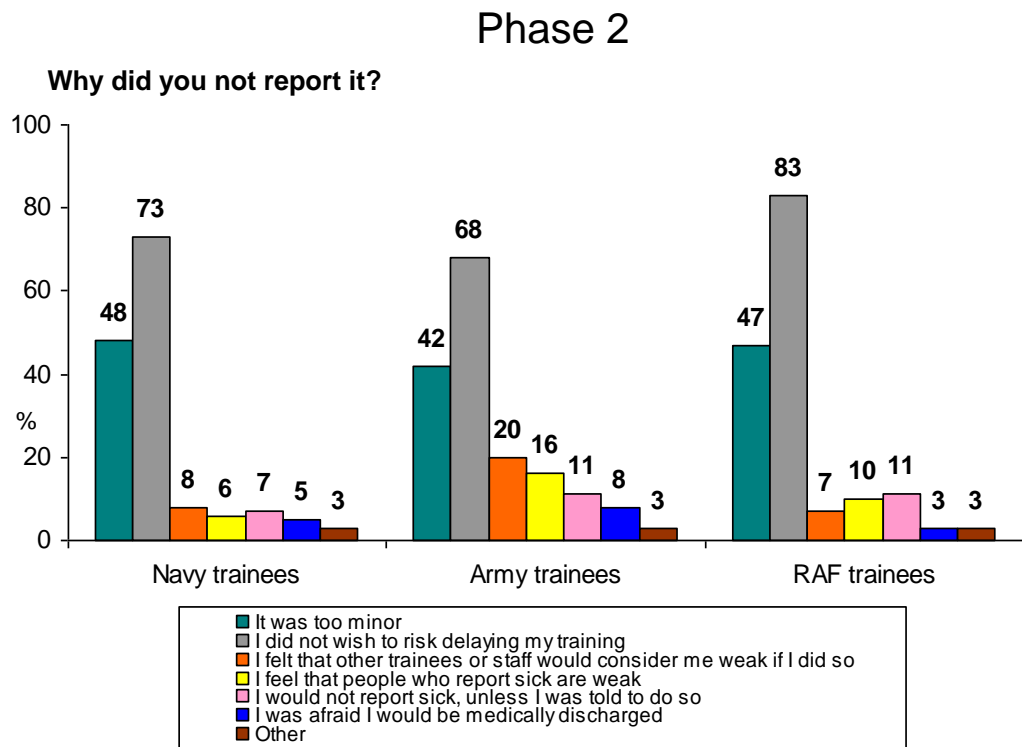
Number of respondents (all who were ill or injured and reported it): Navy trainees (776), Army trainees (1,964), RAF trainees (759)

Figure 182

522. Trainees who were ill or injured but did not report sick were asked the reasons why they did not do so. The most common reason, cited by 74%, was because they did not wish to risk delaying their training (up from 69% last year). A higher proportion of RAF (83%) than Navy (73%) or Army (68%) trainees gave this answer, (fig. 183). Furthermore, a higher proportion of white trainees (75%) than non-white trainees (64%) agreed with this answer. The next most commonly cited reason for not reporting sick was that the incident was too minor to report (45%).

523. Thirteen per cent of trainees felt that other trainees or staff would consider them weak if they had reported sick (13%). Army trainees were more likely to have thought this (20%) than those in the Navy (8%) or the RAF (7%).

524. Eleven per cent felt that people who report sick are weak. Army trainees were more likely to have thought this (16%) than those in the RAF or Navy (10% and 6% respectively). Ten per cent of trainees said that they would not report sick, unless told to do so. Six per cent of trainees could say that they did not report sick because they were afraid they would be medically discharged. Agreement with this was higher for Army trainees (8%, an increase of four percentage points from last year) than for RAF trainees (3%).



Number of respondents (all who were ill or injured and did not report it): Navy trainees (216), Army trainees (358), RAF trainees (256)

Figure 183⁴³

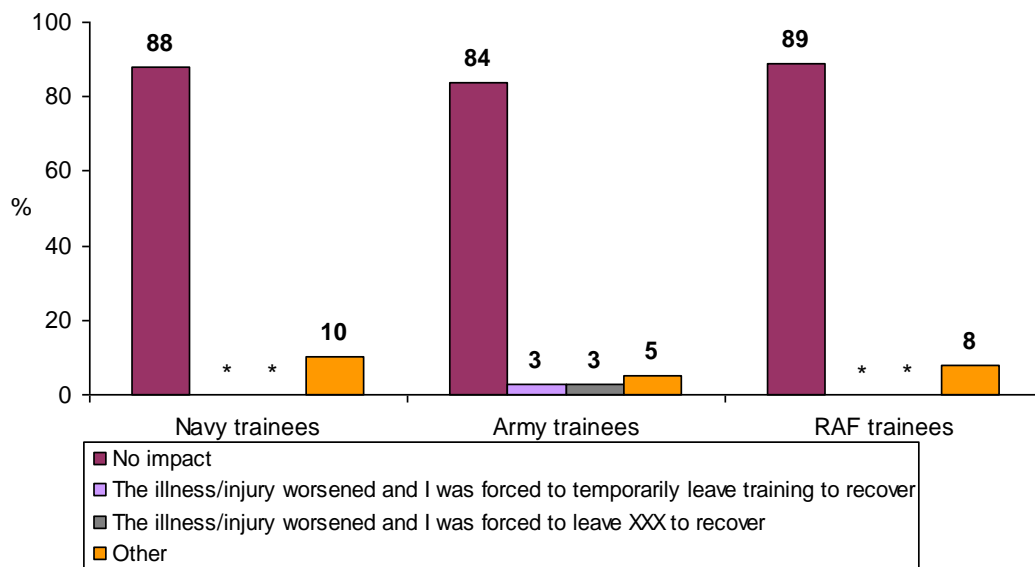
⁴³ This was a multi-coded question; recruits could select more than one answer

525. The majority of trainees who did not report sick felt that this had no impact on their training (87%). Two per cent said that the illness or injury worsened and they were forced to take a temporary break from training to recover, and 1% said that they were forced to leave the training school. A higher proportion of Army trainees (3%) than Navy or RAF trainees (both less than 1%) said that they were forced to take a temporary break to recover, and a higher proportion of Army trainees (3%) than RAF trainees (less than 1%) said that they were forced to leave the school to recover (less than 1% of Navy trainees also gave this answer), (fig. 184).

526. A higher proportion of female trainees (5%) than male trainees (1%) said that their injury worsened and they were forced to leave the school to recover.

Phase 2

What was the result of not reporting sick?



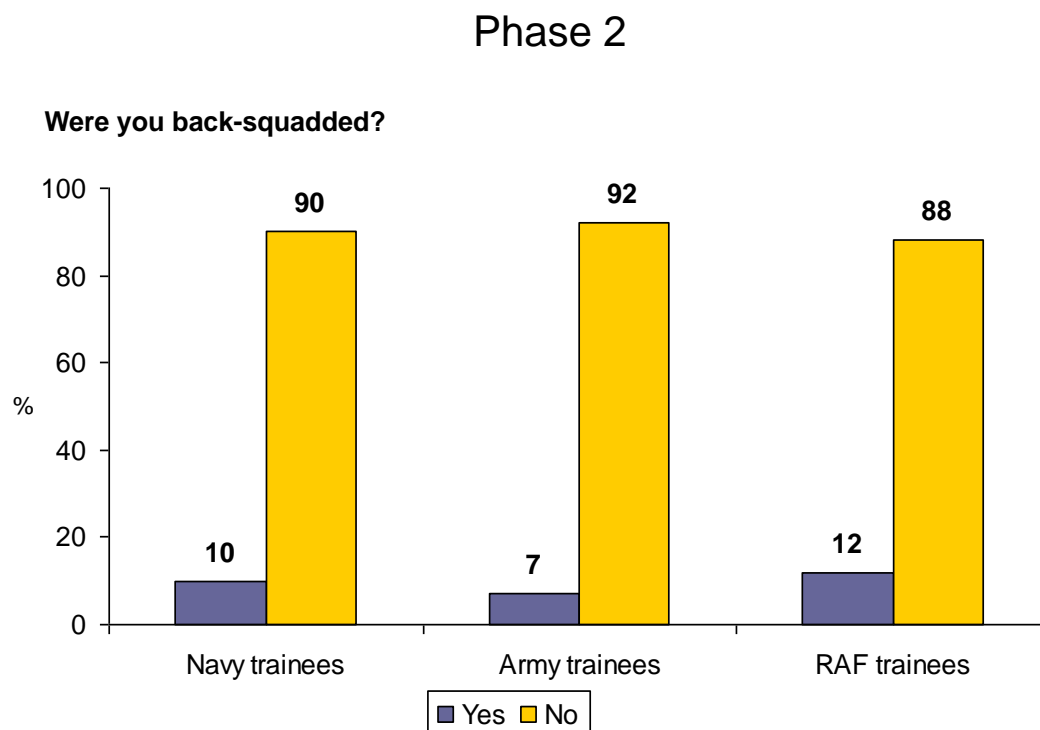
Number of respondents (all who were ill or injured and did not report it): Navy trainees (216), Army trainees (358), RAF trainees (256)

Figure 184

BACK-SQUADDING/BACK-CLASSING/RE-FLIGHTING⁴⁴

527. Overall, 9% of trainees were back-squadded during their training period, an increase from 7% last year. The proportion of trainees who were back-squadded was highest in the RAF (12%, up from 9%) followed by the Navy (10%), which in turn was higher than the Army (7%), (fig. 185).

528. Female trainees were more likely to have been back-squadded than male trainees (14% and 8% respectively).



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

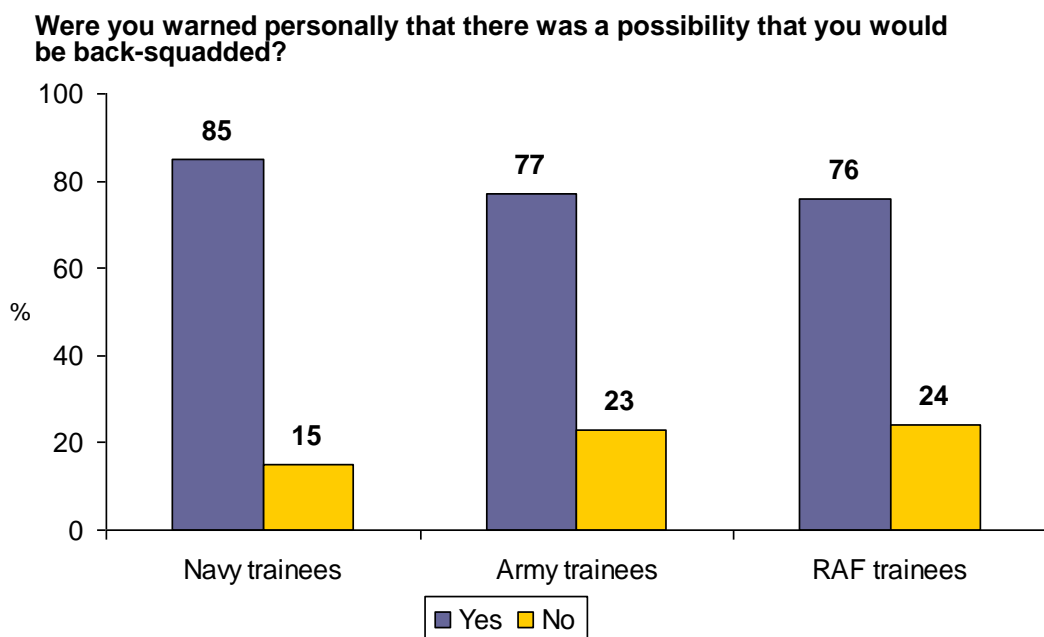
Figure 185

⁴⁴ In the questionnaire, respondents were asked whether they were back-squadded/back-classed/re-flighted according to their Service. In this report we have referred only to back-squadding for the sake of brevity.

529. The majority of trainees who were back-squadded said that they were warned personally that there was a possibility that it might happen (79%). A higher proportion of Navy trainees said this (85%), than Army (77%) and RAF (76%) trainees, (fig. 186).

530. A higher proportion of male trainees than female trainees (81% compared with 71%) said that they were warned personally of the possibility of being back-squadded, as did a higher proportion of white trainees than non-white trainees (81% compared with 61%).

Phase 2



Number of respondents (all who were back-squadded): Navy trainees (205), Army trainees (295), RAF trainees (221)

Figure 186

531. Trainees who were back-squadded were asked what reasons they were given for this. Being back-squadded for medical reasons was the most frequently cited answer, with 44% saying this overall. Navy (50%, up from 34% last year) and Army (48%) trainees were more likely to give this answer than RAF (33%) trainees, (fig. 187).

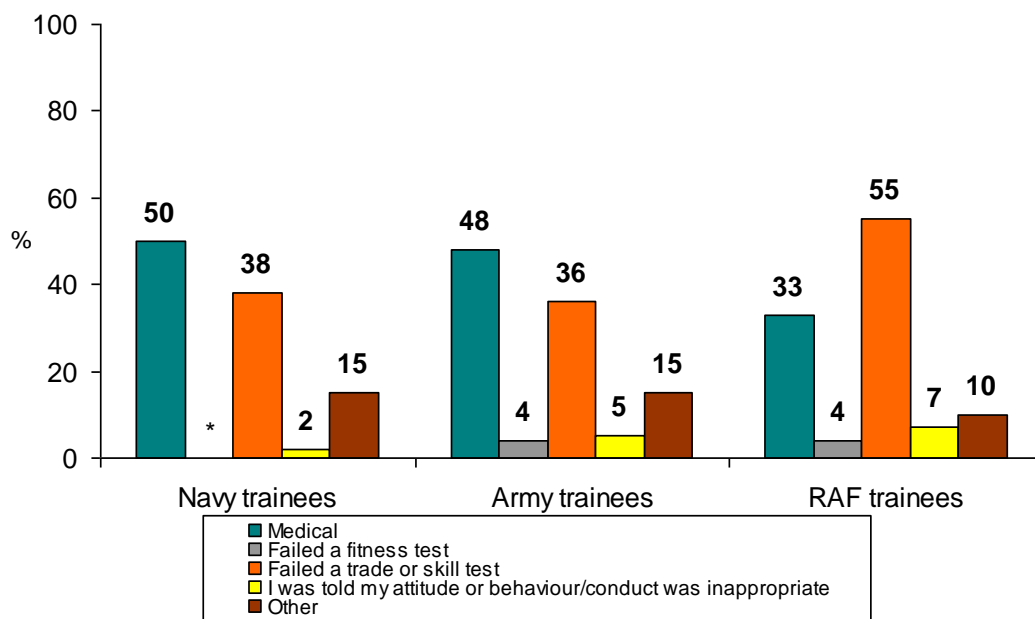
532. Failing a trade or skill test was the next most commonly cited reason for being back-squadded (42%). This was cited by a higher proportion of RAF trainees (55%) than Navy or Army trainees (38% and 36% respectively).

533. Overall, 5% of trainees said that the reason they were back-squadded was because their attitude, behaviour or conduct was inappropriate. The proportion of RAF trainees who said this was higher than the proportion of Navy trainees giving the same answer (7% compared with 2%); five per cent of Army trainees also said this.

534. Three per cent of trainees said that they were back-squadded because they failed a fitness test, with a higher proportion of RAF and Army (4% of both) trainees saying this than Navy trainees (less than 1%). A higher proportion of female (7%) than male (2%) trainees said that they were back-squadded because they failed a fitness test.

Phase 2

What reasons were you given for being back-squadded?



Number of respondents (all who were back-squadded): Navy trainees (205), Army trainees (295), RAF trainees (221)

Figure 187⁴⁵

⁴⁵ This was a multi-coded question; recruits could select more than one answer

GENERAL

THE COURSE

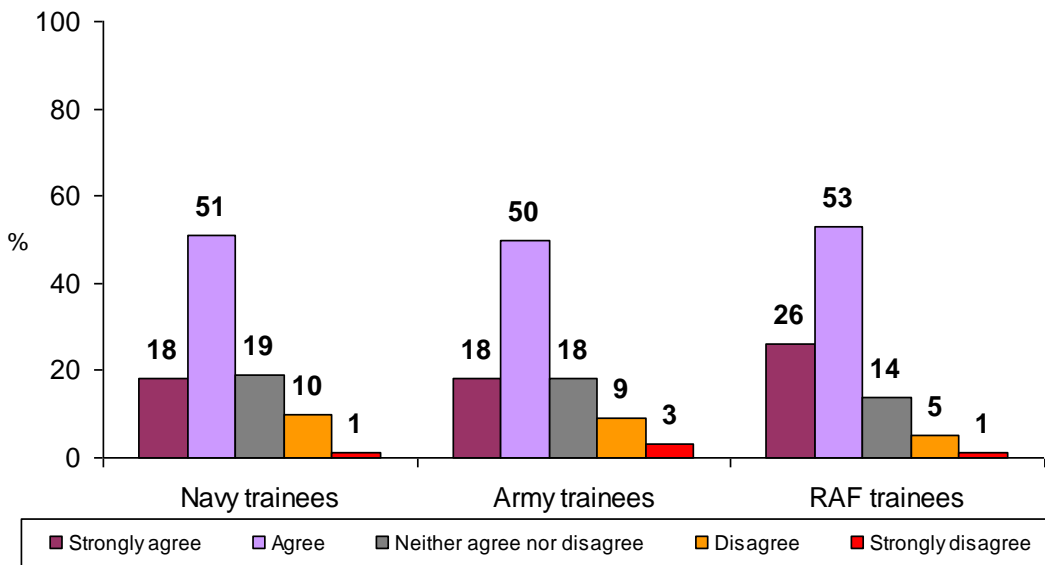
535. Overall, 71% of Phase 2 trainees agreed that they had received regular feedback on their performance, up from 69% last year and 67% the year before. Ten per cent of trainees disagreed with this statement.

536. RAF trainees were the most likely to agree that they had received regular feedback on their performance (80%) compared with Army and Navy trainees (68% and 69% respectively), (fig. 188).

537. Female trainees (74%) were more likely to agree with the statement than their male counterparts (71%). White trainees were less likely (70%) than non-white trainees (76%) to agree that they received regular feedback on their performance.

Phase 2

I receive regular feedback on my performance



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 188

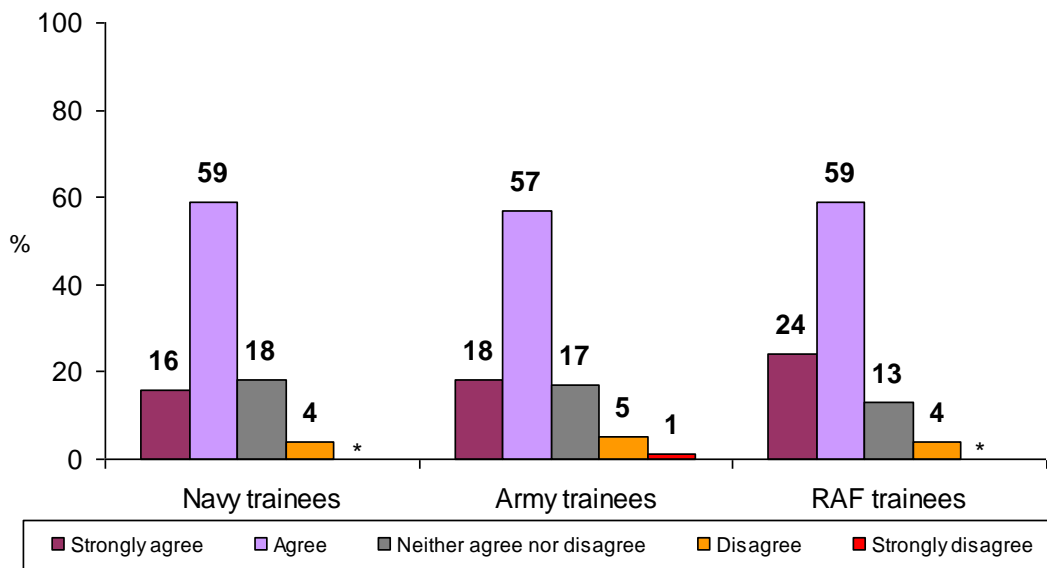
538. Seventy-seven per cent of Phase 2 trainees agreed that the reasons for doing things had been explained to them, with 5% disagreeing.

539. RAF trainees were more likely to agree that the reasons for doing things were explained to them (82%), than those in the Navy and the Army (both 75%). Levels of disagreement have risen amongst Army trainees (from 5% last year to 6% this year), and they were more likely to disagree than RAF trainees (4%), (fig. 189).

540. Non-white trainees were more likely to say the reasons for doing things were explained to them than white trainees (80% compared with 77%).

Phase 2

The reasons for doing things were explained to me



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 189

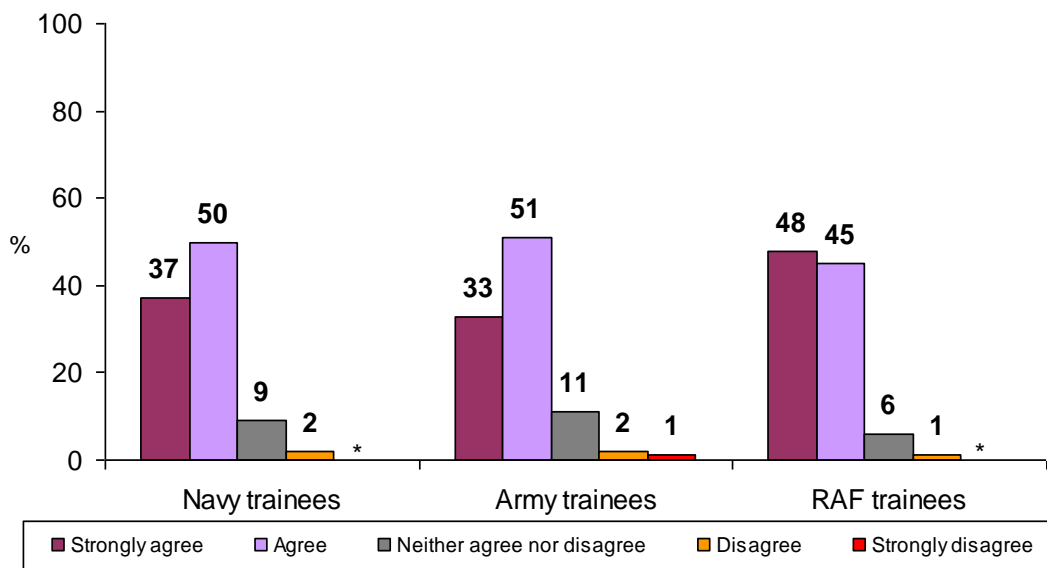
541. The majority of trainees agreed that the staff/instructors did all they could to help them succeed in training (87%, up from 85% last year and 83% the year before that). Two per cent of trainees disagreed.

542. RAF trainees were more likely to agree that staff/instructors did all they could to help them succeed in training (93%) than those in the Navy (87%), followed by those in the Army (85%, up from 83%), (figs. 190-191).

543. Those aged 20 and above were more likely to agree that the staff and instructors did all they could to help them succeed in training (88% of 20-25 year olds and 90% of those aged 26 and above) than younger trainees (83% of 16-17 year olds and 86% of 18-19 year olds).

Phase 2

The staff/instructors did all they could to help me succeed in training

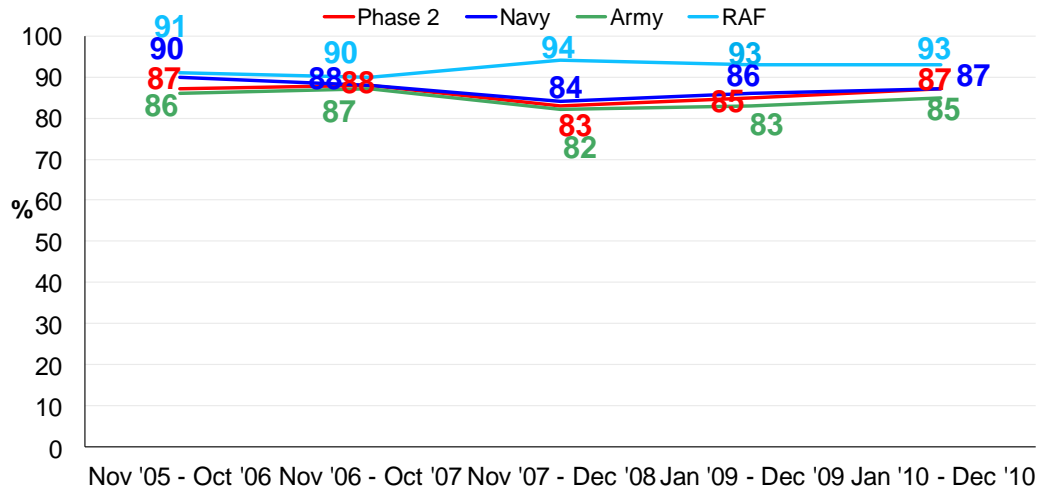


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 190

Phase 2

The staff/instructors did all they could to help me succeed in training



% Positive

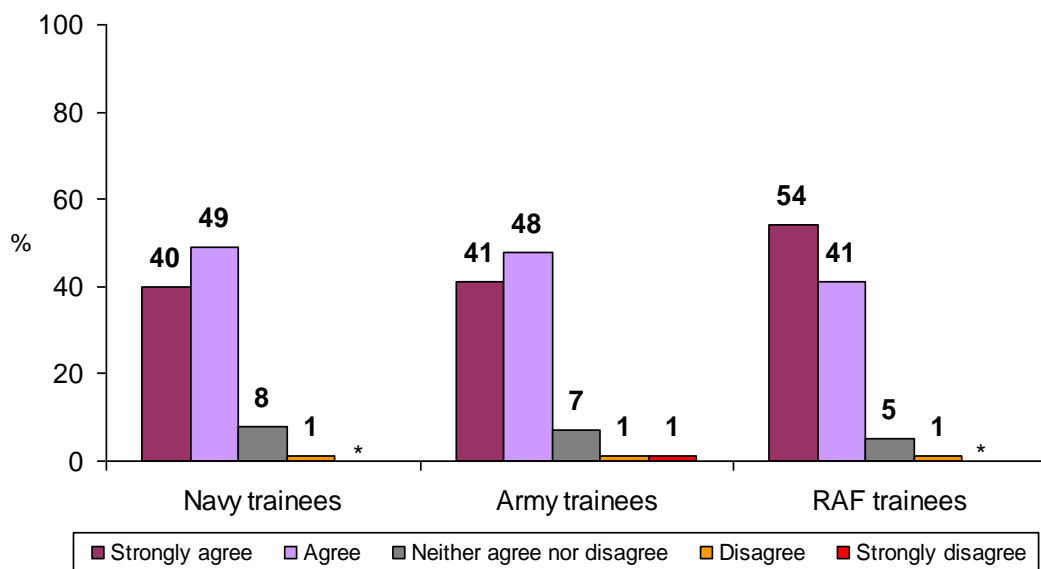
Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329), December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 191

544. The majority of Phase 2 trainees (90%, up from 87%) agreed that they had personally benefited from their course, with only 1% disagreeing. RAF trainees were the most likely to say that they had personally benefited from their course (94%) compared with those in the Army and the Navy (89% in both), (fig. 192). The proportion of Navy trainees saying this has risen since last year (from 87% to 89%), as has the proportion of Army trainees agreeing (from 86% to 89%).

Phase 2

I feel I personally benefited from the course



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

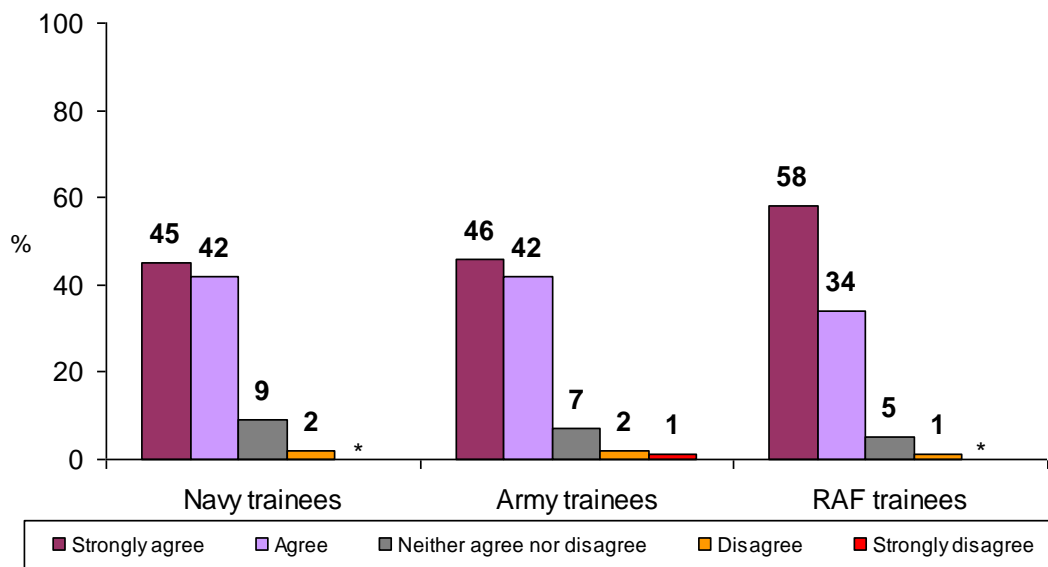
Figure 192

545. Eighty-nine per cent of all Phase 2 trainees (up from 87% last year and 86% the year before) agreed that they felt a sense of achievement, while 2% disagreed. RAF trainees were the most likely to agree (92%) compared with those in the Army (88%, up from 86%) and the Navy (87%, up from 85%), (fig. 193).

546. Female trainees (92%) were more likely to say that they felt a sense of achievement than male trainees (89%), and non-white trainees (91%) were more likely to give the same response than white trainees (89%).

Phase 2

I feel a sense of achievement



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

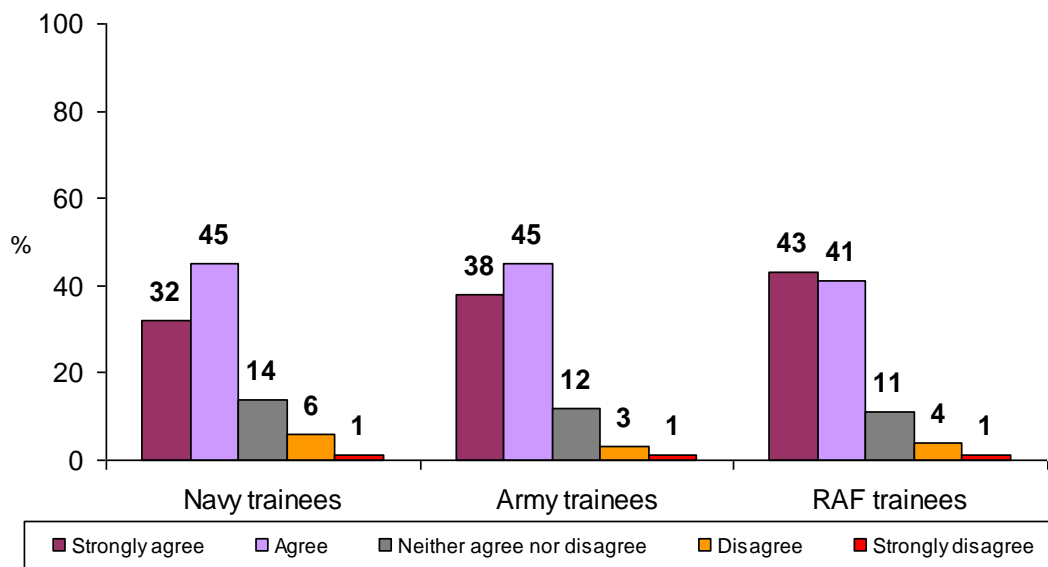
Figure 193

547. Eighty-one per cent of Phase 2 trainees agreed that they felt challenged, up from 80% last year and 78% the year before. RAF (84%) and Army (83%, up from 80%) trainees were more likely to agree that they were challenged than their colleagues in the Navy (77%), (fig. 194). Similarly, a higher proportion of Navy (7%) than Army (4%) or RAF (5%) trainees disagreed that they felt challenged.

548. Male trainees were less likely to agree that they felt challenged (81%) than female trainees (87%). Non-white trainees (86%) were more likely to agree than white trainees (81%).

Phase 2

I felt challenged



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

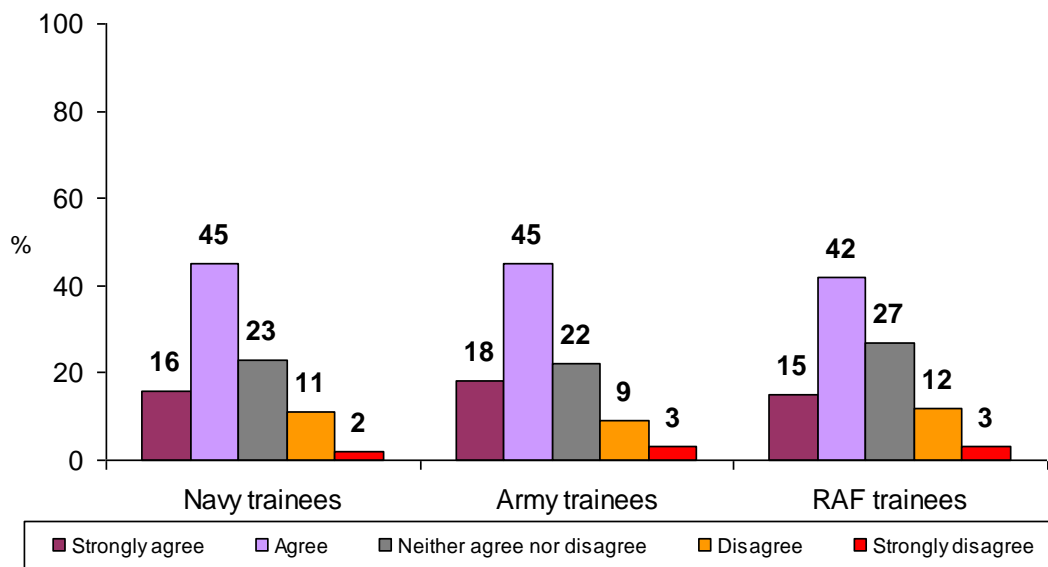
Figure 194

549. Sixty-two per cent of Phase 2 trainees agreed that the training was what they had expected, while 13% disagreed. RAF trainees were less likely to say that training was what they had expected (57%) compared with Army (64%) or Navy (61%) trainees, (figs. 195-196).

550. Non-white trainees were more likely to agree that training was what they expected than white trainees (69% compared with 61%). Trainees aged 26 and older (68% of 26-30 year-olds, 73% of those aged 31 and over) were more likely to agree than their younger counterparts (60% or below of those aged 25 or younger) that the training was what was they expected.

Phase 2

The training was what I expected

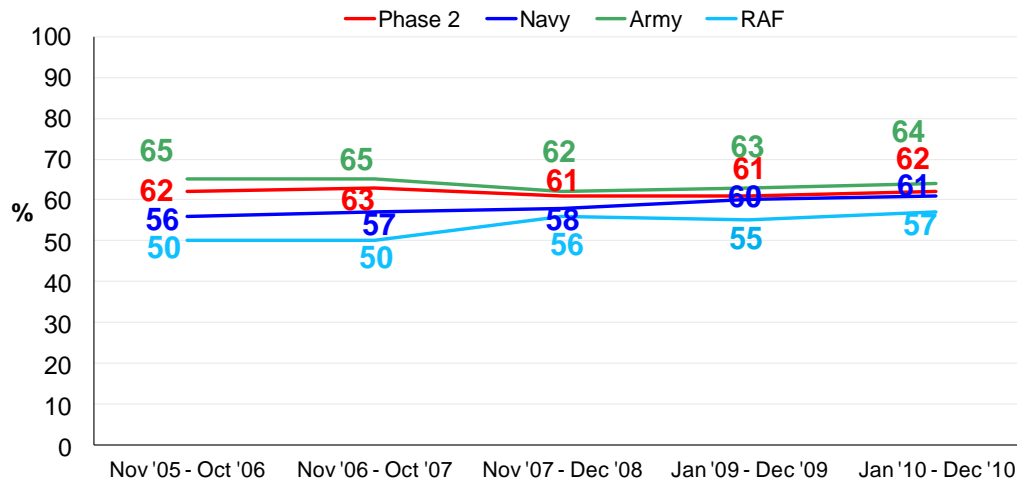


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 195

Phase 2

The training was what I expected



% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 196

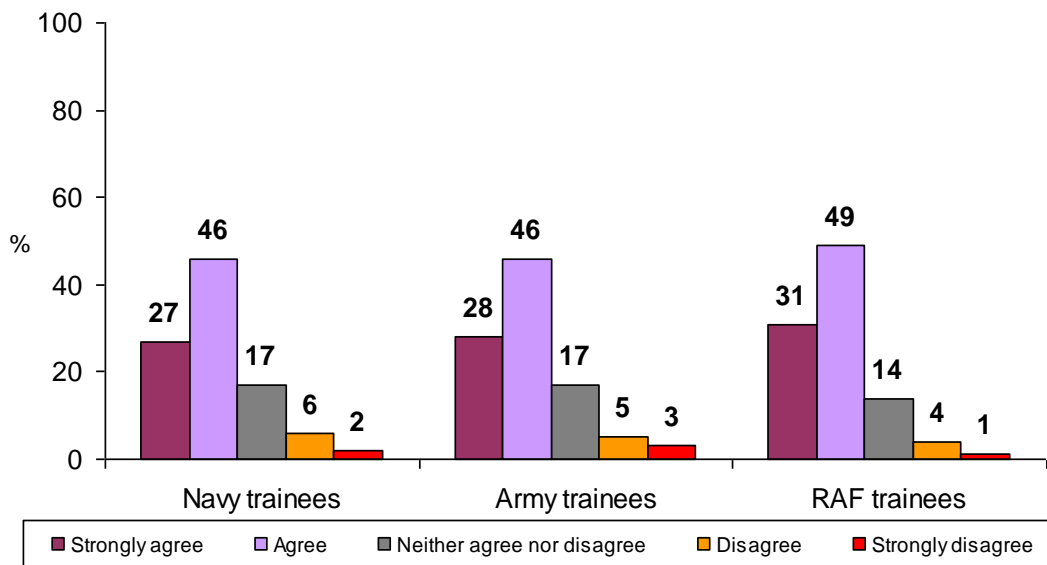
551. Three quarters (75%, up from 73% last year and 72% the year before) of Phase 2 trainees said that they enjoyed this phase of training, with 7% disagreeing with this statement.

552. RAF trainees were the most likely to agree that they enjoyed their course (80%) compared with those in the Army (74%, up from 71%) and in the Navy (73%), (fig. 197).

553. Male trainees were less likely to agree that they enjoyed their training (74%) than female trainees (80%). Non-white trainees (79%) were more likely to agree than white trainees (75%).

Phase 2

I enjoyed this phase of training



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 197

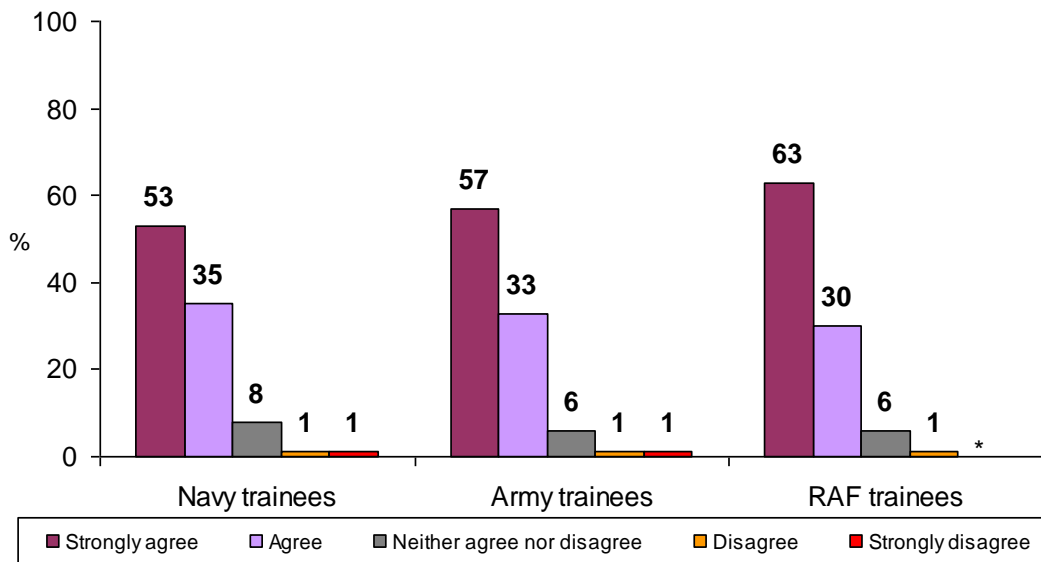
554. Ninety per cent (up from 88% last year and 86% two years ago) of Phase 2 trainees felt proud to be in their Service, with only 1% disagreeing (down from 2% last year and 3% two years ago). RAF and Army trainees were more likely to agree that they felt proud to belong to their Service (92% and 91%, up from 87%, respectively) than those in the Navy (88%), (figs. 198-199).

555. Female trainees were more likely to be proud of the Service they belonged to than their male colleagues (95% compared with 90%).

556. The proportion of Phase 2 trainees agreeing that they felt proud to be in their Service has increased year on year from 86% in 2007- 2008 to 90% this year. In the Navy there has been no change over the last twelve months since the proportion of trainees who said they were proud of their service increased from 82% to 88% between 2007-08 and 2009.

Phase 2

I feel proud to be in the Army/RN/Navy/RAF

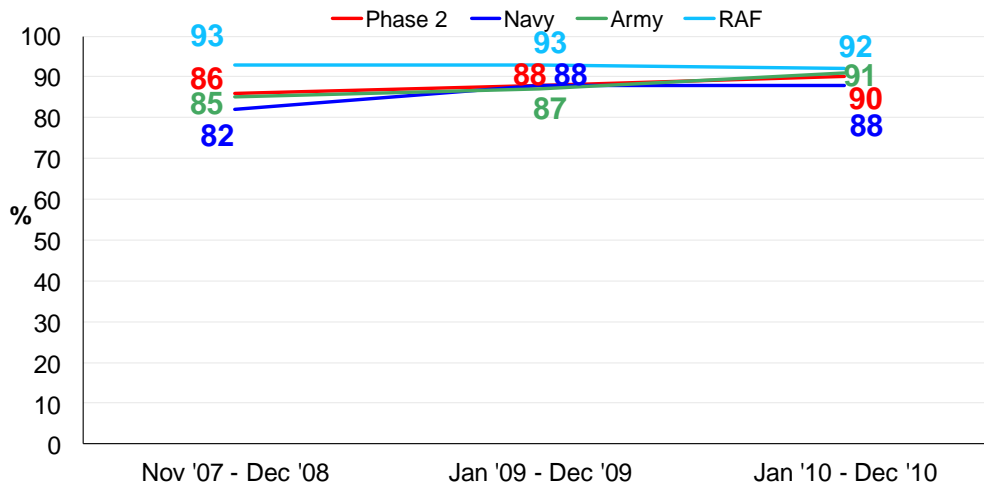


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 198

Phase 2

I feel proud to be in the Army/RN/Navy/RAF



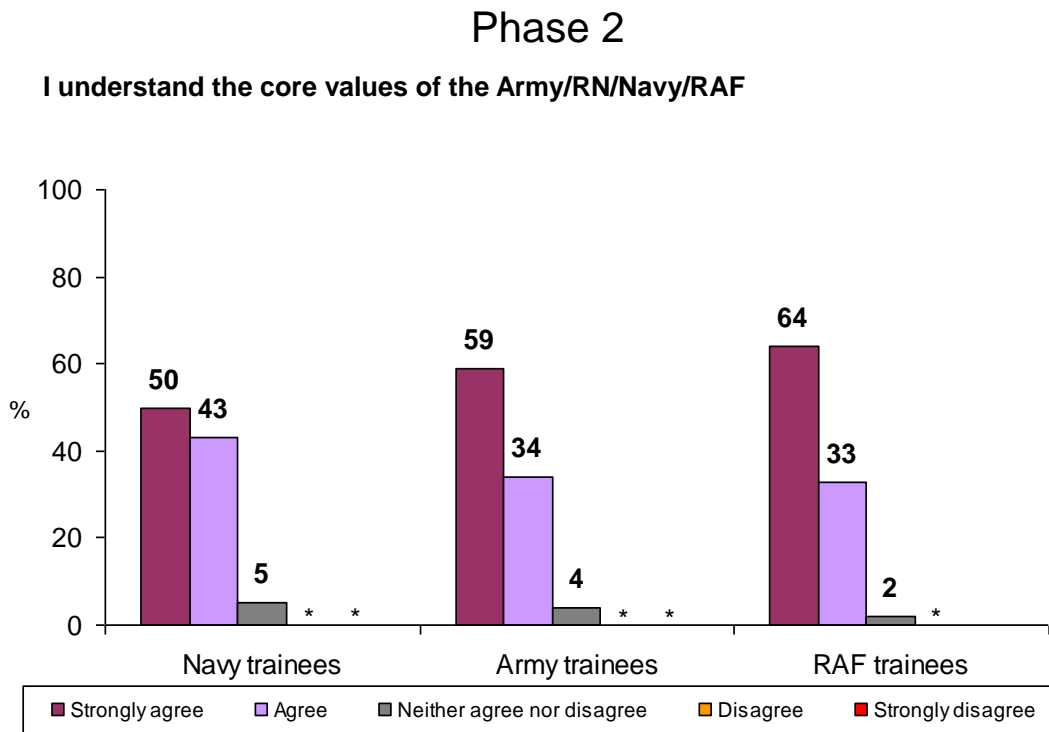
% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 199

557. Ninety-four per cent of Phase 2 trainees agreed that they understood the core values of the Service to which they belonged (up from 92% in 2009 and 90% in 2007/8). Less than 1% disagreed. RAF trainees (97%) were more likely to agree with this statement than those in the Army (94%, up from 91%) and Navy (93%), (fig. 200).

558. Male trainees (94%) were less likely to say that they understood the core values of their Service than female trainees (97%).



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

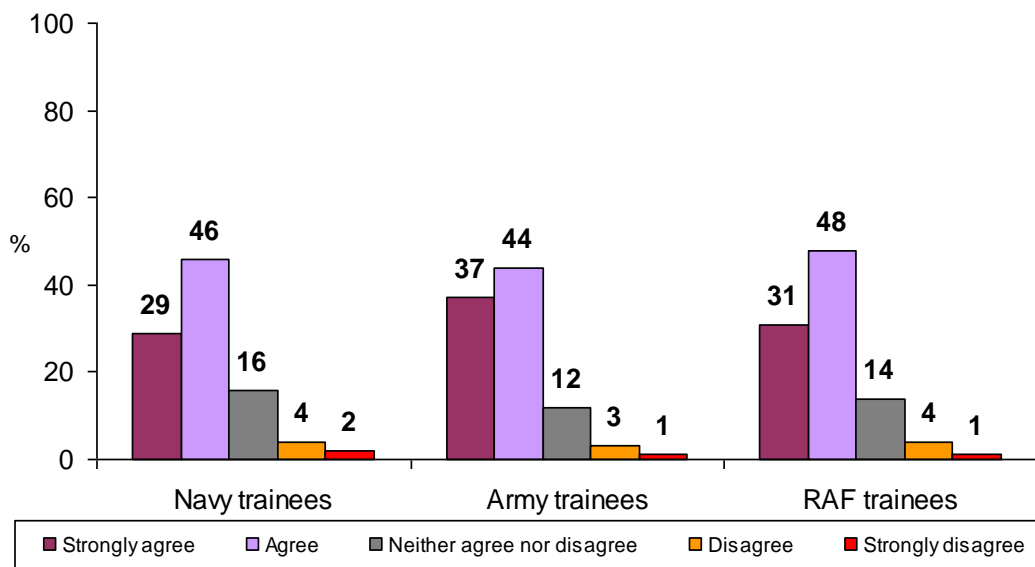
Figure 200

559. Eighty per cent (up from 78%) of Phase 2 trainees agreed that generally military personnel uphold the core values of the Services, whilst 4% disagreed. Army (82%, up from 78% last year) and RAF trainees (80%) were more likely to agree than Navy trainees (76%), (fig. 201).

560. Female trainees (84%) were more likely than male trainees (79%) to agree that generally military personnel uphold the core values of the Services.

Phase 2

Generally military personnel uphold the core values



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

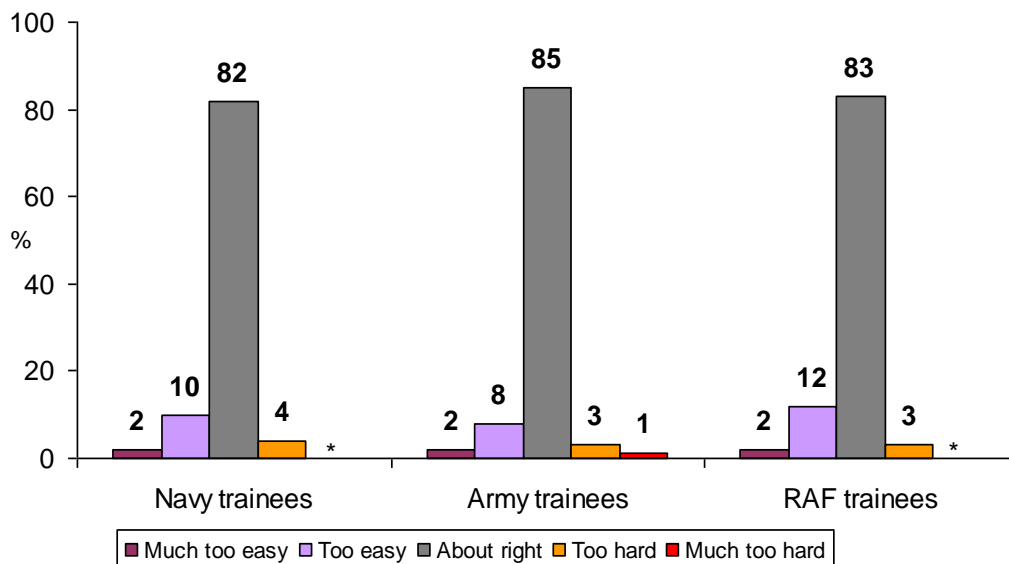
Figure 201

561. When asked about the difficulty of their course, 84% of trainees said that their course was about right, whereas 11% (up from 10%) said it was too easy and 4% said it was too hard. Eighty-five per cent (up from 83%) of Army trainees said it was about right, higher than the 82% of Navy trainees who said the same, (fig. 202). Eighty-three per cent of RAF trainees said the course was about right, a decrease from 86% last year. A higher proportion of RAF (14%, up from 10%) and Navy (13%) trainees than Army (10%) trainees said that the course was too easy. Navy (5%) and Army trainees (4%) were more likely than RAF (3%) trainees to say that the course was too hard.

562. Female trainees were more likely to rate their course as being about right than their male colleagues (89% compared with 83%), and they were also more likely to rate the course as being too hard (6% compared with 4% of male trainees). On the other hand, male trainees were more likely to rate the course as too easy than female trainees (12% compared with 5%). White trainees were more likely to rate the course as easy than non-white trainees (11% compared with 9%), while non-white trainees were more likely to rate the course as hard (6% compared with 4% of white trainees).

Phase 2

Do you feel the course was...



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 202

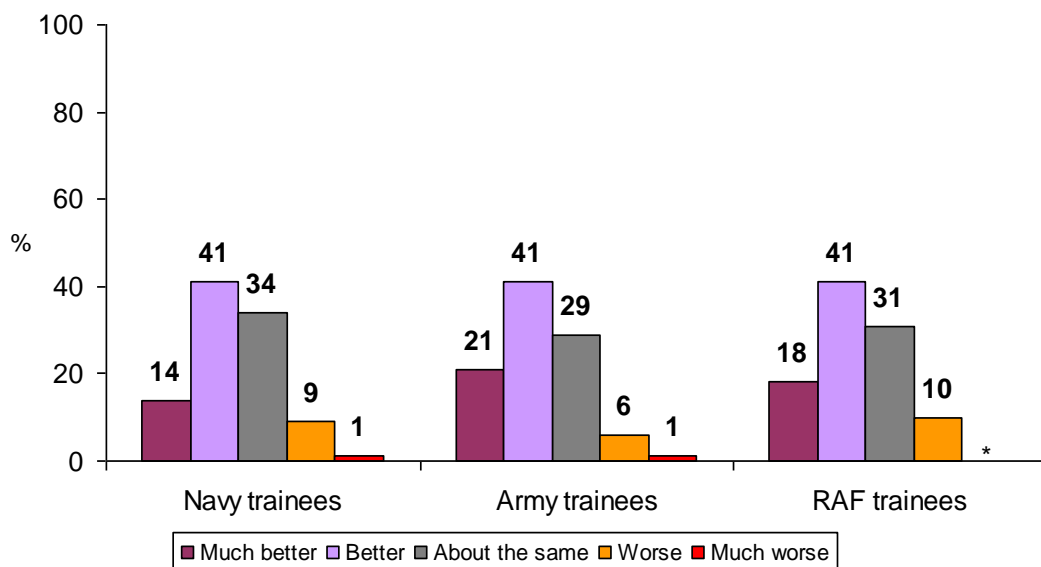
563. Fifty-nine per cent of Phase 2 trainees said that life in the Services was better than they had expected when they joined, compared with 9% who said it was worse. Thirty-one per cent said it was about the same as they had expected. Army trainees (62%, up from 58% last year and 54% two years ago) were more likely to rate it as better than expected than RAF trainees (59%), who in turn were more likely to say this than Navy trainees (55%), (fig. 203). Army trainees (8%) were less likely to say that life in the Service had been worse than expected than either Navy (10%) or RAF (10%, up from 8%) trainees. Navy trainees were the most likely to say that Service life was about the same as expected (34%, up from 31%), compared with RAF (31%) and Army (29%) trainees.

564. A higher proportion of female trainees (63%) considered training to be better than expected than male trainees (59%). Non-white trainees were more likely to regard training as better than expected (66%) than white trainees (59%), whereas white trainees were more likely to regard training as about the same (31%, compared with 25% non-white trainees).

565. Those aged 20 and above (31% of 20-25 year olds, 34% of 26-30 year olds and 36% of those aged 31 and over) were more likely to say that life in the Service was about the same as expected than those aged 16-19 (27% of 16-17 year olds and 28% of 18-19 year olds).

Phase 2

Overall, how has life in the Army/RN/Navy/RAF been, compared to what you expected when you joined?



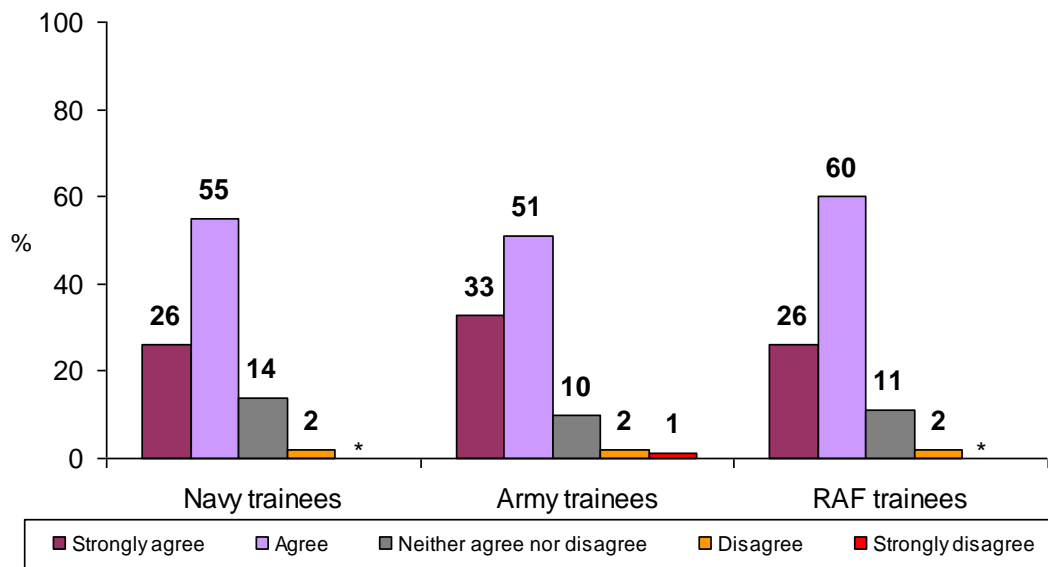
Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 203

566. Trainees who were not leaving the Service were asked if they felt prepared to go onto the next stage of their training. Eighty-four per cent overall agreed that this was the case while 3% disagreed. RAF trainees were the most likely to agree (86%, down from 89% last year), followed by Army trainees (84%, up from 82% in the two previous years), and Navy trainees (81%), (fig. 204).

Phase 2

I feel prepared to go onto the next stage of my career/training



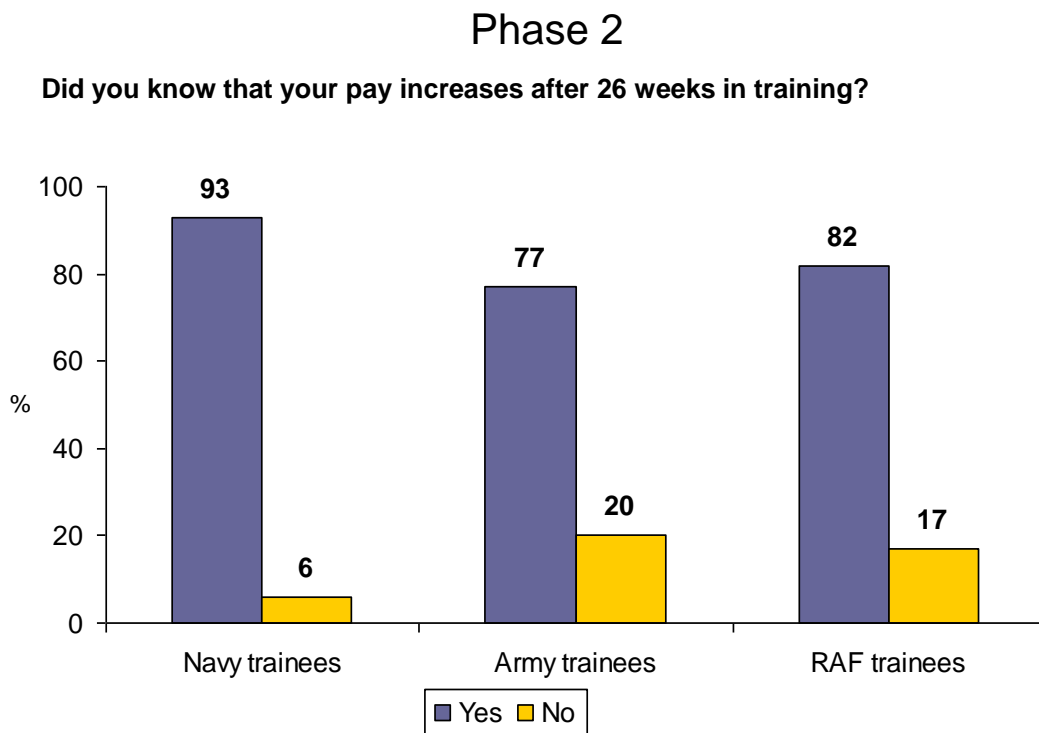
Number of respondents (all not leaving the Service): Navy trainees (2,094), Army trainees (4,324), RAF trainees (1,847)

Figure 204

PAY

567. Eighty-two per cent (up from 77% last year) of trainees said that they knew that their pay would increase after 26 weeks in training. This proportion was highest in the Navy (93%, an increase from 90% last year), followed by the RAF (82%) and the Army (77%, up from 71%), (fig. 205). Sixteen per cent (down from 19%) said that they did not know that their pay increased after 26 weeks in training. Army trainees (20%, down from 24%) were the most likely to say this, followed by RAF (17%) and Navy (6%) trainees.

568. White trainees (84%) were more likely to be aware of the pay increase than non-white trainees (75%).



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 205

569. Forty-three per cent of trainees thought that their pay was better than the pay of their non-military friends at home. Three in ten (30%, down from 27%) thought it was worse. RAF trainees (32%, up from 25%) were more likely to say that their pay was worse than Army trainees (29%), while 31% of Navy trainees said this, (fig. 206). A higher proportion of Army trainees (44%) thought that their pay was better than the pay of friends at home than Navy trainees (41%, down from 44%).

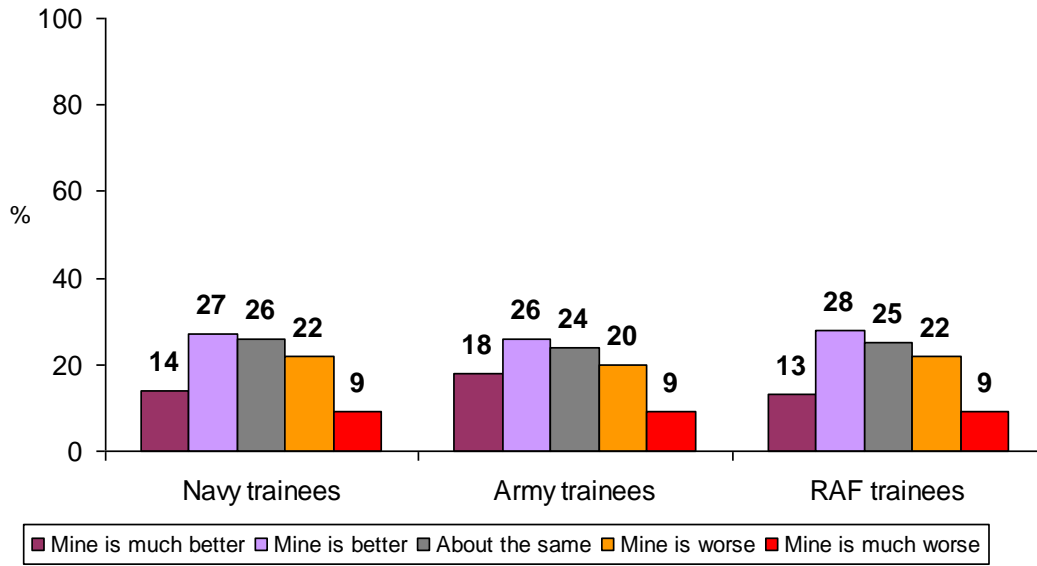
570. Twenty-five per cent of trainees said that their pay was about the same as the pay of their non-military friends at home. Male trainees (25%) were more likely than female trainees (21%) to say that their pay was about the same. A higher proportion of non-white trainees (27%) than white trainees (24%) said that their pay was about the same.

571. Female trainees (58%) were more likely to say their pay is better than the pay of their non-military friends at home than male trainees (40%). Male trainees were more likely to say that their pay is worse than that of friends at home (31% compared with 19% of female trainees). Male trainees were also more likely to say that their pay was about the same (25% compared with 21% of female trainees). Non-white trainees (27%) were more likely to say their pay was about the same than white trainees (24%). White trainees were more likely to say that their pay was worse than non-white trainees (30% compared with 26%).

572. Trainees aged 16-17 (67%) were more likely to say their pay was better than that of friends at home than all other age groups, followed by 18-19 year-olds (55%), 20-25 year olds (36%) and 26-30 year olds (31%).

Phase 2

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



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 206

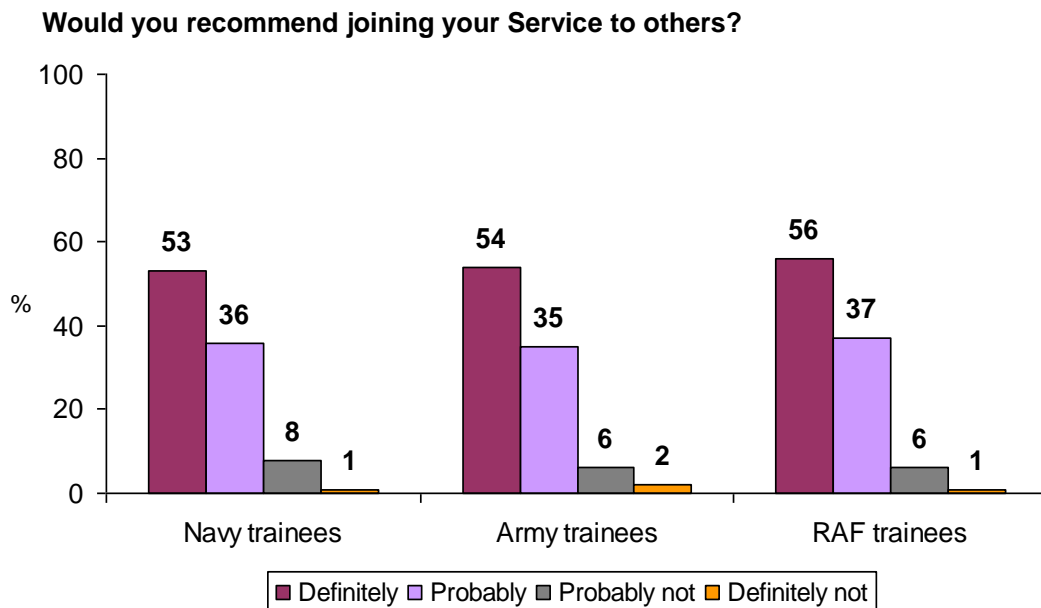
RECOMMENDING THE SERVICE

573. Trainees were asked if they would recommend joining their Service to others. Ninety per cent said they probably or definitely would, an increase from 87% in 2007/8 and 89% in 2009. Eight per cent said they probably or definitely would not recommend joining. RAF trainees (93%) were more likely to say they would recommend joining their Service than Army (89%, up from 87%) or Navy (89%) trainees, (figs. 207-208). Similarly, RAF trainees (7%) were the least likely to say that they would not recommend joining the Service than either Navy (9%) or Army (8%) trainees.

574. Female trainees (93%) were more likely to say that they would recommend joining the Service than male trainees (90%), and male trainees were more likely to say that they would not recommend joining the Service (9%, compared with 6% of female trainees). A higher proportion of white trainees said that they would recommend joining the Service than non-white trainees (91% compared with 88%).

575. The proportion of trainees agreeing that they would recommend joining their Service to others has increased year on year since 2007, from 87% in 2007-08 to 90% this year. Prior to 2007 88% said that they would recommend joining. This trend can also be observed in the Army. There has been no change amongst RAF trainees and the scores for the Navy have remained unchanged for the last year, since rising to 90% from 87% in 2009.

Phase 2

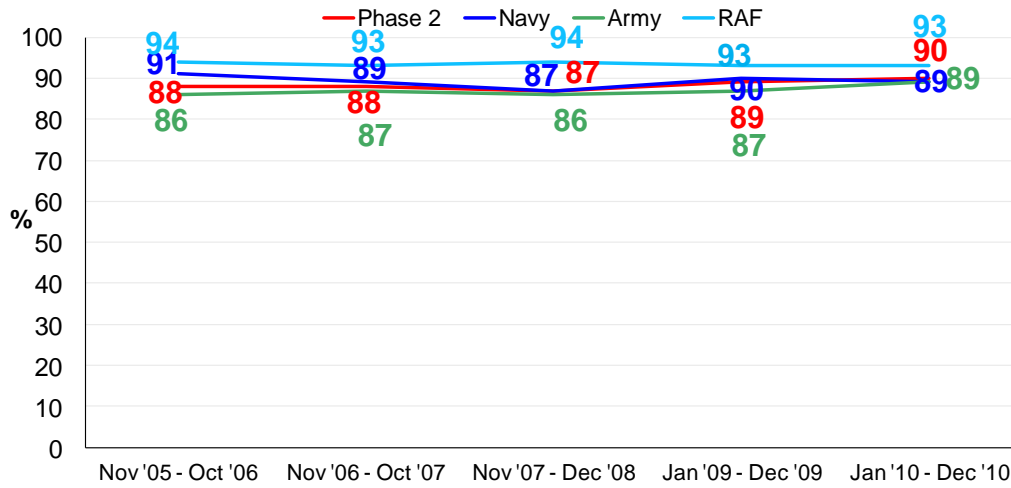


Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 207

Phase 2

Would you recommend joining your Service to others?



% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329), December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849).

Figure 208

HOPES FOR THE FUTURE

LENGTH OF TIME ON TRAINING COURSE

576. Three quarters (75%, up from 67% in 2009 and 62% in 2007/8) of trainees spent more than three months on their Phase 2 training course. Thirty-five per cent spent 3-6 months on their course, 27% (up from 21%) spent 6-12 months and 12% spent more than 12 months on their training course. Twenty-one per cent (down from 25%) spent 1-3 months on their training course.

577. RAF trainees were the most likely of the three Services to have spent more than 3 months on their Phase 2 training course (93%, up from 90% and 86% over the last 2 years), (fig. 209). Seventy-eight per cent of Navy trainees (up from 71%) and 66% of Army trainees (up from 60% and 54% over the last 2 years) said the same.

578. A larger proportion of RAF trainees spent 6-12 months (38%, up from 27% last year and 22% in 2007/8) on the training course than either Army (27%, up from 22% in 2009 and 20% in 2007/8) or Navy (19% up from 15%) trainees. A larger proportion of RAF trainees spent more than 12 months (17%, up from 14% in 2009 and 11% in 2007/8) than either Army (15%) or Navy (2%).

579. A higher proportion of Navy trainees spent 3-6 months on the training course (57%, up from 53%) than either RAF (37%, down from 49%) or Army (24%) trainees.

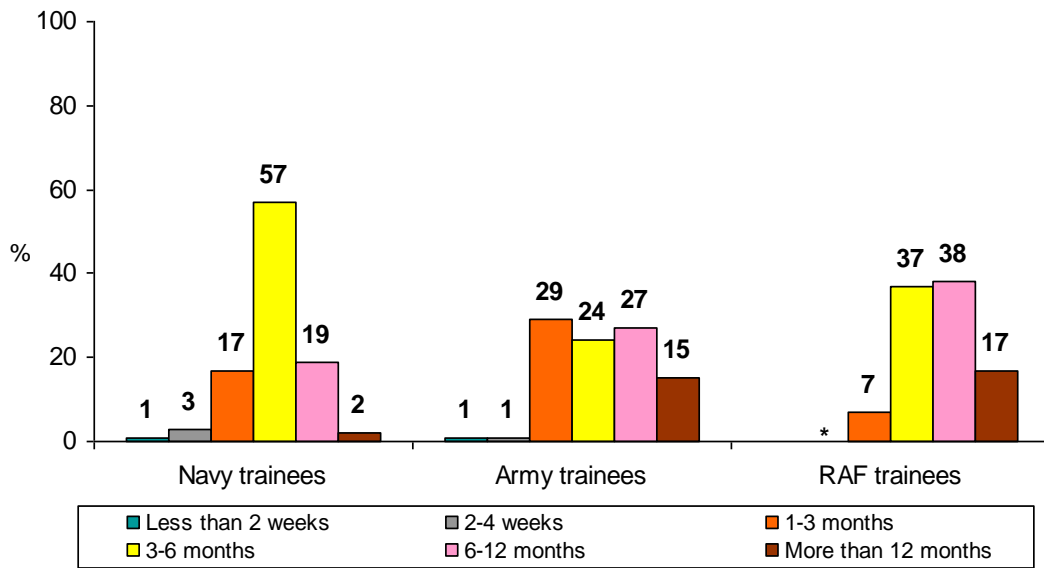
580. Army trainees were the most likely to have spent 1-3 months on their training course (29%, compared with 17% in the Navy and 7% in the RAF), while Navy trainees were more likely to have spent 2-4 weeks (3%) than either Army (1%) or RAF (less than 1%) trainees.

581. Female trainees were more likely to have spent more than 3 months on their course than male trainees (81%, compared with 74%). A higher proportion of female trainees had spent 3-6 months on the course than male trainees (45% compared with 34%), and a higher proportion of male trainees (28%) than female trainees had been there 6-12 months (24%). A greater proportion of male trainees than female trainees had spent 1-3 months on their course (21% compared with 16%).

582. A higher proportion of white than non-white trainees had spent more than 3 months on the course (76% of white trainees compared with 68% of non-white trainees). A higher proportion of white trainees than non-white trainees spent 3-6 months on the course (36% compared with 32%) or 6-12 months (28% compared with 25%). Non-white trainees were more likely to have spent 1-3 months training (27% compared with 20%).

Phase 2

How long have you been at XXX for this training course?



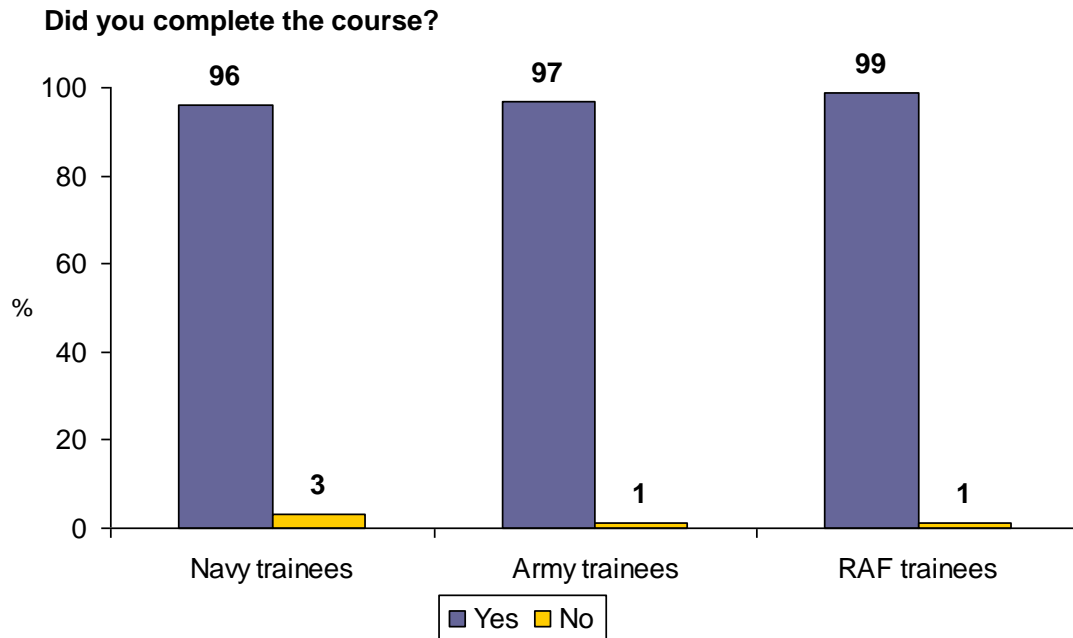
Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Figure 209

583. The majority of trainees completed their course (97%, up from 95%). RAF trainees (99%) were more likely to have completed the course than either Army (97%) or Navy (96%, up from 94%) trainees, (fig. 210).

584. Female trainees (3%) were more likely to say that they did not complete the course than male trainees (2%).

Phase 2



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

Fig. 210

AFTER TRAINING

585. Following Phase 2 training, sixty-eight per cent (up from 65% in 2009 and from 63% in 2007/8) of trainees said that they expected to be posted to a unit. The second most common answer was that trainees expected to go onto the next phase of training (21%).

586. Thirty-four per cent of Navy trainees were planning to move on to the next phase of training, compared with 22% of Army trainees and 3% of RAF trainees, (fig. 211). RAF trainees were the most likely to be posted to a unit (96%), followed by those in the Army (62%) and the Navy (56%, up from 51% and 48% over the last two years).

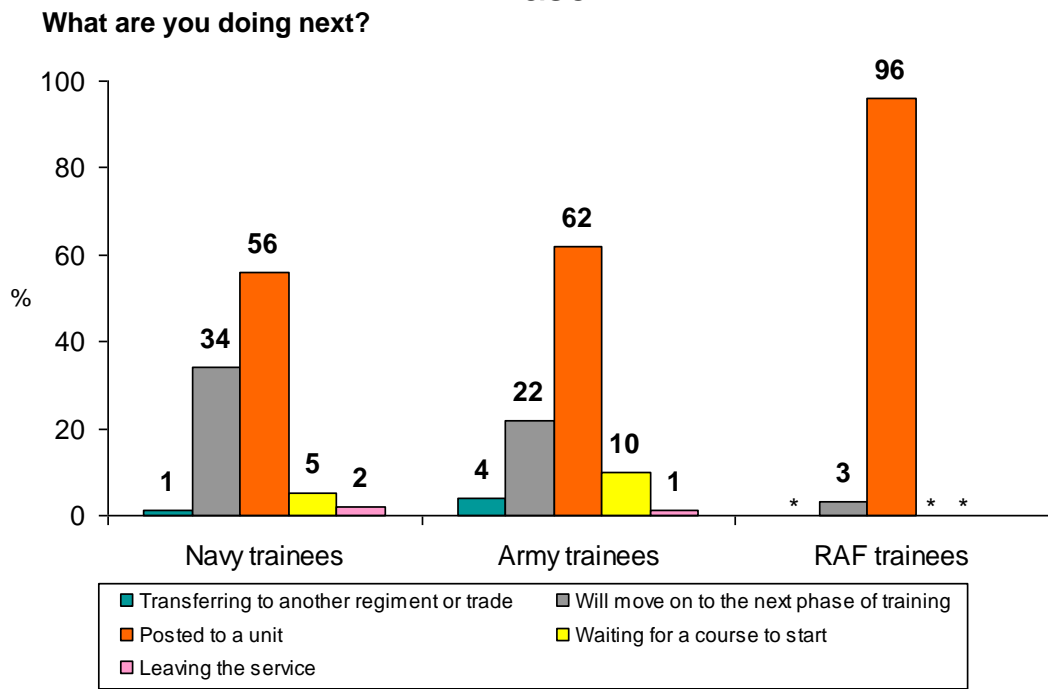
587. Army trainees (4%) were the most likely to plan to transfer to another regiment or trade (1% in the Navy and less than 1% the RAF). Army trainees were also more likely to be waiting for a course to start (10%) than those the Navy (5%) and the RAF (less than 1%). Navy trainees (2%, down from 4% last year and 6% two years ago) were more likely to plan to leave than Army (1%) and RAF trainees (less than 1%).

588. Higher proportions of male trainees than female trainees anticipated progressing onto the next phase of their training (23% compared with 8%) or said they would be waiting for a course to start (7% compared with 3%). Female trainees were more likely to say that their next move would be being posted to a unit (85% compared with 66%).

589. Non-white trainees were more likely than white trainees to be transferring to another regiment or trade (5% compared with 2%) but less likely to be posted to a unit (63% compared with 69% of white trainees).

590. Trainees aged 16-17 were more likely to be waiting for a course to start than other age group (10% compared with 7% or less among all other age groups). They were also less likely than trainees aged 18 or over to be posted to a unit (54% compared with 68%-71% of all other age groups).

Phase 2



Number of respondents: Navy trainees (2,143), Army trainees (4,347), RAF trainees (1,849)

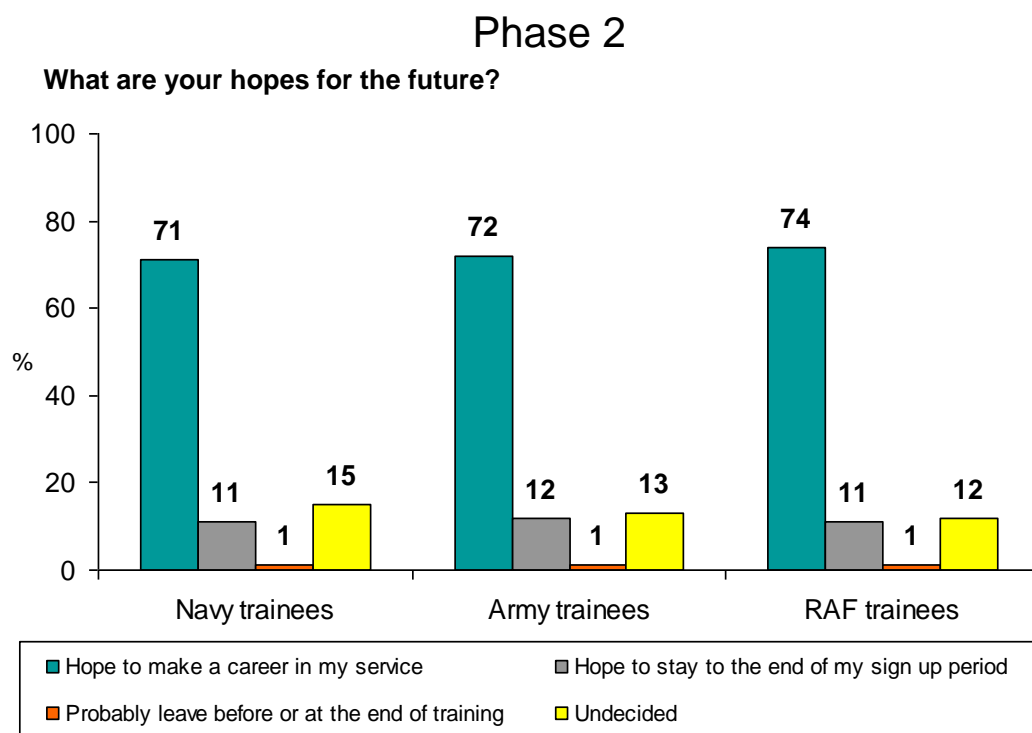
Figure 211

HOPES FOR THE FUTURE

591. Of those not leaving the Services, 13% were undecided about their future, and a further 12% planned to stay to the end of their sign-up period. Seventy-two per cent of trainees said that they hoped to make a career in their Service (up from 70% in 2009 and 67% in 2007/8). The proportion of Army trainees who said that they hoped to make a career in the Service has increased from 66% in 2007/8 and 69% in 2009 to 72% this year, (fig. 212). Navy trainees (15%) were more likely to be undecided than Army (13%) or RAF (12%) trainees.

592. Female trainees were more likely than male trainees to say that they hoped to make a career in their Service (78% compared with 72%) while male trainees were more likely to plan to leave before the end of training (1% compared with less than 1% of female trainees).

593. Twelve per cent of trainees hoped to stay until the end of their sign up period, and 13% said that they were undecided. Navy trainees (15%) were more likely to be undecided than Army trainees (13%) or RAF trainees (12%).



Number of respondents (all who are not leaving the Service): Navy trainees (2,094), Army trainees (4,324), RAF trainees (1,847)

Figure 212

Fi

REASONS FOR LEAVING THE SERVICE

594. Sixty-eight per cent of trainees leaving the Service said that this was their own choice, down by thirteen percentage points from last year. Twelve per cent (up from 4% last year) said they were leaving as they were unable to meet the standards for their chosen trade, 11% said they were leaving because they had been judged unsuitable for military service, while 7% were leaving for medical reasons, (For a full breakdown by Service see fig. 213).

Phase 2

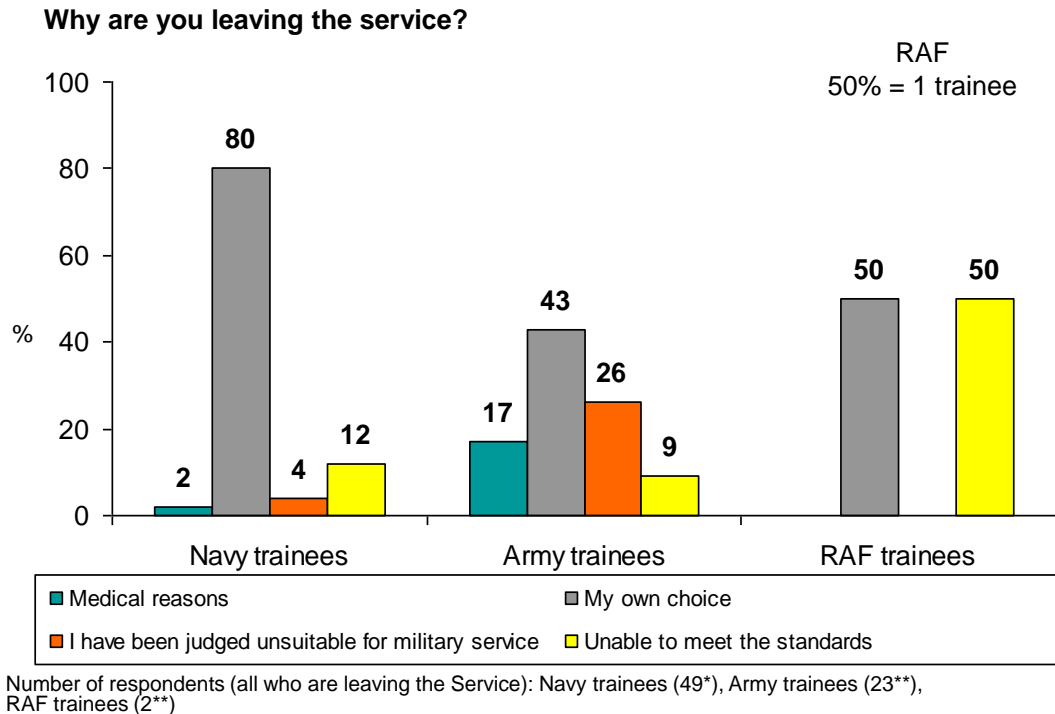
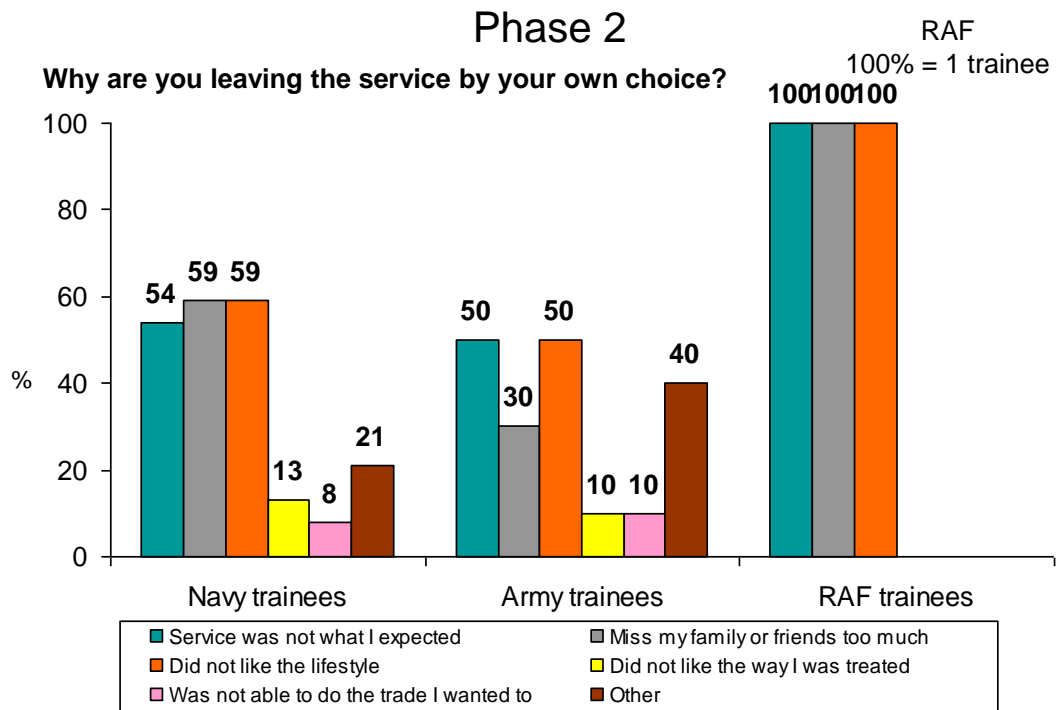


Figure 213

595. Trainees who said that they were leaving the Service of their own choice were asked a follow up question to determine the reasons for their decision. The responses given were split relatively equally between the Service not being what they expected (54%), not liking the lifestyle (58%, up from 38% last year) and missing family and friends too much (54%). Twelve per cent of trainees stated that they were leaving because they did not like the way they had been treated, and 8% (down from 22%) said that they were leaving because they were not able to do the trade they wanted (For a full breakdown by Service see fig. 214).

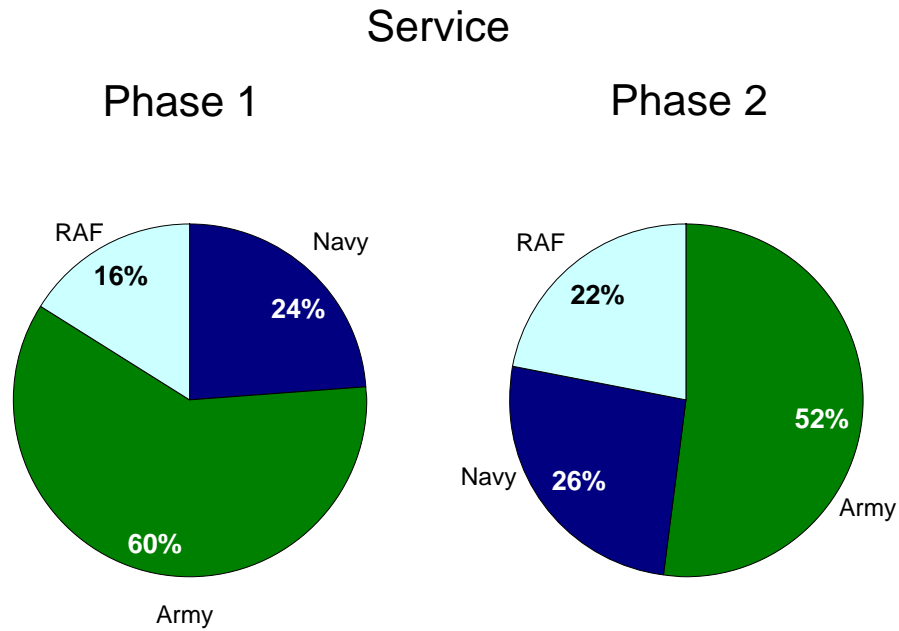


Number of respondents (all who are leaving the Service by their own choice): Navy trainees (39*), Army trainees (10**), RAF trainees (1**)

Figure 214⁴⁶

⁴⁶ This was a multi-coded question; respondents could select more than one answer

ANNEX 1: DEMOGRAPHICS BY PHASE AND SERVICE

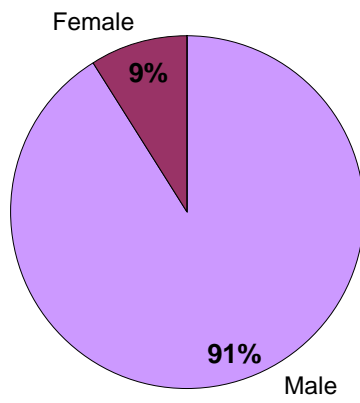


Number of respondents: Phase 1: Navy (2,257), Army (5,618), RAF (1,493), Phase 2: Navy (2,143), Army (4,347), RAF (1,849)

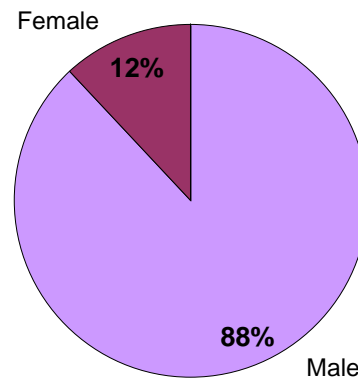
Figure 215

Gender

Phase 1



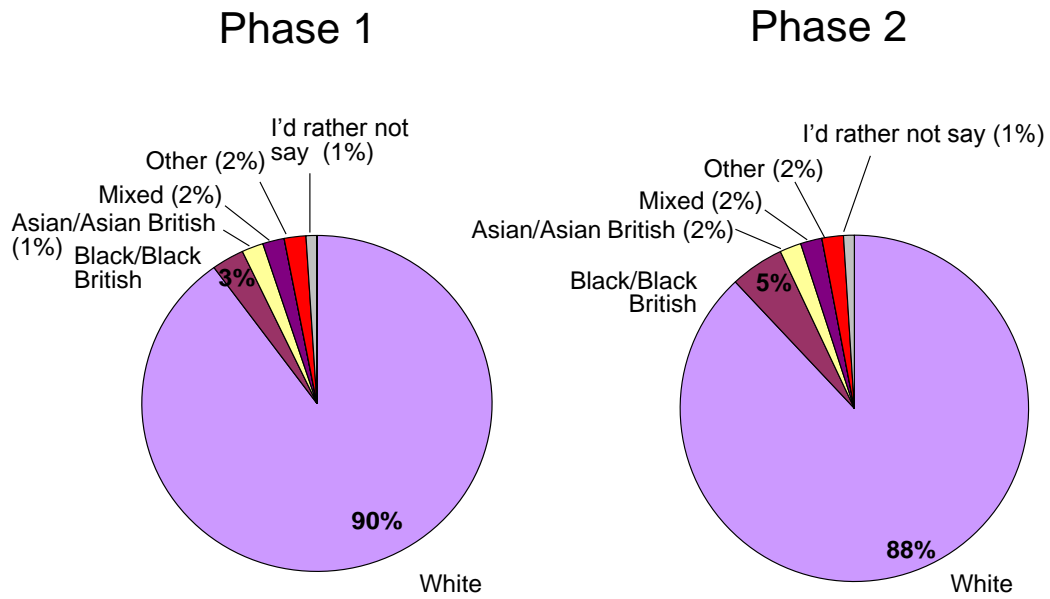
Phase 2



Number of respondents: Phase 1 (9,368), Phase 2 (8,353)

Figure
216

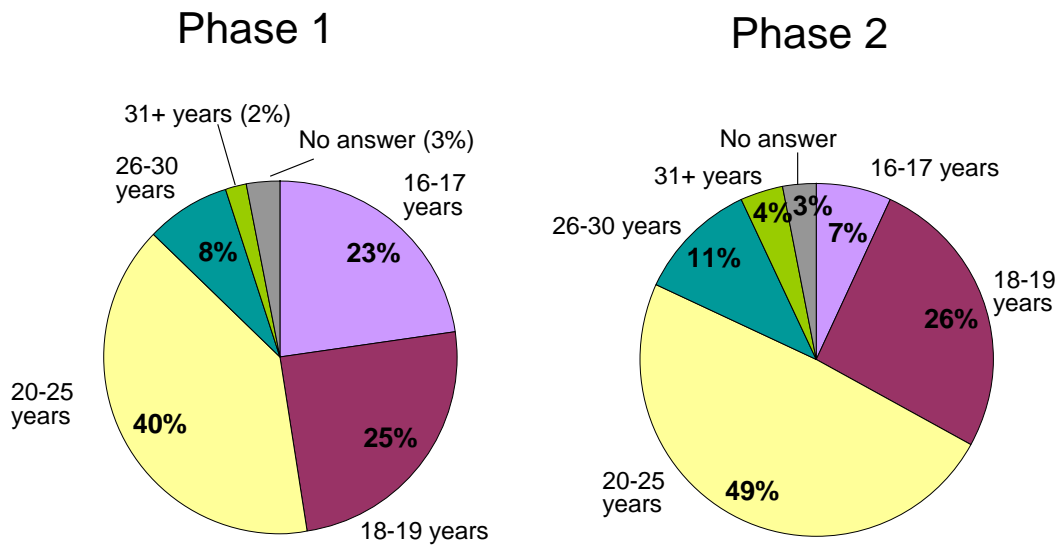
Ethnicity



Number of respondents: Phase 1 (9,368), Phase 2 (8,353)

Figure 217

Age

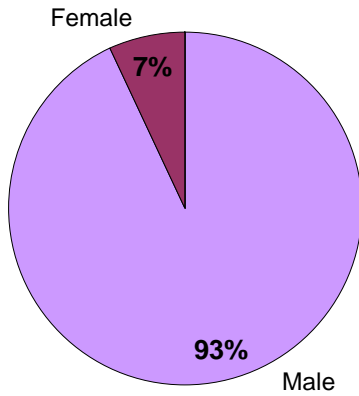


Number of respondents: Phase 1 (9,368), Phase 2 (8,353)

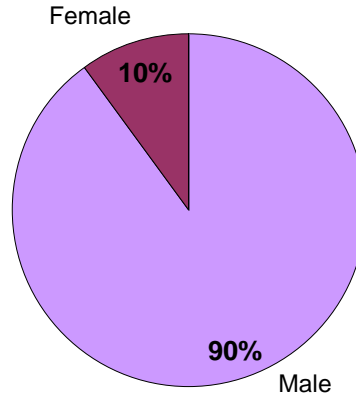
Figure 218

Army Schools - Gender

Phase 1



Phase 2

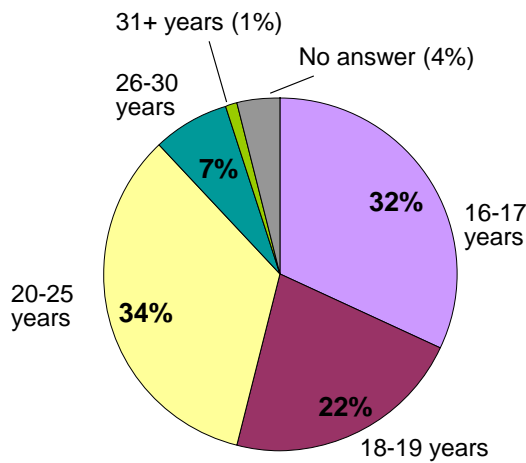


Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

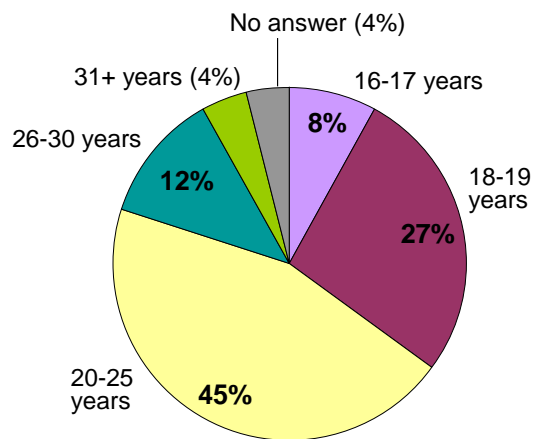
Figure
219

Army Schools - Age

Phase 1



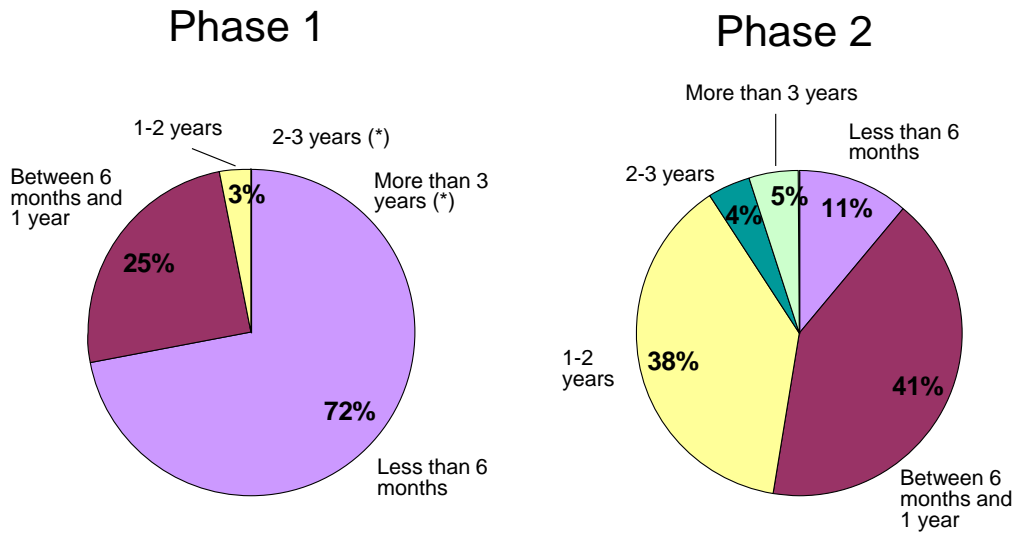
Phase 2



Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

Figure
220

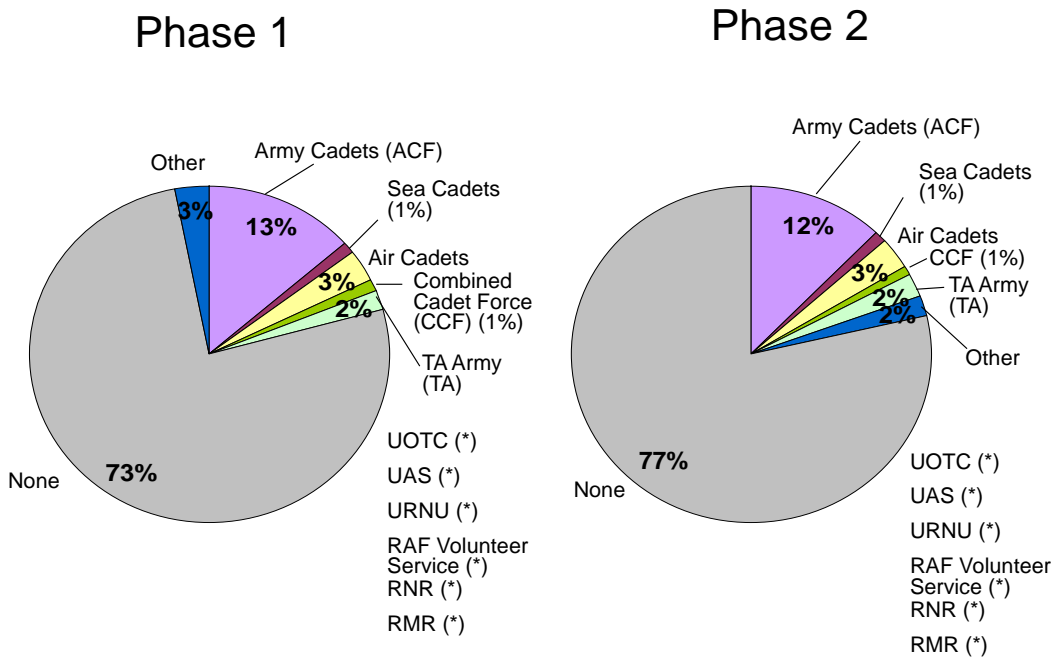
Army Schools - Length of Service



Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

Figure
221

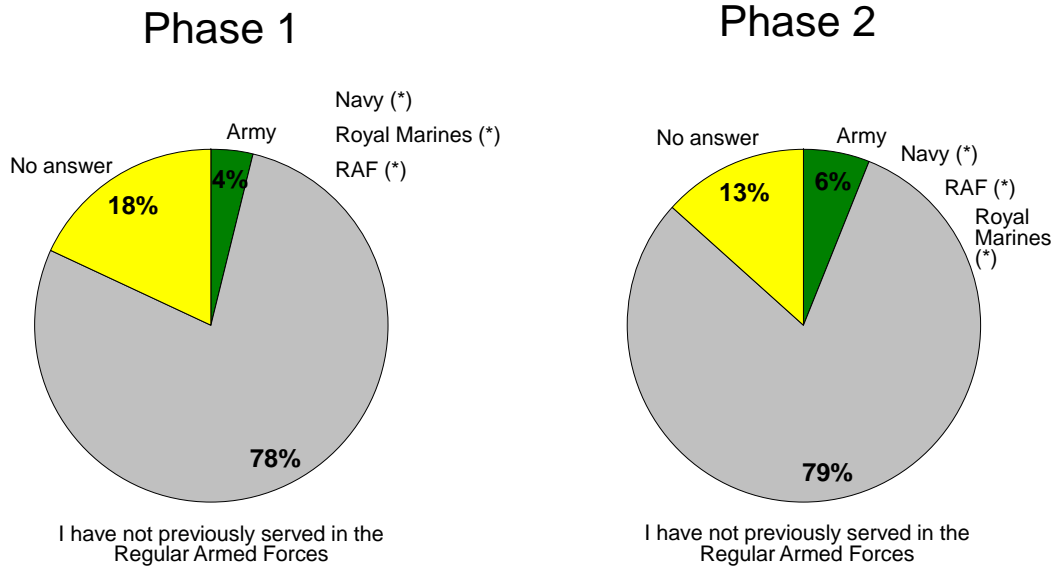
Army Schools – Cadet Force



Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

Figure
222

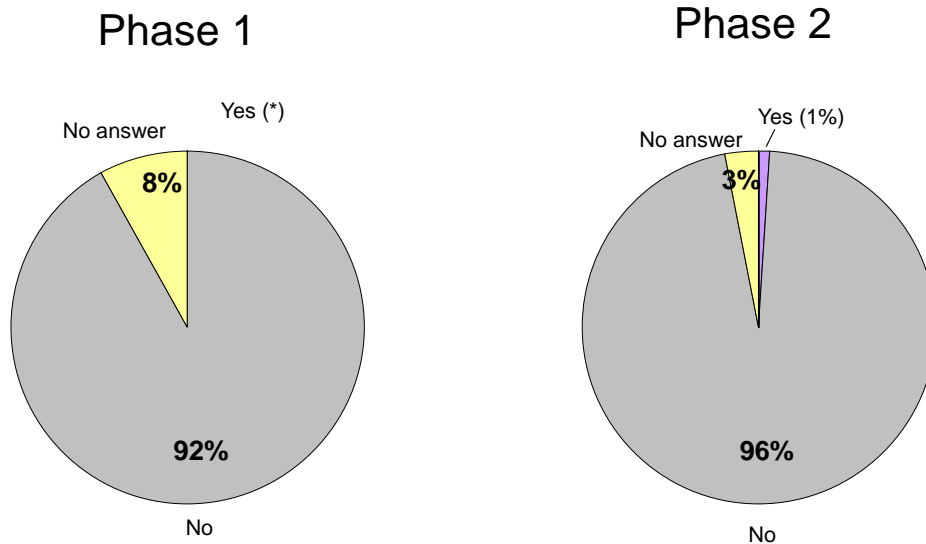
Army Schools – Previous Service



Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

Figure
223

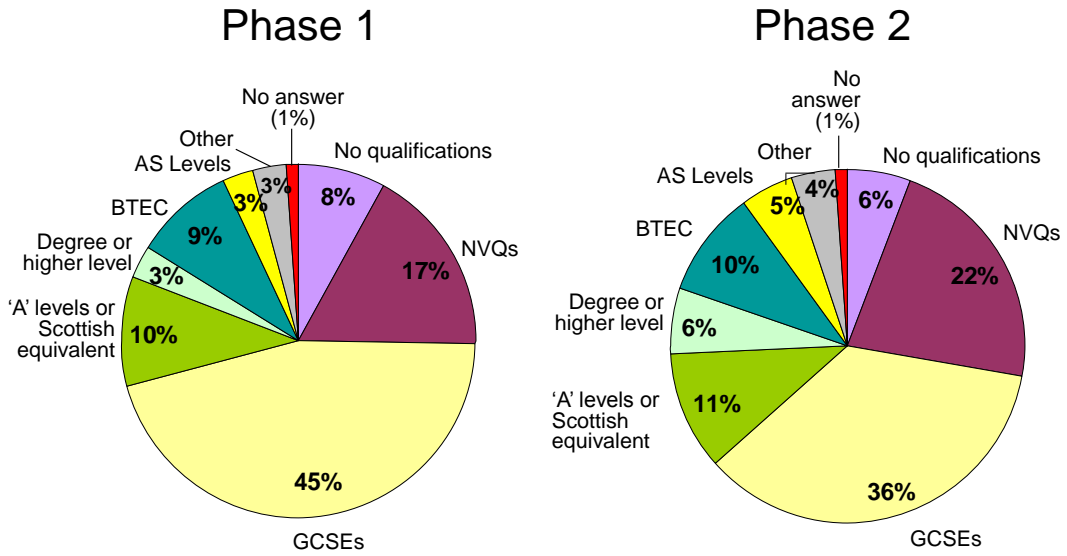
Army Schools – Previous Service in Another Country's Armed Forces



Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

Figure
224

Army Schools - Highest Qualification

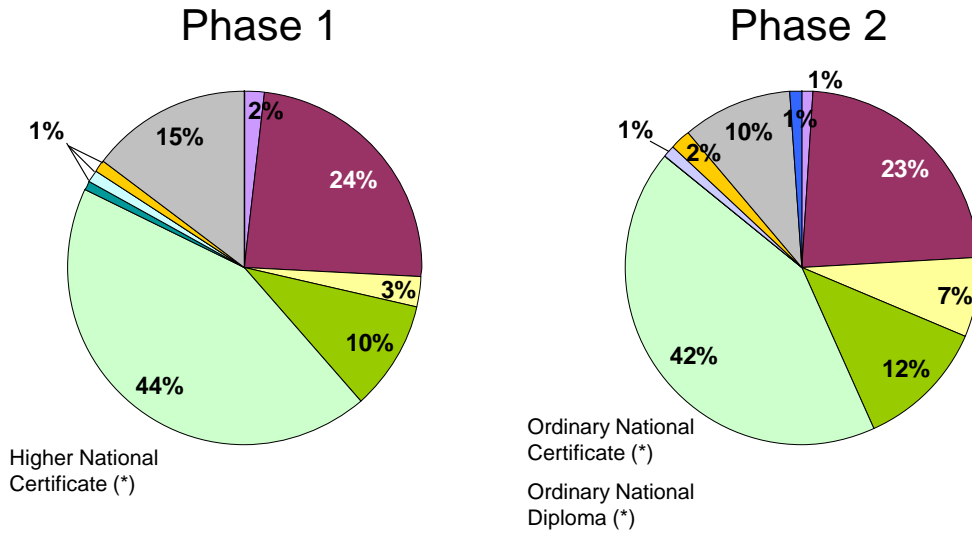


Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

Figure 225

Army Schools - Highest BTEC

- BTEC Introductory Diploma
- BTEC First Diploma
- BTEC National Award
- BTEC National Certificate
- BTEC National Diploma
- Ordinary National Certificate
- Ordinary National Diploma
- Higher National Certificate
- Higher National Diploma
- Don't know
- No answer

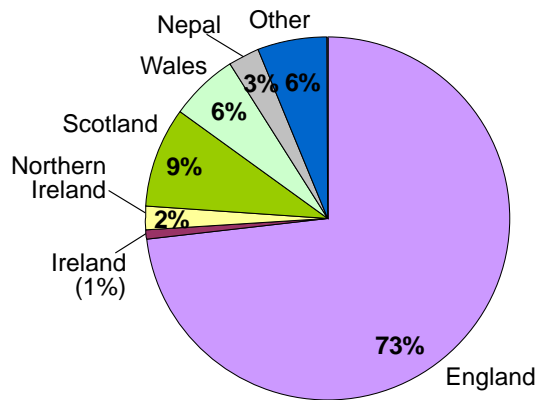


Number of respondents: Phase 1 (519), Phase 2 (427)

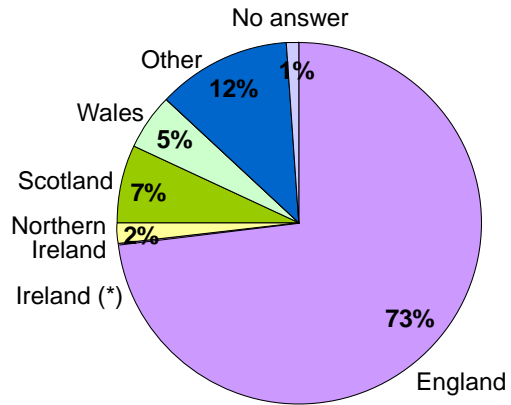
Figure 226

Army Schools – Where are you From

Phase 1



Phase 2

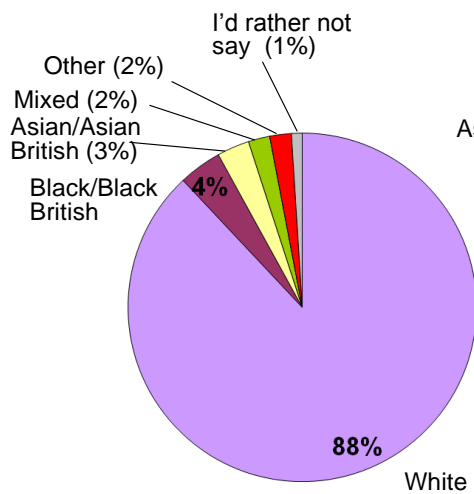


Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

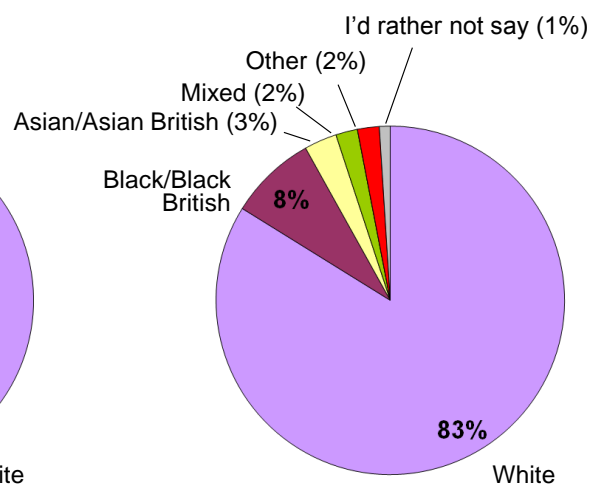
Figure 227

Army Schools - Ethnicity

Phase 1



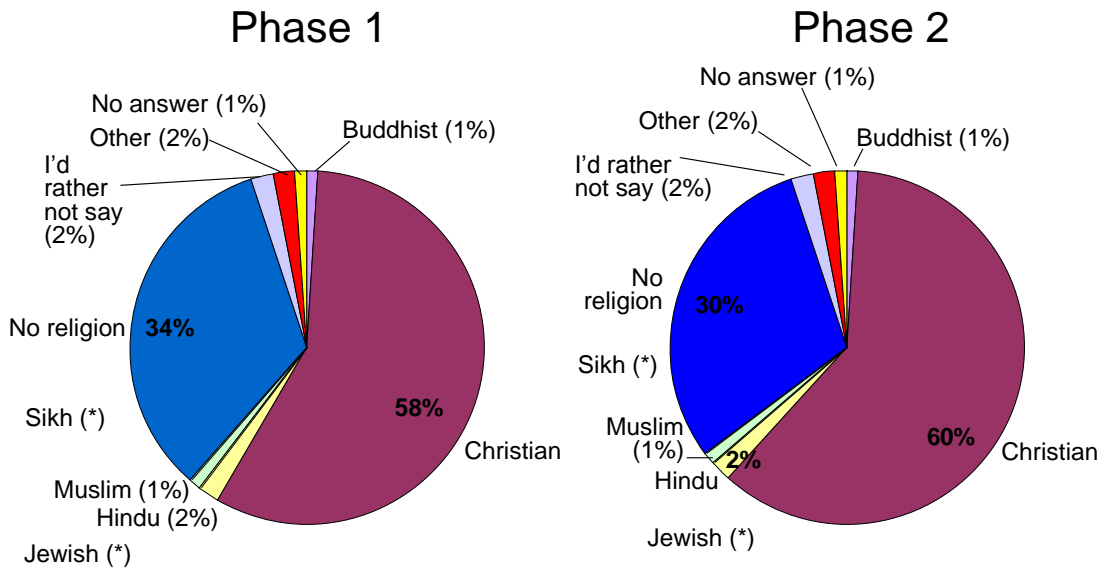
Phase 2



Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

Figure 228

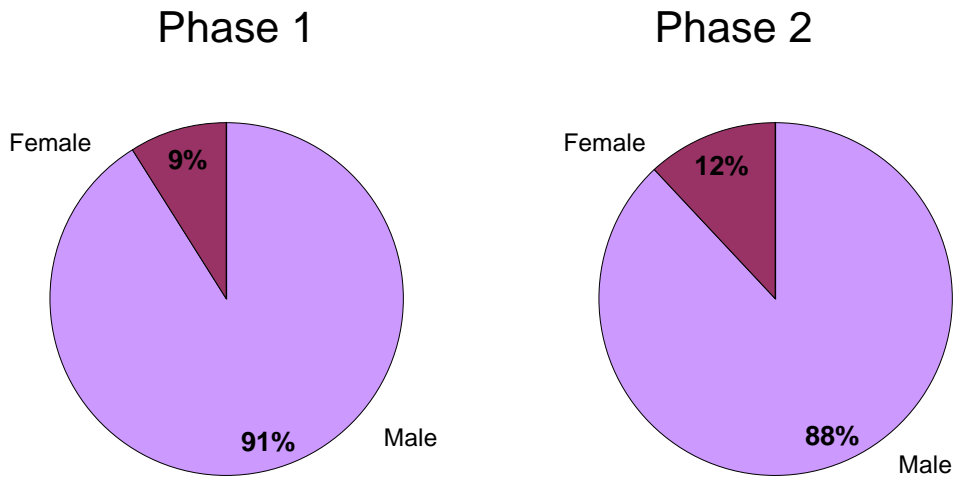
Army Schools – Religion



Number of respondents: Phase 1 (5,618), Phase 2 (4,347)

Figure 229

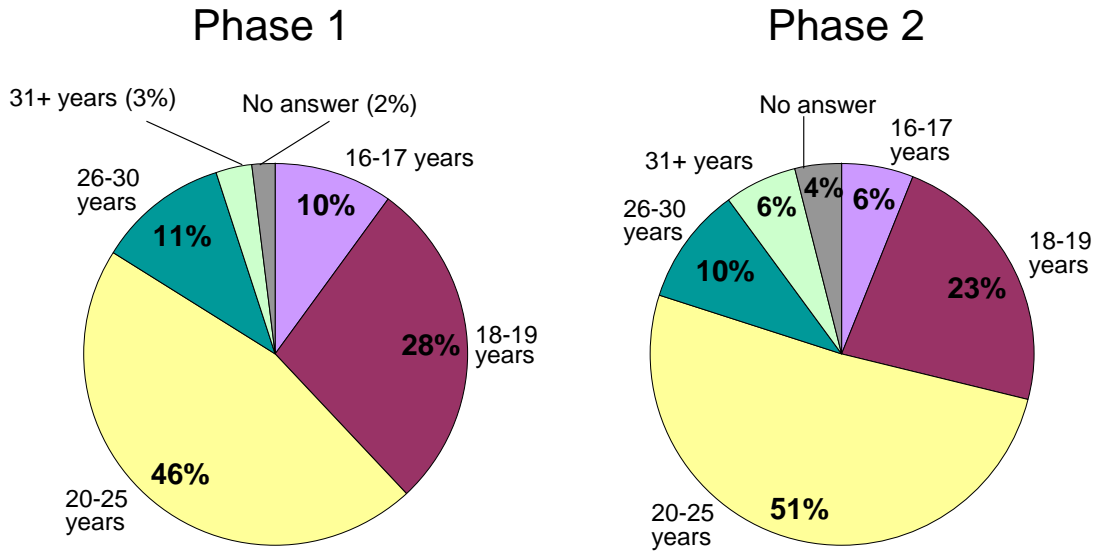
Navy Schools - Gender



Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure 230

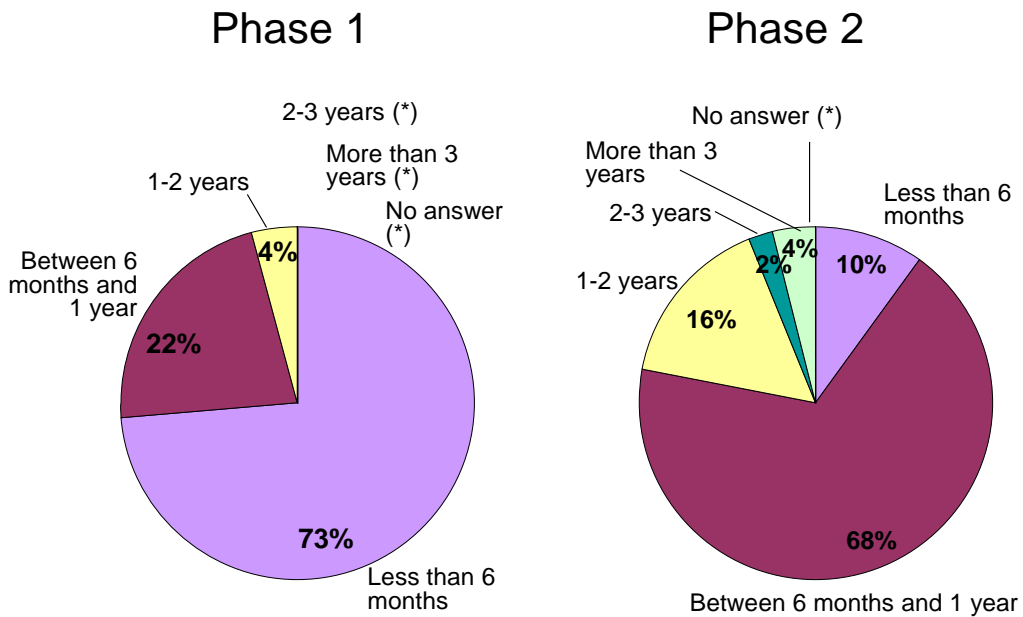
Navy Schools - Age



Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure 231

Navy Schools - Length of Service

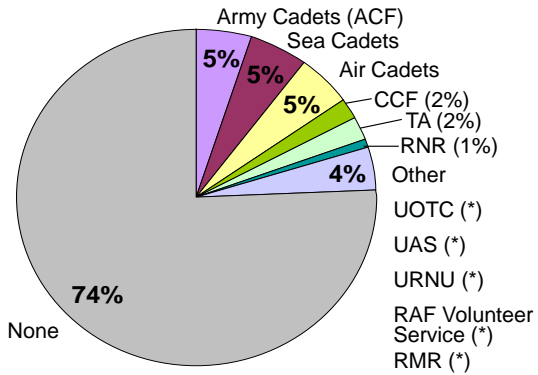


Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

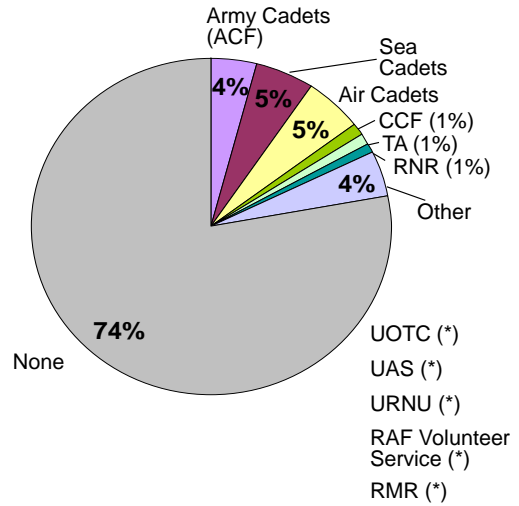
Figure 232

Navy Schools - Cadet Force

Phase 1



Phase 2

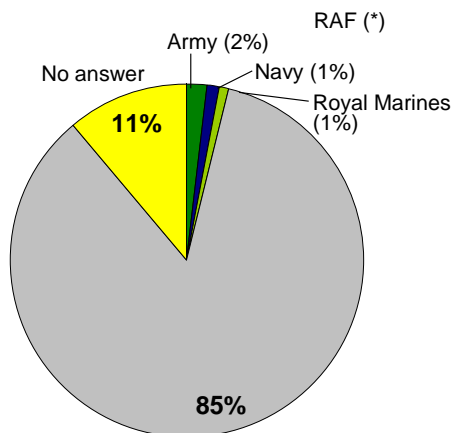


Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure 233

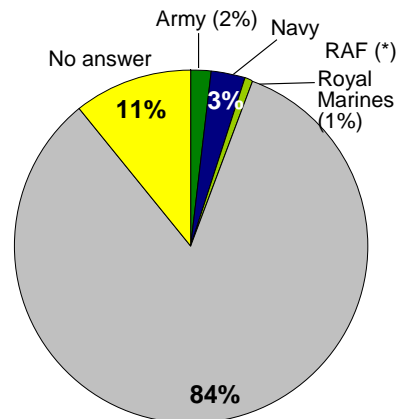
Navy Schools – Previous Service

Phase 1



I have not previously served in the Regular Armed Forces

Phase 2

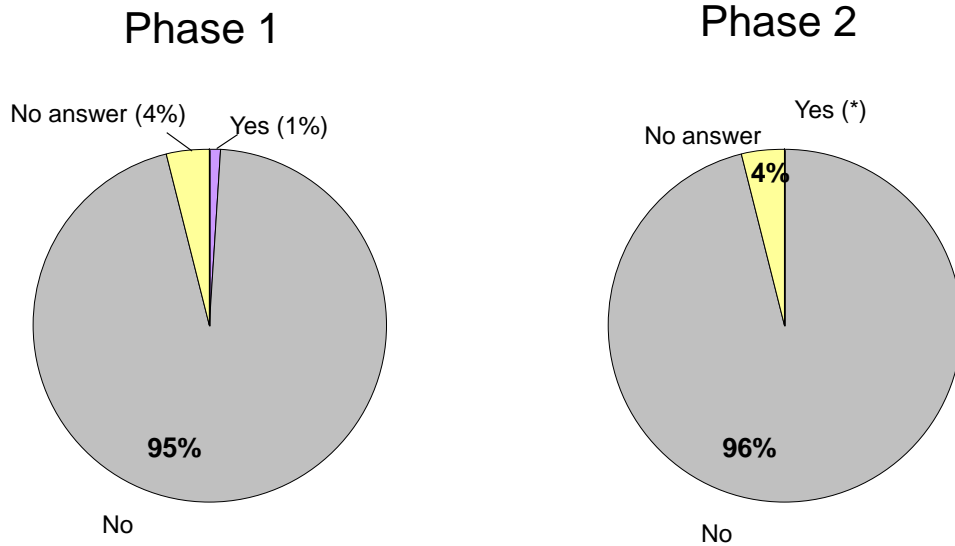


I have not previously served in the Regular Armed Forces

Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure 234

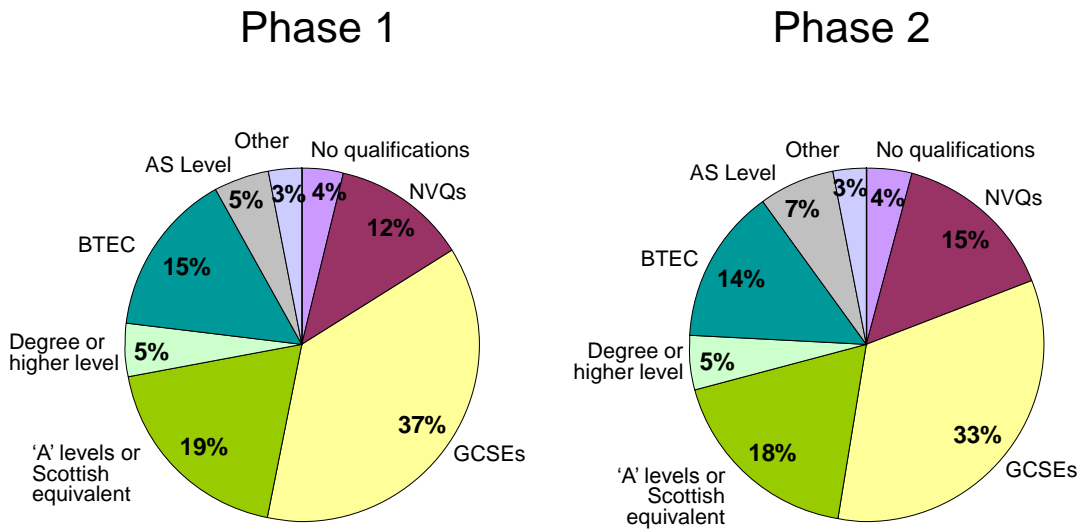
Navy Schools – Previous Service in Another Country’s Armed Forces



Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure
235

Navy Schools - Highest Qualification

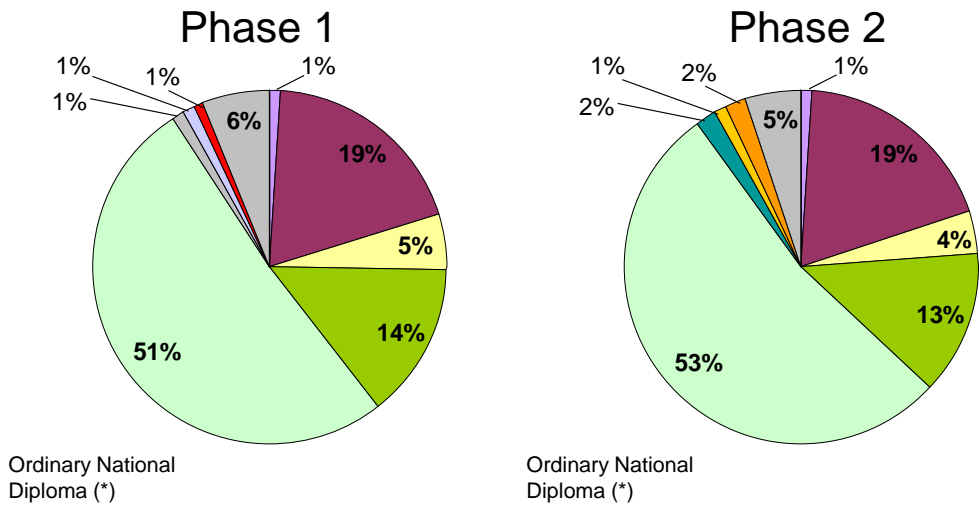


Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure
236

Navy Schools - Highest BTEC

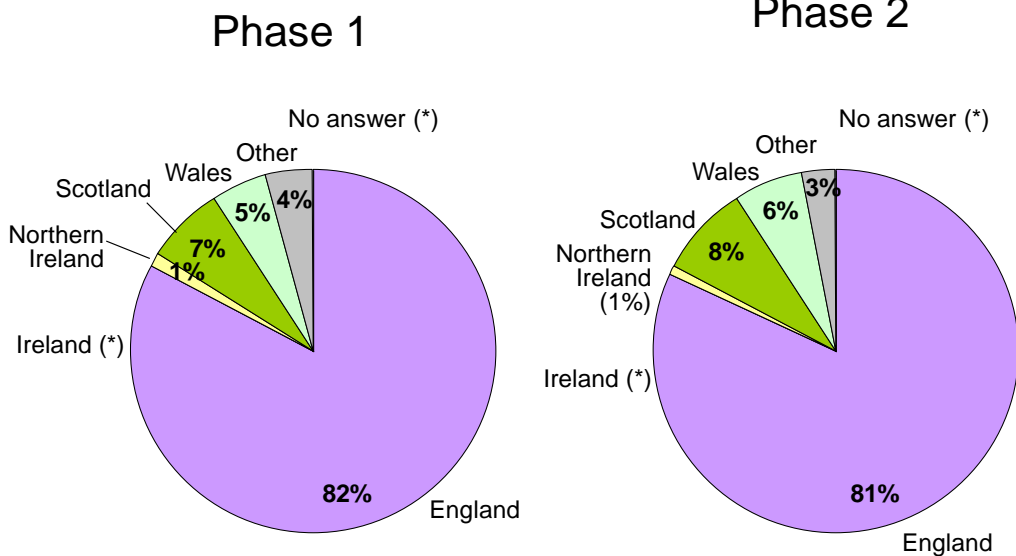
- BTEC Introductory Diploma
- BTEC First Diploma
- BTEC National Award
- BTEC National Certificate
- BTEC National Diploma
- Ordinary National Certificate
- Ordinary National Diploma
- Higher National Certificate
- Higher National Diploma
- Don't know
- No answer



Number of respondents: Phase 1 (345), Phase 2 (299)

Figure 237

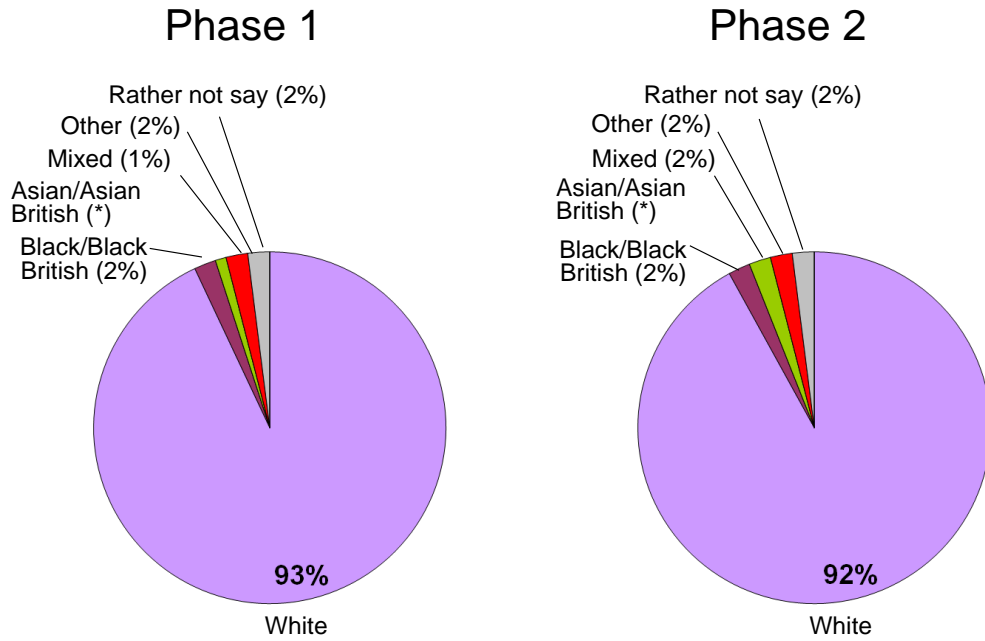
Navy Schools – Where are you From



Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure 238

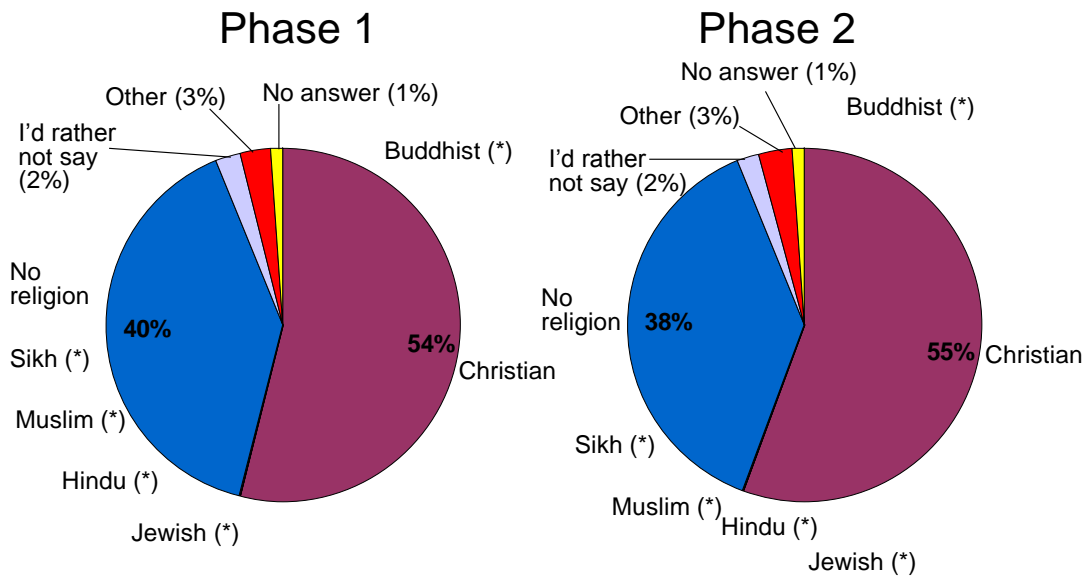
Navy Schools - Ethnicity



Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure 239

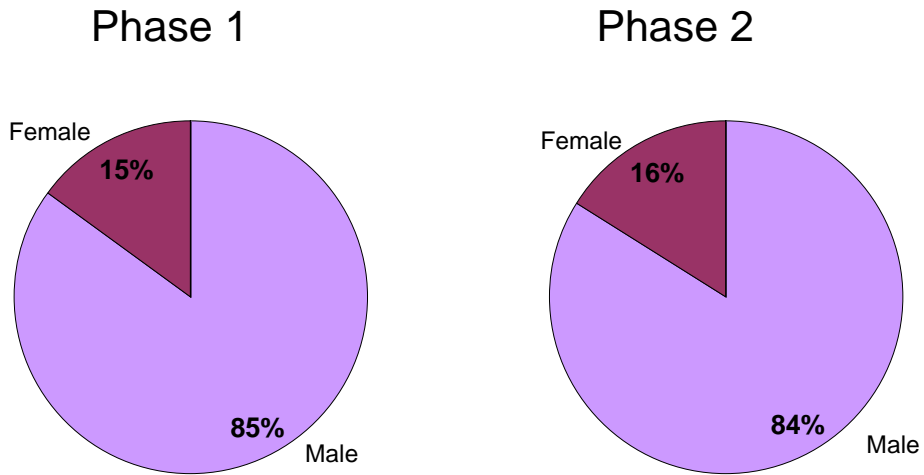
Navy Schools – Religion



Number of respondents: Phase 1 (2,257), Phase 2 (2,143)

Figure 240

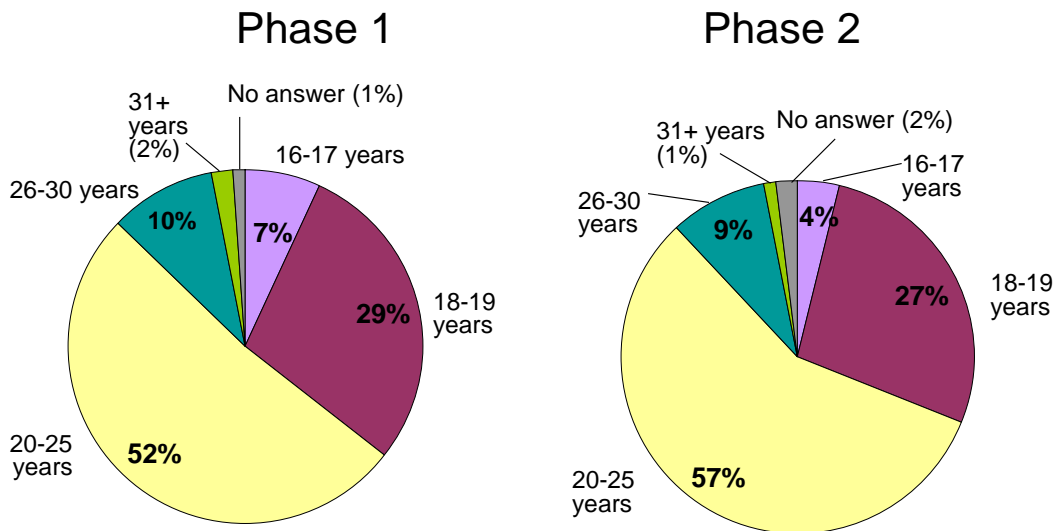
RAF Schools - Gender



Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

Figure 241

RAF Schools - Age



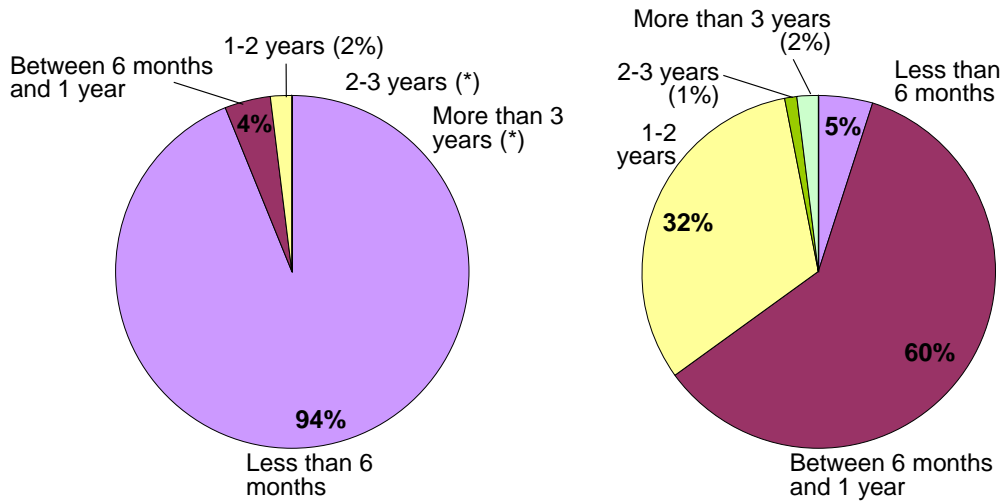
Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

Figure 242

RAF Schools - Length of Service

Phase 1

Phase 2



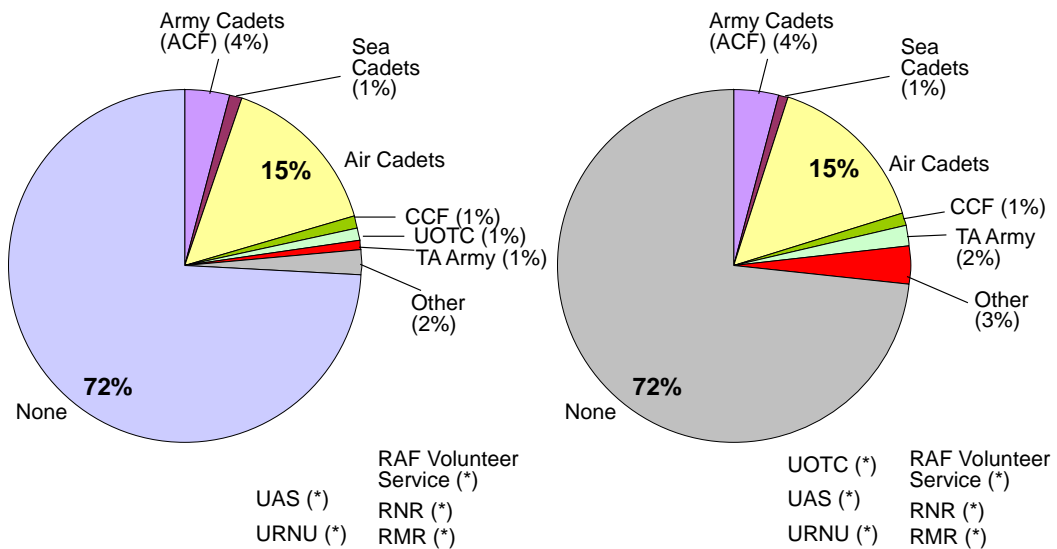
Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

Figure
243

RAF Schools - Cadet Force

Phase 1

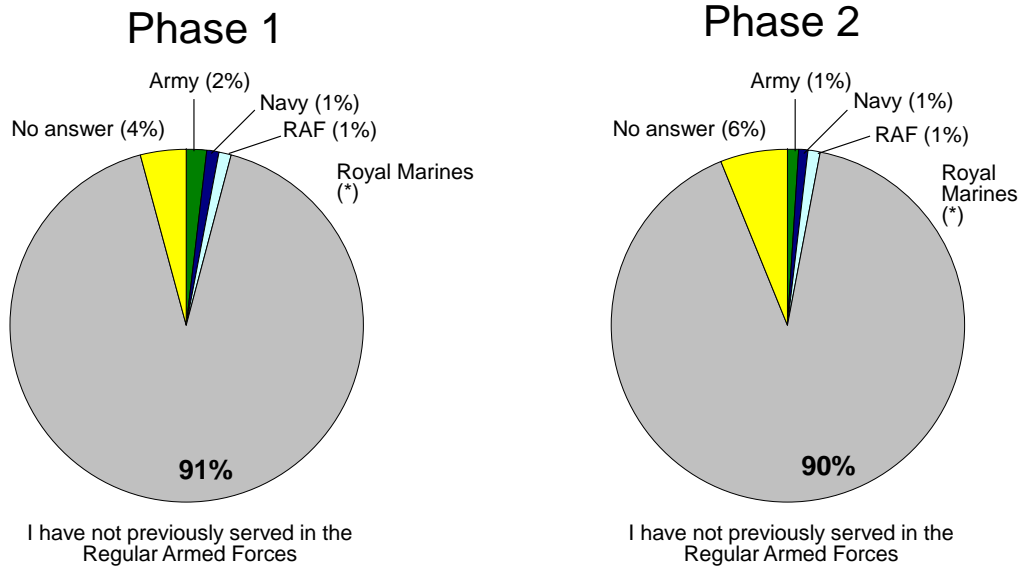
Phase 2



Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

Figure
244

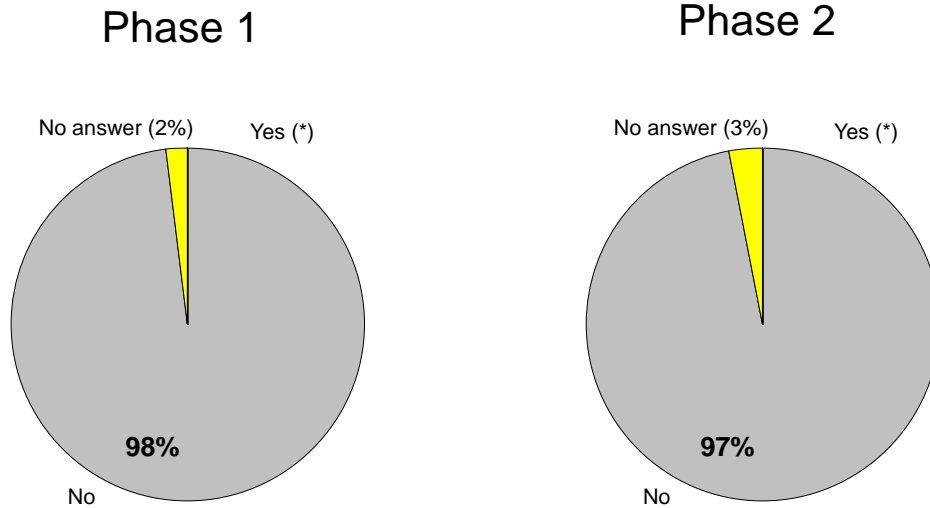
RAF Schools – Previous Service



Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

Figure 245

RAF Schools – Previous Service in Another Country's Armed Forces



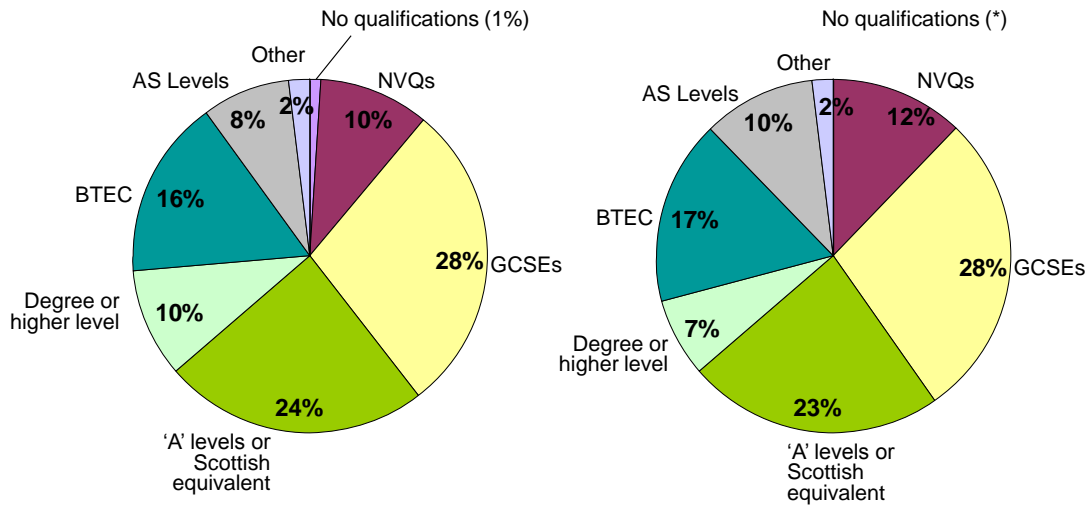
Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

Figure 246

RAF Schools - Highest Qualification

Phase 1

Phase 2



Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

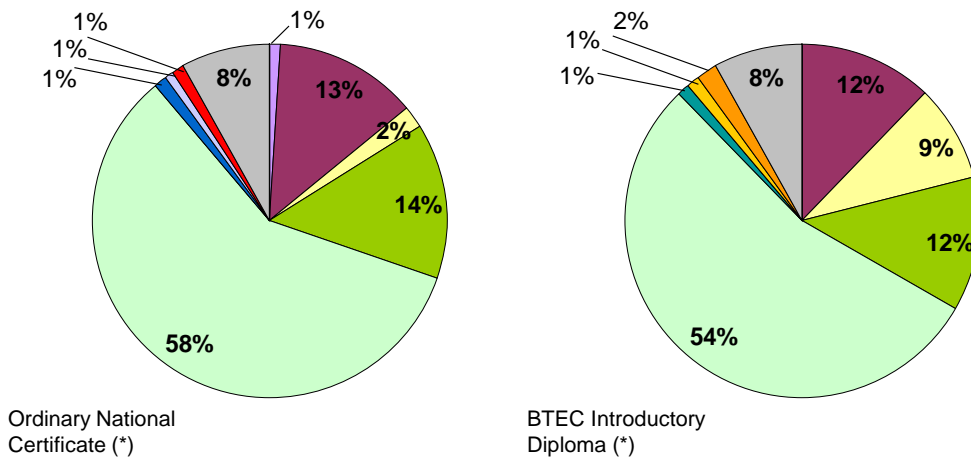
Figure 247

RAF Schools - Highest BTEC

- BTEC Introductory Diploma
- BTEC First Diploma
- BTEC National Award
- BTEC National Certificate
- BTEC National Diploma
- Ordinary National Certificate
- Ordinary National Diploma
- Higher National Certificate
- Higher National Diploma
- Don't know
- No answer

Phase 1

Phase 2

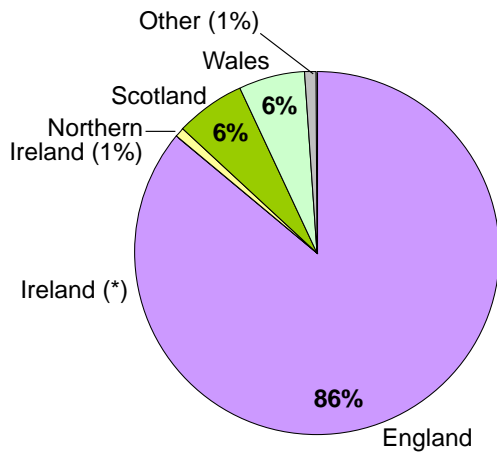


Number of respondents: Phase 1 (234), Phase 2 (324)

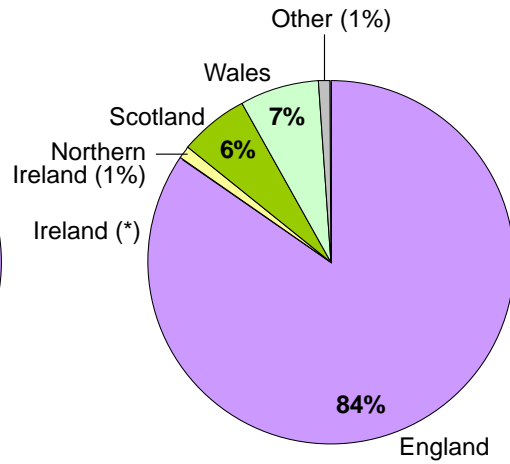
Figure 248

RAF Schools – Where are you From

Phase 1



Phase 2

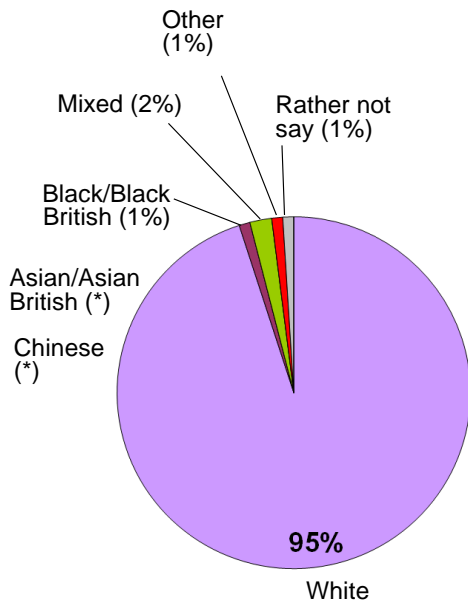


Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

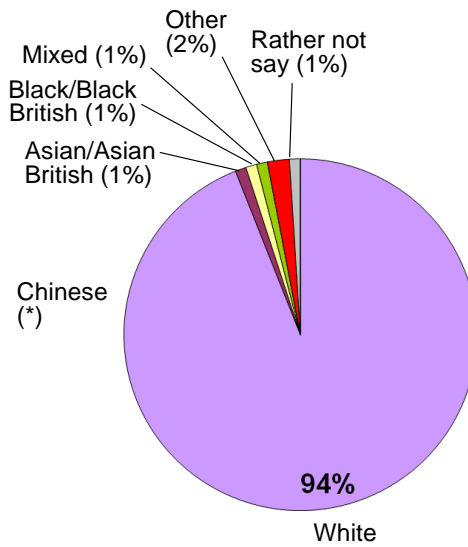
Figure 249

RAF Schools - Ethnicity

Phase 1



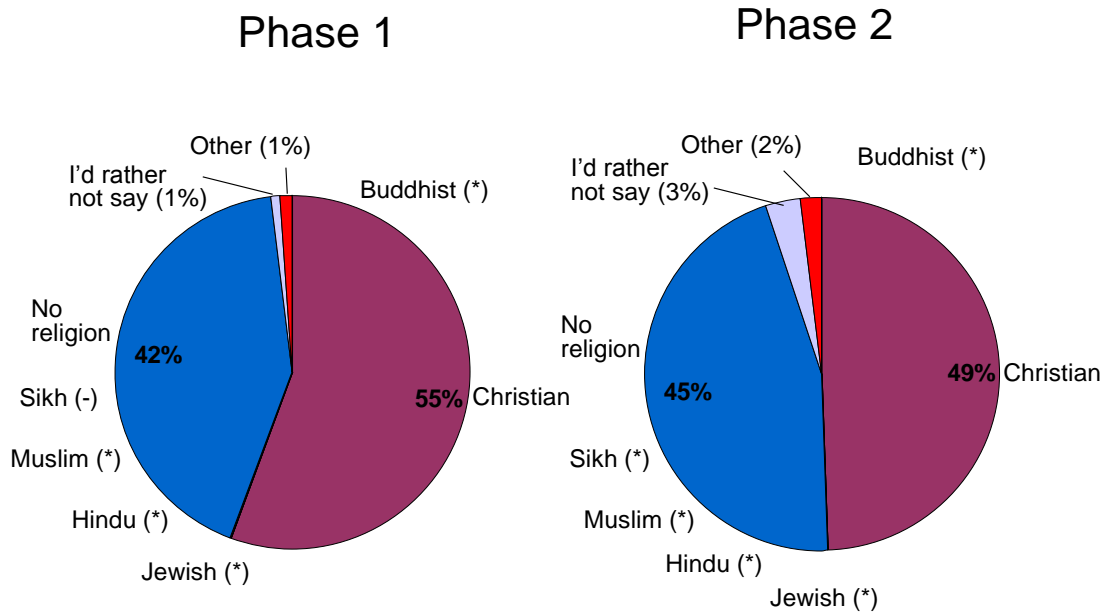
Phase 2



Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

Figure

RAF Schools – Religion



Number of respondents: Phase 1 (1,493), Phase 2 (1,849)

Figure 251

ANNEX 2: QUESTIONNAIRE

TRI SERVICE RECRUIT TRAINEE SURVEY Questionnaire

This survey gives you the chance to record your experiences whilst at XXX. Please answer based on your own experiences, not what others may think. Your opinions will be used to make the training and conditions at XXX better for future trainees.

Please answer openly and honestly as what you say will be anonymous. Your name is not recorded anywhere. All information collected is handled by an outside company, so no military person will be able to identify you from your responses.

Ipsos MORI - the independent company that runs the Recruit Trainee Survey (RTS) - would like to assure you that all the information collected is kept in the strictest confidence, and is used for research purposes only. It is not possible to identify any particular individual in the RTS results. We take data security very seriously, and have information security controls in place to ensure that any information you provide is:

- Anonymous: your answers can never be looked at on an individual basis.
- Stored electronically on highly secure Ipsos MORI file servers: the RTS reports that we produce can be accessed online but only with a password, and are held on a network which is protected by appropriate use of firewalls, DMZ (demilitarized zone) and other network security controls.
- Used only for the purposes of the provision of the Recruit Trainee Survey: it is not passed on to third parties. Data is retained for a period of 5 years before being destroyed.

Do not show or discuss your answers with anyone else.

You should be completing this questionnaire of your own free will. If you do not wish to complete the questionnaire please tick this box and hand your questionnaire back to the person administering the survey.

SECTION 1 - BACKGROUND INFORMATION

1. What gender are you? (Single Code)

- Male
- Female

2. How old are you?

3a. To which Service do you belong? (Single Code)

- Army
- Royal Navy/Royal Marines (RN/RM)
- Royal Air Force (RAF)

Army trainees only

3b. What is your Arm or Service? (Single Code)

- H Cav/RAC
- RA
- RE
- R SIGNALS
- Infantry
- AAC
- RAMC
- RLC
- REME
- AGC(SPS)
- AGC(RMP)
- RADC
- Int Corps
- QARANC
- RAVC
- CA Mus
- Don't know

4. How long have you been in the [Navy/RM/Army/RAF]? (Single Code)

- Less than a month (Less than 4 weeks)
- Between 1 and 6 months (4-26 weeks)
- Between 6 months and 1 year (27-52 weeks)
- 1-2 years
- 2-3 years
- More than 3 years

5. Prior to joining your service, have you been a member of any of the following for longer than six months? (Please tick all that apply) (Multi Code)

A. Cadet Organisations: Army Cadets (ACF)

Sea Cadets

Air Cadets (ATC)

Combined Cadet Force (CCF)

B. University Units:

UOTC

UAS

URNU

C. Reserve Forces:

Territorial Army (TA)

RAF (RAF Reserves, RAF Volunteer Reserves, Royal Auxiliary Airforce)

Royal Navy Reserves (RNR)

Royal Marines Reserves (RMR)

Anything else/something different from above

None

6a. Have you previously served in the Regular Armed Forces? (Multi Code)

- Army
- Navy
- RAF
- Royal Marines
- I have not previously served in the Regular Armed Forces

6b. Have you previously been a member of another country's Armed Forces? (Single Code)

Yes

No

6c. In which country were you a member of the Armed Forces?

7. What is the highest qualification you have? (Single Code)

- No qualifications
- NVQs
- GCSEs (=Scottish Standard Grade)
- AS Levels
- "A"Levels or equivalent (=Scottish Higher Grade)
- BTEC
- Degree or Higher Level
- Something different from above

All those who said that a BTEC is the highest qualification they have at Q7

8. Please select the highest BTEC qualification that you have. (Single Code)

Please select one option only

- BTEC Introductory Diploma
- BTEC First Diploma
- BTEC National Award
- BTEC National Certificate
- BTEC National Diploma
- Ordinary National Certificate
- Ordinary National Diploma
- Higher National Certificate
- Higher National Diploma
- Don't Know

9. Where are you from? (Single Code)

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

10. What is your background? (Single Code)

- **Asian**
 - Bangladeshi
 - Indian
 - Pakistani
 - Any other Asian background
- **Black**
 - African
 - Caribbean
 - Any other black background
- **Chinese**
 - Any Chinese background
- **Mixed Ethnic Background**
 - Asian & White
 - Black African & White
 - Black Caribbean & White
 - Any other Mixed ethnic background
- **White**
 - Any White background

I'd rather not say

Something different from above

11. Are you? (Single Code)

- Buddhist
- Christian (e.g. Roman Catholic, Church of England etc)
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- I'd rather not say
- Something different from above

Phase 1 only

12a. How important were each of the following in your decision to join the [Navy/RM/Army/RAF]? (Single Code)

Please rate importance for each one:

Very important

Fairly important

Not very important

Not at all important

Don't know

- To do a specific job e.g. driver, engineer, infantryman, telecommunications etc
- Gain skills/qualifications
- Lifestyle appealed
- To travel
- To do sports
- To keep fit
- Job security
- Want to defend country
- No other job choices
- Challenge/adventure
- Salary (the pay)
- To be a member of the Armed Services
- Family members/friends
- Wanting to move away from home/current situation

Phase 1 only

12b. Was there anything else that was important in your decision to join the [Navy/RM/Army/RAF]??

Phase 1 only

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

PLEASE TICK ALL THAT APPLY (Multi Code)

- TV/Newspaper coverage – News, documentaries/factual programmes
- TV/Films/Books
- Friends and family who have served/are currently serving
- Youth organisations (e.g. Scouts, Guides)
- Armed Forces Advertising e.g. TV, cinema, newspapers
- In the Cadets
- Site visits/ guided tours
- Armed Forces Careers Office (AFCO)
- Military shows e.g. Red Arrows, Trooping the Colour, International Festival of the Sea etc
- Internet/websites
- Careers/recruitment fairs
- Anything else/something different from above

SECTION 2 - PREPARING FOR TRAINING AT XXX XXX

Phase 1 only

14. Once you had been accepted for the XXX where did you get information prior to your course? (Multi Code)

Please tick all that apply

- Armed Forces Recruiting Office (AFCO)
- Selection Centre
- Information from the unit e.g. leaflets, joining instructions, website etc
- From a short pre-joining course at the training unit
- From a familiarisation visit (e.g. Acquainters course) Add to Navy trainees only
- Anything else/something different from above

Phase 1 only

15. Please indicate your agreement with each of the following statements. The information I was given before my arrival at [SCHOOL]: (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

- Enabled me to prepare myself well enough for the physical demands of the course
- Gave me an accurate picture of what life would be like at xxx
- Provided me with useful and accurate information about what the training involved

Phase 1 only

16. If you would have liked more information about training or the Services please indicate what further information would have been useful.

Phase 2 only

17. Is this your first Phase 2 training course? (Single Code)

- Yes
- No

Phase 2 only

All those on their first Phase 2 course (yes at Q17)

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

- Yes
- No
- Don't Know
- Can't Remember

Phase 2 only

All those on their first Phase 2 course (yes at Q17)

19a. How long was the gap between your Phase 1 and Phase 2 training course (please note that the gap does not include weekends or annual leave)? (Single Code)

- Up to 1 week (up to 7 days)
- 1-2 weeks (8-14 days)
- 2-3 weeks (15-21 days)
- 3-4 weeks (22-28 days)
- 1-3 months (4-13 weeks)
- 3-6 months (14-26 weeks)
- Over 6 months (over 26 weeks)

Phase 2 only

19b. Have you had a gap between any of your Phase 2 modules/courses? (Single Code)

- Yes
- No
- Don't know

Phase 2 only

All those who had a gap between any of their Phase 2 modules/courses (yes at Q19b)

19c. How many gaps did you have? (Single Code)

- 1
- 2
- 3
- 4
- 5
- 6 or more

Phase 2 only

All those who had a gap between any of their Phase 2 modules/courses (yes at Q19b)

19d. How long were these gaps? (Single Code)

Gap 1

Gap 2

Gap 3

Gap 4

Gap 5

- Up to 1 week (up to 7 days)
- 1-2 weeks (8-14 days)
- 2-3 weeks (15-21 days)
- 3-4 weeks (22-28 days)
- 1-3 months (4-13 weeks)
- 3-6 months (14-26 weeks)
- Over 6 months (over 26 weeks)

Phase 2 only

All Phase 2 who have had a gap of 2- 3 weeks or more between Phase 1 training and their first Phase 2 training course (code 43-7 at Q19a)

20a. Which of the following did you do in this gap/these gaps? (Multi Code)

Please tick all that apply

- Guard duty
- Visited an Army unit, a ship or submarine (RN) or an operational station (RAF) Text substitution depending on service
- Adventure training
- Training
- Education (e.g. Basic Skills)
- Battlefield tour
- Attached/assigned to a unit
- On leave
- Nothing
- Anything else/something different from above

Phase 2 only

All Phase 2 who have had a gap of 2- 3 weeks or more between Phase 1 training and their first Phase 2 training course (code 43-7 at Q19a)

20b. In total, how long did you spend on (answer from Q20a) (Single Code)

- Less than one day
- 1 – 2 days
- 3 – 4 days
- 5 – 7 days
- 1 – 2 weeks
- More than 2 weeks

Repeat for each answer at Q20 (except 'nothing')

All Phase 2 who had a gap of two- three weeks or more on an activity that that was not leave or 'nothing' (at Q20a)

21. (PHASE 2 ONLY) Please indicate your agreement with the following statements. The tasks I was given during this gap... (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

- Helped me understand military life better
- Taught me extra skills/improved my knowledge
- Made me feel bored

Phase 2 only

22. If you have any comments on the period between this course and the last course you were on, please write them in below:

SECTION 3 - FACILITIES AND FOOD AT XXX XXX

23a. How would you rate EACH of the following at XXX XXX? (Single Code)

Please tick one box for each statement

Very good
Good
Neither good nor poor
Poor
Very poor
Not available
Don't know

- Standard of living accommodation
- Things to do when off duty on site
- Things to do when off duty off site/locally – Phase 2 only
- Sport facilities
- Medical care
- Dental care
- Time for essential personal administration
- Access to IT for personal use
- Internet access
- Learning Centre to study after hours
- Variety of eating and drinking areas

25. Overall how satisfied were you with the food at XXXX? (Single Code)

Very satisfied
Fairly Satisfied
Neither satisfied nor dissatisfied
Fairly Dissatisfied
Very dissatisfied

All those dissatisfied with food (at Q25)

26. Please indicate which aspects of the food you were dissatisfied with: (Multi Code)

Please tick all that apply

- Quality of food
- Quantity of food
- Choice of food
- Overall variety of food
- Availability of food to meet special requirements (e.g. vegetarian, kosher, halal)
- Availability of healthy food
- Nutritional value of food
- Timings of meals

Ask all

27. Were you given enough time to eat your meals? (Single Code)

- Always
- Often
- Sometimes
- Rarely
- Never

Phase 2 only

28a. Are you on Pay As You Dine? (Single Code)

- Yes
- No

Phase 2 only

All those on PAYD (yes at Q28a)

28b. Regarding pay as you dine... (Single Code)

Yes

No

Don't know

- Can you afford to eat enough to keep you going during training?
- Do you sometimes skip meals (or eat less) to save money?
- Do you eat elsewhere to save money?
- Do you have more choice to eat elsewhere?

Phase 2 only

All those on PAYD (yes at Q28a)

28c. Is paying in cash a problem for you? (Single Code)

- Yes
- No

Phase 2 only

All those on PAYD (yes at Q28a)

28d. How often do you eat at XXX using pay as you dine? (Single Code)

- Always
- Most of the time
- Sometimes
- Rarely
- Never

Phase 2 only

All on PAYD and using it sometimes, rarely or never (at Q28d)

28e. You said that you use pay as you dine sometimes, rarely or never. Why do you not use this more often?

Phase 2 only

28f. Do you have any other comments about pay as you dine?

Ask all

29. Do you have any additional comments on the meals at XXX XXX?

SECTION 4 - SUPPORT AT XXX XXX

30. How would you rate the OPPORTUNITY you had to do each of the following at XXX XXX if you had wanted to? (Single Code)

Please tick one box for each statement

Very good

Good

Neither good nor poor

Poor

Very poor

Not applicable

- Talk privately with training staff
- Talk privately with chaplains/padre
- Keep in contact with family and friends
- Practise your faith/religion

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 (please note that this can be any member of staff, not necessarily your training corporal)? (Single Code) *Term (for training corporal) for three services differs - Training Corporal for Army, Corporal for RAF, and Leading Rating for Navy.*

- Yes
- No

All those answering no (at Q31a)

31b. Why did you say that?

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

- Yes
- No

All those answering no (at Q32a)

32b. Why did you say that?

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? (Single Code)

- Yes
- No

All those answering no (at Q33a)

33b. Why did you say that?

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 XXX XXX? (Single Code)

- Yes
- No

All those answering no (at Q34a)

34b. Why did you say that?

SECTION 5 – FAIRNESS AND EQUALITY AT XXX XXX

35. Do you know how to complain about poor or unfair treatment or bullying at XXX XXX? (Single Code)

- Yes
- No

36. Did you know who to go to if you wanted to make a complaint at XXX XXX? (Single Code)

- Yes
- No

37a. Generally, do you believe that complaints are dealt with in a fair manner at XXXX? (Single Code)

- Yes
- No
- Don't know

All those who do not think complaints were dealt with in a fair manner (no at Q37a)

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

Please tick all that apply

- People are not believed/taken seriously
- Nothing is ever done about complaints
- Complaining is bad for your career
- People who complain are considered troublemakers
- If you complain it causes you problems on the course
- Higher ranks are always taken more seriously
- Anything else/something different from above

38. If you have any comments on the complaints procedure at XXX XXX, please write them below:

39. Please indicate how often the following statements apply (Single Code)

Please tick one box for each statement

Always

Most of the time

Sometimes

Rarely

Never

Whilst at XXX XXX...

- I was treated correctly
- Trainees were all treated equally
- I was treated fairly
- Rules were applied fairly
- Training was conducted without sexual or racial harassment

40. If you have any comments to make about how you were treated at XXX XXX please write them below:

41a. Do you believe that you were badly or unfairly treated by the staff whilst at XXX XXX? (Single Code)

- Yes
- No

41b. Do you believe that you were badly or unfairly treated by other trainees whilst at XXX XXX? (Single Code)

- Yes
- No

▪
If answering 'no' at both Q41a and Q41b move to Section 6

All those who said that they were badly or unfairly treated ('yes' at Q41a or Q41b)

42a. Please read the list below and tick the boxes that apply to you: (Multi Code)

PLEASE TICK ONLY ONE BOX FOR EACH INCIDENT

- I was physically abused (e.g. hit or kicked)
- I was intimidated (e.g. threatened)
- I was made fun of and humiliated
- I was verbally abused (e.g. called names)
- I was picked on continually
- I was sexually harassed
- I was racially harassed
- I was always given the worst jobs to do
- I was treated differently to others (i.e. made to do things others weren't)

42b.

FOR EACH BOX TICKED:

- Who physically abused you?
- Who intimidated you?
- Who made fun of and humiliated you?
- Who verbally abused you?
- Who picked on you?
- Who sexually harassed you?
- Who racially harassed you?
- Who gave you the worst jobs to do?
- Who treated you differently to others?

Other trainees on my course

Other trainees not on my course

Military staff

Civilian staff

(Answers at 41a and 41b to route people to either the two trainee codes, the two staff codes, or both)

i) Please write in what happened: _____

ii) What effect has this had on you? _____

iii) How often did this happen?

- Just once
- 2-5 times
- More than 5 times

43. Which of the following did you do following the unfair treatment [text substitution of which type of poor treatment it was] you experienced? (Multi Code)

- I did nothing
- I made a formal complaint
- I made an informal complaint
- I spoke to a member of military staff
- I spoke to a member of civilian staff
- I spoke to the Padre/Chaplain
- I spoke to a fellow trainee
- I spoke to my friends/family
- Anything else/something different from above

All those that said they were badly or unfairly treated ('yes' at Q41a or Q41b)

44. Why do you think you were badly or unfairly treated? (Multi Code)

PLEASE TICK ALL THAT APPLY

- Because of your sex
- Because of your age
- Because of your race, colour or ethnic origin
- Because of where you come from
- Because of your social background/class
- Because of your religion
- Because of your sexual orientation
- Anything else/something different from above

All those who did not make a formal or informal complaint (at Q44)

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

Please tick all that apply

- It was too difficult
- I did not know what to do
- I did not know who to complain to
- I was persuaded not to
- I considered the incident(s) to be too minor to report
- I did not think people would believe me/take me seriously
- I did not believe anything would be done if I did complain
- I did not want to go through the complaints procedure
- I thought it might be bad for my career
- I thought I would be considered a troublemaker
- I thought that it would be repeated or get worse
- I thought it would cause problems on the course
- Anything else/something different from above

All those who made a formal or informal complaint (at Q44)

46. When you made a complaint about your treatment was it dealt with fairly? (Single Code)

- Yes
- No

All those who made a complaint and did not think that their complaint was dealt with fairly (no at Q46)

47a. Was the problem resolved? (Single Code)

- Yes
- No
- Still in progress
- Don't Know

All those who made a complaint and said their problem has not been resolved at Q47a

47b. Why has the problem not been resolved?

All those who did not make a formal or informal complaint at Q44

48. If you have any comments on how your complaint was dealt with, please write them below:

SECTION 6 – SETBACKS DURING TRAINING

49. Were you ever ill or injured during training? (Single Code)

- Yes and I reported it.
- Yes but I did not report it
- No

All those who were ill or injured during training and reported it (at Q49)

50. Please indicate how you feel about the following statements: (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don't know

- My injury/illness was properly dealt with
- Staff helped and supported me when I was ill/injured
- I would advise others in a similar situation not to report sick if they can avoid it
- I felt that people considered me weak because I reported sick

If you did not report sick:

All those were ill or injured during training and did not report it (at Q49)

51. Why did you not report it? (Multi Code)

- It was too minor
- I did not wish to risk delaying my training
- I felt that other trainees or staff would consider me weak if I did so
- I feel that people who report sick are weak
- I would not report sick, unless I was told to
- I was afraid I would be medically discharged
- Anything else/something different from above

All those were ill or injured during training and did not report it (at Q49)

52. What was the result of not reporting sick? (Single Code)

- No impact
- The illness/injury worsened and I was forced to temporarily leave training to recover
- The illness/injury worsened and I was forced to leave XXX to recover
- Something different from above

53. Do you wish to comment about reporting sick? If so, please type in below:

For the following section 'back-squadded' has been used for Army schools, 'training extended/back-classed' for Navy schools and 're-flighted' for RAF schools

54. Were you back-squadded? (Single Code)

- Yes
- No

All those who were back-squadded, back-classed or re-flighted (yes at Q54)

55. Were you warned personally that there was a possibility that you would be back squadded? (Single Code)

- Yes
- No

All those who were back-squadded, back-classed or re-flighted (yes at Q54)

56. What reasons were you given for being back squadded? (Multi Code)

- Medical
- Failed a fitness test
- Failed a trade or skill test
- I was told my attitude or behaviour/conduct was inappropriate
- Anything else/something different from above

57. Do you have any additional comments regarding back-squadding?

SECTION 7 - GENERAL

58. Below are some statements about the training you received at XXX XXX. To what extent do you agree or disagree with each? (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don't know

Please tick one box for each statement

- I received regular feedback on my performance
- The reasons for doing things were explained to me
- The staff/instructors did all they could to help me succeed in training
- I feel I personally benefited from the course
- I feel a sense of achievement
- I felt challenged
- The training was what I expected
- I enjoyed this phase of training
- I feel proud to be in the [Navy/RM/Army/RAF]?
- I understand the core values of the [Navy/RM/Army/RAF]?
- Generally military personnel uphold the core values

59a. Do you feel the course was: (Single Code)

- Much too hard
- Too hard
- About right
- Too easy
- Much too easy

59b. Overall, how has life in [Navy/RM/Army/RAF] been, compared to what you expected when you joined? (Single Code)

- Much better
- Better
- About the same
- Worse
- Much worse

PAY1. Did you know that your pay increases after 26 weeks in training? (Single Code)

- Yes
- No

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

- Mine is much better
- Mine is better
- About the same
- Mine is worse
- Mine is much worse

SECTION 8 - HOPES FOR THE FUTURE

65. How long have you been at XXX XXX for this training course? (Single Code)

- Less than 2 weeks (Less than 14 days)
- 2 - 4 weeks (15-28 days)
- 1 - 3 months (4-12 weeks)
- 3 – 6 months (13-26 weeks)
- 6 – 12 months (27-52 weeks)
- More than 12 months (more than 52 weeks)

66. Did you complete the course? (Single Code)

- Yes
- No

67. What are you doing next? (Single Code)

- I am transferring to another regiment or trade
- I will move on to the next phase of training
- I will be posted to a unit
- I will be waiting for a course to start
- I am leaving the Service

All those who are not leaving the service (at Q67)

68a. What are your hopes for the future? (Single Code)

- I hope to make a career in my Service
- I hope to stay to the end of my sign-up period
- I will probably leave before or at the end of training
- I am undecided

All those who say that they will probably leave before or at the end of training (at Q68a)

68b. Why do you say that you will probably leave before or at the end of training?

All who said they were leaving the service (at Q67)

69. Why are you leaving the Service? (Single Code)

- I am leaving for medical reasons
- I am leaving the Service of my own choice i.e. Discharge As Of Right
- I am leaving the Service because I have been judged unsuitable for military service
- I am leaving the Service as I am unable to meet the standards for my chosen trade

All judged unsuitable for military service (at Q69)

70. Please provide reason given for discharge:

All who are leaving the service by own choice at (Q69)

71. Why are you leaving the Service by your own choice? (Multi Code)

- The Service was not what I expected
- I miss my family or friends too much
- I did not like the lifestyle
- I did not like the way I was treated
- I was not able to do the trade I wanted to
- Anything else/something different from above

All those leaving the service (at Q67)

72a. If you have any comments on why you are leaving the Service, please write them below:

All who are leaving the service by own choice at (Q69)

72b. Could the [Navy/RM/Army/RAF] have done anything to encourage you to stay? Please write in details below

All who did not say they were leaving the service (at Q67)

72c. To what extent do you agree or disagree with the following statement about the training you received at XXX XXX? (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don't know

- I feel prepared to go onto the next stage of my career/training

73. Would you recommend joining your Service to others? (Single Code)

- Definitely
- Probably
- Probably not
- Definitely not

74. If you have any other comments about training at XXX XXX, please write them below:

If you would like support or to discuss any of the issues raised in this questionnaire, please call the Soldiers, Sailors, Airmen and Families Association (SSAFA) Forces Help Confidential Support Line on 0800 731 4880

ANNEX 3: STATISTICAL RELIABILITY

439. Only a sample of the overall ‘population’ has been surveyed so we cannot be certain that the figures obtained are exactly those we would have found, had everybody been interviewed (the ‘true’ values)

440. For any percentage given, however, we can estimate ‘confidence intervals’ within which the true values are likely to fall. For example; hypothetically, if 50% of our sample of 9,368 Phase 1 recruits strongly agreed that the training was what they expected, we can be 95% sure that the ‘true’ value would be between 49% and 51%, i.e. a margin of 1.0% on each side.

441. Similar margins for other percentages and sub-groups of the respondents are given in the following table. It should be remembered that, in any case, the ‘true’ finding is much more likely to be towards the centre of the possible range of responses than towards the margins.

442. 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 Table 5 are genuine or ‘significant’ differences

Table 5: 95% Confidence Intervals

	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
	±	±	±	±	±
Size of Sample on Which Survey Results are Based					
All Phase 1 (9,368)	0.6	0.8	0.9	1.0	1.0
Phase 1 Army schools (5,618)	0.8	1.0	1.2	1.3	1.3
Phase 1 Navy schools (2,257)	1.2	1.6	1.9	2.0	2.1
Phase 1 RAF schools (1,493)	1.5	2.0	2.3	2.5	2.5
All Phase 2 (8,353)	0.6	0.9	1.0	1.0	1.1
Phase 2 Army trainees (4,347)	0.9	1.2	1.4	1.5	1.5
Phase 2 Navy trainees (2,143)	1.3	1.7	1.9	2.1	2.1
Phase 2 RAF trainees (1,849)	1.4	1.8	2.1	2.2	2.3

Source: Ipsos MORI

443. Tolerances are also involved in the comparison of results between different elements of the sample. A difference must be of at least a certain size to be statistically significant.

The following table is a guide to the sampling tolerances applicable to comparisons between sub-groups.

Table 6: 95% Confidence Intervals					
Sample sizes being compared (sub-groups or trends)	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
All Phase 1 vs. Phase 1 Army schools (9,368 vs. 5,618)	1.0	1.3	1.5	1.6	1.6
All Phase 1 vs. Phase 1 Navy schools (9,368 vs. 2,257)	1.4	1.8	2.1	2.2	2.3
All Phase 1 vs. Phase 1 RAF schools (9,368 vs. 1,493)	1.6	2.2	2.5	2.7	2.7
Phase 1 Army schools vs. Phase 1 Navy schools (5,618 vs. 2,257)	1.5	2.0	2.2	2.4	2.4
Phase 1 Army schools vs. Phase 1 RAF schools (5,618 vs. 1,493)	1.7	2.3	2.6	2.8	2.9
Phase 1 Navy schools vs. Phase 1 RAF schools (2,257 vs. 1,493)	2.0	2.6	3.0	3.2	3.3
All Phase 2 vs. Phase 2 Army trainees (8,353 vs. 4,347)	1.1	1.5	1.7	1.8	1.8
All Phase 2 vs. Phase 2 Navy schools (8,353 vs. 2,143)	1.4	1.9	2.2	2.3	2.4
All Phase 2 vs. Phase 2 RAF schools (8,353 vs. 1,849)	1.5	2.0	2.3	2.5	2.5
Phase 2 Army schools vs. Phase 2 Navy schools (4,347 vs. 2,143)	1.6	2.1	2.4	2.5	2.6
Phase 2 Army schools vs. Phase 2 RAF schools (4,347 vs. 1,849)	1.6	2.2	2.5	2.7	2.7
Phase 2 Navy schools vs. Phase 2 RAF schools (2,143 vs. 1,849)	1.9	2.5	2.8	3.0	3.1

Source: Ipsos MORI