

Recruit Trainee Survey 2016-17



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Distribution

ACTION

- MOD TESRR

INFORMATION

- NAVY COMMAND
- LAND FORCES
- AIR COMMAND

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





Executive Summary

Army Phase 1 executive summary

Key points

- In total, 4,795 Phase 1 Army recruits completed the survey in the data collection year, representing 79% of all Army recruits going through the pipeline.
- In general, results have been positive from Phase 1 Army recruits with gains in most sections including the facilities and support sections. There were very few falls in scores since 2015 with only three questions showing decreases.

Recruitment and Preparing for Training

- Every measure in this section has seen positive improvement since 2015.

Facilities

- There were some encouraging upward movements in many facilities ratings including some areas that saw falls last year. Medical care and dental care have seen gains as well as some other, generally lower rated, facilities like the laundry (51% to 55%) and time for personal administration (50% to 58%). The only decrease in the facilities section was in reference to sports facilities (66% to 64%)

Support

- There were some encouraging upward movements in a number of measures in this section, especially surrounding the opportunity to receive support; opportunity to talk privately with training staff (76% to 81%), opportunity to talk privately with Chaplains/Padre (77% to 79%) and opportunity to keep in contact with family and friends (81% to 85%).

Fairness

- While most scores in this section remained constant, there were two encouraging increases regarding fair treatment; trainees were all treated fairly (77% to 81%) and I was treated fairly (85% to 88%).

Setbacks during training

- Army recruits were more positive about staff help and support when ill/injured against 2015 (71% to 77%)

General and hopes for the future

- On the whole Army recruits were extremely positive about their training experiences. Compared to 2015, a higher proportion of Army recruits said that staff and instructors did everything they could to help them succeed. Recruits were also more likely to feel that they had personally benefitted from the course and had pride in their service.



Army Phase 1 executive summary

Key areas of change

Gains	% 2015-16	% 2016-17
RECRUITMENT AND PREPARING FOR TRAINING		
Satisfaction with recruitment process	57%	67%
Information...prepared me for physical demands	72%	77%
Information...gave me an accurate picture of training	45%	47%
Information...useful & accurate about what was involved	56%	60%
FACILITIES AND AMENITIES		
Medical care	84%	87%
Dental care	86%	88%
Time for essential personal administration	50%	58%
Laundry facilities	51%	55%
Personal kit	84%	85%
Given sufficient time to eat food	48%	52%
SUPPORT		
Opportunity to talk privately with training staff	76%	81%
Opportunity to talk privately with Chaplains/Padre	77%	79%
Opportunity to keep in contact with family and friends	81%	85%
Availability of staff outside training hours	91%	92%
Staff member available personal / emotional problems	89%	90%

Gains	% 2015-16	% 2016-17
FAIRNESS		
Trainees were all treated fairly	77%	81%
I was treated fairly	85%	88%
SETBACKS DURING TRAINING		
Staff helped and supported when ill/injured	71%	77%
GENERAL		
Staff did all could to help me succeed in training	85%	88%
Feel personally benefited from the course	92%	93%
Feel proud to be in the Navy/RM/Army/RAF	93%	95%

Falls	% 2014-15	% 2015-16
FACILITIES AND AMENITIES		
Sports facilities	66%	64%
SUPPORT		
Knowledge of Service Complaints Ombudsman	39%	36%
GENERAL		
Course about right level	79%	77%

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

Royal Navy Phase 1 executive summary

Key points

- In total, 2,078 Phase 1 Royal Navy recruits completed the survey in the data collection year, representing 80% of all Royal Navy recruits going through the pipeline.
- Responses from Royal Navy Phase 1 recruits generally remain strong and relatively stable. Most falls in scores were in the facilities section.

Recruitment and Preparing for Training

- Measures in the recruitment section remained broadly unchanged since 2015 except for a decline in overall satisfaction with the recruitment process (80% to 77%).

Facilities

- There was only one increase in facilities scores in 2016 which was a sizeable jump for internet access (47% to 67%). However, there have been a number of falls in facilities ratings including laundry facilities (44% to 38%) and food (24% to 19%). Most declines were in ratings which were already low scoring.

Support

- Royal Navy recruits were more likely to rate their opportunity to keep in contact with family and friends as good than in 2015 (68% to 73%).

Fairness

- Results remain stable with few changes since last year. Encouragingly, the proportion of recruits who believe they were unfairly treated by staff or other trainees has fallen (7% to 5%).

General

- Royal Navy Phase 1 recruits were generally positive about their training experience and there was an increase in the proportion who thought that staff/instructors did all they could to help them succeed in training; however there has been a fall in those feeling prepared to go on to the next stage of training.



Royal Navy Phase 1 executive summary

Key areas of change

Gains	% 2014-15	% 2015-16
FACILITIES AND AMENITIES		
Internet access	47%	67%
SUPPORT		
Opportunity keep in contact with family & friends	68%	73%
FAIRNESS AND EQUALITY		
Believe unfairly treated by staff or other trainees	7%	5%
GENERAL		
Staff did all could to help me succeed in training	85%	87%

Falls	% 2015-16	% 2016-17
RECRUITMENT AND PREPARING FOR TRAINING		
Overall satisfaction with recruitment process	80%	77%
FACILITIES AND AMENITIES		
Things to do when off duty on site	38%	34%
Laundry facilities	44%	38%
Food	24%	19%
Given sufficient time to eat food	45%	41%
GENERAL		
Feel prepared for next stage of career	90%	87%

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

RAF Phase 1 executive summary

Key points

- In total, 1,348 Phase 1 RAF recruits completed the survey in the data collection year, representing 83% of all RAF recruits going through the pipeline.
- Scores have mostly remained stable however there have been a number of negative shifts across the recruitment and preparing for training section, plus the facilities and support sections.

Facilities

- There were declines on a number of facilities ratings, with the largest being internet access (33% to 22%) and sports facilities (51% to 41%). This is the second consecutive year in which internet access scores have fallen.

Support

- There were some declines in the support section, specifically in relation to the opportunity to receive support. These include the opportunity to talk privately with Chaplains/Padre, keep in contact with family and friends and practise your faith/religion. However there was an increase in the proportion of recruits rating the opportunity to raise all concerns with person in authority as good (91% to 93%).

Fairness

- Scores in the fairness section have remained consistent since 2015.

General

- Although the vast majority of RAF recruits are positive about their training experiences there has been a slight decline in those feeling that they were prepared to go on to the next stage of training. There has however been an increase in the proportion of recruits saying that staff/instructors did all they could to help them succeed in training.



RAF Phase 1 executive summary

Key areas of change

Gains	% 2015-16	% 2016-17
FACILITIES AND AMENITIES		
Standard of living accommodation	44%	49%
Dental care	83%	88%
Laundry facilities	16%	23%
Food	36%	41%
SUPPORT		
Opportunity to raise all concerns with person in authority	91%	93%
Knowledge of Service Complaints Ombudsman	24%	48%
GENERAL		
Staff/instructors did all could to help me succeed in training	91%	93%
Pay 'better' compared with non-military friends	36%	42%

Falls	% 2015-16	% 2016-17
RECRUITMENT AND PREPARING FOR TRAINING		
Information...gave me an accurate picture of life at unit	51%	46%
Information...useful & accurate about what was involved	68%	64%
FACILITIES AND AMENITIES		
Sports facilities	51%	41%
Access to IT for personal use	54%	47%
Internet access	33%	22%
Given sufficient time to eat food	61%	55%
SUPPORT		
Opportunity to talk privately with Chaplains/Padre	82%	76%
Opportunity to keep in contact with family and friends	66%	61%
Opportunity to practise your faith/religion	35%	31%
GENERAL		
Feel prepared to go onto the next stage of my career	85%	82%

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



Army Phase 2 executive summary

Key points

- In total, 2,949 Phase 2 completes were received from Army trainees, representing a response rate of 54%.
- In general, results have been positive amongst Army trainees, with positive results in the facilities and amenities and support sections. However, responses to some general questions have declined.

Facilities

- Ratings in this section showed some positive change; the largest uplift was the rating of standard of living accommodation (64% to 70%). Trainees were also more positive this year about things to do when off duty on site (45% to 48%), laundry facilities (52% to 55%), access to IT for personal use (67% to 70%), sufficient time to eat food (90% to 93%) and dental care (66% to 68%).

Support

- Phase 2 Army trainees were more likely to give positive responses to questions in this section than last year and there were no significant declines. Trainees were more likely to respond positively this year when asked about their opportunity to speak privately with the chaplains or Padre (80% to 83%) and whether they had the support required for learning needs and/or difficulties (85% to 94%).

Setbacks during training

- There was an increase in the proportion of ill or injured trainees who agreed that staff helped them when they were ill or injured (78% to 82%).

Fairness

- Results in this section have largely been stagnant this year, with the exception of a small decline in the proportion of trainees who felt that complaints were dealt with in a fair manner (69% to 66%).

General

- Ratings in the general section are mixed. Largely, ratings have remained stable since last year but there have been decreases in the proportion of Phase 2 Army trainees who felt the pay was better than their non-military friends (36% to 34%) and who agreed they would recommend joining the Service to others (87% to 84%). However, trainees were more likely to agree that they enjoyed Phase 2 of their training (75% to 78%).



Army Phase 2 executive summary

Key areas of change

Gains	% 2015-16	% 2016-17
RECRUITMENT AND PREPARATION FOR TRAINING		
Adequately managed in gap between Phase 2 courses	74%	85%
FACILITIES AND AMENITIES		
Standard of living accommodation	64%	70%
Things to do when off duty on site	45%	48%
Dental care	66%	68%
Access to IT for personal use	67%	70%
Laundry facilities	52%	55%
Given sufficient time to eat food	90%	93%
SUPPORT		
Support required for learning needs/difficulties	85%	94%
Opportunity to talk privately with Chaplains/Padre	80%	83%
SETBACKS DURING TRAINING		
Staff helped and supported when ill/injured	78%	82%
GENERAL		
Enjoyed this phase of training	75%	78%

Falls	% 2015-16	% 2016-17
FAIRNESS		
Complaints dealt with in a fair manner	69%	66%
SUPPORT		
Knowledge of Service Complaints Ombudsman	45%	42%
GENERAL		
Pay 'better' compared with non-military friends	36%	34%
Would recommend joining Service to others	87%	84%

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



Royal Navy Phase 2 executive summary

Key points

- In total, 1,420 Phase 2 completes were received from Royal Navy trainees, representing a response rate of 48%.
- After a number of increases noted in the 2015 report, there have been several falls in scores this year.

Facilities

- Results in the facilities section mostly remained consistent with previous years. That said, Phase 2 Royal Navy trainees were less likely to rate dental care (86% to 83%), time for essential personal administration (80% to 76%), access to IT for personal use (69% to 64%) and the standard of living accommodation (58% to 51%), positively compared with last year.

Support

- Results in this section have remained consistent with last year. There have been no significant gains or falls.

Fairness and setbacks during training

- Again, results in the fairness section have remained consistent with 2015. There has been a single decline in the proportion of recruits reporting that they were aware of how to complain about bad/unfair treatment (93% to 90%).

General

- There have been several decreases in this section. The greatest fall was the proportion of Phase 2 Royal Navy trainees who felt prepared to go onto the next stage of their career (86% to 80%).



Royal Navy Phase 2 executive summary

Key areas of change

Falls	% 2015-16	% 2016-17
FACILITIES AND AMENITIES		
Standard of living accommodation	58%	51%
Dental care	86%	83%
Time for essential personal administration	80%	76%
Access to IT for personal use	69%	64%
FAIRNESS AND EQUALITY		
Awareness of how to complain	93%	90%
GENERAL		
Overall satisfaction with training experience	85%	81%
Staff/instructors did all they could to help me succeed	92%	90%
Feel personally benefited from the course	94%	90%
Enjoyed this phase of training	81%	77%
Feel proud to be in the Navy/RM/Army/RAF	90%	86%
Understand core values of the Navy/RM/Army/RAF	96%	94%
Course about right level	89%	85%
Feel prepared to go onto the next stage of my career	86%	80%
Would recommend joining Service to others	88%	85%

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



RAF Phase 2 executive summary

Key points

- In total, 1,167 Phase 2 completes were received from RAF trainees, representing a response rate of 61%.
- Results this year have been mixed; there have been several gains in the facilities and amenities section but falls in the support and general categories.

Recruitment and preparation for training

- A lower proportion of recruits who had a gap between their Phase 1 and 2 courses felt they were adequately managed in the gap with no activity this year (84% to 76%).

Facilities

- RAF Phase 2 trainees responded largely positively regarding facilities with gains in medical care (76% to 81%), dental care (62% to 67%), access to IT for personal use (56% to 63%) and laundry facilities (46% to 53%). However, there were declines in the proportion of trainees who felt they had time for essential personal administration (74% to 69%) and the opportunity to comment on Pay As You Dine (62% to 56%).

Support

- Results in this section were mainly consistent with 2015 but there were small falls in the proportions of trainees agreeing that they had the opportunity to talk privately with training staff (96% to 93%) and that staff were available out of training hours (97% to 94%).

Fairness and setbacks during training

- There have not been any marked shifts in these sections since last year.

General

- Results in this section were generally more negative than last year, with falls in agreement levels to most questions. The largest decrease was in the proportion of trainees who agreed they felt prepared to go onto the next stage of their career (89% to 83%).



RAF Phase 2 executive summary

Key areas of change

Gains	% 2014-15	% 2015-16
FACILITIES AND AMMENITIES		
Medical care	76%	81%
Dental care	62%	67%
Access to IT for personal use	56%	63%
Laundry facilities	46%	53%

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

Falls	% 2014-15	% 2015-16
RECRUITMENT AND PREPARING FOR TRAINING		
Adequately managed in gap between Phase 1 and Phase 2	84%	76%
FACILITIES AND AMENITIES		
Time for essential personal administration	74%	69%
Opportunity to comment on Pay As You Dine	62%	56%
SUPPORT		
Opportunity to talk privately with training staff	96%	93%
Availability of staff outside training hours	97%	94%
GENERAL		
Overall satisfaction with training experience	90%	86%
Received regular feedback on my performance	89%	84%
Reasons for doing things were explained to me	90%	86%
Staff/instructors did all they could to help me	96%	91%
Feel personally benefited from the course	96%	93%
Feel sense of achievement	95%	91%
Enjoyed this phase of training	88%	83%
Feel proud to be in the Navy/RM/Army/RAF	94%	91%
Course about right level	91%	88%
Life in the Service better than expected	64%	60%
Feel prepared to go onto next stage of career	89%	83%
Would recommend joining Service to others	95%	92%



Introduction

Background

- The Recruit Trainee Survey (RTS) was established following an appraisal of initial training (Phase 1 and Phase 2) by the Defence Operational Capability (DOC) in 2002. The aims of the survey are to:
 - Elicit attitudes towards the quality and benefits of training provided
 - Identify any incidences of bad or unfair treatment, i.e. discrimination, harassment and bullying
- Performance is reported by Service only and not for individual units; it is further sub-divided into Phase 1 and Phase 2. By analysing all responses over this period we provide an overview of the data, focusing on key findings, and in so doing complement and build on the monthly unit-specific reports.
- The survey was trialled by the Army between November 2003 and May 2004. It has been used operationally by the Army since May 2004. The survey was introduced operationally by the Royal Navy (RN) and Royal Air Force (RAF) in November 2004. The survey was subject to the MOD ethical scrutiny process.



Survey methodology

- All recruits and trainees who have completed at least two weeks training on Phase 1 or Phase 2 courses are invited to participate in the survey. All respondents complete an anonymous and confidential online questionnaire and are reassured that their responses cannot be attributed to them individually.
- The questionnaire includes all the key questions raised by the Defence Operational Capability Audit and was developed by a Tri-Service group. On commission, Ipsos MORI made minor adjustments to the format and design of the questionnaire. Questions have been added, modified or removed during the course of the survey as part of a continuous improvement and review process. As such, there may be more trend data for questions which have not changed throughout the lifetime of the survey. For the purposes of this report, trend data is shown for the past 5 years, that is since 2011.
- Regular workshops have been conducted to gain feedback from recruits/trainees, survey administrators and the end users of the reports to support the process of continuous improvement. In addition, on occasions the questionnaire is tested on recruits from different schools in order to examine and evaluate the content, length, language and ensure all respondents can understand the questionnaire.

Continuous reporting

- During the course of the year the Services use the survey results to monitor the views of recruits/trainees to generally inform continuous improvement activity and instigate changes to processes if required. Reports are produced on a school by school basis, and the data is published regularly depending on the number of responses of each training school. The data is uploaded to an online portal to which each school has constant access. A new online portal was implemented in June 2013 after consultation with various users of the results.
- Monthly summaries are provided to the training schools when more than 10 respondents have completed the survey; this threshold is set to preserve the anonymity of individual respondents. When a training school does not have 10 responses within a monthly period, the data is held until enough responses have been accumulated to reach the threshold for reporting. An aggregated report will be produced showing data over the number of months it has taken to reach the threshold.
- Over the course of this annual reporting period, 265 monthly reports were produced.

Trends and past data

- This report represents data collected from 1st April 2016 to 31st March 2017.
- Previous data collection periods are shown in the table below. The 2014-15 annual report summarised results from a fifteen month reporting period to bring it in line with the military calendar which runs from April to March.

Label	Period
2016	1 st April 2016 – 31 st March 2017
2015	1 st April 2015 – 31 st March 2016
2014	1 st January 2014 – 31 st March 2015
2013	1 st January 2013 – 31 st December 2013
2012	1 st January 2012 – 31 st December 2012
2011	1 st January 2011 – 31 st December 2011
2010	1 st January 2010 – 31 st December 2010

Label	Period
2009	1 st January 2009 – 31 st December 2009
2008	1 st November 2007 – 31 st December 2008
2007	1 st November 2006 – 31 st October 2007
2006	1 st November 2005 – 31 st October 2006
2005	1 st November 2004 – 31 st October 2005

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

Reporting

Significant differences

- Throughout the annual report only differences that are statistically significant have been commented upon. A result is statistically significant if it is unlikely to have occurred by chance and it simply means there is statistical evidence of a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. A statistical difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset. For more information please see **Annex A**.
- Only significant differences between reporting years are commented on throughout the report. In the Support and Fairness sections, differences between gender, age and ethnicity (white and BAME (black and minority ethnic)) are also commented on. **Annex B** shows significant differences between Services.

Base sizes

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

Aggregated totals

- Throughout the report there are references to aggregated totals, labelled as ‘% positive’. This refers to the sum of two answer options that are affirmative to the question or statement (e.g. ‘very good’ and ‘good’ or ‘strongly agree’ and ‘agree’), and does not necessarily mean that the response is positive in the common meaning of the word. The aggregate score takes into account the rounding which occurs when two figures are presented separately. All comments and significant differences are based on the aggregated total.

Rounding

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

Verbatim

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

Report format

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

Question text as asked in the online survey

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

Results for current year

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

Base size and question routing

Significant differences compared with last years based on % positive

Summary of results and additional information such as previous questionnaire changes

Rating: Things to do when off duty on site

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

Current year results (%)

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know/Not available/No answer
Total	8	37	29	16	6	3
Army	11	42	27	12	5	
Navy	5	29	32	20	8	6
RAF	4	29	30	22	10	4

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

Differences

	Army	Navy	RAF
Comparison with previous year	△	▽	△

Trend

	2011	2012	2013	2014	2015	2016
Army	50	44	44	51	54	54
Navy	36	34	34	30	38	34
RAF	34	26	29	27	35	33

Please refer to notes page for base size of previous years

Additional information

- Less than half of recruits (45%) rated the choice of things to do when off duty on site as very good or good. Consistent with the previous year.
- The Royal Navy has seen a decrease since 2015 (38% to 34%), whilst the Army and RAF show a stable picture year on year.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart. 50

Ministry of Defence
Phase 1 Recruits
Ipsos

Response rates

- Over the twelve-month survey period, there were 13,757 responses to the questionnaire. A breakdown of participation by Service is shown below. This number will be greater than the number of recruits and trainees in the Service because individuals are given the opportunity to complete the questionnaire at the end of Phase 1 training, as well as at the culmination of all Phase 2 training courses they may attend.

		Total Responses		Response rate % **		% of overall returns per Service	
		2016-17	2015-16	2016-17	2015-16	2016-17	2015-16
Phase 1	Army	4,795	4,121	79	46	58	52
	Navy	2,078	1,952	80	82	25	25
	RAF	1,348	1,831	83	95	16	23
	Total Ph1	8,221	7,904	66	60		
Phase 2 *	Army	2,949	3,361	54	29	56	60
	Navy	1,420	1,190	48	49	24	21
	RAF	1,167	1,085	61	90	20	19
	Total Ph2	5,536	5,636	64	37		
TOTAL RTS		13,757	13,541	67	48		-

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

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

Response rates

- Please note that, although in some places in this report, data is presented for the 'total' sample, no adjustment or weighting has been applied to this data to bring it absolutely in-line with the actual (or population) Service profile for either Phase 1 or Phase 2.
- When comparing RAF trends, it should be noted that RAF response rates have fallen from 90% last year to 61% this year.
- For details about statistical reliability including calculated confidence intervals, see Annex 1 on page 239.

Participating schools – Phase 1 schools

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

Army Phase 1 Training Schools
Army Training Regiment (Winchester)
Army Training Centre (Pirbright)
Army Foundation College (Harrogate)
Infantry Training Centre (Catterick)
Royal Navy Phase 1 Training Schools
HMS Raleigh - Initial Naval Training (Ratings)
Commando Training Centre Royal Marines (CTCRM) Lympstone - Commando Training Wing
Royal Marines School of Music (RMSoM) Portsmouth (Phase 1)
Royal Air Force Phase 1 Training Schools
RAF Halton

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

Participating schools – Phase 2 schools

ARTD	RSA	14 Regiment Royal Artillery
	RSME	Defence Animal Centre (DAC)
	RSME	DEMS Training Regiment
	RSME	3 Royal School of Military Engineering
	RSME	1 Royal School of Military Engineering
	RSME	Royal Military School of Music
	RSME	RE Warfare Wing (REWW)
	AACEN	2 Training Regiment AAC
	ARMCEN	Royal Armoured Corps Training Regiment
	DCLPA	Defence School of Policing and Guarding (DSPG) Southwick Park
	DCLPA	Defence School of Transport (DST) Leconfield
	DCLPA	Defence Maritime Logistics School (DMLS)
	DCLPA	Defence School Personnel Administration (DSPA) Worthy Down
	DCLPA	25 Training Regiment
	DCLPA	73 Trg Sqn
	DCLPA	Food Services Wing (FSW) Worthy Down
	DCLPA	Supply Movements Training Wing (SMTW) RAF Halton
	DCLPA	Defence Petroleum Wing (DPS) West Moors
	DCLPA	Defence Movements School (DMS) RAF Brize Norton
NAVY	FOST	HMS Raleigh - Initial Naval Training (Ratings)
	FOST	Commando Training Centre Royal Marines (CTCRM) Lympstone - Commando Training Wing
	FOST	Royal Marines School of Music (RMSoM) Portsmouth (Phase 1)
	FOST	HMS Raleigh - Seamanship School
	FOST	Royal Marines School of Music (RMSoM) Portsmouth (Phase 2)
	FOST	Commando Trg Wing (CTW) CTCRM (Phase 2)
	FOST	HMS Raleigh - Royal Navy Submarine School
	FOST	SMQ(N) HMS Drake
	FOST	SMQ(N) HMNB Clyde
	FOST	HMS Collingwood Phase 2
	FOST	Flag Officer Sea Training Hydrography, Meteorology & Oceanography (FOST HM)
	Fleet Air Arm	Royal Naval Air Station (RNAS) Culdrose
	Fleet Air Arm	HMS Heron ETS

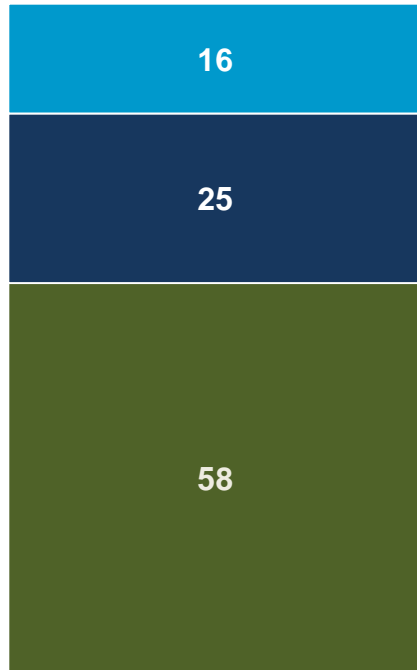
Participating schools – Phase 2 schools

22Gp		RAF Halton
		RAF Shawbury - School of Air Operations Control (SAOC)
		School of Aerospace Battle Management (SABM) RAF Boulmer
		School of Physical Training (SoPT) RAF Cosford
		RAF Honington (Phase 2)
		HQ Music Services RAF Northolt
	DCTT	DSAE Cosford (Defence School of Aeronautical Engineering)
	DCTT	HMS Sultan - RN Air Engineering & Survival School (RNAESS)
	DCTT	School of Aeronautical Engineering Lyneham (SAAE)
	DCTT	8 Trg Bn REME Lyneham
	DCTT	4 SoTT RAF St Athan
	DCTT	No. 1 Radio School (1RS) RAF Cosford
	DCTT	Aerial Erector School RAF Digby
	DCTT	DSCIS RSS Blandford/11 Sig Regt
	DCTT	HMS Sultan - Defence School of Marine Engineering (DSMarE)
DFTDC	Defence Fire Training & Development Centre MOD Manston	
JFC	JITG	DSOP Cosford (Defence School of Photography) RAF Cosford
	JITG	DISC Royal School of Military Survey RSMS Hermitage
	JITG	DISC Chicksands
	DCHET	Defence College of Healthcare Education and Training (DCHET)
	DCHET	Defence School of Health Training (DSHT)
	DCHET	DDS (Defence Dental School)

Respondent profiles – Phase 1

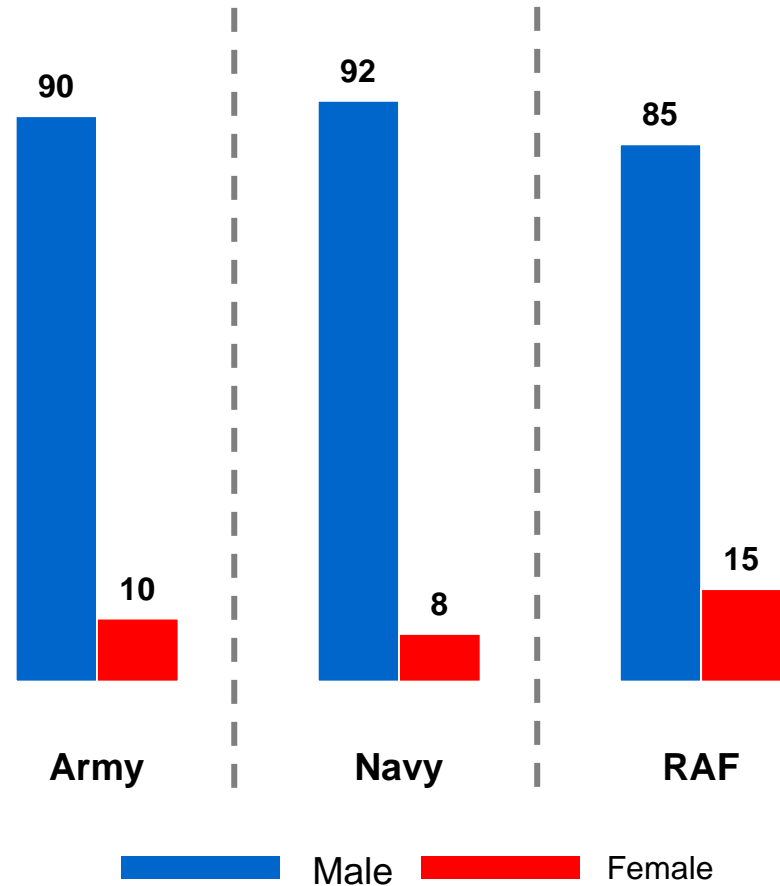
Number of respondents 2016-17 (all respondents): Army (4,795), Navy (2,078), RAF (1,348)

Service Profile (%)



■ Army ■ Navy ■ RAF

Gender Profile (%)



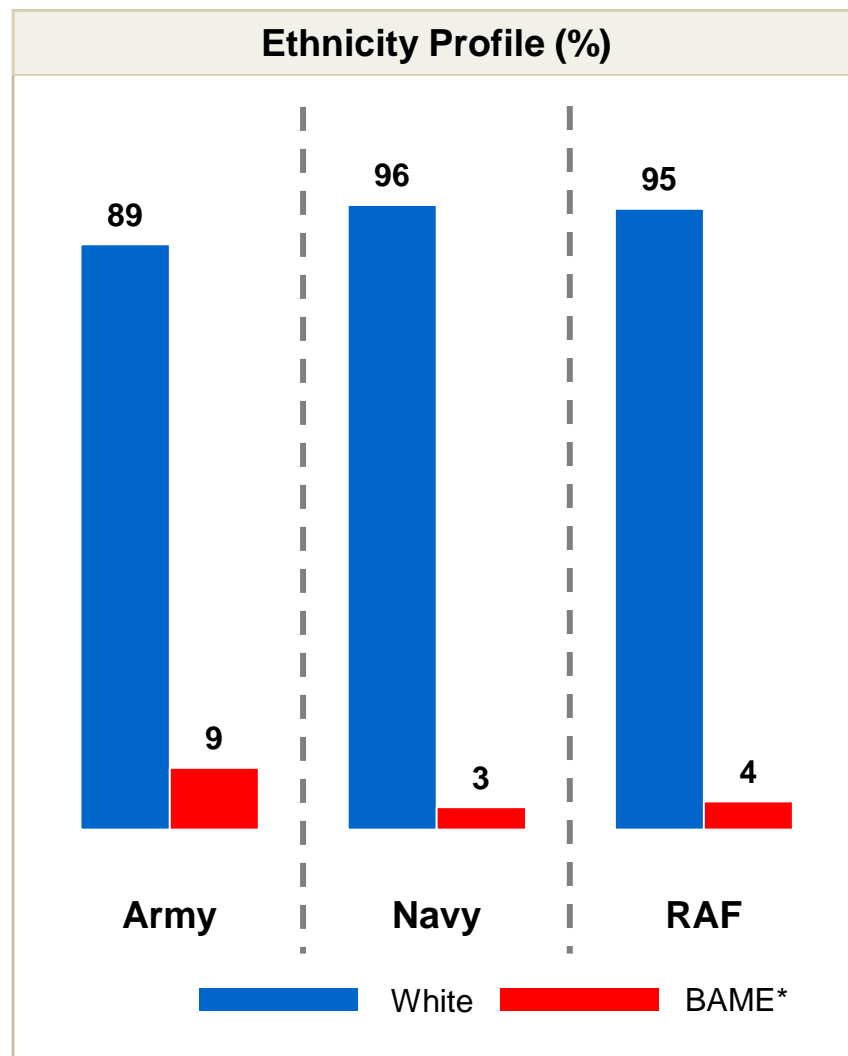
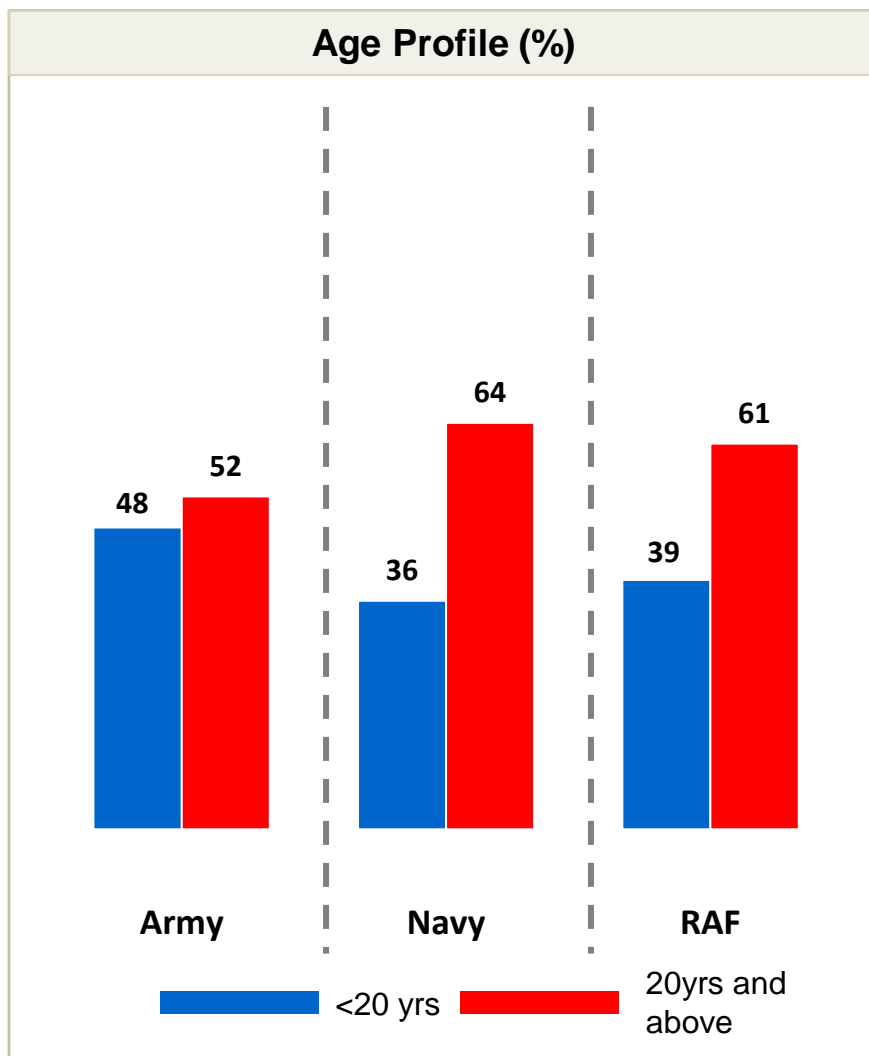
■ Male ■ Female

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



Respondent profiles – Phase 1

Number of respondents 2016-17 (all respondents): Army (4,795), Navy (2,078), RAF (1,348)



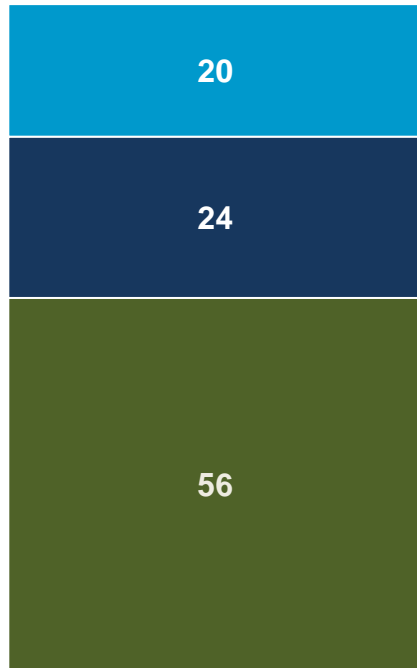
Aggregated totals may not add up to 100% due to rounding.

*BAME = Black and Minority Ethnic

Respondent profiles – Phase 2

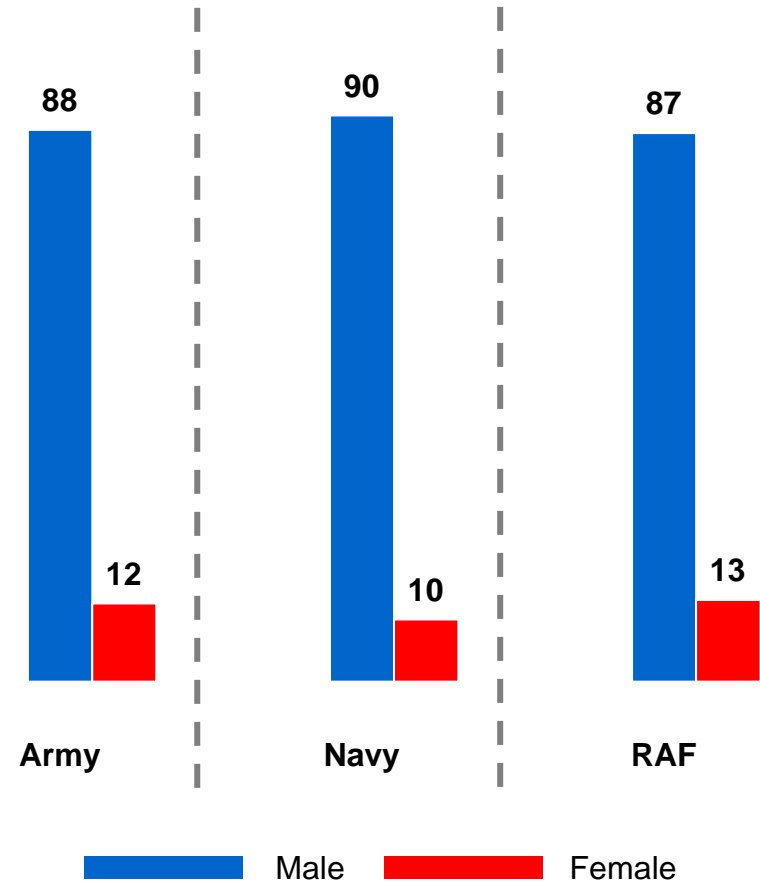
Number of respondents 2016-17 (all respondents): Army (3,273), Navy (1,420), RAF (1,167)

Service Profile (%)



■ Army ■ Navy ■ RAF

Gender Profile (%)

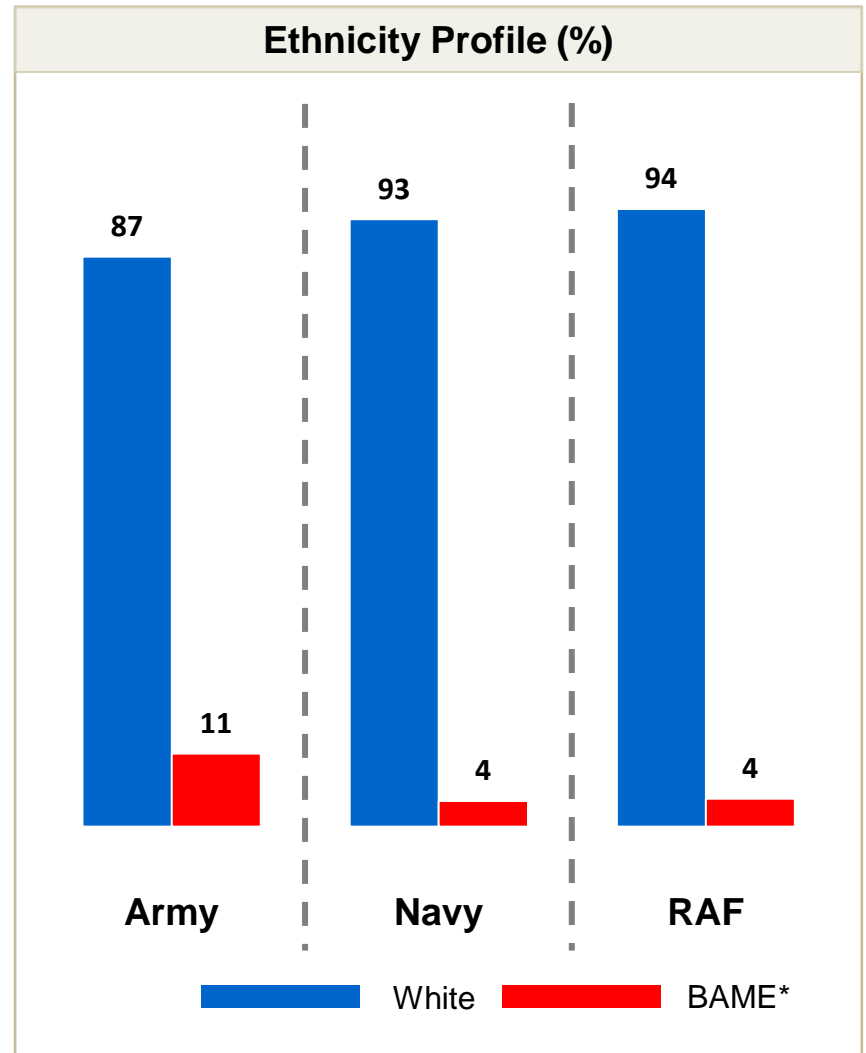
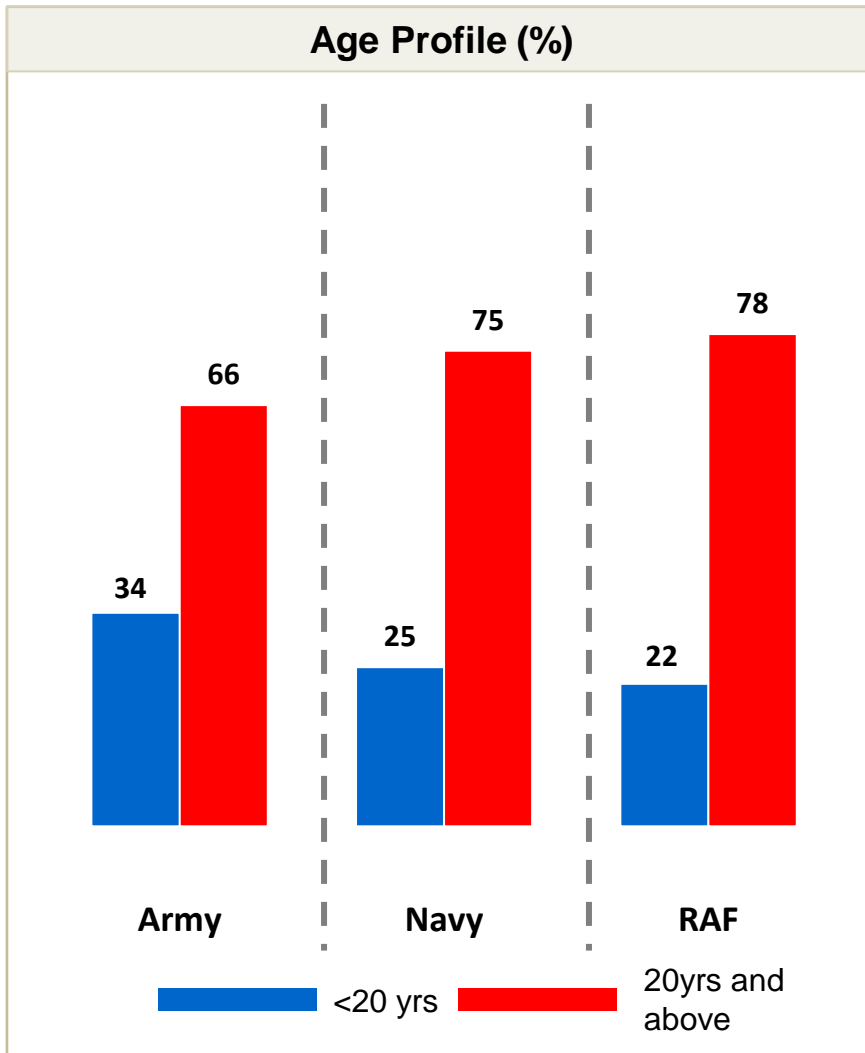


■ Male ■ Female

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

Respondent profiles – Phase 2

Number of respondents 2016-17 (all respondents): Army (3,273), Navy (1,420), RAF (1,167)



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

*BAME = Black and Minority Ethnic



Phase 1

Detailed findings



Recruitment and preparing for training

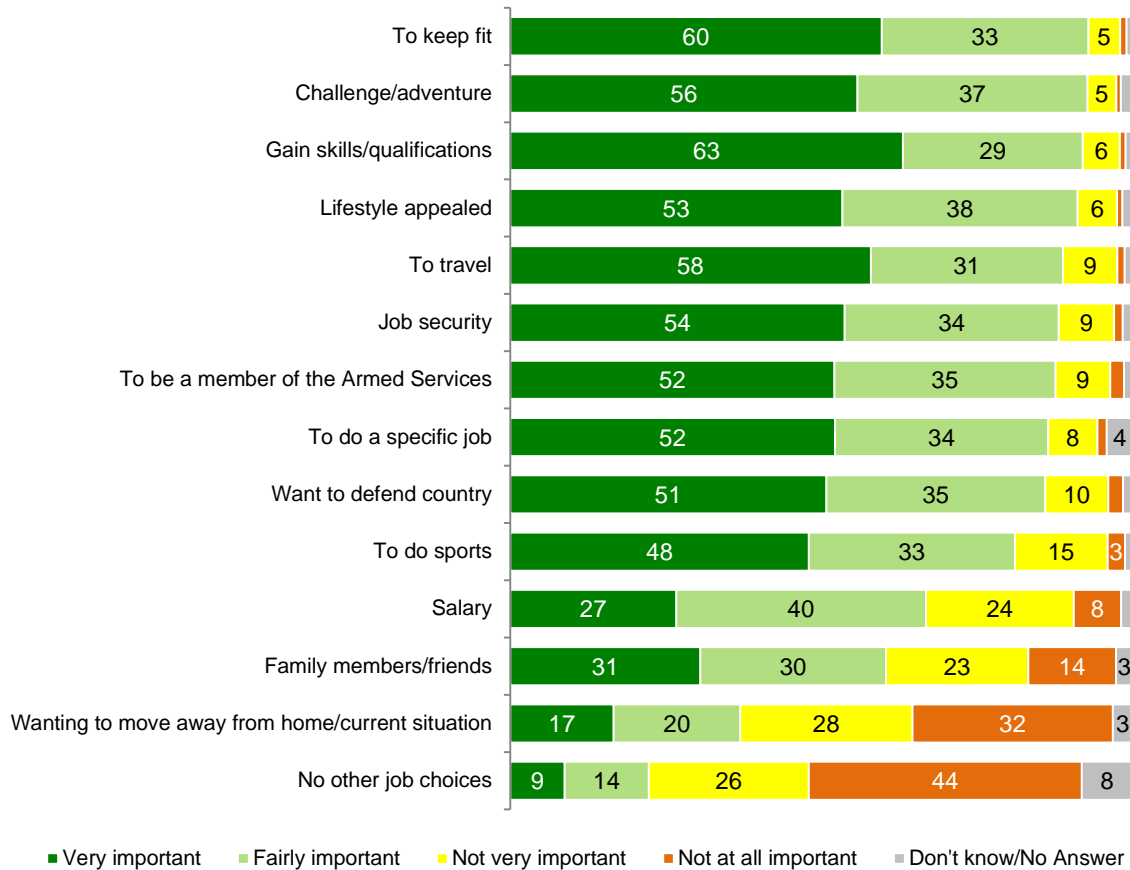


Important joining factors

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

Number of respondents: Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results (%)



Answers ranked by % selecting top 2 box

Additional information

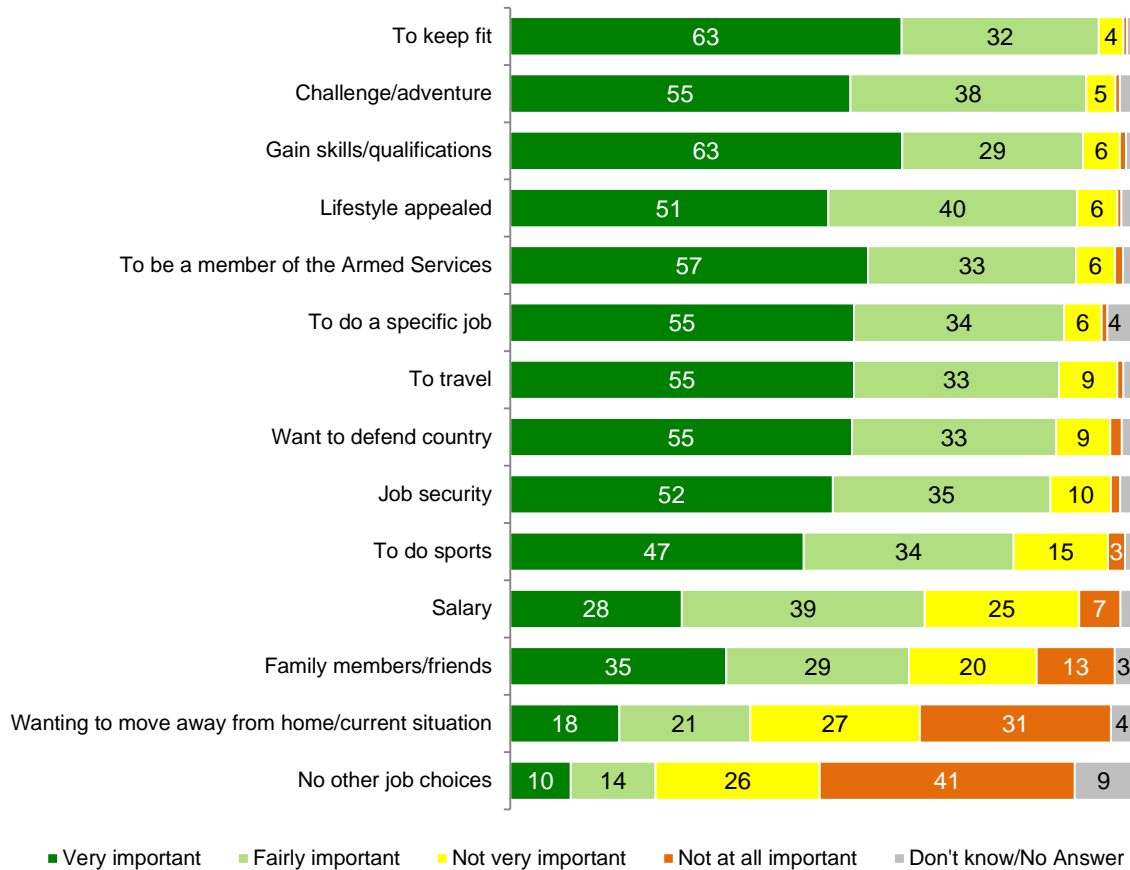
- The most important factors in recruits' decision to join the Armed Forces were to keep fit (93%), for challenge and adventure (93%) and to gain skills/qualifications (91%).
- There has been very little change in the rankings of important joining factors since last year.
- The least important factors were that there were no other job choices (23% - up on last year's 22%), and a desire to move away from home or current situation (37%). This is similar to the picture recorded in 2015.

Important joining factors

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

Number of respondents (all Phase 1 respondents): Army (4,795)

Current year results - Army (%)



Answers ranked by % selecting top 2 box

Additional information

- The most important factors in recruits decision to join the Army were to keep fit (95%), for the challenge and adventure (93%) and to gain skills/qualifications (92%).
- The ranked order of the most important factors remains consistent with the previous year.

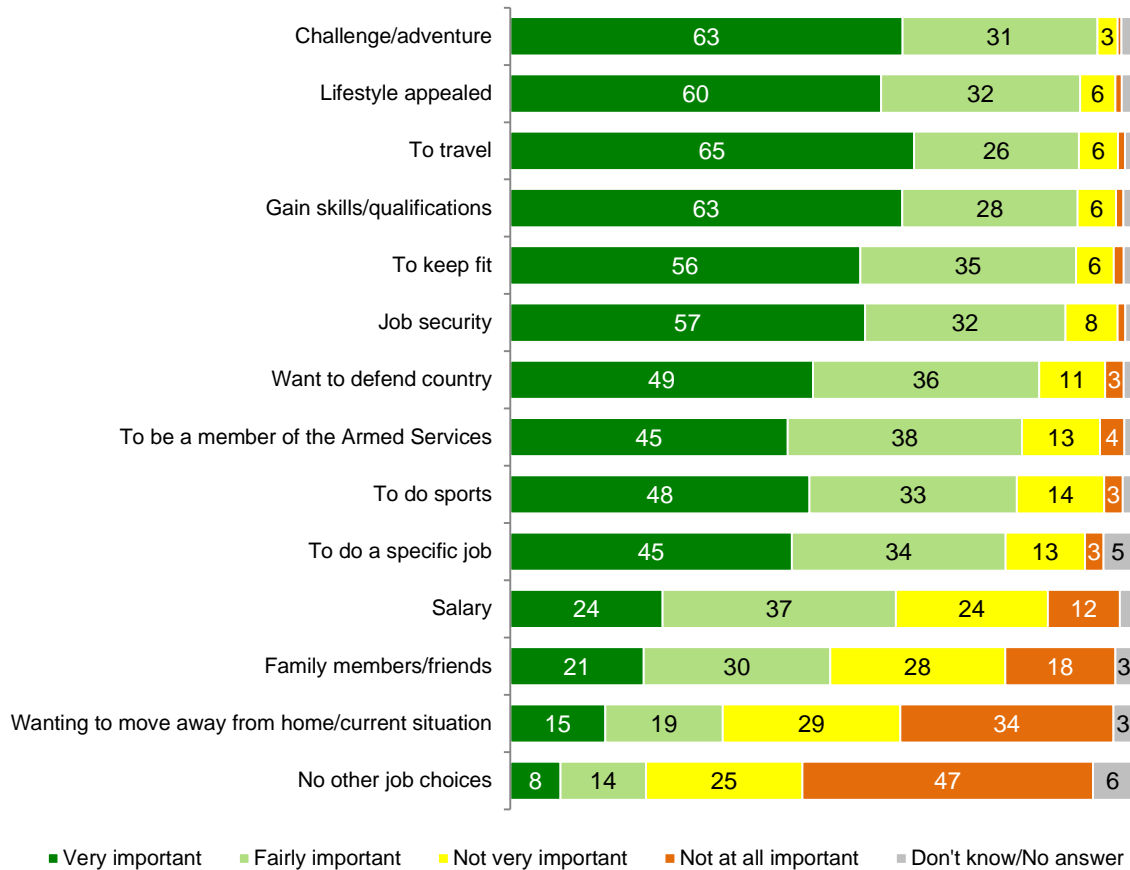


Important joining factors

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

Number of respondents (all Phase 1 respondents): Navy (2,078)

Current year results - Navy (%)



Answers ranked by % selecting top 2 box

Additional information

- The most important factors in recruits decision to join the Royal Navy were for the challenge and adventure (94%), and because the lifestyle appealed (92%).
- The lifestyle and opportunity to travel continued to feature more highly in the ranking of these factors amongst this group compared to other services.
- The top two ranked reasons are consistent with results from the previous year.

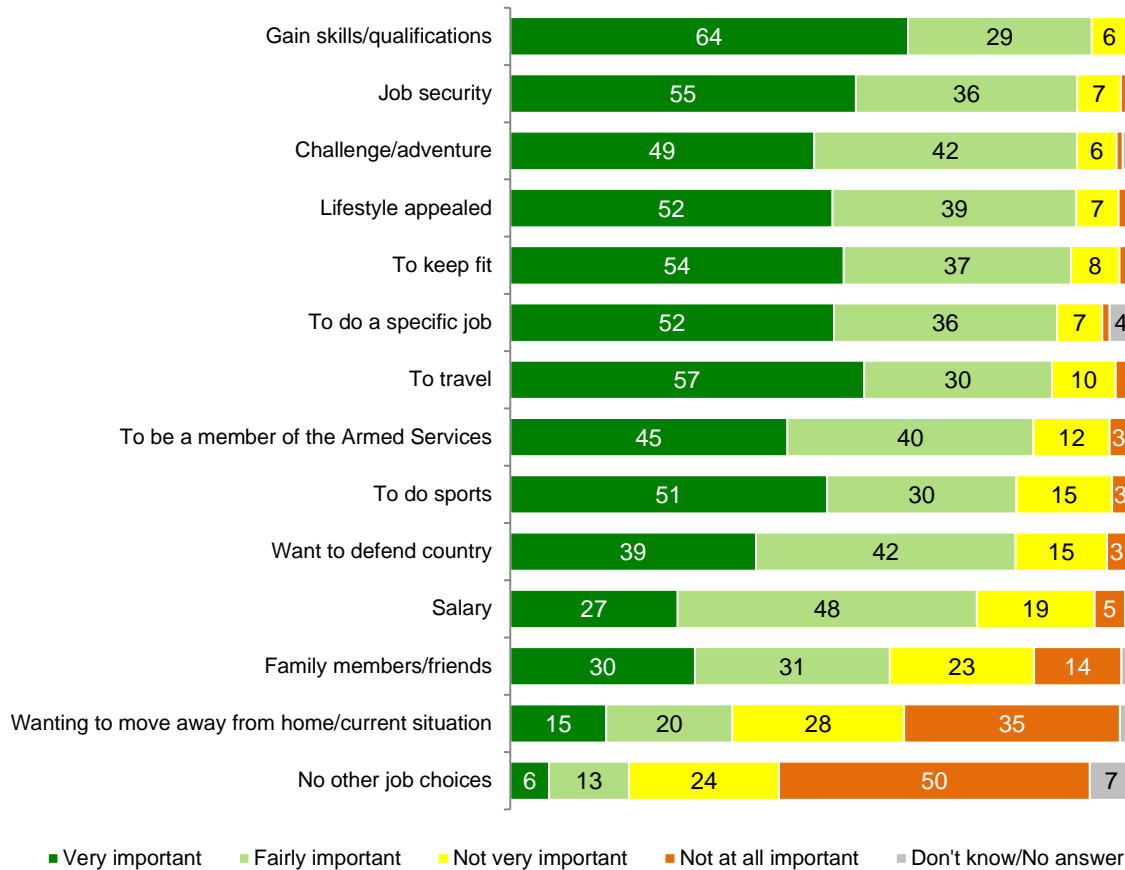


Important joining factors

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

Number of respondents (all Phase 1 respondents): RAF (1,348)

Current year results - RAF (%)



Additional information

- The most important factors in recruits' decision to join the RAF were to gain skills and qualifications (93%) and challenge and adventure/job security (both with 91%). This is consistent with the previous year.
- 'No other job choices' remains the least important factor, with 19% claiming this was an important factor.



Answers ranked by % selecting top 2 box

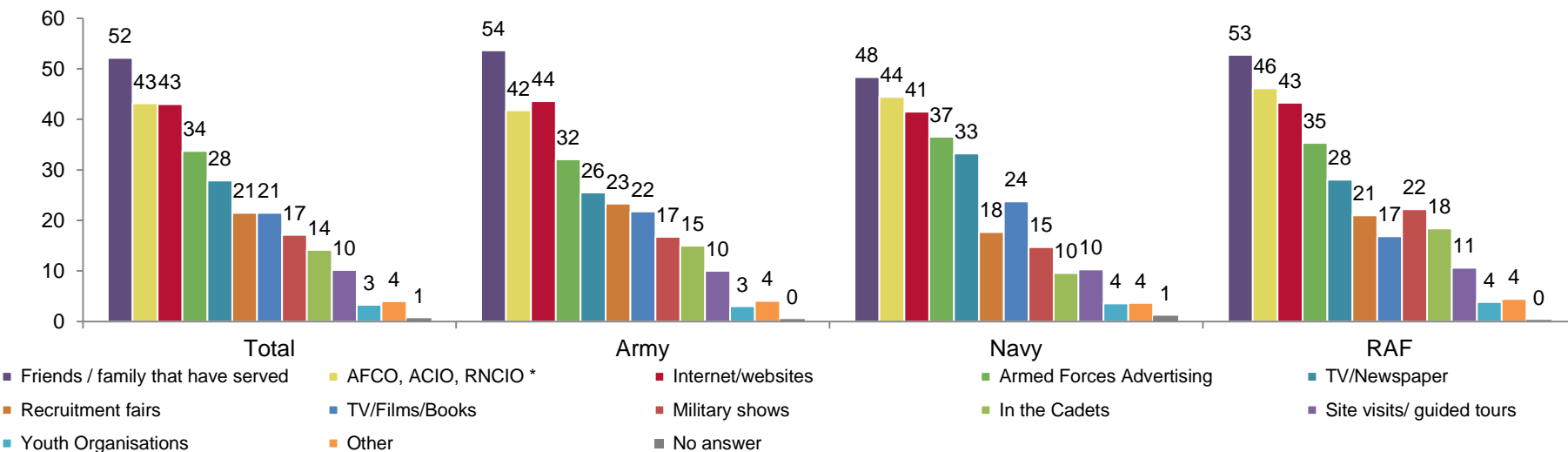
Aggregated numbers may not add up to +/- 1% due to rounding.
Results less than 3% are not labelled in the chart.

Where learnt about careers in Armed Forces

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results (%)



Additional information

- The most common source of information for learning about a career in the Armed Forces remains family and friends who have previously served (52%). This is closely followed by the different Services' careers offices (43% - down from 47% in 2015) and internet/websites (43% - up from 40% in 2015).
- Recruits in all Services continue to learn about careers through similar methods to each other. That said, the influence of friends and family that have served is less pronounced for the Navy.

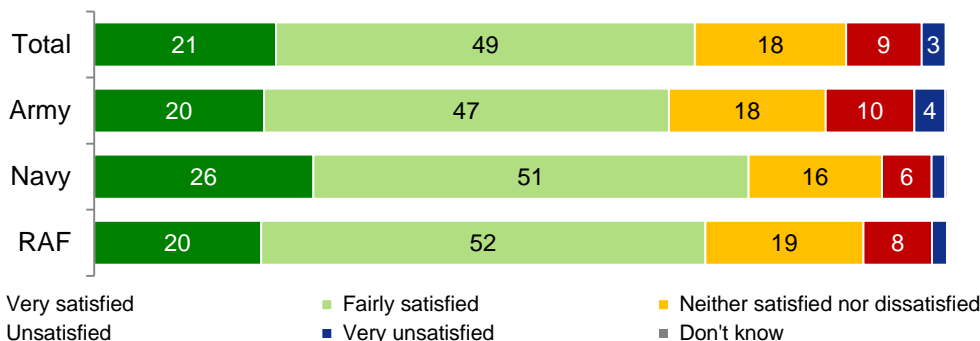


Satisfaction with recruitment process

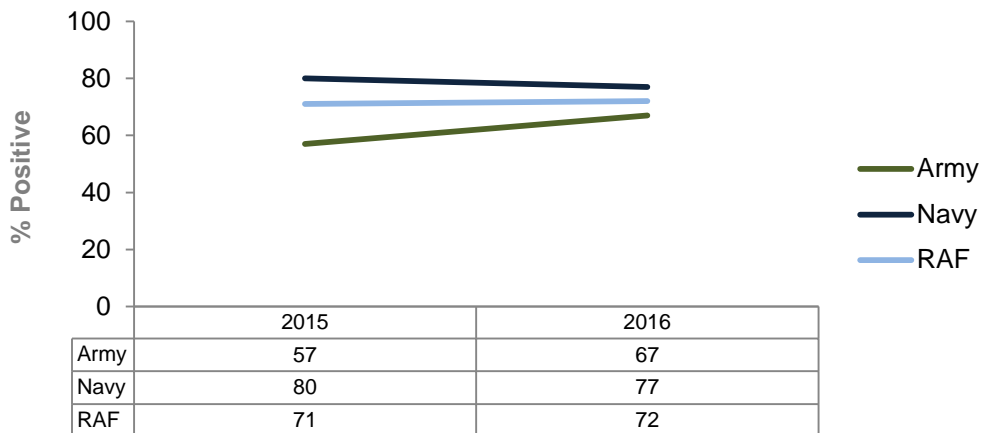
KPI2. Overall how satisfied were you with the recruitment process?

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

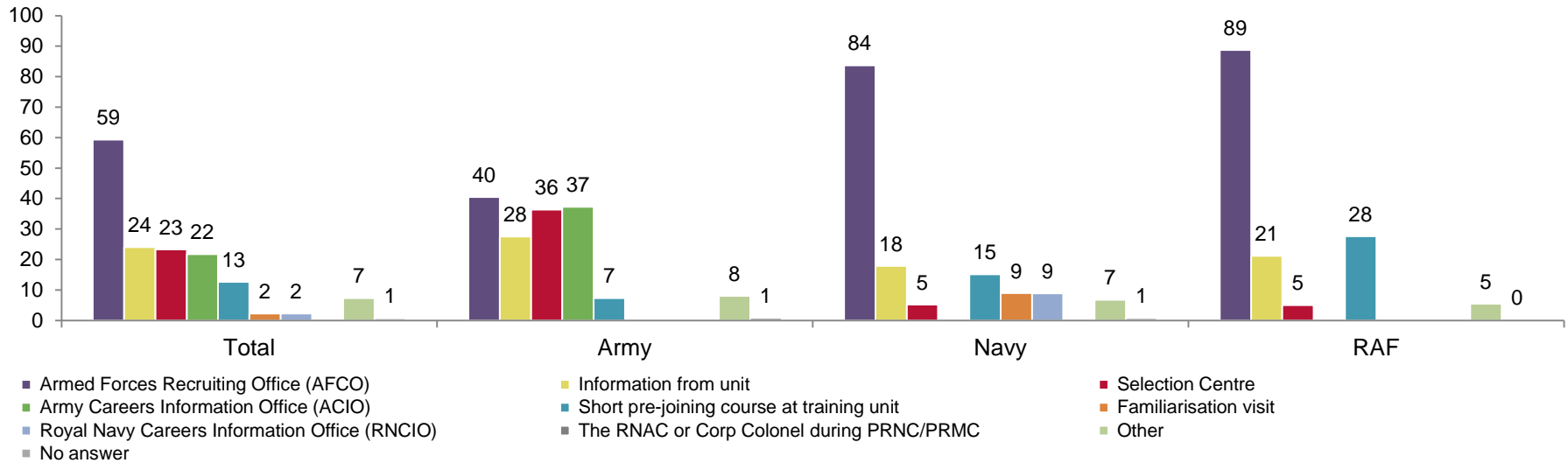
- 70% were satisfied with the recruitment process.
- There have been some changes across the Services. The Army has seen an increase since 2015 (57% to 67%) while the Royal Navy have seen a decline from 2015 (80% to 77%).

Sources of information prior to course

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results (%)



Additional information

- Once accepted into the Armed Forces, recruits were most likely to get their information from the Armed Forces Recruiting Office (59%), a decrease since 2015 (62%). Use of the AFCO is accentuated amongst Royal Navy and RAF recruits (84% and 89% respectively).
- The Army saw a small increase in the use of the AFCO from 2015 (37% to 40%). Army recruits used a variety of methods, with over a third getting information from AFCOs, selection centres and ACIOs.

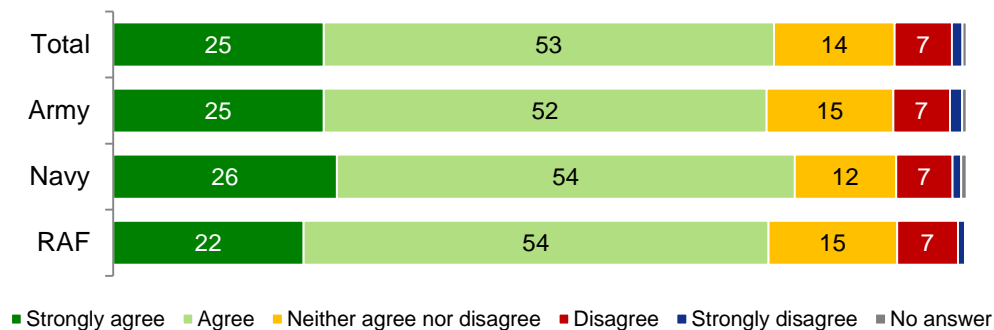
Information prior to arrival: Preparing for physical demands

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

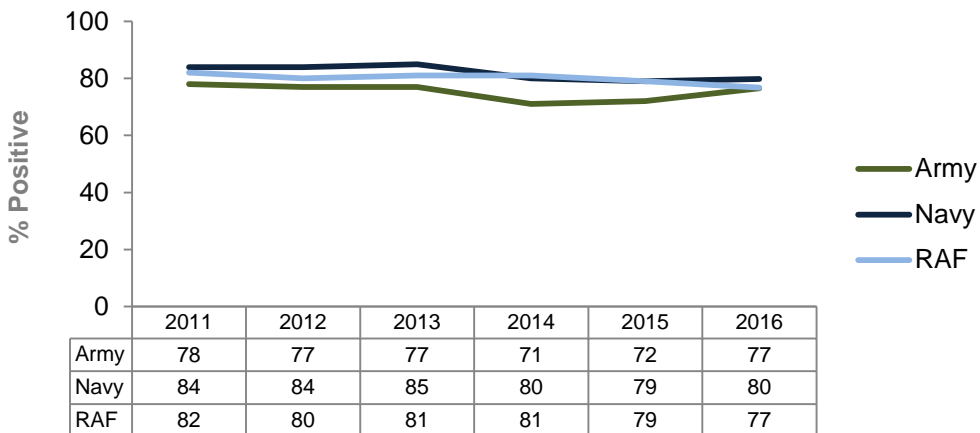
Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Over three quarters of recruits (78%) agreed that the information they were given before the course enabled them to prepare for the physical demands of training.
- The Army has seen an increase since 2015 (72% to 77%).

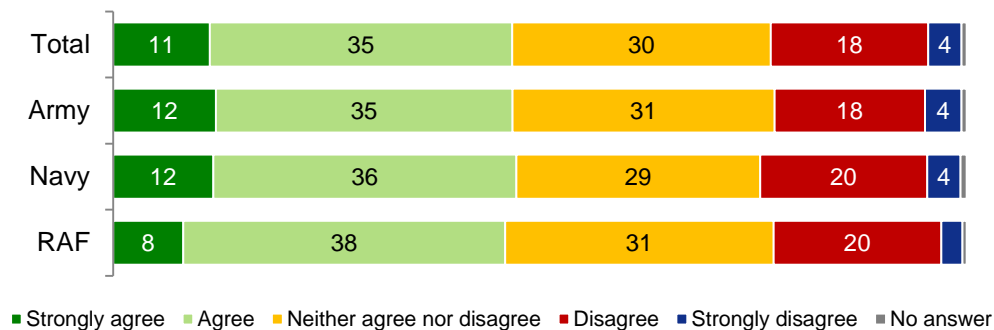
Information prior to arrival: Accurate picture of what life would be like

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results (%)



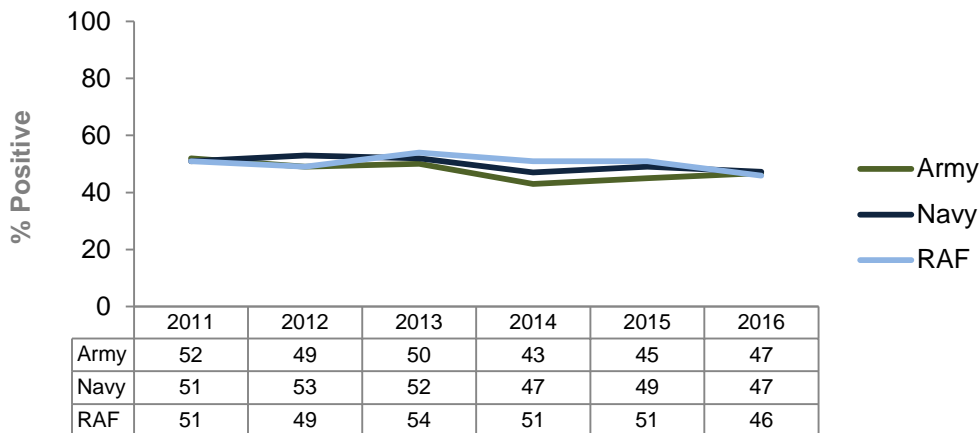
Differences

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

Additional information

- Just under half of recruits (47%) agreed that the information they were given provided them with an accurate picture of what life would be like. This is consistent with the previous year.
- At a Service level the Army has seen an increase since 2015 (45% to 47%) whereas the RAF has seen a decrease since 2015 (51% to 46%).

Trend



Please refer to notes page for base size of previous years

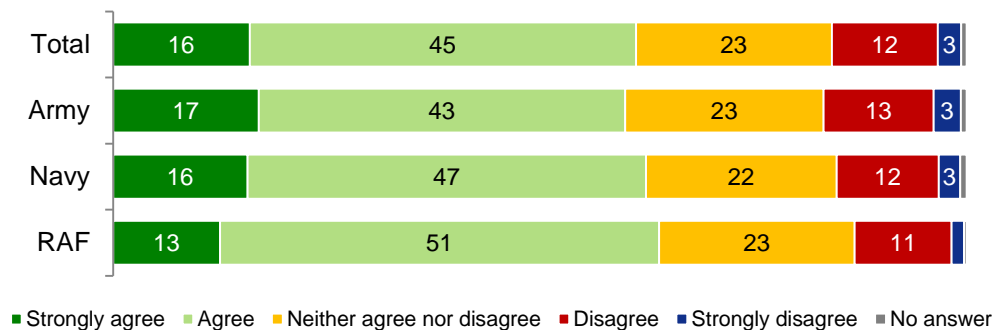
Information prior to arrival: Accurate information about what training involved

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

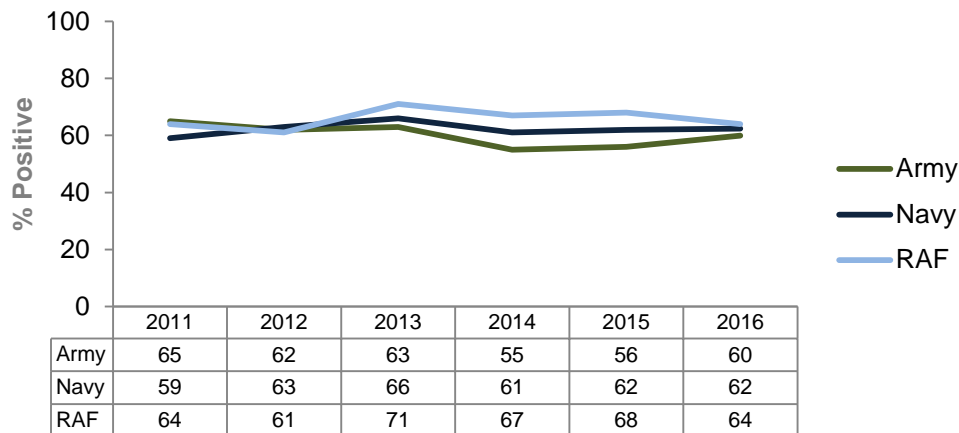
Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Around six out of every ten recruits (61%) agreed that the information they were provided with gave them an accurate picture of what training would involve.
- At a Service level the Army has seen an increase since 2015 (56% to 60%) whereas the RAF has seen a decrease since 2015 (68% to 64%).





Facilities and amenities



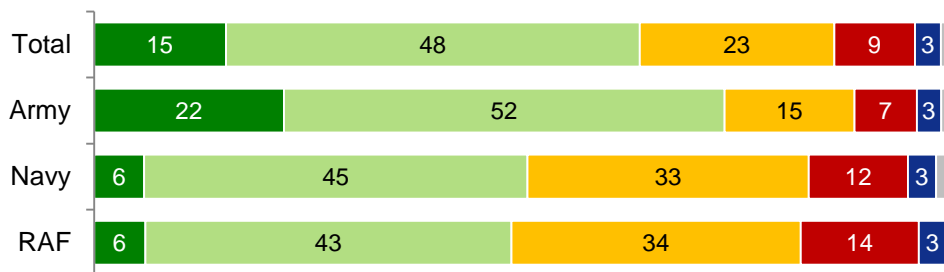
Rating: Standard of living accommodation

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

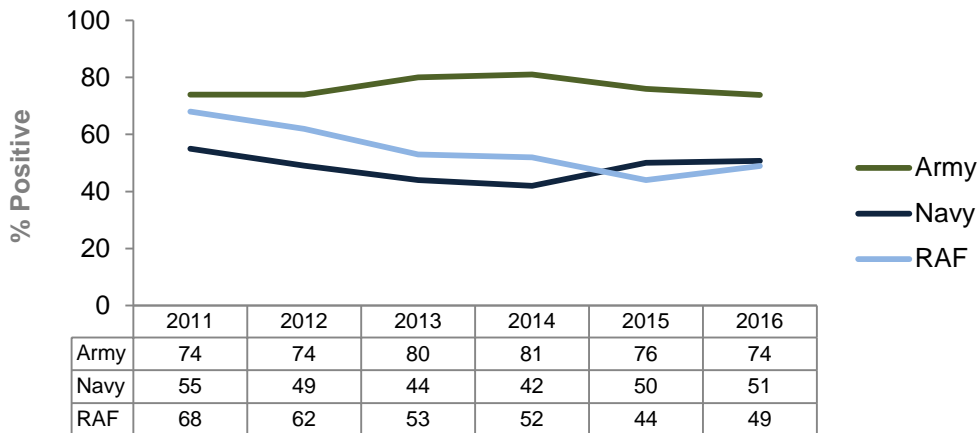
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

Current year results (%)



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

Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- 64% of recruits rate the standard of living accommodation as good or very good, showing an increase since 2015 (62%).
- The RAF has seen an increase from 2015 (44% to 49%).



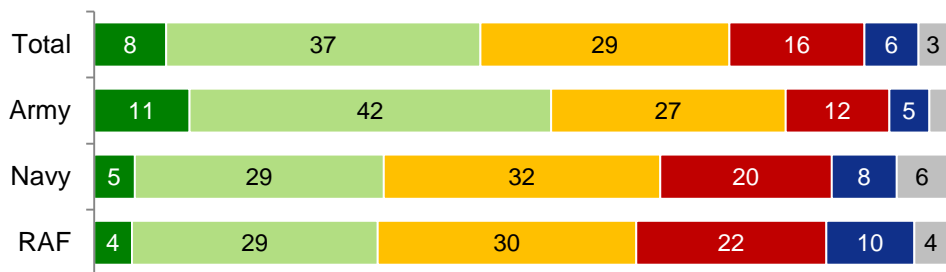
Rating: Things to do when off duty on site

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results (%)



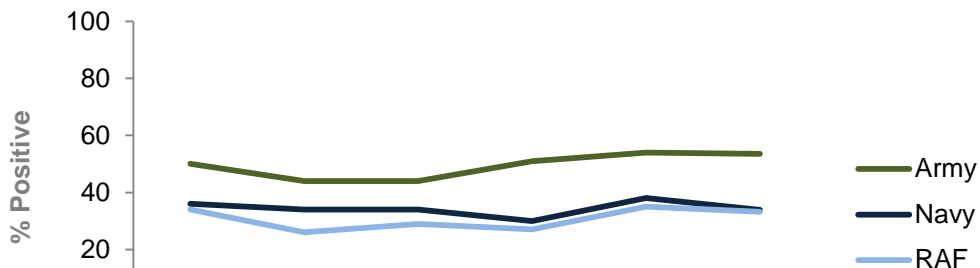
Differences

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

Additional information

- Less than half of recruits (45%) rated the choice of things to do when off duty on site as good or very good. Consistent with the previous year.
- The Royal Navy has seen a decrease since 2015 (38% to 34%), whilst the Army and RAF show a stable picture year on year.

Trend



	2011	2012	2013	2014	2015	2016
Army	50	44	44	51	54	54
Navy	36	34	34	30	38	34
RAF	34	26	29	27	35	33

Please refer to notes page for base size of previous years

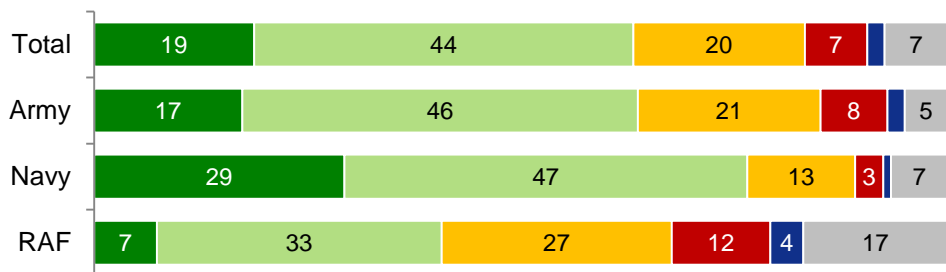
Rating: Sports facilities

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



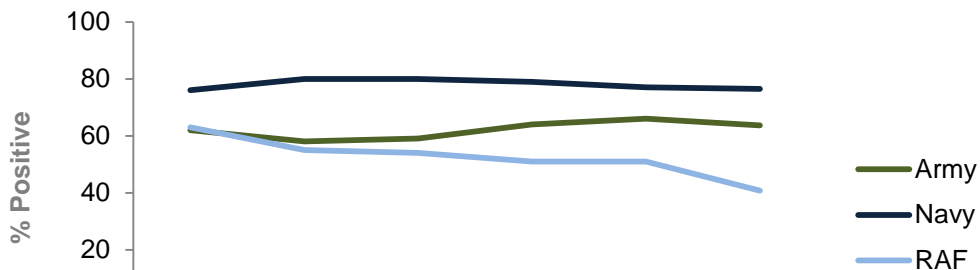
Differences

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

Additional information

- Just under two out of every three recruits (63%) rated the sports facilities available to them as good or very good. This represents a decrease since 2015 (65%).
- This decline is mostly driven by RAF recruits, showing a decrease from 51% to 41%, as well as the Army who also experienced a decrease in satisfaction (66% to 64%).

Trend



	2011	2012	2013	2014	2015	2016
Army	62	58	59	64	66	64
Navy	76	80	80	79	77	77
RAF	63	55	54	51	51	41

Please refer to notes page for base size of previous years

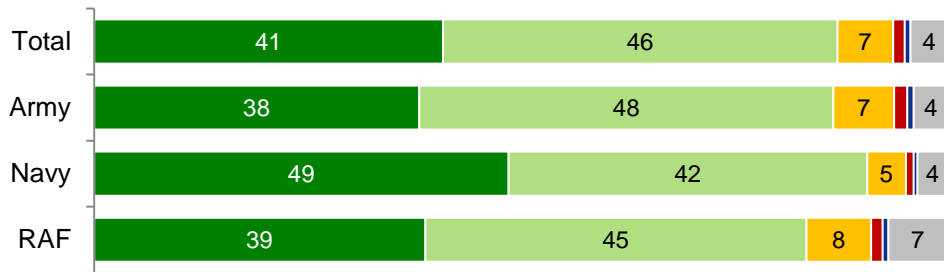
Rating: Medical care

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



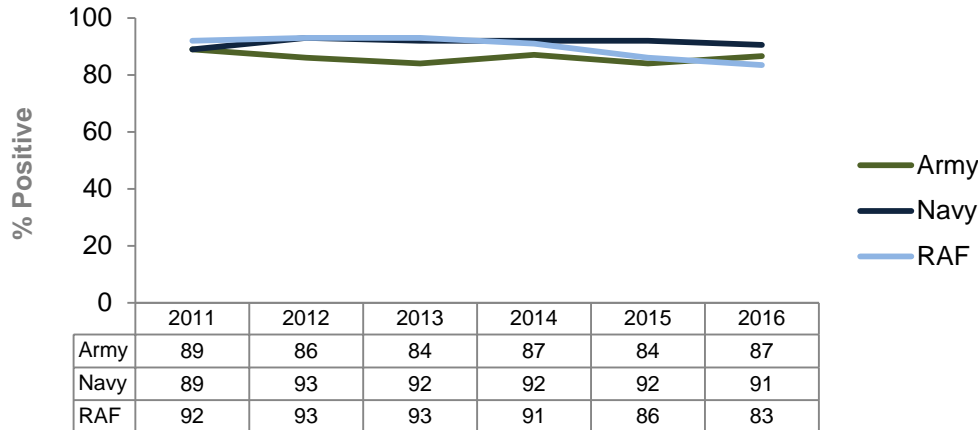
Differences

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

Additional information

- The majority of recruits (87%) rated the medical care available to them as good or very good. This is stable since 2015 (86%).
- The Navy are viewed most positively for medical care available (91%).
- The Army saw an increase since 2015 (84% to 87%).

Trend



Please refer to notes page for base size of previous years

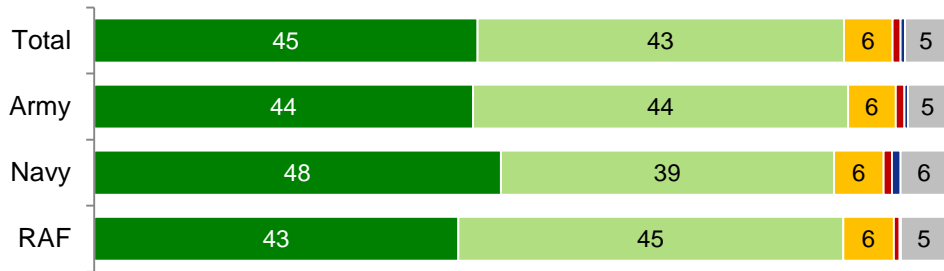
Rating: Dental care

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



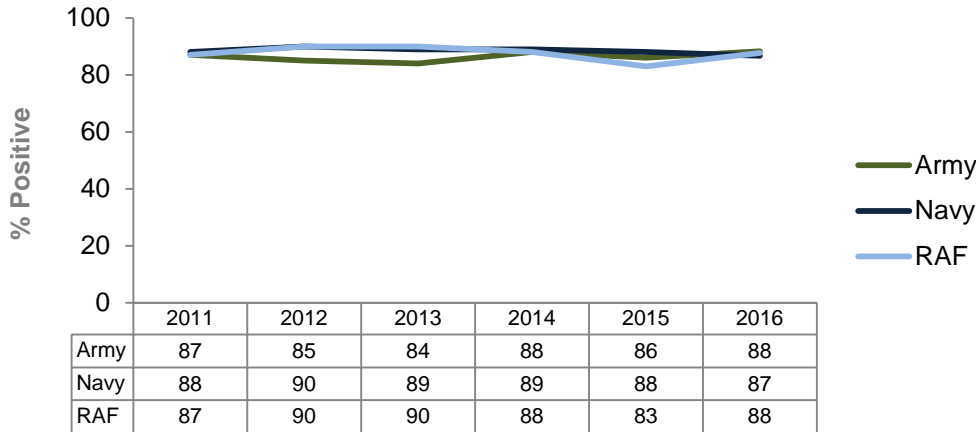
Differences

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

Additional information

- Overall, the majority of recruits (88%) rated the dental care available to them as good or very good. This is an increase from 2015 (86%).
- There was an increase in the proportion of Army and RAF recruits that rated their dental care as good or very good (86% to 88% and 83% to 88% respectively).

Trend



Please refer to notes page for base size of previous years

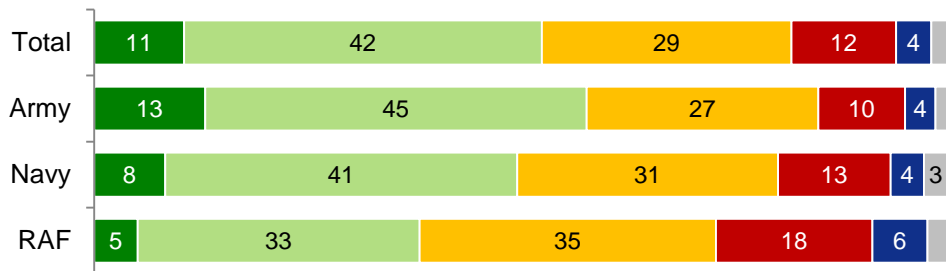
Rating: Time for essential personal administration

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

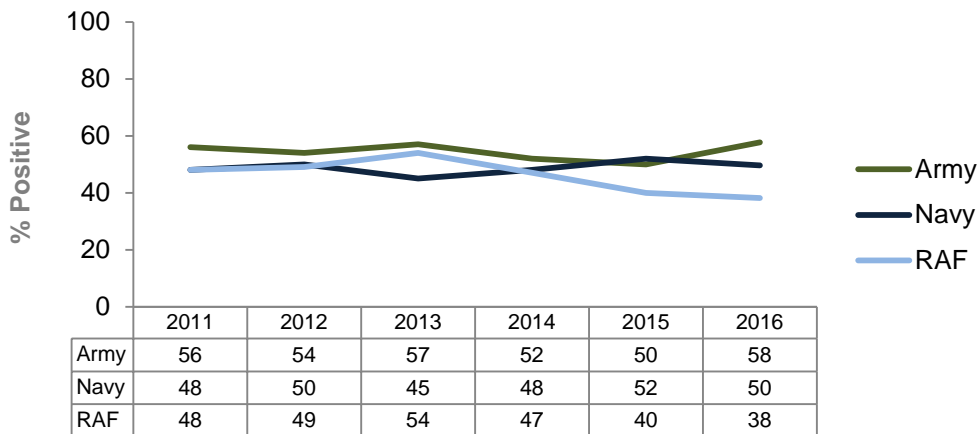
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

Current year results



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

Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Half of recruits (52%) felt the time they had for personal administration was good or very good, an increase since 2015 (48%).
- Army recruits were more likely to rate this as good compared to 2015 (50% to 58%) and above the other Services.



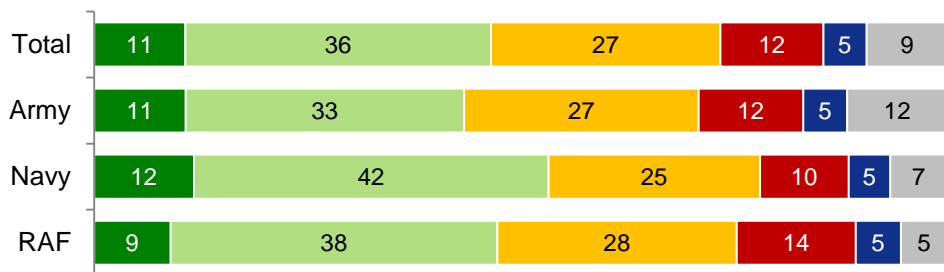
Rating: Access to IT for personal use

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



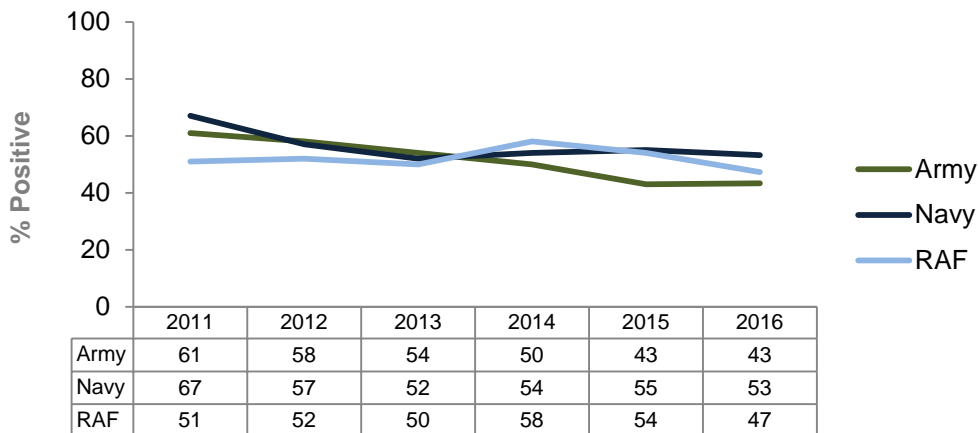
Differences

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

Additional information

- Under half of recruits (46%) rated access to IT for personal use as good or very good. This marks a decrease from 2015 (49%). This is the second year of decline in satisfaction with access to IT for personal use.
- There was a drop in the proportion of RAF recruits who said they had good access to IT for personal use since 2015 (54% to 47%).

Trend



Please refer to notes page for base size of previous years

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

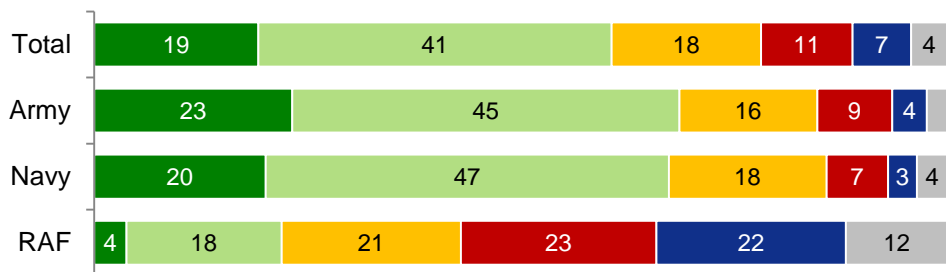
Rating: Internet access

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



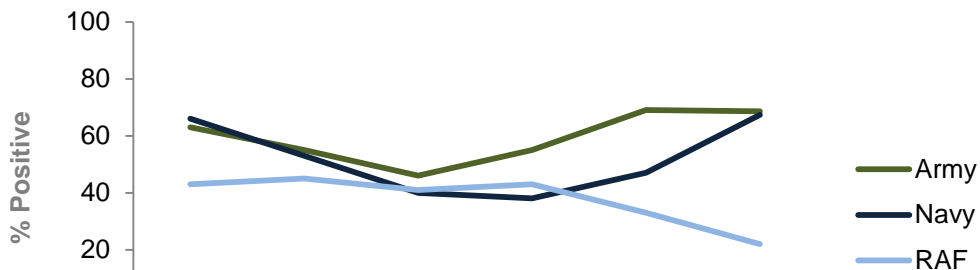
Differences

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

Additional information

- Just over three in every five of recruits (61%) rated the internet access in their units as good or very good. This marks continued improvement this year with an increase from 2015 (55%).
- Royal Navy recruits are again more satisfied, with two thirds (67%) giving a positive response; this is an increase from 2015 (47%).
- RAF recruits continue to rate internet access less positively, with just under a quarter (22%) saying internet access was good or very good (down from 33% in 2015).

Trend



	2011	2012	2013	2014	2015	2016
Army	63	55	46	55	69	69
Navy	66	53	40	38	47	67
RAF	43	45	41	43	33	22

Please refer to notes page for base size of previous years

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

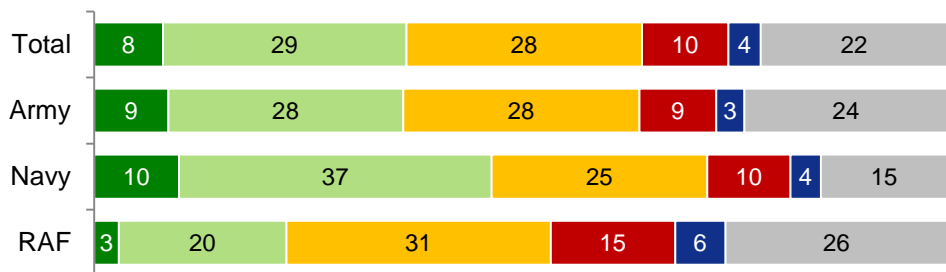
Rating: Learning Centre to study after hours

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



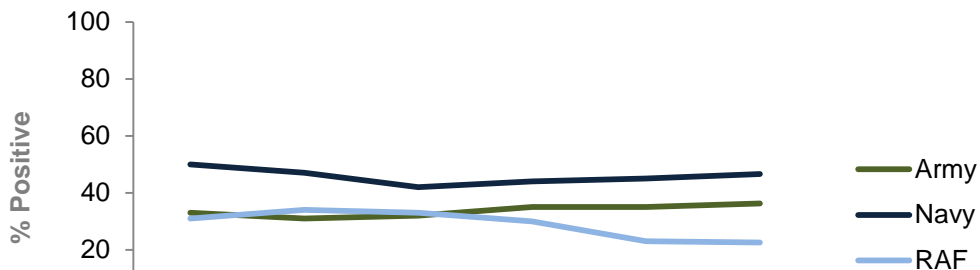
Differences

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

Additional information

- 37% of recruits rated access to the learning centre after hours as good or very good. This is an increase since 2015 (35%). Across the Services this remains stable since 2015.
- 22% either did not know, did not give an answer or said that this was not available.

Trend



	2011	2012	2013	2014	2015	2016
Army	33	31	32	35	35	36
Navy	50	47	42	44	45	47
RAF	31	34	33	30	23	23

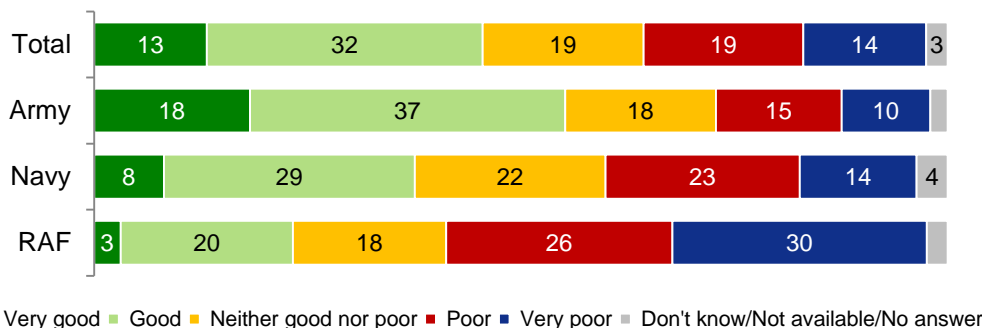
Please refer to notes page for base size of previous years

Rating: Laundry Facilities

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results



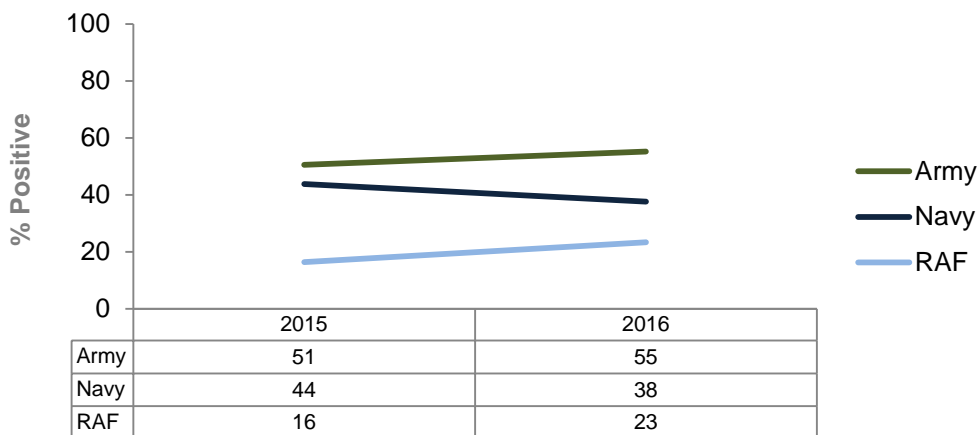
Differences

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

Additional information

- Overall 46% of recruits rated the laundry facilities as good or very good. This represents an increase since 2015 (41%).
- At a service level, the proportion of Army (55%) and RAF (23%) recruits rating laundry facilities as good or very good has increased since 2015 (from 51% and 16% respectively).
- Conversely the proportion of Royal Navy recruits (38%) has decreased since 2015 (44%).

Trend



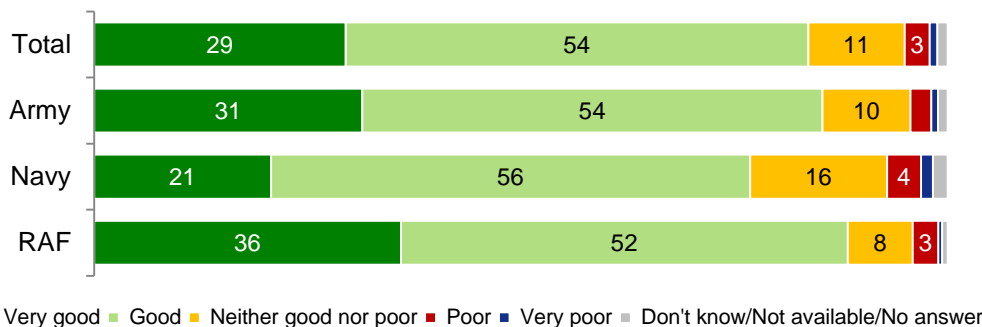
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Rating: Personal Kit

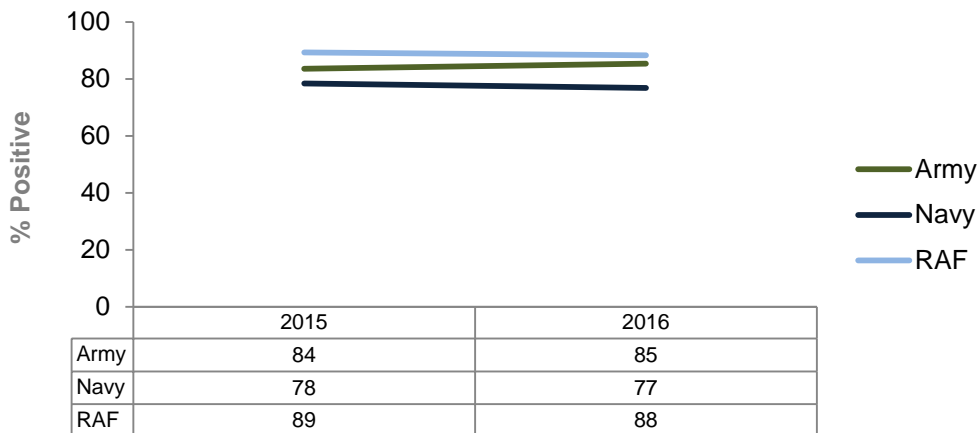
23. How would you rate each of the following: Personal kit

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results



Trend



Differences

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

Additional information

- 84% of recruits rated the personal kit as good or very good. This is consistent with 2015 results.
- The proportion of Army recruits rating personal kit as good or very good (85%) has slightly increased since 2015 (84%).

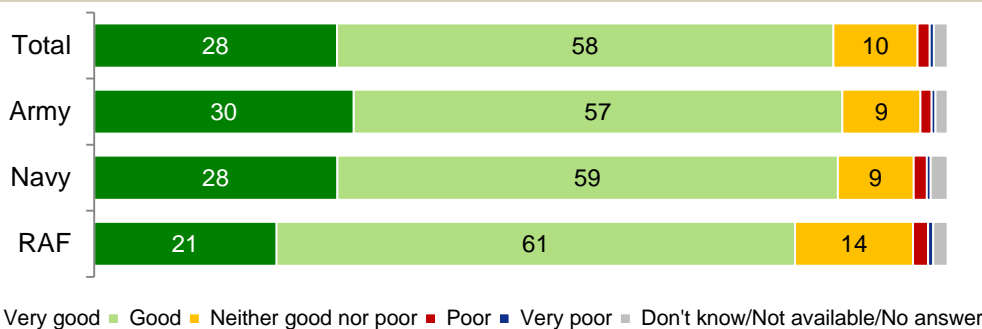
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Rating: Training facilities

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results

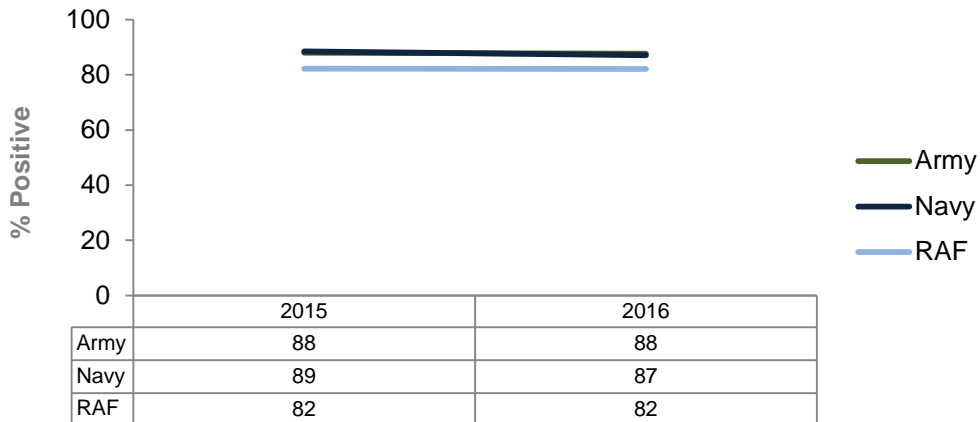


Differences

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

Additional information

Trend



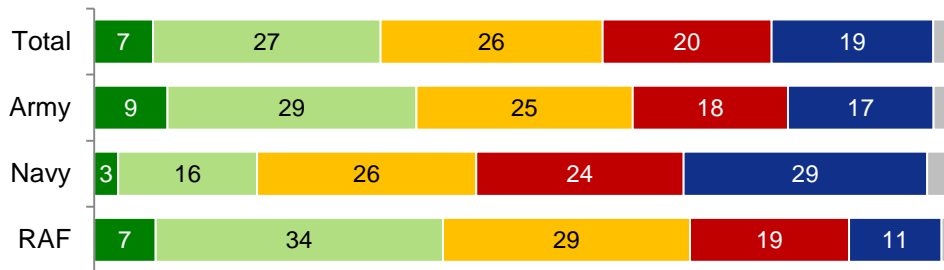
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Rating: Food

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

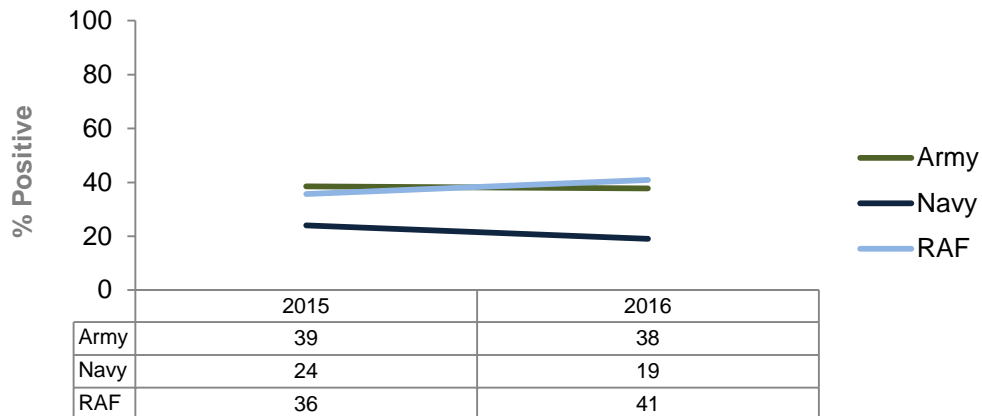
Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results



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

Trend



Differences

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

Additional information

- A third of recruits (34%) were positive about the food at their unit. This is consistent with 2015 results.
- At a Service level Royal Navy recruits (19%) were less positive about the food at their unit than in 2015 (24%). However, RAF recruits (41%) were more positive than in 2015 (36%).



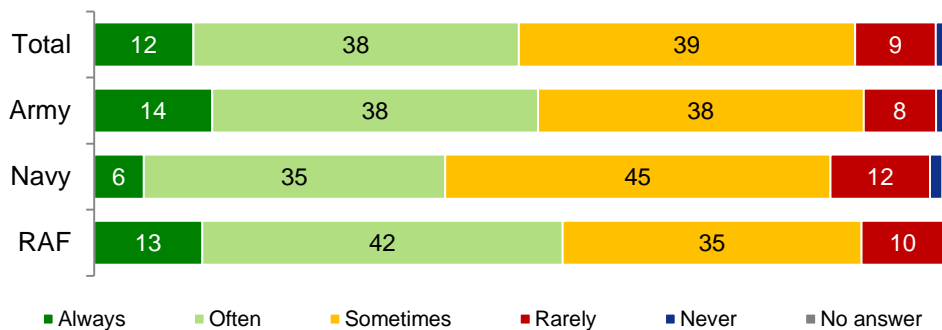
Whether given enough time to eat meals

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



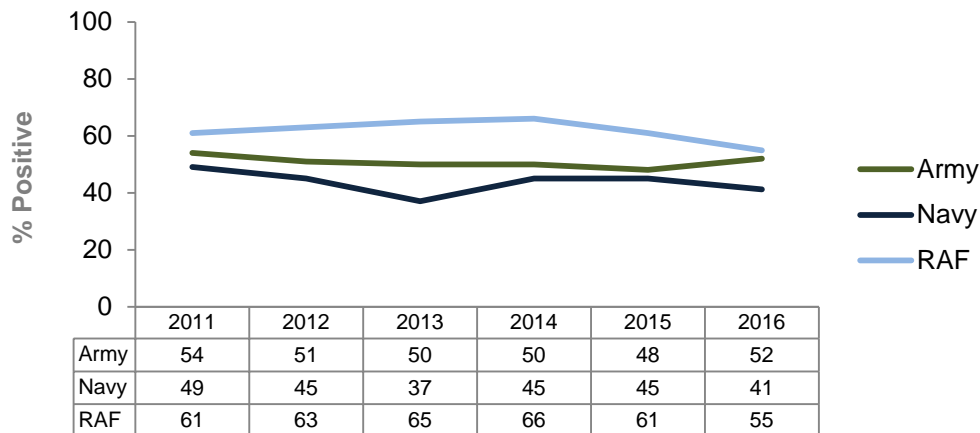
Differences

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

Additional information

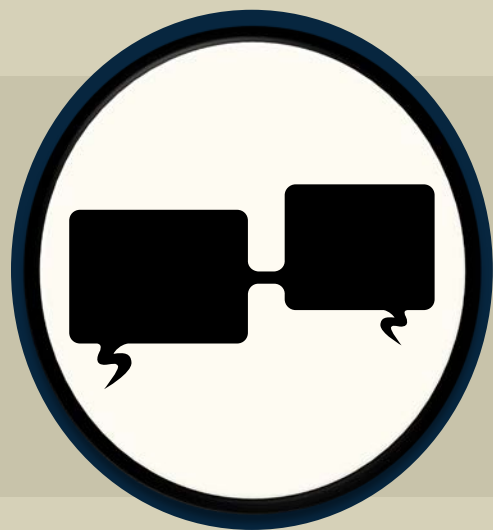
- Half of recruits (50%) felt they were always or often given enough time to eat their meals. This is consistent with 2015 results.
- Army recruits (52%) were more likely to say they had enough time to eat than in 2015 (48%).
- Both Royal Navy recruits (41% - down from 45%) and RAF recruits (45% - down from 61%) were less likely to say they were always or often given enough time to eat compared with 2015.

Trend



Please refer to notes page for base size of previous years





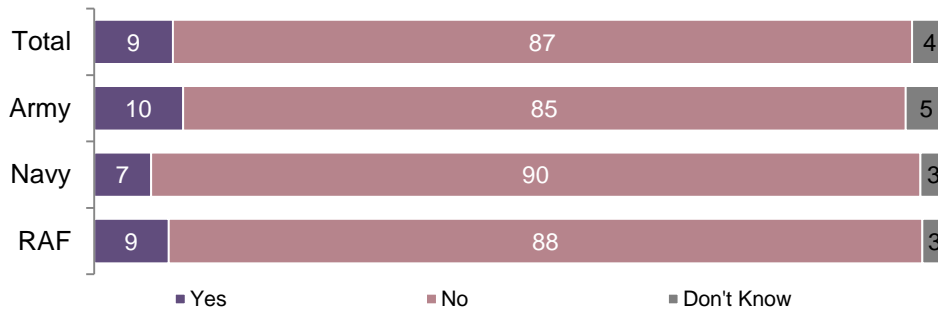
Support

Learning needs and difficulties

Demog6a. Do you have any learning needs or difficulties?

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

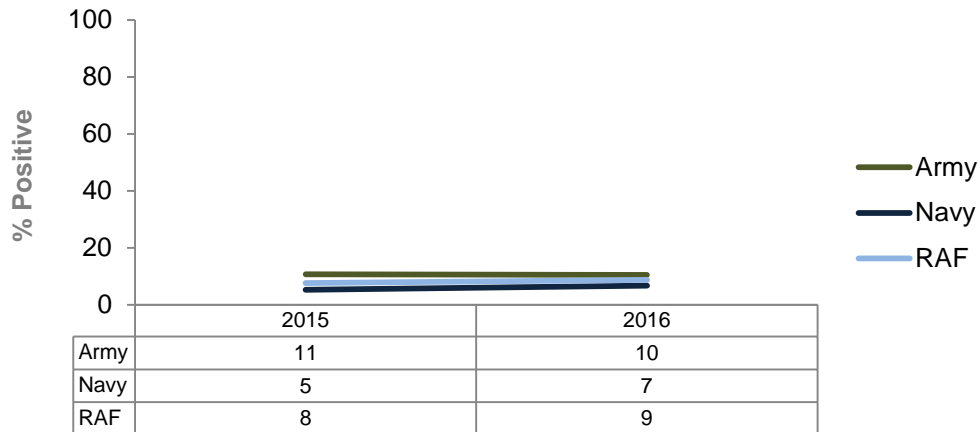


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

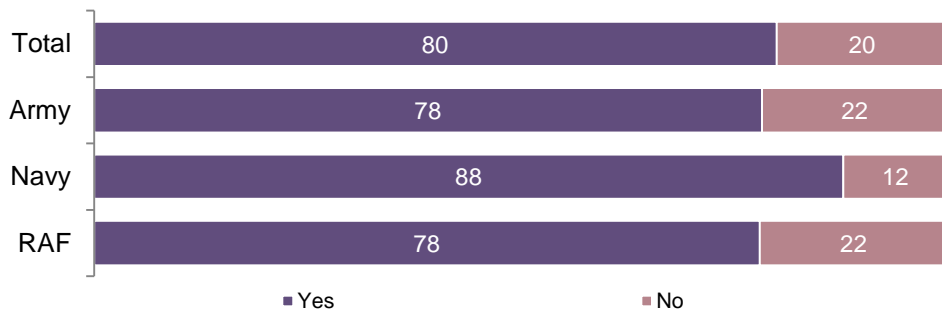


Learning needs and difficulties

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

Number of respondents (all respondents who have learning needs or difficulties): Total (758), Army (501), Navy (139), RAF (118)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

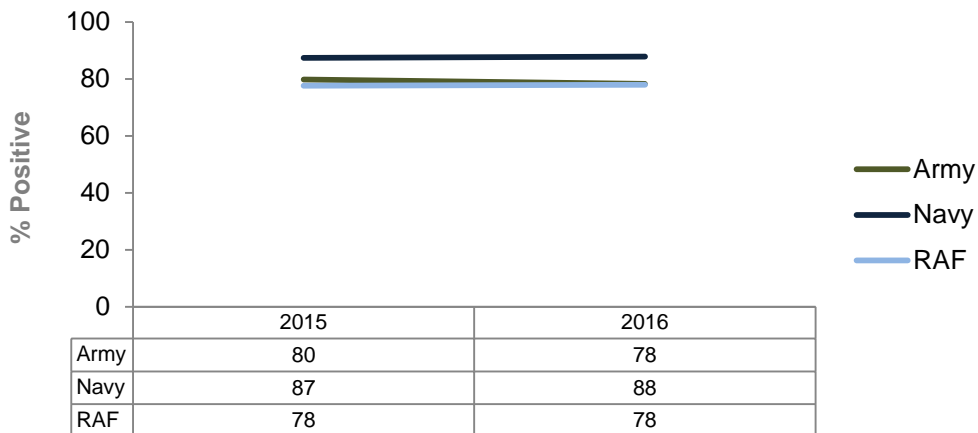


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

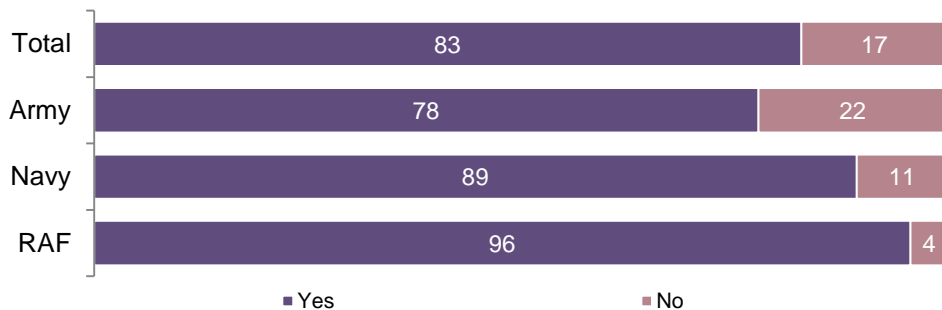


Support with learning needs and difficulties

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

Number of respondents (all respondents who have learning needs or difficulties and reported it): Total (606), Army (392), Navy (122), RAF (92)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

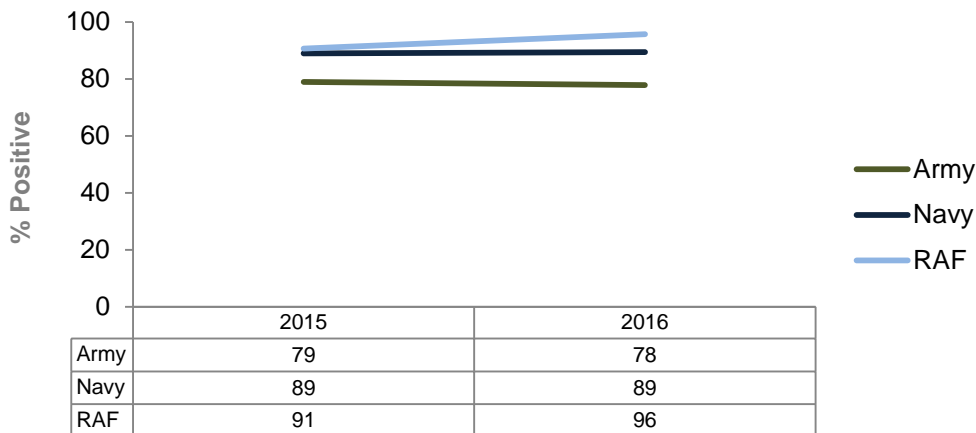


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

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

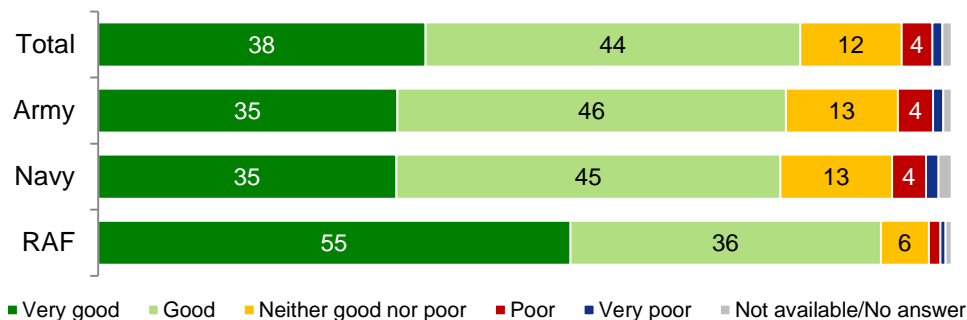
Opportunity to talk privately with training staff

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



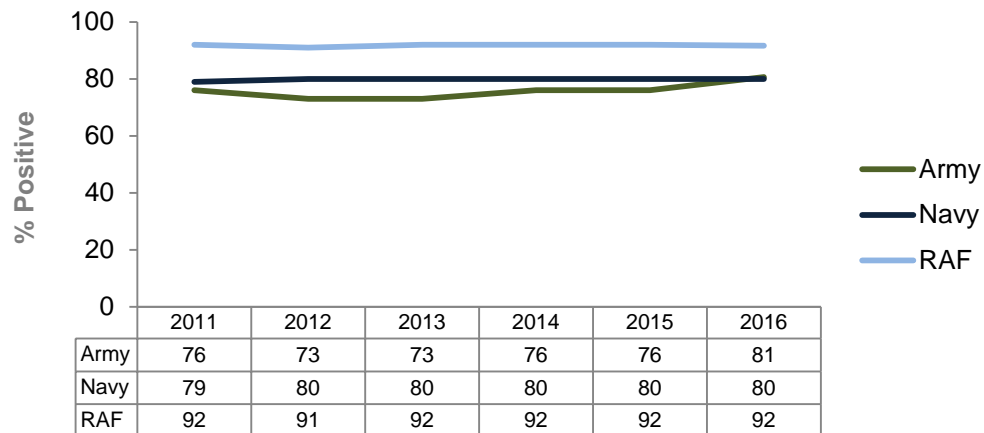
Differences

	Army	Navy	RAF
Comparison with previous year	▲	▲	▲

Additional information

- Over eight in ten recruits (82%) felt that the opportunity to talk privately with training staff was good or very good. This is a slight increase from 2015 (81%).
- The proportion of Army recruits who rated the opportunity to talk privately with training staff as good or very good (81%) has increased since 2015 (76%).

Trend



Please refer to notes page for base size of previous years

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

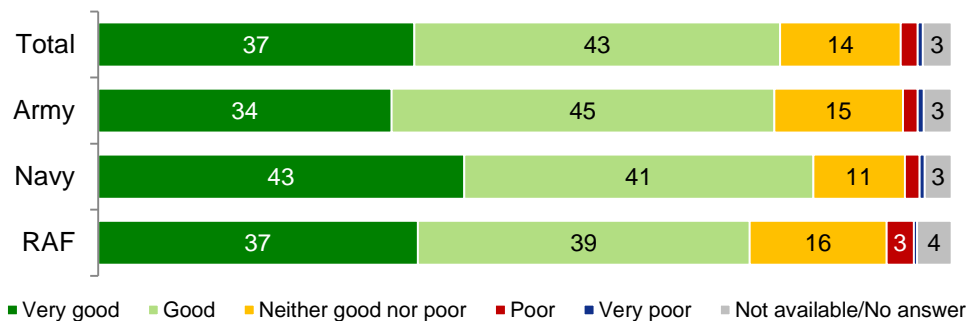
Opportunity to talk privately with Chaplains/Padre

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



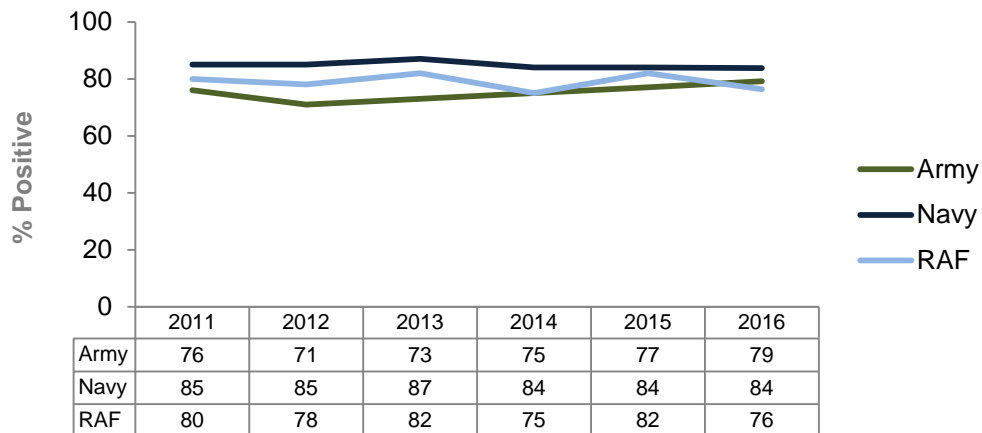
Differences

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

Additional information

- 80% of recruits felt that the opportunity to talk privately with their Chaplain or Padre was good or very good.
- Army recruits were more likely to say the opportunity was good or very good than in 2015 (79% - up from 77%). This is the second year that has seen an increase for the Army.
- RAF recruits were less likely to say the opportunity was good or very good than in 2015 (82% to 76%).
- Please note the answer option 'not applicable' was changed to 'not available' in the last collection year (2015-16).

Trend



Please refer to notes page for base size of previous years

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

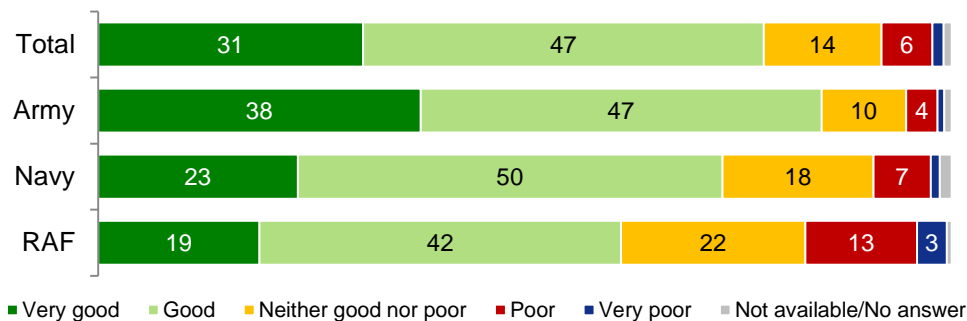
Opportunity to keep in contact with family and friends

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

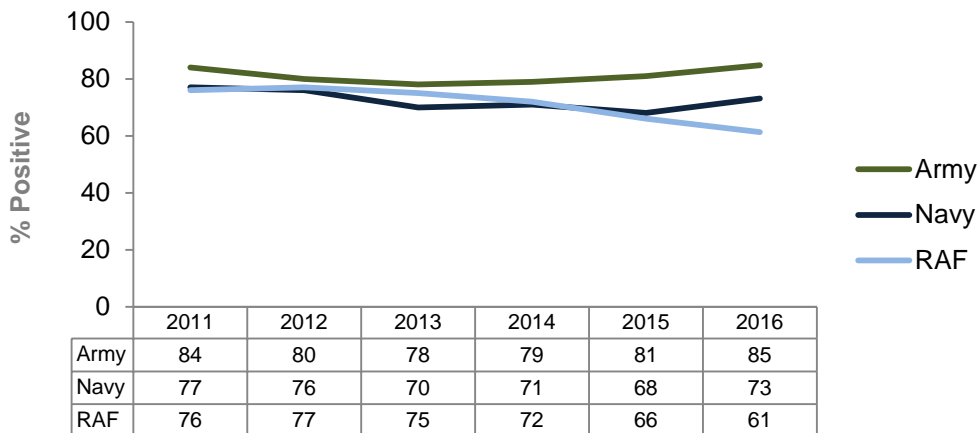
Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF
Comparison with previous year	▲	▲	▼

Additional information

- Almost four fifths of all recruits (78%) felt the opportunity to keep in contact with their family and friends was good or very good. This is an increase from 2015 (75%).
- Army and Royal Navy recruits were more likely to give a positive response to this question than in 2015 (81% to 85% and 68% to 73% respectively). This is the second year that has seen an increase for the Army.
- RAF recruits were less likely to rate the opportunity as good or very good than in 2015 (66% to 61%). This is the second year of decline for the RAF.
- Younger Phase 1 recruits were more likely to say that the opportunity to keep in contact with family and friends was good or very good, with 79% of 16-25's agreeing compared to 74% of over 25's. 16-17 year olds were the most likely to agree (81%). This is consistent with 2015 results.

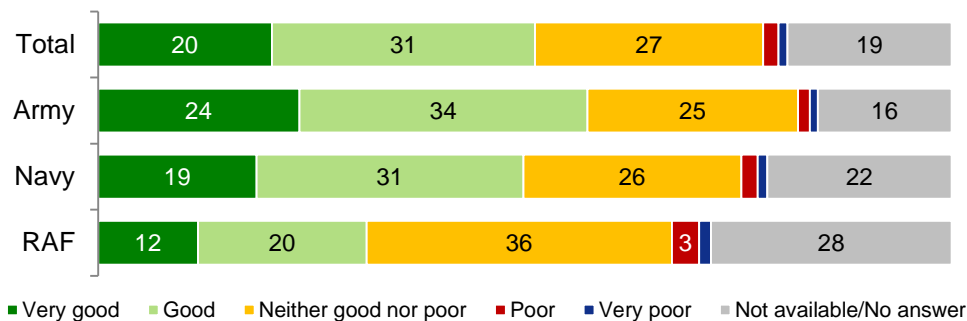
Opportunity to practise your faith/religion

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



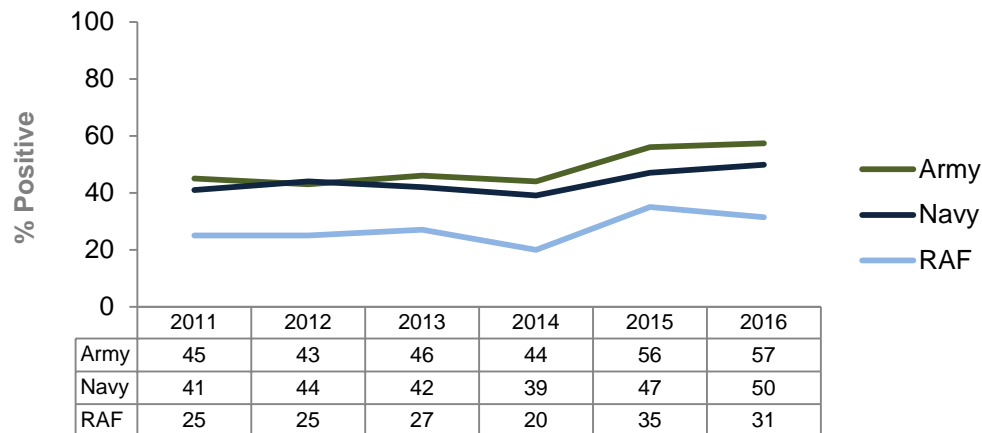
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Half of recruits (51%) felt they had a good opportunity to practise their religion or faith. This is an increase from 2015 (49%).
- RAF recruits were less likely to rate the opportunity to practice their faith or religion as good or very good compared to 2015 (35% to 31%).
- BAME recruits were more likely to rate the opportunity to practice their faith or religion positively than white recruits (63% compared to 50%).

Trend



Please refer to notes page for base size of previous years

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

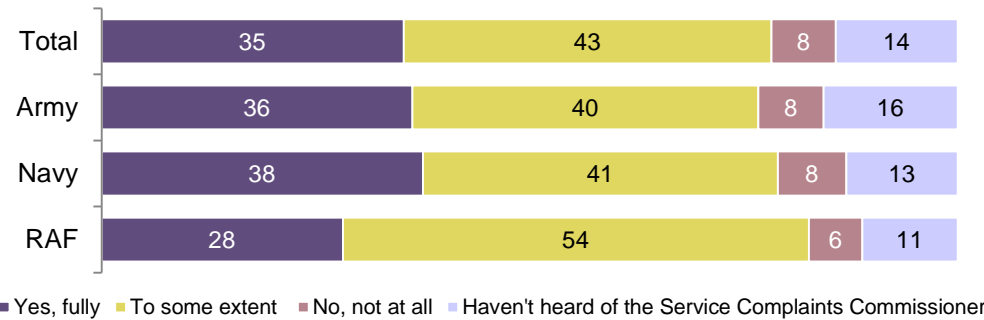
Knowledge of Service Complaints Ombudsman

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

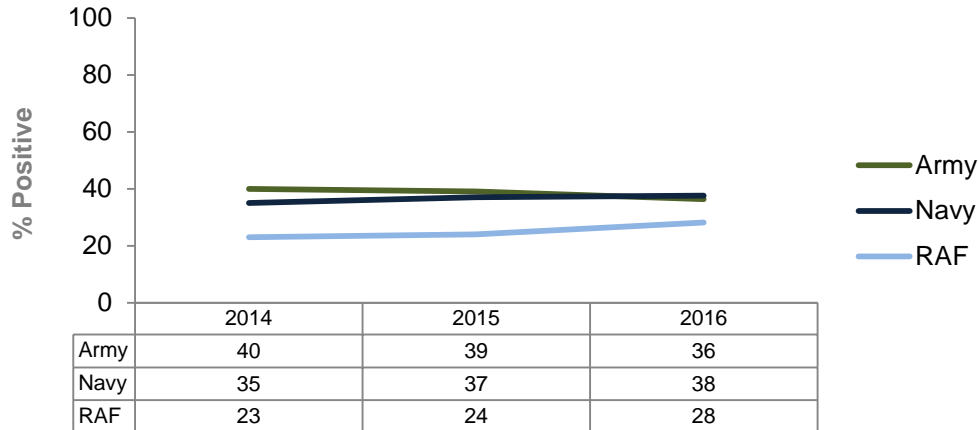
31. Do you know how the Services Complaints Ombudsman can help you with a discrimination, harassment and/or bullying complaint?

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
 % positive equals the proportion who say 'yes, fully' – comments and significant differences based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF
Comparison with previous year	⬇️	⬇️	⬇️

Additional information

- A third of recruits (35%) stated that they fully understood how the Service Complaints Ombudsman (SCO) could help them. This is stable since 2015. However, there has been an increase in the proportion of recruits who had not heard of the Service Complaints Ombudsman (8% to 14%).
- Army recruits were less likely to fully understand how the Ombudsman could help them compared with 2015 (39% down to 36%).
- RAF recruits were more likely to fully understand how the ombudsman could help them compared with 2015 (24% to 28%).
- Male recruits were more likely than female recruits to fully understand the role of the Ombudsman (36% compared to 29%).
- Younger recruits were more likely to say they hadn't heard of the Ombudsman with 15% of 16-25 year olds saying this compared with 8% of those over 25.



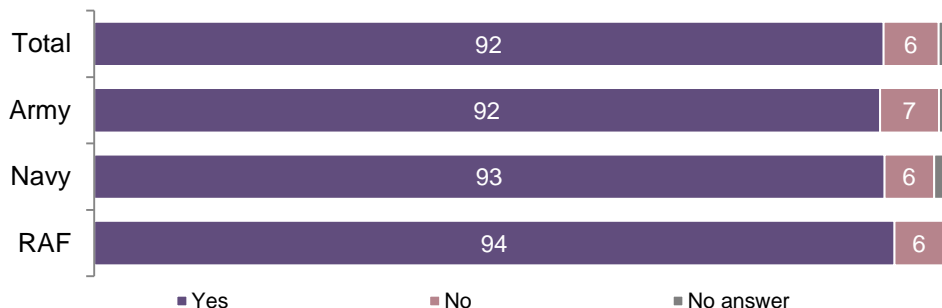
Availability of staff for problems out of training hours

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



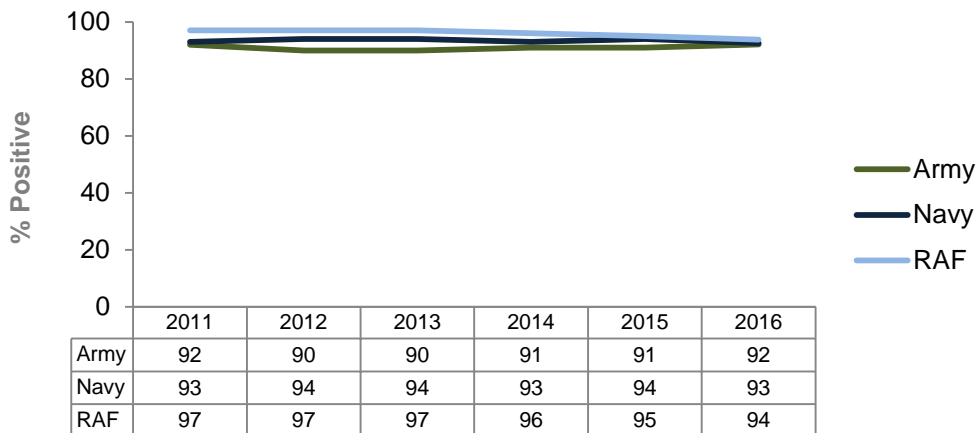
Differences

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

Additional information

- Almost all recruits (92%) stated there was a member of staff available to them out of training hours if they had a problem.
- Army recruits were more likely to agree that there was a member of staff available to go to if they had a problem out of training hours compared to 2015 (91% to 92%).

Trend



Please refer to notes page for base size of previous years



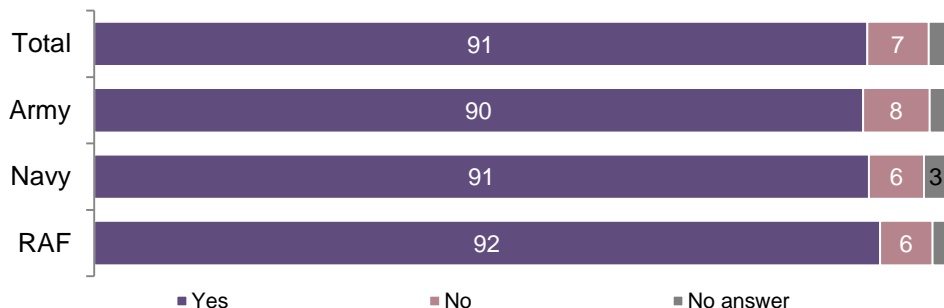
Someone to go to for personal or emotional problems

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



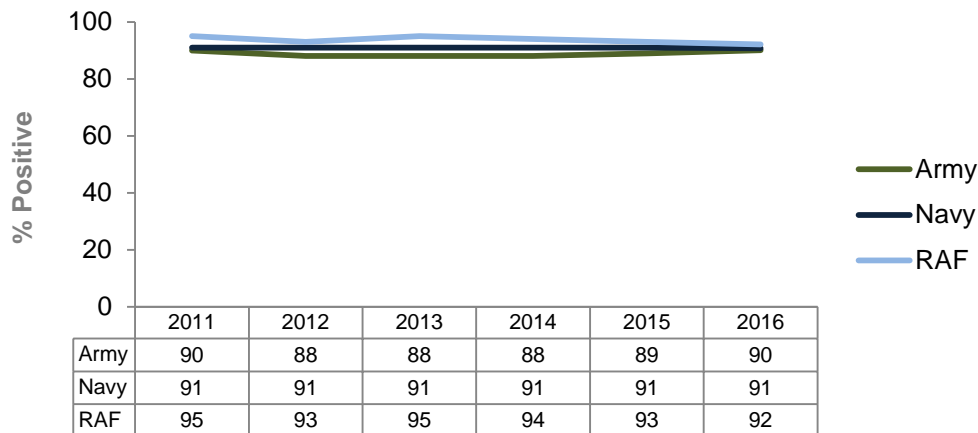
Differences

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

Additional information

- Nine in every ten recruits (91%) felt there was someone they could go to at their unit if they had a personal or emotional problem.
- Army recruits were slightly more likely to agree there was someone to go to if they had a personal or emotional problem compared to 2015 (89% to 90%).

Trend



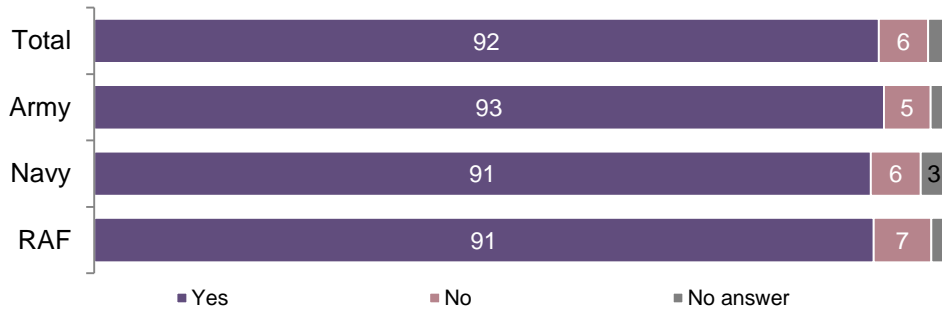
Please refer to notes page for base size of previous years

Someone to go to for administrative problems

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

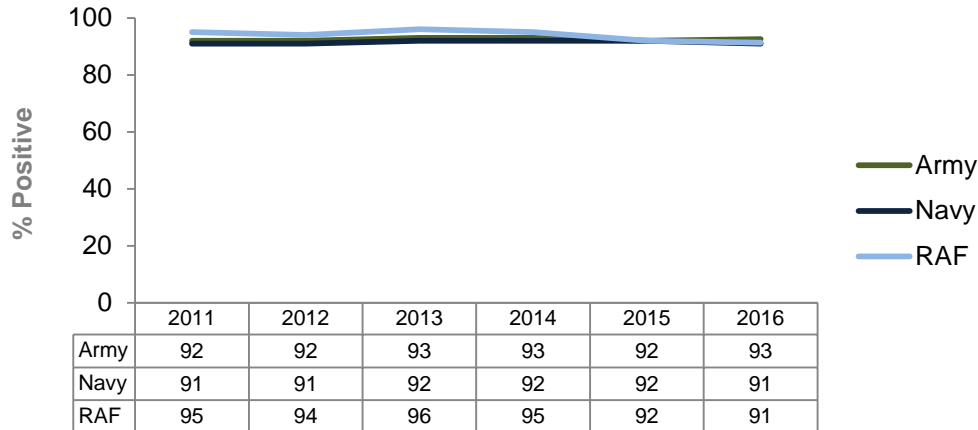


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

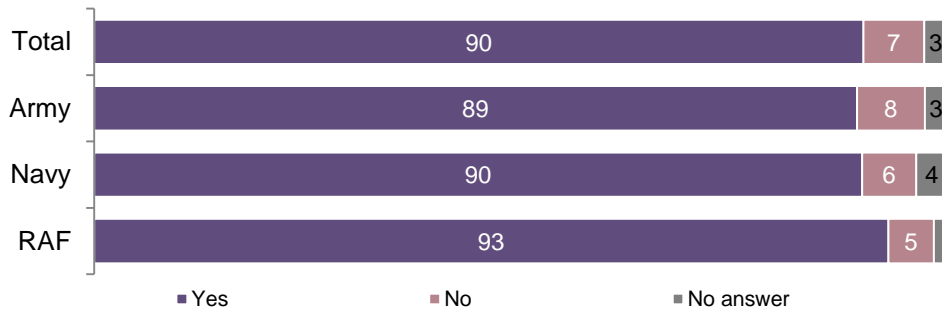


Opportunity to raise all concerns with person in authority

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



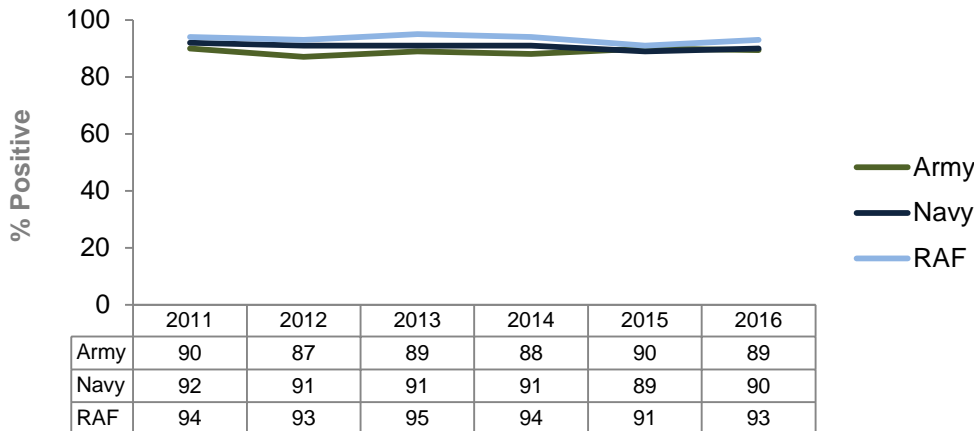
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Most recruits (90%) felt they had the opportunity to raise all of their concerns with a person in authority.
- RAF recruits were more likely to respond positively to this statement than in 2015 (91% to 93%).
- White recruits were more likely to agree with this statement compared with BAME recruits (92% compared to 89%).

Trend



Please refer to notes page for base size of previous years





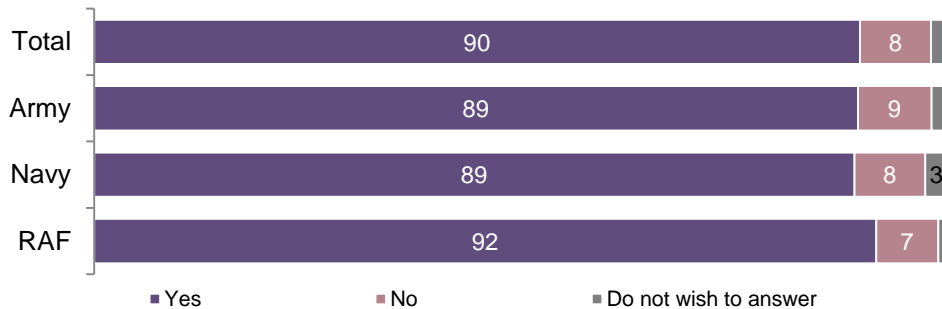
Fairness

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

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



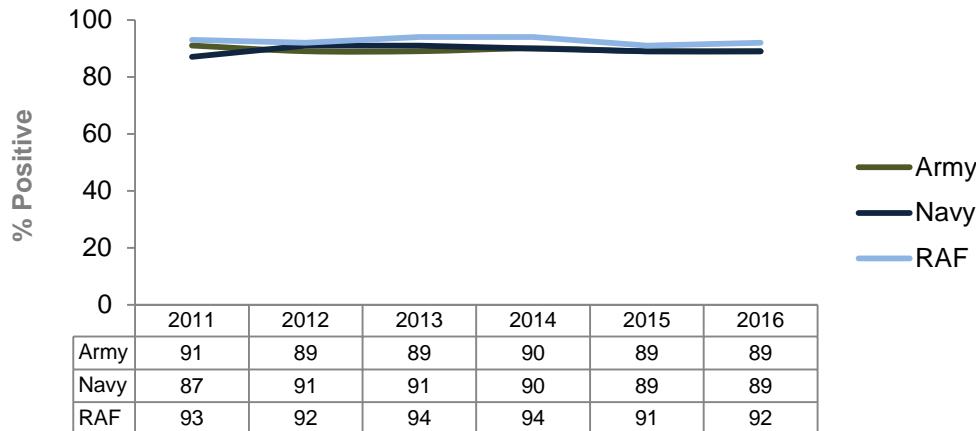
Differences

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

Additional information

- Most recruits (90%) stated that they knew how to complain about poor or unfair treatment.
- Recruits aged 26 years and over were more likely to believe they knew how to complain (92%) than those aged 16 – 25 years (89%).

Trend



Please refer to notes page for base size of previous years

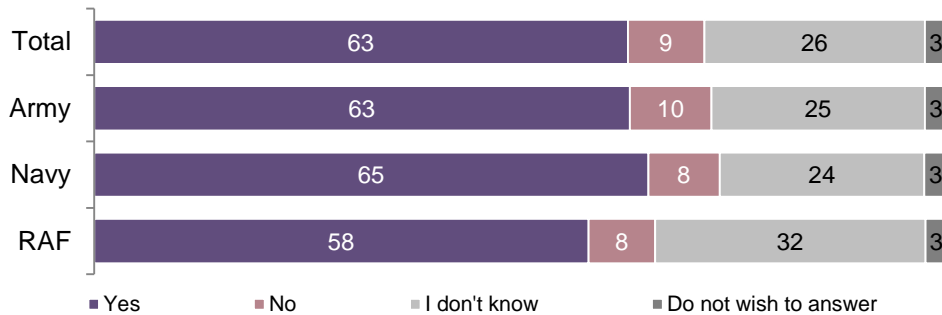
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Whether believe complaints are dealt with in a fair manner

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



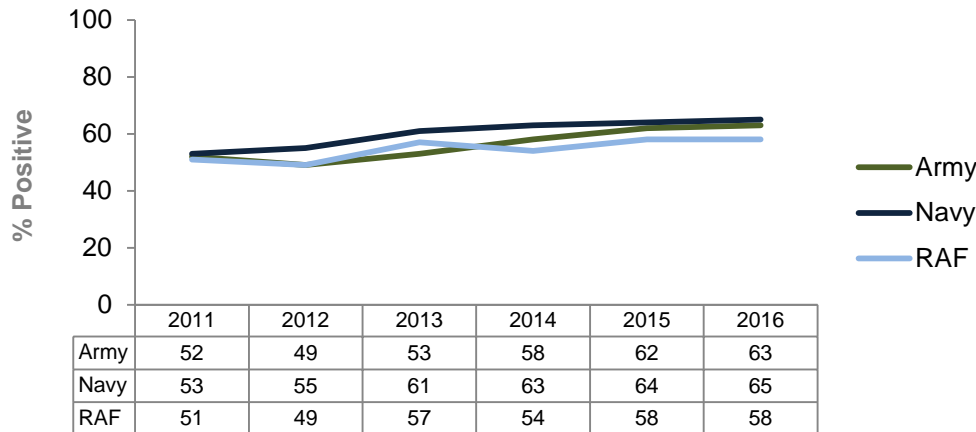
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Almost two out of every three recruits (63%) believed that complaints were dealt with in a fair manner, showing an increase since the previous year (61%).
- Just over a quarter (26%) did not have an opinion either way. This has decreased since 2015 (28%).
- The Army and RAF have maintained the increase seen in 2015.

Trend



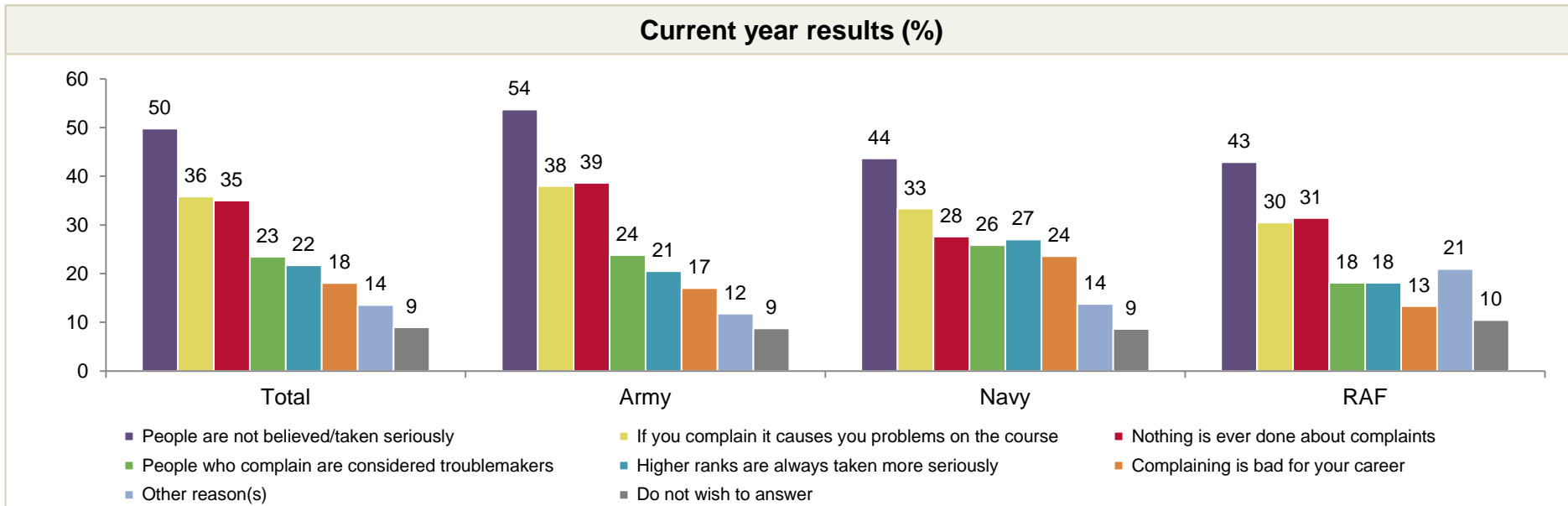
Please refer to notes page for base size of previous years



Reason why complaints are not dealt with in a fair manner

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

Number of respondents (all respondents who said that they did not feel complaints are dealt with in a fair manner): Total (737), Army (458), Navy (174), RAF (105)



Additional information

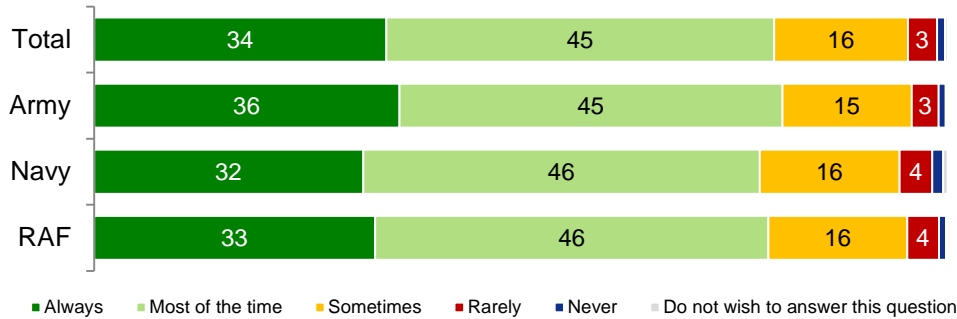
- The most common reason given by recruits for not believing complaints were dealt with fairly was that people are not believed or taken seriously (50%), followed by the perception that complaining causes problems on the course (36%) and nothing is ever done about complaints (35%).
- The pattern is relatively comparable across Services, the Navy has seen a decrease in the proportion of recruits who believe people are not believed or taken seriously when complaining (59% - down to 44%).
- Amongst the other reasons given in verbatim comments were accusations of favouritism and different treatment for male and female recruits and a fear that punishment would be meted out to the whole platoon making recruits unpopular.

Fair treatment of trainees

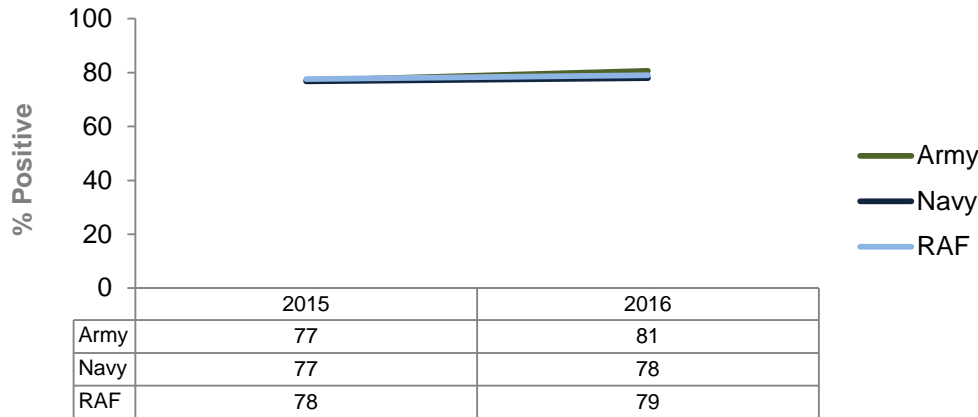
39. Please indicate how often the following statements apply: Trainees were all treated fairly

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results



Trend



Differences

	Army	Navy	RAF
Comparison with previous year	▲	▲	▲

Additional information

- Four out of five recruits (80%) agreed that recruits were all treated equally always or most of the time.
- Army recruits were more likely to say that trainees were all treated fairly than in 2015 (77% to 81%).
- Older recruits were also more likely to say that trainees were all treated fairly with 86% stating this compared to 80% of 16-19 years and 79% of 20-30 year olds.

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

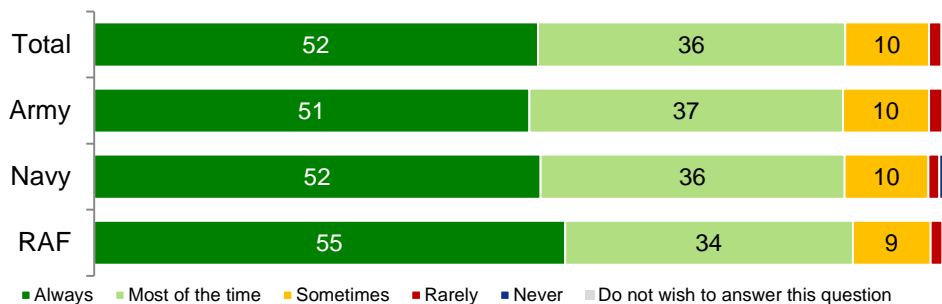
Fair treatment

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



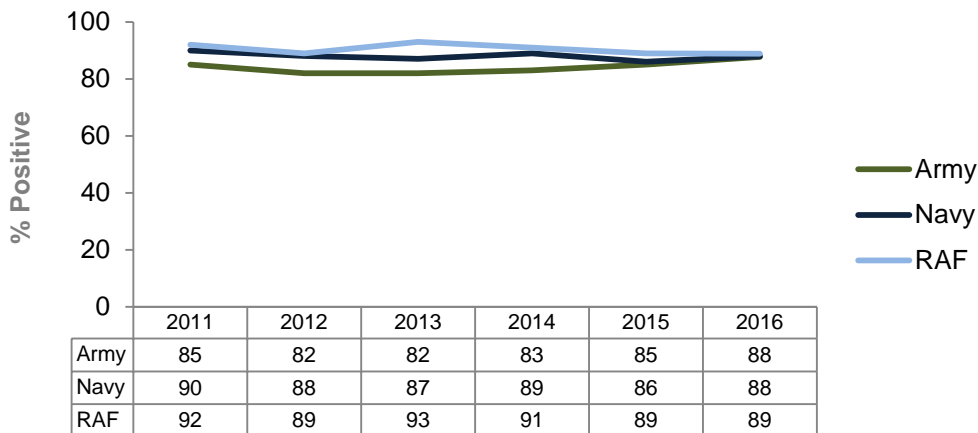
Differences

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

Additional information

- Almost nine out of ten recruits (88%) agreed that they were treated fairly always or most of the time.
- Army recruits were more likely to state they were treated fairly compared to 2015 (85% - up to 88%). This is the second year that has seen an increase for the Army.
- Recruits aged at least 26 years old (89%) were more likely to say they were treated fairly compared with younger recruits (86% of those aged 25 or under).
- BAME recruits were less likely to say that they were treated fairly than white recruits (88% compared to 85%).

Trend



Please refer to notes page for base size of previous years

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

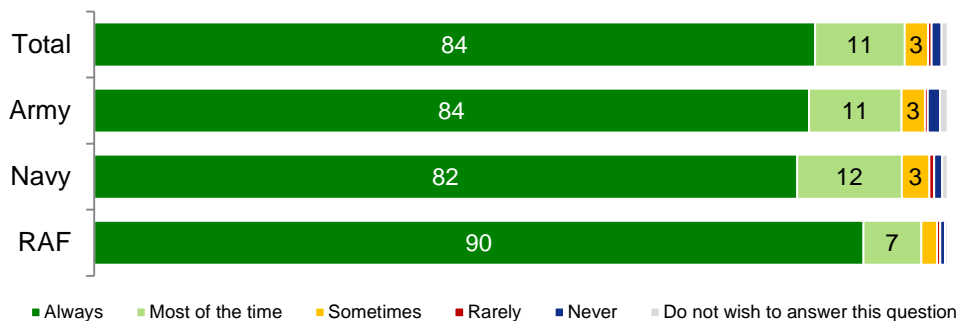
Sexual or racial harassment during training

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



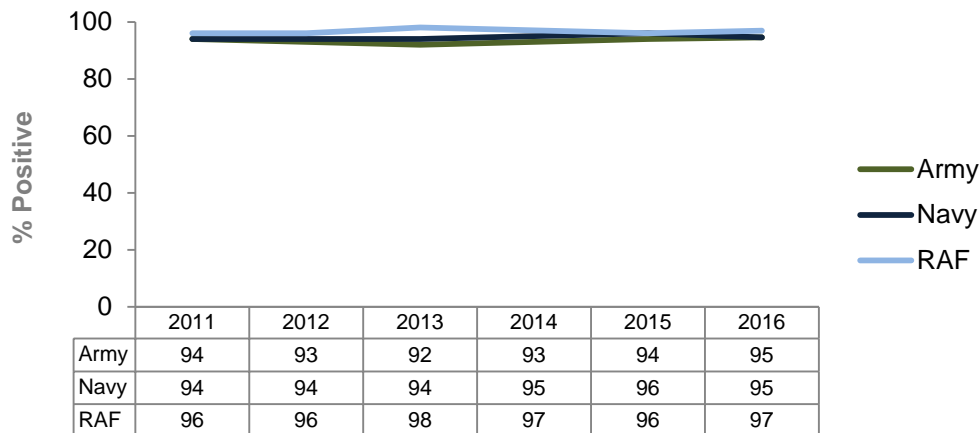
Differences

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

Additional information

- The majority of recruits (95%) agree that training was conducted without sexual or racial harassment always or most of the time.
- 95% of white recruits believed that training was conducted without racial or sexual harassment always or most of the time in comparison to 92% of BAME recruits.

Trend



Please refer to notes page for base size of previous years

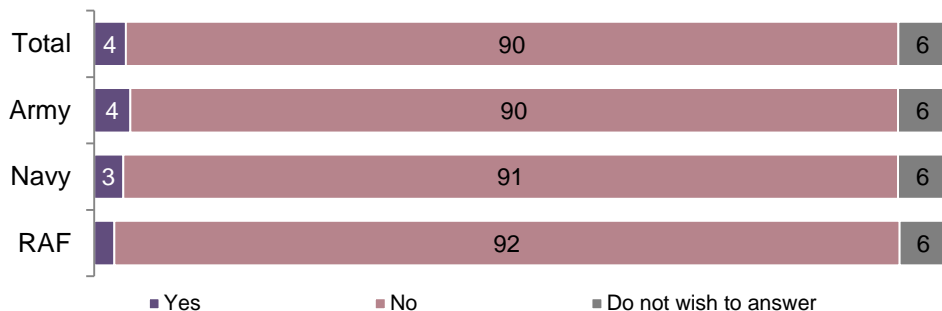
Whether badly or unfairly treated by staff

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Comments and significant differences based on proportion saying 'yes'

Current year results



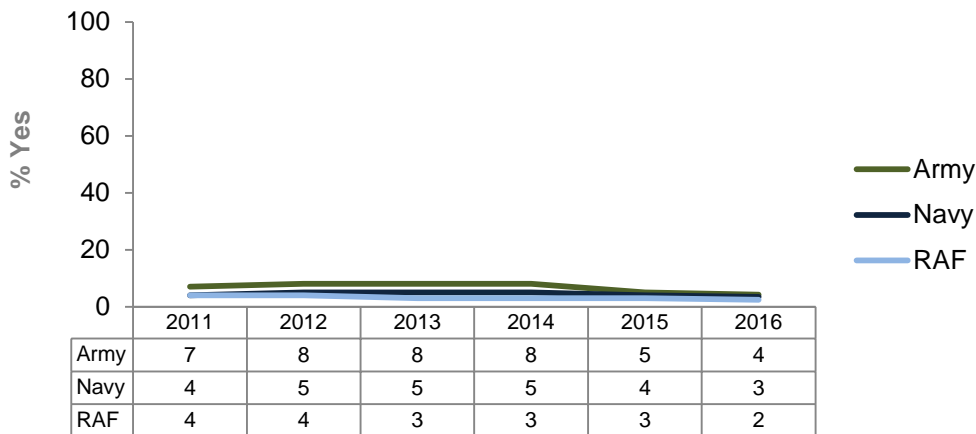
Differences

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

Additional information

- 4% of recruits believed they were badly or unfairly treated by staff. This is stable from 2015.
- 6% of recruits opted not to answer the question.
- 6% of BAME recruits stated that they had been badly or unfairly compared to 4% of white recruits.

Trend



Please refer to notes page for base size of previous years

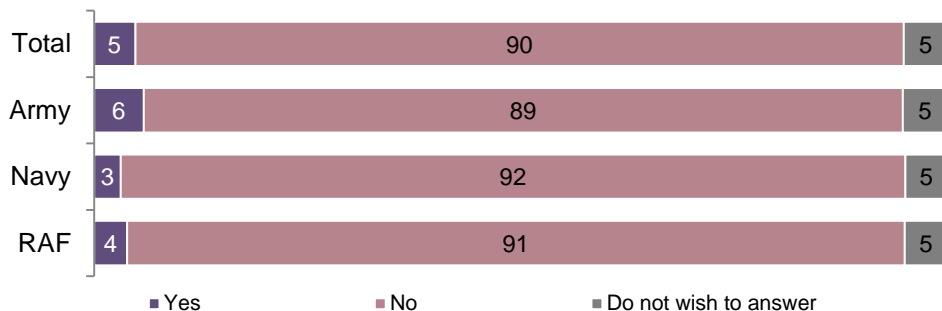
Whether badly or unfairly treated by other trainees

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Comments and significant differences based on proportion saying 'yes'

Current year results



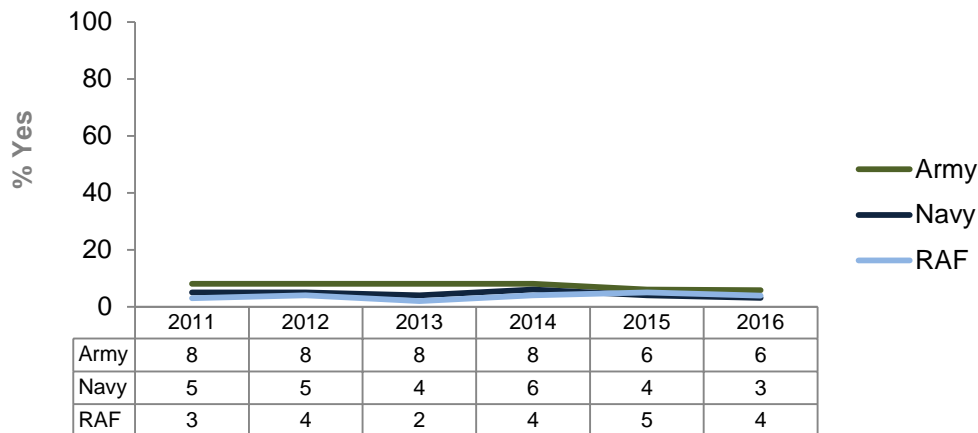
Differences

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

Additional information

- 5% of recruits felt that they were badly or unfairly treated by other recruits. Consistent with 2015 results.
- 8% of BAME recruits state that they have been badly or unfairly treated by other trainees compared to 5% of white recruits.

Trend



Please refer to notes page for base size of previous years

Whether badly or unfairly treated by other trainees or staff

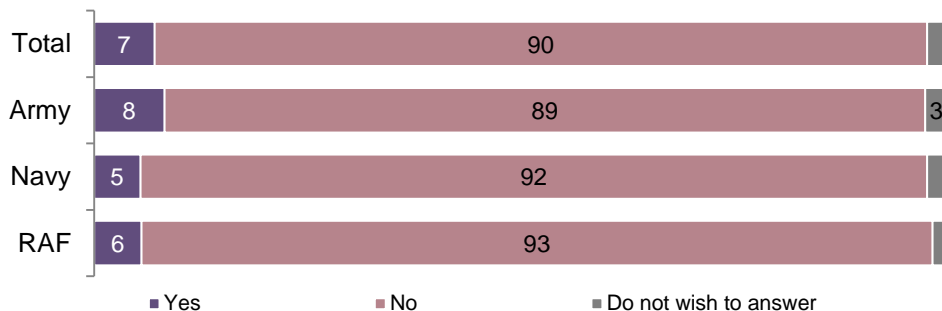
41a. Do you believe that you were badly or unfairly treated by other recruits whilst at unit?

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Comments and significant differences based on proportion saying 'yes'

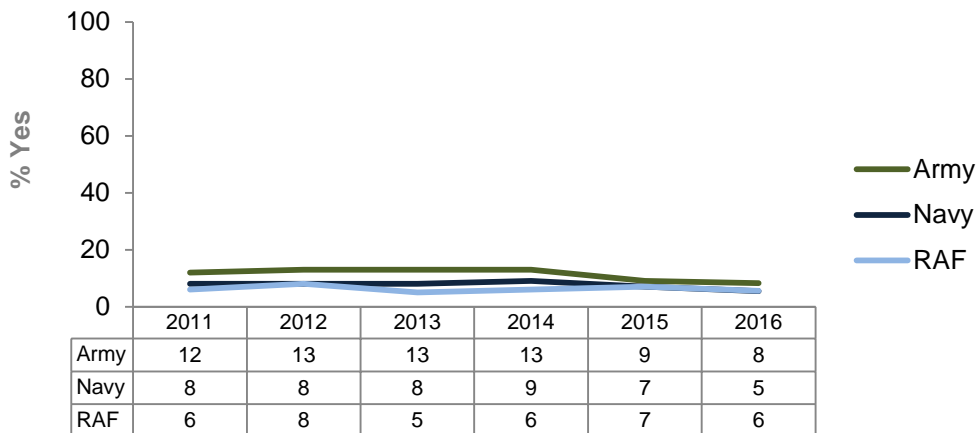
Current year results



Differences

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

Trend



Additional information

- The responses to the two questions about bad or unfair treatment by staff and other recruits have been combined to show reported levels of recruits experiencing bad or unfair treatment overall.
- 7% felt that they were badly or unfairly treated by either staff or other recruits. This is a decrease from 8% last year. This is the second year running which has seen a decrease in this measure.
- Royal Navy recruits were less likely to agree than in 2015 (7% to 5%).
- 11% of BAME recruits felt that they were badly or unfairly treated by either staff or recruits compared to 7% of white recruits.

Please refer to notes page for base size of previous years

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

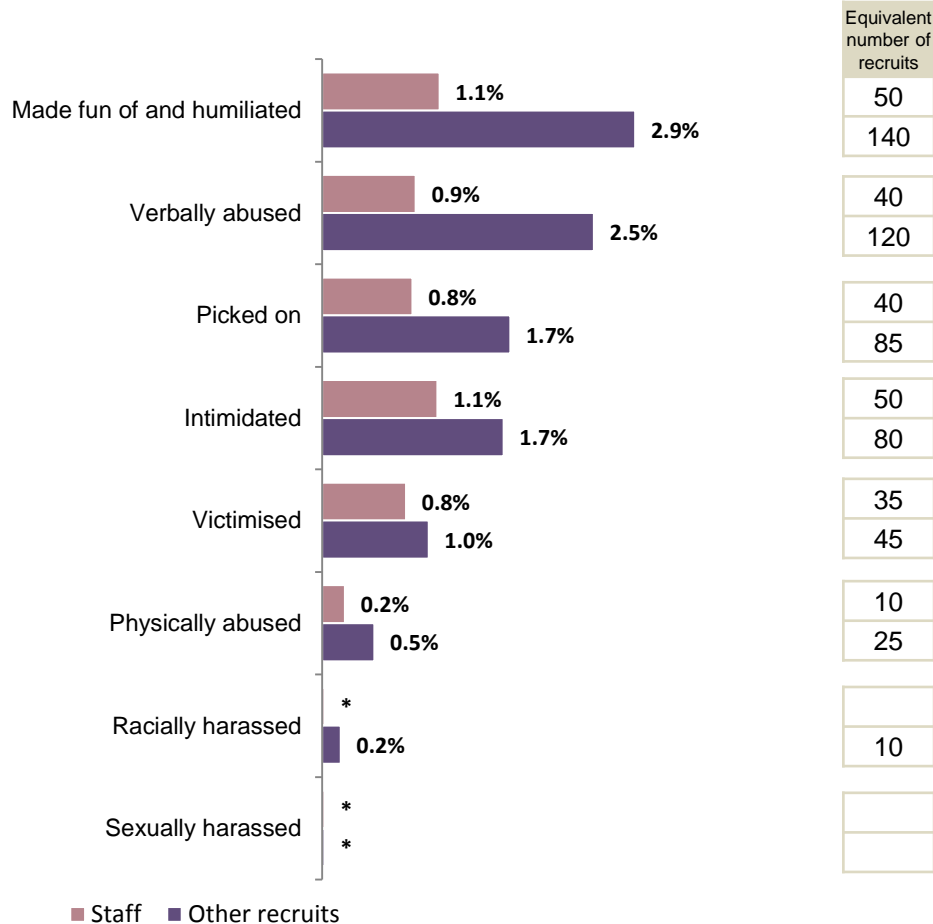
Types of unfair treatment

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

All results recalculated on full base of Phase 1 Army trainees (4,795)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Army (395)

Current year results – Army (% all recruits)



Additional information

- Results are displayed as a percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.
- The most common form of unfair treatment was being made fun of or humiliated with 50 people saying this was done by staff and 140 by other recruits.
- This was also the most common reason last year.



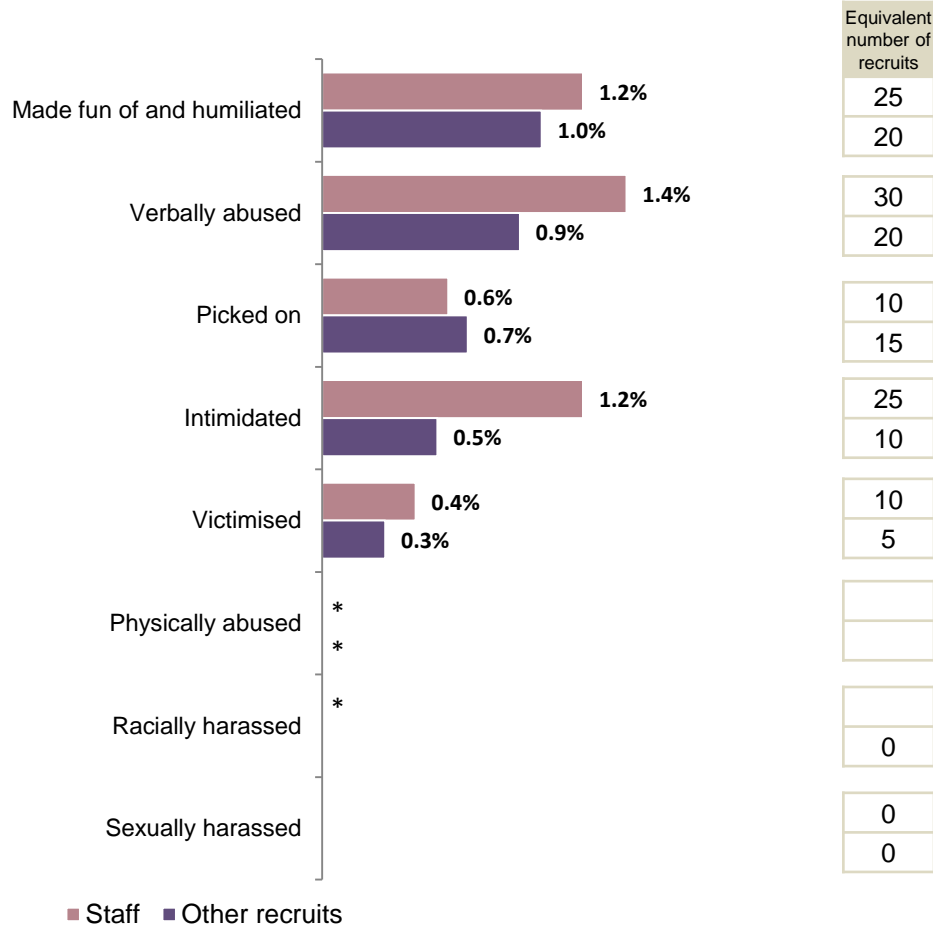
Types of unfair treatment

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

All results recalculated on full base of Phase 1 Navy recruits (2,078)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Navy (113)

Current year results – Navy (% all recruits)



Additional information

- Results are displayed as percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.
- The most common form of unfair treatment was being verbally abused with 30 saying this was done by members of staff and 20 by other recruits.
- This was also the most common reason last year.



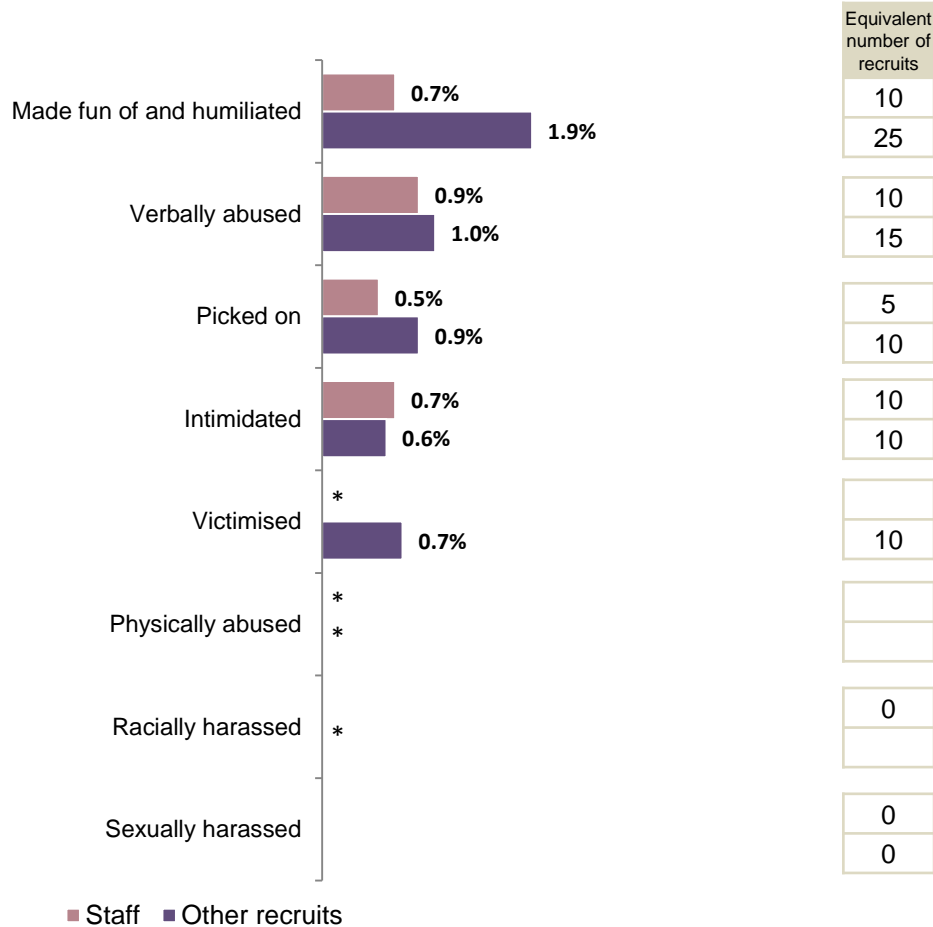
Types of unfair treatment

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

All results recalculated on full base of Phase 1 RAF recruits (1,348)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): RAF (75)

Current year results – RAF (% all recruits)



Additional information

- Results are displayed as percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.
- The most common form of unfair treatment was being made fun of and humiliated with 10 saying this was done by members of staff and 25 by other recruits.
- This was also the most common reason last year.

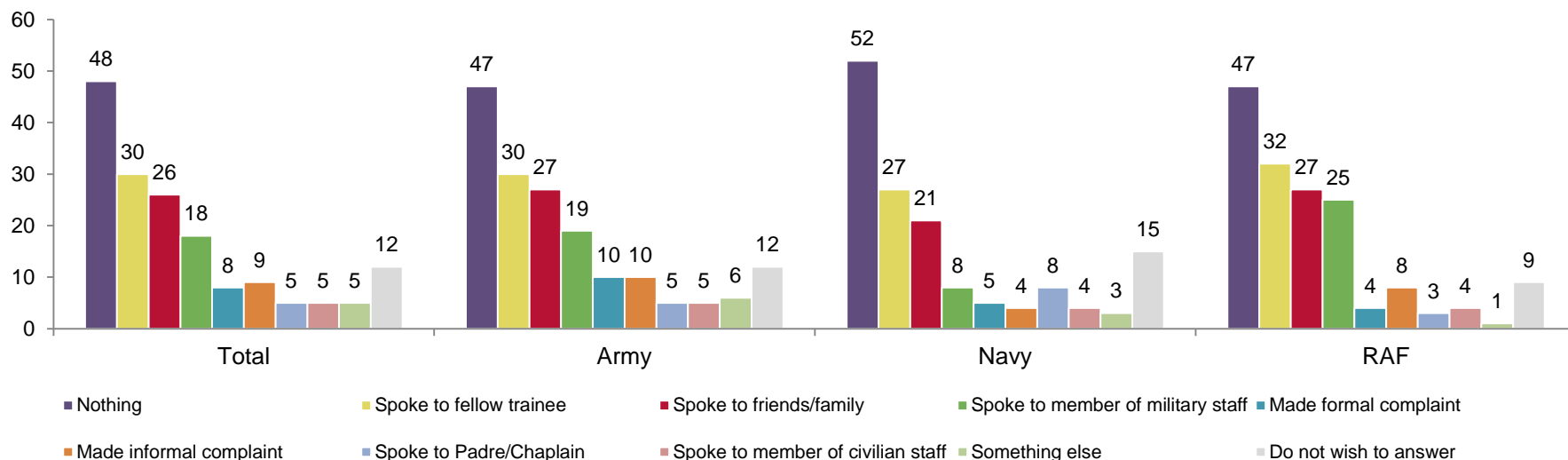


Action taken as a result of bad or unfair treatment

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

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated and mentioned the type of treatment experienced): Total (583), Army (395), Navy (113), RAF (75)

Current year results (%)



Additional information

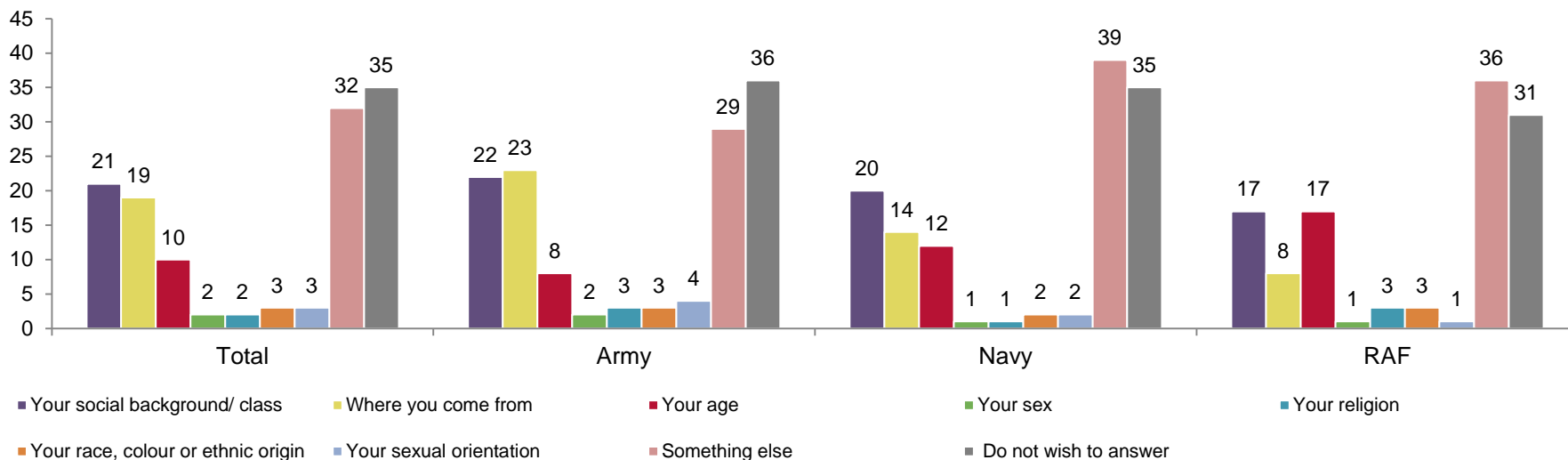
- The most common action taken by recruits who believed they experienced unfair treatment was to do nothing (48%), followed by speaking to a fellow trainee (30%) and speaking to friends and family (26%). This ranking is consistent with 2015.
- Overall 14% of recruits made a formal and/or informal complaint following unfair treatment.
- Female recruits were more likely to talk to a member of military staff (32% compared with 16% males).

Perceived reason for bad or unfair treatment

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

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated): Total (583), Army (395), Navy (113), RAF (75)

Current year results (%)



Additional information

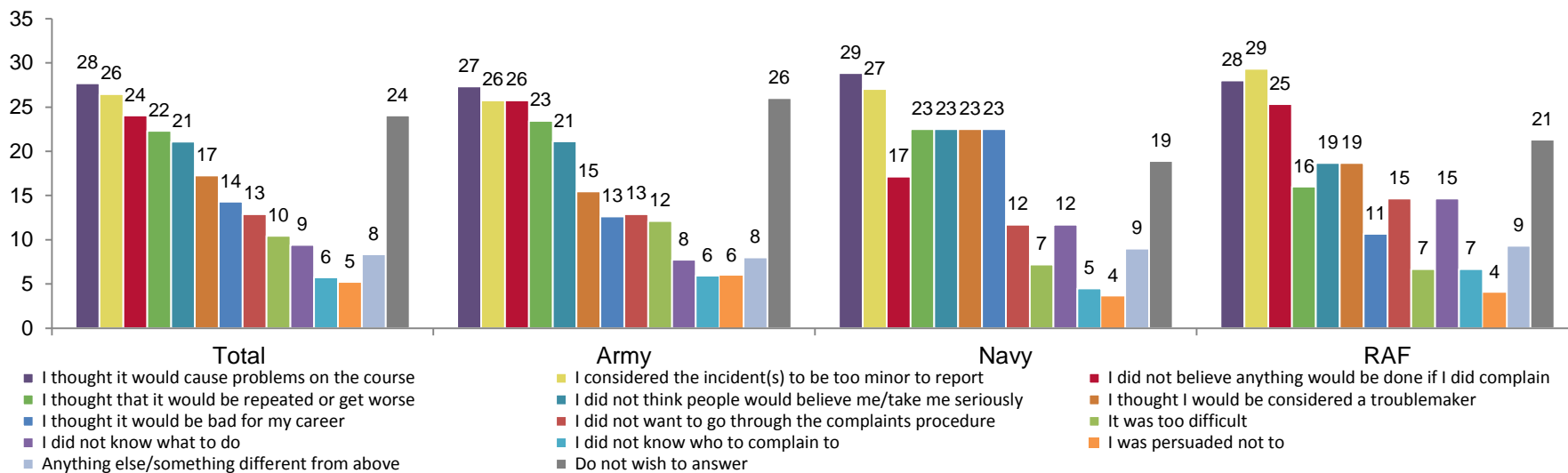
- The most common reasons given by recruits for why they felt they were unfairly treated was because of their social background/class (21%) and where they come from (19%). Please note that over a third (35%) chose not to answer and 32% said something else.
- There was a decrease in RAF recruits believing that the unfair treatment experienced was due to their sex (9% to 1%).
- Male recruits were less likely to believe it was because of their sex (less than 1% compared with 12% of females).
- Recruits of 26 years or over were more likely than younger recruits to believe that their unfair treatment was related to their age (19% compared to 9% of 16-25 year olds).

Reason for not complaining about bad or unfair treatment

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

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated, mentioned the type of treatment experienced and did not make a complaint): Total (574), Army (388), Navy (111), RAF (75)

Current year results (%)



Additional information

- The most common reasons given for not complaining about unfair treatment were a fear it would cause problems on the course (28%) and considering the incident(s) too minor (26%), the latter was ranked as the top reason in 2015.
- Younger recruits (16-25 years) were more likely to say that they did not think anything would be done if they complained with a quarter of 16-25 year olds (25%) feeling this way. This is compared to 13% of those of 26 years or older.



Setbacks during training



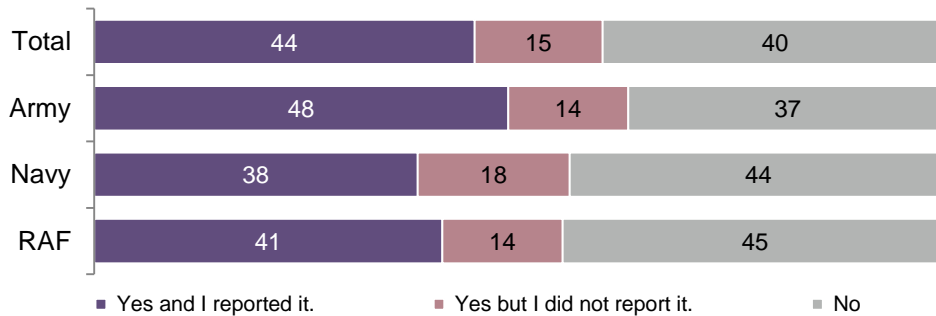
Illness or injury during training

49. Were you ever ill or injured during training?

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



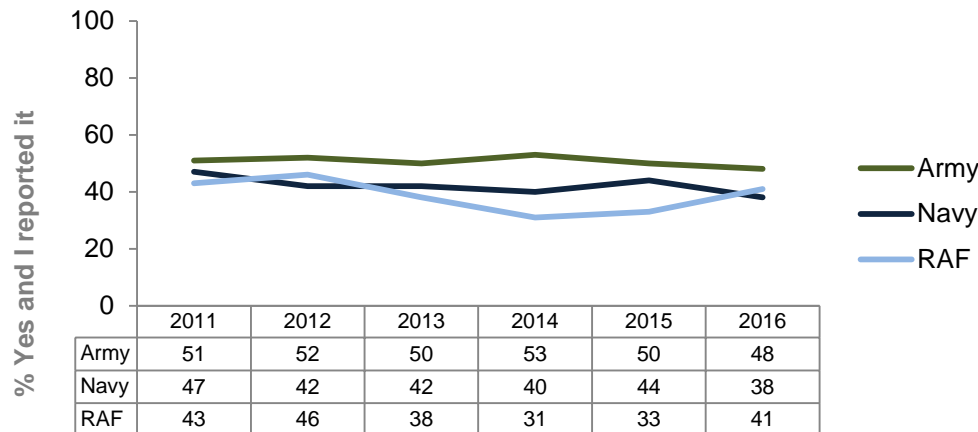
Differences

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

Additional information

- Just under half of all recruits (44%) reported ill or injured during training. This is stable compared to 2015.
- Royal Navy recruits were less likely to report ill or injured than in 2015 (44% to 38%). Instead, however, the proportion of recruits saying they were injured but did not report it has risen (13% to 18%).
- The RAF has seen an increase in injury reporting levels since 2015 with 41% saying they had been injured and reported it compared to 33% last year.

Trend



Please refer to notes page for base size of previous years

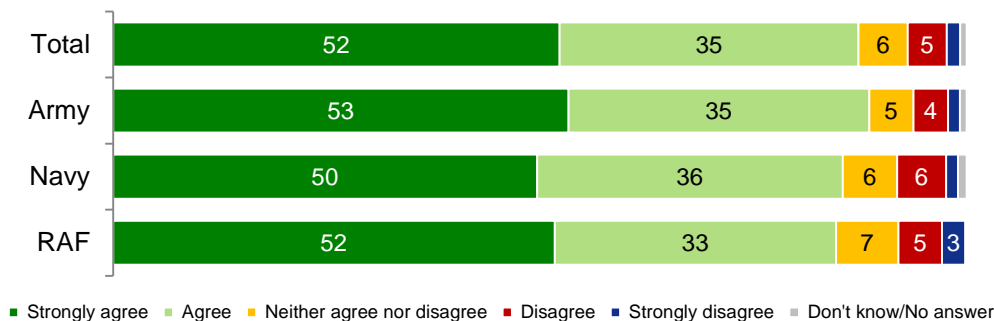
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Whether illness/injury was dealt with properly

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

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (3,656), Army (2,322), Navy (785), RAF (549)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

Current year results

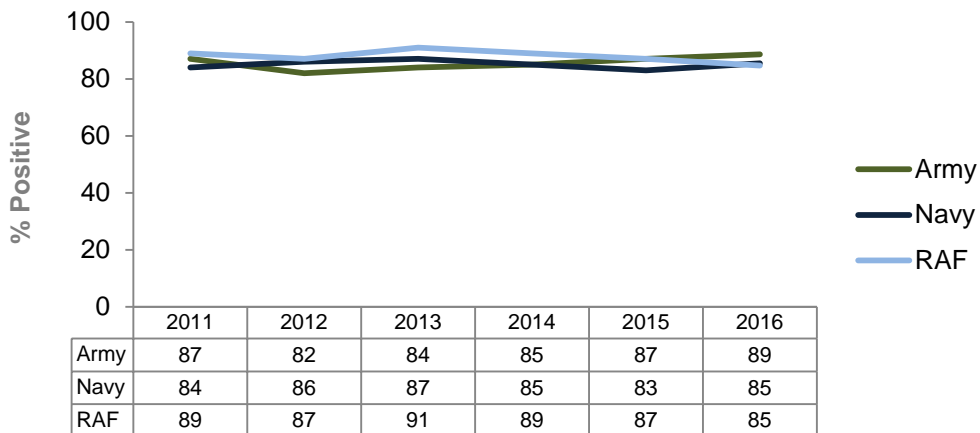


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

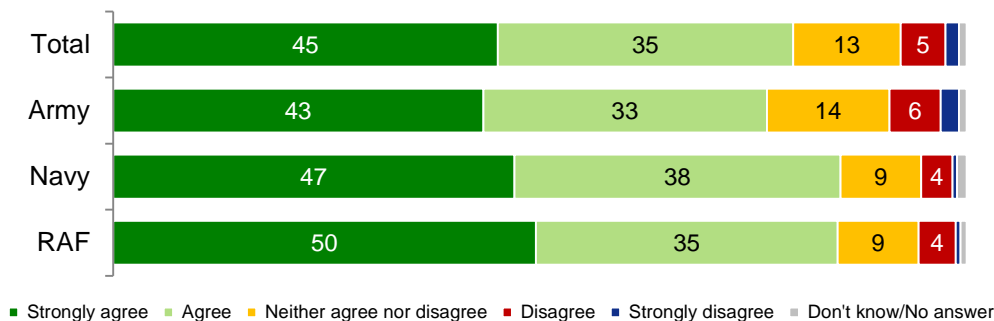
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Staff help and support during illness/injury

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

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (3,656), Army (2,322), Navy (785), RAF (549)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

Current year results



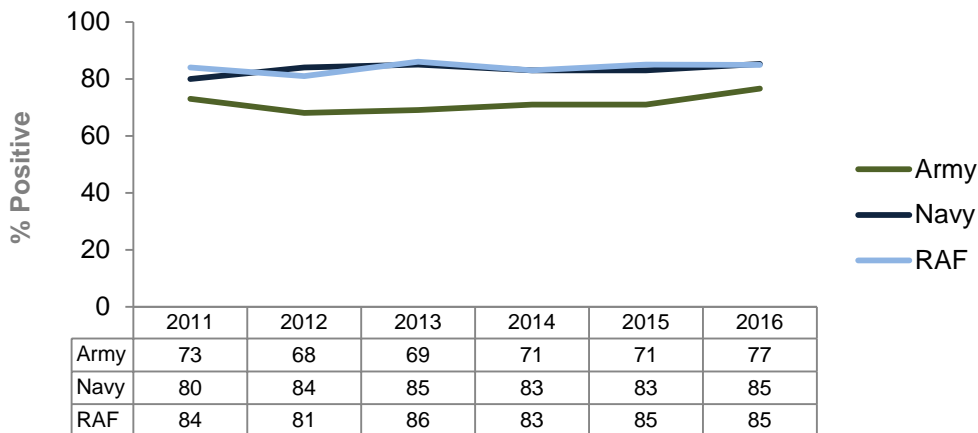
Differences

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

Additional information

- Four in every five recruits (80%) agreed that staff helped and supported them whilst they were ill or injured. This is an increase from 2015 (76%).
- Army recruits were more likely to agree with this statement than in 2015 (71% to 77%).

Trend



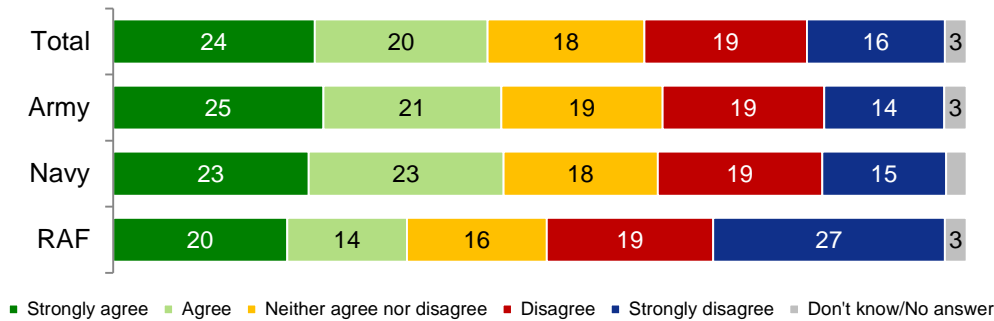
Please refer to notes page for base size of previous years

Advice for others on reporting sick

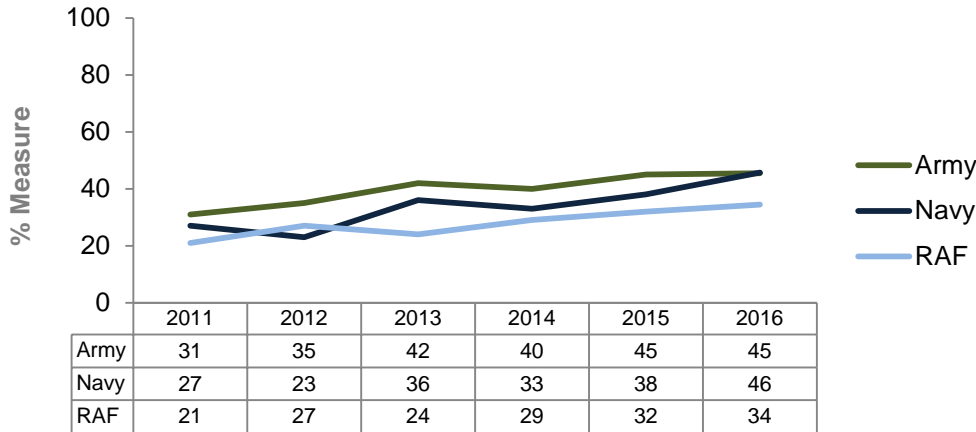
50. Please indicate how you feel about the following statements: I would advise others in a similar situation not to report sick if they can avoid it

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (3,656), Army (2,322), Navy (785), RAF (549)
 % measure equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Almost half of recruits (45%) agreed that they would advise others not to report sick if they can avoid it. This is an increase since 2015 (41%). This is the second consecutive annual increase.
- This increase is partly driven by Royal Navy recruits who were more likely to say they would advise others not to do so (38% to 46%).

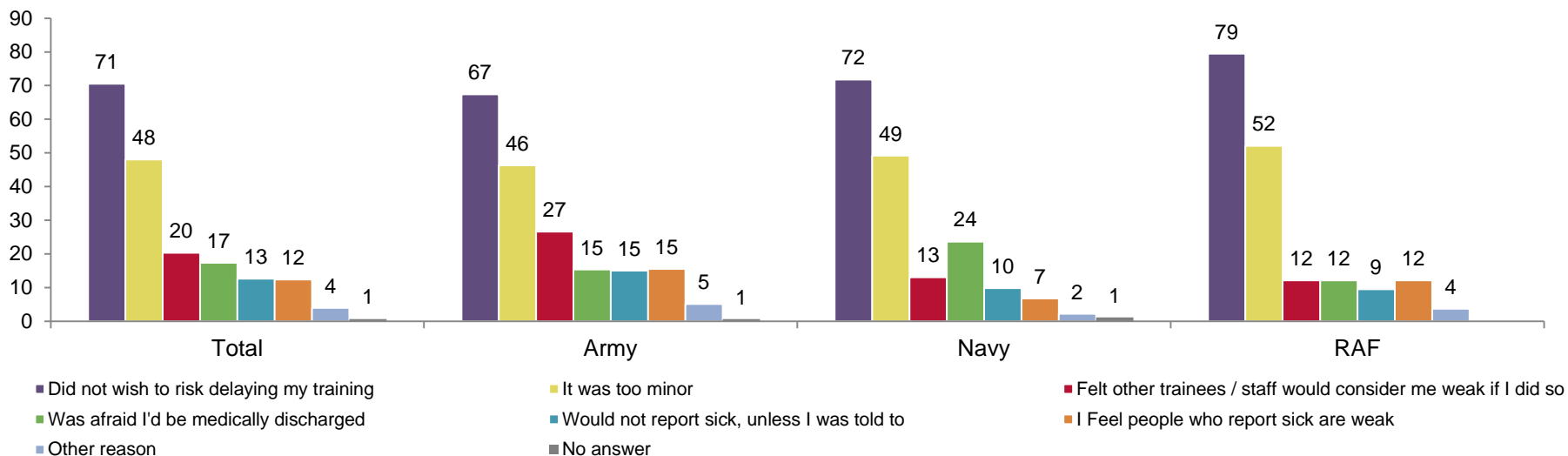


Reason for not reporting illness or injury

51. Why did you not report it?

Number of respondents (all Phase 1 respondents who were ill or injured and did not report it): Total (1,230), Army (672), Navy (368), RAF (190)

Current year results (%)



Additional information

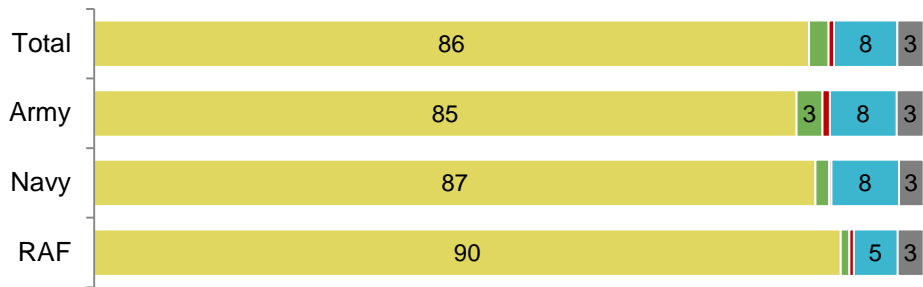
- The most common reason for not reporting ill or injured was to avoid the risk of delaying training (71%), followed by it being too minor (48%).
- These top two reasons were ranked in the same order in the 2013, 2014 and 2015 reports and is mirrored across the Services.

Result of not reporting sick

52. What was the result of not reporting sick?

Number of respondents (all Phase 1 respondents who were ill or injured and did not report it): Total (1,230), Army (672), Navy (368), RAF (190)
 Comments and significant differences based on % saying 'no impact'

Current year results



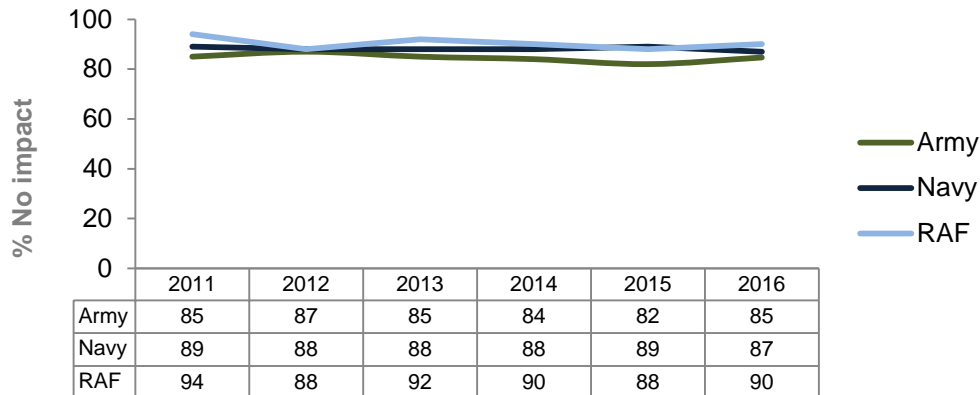
- No impact
- Illness/injury worsened - forced to temporarily leave training to recover
- Illness/injury worsened - forced to leave unit to recover
- Other impact
- No answer

Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

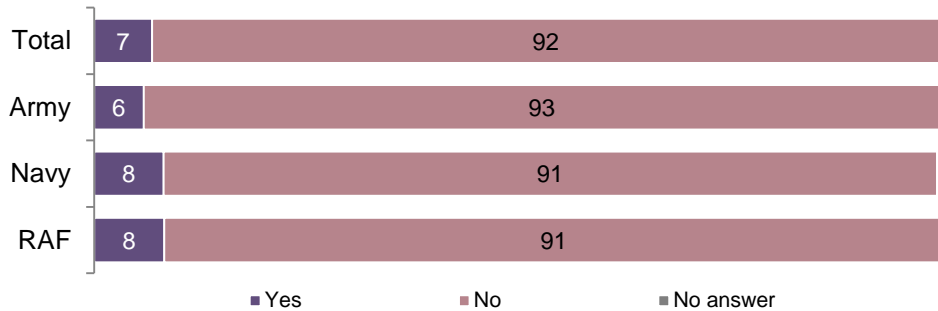
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Repeating training

54. Did you have to repeat training?

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
 Comments and significant differences based on proportion who say 'yes'

Current year results

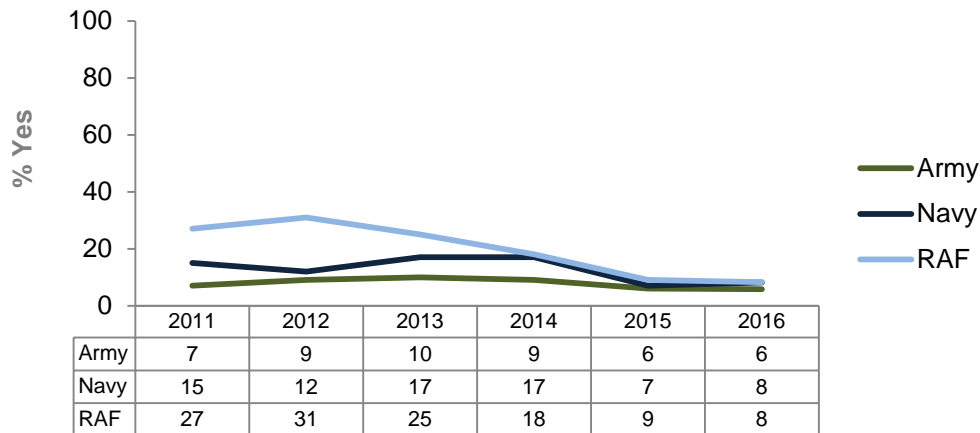


Differences

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

Additional information

Trend

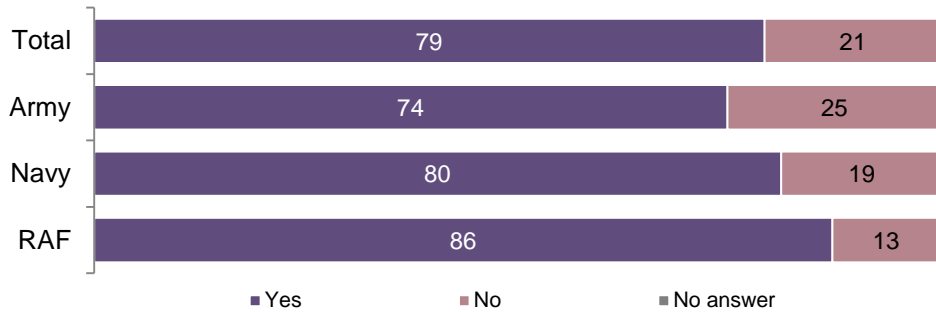


Personal warning of possibility of repeating training

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

Number of respondents (all Phase 1 respondents who had to repeat training): Total (559), Army (279), Navy (169), RAF (111)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

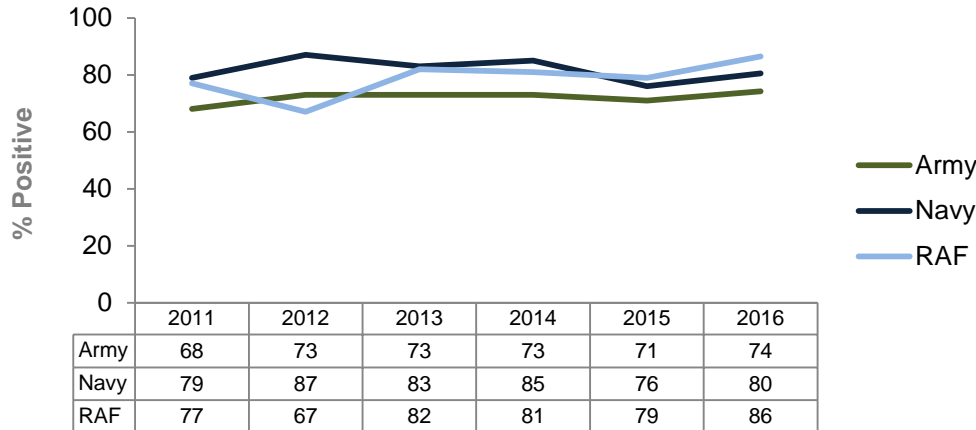


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

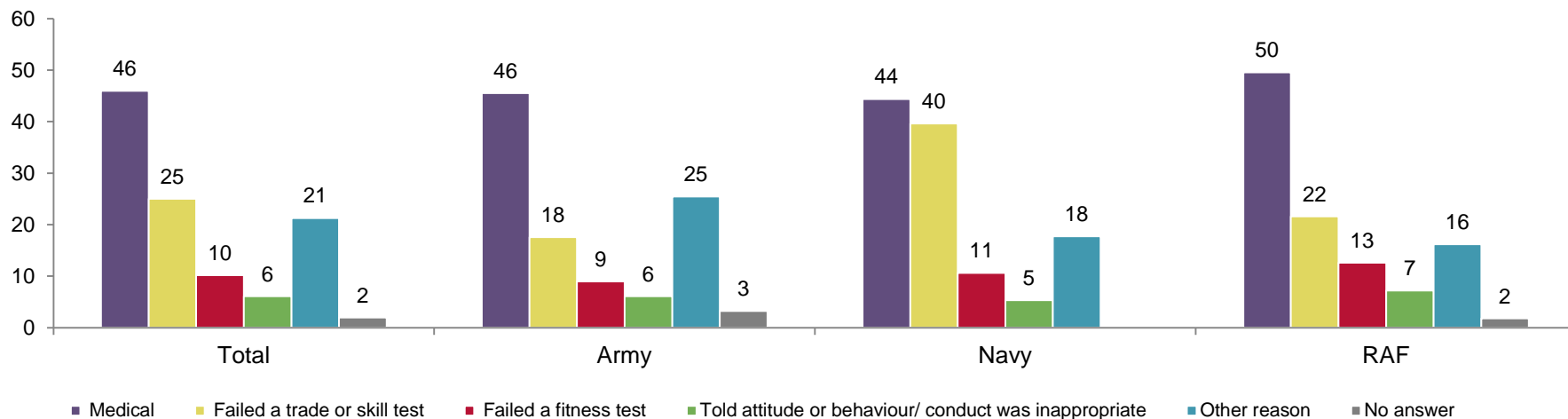


Reason given for repeating training

56. What reasons were you given for repeat training?

Number of respondents (all Phase 1 respondents who did repeat training): Total (559), Army (279), Navy (169), RAF (111)

Current year results (%)



Additional information

- The most common reason for repeating training at an overall level was medical reasons (46%). This was also the most cited reason in 2014 and 2015 and is the top mention across all Services. For Royal Navy recruits who repeated training, failing a trade or skill test was also a notable factor (40%).
- For those who answered 'other reason' some common themes in their verbatim comments include failing a training exercise, fitness test or inspection, and personal or compassionate reasons.



General

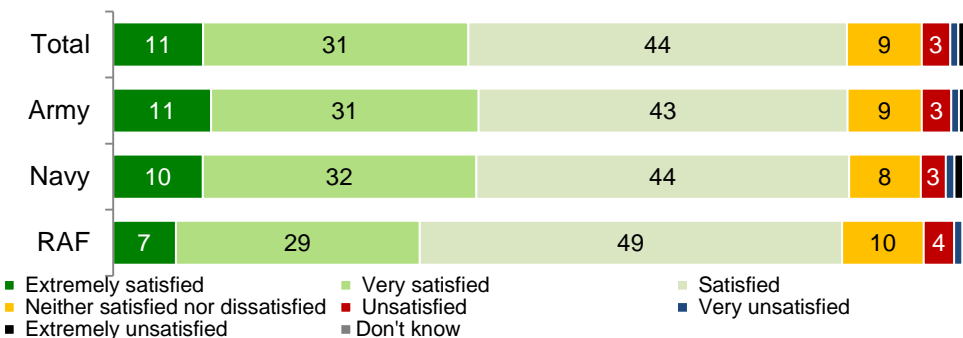
Satisfaction with training experience

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

% positive equals the proportion who say 'Extremely satisfied, Very satisfied or Satisfied' – comments and significant differences based on this

Current year results

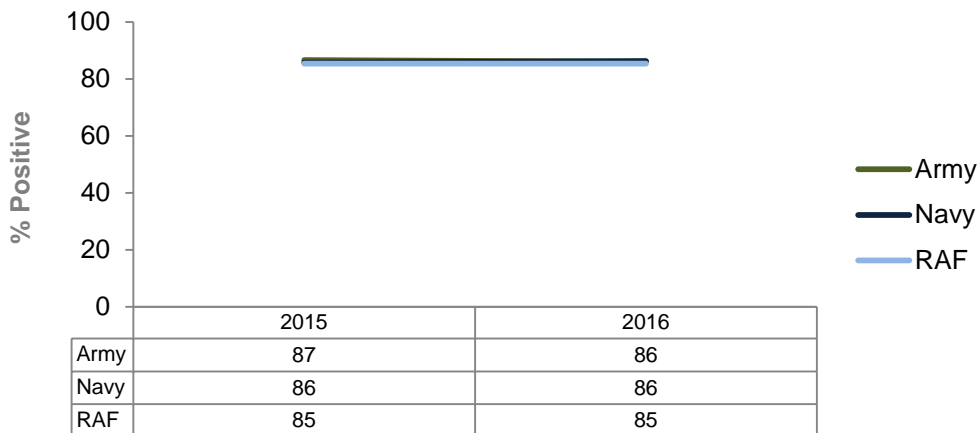


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

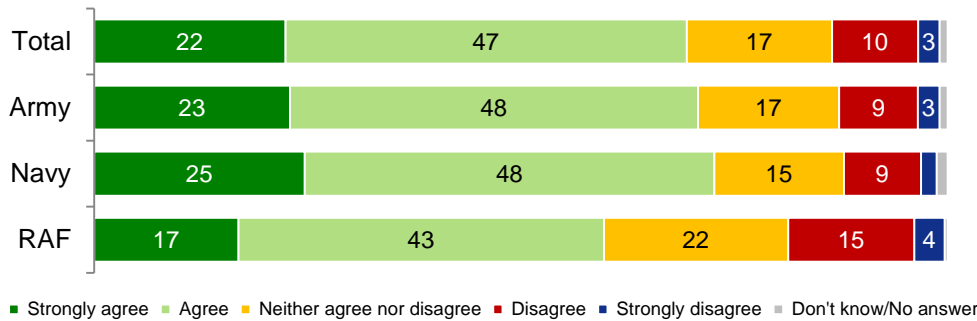
Regular feedback on performance

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



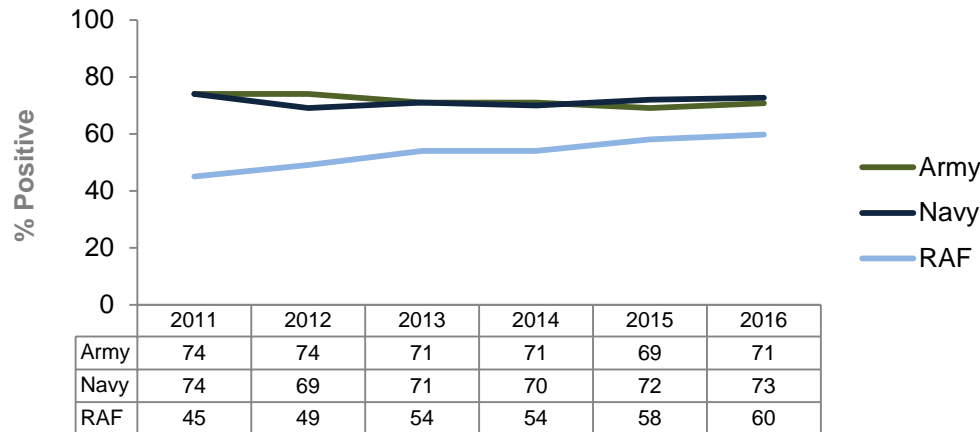
Differences

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

Additional information

- Over two thirds of recruits (69%) agreed that they received regular feedback on their performance. This is a slight increase from 2015 (67%).
- There have been no significant changes at service level, the RAF had maintained the increased level of satisfaction seen in 2015.

Trend



Please refer to notes page for base size of previous years



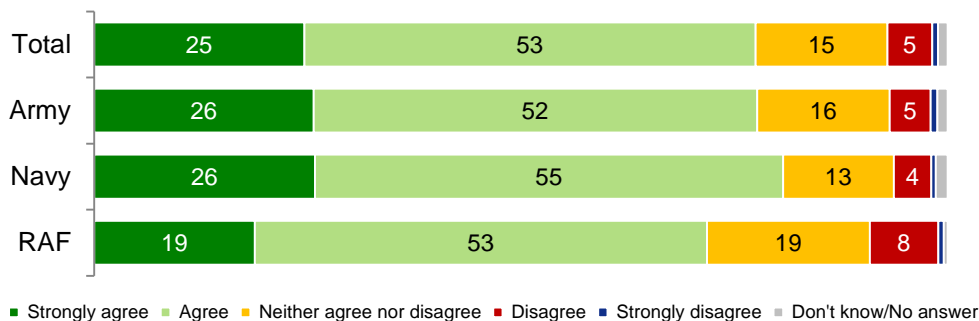
Explanation of reasons for doing things

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



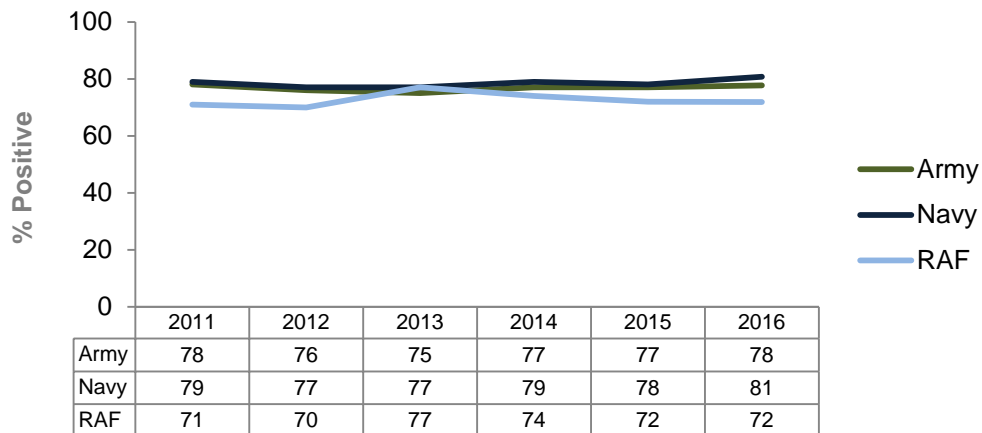
Differences

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

Additional information

- Over three quarters of recruits (77%) agreed that the reasons for doing things were explained to them. This is a slight increase from 2015 (76%).

Trend



Please refer to notes page for base size of previous years

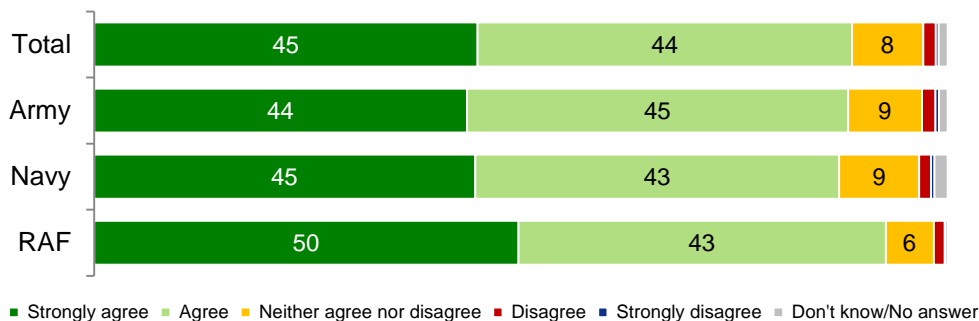
Commitment of staff/instructors to support success

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



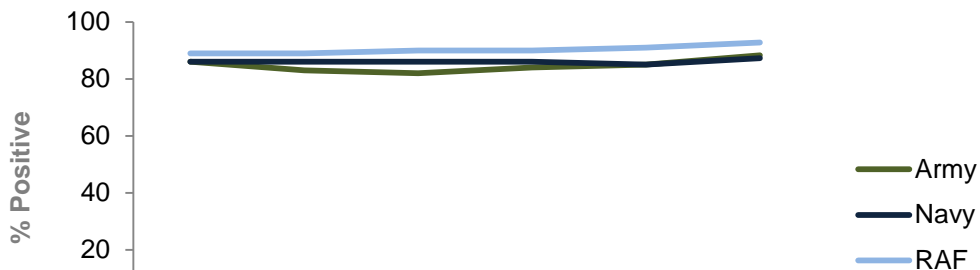
Differences

	Army	Navy	RAF
Comparison with previous year	▲	▲	▲

Additional information

- Most recruits (89%) agreed that staff and instructors did all they could to help them succeed in their training. This is an increase from 2015 (87%).
- This increase is driven by all services:
 - Army 85% to 88%
 - Royal Navy 85% to 87%
 - RAF 91% to 93%

Trend



	2011	2012	2013	2014	2015	2016
Army	86	83	82	84	85	88
Navy	86	86	86	86	85	87
RAF	89	89	90	90	91	93

Please refer to notes page for base size of previous years

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

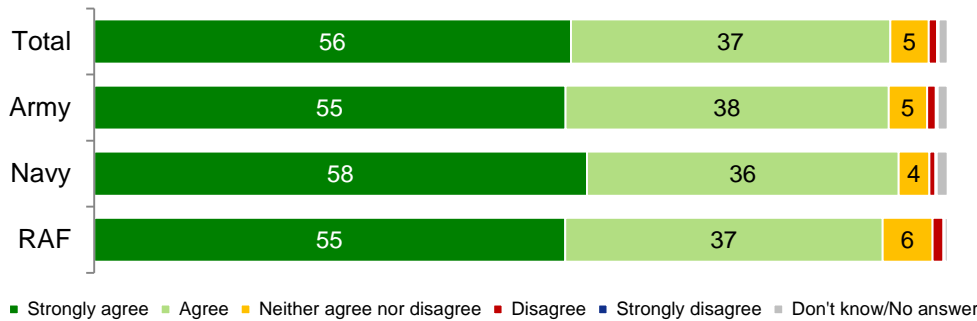
Personal benefit from the course

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

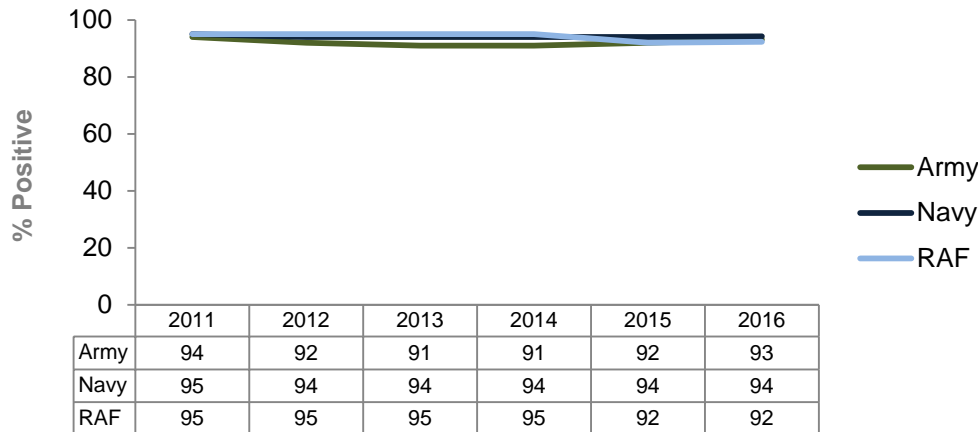
Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- More than nine out of ten recruits (93%) agreed that they felt they personally benefitted from their Phase 1 training course. This is an increase from 2015 (92%).
- Army recruits were more likely to agree with this statement than last year (92% to 93%).



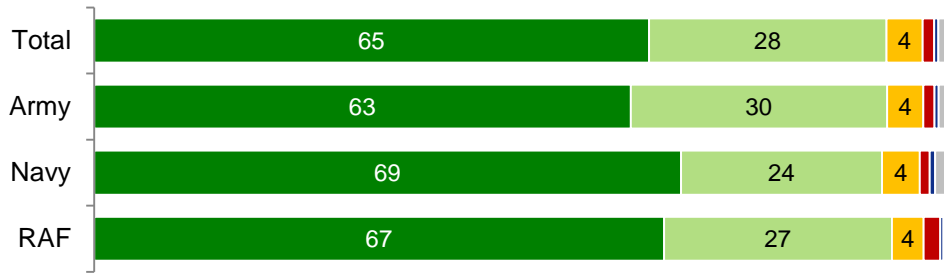
Sense of achievement

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



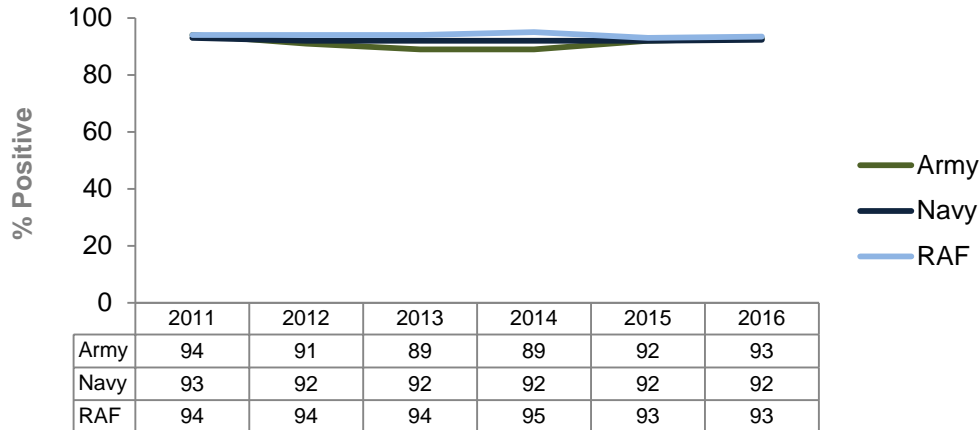
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know/No answer

Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years



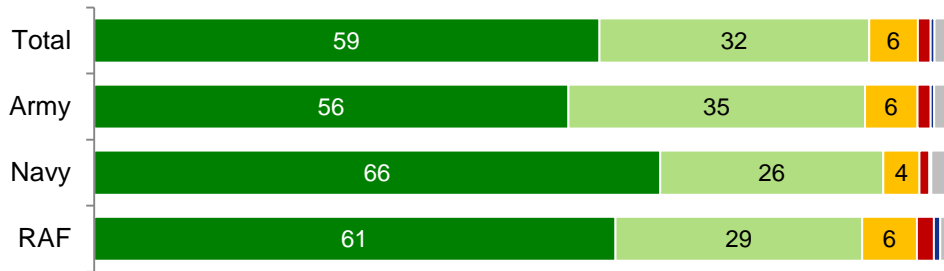
Challenge

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



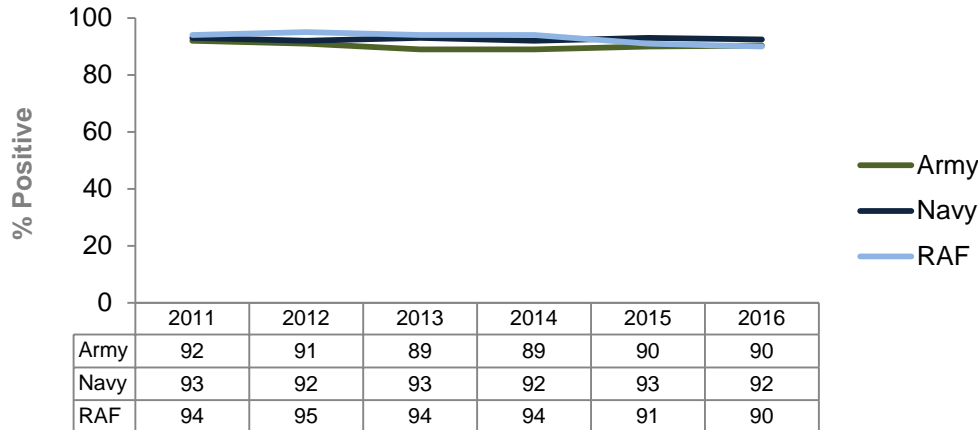
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know/No answer

Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years



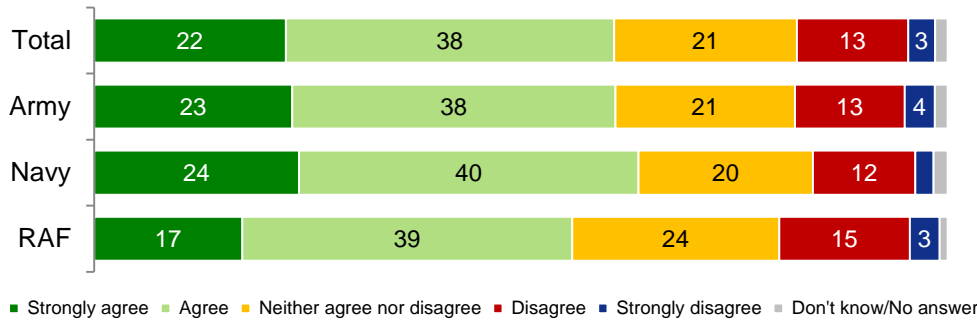
Training comparison to expectations

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results

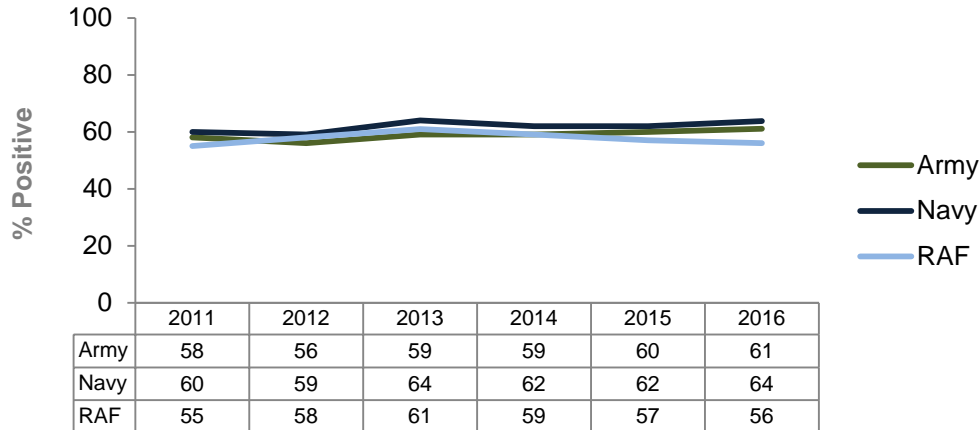


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

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

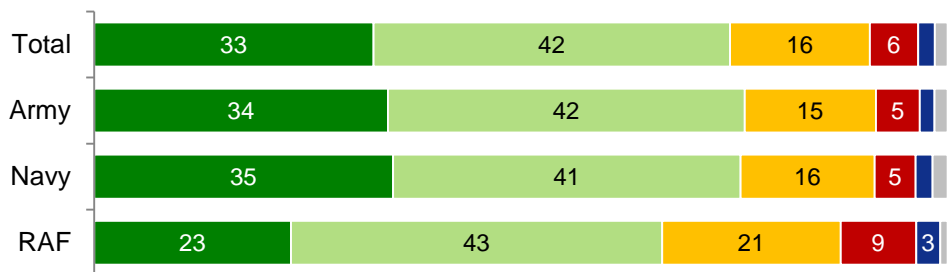
Enjoyment

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



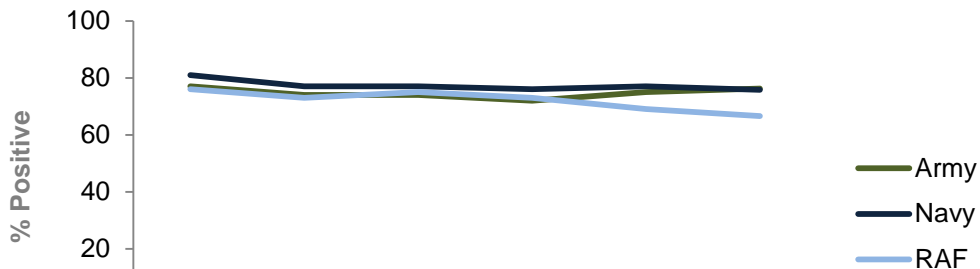
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know/No answer

Differences

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

Additional information

Trend



	2011	2012	2013	2014	2015	2016
Army	77	74	74	72	75	76
Navy	81	77	77	76	77	76
RAF	76	73	75	73	69	67

Please refer to notes page for base size of previous years



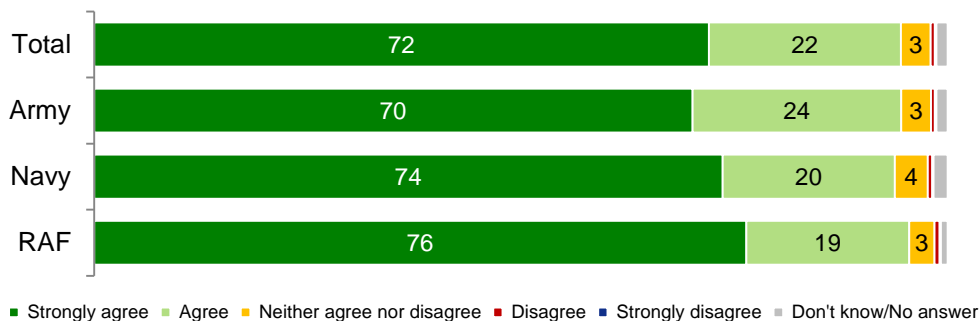
Pride

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

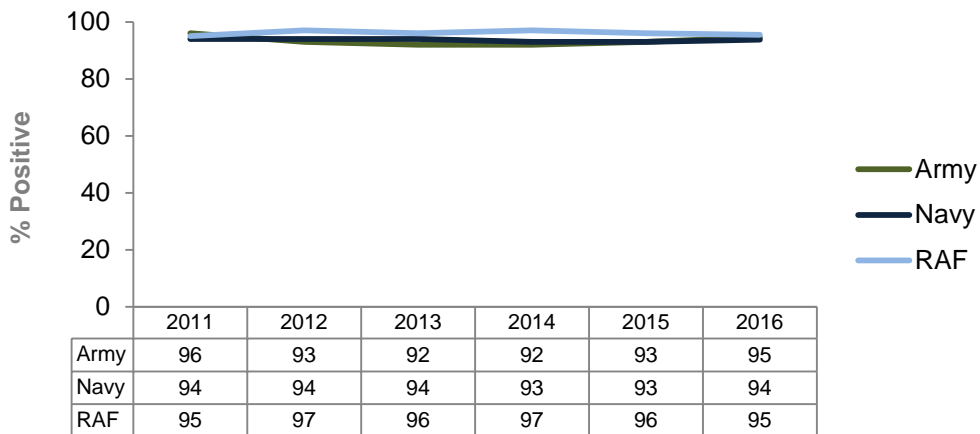
Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- The majority of recruits (95%) felt proud to be in their Service.
- Less than 1% of recruits disagreed with this statement.
- Army recruits were more likely to agree with this statement than in 2015 (93% to 95%).

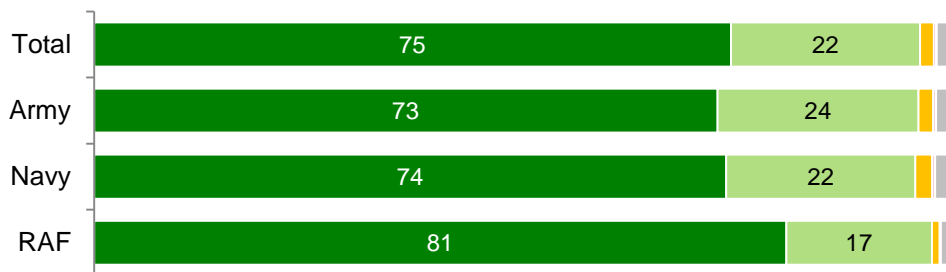
Understanding of core values

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



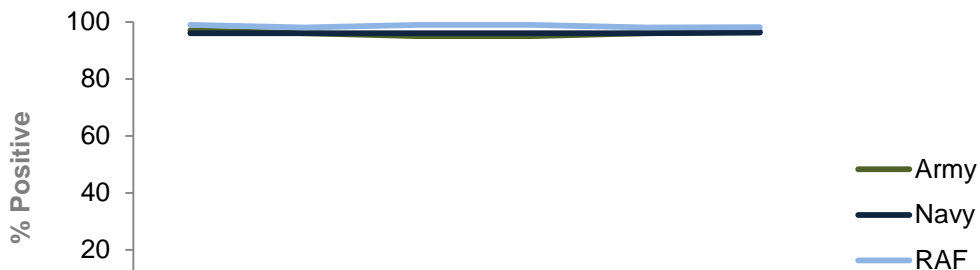
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Don't know/No answer

Differences

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

Additional information

Trend



	2011	2012	2013	2014	2015	2016
Army	97	96	95	95	96	97
Navy	96	96	96	96	96	96
RAF	99	98	99	99	98	98

Please refer to notes page for base size of previous years

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

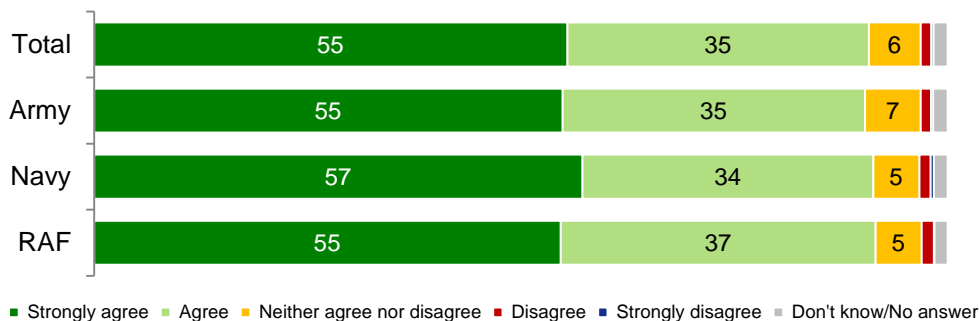
Military personnel upholding core values

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



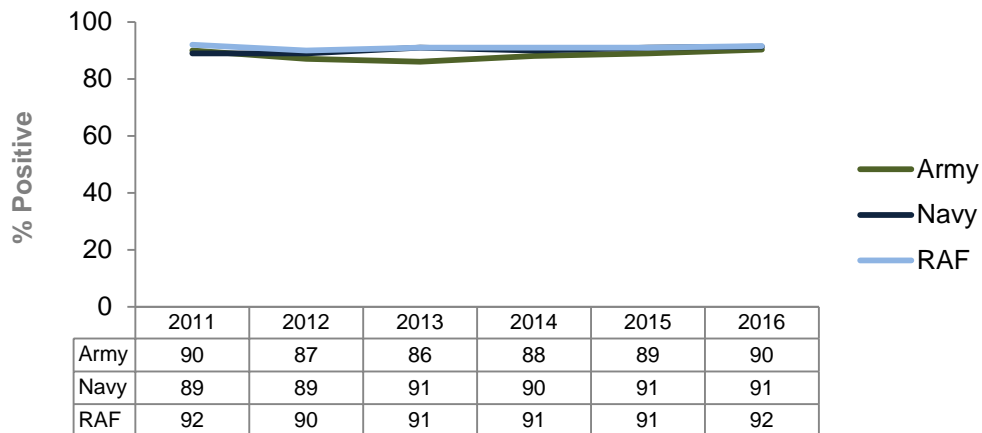
Differences

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

Additional information

- Nine out of every ten recruits (91%) believed that military personnel upheld the core values of their Service. This is an increase from 2015 (90%).

Trend



Please refer to notes page for base size of previous years

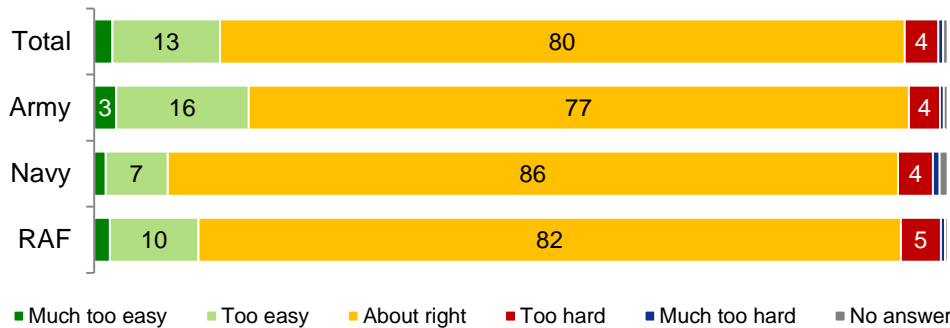


Course ease or difficulty

59a. Do you feel the course was.?

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)
 % positive equals the proportion who say 'about right' – comments and significant differences based on this

Current year results



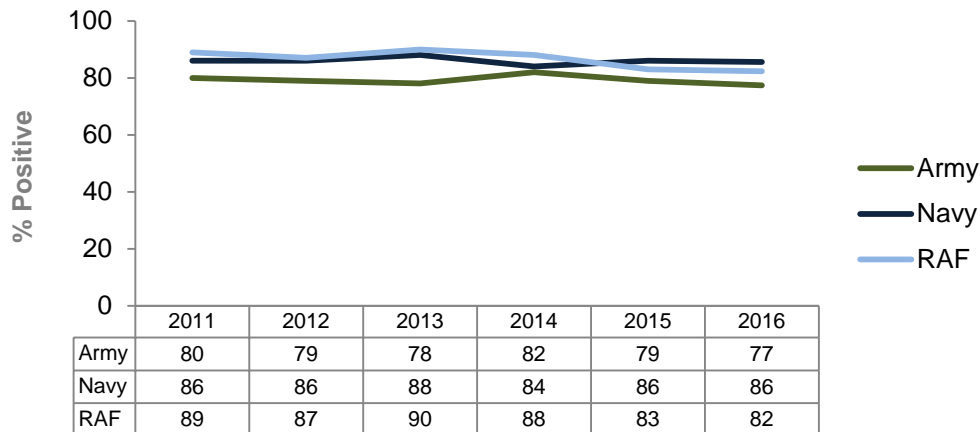
Differences

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

Additional information

- Four out of every five recruits (80%) felt that the course was the right level of ease/difficulty. This is a decrease from 2015 (82%). This is the second consecutive year of decrease for this measure.
- This decline is primarily driven by Army recruits who were less likely to think the course was about right again this year (79% in 2015 down to 77%).
- Of those recruits that do not think training was about right most recruits thought that the training was too easy or much to easy.

Trend



Please refer to notes page for base size of previous years



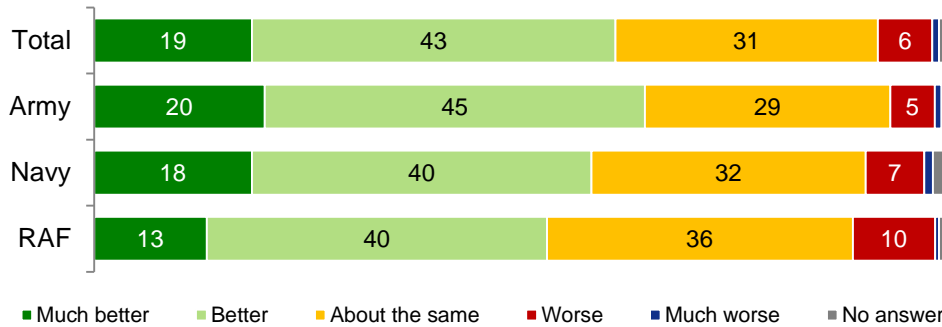
Life in Service in comparison to expectations

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results

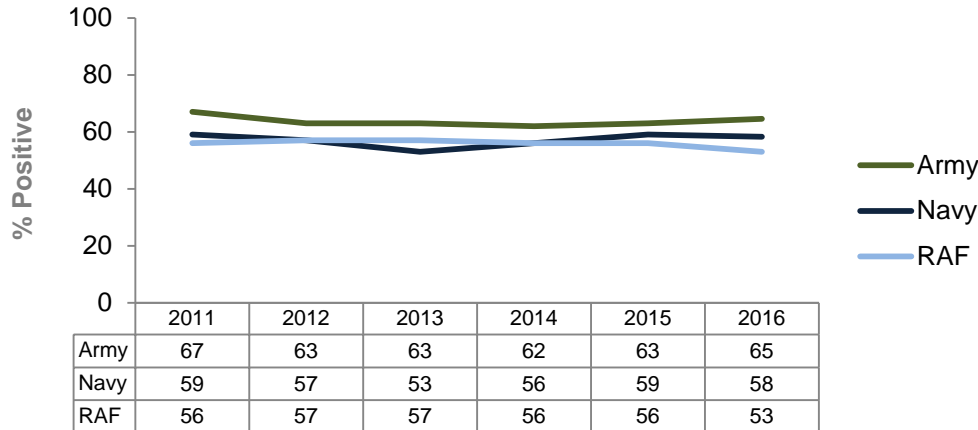


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years



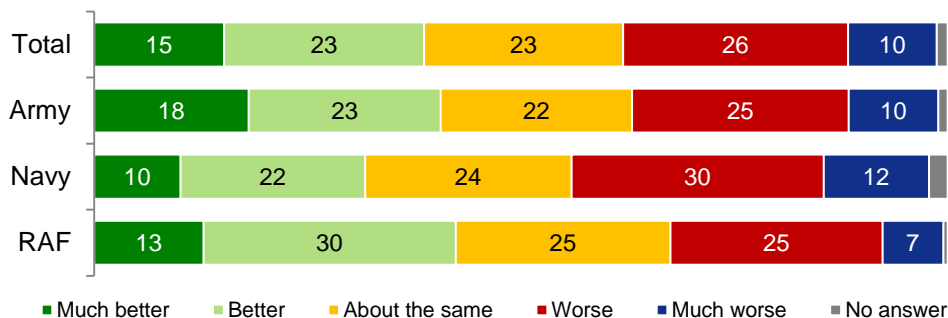
Perceptions of pay compared with non-military friends at home

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results



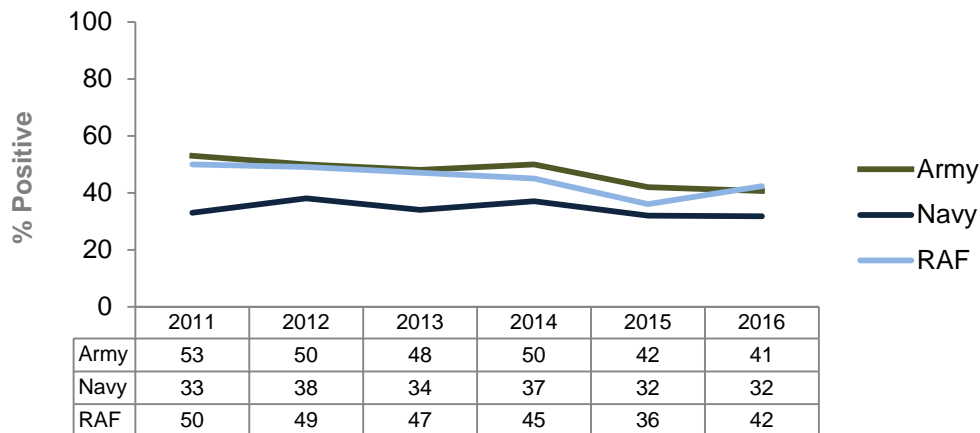
Differences

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

Additional information

- Almost two out of five recruits (39%) believed that their pay is better or much better than their non-military friends at home.
- RAF recruits are more likely to say their pay is better than their non-military friends than in 2015 (36% to 42%).

Trend



Please refer to notes page for base size of previous years

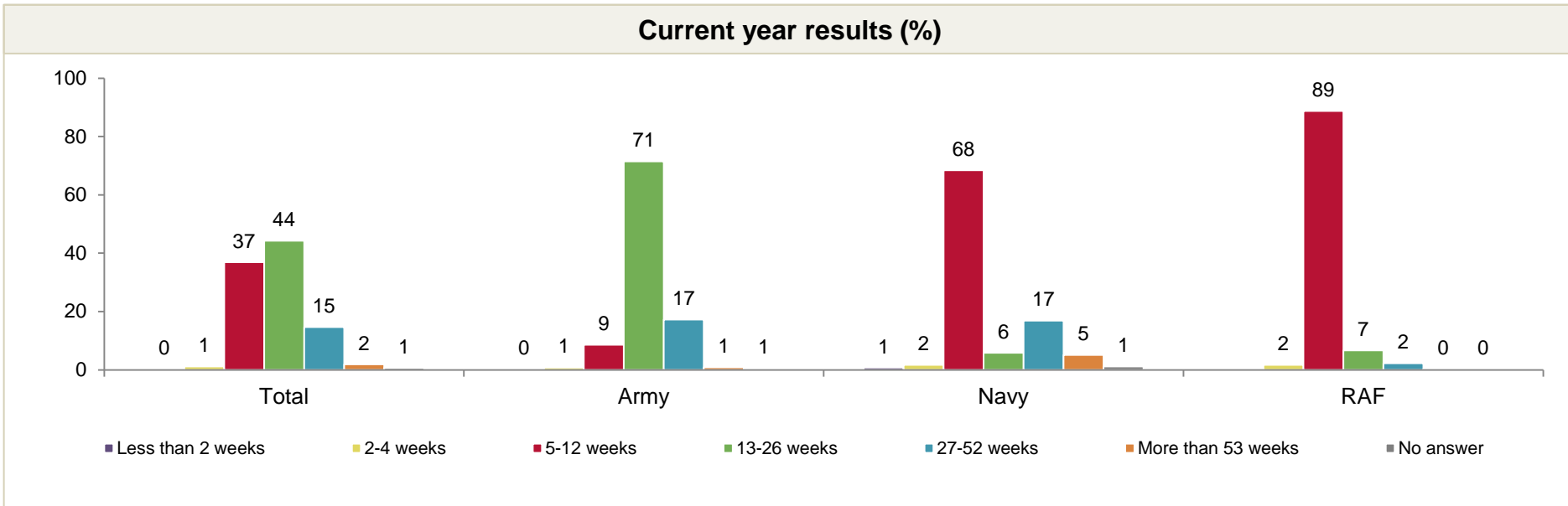


Hopes for the future

Length of time at unit for training course

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

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)



Additional information

- The most common length of time spent on Phase 1 training courses at an overall level was 13-26 weeks (44%) and then 5-12 weeks (37%).
- This varies across services; the Army recruits largely experiencing the longer course length (71% 13-26 weeks), whereas the Navy recruits (68%) and RAF recruits (89%) were more likely to be attending 5-12 week courses.

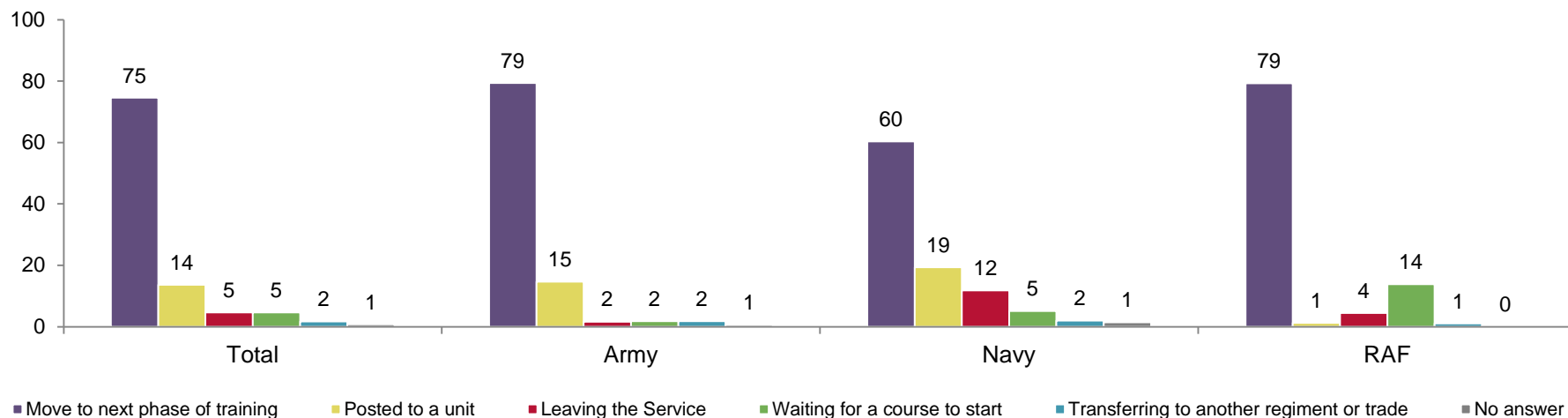
Aggregated totals may not add up to 100% due to rounding.

Plan for after training

67. What are you doing next?

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

Current year results (%)



Additional information

- Having completed their Phase 1 training course, three quarters of recruits (75%) were moving onto their next phase of training.
- There has been an increase in the proportion of recruits being posted to a unit since 2015 with 14% being posted compared to 9% in 2015. There has also been a decrease in the proportion of recruits saying they were planning to leave the service (9% to 5%), or to be waiting for a course to start (6% to 5%).
- This pattern is mirrored for the Army with just 2% stating that were planning to leave (down from 8%).

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

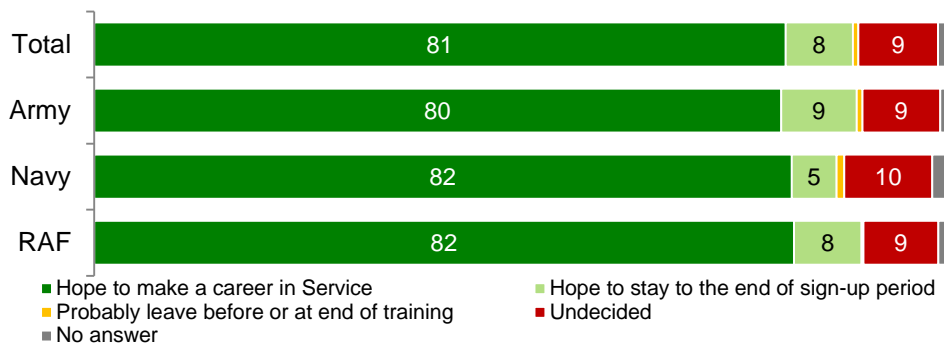


Hopes for the future

68a. What are your hopes for the future?

Number of respondents (all Phase 1 respondents who are going onto the next stage of training): Total (7,837), Army (4,716), Navy (1,833), RAF (1,288)
 % positive equals the proportion who say 'hope to make a career in Service' – comments and significant differences based on this

Current year results

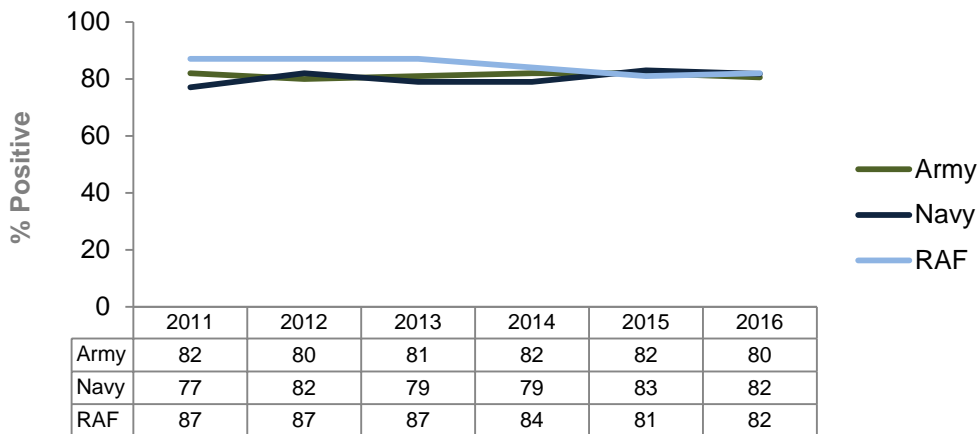


Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

Trend



Please refer to notes page for base size of previous years

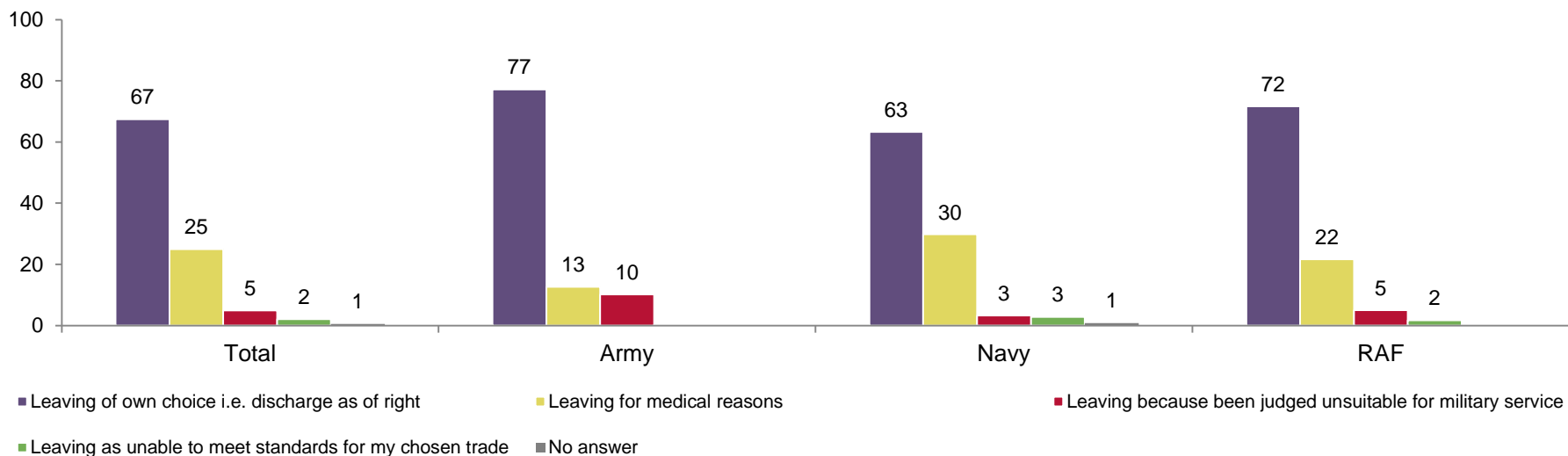
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Reasons for leaving the Service

69. Why are you leaving the Service?

Number of respondents (all Phase 1 respondents who are leaving the Service): Total (384), Army (79), Navy (245), RAF (60)

Current year results (%)



Additional information

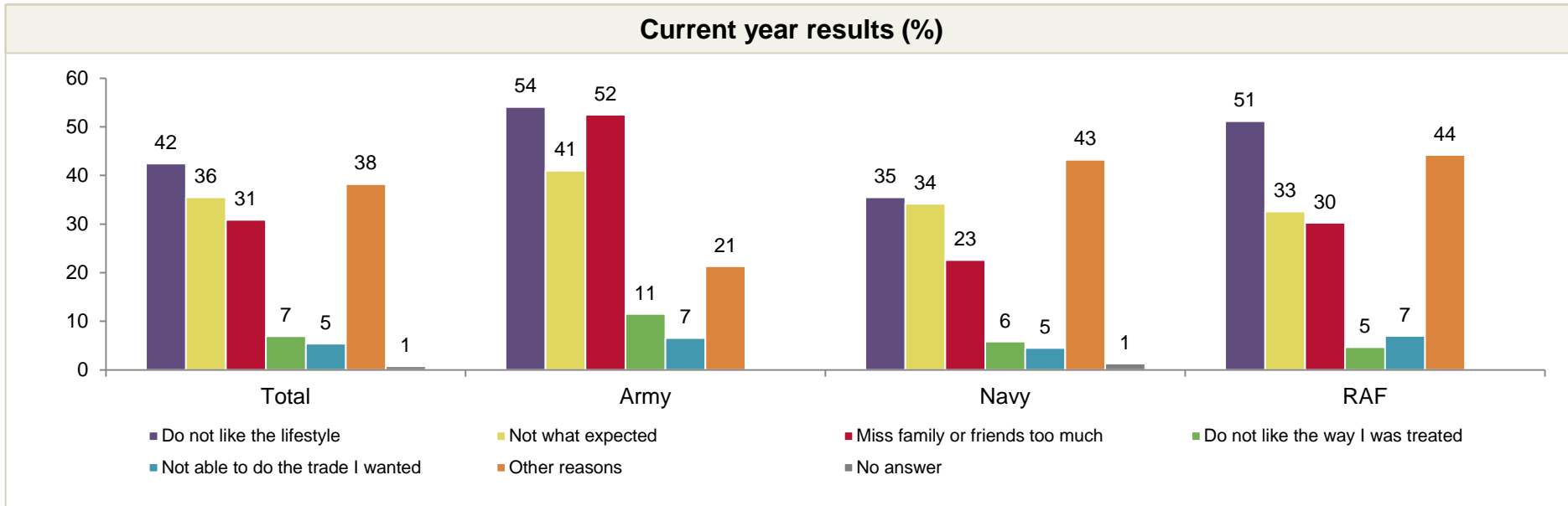
- The main reason given by recruits who were leaving the Service was discharge as of right (67%). This has increased from 2015 (61% to 67%). This is the second consecutive year in which this measure has increased.
- This increase is primarily driven by the proportion of Army recruits leaving for this reason (60% to 77%).

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

Reasons for leaving the Service by own choice

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

Number of respondents (all Phase 1 respondents who are leaving the Service by own choice): Total (259), Army (61), Navy (155), RAF (43)



Additional information

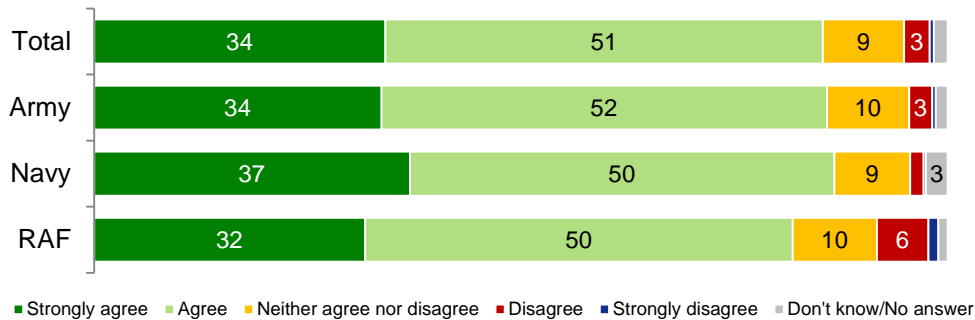
- The most common reason given by recruits for leaving the Service of their own choice was that they did not like the lifestyle (42%). The Service not being what they had expected (36%) and missing their family and friends too much (31%) also feature as personal reasons for leaving. This pattern is consistent with 2015 results.
- For recruits choosing 'other', some of the most common reasons given in verbatim comments were family or personal problems, or a desire to join another Service or trade.

Preparedness to go onto the next stage of career

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

Number of respondents (all Phase 1 respondents who are not leaving the Service): Total (7,837), Army (4,716), Navy (1,833), RAF (1,288)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

Current year results



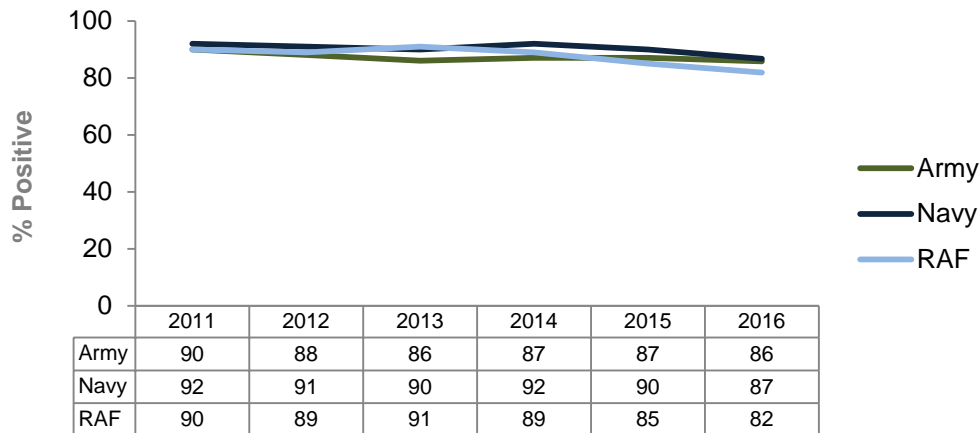
Differences

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

Additional information

- Most recruits (85%) felt prepared to go onto the next stage of their career. However this has decreased since 2015 (87% to 85%). This is the second consecutive year in which this measure has fallen.
- A smaller proportion of Royal Navy and RAF recruits feel prepared to go onto the next stage of their training than in 2015 (90% to 87% and 85% to 82% respectively).

Trend



Please refer to notes page for base size of previous years

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

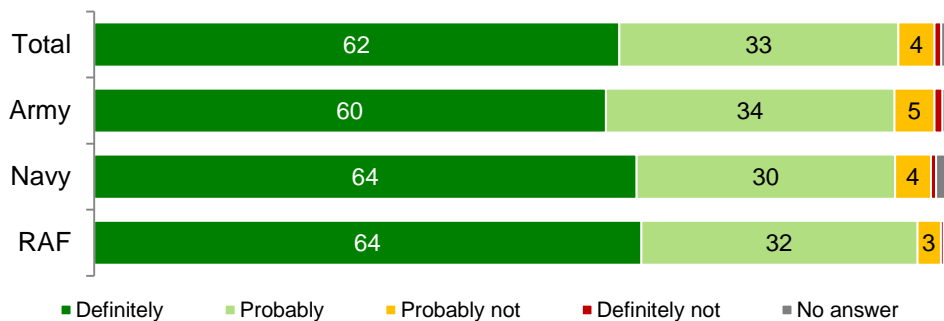
Recommendation of joining Service

73. Would you recommend joining your Service to others?

Number of respondents (all Phase 1 respondents): Total (8,221), Army (4,795), Navy (2,078), RAF (1,348)

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

Current year results

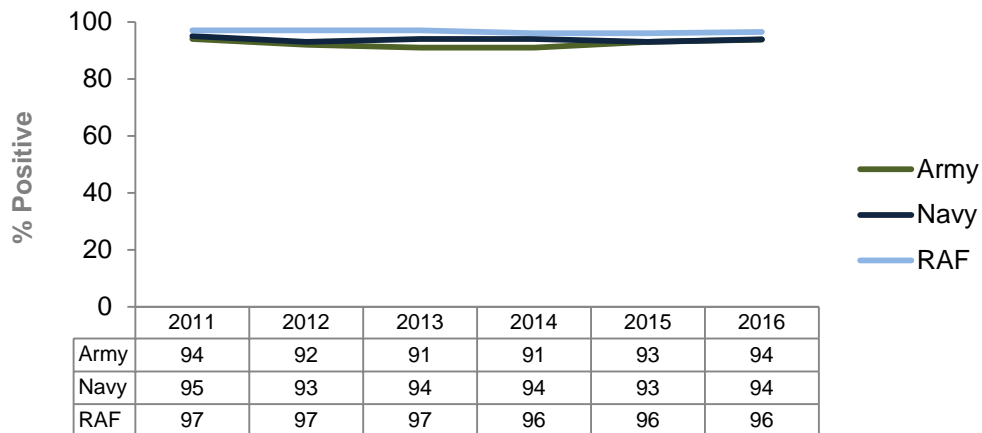


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years



Phase 2

Detailed findings



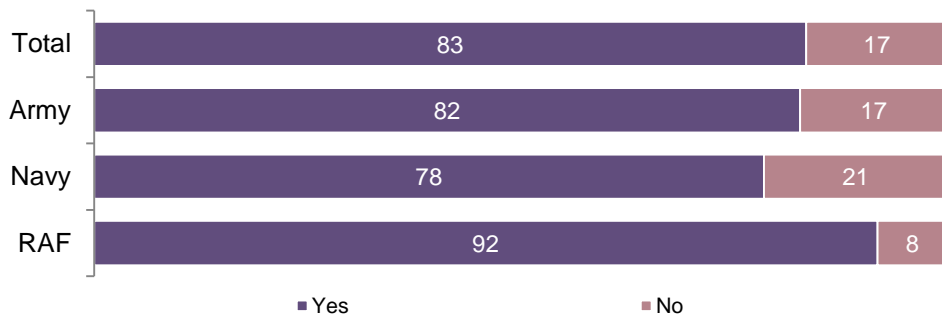
Recruitment and preparing for training

First Phase 2 training course

17. Is this your first Phase 2 training course?

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



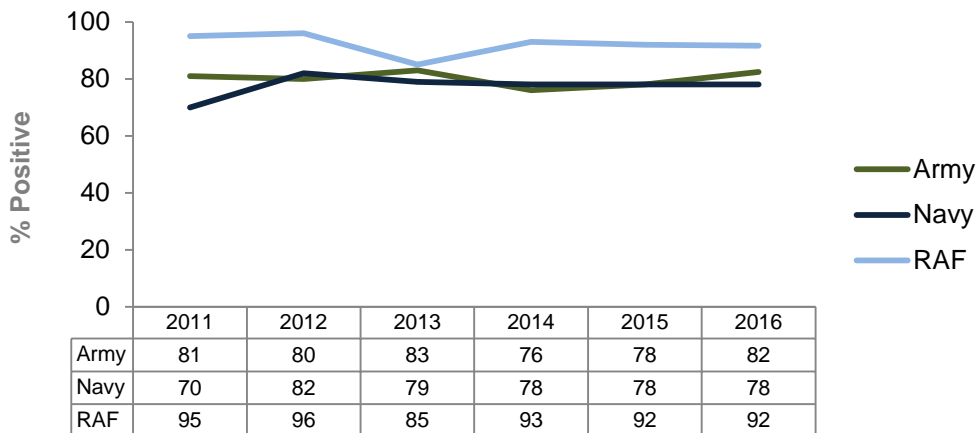
Differences

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

Additional information

- Just over four in five trainees (83%) stated they were on their first Phase 2 training course.
- There has been an increase in Army trainees stating that they are on their first Phase 2 course since 2015 (78% to 82%).

Trend



Please refer to notes page for base size of previous years

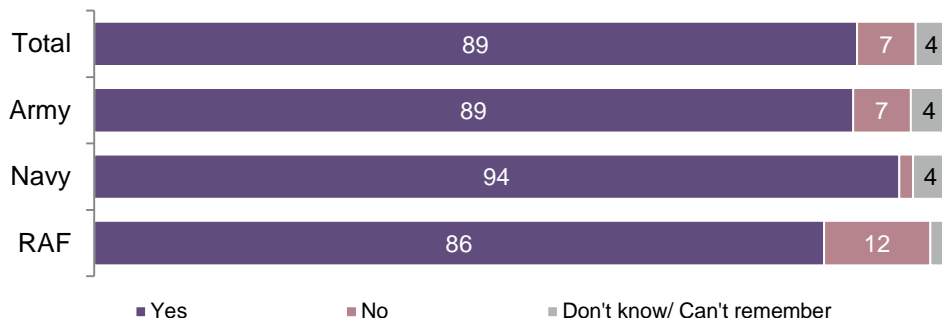
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Briefed on joining Phase 2 during Phase 1

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

Number of respondents (all Phase 2 respondents on their first Phase 2 training course): Total (4,878), Army (2,699), Navy (1,108), RAF (1,070)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



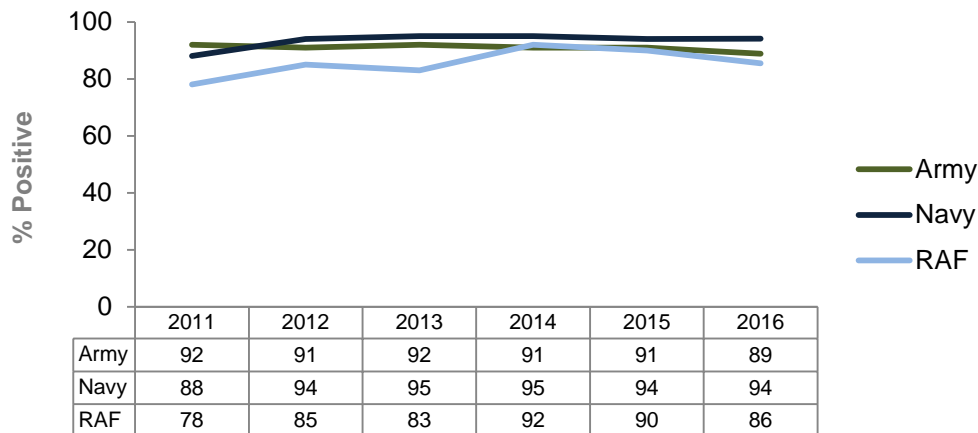
Differences

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

Additional information

- Nine out of ten trainees (89%) received a brief on joining their Phase 2 establishment during their Phase 1 training course.
- There have been decreases in the proportion of Army (91% to 89%) and RAF (90% to 86%) trainees receiving such a brief since 2015.

Trend



Please refer to notes page for base size of previous years

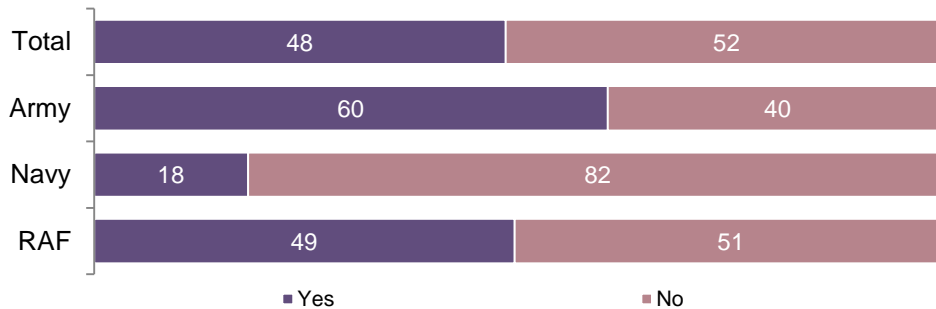
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Gap between Phase 1 and Phase 2

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

Number of respondents (all Phase 2 respondents on their first Phase 2 training course): Total (4,878), Army (2,699), Navy (1,108), RAF (1,070)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

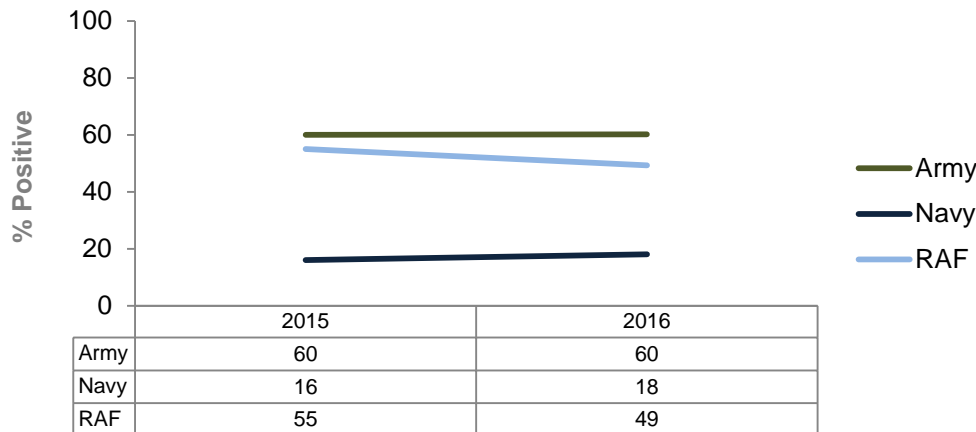
Current year results



Differences

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

Trend



Additional information

- Almost half of trainees (48%) had a gap of more than 1 week between Phase 1 and Phase 2 training when they weren't completing an activity or on leave.
- Compared with 2015, fewer RAF trainees had a gap of more than one week with no activity between their Phase 1 and Phase 2 course in 2016 (55% to 49%).

Please refer to notes page for base size of previous years

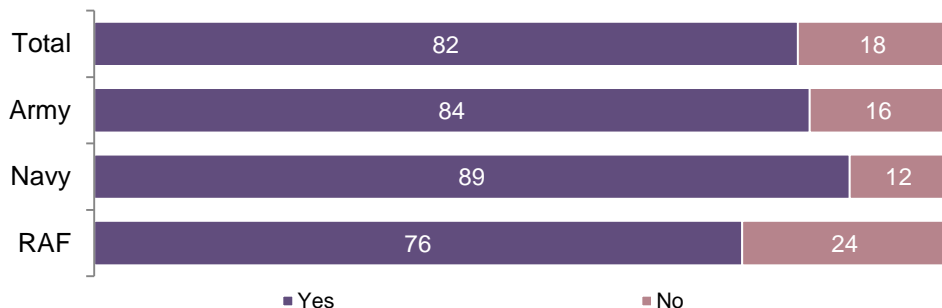


Gap between Phase 1 and Phase 2

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

Number of respondents (all Phase 2 respondents who had a gap of more than a week): Total (2,352), Army (1,624), Navy (200), RAF (527)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



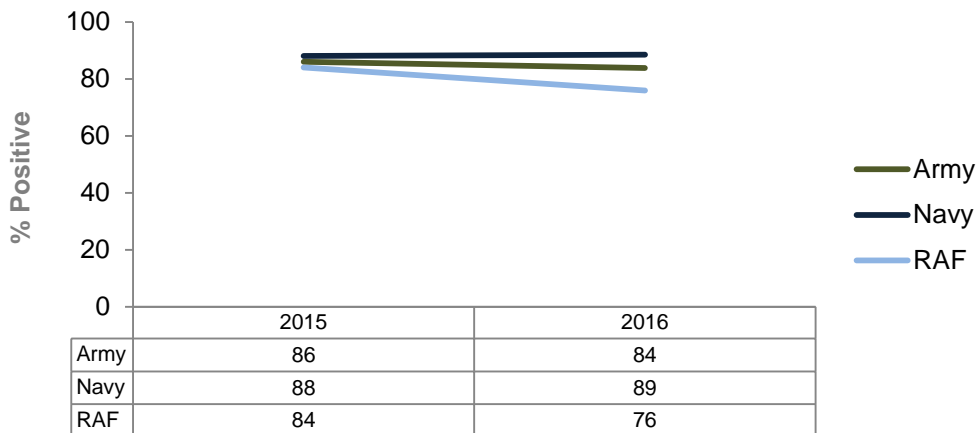
Differences

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

Additional information

- More than four out of every five trainees (82%) who had a gap of more than one week between their Phase 1 and Phase 2 courses felt that they were adequately managed during this gap with no activity.
- There has been a decrease in the proportion of RAF trainees who felt they were adequately managed during the gap since 2015 (84% to 76%).

Trend



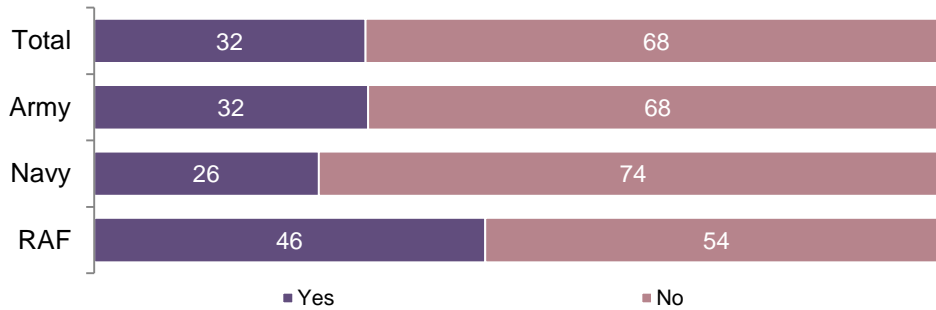
Please refer to notes page for base size of previous years

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

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

Number of respondents (all Phase 2 respondents not on their first Phase 2 training course): Total (969), Army (564), Navy (304), RAF (96)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

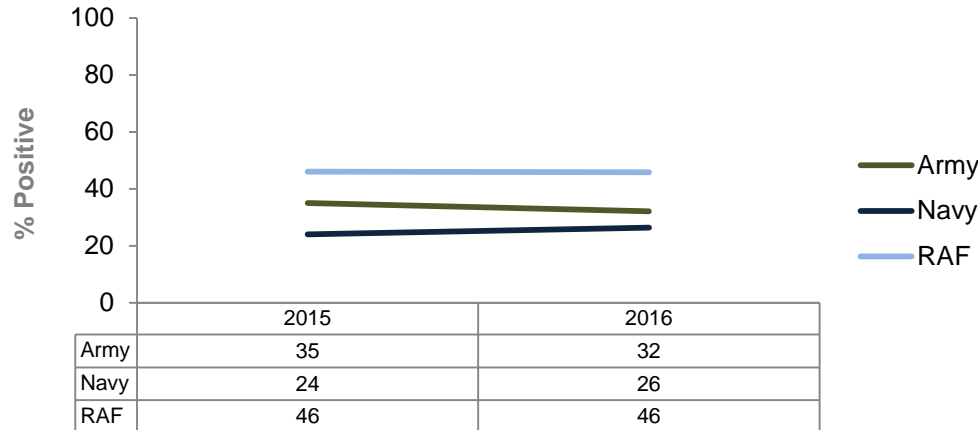


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

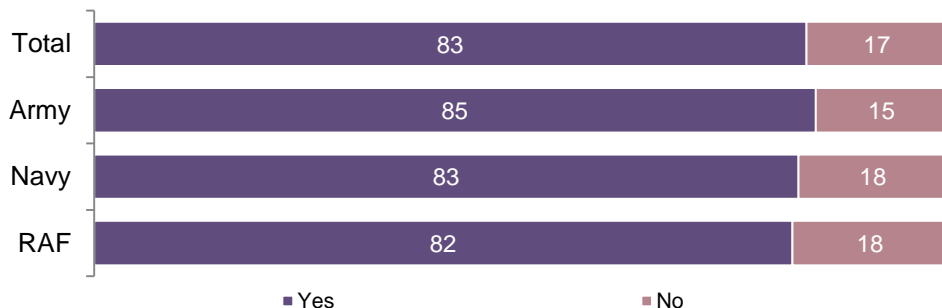


Adequate management during gap between Phase 1 and Phase 2

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

Number of respondents (all Phase 2 respondents who had a gap of more than a week): Total (308), Army (181), Navy (80), RAF (44)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



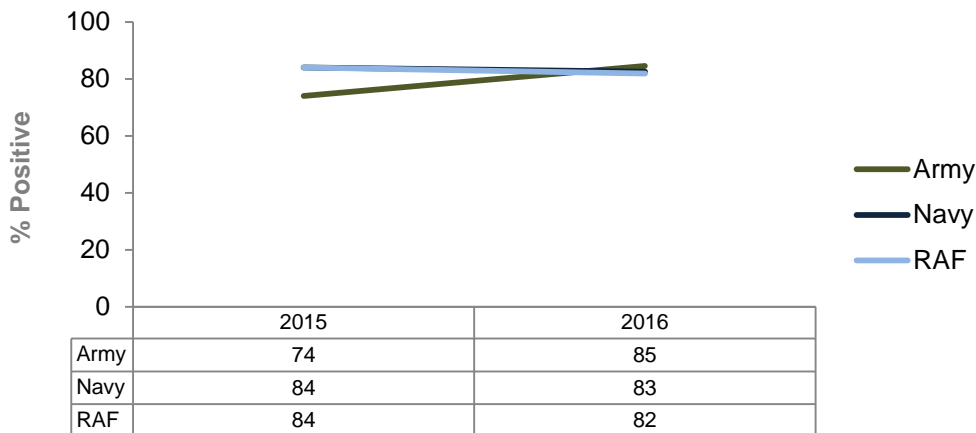
Differences

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

Additional information

- More than four out of every five trainees (83%) who had a gap of more than one week between their Phase 2 courses felt that they were adequately managed during this gap with no activity.
- There has been an increase in the proportion of Army trainees who felt they were adequately managed during the gap between Phase 2 courses since 2015 (74% to 85%).

Trend



Please refer to notes page for base size of previous years



Facilities and amenities

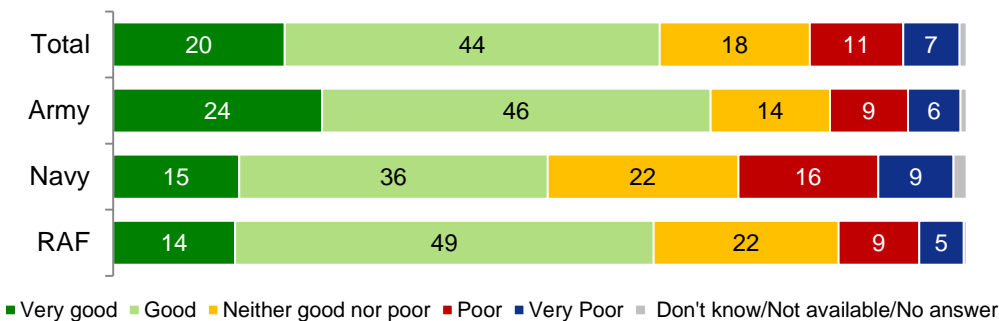
Rating: Standard of living accommodation

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

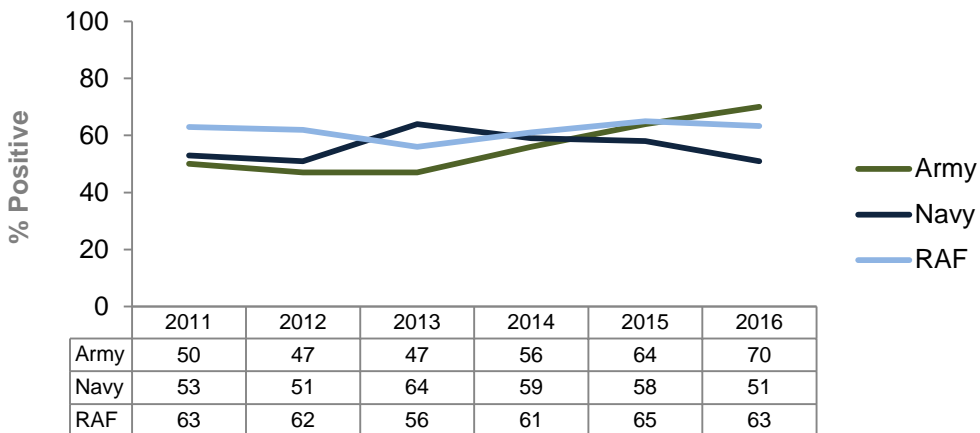
Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Nearly two thirds of all trainees (64%) felt that the standard of living accommodation was good or very good.
- There has been an increase in the number of Army trainees rating the standard of living accommodation as good or very good since 2015 (64% to 70%).
- However, there has been a decrease in the number of Royal Navy trainees rating the standard of living accommodation as good or very good since last year (58% to 51%).



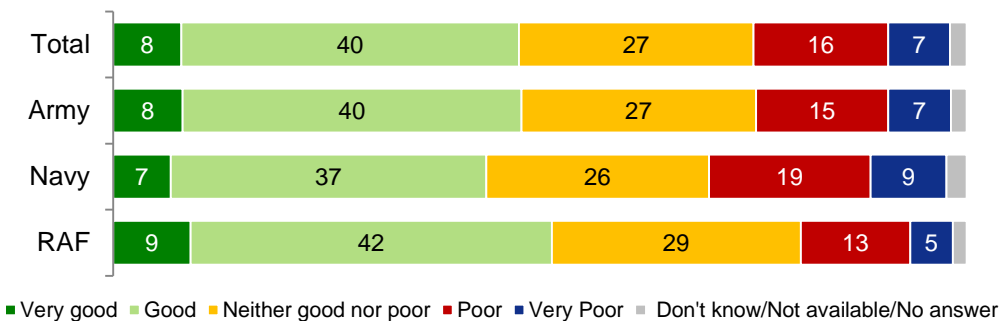
Rating: Things to do when off duty on site

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

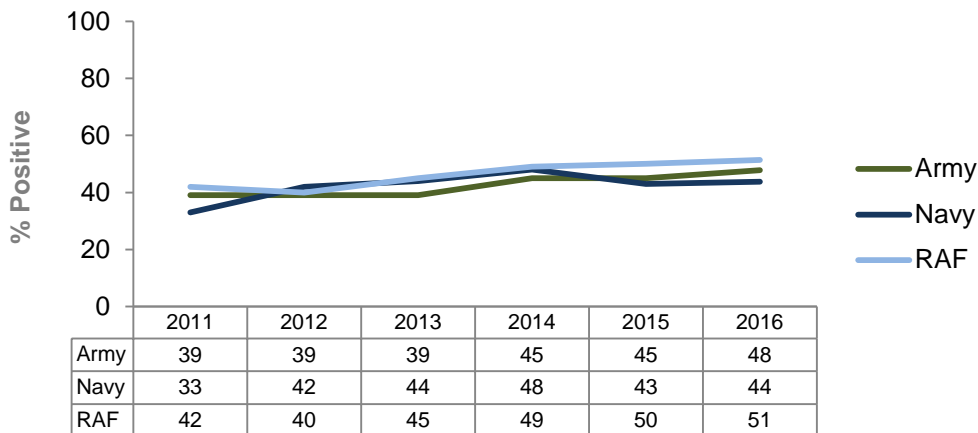
Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Almost half (48%) of trainees gave a positive rating for things to do when off duty on site. This is an increase compared with 2015 (46%).
- There has been an increase in the proportion of Army trainees who rated things to do when off duty on site positively since 2015 (45% to 48%).

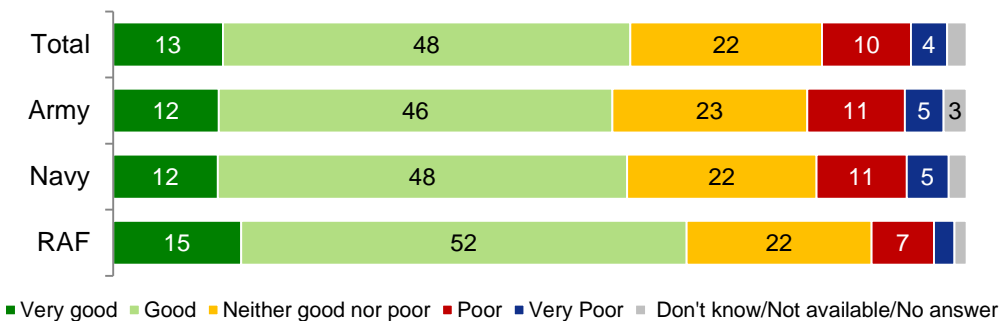
Rating: Things to do when off duty off site/locally

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results (%)

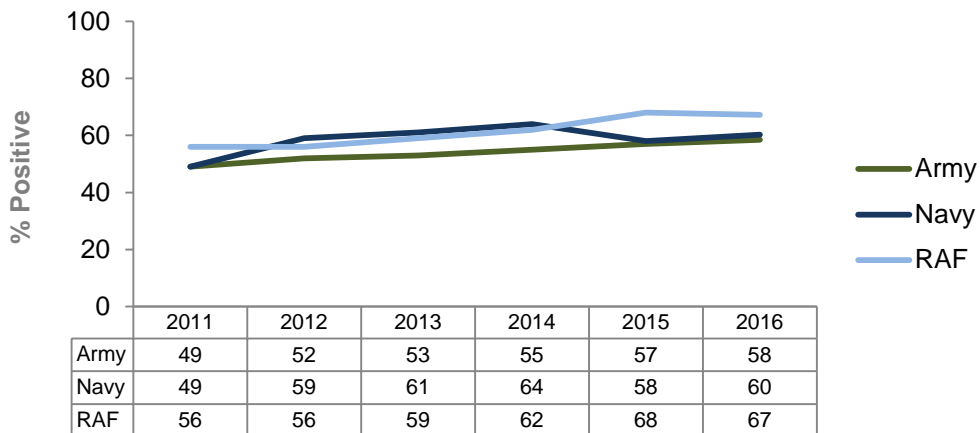


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

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

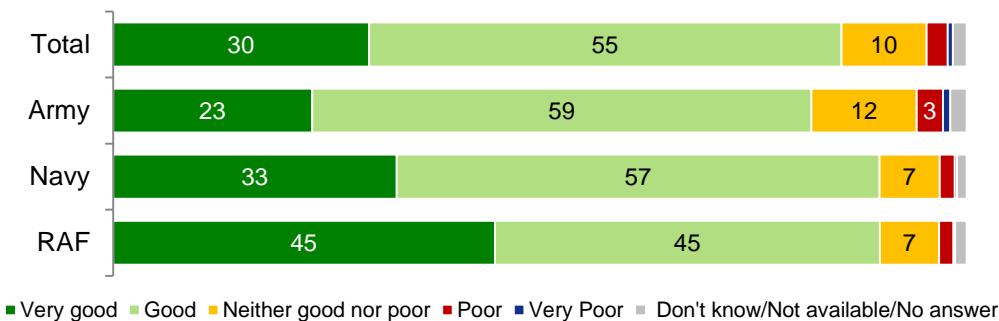
Rating: Sports facilities

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results

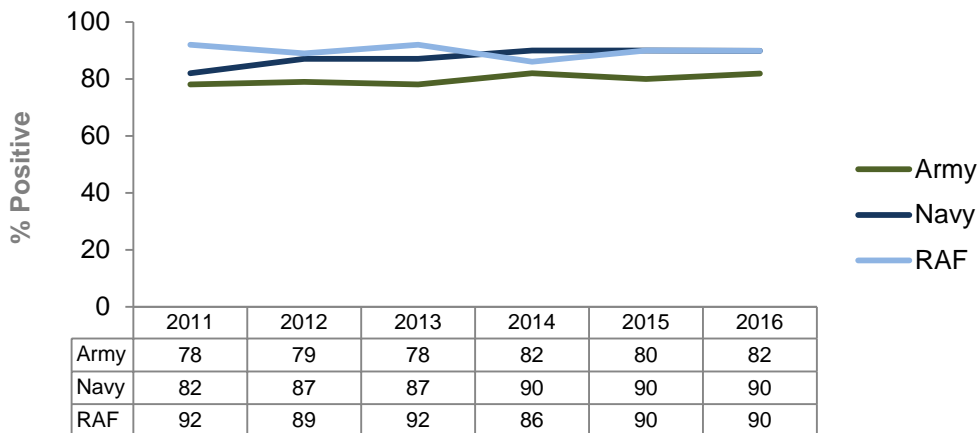


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

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

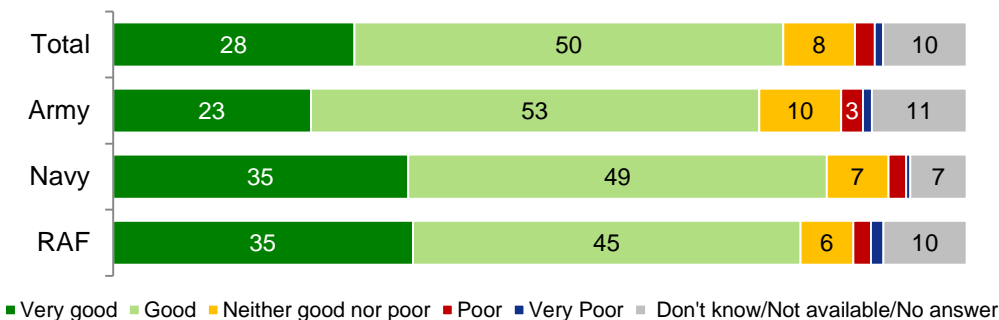
Rating: Medical care

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

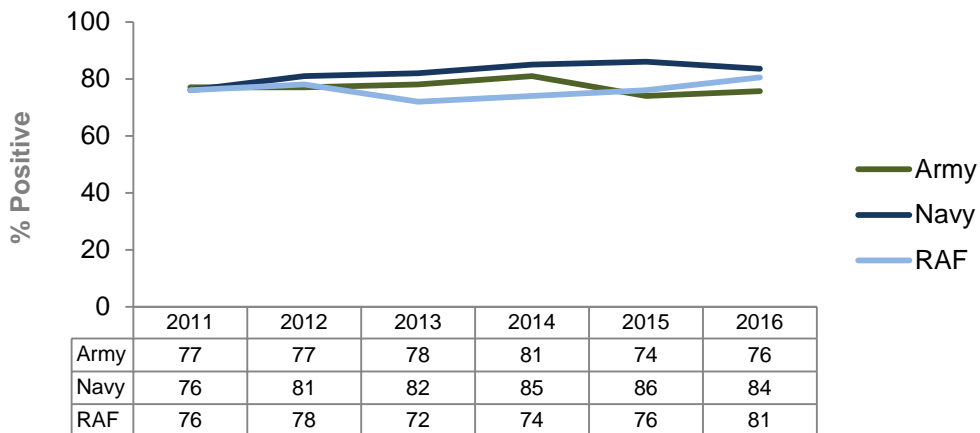
Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Almost four out of every five trainees (79%) rated medical care positively. This is an increase compared with 2015 (77%).
- There has been an increase in the proportion of RAF trainees rating medical care as good or very good since 2015 (76% to 81%)

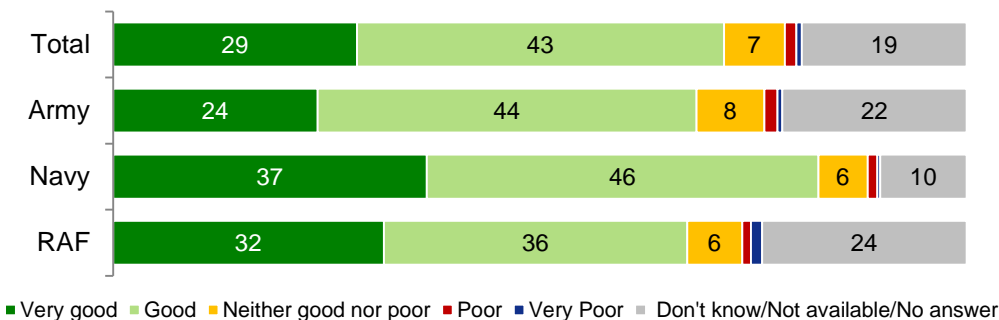
Rating: Dental care

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



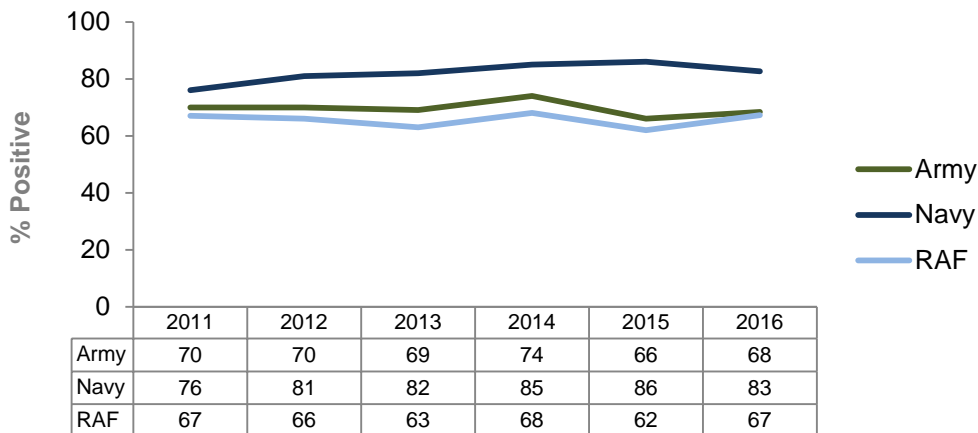
Differences

	Army	Navy	RAF
Comparison with previous year	▲	▲	▲

Additional information

- More than seven in every ten trainees (72%) rated the dental care on offer as good or very good which was an increase compared with 2015 (70%).
- There was an increase in positive ratings by trainees in both the Army and the RAF since last year (66% to 68%, and 62% to 67% respectively).
- However, there was a decrease in the proportion of Royal Navy trainees giving a positive rating since 2015 (86%, down to 83%).

Trend



Please refer to notes page for base size of previous years

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

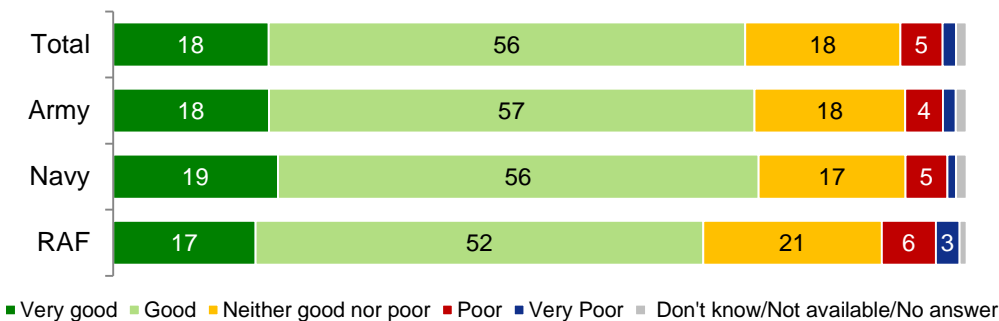
Rating: Time for essential personal administration

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

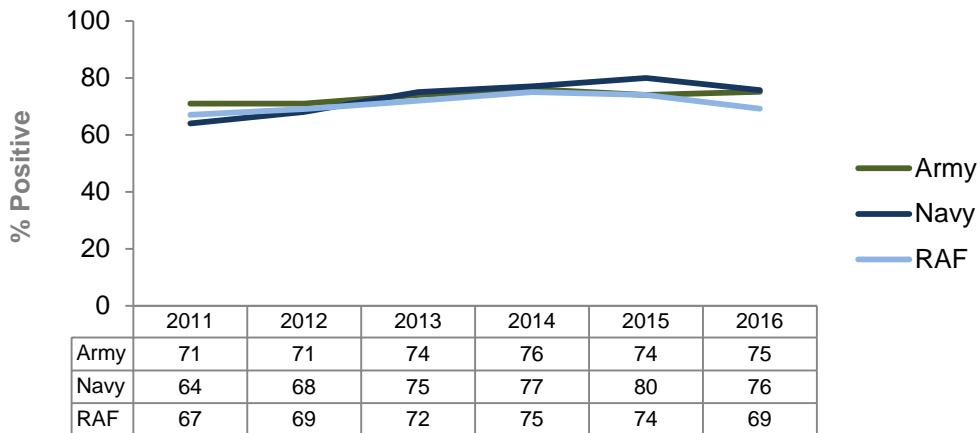
Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Almost three quarters of trainees (74%) rated the time available to them for essential personal administration as good or very good.
- The proportion of Royal Navy and RAF trainees giving a positive rating for time for essential personal administration has decreased since 2015 (80% to 76% and 74% to 69% respectively).



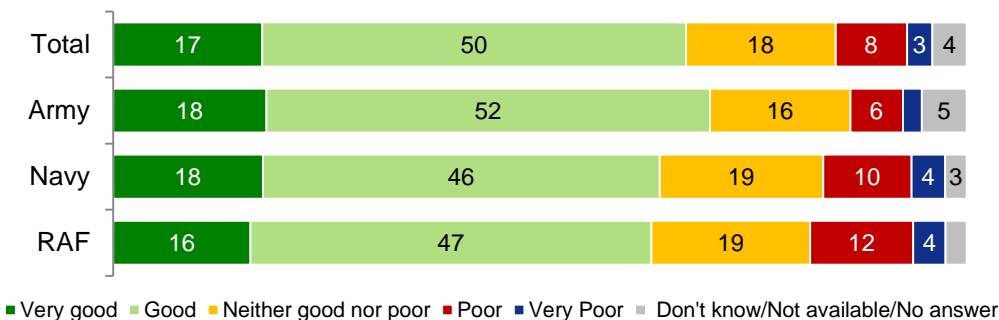
Rating: Access to IT for personal use

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

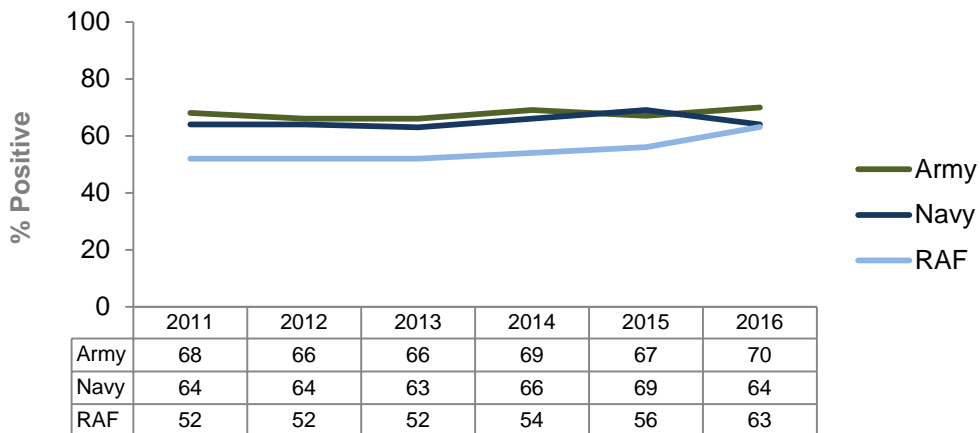
Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Just over two thirds of all trainees (67%) said access to IT for personal use was good or very good.
- The proportion of Army and RAF trainees giving a positive rating for access to IT for personal use has increased since 2015 (67% to 70% and 56% to 63% respectively).
- The proportion of Royal Navy trainees rating access to IT for personal use as good or very good has decreased since last year (69%, down to 64%).

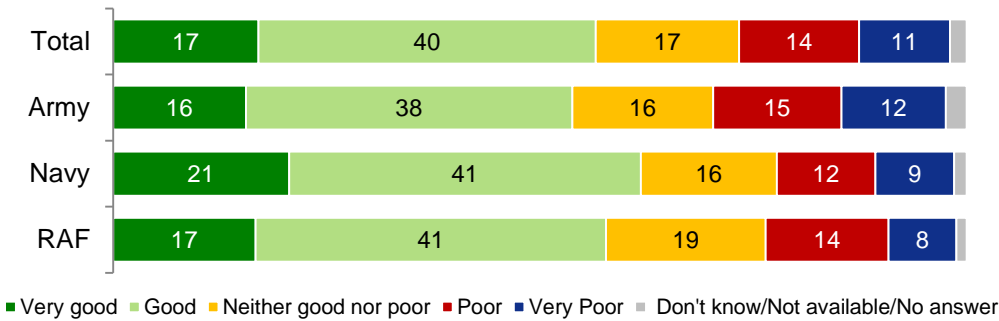
Rating: Internet access

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results

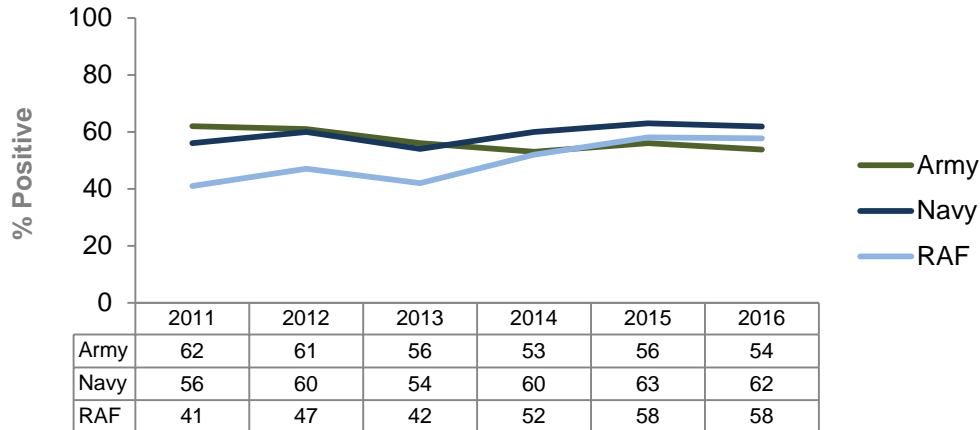


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

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

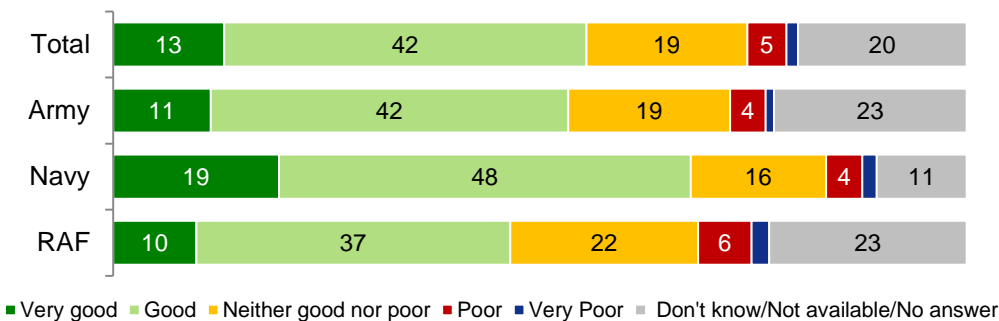
Rating: Learning Centre to study after hours

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

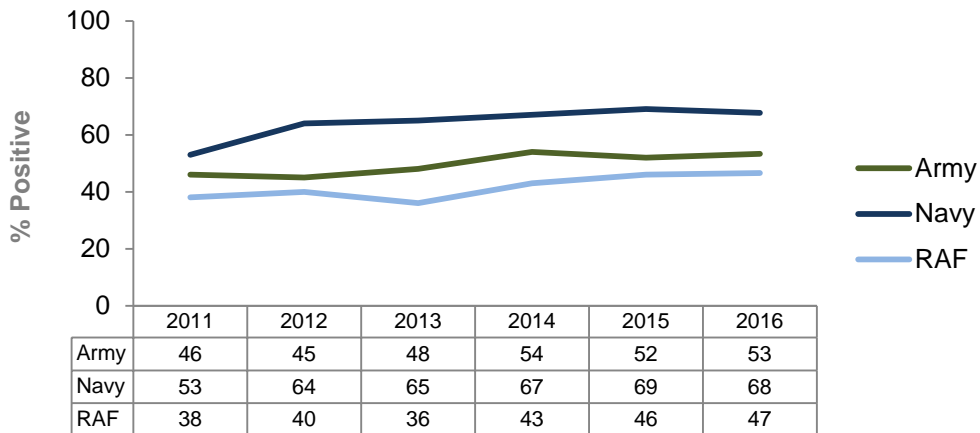
Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

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

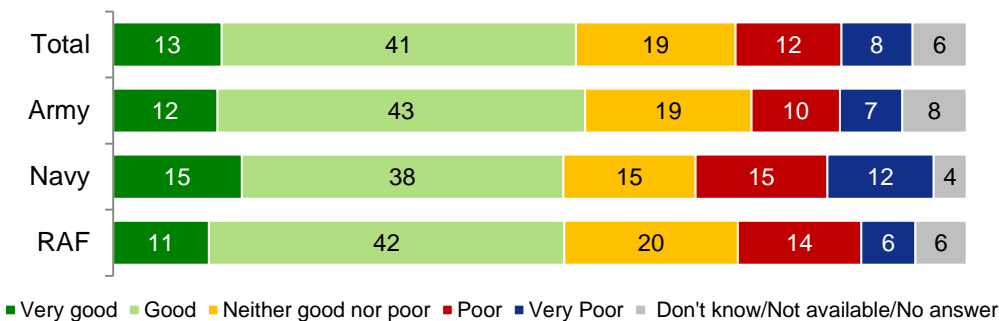
Rating: Laundry Facilities

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

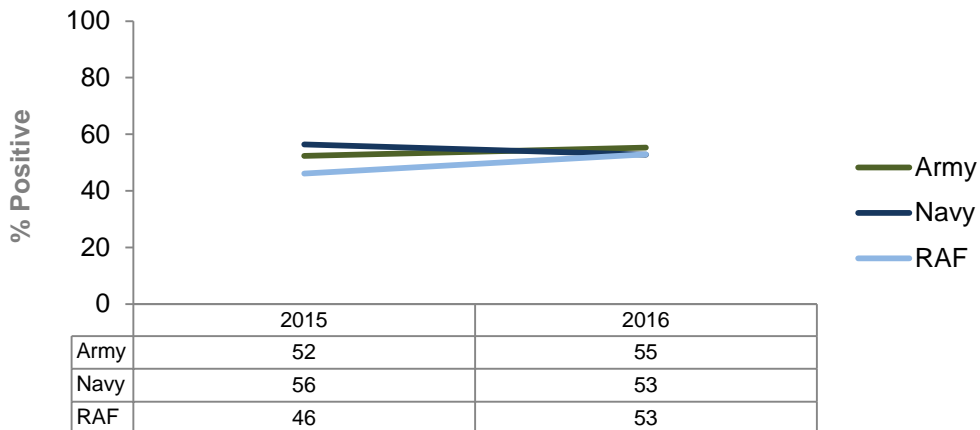
Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



Trend



Differences

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

Additional information

- Just over half of the trainees (54%) rated the laundry facilities available to them as good or very good. This is an increase on last year (52%).
- An increased proportion of Army and RAF trainees rated the laundry facilities positively since 2015 (52% to 55% and 46% to 53% respectively).



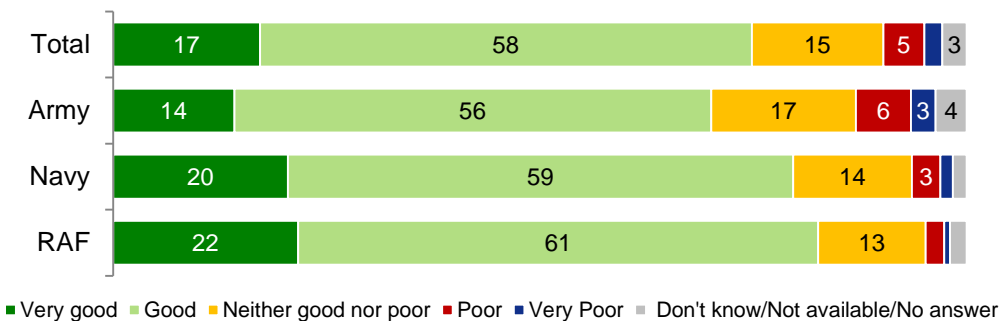
Rating: Personal Kit

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results

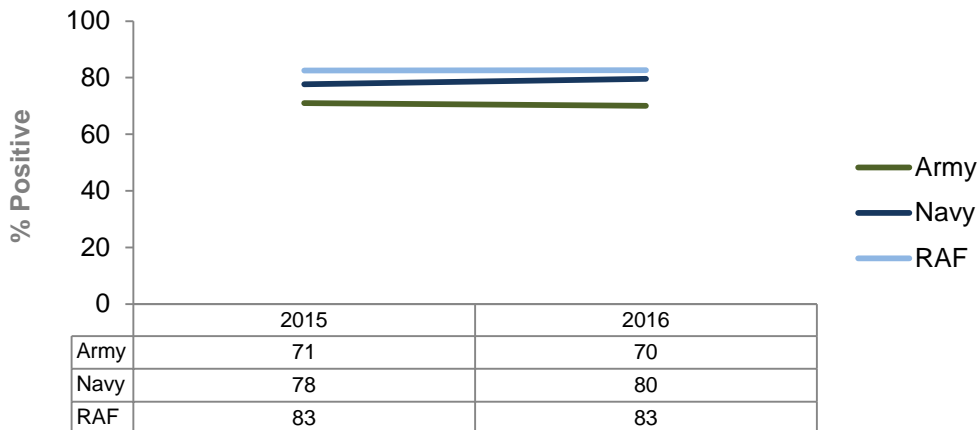


Differences

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

Additional information

Trend



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

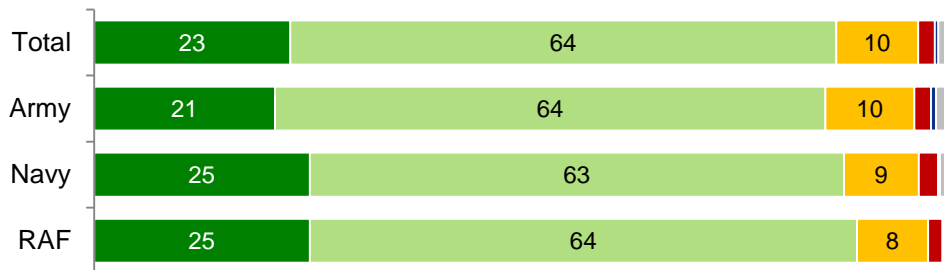
Rating: Training facilities

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

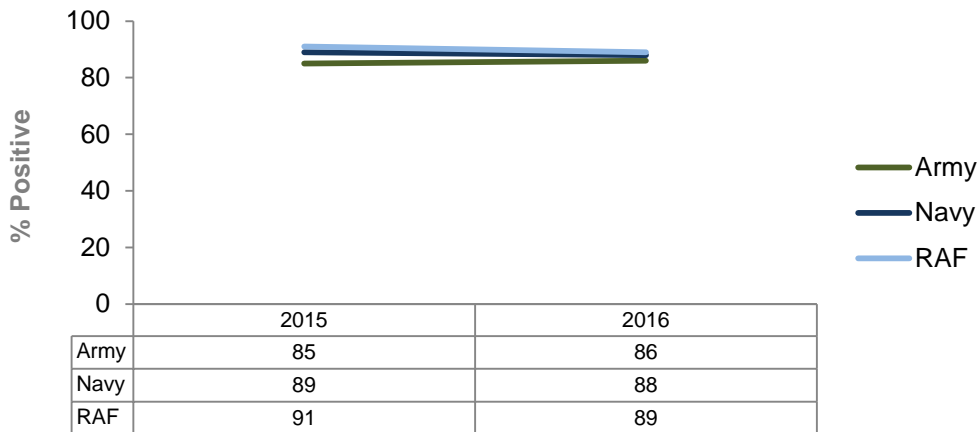
% positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

Current year results



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

Trend



Differences

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

Additional information



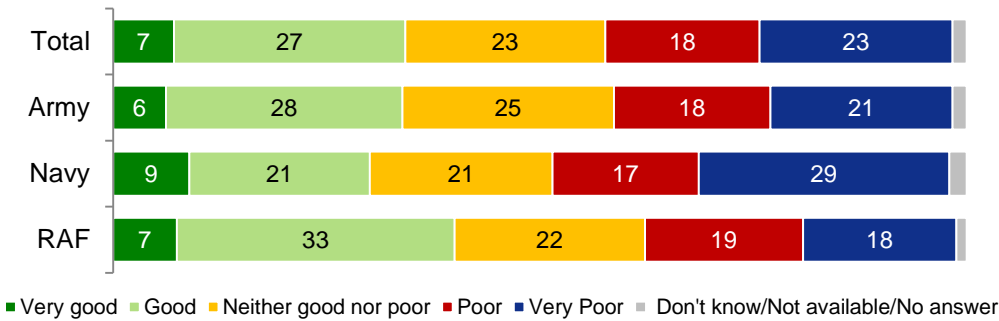
Rating: Food

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results

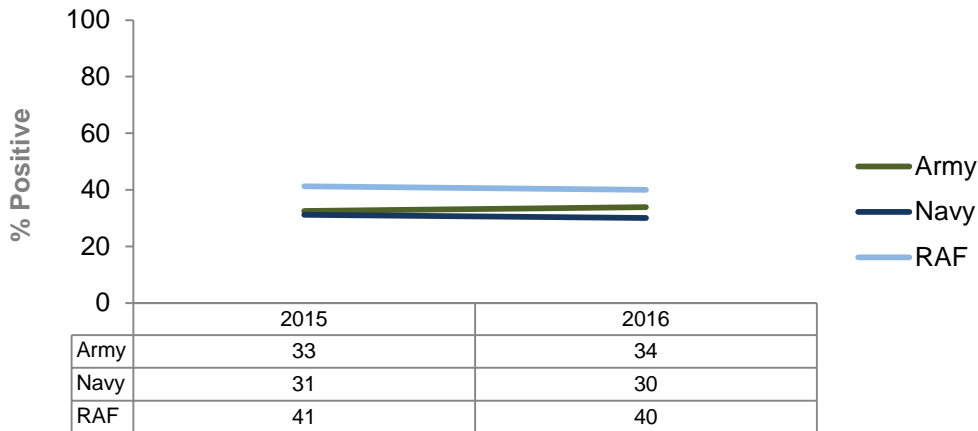


Differences

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

Additional information

Trend



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

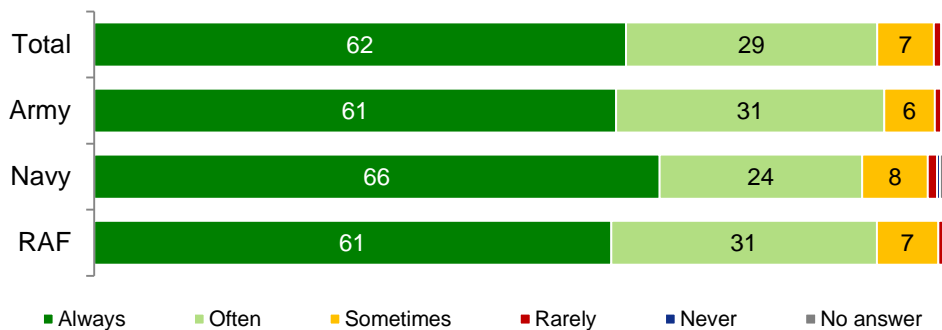
Whether given enough time to eat meals

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



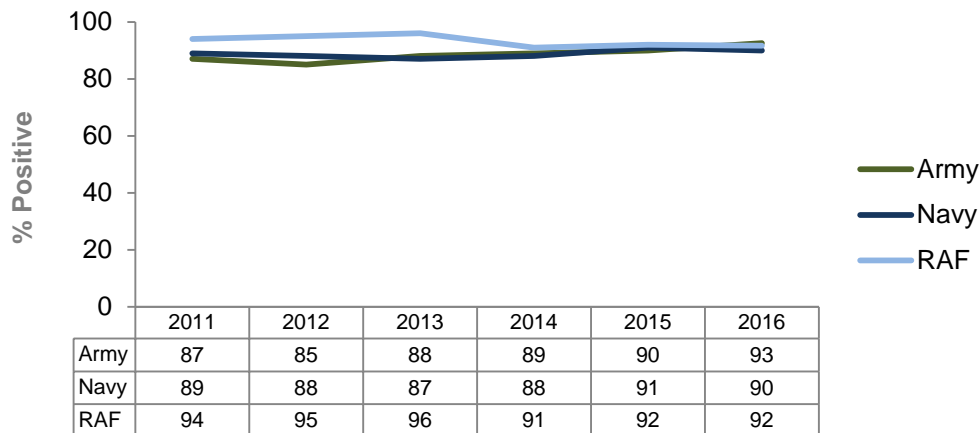
Differences

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

Additional information

- Almost all trainees (92%) felt they were given enough time to eat their meals either 'always' or 'often'.
- Army trainees were more likely to feel this was the case compared to 2015 (90% to 93%).

Trend



Please refer to notes page for base size of previous years

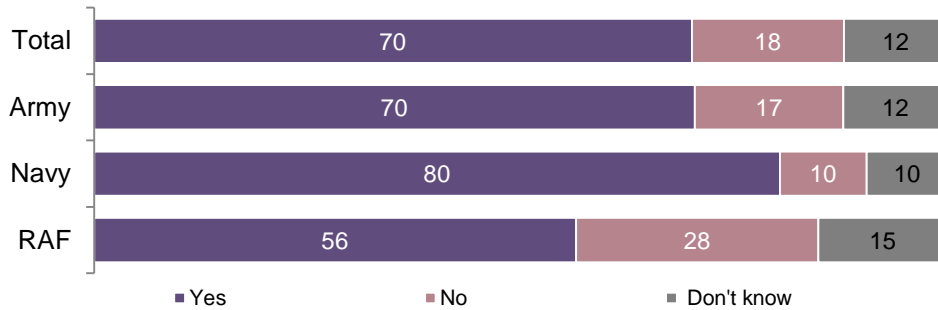
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Option to comment on the Pay as You Dine food

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



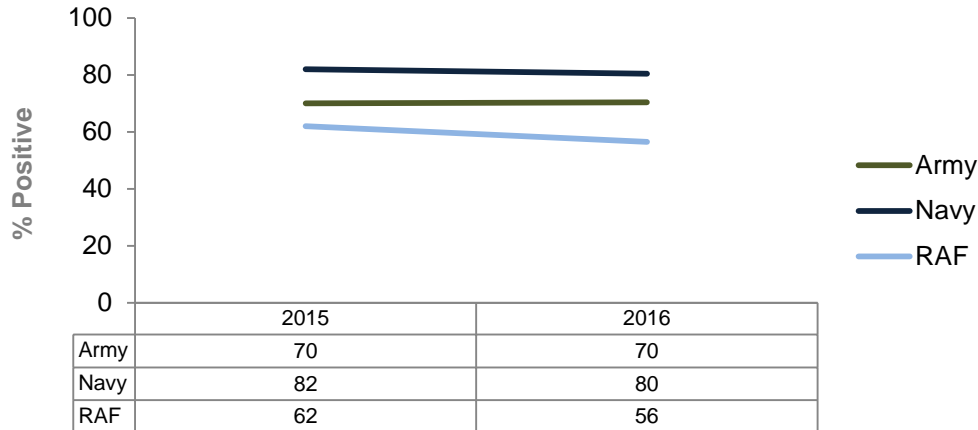
Differences

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

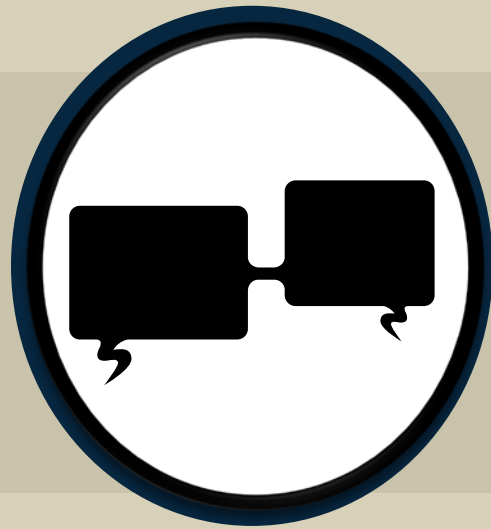
Additional information

- Seven in every ten trainees (70%) stated that they had the option to comment on the Pay As You Dine food whilst with their unit.
- Less RAF trainees felt they had the chance to comment on the Pay As You Dine food compared with last year (62% to 56%).

Trend



Please refer to notes page for base size of previous years



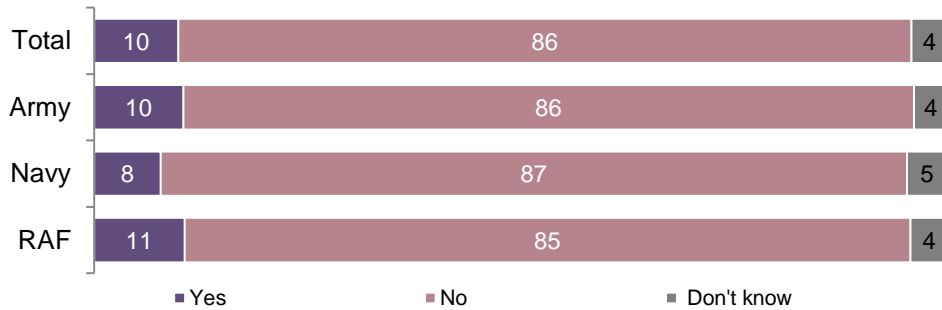
Support

Learning needs and difficulties

Demog6a. Do you have any learning needs or difficulties?

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

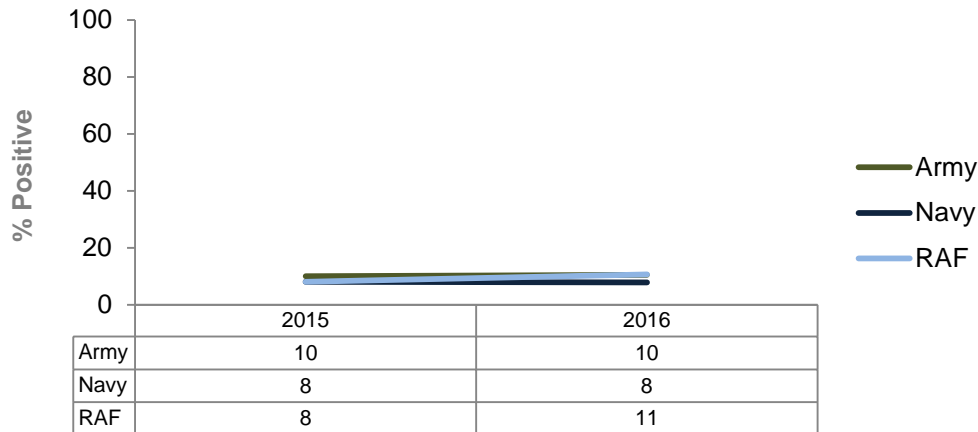


Differences

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

Additional information

Trend



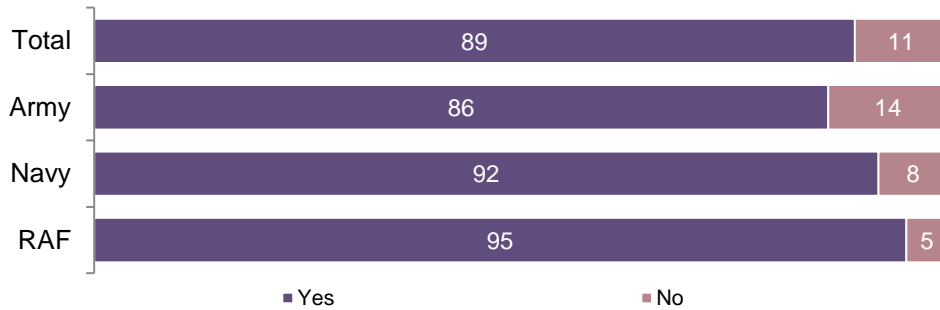
Please refer to notes page for base size of previous years

Learning needs and difficulties

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

Number of respondents (all Phase 2 respondents who had a learning need or difficulty): Total (579), Army (343), Navy (111), RAF (124)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

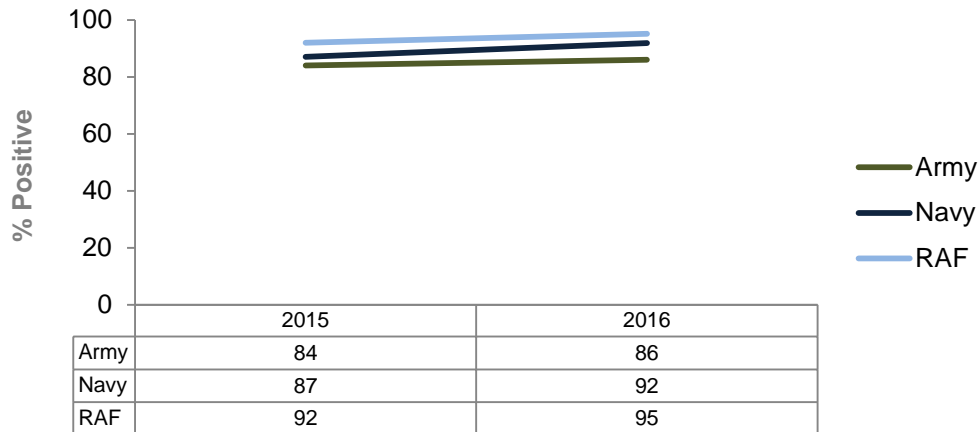


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

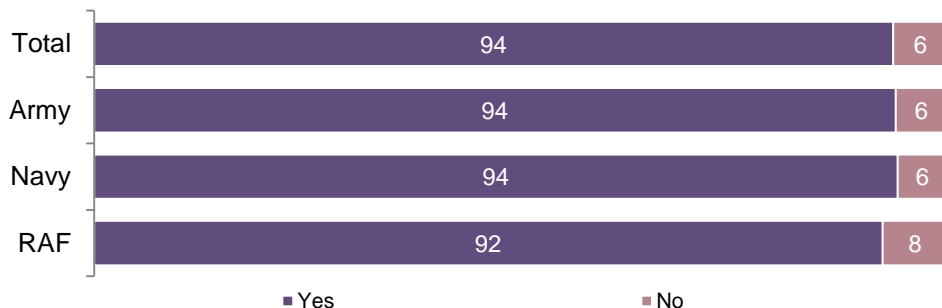
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Support for learning needs and difficulties

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

Number of respondents (all Phase 2 respondents who selected yes in demog6b): Total (516), Army (295), Navy (102), RAF (118)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



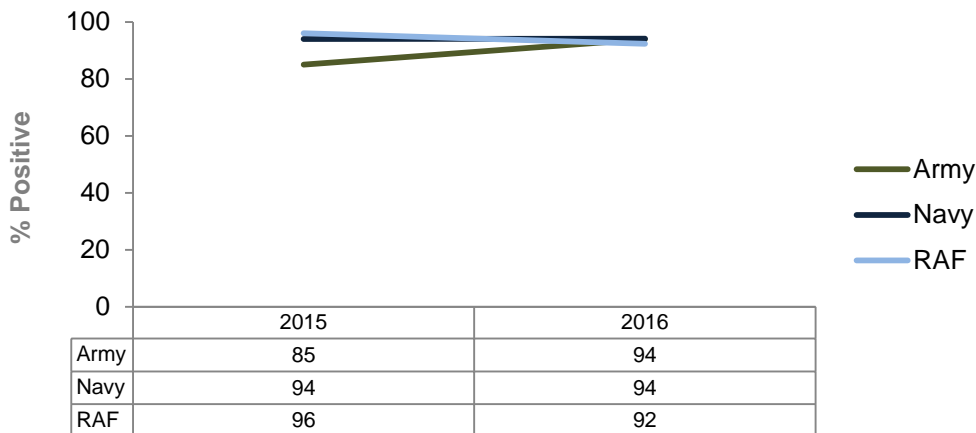
Differences

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

Additional information

- Of those trainees who told staff about their learning needs or difficulty, more than nine out of every ten (94%) felt that they had all the support required for their learning need or difficulty. This is an increase compared with last year (89%).
- A higher proportion of Army trainees felt they had the required support compared with 2015 (85% to 94%).

Trend



Please refer to notes page for base size of previous years

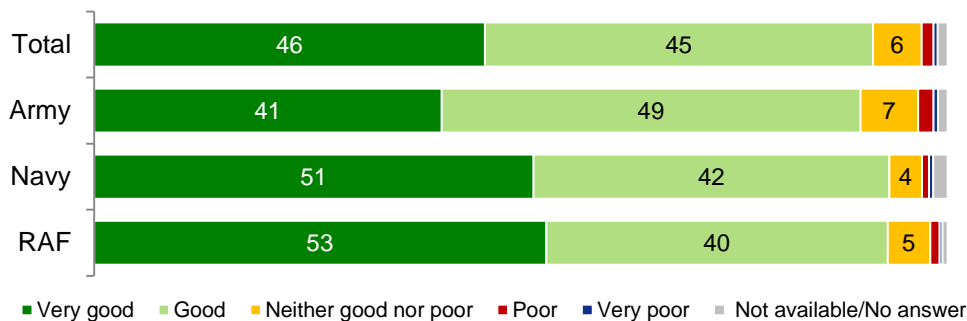
Opportunity to talk privately with training staff

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



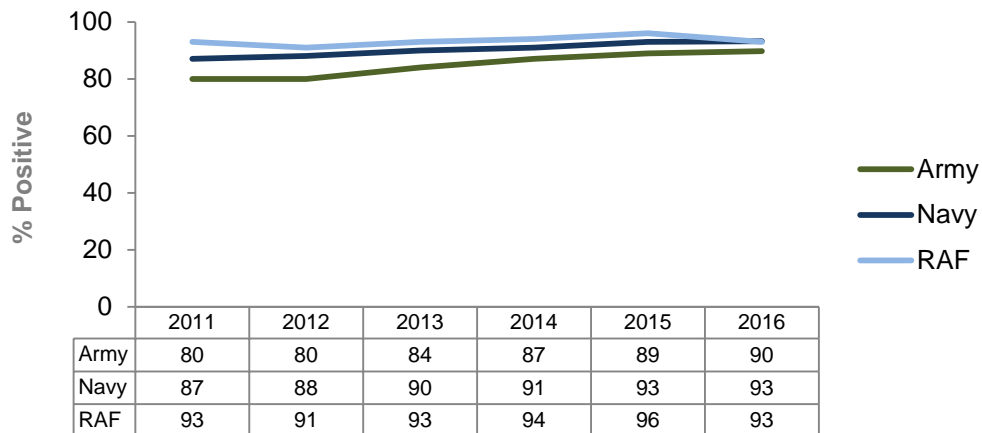
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Most trainees (91%) felt that the opportunity to talk privately with training staff was good or very good.
- 93% of RAF trainees rated their opportunity to talk privately with training staff positively. This was a decrease from 2015 (96%).
- A higher proportion of white recruits rated their opportunity to talk privately with training staff positively compared with BAME recruits (92% and 89% respectively).
- Please note the answer option 'not applicable' was changed to 'not available' in the last collection year (2015-16).

Trend



Please refer to notes page for base size of previous years

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

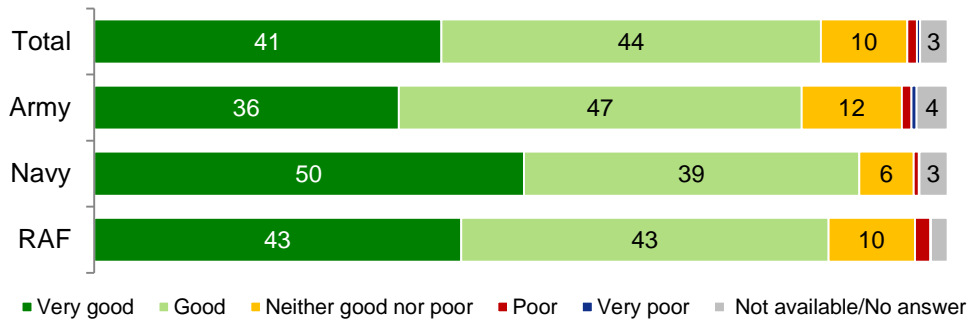
Opportunity to talk privately with chaplains/padre

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

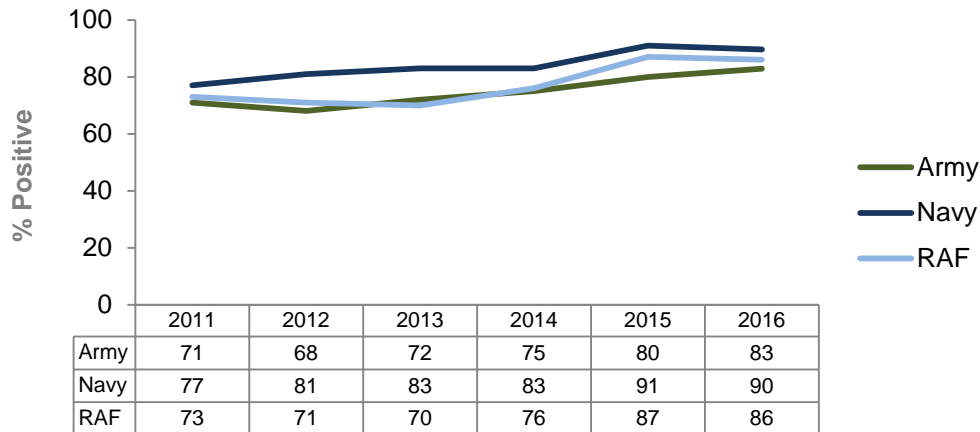
Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- 85% of trainees rated the opportunity to talk privately with chaplains/padre as good or very good.
- There was an increase in the proportion of Army trainees giving a positive rating since last year (80% to 83%).



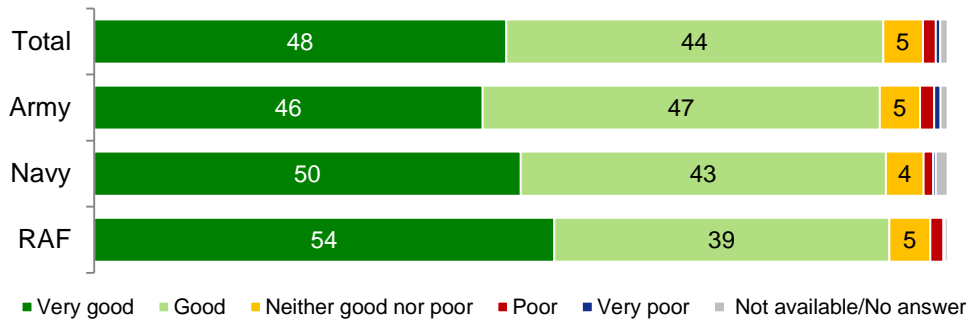
Opportunity to keep in contact with family and friends

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



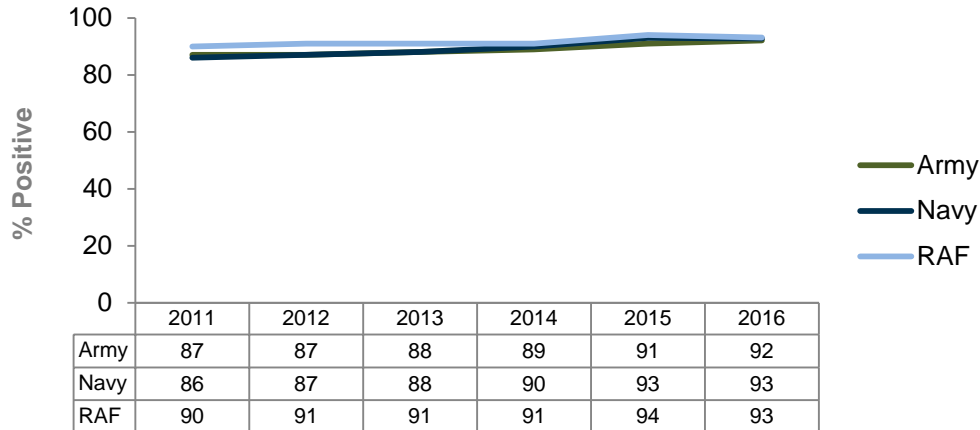
Differences

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

Additional information

- Please note the answer option 'not applicable' was changed to 'not available' in the last collection year (2015-16).

Trend



Please refer to notes page for base size of previous years

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

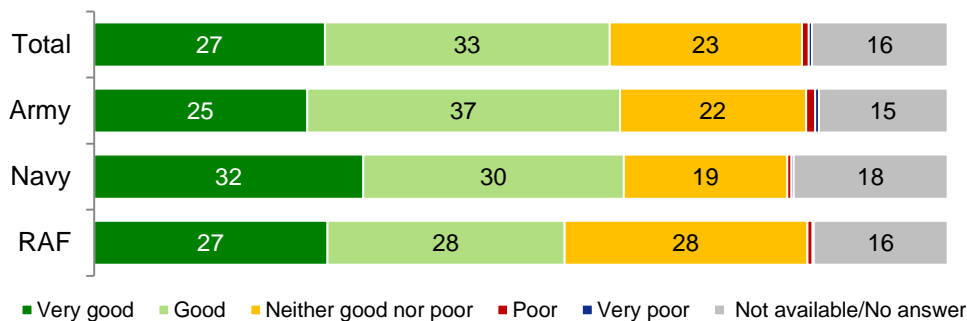
Opportunity to practise your faith/religion

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



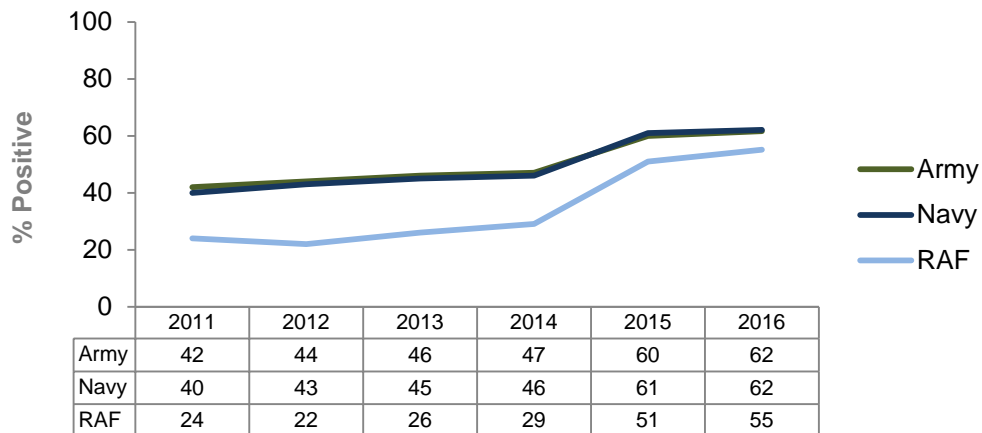
Differences

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

Additional information

- Three out of every five trainees (60%) stated the opportunity to practise their faith or religion was good or very good.
- Female trainees were more positive about their opportunity to practise their faith/religion than male trainees (64%, compared with 60%).
- A higher proportion of BAME trainees rated their opportunity to practise their religion positively compared with white trainees (71% and 60% respectively).
- Please note the answer option 'not applicable' was changed to 'not available' in the last collection year (2015-16).

Trend



Please refer to notes page for base size of previous years

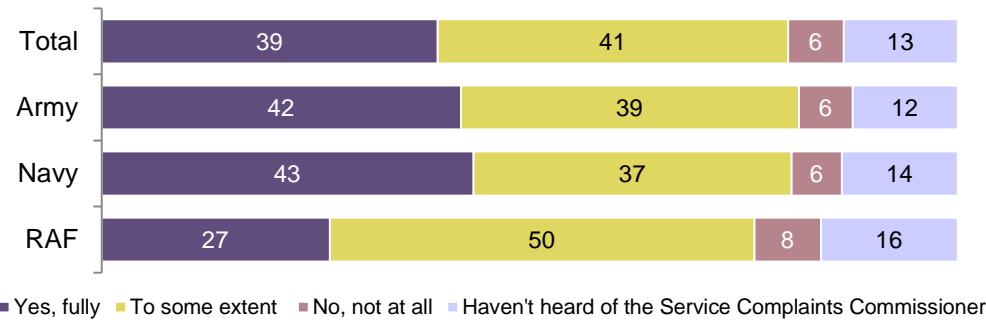
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Knowledge of Service Complaints Ombudsman

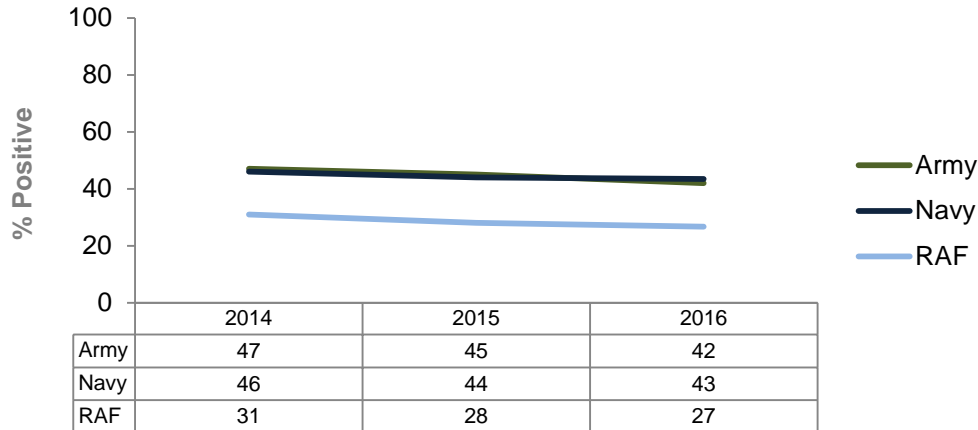
31. Do you know how the Services Complaints Ombudsman can help you with a discrimination, harassment and/or bullying complaint?

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes, fully' – comments and significant differences based on this

Current year results (%)



Trend



Please refer to notes page for base size of previous years

Differences

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

Additional information

- Just under two out of every five trainees (39%) stated that they fully understood how the Service Complaints Ombudsman (SCO) could help them. This is a decrease compared with last year (42%). A similar proportion (41%) said they understood to some extent and this is also down on 2015 (45%).
- A lower proportion of Army trainees know about the Service Complaints Ombudsman compared with last year (45%, down to 42%).



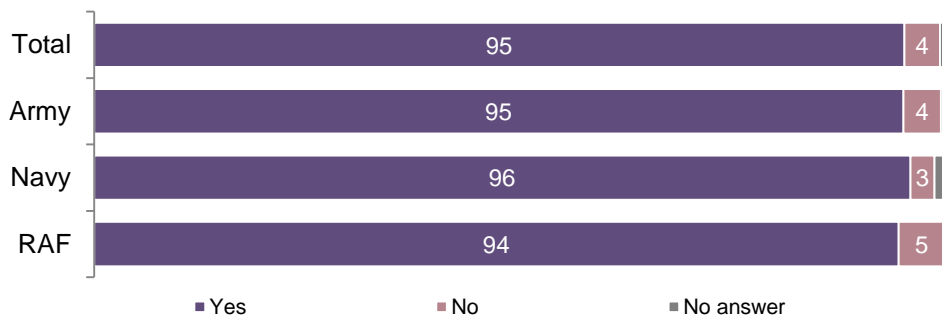
Availability of staff for problems out of training hours

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



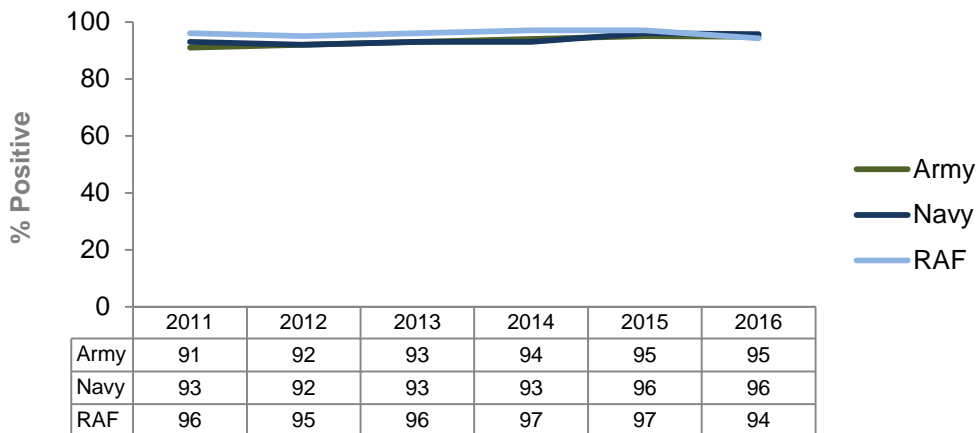
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Almost all trainees (95%) felt there was a member of staff easily available to them to go to if they had a problem out of training hours.
- RAF trainees rated the availability of staff for problems out of training hours lower than 2015 (97% to 94%).
- A higher proportion of male trainees compared with female trainees felt that there were staff available for problems out of training hours (95% and 92% respectively).
- White trainees are more likely to feel there were staff available out of training hours than BAME trainees (95% and 92% respectively).

Trend



Please refer to notes page for base size of previous years

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

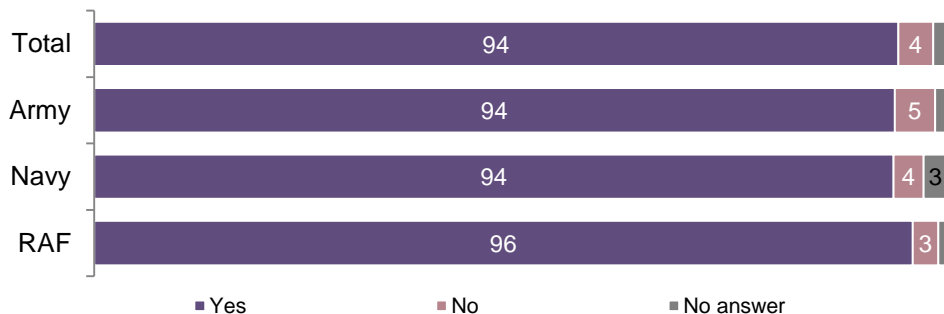
Someone to go to for personal or emotional problems

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



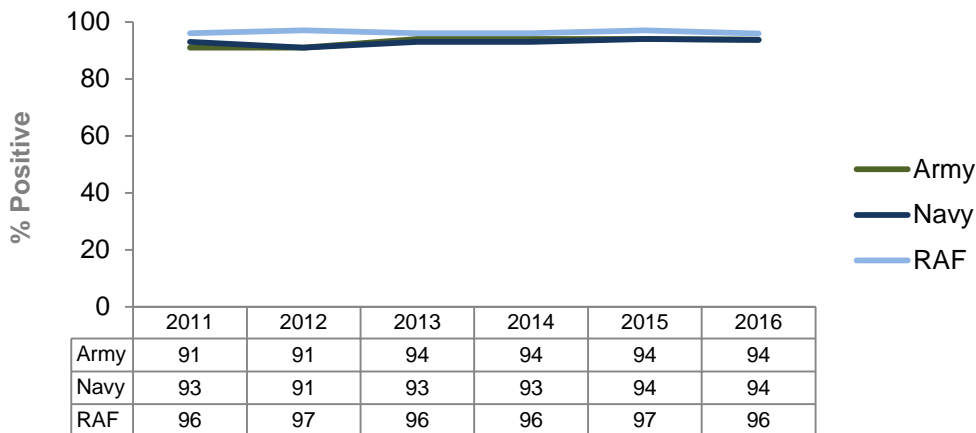
Differences

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

Additional information

- Almost all trainees (94%) felt that there was someone at their unit for them to go to with their personal or emotional problems.
- White trainees are more likely to feel there was someone to go to for personal or emotional problems than BAME trainees (95% and 92% respectively).

Trend



Please refer to notes page for base size of previous years

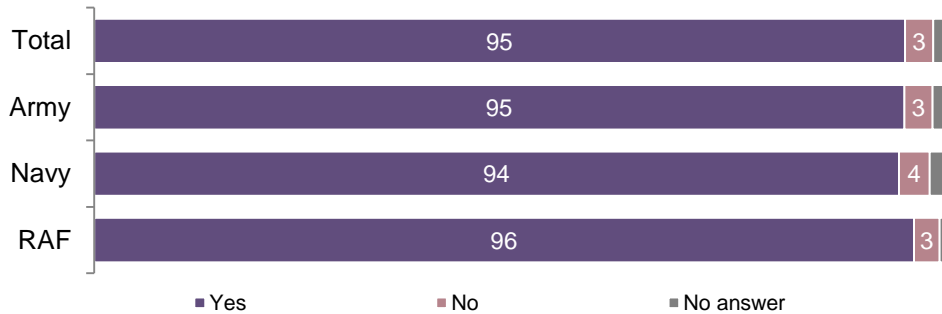
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Someone to go to for administrative problems

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

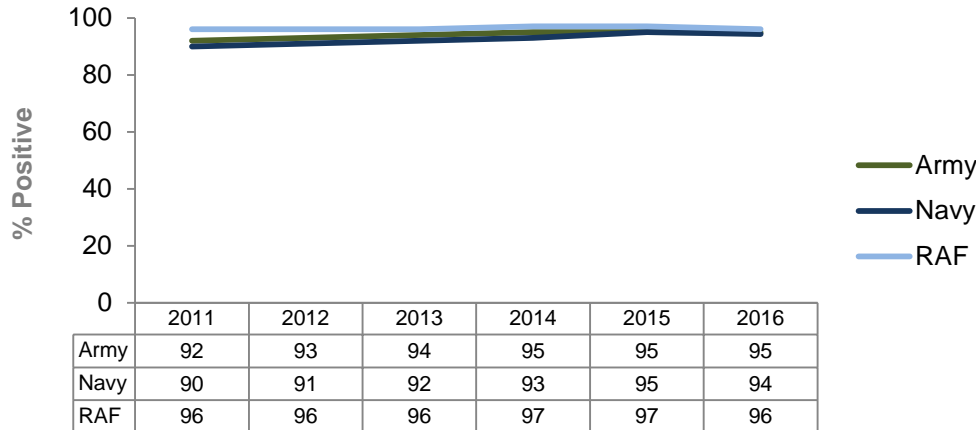


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

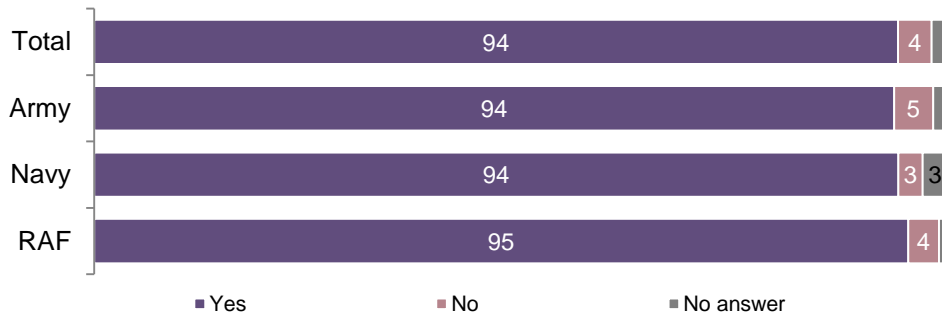
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Opportunity to raise all concerns with person in authority

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



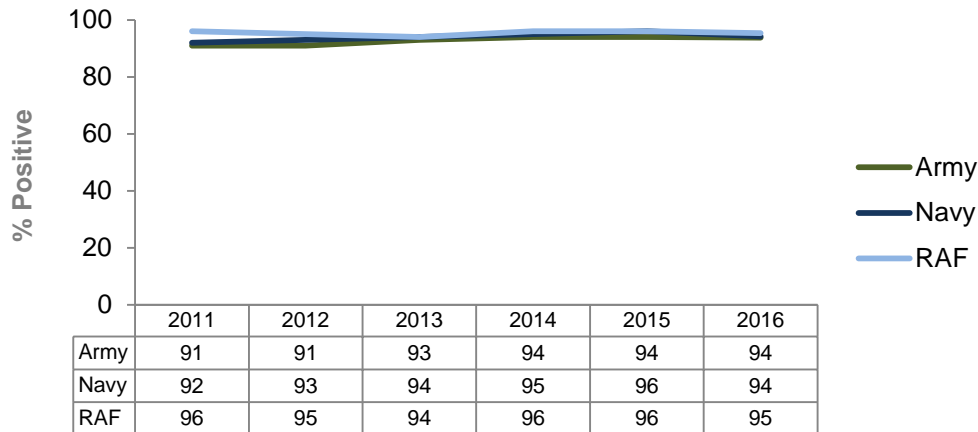
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Almost all trainees (94%) felt that they had the opportunity to raise concerns with a person in authority.
- Male trainees were more likely to agree they had the opportunity to raise all their concerns with a person in authority than female trainees (95% and 92% respectively).
- A higher proportion of trainees aged 26+ compared with 16-25 year old trainees felt that they had the opportunity to raise all their concerns with a person in authority (96% and 94% respectively).

Trend



Please refer to notes page for base size of previous years

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



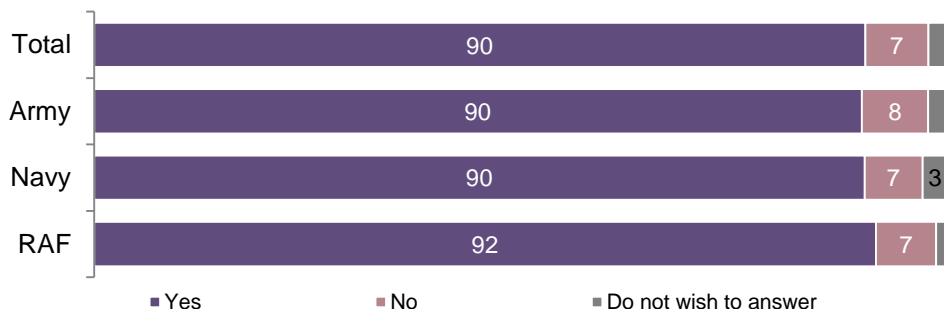
Fairness

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

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



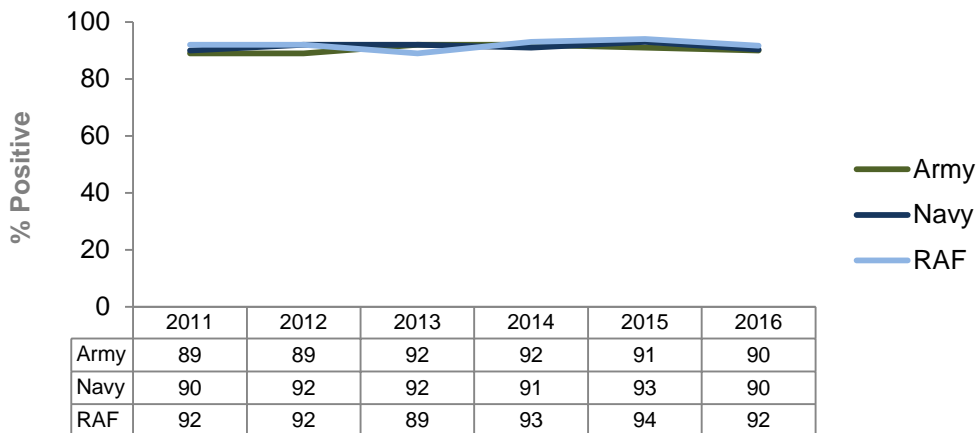
Differences

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

Additional information

- Nine out of ten trainees (90%) stated that they knew how to make a complaint about poor or unfair treatment or bullying. This is a decrease compared with 2015 (92%).
- There has been a decrease in the proportion of Royal Navy trainees who know how to complain compared with last year (93%, down to 90%).
- White trainees were more likely to claim to know how to make a complaint than BAME trainees (91% compared with 88%).

Trend



Please refer to notes page for base size of previous years

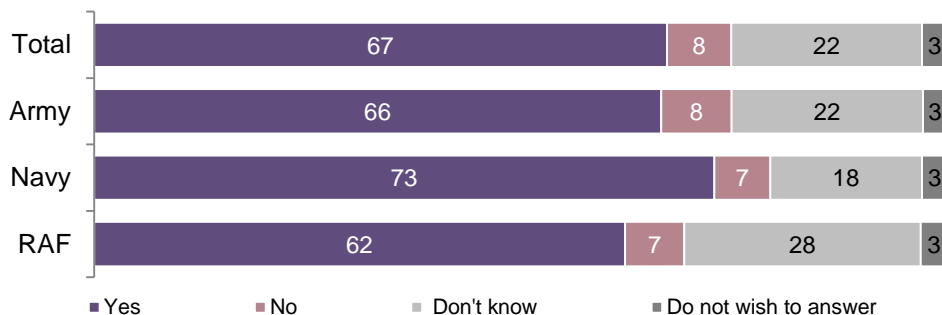
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Whether believe complaints are dealt with in a fair manner

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



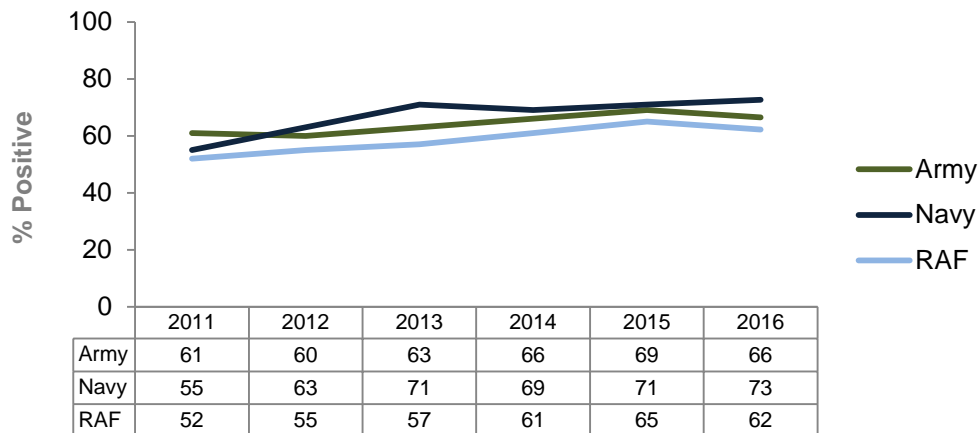
Differences

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

Additional information

- Just over two thirds of trainees (67%) believed that complaints were dealt with in a fair manner.
- Army trainees were less likely to believe complaints were dealt with fairly than last year (69% to 66%).
- Male trainees (68%) were more likely to agree with the statement than females (59%).

Trend



Please refer to notes page for base size of previous years

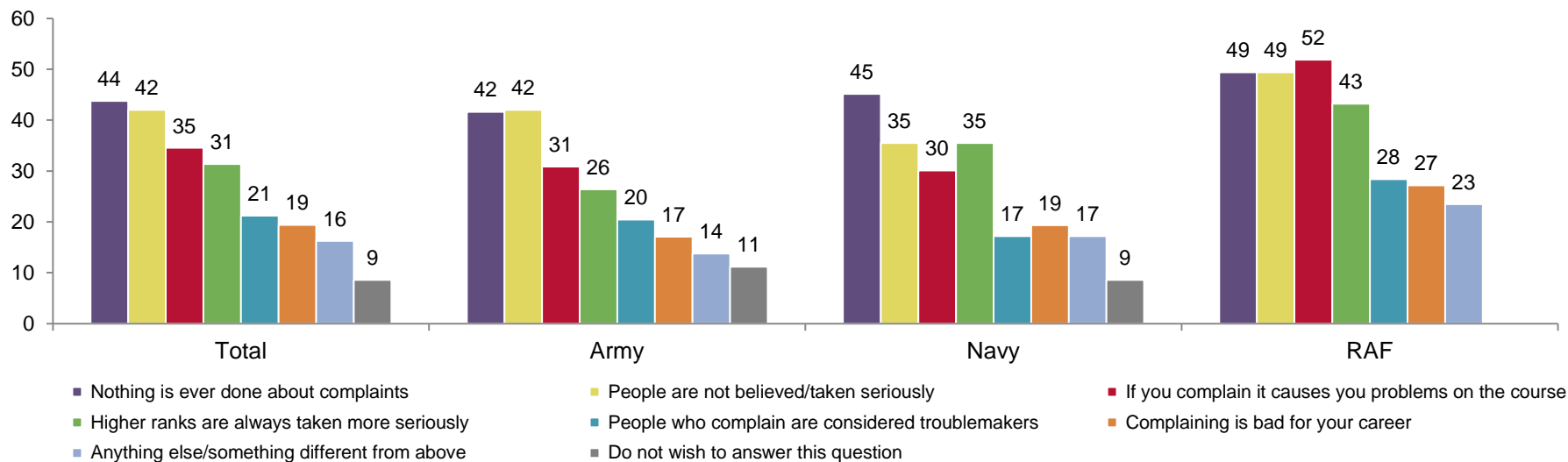
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Reason why complaints are not dealt with in a fair manner

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

Number of respondents (all respondents who said that they did not feel complaints are dealt with in a fair manner): Total (443), Army (269), Navy (93), RAF (81)

Current year results (%)



Additional information

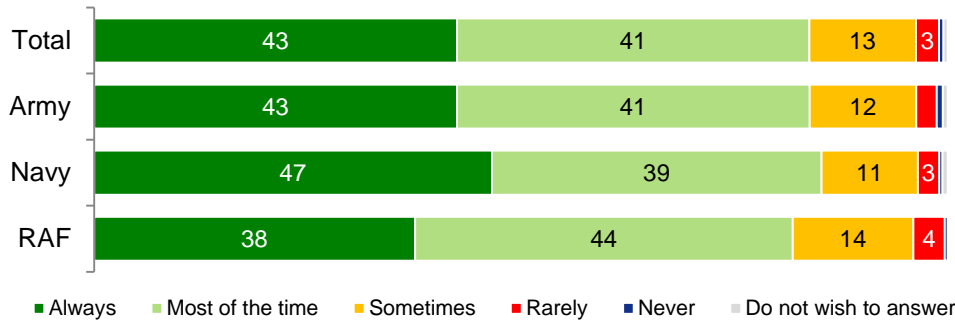
- Overall, the top reason why trainees believe complaints are not dealt with in a fair manner is the feeling that nothing is ever done about complaints (44%). This is closely followed by a belief that complainants are not taken seriously (42%). Last year, the top reason was that people are not believed/taken seriously but this has fallen by eight percentage points since 2015 (50%, down to 42%).
- Female trainees were more likely to feel that complaining could cause them problems on the course (48% compared to 32% of males). However, males were more likely to feel that higher ranks are taken more seriously (33%, compared with 21% of females).

Fair treatment of Trainees

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

Current year results



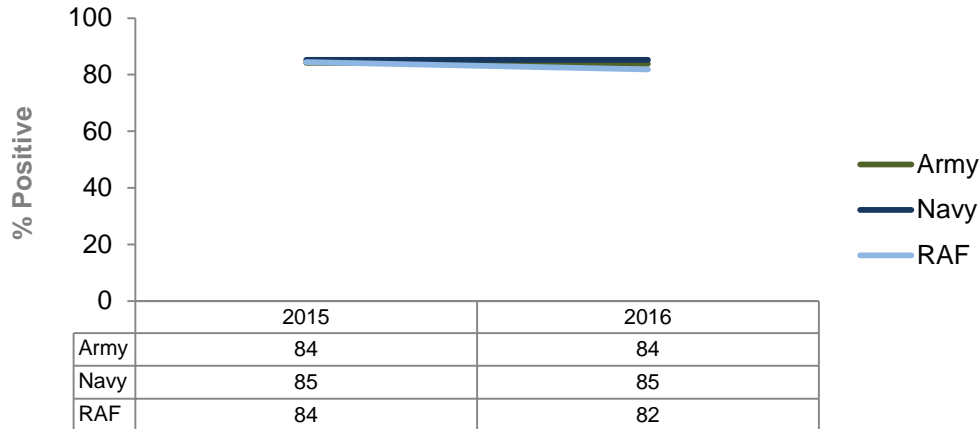
Differences

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

Additional information

- Over four out of every five trainees (84%) agreed that trainees were all treated fairly always or most of the time.
- Male trainees were more likely to say trainees were treated fairly than females (85% and 77% respectively).

Trend



Please refer to notes page for base size of previous years

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

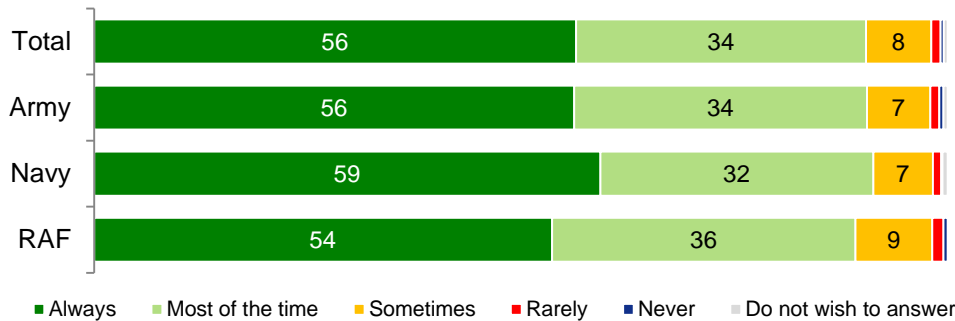
Fair treatment

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



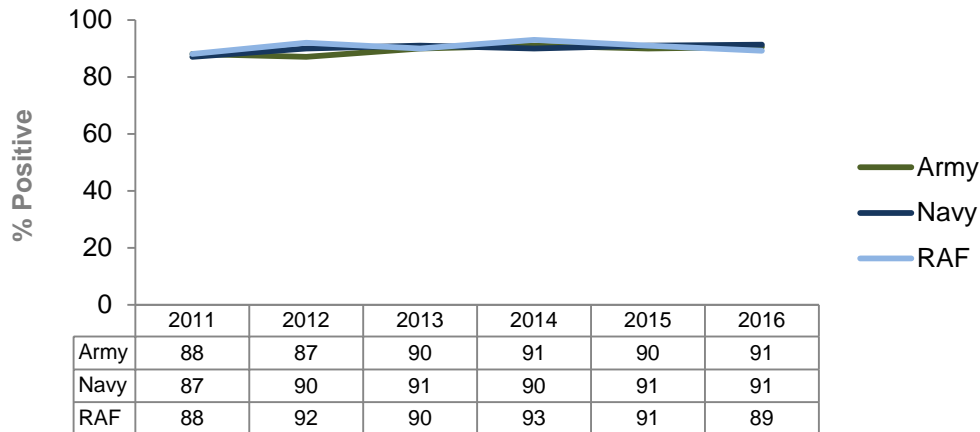
Differences

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

Additional information

- Nine out of every ten trainees (90%) said that they were treated fairly always or most of the time.
- Male trainees were more likely to say they were treated fairly than females (91% and 87% respectively).

Trend



Please refer to notes page for base size of previous years

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

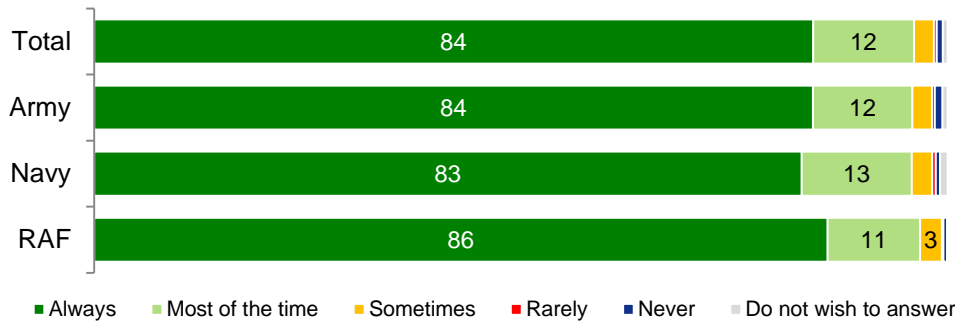
Sexual or racial harassment during training

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



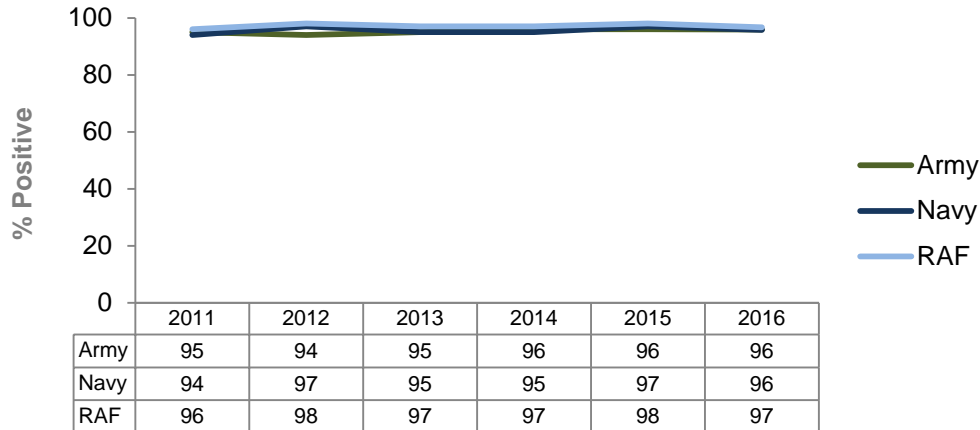
Differences

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

Additional information

- Almost all trainees (96%) felt that training was conducted without sexual or racial harassment always or most of the time.
- Male trainees were more likely than female trainees to say that training was conducted without sexual or racial harassment (96% and 94% respectively).
- White trainees were more likely than BAME trainees to say that training was conducted without sexual or racial harassment (96% and 94% respectively).

Trend



Please refer to notes page for base size of previous years

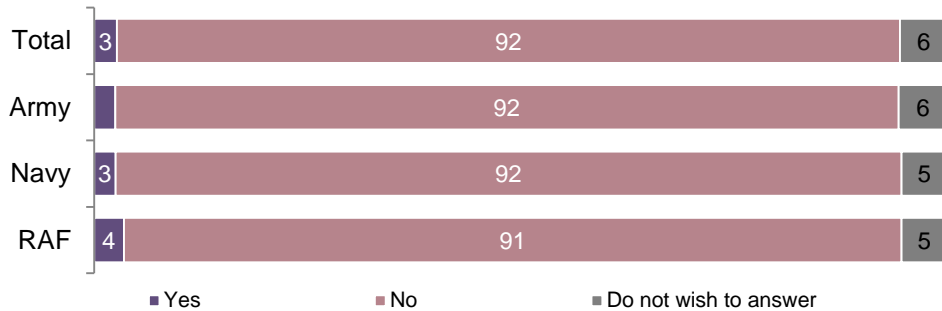
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Whether badly or unfairly treated by staff

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



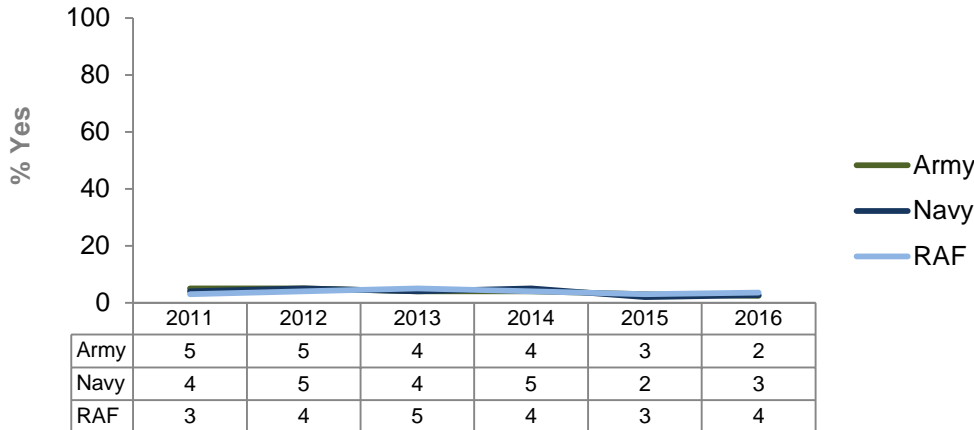
Differences

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

Additional information

- Three percent of all trainees believed they were badly or unfairly treated by staff.
- The proportion of female trainees stating they had been badly or unfairly treated by staff was higher than male trainees (4% compared with 2%).

Trend



Please refer to notes page for base size of previous years

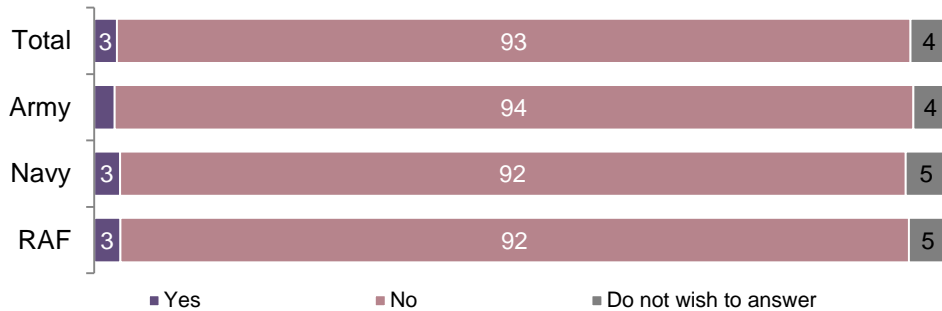
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Whether badly or unfairly treated by other trainees

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results



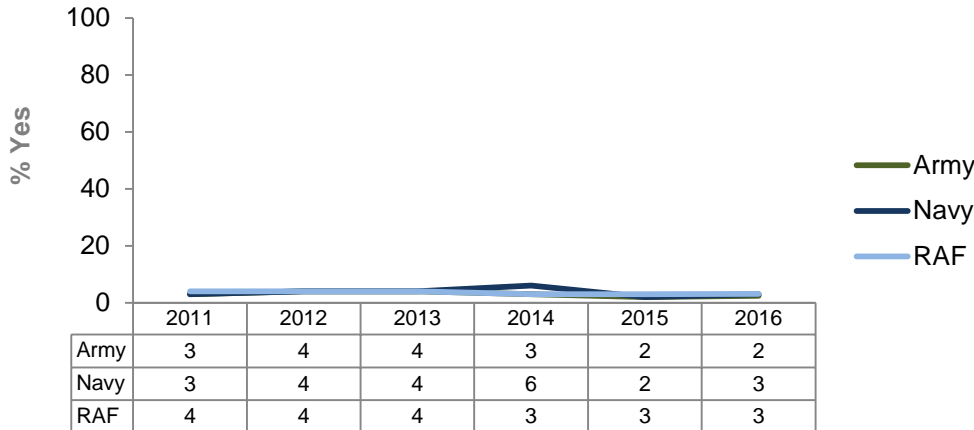
Differences

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

Additional information

- Three percent of all trainees believed they were badly or unfairly treated by other trainees. This is an increase on last year (2%).
- 16-17 year old trainees are more likely to say they were badly or unfairly treated by other trainees (4%) than 20-30 year olds (2%) and those aged 31+ (0%).

Trend



Please refer to notes page for base size of previous years

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

Whether badly or unfairly treated by other trainees or staff

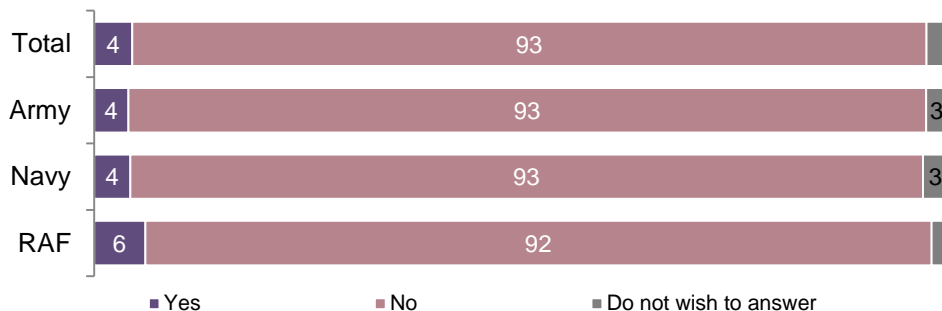
41a. Do you believe that you were badly or unfairly treated by other trainees whilst at unit?

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results

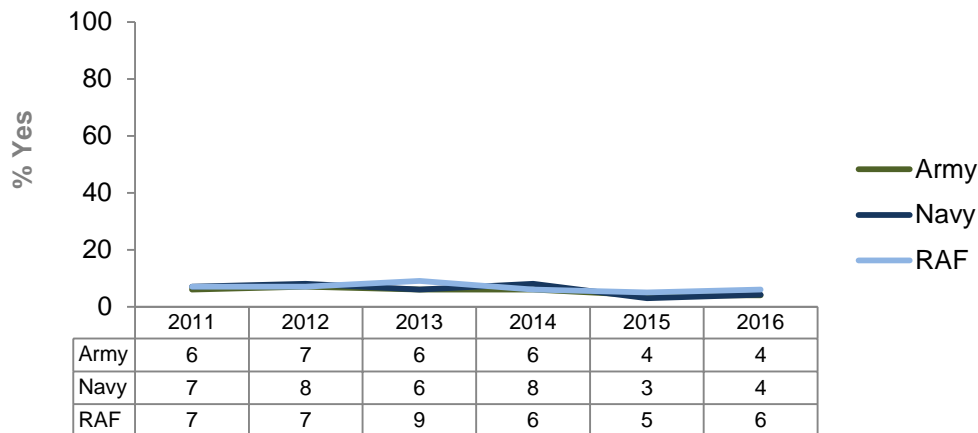


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

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

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

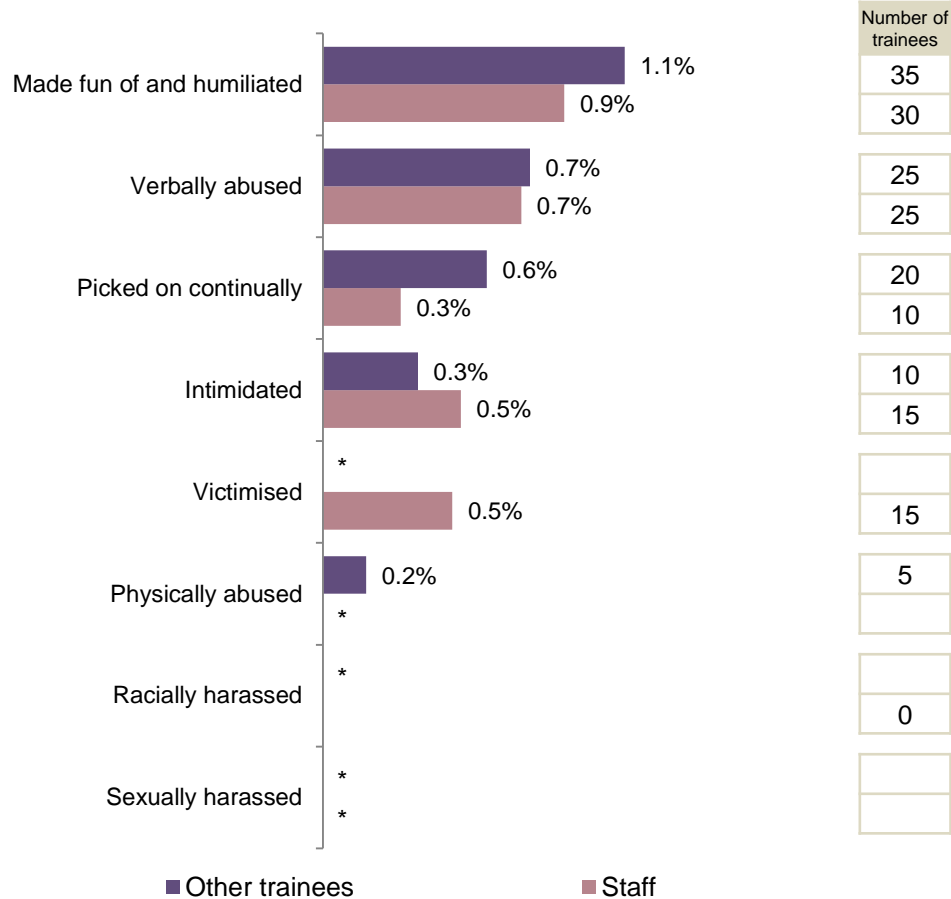
Types of unfair treatment

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

All results recalculated on full base of Phase 2 Army trainees (3,273)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): Army (132)

Current year results – Army (% all trainees)



Additional information

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



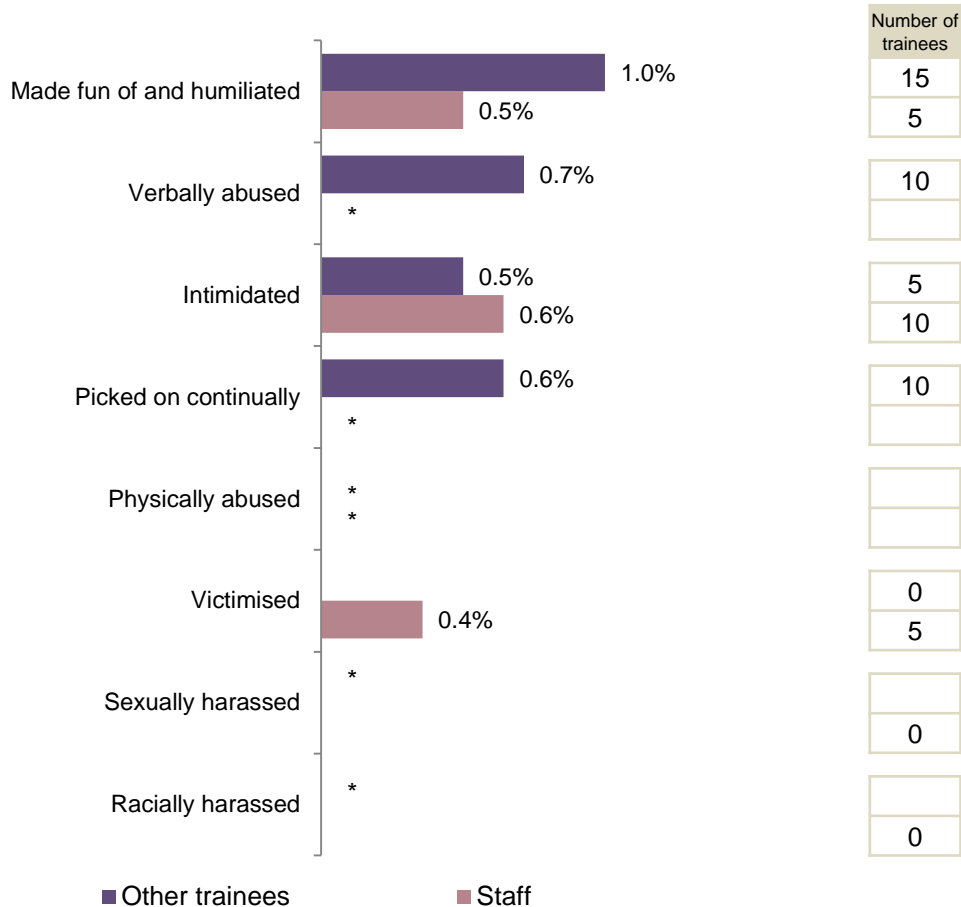
Types of unfair treatment

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

All results recalculated on full base of Phase 2 Navy trainees (1,420)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): Navy (60)

Current year results – Navy (% all trainees)



Additional information

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



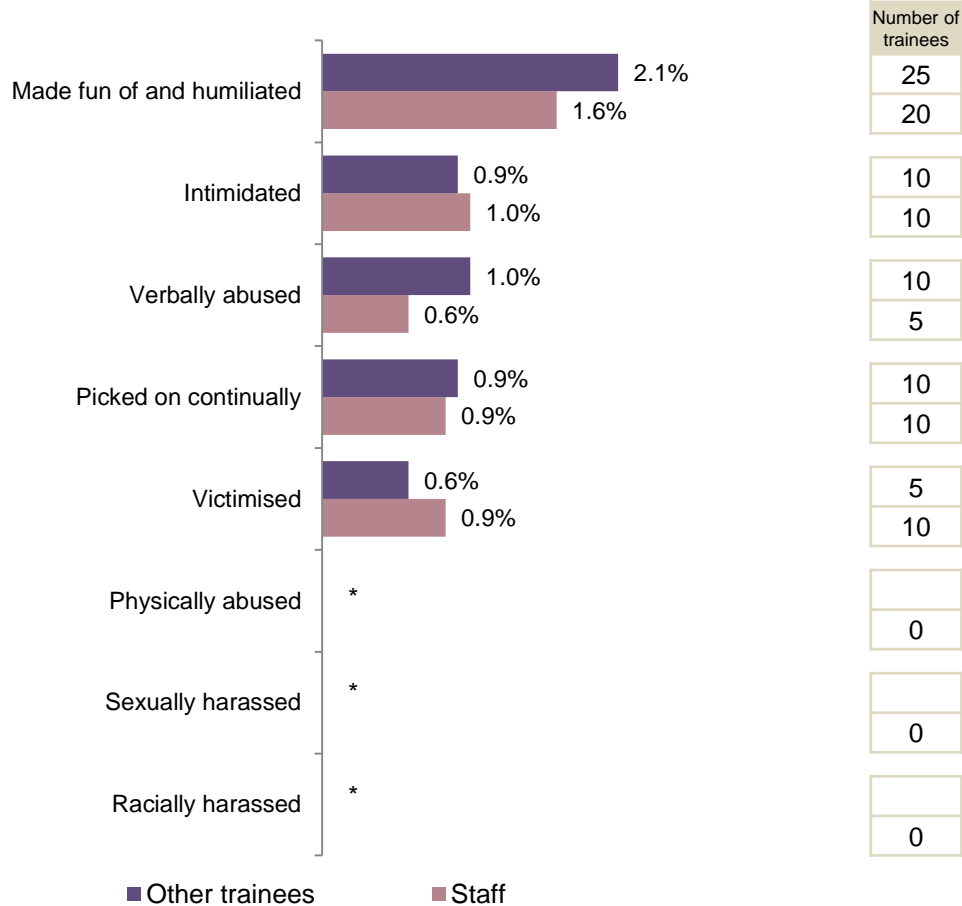
Types of unfair treatment

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

All results recalculated on full base of Phase 2 RAF trainees (1,167)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): RAF (70)

Current year results – RAF (% all trainees)



Additional information

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

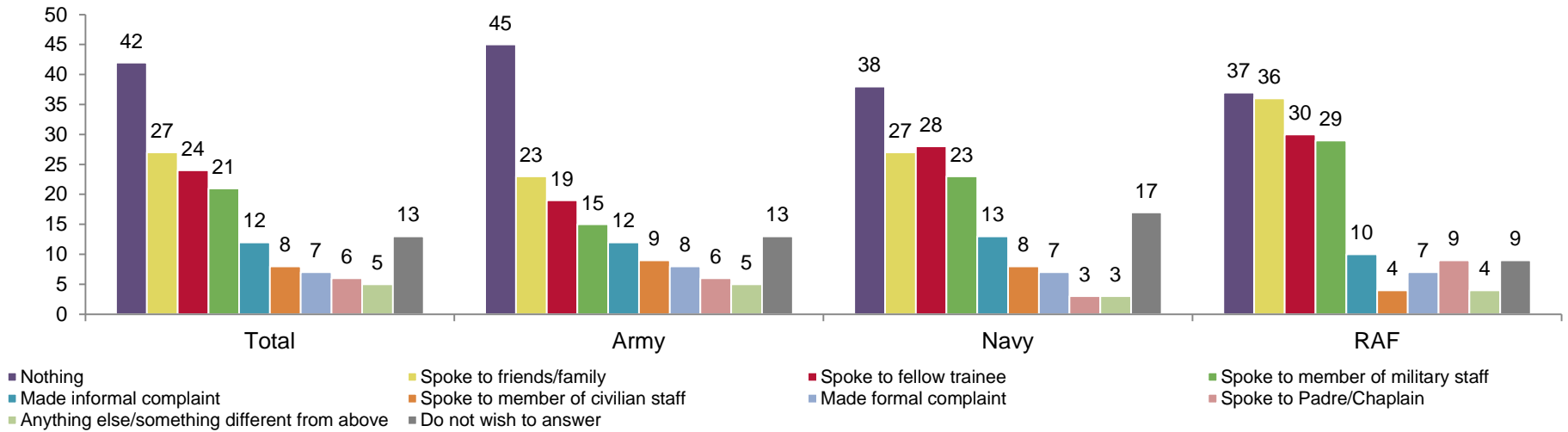


Action taken as a result of bad or unfair treatment

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

Number of respondents (all Phase 2 respondents who said that they were badly or unfairly treated and mentioned the type of treatment experienced): Total (262), Army (132), Navy (60), RAF (70)

Current year results (%)



Additional information

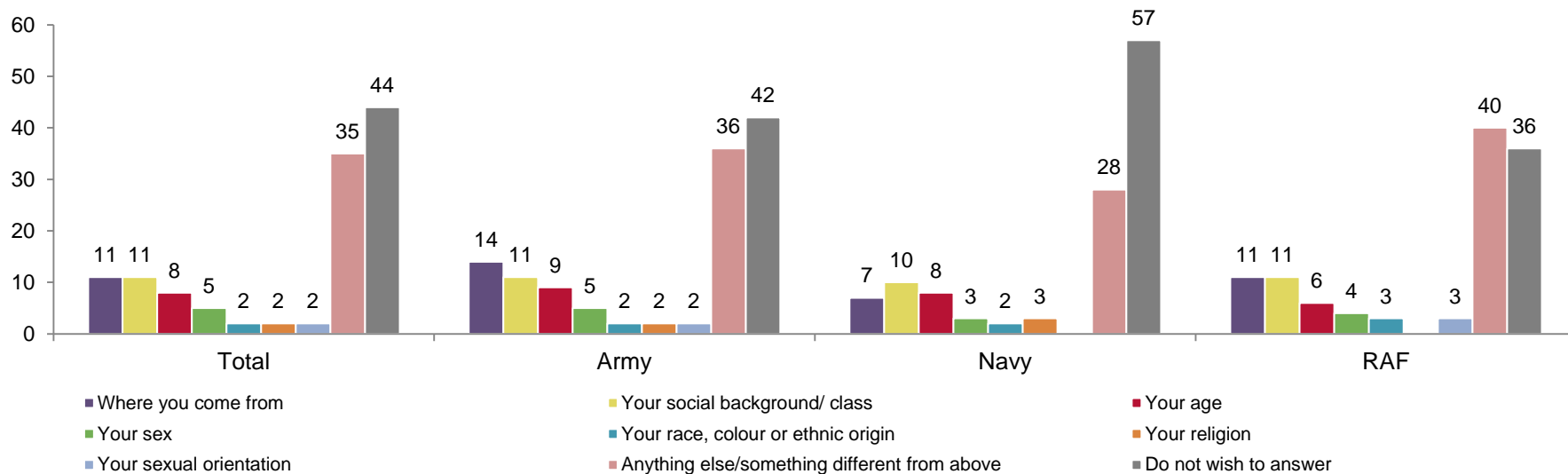
- Overall, trainees from all services were most likely to do nothing (42%) as a result of the bad or unfair treatment. Just over a quarter (27%) spoke to friends or family and 24% spoke to a fellow trainee.
- Over one in eight (13%) did not wish to answer this question.

Perceived reason for bad or unfair treatment

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

Number of respondents (all Phase 2 respondents who said that they were badly or unfairly treated and mentioned the type of treatment experienced): Total (262), Army (132), Navy (60), RAF (70)

Current year results (%)



Additional information

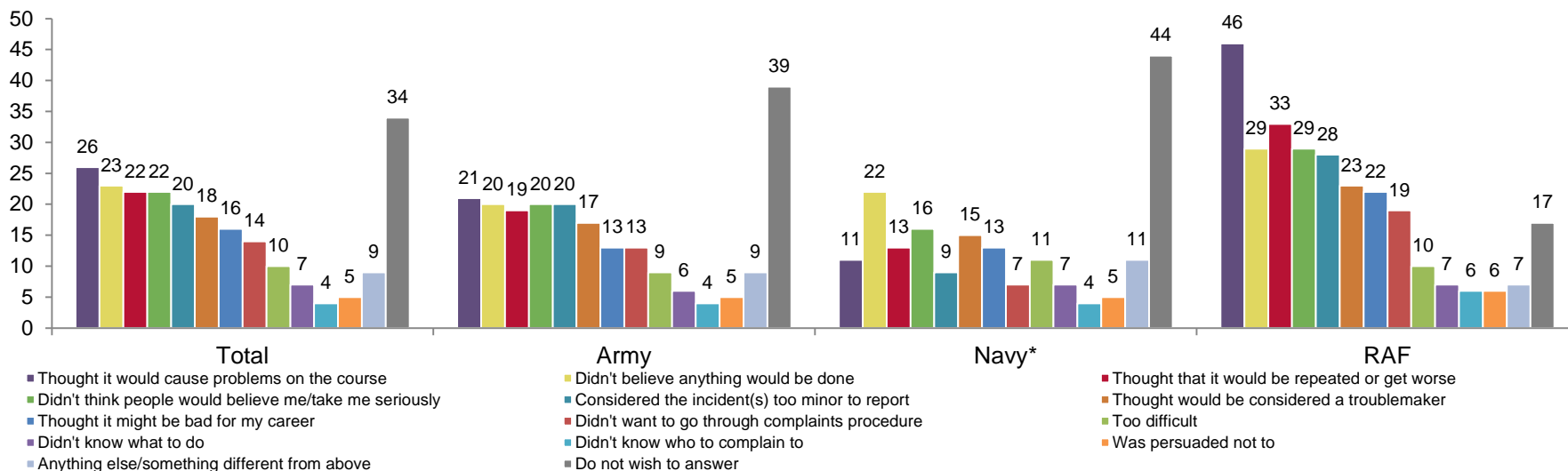
- Over two in five trainees (44%) did not answer the question or stated that they did not wish to answer why they felt they were badly or unfairly treated. Of the choices given, a sizeable number of trainees who responded felt the treatment was a result of either where they come from (11%), their social background (11%) or their age (8%). However, 35% stated that there was another reason for their bad or unfair treatment. In the verbatim comments, trainees mentioned that some of the other reasons for their bad or unfair treatment were the way they look and their performance on the course .
- Female trainees were more likely to feel that they were badly or unfairly treated due to their sex than male trainees (17% and 2% respectively).

Reason for not complaining about bad or unfair treatment

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

Number of respondents (all Phase 2 respondents who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint):
Total (251), Army (127), Navy (55), RAF (69)

Current year results (%)



Additional information

- The most common reason given for not complaining about bad or unfair treatment was that trainees thought it would cause problems on the course (26%). However this was closely following by a range of other answer options that were presented on the questionnaire.
- Over a third (34%) chose not to answer the question.





Setbacks during training

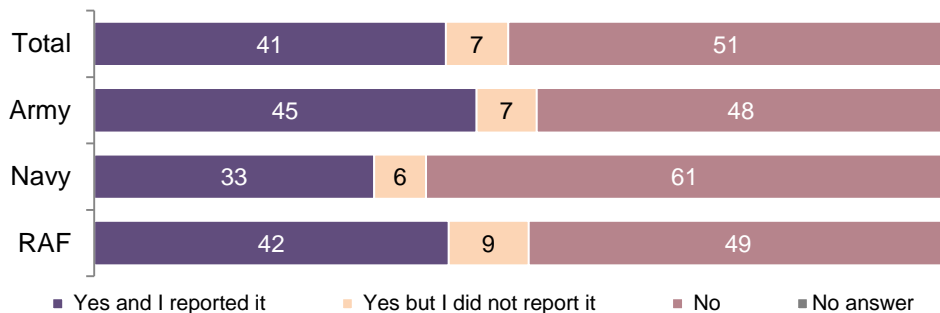
Illness or injury during training

49. Were you ever ill or injured during training?

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



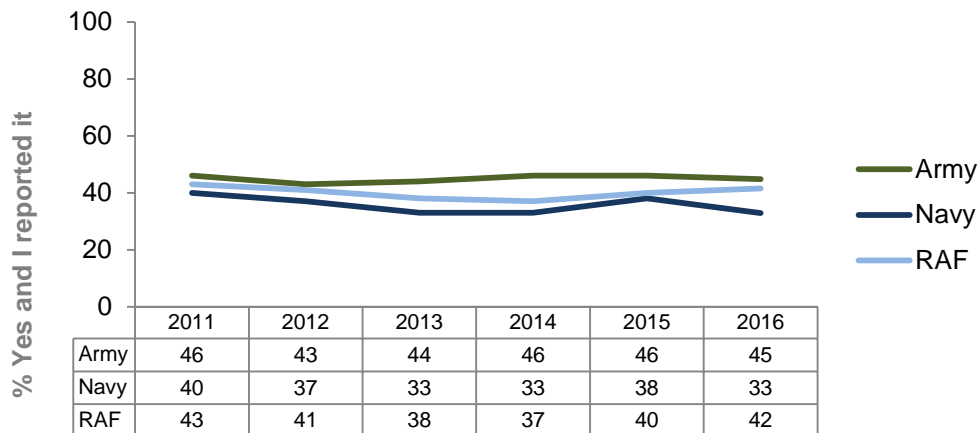
Differences

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

Additional information

- Just over two in every five trainees (41%) reported being ill or injured during training. Another 7% of trainees said they were ill but did not report it.
- Since 2015, there has been a decrease in Royal Navy trainees claiming to be ill and injured during training (38% to 33%). The proportion of Royal Navy trainees reporting being ill or injured is now back in line with the level seen in 2013 and 2014.

Trend



Please refer to notes page for base size of previous years

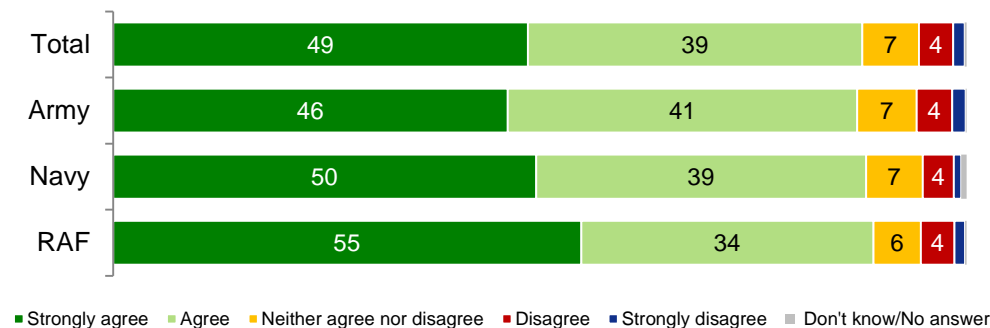
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Whether injury/illness was dealt with properly

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

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,418), Army (1,466), Navy (466), RAF (485)
 % positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

Current year results



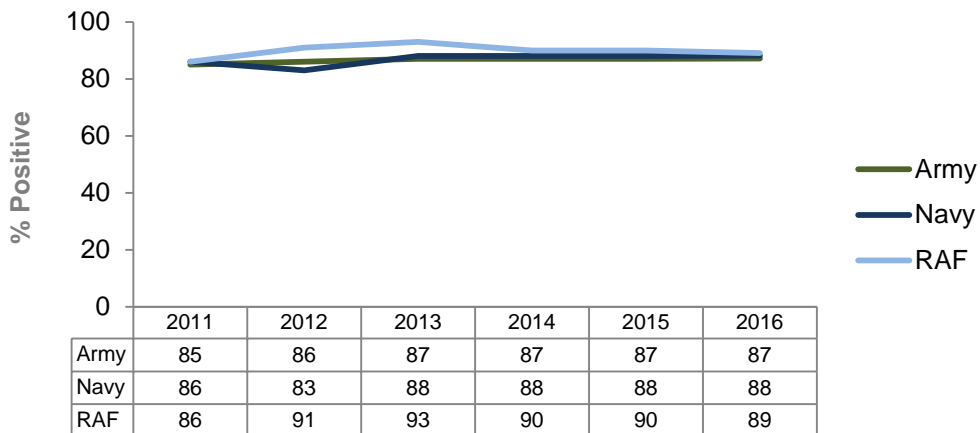
Differences

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

Additional information

- Nearly nine out of every ten trainees who were ill or injured during training and reported it agreed that their injury or illness was dealt with properly (88%).
- Male trainees are more likely than female trainees to have said that their illness or injury was dealt with properly (88% and 84% respectively).

Trend



Please refer to notes page for base size of previous years

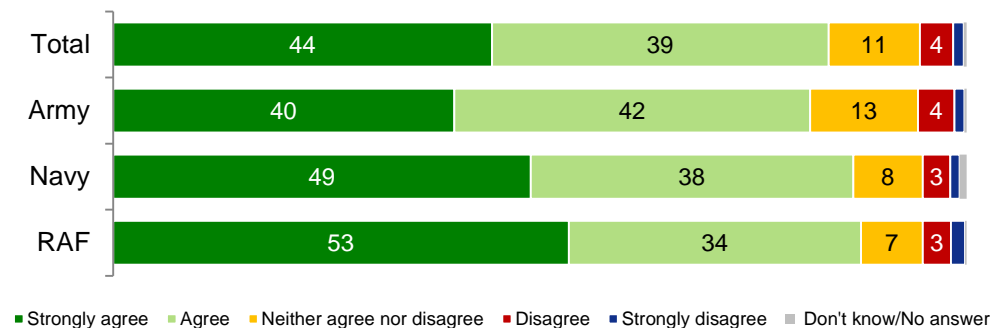
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Staff help and support during illness/injury

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

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,418), Army (1,466), Navy (466), RAF (485)
 % positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

Current year results



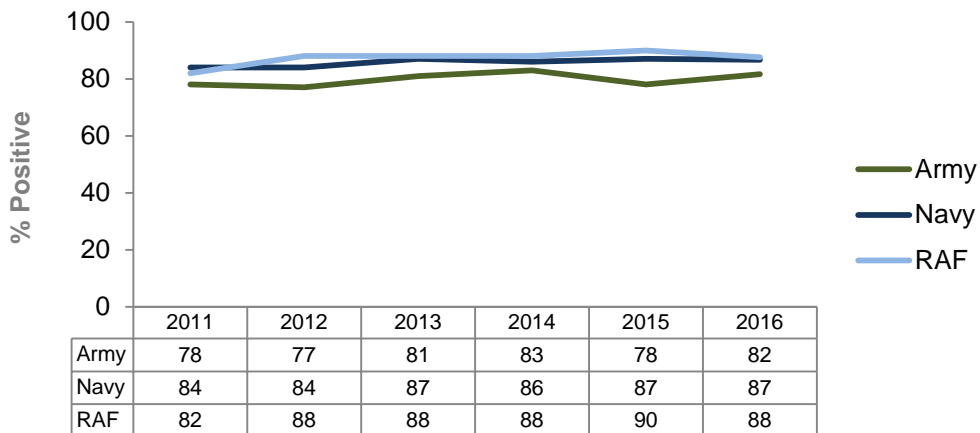
Differences

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

Additional information

- Of those trainees who reported ill or injured, four out of five trainees (84%) felt that they were helped and supported by staff.
- Compared to 2015, Army trainees were more likely to agree that they were helped and supported by staff (78% to 82%).

Trend



Please refer to notes page for base size of previous years

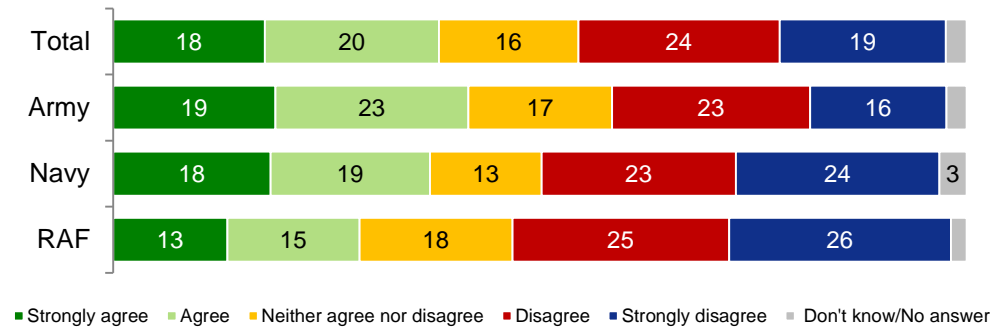
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Advice for others on reporting sick

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

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,418), Army (1,466), Navy (466), RAF (485)
 % measure equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

Current year results



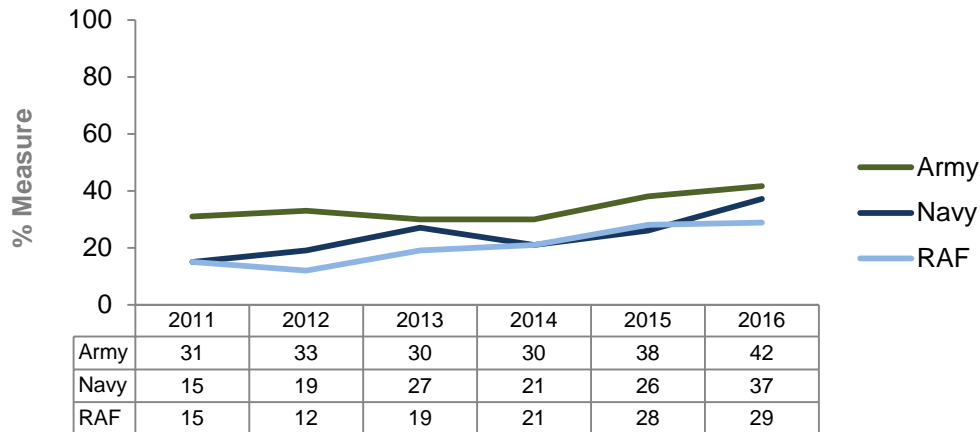
Differences

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

Additional information

- Almost two fifths of trainees who were ill or injured and reported it (38%) would advise others not to report sick if they can avoid it. This was higher than 2015 (34%).
- There was an increase in the number of Army and Royal Navy trainees who agree they would advise others not to report sick if avoidable (38% to 42%, and 26% to 37% respectively).

Trend



Please refer to notes page for base size of previous years

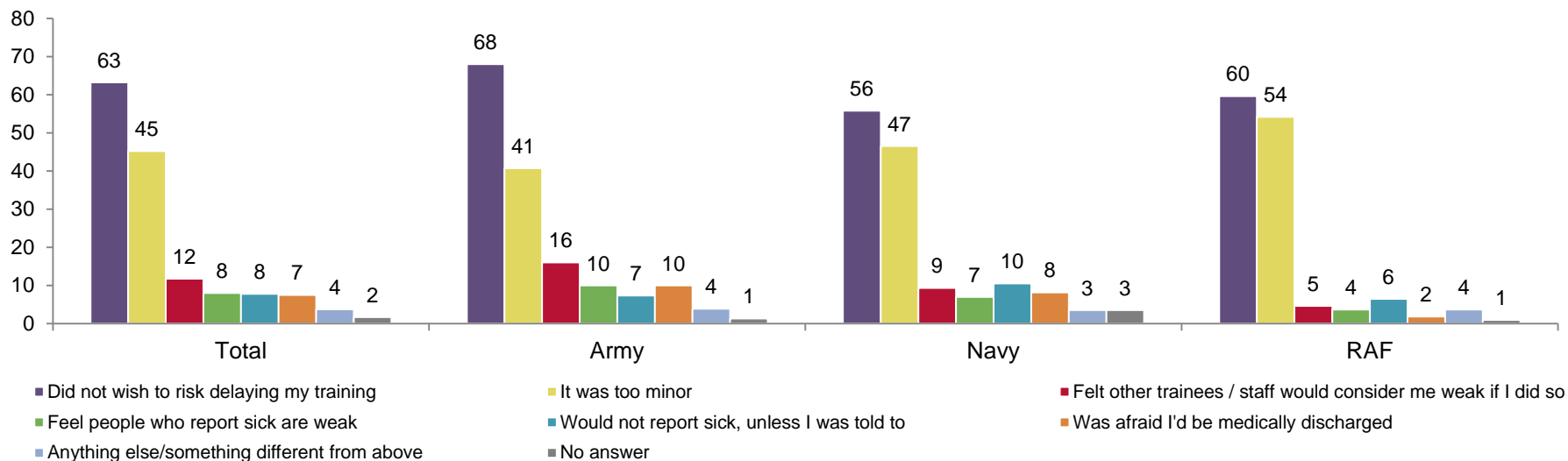
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Reason for not reporting illness or injury

51. Why did you not report it?

Number of respondents (all Phase 2 respondents who were ill or injured and did not report it): Total (427), Army (231), Navy (86), RAF (109)

Current year results (%)



Additional information

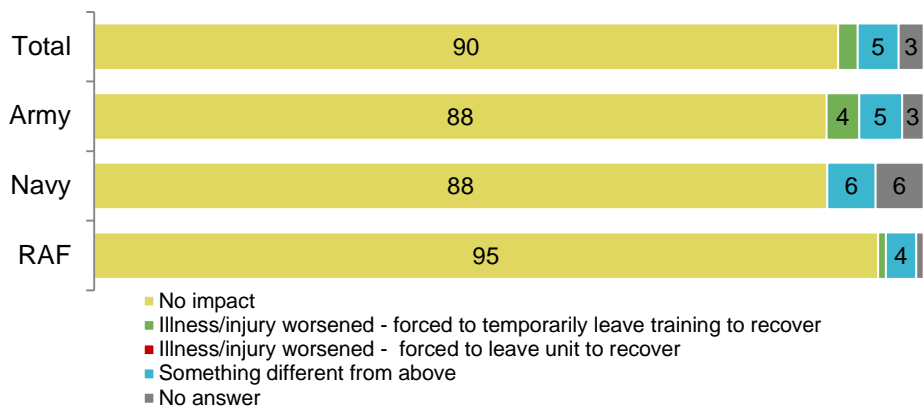
- The most common reason given for not reporting ill or injured was a fear of delaying training (63%), followed by the issue being considered too minor (45%).
- Males were more likely than females not to report an issue because it was too minor (47% and 26% respectively). However, a higher proportion of females than males were concerned that others would consider them weak if they reported sick (23% and 11% respectively) or that they would be medically discharged (18% and 6% respectively).

Result of not reporting sick

52. What was the result of not reporting sick?

Number of respondents (all Phase 2 respondents who were ill or injured and did not report it): Total (427), Army (231), Navy (86), RAF (109)
 Comments and significant differences based on % saying 'no impact'

Current year results

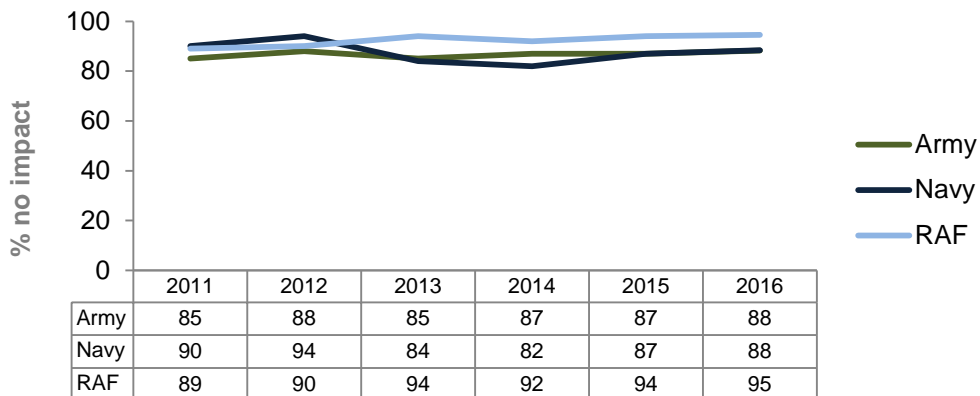


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

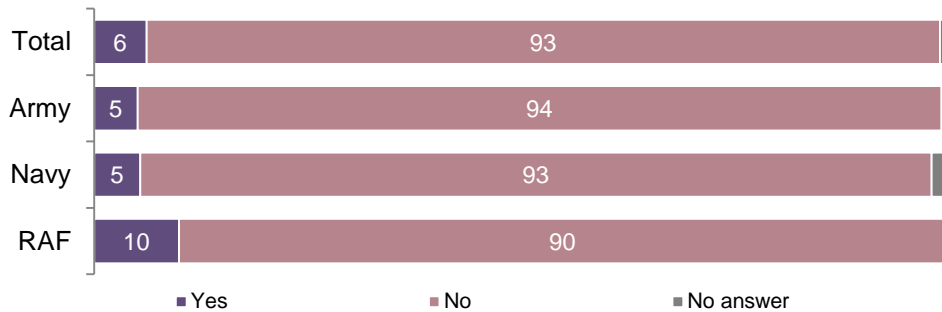
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Whether had to repeat training

54. Did you have to repeat training?

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 Comments and significant differences based on % saying 'yes'

Current year results

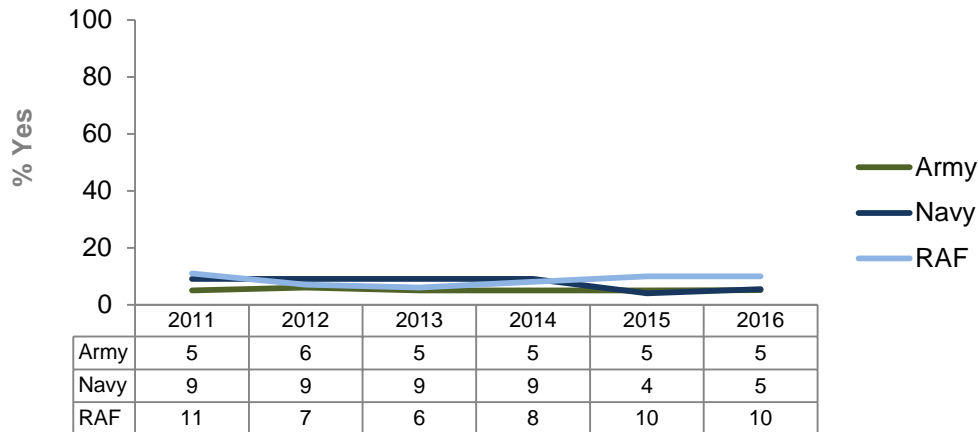


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

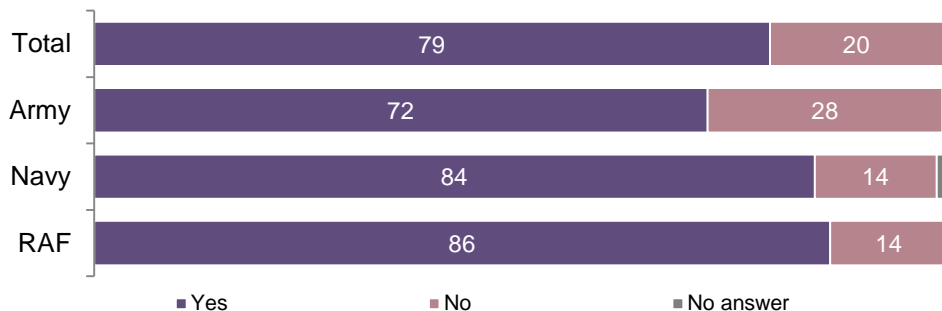
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Personal warning of possibility of repeating training

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

Number of respondents (all Phase 2 respondents who had to repeat training): Total (360), Army (167), Navy (77), RAF (116)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results

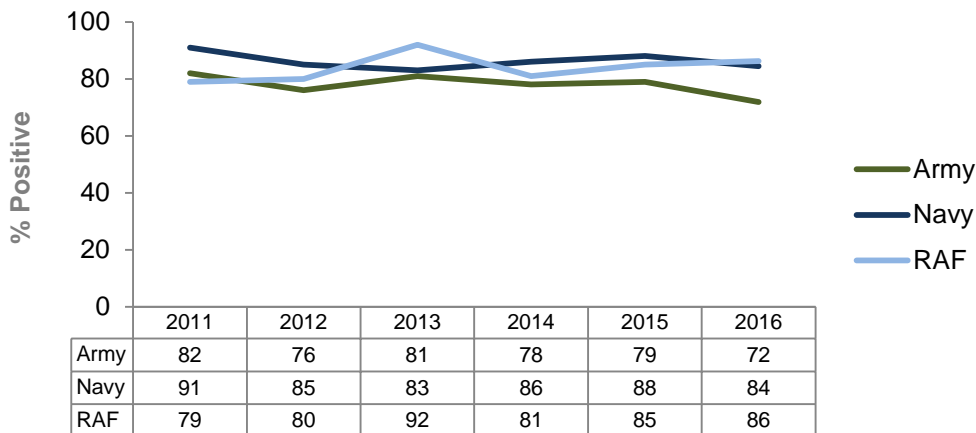


Differences

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

Additional information

Trend



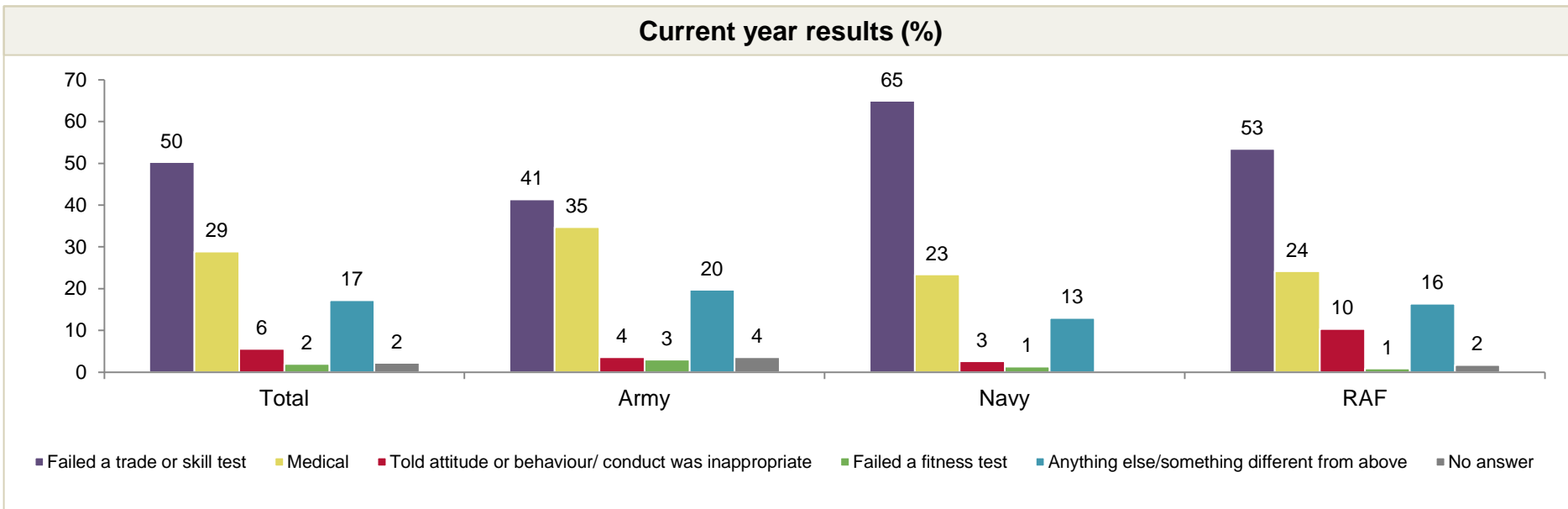
Please refer to notes page for base size of previous years

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

Reason given for repeating training

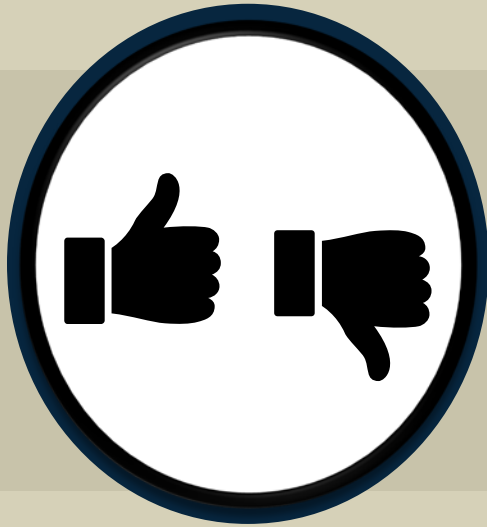
56. What reasons were you given for repeating training?

Number of respondents (all Phase 2 respondents who had to repeat training): Total (360), Army (167), Navy (77), RAF (116)



Additional information

- The most common reason given for trainees repeating training was failing a trade or skill test (50%), which is an increase on last year (40%)
- This was the most common reason for all the services. However, for the Army, it was closely followed by medical reasons.



General

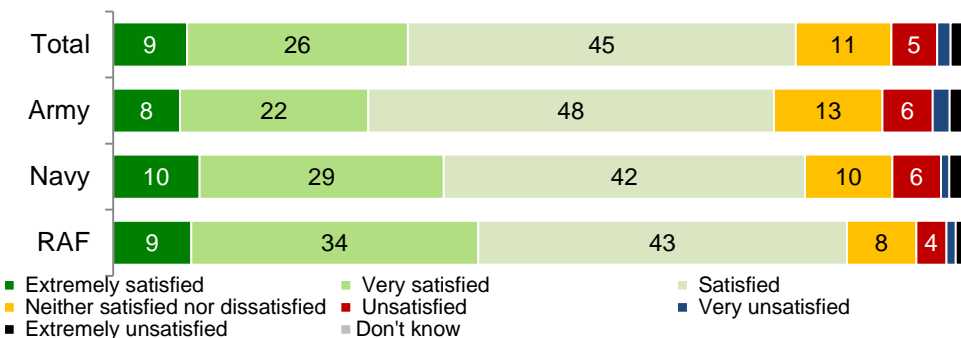
Satisfaction with training experience

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

% positive equals the proportion who say 'Extremely satisfied, Very satisfied or Satisfied' – comments and significant differences based on this

Current year results



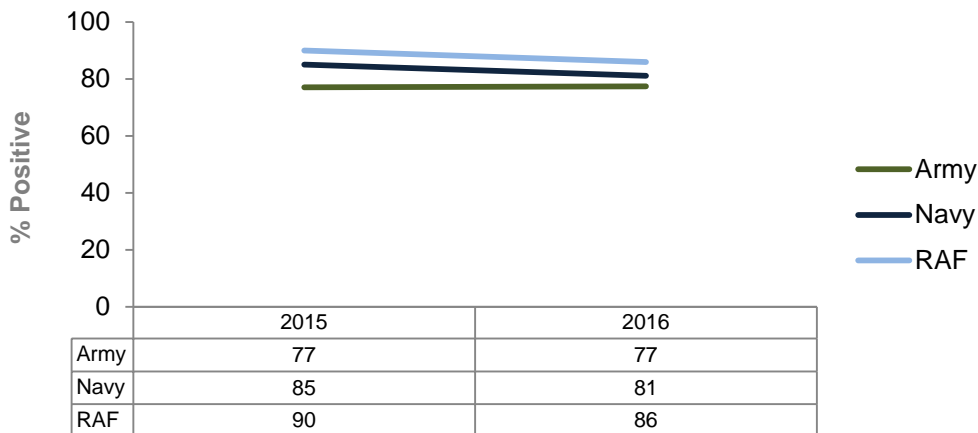
Differences

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

Additional information

- Overall, 80% of Phase 2 trainees were satisfied with their training experience. This is a decrease compared with 2015 (82%).
- Lower proportions of Royal Navy and RAF trainees were satisfied with the training experience compared with last year (85% to 81% and 90% to 86% respectively).

Trend



Please refer to notes page for base size of previous years

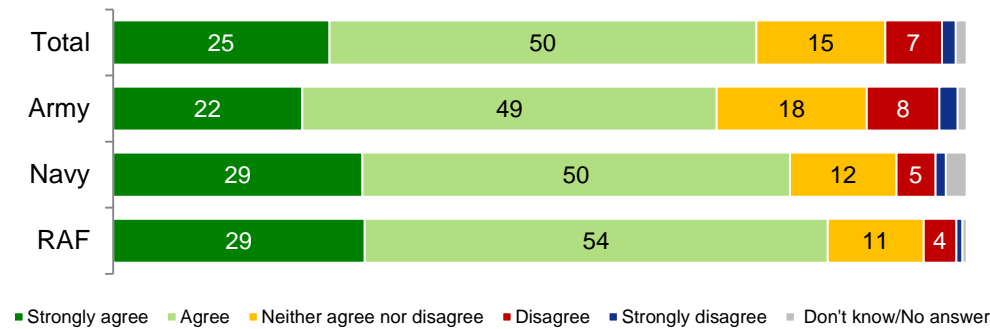
Regular feedback on performance

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



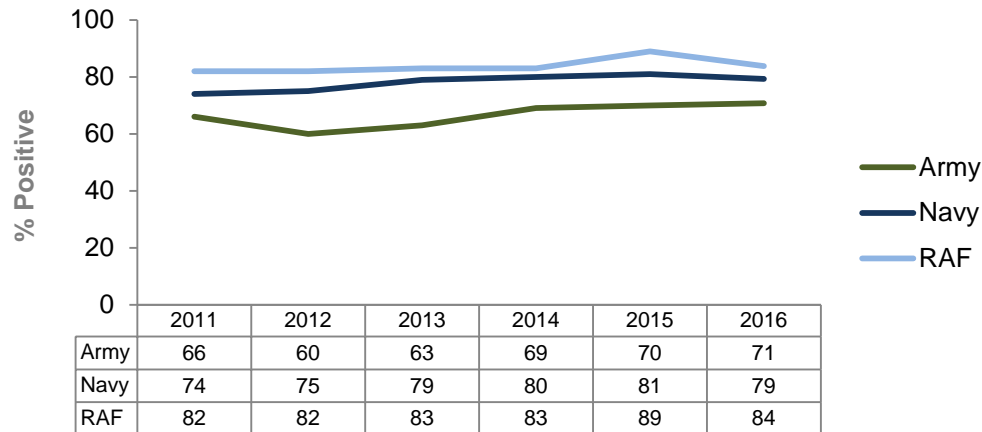
Differences

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

Additional information

- Three quarters of all trainees (75%) agreed that they received regular feedback on their performance.
- There was a decrease in RAF trainees stating that they received regular feedback (89% to 84%).

Trend



Please refer to notes page for base size of previous years

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

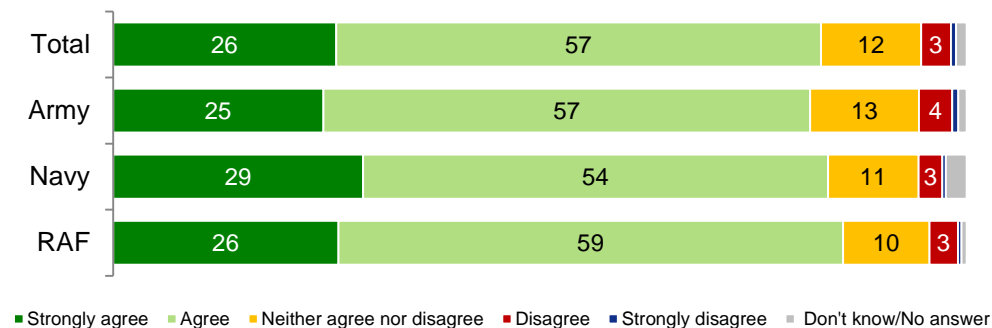
Explanation of reasons for doing things

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



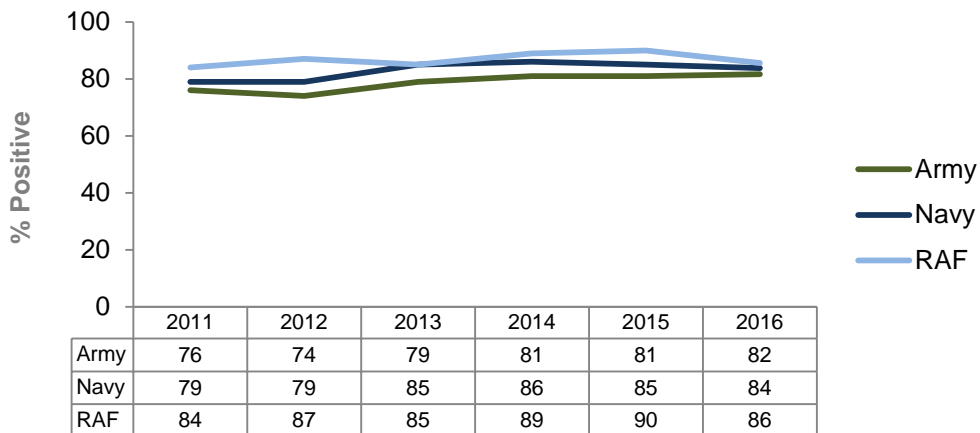
Differences

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

Additional information

- Just over four out of every five trainees (83%) agreed that the reasons for doing things were explained to them.
- A lower proportion of RAF trainees agreed that the reasons for doing things were explained to them compared with last year (90%, down to 86%).

Trend



Please refer to notes page for base size of previous years

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

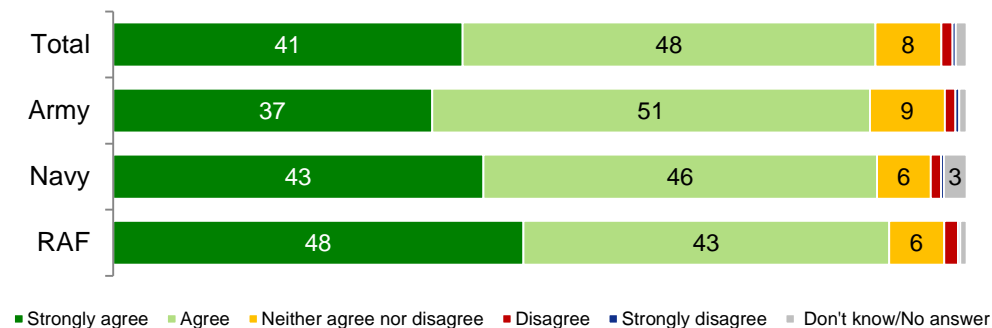
Commitment of staff/instructors to support success

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



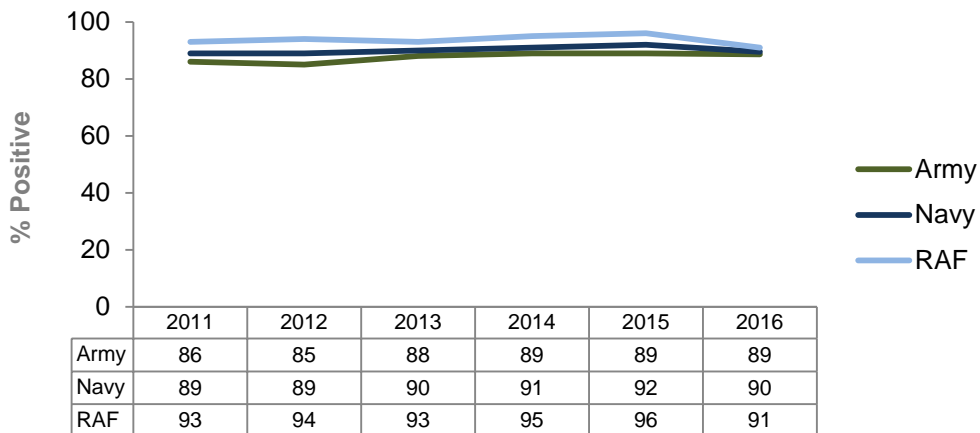
Differences

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

Additional information

- Just under nine out of ten trainees (89%) agreed that staff/instructors did all they could to help them succeed in training. This is a decrease compared with last year (91%).
- This fall is driven by a decrease in Royal Navy and RAF trainees agreeing that staff/instructors did all they could to help them succeed in training this year (92% to 90% and 96% to 91% respectively).

Trend



Please refer to notes page for base size of previous years

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

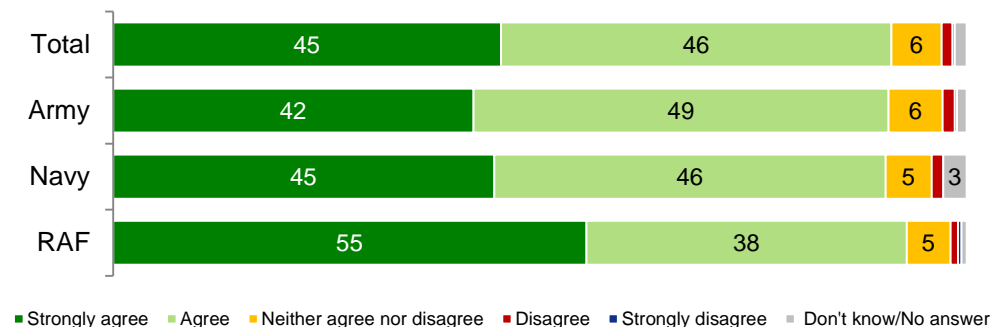
Personal benefit from the course

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



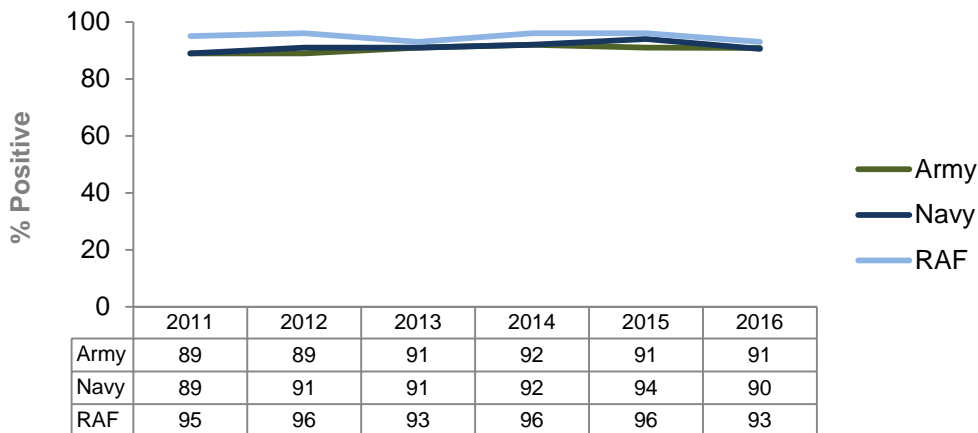
Differences

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

Additional information

- Almost all trainees (91%) felt that they personally benefitted from their Phase 2 training course. This is slightly less than last year (92%).
- Since 2015, there has been a decrease in Royal Navy and RAF trainees stating that they personally benefited from their training course (94% to 90% and 96% to 93% respectively).

Trend



Please refer to notes page for base size of previous years

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

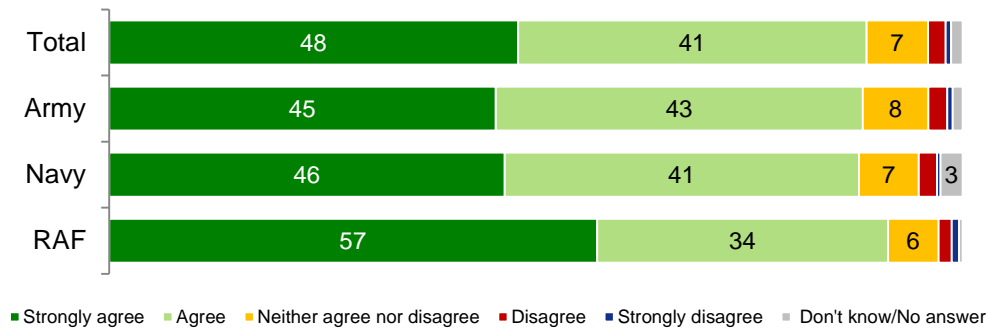
Sense of achievement

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



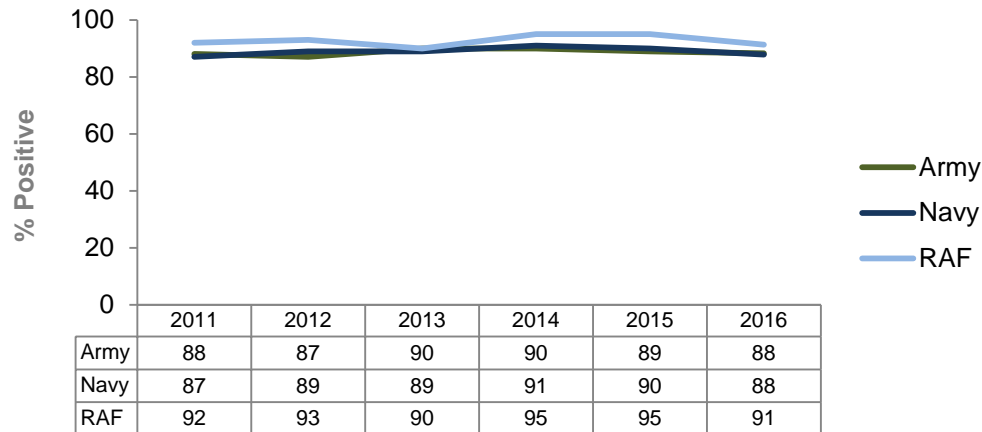
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Nine out of every ten trainees (89%) felt a sense of achievement from their Phase 2 training course. This is a slight decrease since last year (90%).
- A lower proportion of RAF trainees agreed that they felt a sense of achievement compared with 2015 (95%, down to 91%).

Trend



Please refer to notes page for base size of previous years

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

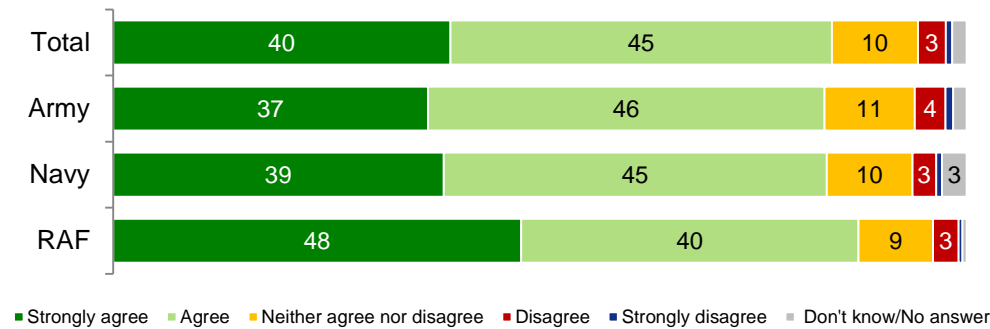
Challenge

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results

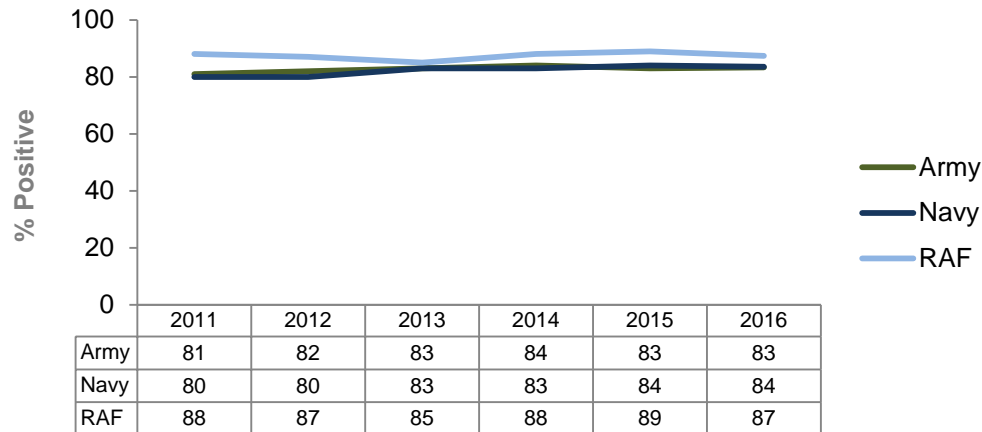


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

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

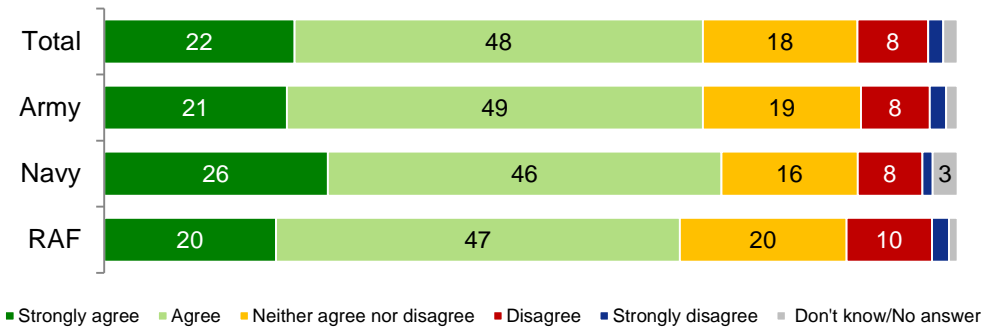
Training comparison to expectations

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results

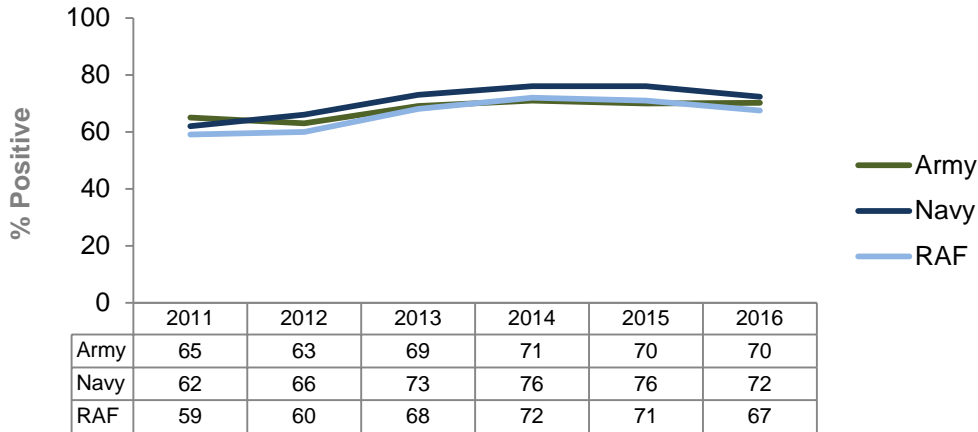


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

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

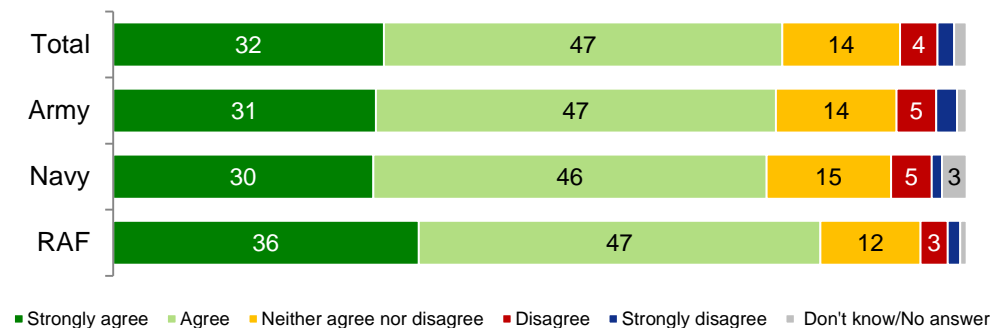
Enjoyment

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



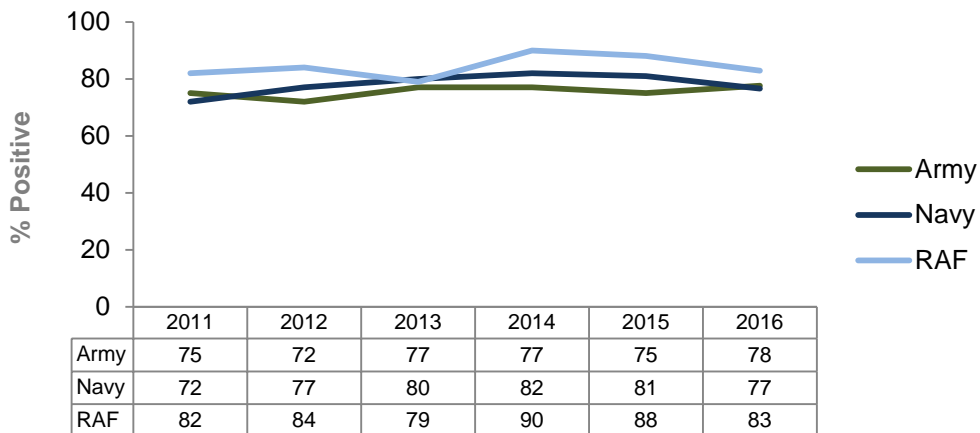
Differences

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

Additional information

- Around four out of every five trainees (78%) enjoyed their Phase 2 training course.
- Since 2015, Army trainees were more likely to agree that they enjoyed this phase of training (75% to 78%) whereas Royal Navy and RAF trainees were less likely to agree that they enjoyed this phase of training (81% to 77% and 88% to 83% respectively).

Trend



Please refer to notes page for base size of previous years

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

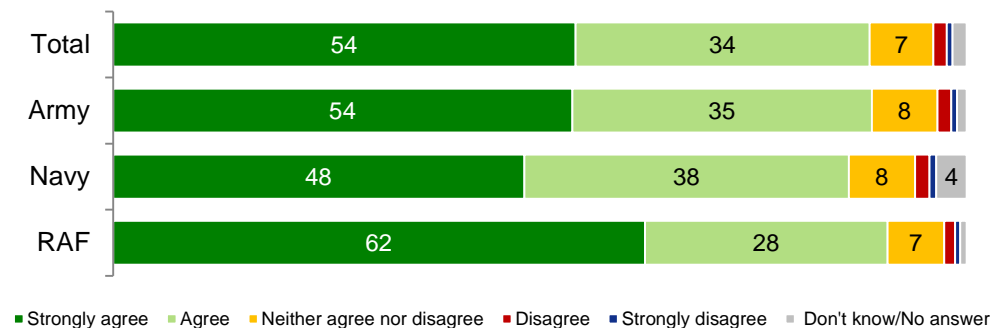
Pride

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



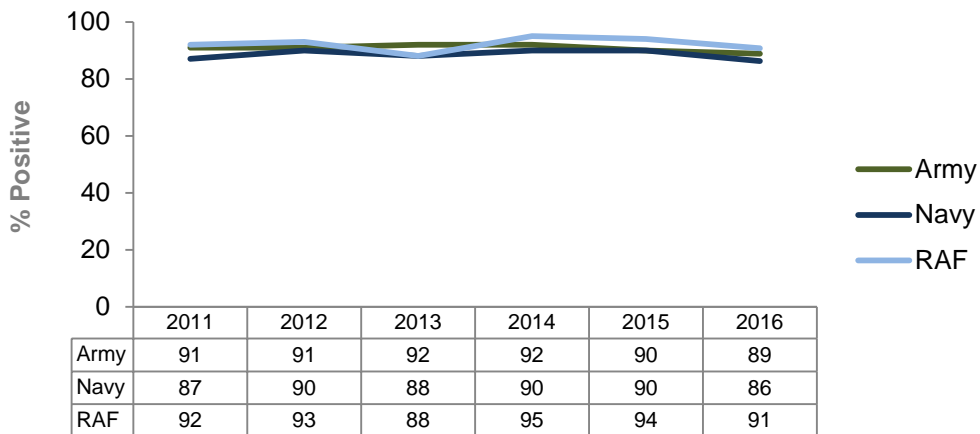
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Nine out of ten trainees (89%) feel proud to be in their Service. This is a decrease since 2015 (91%).
- There was a decrease in Royal Navy and RAF trainees stating that they felt proud be in their Service since 2015 (90% to 86% and 94% to 91% respectively).

Trend



Please refer to notes page for base size of previous years

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

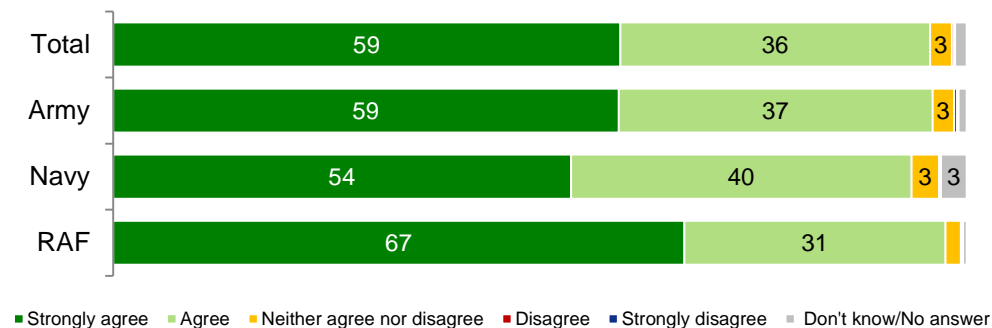
Understanding of core values

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



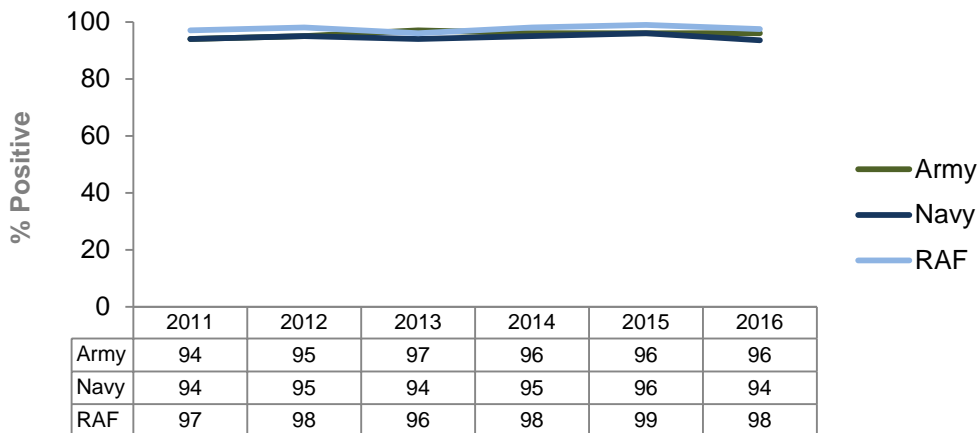
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Almost all trainees (96%) stated that they understand the core values of their Service. This is a slight decrease since last year (97%).
- There has been a decrease in the proportion of Royal Navy trainees who agreed that they understand the core values of the Royal Navy between 2015 and 2016 (96% to 94%).

Trend



Please refer to notes page for base size of previous years

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

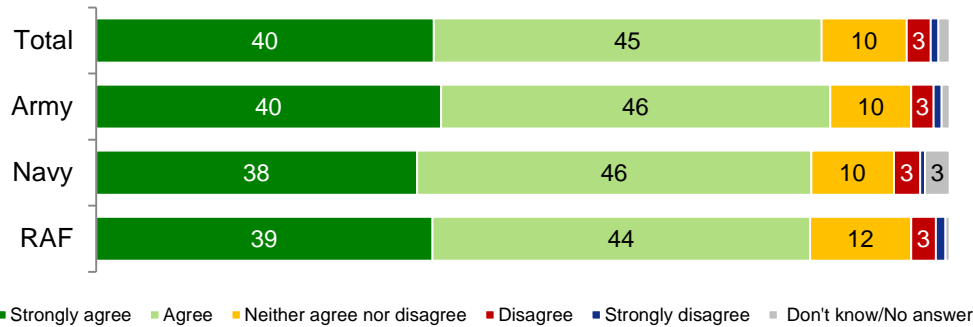
Military personnel upholding core values

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results

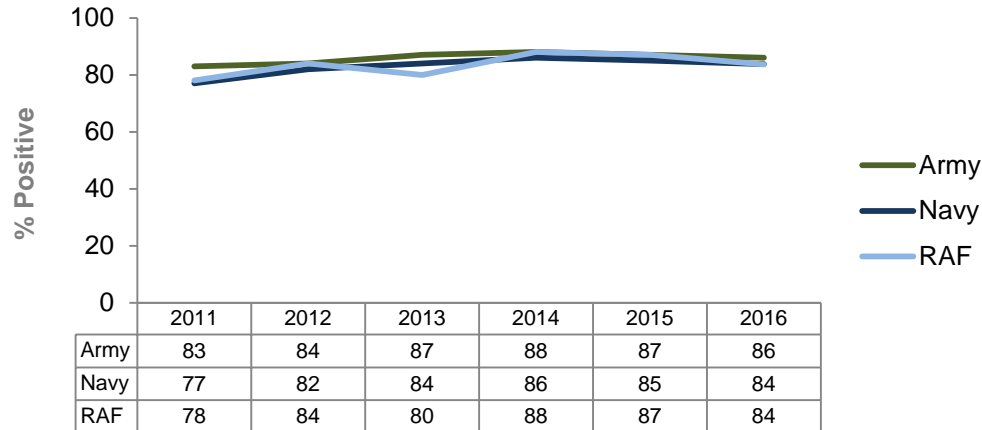


Differences

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

Additional information

Trend



Please refer to notes page for base size of previous years

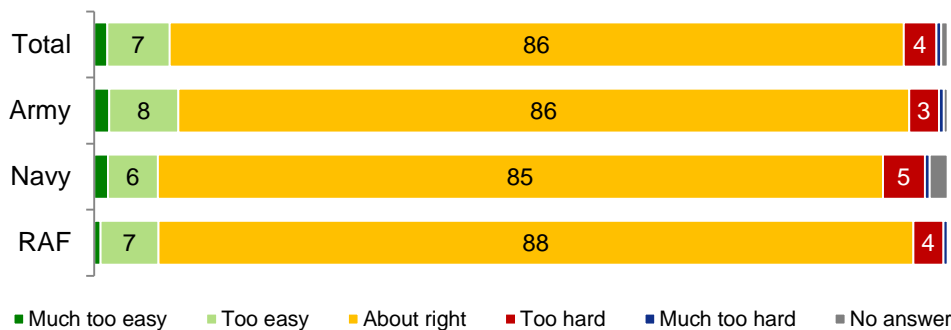
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.

Course difficulty

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)
 % positive equals the proportion who say 'about right' – comments and significant differences based on this

Current year results



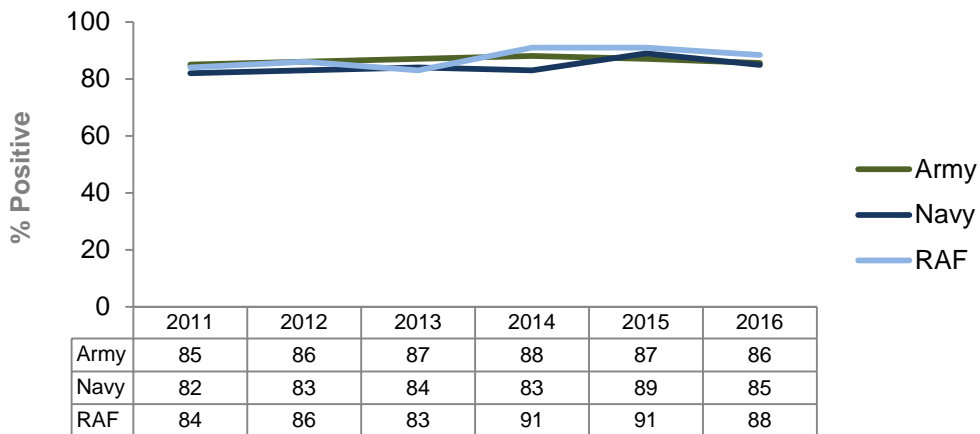
Differences

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

Additional information

- Nearly nine out of ten trainees (86%) stated that they felt the course was about the right level of difficulty. This figure is lower than last year (88%).
- The proportion of Royal Navy trainees who believed the course was about right has decreased since 2015 (89% down to 85%). The proportion of RAF trainees who believed the course was about right is also lower compared with last year (91%, down to 88%).

Trend



Please refer to notes page for base size of previous years

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

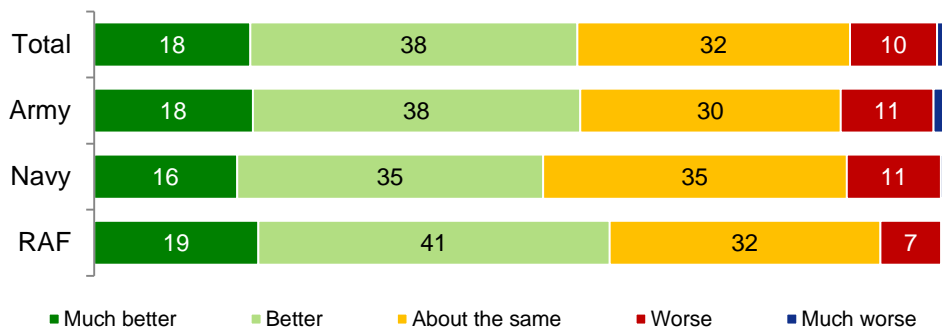
Life in Service in comparison to expectations

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



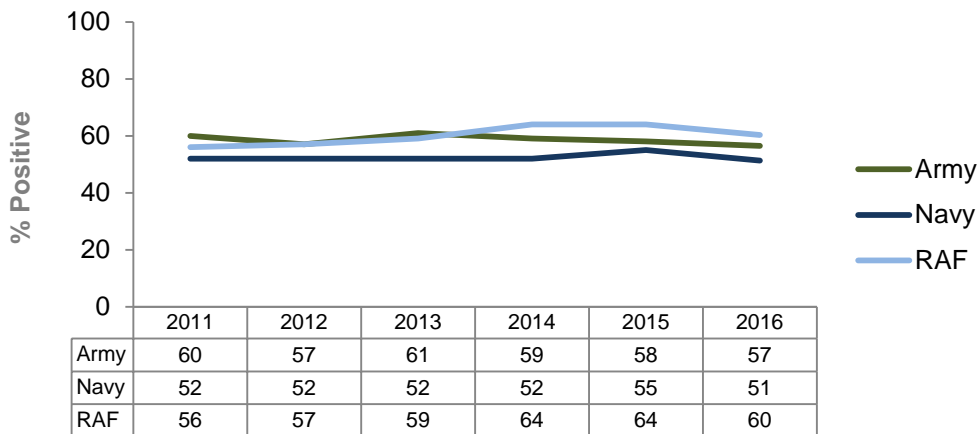
Differences

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

Additional information

- Over half of trainees (56%) felt that life in the Service was better or much better than they expected it to be when they joined. This proportion is lower since 2015 (58%). One third said it was about the same (32%).
- Less RAF trainees felt that life in the Service was better or much better than they expected it to be compared with last year (64% down to 60%).

Trend



Please refer to notes page for base size of previous years

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

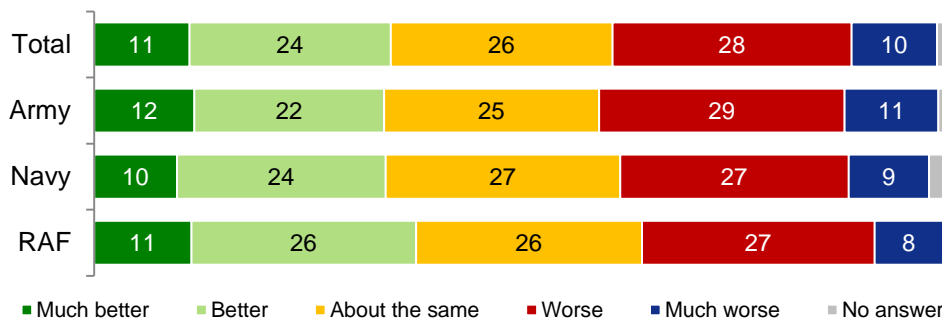
Perceptions of pay in comparison to non-military friends

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



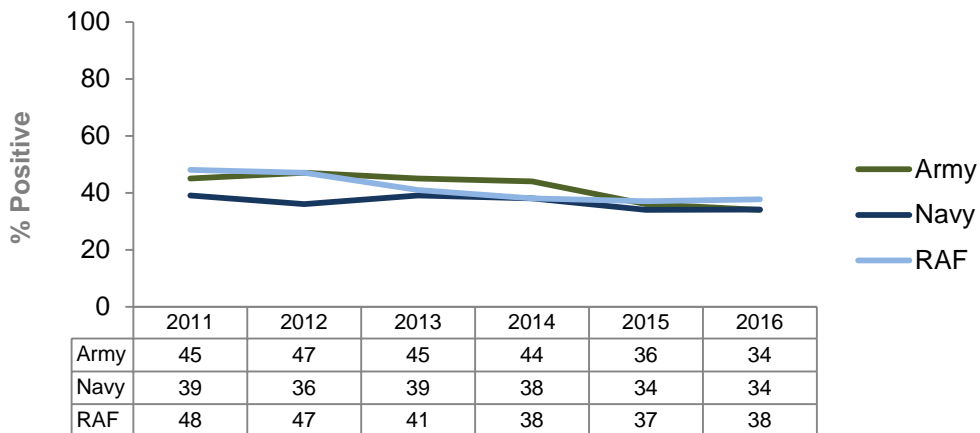
Differences

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

Additional information

- Just over a third of trainees (35%) thought their pay was better or much better than their non-military friends at home.
- Since 2015, there has been a decrease in the proportion of Army trainees stating that their pay was better than non-military friends (36% to 34%).

Trend



Please refer to notes page for base size of previous years

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



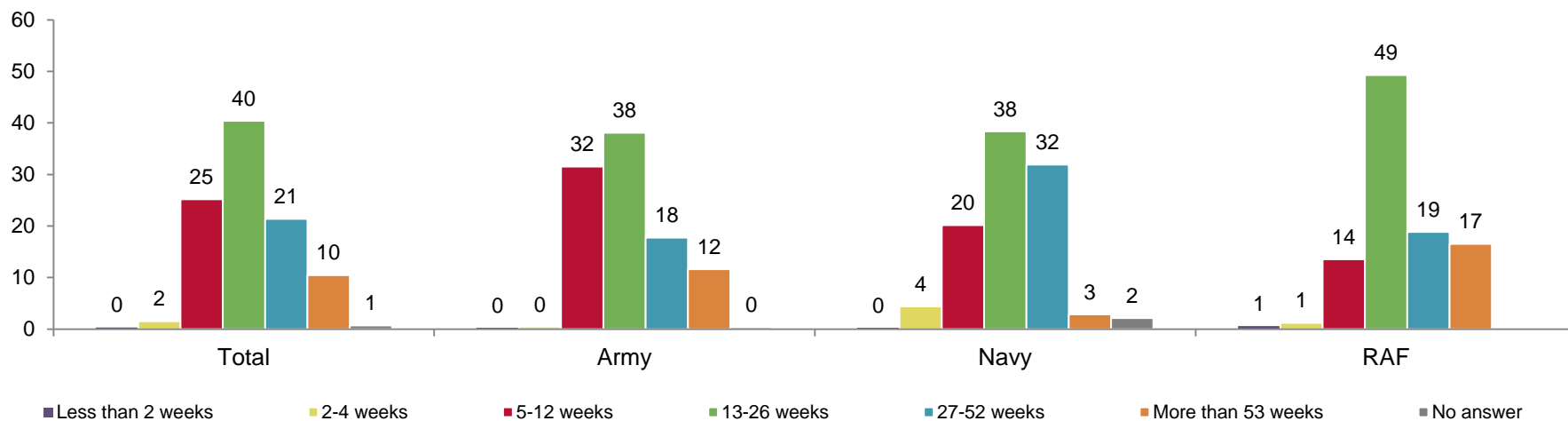
Hopes for the future

Length of time at unit for training course

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

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

Current year results (%)



Additional information

- Two in every five trainees (40%) spent 13-26 weeks on their Phase 2 training course. A quarter of trainees (25%) spent 5-12 weeks and a similar proportion (21%) spent 27-52 weeks.
- Half of RAF trainees (49%) spent 13-26 weeks on their training course.

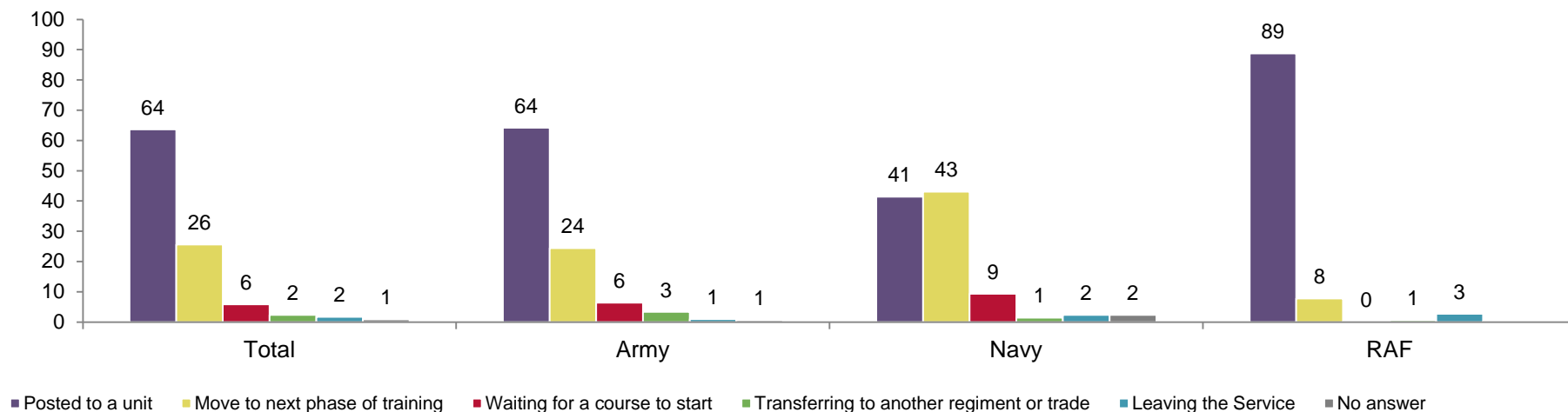
Aggregated totals may not add up to 100% due to rounding.

Plan for after training

67. What are you doing next?

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

Current year results (%)



Additional information

- Just under two thirds of trainees (64%) were being posted to a unit having completed their Phase 2 training course. The next main action was to move to the next phase of training (26%).
- Nearly nine in ten RAF trainees (89%) were being posted to a unit after completing training.
- Amongst Royal Navy trainees, there were marginally more trainees moving onto the next phase of training than being posted to a unit (43% compared to 41%).

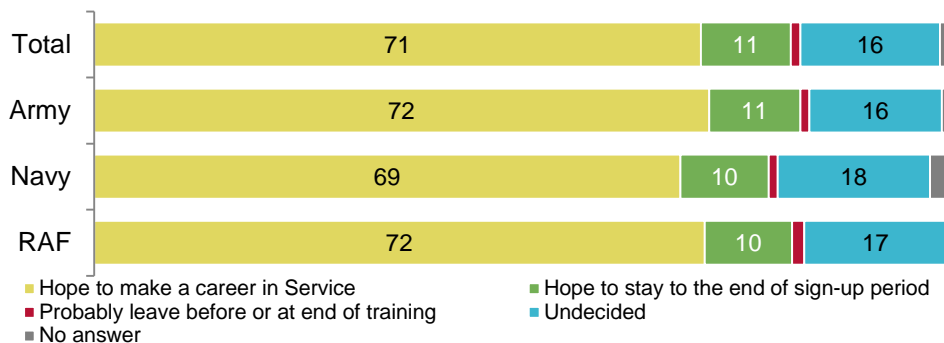
Aggregated totals may not add up to 100% due to rounding.

Hopes for the future

68a. What are your hopes for the future?

Number of respondents (all Phase 2 respondents not leaving the Service): Total (5,768), Army (3,241), Navy (1,386), RAF (1,135)
 % positive equals the proportion who say 'hope to make a career in Service' – comments and significant differences based on this

Current year results



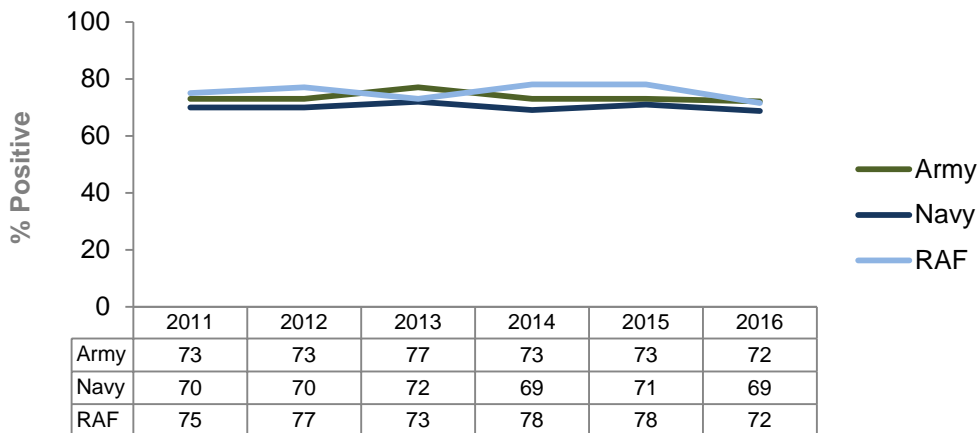
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Seven in ten trainees (71%) hope to make a career in their Service. This is a lower proportion than in 2015 (74%).
- Since 2015, fewer RAF trainees plan to make a career in the RAF (78% to 72%).
- 16% of trainees were undecided about their future.

Trend



Please refer to notes page for base size of previous years

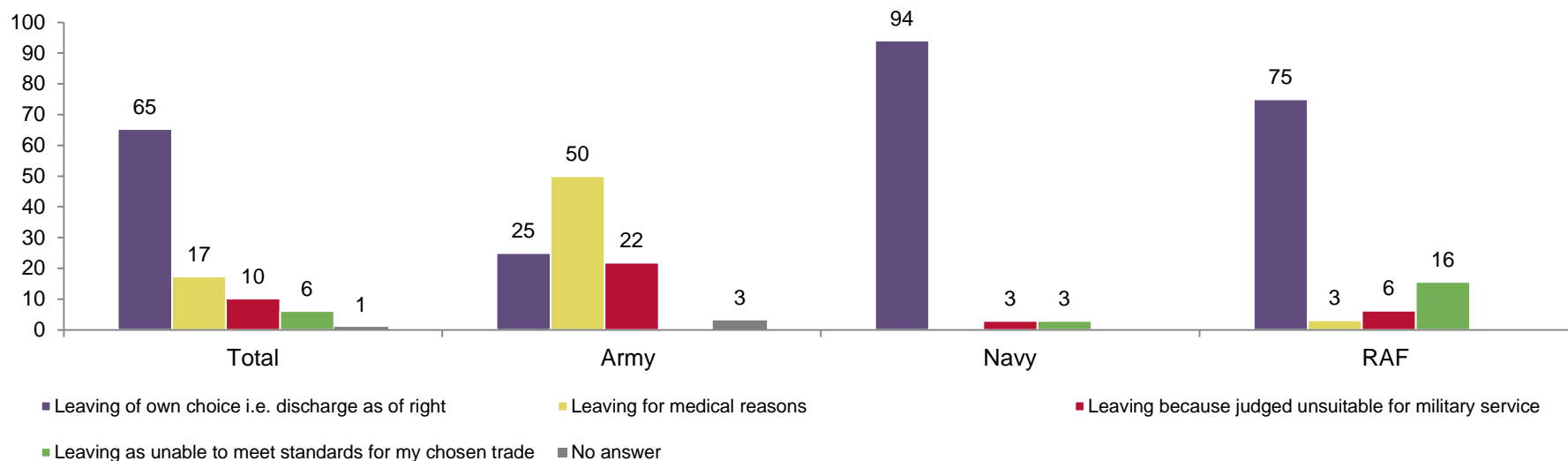
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.

Reasons for leaving the Service

69. Why are you leaving the Service?

Number of respondents (all Phase 2 respondents who are leaving the Service): Total (98), Army (32), Navy (34), RAF (32)

Current year results (%)



Additional information

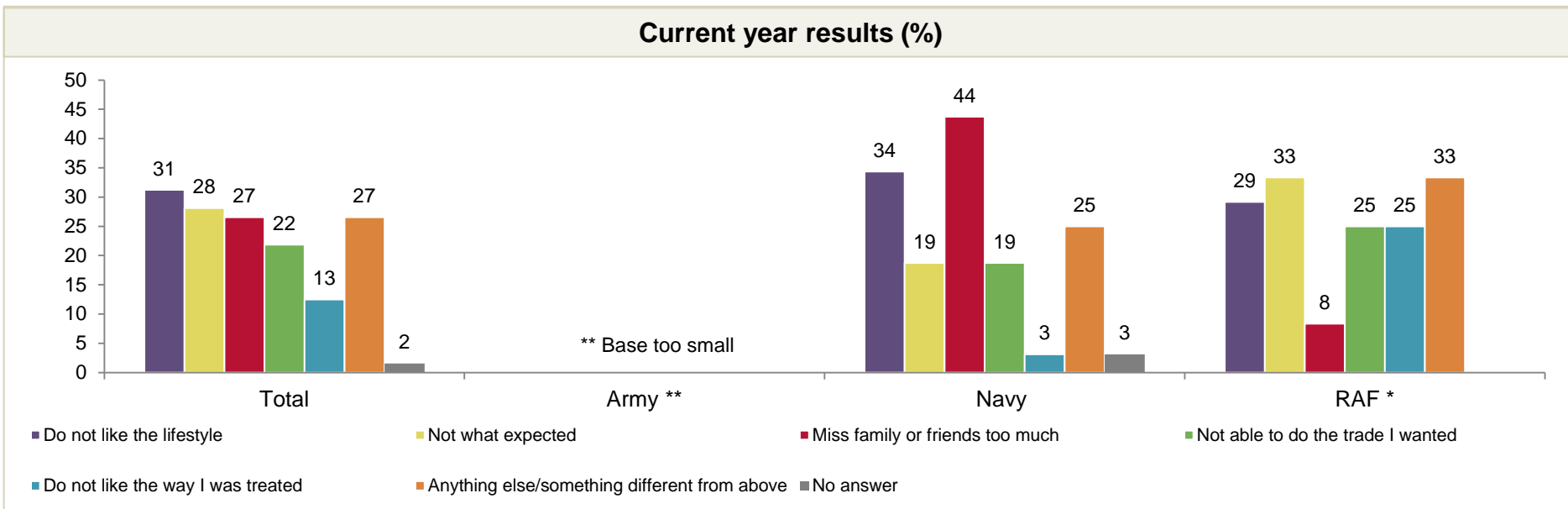
- The most common reason for all trainees leaving the Service was discharge as of right (65%). It is especially common in the Royal Navy (94%).
- Please note the number of trainees answering this question is low.



Reasons for leaving the Service by own choice

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

Number of respondents (all Phase 2 respondents who are leaving the Service by own choice): Total (64), Army (8**), Navy (32), RAF (24*)



Additional information

- The most common reasons for trainees choosing to leave the Service by their own choice was either they did not like the lifestyle (31%) or that it was not what they expected (28%). This was very closely followed by missing friends and family too much (27%).
- Please note the number of trainees answering this question is low.

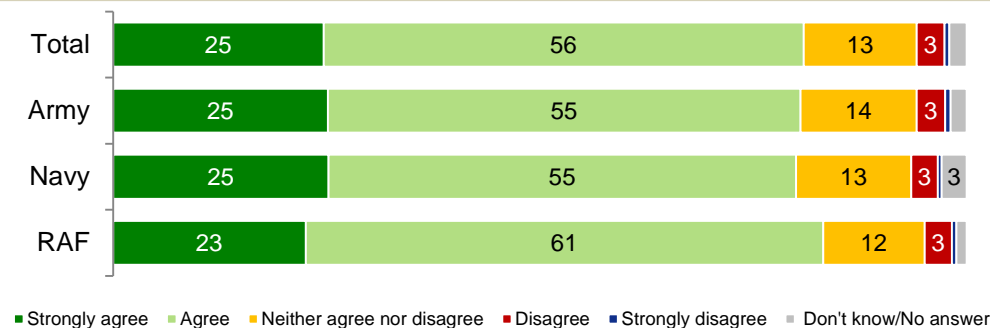
Preparedness to go onto next stage of career

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

Number of respondents (all Phase 2 respondents not leaving the Service): Total (5,768), Army (3,241), Navy (1,386), RAF (1,135)

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

Current year results



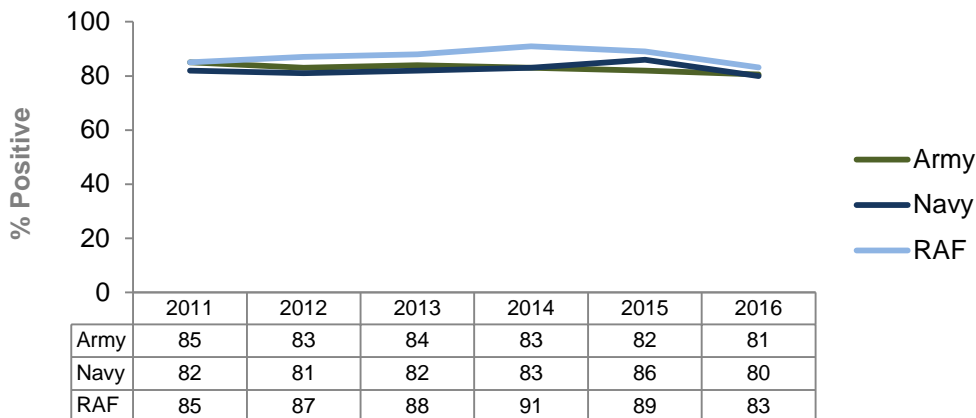
Differences

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

Additional information

- More than four out of every five trainees (81%) felt prepared to go on to the next stage in their career. This is less than last year (84%).
- The proportions of Royal Navy and RAF trainees agreeing with this statement have decreased since 2015 (86% to 80% and 89% to 83% respectively).

Trend



Please refer to notes page for base size of previous years

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

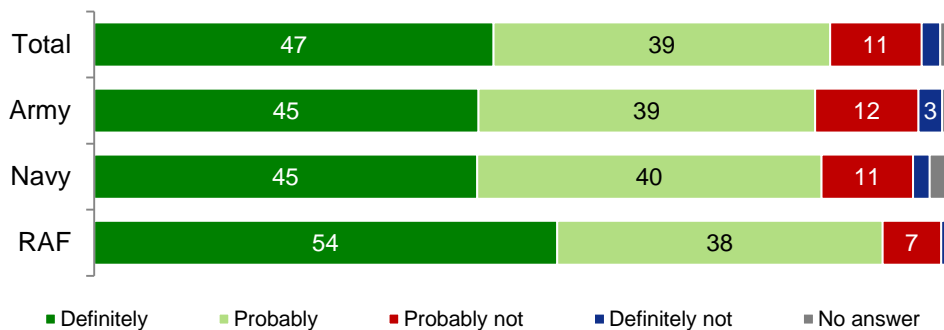
Recommendation of joining Service

73. Would you recommend joining your Service to others?

Number of respondents (all Phase 2 respondents): Total (5,866), Army (3,273), Navy (1,420), RAF (1,167)

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

Current year results



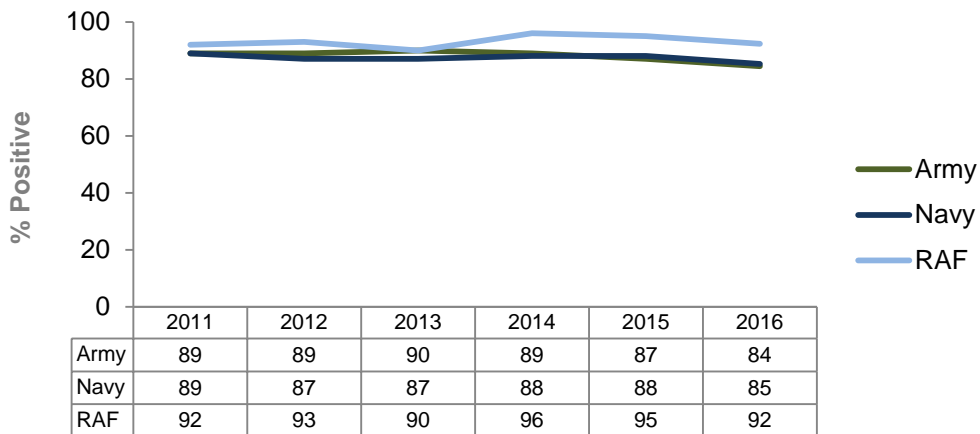
Differences

	Army	Navy	RAF
Comparison with previous year	△	△	△

Additional information

- Just under nine out of ten trainees (86%) would definitely or probably recommend joining their Service to others. This is a decrease since 2015 (89%)
- Since 2015, there has been a drop amongst trainees recommending joining their Service to others in all services (87% to 84% of Army trainees, 88% to 85% of Royal Navy trainees, 95% to 92% of RAF recruits).

Trend



Please refer to notes page for base size of previous years

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



Phase 1 Respondent profiles



Sample Profile: where from, background, religion



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

Where are you from?



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

Background



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

Religion



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

Number of respondents (all respondents): Army (4,795)



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

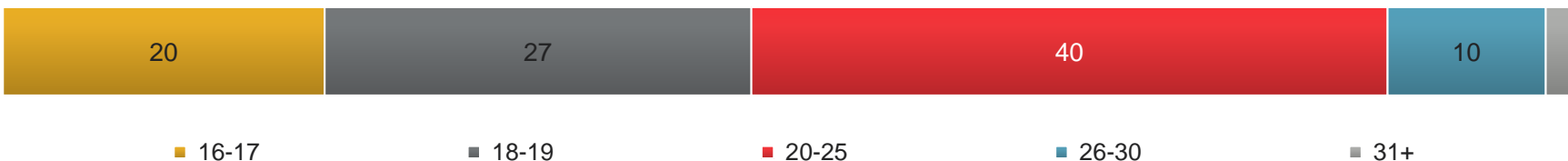


Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

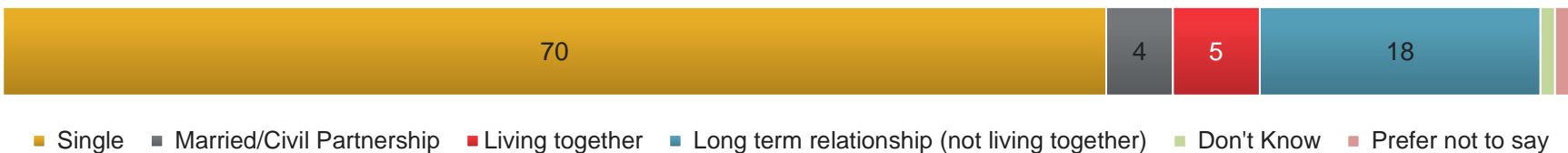
Gender



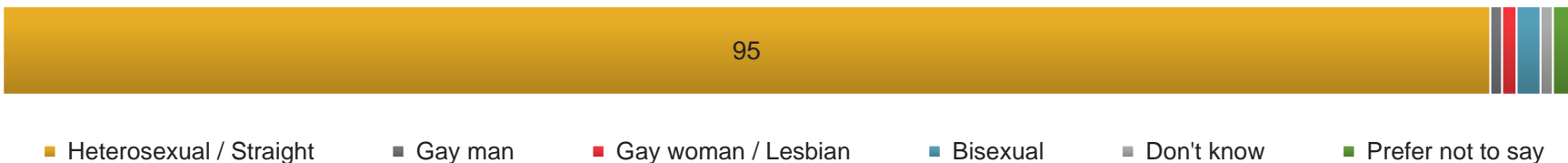
Age



Marital Status



Sexual Orientation



Number of respondents (all respondents): Army (4,795)

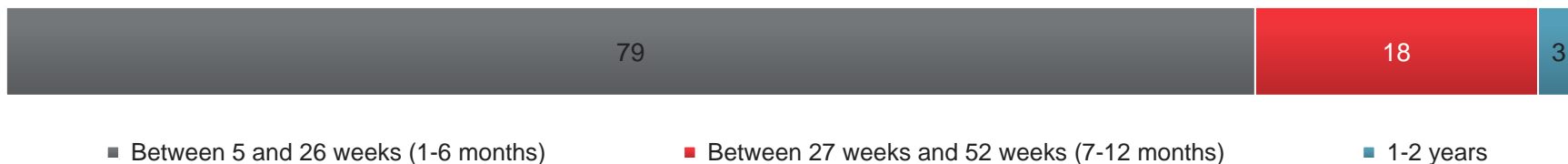
Sample Profile: length of Service, membership of other organisations



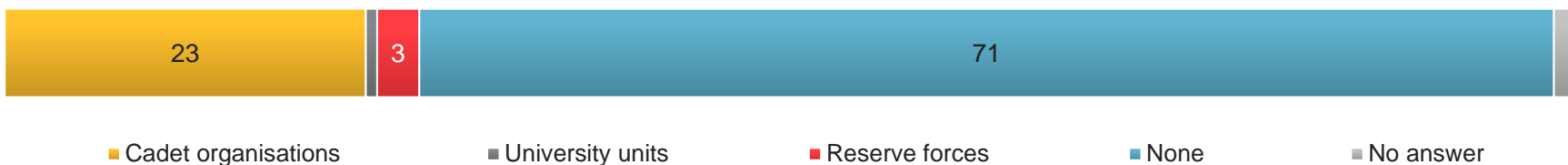
4. How long have you been in the [Service]?

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

Length of Service



Membership of other organisations



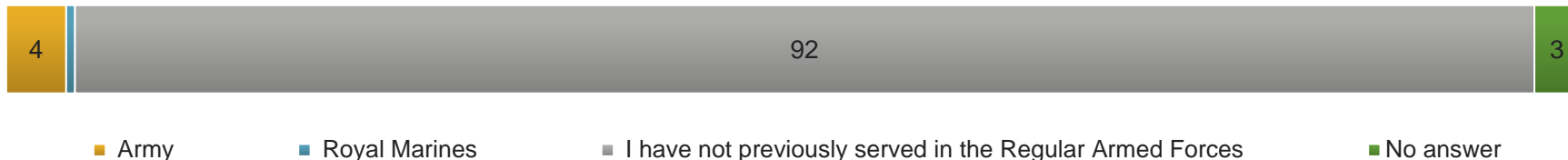
Number of respondents (all respondents): Army (4,795)

Sample Profile: previous Service

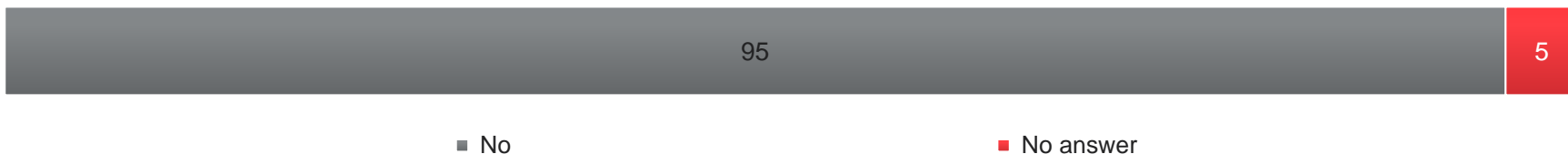


- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

Previous Service in Armed Forces



Previous Service in another country's Armed Forces



Number of respondents (all respondents): Army (4,795)

Sample Profile: where from, background, religion

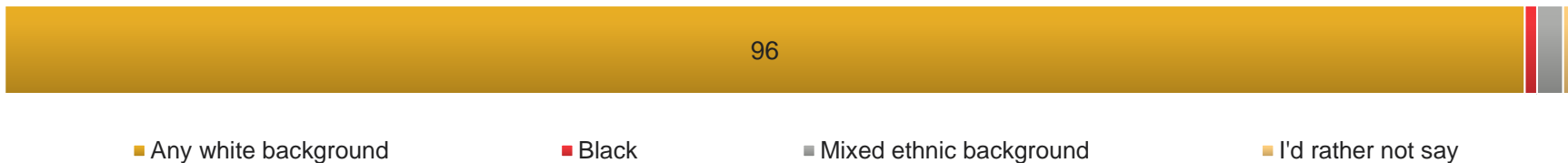


8a. Where are you from?, 9. What is your background?, 10. Are you...? [religion]

Where are you from?



Background



Religion



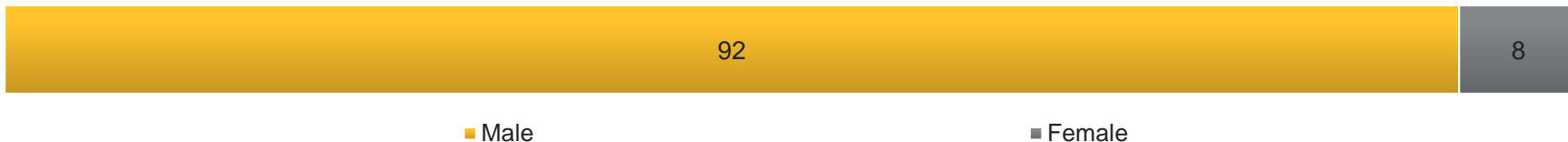
Number of respondents (all respondents): Navy (2,078)

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



Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

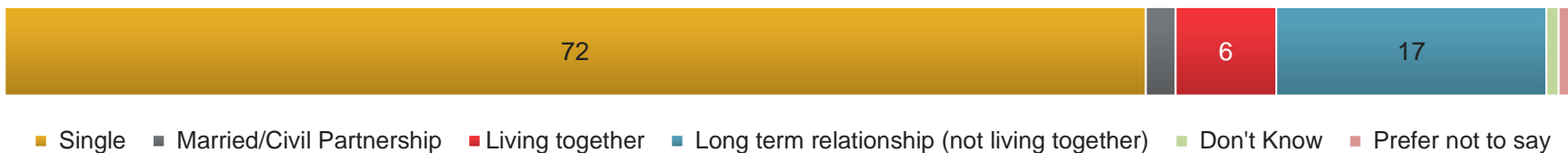
Gender



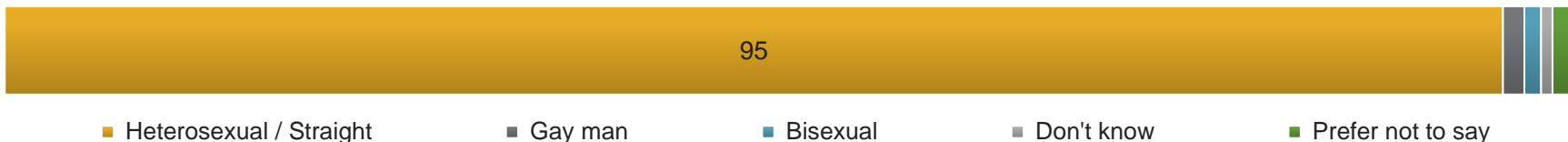
Age



Marital Status



Sexual Orientation



Number of respondents (all respondents): Navy (2,078)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart. 218

Sample Profile: length of Service, membership of other organisations



- 4. How long have you been in the [Service]?
- 5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Length of Service



- Between 1 and 4 weeks (Up to 28 days)
- Between 5 and 26 weeks (1-6 months)
- Between 27 weeks and 52 weeks (7-12 months)
- 1-2 years
- 2-3 years

Membership of other organisations



- Cadet organisations
- University units
- Reserve forces
- None
- No answer

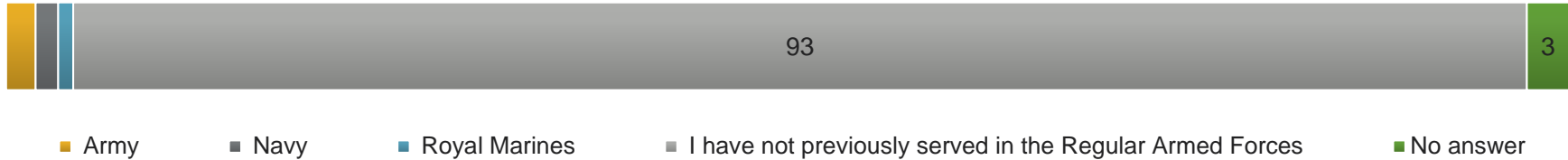
Number of respondents (all respondents): Navy (2,078)

Sample Profile: previous Service

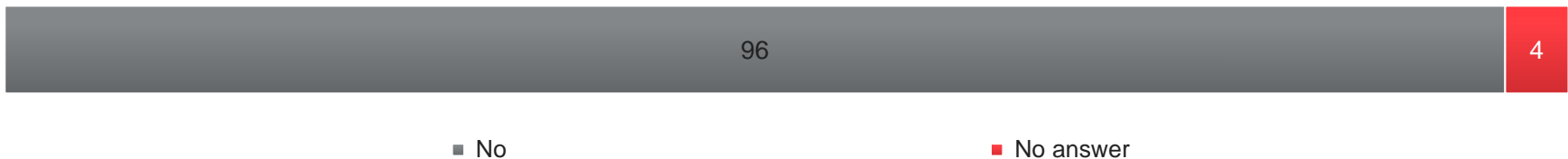


- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

Previous Service in Armed Forces



Previous Service in another country's Armed Forces



Number of respondents (all respondents): Navy (2,078)

Sample Profile: where from, background, religion

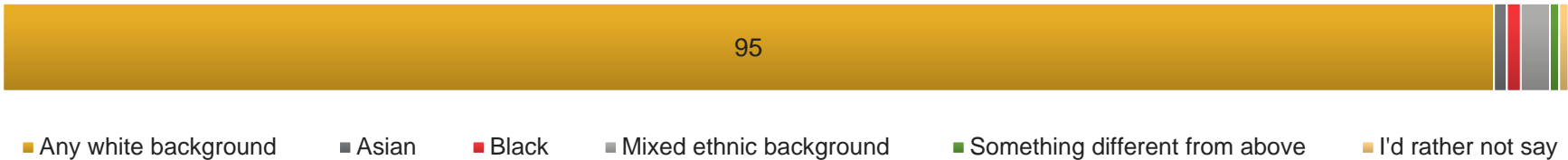


8a. Where are you from?, 9. What is your background?, 10. Are you...? [religion]

Where are you from?



Background



Religion



Number of respondents (all respondents): RAF (1,348)

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



Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

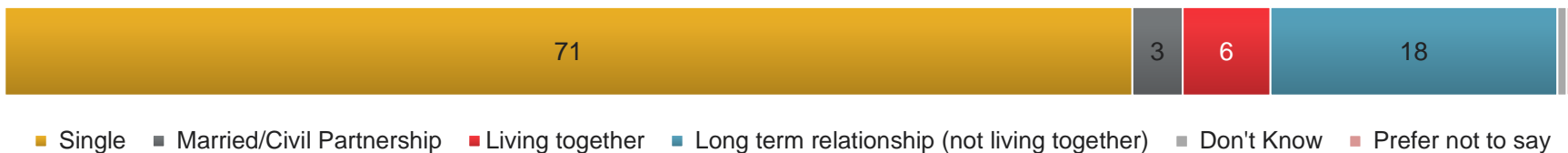
Gender



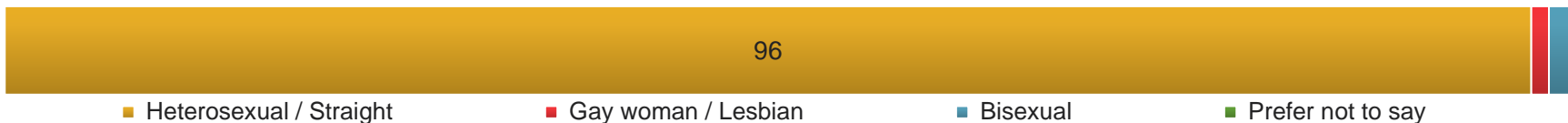
Age



Marital Status



Sexual Orientation



Number of respondents (all respondents): RAF (1,348)

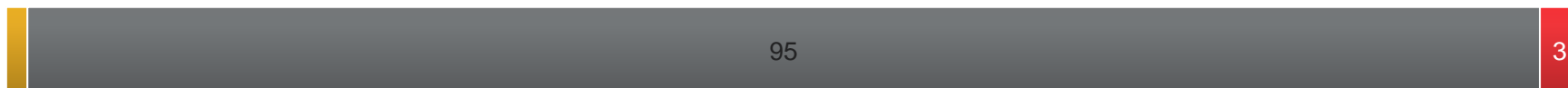


Sample Profile: length of Service, membership of other organisations



- 4. How long have you been in the [Service]?
- 5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Length of Service



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

Membership of other organisations



- Cadet organisations
- University units
- Reserve forces
- None
- No answer

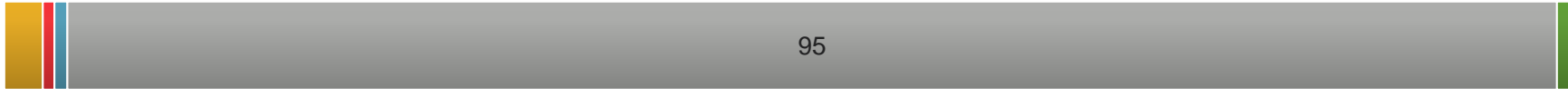
Number of respondents (all respondents): RAF (1,348)

Sample Profile: previous Service



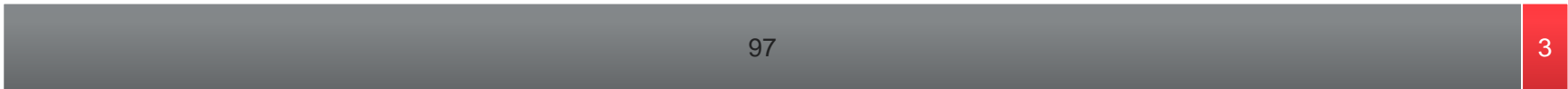
- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

Previous Service in Armed Forces



- Army
- RAF
- Royal Marines
- I have not previously served in the Regular Armed Forces
- No answer

Previous Service in another country's Armed Forces



- No
- No answer

Number of respondents (all respondents): RAF (1,348)



Phase 2 Respondent profiles

Sample Profile: where from, background, religion



9. Where are you from?, 10. What is your background, 11. Are you...? [religion]

Where are you from?



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

Background



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

Religion



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

Number of respondents (all respondents): Army (3,273)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart. 226

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



Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

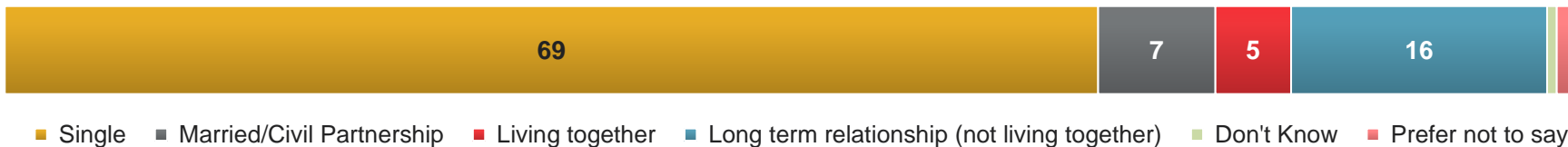
Gender



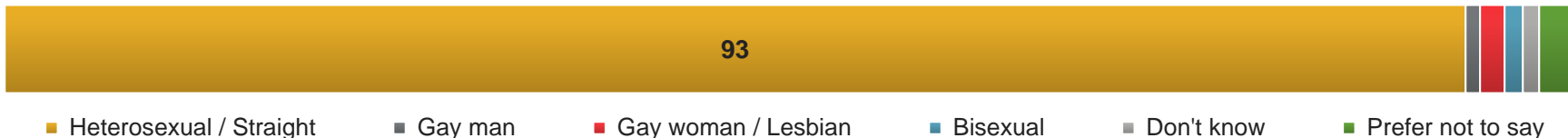
Age



Marital Status



Sexual Orientation



Number of respondents (all respondents): Army (3.273)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart. 227

Sample Profile: length of Service, membership of other organisations



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

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

Length of Service



■ Between 5 and 26 weeks (1-6 months) ■ Between 27 weeks and 52 weeks (7-12 months) ■ 1-2 years ■ 2-3 years ■ More than 3 years

Membership of other organisations



■ Cadet organisations ■ University units ■ Reserve forces ■ None ■ No answer

Number of respondents (all respondents): Army (3,273)



Sample Profile: previous Service



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

Previous Service in Armed Forces



- Army
- I have not previously served in the Regular Armed Forces
- No answer

Previous Service in another country's Armed Forces



- Yes
- No
- No answer

Number of respondents (all respondents) : Army (3,273)



Sample Profile: where from, background, religion

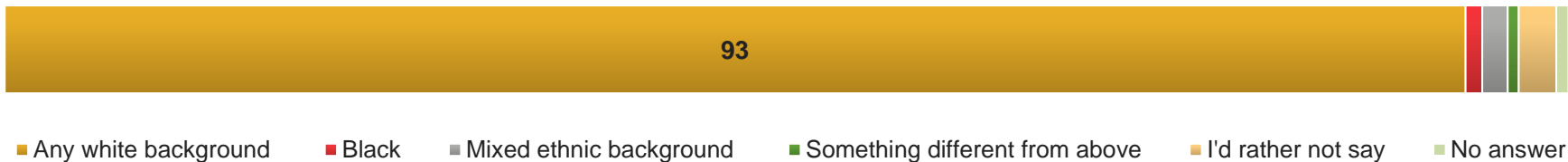


9. Where are you from?, 10. What is your background?, 11. Are you...? [religion]

Where are you from?



Background



Religion



Number of respondents (all respondents): Royal Navy (1,420)



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



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



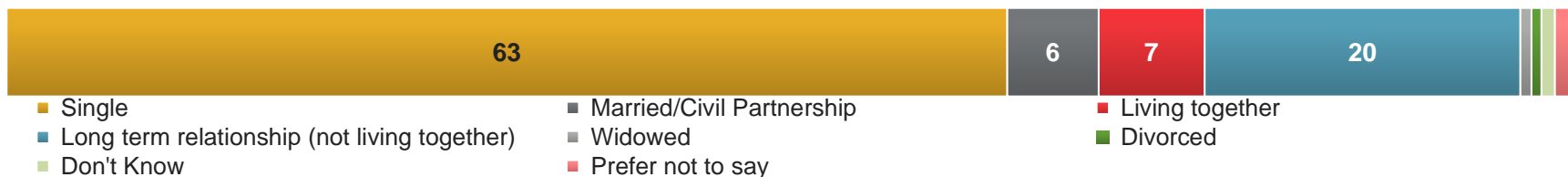
Gender



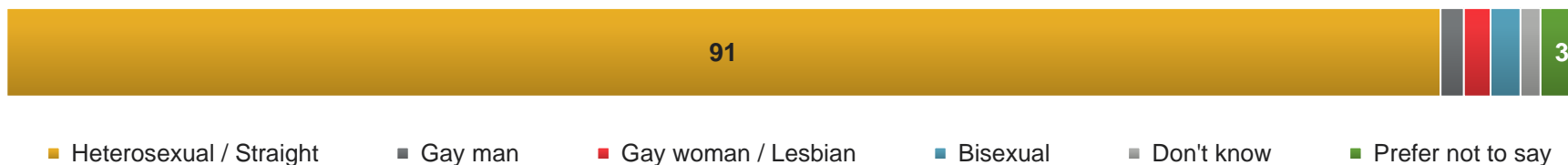
Age



Marital Status



Sexual Orientation



Number of respondents (all respondents): Royal Navy (1,420)

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

231

Sample Profile: length of Service, membership of other organisations



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

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

Length of Service



■ Between 5 and 26 weeks (1-6 months) ■ Between 27 weeks and 52 weeks (7-12 months) ■ 1-2 years ■ 2-3 years ■ More than 3 years ■ No answer

Membership of other organisations



■ Cadet organisations ■ Reserve forces ■ None ■ No answer

Number of respondents (all respondents): Royal Navy (1,420)

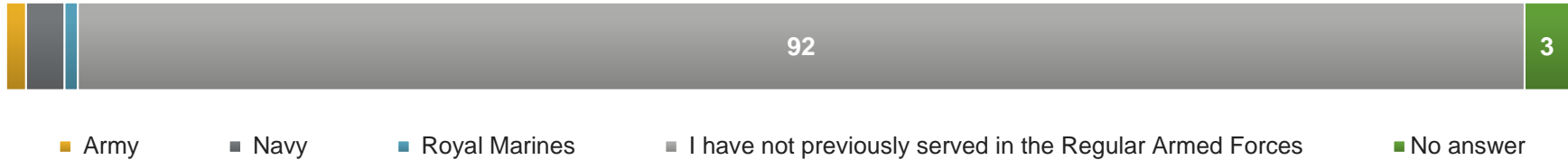


Sample Profile: previous Service

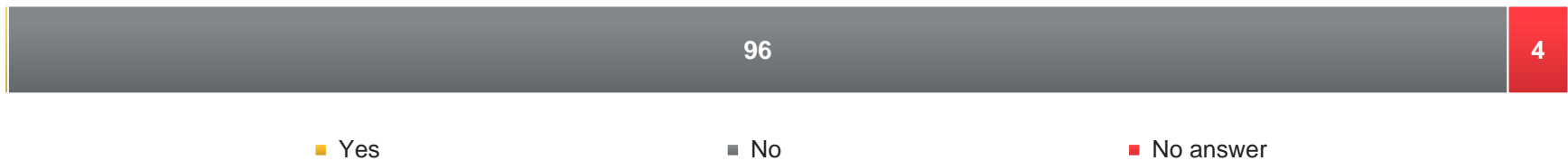


- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

Previous Service in Armed Forces



Previous Service in another country's Armed Forces



Number of respondents (all respondents): Royal Navy (1,420)

Sample Profile: where from, background, religion

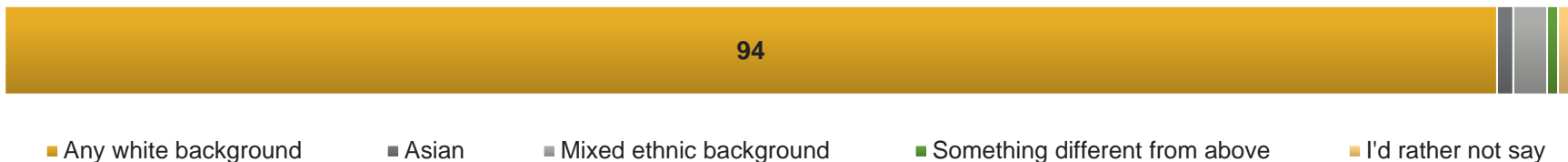


9. Where are you from?, 10. What is your background?, 11. Are you...? [religion]

Where are you from?



Background



Religion



Number of respondents (all respondents): RAF (1,167)

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart. 234

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

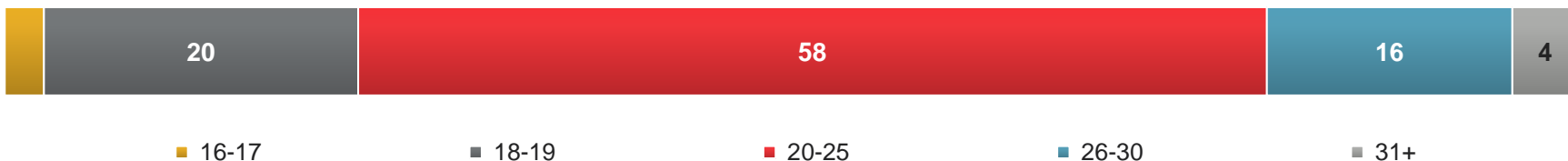


Demog1. What gender are you?, Demog2. Age, Demog3. Which of the following applies to you [marital status], Deomg4. Are you...? [sexual orientation]

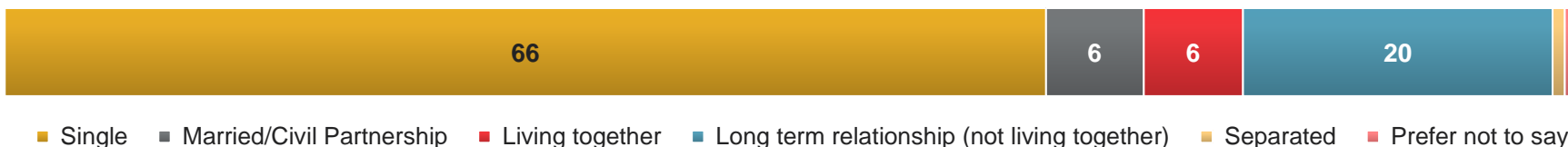
Gender



Age



Marital Status



Sexual Orientation



Number of respondents (all respondents): RAF (1,167)



Sample Profile: length of Service, membership of other organisations



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

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

Length of Service



■ Between 5 and 26 weeks (1-6 months) ■ Between 27 weeks and 52 weeks (7-12 months) ■ 1-2 years ■ 2-3 years ■ More than 3 years

Membership of other organisations



■ Cadet organisations ■ Reserve forces ■ None ■ No answer

Number of respondents (all respondents): RAF (1,167)

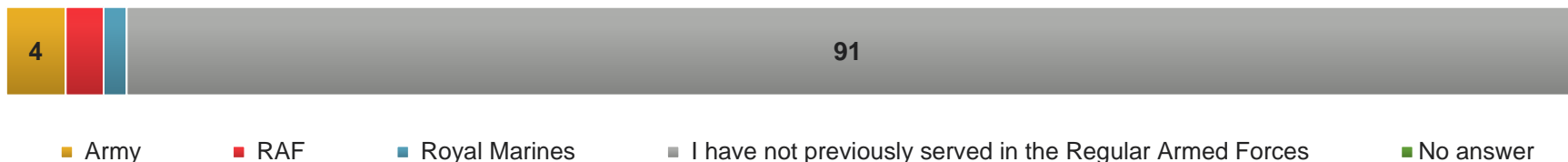


Sample Profile: previous Service

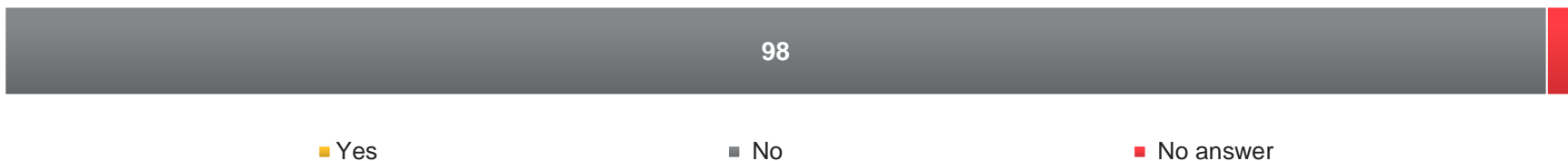


- 6a. Have you previously served in the Regular Armed Forces?
- 6b. Have you previously been a member of another country's Armed Forces?

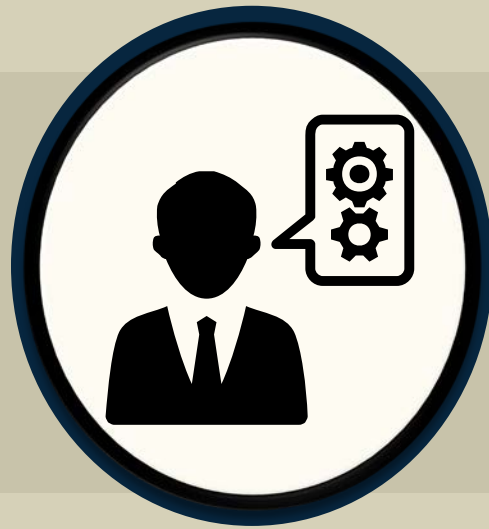
Previous Service in Armed Forces



Previous Service in another country's Armed Forces



Number of respondents (all respondents): Royal Navy (1,167)



Annex A

Statistical reliability

Annex A: Statistical reliability

- Only a sample of the overall 'population' has been surveyed so we cannot be certain that the figures obtained are exactly those that would have been found, had everybody been interviewed (the 'true' values).
- For any percentage given, however, we can estimate 'confidence intervals' within which the true values are likely to fall. For example; if 50% of our sample of 8,221 Phase 1 recruits strongly agreed that the training was what they expected, we can be 95% confident that the 'true' value would be between 48.9% and 51.1%, i.e. a margin of 1.1% on each side.
- Similar margins for other percentages and sub-groups of the respondents are given in the following table. It should be remembered that the 'true' finding is much more likely to be towards the centre of the possible range of responses than towards the margins.
- For similar reasons, apparent differences in results relating to sub groups may, if small, not necessarily reflect genuine attitudinal differences. We can be 95% confident that differences exceeding those in the table on the next page are genuine or 'significant' differences.
- Please note confidence intervals in the table overleaf refer to questions where all respondents are asked. For routed questions where only a sub-set of respondents are asked (e.g. those who were ill or injured during training), confidence intervals will be larger.

Annex A: Statistical reliability

95% Confidence Intervals

Size of sample on which survey results are based	10% or 90% ±	20% or 80% ±	30% or 70% ±	40% or 60% ±	50% ±
All Phase 1 (8,221)	0.6	0.9	1.0	1.1	1.1
Phase 1 Army recruits (4,795)	0.8	1.1	1.3	1.4	1.4
Phase 1 Navy recruits (2,078)	1.3	1.7	2.0	2.1	2.2
Phase 1 RAF recruits (1,348)	1.6	2.1	2.4	2.6	2.7
All Phase 2 (5,536)	0.5	0.7	0.8	0.9	0.9
Phase 2 Army trainees (2,949)	0.7	1.0	1.1	1.2	1.2
Phase 2 Navy trainees (1,420)	1.6	2.1	2.4	2.5	2.6
Phase 2 RAF trainees (1,167)	1.7	2.3	2.6	2.8	2.9

Source: Ipsos MORI



Annex B

Service Comparisons

Significant Differences between Services

- The following pages show significant differences between Services.
- A result is statistically significant if it is unlikely to have occurred by chance and it simply means there is statistical evidence of a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. A statistical difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset.
- Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.

Phase 1 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
RECRUITMENT AND PREPARATION									
Satisfaction with recruitment process	57%	-	-	80%	Army	RAF	71%	Army	-
Information prior to arrival: Prepared self for physical demands	72%	-	-	79%	Army	-	79%	Army	-
Information prior to arrival: Accurate picture of what life would be like	45%	-	-	49%	Army	-	51%	Army	-
Information prior to arrival: Accurate information about what training involved	56%	-	-	62%	Army	-	68%	Army	R Navy
FACILITIES AND AMENITIES									
Standard of living accommodation	76%	R Navy	RAF	50%	-	RAF	44%	-	-
Things to do when off duty on site	54%	R Navy	RAF	38%	-	-	35%	-	-
Sports facilities	66%	-	RAF	77%	Army	RAF	51%	-	-
Medical care	84%	-	-	92%	Army	RAF	86%	Army	-
Dental care	86%	-	RAF	88%	-	RAF	83%	-	-
Time for essential personal administration	50%	-	RAF	52%	-	RAF	40%	-	-
Access to IT for personal use	43%	-	-	55%	Army	-	54%	Army	-
Internet access	69%	R Navy	RAF	47%	-	RAF	33%	-	-
Learning Centre to study after hours	35%	-	RAF	45%	Army	RAF	23%	-	-
Laundry facilities	51%	R Navy	RAF	44%	-	RAF	16%	-	-
Personal kit	84%	R Navy	-	78%	-	-	89%	Army	R Navy
Training facilities	88%	-	RAF	89%	-	RAF	82%	-	-
Food	39%	R Navy	RAF	24%	-	-	36%	-	R Navy
Whether given enough time to eat meals	48%	R Navy	-	45%	-	-	61%	Army	R Navy

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

Phase 1 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
SUPPORT									
Opportunity to talk privately with training staff	76%	-	-	80%	Army	-	92%	Army	R Navy
Opportunity to talk privately with Chaplains/Padre	77%	-	-	84%	Army	-	82%	Army	-
Opportunity to keep in contact with family/friends	81%	R Navy	RAF	68%	-	-	66%	-	-
Opportunity to practise your faith/religion	56%	R Navy	RAF	47%	-	RAF	35%	-	-
Availability of staff for problems out of training hours	91%	-	-	94%	Army	-	95%	Army	-
Someone to go to for personal or emotional problems	89%	-	-	91%	Army	-	93%	Army	-
Someone to go to for administrative problems	92%	-	-	92%	-	-	92%	-	-
Opportunity to raise all concerns with person in authority	90%	-	-	89%	-	-	91%	-	-
FAIRNESS									
Awareness of how to complain about poor or unfair treatment or bullying	89%	-	-	89%	-	-	91%	Army	R Navy
Whether believe complaints are dealt with in a fair manner	62%	-	RAF	64%	Army	RAF	58%	-	-
Trainees were all treated fairly	77%	-	-	77%	-	-	78%	-	-
I was treated fairly	85%	-	-	86%	-	-	89%	Army	R Navy
Training conducted without sexual or racial harassment	94%	-	-	96%	Army	-	96%	Army	-
Badly or unfairly treated by staff	5%	-	RAF	4%	-	-	3%	-	-
Badly or unfairly treated by other trainees	6%	R Navy	RAF	4%	-	-	5%	-	-
Badly or unfairly treated by staff or other trainees	9%	R Navy	RAF	7%	-	-	7%	-	-

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

Phase 1 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
SETBACKS DURING TRAINING									
Injury was properly dealt with	87%	R Navy	-	83%	-	-	87%	-	R Navy
Staff helped and supported when ill/injured	71%	-	-	83%	Army	-	83%	Army	-
Would advise others in a similar situation not to report sick if they can avoid it	45%	R Navy	RAF	38%	-	RAF	32%	-	-
GENERAL									
Overall satisfaction with training experience	87%	-	-	86%	-	-	85%	-	-
Received regular feedback on performance	69%	-	RAF	72%	-	RAF	58%	-	-
Reasons for doing things were explained	77%	-	RAF	78%	-	RAF	72%	-	-
Staff/instructors did all they could to help succeed in training	85%	-	-	85%	-	-	91%	Army	R Navy
Felt personally benefited from the course	92%	-	-	94%	Army	-	92%	-	-
Feel a sense of achievement	92%	-	-	92%	-	-	93%	-	-
Felt challenged	90%	-	-	93%	Army	RAF	91%	-	-
Training was what expected	60%	-	RAF	62%	-	RAF	57%	-	-
Enjoyed this phase of training	75%	-	RAF	77%	-	RAF	69%	-	-
Feel proud to be in the Navy/RM/Army/RAF	93%	-	-	93%	-	-	96%	Army	R Navy
Understand the core values of the Navy/RM/Army/RAF	96%	-	-	96%	-	-	98%	Army	R Navy
General military personnel uphold the core values	89%	-	-	91%	-	-	91%	-	-
Course was about right (rather than too easy/difficult)	79%	-	-	86%	Army	RAF	83%	Army	-
Hope to make career in Service	82%	-	-	83%	-	RAF	81%	-	-
Prepared to go onto next stage of career	87%	-	-	90%	Army	RAF	85%	-	-
Would recommend joining Service to others	93%	-	-	93%	-	-	96%	Army	R Navy

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

Phase 2 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
PREPARING FOR TRAINING									
Brief received during Phase 1	91%	-	-	94%	Army	RAF	90%	-	-
Adequate management during gap between Phase 1 and Phase 2	60%	R Navy	RAF	16%	-	-	55%	Navy	-
Adequate management during gap between Phase 2 courses	86%	-	-	88%	-	-	84%	-	-
FACILITIES AND AMENITIES									
Standard of living accommodation	64%	R Navy	-	58%	-	-	65%	-	R Navy
Things to do when off duty on site	45%	-	-	43%	-	-	50%	Army	R Navy
Things to do when off duty off site	57%	-	-	58%	-	-	68%	Army	R Navy
Sports facilities	80%	-	-	90%	Army	-	90%	Army	-
Medical care	74%	-	-	86%	Army	RAF	76%	-	-
Dental care	66%	-	RAF	86%	Army	RAF	62%	-	-
Time for essential personal administration	74%	-	-	80%	Army	RAF	74%	-	-
Access to IT for personal use	67%	-	RAF	69%	-	RAF	56%	-	-
Internet access	56%	-	-	63%	Army	RAF	58%	-	-
Learning Centre to study after hours	52%	-	RAF	69%	Army	RAF	46%	-	-
Laundry facilities	52%	-	RAF	56%	Army	RAF	46%	-	-
Personal kit	71%	-	-	78%	Army	-	83%	Army	R Navy
Training facilities	85%	-	-	89%	Army	-	91%	Army	R Navy
Food	33%	-	-	31%	-	-	41%	Army	R Navy
Whether given enough time to eat meals	90%	-	-	91%	-	-	91%	-	-
Given option to comment on PAYD meals	70%	-	RAF	82%	Army	RAF	62%	-	-

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

Phase 2 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
SUPPORT									
Opportunity to talk privately with training staff	89%	-	-	93%	Army	-	96%	Army	R Navy
Opportunity to talk privately with Chaplains/Padre	80%	-	-	91%	Army	RAF	87%	Army	-
Opportunity to keep in contact with family/friends	91%	-	-	93%	Army	-	94%	Army	-
Opportunity to practise your faith/religion	60%	-	RAF	61%	-	RAF	51%	-	-
Availability of staff for problems out of training hours	95%	-	-	96%	-	-	97%	Army	-
Someone to go to for personal or emotional problems	94%	-	-	94%	-	-	97%	Army	R Navy
Someone to go to for administrative problems	95%	-	-	95%	-	-	97%	-	-
Opportunity to raise all concerns with person in authority	94%	-	-	96%	-	-	96%	-	-
FAIRNESS									
Awareness of how to complain about poor or unfair treatment or bullying	91%	-	-	93%	Army	-	94%	Army	-
Whether believe complaints are dealt with in a fair manner	69%	-	RAF	71%	-	RAF	65%	-	-
Trainees were all treated fairly	84%	-	-	85%	-	-	84%	-	-
I was treated fairly	90%	-	-	91%	-	-	91%	-	-
Training conducted without sexual or racial harassment	96%	-	-	97%	-	-	98%	Army	-
Badly or unfairly treated by staff	3%	R Navy	-	2%	-	-	3%	-	R Navy
Badly or unfairly treated by other trainees	2%	-	-	2%	-	-	3%	-	-
Badly or unfairly treated by staff or other trainees	4%	-	-	3%	-	-	5%	-	R Navy

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

Phase 2 Service Comparisons

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
SETBACKS DURING TRAINING									
Injury was properly dealt with	87%	-	-	88%	-	-	90%	-	-
Staff helped and supported when ill/injured	78%	-	-	87%	Army	-	90%	Army	-
Would advise others in a similar situation not to report sick if they can avoid it	38%	R Navy	RAF	26%	-	-	28%	-	-
GENERAL									
Overall satisfaction with training experience	77%	-	-	85%	Army	-	90%	Army	R Navy
Received regular feedback on performance	70%	-	-	81%	Army	-	89%	Army	R Navy
Reasons for doing things were explained	81%	-	-	85%	Army	-	90%	Army	R Navy
Staff/instructors did all they could to help succeed in training	89%	-	-	92%	Army	-	96%	Army	R Navy
Felt personally benefited from the course	91%	-	-	94%	Army	-	96%	Army	R Navy
Feel a sense of achievement	89%	-	-	90%	-	-	95%	Army	R Navy
Felt challenged	83%	-	-	84%	-	-	89%	Army	R Navy
Training was what expected	70%	-	-	76%	Army	RAF	71%	-	-
Enjoyed this phase of training	75%	-	-	81%	Army	-	88%	Army	R Navy
Feel proud to be in the Navy/RM/Army/RAF	90%	-	-	90%	-	-	94%	Army	R Navy
Understand the core values of the Navy/RM/Army/RAF	96%	-	-	96%	-	-	99%	Army	R Navy
General military personnel uphold the core values	87%	-	-	85%	-	-	87%	-	-
Course was about right (rather than too easy/difficult)	87%	-	-	89%	-	-	91%	Army	-
Hope to make career in Service	73%	-	-	71%	-	-	78%	Army	R Navy
Prepared to go onto next stage of career	82%	-	-	86%	Army	-	89%	Army	R Navy
Would recommend joining Service to others	87%	-	-	88%	-	-	95%	Army	R Navy

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