
Recruit Trainee Survey

Annual report: January 2011 to December 2011



January 2013

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DISTRIBUTION

ACTION:

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INFORMATION:

NAVY COMMAND
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EXECUTIVE SUMMARY

1. The Recruit Trainee Survey (RTS) is a tri-service attitude survey administered to gauge Phase 1 recruits' and Phase 2 trainees' background, perceptions of training, facilities, food, support, fairness of treatment, general perceptions of the course and hopes for the future. The data is used to inform schools on their performance, including mid-term trends, and to compare results with required standards set by the MOD.
2. This section of the report summarises survey results for the period January 2011 - December 2011¹, and is based on 8,729 Phase 1 (compared to 9,368 last year) and 6,090 Phase 2 (compared to 8,353 last year) returned questionnaires. The number completing the Recruit Trainee Survey this year (14,819) is lower than in 2010 (17,721); whilst the Armed Forces continue to recruit, the intake of recruits and trainees passing through training fluctuates as the Services adjust and balance their manpower requirements. Overall, response rates this year are lower overall than in 2010 (65.6% compared to 74.8% in 2010).
3. Whilst the number of respondents has lessened this year, the respondent profile is comparable to previous years in terms of age, gender and ethnicity. In terms of Service, the Army now represents 71% of all Phase 1 respondents (up from 60% last year), while Navy respondents comprise 16% (down from 24%) and RAF respondents represent 12% (down from 16% last year). The Army now represents 67% of all Phase 2 respondents (up from 52% last year), while Navy respondents comprise 17% (down from 26% last year) and RAF respondents represent 16% (down from 22% last year). Caution should be used when comparing results to last year due to significant decreases in the number of responses from the Navy and RAF.

KEY FINDINGS - SUMMARY

4. Overall results remain highly positive, and many questions have seen significant improvement increase from the previous report (January 2010 - December 2010)².
5. As we saw in the 2010 report – and, indeed in previous years of the study - recruits and trainees across the three Services consider the training experience to be beneficial, enjoyable and challenging³. Recruits and trainees regard themselves as well cared for by the staff and feel that there is a good support structure available to them during training.

¹ Throughout this report 'this year' refers to the current year of data being reported on, i.e. 2011. 'Last years' data refers to data from the previous year's annual report: Recruit Trainee Survey Annual Report: January 2010 to December 2010.

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

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

6. Of those who completed the survey this year, seven per cent of Phase 1 recruits (down from 10% in 2010) and one per cent of Phase 2 trainees (statistically down from 1% last year) said they were leaving the Service. Furthermore, levels of advocacy remain extremely high: 95% of Phase 1 recruits said that they would 'probably' or 'definitely' recommend joining their Service to others, as did 89% of Phase 2 trainees.
7. Only a small minority of recruits/trainees reported being badly or unfairly between January 2011 and December 2011. There has been a small decrease in the proportion of those saying they have been badly or unfairly treated by staff across both Phase 1 and Phase 2 training. The proportion saying they had been badly or unfairly treated by other trainees has remained consistent in Phase 1 and is down in Phase 2. When these figures are combined to look at those who were badly or unfairly treated by staff or other trainees, there has been declines for both phase 1 recruits (10%, down from 12%) and phase 2 trainees (six per cent, down from eight per cent).
8. Around half (52%) of Phase 1 trainees believed complaints were dealt with in a fair manner, while the proportion believing this in Phase two has increased from 54% last year to 59%. Additionally the proportion of recruits/trainees who believed complaints were not dealt with in a fair manner has declined to 9% in Phase 1 (from 10% in 2010) and 7% in Phase 2 (down from 10% last year).

PHASE 1 KEY FINDINGS

Key areas of Phase 1 improvement:

- A high proportion of recruits were satisfied with their Services' standard of living accommodation (70% rated this as good, up from 65%, which in turn, was up from 63%).
- Eighty-nine per cent of recruits said they were satisfied with medical care (up from 86% last year, which in turn, was up from 83%).
- A higher proportion of recruits were satisfied with dental care (88%, up from 84% last year, which in turn was up from 80%).
- Looking at satisfaction with food, there has been an increase in the proportion who said they were satisfied (46%, up from 38%).
- Seventy-six per cent of recruits said that recruits were all treated equally either 'always' or 'most of the time', (up from 69% last year).
- A higher proportion of recruits said that they were aware their pay increases after 26 weeks in training (77%, up from 74% last year and 72% in 2009). Recruits were almost more likely to say they thought their pay was better than their non-military friends back home (50%, up from 47% last year and 45% in 2009).

Satisfaction with Phase 1 training

1. Survey findings remain, overall, very positive. The majority of Phase 1 recruits expressed satisfaction with their treatment and training experience. Survey results indicate that perceptions of several key aspects of the training experience have improved this year.
2. As was the case in 2010, most recruits expressed a high opinion of the Phase 1 training they received. Ninety-four per cent felt that they had personally benefited from their course, an increase from 93% last year, and similarly high proportions felt challenged by their courses (92%, in line with 2010) and had gained a sense of personal achievement from training (94%, an increase from 93% last year).
3. As was the case in 2010, 58% agreed that the training was what they expected. Seventy-eight per cent enjoyed this phase of training, while the proportion of Phase 1 recruits who felt proud to belong to their Service continued to increase (from 90% in 2007/8, to 93% in 2009, up to 94% in 2010 and 95% in 2011).

Fair treatment

4. Seventy-eight per cent of Phase 1 recruits rated their opportunities to talk privately to staff about any issues or concerns as good (slightly down from 79% in 2010), with a similar proportion rating their opportunity to talk to chaplains/padres at their schools as good (78%, in line with last year).
5. Ninety three percent (up from 92%) of Phase 1 recruits said that there was a member of staff easily available to talk to outside of training hours. The proportion saying that they had someone they were happy to go to if they had had any personal or emotional problems is up this year (91%, up from 90% last year). Similar proportions said that they had someone to go to if they had problems with administration (92%) or if they had wanted to raise concerns with a person in authority (90%).
6. The vast majority said they know the procedure for complaining about bad or unfair treatment; the proportion this year, 91%, is in line with 2010 (although in 2007/8 and 2009 it was higher at 93%). The proportions who said that they knew who to go to if they wanted to make a complaint (89%) and believing that complaints were dealt with in a fair manner at their school (52%) are identical to the 2010 figures. Of those who did not believe that complaints were dealt with fairly, 57% said that people were not believed or taken seriously while 42% said that it would have caused problems on the course.
7. Of the 8,729 Phase 1 recruits surveyed, 10% said that they had been badly or unfairly treated, which represents a decrease of two percentage points compared with last year (12%). Six percent felt that they had been badly or unfairly treated by staff (slightly down from seven per cent in 2010). Overall, seven per cent of recruits felt that they had been badly or unfairly treated by other trainees, this is the same proportion as last year.
8. The most frequently cited form of bad or unfair treatment continued to be being made fun of or humiliated, and has been since the survey began. The least common type of bad or unfair treatment was sexual harassment. The order of frequency of the remaining forms of bad or unfair treatment is consistent with last year.

Food, accommodation and facilities

9. Results in this area are generally more positive than last year.
10. Seventy per cent of Phase 1 recruits (up from 65% last year and 63% in 2009) rated the standard of their living accommodation as good.
11. The proportion rating medical care as good increased this year (89%, up from 86% last year and 83% in 2009), as did the proportion rating dental care as good (88%, up from 84% last year and 80% in 2010).
12. Overall, 46% of recruits were satisfied with food at their school (up from 38% last year), while 32% were dissatisfied (down from 39% in 2009).

13. The proportion of recruits rating things to do when off duty on site as good also increased this year (45%, up from 41% in 2010, 39% in 2009 and 37% in 2007/8). However, the proportion rating the sports facilities as good has decreased slightly since last year (65%, down from 66% in 2010).

Expectations and future intentions

14. When asked if the information provided to them prior to the course gave an accurate picture of what life would be like at their training school, over half (52%, up from 50% last year) of Phase 1 Recruits agreed. Fifty-eight per cent (in line with 2010 results) agreed that the training was what they expected.
15. When asked what they were doing next, 7% of Phase 1 recruits said that they would be leaving the service (down from 10% in 2010). When asked why they were leaving the service, over seven in ten (72%) said it was of their own choice (up from 60% last year). Eighteen per cent said they were leaving the service for medical reasons, down from 26% last year. Of those who had decided to stay, 82% (up slightly from 81% last year), hoped to make a career in their Service.
16. Ninety-five per cent said that they would recommend joining the Service to others (up slightly from 94% in 2010) and the same proportion felt proud to be in their Service (up from 94% last year, 93% in 2009 and 90% in 2007/8).

PHASE 2 KEY FINDINGS

Key areas of Phase 2 improvement:

- A higher proportion of trainees rated the standard of living accommodation (53%, up from 49% last year, 42% in 2009 and 40% in 2007/8) and the learning centre as good (46%, up from 41% last year).
- A higher proportion of trainees rated their Services' medical care (77%, up from 74% last year and 71% in 2009) and dental care as good (70%, up from 66% last year and 63% in 2009).
- Sixty-five per cent of trainees rated access to IT for personal use (65%, up from 58%) and IT access as good (58%, up from 53%).
- An increase in the proportion who said that they rated the time for essential personal administration as good, up seven percentage points from 62% to 69%.
- An improvement in the proportion of trainees who were satisfied with the food (44%, up from 37% last year) and who said that they were given enough time to eat their meals (88%, up from 84% last year, 83% in 2009 and 81% in 2007/8).
- Eighty per cent of trainees said that trainees were all treated equally, an eight percentage point increase (up from 72% last year).

Satisfaction with Phase 2 training

17. Overall the results for Phase 2 were very positive. Similar to their Phase 1 counterparts, respondents expressed a high opinion of the Phase 2 training they received. The majority of Phase 2 trainees (90%) agreed that they had personally benefited from their course, in line with last year. A similar proportion (89%) said that they felt a sense of achievement, again in line with last year's results.
18. The proportion of Phase 2 trainees saying that there was a member of staff easily available to talk to out of training hours remains at 92%, while 83% rated their opportunity to talk privately with training staff as good (up slightly from 82% in 2010).

Fair treatment

19. Ninety-two per cent of Phase 2 trainees said that there was someone at their school they were happy to go to if they had any personal or emotional problems (up from 90% last year and 88% in 2009). Encouragingly, the proportion of Phase 2 trainees who said they had the opportunity to raise all their concerns with a person in authority is also up for the second year in a row (it now stands 92%, up from 90% last year and 89% in 2009).
20. Similarly, 90% of Phase 2 trainees (up from 88% last year) said that they knew who to go to if they wanted to make a complaint, while 59% said that they believed that generally complaints were dealt with in a fair manner (up from 54% last year).
21. The majority of Phase 2 trainees (88%) felt that they were treated fairly whilst at their school. Six per cent said that they had been badly or unfairly treated; this represents a decrease of two percentage points from 2010 (when it stood at eight per cent). Overall, four per cent of trainees felt that they had been badly or unfairly treated by staff, down from five per cent in 2010. Four per cent felt that they had been badly or unfairly treated by other trainees (statistically down from last year's figure of four per cent).
22. Those trainees who said they were badly or unfairly treated were asked to provide more detail on the type of bad or unfair treatment they experienced; the most commonly cited type of bad or unfair treatment was being made fun of and humiliated (1.8% of all Phase 2 trainees), followed by being verbally abused (1.4% of all Phase 2 trainees).

Food, accommodation and facilities

23. Perceptions of the quality of living arrangements have improved for the fourth year running. Fifty-three per cent of Phase 2 trainees rated the standard of living accommodation as good (up from 49% last year, 42% in 2009, and 40% in 2007/8).
24. Ratings for the quality of food, though still mixed, have improved compared to 2010. Forty-four per cent of Phase 2 trainees were satisfied with the food at their school (up from 37% last year), with a lower proportion dissatisfied (32%, down from 39% in 2010).
25. The proportion of trainees using Pay As You Dine (PAYD) continues to rise and now stands at 74% (up from 67% last year, 58% in 2009 and 39% in 2007/8). Eighty-nine per cent (up from 83% last year, 79% in 2009 and 73% in 2007/8) said that they could afford to eat enough to keep them going during training. Eight per cent (down from 12% last year, 16% in 2009 and 20% in 2007/8) stated that they could not afford to eat enough to keep them going during training.

Expectations and future intentions

26. Sixty-three per cent (up from 62% in 2010) of Phase 2 trainees agreed that the training was what they had expected, while 12% disagreed (down from 13% last year). Fifty-eight per cent of trainees thought that life in the services has been better than they expected when they joined (down from 59% in 2010), compared to 8% who thought it was worse (slightly down from nine per cent last year).
27. When asked what they were doing next, one per cent of Phase 2 trainees said that they would be leaving the Service (statistically down from one per cent last year). Of those who had decided to stay, 73% (slightly up from 72% last year), said that they hoped to make a career in their Service, while 14% were undecided about their future, and 10% planned to stay to the end of their sign-up period (down from 12% last year).
28. Advocacy levels remain very high, with 89% of trainees saying that they would recommend joining their service to others, down by one percentage point since last year. A higher proportion (91%, up slightly from 90% in 2010) of trainees agreed that they felt proud to be in their Service, with one per cent disagreeing.

BACKGROUND

29. 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

30. 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.

31. This is the 2011 annual report. Performance is reported by Service only and not for individual schools; it is further sub-divided into Phase 1 and Phase 2⁴. By analysing all responses over this period we provide an overview of the data, focusing on key findings, and in so doing complement and build on the monthly school-specific reports.

IPSOS MORI QUALITY

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

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Julian Misell

Kirk Darby

October 2012

Jack Marshall

Jon Lunn

⁴ Definitions of Phase 1 & Phase 2 training can be found in the Participating Schools section.

SURVEY METHODOLOGY

33. All recruits and trainees, who have completed at least two weeks training, in Phase 1 or Phase 2 courses are invited to participate in the survey. All trainees complete an anonymous and confidential online questionnaire.
34. The questionnaire is a Tri-Service form. It includes all the key questions raised by the Defence Operational Capability Audit and was developed by a Tri-Service group. On commission, Ipsos MORI made a few minor adjustments to the format and design of the questionnaire.
35. Regular workshops have been conducted to gain feedback from trainees, survey administrators and the end users of the reports to support a process of continuous improvement. The most recent of these took place in June 2012.
36. In addition, the questionnaire is tested on recruits from different schools in order to examine and evaluate the content, length and language, ensuring all recruits could understand the questionnaire.
37. Over the twelve-month survey period, there were 14,819 responses to the questionnaire. A breakdown of responses by school is shown in Table 1. This number will be greater than the number of recruits and trainees in the Service because individuals are given the opportunity to complete the questionnaire at the end of Phase 1 training, as well as at the culmination of all Phase 2 training courses they may attend.
38. During the course of the year the Services use the survey results to monitor the views of trainees as they pass through the training schools to instigate changes to processes and procedures if required and generally to inform continuous improvement activity. Reports are produced on a school by school basis, and the data published regularly depending on the throughput of each training school. The data is published using an online report system, to which each school has constant access.
39. This report represents all data collected from January 1st to December 31st 2011, as last year's report covered the period from January 1st to December 31st 2010. The previous report collected data from January 1st to December 31st 2009, however, prior to this a fourteen month data collection period occurred, this was from 1st November 2007 to 31st December 2008, while the reports prior to this were conducted from 1st November to the 31st October each year. The change of reporting period was made in 2009 to ensure that the reporting period matched the calendar year.
40. Throughout the report, the base refers to the number of respondents asked a particular question; however, some individuals may choose not to answer a question and these may not be represented in the graph.
41. Trend analysis has been conducted on a number of questions. These questions are the questions that were included as a result of the DOC report. In addition, year on year significant changes over the past three years have been commented on in the text.

RESPONSE RATES

	Total Responses	% of total questionnaires returned per phase	% of all trainees in Phase 1 and 2 training between January and December 2010
Phase 1 Navy Schools	1,435	16.4	75.9
Phase 1 Army Schools	6,223	71.3	57.0
Phase 1 RAF Schools	1,071	12.3	94.4
Total Phase 1	8,729	100	62.6
Phase 2 Navy trainees	1,192	19.6	62.8
Phase 2 Army trainees	3,984	65.4	71.9
Phase 2 RAF trainees	895	14.7	75.5
Total Phase 2⁵	6,090	99.7⁶	70.4
Total Phase 1 and Phase 2	14,819	n/a	65.6

Source: Ipsos MORI

Table 1

⁵ Some Phase 2 trainees, depending on the structure of their Phase 2 training, were able to complete this survey more than once.

⁶ Nineteen Phase 2 trainees, representing 0.3% of the total, gave the answer 'Don't know' when asked which service they belonged to.

PARTICIPATING SCHOOLS

42. The tables below show those training establishments which participate in the RTS. Initial training in the Armed Forces is divided into two inter-related functions: first of all is Phase 1 training, which introduces recruits to the Armed Forces to basic military skills, which is conducted purely in single Service schools. Second is Phase 2 training, which delivers specialist trade or technical training and prepares the rating, soldier and airmen/women for their first appointment in the Armed Forces. Phase 2 schools, as illustrated in Tables 2 and 3, can be either single Service schools or Tri-Service and Defence schools, where trainees undertake their training in a mixed Service environment.
43. Although Tables 2, 3 and 4 illustrate all those training establishments which participate in the RTS, some schools in Table 4 are merged together due to either their size, small throughput of trainees, or because more than one school is located on the same site⁷.

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

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

⁷ For purely administrative purposes, some of these school's surveys are reported together as one specific site.

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

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

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

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

REPORTING

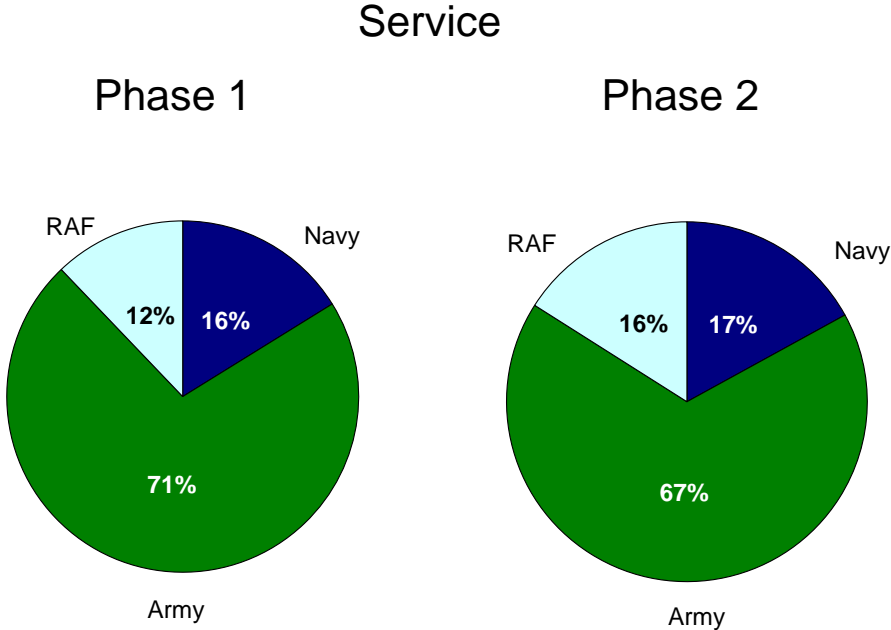
44. Larger training schools received a report every month, provided that at least 10 recruits or trainees at that school had completed a survey during the month in question. Otherwise, the school received a report once 10 online questionnaires were filled in. These thresholds were set in order to ensure anonymity of the individual respondents.
45. Over the course of the year 295 monthly schools reports were produced.
46. The annual report contains all the data collected from the survey between 1st January 2011 and 31st December 2011. Data from previous years has been included for the purpose of trending. Throughout the annual report only changes/differences that are statistically significant have been commented upon. A result is called statistically significant if it is unlikely to have occurred by chance. "A statistically significant difference" simply means there is statistical evidence that there is a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. A statistical difference can still occur if the overall percentage remains the same, this is partly due to the large base sizes in the report. For example, one per cent of Phase 2 trainees (33 of 6,090 trainees) said they were leaving the Service, statistically lower than one per cent last year (74 of 8,353 trainees). For more information please see **Annex 2**.
47. Throughout the report are references to 'aggregated' totals. For example, 88% of Phase 1 recruits rated dental care as 'good'. This figure is an aggregate of the codes 'Very good' (44%) and 'Good' (43%). Obviously 44 plus 43 should be 87, but this is not two percentages added together. The aggregate is compiled from the number of responses for those two codes added together, and then turned into a percentage. In this case 3,863 Phase 1 recruits rated dental care as 'very good', and 3,778 said it was 'good'. Added together, 7,641 represents 87.53% of Phase 1 respondents on that question.
48. Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories, or multiple responses (i.e. where respondents were able to tick more than one answer to a question).
49. Verbatim answers to open-ended questions are collected but are not included in this report. These comments are distributed to each School with their monthly reports.
50. Please note that the base size for questions varies. Where this is particularly low, this has been noted. This may be the result of questions being only asked of certain recruits/trainees, as opposed to the whole sample (for example, only asked of those who were ill or injured), or because of higher numbers of recruits/trainees choosing to not answer the question.

RESPONDENT PROFILES

SERVICE

51. As illustrated below, 71% of RTS Phase 1 respondents belong to the Army, 16% belong to the Navy and 12% to the RAF (fig. 1). Last year Army respondents represented 60% of the total, with the Navy on 24% and the RAF on 16%.

52. In Phase 2 the Army represents 67% of the total, while the Navy represents 17% and the RAF 16%. Last year Army respondents represented 52% of the total, while the Navy represented 26% and the RAF 22%.



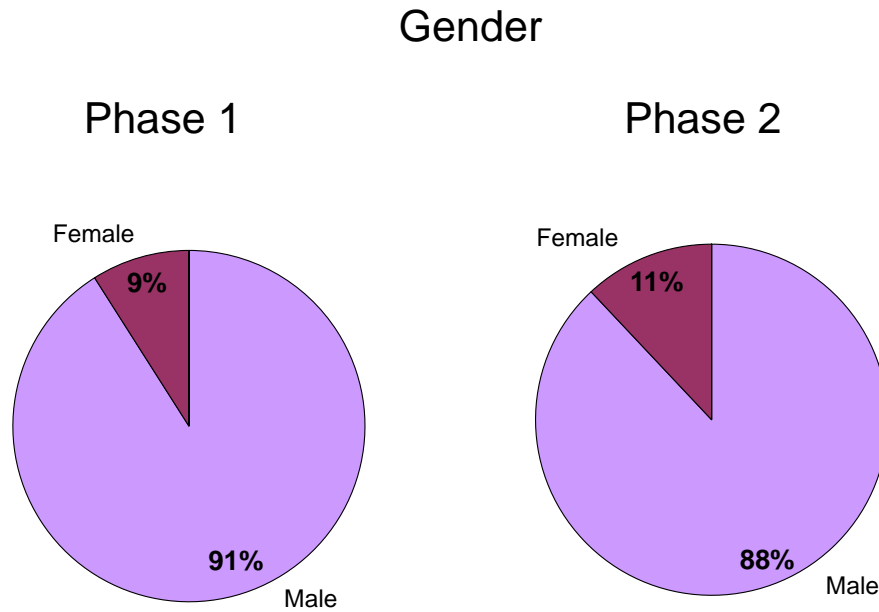
Number of respondents: Phase 1: Navy (1,435), Army (6,223), RAF (1,071), Phase 2: Navy (1,029), Army (4,082), RAF (960)

Figure 1

GENDER

53. Illustrated in figure 2, 91% of Phase 1 respondents were male, nine per cent were female. The gender composition of the sample has not changed over the past year.

54. Eighty-eight per cent of Phase 2 respondents were male, 11% were female, similar to last year.



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

Figure 2

ETHNICITY

55. White trainees accounted for 89% of respondents in Phase 1, and for 88% of respondents in Phase 2 (fig. 3).



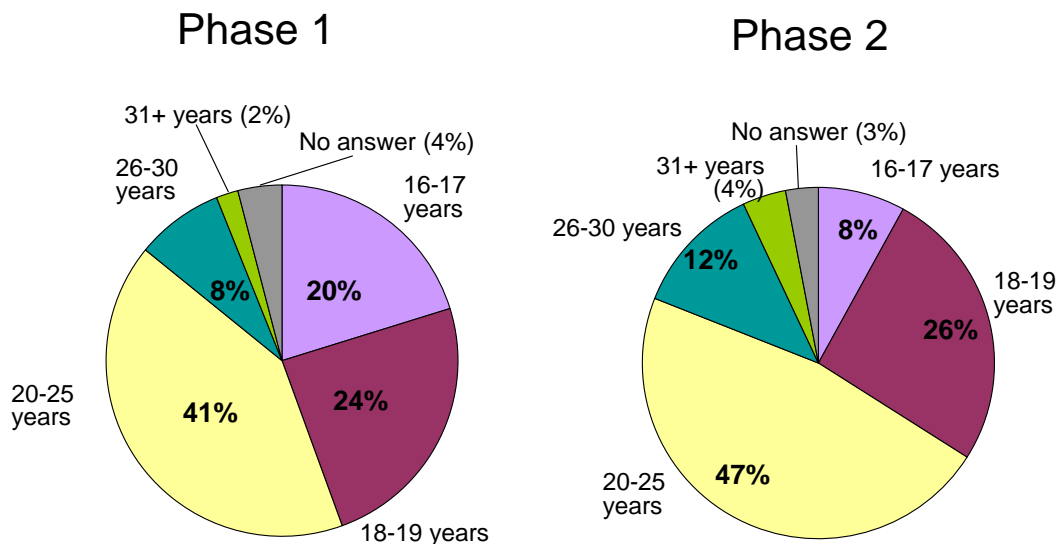
Number of respondents: Phase 1 (8,729) Phase 2(6,090)

Figure 3

AGE

56. Across both Phases of training there has been a significant change in the proportion of 16-17 year olds, from 23% to 20% in Phase 1 and from seven per cent to eight per cent in Phase 2 (fig. 4). A fall in the proportion of those aged 16-17 occurred for both Phases last year.
57. Forty-five per cent of Phase 1 recruits are less than 20 years old (down from 47% last year). Forty-one per cent of respondents were aged between 20-25 years old.
58. In Phase 2, personnel aged under 20 years old make up 34% of trainees. The proportion of trainees in Phase 2 who were aged between 20 and 25 years old decreased this year (from 49% to 47%) while the proportion of trainees aged 26-30 years old increased (from 11% to 12%).

Age



Number of respondents: Phase 1 (8,729), Phase 2 (6,090)

Figure 4

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

DETAILED FINDINGS – PHASE 1

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

61. The results of the survey questions, presented by Service, are detailed overleaf. Statistically significant differences⁸ between sub groups (such as type of school, gender, age of recruit and ethnicity) are highlighted.

PRE-TRAINING EXPERIENCES OF THE SERVICES⁹

FACTORS IMPORTANT IN DECISION TO JOIN THE ARMED FORCES

62. In Phase 1 the top motivations for joining a particular Service were to keep fit (94%), challenge/adventure (92%), an appealing lifestyle (92%), to gain skills/qualifications (91%), and job security (90%). Having no other job choices was the reason least likely to be rated as important (25%).

63. Overall, 94% (up from 93% last year) of recruits saw opportunities to keep fit as an important factor in their decision to join a Service. Recruits in the Army were the most likely to rate this factor as important (95%), followed by RAF and Navy recruits (92% for each) (figs. 5-7).

64. Ninety-two per cent of recruits cited challenge/adventure as an important factor in their decision to join a Service. Female recruits (95%) were more likely than male recruits (92%) to rate this aspect as important. Recruits aged 20-25 years old (94%) were more likely to rate challenge/adventure as important than those aged 16-19 years old (91%).

65. Overall, 92% of recruits saw an appealing lifestyle as an important factor in their decision to join a Service, an increase of two percentage points from last year (90%), and three percentage points (89%) from two years ago. RAF recruits (94%) were more likely to rate this factor as important than those in the Army (91%, up from 90% last year and 87% in 2009). Female recruits (94%) were more likely to rate this aspect as important than male recruits (91%).

66. White recruits (92%) were more likely to rate this factor as important than non-white recruits (88%), as were recruits aged 16-25 years old (92%) compared with those aged 26-30 years old (89%).

67. Ninety-one per cent of recruits cited gaining skills and qualifications as an important factor in their decision to join a Service. RAF recruits (93%) and Army

⁸Results are statistically significant if they are unlikely to have occurred by chance

⁹This is the second year in which Gurkha recruits have been included in the survey in the Phase 1 section of this report. However, they were not asked questions that concerned joining Phase 1 and where they received information prior to arrival. The base for these Phase 1 only questions (excluding Gurkhas) is 8,589 recruits. The base for Phase 1 in the remainder of the report is 8,729, unless otherwise stated. Gurkha recruits are only recruited into the Army.

recruits (92%, up from 90%) were more likely to rate this factor as important than Navy recruits (87%, down from 89%). Female recruits (94%) were more likely than male recruits (91%) to say this was important, as were recruits aged 20 years and above (92%) than those aged 16-19 years old (90%).

68. Nine in ten (90%) recruits saw job security as an important factor in their decision to join a Service. Recruits in the RAF (94%) were the most likely to rate this factor as important (94%), followed by those in the Navy (90%) and Army (90%, up from 88%).

69. Recruits aged 16-17 years old (11%) were more likely to rate job security as not important than older recruits (8%).

70. Overall, 88% of recruits cited doing a specific job as an important factor in their decision to join a Service. RAF and Army recruits (90% for each) were more likely than Navy recruits (77%) to rate this factor as important.

71. A higher proportion of Navy recruits in 2011 cited a specific job as not important in their decision to join a Service compared with 2010 (20%, up from 18%). White recruits (10%) were more likely than non-white recruits (7%) to cite this factor as not important.

72. Eighty-eight per cent of recruits (up from 86% last year and 84% in 2009) cited being a member of the Armed Services as an important factor in their decision to join a Service. Recruits in the Army (90%) were the most likely to rate this as important (90%), followed by RAF recruits (86%) who were more likely to rate this as important than Navy recruits (80%).

73. Recruits aged 16-19 years old (91%) were more likely to rate being a member of the Armed Services as important than older recruits (86% of recruits aged 20 years or older).

74. Overall, 87% of recruits (up from 85% last year and 83% in 2009) saw wanting to defend the country as an important factor in their decision to join a Service. Recruits in the Army (89%, up from 87% last year, 84% in 2009 and up from 84% in November-December 2008) were the most likely to rate this factor as important, followed by RAF recruits (82%) and Navy recruits (79%, down from 82%). Recruits aged 16-19 years old (89%) were more likely than those aged 20 years and older (85%) to say that wanting to defend the country was important.

75. White recruits (12%) were more likely to rate wanting to defend the country as not important than non-white recruits (10%).

76. Eighty-six per cent of recruits saw opportunities to travel as an important factor in their decision to join a Service. Navy recruits (88%) were more likely than Army recruits (85%) to rate this factor as important.

77. Recruits aged 20-25 years old (88%) were more likely to rate opportunities to travel as important than other age groups (84% of those aged 16-19 year olds and of those aged 26 and older). Female recruits (90%) were more likely than male recruits (85%) to rate this aspect as important.

78. Eight in ten (80%) recruits saw opportunities to do sports as an important factor in their decision to join a Service. Recruits aged 16-25 years old (81%) were more likely to rate opportunities to do sports as important than older recruits (77% of those aged 26 years and above).

79. Overall, 73% of recruits cited salary as an important factor in their decision to join a Service. RAF and Army recruits (77% and 75% respectively) were more likely to rate it as important than Navy recruits (64%, down from 68%). Female recruits (77%) were more likely to rate this factor as important than male recruits (73%), as were recruits aged 16-19 years old (77%) compared with those aged 20 years and above (70%).

80. Sixty-one per cent of recruits (up from 59% last year and 49% in 2009) cited the influence of family members/friends as an important factor in their decision to join a Service. Recruits in the Army (65%, up from 63% last year and 52% in 2009) were the most likely to rate this as important, followed by RAF recruits (59%) who were more likely to say this than Navy recruits (46%). Recruits aged 16-19 years old were more likely to rate the influence of family members/friends as important (68%) than older recruits (55% of those aged 20 or older).

81. White recruits were more likely to rate the influence of family members/friends as not important (36%) than non-white recruits (30%).

82. One per cent of recruits said they did not know if the influence of family members/friends was a factor in their decision to join a Service (down from 2% last year).

83. Overall, 32% (down from 35%) of recruits cited wanting to move away from home/current situation as an important factor in their decision to join a Service. Recruits in the Army were the most likely to rate this as important (34%, down from 36% last year and 38% in 2009), followed by RAF recruits (30%, down from 34%) and Navy recruits (28%).

84. Recruits aged 16-30 years old (32%) were more likely to rate wanting to move away from home/current situation as important than recruits aged 31 years and above (23%).

85. Non-white recruits were more likely to rate this aspect as important (42%) than white recruits (31%).

86. A quarter (25%) of recruits cited having no other job choices as an important factor in their decision to join a Service. Army recruits (25%) and Navy recruits (24%) were more likely than RAF recruits (21%) to rate this factor as important. Male recruits were more likely to rate this aspect as important (25%) than female recruits (21%), as were recruits aged 16-19 years old (28%) than those aged 20 years and above (22%).

87. There has been very little change in the importance of factors this year with all but two remaining in the same ranking as last year. The most important factors continue to be to keep fit, challenge/adventure, lifestyle appealed, to gain skills and qualifications and job security. To be able to travel is now eighth (ninth last year) and want to defend country is now ninth (eighth last year). No other job choices and to move away from current situation continue to be the least important.

88. The three most important joining factors for Navy recruits were challenge/adventure (first last year) lifestyle appeal (third last year), and to keep fit (fourth last year). The fourth and fifth most important joining factors were job security (second last year) and to travel (sixth last year). The least important factors were salary, influence of family members/friends, wanting to move away from home/current situation and having no other job choices. This is consistent with last year. Fig 5 below is ranked so that the factors are displayed in order of importance (very important and fairly important combined).

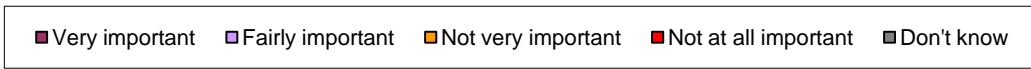
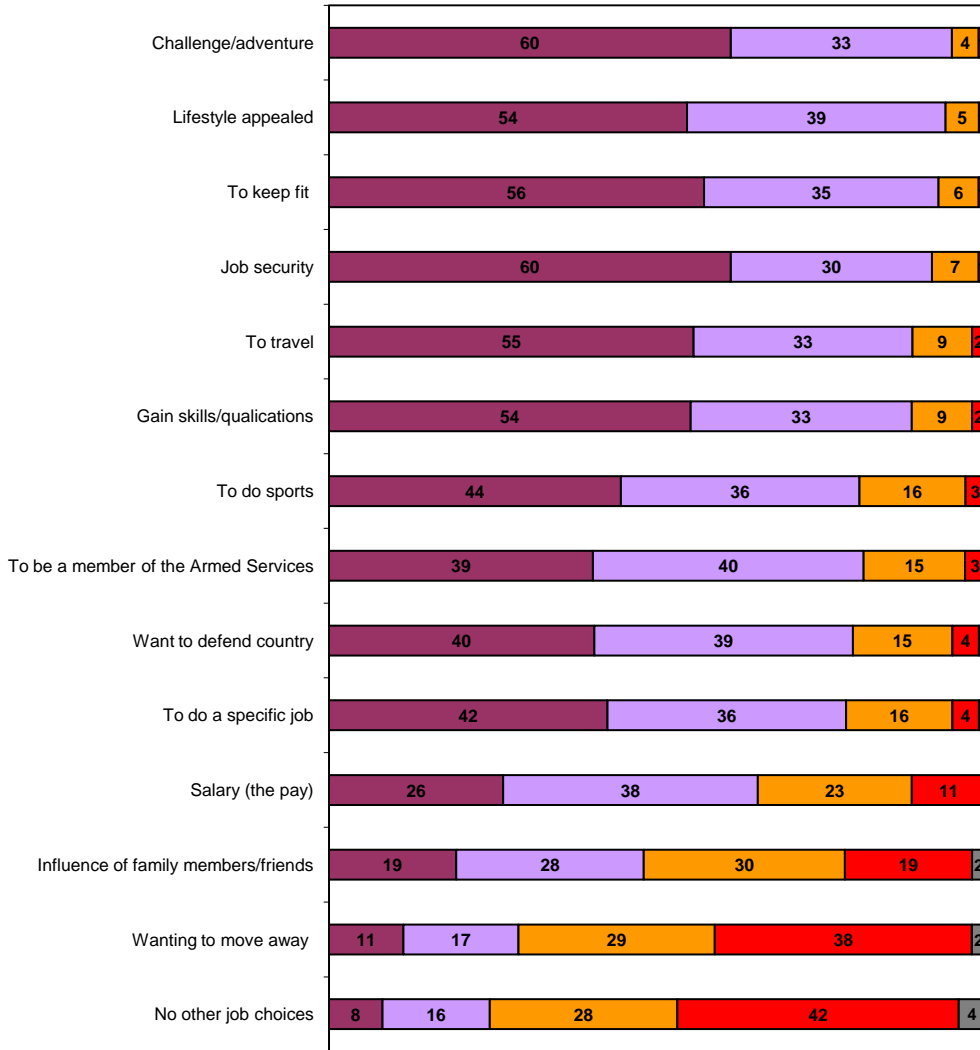
89. Similarly to last year, the top four joining factors for Army recruits were to keep fit, challenge/adventure, to gain skills/qualifications and lifestyle appealed. The fifth, sixth and seventh most important factors remain in the same ranking and were to be a member of the Armed Forces, to do a specific job and job security. The least important factors were salary, influence of family members/friends, wanting to move away from home/current situation and having no other job choices. This is consistent with last year. Fig 6 below is ranked so that the factors are displayed in order of importance (very important and fairly important combined).

90. The three most important joining factors for RAF recruits were lifestyle appealed (first last year), job security (fourth last year) and challenge/adventure (third last year). The fourth and fifth most important joining factors were to gain skills/qualifications (third last year) and to keep fit (fifth last year). The least important factors were salary, influence of family members/friends, wanting to move away from home/current situation and having no other job choices. This is consistent with last year. Fig 7 below is ranked so that the factors are displayed in order of importance (very important and fairly important combined).

Phase 1 - Navy

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

%

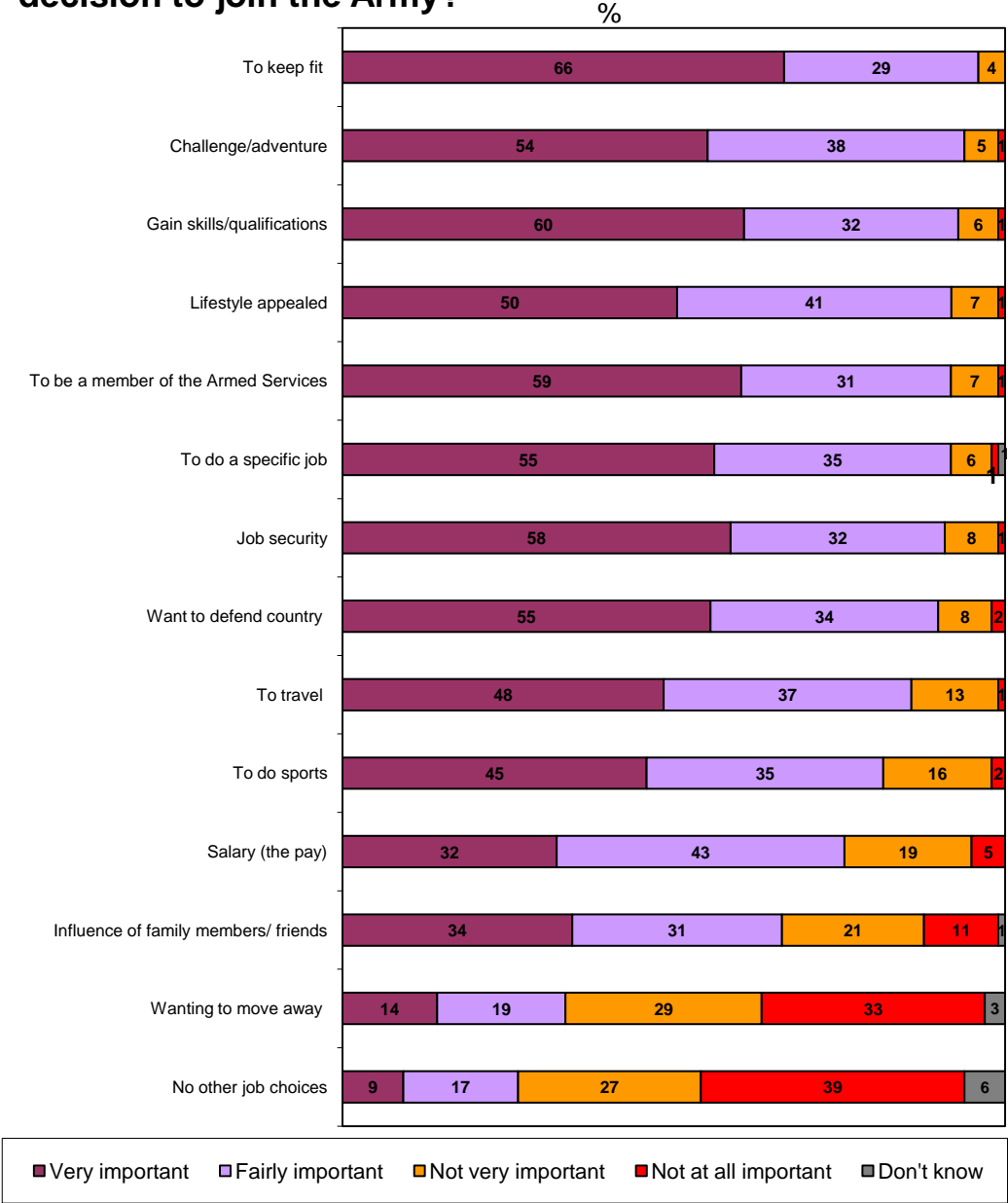


Number of respondents: Royal Navy schools (1,435)

Figure 5

Phase 1 - Army

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

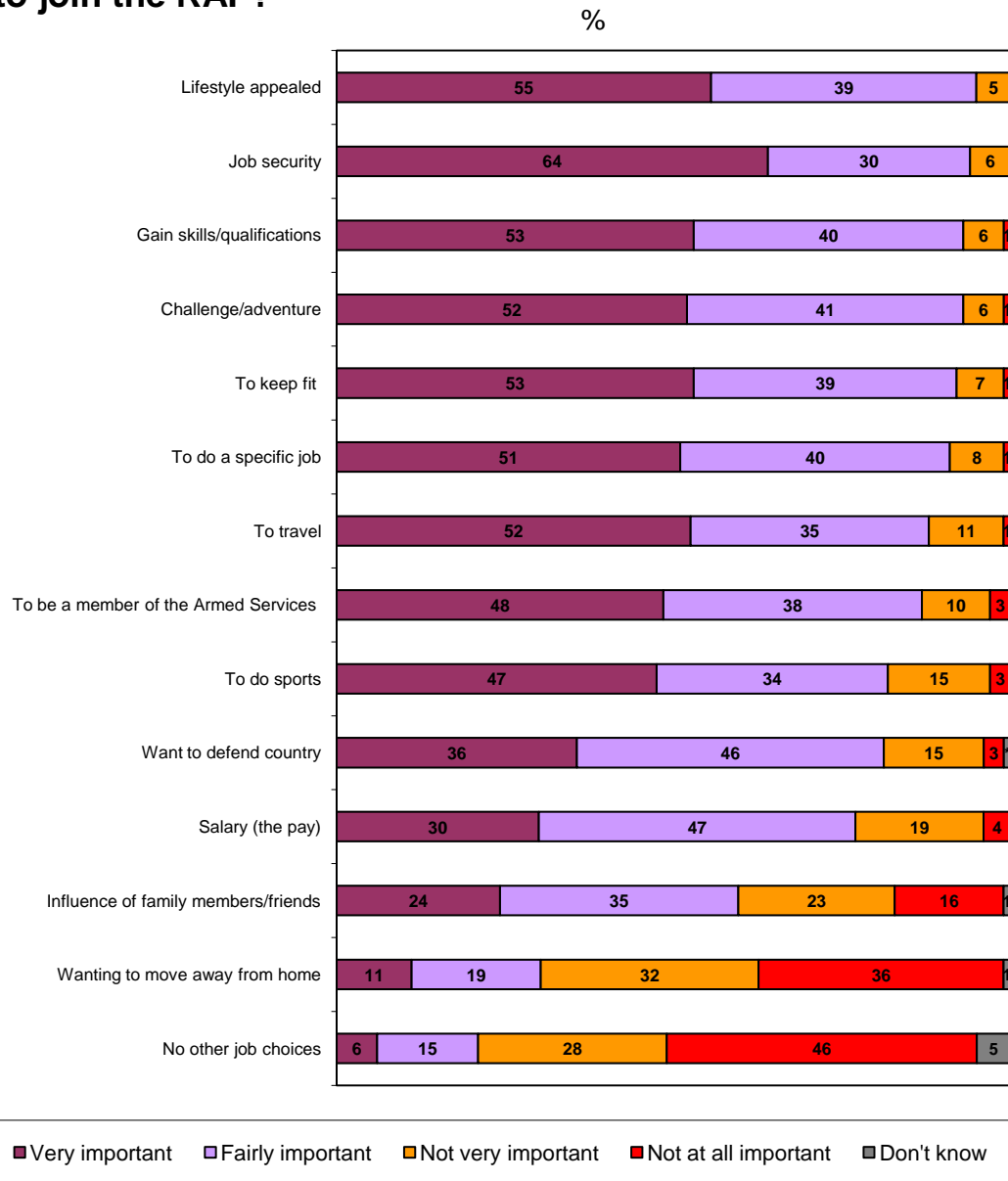


Number of respondents: Army schools (6,083)

Figure 6

Phase 1 - RAF

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



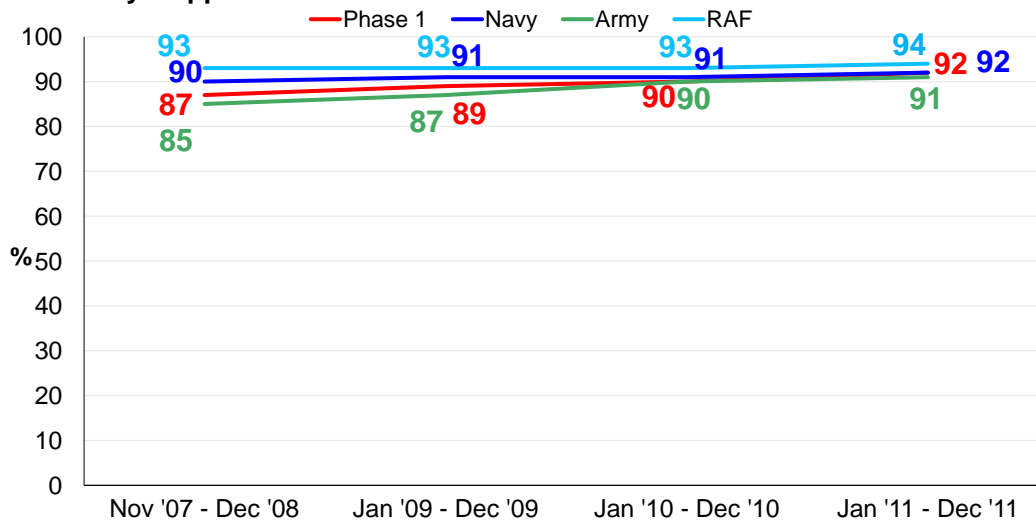
Number of respondents: RAF schools (1,071)

Figure 7

Phase 1

How important were each of the following in your decision to join the Army/RN/RAF/RM?

-Lifestyle appealed



% Positive

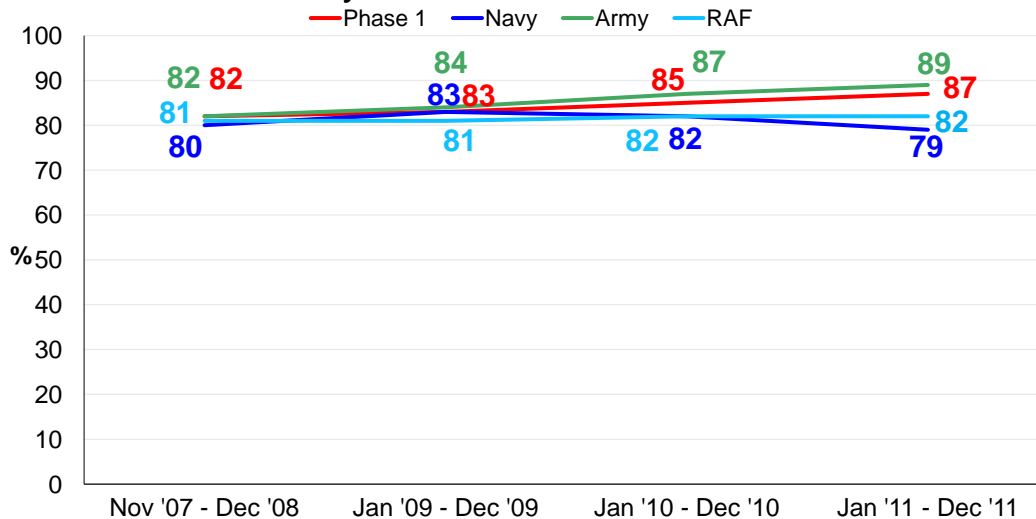
Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071)

Figure 8

Phase 1

How important were each of the following in your decision to join the Army/RN/RAF/RM?

-Want to defend country



% Positive

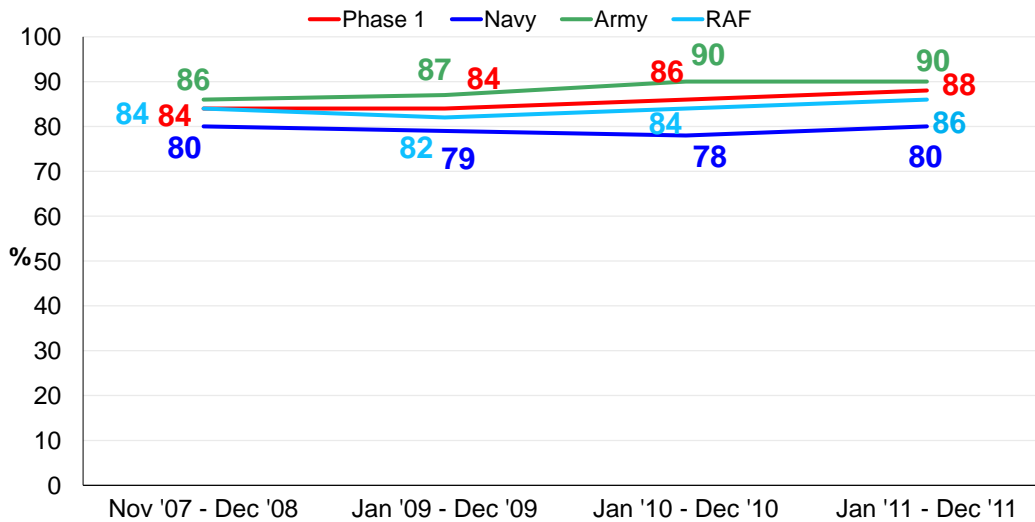
Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071)

Figure 9

Phase 1

How important were each of the following in your decision to join the Army/RN/RAF/RM?

-To be a member of the Armed Services



% Positive

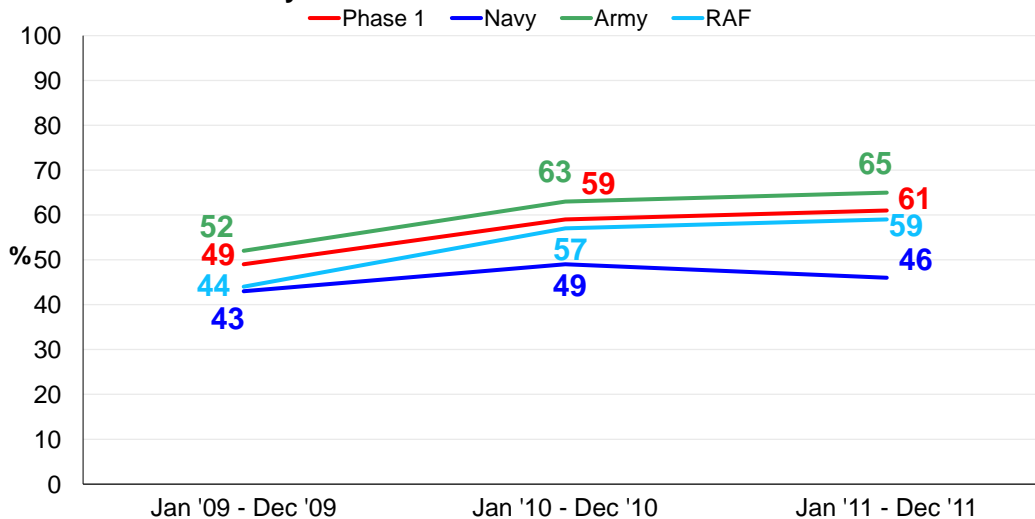
Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071)

Figure 10

Phase 1

How important were each of the following in your decision to join the Army/RN/RAF/RM?

- Influence of family members/friends



% Positive

Number of respondents: December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071)

Figure 11

Where did you learn about careers in the Armed Forces?

91. When asked about sources for learning about careers in the Armed Forces, recruits were the most likely to cite the Armed Forces Careers Office (AFCO), Army Careers Information Office (ACIO) or Royal Navy Careers Office (RNCIO) (59%), followed by friends and family who have served (53%, up from 51%). They were the least likely to cite sources such as youth organisations (Scouts, Guides etc) (3%) or site visits and guided tours (10%, up from 9%).

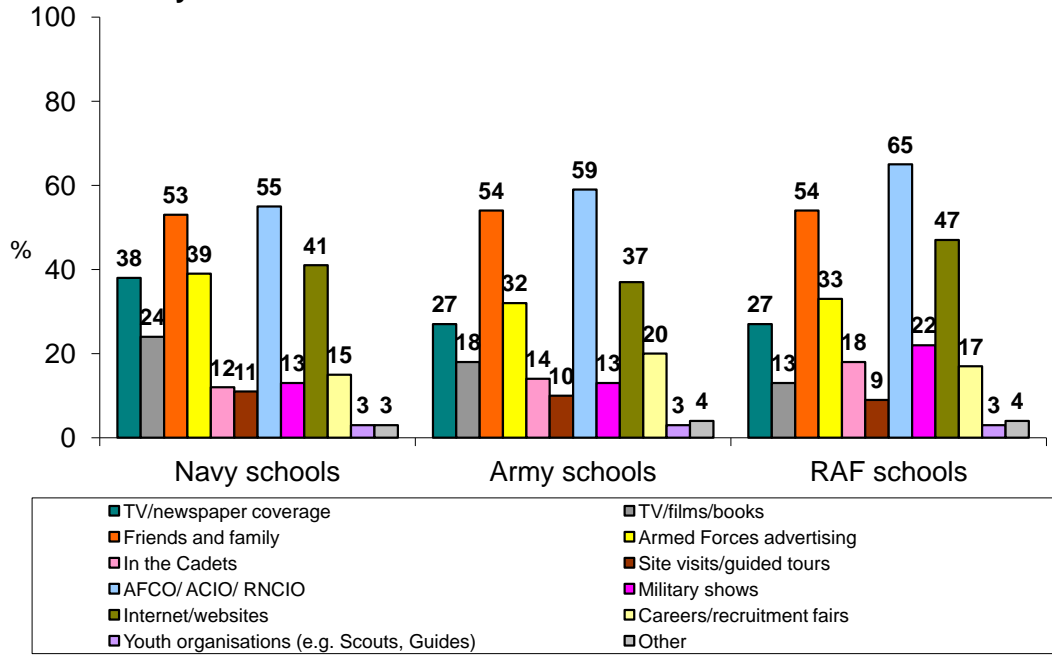
92. Those in the Navy were more likely than those in other Services to cite TV/ Newspaper coverage – news, documentaries/factual programmes (38%), TV/Films/Books (24%, up from 20%) and Armed Forces Advertising e.g. TV, cinema, newspapers (39%) (fig. 12). Recruits in the Army were the most likely to cite careers/recruitment fairs (20%) but least likely to cite internet/websites (37%, up from 33%) compared with other Services. Amongst Army recruits, there was an increase in the proportion citing friends and family who have served (54%, up from 50%), Military shows e.g. Red Arrows, Trooping the Colour, International Festival of the Sea etc (13%, up from 12%) and those citing Site visits/guided tours (10%, up from 9%). RAF recruits were the most likely to cite the Armed Forces Careers Office (AFCO) (65%), Internet/websites (47%), Military shows (22%) and being in the Cadets (18%) but the least likely to cite TV/Films/Books (13%, down from 17%). Amongst RAF recruits there has been a decrease in the proportion of recruits citing Armed Forces Advertising e.g. TV, cinema, newspapers (33%, down from 39%).

93. Male recruits were more likely than female recruits to learn about the Armed Forces from internet/websites (39% compared with 35%), Armed Forces Advertising (34% compared with 25%), TV/ Newspaper coverage – news, documentaries/factual programmes (30% compared with 24%) and TV/Films/Books (19% compared with 9%). White recruits were more likely than non-white recruits to have used a number of these sources of information, in particular an Armed Forces Careers Office (AFCO), Army Careers Information Office (ACIO) or Royal Navy Careers Office (RNCIO) (60% of white recruits, 46% of non-white recruits).

94. Younger recruits were more likely than older recruits to cite a number of these sources of information, in particular, an Armed Forces Careers Office (AFCO) (60% of those aged 16-25 compared with 55% of those aged 26 years or older) and Careers/recruitment fairs (20% of those aged 16-25 years old compared with 12% of those aged 26 years or older). Those aged 16-25 years old (37%) were less likely to cite Internet/websites than those aged 26 years or older (44%).

Phase 1

Where did you learn about careers in the Armed Forces?



Number of respondents: Navy schools (1,435), Army schools (6,083), RAF schools (1,071)

Figure 12¹⁰

¹⁰This was a multi-coded question; recruits could select more than one answer

Where did you get information prior to your arrival?

95. The Armed Forces Careers Office (AFCO), Army Careers Information Office (ACIO) or Royal Navy Careers Office (RNCIO) was the main source of information for Phase 1 recruits prior to their arrival at their school (93%, up from 91%). Recruits in the RAF were the most likely to cite AFCO as their main source of information (96%, up from 95%), followed by Navy recruits (93%) and Army recruits (92%, up from 90%) (fig.13). White recruits (93%) were more likely than non-white recruits (90%) to say this, as were female recruits (95%) compared with male recruits (92%). Recruits aged 31 years or older (98%) were more likely to say this than those aged 16-30 years old (93%).

96. Overall, the Selection Centre was used for information by 21% of recruits. Four per cent of Navy recruits and six per cent of RAF recruits used the selection centre, by contrast, it was cited by 28% of Army recruits (down from 33%). The Selection Centre was more likely to be an information source for male recruits (22%) than female recruits (16%). Recruits aged 16-17 years old (28%) were more likely to have received information from the Selection Centre prior to the course than those aged 18 years and above (19%).

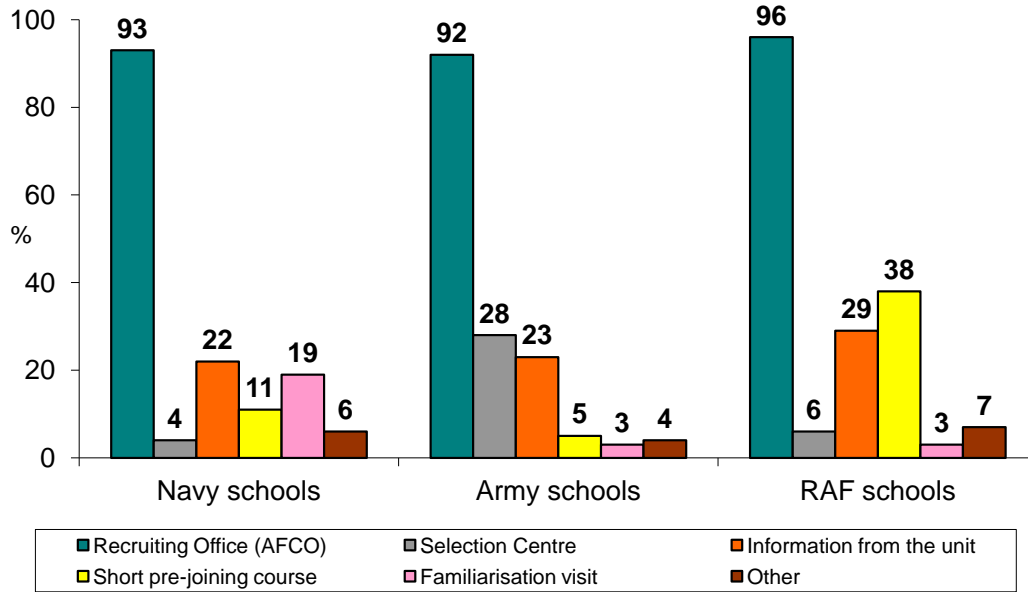
97. Twenty-four per cent of recruits said that they received information from the unit e.g. leaflets, joining instructions, website etc. RAF recruits were the most likely to say this (29%) followed by Army recruits (23%) and Navy recruits (22%). White recruits (24%) were more likely to say this than non-white recruits (20%).

98. Overall, ten per cent of recruits went on a short pre-joining course at the training unit (10%). RAF recruits were the most likely to get information from a short pre-joining course (38%), followed by recruits in the Navy (11%), who were more likely to do so than Army recruits (5%). Female recruits (12%) were more likely than male recruits (10%) to use the pre-joining course, as were white recruits (11%) compared with non-white (6%).

99. Six per cent of recruits used a familiarisation visit (6%, down from 7% last year). Navy recruits were the most likely to get information from a familiarisation visit (19%), followed by Army and RAF recruits (3% for each).

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,083), RAF schools (1,071)

Figure 13¹¹

¹¹This was a multi-coded question; recruits could select more than one answer

INFORMATION PRIOR TO ARRIVAL

100. Overall, 79% of recruits said that the information they were given prior to their arrival enabled them to prepare well enough for the physical demands of the course. Navy recruits (84%) and RAF recruits (82%, up from 77%) were more likely to agree with this statement than those in the Army (78%) (fig. 14).

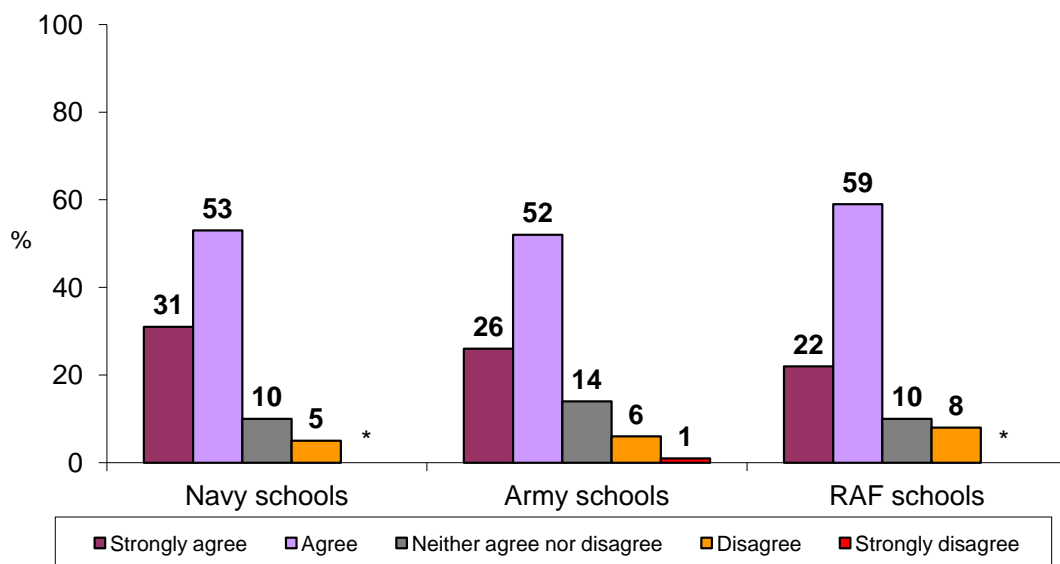
101. A higher proportion of male recruits (80%) than female recruits (74%) agreed that the information enabled them to prepare sufficiently for the physical demands of the course.

102. There were also differences between age groups, younger recruits (16-17 years old) were the least likely to agree (74%), whereas those aged 18 years and over were the most likely to agree (81%).

Phase 1

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

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



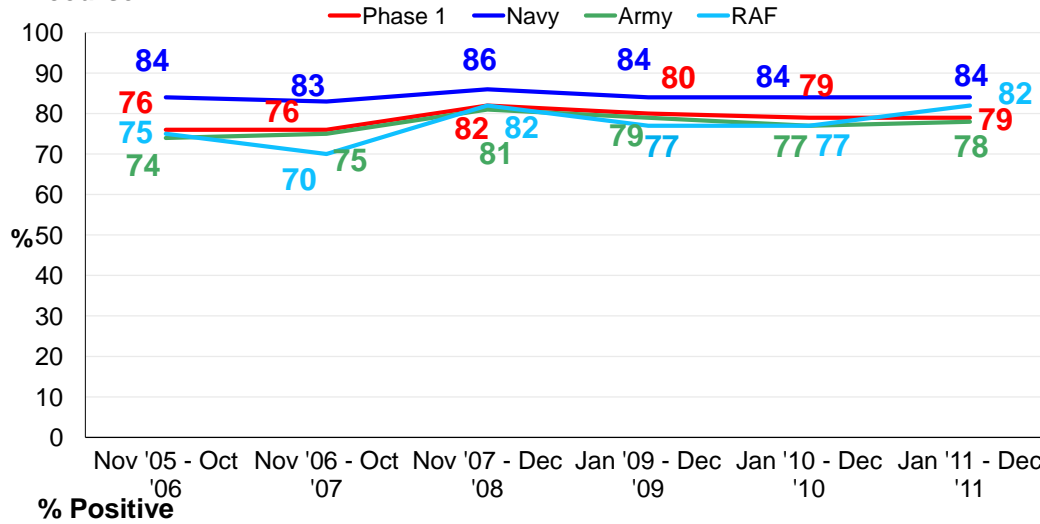
Number of respondents: Navy schools (1,435), Army schools (6,083), RAF schools (1,071)

Figure 14

Phase 1

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

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



Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071)

Figure 15

103. Over half of Phase 1 recruits (52%, up from 50%) thought that the information provided to them gave an accurate picture of what life would be like at their school. This increase is reflected in the proportion of Army recruits who agreed with this statement (52%, up from 50%) (fig. 16).

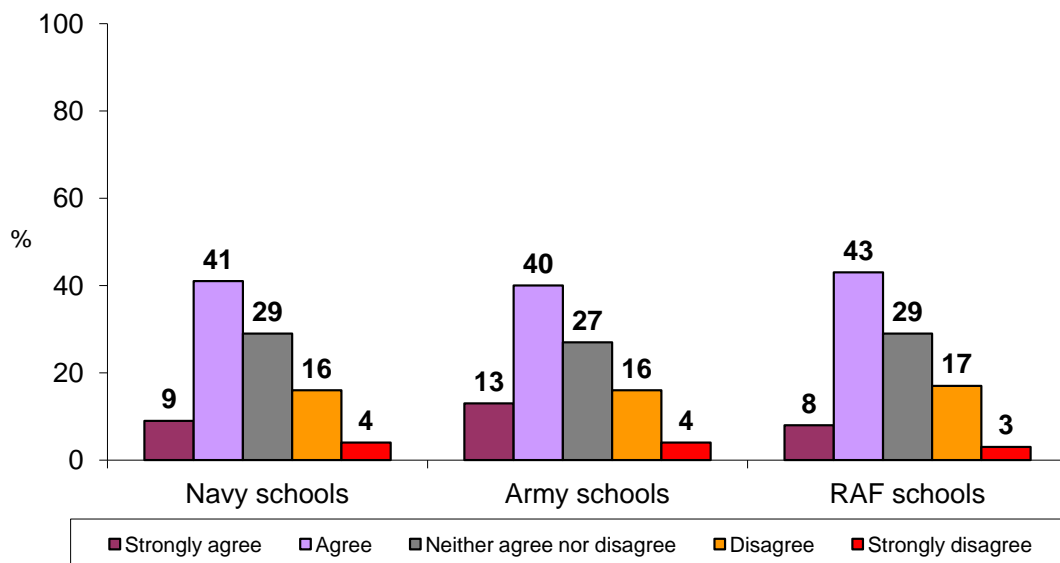
104. Fifty-four per cent of recruits aged 20 years and above agreed that the information provided to them gave an accurate picture of what life would be like at their school compared with 48% of those aged 16-19 years old.

105. Male recruits (20%) were more likely than female recruits (17%) to disagree that the information they were given prior to their arrival gave them an accurate picture of what life would be like at their unit. White recruits were more likely to disagree (20%) than non-white recruits (14%).

Phase 1

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

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



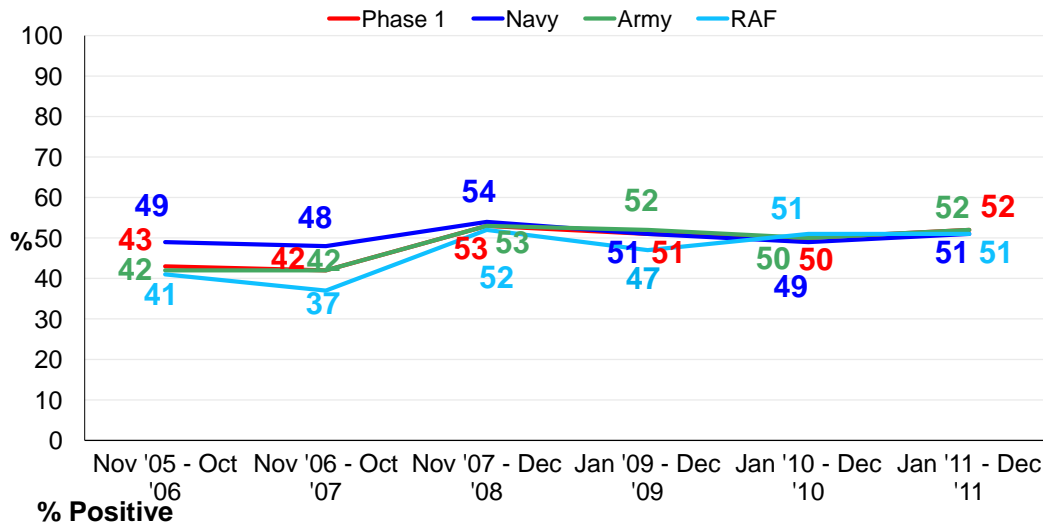
Number of respondents: Navy schools (1,435), Army schools (6,083), RAF schools (1,071)

Fig 16

Phase 1

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

Gave me an accurate picture of what life would be like

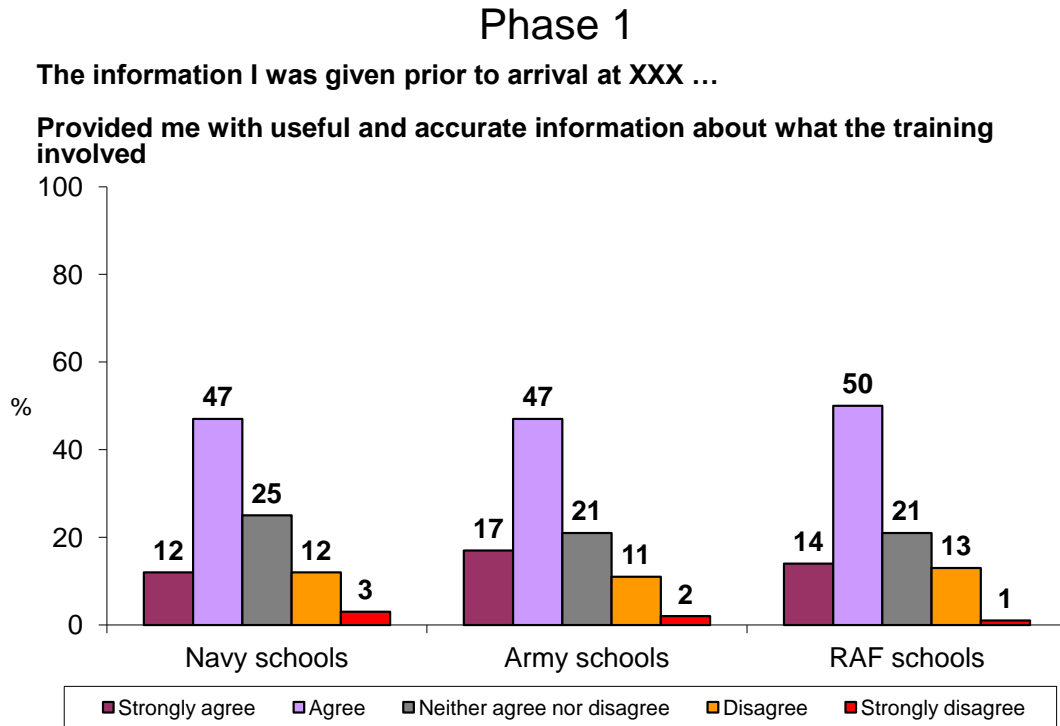


Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071)

Figure 17

106. Sixty-four per cent of Phase 1 recruits agreed that the information they were provided with prior to the beginning of their course was useful and accurate regarding what the training involved. Army recruits (65%) and RAF recruits (64%) were more likely to agree with this statement than Navy recruits (59%) (fig. 18).

107. Fourteen per cent of white recruits disagreed that the information provided them with useful and accurate information compared with ten per cent of non-white recruits. Recruits aged 16-19 years old (15%) were more likely to disagree than those aged 20 years and above (13%).



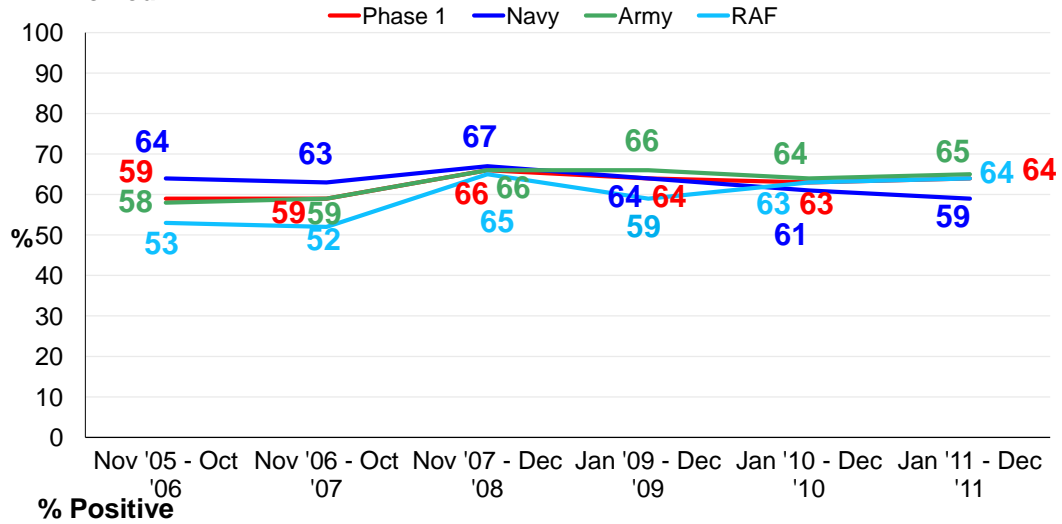
Number of respondents: Navy schools (1,435), Army schools (6,083), RAF schools (1,071)

Figure 18

Phase 1

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

Provided me with useful and accurate information about what the training involved



Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071)

Figure 19

FACILITIES AND SUPPORT

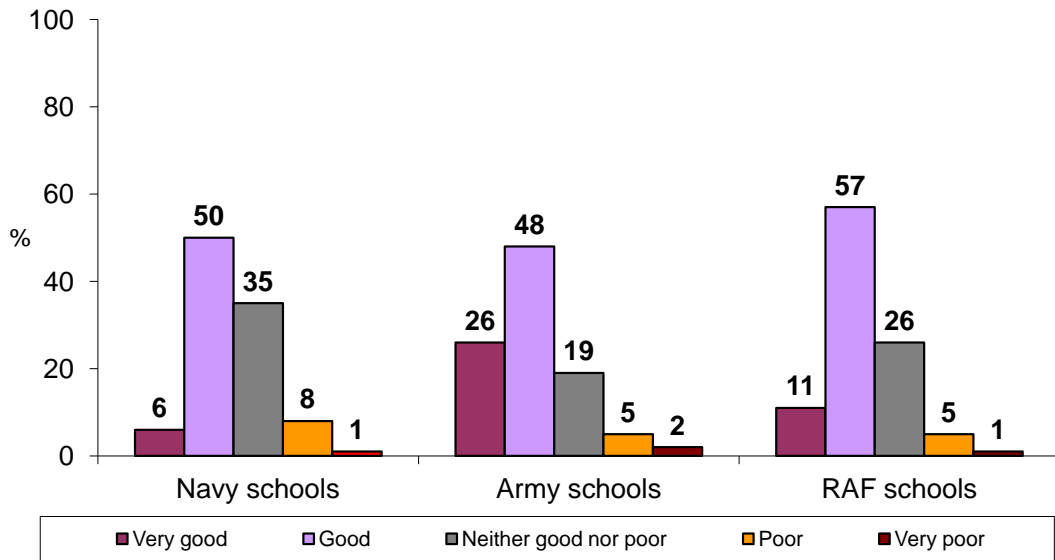
ACCOMMODATION

108. Seventy per cent of Phase 1 recruits (up from 65% last year and 63% in 2009) rated the standard of their accommodation as good. Army recruits were more likely to rate accommodation as good (74%, up from 72% last year and 70% in 2009) than their counterparts in the RAF (68%, up from 58% last year and 46% in 2009) who were in turn, more likely to do so than those in the Navy (55%, up from 52% last year) (fig. 20).

109. Recruits aged 16-17 were more likely to rate the standard of their living accommodation as good (74%) than older recruits (69% of those aged 18 or older). There was also a difference between the proportion of non-white recruits and white recruits who thought that the standard of accommodation was good (80% and 69% respectively).

Phase 1

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

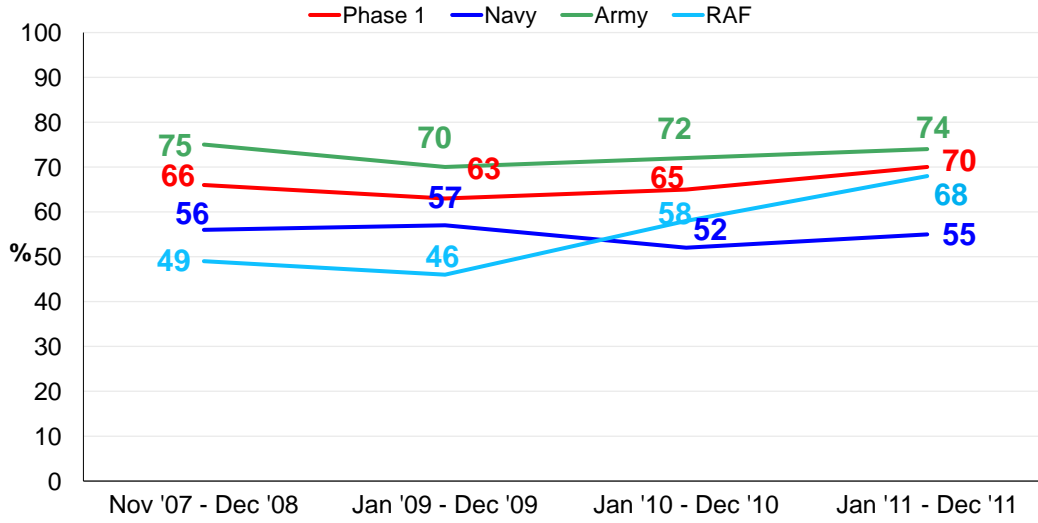


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 20

Phase 1

How would you rate the standard of living accommodation?



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807, December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 21

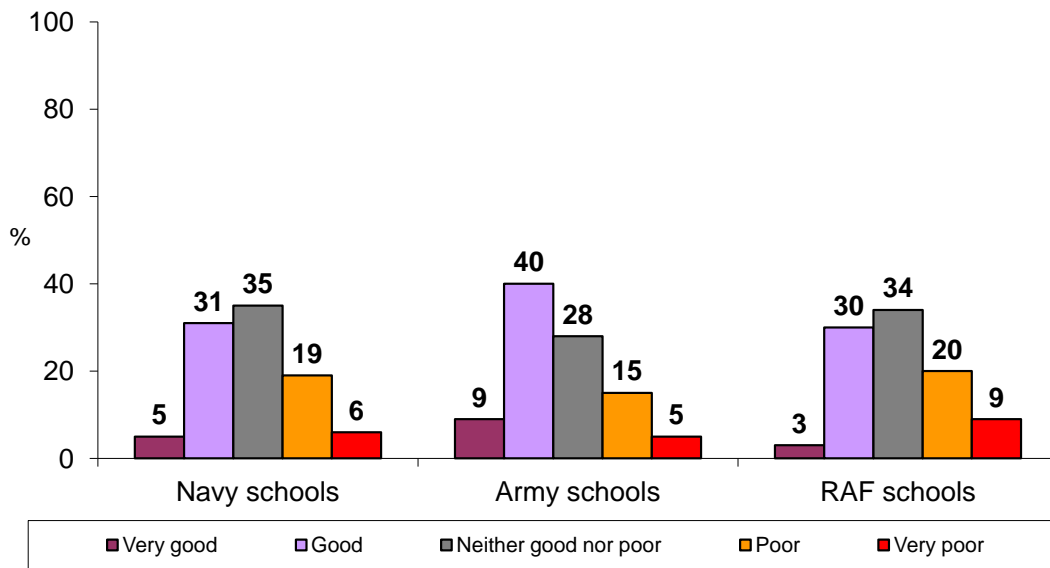
OFF DUTY RECREATION

110. Forty-five per cent of Phase 1 recruits (up from 41% last year and 39% in 2009) regarded the range of things to do when off duty on site as good. Army recruits rated their recreational opportunities on site more highly (50%, up from 47% in 2010 and 42% in 2009) than those in the Navy (36%, up from 32% in 2010) and RAF (34%) (fig. 22).

111. Male recruits were more likely to rate such opportunities as poor (23%) compared with female recruits (17%) as were white recruits (23%) compared with non-white recruits (16%). Recruits aged 16-19 years old (24%) were more likely to rate this as poor than recruits aged 20 years and older (21%).

Phase 1

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

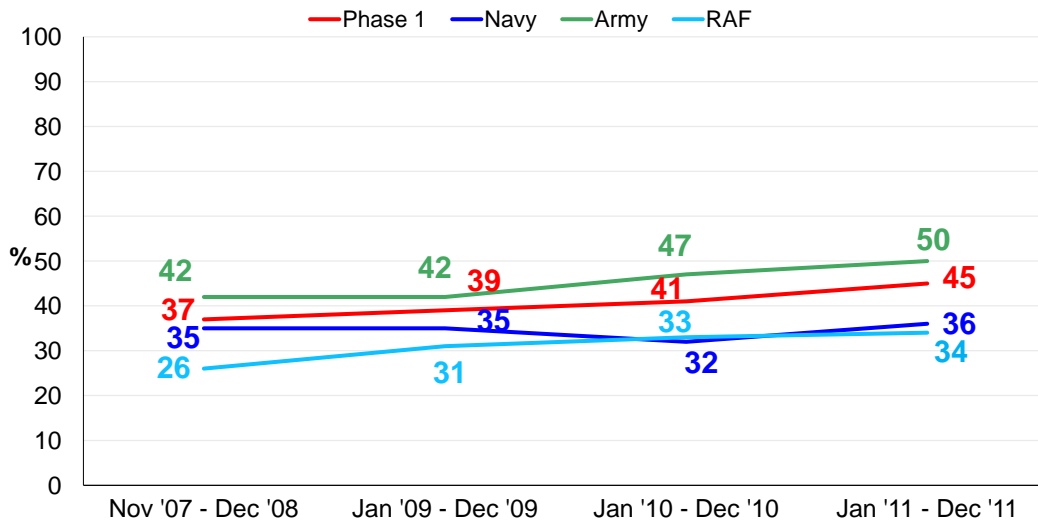


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 22

Phase 1

How would you rate EACH of the following at Unit
-Things to do when off duty on site



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 23

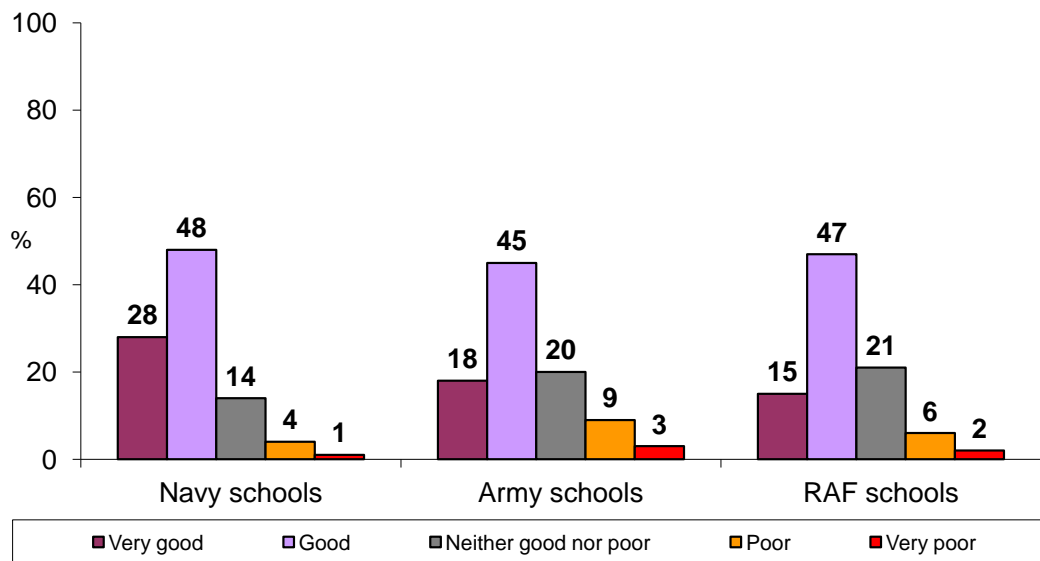
SPORTS FACILITIES

112. Overall, 65% of recruits across Phase 1 rated sports facilities at their school as good. Phase 1 Navy recruits were more likely to rate their sports facilities as good (76%) than their counterparts in the RAF (63%) and Army (62%). Recruits aged 16-17 years old (69%) were more likely than older recruits to rate sports facilities as good (63% of those aged 18 years and above) (fig. 24).

113. The proportion of recruits who rated sports facilities as poor increased to ten per cent (up from 9% last year). Army recruits (12%) were more likely to say this than RAF recruits (8%), who were in turn more likely to say this than Navy recruits (5%).

Phase 1

How would you rate ...sports facilities?



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 24

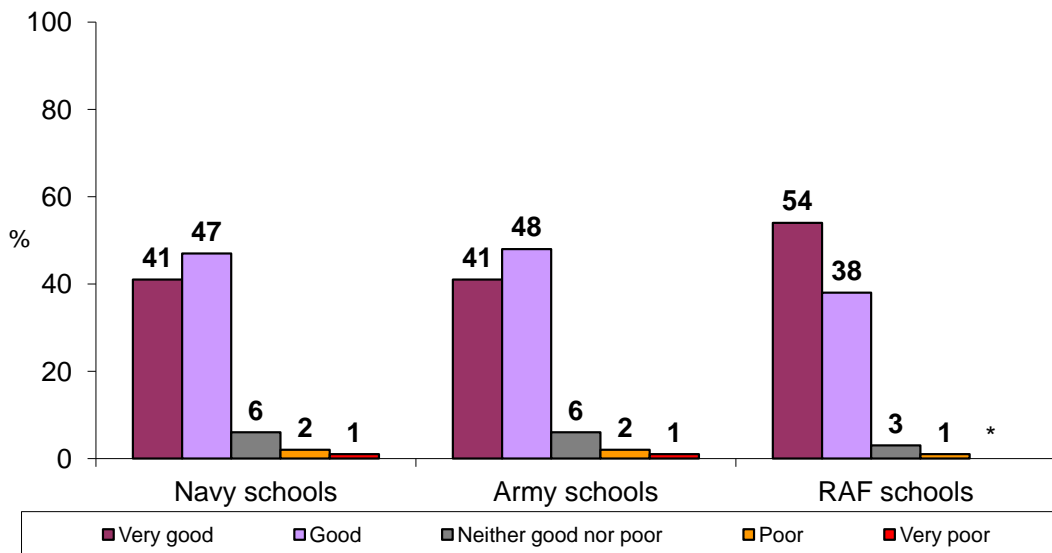
MEDICAL CARE

114. The majority of recruits thought that the level of medical care on offer was good (89%, up from 86% last year and 83% in 2009). Recruits from RAF schools were the most likely to rate this highly (92%, up from 86% last year and 82% in 2009), followed by Navy recruits (89%, up from 80%) and Army recruits (89%) (fig. 25).

115. Non-white recruits (92%) were more likely to rate medical care as good than white recruits (89%).

Phase 1

How would you rate ...medical care?

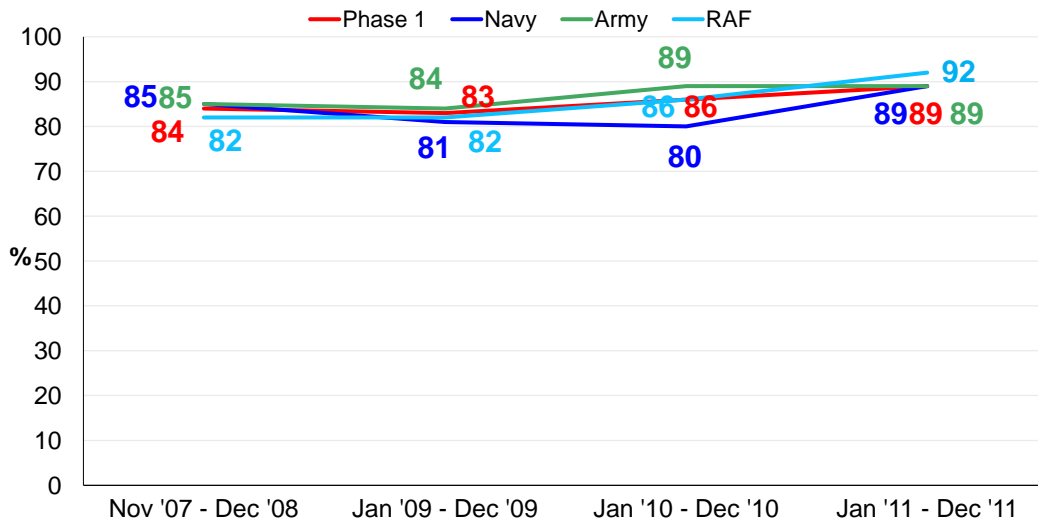


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 25

Phase 1

How would you rate EACH of the following at Unit
-Medical Care



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 26

DENTAL CARE

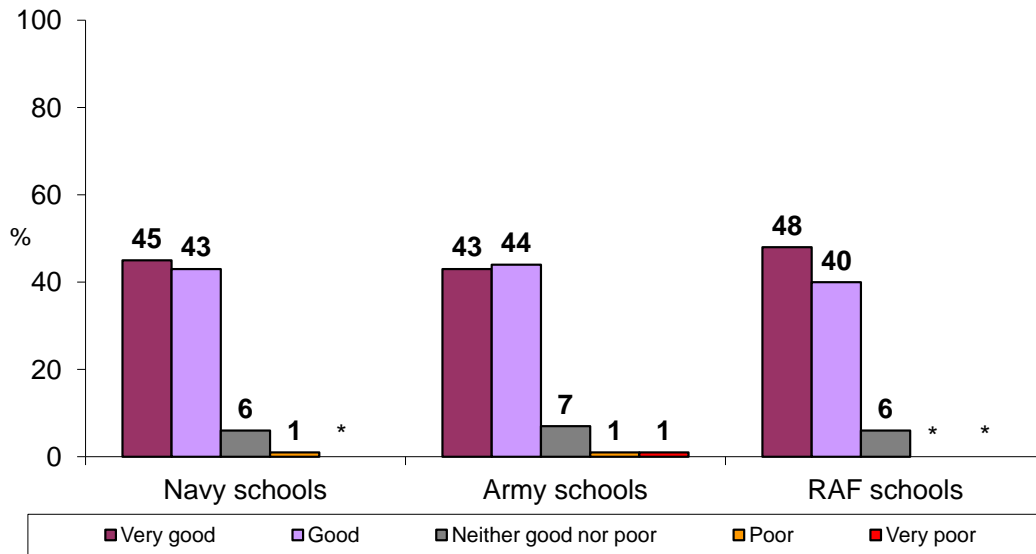
116. Overall, the majority of recruits (88%, up from 84% last year and 80% in 2009) rated dental care as good, with 2% (statistically down from 2% last year) rating it as poor. Eighty-eight per cent of Navy recruits rated medical care as good (up from 84% last year). Eighty-seven per cent of both Army and RAF recruits did so (up from 74% last year and 71% in 2009 within RAF schools) (fig. 27).

117. Male recruits (88%) were more likely than female recruits (85%) to rate dental care as good, as were non-white recruits (90%) compared with white recruits (87%).

118. Army and Navy recruits were more likely to rate dental care as poor (2% for both) compared with RAF recruits (1%, down from 2% last year)

Phase 1

How would you rate ...dental care?

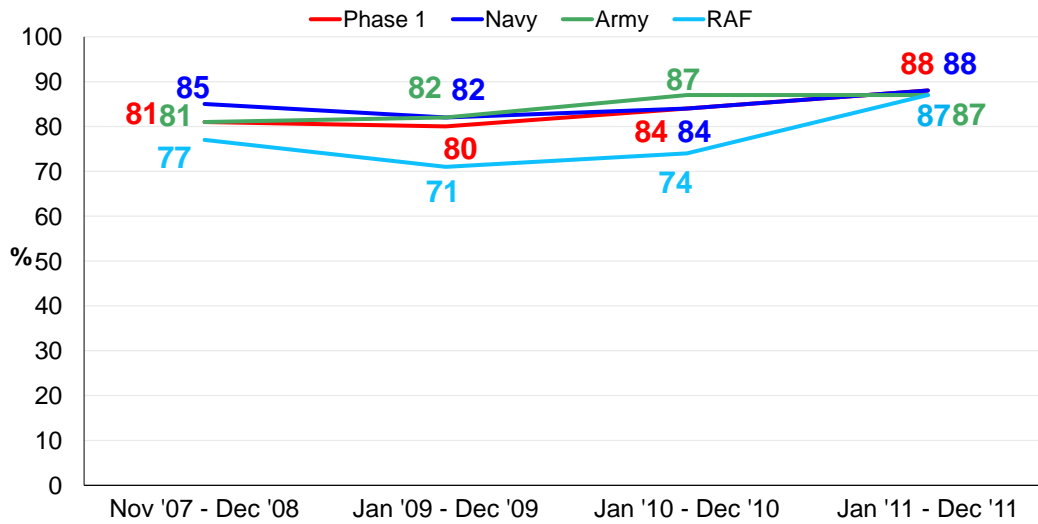


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 27

Phase 1

How would you rate EACH of the following at Unit
-Dental Care



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 28

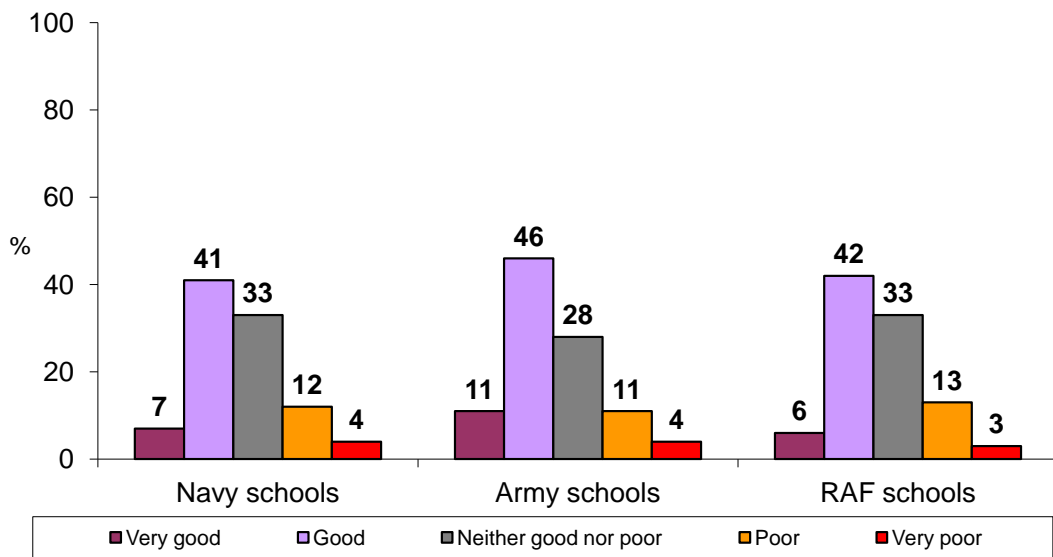
TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

119. Fifty-four per cent of Phase 1 recruits rated the amount of time they had for personal administration as good; 15% indicated that the time available was poor (up from 14% last year). Army recruits were the most likely to rate this highly (56%, down from 61%), followed by RAF recruits (48%, down from 54% last year) and Navy recruits (48%, up from 39% last year) (fig. 29).

120. Recruits aged 16-19 years old were more likely to rate this aspect as good (57%) than older recruits (51% of those aged 20 years and above). Non-white recruits were more likely to rate this as good (65%) than white recruits (53%).

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

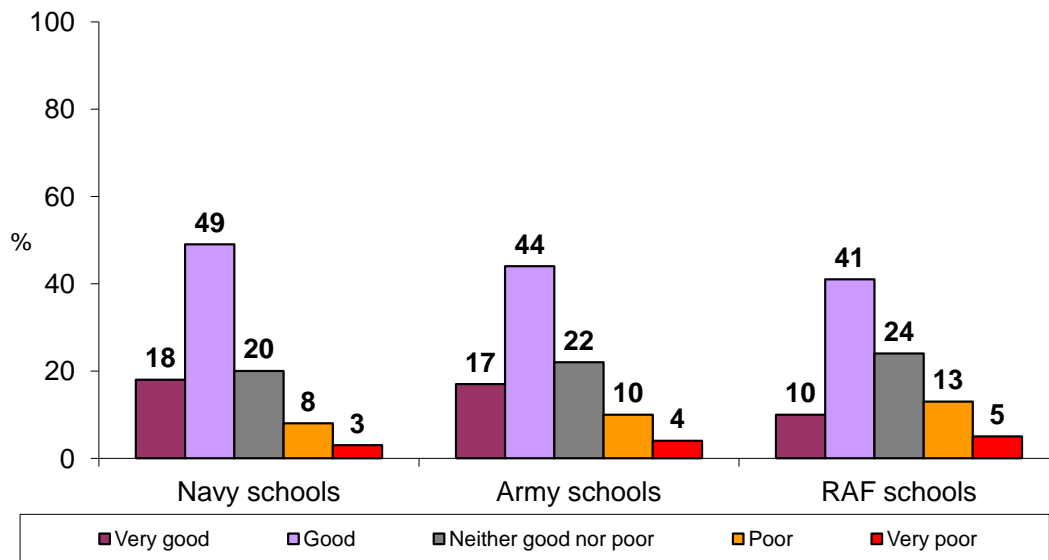
Figure 29

ACCESS TO IT FOR PERSONAL USE

121. Overall, 61% of Phase 1 recruits rated access to IT for personal use as good, with 14% indicating that the access was poor. Navy recruits were the most likely to rate this as good (67%), followed by Army recruits (61%), who were more likely to say this than RAF recruits (51%, up from 47% last year, 36% in 2009 and 26% in 2007/2008) (fig. 30). Recruits aged 18 years and above (63%) were more likely than those aged 16-17 years old to rate this aspect as good (52%).

Phase 1

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

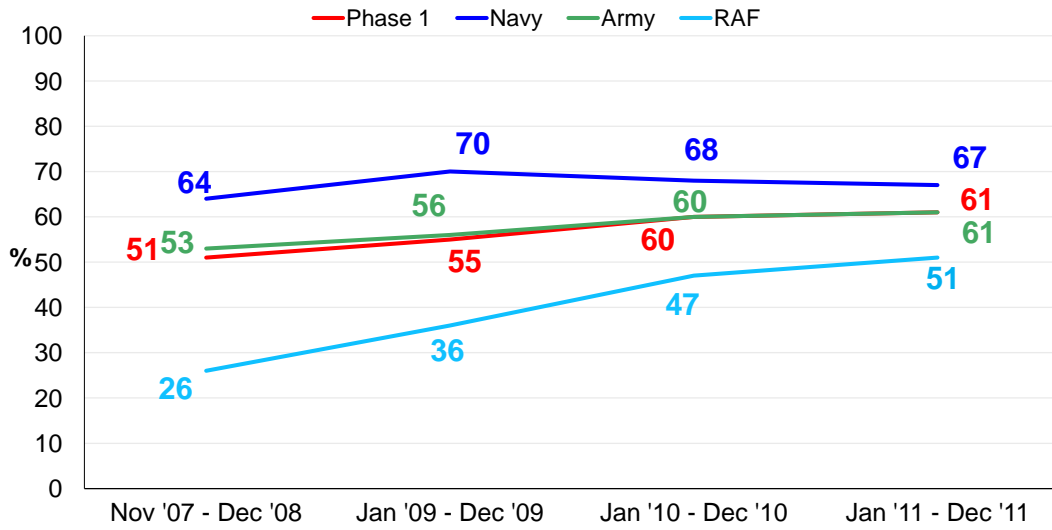


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 30

Phase 1

How would you rate EACH of the following at Unit
-Access to IT for personal use



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

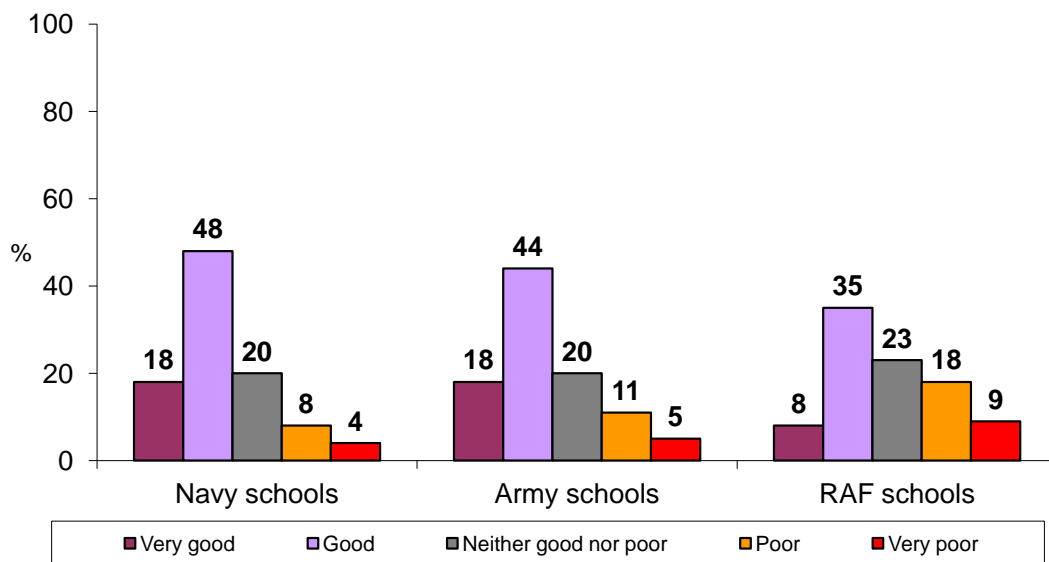
Figure 31

INTERNET ACCESS

122. Overall, 61% of Phase 1 recruits rated internet access as good whilst 16% indicated that access was poor. Navy recruits were the most likely to rate this positively (66%), followed by Army recruits (63%, up from 57%), who were more likely to say this than RAF recruits (43%, down from 47% last year) (fig. 32). Female recruits were more likely to rate internet access as good (66%) than male recruits (60%).

Phase 1

How would you rate ...internet access?



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 32

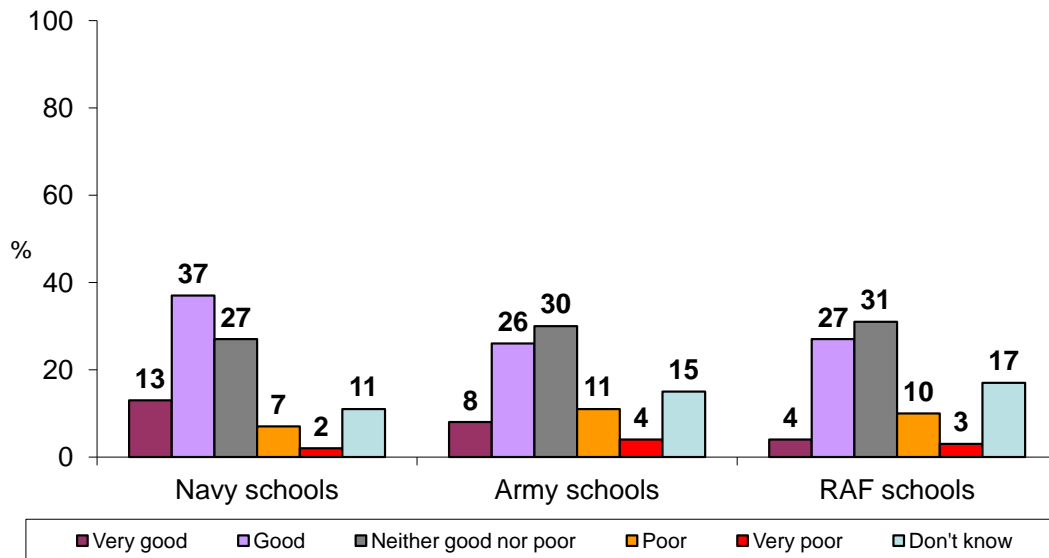
LEARNING CENTRE TO STUDY AFTER HOURS

123. Thirty-six per cent of Phase 1 recruits rated the Learning Centre for study after hours as good. Navy recruits were the most likely to rate this as good (50%, up from 36%), followed by Army recruits (33%, down from 39% last year) and RAF recruits (31%, up from 21%) (fig. 33).

124. Male recruits were more likely to rate this aspect as good (37%) than female recruits (30%), as were non-white recruits (42%) compared with white recruits (35%). Recruits aged 16-19 years old (40%) were more likely to do so than older recruits (32% of those aged 20 years and above).

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

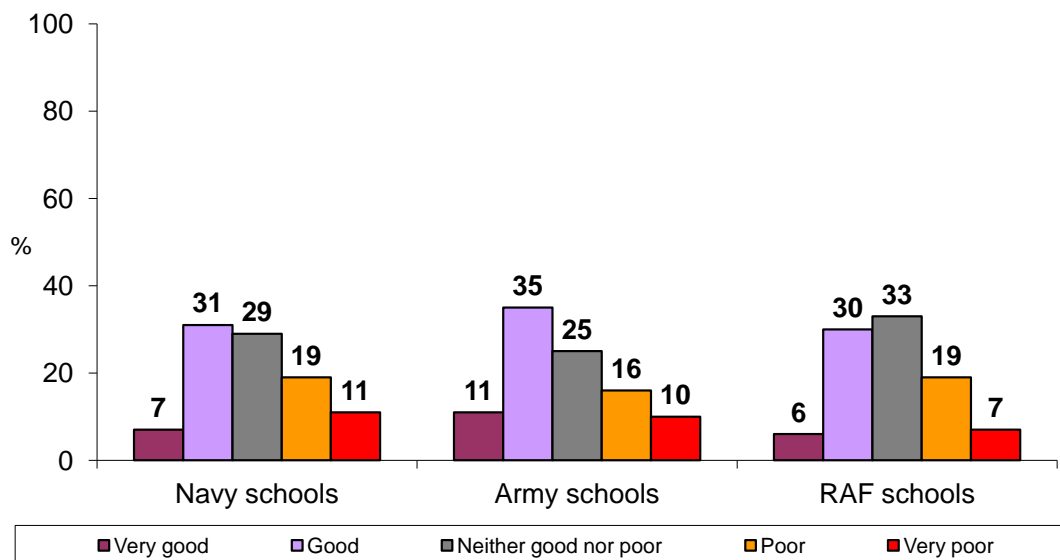
Figure 33

VARIETY OF EATING AND DRINKING AREAS

125. Forty-four per cent (up from 41%) of Phase 1 recruits rated the variety of eating and drinking areas in their school as good, while 27% indicated that variety was poor. Army recruits were the most positive, with 47% rating variety of eating and drinking areas as good, followed by Navy recruits (38%, up from 32%) and RAF recruits (36%) (fig. 34). Recruits aged 16-17 years old were more likely to rate this aspect as good (51%) than older recruits (42%) as were non-white recruits (56%) compared with white recruits (43%).

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 34

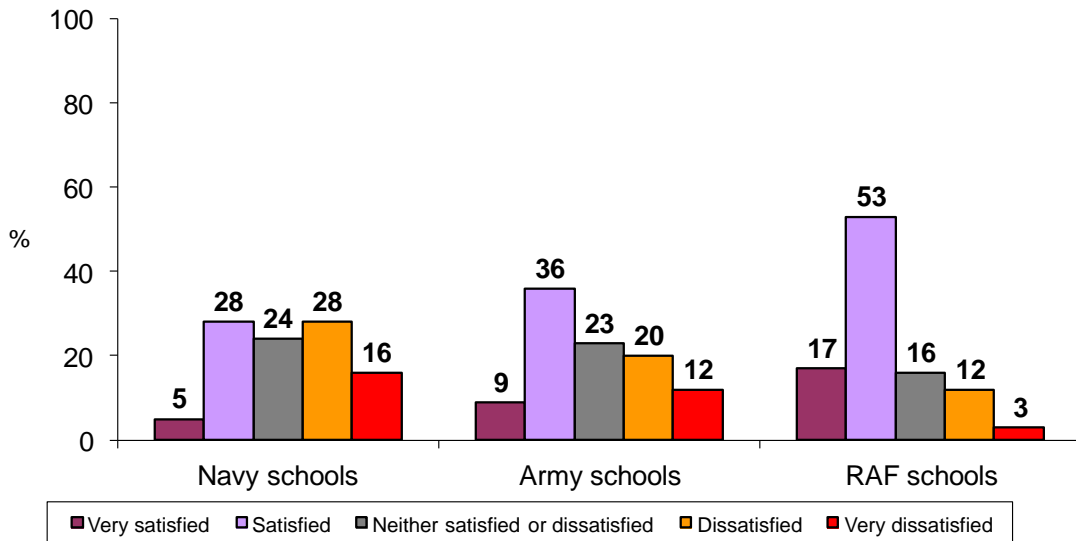
SATISFACTION WITH FOOD

126. Overall, 46% of recruits were satisfied with food at their school (up from 38% last year), while 32% were dissatisfied (down from 39% in 2009). RAF recruits were the most likely to say that they were satisfied with their food (69%, up from 56%), followed by Army recruits (45%, up from 38%), who were more likely to say this than those in the Navy (33%, up from 24%) (fig. 35).

127. Female recruits (57%) were more likely to be satisfied with the food than male recruits (45%), as were non-white recruits compared with white recruits (62% and 44% respectively). Recruits aged 26 years or older (55%) were more likely to be satisfied with food at their school than their younger colleagues (45% of those aged 25 years and below).

Phase 1

Overall how satisfied were you with the food at XXX?

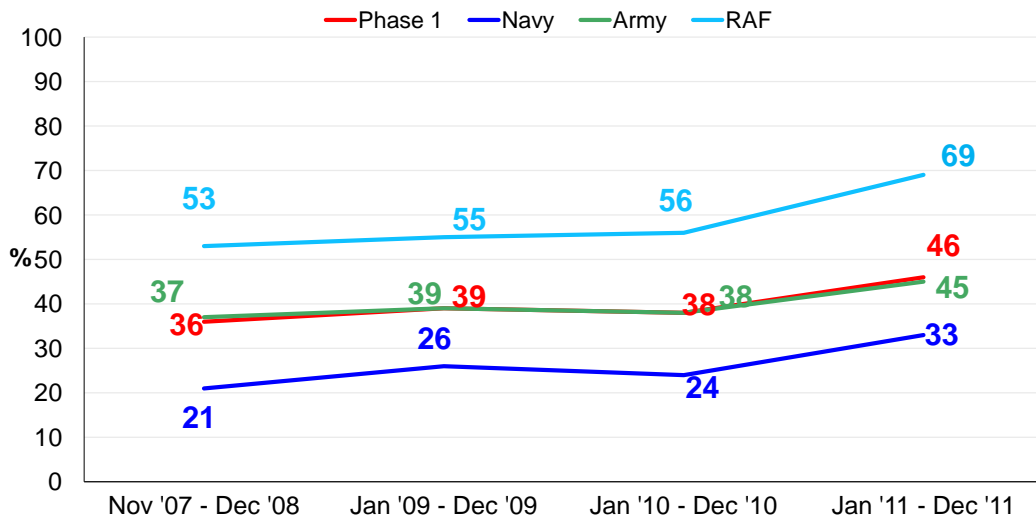


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 35

Phase 1

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



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807, December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 36

Which aspects of the food were you dissatisfied with?

128. Of those who were dissatisfied with food, the most likely causes of dissatisfaction were the quality of food (87%, down from 89%), choice of food (75%) and overall variety (67%).

129. Eighty-seven per cent of recruits cited the quality of food as a reason for their dissatisfaction (down from 89% last year). Recruits in the Navy (91%) were more likely to say this than recruits in the Army (86%) (fig. 37). White recruits (88%) were more likely to cite the quality of food than non-white recruits (80%), as were recruits aged 16-17 years (88%) compared with those aged 31 years or older (77%).

130. Three-quarters (75%) of recruits were dissatisfied with the choice of food. Army recruits (76%) were more likely to say this than Navy recruits (71%). White recruits were more likely to say this (75%) than non-white recruits (68%).

131. Overall variety of food was cited by 67% of Phase 1 recruits dissatisfied with the food. Male recruits were more likely to say this (68%) than female recruits (60%), while recruits aged 18 years and above were more likely to say this (69%) than those aged 16-17 years old (62%).

132. Thirty-six per cent (up from 31%) of the Phase 1 recruits who were dissatisfied with the food were dissatisfied with the availability of healthy food. Navy recruits were more likely to be dissatisfied with this aspect (47%, up from 34%) than those in the RAF (36%) and those in the Army (32%, up from 29%). Female recruits (51%) were more likely than male recruits to be dissatisfied with the availability of healthy food (35%), as were recruits aged 18 years and older (39%) than those aged 16-17 years (23%).

133. The quantity of food was cited as a reason for dissatisfaction by 35% of recruits who were dissatisfied with the food. Recruits in the Army (36%) were more likely to cite the quantity as a reason for their dissatisfaction than those in the RAF (28%). Thirty-four per cent of Navy recruits stated the quantity of food as a reason (down from 44%). Male recruits were more likely to be dissatisfied with the quantity of food (35%) than female recruits (25%). Recruits aged 16-19 years old (40%) were more likely to cite the quantity of food than recruits aged 20 years and above (30%).

134. Thirty-two per cent (up from 29%) of the Phase 1 recruits who were dissatisfied with the food were dissatisfied with the nutritional value. Navy recruits were more likely to be dissatisfied with this aspect (45%, up from 34%) than those in the RAF (30%) and Army (27%). Recruits aged 18 years and above were more likely to be dissatisfied with this aspect (35%) than recruits aged 16-17 years old (18%).

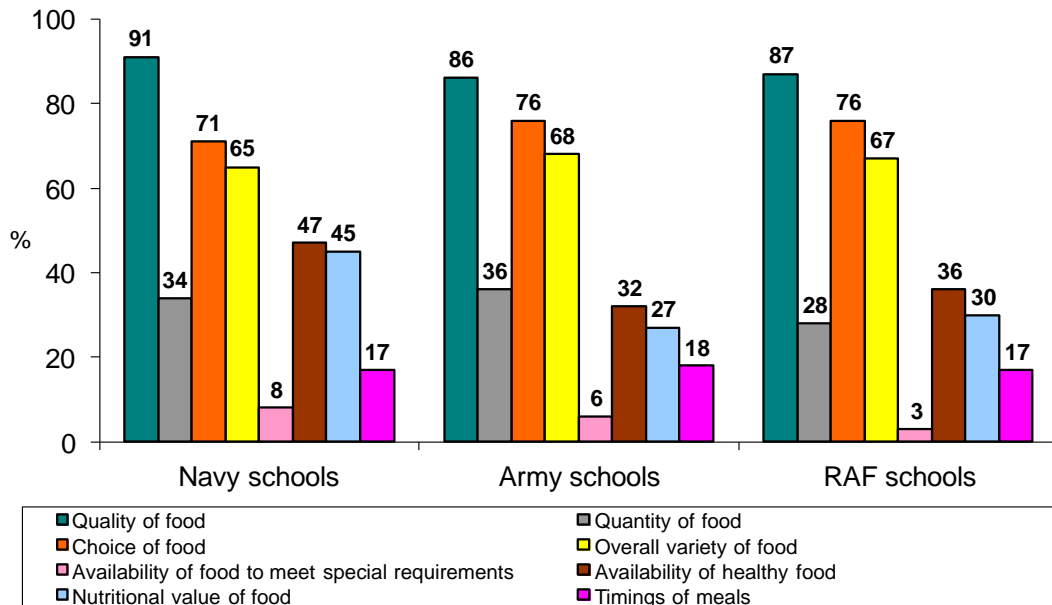
135. Eighteen per cent of recruits who were dissatisfied with the food, cited the timings of meals as a reason for their dissatisfaction (down from 14% last year). The proportion of Army recruits citing this reason has increased this year (from 13% to 18%). Recruits aged 16-19 years old were more likely to cite the timings of meals as a reason (22%) than those aged 20 years and above (14%).

136. Six per cent of recruits who were dissatisfied with the food cited the availability of food to meet special requirements as a reason for dissatisfaction. Navy recruits (8%) were more likely to cite this as a reason than those in the Army (6%) and RAF (3%). Female recruits were more likely to be dissatisfied with the availability of food to meet special requirements (15%) than male recruits (6%), as were non-

white recruits (12%) compared with white recruits (6%). Recruits aged 31 years and older were more likely to be dissatisfied with the availability of food to meet special requirements (23%) than younger recruits (6%).

Phase 1

Which aspects of the food were you dissatisfied with?



Number of respondents: (Those dissatisfied): Navy schools (618), Army schools (2,004), RAF schools (152)

Figure 37¹²

¹²This was a multi-coded question; recruits could select more than one answer

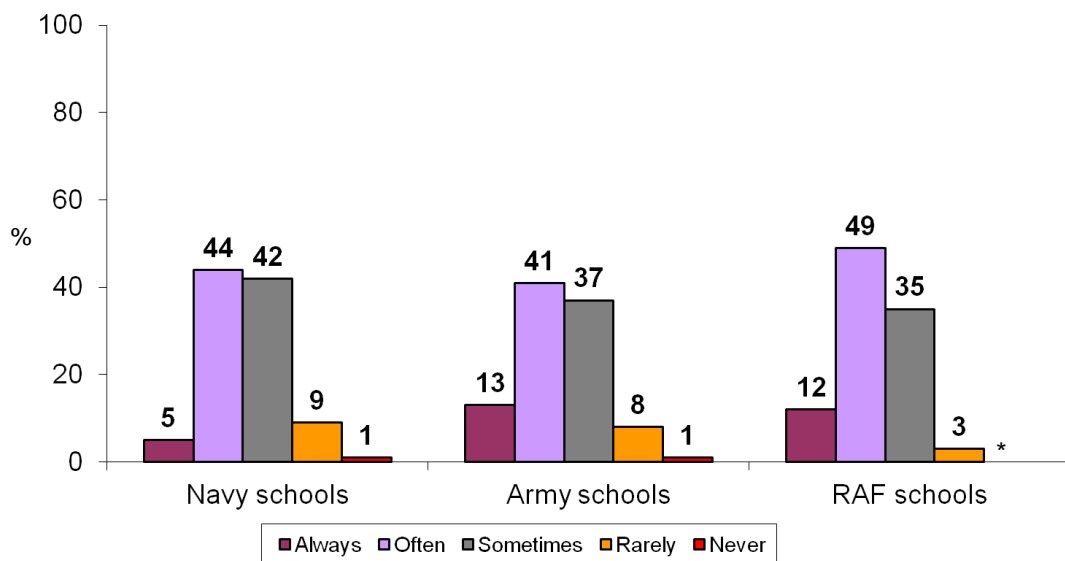
Were you given enough time to eat your meals?

137. Fifty-four per cent of Phase 1 recruits (down from 56% last year) felt that they were given enough time to eat their meals. Recruits in the RAF were the most likely to have said that they were given enough time to eat their meals (61%, down from 67%), followed by Army recruits (54%, down from 58%) who were more likely to say this than Navy recruits (49%) (fig. 38). Recruits in the Navy (9%) and Army (9%, up from 8%) were more likely than those in other Services to say that they were not given enough time.

138. Male recruits were more likely to feel that they were given enough time to eat (55%) than female recruits (47%), as were recruits aged 16-19 years old (56%) compared with their older colleagues (52%).

Phase 1

Were you given enough time to eat your meals?



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 38

PRIVATE CONTACT WITH TRAINING STAFF

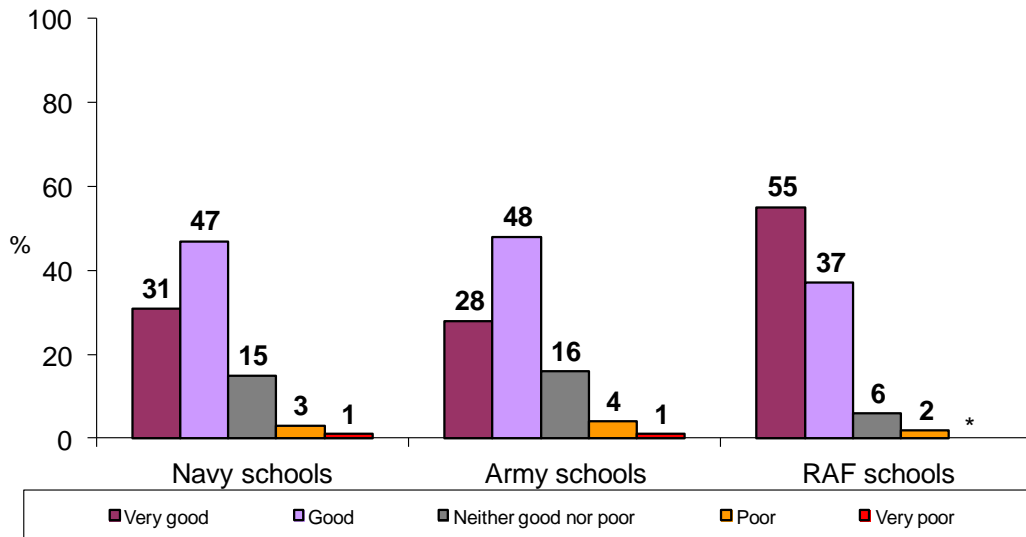
139. Seventy-eight per cent of Phase 1 recruits rated the opportunity to talk privately with training staff as good. RAF recruits were the most likely to be positive (92%, up from 91% last year, 90% in 2009 and 89% in 2007/2008) than Navy (79%) and Army (76%) recruits (fig. 39).

140. A higher proportion of female recruits (82%) rated this as good than male recruits (78%), as did recruits aged 18 years and older (80%) compared with those aged 16-17 years old (75%).

141. Five per cent of recruits rated the opportunity to talk privately with training staff as poor. Army recruits (5%, down from 7%) and Navy recruits (4%) were more likely to say this than RAF recruits (2%).

Phase 1

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

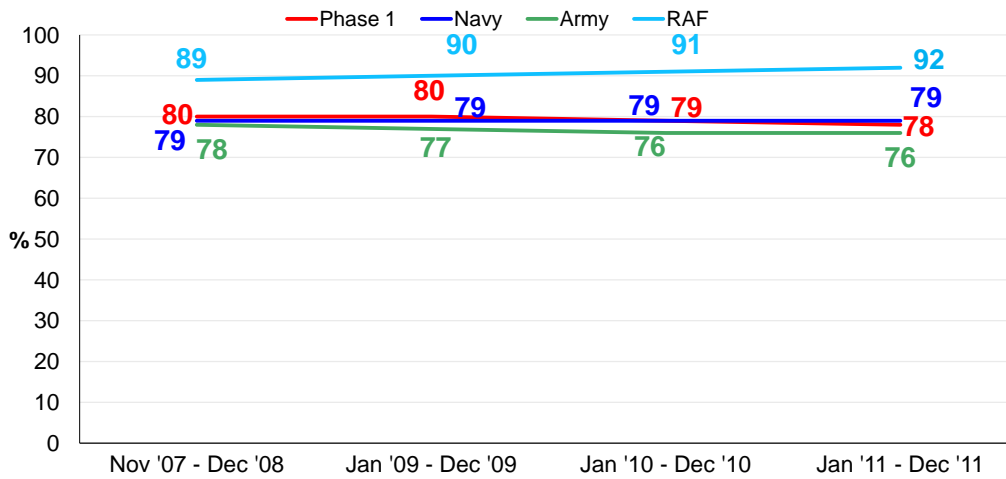


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 39

Phase 1

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



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807, December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 40

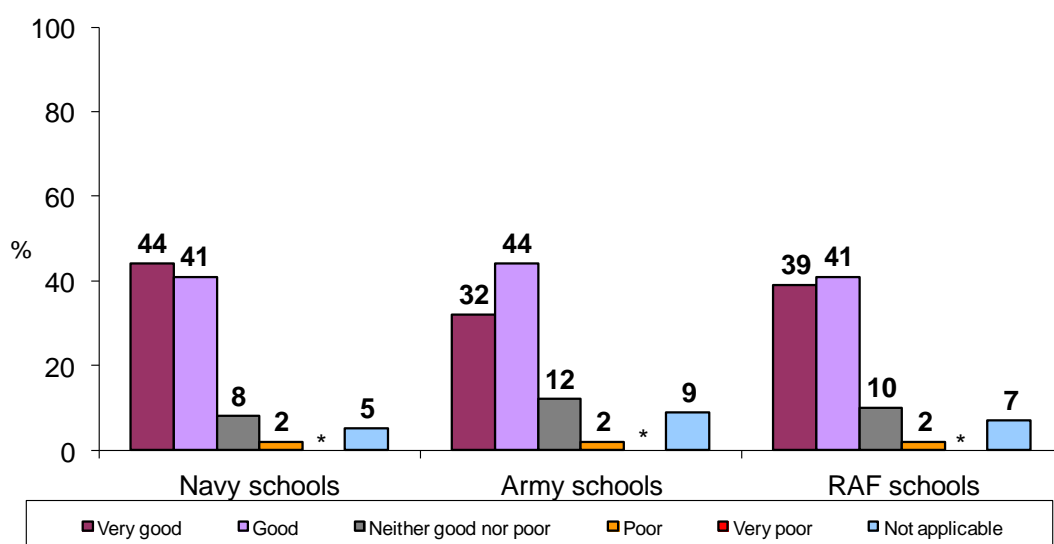
RELIGION¹³

142. Seventy-eight per cent of recruits rated the opportunity to talk privately with the chaplains/padres at their schools as good. Recruits in the Navy were the most likely to rate this as good (85%, up from 82% last year), followed by RAF recruits (80%), who were more likely to say this than Army recruits (76%) (fig. 41).

143. Two per cent of recruits rated this aspect as poor. Recruits aged 16-17 years old (4%) were more likely to rate this aspect as poor than those aged 18 years and older (2%)

Phase 1

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



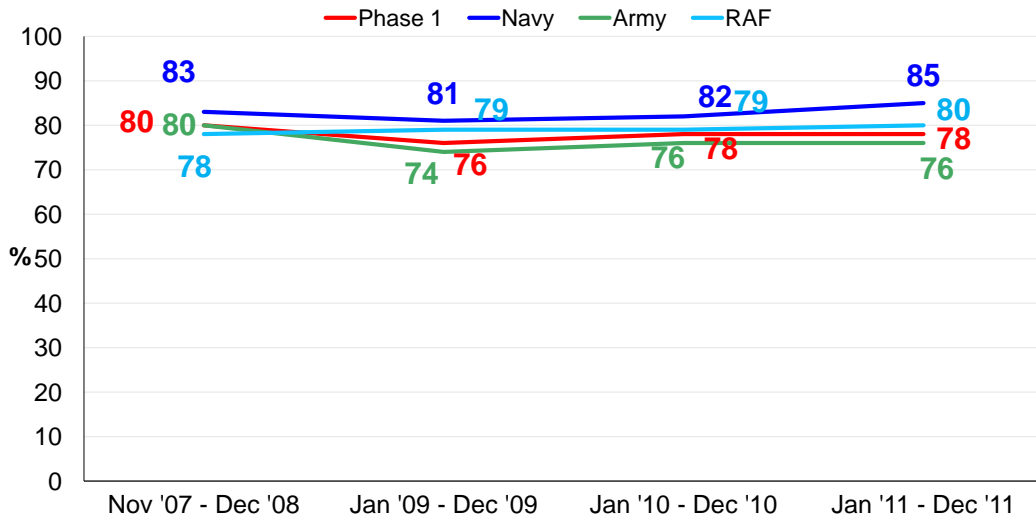
Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 41

¹³Questions on the subject of religion were asked of all trainees, not just those with religious convictions.

Phase 1

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



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807, December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 42

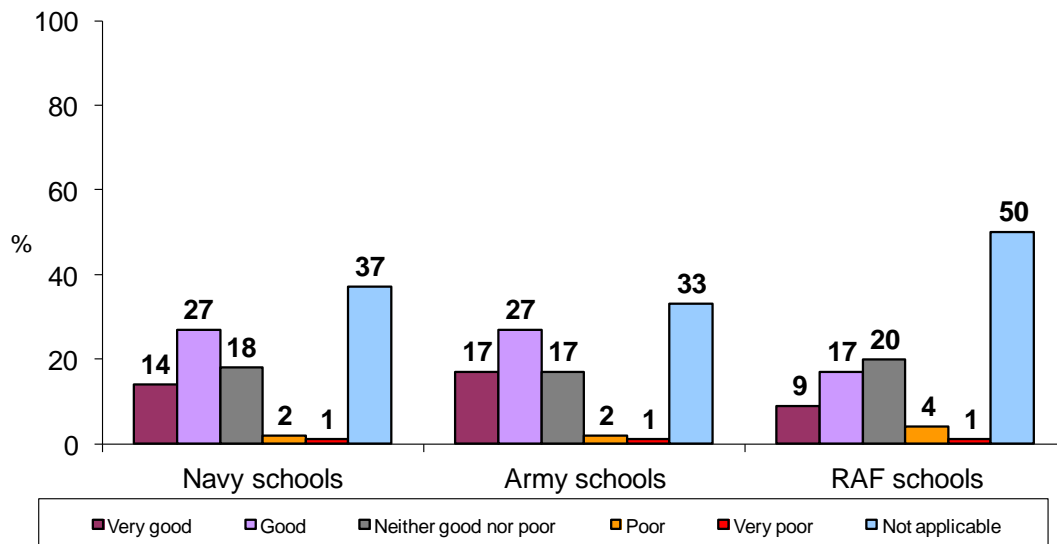
144. Forty-two per cent of recruits rated the opportunity to practise their faith as good (up from 40%). Army recruits were the most likely to say this (45%), followed by Navy recruits (41%), who were more likely to say this than those in the RAF (25%) (fig. 43). Non-white recruits were more likely to rate the opportunity to practise their faith as good (65%) than white recruits (39%).

145. Overall, 36% said that this question did not apply to them. RAF recruits were the most likely to say this (50%), followed by Navy recruits (37%, up from 33%), who were more likely to say this than those in the Army (33%). Recruits aged 16-25 years old were more likely to say this question did not apply to them (37%) than those aged 26 years and above (27%), as were white recruits (38%) compared with non-white recruits (13%).

146. Three per cent rated the opportunity to practise their faith as poor (down from 4%). RAF recruits were more likely to say this (5%, down from 7%) than those in the Army (3%) and Navy (2%). Non-white recruits were more likely to say this (6%) than white recruits (3%).

Phase 1

How would you rate ...practise your faith?

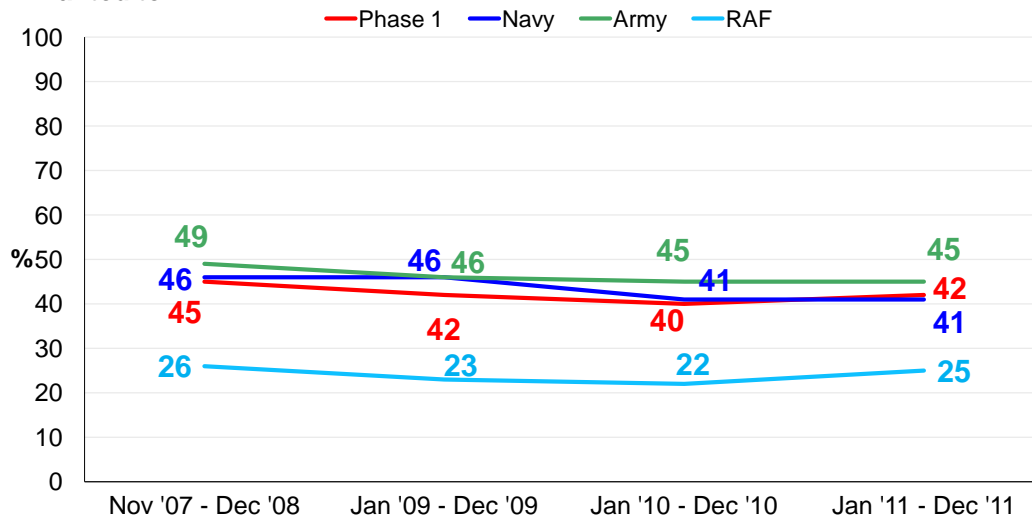


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 43

Phase 1

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



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807, December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 44

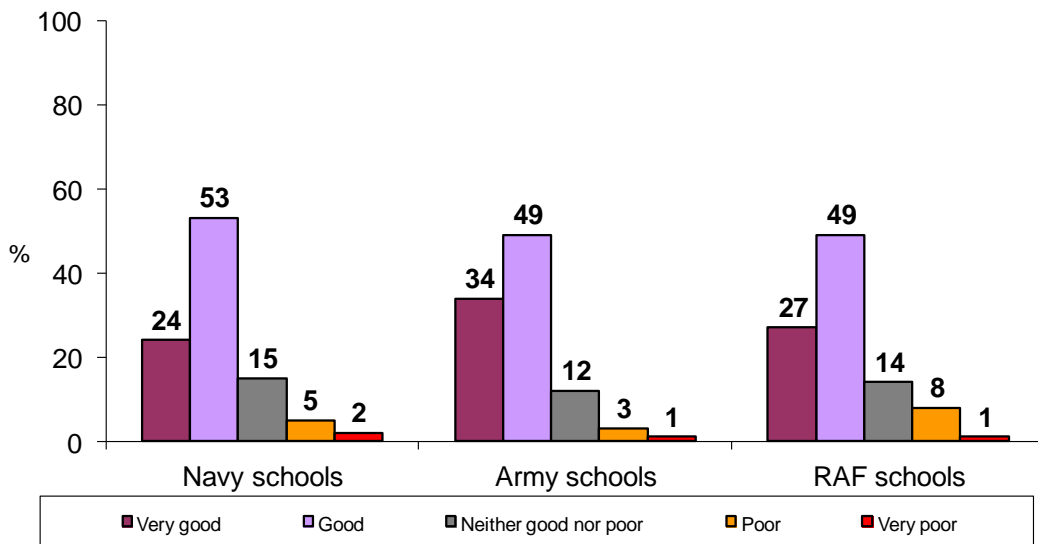
CONTACT WITH FRIENDS AND FAMILY

147. The majority of recruits (82%, up from 79% last year) said that the opportunity to keep in contact with family and friends was good. Army recruits were the most likely to rate this as good (84%, up from 83%) than those in the Navy (77%, up from 72%) and RAF (76%, down from 79%) (fig. 45).

148. Five per cent (down from 6% last year) rated this aspect as poor. RAF recruits were the most likely to say this (10%, up from 7%), followed by Navy recruits (7%) who were more likely to do so than those in the Army (4%, down from 5%).

Phase 1

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

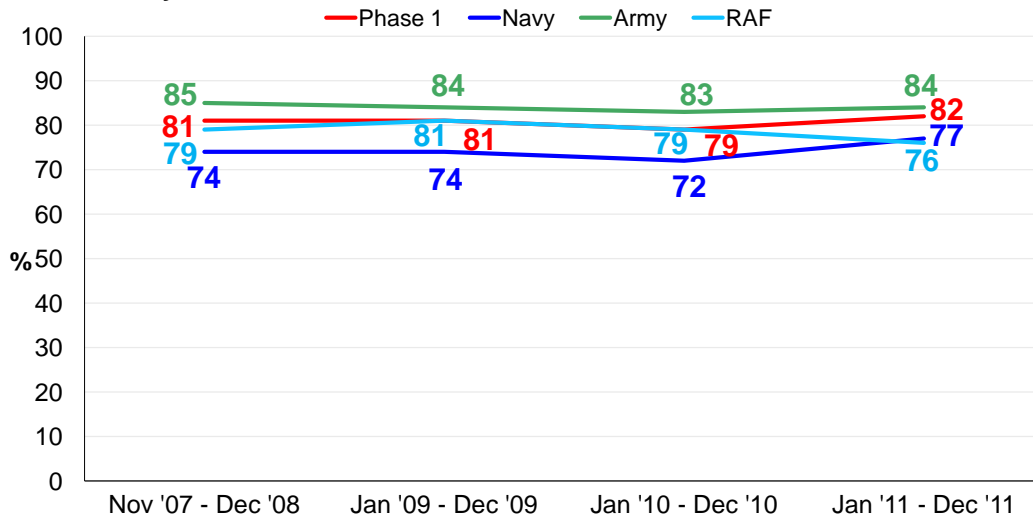


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 45

Phase 1

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



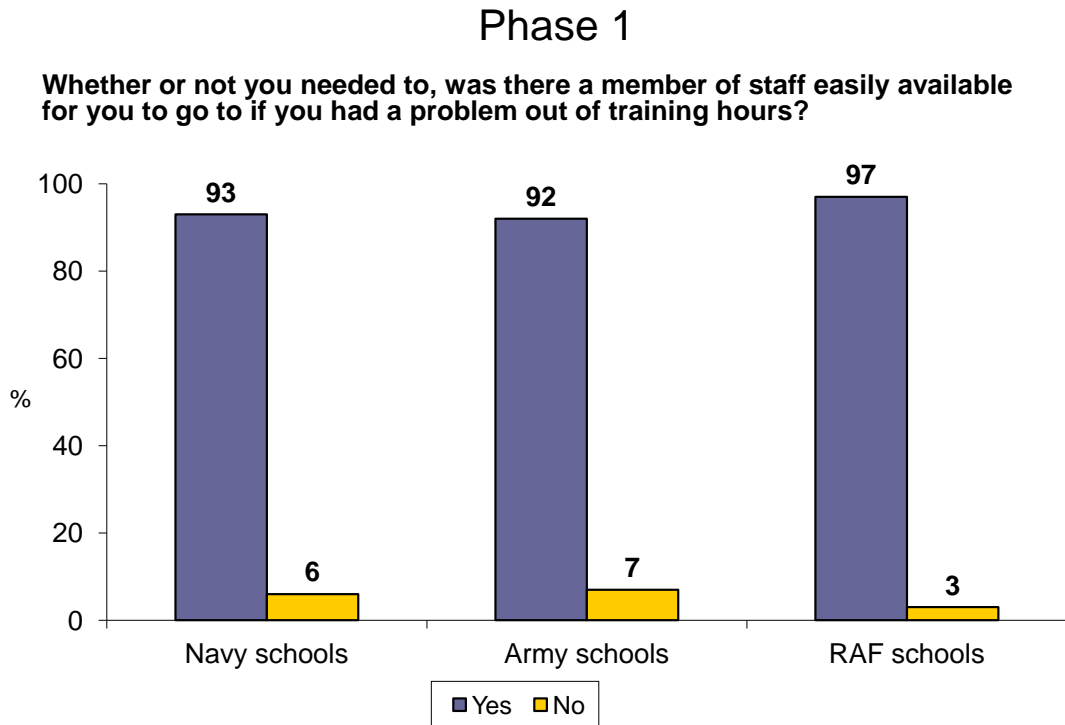
% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807, December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 46

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?

149. Overall, 93% (up from 92%) of Phase 1 recruits said that there was a member of staff easily available to talk to outside of training hours. RAF recruits were more likely to say that there was a member of staff available (97%, up from 93%) than Navy recruits (93%) and Army recruits (92%, up from 91%) (fig. 47).

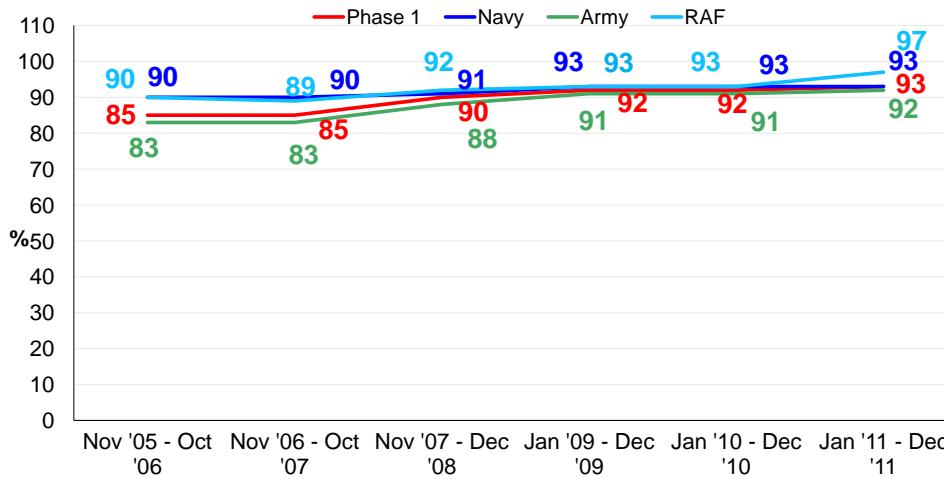


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 47

Phase 1

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



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

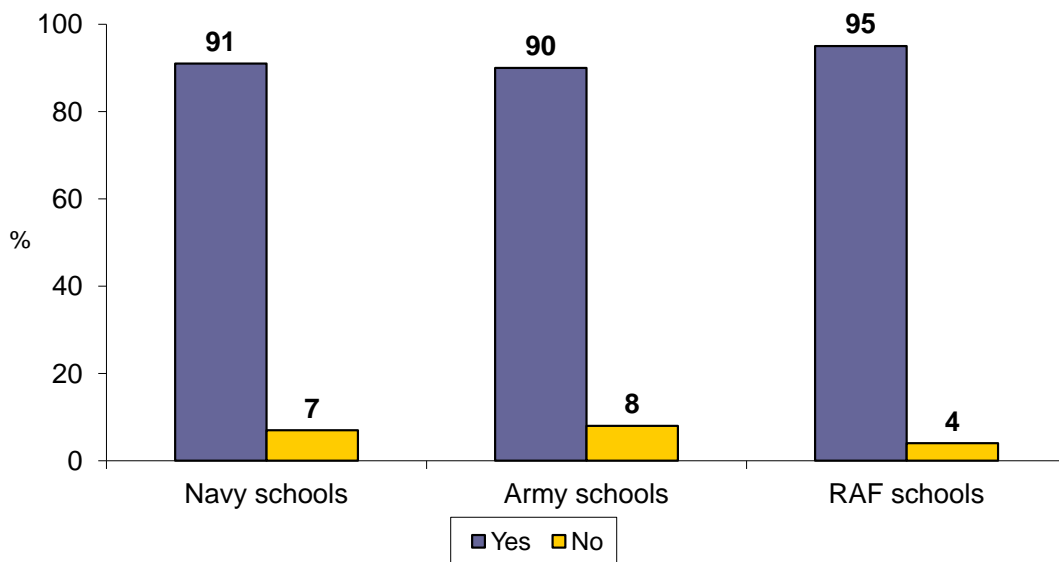
Figure 48

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

150. In total, 91% of recruits said that they had someone to go to if they had any personal or emotional problems. RAF recruits were the most likely to say this (95%, up from 92%), followed by Navy recruits (91%) and Army recruits (90%) (fig. 49). White recruits were more likely to say that they had someone to go to (91%) than non-white recruits (88%), as were recruits aged 18 years and above (92%) than younger recruits (89%).

Phase 1

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

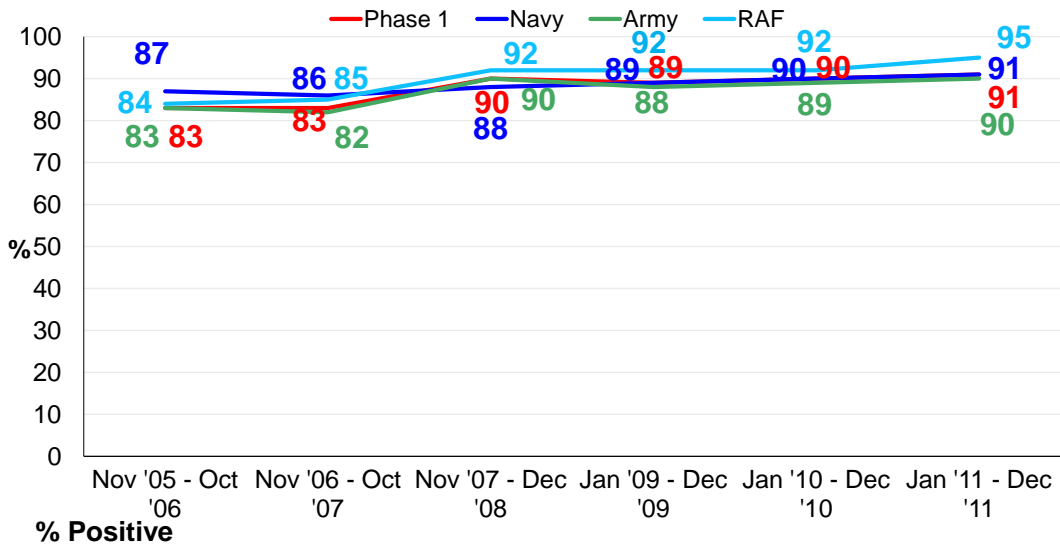


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 49

Phase 1

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



Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

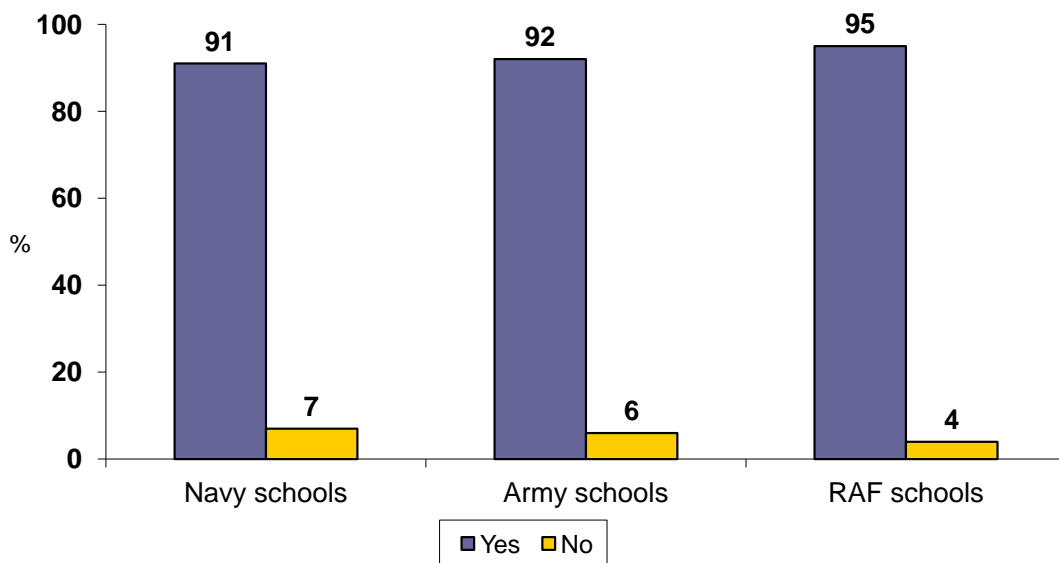
Figure 50

Whether or not you needed to, if you had any problems with administration was there someone to help you deal with them?

151. Ninety-two per cent of recruits said that if they had problems with administration, there was someone who could help them. Recruits in the RAF were the most likely to say this (95%) compared with those in the Army (92%) and Navy (91%) (fig. 51). Female recruits were more likely to say this (95%) than male recruits (92%) as were white recruits (93%) compared with non-white recruits (91%).

Phase 1

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: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 51

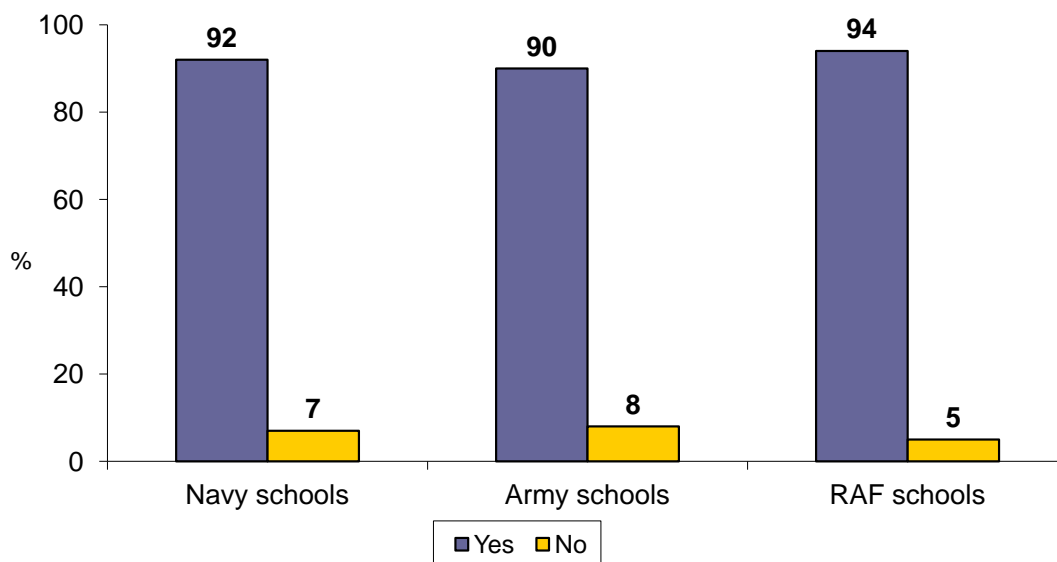
Whether or not you needed to, did you feel that you had the opportunity to raise all your concerns with a person in authority?

152. Nine in ten (90%) Phase 1 recruits felt that they had the opportunity to raise all of their concerns with a person in authority at their school. Recruits at RAF schools were the most likely to say this (94%, up from 92%), followed by recruits from Navy schools (92%), who were more likely to say this than those from Army schools (90%) (fig. 52). White recruits were more likely to feel they had an opportunity to raise all of their concerns with a person in authority (91%) than non-white recruits (87%).

153. Eight per cent of recruits felt that they did not have an opportunity to raise all of their concerns with a person in authority at their school. Female recruits were more likely to say this (10%) than male recruits (8%), as were recruits aged 16-17 years old (10%) than older recruits (7%).

Phase 1

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

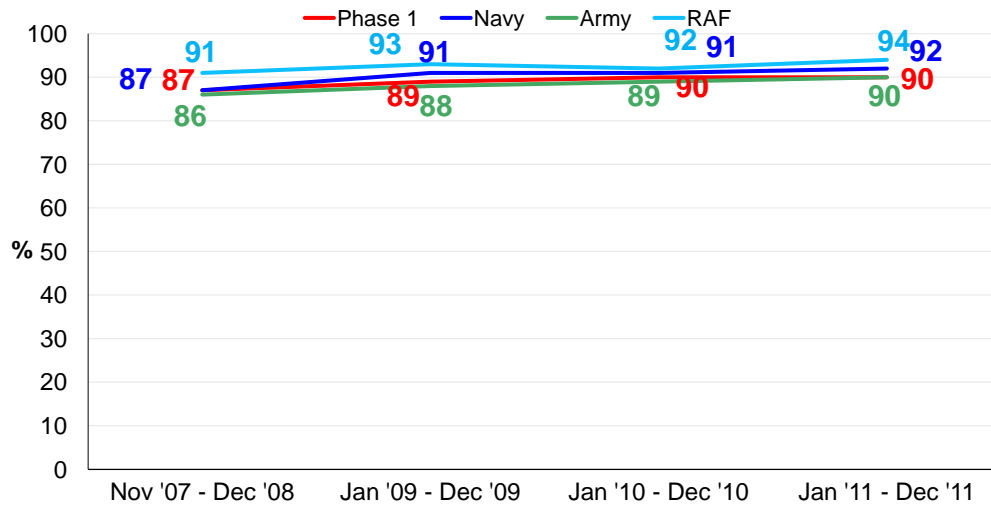


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 52

Phase 1

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



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807, December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

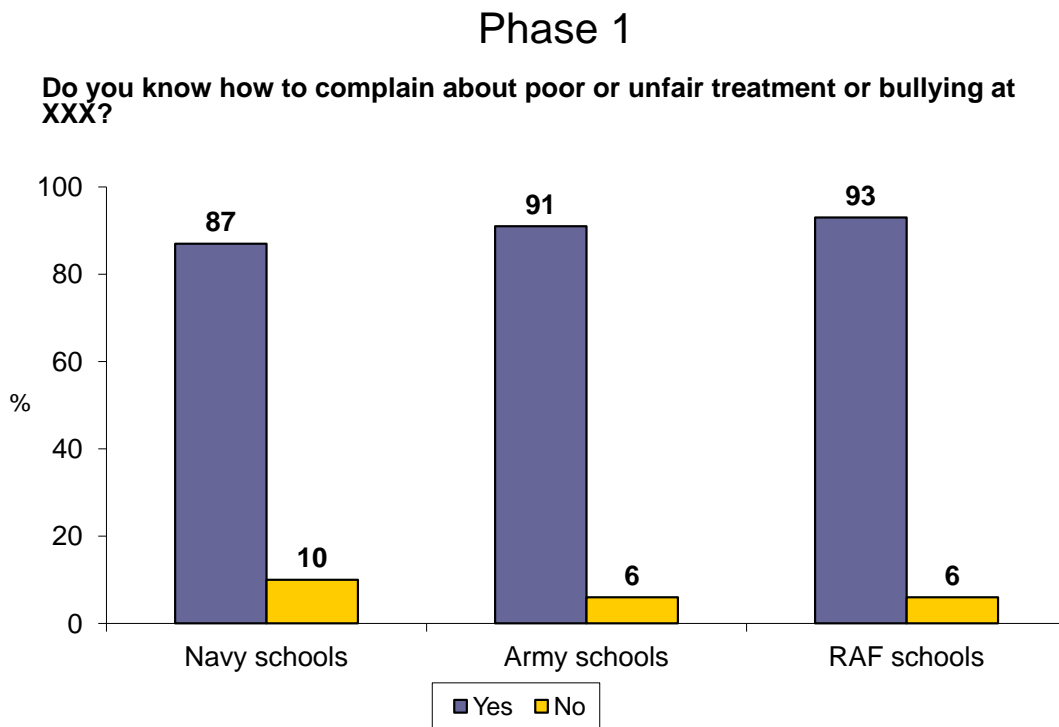
Figure 53

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

154. Ninety-one per cent of Phase 1 recruits said that they knew the procedure for complaining about poor or unfair treatment or bullying. RAF recruits (93%) and Army recruits (91%) were more likely to say this than Navy recruits (87%, down from 91% last year and 95% in 2009) (fig. 54). Female recruits were more likely to say they knew the procedure for complaining (94%) than male recruits (91%), as were white recruits (91%) compared with non-white recruits (89%).

155. Seven per cent of Phase 1 recruits said that they did not know the complaints procedure. Male recruits were more likely to say this (7%) than female recruits (5%) as were recruits aged 16-17 years old (8%) compared with those aged 18 years or above (6%).

156. Two per cent chose not to answer the question. Non-white recruits were more likely to do this (4%) than white recruits (2%), as were male recruits (2%) compared with female recruits (1%).

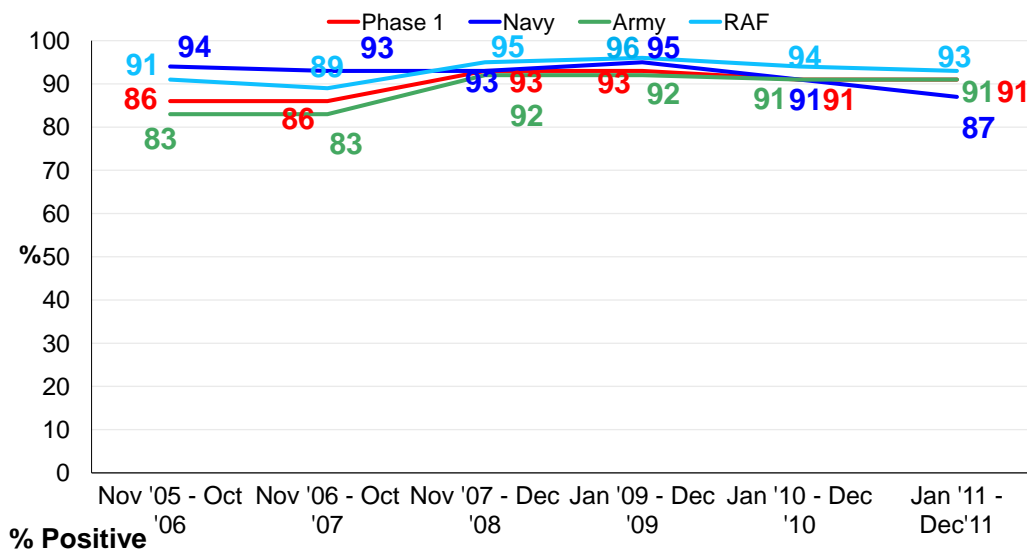


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 54

Phase 1

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



Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 1,9368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

Figure 55

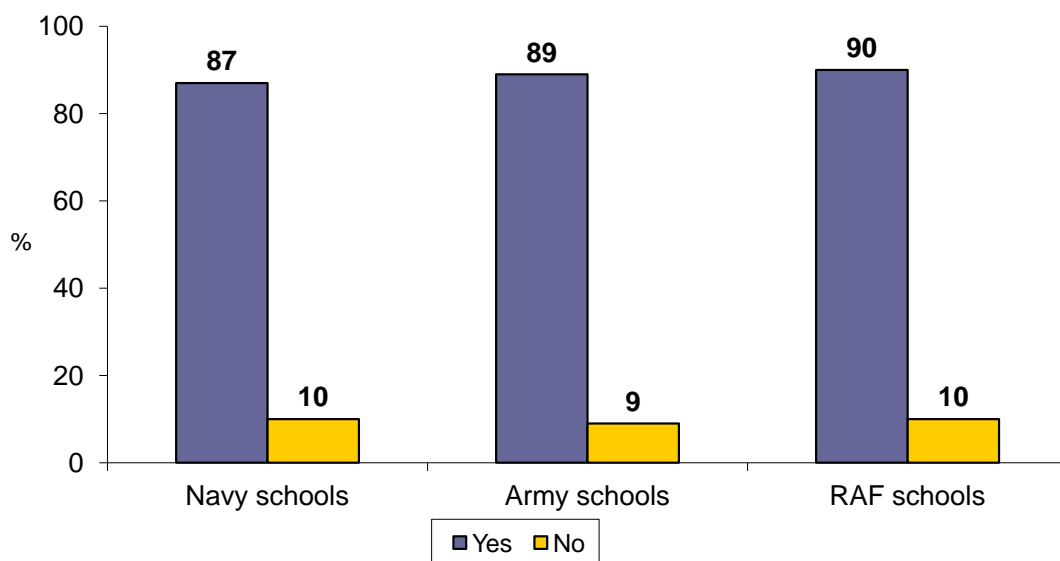
Did you know who to go to if you wanted to make a complaint?

157. Eighty-nine per cent of recruits said that they knew who to go to if they wanted to make a complaint at their school. RAF recruits (90%) and Army recruits (89%) were more likely to say this than recruits in the Navy (87%) (fig. 56). Female recruits were more likely to say they knew who to go to (91%) than male recruits (89%).

158. Nine per cent of recruits said that they did not know who to go to. Recruits aged 16-17 years old were more likely to say they did not know who to go to (14%) than older recruits (8% of those aged 18 years or older).

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 56

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

159. Fifty-two per cent of recruits believed that complaints were dealt with in a fair manner at their school. Non-white recruits were more likely to say this (62%) than white recruits (51%).

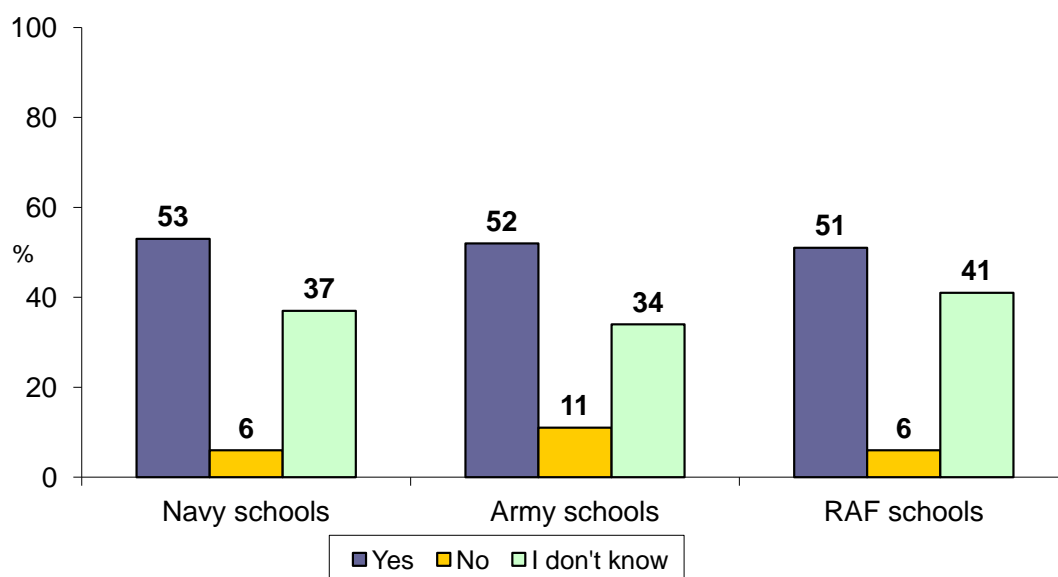
160. Thirty-five per cent said that they did not know if complaints were dealt with in a fair manner. RAF recruits were the most likely to say that they did not know (41%) followed by Navy recruits (37%), who were more likely to do so than Army recruits (34%, up from 32%) (fig. 57). White recruits were more likely to say this (37%) than non-white recruits (25%).

161. Nine per cent of recruits said that they did not believe complaints were dealt with in a fair manner. Army recruits were the most likely to say this (11%), followed by Navy recruits (6%, down from 9%) and RAF recruits (6%). Female recruits were more likely to say that complaints were not dealt with in a fair manner (13%) than male recruits (9%), as were younger recruits (16% of those aged 16-17 years old) compared with older recruits (7% of those aged 18 years and above).

162. Three per cent of recruits chose not to answer this question. Navy recruits were more likely to do this (4%) than RAF recruits (2%). Three per cent of Army recruits chose not to answer the question.

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 57

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

163. The 806 Phase 1 recruits who said that they did not think complaints were dealt with fairly, were asked why they thought this. The main reasons for not feeling that their complaint would be dealt with in a fair manner were the belief that people were not taken seriously (57%), and the perception that it would have caused them problems on the course (42%).

164. Thirty-eight per cent of recruits who felt that complaints were not dealt with fairly cited the perception that nothing is ever done about complaints. Army recruits were more likely to cite this as a reason (40%) than Navy recruits (25%, down from 45%). Thirty-four per cent of RAF recruits cited this as a reason (fig. 58). White recruits were more likely to say this (39%) than non-white recruits (27%), as were younger recruits (43% of those aged 16-19 years old) than older recruits (31% of those aged 20 years and above).

165. The next most commonly cited reason was the belief that higher ranks are always taken more seriously (30%, down from 36% last year). The proportion of Army recruits citing this has decreased this year (from 37% to 30%). Recruits aged 16-19 years old were more likely to say they believed higher ranks would be taken more seriously (34%) than recruits aged 20 years and above (23%).

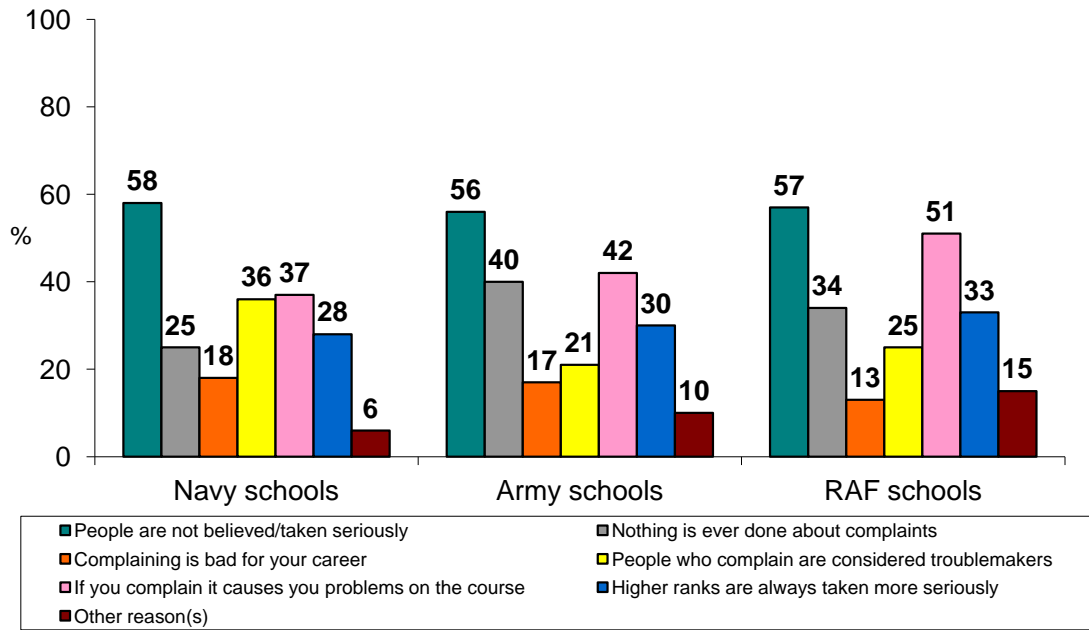
166. Twenty-three per cent of recruits cited a concern that people who complain are considered troublemakers. Navy recruits (36%, up from 22%) were more likely to cite this as a reason than Army recruits (21%). Twenty-five per cent of RAF recruits cited this as a reason.

167. Seventeen per cent of recruits cited the perception that complaining is bad for your career. Male recruits were more likely to cite this as a reason (18%) than female recruits (8%).

168. Ten per cent of recruits gave another reason not presented to them. Female recruits were more likely to give another reason (17%) than male recruits (9%). Five per cent chose not to answer this question.

Phase 1

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



Number of respondents (all those who answered that they did not feel that their complaint would have been dealt with in a fair manner): Navy schools (89), Army schools (656), RAF schools (61)

Figure 58¹⁴

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

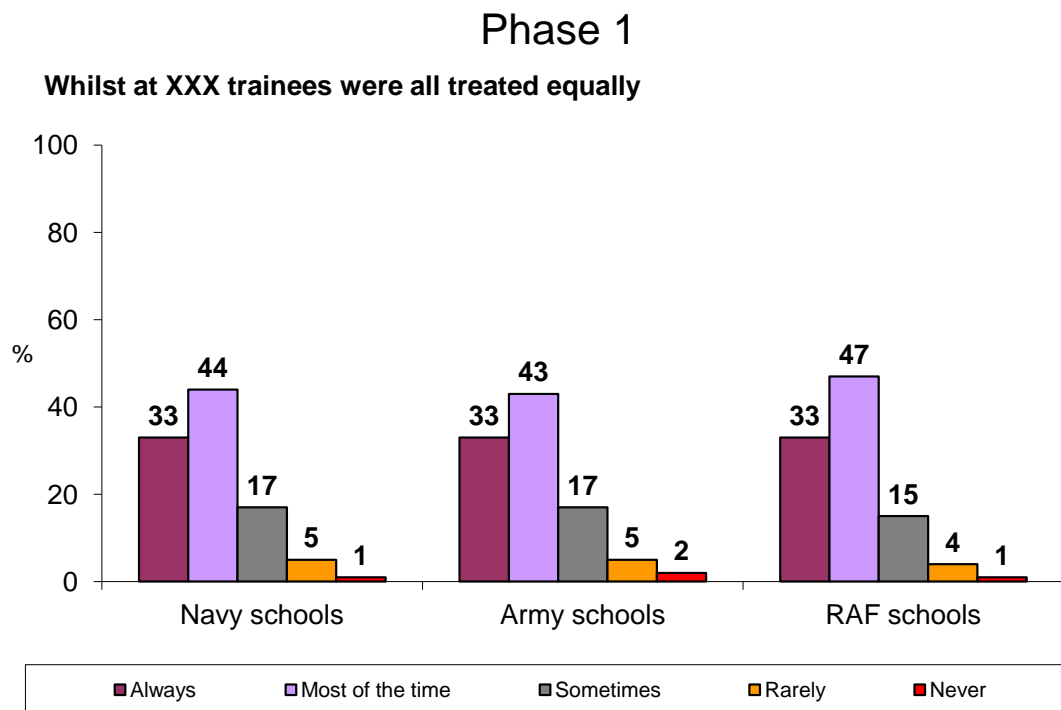
FAIRNESS, EQUALITY AND DIVERSITY

EQUAL TREATMENT

169. The majority of Phase 1 recruits (76%) felt that all trainees were treated equally either 'always' or 'most of the time', an increase of seven percentage points since last year (69%). Six per cent felt that trainees were treated equally 'rarely' or 'never' at their school, a decrease of three points since last year (9%)

170. Trainees in the RAF (80%) were more likely to feel that all trainees were treated equally than recruits in the Army (75%) (fig. 59).

171. A higher proportion of recruits aged 18 years and above felt that recruits were treated equally (78%), than recruits aged 16-17 years old (69%).

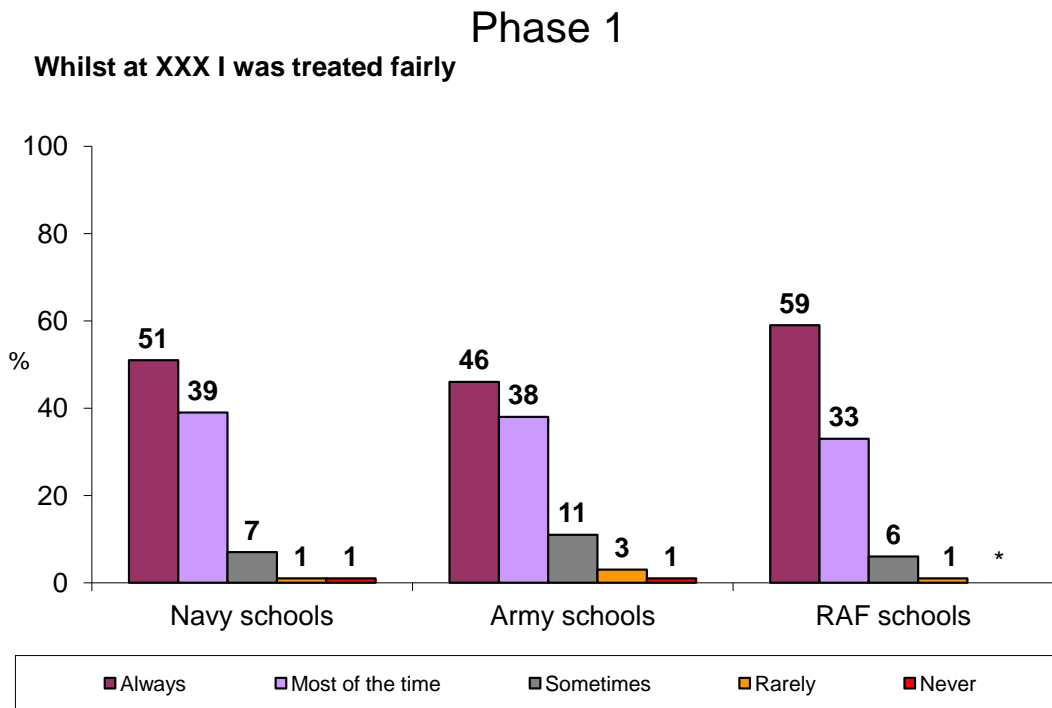


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 59

172. The majority of Phase 1 recruits (86%) felt that they were treated fairly whilst at their school. Recruits in the RAF (92%) and Navy (90%) were more likely to feel that they were treated fairly than those in the Army (85%) (fig. 60).

173. Recruits aged 18 years and above (88%) were more likely to feel that they were treated fairly whilst at their school than their colleagues aged 16-17 years old (79%).

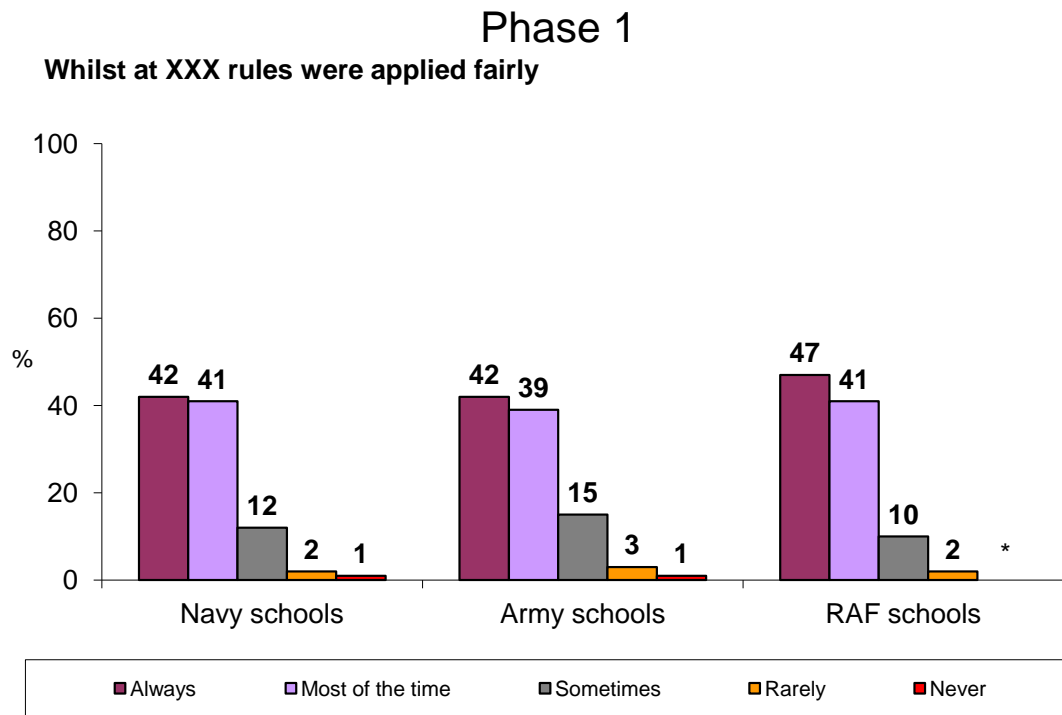


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 60

174. Overall, 83% of recruits believed that rules were applied fairly. Recruits in the RAF were the most likely to say that rules were applied fairly (88%), followed by those in the Navy (84%) and the Army (82%) (fig. 61).

175. A higher proportion of recruits aged 18 years and above (85%) said that rules were applied fairly than their younger colleagues (75% of those aged 16-17 years old).



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 61

176. The majority of recruits (94%) felt that training was conducted without sexual or racial harassment 'always' or 'most of the time'. This was at the same level as last year.

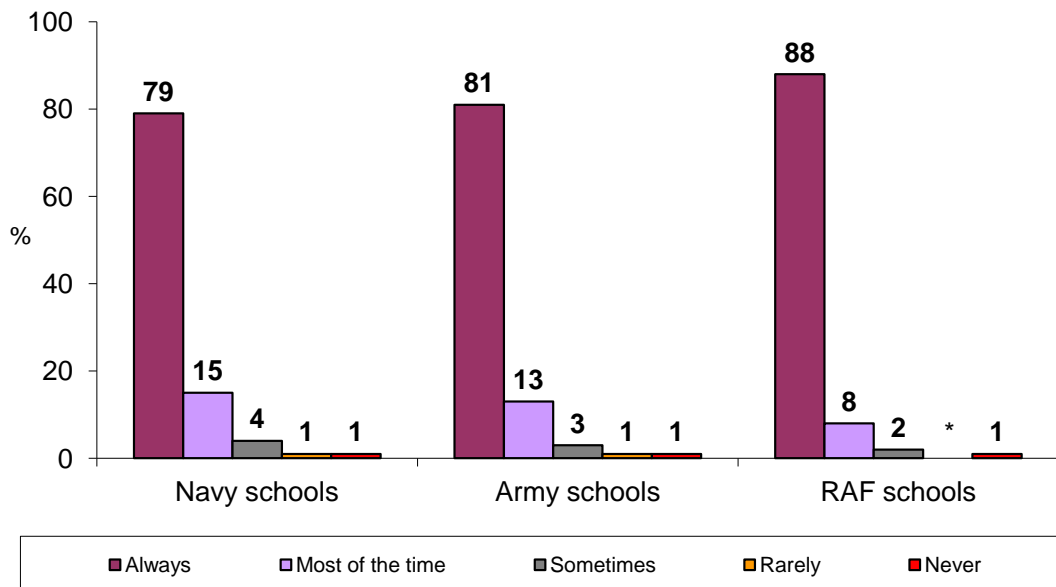
177. Recruits in the RAF were the most likely to say that training was conducted without sexual or racial harassment (96%), followed by those in the Navy and the Army (94% for each) (fig. 62).

178. Recruits aged 18-25 years old (95%) were more likely to say that training was conducted without sexual or racial harassment than recruits aged 16-17 years old (93%) and recruits aged 31 years and above (90%).

179. White recruits were more likely to have said that training was conducted without sexual or racial harassment (95%) than non-white recruits (91%).

Phase 1

Whilst at XXX training is conducted without sexual or racial harassment



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 62

BAD OR UNFAIR TREATMENT

180. In the reporting period for 2005/6 and 2007/8, recruits were asked 'do you believe that you were badly or unfairly treated by the staff or other trainees whilst at (xxx)'. In 2006/7, 2009, 2010 and 2011, this was asked as two separate questions, one concerning staff and one trainees.

181. In this report, comments are made separately on bad or unfair treatment by staff and by other trainees in the same way as the 2006/7, 2009 and 2010 reporting period. Following this, the data for this treatment by staff and other trainees has been amalgamated. Please note, this may not be directly comparable due to a change in the way the question is worded.

BAD OR UNFAIR TREATMENT BY STAFF

182. Overall, six per cent of recruits felt that they had been badly or unfairly treated by staff. Recruits in the Army were more likely to say that they had experienced bad or unfair treatment by staff (7%, down from 8%) than those in the Navy (4%) and those in the RAF (4%) (fig. 63).

183. The majority of recruits (88%) said that they had not been badly or unfairly treated by staff. However, it should be noted that six per cent of recruits did not wish to answer this question.

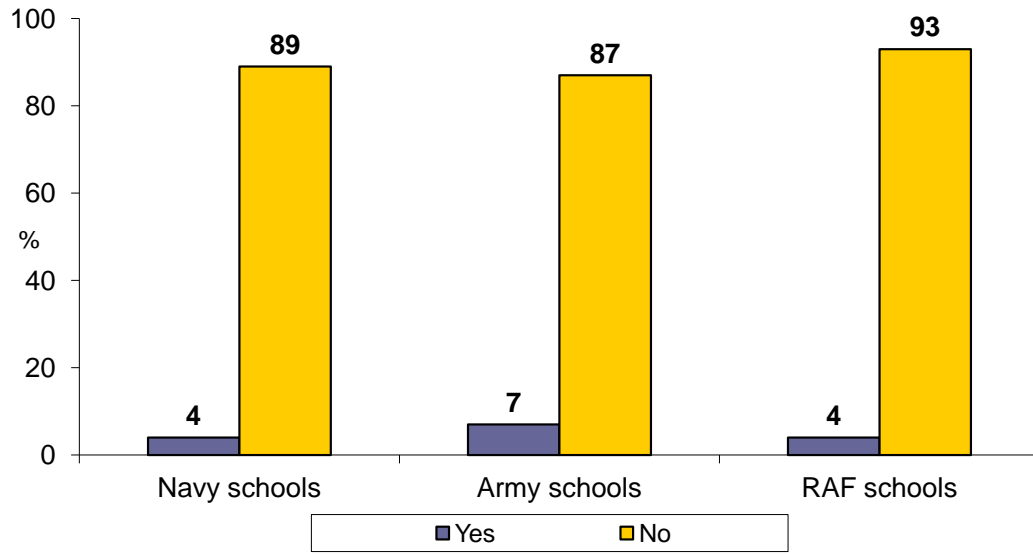
184. Recruits in the RAF were more likely to say that they had not been badly or unfairly treated (93%) than those in the Navy (89%), and the Army (87%, up from 85%).

185. Recruits aged 16-17 years old (10%) were more likely to say that they had experienced bad or unfair treatment by staff than their counterparts aged 18 years and above (5%).

186. White recruits (89%) were more likely to say that they had not experienced bad or unfair treatment by staff than non-white recruits (84%).

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 63

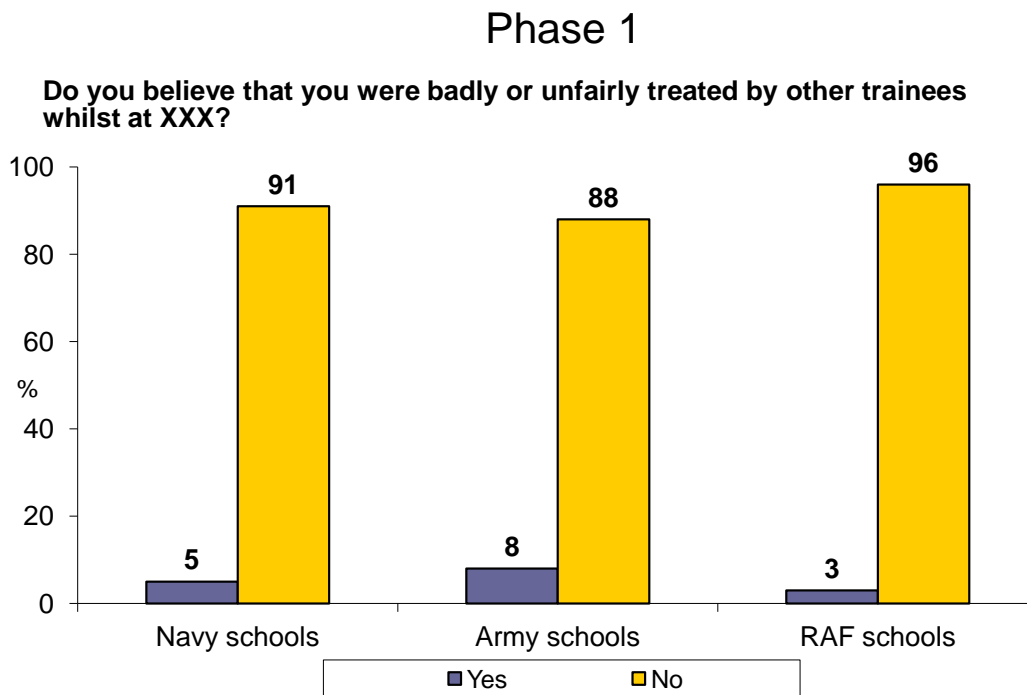
BAD OR UNFAIR TREATMENT BY OTHER TRAINEES

187. Overall, seven per cent of recruits felt that they had been badly or unfairly treated by other trainees, this is the same proportion as last year. Recruits in the Army were more likely to say that they had experienced this treatment by other trainees (8%) than those in the Navy (5%) or RAF (3%, down from 5%) (fig. 64).

188. Overall, 89% of recruits said that they had not been badly or unfairly treated by other trainees. Recruits in the RAF were more likely to say this (96%, up from 93%) than those in the Navy (91%) and the Army (88%).

189. Recruits aged 16-17 years old (11%) were more likely to say that they had experienced bad or unfair treatment by other trainees than those aged 18 years and above (5%). Non-white recruits (8%) were more likely to say this than white recruits (6%).

190. In parallel, white recruits (90%) were more likely to say that they had not experienced bad or unfair treatment by other trainees than non-white recruits (85%).



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 64

BAD OR UNFAIR TREATMENT BY STAFF AND/OR OTHER TRAINEES

191. When the data for bad or unfair treatment by staff and other trainees is combined for 2011, overall, the majority of recruits (87%) said that they had not been badly or unfairly treated by either staff or other trainees whilst at their school.

192. Recruits in the RAF were the most likely to say that they had not been badly or unfairly treated by staff or other trainees (94%, up from 91%), followed by recruits in the Navy (89%) and those in the Army (86%, up from 84%) (fig. 65).

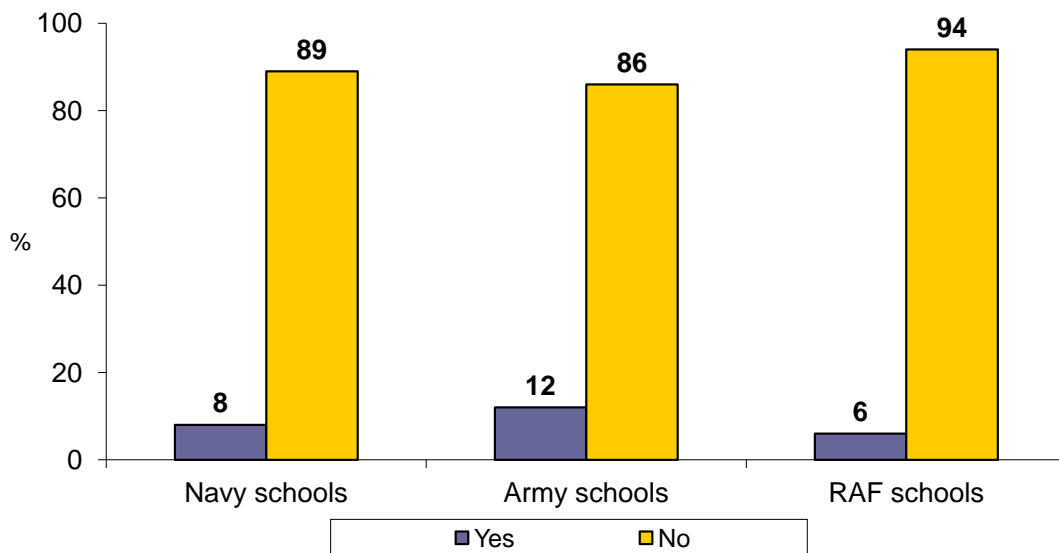
193. Ten per cent of recruits said that they had been badly or unfairly treated, which represents a decrease of two percentage points compared with last year (12%), and a decrease of three percentage points since two years ago (13%). Army recruits (12%) were more likely to say that they had experienced bad or unfair treatment, followed by recruits in the Navy (8%) and RAF (6%).

194. Recruits aged 16-17 years old were more likely to say they had been badly or unfairly treated (16%) than their colleagues aged 18 years and above (9%).

195. White recruits (88%) were more likely to say that they had not been badly or unfairly treated by staff or other trainees than non-white recruits (83%).

Phase 1

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

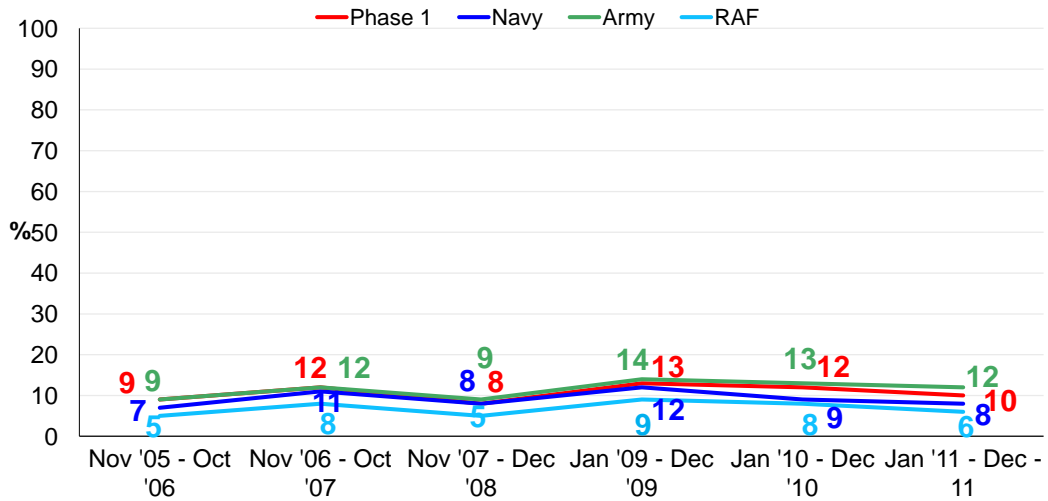


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 65

Phase 1

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



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 19,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

Figure 66¹⁵

¹⁵ Please note, in the reporting period for 2005/6 and 2007/8, recruits were asked 'do you believe that you were badly or unfairly treated by the staff or other trainees whilst at (xxx)'. In 2006/7, 2009, 2010 and 2011, this was asked as two separate questions, one concerning staff and one trainees. Therefore the data may not be directly comparable.

BAD OR UNFAIR TREATMENT OVERALL

196. Of all recruits surveyed ten per cent (913 recruits), down from 12% last year (and down from 13% in 2009), felt that they had been badly or unfairly treated. These recruits were asked to provide more detail on the type of bad or unfair treatment they experienced. It should be noted that 33% of recruits (which equates to 297 recruits) stated that they did not wish to answer this question¹⁶. Those who did were able to select more than one category of bad or unfair treatment.

197. The most frequently cited form of bad or unfair treatment continues to be being made fun of or humiliated, and has been since the survey began. The order of frequency of the remaining forms of bad or unfair treatment is consistent with last year.

198. Of the recruits who felt that they had been badly or unfairly treated, eight per cent said that they had been physically abused (e.g. hit or kicked) (equating to 0.82% of all Phase 1 recruits). Army recruits who were badly or unfairly treated were more likely to say that this treatment had been physical abuse (9%) than those in the other Services (4% of Navy recruits and 2% of RAF recruits) (figs. 67-69). Recruits aged 16-17 years old (12%) were more likely to say this than recruits aged 18 years and above (6%). Male recruits (8%) who felt that they had been badly or unfairly treated were more likely to say that they had been physically abused than female recruits (1%).

199. A quarter (25%) of recruits who said that they had been badly or unfairly treated said that they had been intimidated (equating to 2.6% of all Phase 1 recruits). White recruits (26%) were more likely to say they had been intimidated than non-white recruits (16%).

200. Thirty-nine per cent of recruits who felt that they had been badly or unfairly treated said that they had been made fun of and humiliated (equating to 4% of all Phase 1 recruits). Recruits aged 16-17 years old (45%) and 31 years and above (45%) were more likely to say that they had been made fun of and humiliated than recruits aged 18-30 years old (36%).

201. Verbal abuse was cited by 38% of recruits who said that they had been badly or unfairly treated (equating to 4% of all Phase 1 recruits). Male recruits were more likely to say that they had been verbally abused (39%) than female recruits (26%).

202. Twenty-six per cent of recruits who said that they had been badly or unfairly treated stated that they had been picked on continually (equating to 2.7% of all Phase 1 recruits). The proportion of Navy recruits who said that they had been picked on continually has increased in relation to last year (from 15% to 25%). Recruits aged 16-17 years old were more likely to say this (31%) than recruits aged 18 years and above (24%).

203. One per cent (equivalent to 0.06% of the total number of Phase 1 recruits i.e. 5 recruits) of those who had been badly or unfairly treated said that they had been sexually harassed.

¹⁶ These respondents are therefore not included in the results to this question, as well as the succeeding follow-up questions. Recruits had the option to select that they did not wish to answer questions throughout this section.

204. Among recruits who reported having been badly or unfairly treated, three per cent stated that they had been racially harassed (equating to 0.3% of all Phase 1 recruits). There was a difference between white and non-white recruits, with non-white recruits (14%) who had been badly or unfairly treated more likely to say that they had been racially harassed than white recruits (2%).

205. Fifteen per cent of those who said that they had been badly or unfairly treated said that they were always given the worst jobs to do (equating to 1.6% of all Phase 1 recruits). Recruits aged 16-17 years old (26%) were more likely to say that they experienced this form of bad or unfair treatment than those aged 18 years and above (9%). White recruits (16%) were more likely to say that they had been treated in this way than non-white recruits (5%).

206. Twenty-eight per cent of those who stated that they had been badly or unfairly treated said that they had been treated differently to others (equating to 3% of all Phase 1 recruits). Female recruits (39%) were more likely to say they had been treated in this way than male recruits (28%).

BAD OR UNFAIR TREATMENT BY STAFF

207. Those who said that they had experienced bad or unfair treatment were also asked whether this came from staff or other trainees¹⁷.

208. Of those who said that they had been physically abused, 35% said that they had experienced this form of treatment from staff (equating to 25 recruits or 0.3% of all Phase 1 recruits).

209. Of those who said that they were intimidated, 51% of recruits said that this intimidation came from staff (equating to 116 recruits or 1.3% of all Phase 1 recruits).

210. Thirty-five per cent of recruits who were made fun of or humiliated said that staff were responsible for this (equating to 125 recruits or 1.4% of all Phase 1 recruits).

211. Of those who said that they experienced verbal abuse, 31% said that this came from staff (equating to 107 recruits or 1.2% of all Phase 1 recruits).

212. The proportion of recruits who said that when they were picked on, this was by staff, was 26% (equating to 63 recruits or 0.7% of all Phase 1 recruits).

213. Of those who said that they were sexually harassed, 20% said that this was by staff (equating to one recruit or 0.01% of all Phase 1 recruits).

214. The proportion of recruits who said that staff racially harassed them was 36% (equating to nine recruits or 0.1% of all Phase 1 recruits).

215. Of those who said that they were given the worst jobs to do, 37% said that this was by staff (equating to 51 recruits or 0.6% of all Phase 1 recruits).

216. Forty per cent of recruits said that when they were treated differently, this was by staff (equating to 104 recruits or 1.2% of all Phase 1 recruits).

¹⁷ This was a multi-coded question and so respondents had the option to answer both staff and other trainees.

BAD OR UNFAIR TREATMENT BY OTHER TRAINEES

217. Of those who said that they were physically abused, 49% said that this was by other trainees (which equates to 35 recruits or 0.4% of all Phase 1 recruits).

218. Forty-five per cent of those who said that they were intimidated said that this was by other trainees (equating to 103 recruits or 1.2% of all Phase 1 recruits).

219. Of those who said that they were made fun of or humiliated, 58% said that this came from other trainees (equating to 204 recruits or 2.3% of all Phase 1 recruits).

220. Of the recruits who said that they experienced verbal abuse, 46% said that this came from other trainees (equating to 159 recruits or 1.8% of all Phase 1 recruits).

221. Half (50%) of those who said that they were picked on said that this was by other trainees (equating to 118 recruits or 1.4% of all Phase 1 recruits).

222. Of those who said that they were sexually harassed, there were zero recruits who said that this was by other trainees.

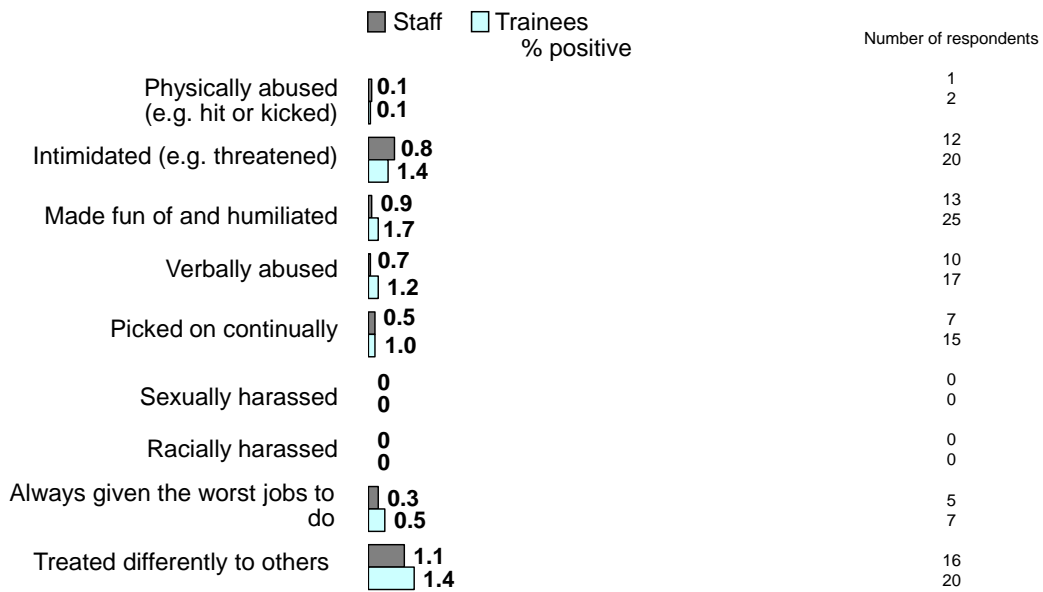
223. Of those who said that they were racially harassed, 40% said that this was by other trainees (equating to ten recruits or 0.1% of all Phase 1 recruits).

224. Of those recruits who said that they were given the worst jobs to do, 42% said that this was by other trainees (equating to 57 recruits or 0.7% of all Phase 1 recruits).

225. Of those who said that they were treated differently, 35% said that this was by other trainees (equating to 90 recruits or one per cent of all Phase 1 recruits). Amongst Navy recruits who said they were treated differently, 54% said this was by other trainees, this was higher than the proportion of Army recruits who said they were treated differently by other trainees (31%).

Phase 1 – Navy

Of those who were badly or unfairly treated, the split by staff and trainees is ...

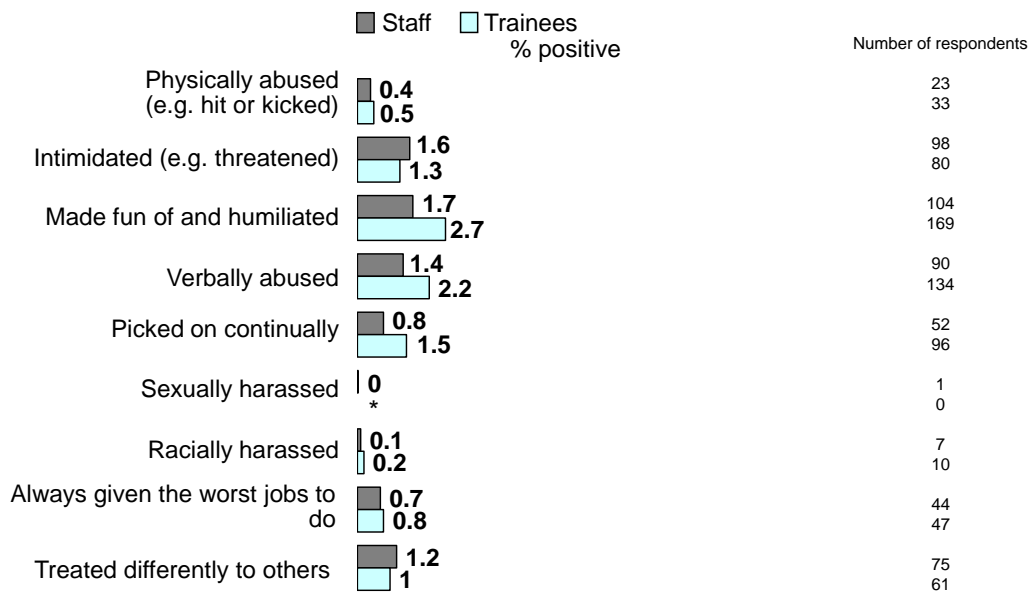


Base Size: % Phase 1 Navy Schools (1,435)
(* Equates to less than 0.05%)

Figure 67¹⁸

Phase 1 – Army

Of those who were badly or unfairly treated, the split by staff and trainees is ...



Base Size: % Phase 1 Army Schools (6,223)
(* Equates to less than 0.05%)

Figure 68¹⁹

¹⁸This was a multi-coded question; recruits could select more than one answer

¹⁹This was a multi-coded question; recruits could select more than one answer

Phase 1 – RAF

Of those who were badly or unfairly treated, the split by staff and trainees is ...

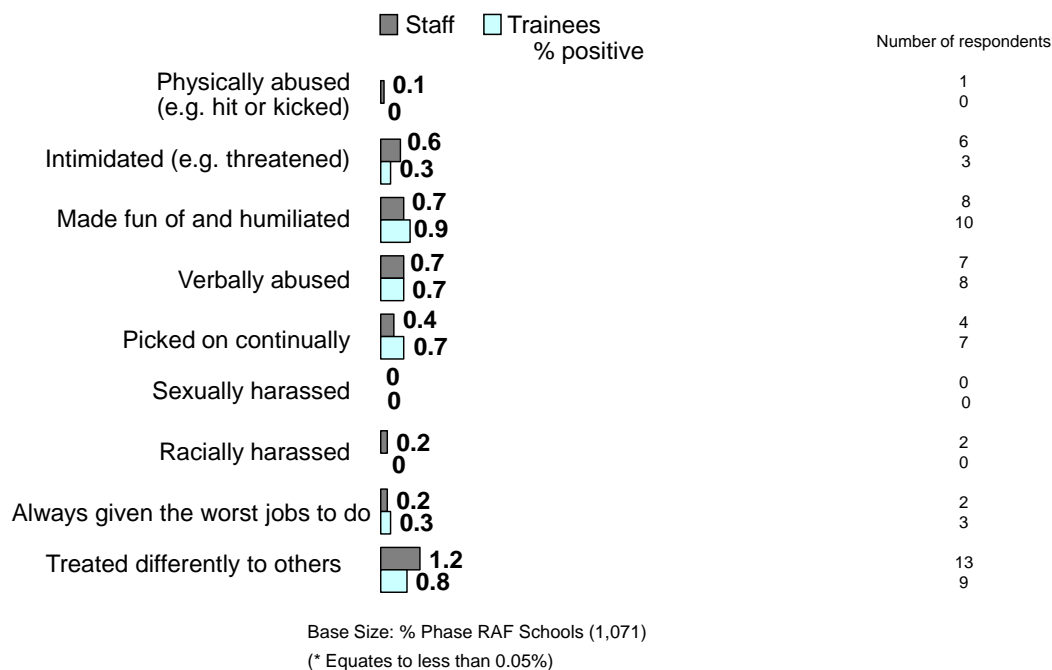


Figure 69²⁰

²⁰This was a multi-coded question; recruits could select more than one answer

ACTION FOLLOWING BAD OR UNFAIR TREATMENT

226. Recruits who said that they experienced some form of unfair treatment were then asked what they did following this treatment. It should be noted that 15% of recruits chose not to answer this question. The number of recruits providing an answer to this question was 522. Of those who did answer, the most common response overall was to do nothing (46% of all asked this question). Doing nothing following bad or unfair treatment was the most frequent response for Army and Navy recruits (mentioned by 48% and 36%, respectively) (fig. 70). Of those recruits in the RAF, the most common response was to speak to a fellow trainee (40%).

227. Following the most common response to do nothing, the next two most common responses were to speak to a fellow trainee (29%) or to speak to friends or family (23%).

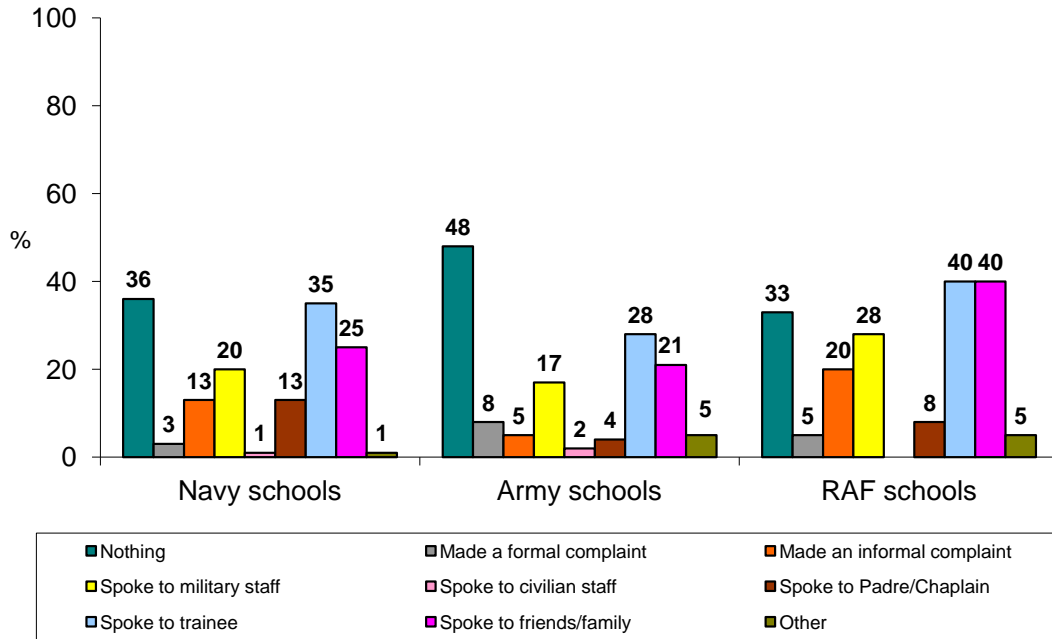
228. Eighteen per cent of recruits said that they spoke to a member of military staff while two per cent said that they spoke to a member of civilian staff. Five per cent said that they spoke to the Padre/ Chaplain. Navy recruits (13%) were more likely to speak to the Padre/ Chaplain than Army recruits (4%).

229. Of those who answered this question, thirteen per cent of recruits who said that they had experienced bad or unfair treatment made some form of complaint; eight per cent of those answering made a formal complaint and seven per cent made an informal complaint. RAF and Navy recruits were more likely to make an informal complaint (20% and 13% respectively) than Army recruits (5%).

230. Male recruits (48%) were more likely to have done nothing following bad or unfair treatment than female recruits (25%). Similarly, female recruits were more likely to speak to a fellow trainee (48%) than male recruits (27%), and more likely to speak to their friends/family (44%) than male recruits (21%). Recruits aged 16-17 years old were more likely to do nothing (51%) than recruits aged 26 years and above (32%). Non-white recruits (13%) were more likely to make an informal complaint than white recruits (6%), and were also more likely to speak to a member of civilian staff (7%) than white recruits (1%).

Phase 1

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



Number of respondents: Navy schools (69), Army schools (507), RAF schools (40)

Figure 70²¹

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

REASONS FOR BAD OR UNFAIR TREATMENT

231. Recruits who felt that they had been badly or unfairly treated were asked why they thought this had occurred. It should be noted that 47% of these recruits chose not to answer this question; 487 recruits did provide an answer here. For those who did answer, the most common reason cited was 'because of something else', i.e. something not listed at this question (22%). This was the most commonly cited reason amongst recruits of all three Services (fig. 71). RAF recruits (35%) were more likely to have said that they were badly or unfairly treated because of something else than Army recruits (21%). There has been no change in the order of responses this year.

232. The next most commonly mentioned perceived reason for bad or unfair treatment was because of where the respondent came from (18%). Army recruits (20%) and Navy recruits (14%) were more likely to cite this reason than RAF recruits (2%). Recruits aged 16-17 years old (26%) were more likely to cite this as the reason for bad or unfair treatment than recruits aged 18 years and above (15%).

233. The third most commonly mentioned cause for bad or unfair treatment was the respondent's social background/class (16%). Amongst Navy recruits, the proportion that cited this as a reason has increased since last year (from 8% to 16%).

234. Nine per cent of recruits who had been badly or unfairly treated said that this was because of their age. Recruits aged 26 years and above (22%) and recruits aged 16-19 years old (10%) were more likely to cite age as a reason than recruits aged 20-25 years old (1%).

235. Race, colour or ethnic origin was cited by four per cent of recruits who had been badly or unfairly treated. Recruits aged 26 years and above (14%) were more likely to cite this as a reason than recruits aged 16-25 years old (3%). Non-white recruits (27%) were more likely to cite this as a reason for being badly or unfairly treated than white recruits (2%).

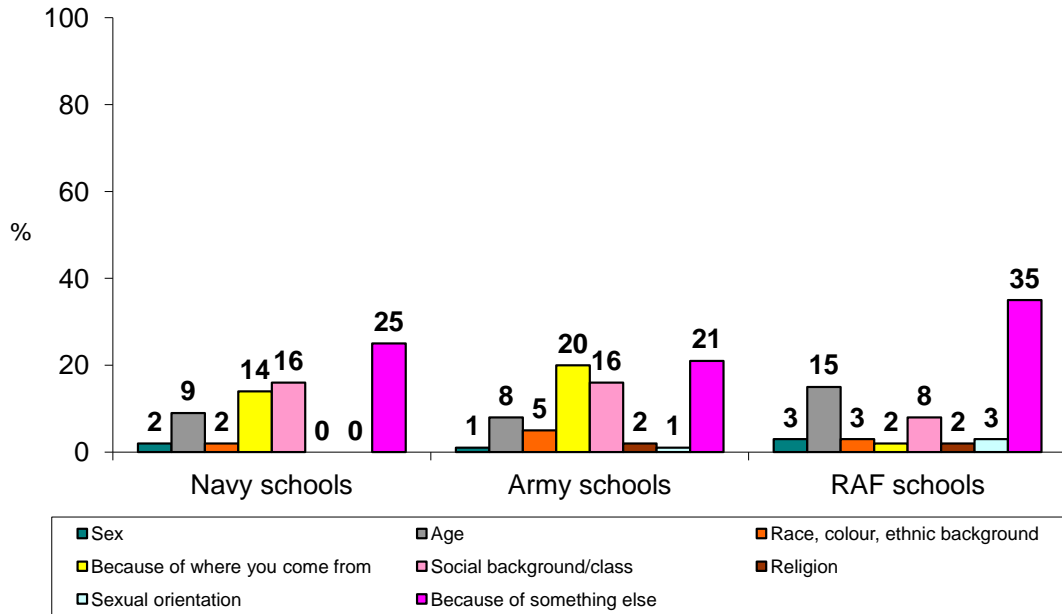
236. Two per cent of recruits who had been badly or unfairly treated said that this was because of their religion. Non-white recruits (7%) were more likely to cite this reason than white recruits (1%).

237. One per cent of recruits who had been badly or unfairly treated said that this was because of their sex. Female recruits (8%) were more likely to cite this as a reason than male recruits (1%).

238. Sexual orientation was cited by one per cent of recruits who had been badly or unfairly treated.

Phase 1

Why do you think you were badly or unfairly treated?



Number of respondents: Navy schools (111), Army schools (736), RAF schools (66)

Figure 71²²

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

COMPLAINTS

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

239. The 533 recruits who felt that they had experienced bad or unfair treatment but did not complain about it were asked why they did not complain. It should be noted that 16% of recruits chose not to answer this question. The most common reason given by Phase 1 recruits for not complaining was that they thought that it would have caused problems on the course (35%). RAF recruits (61%) were more likely to give this as a reason than both Navy (36%, up from 21%) and Army (33%) recruits (fig. 72-74). Female recruits (62%) were more likely to cite this reason than male recruits (33%).

240. Overall, 29% of recruits said that they considered the incident too minor to report (29%). The proportion of Navy recruits who cited this reason has decreased since last year (19%, down from 35%).

241. The same proportion overall (29%) cited the reason that they did not complain because they did not believe anything would be done following a complaint.

242. Of those who felt that they had experienced bad or unfair treatment but did not complain, 25% said this was because they did not think people would believe them/take them seriously.

243. Twenty-two per cent of those recruits were worried it would be repeated or get worse. RAF recruits (39%) were more likely to say this than Army recruits (21%).

244. Of those who felt that they had experienced bad or unfair treatment but did not complain, 18% said that they were worried they would be labelled a troublemaker. RAF recruits (35%) were more likely to give this as a reason than Army recruits (16%). Female recruits (33%) were more likely to give being worried about being seen as a troublemaker as a reason than male recruits (16%), as were recruits aged 18 years and above (21%) compared with younger recruits (13% of those aged 16-17 years old).

245. Sixteen per cent of recruits said they did not want to go through the complaints procedure. Female recruits were more likely to cite not wanting to go through the complaints procedure (29%) as a reason for not complaining than male recruits (15%).

246. The same number of recruits (16%) said that they were worried it would be bad for their career. RAF recruits (29%) were more likely to say they did not complain because they were worried it might be bad for their career than Army recruits (14%).

247. A further 16% said that they did not complain because they thought it was too difficult. Recruits aged 16-17 years old (21%) were more likely to say this than recruits aged 18 years and above (12%).

248. Of those who felt that they had experienced bad or unfair treatment but did not complain, nine per cent of recruits said that this was because they did not know what to do. Recruits aged 16-17 years old (15%) were more likely to give this as a reason than recruits aged 18 years and above (6%).

249. Five per cent of recruits said that they did not complain because they did not know who to complain to and a further four per cent said that they were persuaded not to.

Phase 1 - Navy

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

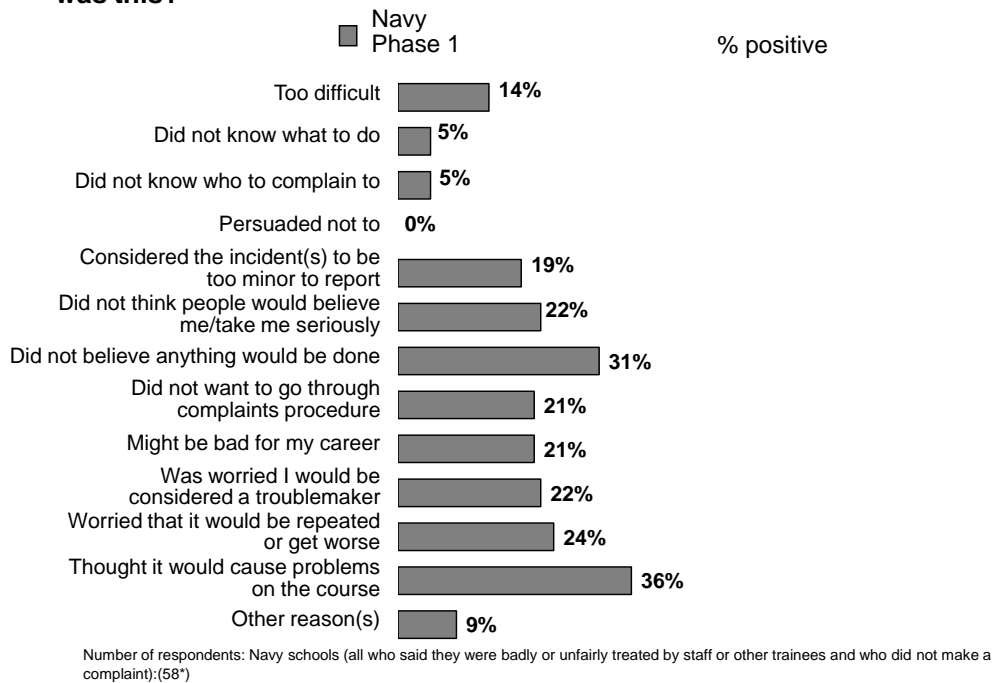
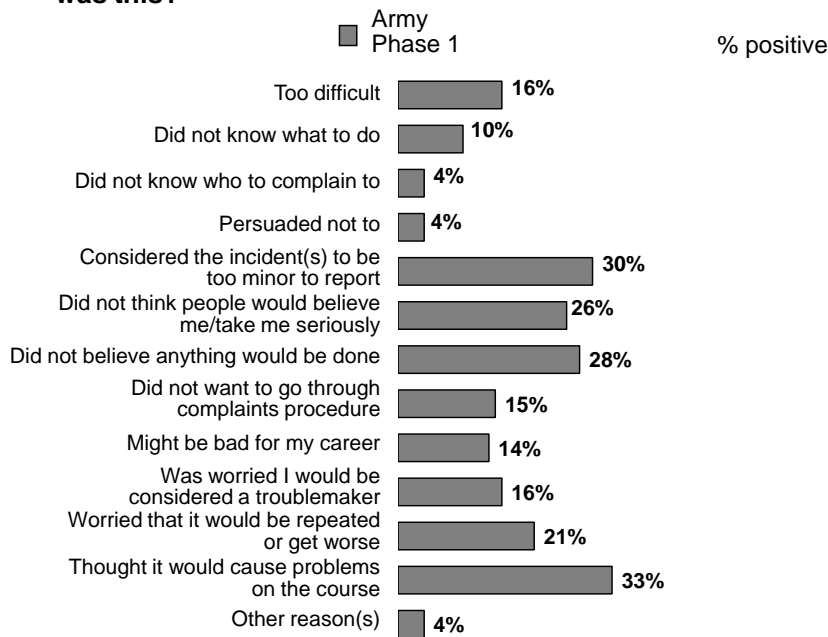


Figure 72²³

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

Phase 1 - Army

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

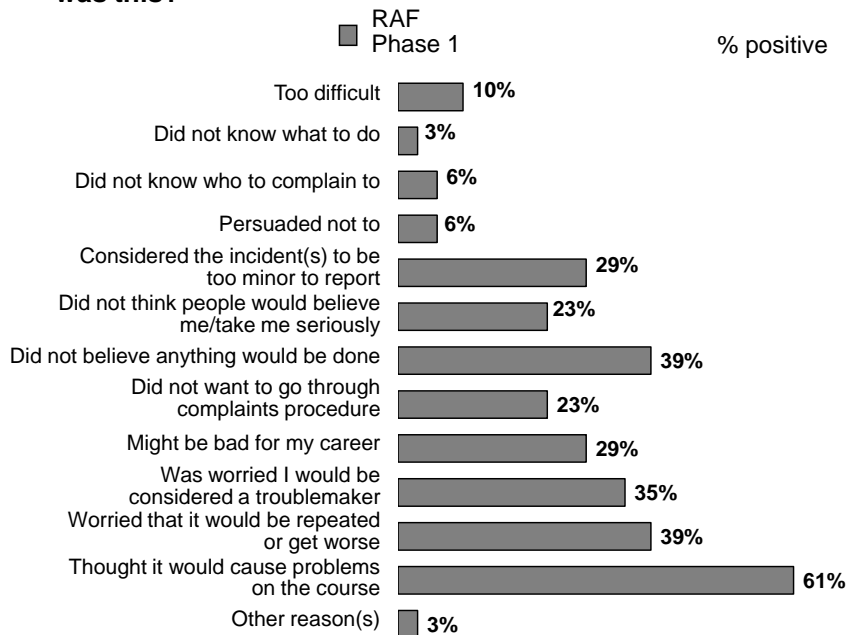


Number of respondents: Army schools (all who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): (444)

Figure 73²⁴

Phase 1 - RAF

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



Number of respondents: RAF schools (all who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): (31*)

Figure 74²⁵

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

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

250. Recruits who said that they made a complaint were asked whether their complaint was dealt with fairly. It should be noted that 14% of recruits who were asked this question chose not to answer.

251. Fifty-nine per cent of Phase 1 recruits who made a complaint about their treatment thought that it had been dealt with fairly. For a full breakdown by Service, see figure 75.

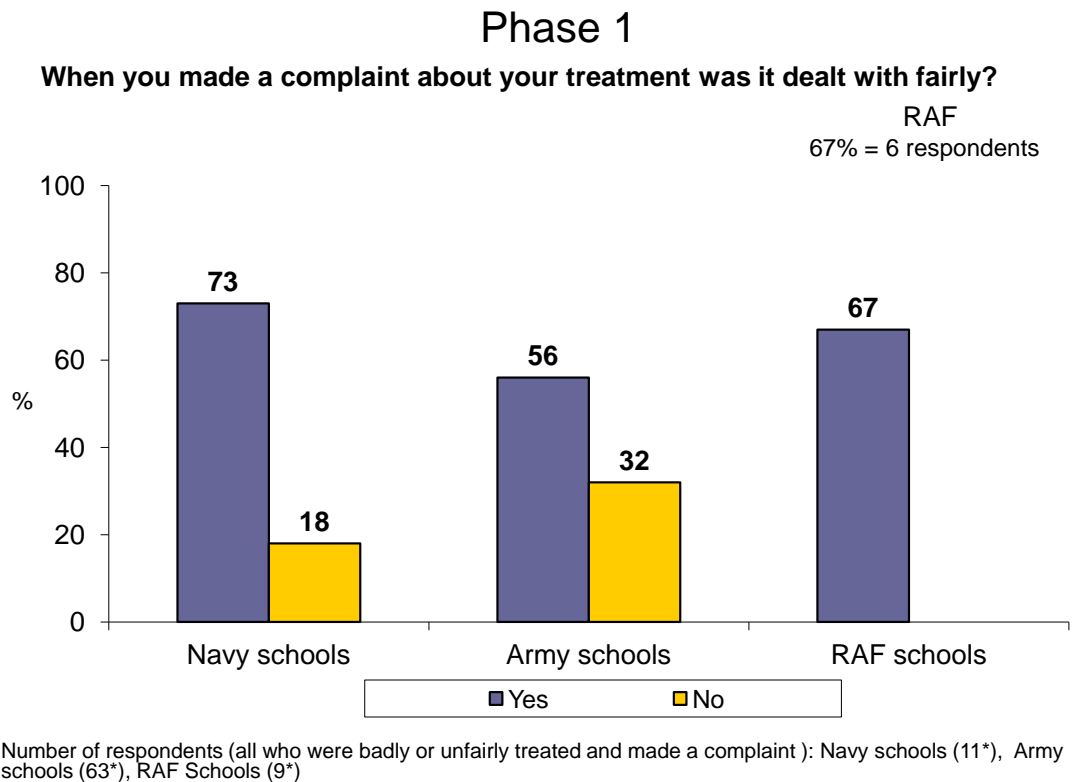


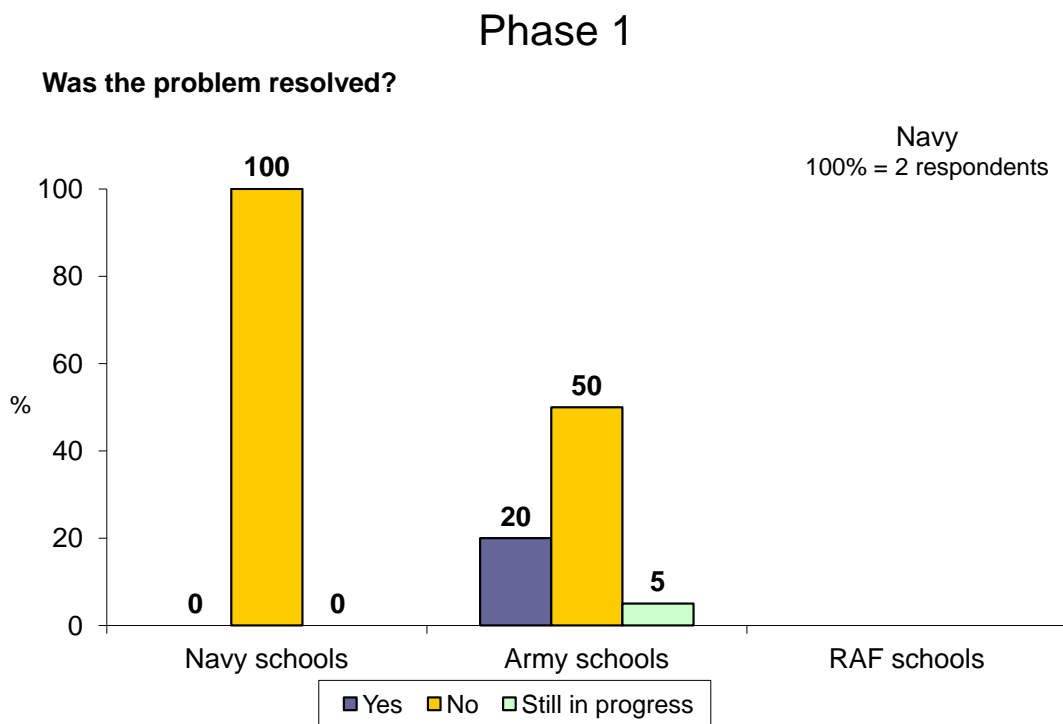
Figure 75

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

Was the problem resolved?

252. Recruits who said that they made a complaint and that it was not dealt with fairly (22 recruits) were asked whether the problem had been resolved. It should be noted that nine per cent of recruits who were asked this question chose not to answer.

253. Fifty-five per cent of recruits said that their problem had not been resolved, while 18% said that it had been resolved and five per cent said that this was still in progress. For a full breakdown by Service, see figure 76.



Number of respondents (All who were badly or unfairly treated, made a complaint and did not think their complaint was dealt with fairly) : Navy schools (2*), Army schools (20*), RAF Schools (0)

Figure 76²⁶

²⁶ None of the RAF recruits said that their complaint was not dealt with fairly and as a result were not asked the follow up question.

SETBACKS DURING TRAINING

Were you ever ill or injured during training?

254. Overall, 62% of recruits said that they were ill or injured during Phase 1 training.

255. Half (50%) of recruits said that they had been ill or injured during training and that they reported this. Army recruits were the most likely to report being ill or injured during training (51%, down from 54%), followed by Navy recruits (47%, up from 43% last year), who were more likely to say this than RAF recruits (43%, up from 38%) (fig. 77). Female recruits (62%) were more likely to say this than male recruits (48%).

256. Recruits aged 16-17 years old (56%) and those aged 26 years and above (52%) were more likely to say that they had been ill or injured and had reported it than those aged 18-25 years old (48%).

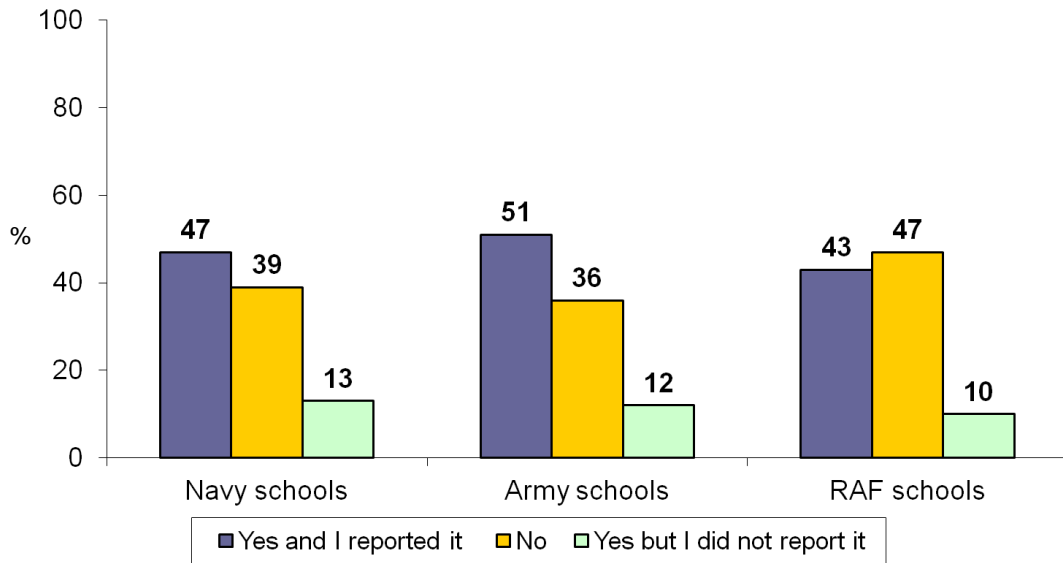
257. The proportion of recruits who had been ill or injured but did not report it was 12% (down from 14% last year). Navy recruits (13%, down from 18%) and Army recruits (12%) were more likely to say that they were ill or injured but did not report it than RAF recruits (10%). Male recruits (13%) were more likely to say this than female recruits (7%), as were white recruits (12%) compared with non-white recruits (9%)

258. Thirty-eight per cent of recruits said they were not ill or injured. RAF recruits were the most likely to have not been ill or injured during training (47%), followed by Navy recruits (39%), who were more likely to say this than Army recruits (36%, up from 34%). Male recruits were more likely to say this than female recruits (39% compared with 31%), as were non-white recruits compared with white recruits (42% compared with 38%).

259. Recruits aged 18 years old and above were more likely to state that they had not been ill or injured during training (40%) than recruits aged 16-17 years old (31%).

Phase 1

Were you ever ill or injured during training?



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 77

ILLNESS AND INJURY

260. Amongst recruits who reported sick, the majority felt that their illness or injury was properly dealt with (87%), this is an increase of two percentage points on last year (85%). Seven per cent felt that this was not the case (7%).

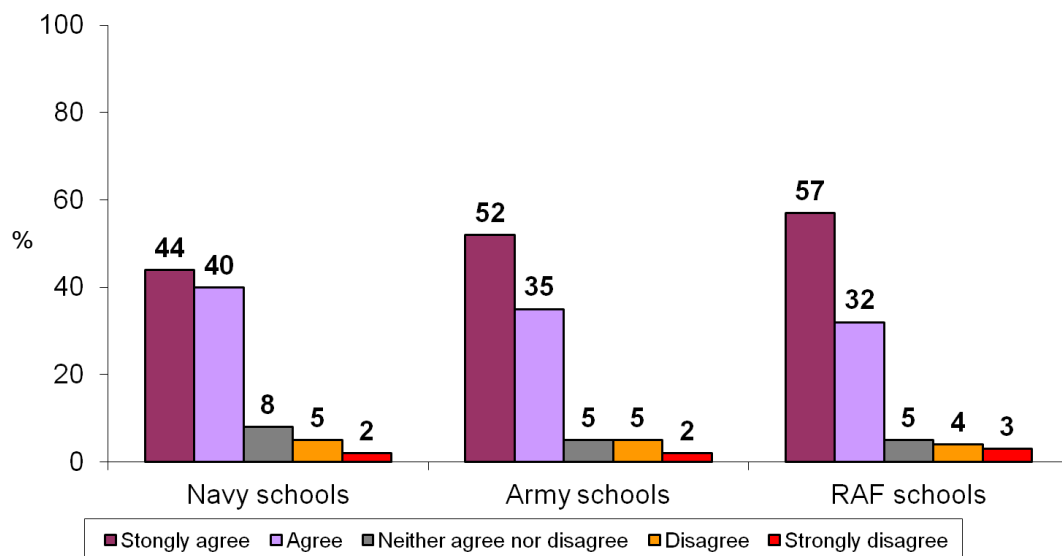
261. Recruits in the RAF were more likely to say that their injury was properly dealt with (89%, up from 83% last year) than those in the Army (87%), who were more likely to say this than recruits in the Navy (84%, up from 78%) (fig. 78).

262. Of those who reported sick, a higher proportion of male recruits (87%) thought that their illness or injury was dealt with properly than female recruits (83%).

Phase 1

Please indicate how you feel about the following statements:

My injury/illness was properly dealt with



Number of respondents (all who were ill or injured and reported it): Navy schools (679), Army schools (3,191), RAF schools (457)

Figure 78

263. Three quarters of those who reported sick (75%) said that staff helped and supported them when they were ill or injured. Recruits in the RAF (84%) and Navy (80%) were more likely to say this than those in the Army (73%) (fig. 79). Eight per cent said that they did not think that staff helped or supported them when they were ill or injured. Recruits in the Army (9%) were more likely to say this than recruits in the RAF (5%) and recruits in the Navy (5%).

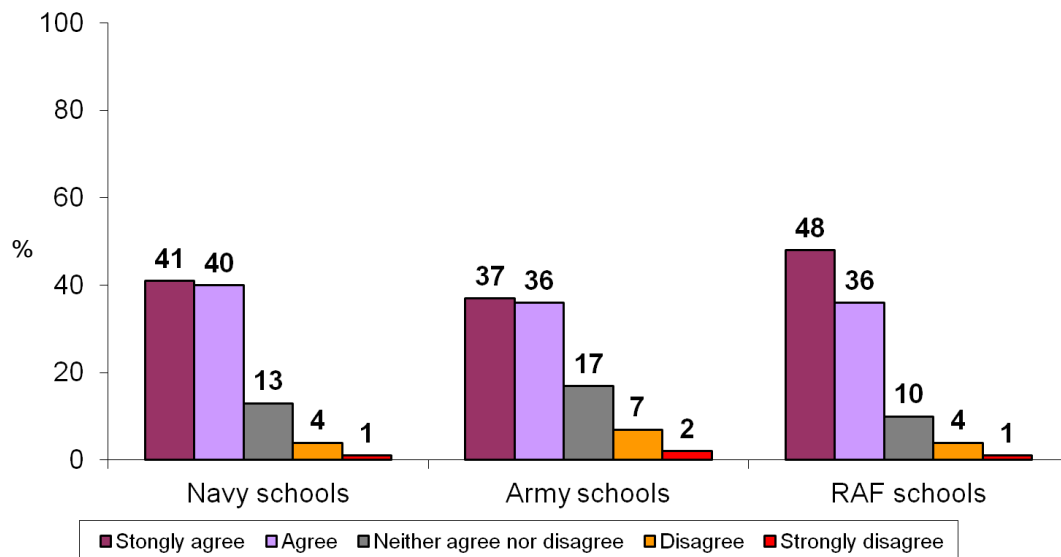
264. The proportion of RAF recruits who said that staff helped and supported them when they were ill or injured has increased to its highest level (84%, up from 79% last year).

265. Recruits aged 18 years and above (78%) were more likely to say that staff helped and supported them when they were ill or injured than recruits aged 16-17 years old (67%). Non-white recruits were more likely to say this (83%) than white recruits (74%).

Phase 1

Please indicate how you feel about the following statements:

Staff helped and supported me when I was ill/injured



Number of respondents (all who were ill or injured and reported it): Navy schools (679), Army schools (3,191), RAF schools (457)

Figure 79

266. Thirty per cent of recruits who reported sick said that they would advise others in a similar situation not to report sick if they could avoid it. This is a decrease of nine percentage points since last year (39%). A greater proportion of recruits (49%) said that they would advise others to report sick. This represents an increase of nine percentage points from last year (40%).

267. Across all three services, the proportion of recruits who would advise others to report sick has increased; 59% of recruits in the RAF (up from 43%) and 52% of Navy recruits said this (up from 40%) (fig. 80). The proportion of Army recruits who would advise others to report sick has increased year on year for the last four years (from 35% in 2007/2008 to 37% in 2009, up to 39% last year, to 47% this year).

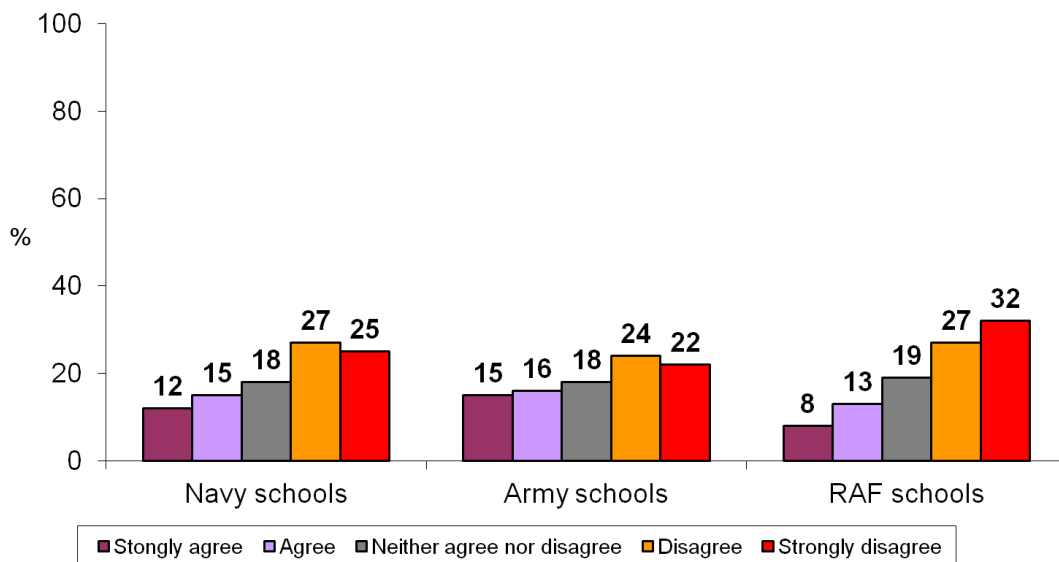
268. The proportion of Army recruits (31%) who would advise others in a similar situation to not report being sick is higher than both Navy (27%) and RAF (21%) recruits.

269. Recruits aged 16-17 years old (42%), were more likely to say that they would advise others in a similar situation not to report sick than those aged 18 years and above (26%). White recruits (30%) were also more likely to advise others in a similar position to not report sick than non-white recruits (24%).

Phase 1

Please indicate how you feel about the following statements:

I would advise others in a similar situation not to report sick if they can avoid it

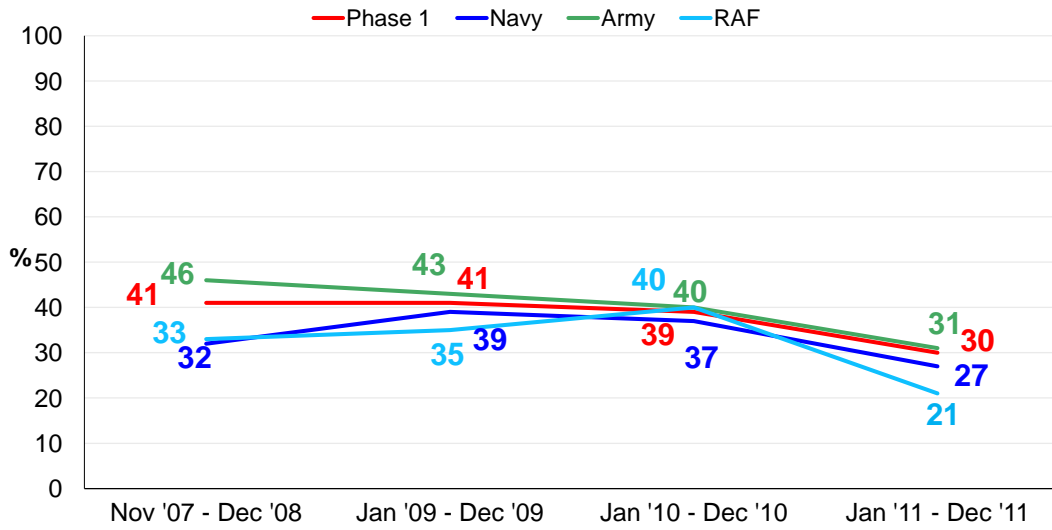


Number of respondents (all who were ill or injured and reported it): Navy schools (679), Army schools (3,191), RAF schools (457)

Figure 80

Phase 1

Please indicate how you feel about the following statements:
 -I would advise others in a similar situation to report sick



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 81

270. Amongst recruits who reported sick, 38% felt that they were considered weak for reporting this. This is a decrease of five percentage points since last year (43%). Forty per cent of recruits said that they did not agree that reporting sick made them feel that they were considered weak.

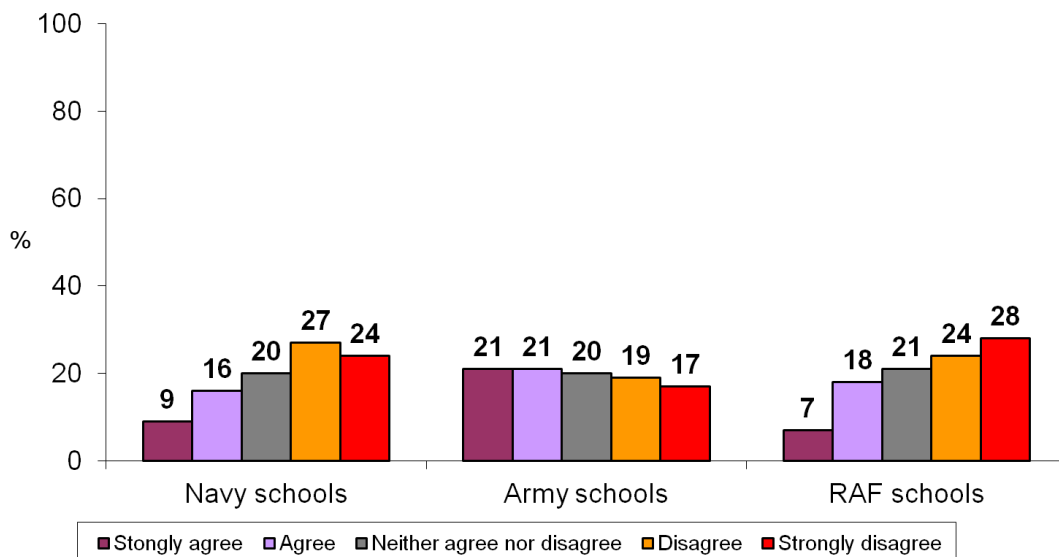
271. Recruits in the Army (42%) were more likely to feel that they were considered weak for reporting sick compared with recruits in the Navy (25%) and RAF (25%) (fig. 82). There has been a decline in the proportion of recruits from all Services who felt that they were considered weak for reporting sick; Army schools saw the biggest decline (42%, down from 48%), followed by Navy and RAF schools (25%, down from 32% last year for each).

272. Younger recruits (those aged 16-17 years old) were more likely to say that they felt people considered them weak for reporting sick (55%) than those aged 18 years and over (32%). White recruits (38%) were more likely to say this than non-white recruits (32%).

Phase 1

Please indicate how you feel about the following statements:

I felt that people considered me weak because I reported sick



Number of respondents (all who were ill or injured and reported it): Navy schools (679), Army schools (3,191), RAF schools (457)

Figure 82

Why did you not report it?

273. Recruits who were ill or injured but did not report sick were asked why. The most common reason, cited by 73% of recruits, was because they did not wish to risk delaying their training. Recruits aged 18 years and over were more likely to say this (75%) than recruits aged 16-17 years old (65%). White recruits were more likely than non-white recruits to state this as a reason for not reporting sick (74% compared with 59%).

274. The next most commonly cited reason for not reporting sick was that the incident was too minor to report (43%). Recruits in the RAF (51%) were more likely to say this than those in the Army (40%) (fig. 83).

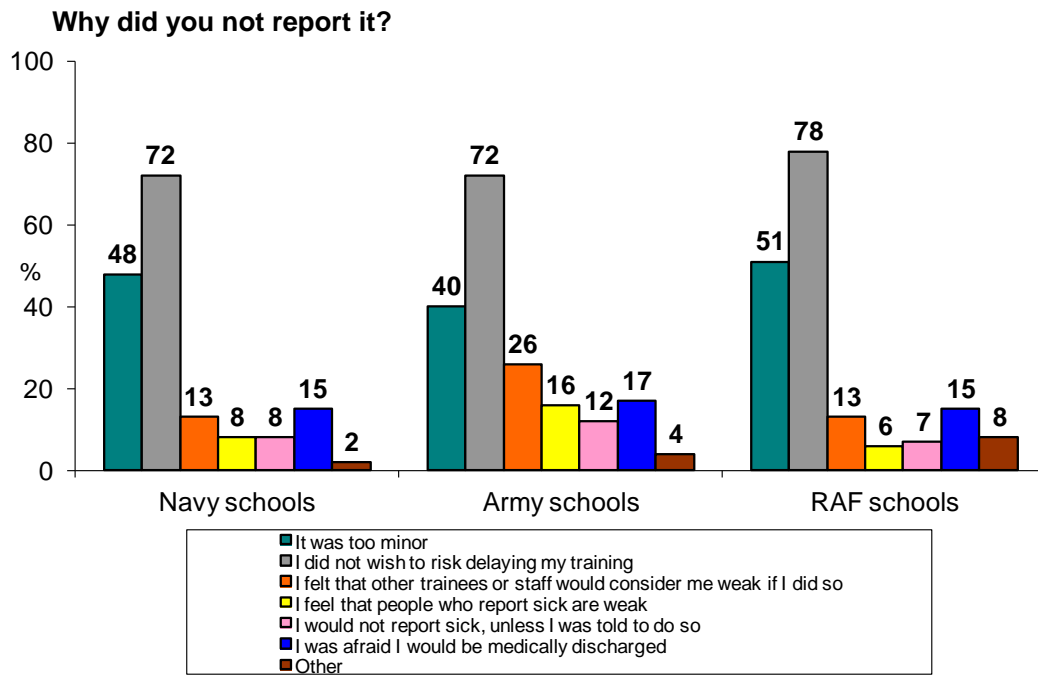
275. Twenty-two per cent of recruits felt that other recruits would consider them weak if they did report sick. A higher proportion of Army recruits did not report sick because of this (26%) than RAF and Navy recruits (13% for each). Younger recruits (those aged 16-17 years old) were more likely to state this (35%) than recruits aged 18-30 years old (20%).

276. Overall, 16% of recruits said that they did not report their illness or injury because they were afraid they would be medically discharged. Younger recruits (those aged 16-17 years old) were more likely to say this (24%) than recruits aged 18 years and over (14%).

277. The next most commonly cited reason was the feeling that people who report sick are weak (14%). Army recruits were more likely to cite this as a reason (16%) than those in the Navy (8%) or RAF (6%). Recruits aged 16-17 years old were more likely to say this (24%) than those aged 18 years and above (11%).

278. Eleven per cent of recruits said that they would not report sick unless they were told to do so.

Phase 1



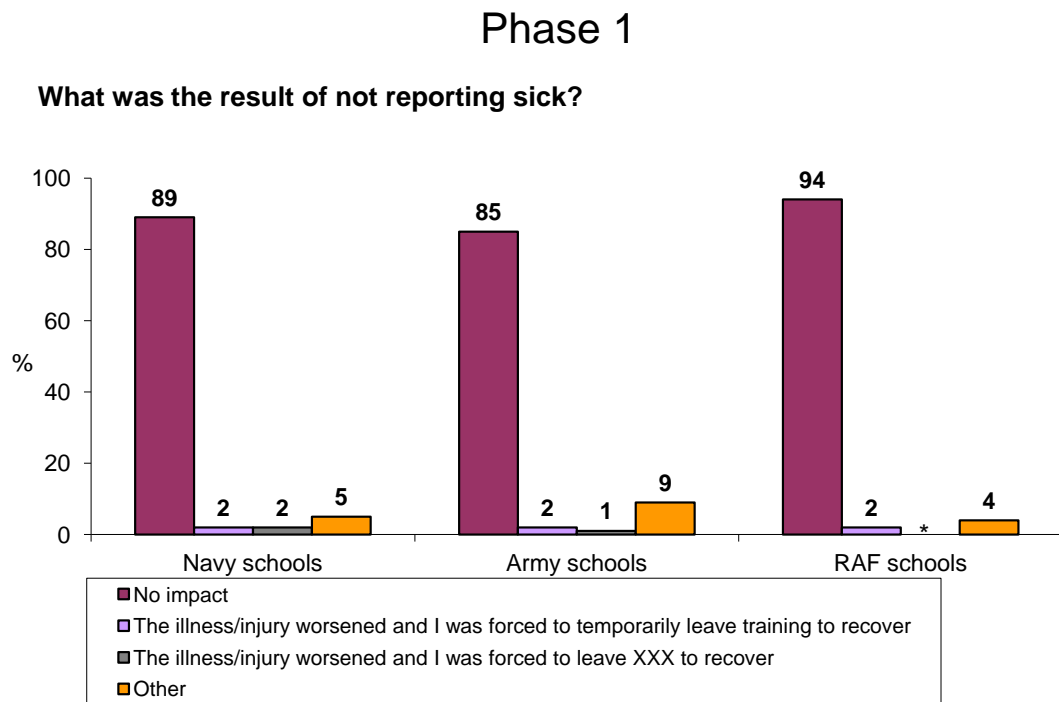
Number of respondents (all who were ill or injured and did not report it): Navy schools (186), Army schools (772), RAF schools (110)

Figure 83

What was the result of not reporting sick?

279. The majority of recruits who did not report sick felt that this had no impact on their training (86%). Recruits in the RAF were more likely to feel this (94%) than Army recruits (85%) (fig. 84). White recruits (87%) were more likely to say there was no impact due to reporting sick than non-white recruits (79%).

280. Two per cent said that the illness or injury worsened and that they were forced to take a temporary break from training to recover. This was higher amongst non-white recruits (8%) than white recruits (2%). One per cent of recruits said that they were forced to leave the school.



Number of respondents (all who were ill or injured and did not report it): Navy schools (186), Army schools (772), RAF schools (110)

Figure 84

BACK-SQUADDING/BACK-CLASSING/RE-FLIGHTING²⁷

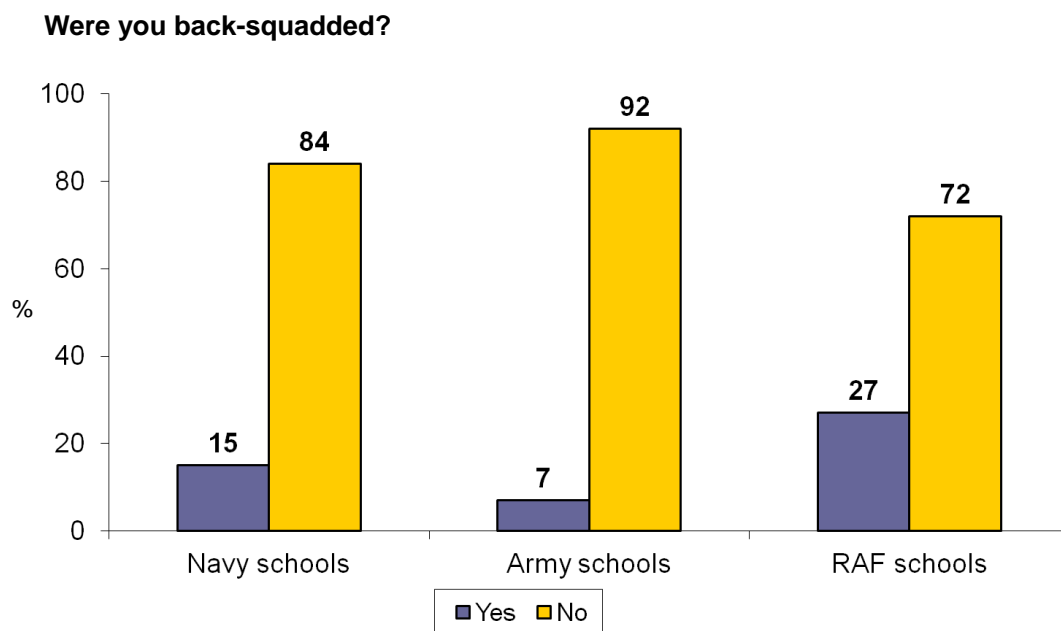
Were you back-squadded?

281. Overall, 11% of recruits were back-squadded during their training period (equating to 960 recruits). The proportion of recruits who were back-squadded was highest in the RAF (27%), followed by those in the Navy (15%) and the Army (7%) (fig. 85).

282. A lower proportion of recruits in the Navy said that they were back-squadded compared with the last reporting year (15%, down from 18%) and the proportion of Army recruits who said this also decreased (7%, down from 8%).

283. The proportion of male recruits who were back-squadded was higher than female recruits (11% compared with 9%). Recruits aged 18 years and over (13%) were more likely to have been back-squadded than those aged 16-17 years old (5%).

Phase 1



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 85

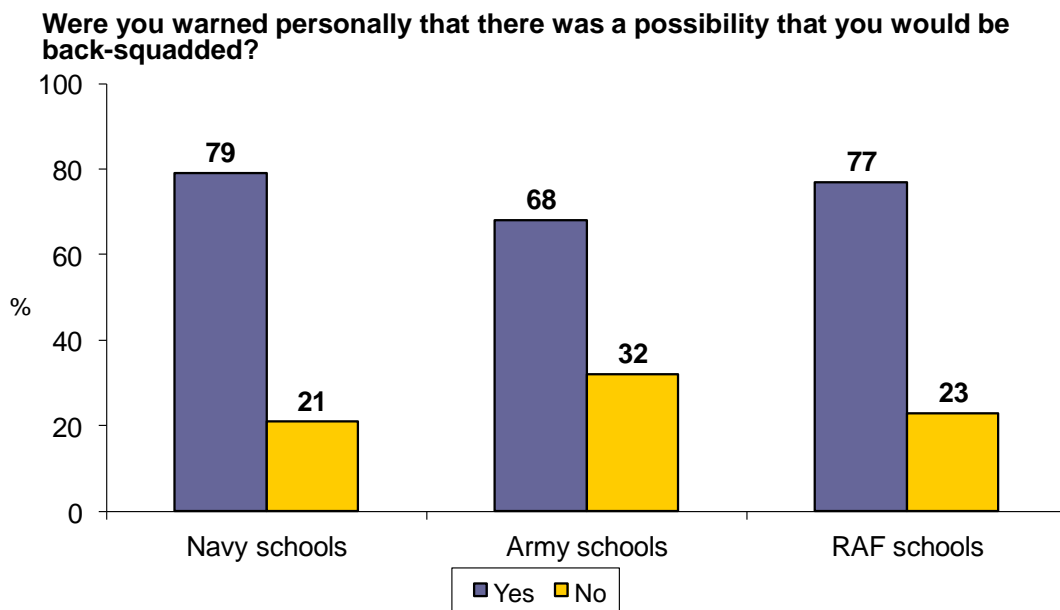
²⁷ In the questionnaire, respondents were asked whether they were back-squadded/back-classed/re-flighted according to their Service. In this report we have referred only to back-squadding for the sake of brevity.

Were you warned personally that there was a possibility that you would be back-squadded?

284. The majority of recruits (73%) who were back-squadded said that they were warned personally that there was a possibility that it might happen. Twenty-seven per cent said that they had not been warned.

285. There was some variation across the Services with Navy recruits the most likely to say that they were warned (79%) (fig. 86). This was higher than the 68% of Army recruits who said they were warned, who were the least likely to say this. Seventy-seven per cent of RAF recruits said that they were warned about the possibility of them being back-squadded.

Phase 1



Number of respondents (all who were back-squadded): Navy schools (213), Army schools (454), RAF schools (293)

Figure 86

What reasons were you given for being back-squadded?

286. Recruits who were back-squadded were asked what reasons they were given for this. Medical issues were the most commonly cited reason for being back-squadded (49%). A higher proportion of Navy recruits (72%) said this than Army (44%) and RAF recruits (41%) (fig. 87). The proportion of Navy recruits who said this has increased over the past four years (from 41% in 2007/2008, up to 47% in 2009, 54% in 2010 to 72%).

287. The next most commonly cited reason for being back-squadded was for failing a trade or skill test (22%). This was a more common reason for back-squadding in the RAF (36%) than the Army (17%) and the Navy (14%). The proportion of recruits in the Army stating this as a reason increased since last year (17% compared with 11% in 2010).

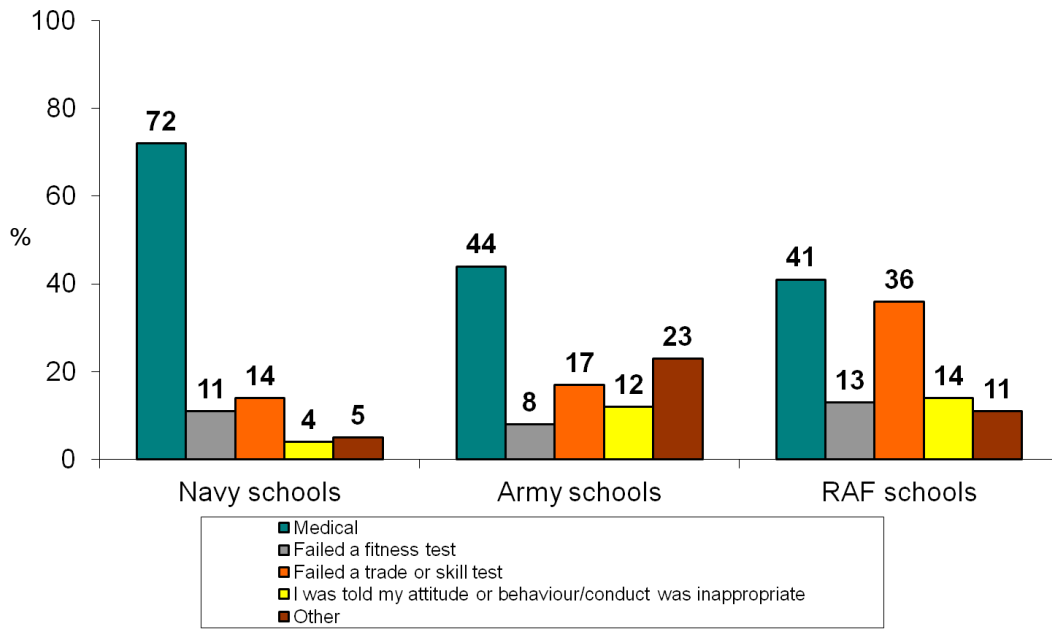
288. Ten per cent of recruits said that the reason given for being back-squadded was due to failing a fitness test. RAF recruits (13%) were more likely to say this than Army recruits (8%). Eleven per cent overall were back-squadded due to inappropriate attitude or behaviour (up from 8% last year). RAF recruits were the most likely to give this answer (14%), followed by recruits in the Army (12%), who were in turn more likely to do so than recruits in the Navy (4%).

289. There were some differences between male and female recruits; the proportion of female recruits who were back-squadded because of medical reasons was greater than the proportion of male recruits (61% compared with 48%). Male recruits (11%) were more likely to be back-squadded because they were told their behaviour/conduct was inappropriate than female recruits (1%).

290. White recruits were more likely to be back-squadded for medical reasons (52%) than non-white recruits (26%).

Phase 1

What reasons were you given for being back-squadded?



Number of respondents (all who were back-squadded): Navy schools (213), Army schools (454), RAF schools (293)

Figure 87

GENERAL

THE COURSE

I receive regular feedback on my performance

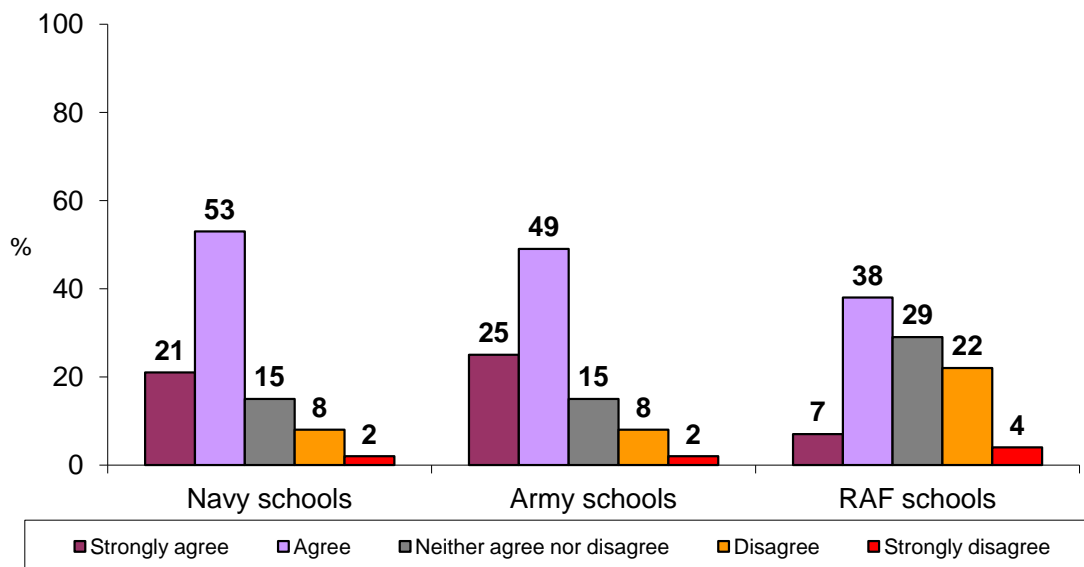
291. Overall, 70% of recruits agreed that they received regular feedback on their performance. Navy and Army recruits (74% for each) were the most likely to agree that they received regular feedback regarding their performance, followed by RAF recruits (45%) (fig. 88).

292. A higher proportion of male recruits (72%) agreed that they received regular feedback on their performance during Phase 1 training than female recruits (57%). A higher proportion of non-white recruits said this (81%) than white recruits (70%).

293. A higher proportion of 16-17 year old recruits (75%) agreed that they received regular feedback on their performance than those aged 18 years and above (69%).

Phase 1

I receive regular feedback on my performance



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 88

The reasons for doing things were explained to me

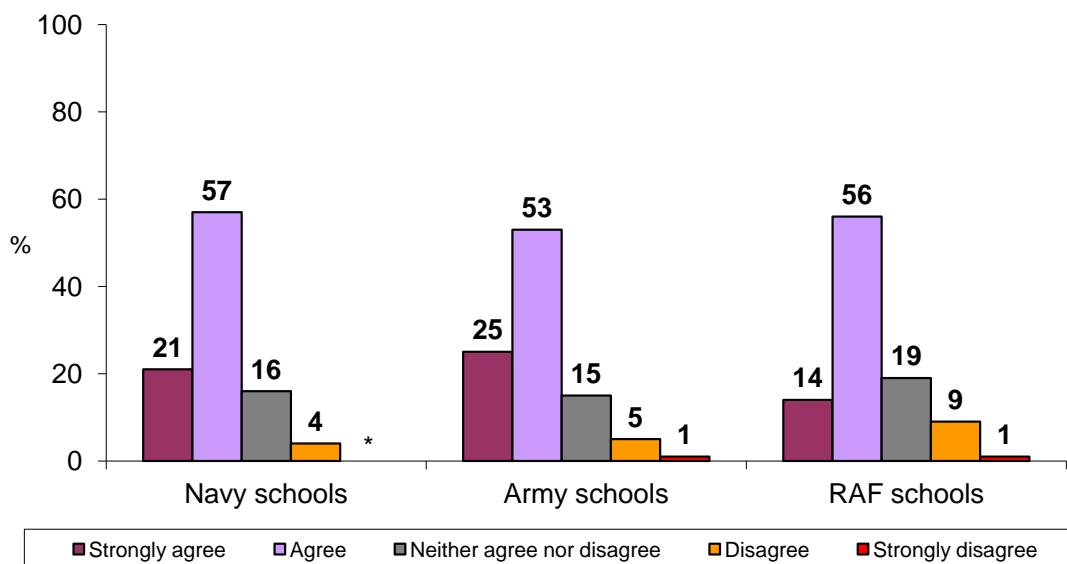
294. Seventy-seven per cent of Phase 1 recruits agreed that the reasons for doing things had been explained to them, with six per cent disagreeing. A lower proportion of RAF recruits (71%) felt that they were explained the reasons for doing things than the other Services (79% in the Navy and 78% in the Army) (fig. 89).

295. A higher proportion of male recruits (78%) than female recruits (67%) agreed that the reasons for doing things were explained to them. Non-white recruits were more likely to say this (82%) than white recruits (77%).

296. Recruits aged 16-30 years old (77%) were more likely to agree that the reasons for doing things were explained to them than recruits aged 31 years and above (66%).

Phase 1

The reasons for doing things were explained to me



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 89

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

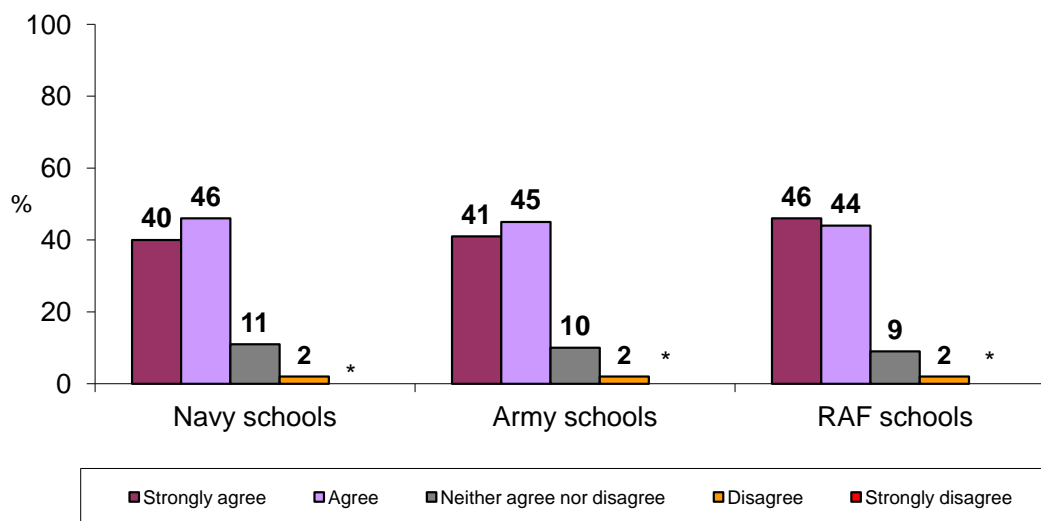
297. Eighty-seven per cent of Phase 1 recruits agreed that the staff/instructors did all they could to help them succeed during training. Two per cent disagreed, a decrease from three per cent in 2010. A higher proportion of RAF recruits (89%) agreed with this statement than Navy (86%) and Army (86%) recruits (fig. 90). The proportion of Army recruits who disagreed that the staff/instructors did all they could to help them succeed in training decreased since last year (2% compared with 3%).

298. A higher proportion of male recruits (87%) agreed that the staff/instructors did all they could to help them succeed in training than female recruits (83%).

299. A lower proportion of recruits aged 31 years and over (77%) agreed that the staff/instructors did all they could to help them succeed in training than recruits aged 16-30 years old (87%).

Phase 1

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

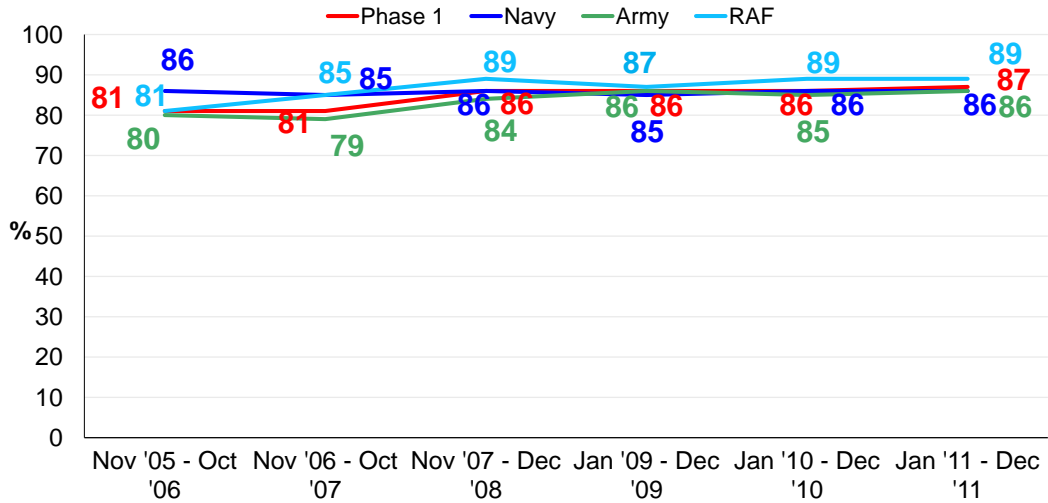


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 90

Phase 1

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



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 19,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

Figure 91

I feel I personally benefited from the course

300. Overall, 94% of recruits felt that they had personally benefited from their course, an increase from 93% last year. The proportion of Army recruits who said this has increased (94%, up from 93% last year) (fig. 92).

301. Recruits aged 31 years and over (87%) were less likely to agree that they personally benefited from the course than younger recruits (95% of those aged 16-30 years old).

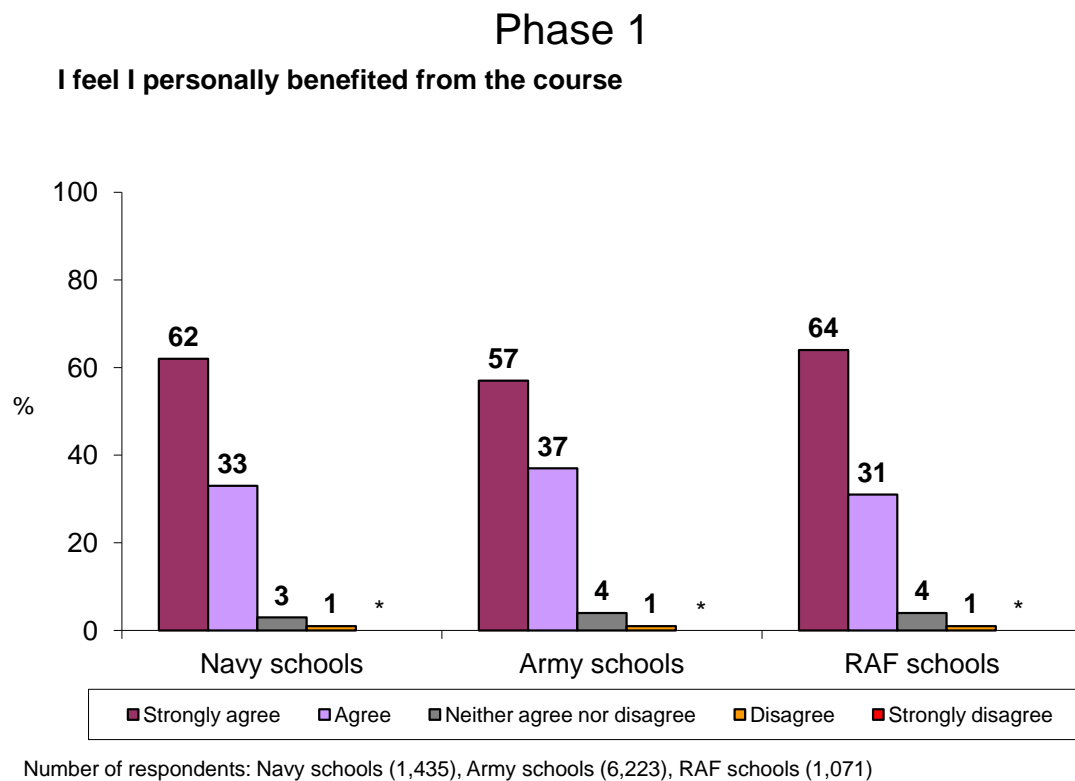


Figure 92

I feel a sense of achievement

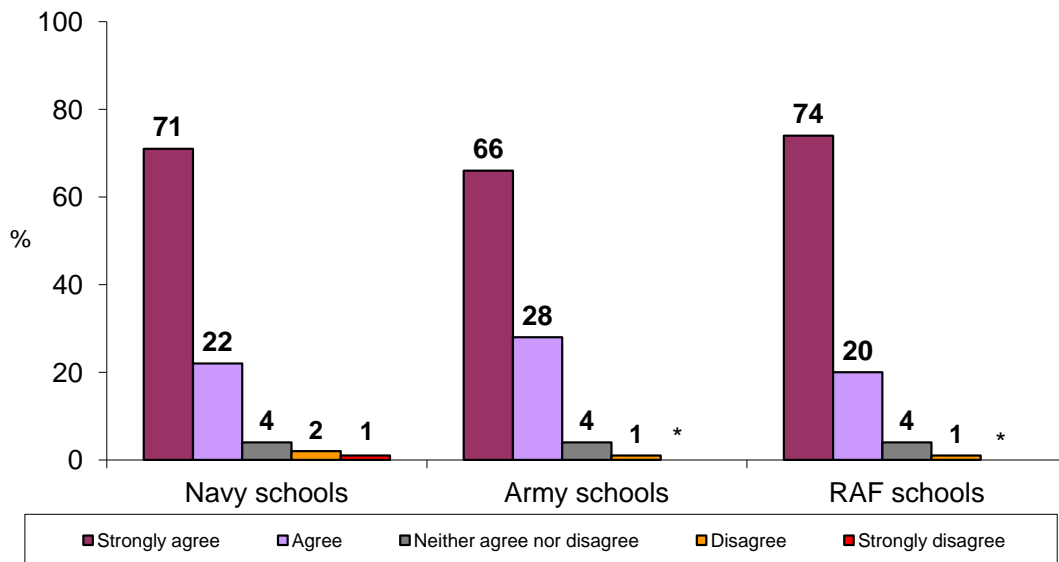
302. Ninety-four per cent of Phase 1 recruits agreed that they felt a sense of achievement, an increase from 93% last year. The proportion of Army recruits who agreed that they felt a sense of achievement increased from 92% last year to 94% this year (fig. 93).

303. A higher proportion of non-white recruits (96%) agreed that they felt a sense of achievement than their white counterparts (94%), as did recruits aged 18-30 years old (94%) than those aged 16-17 years old (92%).

304. Overall, one per cent of recruits disagreed that they felt a sense of achievement. There has been an increase in the proportion of Navy recruits who disagreed that they felt a sense of achievement (2%, up from 1% last year).

Phase 1

I feel a sense of achievement



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 93

I felt challenged

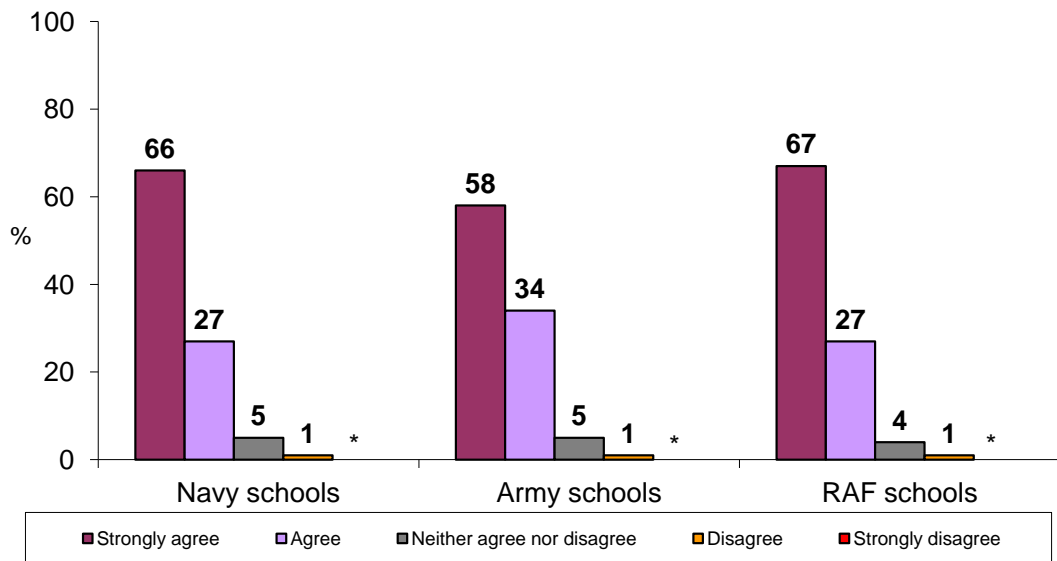
305. Ninety-two per cent of recruits said that they felt challenged by the training they received during Phase 1. A higher proportion of RAF recruits said that they felt challenged (94%) than Army recruits (92%) (fig. 94).

306. A higher proportion of recruits aged 18-30 years old agreed that they felt challenged during Phase 1 training (93%) than those aged 16-17 years old (90%).

307. Male recruits were more likely to disagree that they felt challenged (2%) than female recruits (1%) during Phase 1 training.

Phase 1

I felt challenged



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 94

The training was what I expected

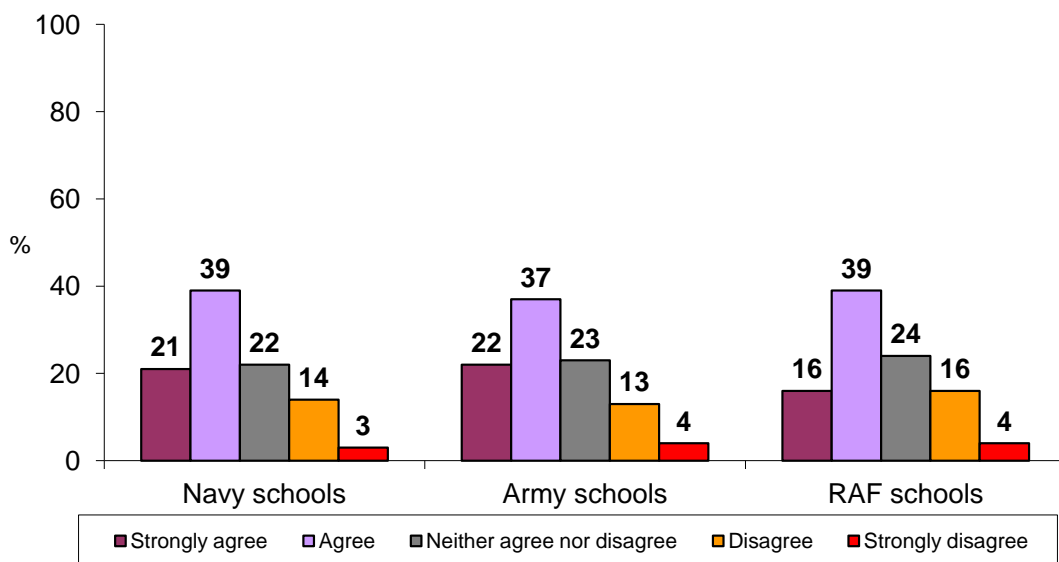
308. Fifty-eight per cent of Phase 1 recruits agreed that the training they received was what they had expected. A higher proportion of Navy recruits (60%) and Army recruits (58%) agreed that the training they received was what they had expected than RAF recruits (55%) (fig. 95).

309. A higher proportion of male recruits (59%) than female recruits (54%) agreed that the training was what they expected. Non-white recruits were more likely to agree (73%) than white recruits (57%).

310. Recruits aged 18 years and above were more likely to agree that training received was what they expected (60%) than those aged 16-17 years old (50%).

Phase 1

The training was what I expected

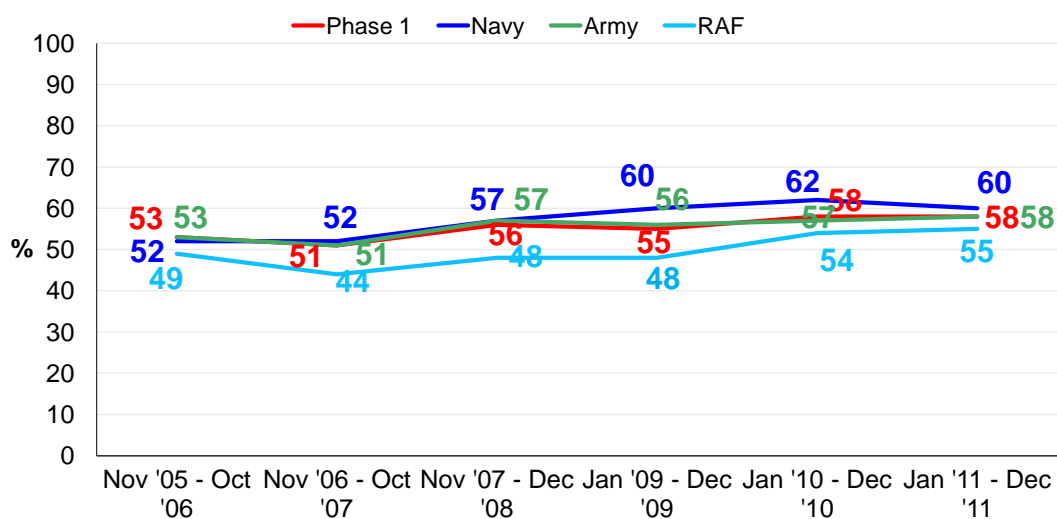


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 95

Phase 1

The training was what I expected



% Positive

Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 19,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

Figure 96

I enjoyed this phase of the training

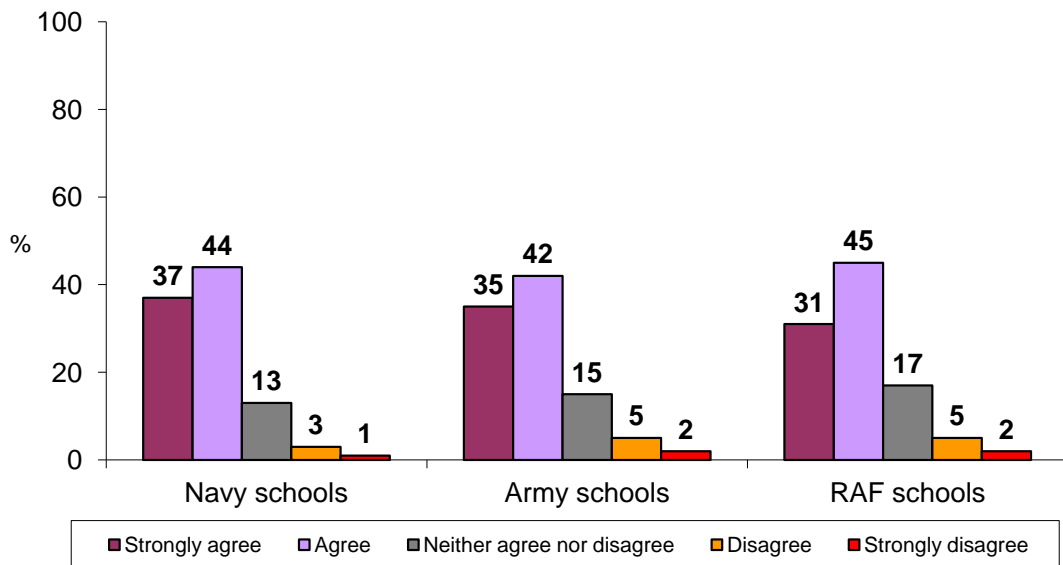
311. Seventy-eight per cent of Phase 1 recruits said that they enjoyed this phase of training. A higher proportion of Navy recruits (81%) said this than Army recruits (77%) and RAF recruits (76%) (fig. 97).

312. Female recruits (82%) were more likely to agree that they enjoyed this phase of training than male recruits (77%). Eighty-four per cent of non-white recruits agreed that they enjoyed this phase of training, compared with 77% of white recruits.

313. A higher proportion of recruits aged 18-30 year old (79%) agreed that they enjoyed this phase of training than those aged 16-17 year olds (71%).

Phase 1

I enjoyed this phase of the training



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 97

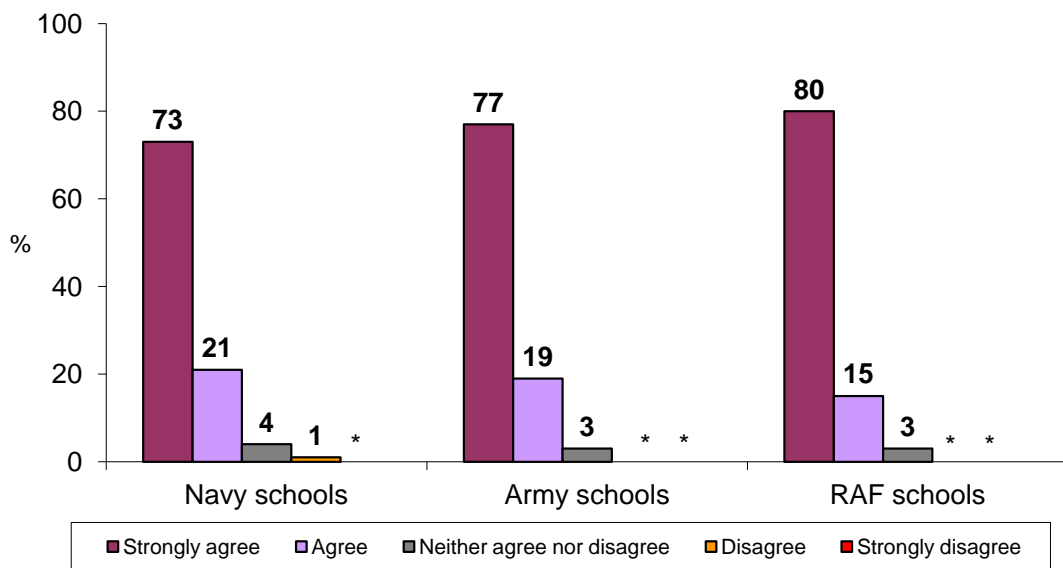
I feel proud to be in the Army/RN/Army/RAF

314. Overall, 95% of recruits felt proud to be in their Service (up from 94% last year, 93% in 2009 and 90% in 2007/2008). Army recruits (96%, up from 94%) were more likely to agree that they were proud to be in their Service than Navy recruits (94%) (fig. 98).

315. Ninety-six per cent of recruits aged 18-30 years old agreed that they felt proud to be in their service, higher than the 94% of 16-17 year old recruits that agreed.

Phase 1

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

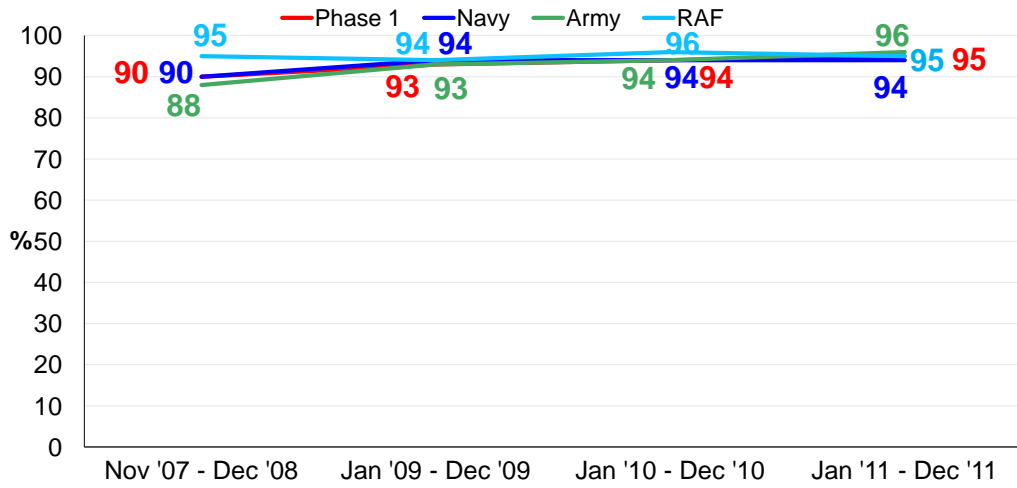


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 98

Phase 1

I feel proud to be in the [Navy/RM/Army/RAF]



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807, December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

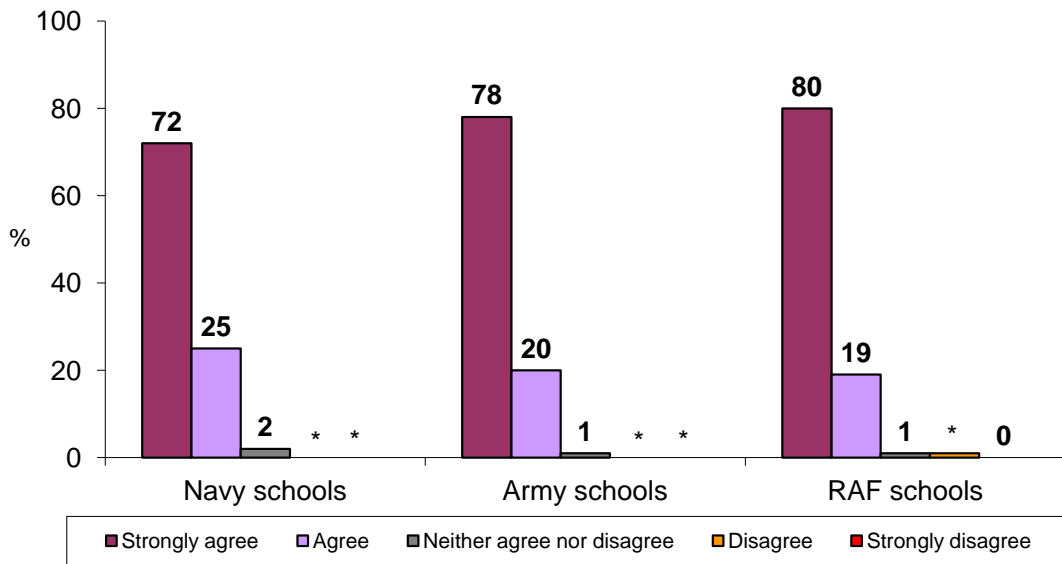
Figure 99

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

316. Overall, 97% of recruits agreed that they understood the core values of their Service (up from 96% last year). Of the three Services, recruits from the RAF (99%) were the most likely to agree that they understood the core values of their Service; 97% of Army recruits (up from 96%) and 96% of Navy recruits agreed (fig. 100).

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 100

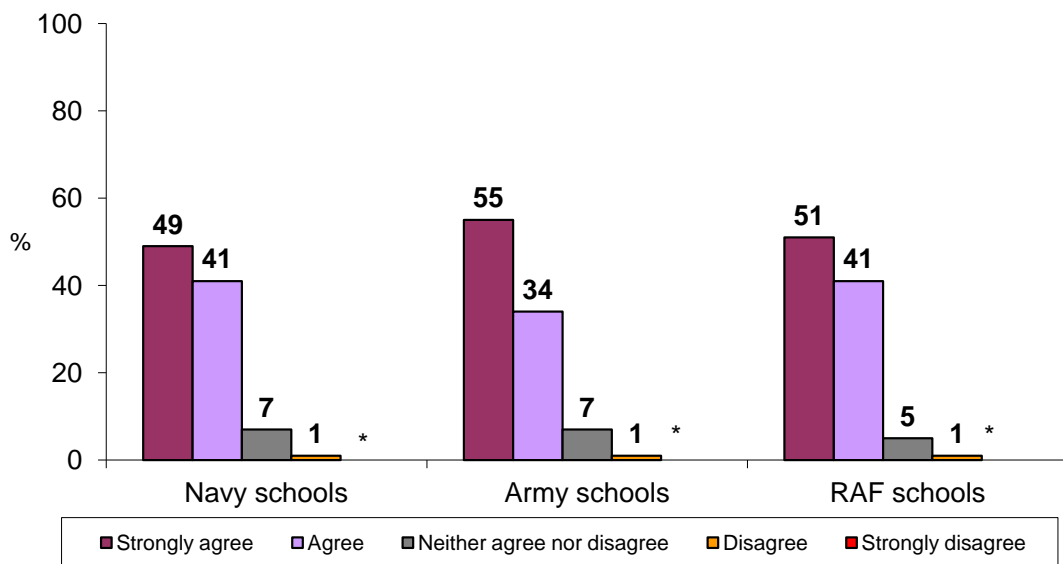
Generally military personnel uphold the core values

317. When asked whether they agreed that generally military personnel uphold the core values of the Services, 90% of recruits agreed (up from 89% last year, 87% in 2009 and 85% in 2007/2008). RAF recruits (92%) were more likely to agree than Army recruits (90%, up from 88%) and Navy recruits (89%) (fig. 101).

318. Female recruits (92%) were more likely to agree that generally military personnel uphold the core values of the Services than male recruits (90%).

Phase 1

Generally military personnel uphold the core values

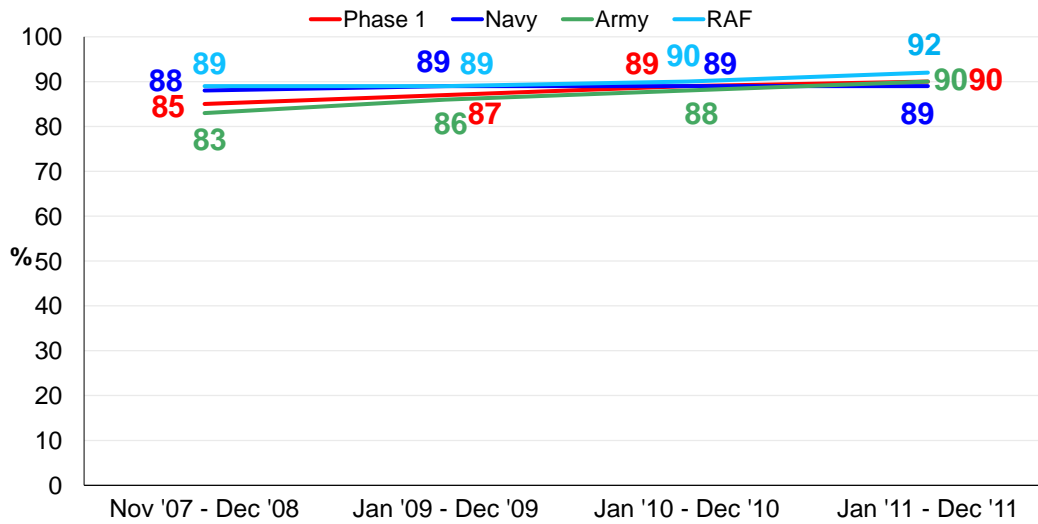


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 101

Phase 1

Generally military personnel uphold the core values



% Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 102

COURSE DIFFICULTY

319. Eighty-two per cent of Phase 1 recruits thought that their training course was about the right level of difficulty, with 13% saying that it was too easy and five per cent saying that it was too hard. Recruits from the RAF were the most likely to say that their course was about right (89%, up from 84%), followed by Navy recruits (86%), who were in turn more likely to say this than Army recruits (80%) (fig. 103). Army recruits (15%) were more likely than Navy recruits (9%) to say that they felt the course was too easy. The proportion of RAF recruits who felt that the course was too easy decreased from 11% last year to six per cent this year. Five per cent of Army recruits felt that the course was too hard (down from six per cent last year and seven per cent in 2009).

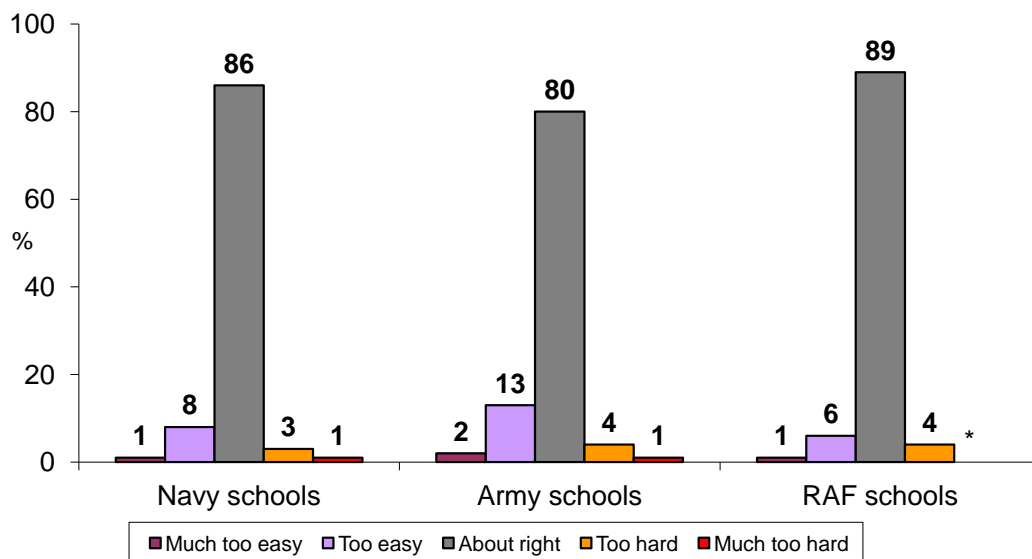
320. A higher proportion of female recruits (88%) than male recruits (82%) considered their Phase 1 course to be about right, while male recruits were more likely than female recruits to say that the course was too easy (13% compared with 7%).

321. White recruits (83%) were more likely than non-white recruits (75%) to say that the course was about right, while non-white recruits (14%) were more likely than white recruits to say that the course was too hard (4%).

322. Recruits aged 16-17 years old were more likely to say that the course was too easy (17%) than those aged 18-30 years old (12%). Those aged over 30 years old (10%) were more likely to say that the course was too hard than those aged 16-25 years old (4%).

Phase 1

Do you feel the course was...



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 103

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

323. Overall, 65% of recruits thought that life in their Service had been better than expected and seven per cent thought that life in their Service had been worse. Army recruits (67%) were more likely to say that life in the Services was better than expected than Navy recruits (59%, down from 63%) and RAF recruits (56%) (fig. 104). RAF recruits (10%) were more likely to say that life in the Service had been worse than expected than Army and Navy recruits (6% for both).

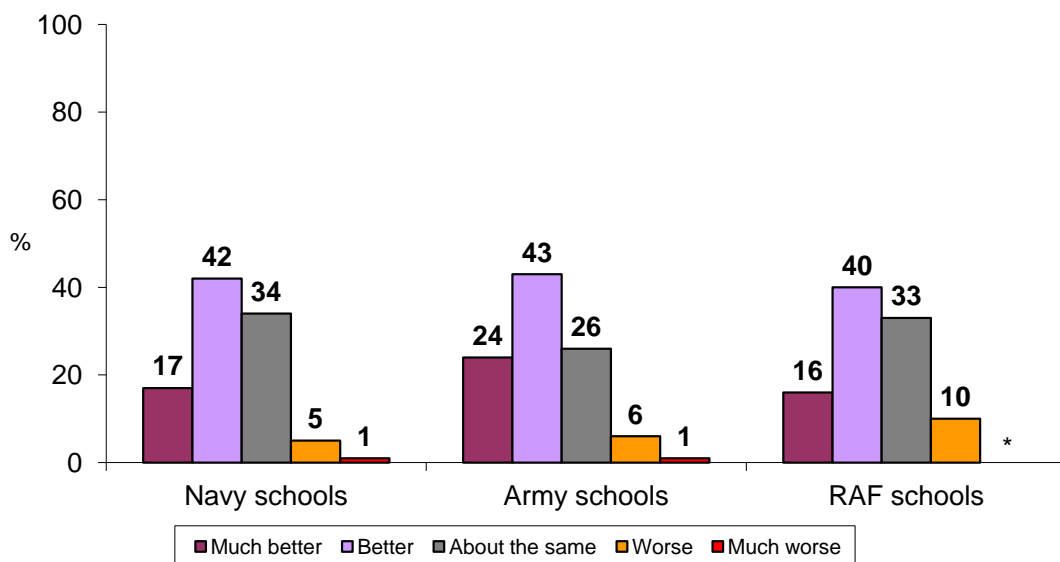
324. Female recruits in Phase 1 training (71%) were more likely than male recruits (64%) to say that training was better than they expected it to be. Male recruits (28%) were more likely than female recruits (23%) to say that life in the Service was about the same as expected.

325. A higher proportion of white recruits (29%) than non-white recruits (18%) stated that training was about the same as they expected; non-white recruits (75%) were more likely to say it was better than white recruits (64%).

326. Recruits aged 20 years and above (31%) were more likely to say that training was about the same as they expected than recruits aged 16-19 years old (24%). Recruits aged 16-19 years old (67%) were more likely to say that life in the Service was better than expected than recruits aged 20 years and above (63%). Those aged 16-19 years old (8%) were more likely than those aged 20 years and above (5%) to say that life in the Service had been worse than expected.

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 104

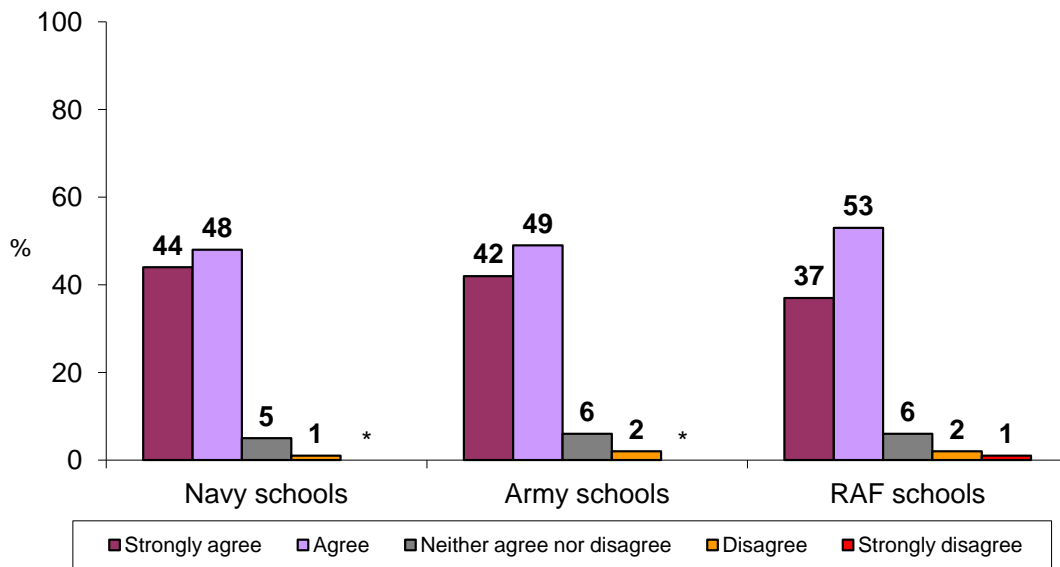
I feel prepared to go onto the next stage of my career/training

327. Ninety-one per cent of recruits agreed that they felt prepared to go onto the next stage of their career/training and two per cent disagreed. The proportion of Army recruits that agreed that they felt prepared to go onto the next stage of their career/training decreased from 91% last year to 90% this year (fig. 105). RAF recruits (3%) were more likely to disagree that they felt prepared to go onto the next stage of their career/training than Navy recruits (1%).

328. Those aged 18 years and above were more likely to agree that they felt prepared for the next stage of their career/training (92%) than those aged 16-17 years old (87%).

Phase 1

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



Number of respondents (all who are not leaving the Service): Navy schools (1,288), Army schools (5,883), RAF schools (959)

Figure 105

PAY

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

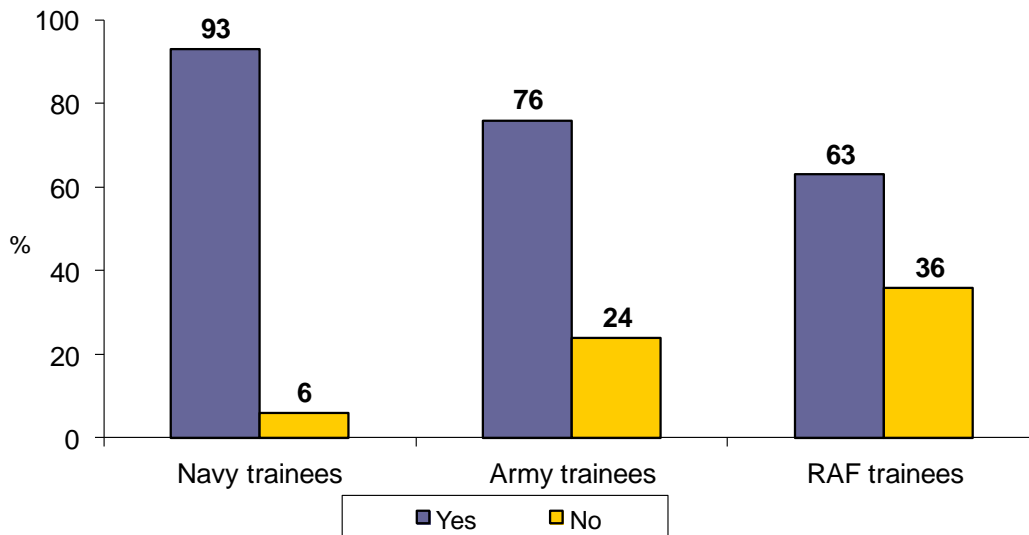
329. Seventy-seven per cent (up from 74% last year and 72% in 2009) of recruits knew that their pay increases after 26 weeks in training. Navy recruits (93%) were the most likely to be aware of this, followed by Army recruits (76%, up from 70% last year and up from 68% over the last two years) (fig. 106). RAF recruits were the least likely to be aware of the pay increase (63%).

330. Male recruits (78%) were more likely to be aware of the increase than their female counterparts (68%).

331. The older the recruit, the greater the likelihood that they knew that their pay increases after 26 weeks in training. Sixty-eight per cent of those aged 16-17 years old, 75% of those aged 18-19 years old, 80% of those aged 20-25 years old and 84% of those aged 26 years and over were aware of this.

Phase 1

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

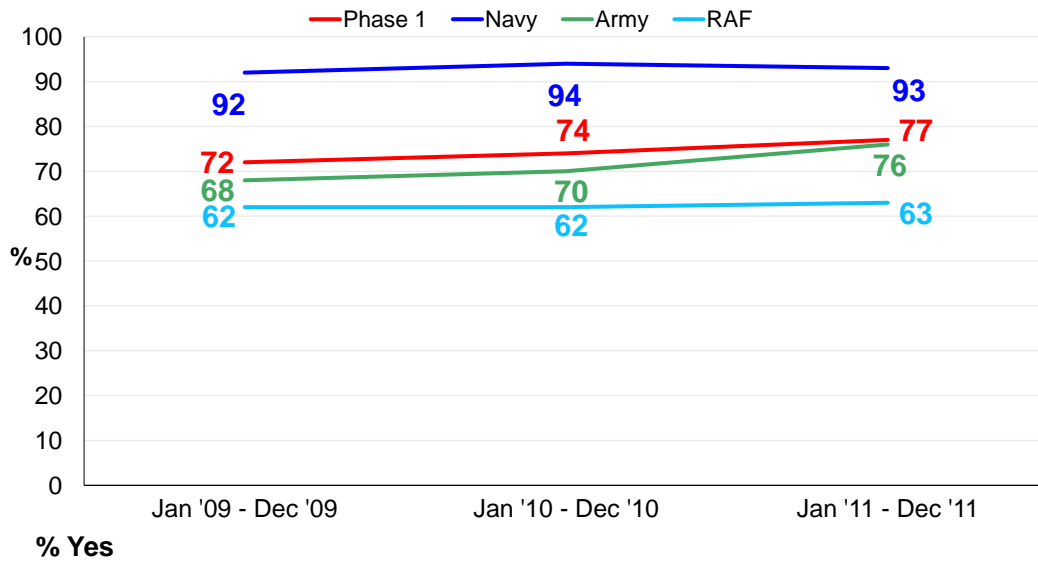


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 106

Phase 1

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



Number of respondents: December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 107

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

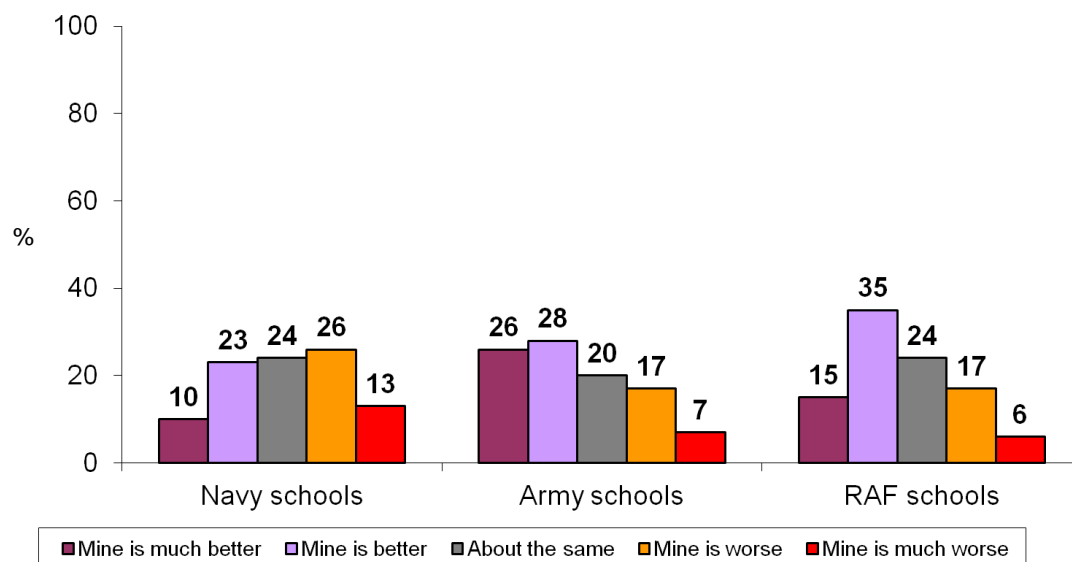
332. Fifty per cent of recruits (up from 47% last year and 45% in 2009) thought that their pay was better than the pay of their non-military friends at home, 26% (down from 29%) thought it was worse. Army recruits (53%) and RAF recruits (50%, up from 42%) were more likely to say that their pay was better than Navy recruits (33%, down from 39%) (fig. 108). Navy recruits (39%, up from 34%) were more likely than Army recruits (24%, up from 25%) and RAF recruits (23%, down from 32%) to say that their pay was worse than the pay of their non-military friends at home.

333. Female recruits (59%) were more likely than their male counterparts (49%) to think that their pay was better than the pay of their non-military friends at home. Male recruits (27%) were more likely to say that their pay was worse than female recruits (18%).

334. White recruits (27%) were more likely than non-white recruits (21%) to say that their pay was worse than their non-military friends at home. The older the recruit the more likely they were to say that their pay was worse (45% of those 26 years and above, 34% of those aged 20-25 years old, 19% of those aged 18-19 years old and 7% of those aged 16-17 years old).

Phase 1

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

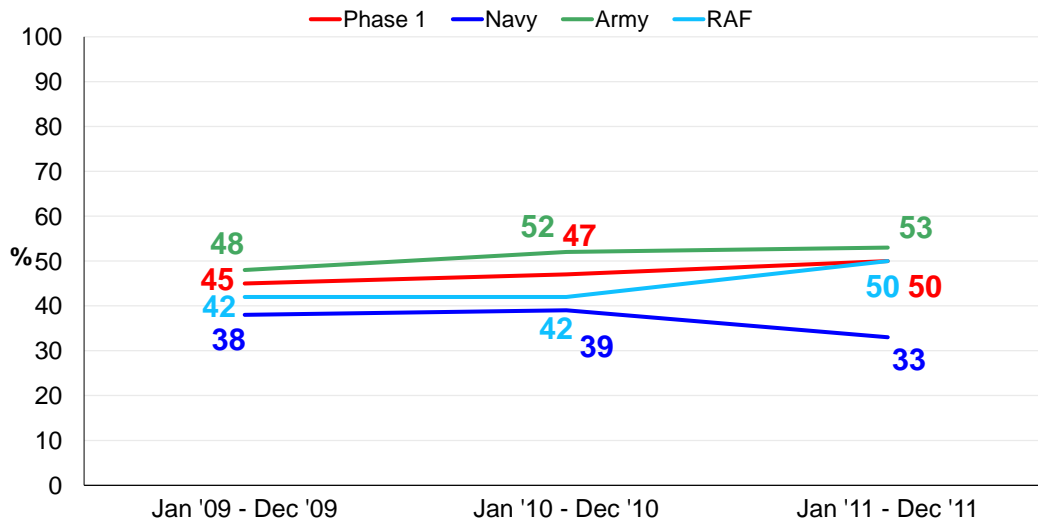


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 108

Phase 1

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



% Positive

Number of respondents: December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071)

Figure 109

Would you recommend joining your Service to others?

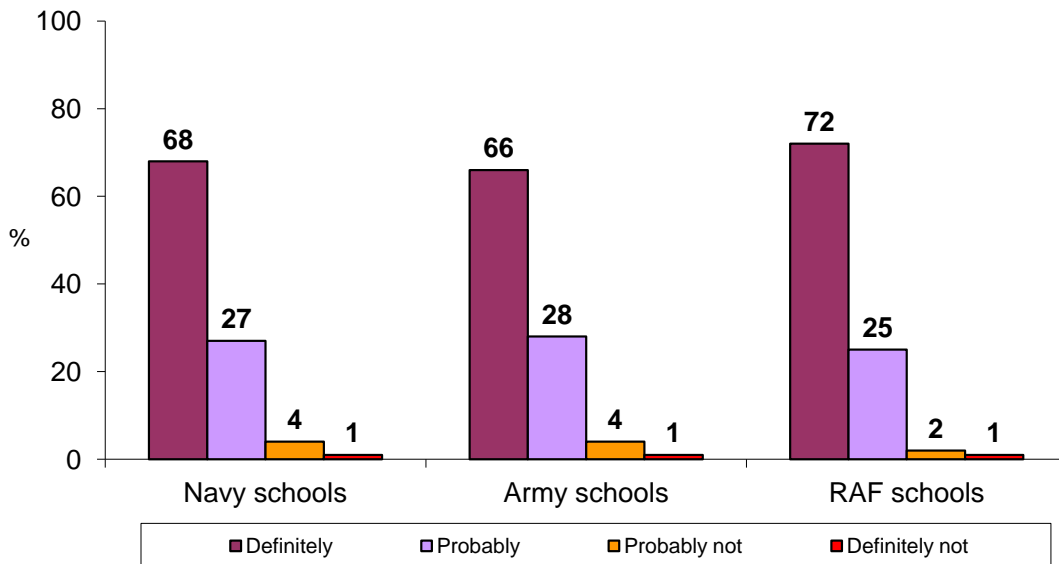
335. Ninety-five per cent of recruits said that they would 'probably' or 'definitely' recommend joining their Service to others. The majority of recruits said that they would 'definitely' do so (67%), with 28% (saying that they would 'probably' do so.

336. RAF recruits (97%) were the most likely to recommend joining the Service, followed by those in the Navy (95%) and the Army (94%) (fig. 110). Female recruits (97%) were more likely than male recruits (95%) to recommend joining the Service, as were white recruits (95%) compared with non-white recruits (93%).

337. Younger recruits (6% of those aged 16-17 years old) were more likely than older recruits (4% of those aged 18 years and above) to say that they would not recommend joining the service to others.

Phase 1

Would you recommend joining your Service to others?

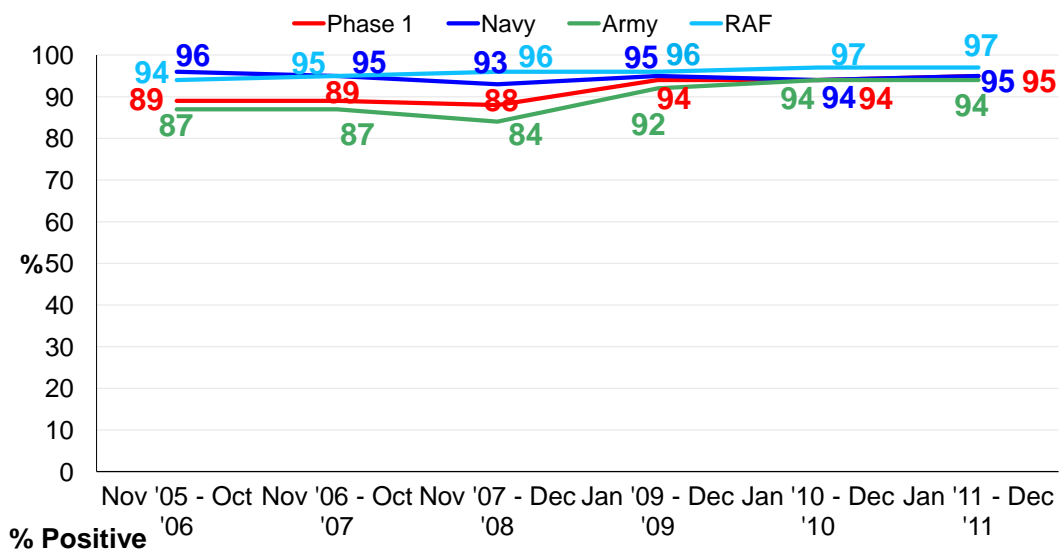


Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 110

Phase 1

Would you recommend joining your Service to others?



Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (Phase 1, 19,368, Navy, 2,257, Army, 5,618, RAF, 1,493), December '11 (Phase 1, 8,729, Navy, 1,435, Army, 6,223, RAF, 1,071).

Figure 111

HOPES FOR THE FUTURE

LENGTH OF TIME ON TRAINING COURSE

338. Fifty-four per cent (up from 41%) said that they had been on their training course for 13-26 weeks (4-6 months), while a quarter (25%, down from 33%) had been on their training course for 2-4 weeks (15-28 days). A smaller proportion than in 2010 had been on their training course for 27-52 weeks (7-12 months) (17% compared with 21% last year).

339. The majority of Army recruits (70%, up from 63%) had been on their current training course for 13-26 weeks (4-6 months), and were more likely to say this than RAF recruits (20%) or Navy recruits (7%, up from 4%) (fig. 112).

340. The majority of RAF recruits (74%) had been on their current training course for 2-4 weeks (15-28 days), and were more likely to say this than Navy recruits (58% down from 67%) and Army recruits (9%).

341. Navy recruits (26%, up from 22% in 2010 and 5% in 2009) were more likely than Army recruits (18%, down from 24%) and RAF recruits (3%, down from 4%) to have been on their current training course for 27-52 weeks (7-12 months). Navy recruits (6%) were more likely to have been on their current training course for more than 53 weeks (more than 1 year) than RAF recruits (1%, down from 2%) or Army recruits (1%).

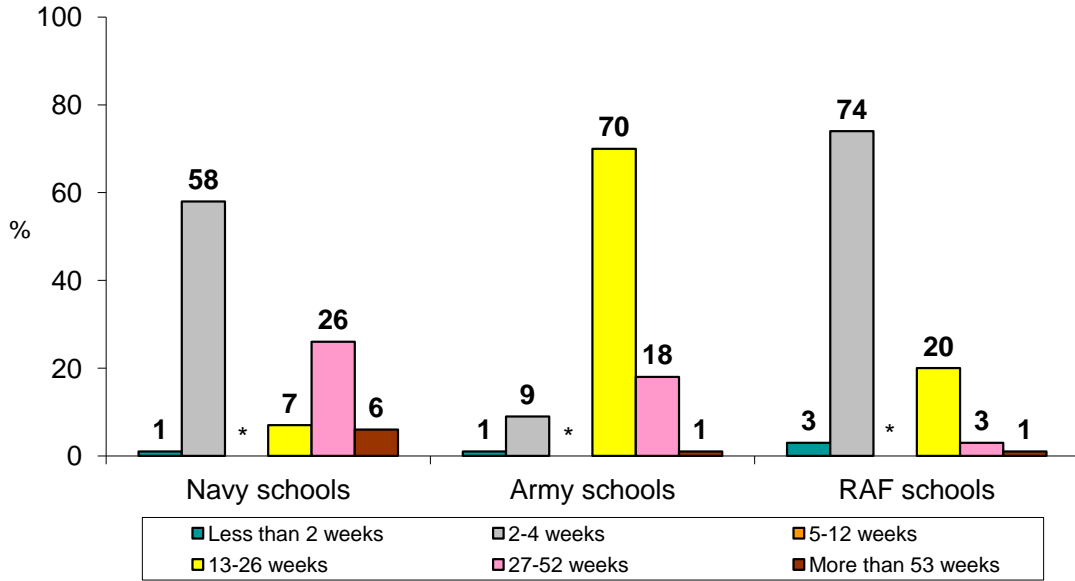
342. Female recruits (32%) were more likely to have been on a training course for 2-4 weeks (15-28 days) than their male counterparts (24%) and on training courses lasting 13-26 weeks (4-6 months) (60%) than male recruits (53%). Male recruits (19%) were more likely to have spent 27-52 weeks (7-12 months) on their training course than female recruits (6%), and male recruits (2%) were also more likely to have been on their training course for more than 53 weeks (more than 1 year) than female recruits (1%).

343. White recruits (26%) were more likely to have been on their current training course for 2-4 weeks (15-28 days) than non-white recruits (14%). Non-white recruits (27%) were more likely to have been on their current training course for 27-52 weeks (7-12 months) than white recruits (16%).

344. Recruits aged 31 years and above (38%) were more likely than other age groups to have been on their current training course for 2-4 weeks (15-28 days). Recruits aged 16-17 years old (12%) were less likely than other age groups to have been on their current training course for 2-4 weeks (15-28 days). Twenty-six per cent of those aged 18-19 years old, 30% of those aged 20-25 years old and 29% of those aged 26-30 years old had been on their current training course for 2-4 weeks (15-28 days). Those aged 26 years and older were more likely to have been on their current training for 13-26 weeks (4-6 months) (59%), followed by those aged 18-25 years old (55%) and those aged 16-17 years old (46%). The younger the recruit, the more likely they were to have been on their current training for 27-52 weeks (7-12 months) (39% of those aged 16-17 years old, 15% of those aged 18-19 years old, 12% of those aged 20-25 years old and 7% of those aged 26 years and above).

Phase 1

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



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

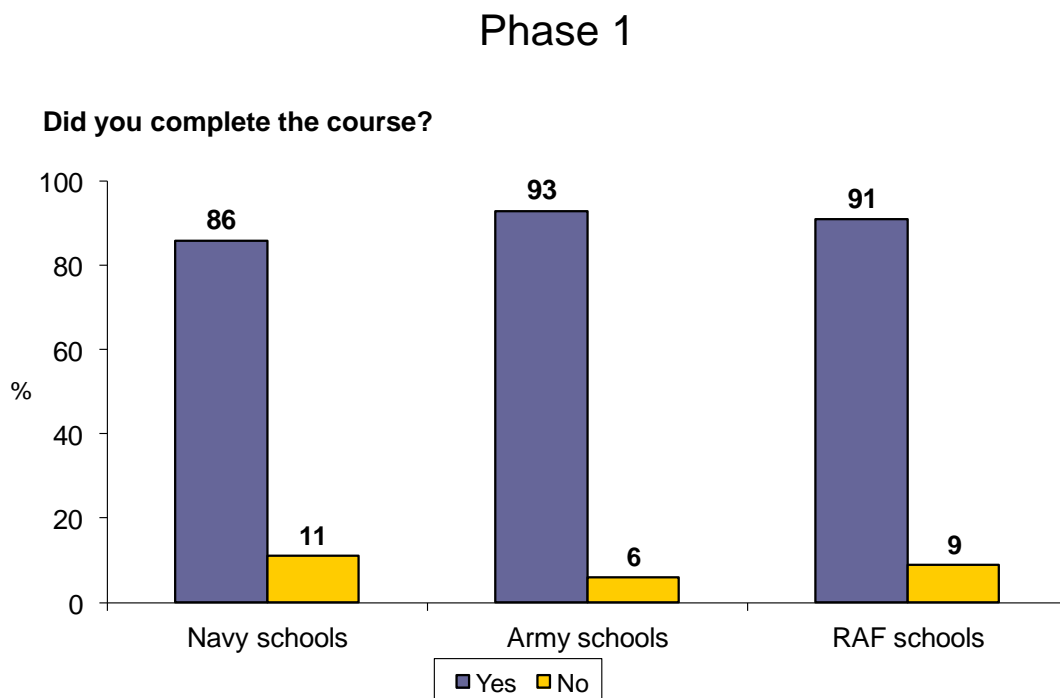
Figure 112

Did you complete the course?

345. Overall, 92% of recruits completed their course (up from 87% last year and 85% in 2009). Army recruits were the most likely to have completed their course (93%, up from 87% last year and 85% in 2009), followed by RAF recruits (91%, up from 87% last year), who were in turn more likely to do so than Navy recruits (86%) (fig. 113).

346. Female recruits were more likely to say that they completed their course (95%) than male recruits (91%), as were non-white recruits (95%) compared with white recruits (91%).

347. Recruits aged 18 years and above were more likely to have completed their course (92%) than those aged 16-17 years old (89%).



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 113

AFTER TRAINING

What are you doing next?

348. The majority of Phase 1 recruits (69%, up from 63%) were going to move on to the next phase of training. Sixteen per cent were going to be posted to a unit, seven per cent (down from 10 per cent) were leaving the service, five per cent (down from eight per cent) were waiting for a course to start and two per cent were transferring to another regiment or trade.

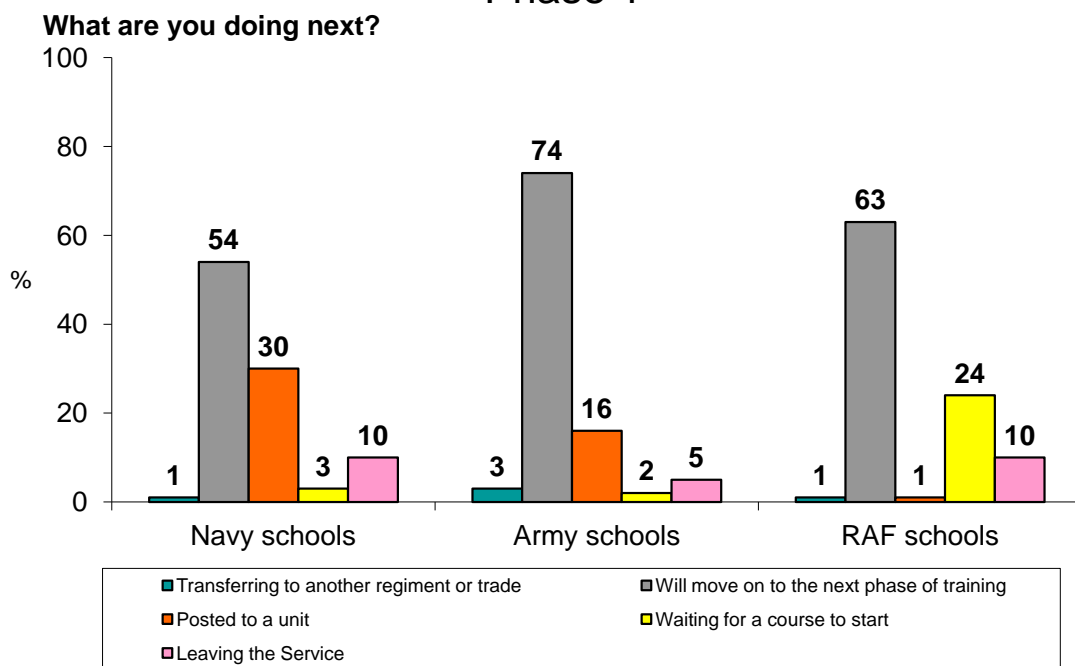
349. Army recruits (74%, up from 65% last year and 61% in 2009) were the most likely to be moving on to the next phase of training, followed by RAF recruits (63%, up from 58%) who were more likely to say this than Navy recruits (54%, down from 62%) (fig. 114). Navy recruits (30%, up from 21% last year and 6% in 2009) were the most likely to say that they would be posted to a unit, followed by Army recruits (16%, down from 19% last year and 23% in 2009) who were more likely to say this than RAF recruits (1%). A tenth of Navy and RAF recruits (10%) said they were leaving the service, a higher proportion than Army recruits (5%, down from 10%). RAF recruits (24%, down from 30% last year) were more likely to say that they will be waiting for a course to start, followed by three per cent of Navy recruits (down from 8% last year and 10% in 2009) and two per cent of Army recruits. Army recruits (3%) were more likely to say that they were transferring to another regiment or trade than RAF or Navy recruits (1% for both).

350. Female recruits (85%) were more likely than male recruits (68%) to say that they would move onto the next phase of training and they were also more likely to say that they will be waiting for a course to start (8% of female recruits compared with 4% of male recruits). Male recruits (18%) were more likely to say that they would be posted to a unit than female recruits (2%), were more likely to say that they will be leaving the Service (7% of male recruits compared with 4% of female recruits), and were also more likely to say that they were transferring to another regiment or trade (2% of males compared with one per cent of females).

351. White recruits (71%) were more likely to say that they would be moving on to the next phase of training than non-white recruits (57%), were more likely to be leaving the service (7% of white recruits and 3% of non-white recruits), and more likely to be waiting for a course to start (5% of white recruits and 2% of non-white recruits). Non-white recruits (30%) were more likely than white recruits (15%) to say that they will be posted to a unit next and were also more likely to say that they were transferring to another regiment or trade (7% of non-white recruits compared with two per cent of white recruits).

352. Recruits aged 16-17 years old (79%) and 31 years and above (79%) were more likely to be moving on to the next phase of training than other age groups (67% of those aged 18-30 years old). Recruits aged 18-30 years old (19%) were more likely to be posted to a unit than those aged 16-17 years old (7%) and those aged 31 years and above (10%). Recruits aged 18-30 years old (6%) were also more likely to be waiting for a course to start than those aged 16-17 years old (1%) and those aged 31 years and above (3%). Recruits aged 16-17 years old (10%) were more likely to be leaving the service than recruits aged 18 years and above (6%).

Phase 1



Number of respondents: Navy schools (1,435), Army schools (6,223), RAF schools (1,071)

Figure 114

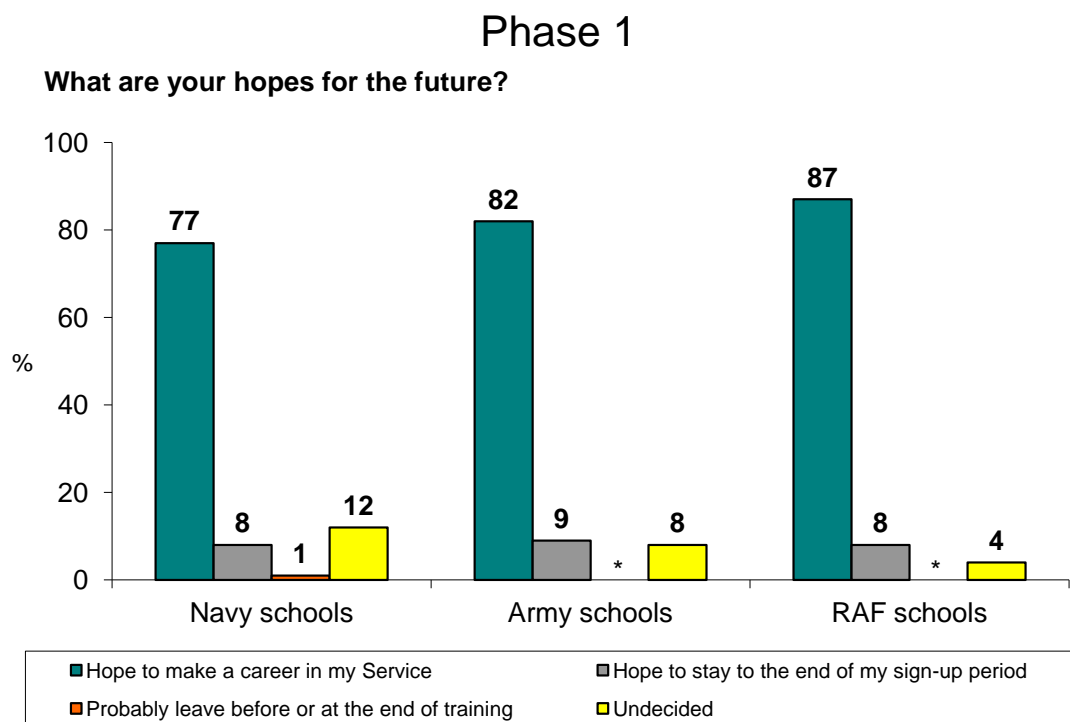
What are your hopes for the future?

353. Of those not leaving the Service, 82% hoped to make a career in the Service. RAF recruits (87%) were more likely to say this and Navy recruits were the least likely to say this (77%) (fig. 115). Eighty-two per cent of Army recruits gave the same answer.

354. Nine per cent of recruits wanted to stay until the end of their sign-up period. Eight per cent said that they were undecided. Navy recruits (12%) were more likely to say this, followed by Army recruits (8%), who were more likely to say this than RAF recruits (4%, down from 6%).

355. A higher proportion of female recruits (88%) than male recruits (81%) hoped to make a career in their Service. Male recruits were more likely to say they were undecided (8%, compared with 4% of females) or that they hoped to stay to the end of their sign-up period (9% of male recruits compared with 6% of female recruits).

356. Those aged 18 years and above (82%) were more likely to say that they hoped to make a career in the Service than those aged 16-17 years old (78%). Recruits aged 16-17 years old (12%) were more likely than older recruits to hope to stay to the end of their sign-up period (8% of those aged 18 years and above). A higher proportion of those aged 16-17 years old (1%) said that they will probably leave the unit before or at the end of training than those aged 18 years and above (less than 1%).



Number of respondents (All those staying in the service): Navy schools (1,288), Army schools (5,883), RAF schools (959)

Figure 115

REASONS FOR LEAVING THE SERVICE

Why are you leaving the Service?

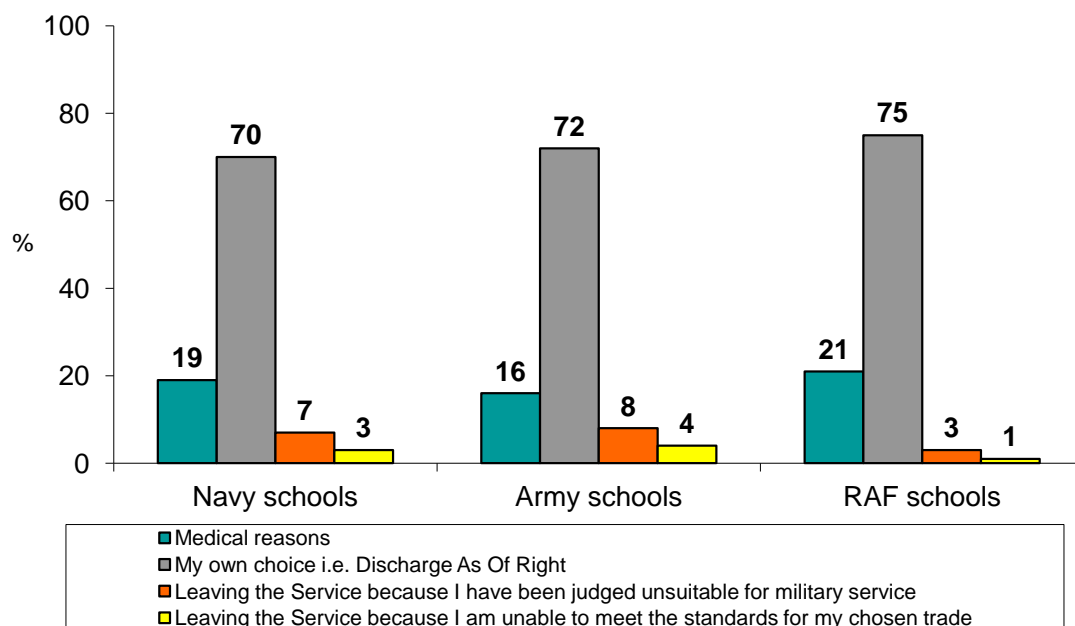
357. The main reason provided by Phase 1 recruits for leaving the Service was that they were leaving of their own choice (72%, up from 60%). The proportion of Army recruits that said they were leaving of their own choice was up from 55% last year to 72% this year (fig. 116). Eighteen per cent of recruits overall (down from 26%) said that they were leaving for medical reasons. The proportion of Army recruits that said they were leaving for medical reasons was down from 30% last year to 16% this year.

358. Seven per cent of recruits said that they were leaving the Service because they had been judged unsuitable for military Service. The proportion of Army recruits who said this was down from 11% last year to eight per cent this year, and is higher than the proportion of RAF recruits that gave the same answer (3%). Three per cent of recruits said that they were leaving the Service as they were unable to meet the standards for their chosen trade. The proportion of RAF recruits who said this was down from nine per cent last year to one per cent this year.

359. Those aged 16-17 years old (84%) were more likely than any other age group to be leaving of their own choice (68% of those aged 18 years and above) and were the least likely to be leaving due to medical reasons (8% compared with 22% of those aged 18 years and above).

Phase 1

Why are you leaving the Service?



Number of respondents (All those leaving the service): Navy schools (147), Army schools (340), RAF schools (112)

Figure 116

Why are you leaving the Service by your own choice?

360. Among Phase 1 recruits the main reasons cited by those choosing to leave the Service were that they missed family or friends too much (40%), that they did not like the lifestyle (39%), or because the Service was not what they expected (34%). A higher proportion of Navy recruits (47%) than RAF recruits (32%) were leaving because they did not like the lifestyle (37% of Army recruits gave this answer) (fig. 117). A higher proportion of Army recruits (11%) than Navy recruits (3%) were leaving because they were not able to do the trade they wanted. Six per cent of RAF recruits gave this answer.

361. Recruits aged 16-17 (45%) were more likely to be leaving the Service as it was not what they expected than those aged 18 and over (29%).

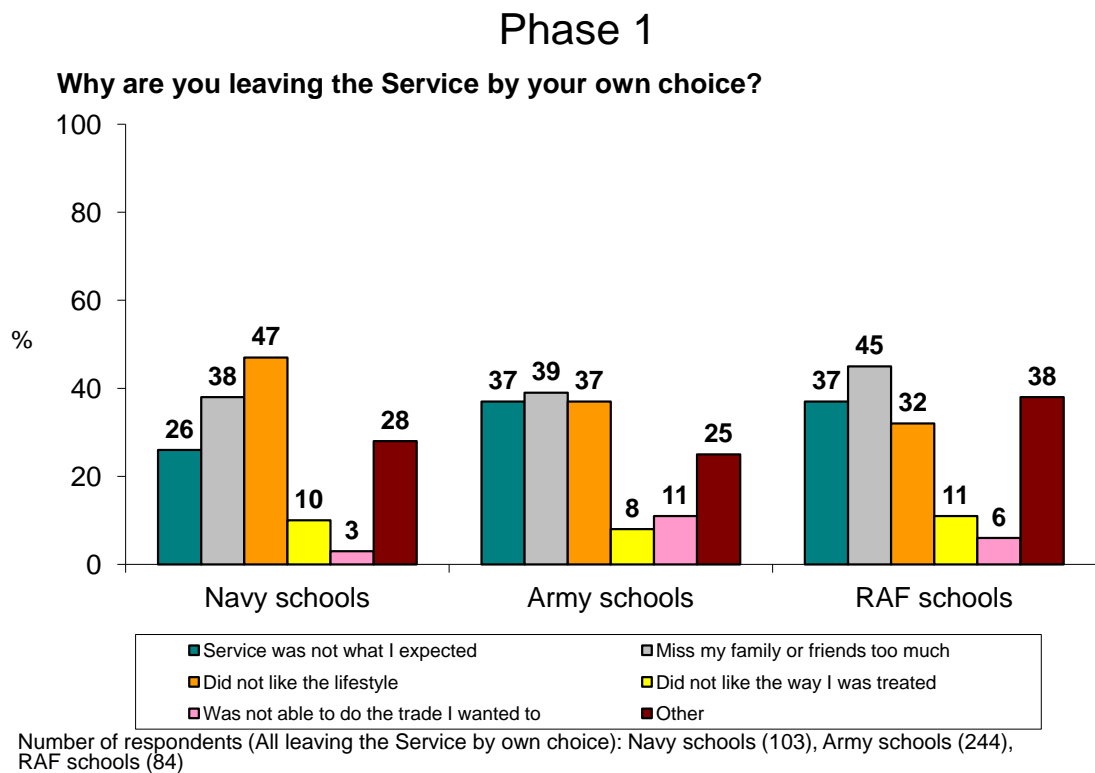


Figure 117

DETAILED FINDINGS – PHASE 2

362. The results of the survey questions, presented by Service, are detailed overleaf. Statistically significant differences²⁸ between sub groups (such as Service, gender, age of trainee and ethnicity) are highlighted.

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

²⁸ Results are statistically significant if they are unlikely to have occurred by chance

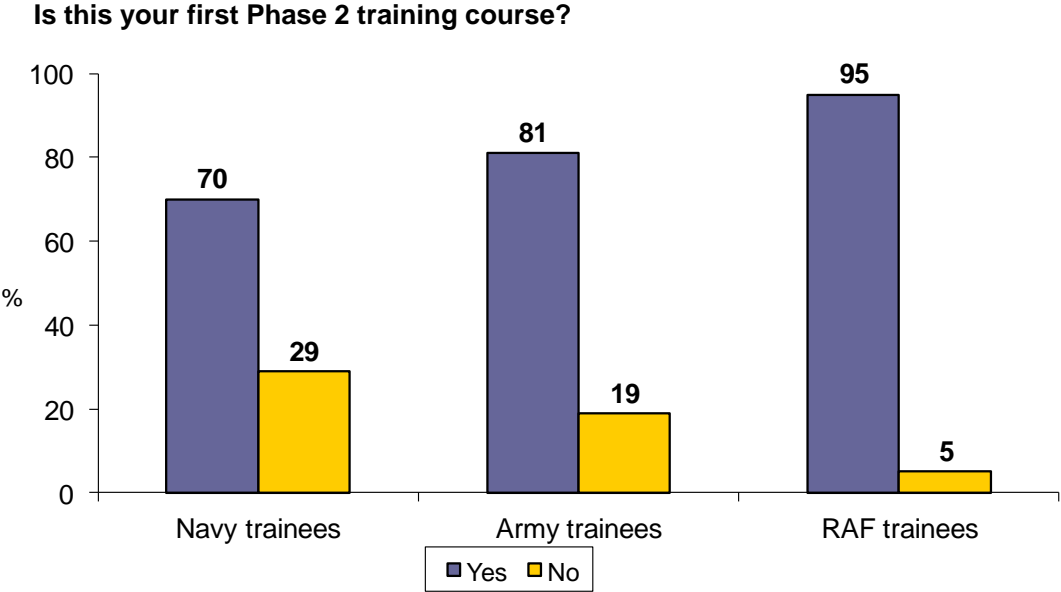
PRE-TRAINING EXPERIENCES OF THE SERVICES

Is this your first Phase 2 training course?

364. Eighty-one per cent of trainees (down from 86% last year) were on their first Phase 2 training course. RAF trainees were the most likely to be on their first course (95%), followed by Army trainees (81%, down from 85%), who were more likely to be so than Navy trainees (70%, down from 81%) (fig. 118).

365. White trainees (83%) were more likely than non-white trainees (73%) to be on their first Phase 2 training course, as were female trainees (88%) compared with male trainees (80%). The proportion of trainees on their first training course decreased with age, from 90% of 16—17 year olds to 61% of those aged 31 years and above.

Phase 2



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 118

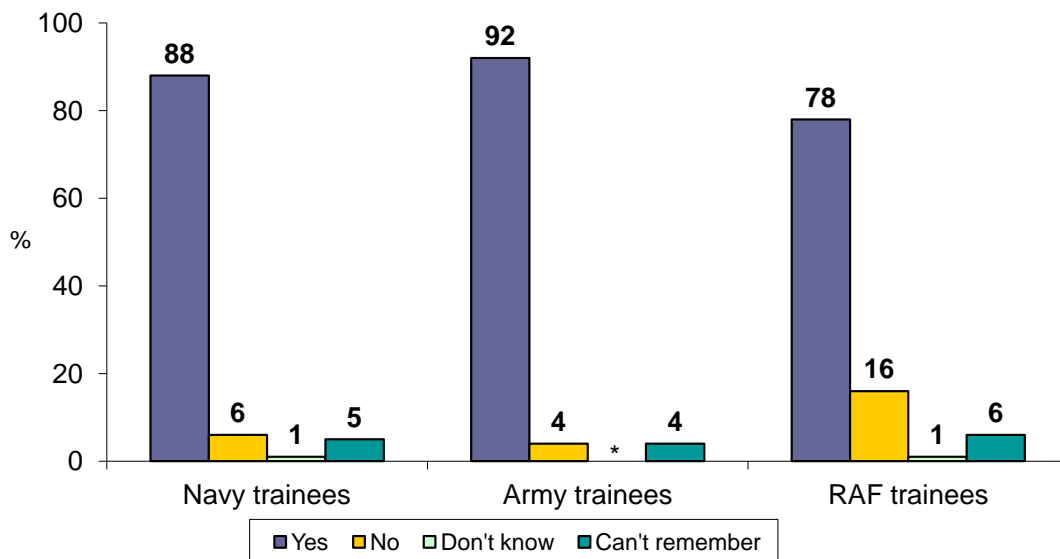
Did you receive a brief before or on joining your Phase 2 establishment during Phase 1?

366. Those who were on their first training course were asked if they received a brief on joining their Phase 2 establishment during Phase 1. The majority, 89%, said that they did receive one. Army trainees were the most likely to say they received a brief (92%), followed by Navy trainees (88%), who were more likely to say this than RAF trainees (78%, down from 81%) (fig. 119). Six per cent said that they did not receive one.

367. Male trainees (89%) were more likely than female trainees (85%) to say they received one, as were younger trainees (93% of those aged 16-17 years old) than older trainees (88% of those aged 18 years and above).

Phase 2

Did you receive a brief before or on joining your Phase 2 establishment during Phase 1?



Number of respondents (all on their first phase 2 training course): Navy trainees (723), Army trainees (3,296), RAF trainees (914)

Figure 119

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

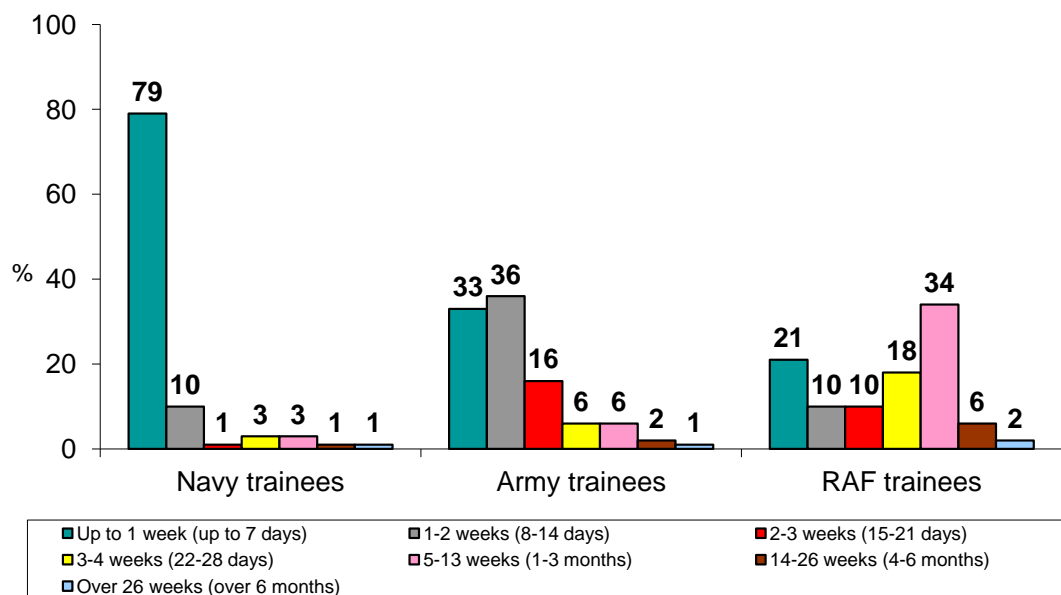
368. Trainees on their first Phase 2 training course were asked how long the gap between their Phase 1 and Phase 2 course was. Overall, 65% of Phase 2 trainees had a gap of two weeks or less (14 days or less) between their Phase 1 and Phase 2 training course (up from 59% last year), with 35% (down from 41% last year) waiting two weeks or more (15 days or more). RAF trainees (69%) were the most likely to have a gap of two weeks or more, followed by Army trainees (31%), who were more likely to say this than Navy trainees (10%) (fig. 120).

369. Male trainees were more likely to have a gap of two weeks or less (14 days or less) than female trainees (65% compared with 60%). White trainees (65%) were more likely to have a gap of two weeks or less than non-white trainees (59%).

370. Trainees aged 16-19 (38%) were more likely to have had a gap of 2-3 weeks or more (15 days or more) than those aged 20 years and above (33%).

Phase 2

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



Number of respondents (all on their first Phase 2 training course): Navy trainees (723), Army trainees (3,296), RAF trainees (914)

Figure 120

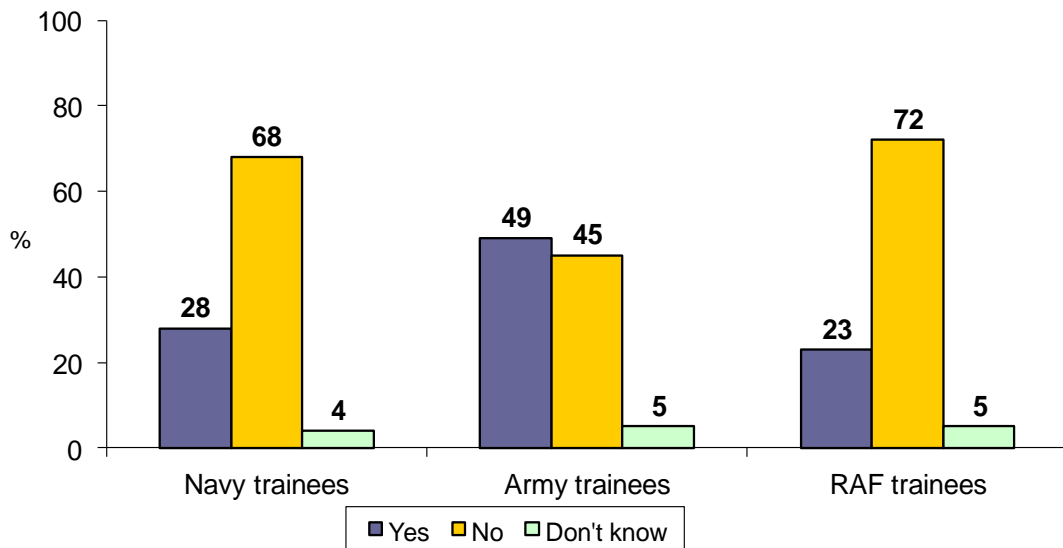
Have you had a gap between any of your Phase 2 modules/courses?

371. Fifty-three per cent of trainees did not have a gap between any of their Phase 2 modules/courses, with 41% saying that they did have a gap. Army trainees were the most likely to have had a gap (49%), followed by Navy trainees (28%, down from 36% last year), who were more likely to say that they had a gap than RAF trainees (23%, down from 27%) (fig.121).

372. Male trainees (42%) were more likely than female trainees (36%) to have had a gap between modules/courses. Trainees aged 16-19 years old were more likely than older trainees to say that they had a gap (48% compared with 37% of those aged 20 years or older).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

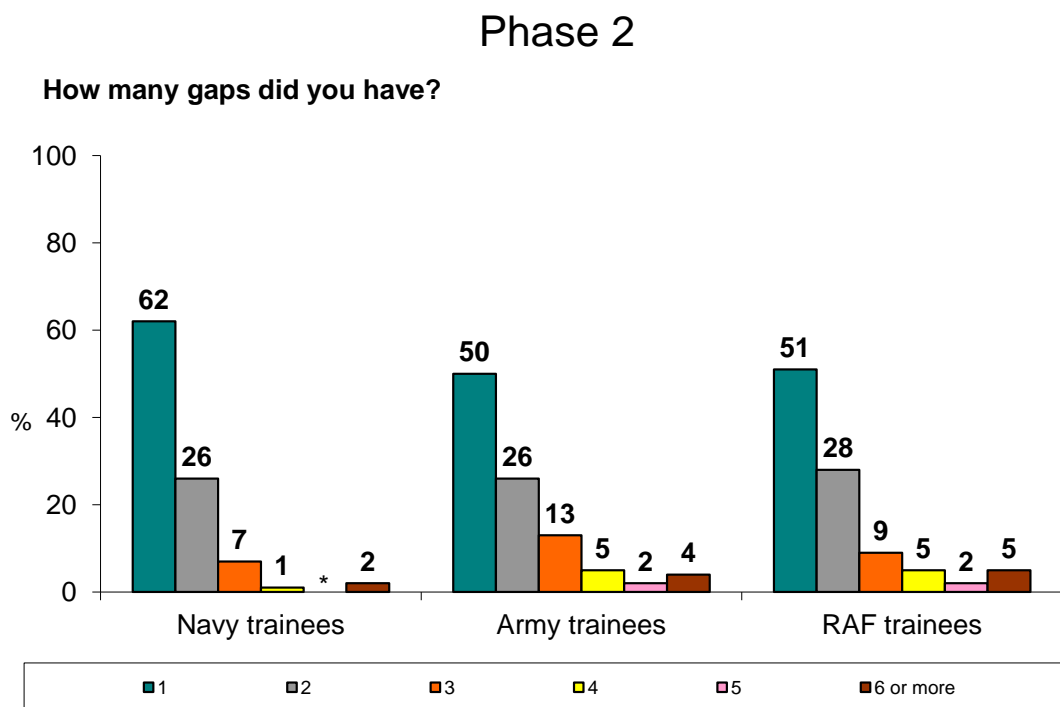
Figure 121

How many gaps did you have?

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

374. Fifty-one per cent of trainees who had a gap said that they only had one, with 26% having two gaps. Eighteen per cent had three to five gaps, with 4% (up from 2% last year) having six or more. Navy trainees were the most likely to have had only one gap (62%), followed by RAF trainees (51%) and Army trainees (50%) (fig. 122).

375. Trainees aged 16-17 years old (62%) were more likely than older trainees (50% of those aged 18 years and older) to have had one gap. White trainees (52%) were more likely than non-white trainees (44%) to have only had one gap.



Number of respondents (all who had a gap between their phase 2 modules/courses): Navy trainees (285), Army trainees (1,992), RAF trainees (219)

Figure 122

Which of the following did you do in this gap?

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

377. It should be noted that a large proportion of trainees chose not to answer this question (35%, down from 45% last year). RAF trainees (52%, down from 73%) and Navy trainees (43%, up from 29%) were more likely to choose not to answer the question than those in the Army (24%) (fig. 123). Trainees aged 18 years and above (37%) were more likely to choose not to answer the question than those aged 16-17 years old (10%).

378. Of those trainees who had a gap of two to three weeks or more between their Phase 1 and first Phase 2 training course, 37% of trainees said they spent this time on leave (up from 32%). Army trainees (45%) were more likely to spend this time on leave than RAF trainees (26%, up from 15%) and Navy trainees (25%, down from 24%). Trainees aged 16-19 years old (47%) were more likely to have spent time on leave than those aged 20 years and above (30%).

379. Twelve per cent of trainees spent this time doing nothing. Army trainees were more likely to have spent this time doing nothing (15%) than those in the RAF (7%, up from 5%). Older trainees (26% of those aged 31 years and above) and younger trainees (24% of those aged 16-17 years old) were more likely to say that they spent this time doing nothing than those aged 18-30 years old (11%).

380. There was an increase in the proportion of trainees who said they spent their time on adventure training (12%, up from 7%). RAF trainees (22%, up from 8%) and Navy trainees (16%) were more likely to have spent this time on adventure training than Army trainees (5%). Trainees aged 18 years and above (13%) were more likely to say this than those aged 16-17 years old (1%).

381. Eleven per cent spent this time on guard duty, an increase from last year (8%). This increase can be seen in the proportion of RAF trainees who said they spent this time on guard duty (10%, up from 4%). Male trainees (11%) were more likely than female trainees (5%) to have spent time on guard duty. Trainees aged 18 years and above (11%) were more likely to say this than those aged 16-17 years old (3%).

382. Ten per cent of Phase 2 trainees spent the time in their gap doing training, an increase from seven per cent last year. Army and Navy trainees (13% for both) were more likely to say they spent their time doing training than those in the RAF (5%, up from 3%).

383. There was an increase in the proportion of trainees who said that they spent their time on basic skills education (7%, up from 5%). RAF trainees (9%, up from 3%) were more likely to have spent time on basic skills education than Army trainees (6%).

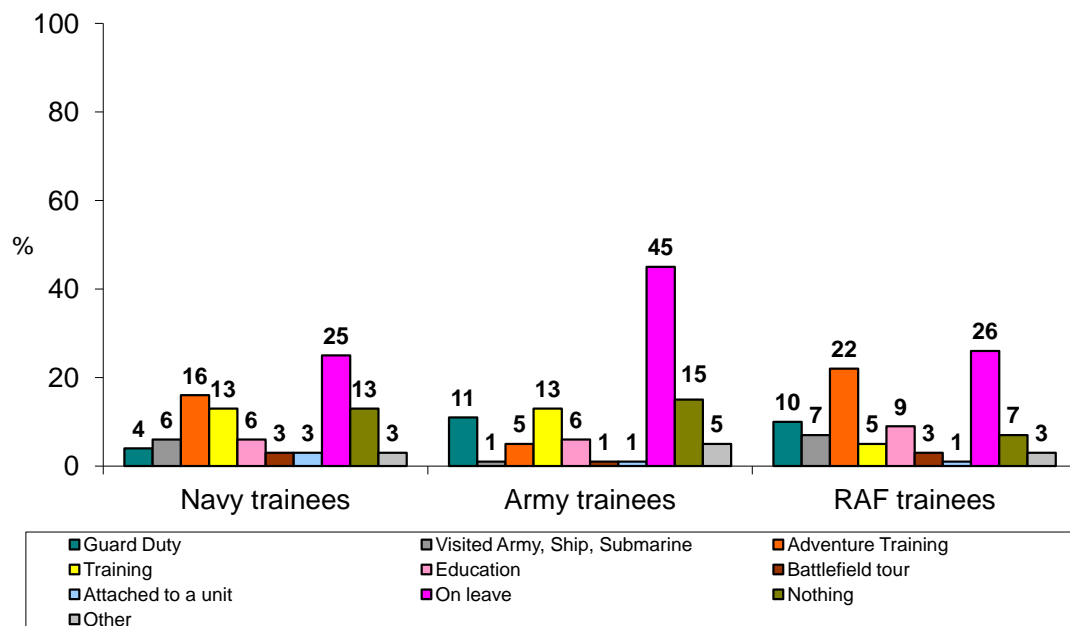
384. Five per cent of trainees said that they spent their gaps between training doing something other than the options provided. Female trainees (8%) were more likely to have said this than male trainees (4%), as were non-white trainees (8%) than white trainees (4%).

385. Four per cent of trainees visited a unit, ship, submarine or operational station during their gap. RAF trainees (7%, up from 3%) and Navy trainees (6%) were more likely to say this than Army trainees (1%). Trainees aged 20 years and above (5%) were more likely to say they spent their time visiting a unit, ship, submarine or operational station than trainees aged 16-19 years old (2%).

386. There was an increase in the proportion of trainees who said that they spent their time on a battlefield tour (2%, up from 1%). RAF trainees (3%, up from 1%) and Navy trainees (3% up from less than 1% last year) were more likely to say this than Army trainees (1%). Overall, one per cent said that they spent their time attached or assigned to a unit.

Phase 2

Which of the following did you do in this gap?



Number of respondents (all who had a gap of two - three weeks or more between Phase 1 and their first Phase 2 training course): Navy trainees (69*), Army trainees (1,028), RAF trainees (629)

Figure 123²⁹

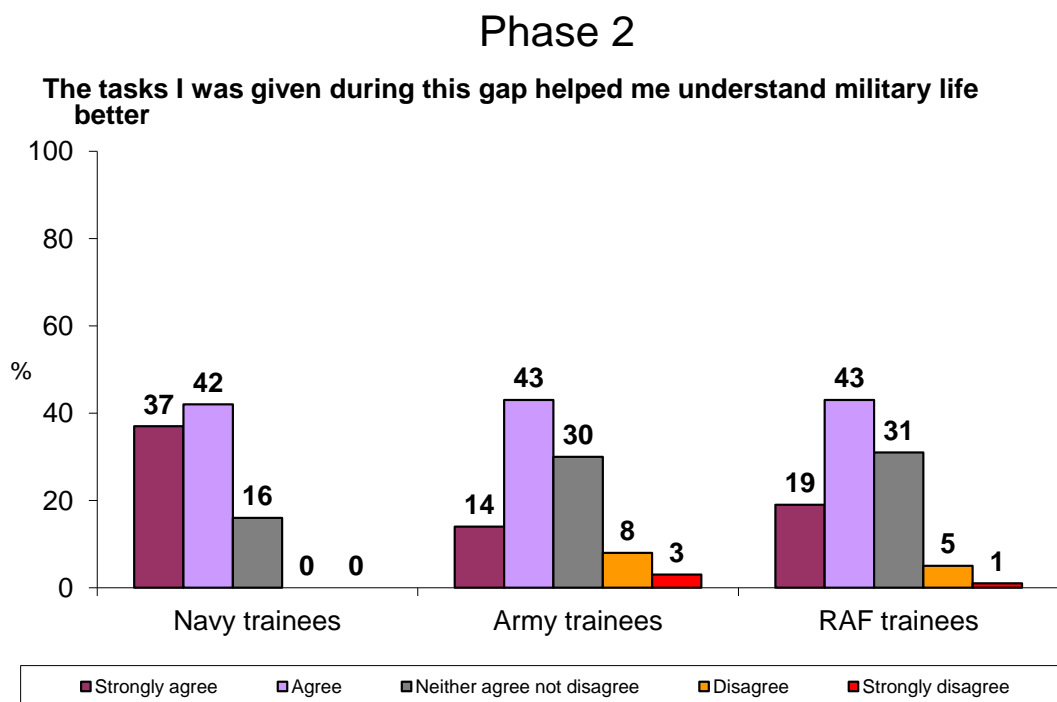
²⁹This was a multi-coded question; respondents could select more than one answer

TASKS GIVEN DURING THIS GAP

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

388. Sixty per cent agreed that these tasks helped them better understand military life.

389. Eight per cent disagreed with this statement (down from 13% last year). Army trainees (11%) were more likely to disagree with this statement than RAF trainees (5%, down from 15%) (fig. 124).

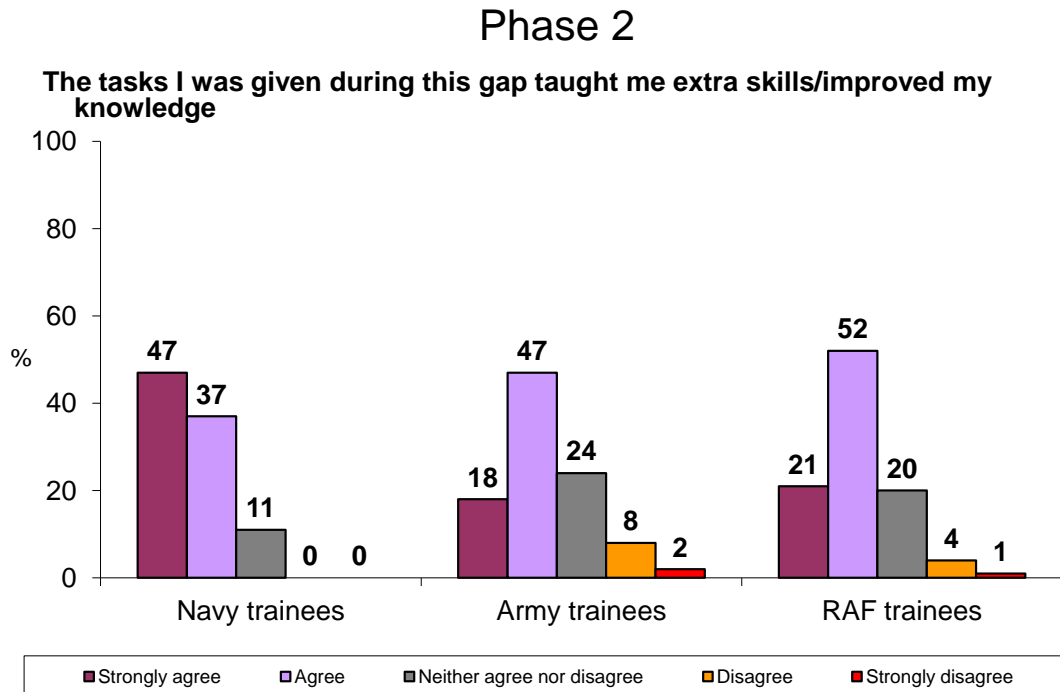


Number of respondents (all who had a gap of two - three weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing): Navy trainees (19*), Army trainees (288), RAF trainees (192)

Figure 124

390. Sixty-nine per cent of trainees agreed that the tasks taught them extra skills or improved their knowledge.

391. Seven per cent of trainees disagreed with this statement. Army trainees (10%) were more likely to disagree than RAF trainees (5%, down from 13%) (fig. 125).



Number of respondents (all who had a gap of two - three weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing): Navy trainees (19*), Army trainees (288), RAF trainees (192)

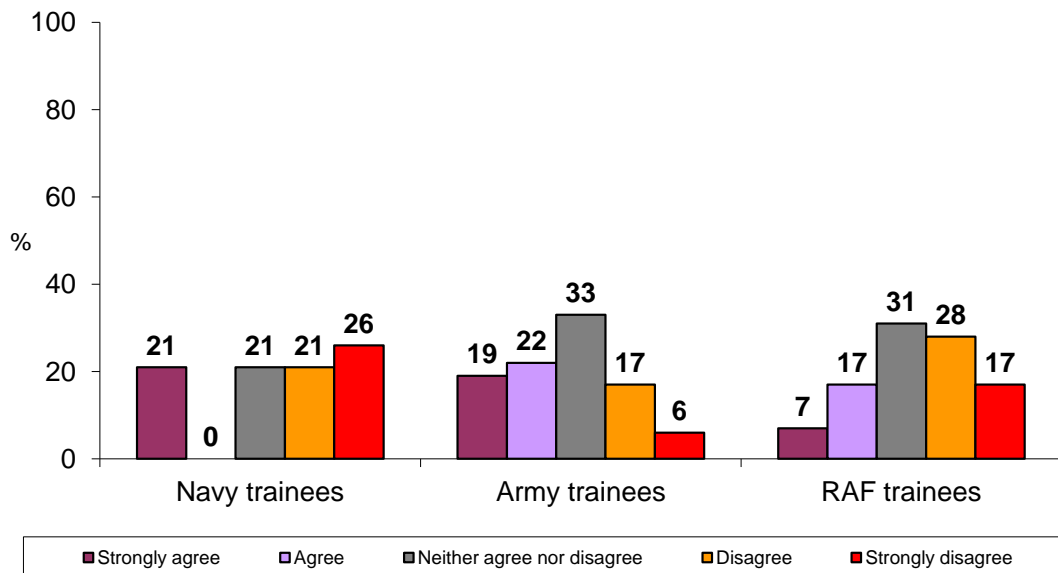
Figure 125

392. Thirty-four per cent stated that the tasks given to them made them feel bored. Army trainees (41%) were more likely to say that they were bored during a gap than their colleagues in the RAF (24%) (fig. 126).

393. Older trainees were more likely to disagree that they felt bored (41% of those aged 20-31 years and older) than younger trainees (22% of those aged 16-19 years old). White trainees (34%) were more likely to disagree than non-white trainees (17%).

Phase 2

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



Number of respondents (all who had a gap of two - three weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing): Navy trainees (19*), Army trainees (288), RAF trainees (192)

Figure 126

FACILITIES AND SUPPORT

ACCOMMODATION

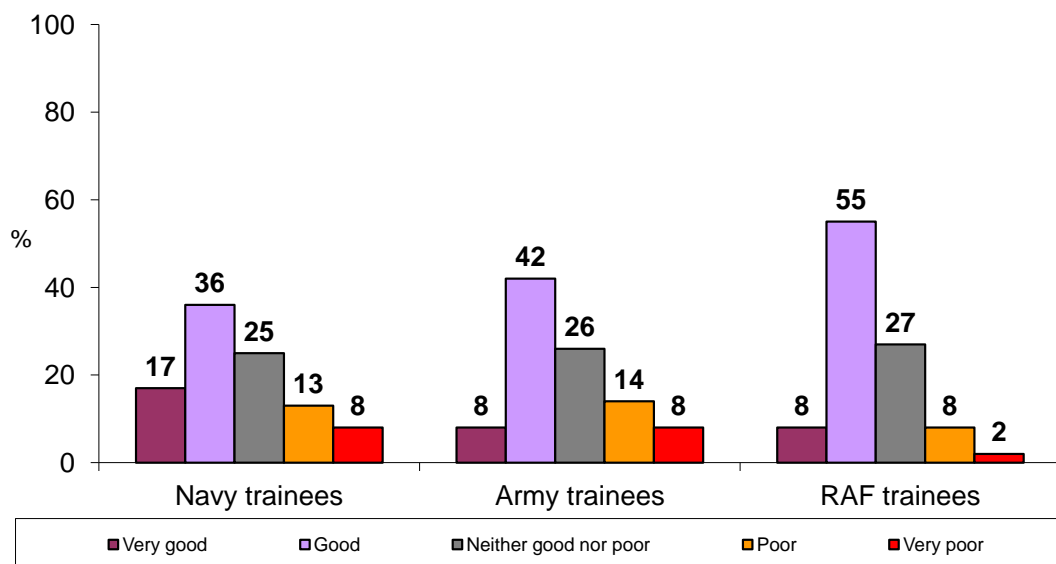
394. Fifty-three per cent of Phase 2 trainees rated the standard of living accommodation as good (up from 49% last year, 42% in 2009, and 40% in 2007/8). Twenty per cent rated this as poor (down from 22% last year, 27% in 2009, and 29% in 2007/8).

395. RAF trainees were the most likely to rate this aspect highly (63% rated accommodation as good overall, up from 56% last year and 51% in 2009), followed by Navy trainees (53%) and Army trainees (50%, up from 46% last year, 39% in 2009 and 37% in 2007/8) (fig. 127).

396. Female trainees (58%) were more likely than male trainees (52%) to rate the accommodation as good, as were older trainees (53% of those aged 18 years and above) compared with younger trainees (47% of those aged 16-17 years old).

Phase 2

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

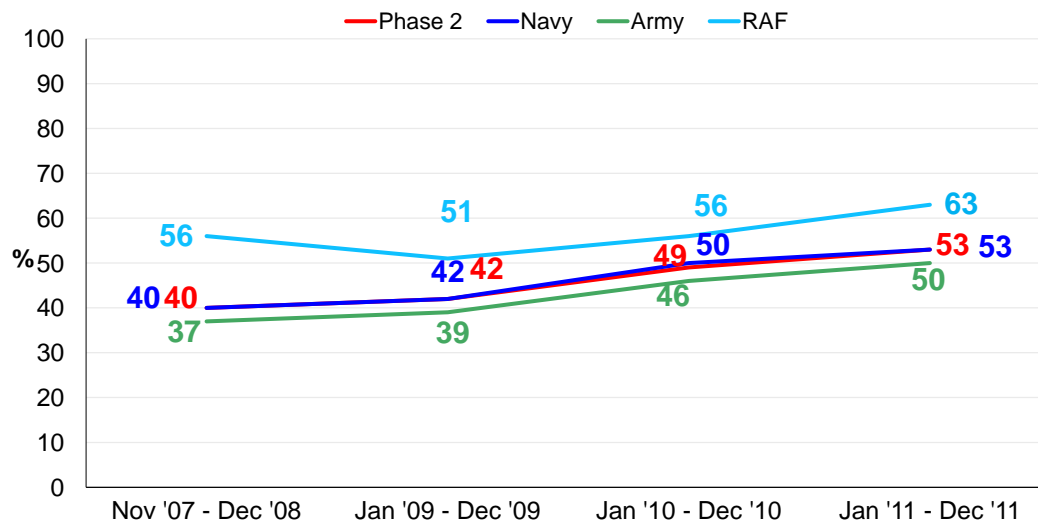


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 127

Phase 2

How would you rate the standard of living accommodation?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960)

Figure 128

OFF DUTY RECREATION

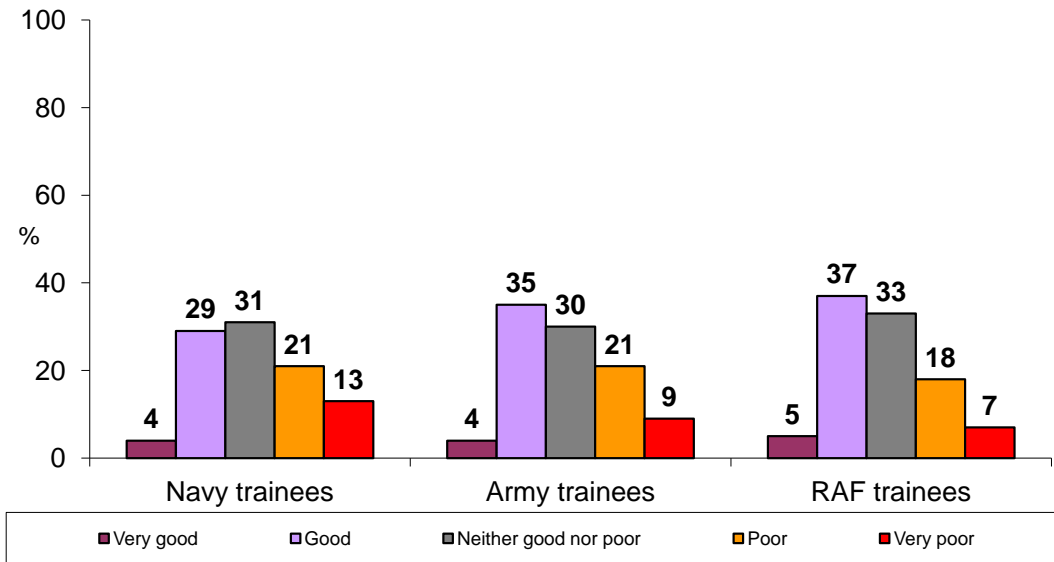
397. Thirty-eight per cent of Phase 2 trainees rated off duty recreation on site as good (up from 35% last year); 30% rated this as poor (down from 32% last year and 34% in 2009). RAF trainees (42%, up from 34% last year) and Army trainees (39%) were more likely to rate off duty recreation as good than Navy trainees (33%) (fig. 129).

398. Male trainees were more likely to be positive about on site off duty recreation than female trainees (40% compared with 29%), and non-white trainees were more likely to be positive than white trainees (46% compared with 38%).

399. Older trainees (30% of those aged 18 years and older) were more likely to rate off duty recreation on site as poor than younger trainees (23% of those aged 16-17 years old).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

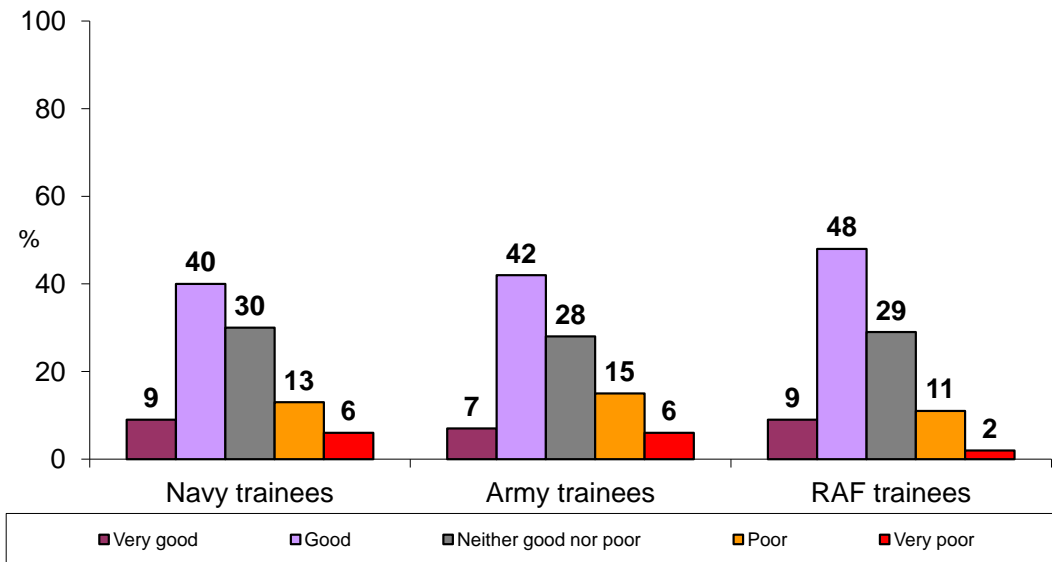
Figure 129

400. Phase 2 trainees were more positive about off duty recreation off site/locally than on site, with half (50%) rating this as good overall. Nineteen per cent rated this as poor. RAF trainees were the most likely to say that this was good (56%), followed by Navy and Army trainees (49% for each) (fig. 130). Younger trainees (58% of those aged 16-17 years old) were more likely to rate this aspect as good than older trainees (49% of those aged 18 years and above).

401. White trainees were more likely to rate off site off duty recreation as poor (20%) than non-white trainees (16%).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 130

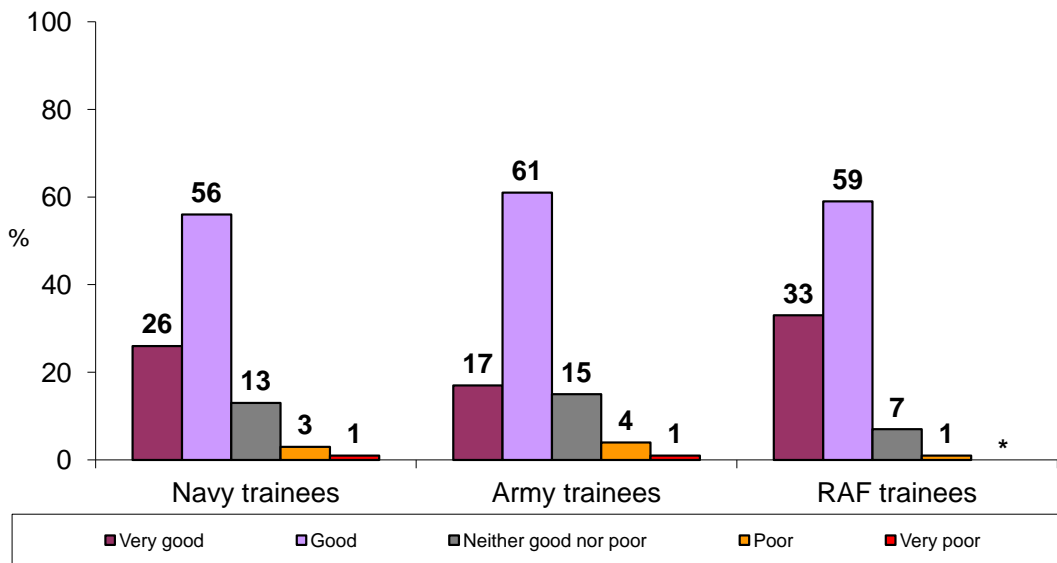
SPORTS FACILITIES

402. Eighty-one per cent of Phase 2 trainees rated the sports facilities as good, four per cent rated this aspect as poor. RAF trainees (92%, up from 88% last year and 83% in 2009) were the most likely to rate sports facilities as good, followed by Navy trainees (82%, down from 86%) who were more likely to be positive than Army trainees (78%, up from 76%) (fig. 131).

403. Female trainees (7%) were more likely to rate sports facilities as poor than male trainees (4%), as were non-white trainees (6%) compared with white trainees (4%).

Phase 2

How would you rate ...sports facilities?



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 131

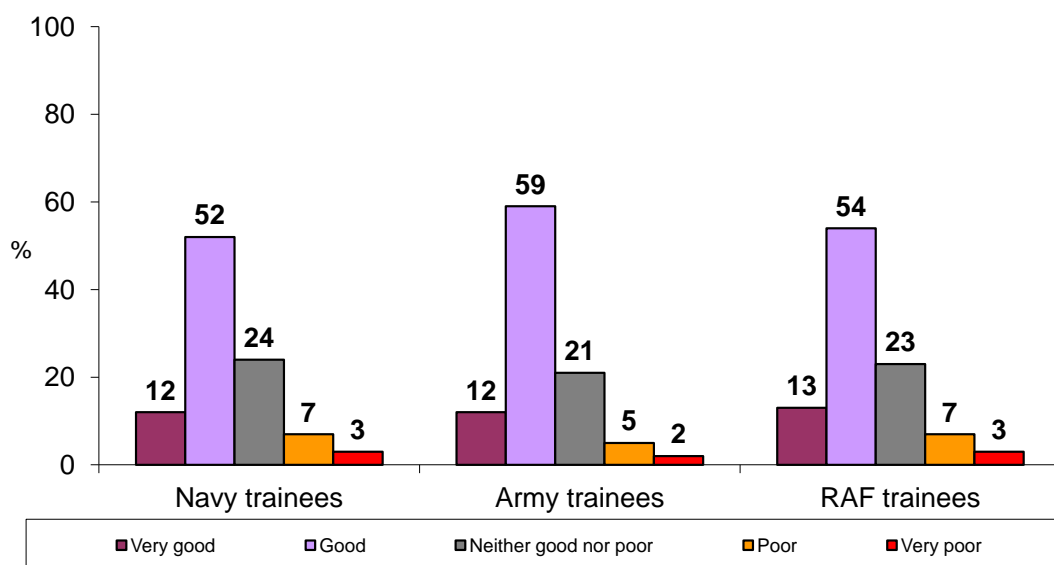
TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

404. Sixty-nine per cent of Phase 2 trainees rated the time they had for essential personal administration as good (up from 62% last year). Eight per cent rated it as poor (down from 11% last year). Army trainees (71%, up from 64%) were the most likely to rate time for personal administration as good, followed by their counterparts in the RAF (67%, up from 55% last year) and Navy (64%) (fig. 132).

405. White trainees (8%) were more likely to rate this aspect as poor than non-white trainees (5%), as were younger trainees (11% of those aged 16-17 years old) compared with older trainees (7% of those aged 18 years and above).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

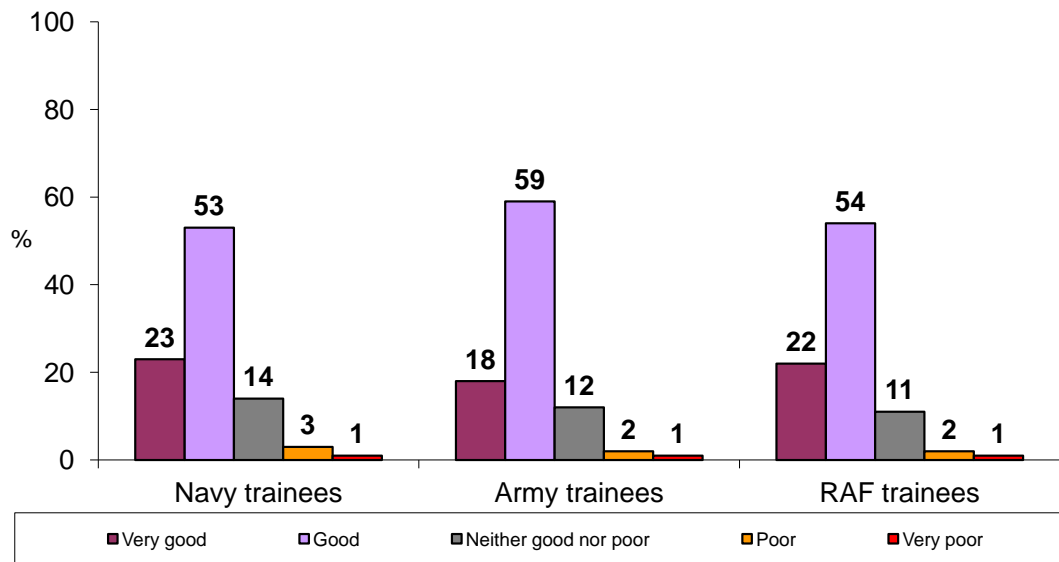
Figure 132

MEDICAL CARE

406. The majority of trainees (77%) thought that the level of medical care on offer was good (up from 74% last year and 71% in 2009). Seventy-seven per cent of Army trainees rated medical care as good (up from 73% last year) (fig. 133). Male trainees (77%) were more likely to rate medical care as good than female trainees (73%).

Phase 2

How would you rate ...medical care?

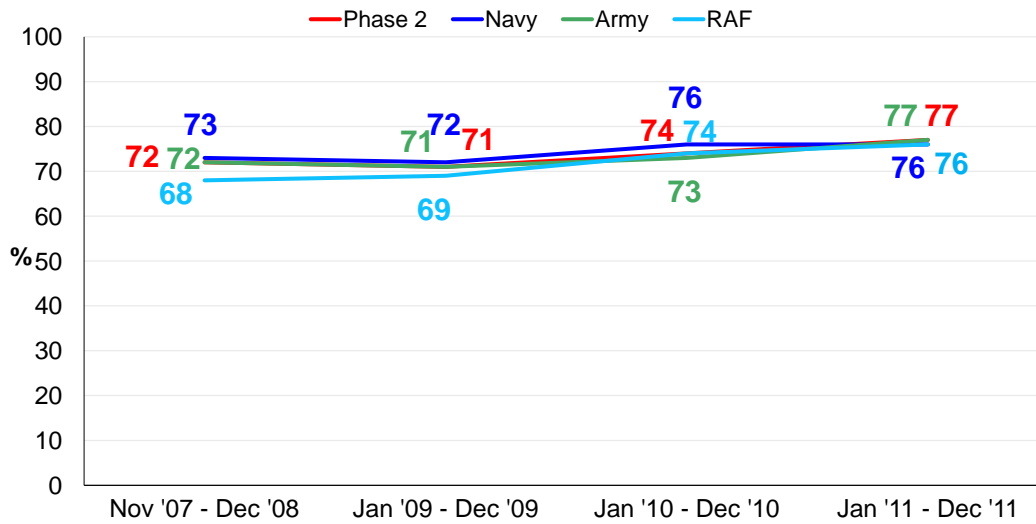


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 133

Phase 2

How would you rate EACH of the following
- Medical Care



% Positive

Number of respondents: December '08 (Phase 2: 10,856, Navy: 2,153, Army: 7,343, RAF: 1,329) December '09 (Phase 2: 9,283, Navy: 2,036, Army: 5,617, RAF: 1,603), December '10 (Phase 2: 8,353, Navy: 2,143, Army: 4,347, RAF: 1,849), December '11 (Phase 2: 6,090, Navy: 1,029, Army: 4,082, RAF: 960)

Figure 134

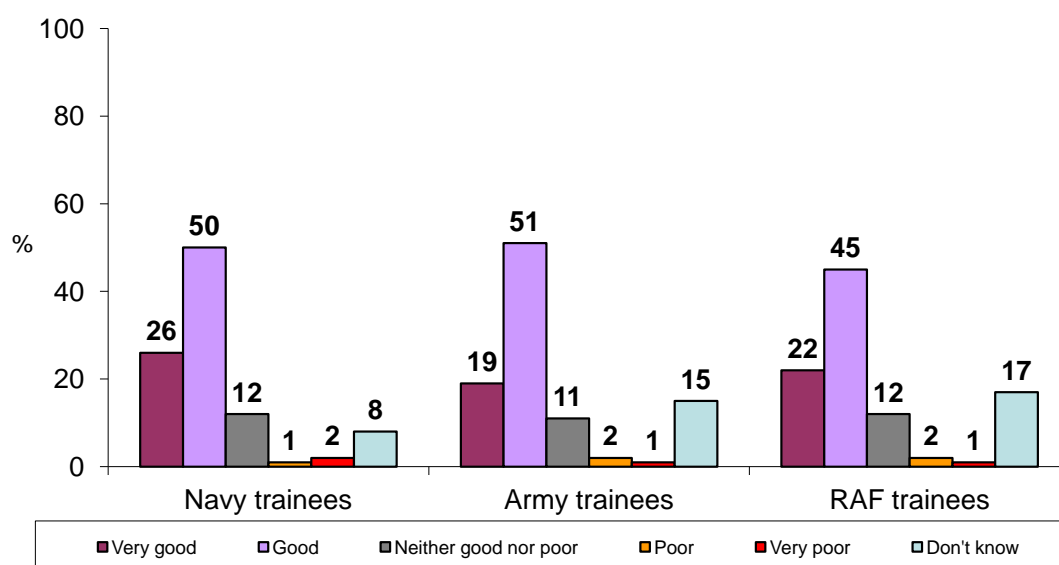
DENTAL CARE

407. The majority of Phase 2 trainees rated dental care as good (70%, up from 66% last year and 63% in 2009), with 3% rating it as poor (down from 4% last year). Navy trainees (76%) were the most likely to rate dental care as good, followed by their counterparts in the Army (70%, up from 66% last year and 63% in 2009) and the RAF (67%, up from 57% last year) (fig. 135).

408. Male trainees (72%) were more likely to rate dental care as good than female trainees (60%), as were younger trainees (71% of those aged 16-30 years old) compared with older trainees (60% of those aged 31 years and above).

Phase 2

How would you rate ...dental care?

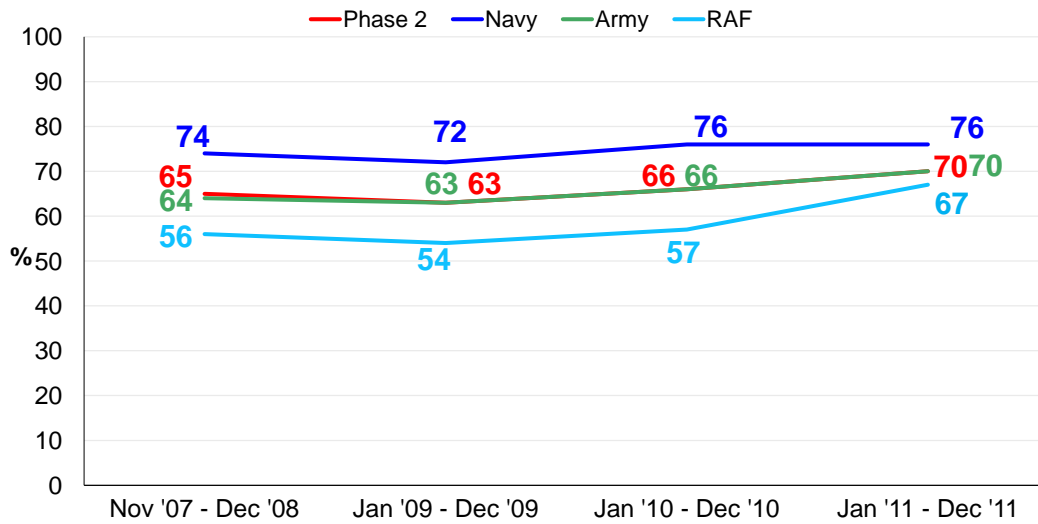


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 135

Phase 2

How would you rate EACH of the following
- Dental Care



% Positive

Number of respondents: December '08 (Phase 2: 10,856, Navy: 2,153, Army: 7,343, RAF: 1,329) December '09 (Phase 2: 9,283, Navy: 2,036, Army: 5,617, RAF: 1,603), December '10 (Phase 2: 8,353, Navy: 2,143, Army: 4,347, RAF: 1,849), December '11 (Phase 2: 6,090, Navy: 1,029, Army: 4,082, RAF: 960)

Figure 136

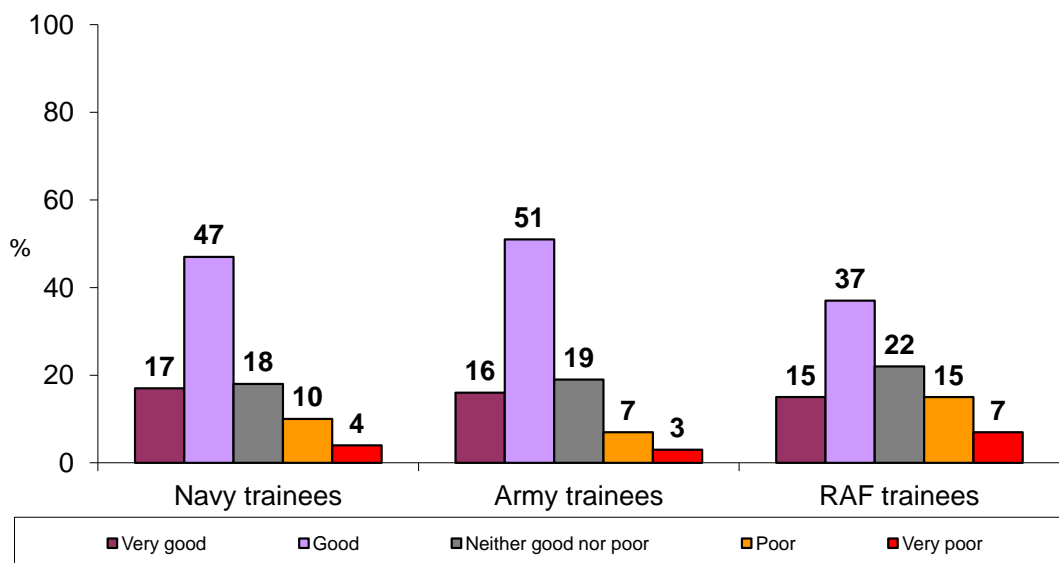
ACCESS TO IT FOR PERSONAL USE

409. The majority of Phase 2 trainees rated access to IT for personal use as good (65%, up from 58%), with 12% rating it as poor (down from 16%). Army trainees were the most likely to rate this aspect as good (68%, up from 62% last year), followed by Navy trainees (64%, up from 59%), who were more likely to be positive than RAF trainees (52%, up from 47%) (fig. 137).

410. Female trainees were more likely to rate the IT access as good (74%) than their male counterparts (63%), as were older trainees (66% of those aged 18 years and older) compared with younger trainees (55% of those aged 16-17 years old).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

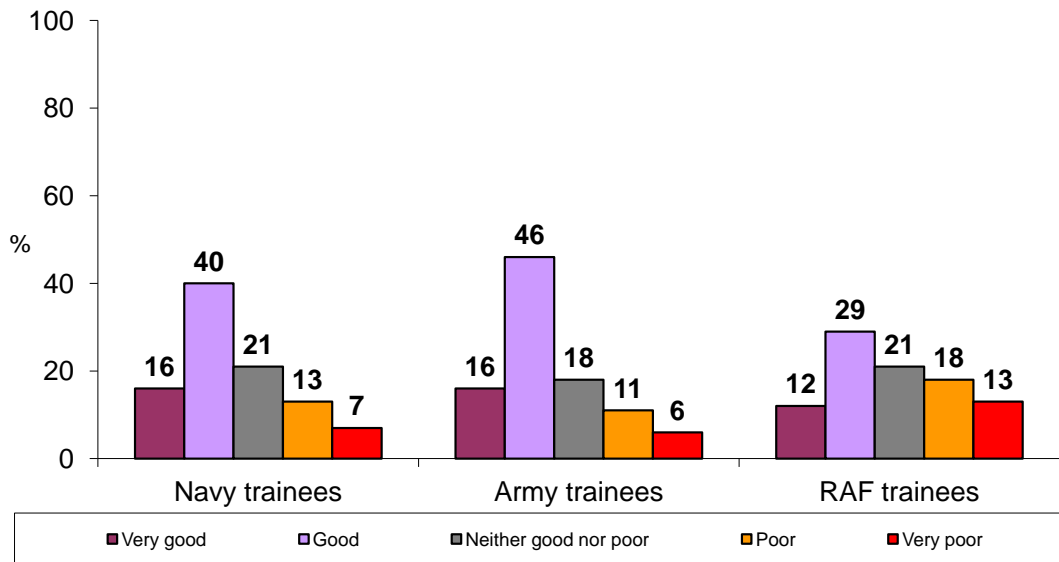
Figure 137

INTERNET ACCESS

411. Over half of Phase 2 trainees rated internet access as good (58%, up from 53%), with 20% saying this was poor. Army trainees were the most likely to rate this as good (62%), followed by Navy trainees (56%), who were more likely to rate this aspect as good than RAF trainees (41%, up from 36%) (fig. 138). Female trainees (68%) were more likely than male trainees to rate internet access as good (56%).

Phase 2

How would you rate ...internet access



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 138

LEARNING CENTRE

412. Forty-six per cent of Phase 2 trainees rated the learning centre for study after hours as good (up from 41% last year), with eight per cent rating this aspect as poor (down from 10%). Navy trainees were the most likely to rate this as good (53%, up from 47%), followed by Army trainees (46%, up from 42%), who were more likely to rate this aspect as good than RAF trainees (38%, up from 32%) (fig. 139).

413. Female trainees (52%) were more likely to rate the learning centre as good than male trainees (45%), as were non-white trainees (52%) compared with white trainees (46%). Older trainees (46% of those aged 18 years and older) were more likely to rate this aspect as good than younger trainees (40% of those aged 16-17 years old).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 139

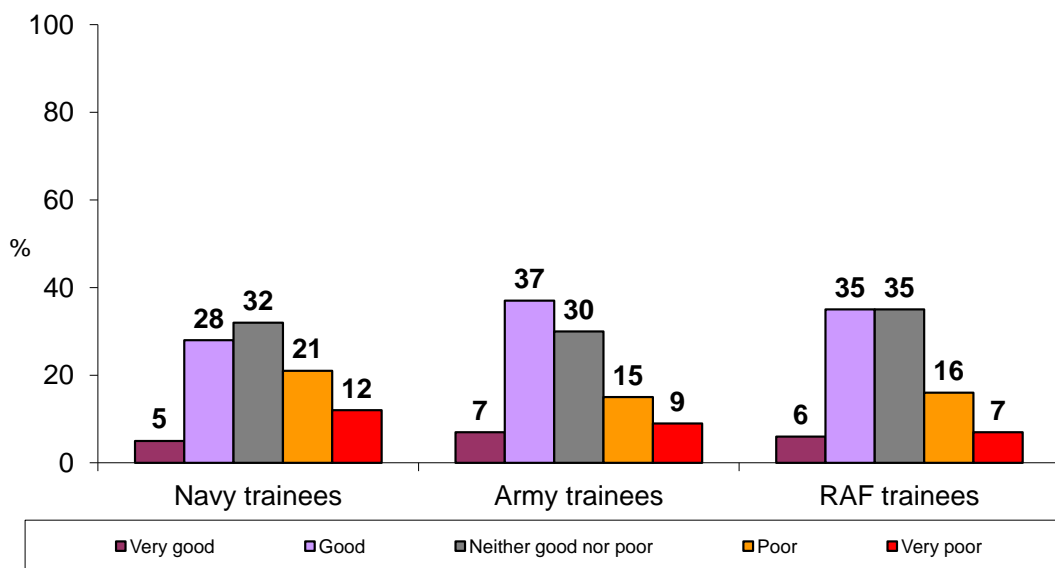
VARIETY OF EATING AND DRINKING AREAS

414. Forty-one per cent of Phase 2 trainees rated the variety of eating and drinking areas as good (up from 35%). Army trainees (43%, up from 39%) and RAF trainees (40%, up from 31%) were more likely to rate this aspect as good than their counterparts in the Navy (33%) (fig. 140).

415. Older trainees (27% of those aged 18 years and older) were more likely than younger trainees (15% of those aged 16-17 years old) to rate the variety of eating and drinking areas as poor, as were female trainees (32%) compared with male trainees (25%).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 140

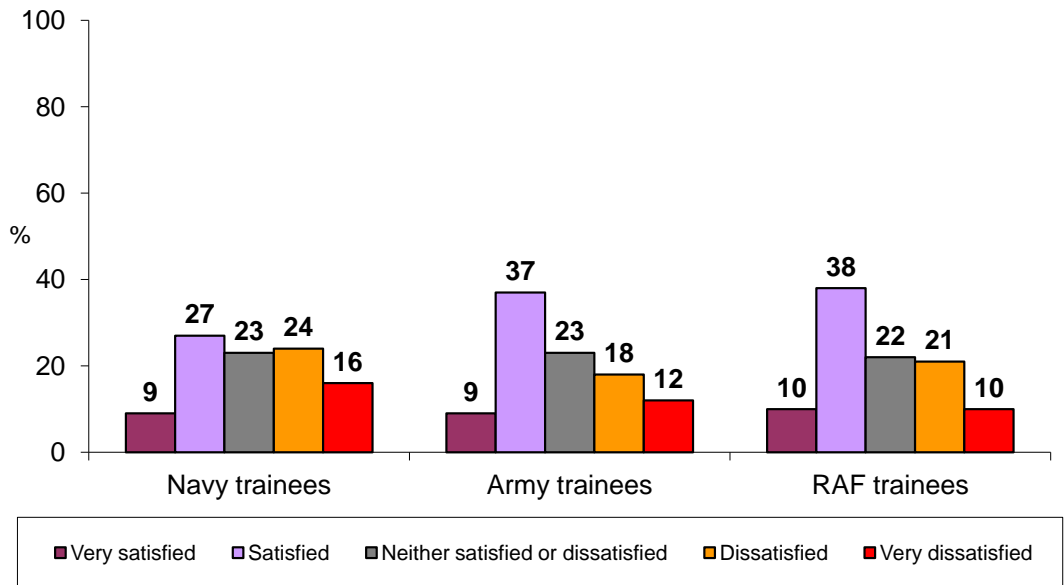
SATISFACTION WITH FOOD

416. Forty-four per cent of Phase 2 trainees were satisfied with the food at their school (up from 37% last year), with a lower proportion dissatisfied (32%, down from 39% last year). RAF trainees (47%, up from 34%) and Army trainees (46%, up from 39%) were more likely to be satisfied with the food than those in the Navy (36%) (fig. 141). Male trainees (45%) were more likely to be satisfied than female trainees (41%) as were non-white trainees (50%) compared with white trainees (44%).

417. Older trainees (33% of those aged 18 years and above) were more likely to be dissatisfied than younger trainees (18% of those aged 16-17 years old).

Phase 2

Overall how satisfied were you with the food at XXX?

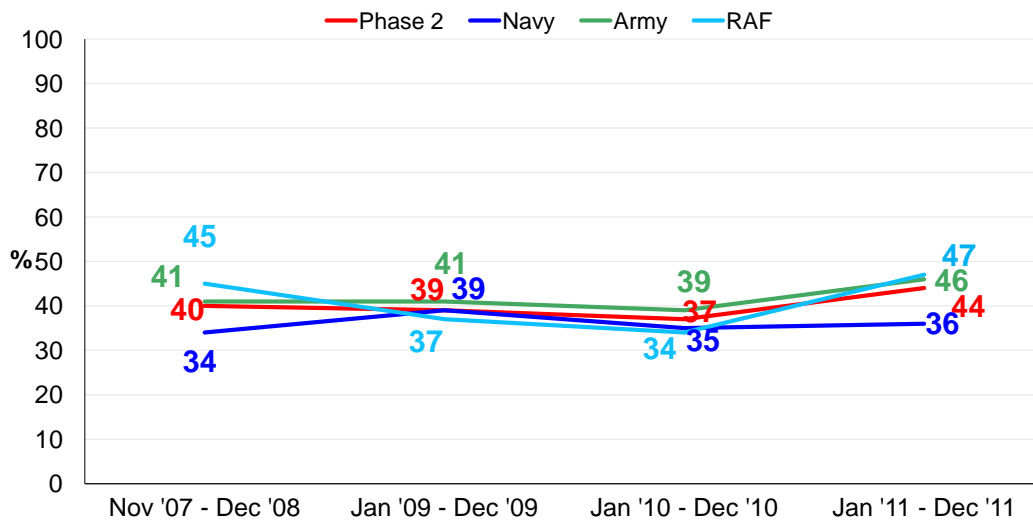


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 141

Phase 2

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



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960)

Figure 142

Which aspects of the food were you dissatisfied with?

418. Trainees who said that they were dissatisfied with the food at their school were asked to indicate which elements of the food they were dissatisfied with. The most highly cited reason, across all three Services, was the quality of the food (89%, down from 91%), with Navy (94%) and RAF (93%) trainees more likely to cite this than Army trainees (86%) (fig. 143). White trainees (90%) were more likely than non-white trainees (79%) to cite the quality of food as a reason for dissatisfaction.

419. The choice of food was the next most highly cited reason (77%). Those in the Army (79%) were more likely to be dissatisfied with the choice of food than their RAF counterparts (72%). Seventy-six per cent of those in the Navy cited choice of food as a reason for dissatisfaction. The overall variety of food was cited as a reason by 68% of trainees.

420. The availability of healthy food was cited as a reason by 47% of those who were dissatisfied with the food. Navy trainees (57%, up from 47%) and RAF trainees (55%) were more likely to cite the availability of healthy food than those in the Army (41%). Female trainees (62%) were more likely than male trainees (45%) to cite the availability of healthy food as a reason for dissatisfaction, as were white trainees (48%) compared with non-white trainees (36%). Those aged 20 years old and over (51%) were more likely to state that they were dissatisfied with the availability of healthy food than younger trainees (37% of those aged 16-19 years old).

421. Forty-two per cent cited the nutritional value of food as a reason for dissatisfaction with the food (up from 39%). Navy trainees (57%, up from 47%) and RAF trainees (46%, up from 42%) were more likely than Army trainees (38%) to cite the nutritional value of food. Female trainees (55%) were more likely than male trainees (40%) to cite dissatisfaction with the nutritional value of food, as were trainees aged 20 years and over (46%) compared with younger trainees (34%).

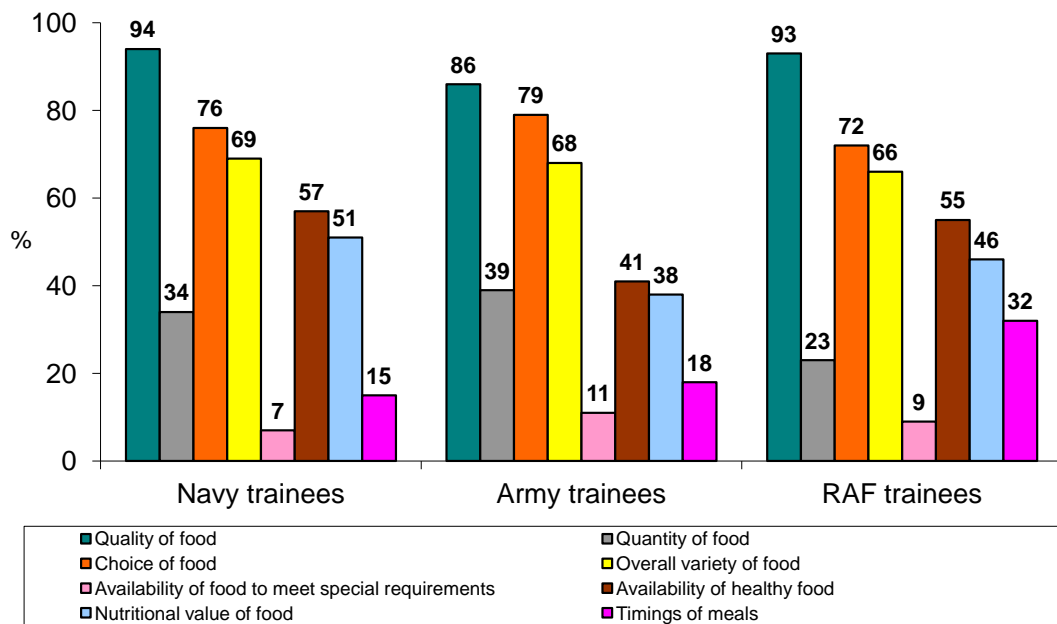
422. Overall, 35% (down from 38% last year) cited the quantity of food as a reason for their dissatisfaction. Quantity of food was more likely to be cited by Army trainees (39%, down from 44%) and Navy trainees (34%) than RAF trainees (23%, down from 33%). Male trainees (37%) were more likely to be dissatisfied with the quantity of the food than female trainees (23%), as were younger trainees (37% of those aged 16-25 years old) compared with older trainees (26% of those aged 26 years and older).

423. One in five trainees (20%) cited the timings of meals as a reason for dissatisfaction. RAF trainees (32%, up from 23%) were the most likely to be dissatisfied with the timings of meals, followed by 18% of those in the Army and 15% of those in the Navy (down from 25%).

424. One in ten (10%) trainees cited the availability of food to meet special requirements as a reason for their dissatisfaction. Army trainees (11%) were more likely than Navy trainees (7%, down from 11%) to cite this as a reason for dissatisfaction. Female trainees (15%) were more likely than male trainees (9%) to cite the availability of food to meet special requirements, as were non-white trainees (17%) compared with white trainees (9%).

Phase 2

Which aspects of the food were you dissatisfied with?



Number of respondents (All dissatisfied): Navy trainees (413), Army trainees (1,225), RAF trainees (298)

Figure 143³⁰

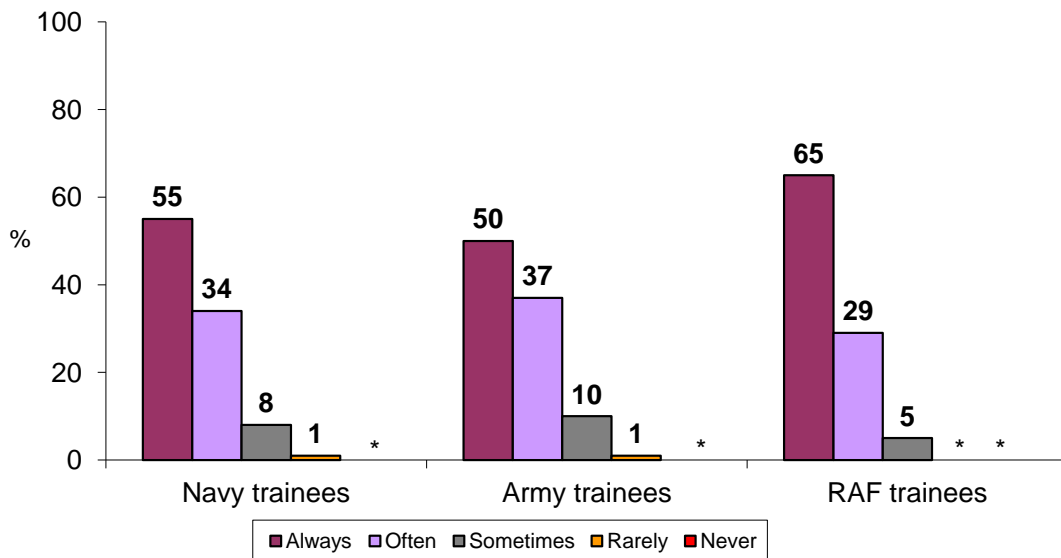
³⁰This was a multi-coded question; respondents could select more than one answer

TIME GIVEN TO EAT

425. Eighty-eight per cent (up from 84% last year, 83% in 2009 and 81% in 2007/8) of Phase 2 trainees said that they were ‘always’ or ‘often’ given enough time to eat their meals. RAF trainees (94%, up from 91%) were the most likely to say that they were given enough time to eat, followed by Navy (89%, up from 83%) and Army trainees (87%, up from 83% in 2010 and 79% in 2009) (fig. 144). Older trainees (90% of those aged 18 years and older) were more likely to say they were given enough time to eat than younger trainees (79% of those aged 16-17 years old).

Phase 2

Were you given enough time to eat your meals?

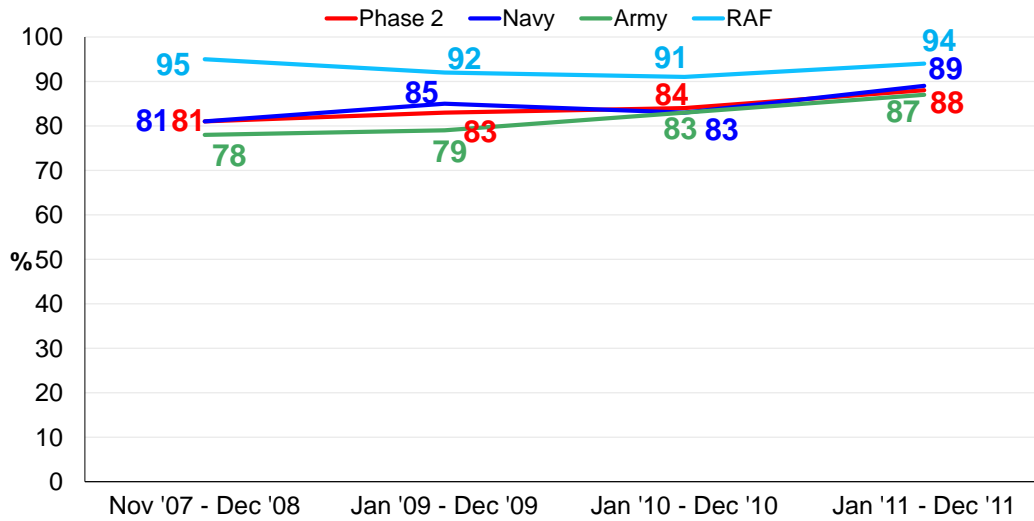


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 144

Phase 2

Were you given enough time to eat your meals?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960)

Figure 145

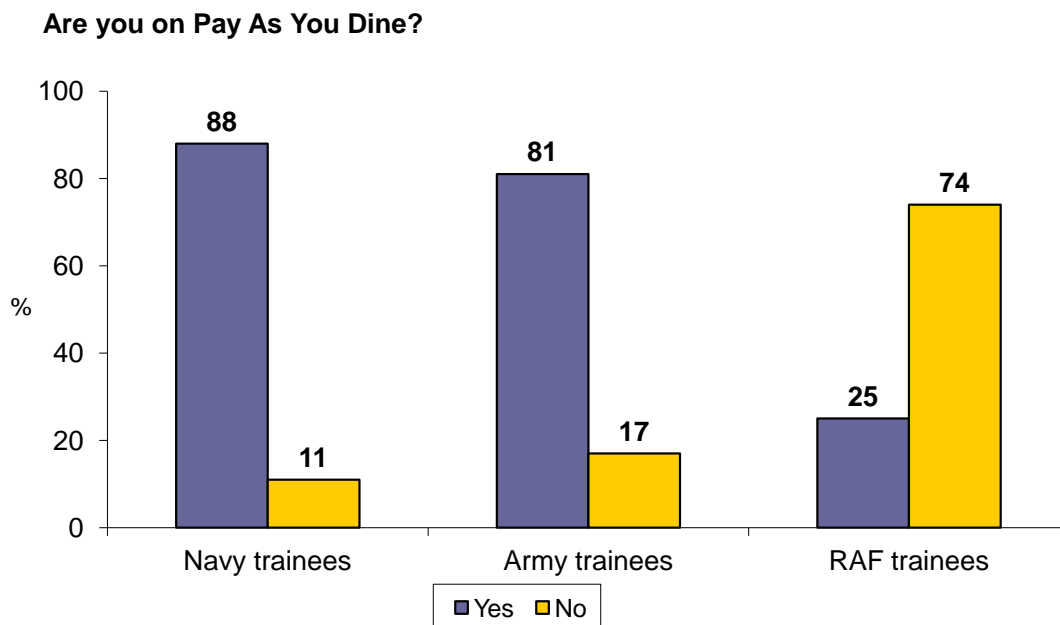
PAY AS YOU DINE

Are you on Pay As You Dine?

426. Seventy-four per cent (up from 67% last year, 58% in 2009 and 39% in 2007/8) of Phase 2 trainees were on Pay as You Dine. Navy trainees (88%, up from 69% last year, 58% in 2009 and 47% in 2007/8) were the most likely to be on Pay as You Dine, followed by Army trainees (81%, down from 84%), who were more likely to be on Pay as You Dine than RAF trainees (25%) (fig. 146).

427. Trainees aged 16-19 years old (78%) were more likely to be on Pay as You Dine than older trainees (71% of those aged 20 years or older), as were non-white trainees (82%) compared with white trainees (73%).

Phase 2

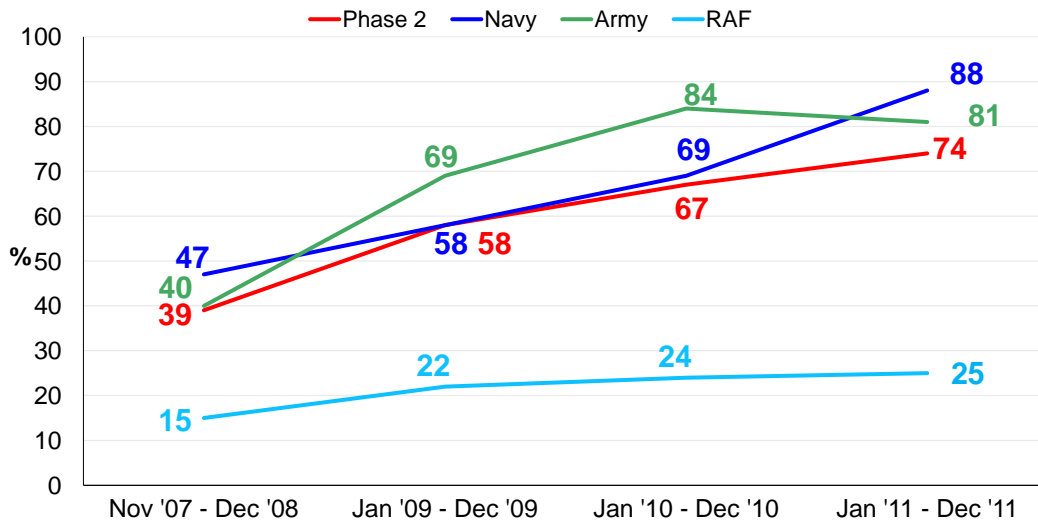


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 146

Phase 2

Are you on Pay as You Dine?



% Yes

Number of respondents: December '08 (Phase 2: 10,856, Navy: 2,153, Army: 7343, RAF: 1,329) December '09 (Phase 2: 9,283, Navy: 2,036, Army: 5,617, RAF: 1,603), December '10 (Phase 2: 8,353, Navy: 2,143, Army: 4,347, RAF: 1,849), December '11 (Phase 2: 6,090, Navy: 1,029, Army: 4,082, RAF: 960)

Figure 147

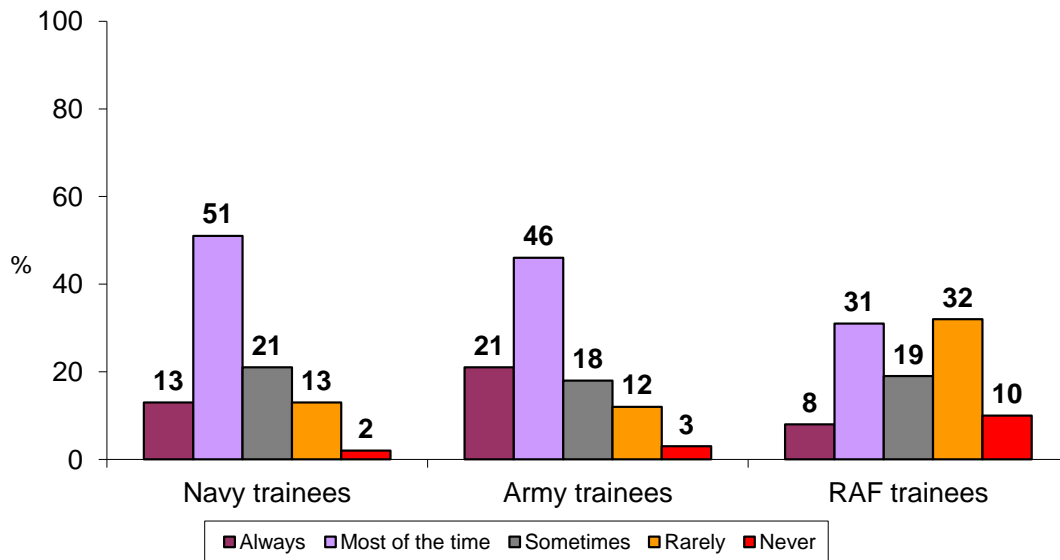
How often do you eat using Pay As You Dine?

428. Trainees on Pay as You Dine were asked questions regarding their experiences of this. Sixty-five per cent of trainees on Pay as You Dine said that they ate at their school using Pay as You Dine (up from 61% last year, 59% in 2009 and 51% in 2007/8). Sixteen per cent said that they ate using Pay as You Dine facilities 'rarely or never'. Army trainees (67%) and Navy trainees (64%, up from 59% last year) were more likely than RAF trainees (39%) to say that they ate at least most of the time using Pay as You Dine (fig. 148).

429. Female trainees (38%) were more likely than male trainees (13%) to say that they 'rarely' or 'never' ate using Pay as You Dine facilities at their school. Older trainees (17% of those aged 18 years and older) were more likely to say they 'rarely' or 'never' ate often using Pay as You Dine than younger trainees (11% of those aged 16-17 years old).

Phase 2

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

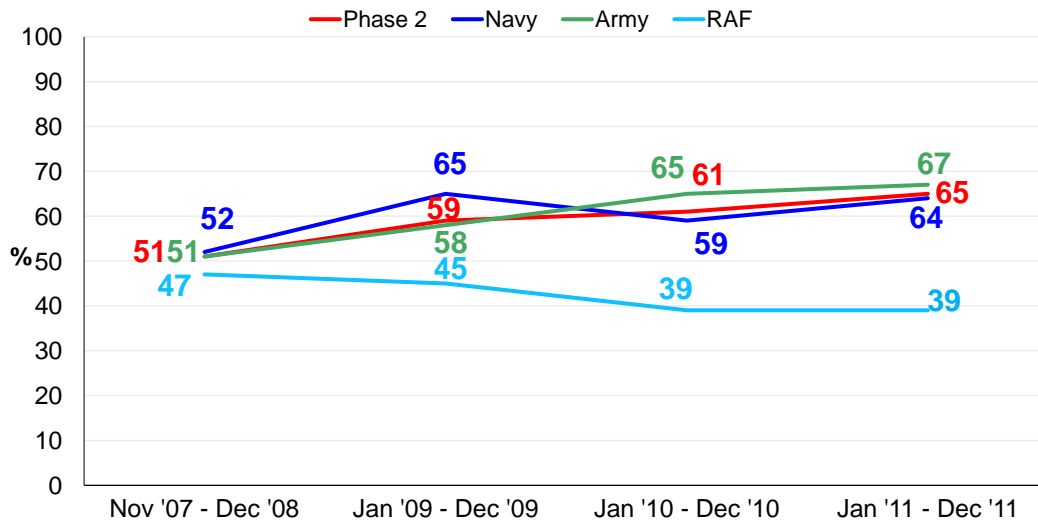


Number of respondents (all who are on Pay as You Dine): Navy trainees (909), Army trainees (3,324), RAF trainees (244)

Figure 148

Phase 2

How often do you eat using pay as you dine?



% Most of the time

Number of respondents: December '08 (Phase 2: 4189, Navy: 1010, Army: 2964, RAF: 204) December '09(Phase 2: 5430, Navy: 1182, Army: 3889, RAF: 350), December '10 (Phase 2: 5610, Navy: 1481, Army: 3673, RAF: 449), December '11 (Phase 2: 909, Navy: 1029, Army: 3324, RAF: 244)

Figure 149

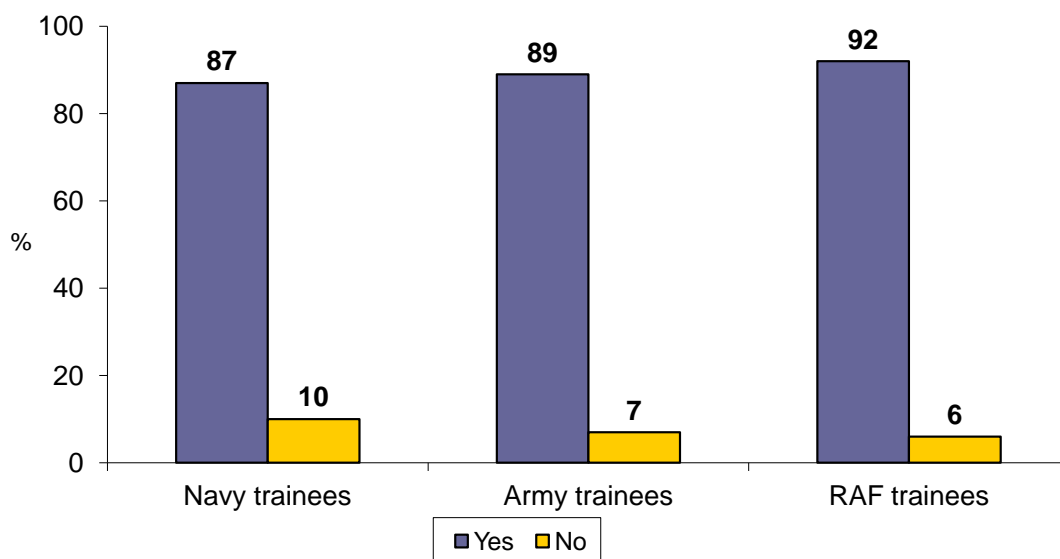
Can you afford to eat enough to keep you going during training?

430. Eighty-nine per cent (up from 83% last year, 79% in 2009 and 73% in 2007/8) said that they could afford to eat enough to keep them going during training. RAF (92%, up from 83% last year) and Army trainees (89%, up from 84% last year, 79% in 2009 and 73% in 2007/8) were more likely to say this than Navy trainees (87%, up from 83% last year, 80% in 2009 and 74% in 2007/8) (fig. 150).

431. Eight per cent (down from 12% last year, 16% in 2009 and 20% in 2007/8) stated that they could not afford to eat enough to keep them going during training. Male trainees (8%) were more likely to say this than female trainees (6%).

Phase 2

Can you afford to eat enough to keep you going during training?

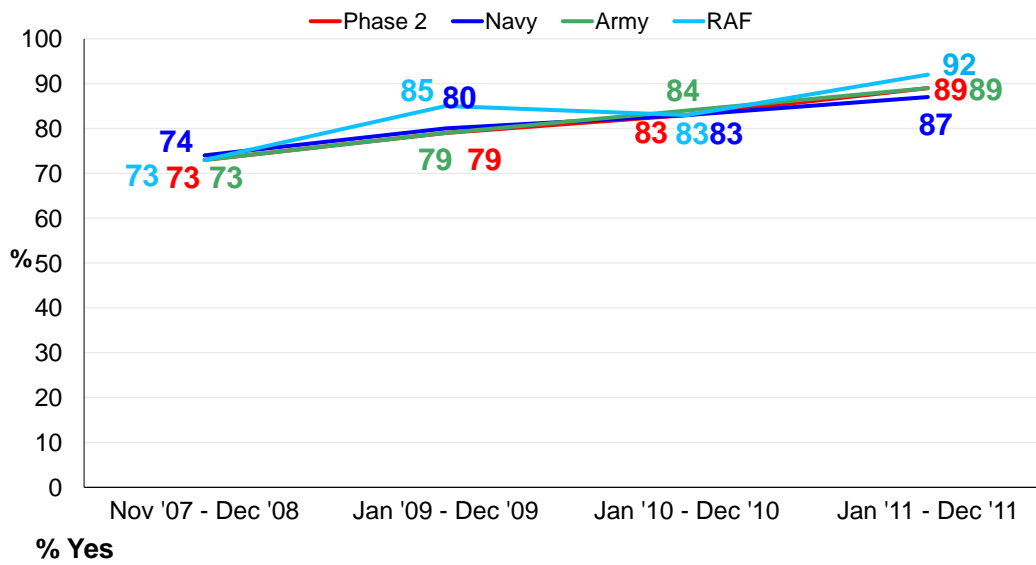


Number of respondents (all who are on Pay as You Dine): Navy trainees (909), Army trainees (3,324), RAF trainees (244)

Figure 150

Phase 2

Can you afford to eat enough to keep you going during training?



Number of respondents: December '08 (Phase 2: 4189, Navy: 1010, Army: 2964, RAF: 204) December '09 (Phase 2: 5430, Navy: 1182, Army: 3889, RAF: 350), December '10 (Phase 2: 5610, Navy: 1481, Army: 3673, RAF: 449), December '11 (Phase 2: 4,479, Navy: 909, Army: 3324, RAF: 244)

Figure 151

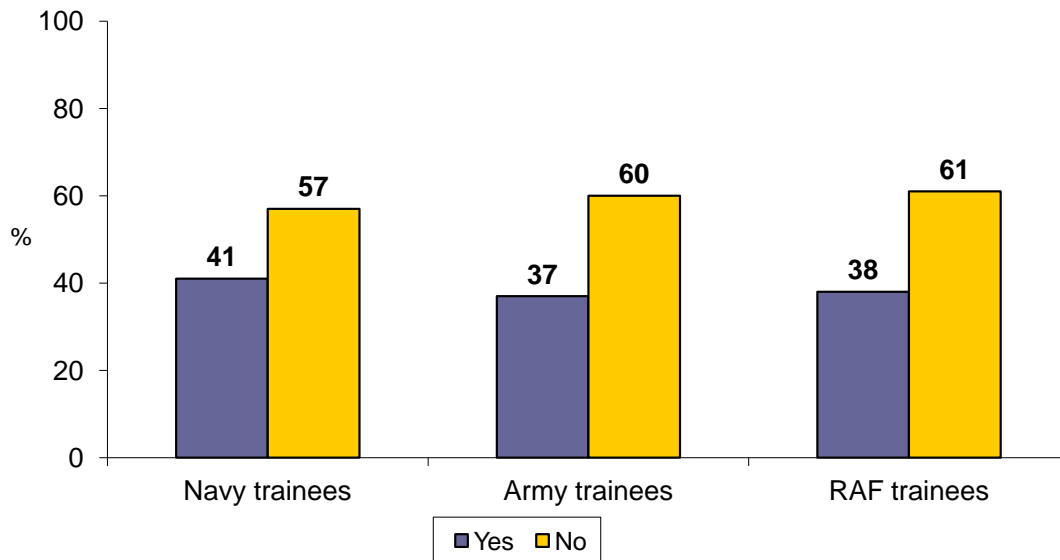
Do you sometimes skip meals (or eat less) to save money?

432. Thirty-eight per cent of Phase 2 trainees on Pay as You Dine said that they sometimes skipped meals or ate less to save money (down from 46% last year, 50% in 2009 and 55% in 2007/8). Navy trainees (41%, down from 47% last year, 49% in 2009 and 56% in 2007/8) were more likely to say that they skipped meals to save money than Army trainees (37% down from 47% last year, 51% in 2009 and 55% in 2007/8) (fig. 152). Male trainees (38%) were more likely to say they skipped meals or ate less to save money than female trainees (34%), as were white trainees (39%) compared with non-white trainees (28%).

433. Fifty-nine per cent of Phase 2 trainees on Pay as You Dine said that they did not skip meals or eat less to save money (up from 51% last year, 46% in 2009 and 41% in 2007/8). Older trainees (61% of those aged 18 years and older) were more likely to say this than younger trainees (45% of those aged 16-17 years old).

Phase 2

Do you sometimes skip meals (or eat less) to save money?

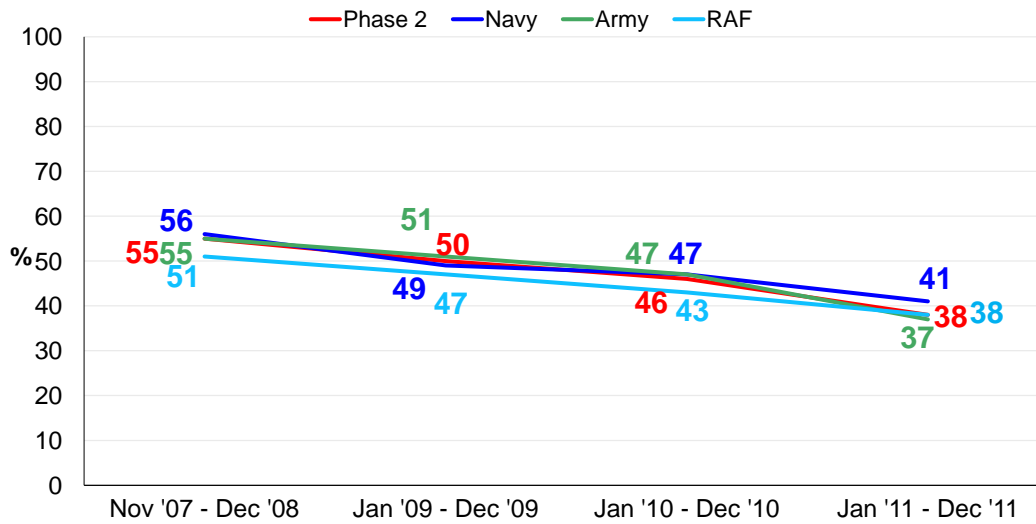


Number of respondents (all who are on Pay as You Dine): Navy trainees (909), Army trainees (3,324), RAF trainees (244)

Figure 152

Phase 2

Do you sometimes skip meals (or eat less) to save money?



% Yes

Number of respondents: December '08 (Phase 2: 4189, Navy: 1010, Army: 2964, RAF: 204) December '09 (Phase 2: 5430, Navy: 1182, Army: 3889, RAF: 350), December '10 (Phase 2: 5610, Navy: 1481, Army: 3673, RAF: 449), December '11 (Phase 2: 4,479, Navy: 909, Army: 3324, RAF: 244)

Figure 153

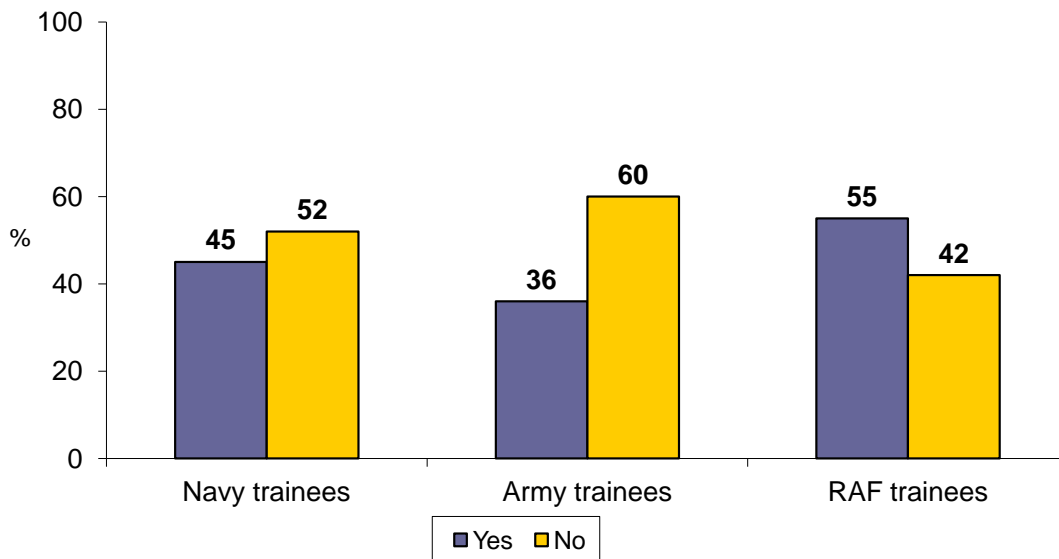
Do you eat elsewhere to save money?

434. Thirty-nine per cent of Phase 2 trainees on Pay as You Dine said that they ate elsewhere to save money (down from 43% last year). RAF trainees were the most likely to say this (55%, down from 58% last year), followed by Navy trainees (45%), who were more likely to say this than Army trainees (36%, down from 40% last year, 44% in 2009 and 48% in 2007/8) (fig. 154). Female trainees (47%) were more likely to say this than male trainees (38%).

435. Fifty-eight per cent said that they did not eat elsewhere to save money (up from 54% last year, 52% in 2009 and 46% in 2007/8). Non-white trainees (65%) were more likely to say this than white trainees (57%).

Phase 2

Do you eat elsewhere to save money?

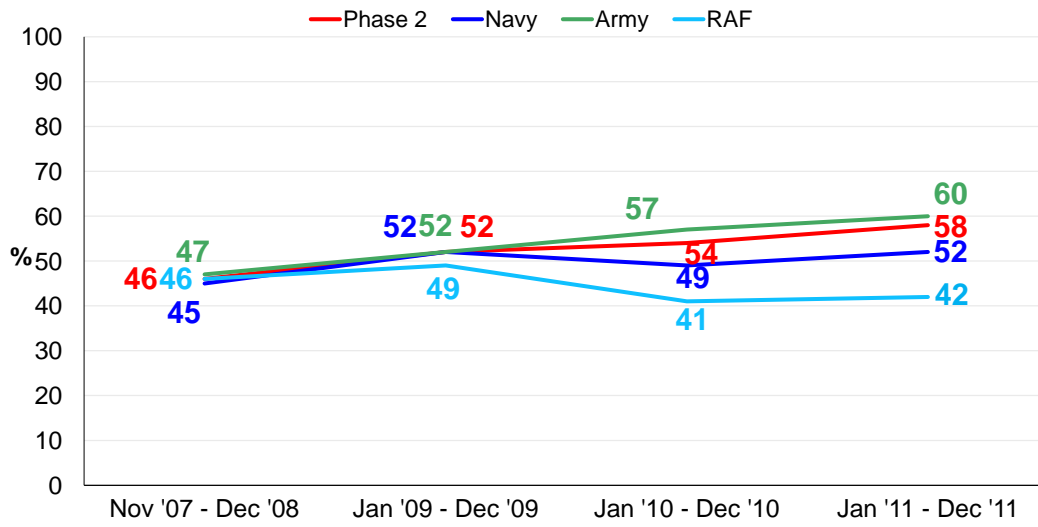


Number of respondents (all who are on Pay as You Dine): Navy trainees (909), Army trainees (3,324), RAF trainees (244)

Figure 154

Phase 2

Do you eat elsewhere to save money?



% No

Number of respondents: December '08 (Phase 2: 4189, Navy: 1010, Army: 2964, RAF: 204) December '09 (Phase 2: 5430, Navy: 1182, Army: 3889, RAF: 350), December '10 (Phase 2: 5610, Navy: 1481, Army: 3673, RAF: 449), December '11 (Phase 2: 4,479, Navy: 909, Army: 3324, RAF: 244)

Figure 155

Do you have more choice to eat elsewhere?

436. Sixty-two per cent of Phase 2 trainees on Pay as You Dine said that they had more choice to eat elsewhere; 29% said that they did not (down from 31% last year). RAF trainees (68%) and Army trainees (63%) were more likely to say that they had more choice to eat elsewhere than Navy trainees (57%) (fig. 156).

Phase 2

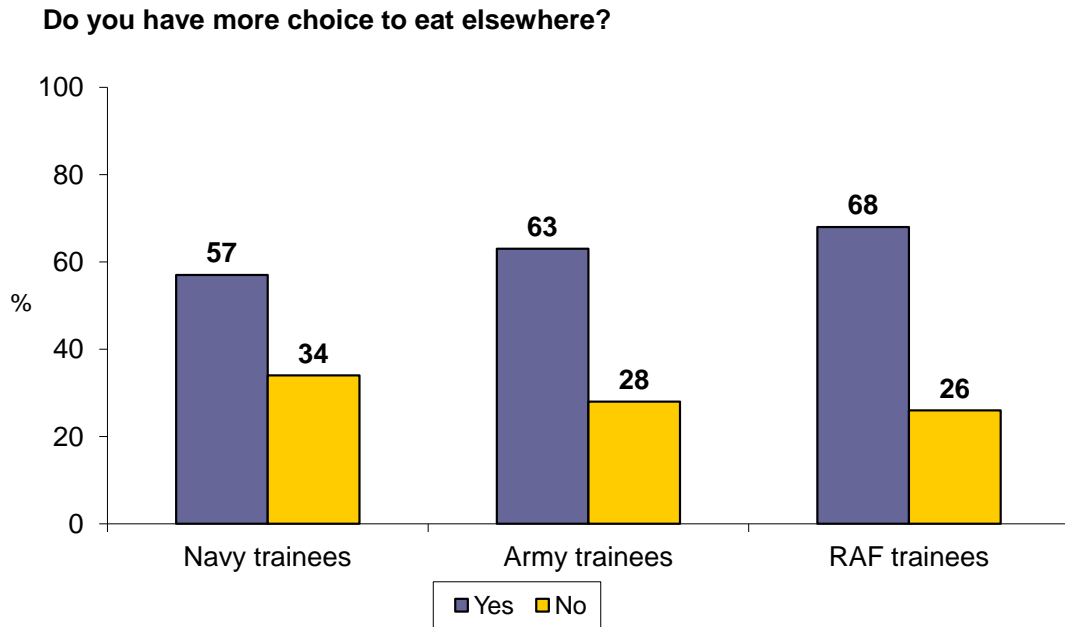


Figure 156

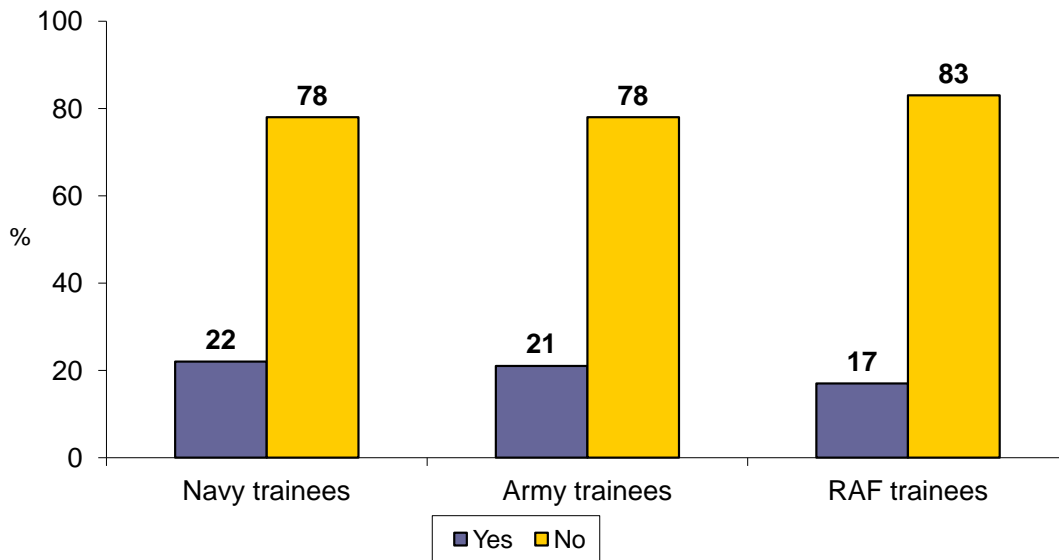
Is paying in cash a problem for you?

437. Twenty-one per cent of trainees on Pay as You Dine said that paying in cash was a problem for them (down from 27% last year, 30% in 2009 and 34% in 2007/8). Percentages of Army and RAF trainees answering this way decreased this year: 21% of Army trainees stated that paying in cash was a problem (down from 28% last year, 30% in 2009 and 34% in 2007/8) and 17% of RAF trainees said it was a problem (down from 26% last year) (fig. 157). Younger trainees (22% of those aged 16-25 years old) were more likely to say this than older trainees (15% of those aged 26 years and older).

438. Seventy-eight per cent of trainees said that paying in cash was not a problem for them (down from 73% last year, 69% in 2009 and 64% in 2007/8). Female trainees (87%) were more likely to say this than male trainees (77%), as were non-white trainees (84%) compared with white trainees (78%).

Phase 2

Is paying in cash a problem for you?

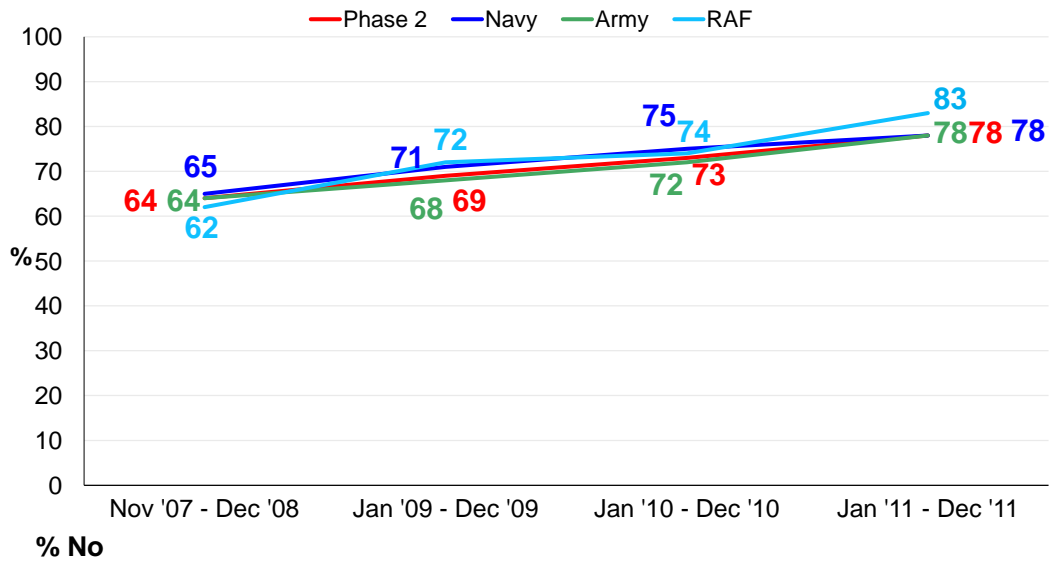


Number of respondents (all who are on Pay as You Dine): Navy trainees (909), Army trainees (3,324), RAF trainees (244)

Figure 157

Phase 2

Is paying in cash a problem for you?



Number of respondents: December '08 (Phase 2: 4189, Navy: 1010, Army: 2964, RAF: 204) December '09 (Phase 2: 5430, Navy: 1182, Army: 3889, RAF: 350), December '10 (Phase 2: 5610, Navy: 1481, Army: 3673, RAF: 449), December '11 (Phase 2: 909, Navy: 1029, Army: 3324, RAF: 244)

Figure 158

PRIVATE CONTACT WITH TRAINING STAFF

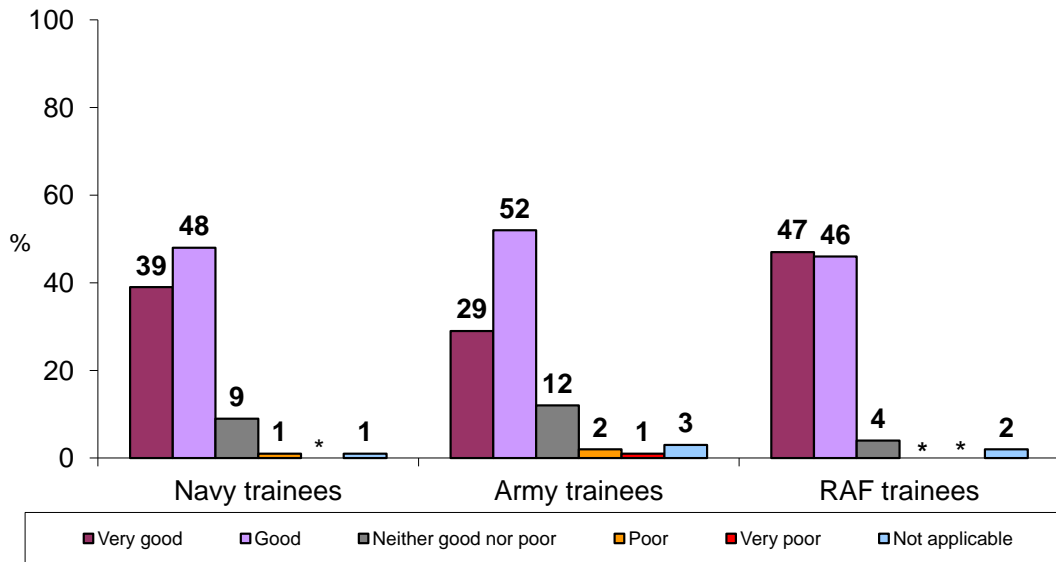
439. Eighty-three per cent of trainees rated the opportunity to talk privately with training staff as good, with 2% saying that this was poor (down from 3% last year). RAF trainees were the most likely to rate this as good (93%), followed by Navy trainees (87%, up from 82% last year), who were more likely to say this than Army trainees (80%) (fig. 159).

440. Female trainees (87%) were more likely to rate the opportunity to talk privately with training staff as good than male trainees (83%). Trainees aged 20 years and above (85%) were more likely to rate the opportunity as good than those aged 16-19 years old (80%).

441. Non-white trainees (4%) were more likely to rate the opportunity to talk privately with training staff as poor than white trainees (2%).

Phase 2

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

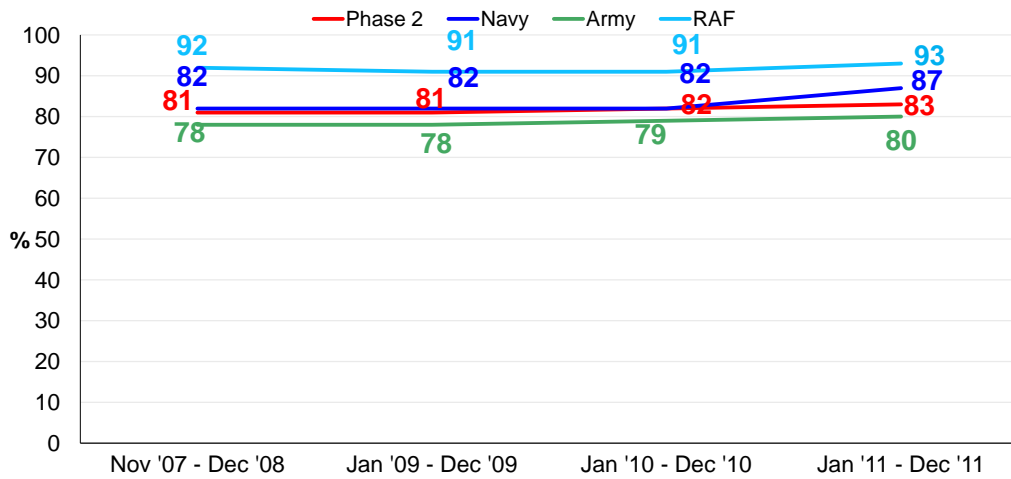


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 159

Phase 2

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



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960)

Figure 160

RELIGION³¹

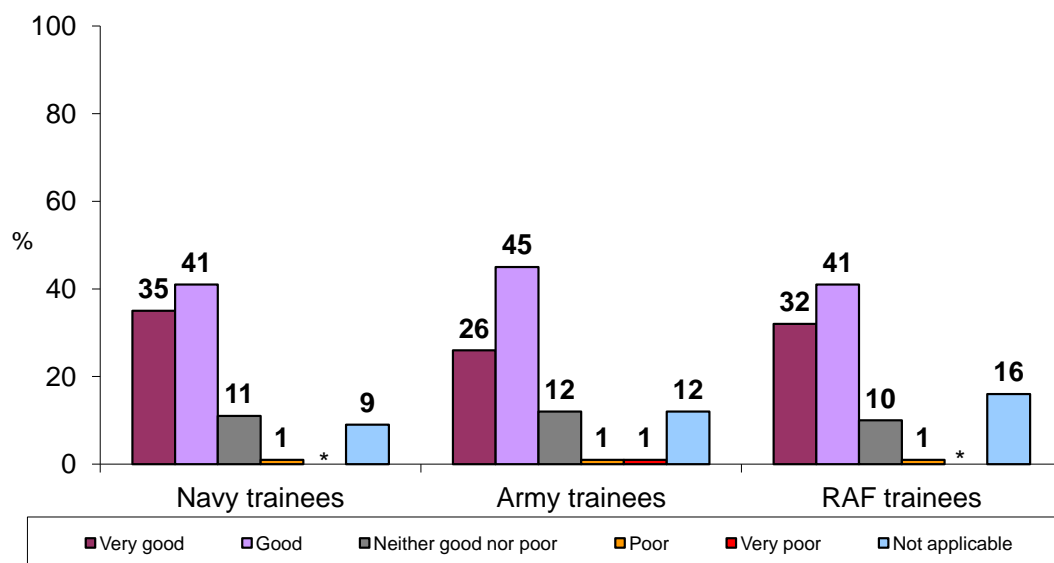
442. The majority of trainees rated the opportunity to talk privately with chaplains/padre as good (72%, up from 68% last year), with two per cent rating this as poor.

443. Navy trainees (77%) were more likely to rate the opportunity to talk privately with chaplains/padre as good than Army trainees (71%, up from 65%) (fig. 161). Seventy-three per cent of RAF trainees rated this aspect as good (up from 68% last year).

444. Female trainees (4%) were more likely to say the opportunity to talk privately with chaplains/padre was poor than male trainees (2%).

Phase 2

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



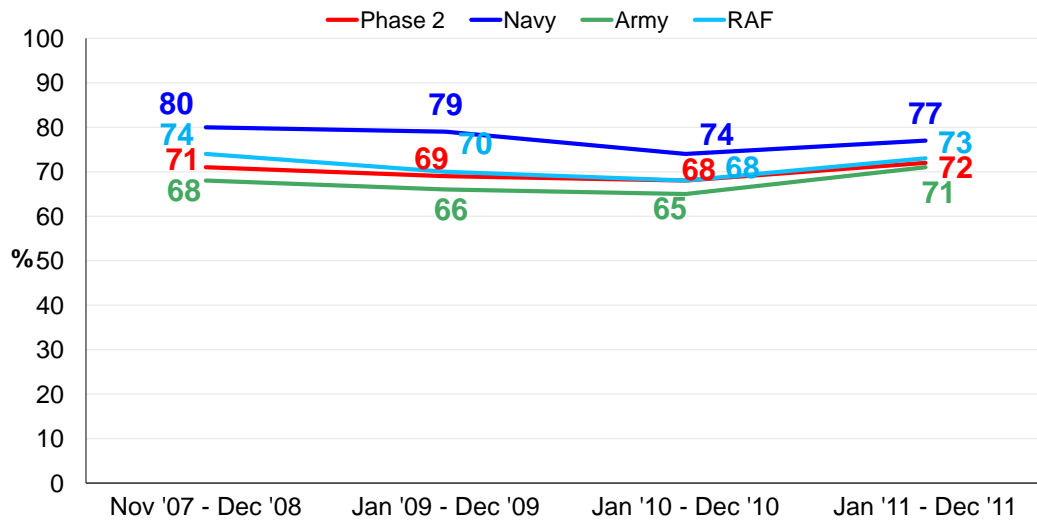
Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 161

³¹Questions on the subject of religion were asked of all trainees, not just those with religious convictions.

Phase 2

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



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960)

Figure 162

445. Thirty-nine per cent of trainees rated the opportunity to practise their faith/religion as good (up from 36% last year), with two per cent rating this as poor (down from three per cent last year). Forty per cent said that this question was not applicable to them.

446. Army trainees (42%) and Navy trainees (40%) were more likely to say that the opportunity to practise their faith/religion was good than RAF trainees (24%) (fig .163). RAF trainees were more likely to say that this question did not apply to them (57%) than Navy trainees (41%), who were more likely to say this than Army trainees (36%).

447. Non-white trainees were more likely to rate the opportunity to practise their faith/religion as poor than white trainees (5% compared with 2%). However, non-white trainees were also more likely than white trainees to rate this as good (58% compared with 37%). Forty-three per cent of white trainees said that this question was 'not applicable' compared with 17% of non-white trainees.

Phase 2

How would you rate ...practise your faith?

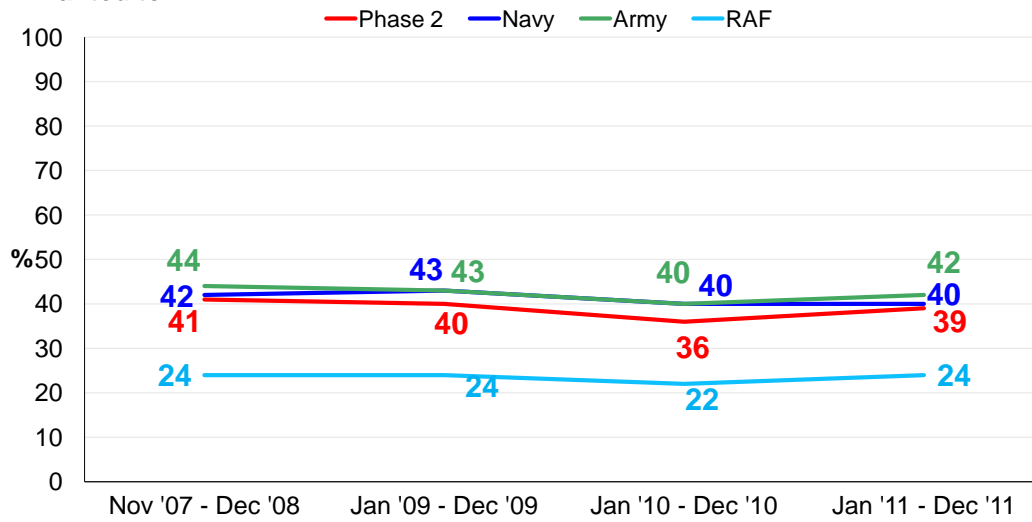


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 163

Phase 2

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



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 164

CONTACT WITH FAMILY AND FRIENDS

448. The majority of trainees were happy with the opportunity to keep in contact with friends and family (87% said that this was good, up from 85% last year). Three per cent said that this was poor.

449. RAF trainees (90%) were the most likely to rate this as good, followed by Army trainees (87%, up from 84%) and Navy trainees (86%) (fig. 165).

450. Female trainees (89%) were more likely than male trainees (87%) to rate the opportunity to keep in contact with friends and family as good. Trainees aged 18 years and above (88%) were more likely to rate this as good than trainees aged 16-17 years old (83%).

Phase 2

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

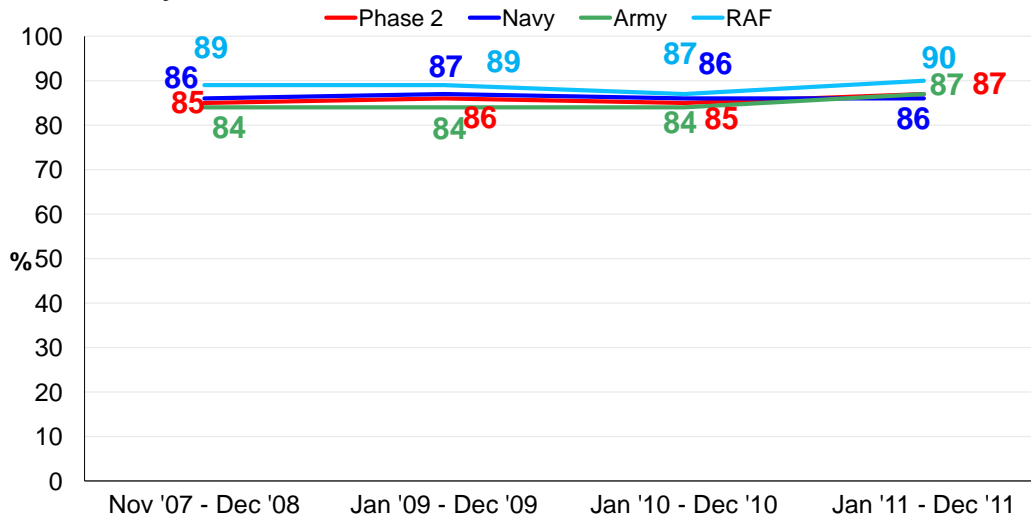


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 165

Phase 2

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



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960)

Figure 166

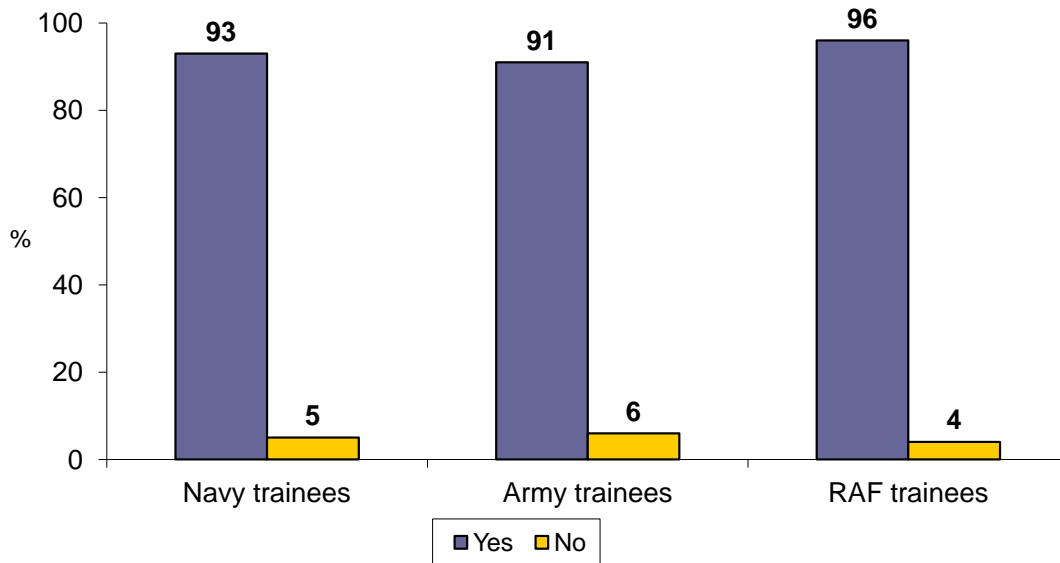
Whether or not you needed to, was there a member of staff easily available for you to go to if you had a problem out of training hours?

451. The majority of Phase 2 trainees said that there was a member of staff easily available for them to talk to outside of training hours (92%). RAF trainees were the most likely to say that there was a member of staff easily available (96%), followed by Navy trainees (93%, up from 90% last year) and Army trainees (91%) (fig. 167).

452. White trainees (93%) were more likely to say that there was a member of staff easily available during off duty hours than non-white trainees (89%). Trainees aged 18 years and above (93%) were more likely to say this than those aged 16-17 years old (89%).

Phase 2

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

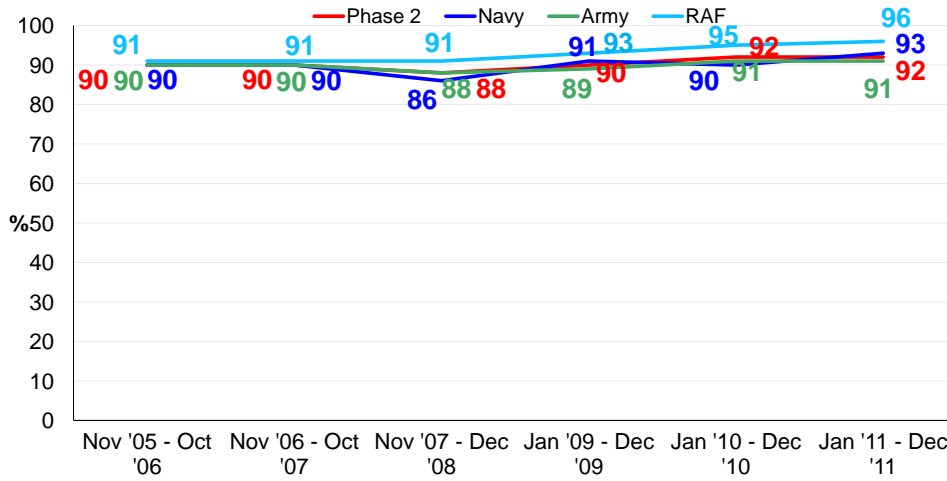


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 167

Phase 2

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



% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329), December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 168

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

453. Ninety-two per cent of Phase 2 trainees said that there was someone at their school they were happy to go to if they had any personal or emotional problems (up from 90% last year and 88% in 2010).

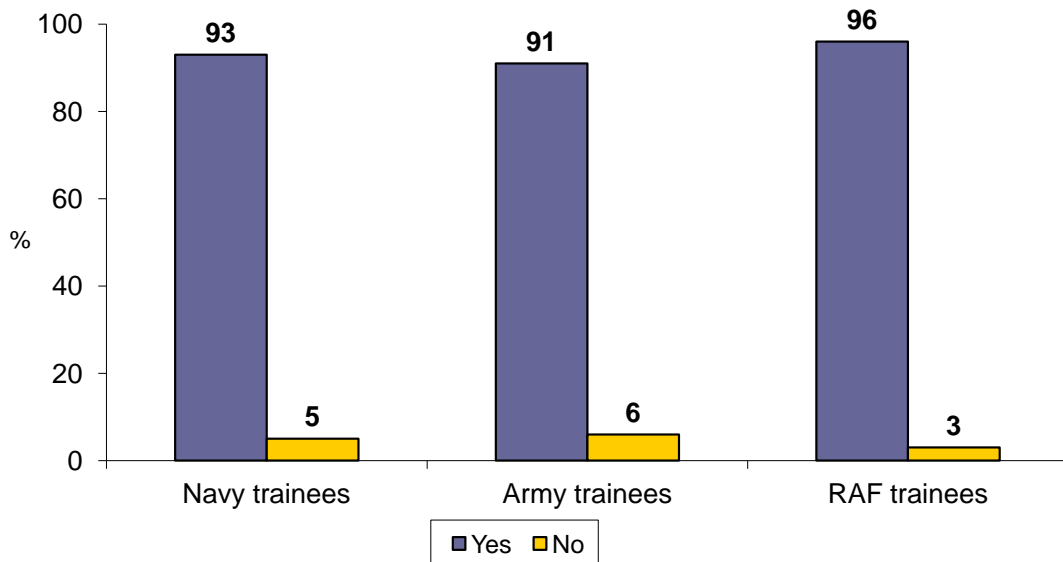
454. RAF trainees (96%, up from 94%) were the most likely to have someone they were happy to go to with any personal or emotional problems, followed by Navy trainees (93%, up from 89%) and Army trainees (91%, up from 89% last year and 87% in 2010) (fig. 169).

455. Female trainees (94%) were more likely than male trainees (92%) to say that they had someone they were happy to go to, as were white trainees (93%) compared with non-white trainees (90%).

456. Trainees aged 18 years and older (93%) were more likely to say that they had someone they were happy to go to with any personal or emotional problems than those aged 16-17 years old (88%).

Phase 2

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

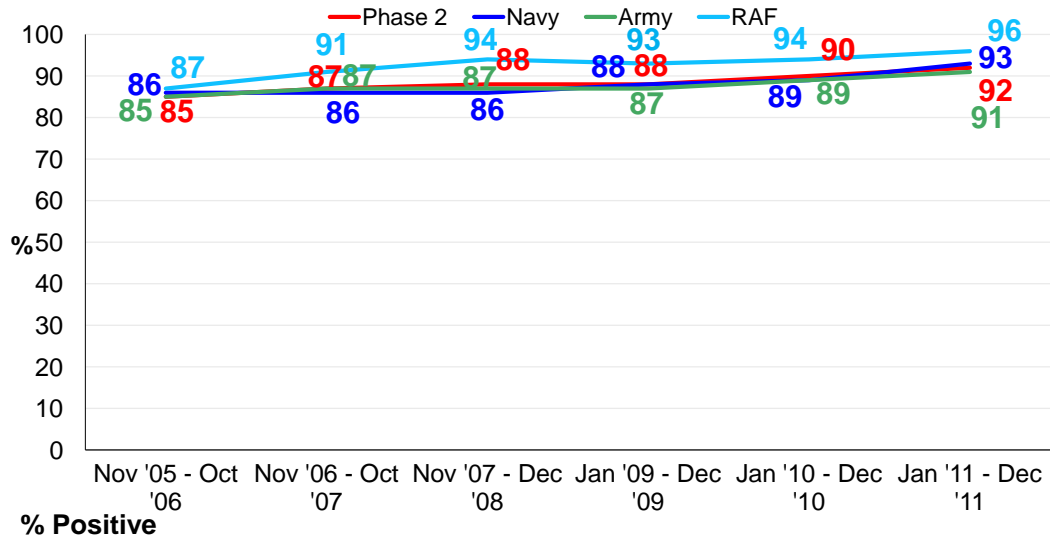


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 169

Phase 2

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



% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 170

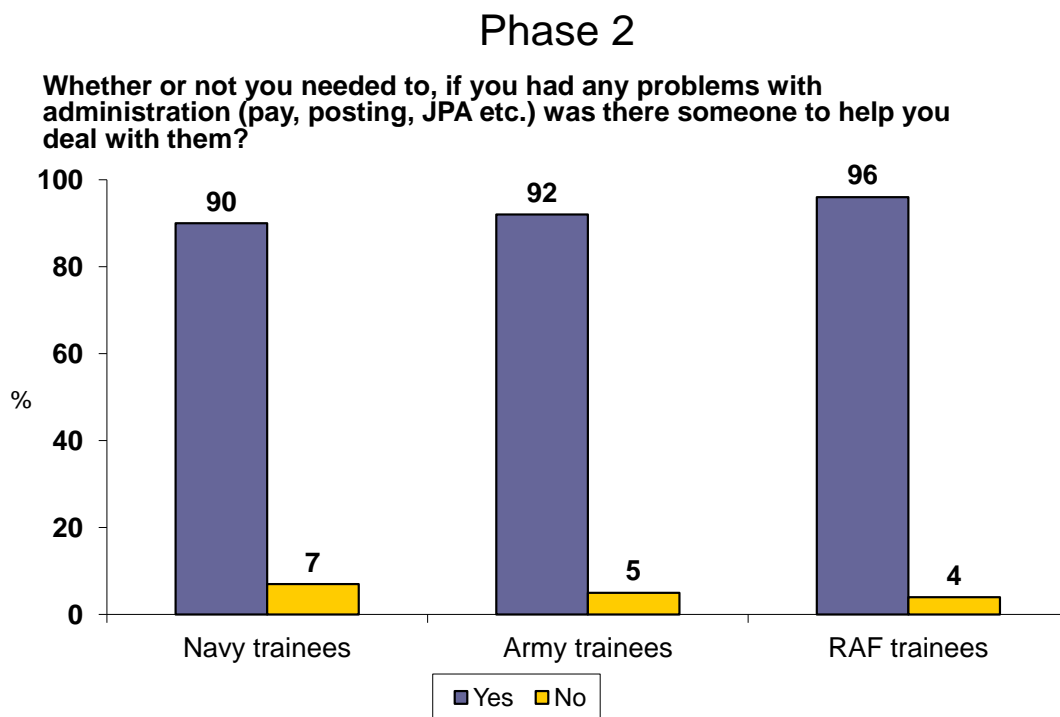
Whether or not you needed to, if you had any problems with administration was there someone to help you deal with them?

457. The majority of Phase 2 trainees said that they had someone to help them with any problems they may have had with administration (92%, up from 91% last year, 89% in 2009 and 87% in 2007/2008).

458. RAF trainees were the most likely to say this (96%, up from 93% last year), followed by Army trainees (92%), who were more likely to say this than Navy trainees (90%) (fig. 171).

459. Female trainees (95%) were more likely than male trainees (92%) to say that they had someone to help them, as were white trainees (93%) compared with non-white trainees (90%).

460. Trainees aged 18 years and older (93%) were more likely to say that they had someone to help them with any problems they may have had with administration than those aged 16-17 years old (90%).

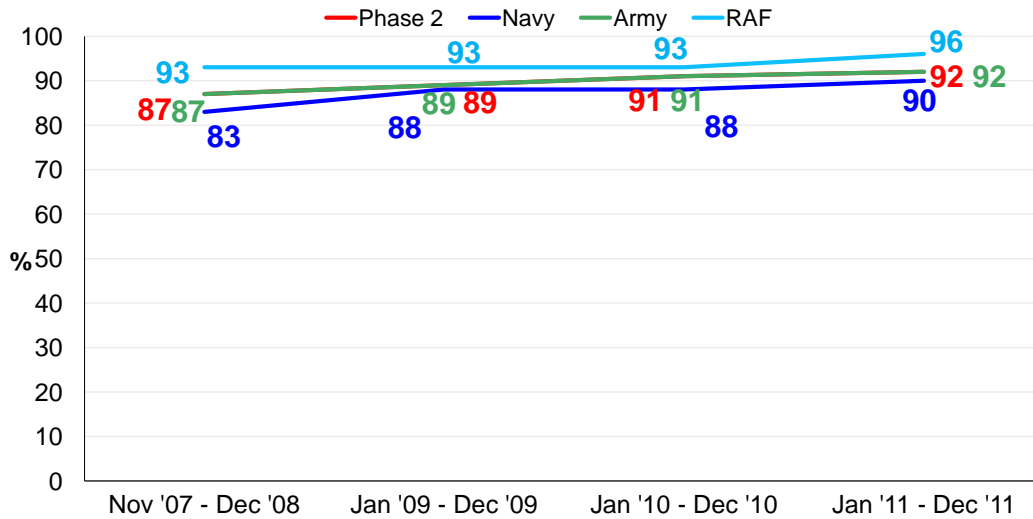


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 171

Phase 2

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?



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960)

Figure 172

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

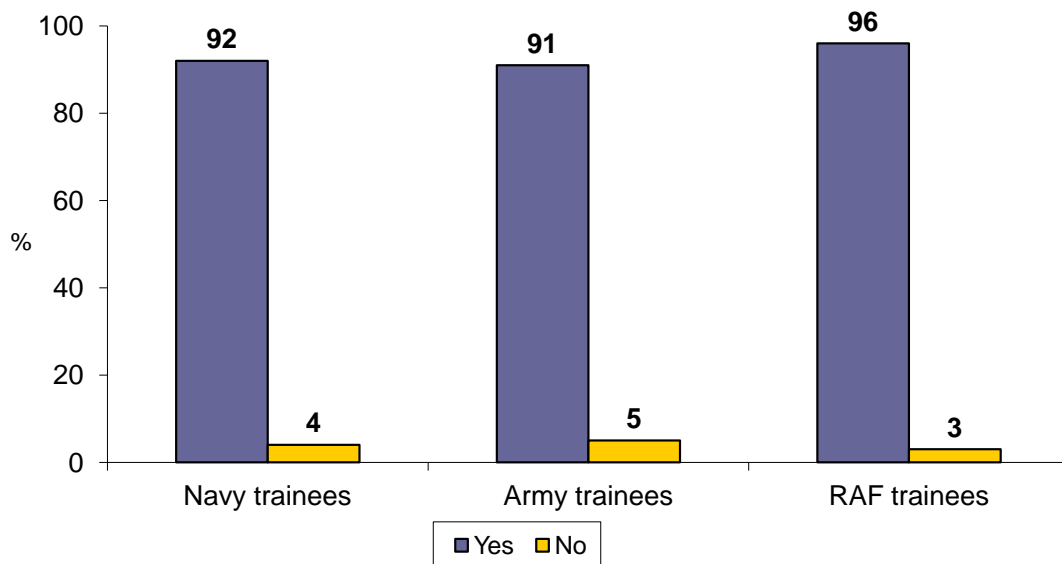
461. The majority of Phase 2 trainees said that they felt they had the opportunity to raise all their concerns with a person in authority (92%, up from 90% last year and 89% in 2009), with five per cent saying that they did not (down from six per cent).

462. RAF trainees (96%, up from 93%) were more likely to say that they felt able to raise all their concerns than their peers in the Navy (92% up from 89%) and the Army (91%, up from 89% last year, 88% in 2009 and 86% in 2007/08) (fig. 173). Trainees aged 18 years and above (93%) were more likely to say this than younger trainees (89% of those aged 16-17 years old).

463. Female trainees (6%) were more likely than male trainees (5%) to say that they did not feel they were able to raise concerns with a person in authority. Non-white trainees (7%) were more likely to say this than white trainees (4%).

Phase 2

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

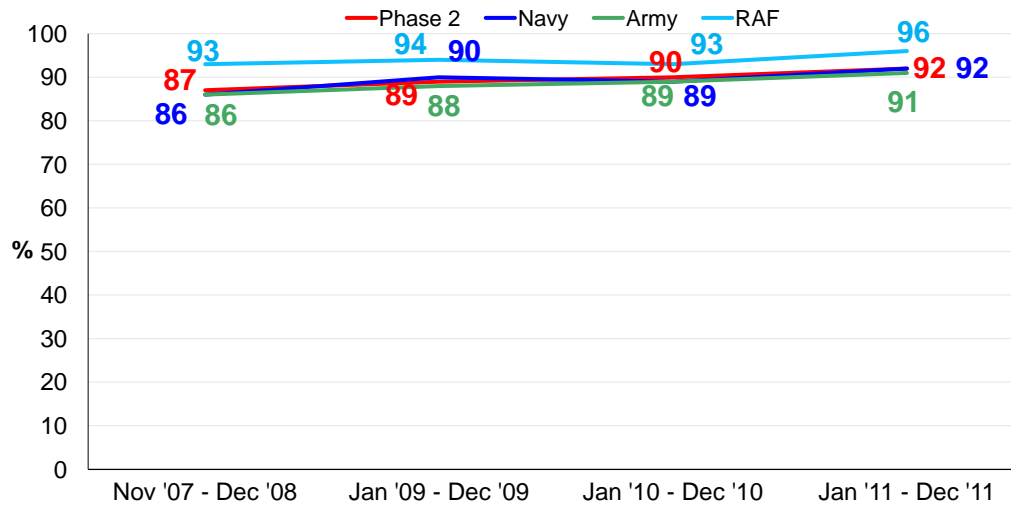


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 173

Phase 2

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



% Positive

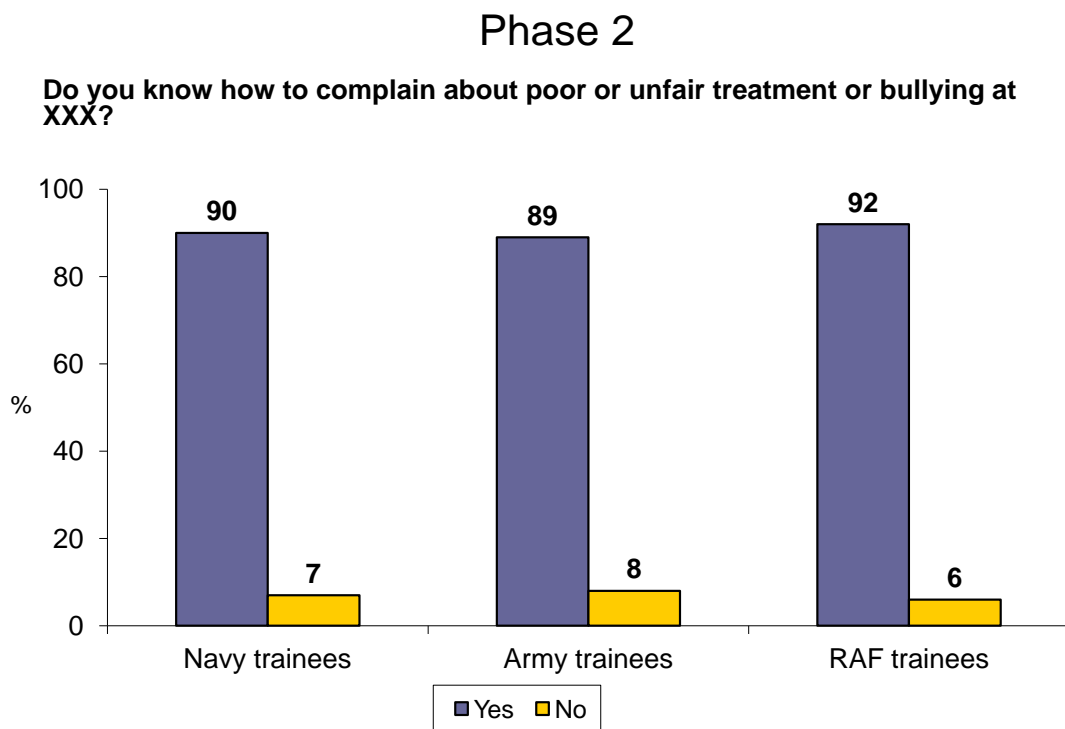
Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 174

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

464. Eighty-nine per cent of Phase 2 trainees said that they knew how to complain about bad or unfair treatment or bullying. Eight per cent said that they did not know how to complain and three per cent chose not to answer the question. RAF trainees (92%) were more likely to say that they know how to complain about bad or unfair treatment than Army trainees (89%) (fig. 175).

465. White trainees (90%) were more likely than non-white trainees (87%) to say that they knew how to complain about bad or unfair treatment or bullying, as were female trainees (92%) compared with male trainees (89%).

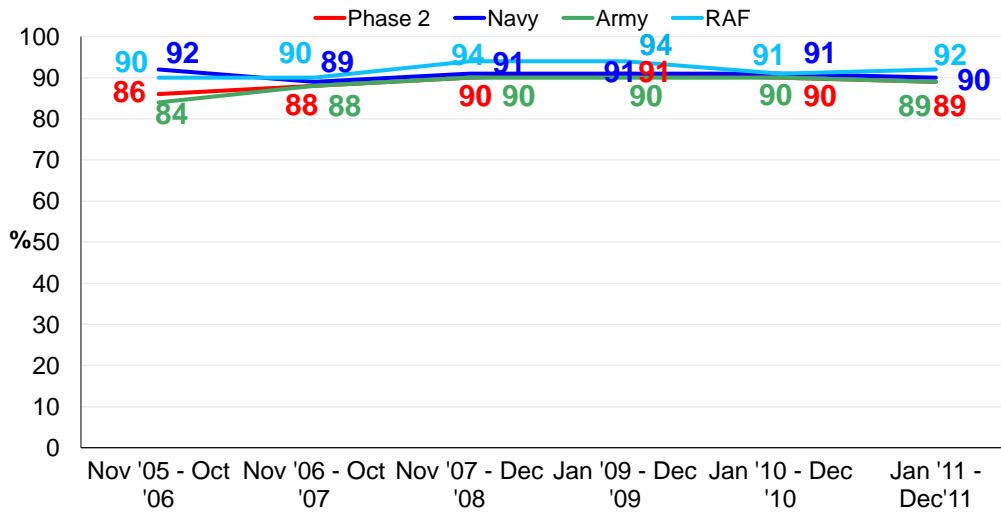


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 175

Phase 2

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



% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329), December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 176

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

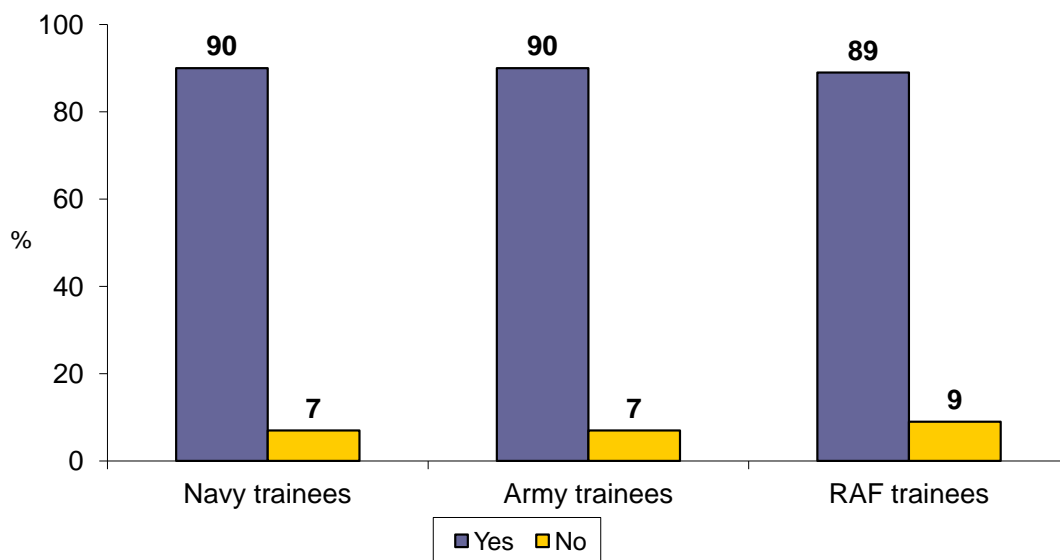
466. Ninety per cent of trainees said that they knew who to go to if they wanted to make a complaint (up from 88% last year). This increase can be seen in the proportion of Army trainees who said that they knew who to go to (90%, up from 89%).

467. Seven per cent of trainees said that they did not know who to go to if they wanted to make a complaint (down from nine per cent last year). This decrease can be seen in the proportion of RAF trainees (nine per cent, down from 12% last year) and Army trainees (seven per cent, down from eight per cent) who said that they did not know who to go to (fig. 177).

468. Those aged 26 years and over (5%) were more likely to say that they did not know who to go to than younger trainees (7% of those aged 16-24 years old).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 177

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

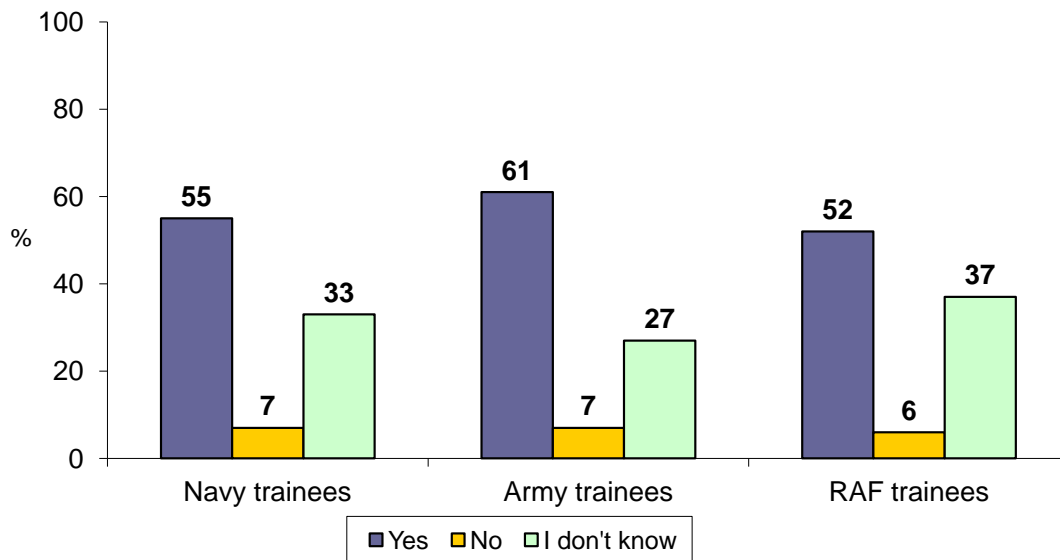
469. Fifty-nine per cent of trainees said that they believed that generally complaints were dealt with in a fair manner (up from 54% last year). Seven per cent said that they did not think complaints were dealt with fairly (down from 10% last year), with 30% (down from 32% last year and 35% in 2009) saying that they did not know. Four per cent chose not to answer the question.

470. Army trainees (61%) were more likely than their counterparts in the Navy (55%, up from 50%) and RAF (52%, up from 47%) to say that they believed complaints were dealt with fairly (fig. 178).

471. Non-white trainees (64%) were more likely than white trainees (59%) to say this. However, non-white trainees (9%) were also more likely than white trainees (7%) to believe complaints were not dealt with in a fair manner. Younger trainees (7% of those aged 16-25 years old) were more likely to believe complaints were not dealt with in a fair manner than older trainees (4% of those aged 26 years and older).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 178

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

472. Phase 2 trainees who said that they did not think complaints were dealt with fairly (423 trainees) were asked why they thought this.

473. Among Phase 2 trainees the main reason for not believing that complaints were dealt with in a fair manner was the perception that people are not believed or taken seriously (48% of those who were asked this question). There has been a decrease in the proportion of Navy trainees who believed this (39%, down from 53% last year) (fig. 179). The second most cited reason was the perception that nothing is ever done about complaints (43%). The proportion citing this particular reason has fallen for RAF trainees (to 39%, from 56%). Male trainees (46%) were more likely to cite this as a reason than female trainees (24%). The third most cited reason was that higher ranks are always taken more seriously (37%).

474. Thirty per cent of trainees said that if you complain it causes you problems on the course. RAF trainees (42%) were more likely to cite this as a reason than Army trainees (29%).

475. There has been an increase in the proportion of trainees who said that complaining is bad for your career (22%, up from 16%). This increase can be seen amongst RAF trainees (23%, up from 11%).

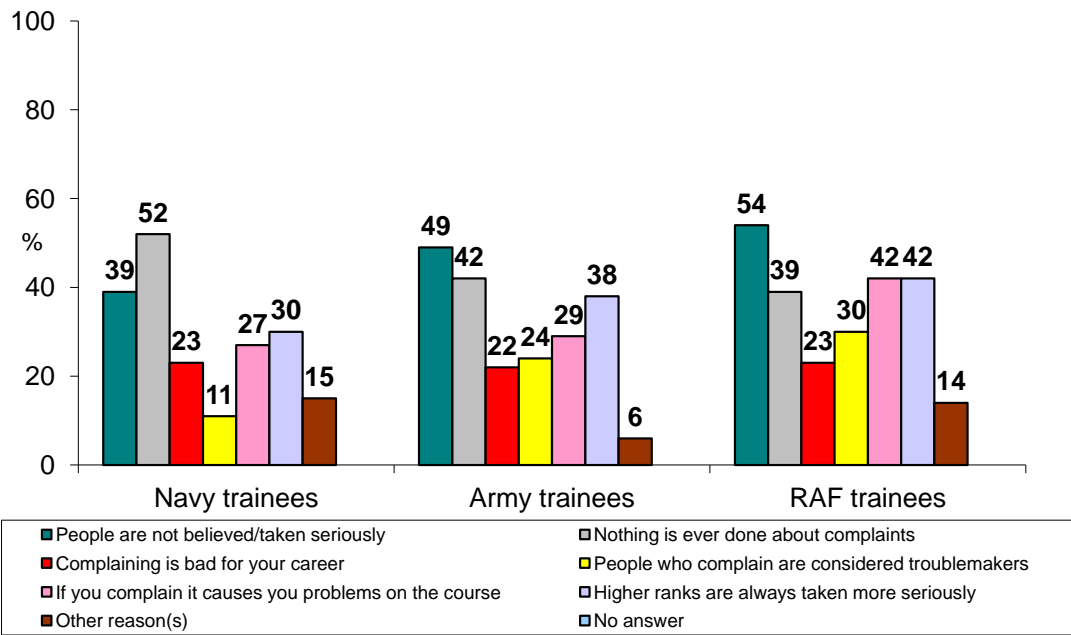
476. Twenty-two per cent of trainees said that people who complain are considered troublemakers. RAF trainees (30%, up from 10% last year) and Army trainees (24%) were more likely to cite this as a reason than Navy trainees (11%).

477. Other reasons for the belief that complaints are not dealt with in a fair manner was chosen by nine per cent of trainees. Navy trainees (15%) and RAF trainees (14%) were more likely to choose this option than Army trainees (6%).

478. Twelve per cent of trainees chose not to answer this question (up from seven per cent last year). This increase can be seen in the proportion of RAF trainees who chose this (nine per cent, up from two per cent).

Phase 2

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



Number of respondents (all who do not believe complaints dealt with fairly): Navy trainees (71), Army trainees (291), RAF trainees (57)

Figure 179³²

³²This was a multi-coded question; respondents could select more than one answer

FAIRNESS, EQUALITY AND DIVERSITY

EQUAL TREATMENT

479. The majority of Phase 2 trainees (80%) felt that trainees were all treated equally either 'always' or 'most of the time' whilst at their school. This represents an increase of eight percentage points since last year (72%).

480. There have been increases in the proportion of trainees who felt that they were treated equally amongst all three Services; Navy trainees increased from 69% to 76%, Army trainees from 75% to 82% and RAF trainees from 69% to 76% (fig. 180).

481. Army trainees were the most likely to have felt that they were treated equally (82%, up from 75%), followed by Navy trainees and RAF trainees (both 76%, up from 69%).

482. Trainees aged 18 years old and above were more likely to have felt that they were treated equally (80%) than those aged 16-17 years old (77%).

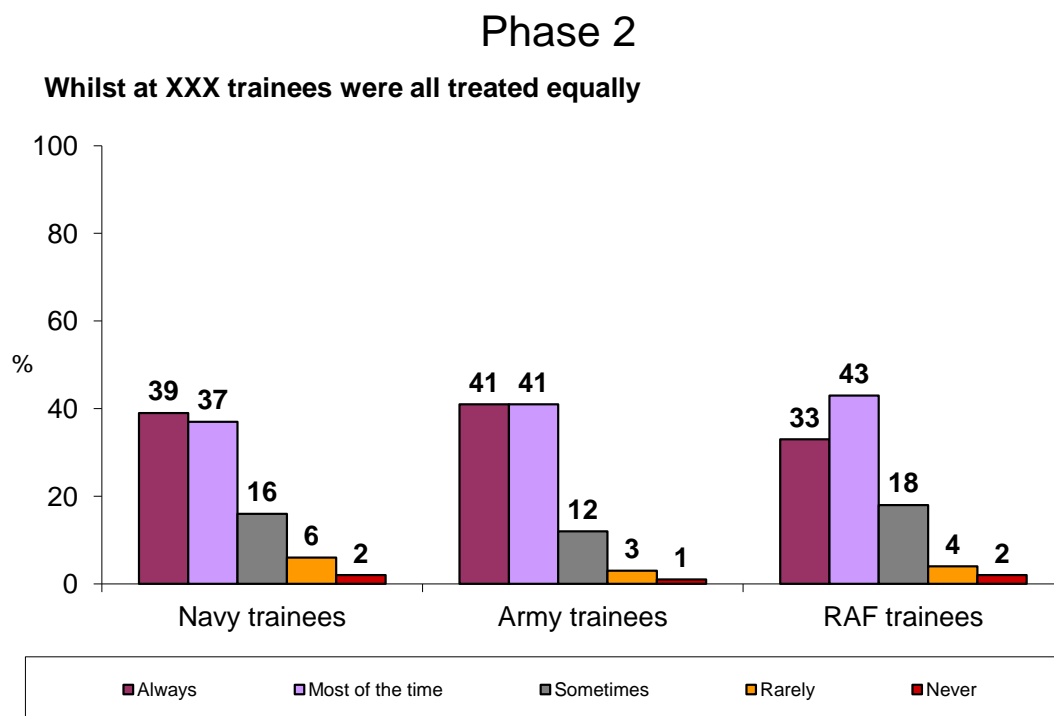
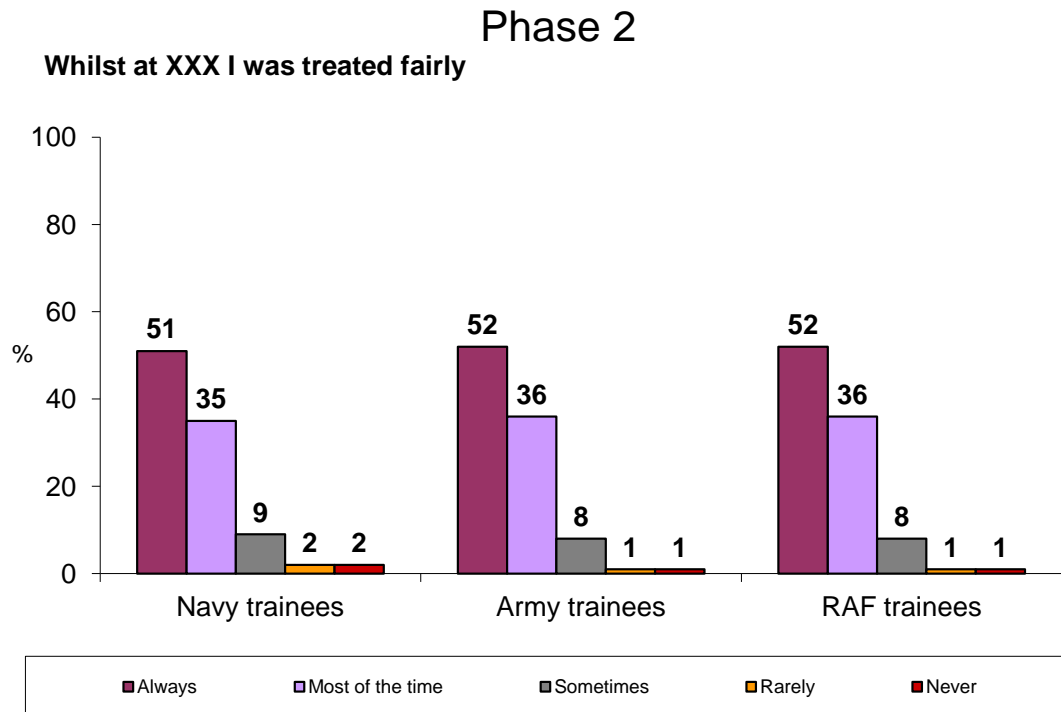


Figure 180

483. The majority of Phase 2 trainees (88%) felt that they were treated fairly whilst at their school. For a full breakdown by Service, please see figure 181.

484. White trainees were more likely to say they were treated fairly (88%) than non-white trainees (85%).



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

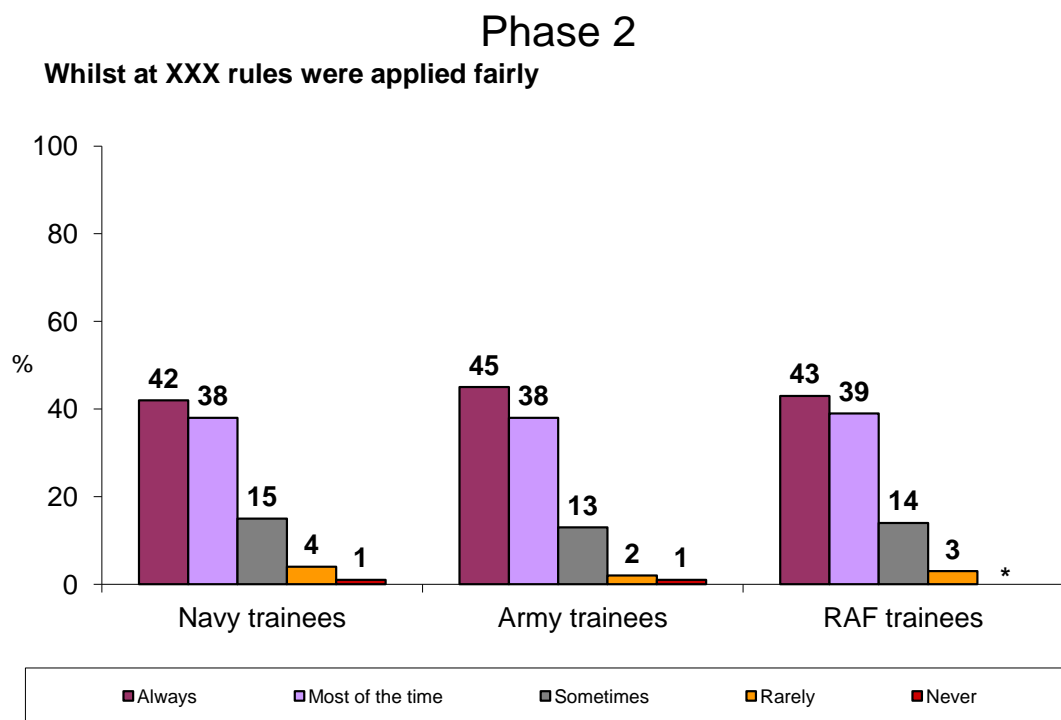
Figure 181

485. Eighty-two per cent of Phase 2 trainees believed that rules were applied fairly (up from 80% last year).

486. The proportion of Army trainees who said that the rules were applied fairly is now higher than it has ever been (increasing from 80% in 2009, up to 81% last year to 83% this year) (fig. 182).

487. Across the services there are variations. Army trainees were more likely to feel that rules were applied fairly (83%) than RAF (81%) Navy trainees (80%).

488. Trainees aged 31 years and above were more likely to feel that rules were applied fairly (88%) than trainees aged 16-19 years old (81%).



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

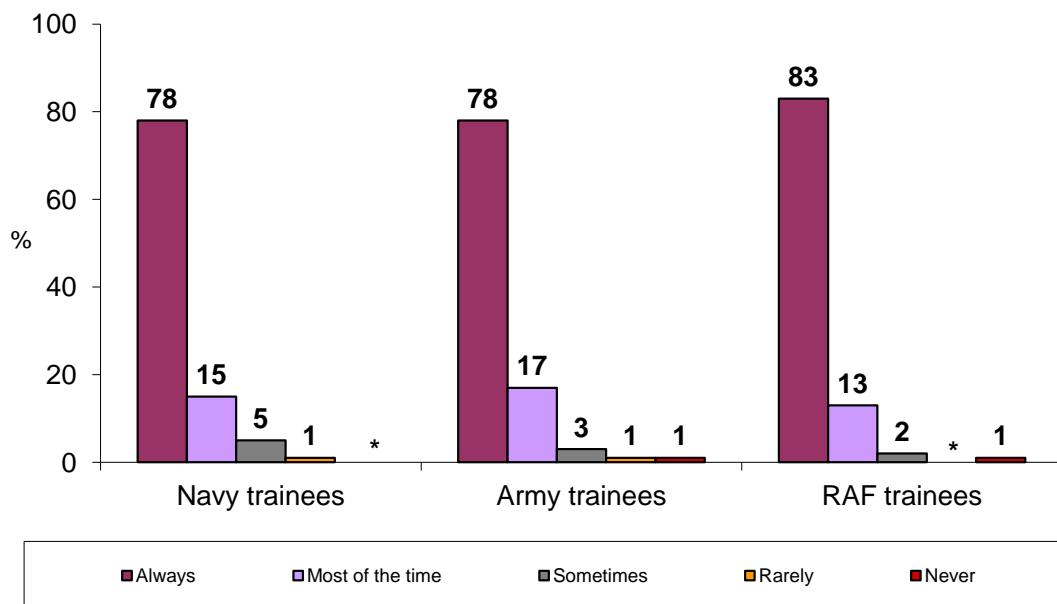
Figure 182

489. The majority of trainees (95%) felt that training was conducted without sexual or racial harassment. This is now at its highest ever level (increasing from 91% in 2009, up to 94% last year to 95% this year). This increase can be seen in the proportion of Army trainees who felt that training was conducted without sexual or racial harassment (95%, up from 93% last year and 89% in 2009) (fig. 183)

490. White trainees were more likely to say that training was conducted without sexual harassment (95%) than non-white trainees (90%).

Phase 2

Whilst at XXX training was conducted without sexual or racial harassment



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 183

Phase 2

Training was conducted without sexual or racial harassment

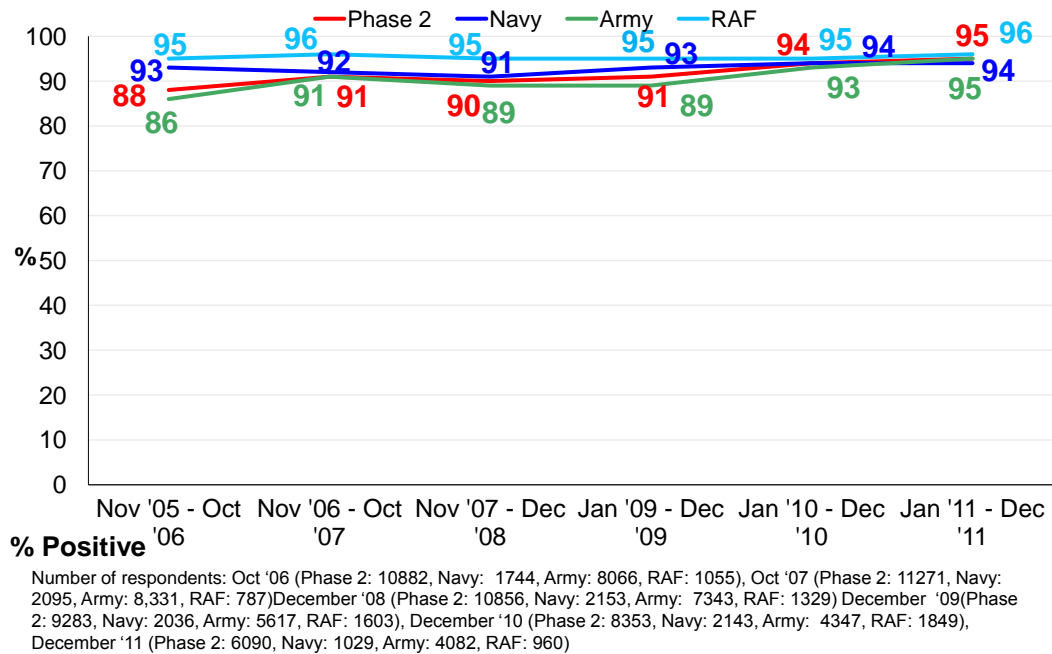


Figure 184

BAD OR UNFAIR TREATMENT

491. In the reporting period for 2005/6 and 2007/8, trainees were asked 'do you believe that you were badly or unfairly treated by the staff or other trainees whilst at xxx'. In 2006/7, 2009, 2010 and 2011, this was asked as two separate questions, one concerning staff and one trainees.

492. In this report, comments are made separately on bad or unfair treatment by staff and by other trainees in the same way as the 2006/7, 2009 and 2010 reporting period. Following this, the data for this treatment by staff and other trainees has been amalgamated. Please note this may not be directly comparable due to a change in the way the question is worded.

BAD OR UNFAIR TREATMENT BY STAFF

493. Overall, four per cent of trainees felt that they had been badly or unfairly treated by staff, down from the last reporting period (5%). Five per cent chose not to answer this question. The proportion saying so in the Army decreased to five per cent this year, from six per cent last year (fig. 185). The proportion in the Army who chose not to answer this question decreased from six per cent last year, to five per cent this year.

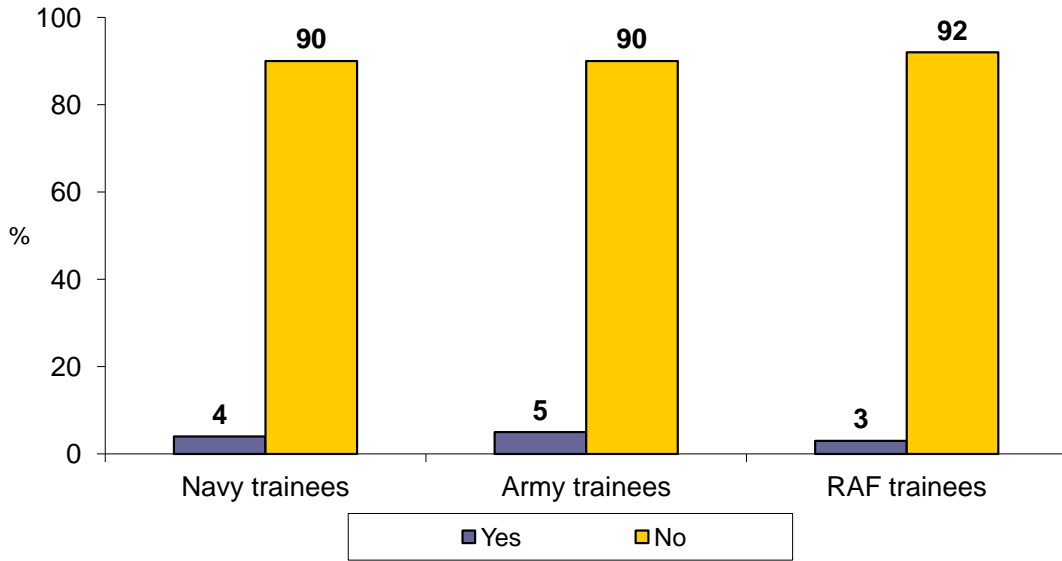
494. Ninety per cent of trainees said that they had not been badly or unfairly treated by staff, up one percentage point since last year (89%). The proportion of Army trainees who said they had not been badly or unfairly treated by staff has increased by two percentage points since last year (90%, up from 88%).

495. Trainees aged 16-19 years old were more likely to say they had been badly or unfairly treated by staff (6%) than trainees aged 20 years and above (4%).

496. Non-white trainees (6%) were more likely to say they had been badly or unfairly treated by staff than white trainees (4%).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 185

BAD OR UNFAIR TREATMENT BY OTHER TRAINEES

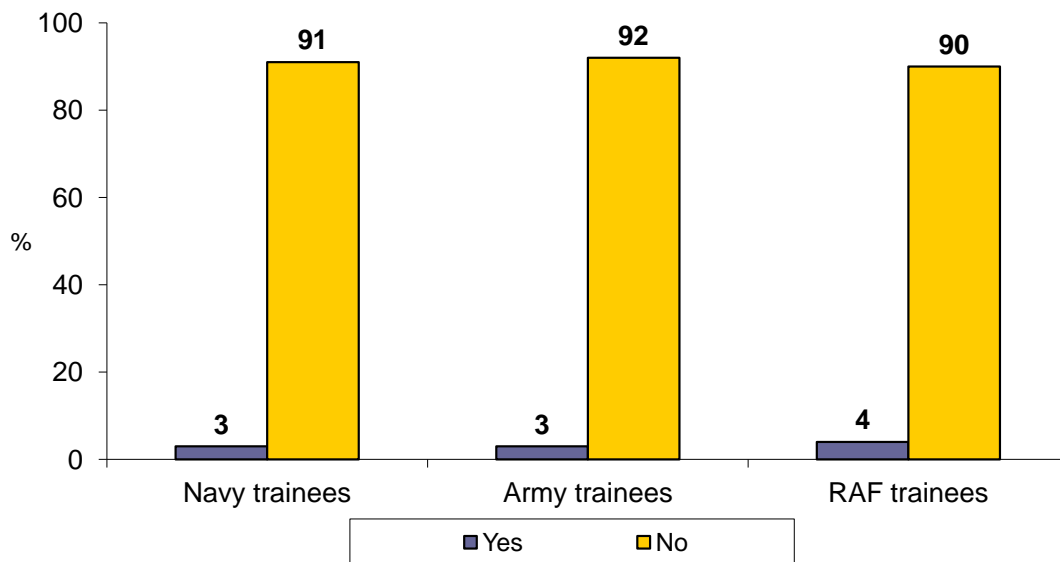
497. Overall, four per cent of trainees felt that they had been badly or unfairly treated by other trainees (statistically down from four per cent last year). The proportion of trainees who reported this treatment was similar across all three Services; three per cent (down from 5% last year) in the Army, three per cent (down from 4% last year) in the Navy, and four per cent in the RAF (down from 5% last year) (fig. 186).

498. Ninety-two per cent of trainees said that they had not been badly or unfairly treated by other trainees. This is an increase of two percentage points since last year (90%). Again, the proportion of trainees who said this was similar across all Services; 91% in the Navy, 92% in the Army (up from 90% last year) and 90% in the RAF.

499. Female trainees (6%) were more likely to say that they had experienced bad or unfair treatment by other trainees than their male counterparts (3%), as were non-white trainees (6%) compared with white trainees (3%).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 186

500. When the data for bad or unfair treatment by staff and other trainees is combined for 2011 to make the data comparable year on year, overall, the majority of Phase 2 trainees (91%) said that they had not been badly or unfairly treated by either staff or trainees whilst at their School. The proportion who said this has increased over the last four years: from 85% in 2007/2008, to 86% in 2009, up to 89% last year, and to 91% this year. In a similar way, the proportion of Army trainees who said that they had not been badly or unfairly treated has increased over the last four years (from 84% in 2007/2008, to 86% in 2009, up to 89% last year to 91% this year) (fig. 187).

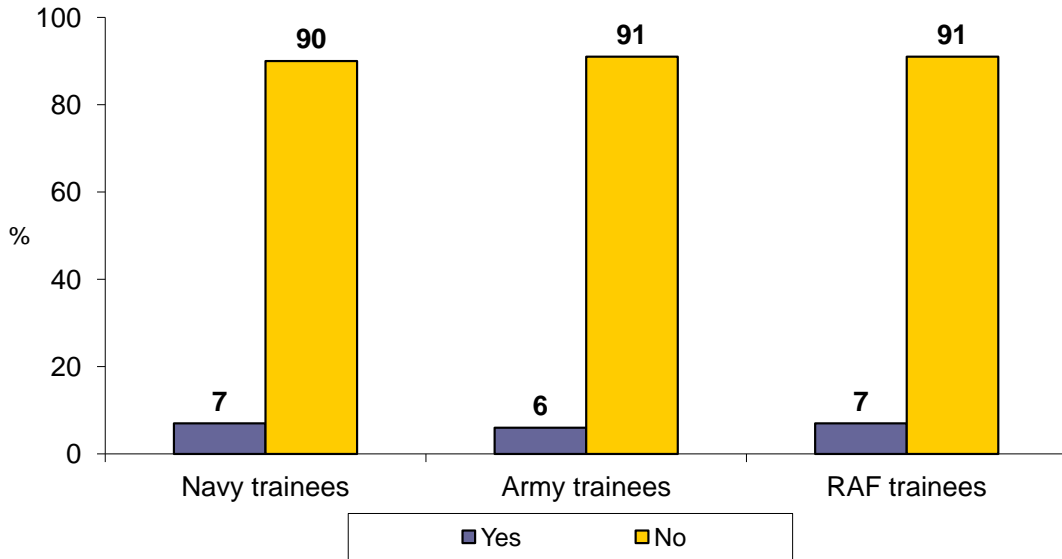
501. Six per cent of trainees said that they had been badly or unfairly treated, this represents a decrease of two percentage points from the previous reporting period (from 8%). The proportion of trainees in the Army who said that they had been badly or unfairly treated has fallen (from 8% last year to 6% this year).

502. Female trainees were more likely to say that they were badly or unfairly treated by staff or other trainees (9%) than their male counterparts (6%), as were non-white trainees (9%) compared with white trainees (6%).

503. Trainees aged 16-17 years old were more likely to feel that they were badly or unfairly treated by staff or other trainees (9%) than trainees aged 20 years old and above (5%).

Phase 2

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

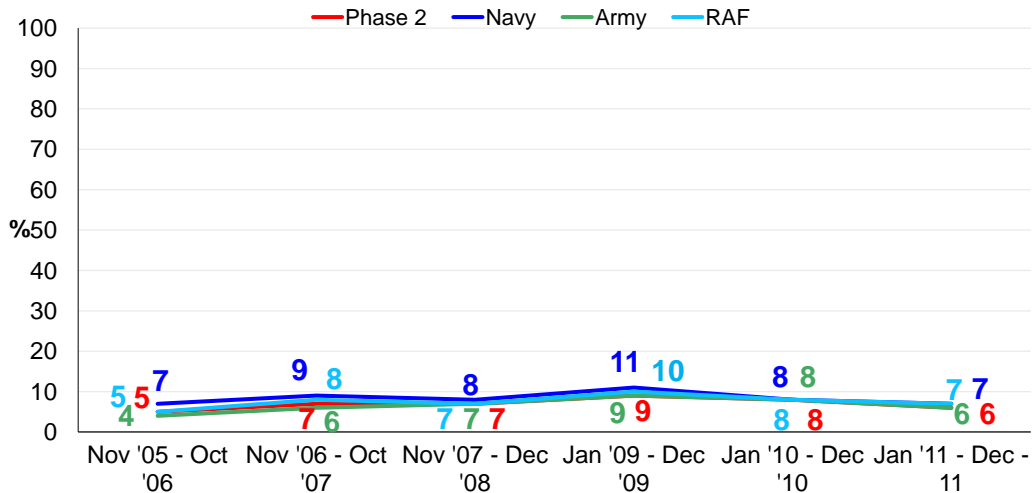


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 187

Phase 2

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



% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329), December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 188³³

³³ Please note, the question was asked differently in October '06 and Dec '08 and so the data may not be directly comparable

BAD OR UNFAIR TREATMENT - OVERALL

504. Of all Phase 2 trainees surveyed, six per cent (386 people), down from eight per cent last year, felt that they had been badly or unfairly treated. These trainees were asked to provide more detail on the type of treatment they experienced. Please note that 45% chose not to answer this question, last year, 46% did not provide an answer to this question. Trainees who did answer were able to select more than one category of bad or unfair treatment

505. The most frequently cited form of bad or unfair treatment continues to be being made fun of or humiliated (29%, equating to 1.8% of all Phase 2 trainees). RAF trainees (38%) were more likely to say that they had experienced this type of treatment than those in the Army (25%). The order of frequency of the remaining forms of bad or unfair treatment is consistent with last year.

506. Twenty-two per cent of trainees who said that they had been badly or unfairly treated said that they had been verbally abused (equating to 1.4% of all Phase 2 trainees). Trainees aged 16-17 years old were more likely to say this (36%) than their counterparts aged 18 years and above (21%).

507. One fifth (20%) of those who stated that they had been badly or unfairly treated said that they had been treated differently to others (equating to 1.3% of all Phase 2 trainees).

508. Seventeen per cent of trainees who said that they had been badly or unfairly treated stated that they had been picked on continually (equating to one per cent of all Phase 2 trainees). The proportion of RAF trainees who said they had been picked on continually (25%) was greater than the proportion of Army trainees who said this (14%). Younger trainees (23% of those aged 16-19 years old) were more likely to say this than older trainees (13% of those aged 20 years and above).

509. Of the trainees who said that they had been badly or unfairly treated, 16% said that they had been intimidated (equating to one per cent of all Phase 2 trainees).

510. One in ten (10%) of those who said that they had been badly or unfairly treated said that they were always given the worst jobs to do (equating to 0.6% of all Phase 2 trainees).

511. Four per cent of those who felt that they had been badly or unfairly treated said that they had been racially harassed (equating to 0.3% of all Phase 2 trainees). Of the non-white trainees who said that they had been badly or unfairly treated, 16% said that they had been racially harassed, compared with three per cent of white trainees.

512. Of the trainees who said that they had been badly or unfairly treated, four per cent said that they had been physically abused (e.g. hit or kicked) (equating to 0.2% of all Phase 2 trainees).

513. Three per cent of those who had been badly or unfairly treated said that they had been sexually harassed (equating to 0.2 % of all Phase 2 trainees, or 10 trainees). A higher proportion of female trainees who had been badly or unfairly treated said that they had been sexually harassed (7%) than male trainees (2%).

BAD OR UNFAIR TREATMENT BY STAFF

514. Those who said that they had experienced bad or unfair treatment were also asked whether this came from staff or other trainees³⁴. Forty-six per cent of those who said they had been badly or unfairly treated overall said this came from staff, while 45% said this came from other trainees. The proportion of Army trainees (53%) who said that the bad or unfair treatment came from staff was greater than the proportion of RAF trainees (28%) who said this (figs. 90-91). Conversely, the proportion of RAF trainees (62%) who said that the bad or unfair treatment came from other trainees was higher than the proportion of Army trainees (40%) who said this.

515. Of those who said that they were physically abused, 27% said that this was by staff (equating to four trainees or 0.07% of all Phase 2 trainees).

516. Of trainees who said that when they were intimidated, the proportion who said that this was by staff was 41% (equating to 26 trainees or 0.4% of all Phase 2 trainees).

517. The proportion of trainees who said that when they were made fun of or humiliated, this was by staff, was 29% (equating to 32 trainees or 0.5% of all Phase 2 trainees).

518. Of those who said that they experienced verbal abuse, 21% said that this came from staff (equating to 18 trainees or 0.3% of all Phase 2 trainees).

519. Twenty-nine per cent of trainees who said that they were picked on said staff were responsible for this (equating to 19 trainees or 0.3% of all Phase 2 trainees).

520. Twenty per cent of trainees who were sexually harassed said that this harassment came from staff (equating to two trainees or 0.03% of all Phase 2 trainees, or two trainees).

521. Of those who said that they were racially harassed, 29% said that this harassment came from staff (equating to five trainees or 0.08% of all Phase 2 trainees).

522. The proportion of trainees who said that when they were given the worst jobs to do, this was by staff, was 44% (equating to 17 trainees or 0.3% of all Phase 2 trainees).

523. Of those who said that they were treated differently, 58% (which equates to 45 trainees or 0.7% of all Phase 2 trainees), stated that this was by members of staff.

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

BAD OR UNFAIR TREATMENT BY OTHER TRAINEES

524. Of those who said that they were physically abused, 60% said that this came from other trainees (equating to 9 trainees or 0.1% of all Phase 2 trainees overall).

525. Of those who said that they experienced intimidation, 56% said that this came from other trainees (equating to 35 trainees or 0.6% of all Phase 2 trainees).

526. Of those who said that they were made fun of or humiliated, 63% said that this came from other trainees (which equates to 70 trainees or 1.1% of all Phase 2 trainees).

527. Sixty-three per cent of trainees who said that they experienced verbal abuse said that this came from other trainees (equating to 54 trainees or 0.9% of all Phase 2 trainees).

528. Of those who said that they were picked on, 50% said that this was by other trainees (equating to 33 trainees or 0.5 per cent of all Phase 2 trainees).

529. Thirty per cent of trainees who said that they were sexually harassed, said that this harassment came from other trainees (equating to three trainees or 0.05% of all Phase 2 trainees).

530. Of those who said that they were racially harassed, 41% said that this was by other trainees (equating to seven trainees or 0.1% of all Phase 2 trainees).

531. Of those who said that they were given the worst jobs to do, 28% said that this was by other trainees (equating to 11 trainees or 0.2% of all Phase 2 trainees).

532. Fifteen per cent of trainees said that when they were treated differently, this was by other trainees (equating to 12 trainees or 0.2% of all Phase 2 trainees).

Phase 2 – Navy

Of those who were badly or unfairly treated, the split by staff and trainees is ...

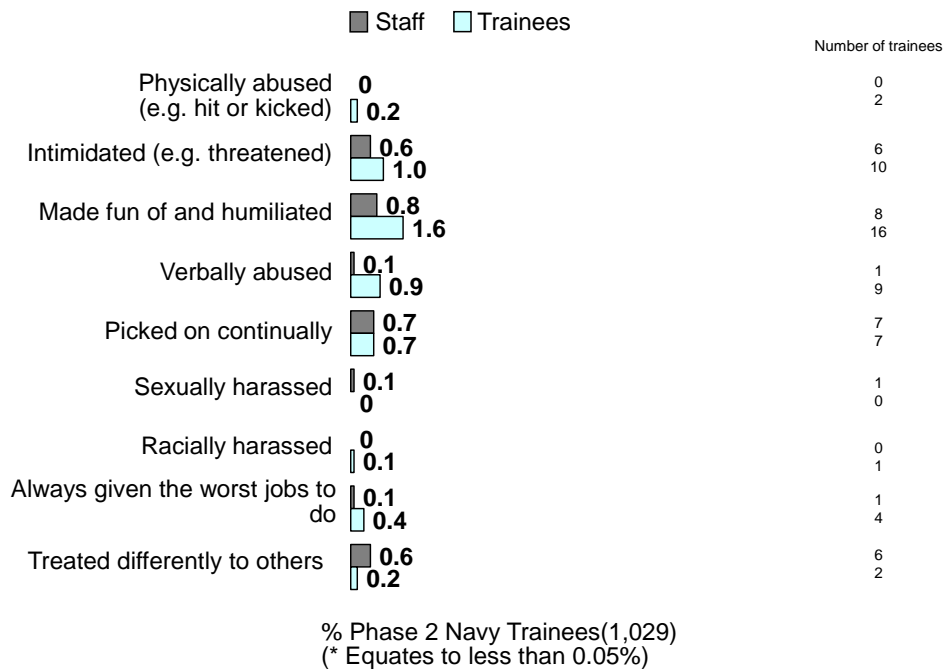


Figure 189³⁵

Phase 2 – Army

Of those who were badly or unfairly treated, the split by staff and trainees is ...

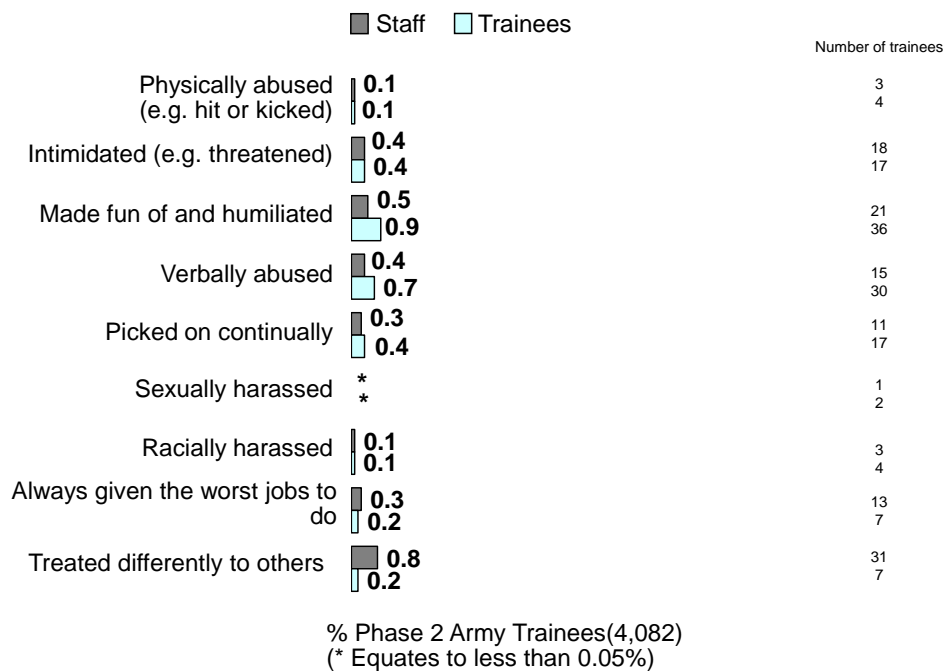


Figure 190³⁶

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

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

Phase 2 – RAF

Of those who were badly or unfairly treated, the split by staff and trainees is ...

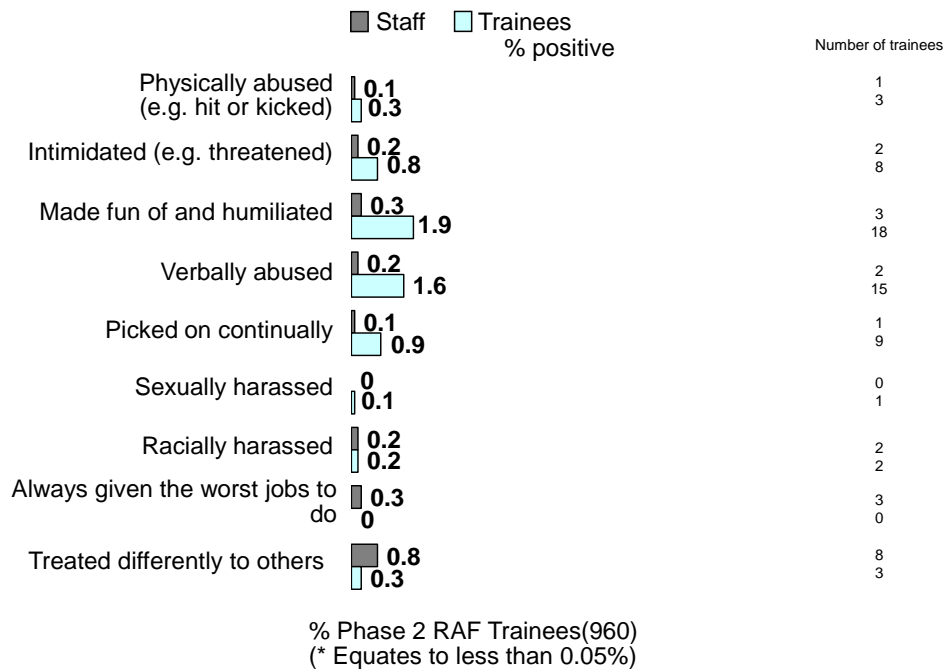


Figure 191³⁷

³⁷ This was a multi-coded question; respondents could select more than one answer

ACTION FOLLOWING BAD OR UNFAIR TREATMENT

533. Trainees who said that they experienced some form of bad or unfair treatment were asked what they did following this treatment. It should be noted that 18% of trainees chose not to answer this question. The number of trainees providing an answer to this question was 174.

534. Of those who did answer, the most common response was to do nothing (42% of those who were asked the question). A greater proportion of Army trainees (48%) reported that they did nothing following bad or unfair treatment than trainees in the RAF (23%) (fig. 192). Forty-three per cent of Navy trainees cited doing nothing after experiencing bad or unfair treatment.

535. The next most common responses following bad or unfair treatment were to speak to a fellow trainee (31%) or to speak to friends or family (25%).

536. Nineteen per cent of trainees who said that they had experienced unfair treatment made some form of complaint; nine per cent made a formal complaint, while 13% made an informal complaint³⁸. Trainees in the Navy (30%) were more likely to have made an informal complaint than those in the Army (8%). Trainees in the RAF (21%) were more likely to have made a formal complaint than their counterparts in the Army (5%).

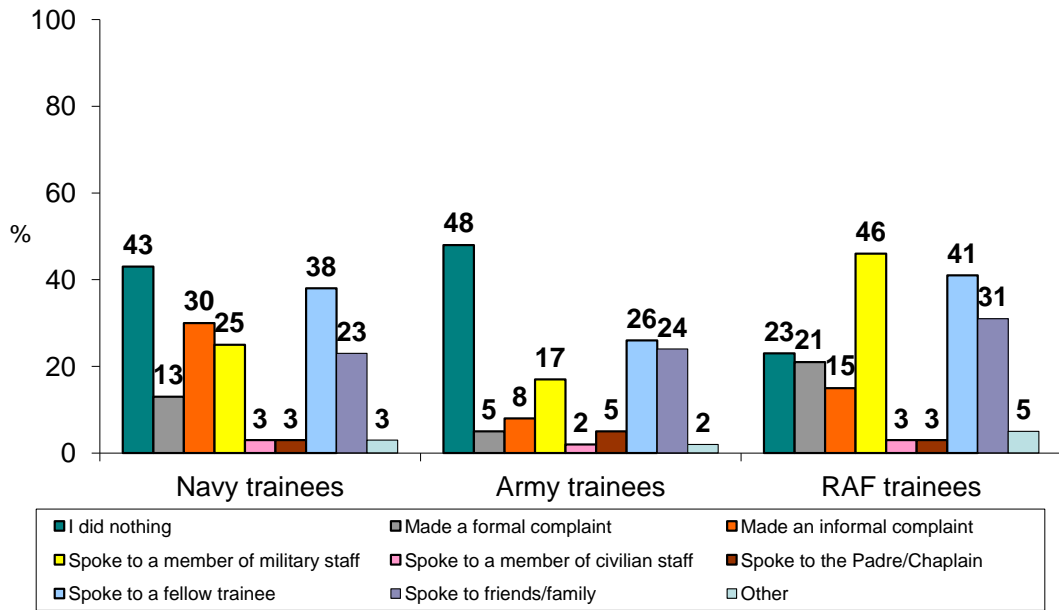
537. The proportion of trainees who reported that they spoke to a member of military staff was 24%, while the proportion who spoke to a member of civilian staff was two per cent.

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

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

Phase 2

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



Number of respondents (all who felt badly/unfairly treated): Navy trainees (40*), Army trainees (131), RAF trainees (39*)

Figure 192³⁹

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

REASONS FOR BAD OR UNFAIR TREATMENT

539. Trainees who said that they had been badly or unfairly treated were asked why they thought this had occurred. It should be noted that 55% of trainees (212 trainees) chose not to answer this question; 174 trainees did provide an answer here. However, of the trainees who did answer, the most common reason cited for their bad or unfair treatment was 'because of something else' (21%), i.e. a reason not listed. This was the most commonly cited reason amongst trainees of all three Services, although Navy (30%) and RAF (27%) trainees were more likely to say this than Army trainees (17%) (fig. 193). White trainees (24%) were more likely to cite this than non-white trainees (8%).

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

541. Eleven per cent of trainees cited their social background as the reason for experiencing bad or unfair treatment. RAF (21%) and Navy (20%) trainees were more likely to give this as a reason than Army trainees (7%).

542. The next most commonly mentioned reason among those who felt they had experienced bad or unfair treatment was the trainee's age (7%), this represents a decrease of four percentage points since last year (11%). Trainees aged 16-19 years old were more likely to give this as a reason (13%) than their colleagues aged 20-25 years old (3%).

543. Race, colour or ethnic origin was cited by four per cent of trainees who said that they had been badly or unfairly treated. A higher proportion of non-white trainees (24%) felt that it was because of their race, colour or ethnic origin than white trainees (1%).

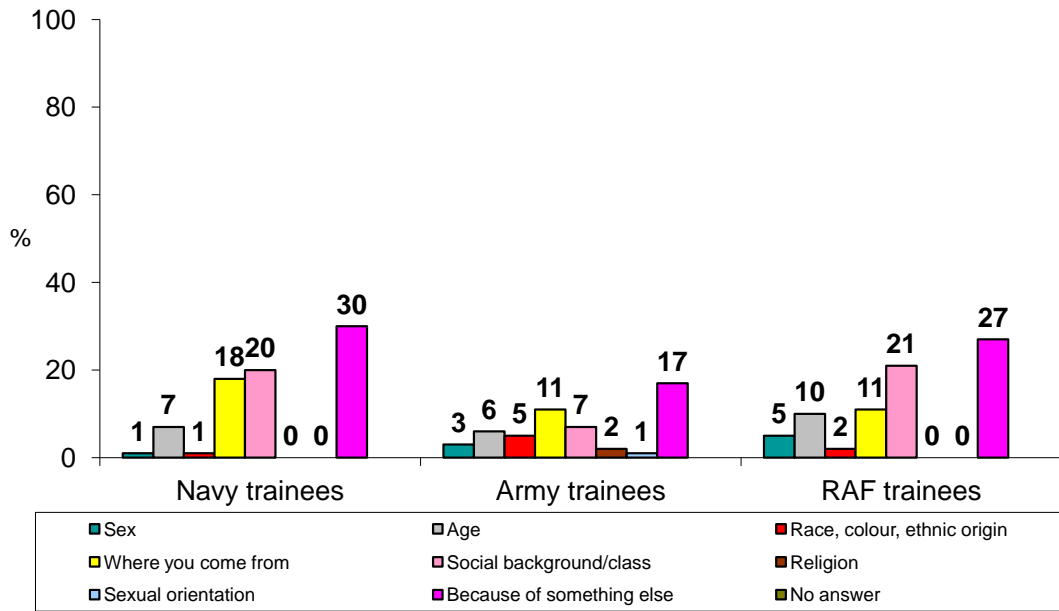
544. Three per cent of trainees who said they had been badly or unfairly treated said that this was because of their sex. Female trainees (15%) were more likely to cite this as a reason than male trainees (1%).

545. One per cent of trainees who felt that they had been badly or unfairly treated said that this was because of their religion (this equals four trainees).

546. One per cent of trainees that were badly or unfairly treated said it was because of their sexual orientation.

Phase 2

Why do you think you were badly or unfairly treated?



Number of respondents (all who felt badly/unfairly treated): Navy trainees (71), Army trainees (251), RAF trainees (63)

Figure 193⁴⁰

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

COMPLAINTS

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

547. The 170 trainees who said they had experienced bad or unfair treatment but did not complain about it were asked why they did not complain. A proportion of trainees (19%) chose not to answer this question, but of those that did, the most common reason given was that they considered the incident to be too minor to report (32% of those asked this question). This was the third most commonly cited reason last year (24%).

548. The second most common reason for not making a complaint was because trainees felt it would cause problems on the course (29%). This remains the second most commonly cited reason (26% last year). Female trainees (45%) were more likely to state this as a reason than male trainees (25%).

549. The third most commonly cited reason was that trainees did not think anything would be done if they did complain (25%). Last year, this was the most commonly cited reason (30%).

550. The next most commonly cited reason was that trainees were worried that they would be considered a troublemaker (22%). The proportion of Army trainees who gave this as a reason increased since last year (from 13% to 25%) (fig. 195).

551. The fifth most commonly cited reason was because they did not think people would believe them/take them seriously (19%).

552. Sixteen per cent of trainees thought that making a complaint would be bad for their career.

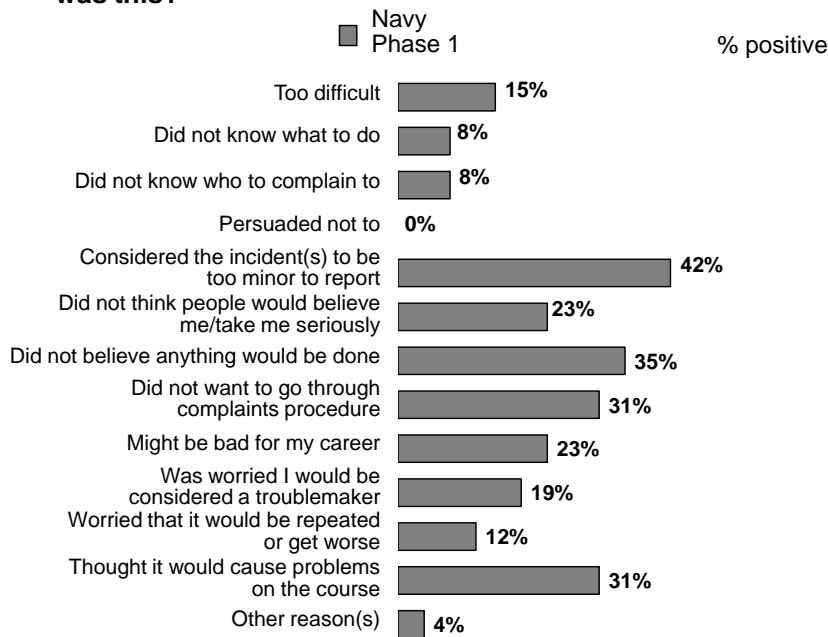
553. The next most commonly given reason for not making a complaint was that trainees felt it was too difficult to do so (15%). The same proportion (15%) of trainees stated that they were worried it would be repeated or get worse if they made a complaint.

554. Thirteen per cent of trainees said that they did not complain because they did not want to go through the complaints procedure and eight per cent did not make a complaint because they did not know what to do.

555. Four per cent did not complain because they did not know who to complain to and the same number said it was because they were persuaded not to.

Phase 2 - Navy

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

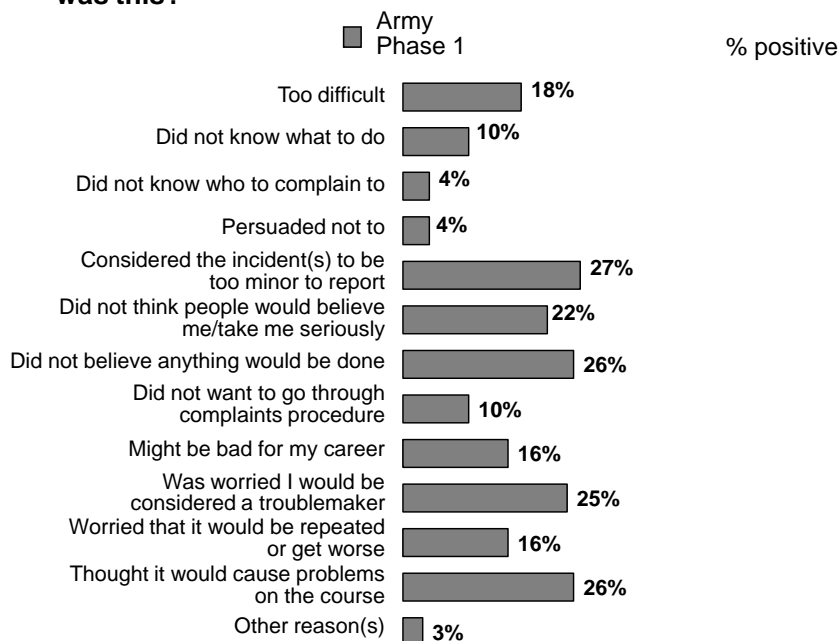


Number of respondents: Navy schools (all who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint):(26*)

Figure 194⁴¹

Phase 2 - Army

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



Number of respondents: Army schools (all who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint):(116)

Figure 195⁴²

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

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

Phase 2 - RAF

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

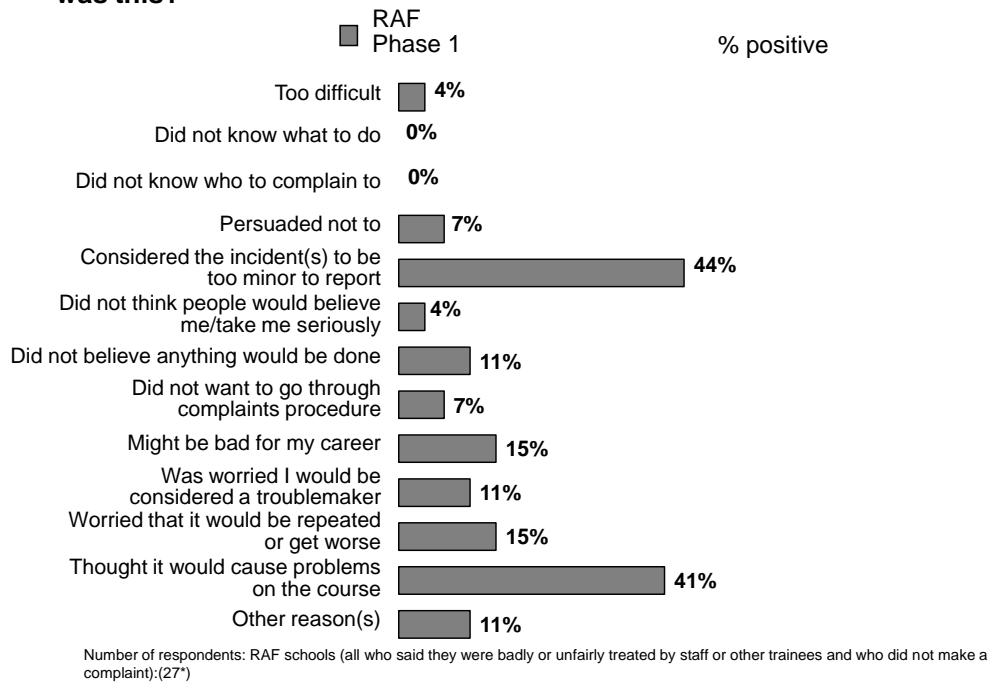


Figure 196⁴³

⁴³ This was a multi-coded question; respondents could select more than one answer

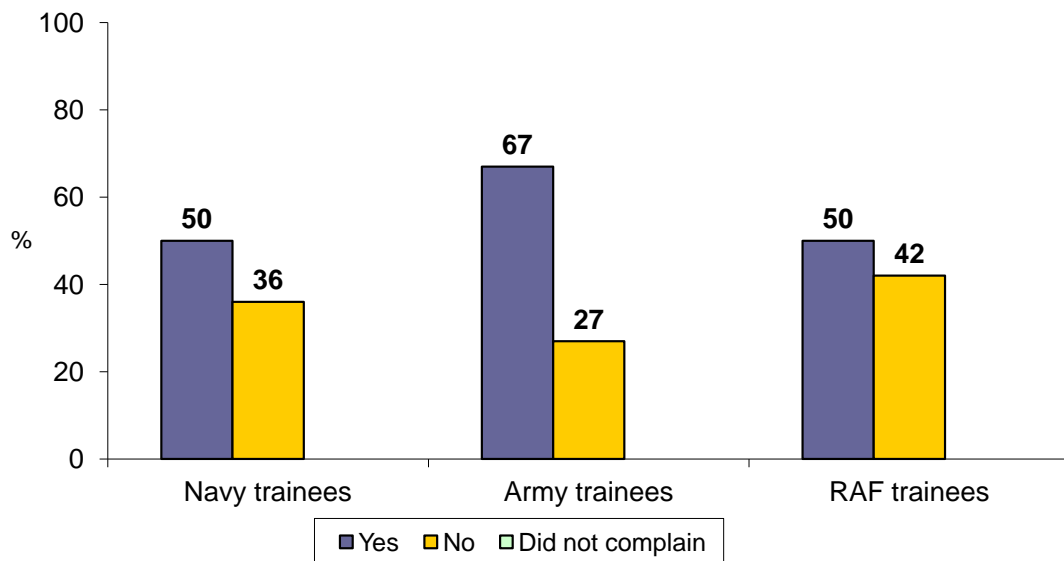
When you made a complaint about your treatment was it dealt with fairly?

556. Trainees who said that they made a complaint (41 people) were asked whether their complaint was dealt with fairly. It should be noted that ten per cent of trainees chose not to answer.

557. Of those asked this question, 56% thought that their complaint had been dealt with fairly, while 34% thought that this was not the case. For a full breakdown by Service, see figure 197.

Phase 2

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



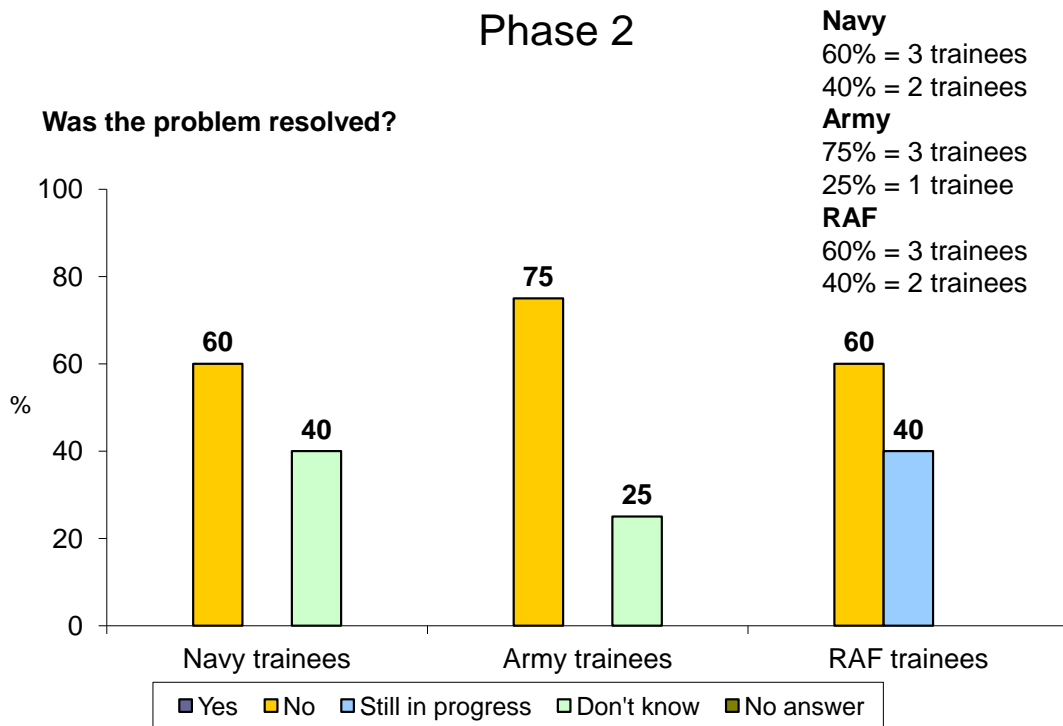
Number of respondents (all who made a complaint): Navy trainees (14*), Army trainees (15*), RAF trainees (12*)

Figure 197

Was the problem resolved?

558. The trainees who said that they made a complaint and did not think it was dealt with fairly (14 people) were asked whether the problem had been resolved.

559. Of those who were asked the question, 64% said that the problem had not been resolved. Fourteen per cent said that the resolution of the complaint was still in progress. For a full breakdown by Service, see figure 198.



Number of respondents (all who made a complaint and did not think their complaint was dealt with fairly): Navy trainees (5*), Army trainees (4*), RAF trainees (5*)

Figure 198

SETBACKS DURING TRAINING

Were you ever ill or injured during training?

560. Overall, 52% of trainees said that they were ill or injured during Phase 2 training.

561. Forty-four per cent of trainees reported their illness or injury, this represents an increase year-on-year for the last four years (from 36% in 2008, to 40% in 2009, up to 42% in 2010 to 44% this year). Trainees in the Army (46%) were more likely to have been ill or injured and reported it than those in the RAF (43%) and Navy (40%) (fig. 199).

562. Female trainees (55%) were more likely to say that they had been ill or injured during training and reported it than male trainees (43%). Trainees aged 18 years and above (45%) were more likely to say this than trainees aged 16-17 years old (35%).

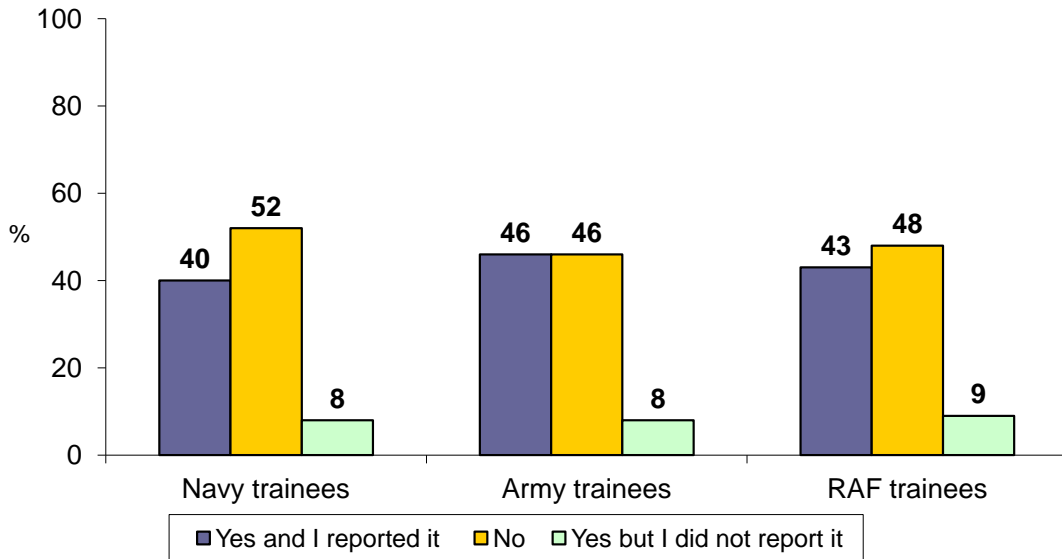
563. Eight per cent of trainees (down from 10% last year) said that they were ill or injured during training but did not report it. Trainees in the RAF (9%) were less likely to state that they were ill or injured but that they did not report this than last year (down from 14%). Similarly, Navy trainees (8%) were less likely to say this than last year (down from 10%). Male trainees (8%) were more likely to say that they had been ill or injured but did not report it than female trainees (4%).

564. Forty-seven per cent of trainees said that they were not ill or injured during training. Navy trainees (52%) were more likely to have said that they were not ill or injured during training than RAF trainees (48%) and Army trainees (46%). Male trainees (48%) were more likely to say this than female trainees (40%).

565. Trainees aged 16-17 years old (53%) were more likely to state that they were not ill or injured than trainees aged 18 years and above (46%).

Phase 2

Were you ever ill or injured during training?

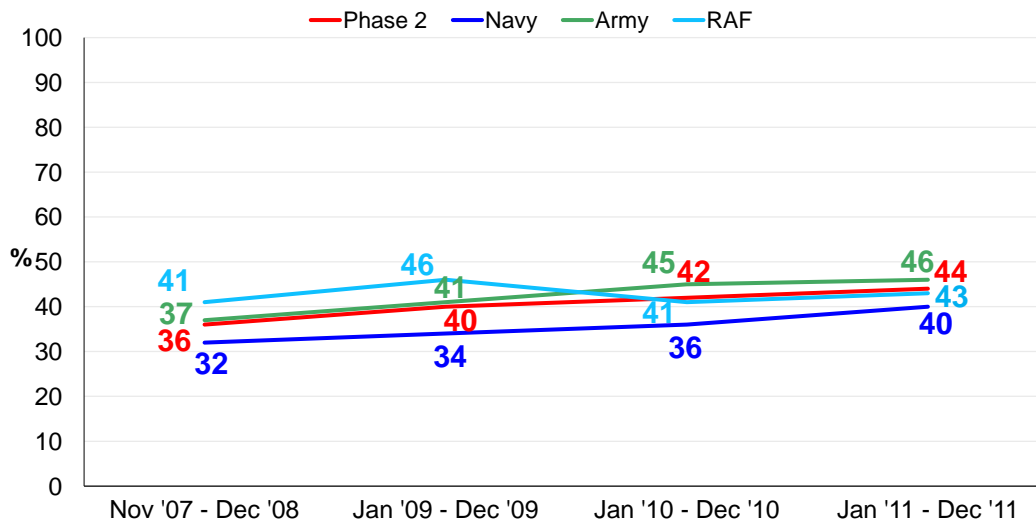


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 199

Phase 2

Were you ever ill or injured during training?



% Yes and I reported it

Number of respondents: December '08 (Phase 2: 10,856, Navy: 2,153, Army: 7,343, RAF: 1,329) December '09 (Phase 2: 9,283, Navy: 2,036, Army: 5,617, RAF: 1,603), December '10 (Phase 2: 8,353, Navy: 2,143, Army: 4,347, RAF: 1,849), December '11 (Phase 2: 6,090, Navy: 1,029, Army: 4,082, RAF: 960)

Figure 200

ILLNESS AND INJURY

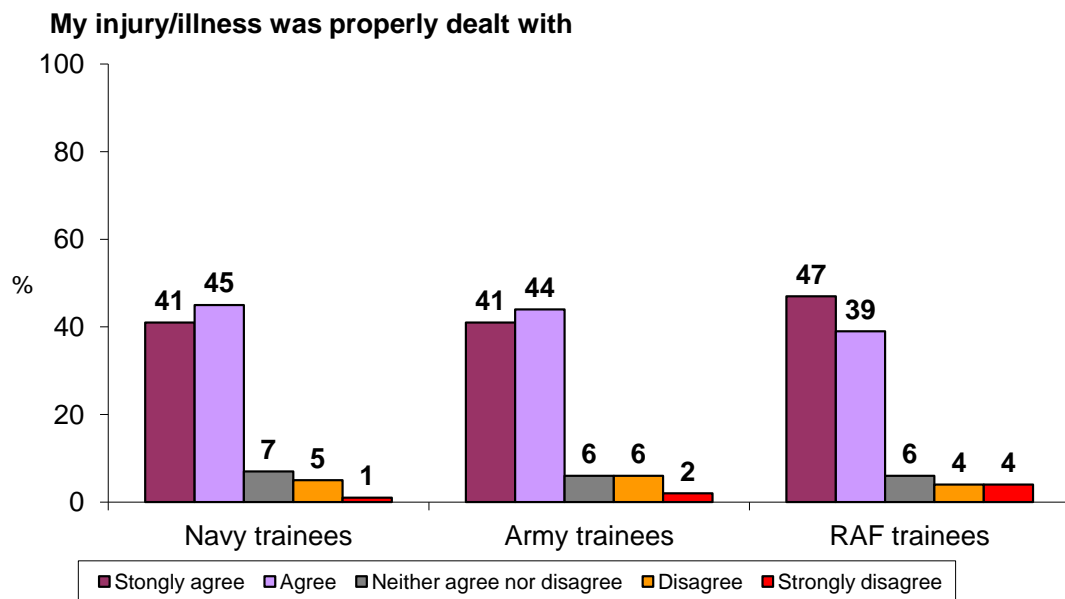
566. Among trainees who reported sick, the majority (85%) felt that their illness or injury was properly dealt with. This represents an increase from the last year (up from 83% last year). Eight per cent felt that this was not the case.

567. Amongst Navy trainees, the proportion who said their illness or injury was dealt with properly has increased (from 81% last year, to 86% this year) (fig. 201).

568. Female trainees (11%) were more likely to disagree that their illness or injury was dealt with properly than their male counterparts (7%).

Phase 2

Please indicate how you feel about the following statements:



Number of respondents (all who were ill or injured and reported it): Navy trainees (407), Army trainees (1,862), RAF trainees (416)

Figure 201

569. Eighty per cent of those who reported sick agreed that staff helped and supported them when they were ill or injured. This is an increase of three percentage points since last year (77%). Five per cent of trainees disagreed.

570. Trainees in the Navy (84%, up from 77% last year) were more likely to agree than those in the Army (78%, up from 75% last year) (fig. 202).

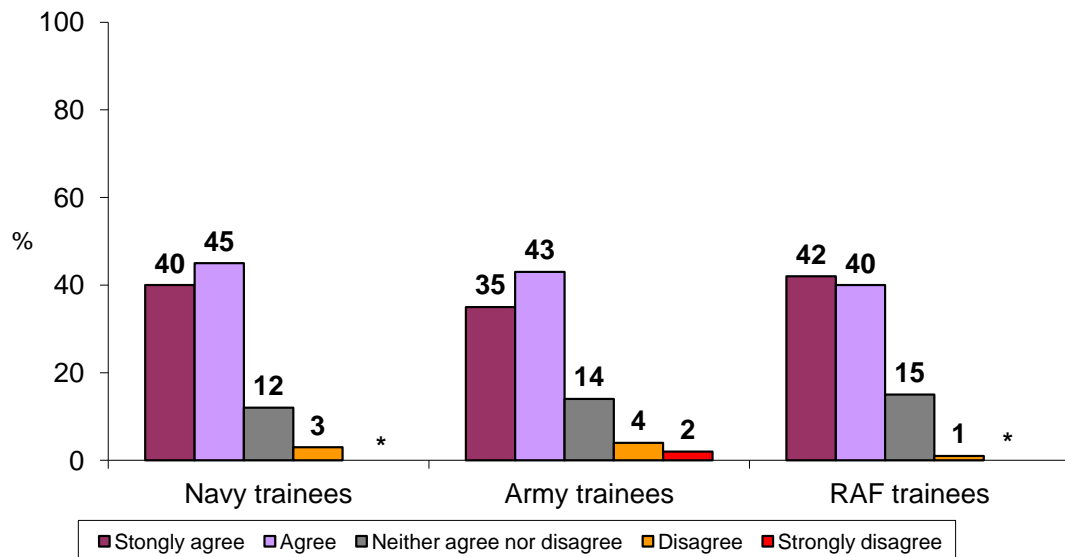
571. Trainees aged 20 and above (81%) were more likely to agree that staff helped and supported them when they were ill or injured than trainees aged 16-19 years old (76%).

572. Trainees in the Army (6%) were more likely to disagree that they were helped and supported by staff than trainees in the Navy (3%) and RAF (2%).

Phase 2

Please indicate how you feel about the following statements:

Staff helped and supported me when I was ill/injured



Number of respondents (all who were ill or injured and reported it): Navy trainees (407), Army trainees (1,862), RAF trainees (416)

Figure 202

573. Twenty-six per cent of trainees who reported sick said that they would advise others in a similar situation not to report sick if they could avoid it (down from 32% last year). A greater proportion (55%, up from 49%) said that they would not do so. Across the different services, the proportion of trainees who said that they would advise others not to report sick has fallen since last year (15%, down from 26% for Navy trainees, 31%, down from 35% for Army trainees, and 15%, down from 28% for RAF trainees) (fig. 203) . Conversely, the proportion who said that they would advise someone to report sick has risen (from 55% to 69% amongst Navy trainees, from 45% to 50% amongst Army trainees, and from 54% to 66% amongst RAF trainees).

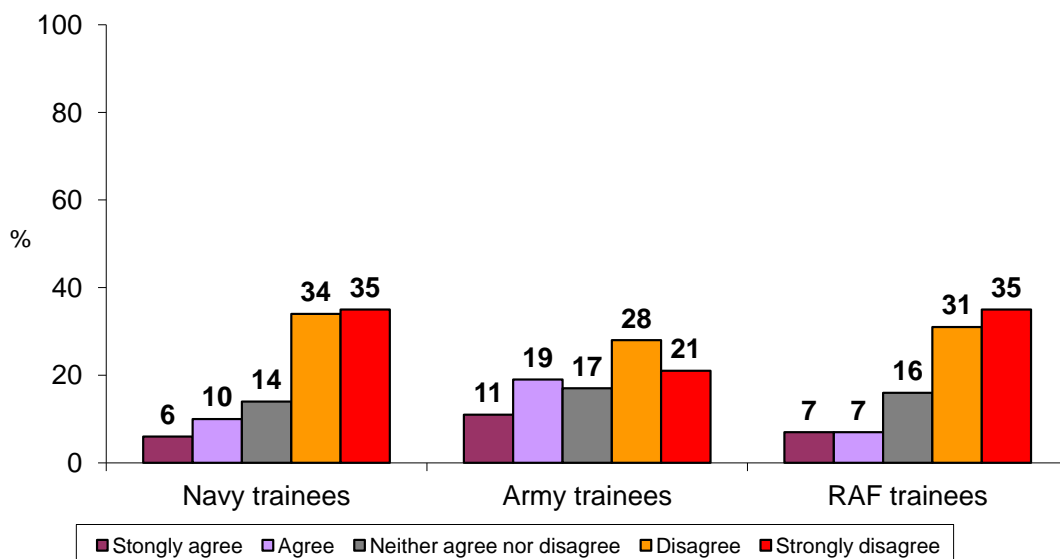
574. Army trainees (31%) were more likely to advise others not to report sick than Navy and RAF trainees (15% for each).

575. Male trainees (27%) were more likely to advise others to not report sick than their female counterparts (21%), as were trainees aged 16-17 years old (47%) than trainees aged 18 years and above (24%).

Phase 2

Please indicate how you feel about the following statements:

I would advise others in a similar situation not to report sick if they can avoid it



Number of respondents (all who were ill or injured and reported it): Navy trainees (407), Army trainees (1,862), RAF trainees (416)

Figure 203

576. Amongst trainees who reported sick, 32% felt that people considered them weak for having done so (down from 34% last year). Army trainees were the most likely to have thought that this was the case (36%), followed by Navy trainees (27%) and RAF trainees (19%, down from 26%) (fig. 204).

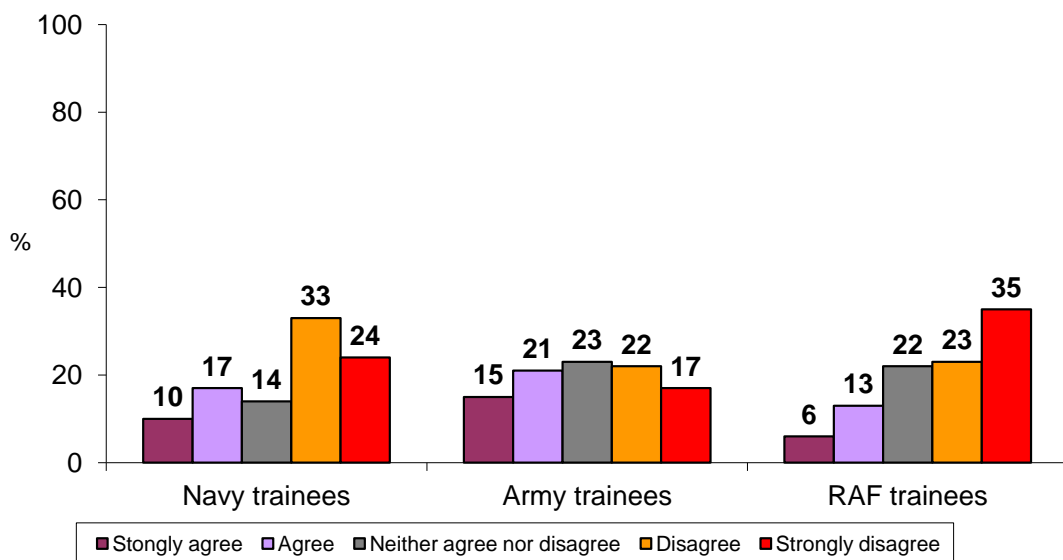
577. Overall, 44% of trainees disagreed that people considered them weak because they reported sick. Trainees in the RAF (58%) and Navy (56%) were more likely to disagree that people considered them weak because they reported sick than Army trainees (38%).

578. Female trainees (37%) were more likely to think that people considered them weak because they reported sick than their male colleagues (31%), as were trainees aged 16-17 years old (50%) than those aged 18 years old and above (30%).

Phase 2

Please indicate how you feel about the following statements:

I felt that people considered me weak because I reported sick



Number of respondents (all who were ill or injured and reported it): Navy trainees (407), Army trainees (1,862), RAF trainees (416)

Figure 204

Why did you not report it?

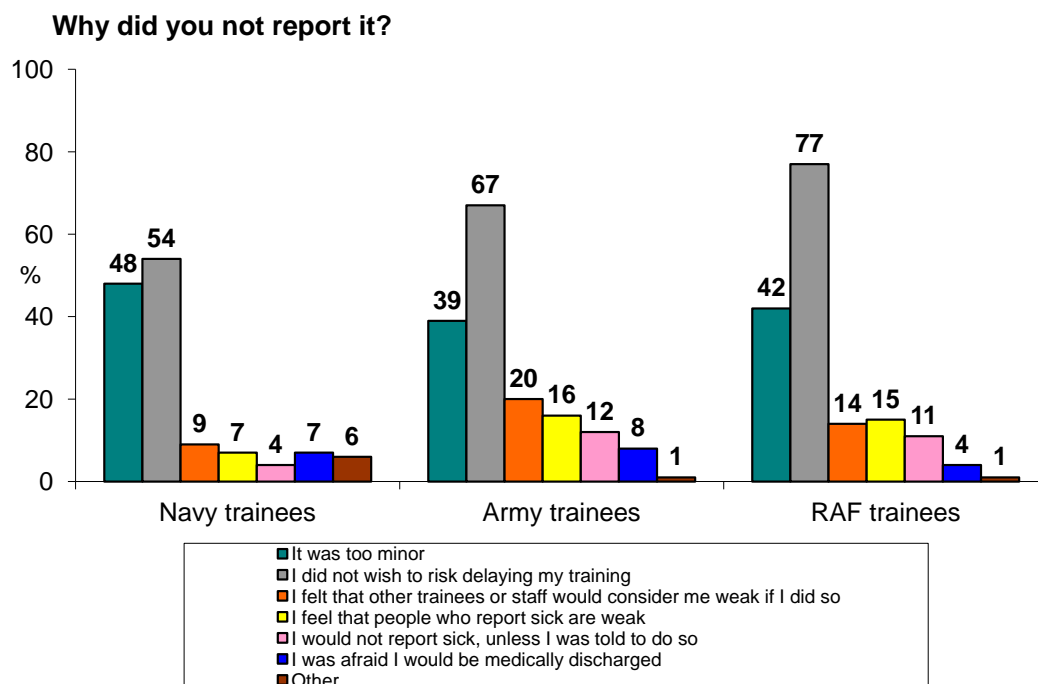
579. Trainees who were ill or injured but did not report sick were asked the reasons why they did not do so. The most common reason, cited by 67%, was because they did not wish to risk delaying their training (down from 74% last year). A higher proportion of RAF (77%) and Army trainees (67%) said this than Navy trainees (54%) (fig. 205).

580. Of those trainees who did not report sick, 41% said this was because they felt it was too minor to report.

581. Seventeen per cent of trainees felt that other trainees or staff would consider them weak if they had reported it (up from 13% last year). Army trainees were more likely to have thought this (20%) than those in the RAF (14%, up from 7% last year and 2% in 2009) and the Navy (9%)

582. Fourteen per cent felt that people who report sick are weak. A further ten per cent of trainees said that they would not report sick unless they were told to do so. The proportion of Army trainees who said this (12%) was higher than both RAF (11%) and Navy trainees (4%). Trainees aged 16-19 years old were more likely to say that they would only report sick if they were told to (14%), than trainees aged 20 years old and above (7%). Seven per cent of trainees said they did not report sick as they were afraid they would be medically discharged.

Phase 2



Number of respondents (all who were ill or injured and did not report it): Navy trainees (81), Army trainees (319), RAF trainees (84)

Figure 205⁴⁴

⁴⁴ This was a multi-coded question; recruits could select more than one answer

What was the result of not reporting sick?

583. The majority of trainees who did not report sick felt that this had no impact on their training (86%). Three per cent said that the illness or injury worsened and they were forced to take a temporary break from training to recover, and less than one per cent (two trainees) said that they were forced to leave the training school.

Phase 2

What was the result of not reporting sick?



Number of respondents (all who were ill or injured and did not report it): Navy trainees (81), Army trainees (319), RAF trainees (84)

Figure 206

BACK-SQUADDING/BACK-CLASSING/RE-FLIGHTING⁴⁵

Were you back-squadded?

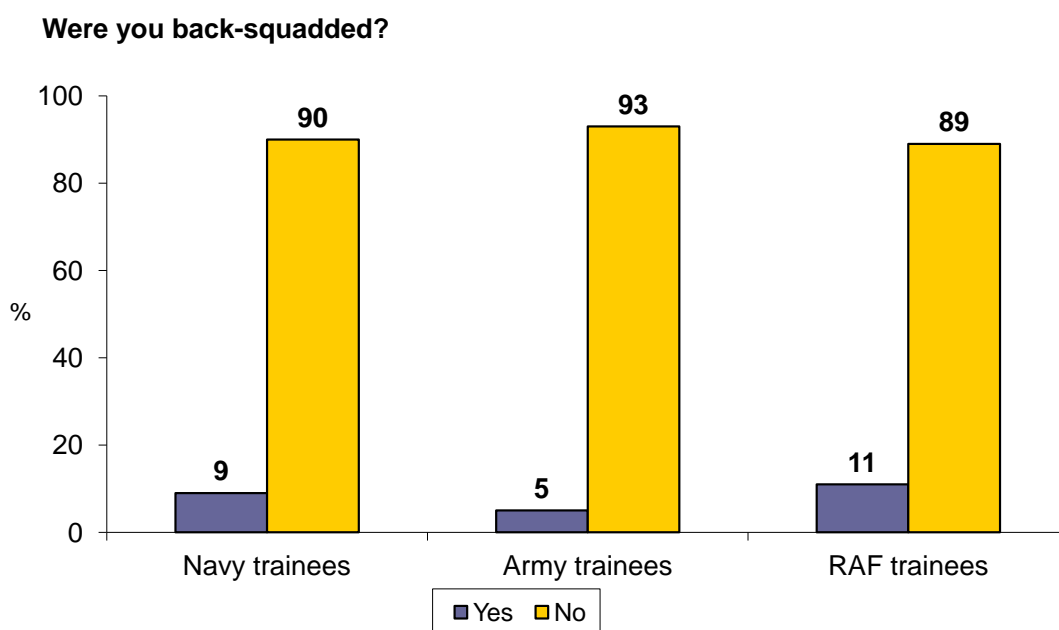
584. Overall, seven per cent of trainees were back-squadded during their training period, a decrease from nine per cent last year. The proportion of trainees who were back-squadded was highest in the RAF (11%) followed by the Navy (9%), which was higher than the Army (5%, down from 7% last year) (fig. 207).

585. The proportion of trainees who said that they were not back-squadded has increased from 91% last year to 92%. The proportion of Army trainees who said that they were not back-squadded (93%, up from 92%) was higher than Navy trainees (90%) and RAF trainees (89%).

586. Female trainees were more likely to have been back-squadded (11%) than male trainees (6%), as were white trainees (7%) compared with non-white trainees (5%).

587. Trainees aged 18 years and above were more likely to have been back-squadded (7%) than trainees aged 16-17 years old (2%).

Phase 2



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 207

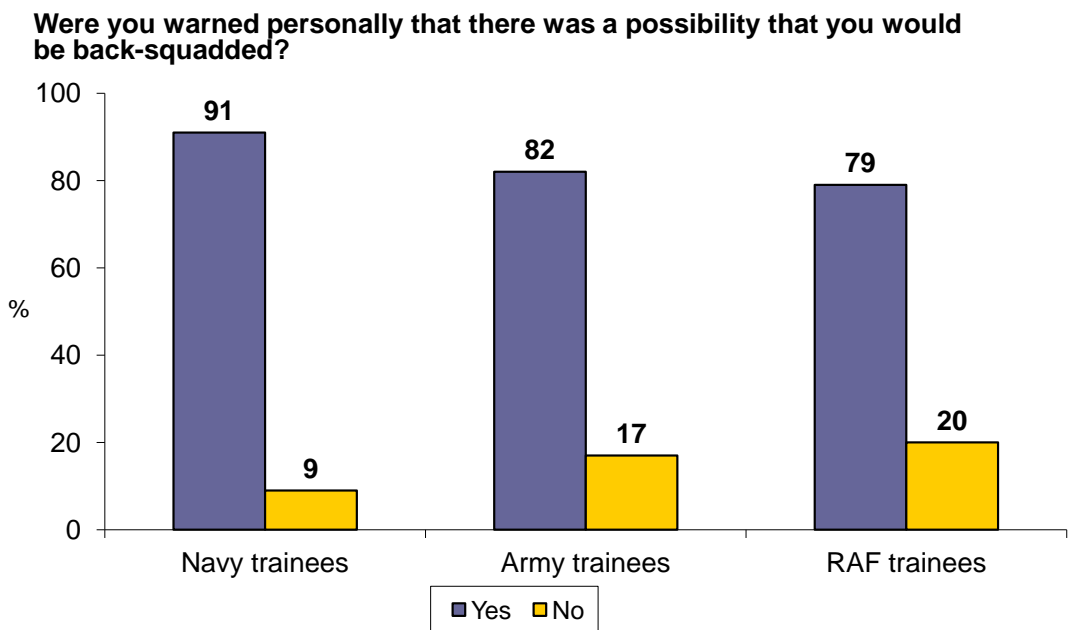
⁴⁵ In the questionnaire, respondents were asked whether they were back-squadded/back-classed/re-flighted according to their Service. In this report we have referred only to back-squadding for the sake of brevity.

Were you warned personally that there was a possibility that you would be back-squadded?

588. The majority of trainees who were back-squadded said that they were warned personally that there was a possibility that it might happen (83%). A higher proportion of Navy trainees said this (91%), than Army (82%) and RAF trainees (79%) (fig. 208).

589. The proportion of trainees who were back-squadded and were not warned about this was 16% (down from 21% last year). Trainees in the RAF were more likely to say this (20%) than Army (17%) and Navy trainees (9%).

Phase 2



Number of respondents (all who were back-squadded): Navy trainees (96), Army trainees (224), RAF trainees (101)

Figure 208

What reasons were you given for being back-squadded?

590. Trainees who were back-squadded were asked what reasons they were given for this. Being back-squadded for medical reasons was the most frequently cited answer (43% of those asked the question). Army trainees (48%) and Navy trainees (47%) were more likely to give this answer than RAF trainees (30%) (fig. 209).

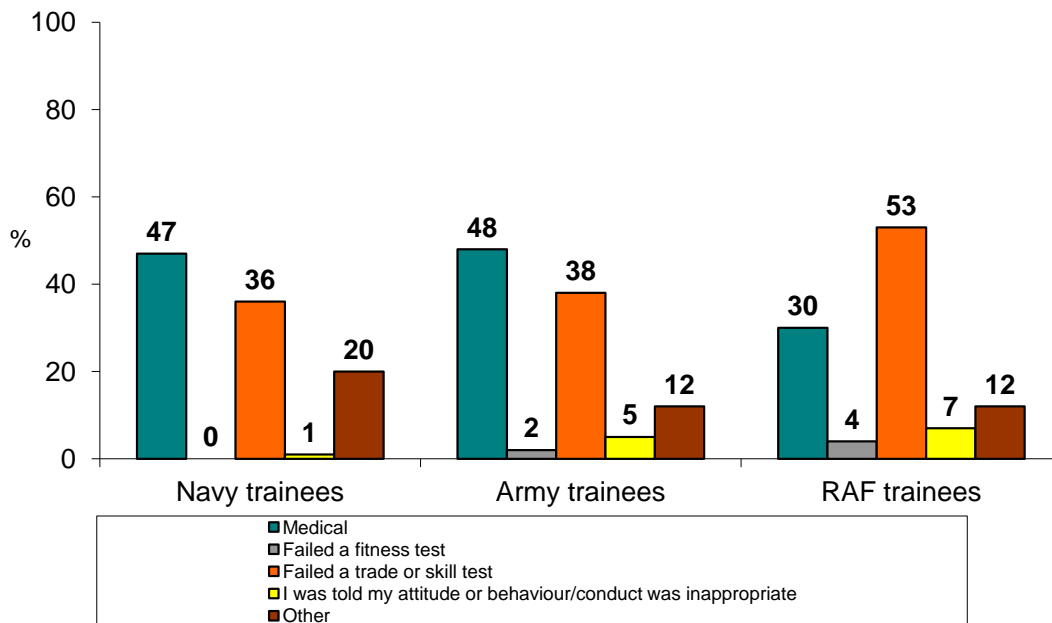
591. Failing a trade or skill test was the next most commonly cited reason for being back-squadded (41%). This was cited by a higher proportion of RAF trainees (53%) than Army (38%) and Navy trainees (36%).

592. Overall, five per cent of trainees said that the reason they were back-squadded was because their attitude, behaviour or conduct was inappropriate. The proportion of RAF trainees who said this (7%) was higher than the proportion of Navy trainees giving the same answer (1%).

593. Two per cent of trainees said that they were back-squadded because they failed a fitness test.

Phase 2

What reasons were you given for being back-squadded?



Number of respondents (all who were back-squadded): Navy trainees (96), Army trainees (224), RAF trainees (101)

Figure 209⁴⁶

⁴⁶ This was a multi-coded question; recruits could select more than one answer

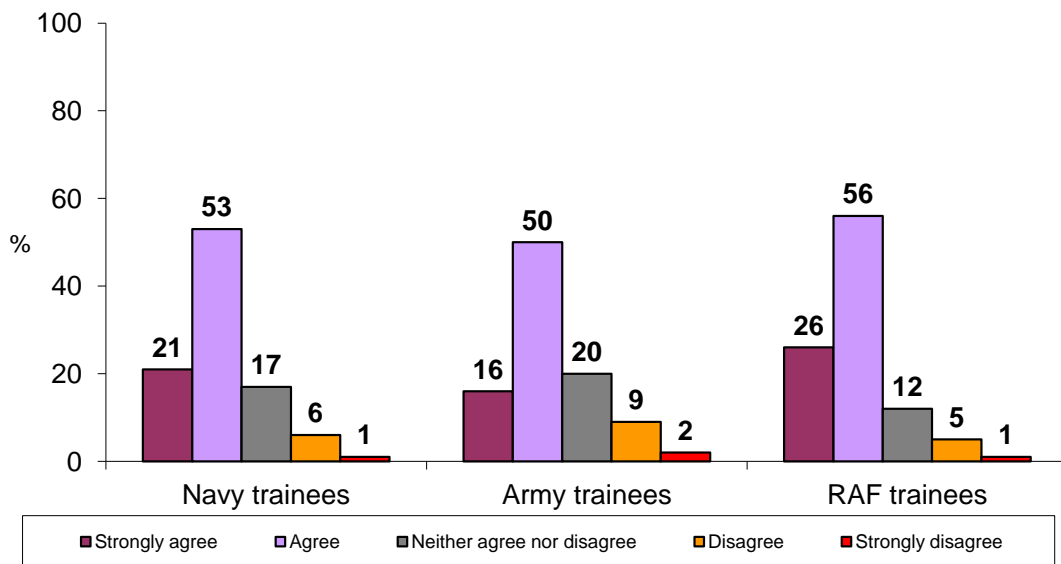
GENERAL

I receive regular feedback on my performance

594. Overall, 70% of Phase 2 trainees agreed that they received regular feedback on their performance, ten per cent of trainees disagreed with this statement. RAF trainees (82%) were the most likely to agree that they had received regular feedback on their performance, followed by Navy trainees (74%, up from 69%) and Army trainees (66%, down from 68%) (fig. 210).

Phase 2

I receive regular feedback on my performance



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 210

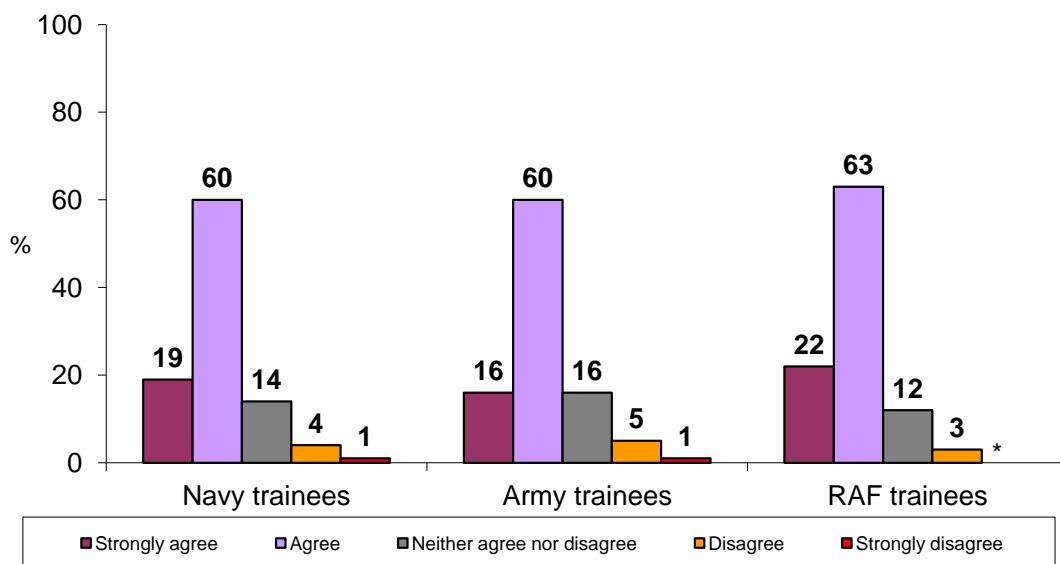
The reasons for doing things were explained to me

595. Seventy-eight per cent of Phase 2 trainees agreed that the reasons for doing things had been explained to them, with five per cent disagreeing. RAF trainees (84%) were more likely to agree that the reasons for doing things were explained to them followed by Navy trainees (79%, up from 75%) and Army trainees (76%) (fig. 211).

596. Female trainees (7%) were more likely to disagree that the reasons for doing things were explained to them than male trainees (5%).

Phase 2

The reasons for doing things were explained to me



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 211

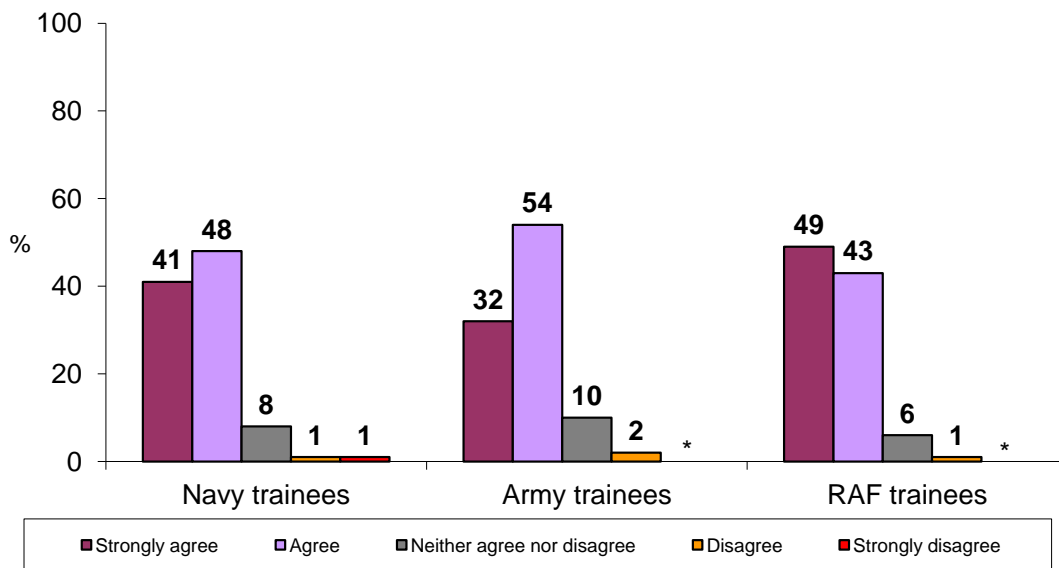
The staff/instructors did all they could to help me succeed in training

597. **Eighty-seven** per cent of Phase 2 trainees agreed that the staff/instructors did all they could to help them succeed in training. Two per cent of trainees disagreed. RAF trainees (93%) were the most likely to agree that staff/instructors did all they could to help them succeed in training and Army trainees were the least likely (86%) (fig. 212). Eighty-nine per cent of Navy trainees agreed with this statement.

598. Those aged 20 years old and above (89%) were more likely to agree that the staff and instructors did all they could to help them succeed in training than younger trainees (85% of those aged 16-19 year olds).

Phase 2

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

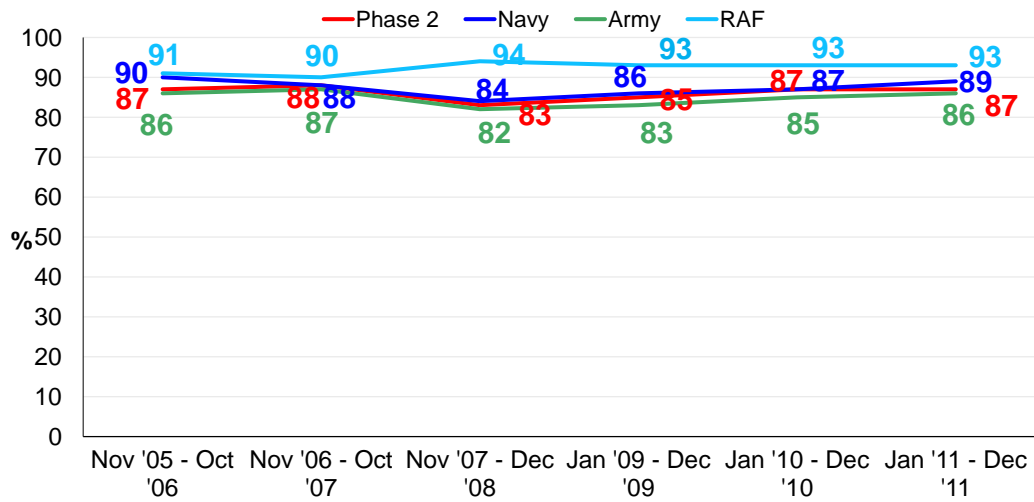


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 212

Phase 2

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



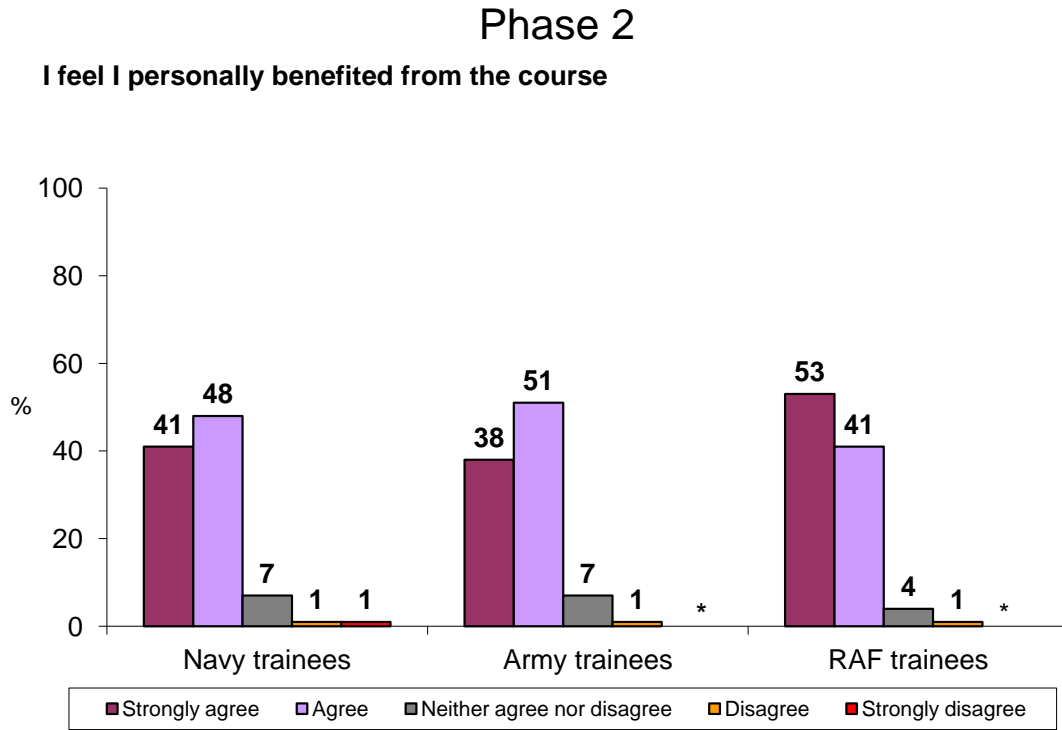
% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329), December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 213

I feel I personally benefited from the course

599. The majority of Phase 2 trainees (90%) agreed that they had personally benefited from their course, with two per cent disagreeing. RAF trainees were more likely to say this (95%) than those in the Army and the Navy (89% for each) (fig. 214).



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 214

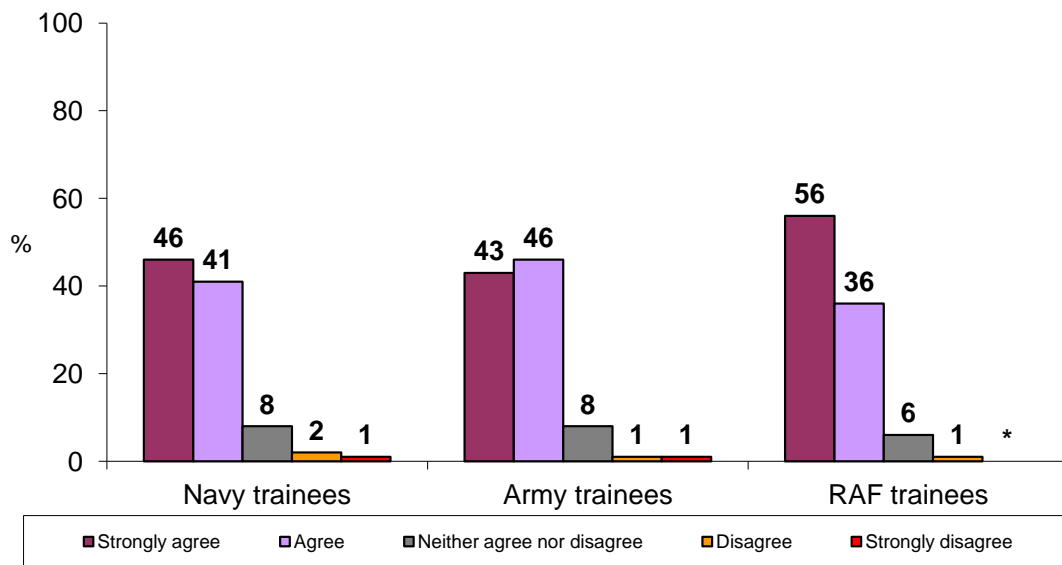
I feel a sense of achievement

600. Eighty-nine per cent of all Phase 2 trainees agreed that they felt a sense of achievement, while two per cent disagreed. RAF trainees were the most likely to agree (92%), followed by those in the Army (88%) and the Navy (87%) (fig. 215).

601. Female trainees (91%) were more likely to agree that they felt a sense of achievement than male trainees (88%).

Phase 2

I feel a sense of achievement



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 215

I felt challenged

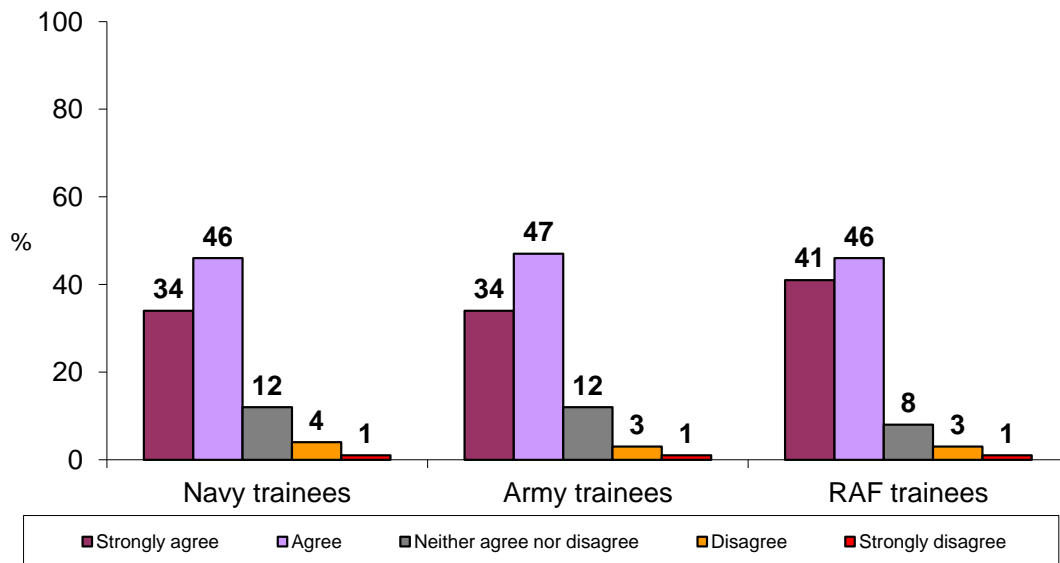
602. Eighty-two per cent of Phase 2 trainees agreed that they felt challenged. RAF trainees (88%, up from 84%) were most likely to say this, followed by Army trainees (81%, down from 83%) and Navy trainees (80%, up from 77%) (fig. 216).

603. Female trainees (87%) were more likely to agree that they felt challenged than male trainees (81%).

604. Trainees aged 16-17 years old (2%) were more likely to disagree that they felt challenged than those aged 18 years and above (5%).

Phase 2

I felt challenged



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 216

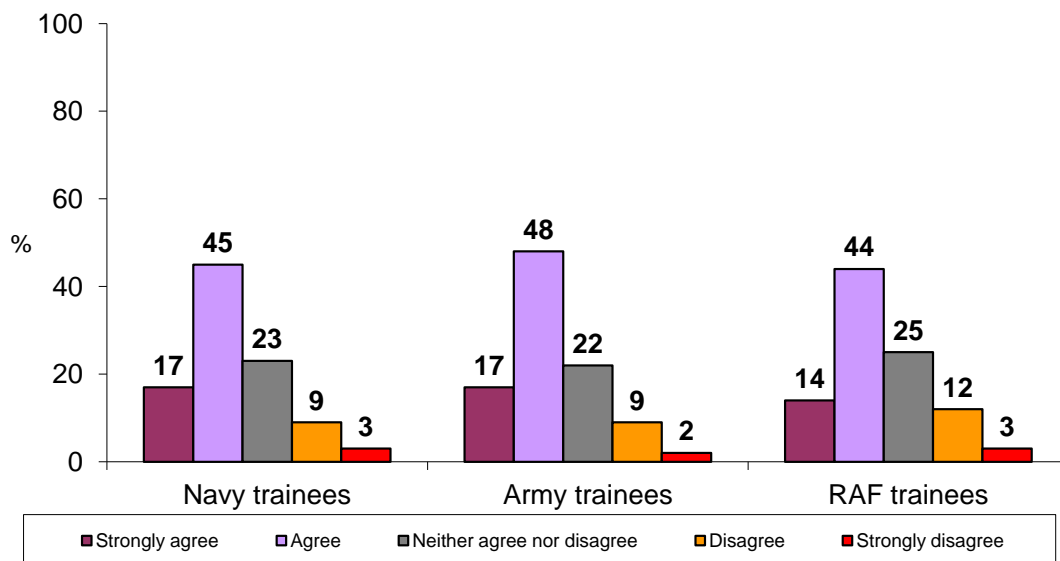
The training was what I expected

605. Sixty-three per cent (up from 62%) of Phase 2 trainees agreed that the training was what they had expected, while 12% disagreed. Army trainees were more likely to say that training was what they had expected (65%) than RAF trainees (59%) (fig. 217).

606. Non-white trainees (72%) were more likely than white trainees (63%) to agree that training was what they expected, as were trainees aged 31 years and above (71%) than trainees aged 16-25 years old (62%).

Phase 2

The training was what I expected

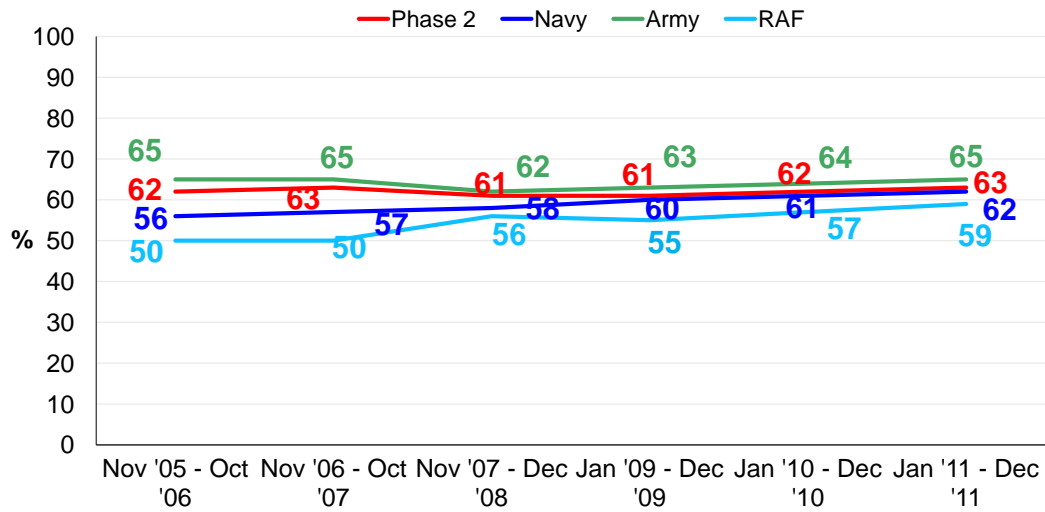


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 217

Phase 2

The training was what I expected



% Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 218

I enjoyed this phase of training

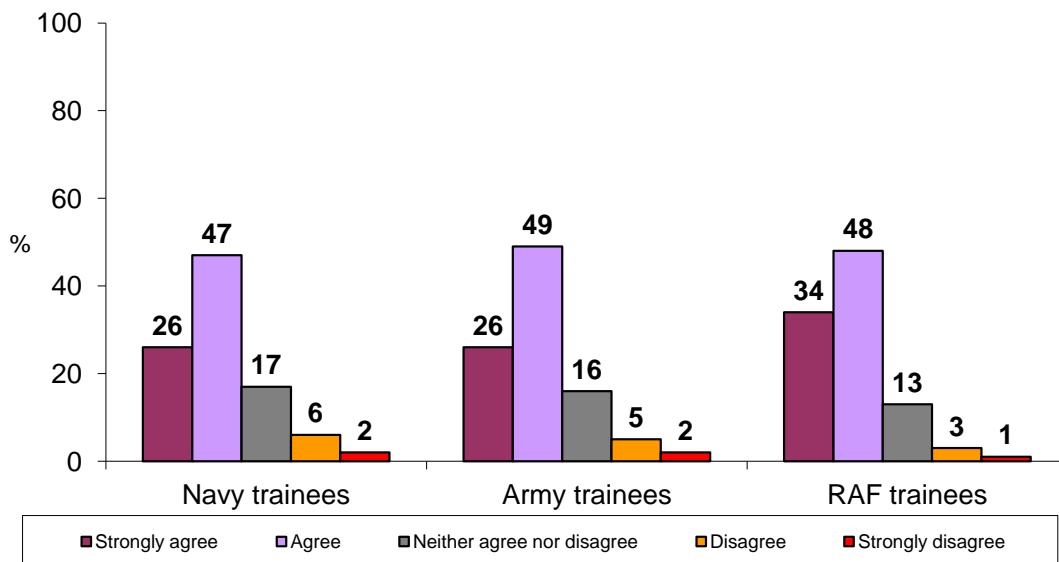
607. Three-quarters (75%) of Phase 2 trainees said that they enjoyed this phase of training, with seven per cent disagreeing. RAF trainees were the most likely to agree that they enjoyed their course (82%), followed by those in the Army (75%) and those in the Navy (72%) (fig. 219).

608. Non-white trainees (80%) were more likely to agree than white trainees (76%), as were those aged 20 years and above (77%) than those aged 16-19 years old (73%).

609. Male trainees (seven per cent) were more likely to disagree that they enjoyed their training than female trainees (five per cent).

Phase 2

I enjoyed this phase of training



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 219

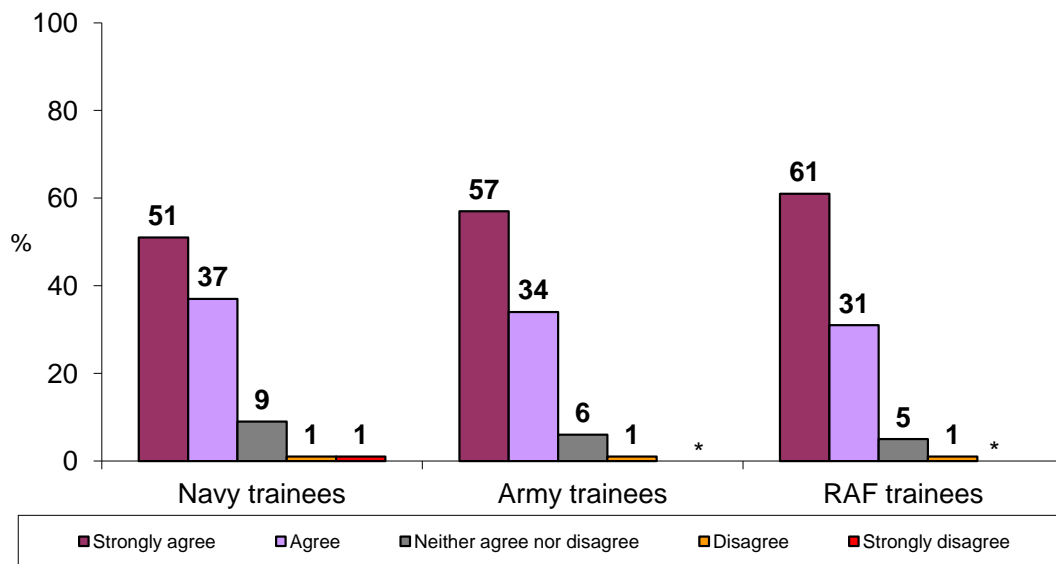
I feel proud to be in the Army/RN/Navy/RAF

610. Ninety-one per cent of Phase 2 trainees said they felt proud to be in their Service, with one per cent disagreeing. RAF trainees (92%) and Army trainees (91%) were more likely than Navy trainees (87%) to agree that they felt proud to belong to their Service (fig. 220).

611. Female trainees (95%) were more likely to be proud of the Service they belonged to than their male colleagues (90%).

Phase 2

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

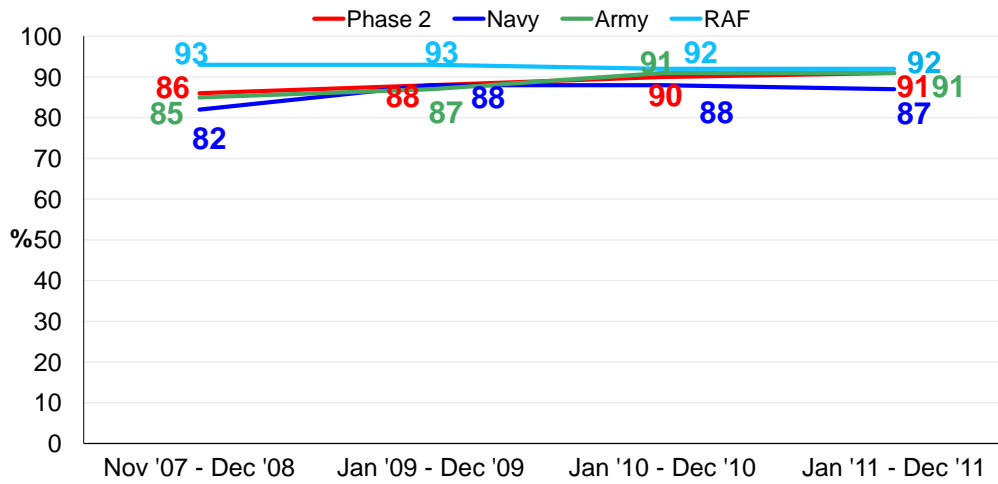


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 220

Phase 2

I feel proud to be in the [Navy/RM/Army/RAF]



% Positive

Number of respondents: December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 221

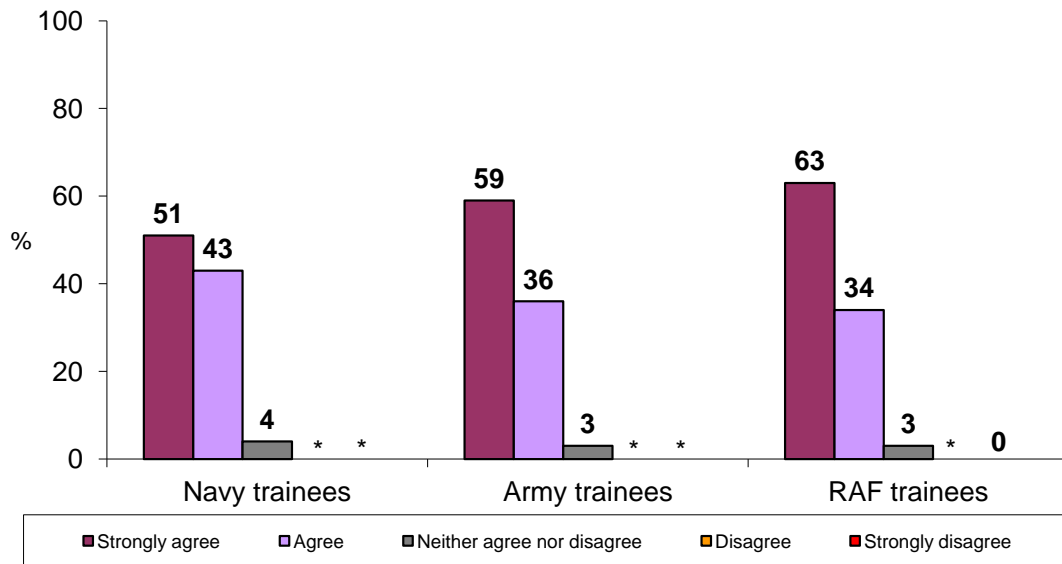
I understand the core values of the Army/RN/Navy/RAF

612. Ninety-four per cent of Phase 2 trainees agreed that they understood the core values of the Service to which they belonged. RAF trainees were more likely to agree with this statement (97%) than those in the Army (94%) and Navy (94%) (fig. 222).

613. White trainees (95%) were more likely to say that they understood the core values of the Service than non-white trainees (93%), as were female trainees (97%) compared with male trainees (94%).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 222

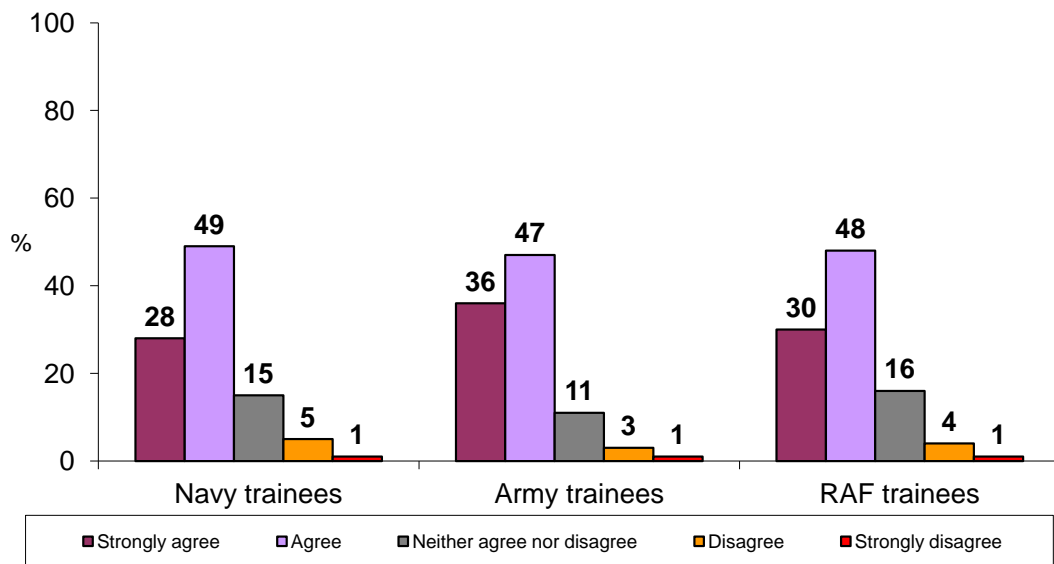
Generally military personnel uphold the core values

614. Eighty-one per cent (up from 80% last year and 78% in 2009) of Phase 2 trainees agreed that generally military personnel uphold the core values of the Services, four per cent disagreed. Army trainees were more likely to agree (83%, up from 82% last year) than RAF trainees (78%) and Navy trainees (77%) (fig. 223).

615. Female trainees (85%) were more likely than male trainees (81%) to agree that generally military personnel uphold the core values of the Services.

Phase 2

Generally military personnel uphold the core values

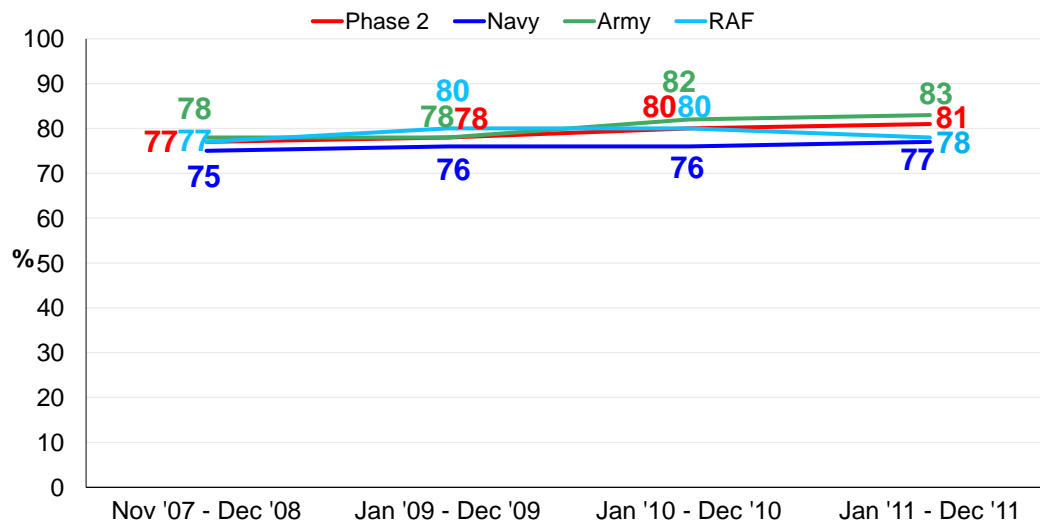


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 223

Phase 2

Generally military personnel uphold the core values



% Positive

Number of respondents: December '08 (Phase 2: 10,856, Navy: 2,153, Army: 7,343, RAF: 1,329) December '09 (Phase 2: 9,283, Navy: 2,036, Army: 5,617, RAF: 1,603), December '10 (Phase 2: 8,353, Navy: 2,143, Army: 4,347, RAF: 1,849), December '11 (Phase 2: 6,090, Navy: 1,029, Army: 4,082, RAF: 960)

Figure 224

COURSE DIFFICULTY

616. When asked about the difficulty of their course, 85% of trainees (up from 84%) said that their course was about right, whereas ten per cent (down from 11%) said that it was too easy and three per cent said that it was too hard.

617. RAF trainees were the most likely to say that the course was about right (89%, up from 83%), followed by Army trainees (85%), who were more likely to say this than Navy trainees (82%) (fig. 225).

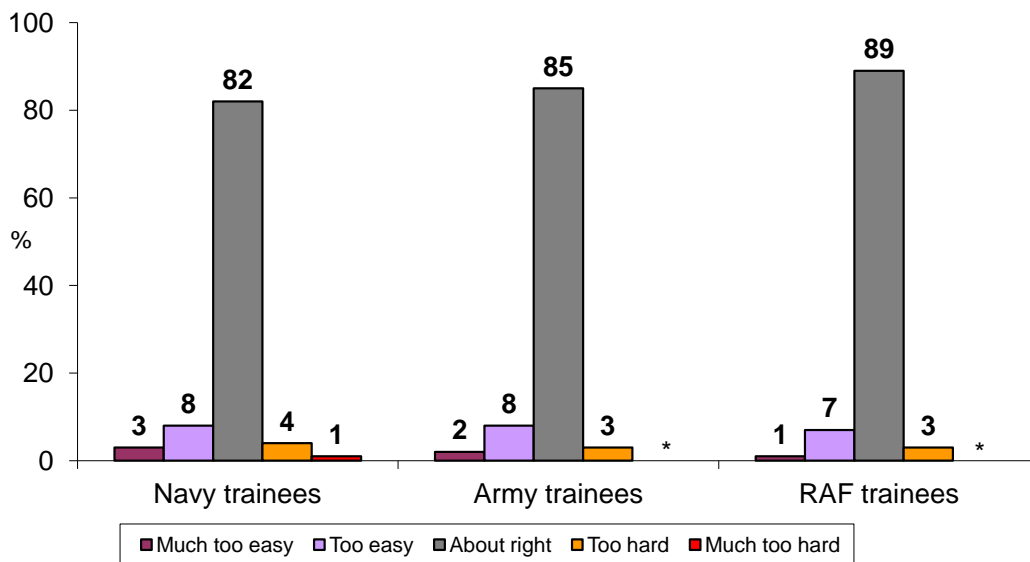
618. Navy trainees were more likely to say that the course was too easy (11%) than RAF trainees (8%, down from 14%).

619. Navy trainees (5%) were more likely to say that their course was too hard than Army trainees (3%, down from 4%) and RAF trainees (3%). Trainees aged 16-17 years old were more likely to rate their course as too hard (7%), than those aged 18 and above (3%).

620. Female trainees (90%) were more likely to rate their course as being about right than their male colleagues (85%), whereas male trainees (10%) were more likely to rate the course as too easy than female trainees (5%).

Phase 2

Do you feel the course was...



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 225

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

621. Fifty-eight per cent of Phase 2 trainees said that life in the Services was better than they had expected when they joined, eight per cent said it was worse. Thirty-two per cent said it was about the same as they had expected.

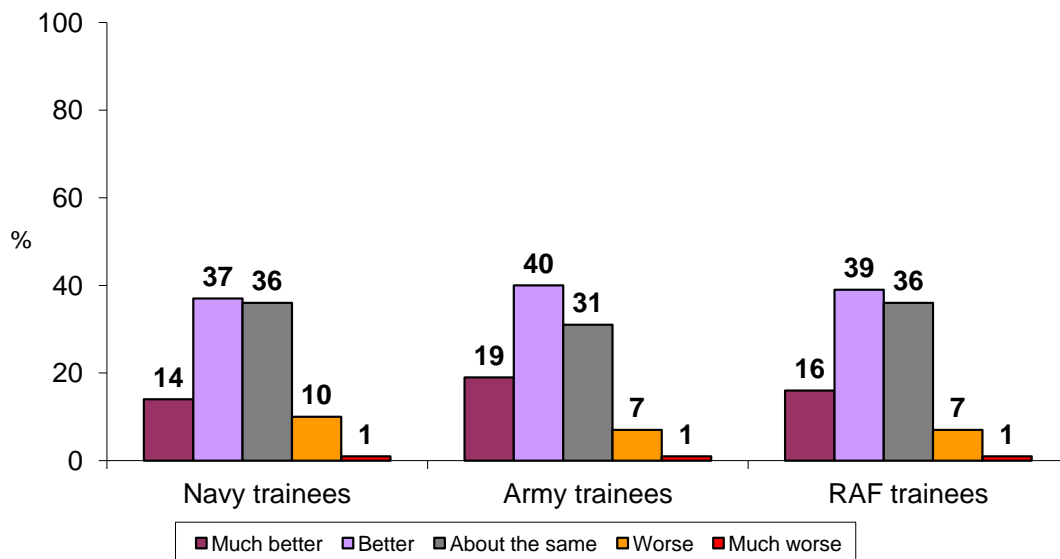
622. Army trainees (60%) were more likely to rate it as better than expected than RAF trainees (56%) or Navy trainees (52%) (fig. 226). Navy trainees (11%) were more likely to say that life in the Service had been worse than expected than either Army or Navy trainees (8% for each).

623. A higher proportion of female trainees (62%) considered training to be better than expected than male trainees (57%), as did non-white trainees (63%) compared with white trainees (58%). Those aged 16-19 years old (60%) were more likely to say that life in the Service was better than expected than those aged 20 years and above (57%),

624. White trainees (33%) were more likely to regard training as about the same as expected than non-white trainees (26%), while those aged 20 years and above were more likely to say this (35%) than those aged 16-19 years old (29%).

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 226

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

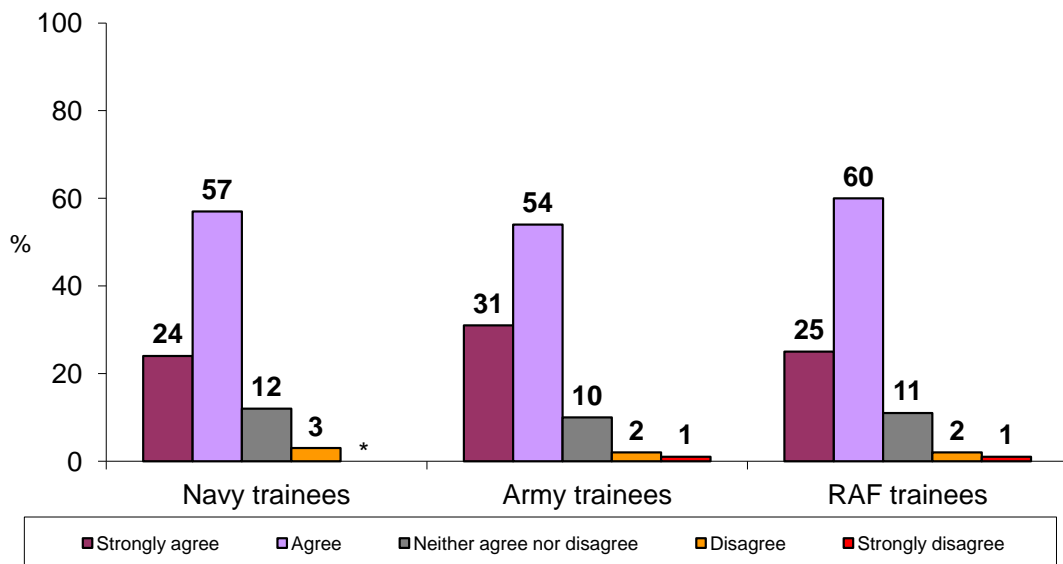
625. Eighty-four per cent of trainees agreed that they felt prepared to go onto the next stage of their career/training. Army trainees were more likely to agree (85%) than Navy trainees (82%) (fig. 227).

626. The proportion of RAF trainees that disagreed that they felt prepared to go onto the next stage of their career/training increased from two per cent last year to three per cent this year.

627. Trainees aged 26 years and above (87%) were more likely to agree that they felt prepared to go onto the next phase of their training (87%) than those aged 16-25 years old (84%).

Phase 2

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



Number of respondents (all not leaving the Service): Navy trainees (1,018), Army trainees (4,061), RAF trainees (960)

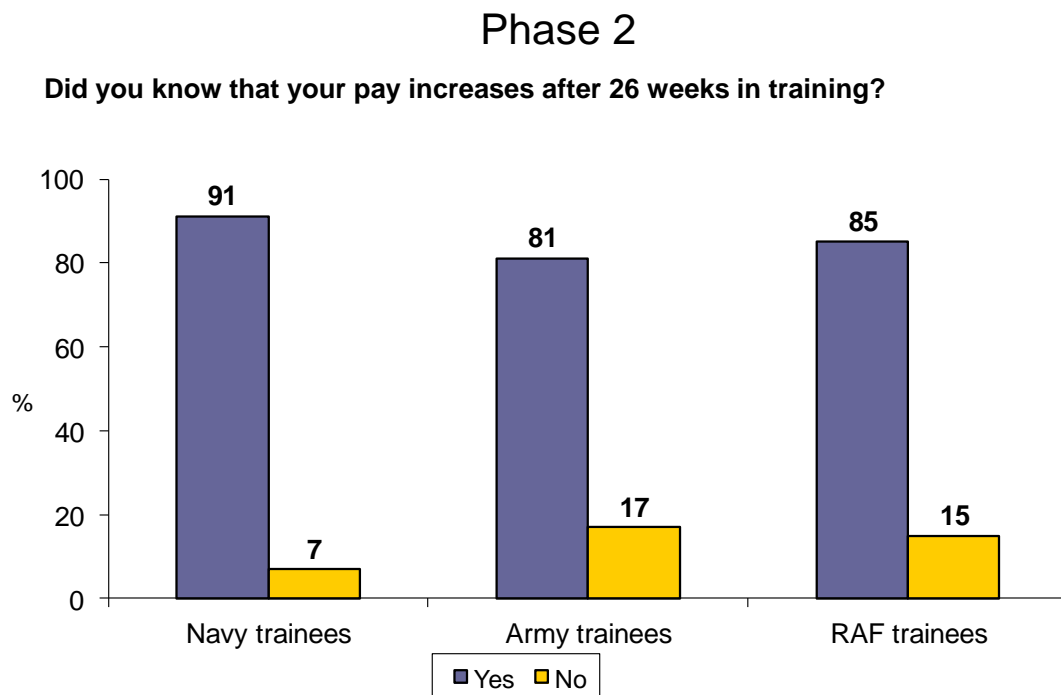
Figure 227

PAY

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

628. Eighty-three per cent of trainees said that they knew that their pay would increase after 26 weeks in training. Navy trainees (91%), were the most likely to agree with this, followed by trainees in the RAF (85%), who were more likely to say this than those in the Army (81%, up from 77%) (fig. 228).

629. White trainees (85%) were more likely to be aware of the pay increase than non-white trainees (78%).



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 228

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

630. Forty-four per cent (up from 43%) of trainees thought that their pay was better than the pay of their non-military friends at home. RAF trainees (48%, up from 42%) and Army trainees (45%) were more likely to say that their pay was better than that of their non-military friends at home than Navy trainees (39%) (fig. 229).

631. A quarter (25%) of trainees overall thought that their pay was about the same as the pay of their non-military friends at home. A higher proportion of Navy trainees said this (29%) than Army trainees (24%).

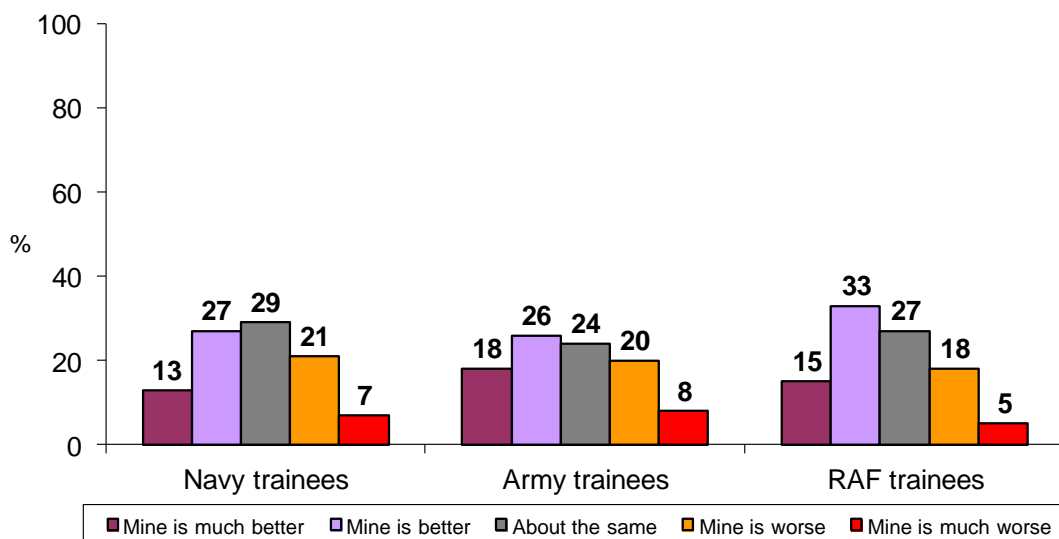
632. Overall, 27% thought their pay was worse than that of their non-military friends at home, with Navy and Army trainees (both 28%) more likely to say this than their RAF counterparts (23%). A higher proportion of white trainees (27%) than non-white trainees (23%) said that their pay was worse.

633. Female trainees (59%) were more likely than male trainees (43%) to say that their pay was better than that of their non-military friends, while male trainees (29%) were more likely to say that it was worse than female trainees (16%).

634. Trainees aged 16-19 years old were more likely to say that their pay was better than that of friends at home (61%) than those aged 20 years and above (36%). Those aged 20 and above (33%) were more likely to say their pay was worse than those aged 16-19 years old (16%).

Phase 2

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

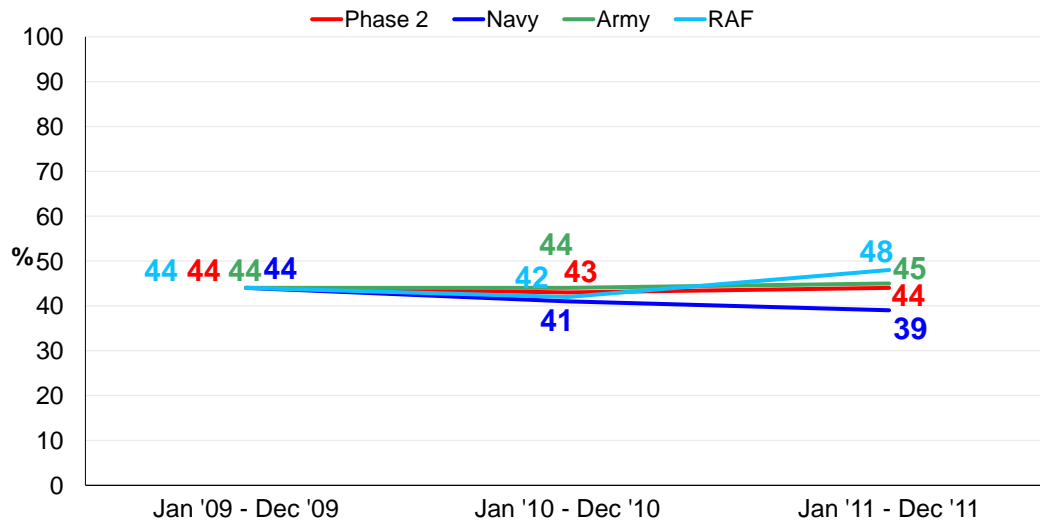


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 229

Phase 2

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



% Positive

Number of respondents: December '09 (Phase 2: 9,283, Navy: 2,036, Army: 5,617, RAF: 1,603), December '10 (Phase 2: 8,353, Navy: 2,143, Army: 4,347, RAF: 1,849), December '11 (Phase 2: 6,090, Navy: 1,029, Army: 4,082, RAF: 960)

Figure 230

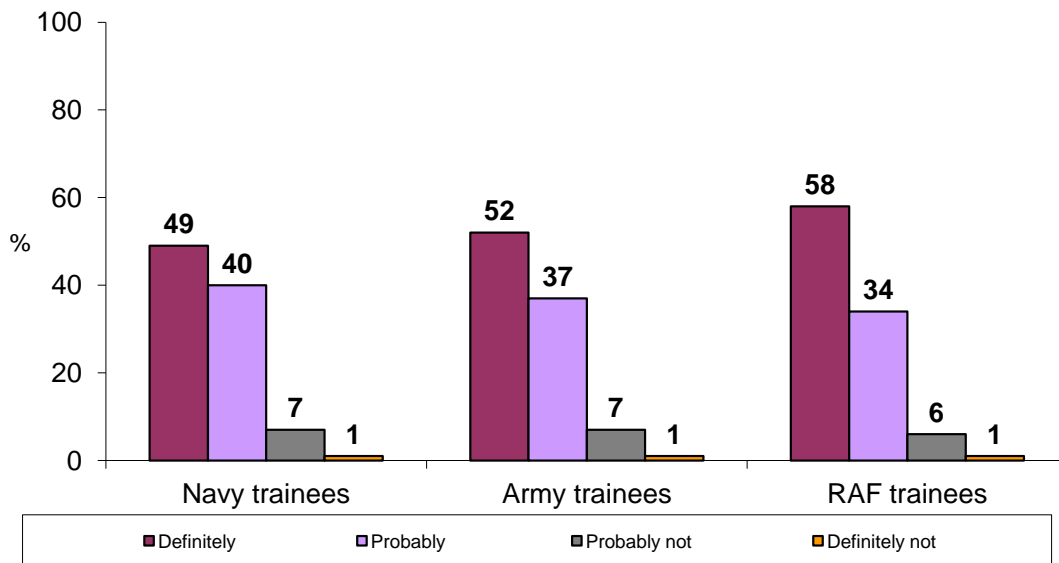
Would you recommend joining your Service to others?

635. Trainees were asked if they would recommend joining their Service to others. Eighty-nine per cent said they probably or definitely would. RAF trainees (92%) were the most likely to say they would recommend joining their Service, followed by Army and Navy trainees (89% for both) (fig. 231).

636. Female trainees (94%) were more likely to say that they would recommend joining the Service than male trainees (89%), as were trainees aged 20 years and above (91%) than those aged 16-19 years old (88%).

Phase 2

Would you recommend joining your Service to others?

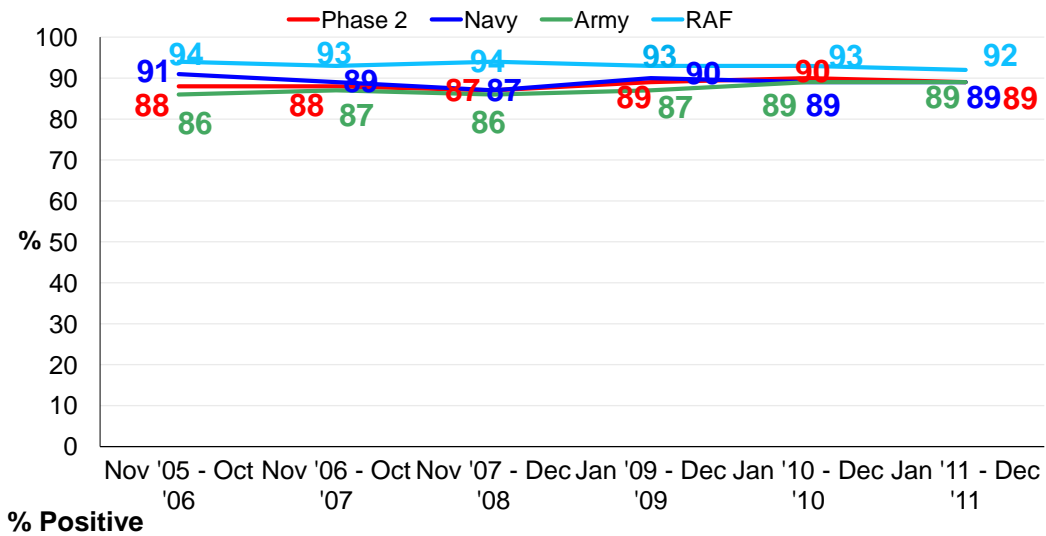


Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 231

Phase 2

Would you recommend joining your Service to others?



Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329), December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960).

Figure 232

HOPES FOR THE FUTURE

LENGTH OF TIME ON TRAINING COURSE

637. Thirty-nine per cent of trainees (up from 35%) spent 13-26 weeks (4-6 months) on their course, 23% (down from 27%) spent 27-52 weeks (7-12 months) and a fifth (20%) spent 2-4 weeks (15-28 days) on their Phase 2 training course. Fourteen per cent (up from 12%) spent more than 53 weeks (more than 1 year) on their course and one per cent spent less than 2 weeks (less than 14 days) on their course.

638. Army trainees (25%, down from 29%) were the most likely to have spent 2-4 weeks (15-28 days) on their course, followed by Navy trainees (18%), who were more likely to say this than RAF trainees (3%, down from 7%) (fig. 233).

639. Navy trainees (55%) were more likely than either RAF trainees (37%) or Army trainees (35%, up from 24%) to have spent 13-26 weeks (4-6 months) on their training course, while RAF trainees (25%, down from 38%) and Army trainees (24%, down from 27%) were more likely to have spent 27-52 weeks (7-12 months) on their course than Navy trainees (15%, down from 19%).

640. RAF trainees (34%, up from 17% last year, 14% in 2009 and 11% in 2007/2008) were the most likely to have spent more than 53 weeks (more than 1 year) on their course, followed by Army trainees (12%, down from 15%), who were more likely to say this than Navy trainees (5%, up from 2%). Navy trainees (5%, up from 3%) were more likely than either Army trainees (1%) or RAF trainees (less than one per cent) to have spent less than 2 weeks (less than 14 days) on their course.

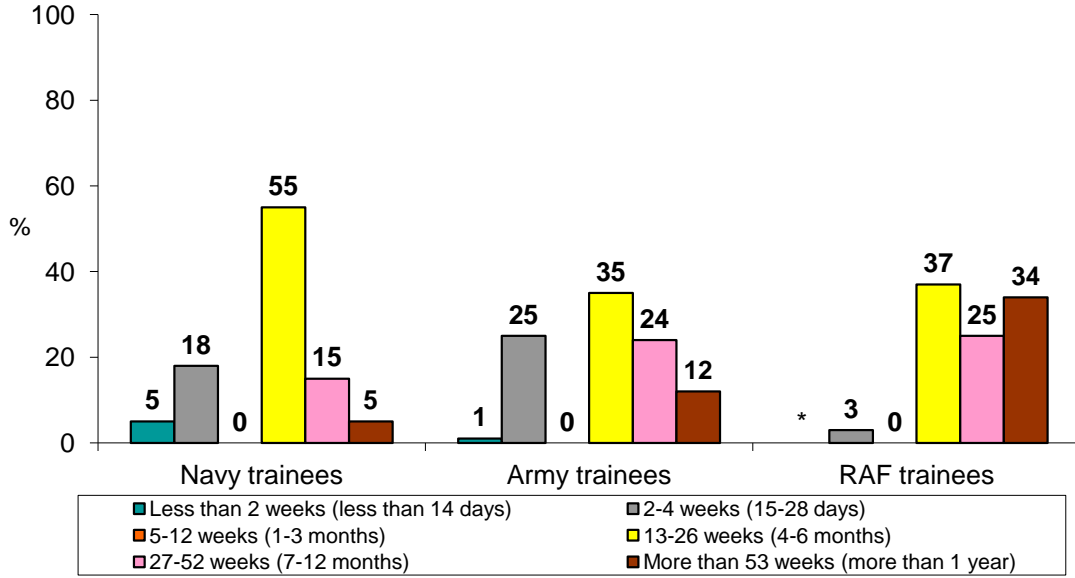
641. Male trainees (22%) were more likely than female trainees (11%) to have spent 2-4 weeks (15-28 days) on their training course and were also more likely to have spent less than 2 weeks (less than 14 days) on their training course (two per cent compared with less than one per cent of female trainees). Half of female trainees (50%) spent 13-26 weeks (4-6 months) on their training course compared with 37% of male trainees.

642. A higher proportion of white trainees (23%) than non-white trainees (18%) spent 27-52 weeks (7-12 months) on their course and a higher proportion of white trainees (15%) spent more than 53 weeks (more than 1 year) on their training course compared with non-white trainees (11%).

643. Trainees aged 16-17 years old (52%) were more likely than older trainees (18% of those aged 18 and over) to have spent 2-4 weeks (15-28 days) on their training course, but were less likely than their older counterparts to have spent 27-52 weeks (7-12 months) (8% of trainees aged 16-17 years old and 24% of those aged 18 years and above) or more than 53 weeks (more than 1 year) (less than 1% of those aged 16-17 years old and 16% of those aged 18 years and above) on their Phase 2 training course.

Phase 2

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



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

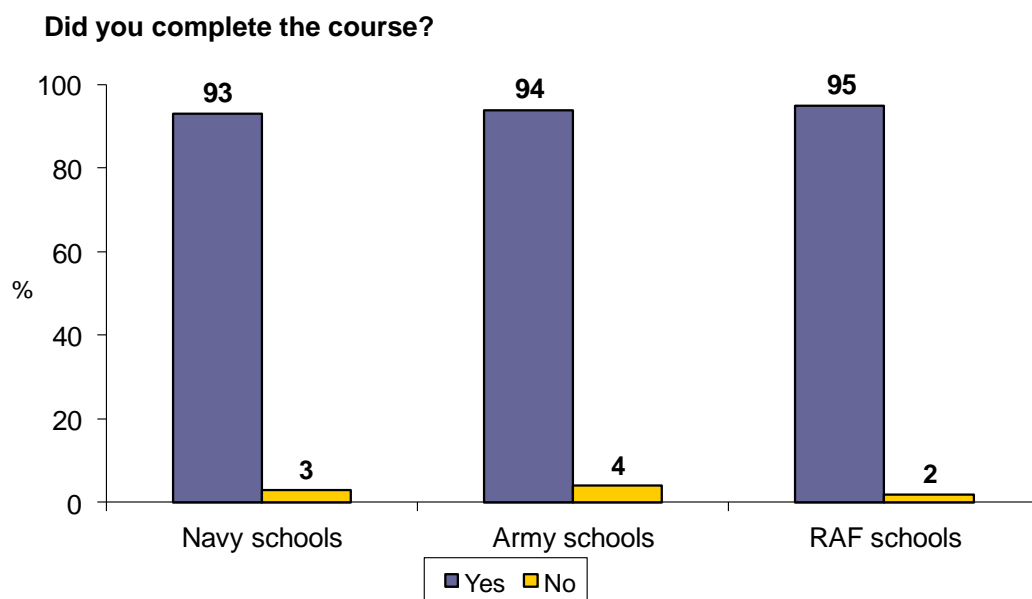
Figure 233

Did you complete the course?

644. Overall, 94% of trainees completed their course (down from 97% last year). RAF trainees were more likely to say they completed their course (95%, down from 99%) than Navy trainees (93%, down from 96%). The proportion of Army trainees who said that they completed their course decreased from 97% last year to 94% this year (fig. 234).

645. Non-white trainees were more likely to say they were leaving their course/training early (6%) than white trainees (4%).

Phase 2



Number of respondents: Navy schools (1,029), Army schools (4,082), RAF schools (960)

Figure 234

AFTER TRAINING

What are you doing next?

646. Following Phase 2 training, 68% of trainees said that they expected to be posted to a unit. The second most common answer was that trainees expected to go onto the next phase of training (21%).

647. RAF trainees were the most likely to expect to be posted to a unit (93%, down from 96%), followed by those in the Army (66%, up from 62%), who were more likely to say this than those in the Navy (56%) (fig. 235).

648. Navy trainees were the most likely to be planning to move on to the next phase of training (35%), followed by 21% of Army trainees, who were more likely to say this than RAF trainees (5%, up from 3%). Army trainees (8%, down from 10%) were the most likely to be waiting for a course to start, followed by Navy trainees (5%), who were more likely to say this than RAF trainees (1%). Army trainees were also the most likely to be transferring to another regiment or trade (3% of Army trainees compared with 1% of both RAF and Navy trainees). Army and Navy trainees (both 1%) were more likely to be leaving the service than RAF trainees (0%).

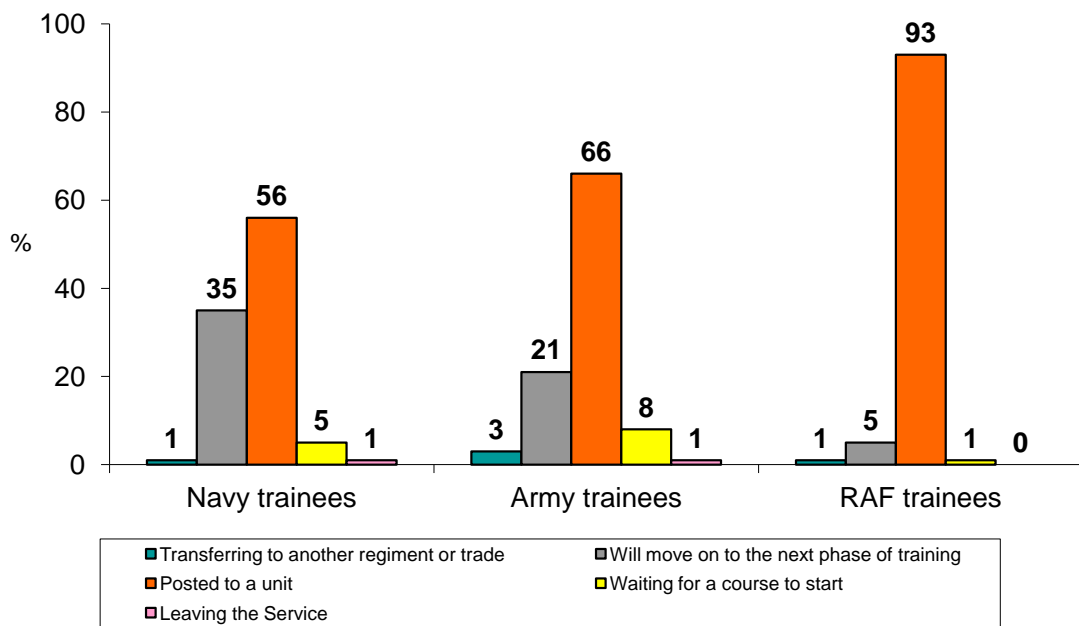
649. Male trainees were more likely to anticipate progressing onto the next phase of their training (22%) than female trainees (11%) or said they would be waiting for a course to start (6% of male trainees compared with 3% of female trainees). Female trainees (83%) were more likely to say that their next move would be being posted to a unit, compared with 66% of male trainees.

650. Non-white trainees (5%) were more likely than white trainees (2%) to be transferring to another regiment or trade, but less likely to be moving onto the next phase of training (18% of non-white trainees compared with 21% of white trainees).

651. Trainees aged 16-17 years old (14%) were more likely to be waiting for a course to start than those aged 18 years and above (5%) and were also more likely to be moving onto the next phase of training (42% of those aged 16-17 years old compared with 19% of those aged 18 years and above). Trainees aged 16-17 year olds (38%) were less likely than trainees aged 18 years and above to be posted to a unit (71%).

Phase 2

What are you doing next?



Number of respondents: Navy trainees (1,029), Army trainees (4,082), RAF trainees (960)

Figure 235

What are your hopes for the future?

652. Of those not leaving the Services, 73% said that they wanted to make a career in their Service, 14% were undecided about their future, and ten per cent planned to stay to the end of their sign-up period. RAF trainees (75%) and Army trainees (73%) were more likely than Navy trainees (70%) to say that they hoped to make a career in their Service (fig. 236). Navy trainees (16%) were more likely than either Army or RAF trainees (both 13%) to be undecided about their hopes for the future.

653. Female trainees (77%) were more likely than male trainees (72%) to say that they hoped to make a career in their Service, as were trainees aged 26 years and above (80%) than those aged 16-25 years old (72%).

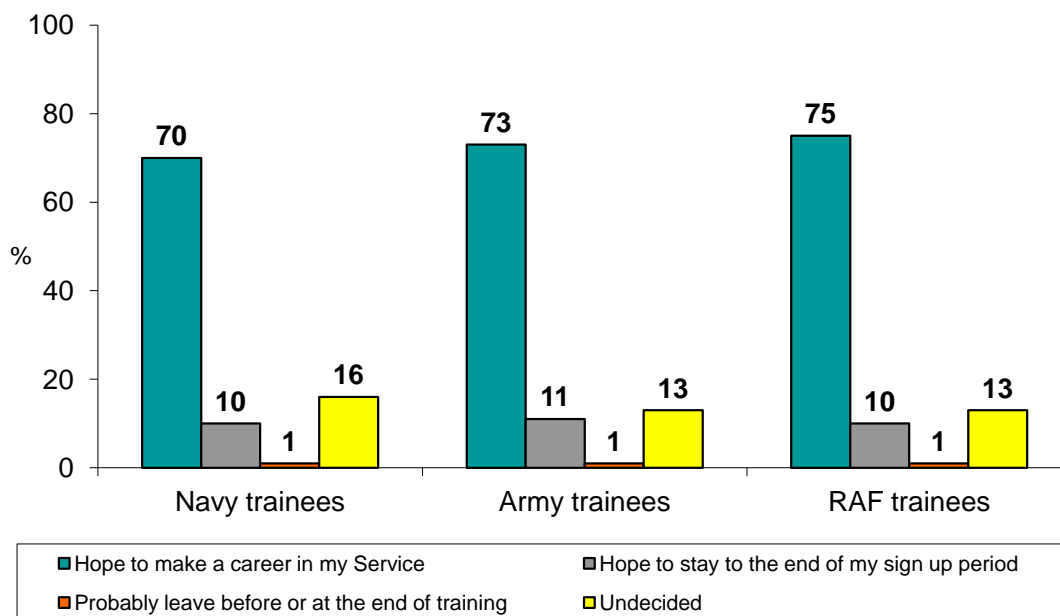
654. White trainees (14%) were more likely than non-white trainees (9%) to be undecided, as were trainees aged 16-30 years old (14%) than those aged 31 years and above (5%).

655. Trainees aged 16-17 years and above were more likely to want to stay to the end of their sign-up period (13%) than those aged 18 years old and above (10%).

656. Those aged 16-17 years old were more likely to want to leave before or at the end of their training (2%), than those aged 18 and above (1%).

Phase 2

What are your hopes for the future?



Number of respondents (all who are not leaving the Service): Navy trainees (1,018), Army trainees (4,061), RAF trainees (960)

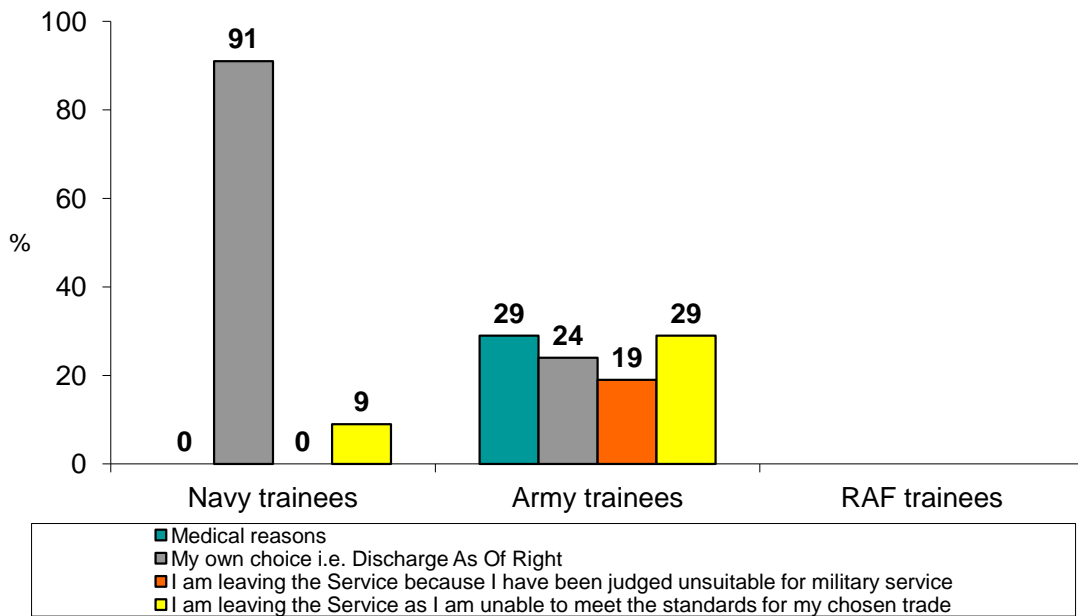
Figure 236

Why are you leaving the Service?

657. Forty-five per cent (down from 68% last year and 81% in 2009) of trainees leaving the Service said that this was their own choice. Twenty-four per cent said they were leaving as they were unable to meet the standards for their chosen trade, 18% were leaving for medical reasons and 12% said they were leaving because they had been judged unsuitable for military service. For a full breakdown by Service, see figure 237.

Phase 2

Why are you leaving the Service?



Number of respondents (all who are leaving the Service): Navy trainees (11*), Army trainees (21*), RAF trainees (0*)

Figure 237

Why are you leaving the Service by your own choice?

658. Trainees who said that they were leaving the Service of their own choice were asked a follow up question to determine the reasons for their decision. Sixty-seven per cent said they were leaving because the Service was not what they had expected and 53% said that they did not like the lifestyle. Thirty-three per cent said they missed family and friends too much, 20% said that they did not like the way they had been treated and 13% said that they were not able to do the trade they wanted. For a full breakdown by Service, see figure 238.

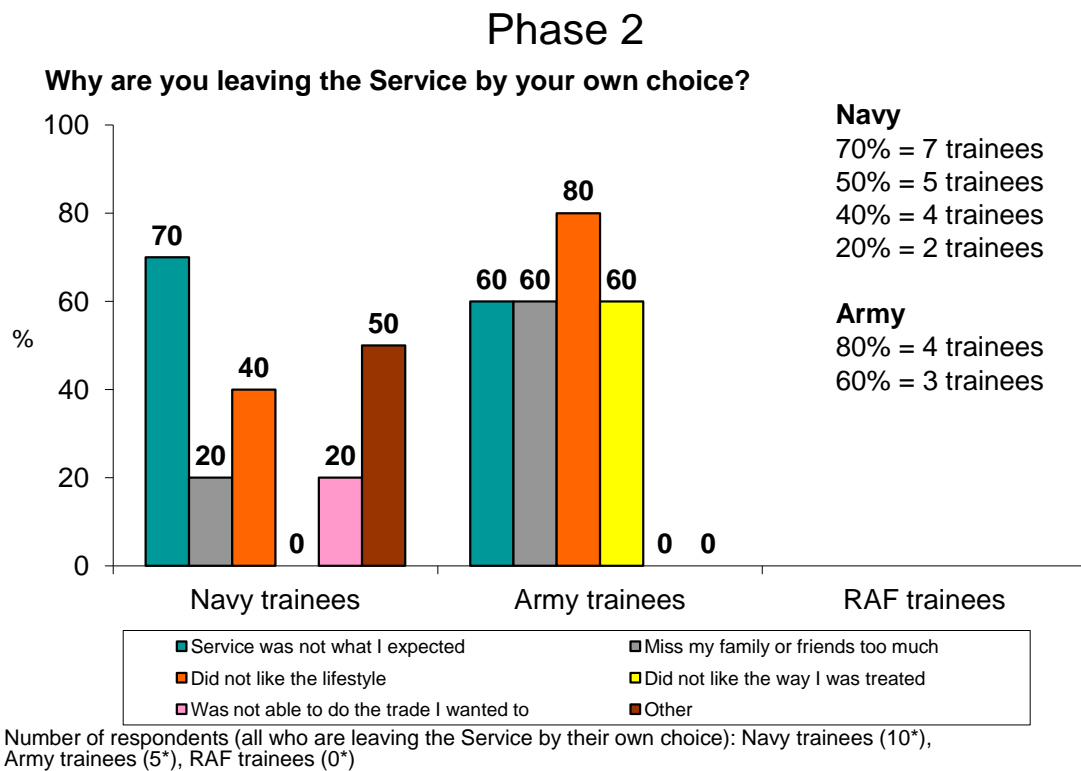
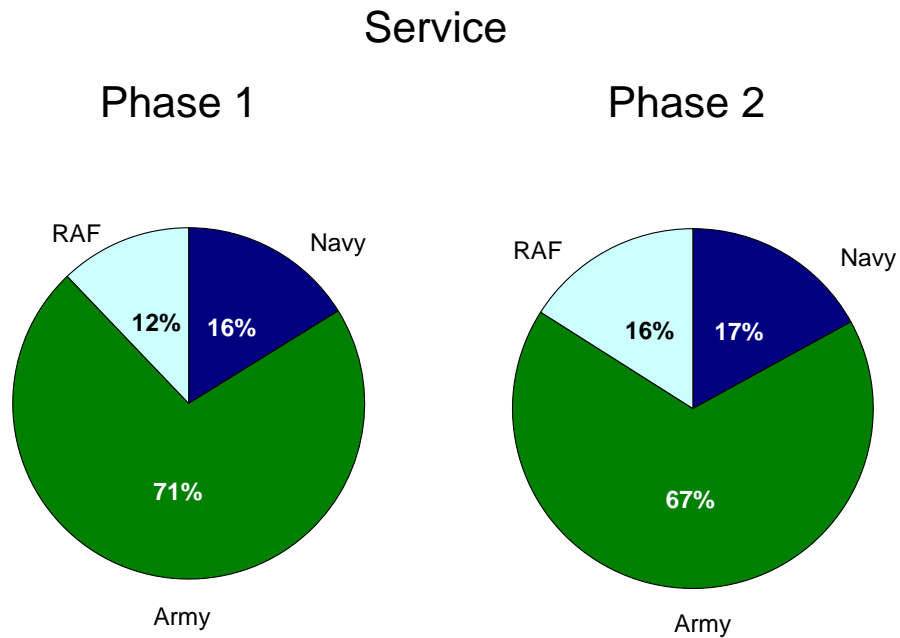


Figure 238⁴⁷

⁴⁷ This was a multi-coded question; respondents could select more than one answer

ANNEX 1: DEMOGRAPHICS BY PHASE AND SERVICE

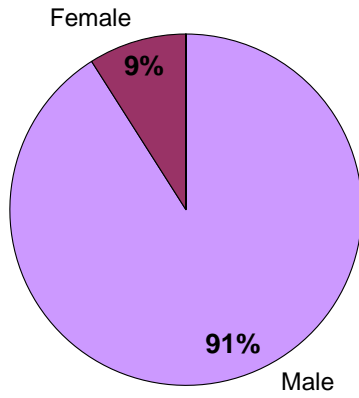


Number of respondents: Phase 1: Navy (1,435), Army (6,223), RAF (1,071), Phase 2: Navy (1,029), Army (4,082), RAF (960)

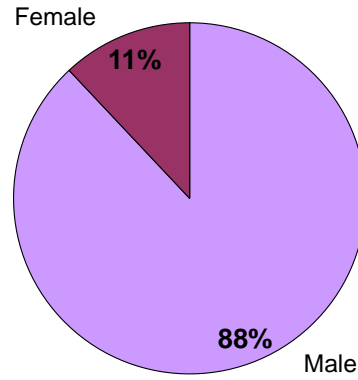
Figure 239

Gender

Phase 1



Phase 2

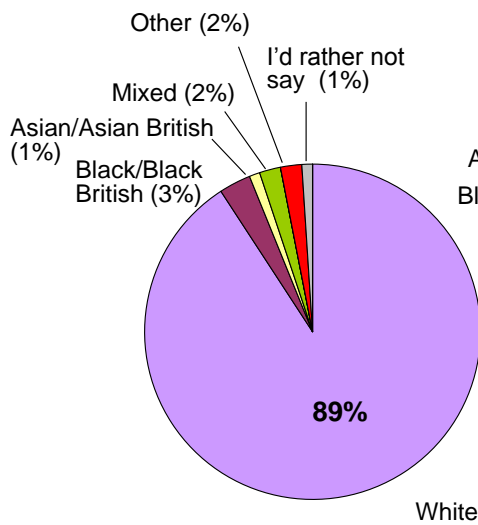


Number of respondents: Phase 1 (8,729), Phase 2 (6,090)

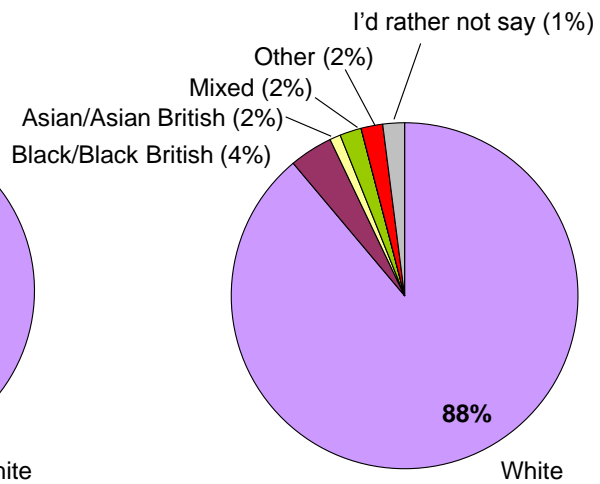
Figure 240

Ethnicity

Phase 1



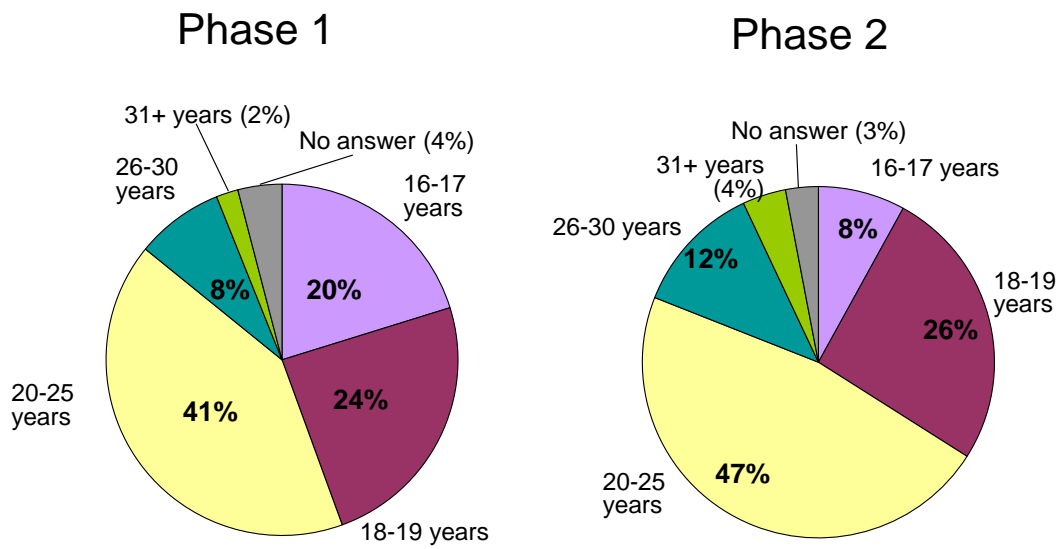
Phase 2



Number of respondents: Phase 1 (8,729), Phase 2 (6,090)

Figure 241

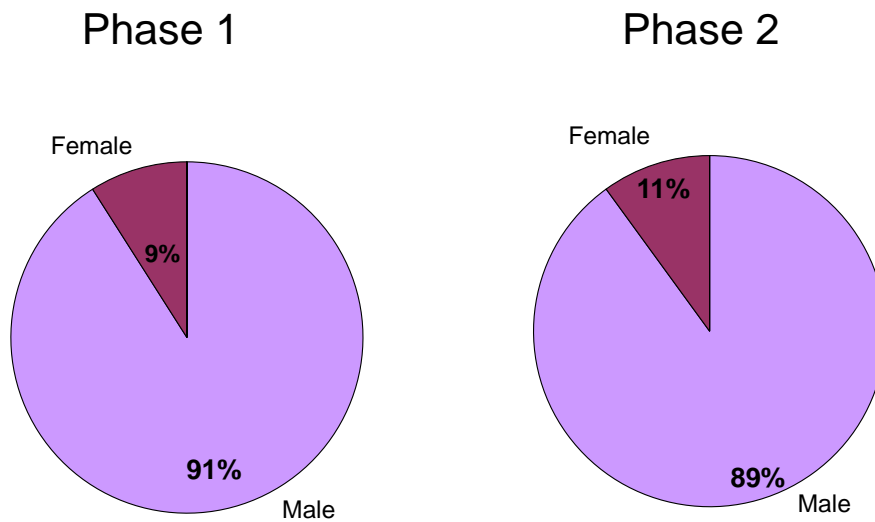
Age



Number of respondents: Phase 1 (8,729), Phase 2 (6,090)

Figure 242

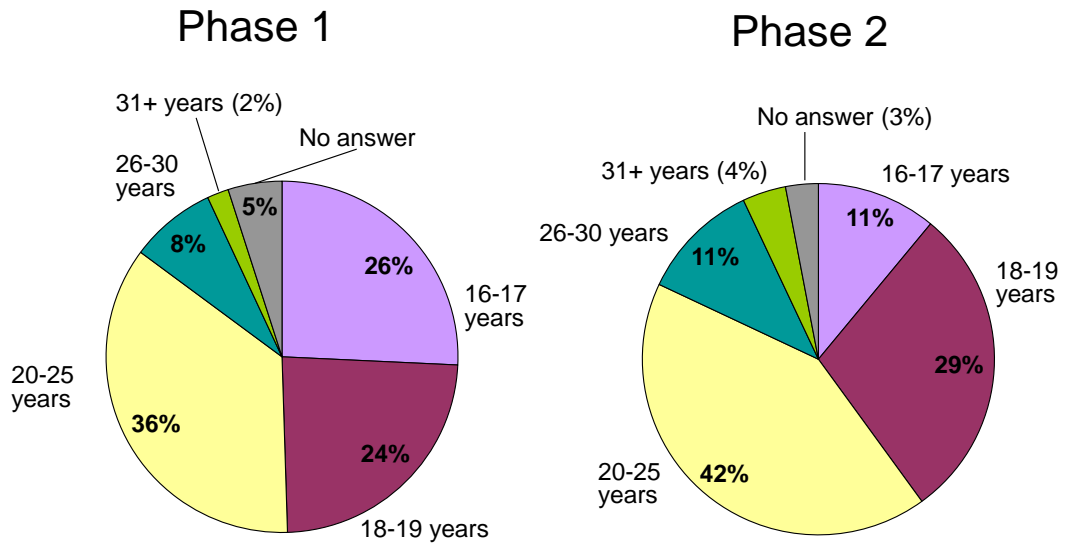
Army Schools - Gender



Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

Figure 243

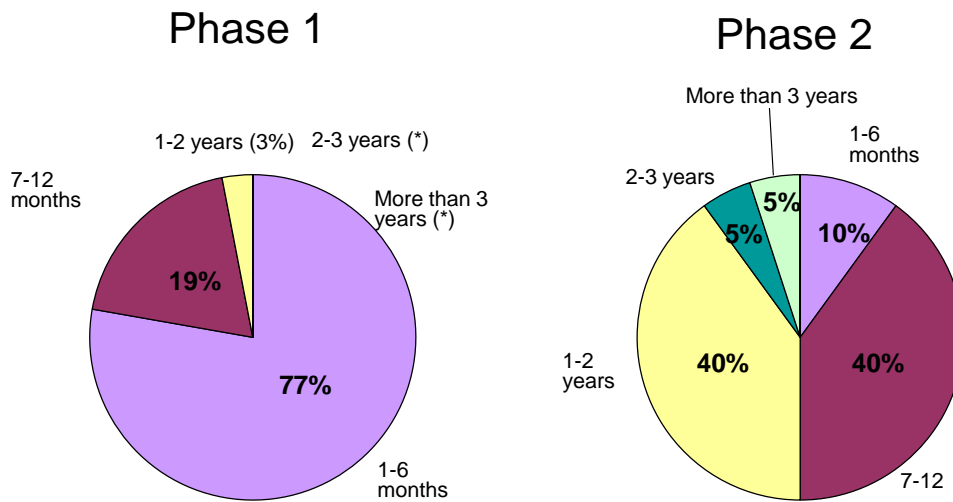
Army Schools - Age



Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

Figure 244

Army Schools - Length of Service

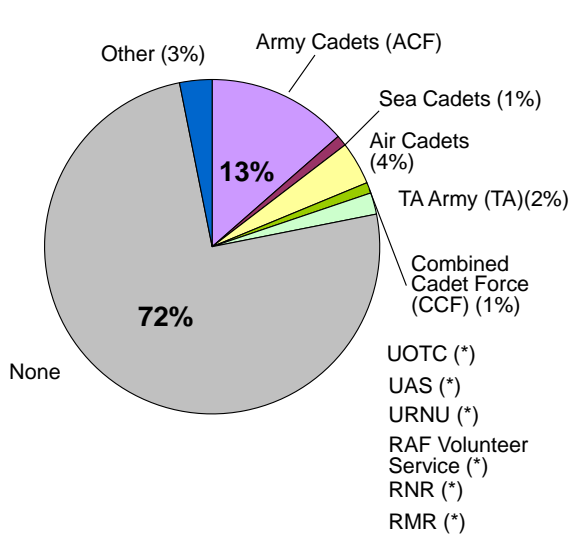


Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

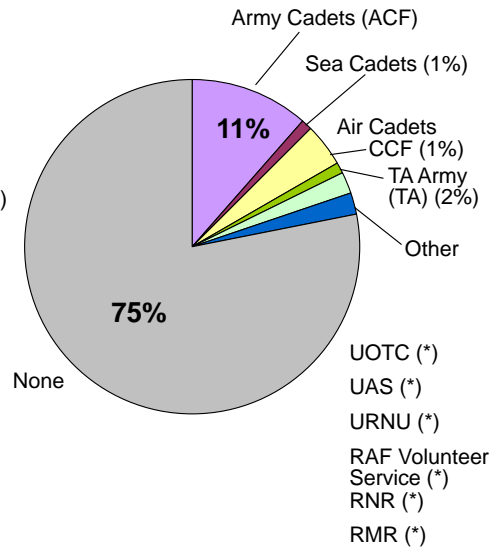
Figure 245

Army Schools – Cadet Force

Phase 1



Phase 2

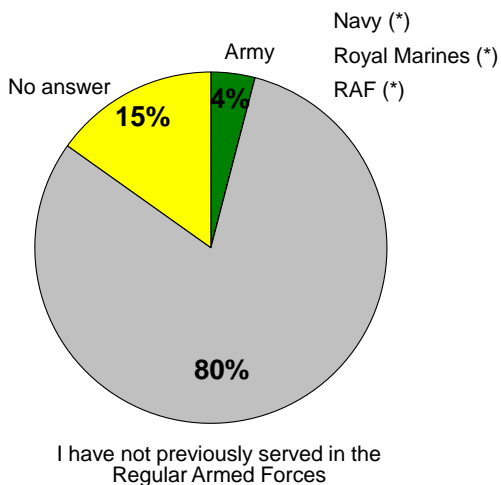


Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

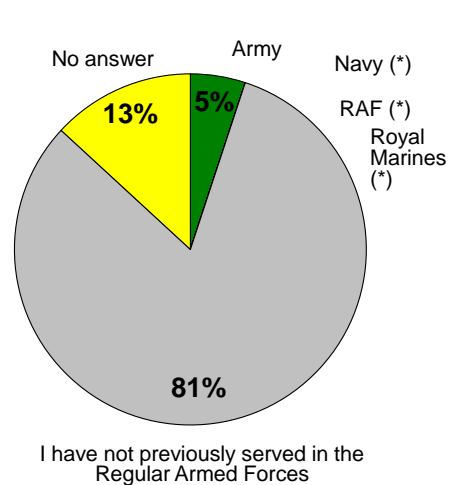
Figure 246

Army Schools – Previous Service

Phase 1



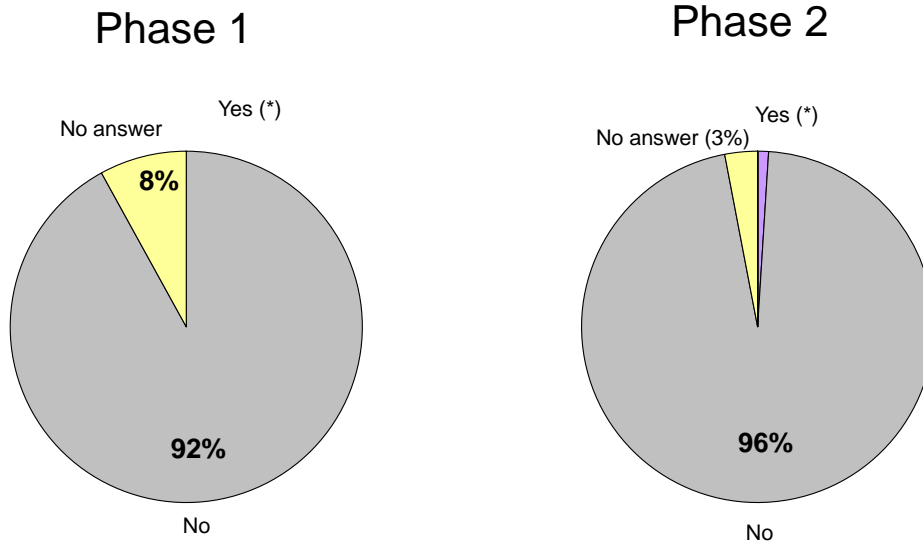
Phase 2



Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

Figure 247

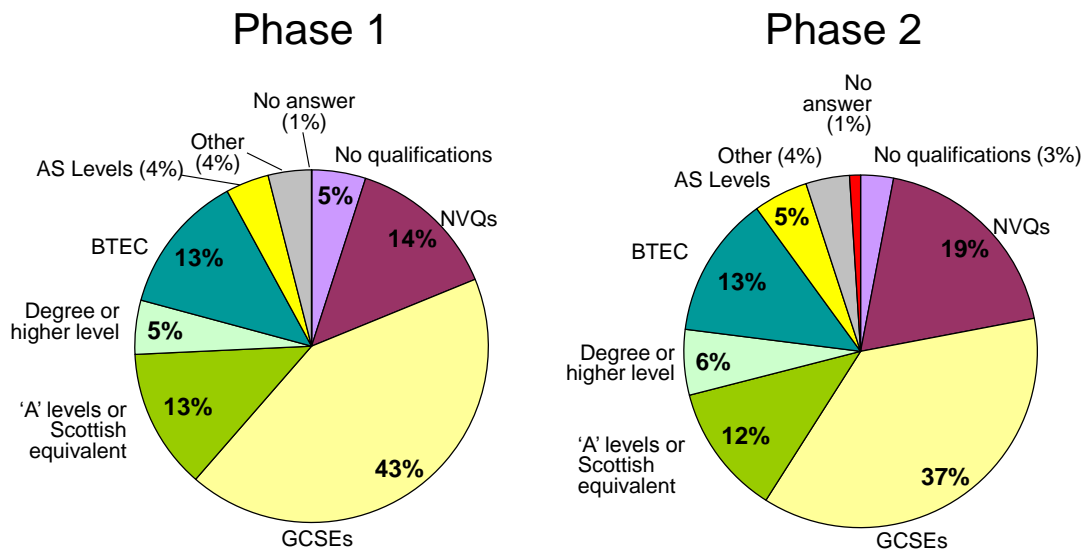
Army Schools – Previous Service in Another Country’s Armed Forces



Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

Figure 248

Army Schools - Highest Qualification



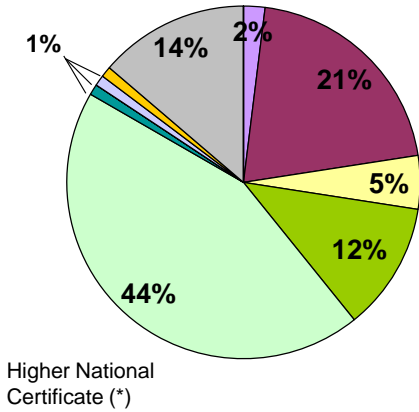
Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

Figure 249

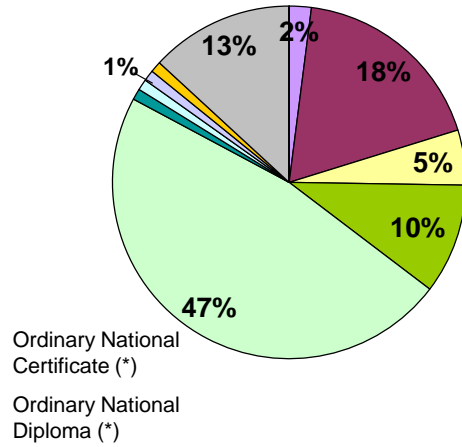
Army Schools - Highest BTEC

- BTEC Introductory Diploma
 - BTEC National Diploma
 - Higher National Diploma
- BTEC First Diploma
 - Ordinary National Certificate
 - Don't know
- BTEC National Award
 - Ordinary National Diploma
 - No answer
- BTEC National Certificate
 - Higher National Certificate

Phase 1



Phase 2

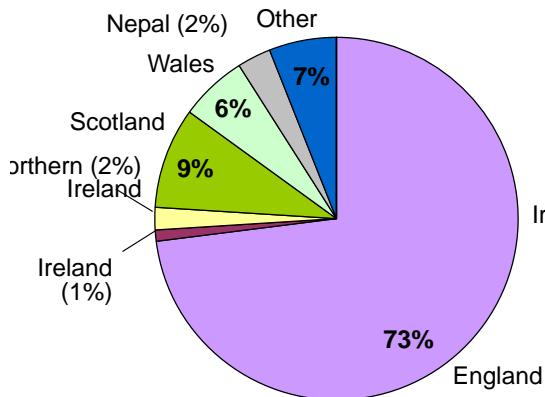


Number of respondents: Phase 1 (795), Phase 2 (544)

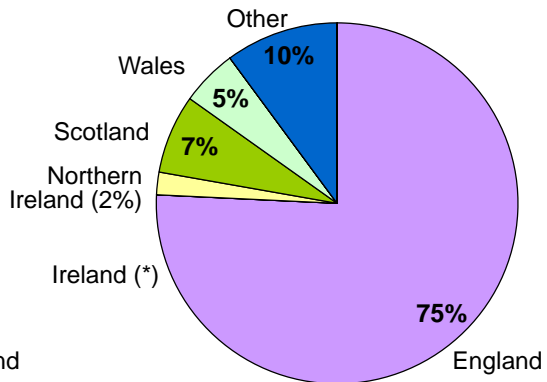
Figure 250

Army Schools – Where are you from?

Phase 1



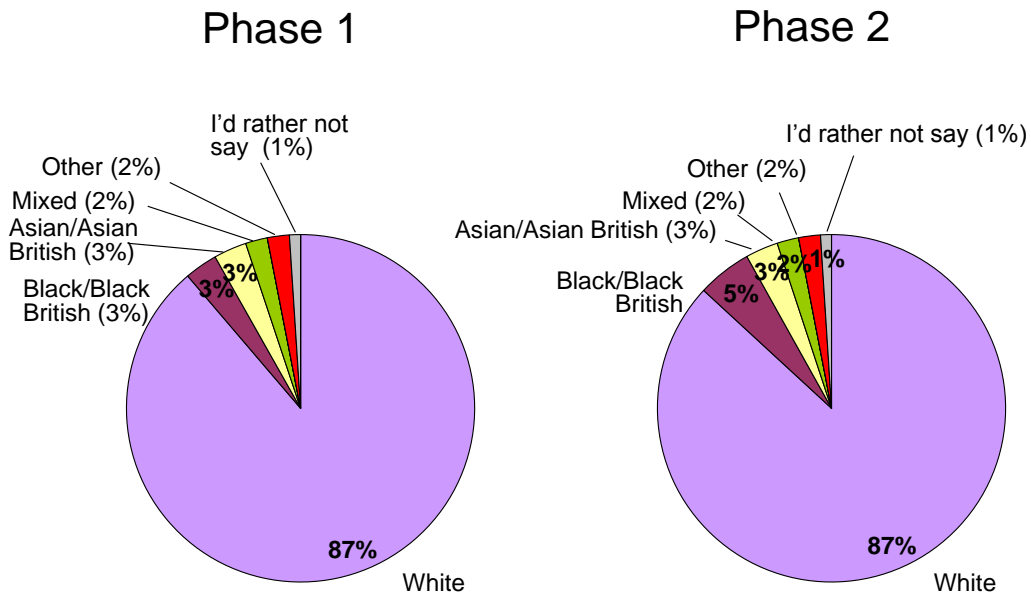
Phase 2



Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

Figure 251

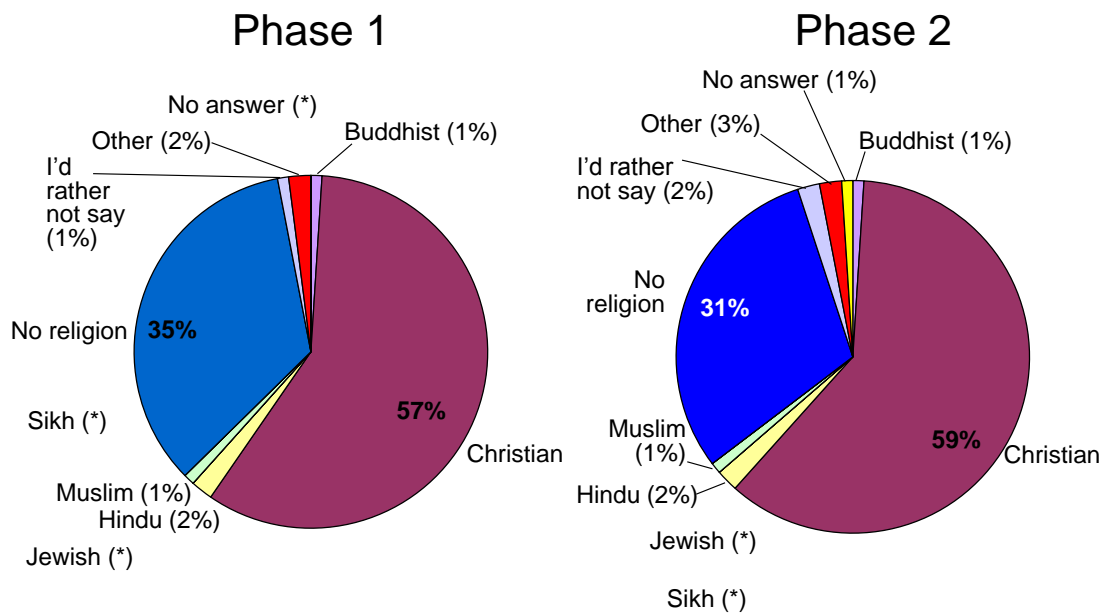
Army Schools - Ethnicity



Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

Figure 252

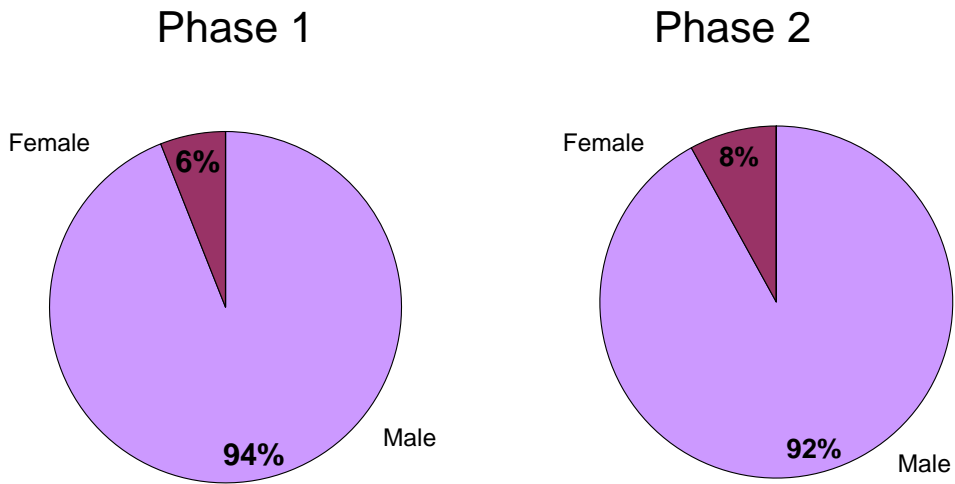
Army Schools – Religion



Number of respondents: Phase 1 (6,223), Phase 2 (4,082)

Figure 253

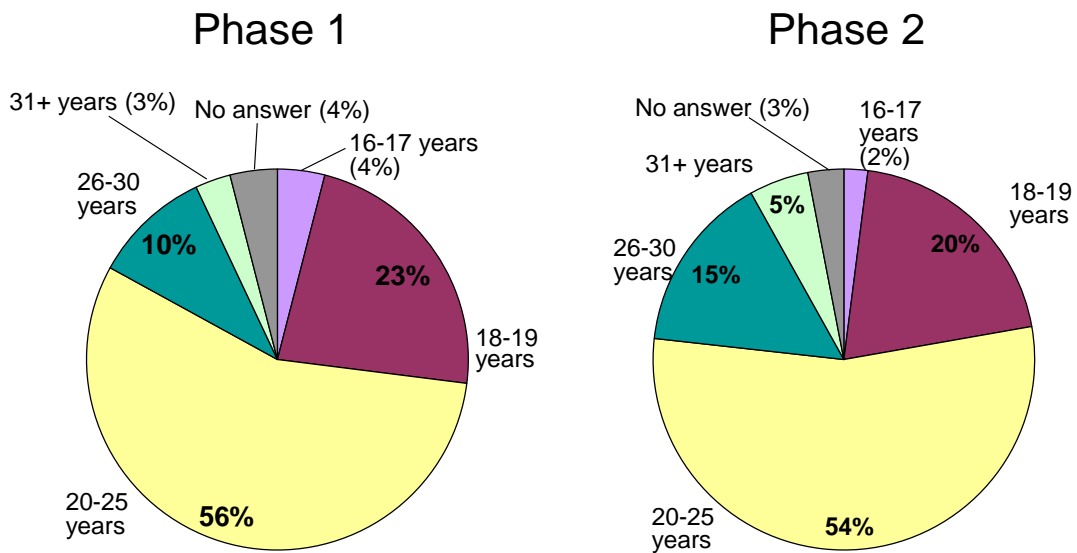
Navy Schools - Gender



Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

Figure 254

Navy Schools - Age

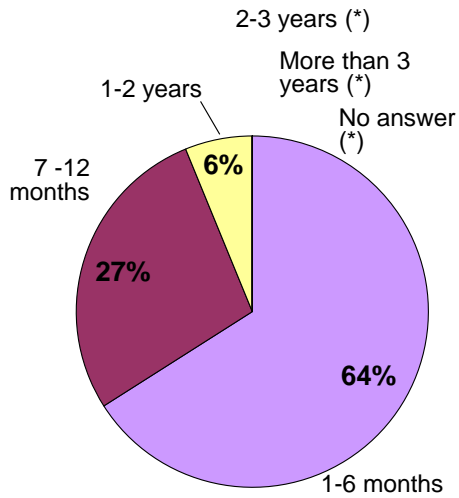


Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

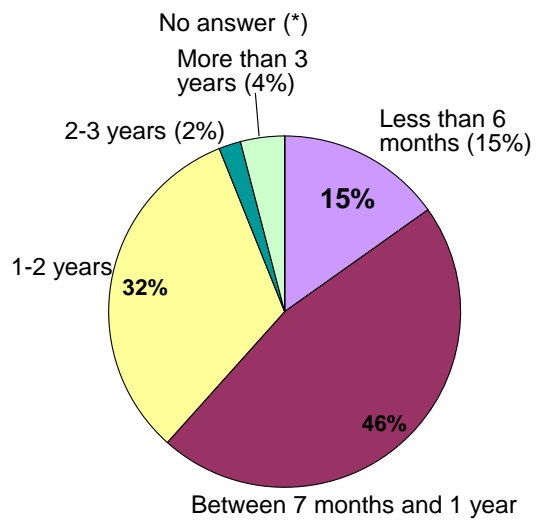
Figure 255

Navy Schools - Length of Service

Phase 1



Phase 2

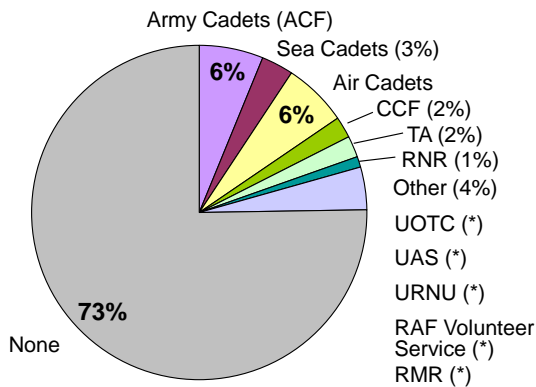


Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

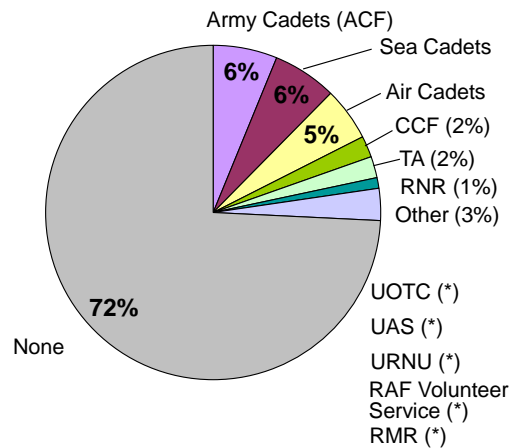
Figure 256

Navy Schools - Cadet Force

Phase 1



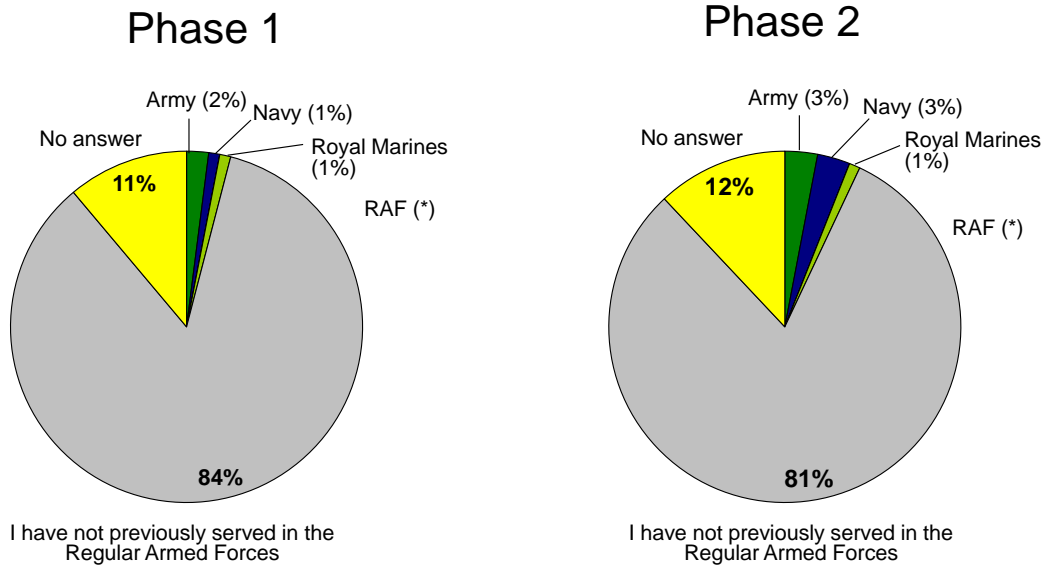
Phase 2



Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

Figure 257

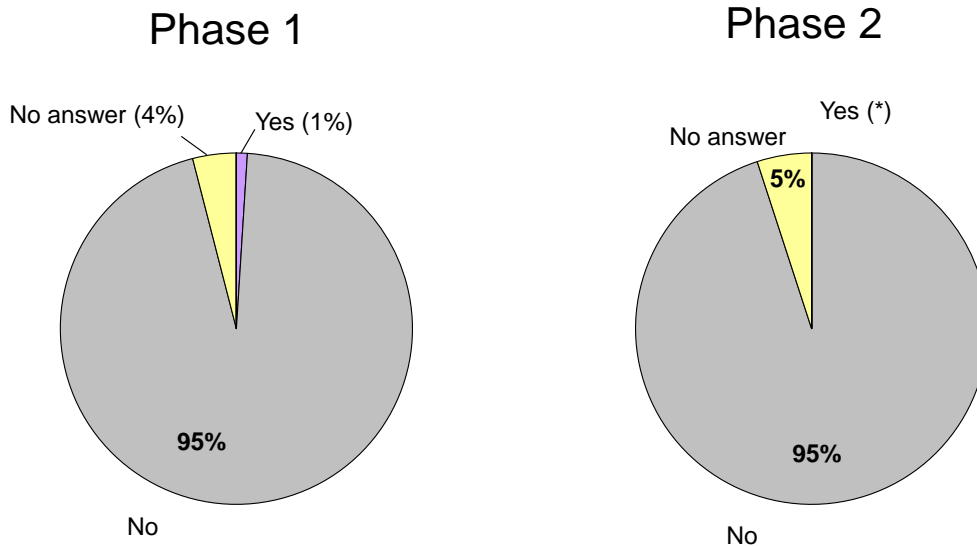
Navy Schools – Previous Service



Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

Figure 258

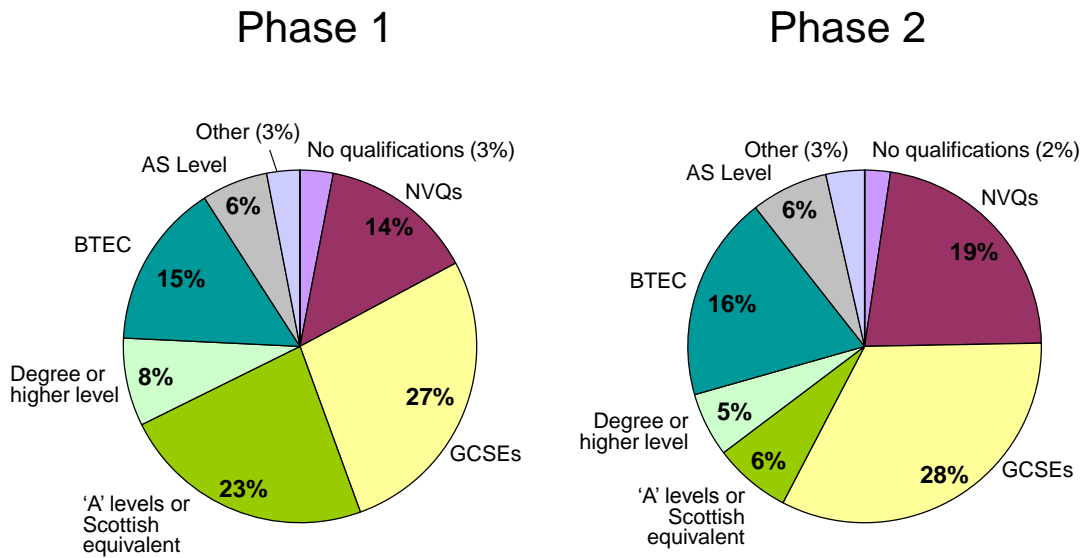
Navy Schools – Previous Service in Another Country's Armed Forces



Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

Figure 259

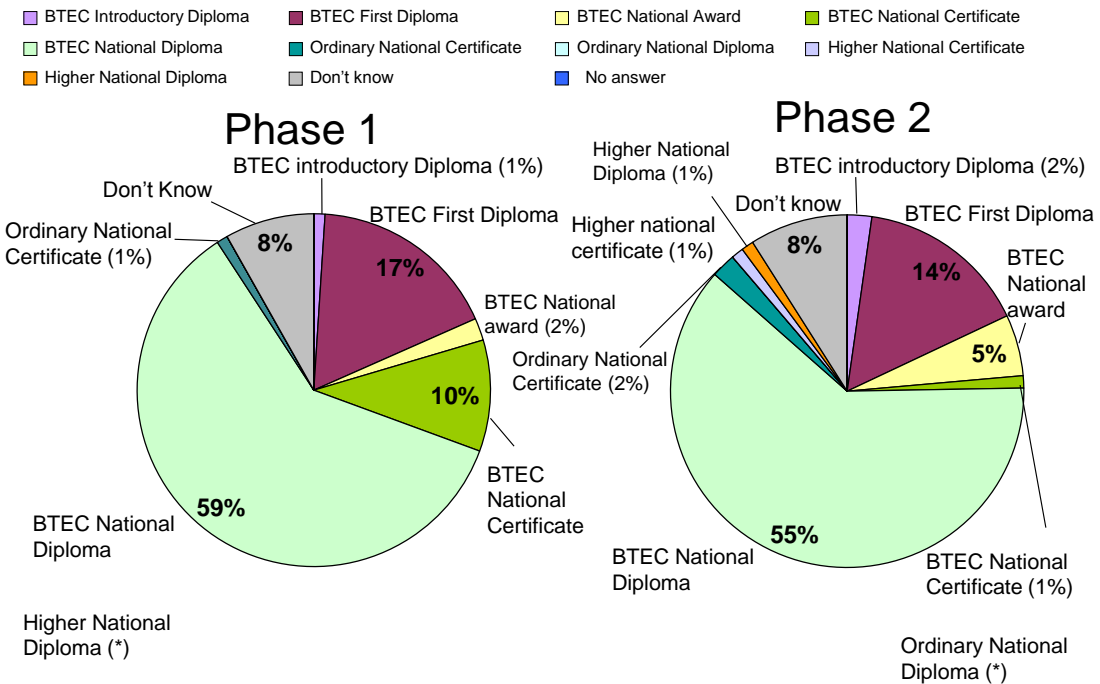
Navy Schools - Highest Qualification



Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

Figure 260

Navy Schools - Highest BTEC

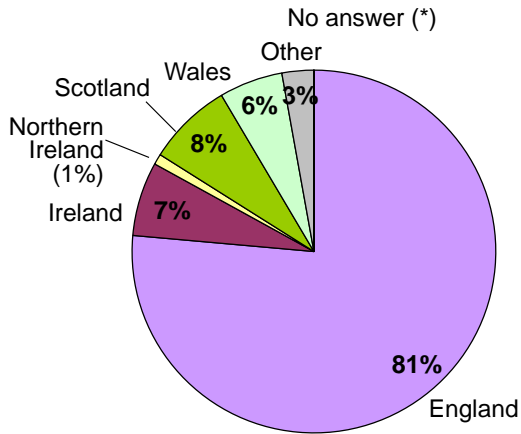


Number of respondents: Phase 1 (212), Phase 2 (164)

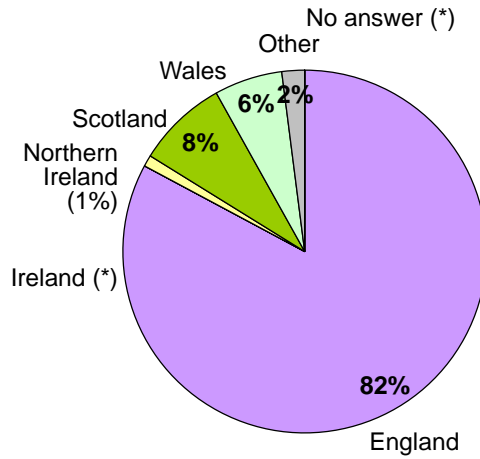
Figure 261

Navy Schools – Where are you from

Phase 1



Phase 2

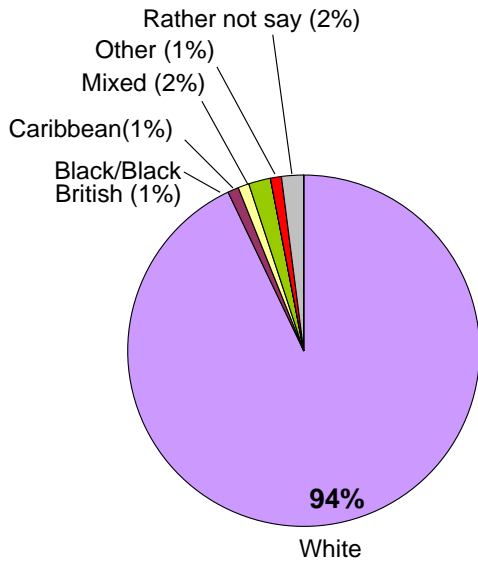


Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

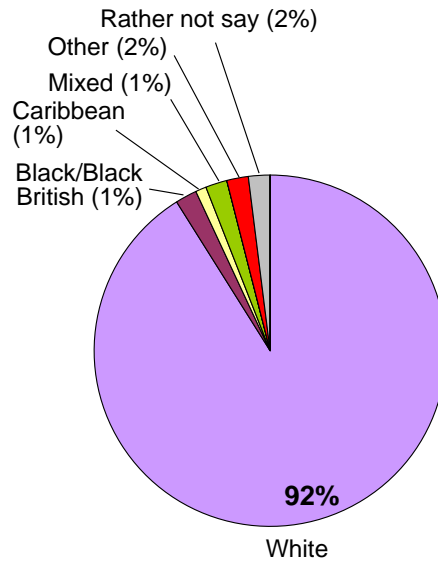
Figure 262

Navy Schools - Ethnicity

Phase 1



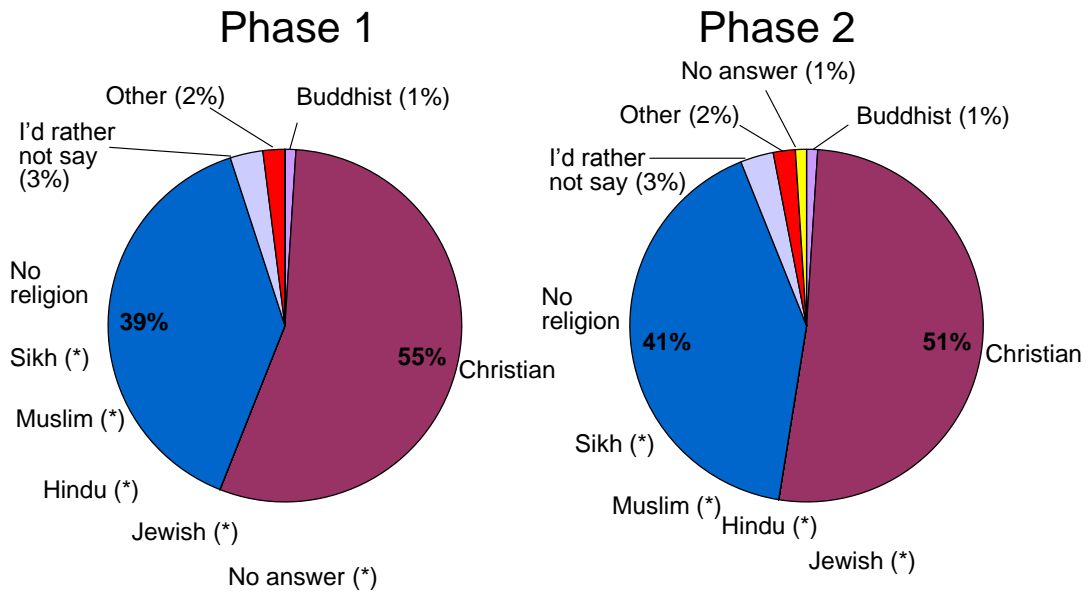
Phase 2



Number of respondents: Phase 1 (1,435) Phase 2 (1,029)

Figure 263

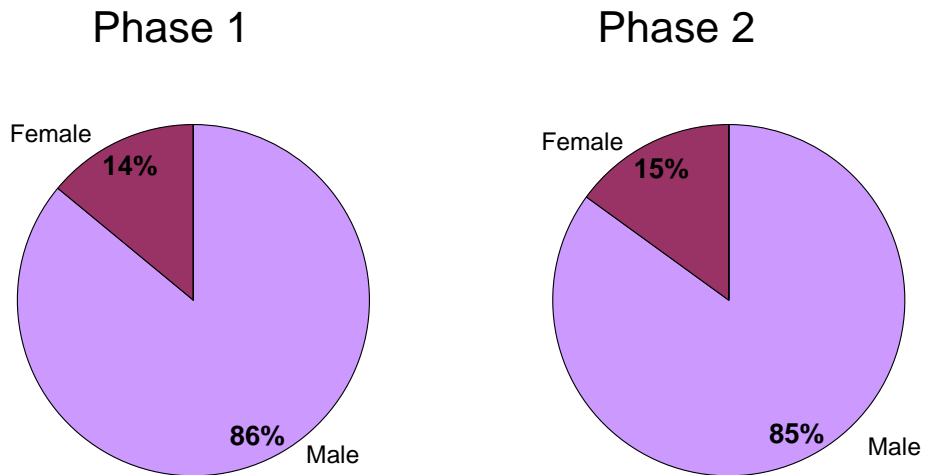
Navy Schools – Religion



Number of respondents: Phase 1 (1,435), Phase 2 (1,029)

Figure 264

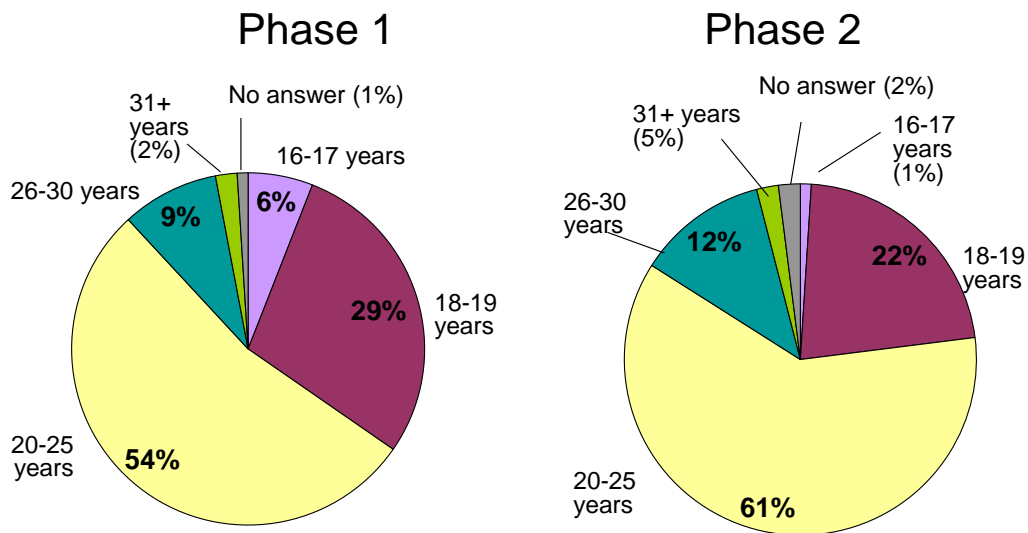
RAF Schools - Gender



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 265

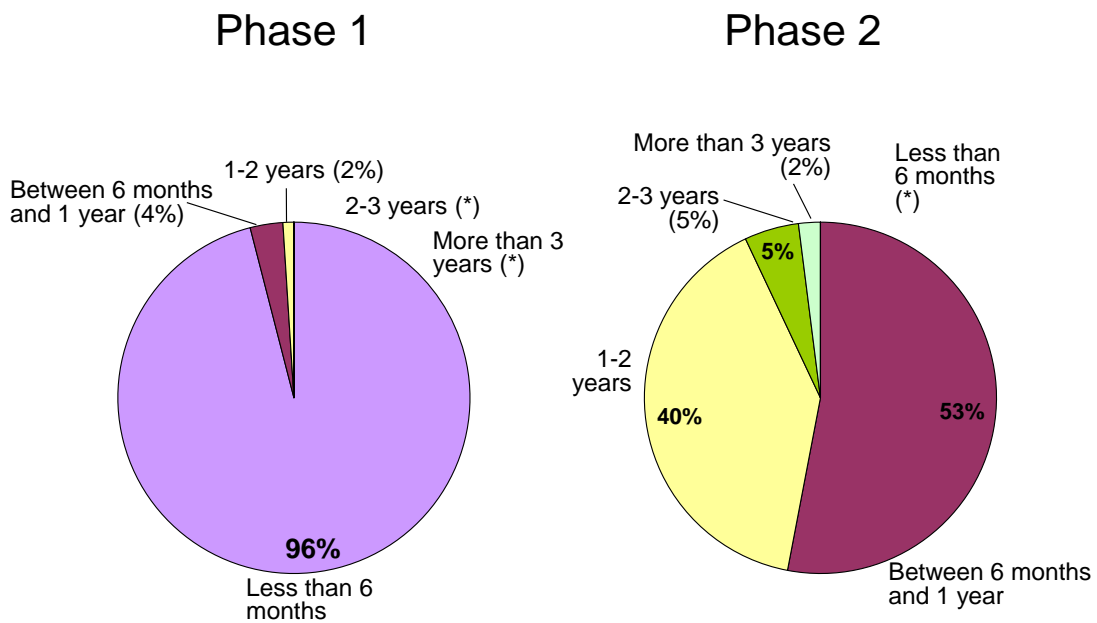
RAF Schools - Age



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 266

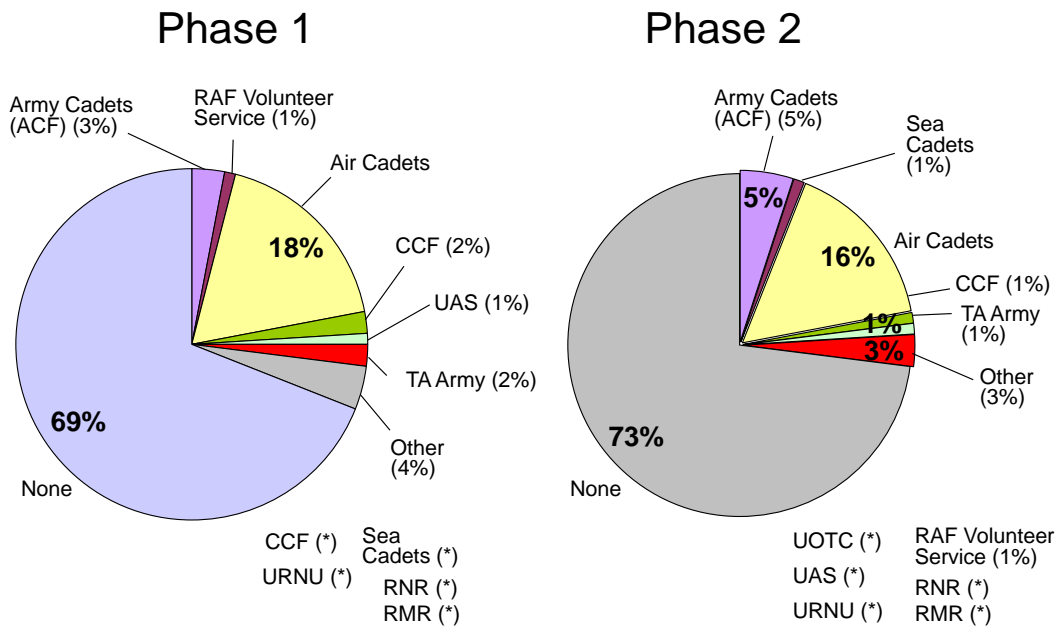
RAF Schools - Length of Service



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 267

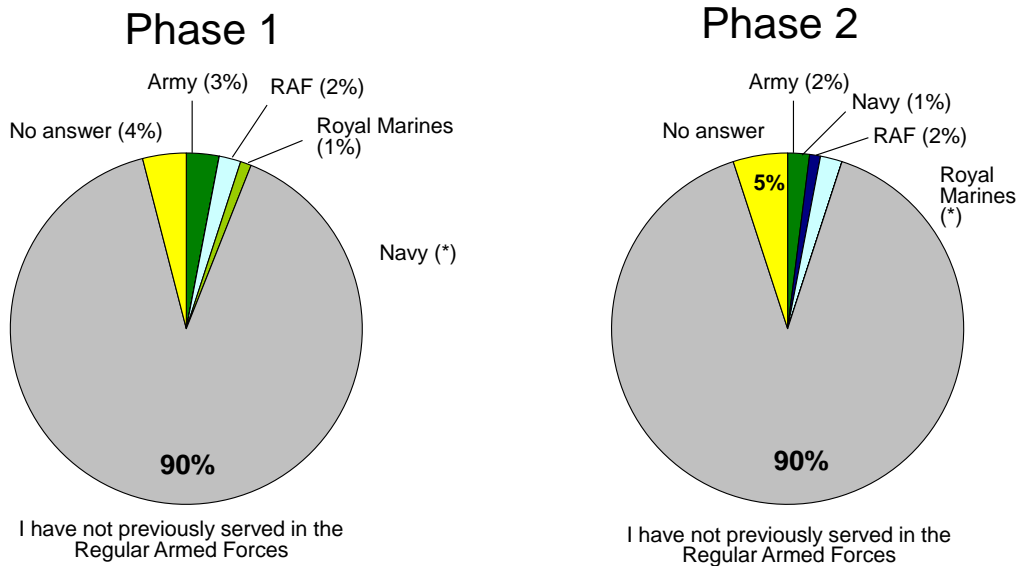
RAF Schools - Cadet Force



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 268

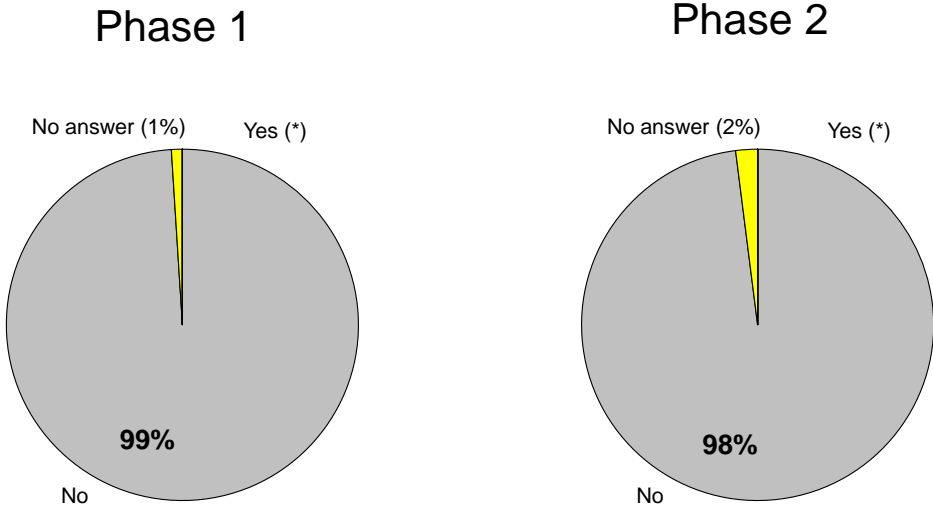
RAF Schools – Previous Service



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 269

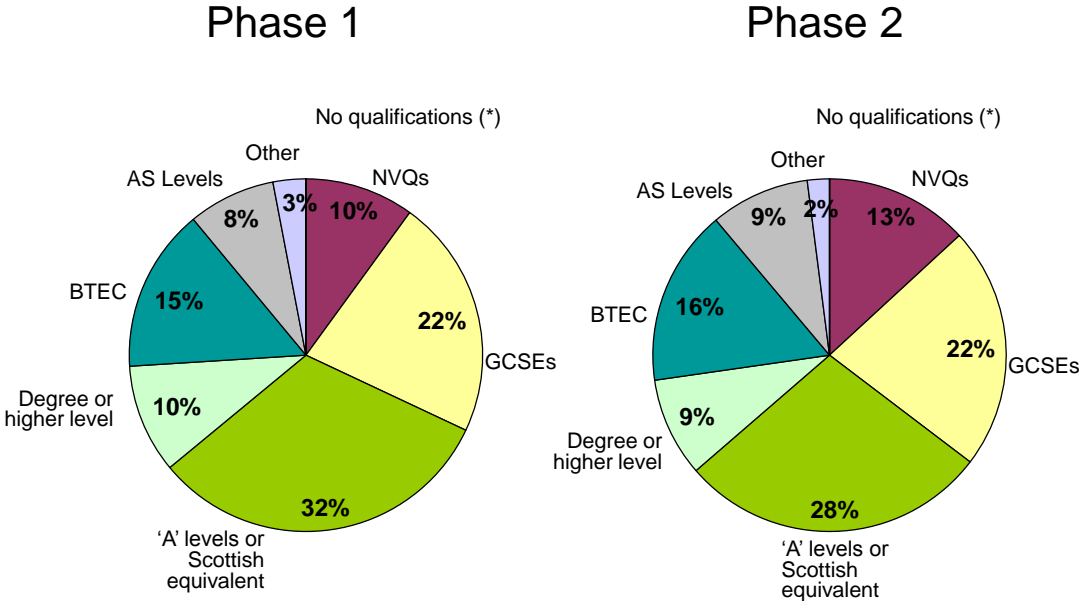
RAF Schools – Previous Service in Another Country’s Armed Forces



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 270

RAF Schools - Highest Qualification

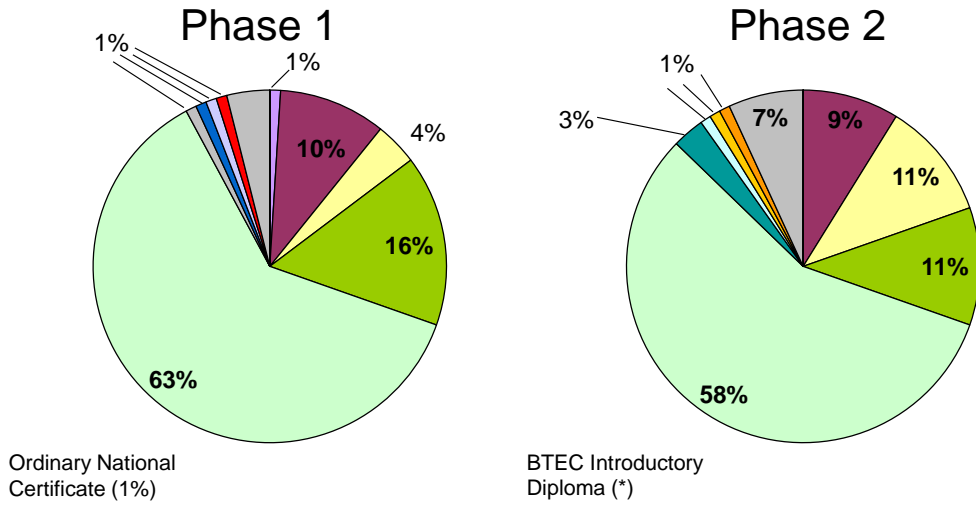


Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 271

RAF Schools - Highest BTEC

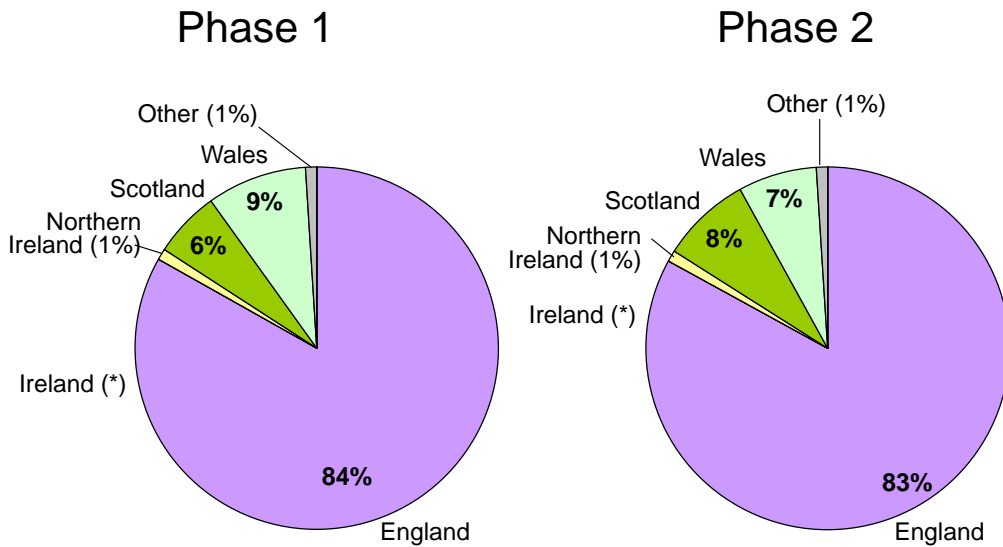
- BTEC Introductory Diploma
 - BTEC National Diploma
 - Higher National Diploma
- BTEC First Diploma
 - Ordinary National Certificate
 - Don't know
- BTEC National Award
 - Ordinary National Diploma
 - No answer
- BTEC National Certificate
 - Higher National Certificate



Number of respondents: Phase 1 (161), Phase 2 (152)

Figure 272

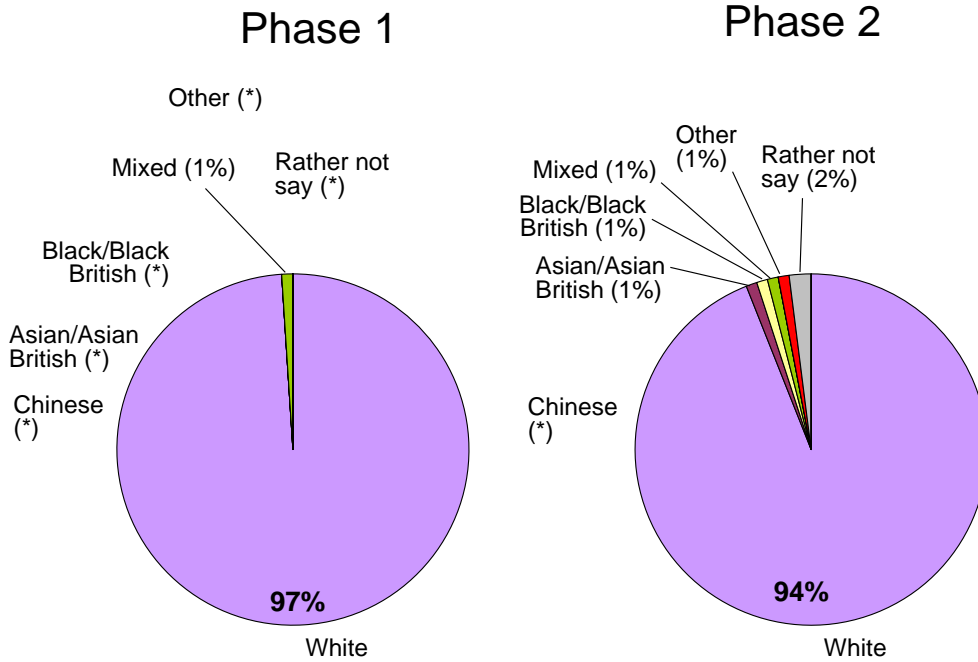
RAF Schools – Where are you from



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 273

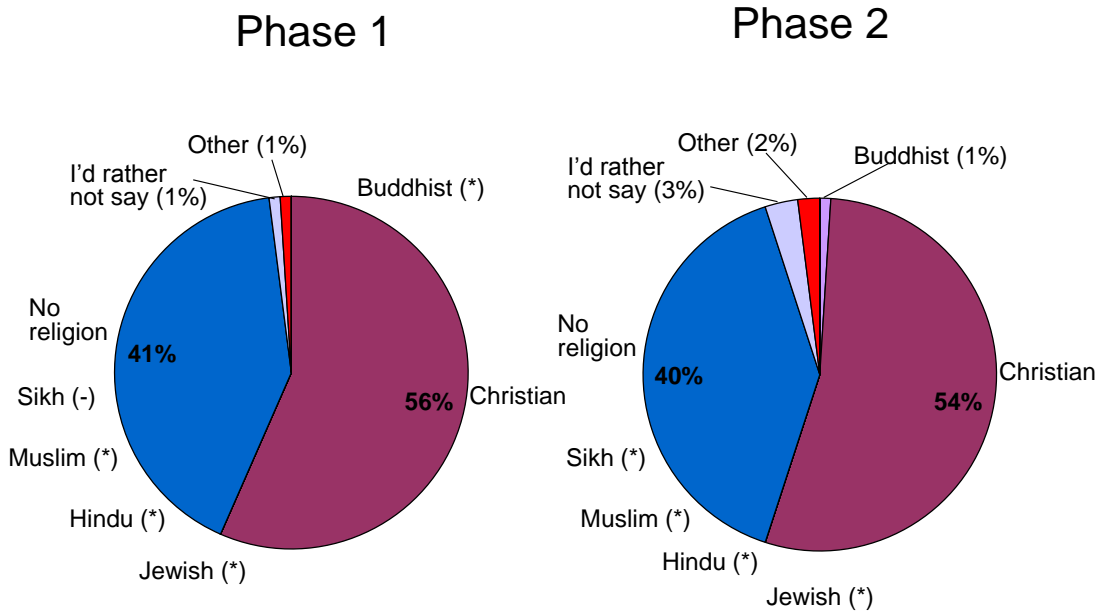
RAF Schools - Ethnicity



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 274

RAF Schools – Religion



Number of respondents: Phase 1 (1,071), Phase 2 (960)

Figure 275

ANNEX 2: QUESTIONNAIRE

TRI SERVICE RECRUIT TRAINEE SURVEY Questionnaire

This survey gives you the chance to record your experiences whilst at XXX. Please answer based on your own experiences, not what others may think. Your opinions will be used to make the training and conditions at XXX better for future trainees.

Please answer openly and honestly as what you say will be anonymous. Your name is not recorded anywhere. All information collected is handled by an outside company, so no military person will be able to identify you from your responses.

Ipsos MORI - the independent company that runs the Recruit Trainee Survey (RTS) - would like to assure you that all the information collected is kept in the strictest confidence, and is used for research purposes only. It is not possible to identify any particular individual in the RTS results. We take data security very seriously, and have information security controls in place to ensure that any information you provide is:

- Anonymous: your answers can never be looked at on an individual basis.
- Stored electronically on highly secure Ipsos MORI file servers: the RTS reports that we produce can be accessed online but only with a password, and are held on a network which is protected by appropriate use of firewalls, DMZ (demilitarized zone) and other network security controls.
- Used only for the purposes of the provision of the Recruit Trainee Survey: it is not passed on to third parties. Data is retained for a period of 5 years before being destroyed.

Do not show or discuss your answers with anyone else.

You should be completing this questionnaire of your own free will. If you do not wish to complete the questionnaire please tick this box and hand your questionnaire back to the person administering the survey.

SECTION 1 - BACKGROUND INFORMATION

1. What gender are you? (Single Code)

- Male
- Female

2. How old are you?

Phase 2 only

3a. To which Service do you belong? (Single Code)

- Army
- Royal Navy/Royal Marines (RN/RM)
- Royal Air Force (RAF)

Army trainees only

3b. What is your Arm or Service? (Single Code)

- H Cav/RAC
- RA
- RE
- R SIGNALS
- Infantry
- AAC
- RAMC
- RLC
- REME
- AGC(SPS)
- AGC(RMP)
- RADC
- Int Corps
- QARANC
- RAVC
- CA Mus
- Don't know

4. How long have you been in the [Navy/RM/Army/RAF]? (Single Code)

- 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
- More than 3 years

5. Prior to joining your service, have you been a member of any of the following for longer than six months? (Please tick all that apply) (Multi Code)

A. Cadet Organisations: Army Cadets (ACF)

Sea Cadets

Air Cadets (ATC)

Combined Cadet Force (CCF)

B. University Units:

UOTC

UAS

URNU

C. Reserve Forces:

Territorial Army (TA)

RAF (RAF Reserves, RAF Volunteer Reserves, Royal Auxiliary Airforce)

Royal Navy Reserves (RNR)

Royal Marines Reserves (RMR)

Anything else/something different from above

None

6a. Have you previously served in the Regular Armed Forces? (Multi Code)

- Army
- Navy
- RAF
- Royal Marines
- I have not previously served in the Regular Armed Forces

6b. Have you previously been a member of another country's Armed Forces? (Single Code)

Yes

No

6c. In which country were you a member of the Armed Forces?

7. What is the highest qualification you have? (Single Code)

- No qualifications
- NVQs
- GCSEs (=Scottish Standard Grade)
- AS Levels
- "A"Levels or equivalent (=Scottish Higher Grade)
- BTEC
- Degree or Higher Level
- Something different from above

All those who said that a BTEC is the highest qualification they have at Q7

8. Please select the highest BTEC qualification that you have. (Single Code)

Please select one option only

- BTEC Introductory Diploma
- BTEC First Diploma
- BTEC National Award
- BTEC National Certificate
- BTEC National Diploma
- Ordinary National Certificate
- Ordinary National Diploma
- Higher National Certificate
- Higher National Diploma
- Don't Know

9. Where are you from? (Single Code)

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

10. What is your background? (Single Code)

- **Asian**
 - Bangladeshi
 - Indian
 - Pakistani
 - Any other Asian background
- **Black**
 - African
 - Caribbean
 - Any other black background
- **Chinese**
 - Any Chinese background
- **Mixed Ethnic Background**
 - Asian & White
 - Black African & White
 - Black Caribbean & White
 - Any other Mixed ethnic background
- **White**
 - Any White background

I'd rather not say

Something different from above

10a. Are you...? (Single Code)

- About to complete your course/ training?
- Leaving your course/ training early?

11. Are you? (Single Code)

- Buddhist
- Christian (e.g. Roman Catholic, Church of England etc)
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- I'd rather not say
- Something different from above

Phase 1 only

12a. How important were each of the following in your decision to join the [Navy/RM/Army/RAF]? (Single Code)

Please rate importance for each one:

Very important

Fairly important

Not very important

Not at all important

Don't know

- To do a specific job e.g. driver, engineer, infantryman, telecommunications etc
- Gain skills/qualifications
- Lifestyle appealed
- To travel
- To do sports
- To keep fit
- Job security
- Want to defend country
- No other job choices
- Challenge/adventure
- Salary (the pay)
- To be a member of the Armed Services
- Family members/friends
- Wanting to move away from home/current situation

Phase 1 only

12b. Was there anything else that was important in your decision to join the [Navy/RM/Army/RAF]??

Phase 1 only

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

PLEASE TICK ALL THAT APPLY (Multi Code)

- TV/Newspaper coverage – News, documentaries/factual programmes
- TV/Films/Books
- Friends and family who have served/are currently serving
- Youth organisations (e.g. Scouts, Guides)
- Armed Forces Advertising e.g. TV, cinema, newspapers
- In the Cadets
- Site visits/ guided tours
- Armed Forces Careers Office (AFCO), Army Careers Information Office (ACIO) – *ARMY ONLY*, Royal Navy Careers Information Office (RNCIO) – *NAVY ONLY*
- Military shows e.g. Red Arrows, Trooping the Colour, International Festival of the Sea etc
- Internet/websites
- Careers/recruitment fairs
- Anything else/something different from above

SECTION 2 - PREPARING FOR TRAINING AT XXX XXX

Phase 1 only

14. Once you had been accepted for the XXX where did you get information prior to your course? (Multi Code)

Please tick all that apply

- Armed Forces Recruiting Office (AFRO), Army Careers Information Office (ACIO) – *ARMY ONLY*, Royal Navy Careers Information Office (RNCIO) – *NAVY ONLY*
- Selection Centre
- Information from the unit e.g. leaflets, joining instructions, website etc
- From a short pre-joining course at the training unit
- From a familiarisation visit (e.g. Acquainters course) Add to Navy trainees only
- Anything else/something different from above

Phase 1 only

15. Please indicate your agreement with each of the following statements. The information I was given before my arrival at [SCHOOL]: (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

- Enabled me to prepare myself well enough for the physical demands of the course
- Gave me an accurate picture of what life would be like at xxx
- Provided me with useful and accurate information about what the training involved

Phase 1 only

16. If you would have liked more information about training or the Services please indicate what further information would have been useful.

Phase 2 only

17. Is this your first Phase 2 training course? (Single Code)

- Yes
- No

Phase 2 only

All those on their first Phase 2 course (yes at Q17)

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

(Single Code)

- Yes
- No
- Don't Know
- Can't Remember

Phase 2 only

All those on their first Phase 2 course (yes at Q17)

19a. How long was the gap between your Phase 1 and Phase 2 training course (please note that the gap does not include weekends or annual leave)? (Single Code)

- Up to 1 week (up to 7 days)
- 1-2 weeks (8-14 days)
- 2-3 weeks (15-21 days)
- 3-4 weeks (22-28 days)
- 5-13 weeks (1-3 months)
- 14-26 months (4-6 months)
- Over 26 weeks (over 6 months)

Phase 2 only

19b. Have you had a gap between any of your Phase 2 modules/courses? (Single Code)

- Yes
- No
- Don't know

Phase 2 only

All those who had a gap between any of their Phase 2 modules/courses (yes at Q19b)

19c. How many gaps did you have? (Single Code)

- 1
- 2
- 3
- 4
- 5
- 6 or more

Phase 2 only

All those who had a gap between any of their Phase 2 modules/courses (yes at Q19b)

19d. How long were these gaps? (Single Code)

Gap 1

Gap 2

Gap 3

Gap 4

Gap 5

- Up to 1 week (up to 7 days)
- 1-2 weeks (8-14 days)
- 2-3 weeks (15-21 days)
- 3-4 weeks (22-28 days)
- 5-13 weeks (1-3 months)
- 14-26 months (4-6 months)
- Over 26 weeks (over 6 months)

Phase 2 only

All Phase 2 who have had a gap of 2- 3 weeks or more between Phase 1 training and their first Phase 2 training course (code 43-7 at Q19a)

20a. Which of the following did you do in this gap/these gaps? (Multi Code)

Please tick all that apply

- Guard duty
- Visited an Army unit, a ship or submarine (RN) or an operational station (RAF) Text substitution depending on service
- Adventure training
- Training
- Education (e.g. Basic Skills)
- Battlefield tour
- Attached/assigned to a unit
- On leave
- Nothing
- Anything else/something different from above

Phase 2 only

All Phase 2 who have had a gap of 2- 3 weeks or more between Phase 1 training and their first Phase 2 training course (code 43-7 at Q19a)

20b. In total, how long did you spend on (answer from Q20a) (Single Code)

- Less than one day
- 1 – 2 days
- 3 – 4 days
- 5 – 7 days
- 1 – 2 weeks
- More than 2 weeks

Repeat for each answer at Q20 (except 'nothing')

All Phase 2 who had a gap of two- three weeks or more on an activity that that was not leave or 'nothing' (at Q20a)

21. (PHASE 2 ONLY) Please indicate your agreement with the following statements. The tasks I was given during this gap... (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

- Helped me understand military life better
- Taught me extra skills/improved my knowledge
- Made me feel bored

Phase 2 only

22. If you have any comments on the period between this course and the last course you were on, please write them in below:

SECTION 3 - FACILITIES AND FOOD AT XXX XXX

23a. How would you rate EACH of the following at XXX XXX? (Single Code)

Please tick one box for each statement

Very good

Good

Neither good nor poor

Poor

Very poor

Not available

Don't know

- Standard of living accommodation
- Things to do when off duty on site
- Things to do when off duty off site/locally – Phase 2 only
- Sport facilities
- Medical care
- Dental care
- Time for essential personal administration
- Access to IT for personal use
- Internet access
- Learning Centre to study after hours
- Variety of eating and drinking areas

25. Overall how satisfied were you with the food at XXXX? (Single Code)

Very satisfied

Fairly Satisfied

Neither satisfied nor dissatisfied

Fairly Dissatisfied

Very dissatisfied

All those dissatisfied with food (at Q25)

26. Please indicate which aspects of the food you were dissatisfied with: (Multi Code)

Please tick all that apply

- Quality of food
- Quantity of food
- Choice of food
- Overall variety of food
- Availability of food to meet special requirements (e.g. vegetarian, kosher, halal)
- Availability of healthy food
- Nutritional value of food
- Timings of meals

Ask all

27. Were you given enough time to eat your meals? (Single Code)

- Always
- Often
- Sometimes
- Rarely
- Never

Phase 2 only

28a. Are you on Pay As You Dine? (Single Code)

- Yes
- No

Phase 2 only

All those on PAYD (yes at Q28a)

28b. Regarding pay as you dine... (Single Code)

Yes

No

Don't know

- Can you afford to eat enough to keep you going during training?
- Do you sometimes skip meals (or eat less) to save money?
- Do you eat elsewhere to save money?
- Do you have more choice to eat elsewhere?

Phase 2 only

All those on PAYD (yes at Q28a)

28c. Is paying in cash a problem for you? (Single Code)

- Yes
- No

Phase 2 only

All those on PAYD (yes at Q28a)

28d. How often do you eat at XXX using pay as you dine? (Single Code)

- Always
- Most of the time
- Sometimes
- Rarely
- Never

Phase 2 only

All on PAYD and using it sometimes, rarely or never (at Q28d)

28e. You said that you use pay as you dine sometimes, rarely or never. Why do you not use this more often?

Phase 2 only

28f. Do you have any other comments about pay as you dine?

Ask all

29. Do you have any additional comments on the meals at XXX XXX?

SECTION 4 - SUPPORT AT XXX XXX

30. How would you rate the OPPORTUNITY you had to do each of the following at XXX XXX if you had wanted to? (Single Code)

Please tick one box for each statement

Very good
Good
Neither good nor poor
Poor
Very poor
Not applicable

- Talk privately with training staff
- Talk privately with chaplains/padre
- Keep in contact with family and friends
- Practise your faith/religion

31a. Whether or not you needed to, was there a member of staff easily available for you to go to if you had a problem out of training hours (please note that this can be any member of staff, not necessarily your training corporal)? (Single Code) *Term (for training corporal) for three services differs - Training Corporal for Army, Corporal for RAF, and Leading Rating for Navy.*

- Yes
- No

All those answering no (at Q31a)

31b. Why did you say that?

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

- Yes
- No

All those answering no (at Q32a)

32b. Why did you say that?

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

- Yes
- No

All those answering no (at Q33a)

33b. Why did you say that?

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

- Yes
- No

All those answering no (at Q34a)

34b. Why did you say that?

SECTION 5 – FAIRNESS AND EQUALITY AT XXX XXX

(This section was forced. Recruits and trainees would have to provide an answer to continue in the survey).

35. Do you know how to complain about poor or unfair treatment or bullying at XXX XXX? (Single Code)

- Yes
- No
- Do not wish to answer

36. Did you know who to go to if you wanted to make a complaint at XXX XXX? (Single Code)

- Yes
- No
- Do not wish to answer

37a. Generally, do you believe that complaints are dealt with in a fair manner at XXXX? (Single Code)

- Yes
- No
- Don't know
- Do not wish to answer

All those who do not think complaints were dealt with in a fair manner (no at Q37a)

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

Please tick all that apply

- People are not believed/taken seriously
- Nothing is ever done about complaints
- Complaining is bad for your career
- People who complain are considered troublemakers
- If you complain it causes you problems on the course
- Higher ranks are always taken more seriously
- Anything else/something different from above
- Do not wish to answer

38. If you have any comments on the complaints procedure at XXX XXX, please write them below:

39. Please indicate how often the following statements apply (Single Code)

Please tick one box for each statement

Always

Most of the time

Sometimes

Rarely

Never

Do not wish to answer

Whilst at XXX XXX...

- Trainees were all treated equally
- I was treated fairly
- Rules were applied fairly
- Training was conducted without sexual or racial harassment

40. If you have any comments to make about how you were treated at XXX XXX please write them below:

41a. Do you believe that you were badly or unfairly treated by the staff whilst at XXX XXX? (Single Code)

- Yes
- No
- Do not wish to answer

41b. Do you believe that you were badly or unfairly treated by other trainees whilst at XXX XXX? (Single Code)

- Yes
- No
- Do not wish to answer

If answering 'no' at both Q41a and Q41b move to Section 6

All those who said that they were badly or unfairly treated ('yes' at Q41a or Q41b)

42a. Please read the list below and tick the boxes that apply to you: (Multi Code)

PLEASE TICK ONLY ONE BOX FOR EACH INCIDENT

- I was physically abused (e.g. hit or kicked)
- I was intimidated (e.g. threatened)
- I was made fun of and humiliated
- I was verbally abused (e.g. called names)
- I was picked on continually
- I was sexually harassed
- I was racially harassed
- I was always given the worst jobs to do
- I was treated differently to others (i.e. made to do things others weren't)
- Do not wish to answer

42b.

FOR EACH BOX TICKED:

- Who physically abused you?
- Who intimidated you?
- Who made fun of and humiliated you?
- Who verbally abused you?
- Who picked on you?
- Who sexually harassed you?
- Who racially harassed you?
- Who gave you the worst jobs to do?
- Who treated you differently to others?
-

Other trainees on my course

Other trainees not on my course

Military staff

Civilian staff

Do not wish to answer

(Answers at 41a and 41b to route people to either the two trainee codes, the two staff codes, or both)

i) Please write in what

happened: _____

ii) What effect has this had on

you? _____

iii) How often did this happen?

- Just once
- 2-5 times
- More than 5 times

43. Which of the following did you do following the unfair treatment [text substitution of which type of poor treatment it was] you experienced? (Multi Code)

- I did nothing
- I made a formal complaint
- I made an informal complaint
- I spoke to a member of military staff
- I spoke to a member of civilian staff
- I spoke to the Padre/Chaplain
- I spoke to a fellow trainee
- I spoke to my friends/family
- Anything else/something different from above
- Do not wish to answer

All those that said they were badly or unfairly treated ('yes' at Q41a or Q41b)

44. Why do you think you were badly or unfairly treated? (Multi Code)

PLEASE TICK ALL THAT APPLY

- Because of your sex
- Because of your age
- Because of your race, colour or ethnic origin
- Because of where you come from
- Because of your social background/class
- Because of your religion
- Because of your sexual orientation
- Anything else/something different from above
- Do not wish to answer

All those who did not make a formal or informal complaint (at Q44)

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

Please tick all that apply

- It was too difficult
- I did not know what to do
- I did not know who to complain to
- I was persuaded not to
- I considered the incident(s) to be too minor to report
- I did not think people would believe me/take me seriously
- I did not believe anything would be done if I did complain
- I did not want to go through the complaints procedure
- I thought it might be bad for my career
- I thought I would be considered a troublemaker
- I thought that it would be repeated or get worse
- I thought it would cause problems on the course
- Anything else/something different from above
- Do not wish to answer

All those who made a formal or informal complaint (at Q44)

46. When you made a complaint about your treatment was it dealt with fairly? (Single Code)

- Yes
- No
- Did not complain
- Do not wish to answer

All those who made a complaint and did not think that their complaint was dealt with fairly (no at Q46)

47a. Was the problem resolved? (Single Code)

- Yes
- No
- Still in progress
- Don't Know
- Do not wish to answer

All those who made a complaint and said their problem has not been resolved at Q47a
47b. Why has the problem not been resolved?

All those who did not make a formal or informal complaint at Q44
48. If you have any comments on how your complaint was dealt with, please write them below:

SECTION 6 – SETBACKS DURING TRAINING

49. Were you ever ill or injured during training? (Single Code)

- Yes and I reported it.
- Yes but I did not report it
- No

All those who were ill or injured during training and reported it (at Q49)

50. Please indicate how you feel about the following statements: (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don't know

- My injury/illness was properly dealt with
- Staff helped and supported me when I was ill/injured
- I would advise others in a similar situation not to report sick if they can avoid it
- I felt that people considered me weak because I reported sick

All those who would advise others in a similar situation not to report sick if they can avoid it (at Q50)

50a. Why would you advise others in a similar situation not to report sick if they can avoid it?

All those who would advise others in a similar situation not to report sick if they can avoid it (at Q50)

50b. Who do you feel would consider you weak if you reported sick?

If you did not report sick:

All those were ill or injured during training and did not report it (at Q49)

51. Why did you not report it? (Multi Code)

- It was too minor
- I did not wish to risk delaying my training
- I felt that other trainees or staff would consider me weak if I did so
- I feel that people who report sick are weak
- I would not report sick, unless I was told to
- I was afraid I would be medically discharged
- Anything else/something different from above

All those were ill or injured during training and did not report it (at Q49)

52. What was the result of not reporting sick? (Single Code)

- No impact
- The illness/injury worsened and I was forced to temporarily leave training to recover
- The illness/injury worsened and I was forced to leave XXX to recover
- Something different from above

53. Do you wish to comment about reporting sick? If so, please type in below:

For the following section 'back-squadded' has been used for Army schools, 'training extended/back-classed' for Navy schools and 're-flighted' for RAF schools

54. Were you back-squadded? (Single Code)

- Yes
- No

All those who were back-squadded, back-classed or re-flighted (yes at Q54)

55. Were you warned personally that there was a possibility that you would be back squadded? (Single Code)

- Yes
- No

All those who were back-squadded, back-classed or re-flighted (yes at Q54)

56. What reasons were you given for being back squadded? (Multi Code)

- Medical
- Failed a fitness test
- Failed a trade or skill test
- I was told my attitude or behaviour/conduct was inappropriate
- Anything else/something different from above

57. Do you have any additional comments regarding back-squadding?

SECTION 7 - GENERAL

58. Below are some statements about the training you received at XXX XXX. To what extent do you agree or disagree with each? (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don't know

Please tick one box for each statement

- I received regular feedback on my performance
- The reasons for doing things were explained to me
- The staff/instructors did all they could to help me succeed in training
- I feel I personally benefited from the course
- I feel a sense of achievement
- I felt challenged
- The training was what I expected
- I enjoyed this phase of training
- I feel proud to be in the **[Navy/RM/Army/RAF]**?
- I understand the core values of the **[Navy/RM/Army/RAF]**?
- Generally military personnel uphold the core values

59a. Do you feel the course was: (Single Code)

- Much too hard
- Too hard
- About right
- Too easy
- Much too easy

59b. Overall, how has life in **[Navy/RM/Army/RAF] been, compared to what you expected when you joined?** (Single Code)

- Much better
- Better
- About the same
- Worse
- Much worse

PAY1. Did you know that your pay increases after 26 weeks in training? (Single Code)

- Yes
- No

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

- Mine is much better
- Mine is better
- About the same
- Mine is worse
- Mine is much worse

SECTION 8 - HOPES FOR THE FUTURE

65. How long have you been at XXX XXX for this training course? (Single Code)

- Less than 2 weeks (Less than 14 days)
- 2 - 4 weeks (15-28 days)
- 5 – 12 weeks (1-3 months)
- 13 – 26 weeks (4-6 months)
- 27 – 52 weeks (7-12 months)
- More than 53 weeks (more than 1 year)

67. What are you doing next? (Single Code)

- I am transferring to another regiment or trade
- I will move on to the next phase of training
- I will be posted to a unit
- I will be waiting for a course to start
- I am leaving the Service

All those who are not leaving the service (at Q67)

68a. What are your hopes for the future? (Single Code)

- I hope to make a career in my Service
- I hope to stay to the end of my sign-up period
- I will probably leave before or at the end of training
- I am undecided

All those who say that they will probably leave before or at the end of training (at Q68a)

68b. Why do you say that you will probably leave before or at the end of training?

All who said they were leaving the service (at Q67)

69. Why are you leaving the Service? (Single Code)

- I am leaving for medical reasons
- I am leaving the Service of my own choice i.e. Discharge As Of Right
- I am leaving the Service because I have been judged unsuitable for military service
- I am leaving the Service as I am unable to meet the standards for my chosen trade

All judged unsuitable for military service (at Q69)

70. Please provide reason given for discharge:

All who are leaving the service by own choice at (Q69)

71. Why are you leaving the Service by your own choice? (Multi Code)

- The Service was not what I expected
- I miss my family or friends too much
- I did not like the lifestyle
- I did not like the way I was treated
- I was not able to do the trade I wanted to
- Anything else/something different from above

All those leaving the service (at Q67)

72a. If you have any comments on why you are leaving the Service, please write them below:

All who are leaving the service by own choice at (Q69)

**72b. Could the [Navy/RM/Army/RAF] have done anything to encourage you to stay?
Please write in details below**

All who did not say they were leaving the service (at Q67)

72c. To what extent do you agree or disagree with the following statement about the training you received at XXX XXX? (Single Code)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don't know

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

73. Would you recommend joining your Service to others? (Single Code)

- Definitely
- Probably
- Probably not
- Definitely not

74. If you have any other comments about training at XXX XXX, please write them below:

Thank you for your co-operation. Please click the 'OK' button to end the interview and submit your answers.

If you would like support or to discuss any of the issues raised in this questionnaire, please call the Soldiers, Sailors, Airmen and Families Association (SSAFA) Forces Help Confidential Support Line on 0800 731 4880

ANNEX 3: STATISTICAL RELIABILITY

439. Only a sample of the overall ‘population’ has been surveyed so we cannot be certain that the figures obtained are exactly those we would have found, had everybody been interviewed (the ‘true’ values)

440. For any percentage given, however, we can estimate ‘confidence intervals’ within which the true values are likely to fall. For example; hypothetically, if 50% of our sample of 8,729 Phase 1 recruits strongly agreed that the training was what they expected, we can be 95% sure that the ‘true’ value would be between 49% and 51%, i.e. a margin of 1.0% on each side.

441. Similar margins for other percentages and sub-groups of the respondents are given in the following table. It should be remembered that, in any case, the ‘true’ finding is much more likely to be towards the centre of the possible range of responses than towards the margins.

442. For similar reasons, apparent differences in results relating to sub groups may, if small, not necessarily reflect genuine attitudinal differences. We can be 95% sure that differences exceeding those in Table 5 are genuine or ‘significant’ differences

Table 5: 95% Confidence Intervals

	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
	±	±	±	±	±
Size of Sample on Which Survey Results are Based					
All Phase 1 (8,729)	0.6	0.8	1.0	1.0	1.0
Phase 1 Army schools (6,223)	0.7	1.0	1.1	1.2	1.2
Phase 1 Navy schools (1,435)	1.6	2.1	2.4	2.5	2.6
Phase 1 RAF schools (1,071)	1.8	2.4	2.7	2.9	3.0
All Phase 2 (6,090)	0.8	1.0	1.1	1.2	1.3
Phase 2 Army trainees (4,082)	0.9	1.2	1.4	1.5	1.5
Phase 2 Navy trainees (1,029)	1.8	2.4	2.8	3.0	3.1
Phase 2 RAF trainees (960)	1.9	2.5	2.9	3.1	3.2

Source: Ipsos MORI

443. Tolerances are also involved in the comparison of results between different elements of the sample. A difference must be of at least a certain size to be statistically significant.

The following table is a guide to the sampling tolerances applicable to comparisons between sub-groups.

Table 6: 95% Confidence Intervals					
Sample sizes being compared (sub-groups or trends)	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
All Phase 1 vs. Phase 1 Army schools (8,729 vs. 6,223)	1.0	1.3	1.5	1.6	1.6
All Phase 1 vs. Phase 1 Navy schools (8,729 vs. 1,435)	1.7	2.2	2.6	2.7	2.8
All Phase 1 vs. Phase 1 RAF schools (8,729 vs. 1,071)	1.9	2.5	2.9	3.1	3.2
Phase 1 Army schools vs. Phase 1 Navy schools (6,223 vs. 1,435)	1.7	2.3	2.6	2.8	2.9
Phase 1 Army schools vs. Phase 1 RAF schools (6,223 vs. 1,071)	1.9	2.6	3.0	3.2	3.2
Phase 1 Navy schools vs. Phase 1 RAF schools (1,435 vs. 1,071)	2.4	3.2	3.6	3.9	4.0
All Phase 2 vs. Phase 2 Army trainees (6,090 vs. 4,082)	1.2	1.6	1.8	1.9	2.0
All Phase 2 vs. Phase 2 Navy schools (6,090 vs. 1,029)	2.0	2.6	3.0	3.2	3.3
All Phase 2 vs. Phase 2 RAF schools (6,090 vs. 960)	2.0	2.7	3.1	3.3	3.4
Phase 2 Army schools vs. Phase 2 Navy schools (4,082 vs. 1,029)	2.1	2.7	3.1	3.3	3.4
Phase 2 Army schools vs. Phase 2 RAF schools (4,082 vs. 960)	2.1	2.8	3.2	3.4	3.5
Phase 2 Navy schools vs. Phase 2 RAF schools (1,029 vs. 960)	2.6	3.5	4.0	4.3	4.4

Source: Ipsos MORI