

## Ad-Hoc Statistical Release

### Career Transition Partnership: Follow-Up Questionnaires

1 September 2012 to 31 August 2013

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1. This report provides a summary of the responses from the Service Leaver Follow-up questionnaires completed by UK Service personnel who have used the Career Transition Partnership (CTP) services at four points in time: at the point they discharge from the Armed Forces; after six months; after 12 months; and after 24 months. Each questionnaire covers a range of questions capturing Service personnel's experiences with the CTP services as well as their experiences in the job market. These statistics provide summary information on a selection of the answers provided to the questionnaires; this report is not a comprehensive summary of all responses to questions asked.
2. The Career Transition Partnership began in 1998 and is a contractual arrangement between the Ministry of Defence and a contractor (Right Management) for delivering a resettlement package to eligible Service personnel. The Career Transition Partnership provides employment support for personnel up to two years before and two years after leaving the Armed Forces.
3. When interpreting these statistics, it is important to note that they may not be representative of all Service leavers:
  - 77% of personnel who left the Armed Forces in 2011/12 were eligible to use the CTP services. Of these, 88% went on to register with the CTP services and 76% went on to use the CTP services<sup>1</sup>. Only Service Leavers who used the CTP services had the opportunity to complete the Follow-up Questionnaires.
  - Around one-in-four personnel who were surveyed went on to respond to the questionnaire. Of these, around 90% of people responded to each question (see page 7 and 8 for details).
  - Therefore, **these results are representative of approximately one-in-eight of all Service leavers**. Conclusions should be drawn cautiously since this sub-group may not be representative of all personnel leaving the Armed Forces.
4. The four follow-up questionnaires were received over the period 1 September 2012 to 31 August 2013. Each questionnaire was sent to a different population based on the date that they left the Armed Forces. Comparisons over time should therefore be drawn cautiously.
  - *Time of discharge*: The responses for this questionnaire were based on personnel who left the Armed Forces between 1 September 2012 and 31 August 2013

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<sup>1</sup> Career Transition Partnership Employment Outcomes Statistics

<http://www.dasa.mod.uk/index.php/publications/health/veterans/career-transition-partnership>

- *6 months post discharge:* The responses for this questionnaire were based on personnel who left the Armed Forces between 1 March 2012 and 28 February 2013.
- *12 months post discharge:* The responses for this questionnaire were based on personnel who left the Armed Forces between 1 September 2011 and 31 August 2012.
- *24 months post discharge:* The responses for this questionnaire were based on personnel who left the Armed Forces between 1 September 2010 and 31 August 2011.

## **Key Findings**

5. Results are representative of one-in-eight of all Service leavers:

### Support Received during resettlement:

- When personnel go through their resettlement process with the Career Transition Partnership (CTP), this process includes involvement from the line manager and the Unit.
- At the time of leaving the Armed Forces and again six months after leaving, personnel are asked about their time off to attend resettlement activities and their line management support. The majority of Service leavers said they were happy with the time off they received for resettlement activities (82% and 77% respectively) and their line management support (79% and 75% respectively).

The least satisfied groups in terms of support received were Junior Royal Navy Ranks and Junior Army Ranks.

- At 12 and 24 months after leaving the Armed Forces, personnel were asked about the support they received from their Unit. Less than half felt their Unit support had been good or very good (45% and 33% respectively).

The least satisfied groups in terms of support received from their Unit were Junior Royal Navy Ranks, Junior Army Ranks and Senior Army Ranks.

### Experiences of Career Transition Partnership services:

- When personnel go through their resettlement process with the Career Transition Partnership (CTP), they are offered support and training. This includes, but is not limited to, a 3-day Career Transition Workshop (CTW); one-to-one time with a career consultant; and advice on vocational training.
- At the time of leaving the Armed Forces and six months after leaving the Armed Forces, personnel are asked about how useful the CTW was in helping them to achieve their resettlement aims. The majority of Service leavers said that agreed or strongly agreed that the CTW was useful (87% and 82% respectively).
- When asked at discharge, 28% of people had already booked some vocational training before using the CTP services. Nearly two-thirds of people (64%) strongly agreed or agreed that the CTP had been useful for identifying vocational training, whilst a third disagreed or strongly disagreed.

- A year after leaving the Armed Forces, vocational training was felt to have been useful for helping to secure employment amongst half of personnel (47%). This was a similar situation across Rank and Service.
- When leaving the Armed Forces, over a third (37%) of people had already decided on a future career or employment before discharging.
  - A higher proportion of Junior Royal Navy Ranks (45%) and Junior Army Ranks (42%) had decided this at discharge.
- When asked how useful the CTP career consultant had been for identifying suitable employment options, this question was primarily answered by those people who had not already decided on a career path when they left Service. Sixty per cent agreed or strongly agreed their career consultant had been useful for identifying or confirming a type of career compared with 40% who disagreed or strongly disagreed.
- The guidance received by the CTP was useful for gaining confidence to secure employment was agreed or strongly agreed by 79% of people when they left the Armed Forces. A year after leaving the Armed Forces, 71% agreed or strongly agreed the advice and guidance provided by the CTP prior to discharge was useful for preparing for life after the Armed Forces.

#### Employment Routes:

- When personnel go through their resettlement process with the Career Transition Partnership, the primary aim is to help people find employment.
- Of those who found jobs within six months of leaving the Armed Forces, over half (56%) had done so before or at discharge. Junior Ranks were less likely to secure employment at discharge (46% in Junior Royal Navy Ranks and 44% in Junior Army Ranks).
- Over a third (39%) of personnel who had found employment within 12 months of leaving the Armed Forces, had had at least two jobs over this period.
  - This proportion was highest amongst the Junior Ranks (52%).
  - Officers were more likely (73%) to have had only role within 12 months of leaving the Armed Forces.
  - Of those people who did move roles, the top three reasons for moving jobs were:
    - Securing a better role (38%);
    - Unhappy in role (17%);
    - End of contract (17%).
  - Officers were more likely to move roles on internal promotion (Officers: 15% and Ranks: 8%) or due to the end of a contract (Officers: 22% and Ranks: 16%).

#### Experiences of Transition:

- When personnel go through their resettlement process with the Career Transition Partnership, they may experience challenges adapting to life outside of the Armed Forces and seek out support.
- Six months after leaving the Armed Forces, the top three difficulties faced during transition were:
  - Loss of a secure income (43%)

- Securing suitable employment (39%)
  - Loss of a military social network (28%).
- Six months after leaving the Armed Forces Officers were more likely than Ranks to have found difficulties during their transition with: loss of military status (Officers: 31% and Ranks: 25%)
  - Six months after leaving the Armed Forces Ranks were more likely than Officers to have found difficulties during their transition with: securing suitable housing (Officers: 8% and Ranks: 14%), and adjustment into Civilian employment (Officers: 21% and Rank: 29%).
  - The top three challenges in securing civilian employment, a year after leaving the Armed Forces, were:
    - Converting military experience into a CV (47%)
    - Converting their experience to provide examples for competence based application forms (43%)
    - Adapting to working within a civilian organisation (29%).
  - The sources of help which Service leavers found most helpful for preparing them for life after the Armed Forces were: the CTP guidance prior to discharge (71%), the employment support (56%), and the overall support from the Armed Forces (51%).
  - Personnel were asked what additional services they investigated as part of their resettlement process, a year after they had left. The top three services for which advice and guidance were sought before leaving the Armed Forces were:
    - Service pension (69%);
    - Ex-Service charities (55%);
    - Armed Forces Compensation Scheme (37%).

A higher proportion of Ranks than Officers sought advice before leaving the Armed Forces, on:

- Housing (Officers: 14% and Ranks: 31%)
  - What to do if you are made homeless (Officers: 7% and Ranks: 21%)
  - Job Centre Plus (Officers: 12% and Ranks 29%).
- Personnel were asked what additional services they investigated as part of their resettlement process, a year after they had left. The top three services for which advice and guidance were after leaving the Armed Forces were:
    - Job Centre Plus (15%)
    - Applying for benefits (15%)
    - Armed Forces Compensation Scheme (11%).

A higher proportion of Ranks than Officers sought advice, after leaving the Armed Forces, on:

- Applying for benefits (Officers: 5% Ranks: 18%)
- Job Centre Plus (Officers: 6% Ranks: 17%).
- Armed Forces Compensation Scheme (Officers: 6% Ranks: 12%)
- Housing (Officers: 1% Ranks: 7%)
- What to do if you are made homeless (Officers: 1% Ranks: 6%)

- Twelve months after leaving the Armed Forces, personnel were asked about their level of satisfaction in comparison with their final year within the Armed Forces. The proportion who were more satisfied were:
  - Overall life balance (68%)
  - Housing (58%)
  - Job satisfaction (52%)
  - Career Prospects (48%)
  - Salary Level (37%)
- A year after leaving the Armed Forces, 40% found it much easier or a little easier to adjust to Civilian life than expected, whilst 24% found it much harder or a little harder than expected to adjust.
- 73% felt the Services had helped their ability to secure and progress in suitable employment or further education a year after leaving the Armed Forces.

## **Background**

6. Personnel are eligible for the Career Transition Partnership if they have had at least four years Service, or were medically discharged, or left the Armed Forces due to redundancy. Personnel with four or five years Service receive the Employment Support Programme. Personnel with at least six years Service receive an enhanced service – the Full Resettlement Programme. Personnel who left the Armed Forces on disciplinary reasons or are deemed unsuitable are not eligible to resettlement, irrelevant of the number years of Service.
7. The Career Transition Partnership (CTP) began sending the Service Lever Follow-up questionnaires at time of discharge and six month post discharge in January 2007 to replace a questionnaire which the Ministry of Defence (MOD) used to distribute. The 12 and 24 month Service Lever Follow-up questionnaires were started in September 2009 because Right Management were interested in investigating and analysing some longer trends in service leavers using the CTP.
8. The questions for the time of discharge and six month questionnaires were determined by the MOD and were based upon the questionnaire the MOD used to distribute. The CTP contract includes these two questionnaires. The 12 and 24 month questionnaires questions were chosen by Right Management to gather further information on long term trends in order to allow the CTP to provide better assistance and support to service leavers. Issues of interest for long term trends included: how many jobs or types of employment individuals had had, and challenges individuals faced.
9. The questionnaires include different questions due to the fact that there are elements of the CTP service that are more relevant at different times. For example, questions about employment are generally not relevant to the majority at the time of discharge and questions about the career transition workshop are not as relevant at 6 month point. The questions which are consistent across all questionnaires were specified by the MOD.
10. Once downloaded the questionnaires are stored on the CTP server and are only accessible by restricted users.

11. On the 11 October 2013 Lord Ashcroft, the Prime Minister's Special Representative for Veterans' Transition, requested information from the questionnaire results from the CTP. The results presented in this report refer to the specific questions which Lord Ashcroft requested; they therefore do not reflect the full scope of questions which could have been analysed.

## **Methodology**

12. The CTP sends an online questionnaire by email to Service leavers who have registered with the CTP. Service leavers who are not registered with CTP will therefore be not contacted. It is estimated that 95% of personnel registered on ADAPT have access to email. Those who do not have access to email, but use CTP services, are helped by the CTP to create and use an email account. The questionnaires are not distributed by any other means (neither post nor face to face) due to the high proportion of service leavers with an email address.
13. The questionnaires are sent at time of discharge, six months post discharge, 12 months post discharge and 24 months post discharge. This group includes those personnel on the Full Programme and Employment Support Programme, and also includes medical discharges and redundancies. All individuals who register with the CTP regardless of whether they have a job prior to discharge are contacted. Personnel who were eligible for the CTP but chose not to register with the CTP would not be contacted to complete a questionnaire. Nor would personnel who were not eligible for either the Full Programme or the Employment Support Programme.
14. The questionnaires are issued at the beginning of the month, with a reminder email sent 14 days later. The questionnaires are collated at the end of the month. In some instances there will be tasks for the CTP to follow up on, such as details for those requesting help or information which need to be distributed to the relevant support area.
15. Responses to the questionnaires are downloaded and reports run online to produce lists of the individuals who have requested further assistance from CTP, have re-engaged, have found jobs and the information required to produce the monthly return to the MOD. The downloads and reports are run online and produced by one member of staff, whose roll it is to send out questionnaires, produce the reports and update ADAPT records from the information received. The reports created are passed out to the Performance and Quality Manager who sends lists out to resettlement centres creates a monthly report for the MOD.
16. The figures used in this report were collated by the CTP and shared with Defence Statistics in the MOD. Defence Statistics have not reviewed the data collection or quality assurance process. However Defence Statistics have discussed these areas with the CTP, and where there are concerns over how a question could be interpreted this is flagged up throughout this report.
17. The number of service leavers sent a survey questionnaire will differ from the official Defence Statistics outflow figures for the respective time period. This is because (i) not everyone was eligible for the CTP (ii) of those personnel who were eligible, some opted not to register with the CTP.

## Response Rates

18. The average response rate across all four questionnaires was 24% over the period 1 September 2012 to 31 August 2013 (Table 1).
19. When interpreting these statistics, it is important to note that they may not be representative of all Service leavers:
- 77% of personnel who left the Armed Forces in 2011/12 were eligible to use the CTP services. Of these, 88% went on to register with the CTP services and 76% went on to use the CTP services<sup>2</sup>. Only Service Leavers who used the CTP services had the opportunity to complete the Follow-up Questionnaires.
  - Around one-in-four personnel who were surveyed went on to respond to the questionnaire. Of these, around 90% of people responded to each question.
  - Therefore, **these results are representative of approximately one-in-eight of all Service leavers**. Conclusions should be drawn cautiously since this sub-group may not be representative of all personnel leaving the Armed Forces.
20. A low response rate may mean that the results are not representative of all personnel leaving the UK Armed Forces. If the people who didn't respond to the survey are different to those who did respond, in terms of their experiences and outcomes, then the results presented could be misleading.

**Table 1 Response Rates for Questionnaires Received in 1 September 2012 to 31 August 2013, numbers and percentage**

Questionnaire	Period left Armed Forces	Sent	Received	Percentage
Time of Discharge	1 Sep 2012 to 31 Aug 2013	14,203	3,153	22%
6 month questionnaire	1 Mar 2012 to 28 Feb 2013	13,607	3,471	26%
12 month questionnaire	1 Sep 2011 to 31 Aug 2012	12,005	2,943	25%
24 month questionnaire	1 Sept 2010 to 31 Aug 2011	8,088	2,003	25%
<b>Average</b>				<b>24%</b>

21. When completing a questionnaire, personnel did not always complete every question. The average response rate for individual questions (across all the four questionnaires) was 89%, ranging from a minimum of 24% to a maximum of 100% (Table 2). Where the response rates for a question were particularly low this was driven by personnel not being given the option to respond to a question:
- Respondents answering 'yes' to 'Have you already booked your vocational training before speaking with the CTP?', were not then asked 'I received effective guidance from the CTP in identifying the vocational training appropriate to my future goals'
  - 'If more than one position held please indicate the reason for moving from the initial role secured?' completed by respondents answering more than one to 'How many positions have you had'. However, there are data quality concerns over the question: 'How many positions have you had'. Those who answered a previous question to say they were employed in the role secured on leaving the Armed Forces still had more than 1 as an answer to this question. There might be a

<sup>2</sup> Career Transition Partnership Employment Outcomes Statistics

<http://www.dasa.mod.uk/index.php/publications/health/veterans/career-transition-partnership>

problem with the understanding of what was meant by role, position, and employer.

- 'Which of the following did you find most difficult (if any) during your transition?' within the 6-month questionnaire was available for all to respond. However, for the 12 and 24 month questionnaire, this question was only asked to those answering 'A little harder / much harder / and blank to the question 'How easy have you found it to adjust to civilian life?'
22. The response rate of a questionnaire is an indicator of the potential bias of the response of the survey. The low response rate means that the results can not be assumed to be representative of the whole population. The individuals who did respond may have a different demographics, experiences or opinions to those individuals who did respond to the questionnaire.
23. To reduce the impact of low response rates it is important to identify how the non-respondents are different from those who did respond and adjust the methodology and/or sample collection accordingly. There are many reasons why individuals may not respond to an online survey. These could include free time available, internet usage, or engagement.



**Table 2 Response Rates for Questions on Follow-Up Questionnaires Received in 1 September 2012 to 31 August 2013, numbers and percentage<sup>1</sup>**

Responses to Questions	Time of Discharge		6 Month		12 Month		24 Month	
	Count	%	Count	%	Count	%	Count	%
<b>Total Number of Responses to Questionnaires</b>	<b>3,153</b>	<b>100</b>	<b>3,471</b>	<b>100</b>	<b>2,943</b>	<b>100</b>	<b>2,003</b>	<b>100</b>
Adequate Time Off during resettlement	3,073	97	3,420	99	-	-	-	-
Line Manager Support during resettlement	3,070	97	3,403	98	-	-	-	-
Unit support during resettlement	-	-	-	-	2,885	98	1,953	98
Career Transition Workshop useful	2,934	93	3,225	93	-	-	-	-
Vocational training booked before CTP	3,086	98	-	-	-	-	-	-
Vocational training and effective CTP guidance <sup>2</sup>	1,757	56	1,997	58	-	-	-	-
Vocational training and securing employment	-	-	-	-	1,743	59	-	-
Future career decided before CTP	2,905	92	-	-	-	-	-	-
CTP career consultant helped to identify employment	1,813	58	-	-	-	-	-	-
Overall, CTP advice has given me confidence	2,879	91	-	-	-	-	-	-
CTP advice and guidance for life after Armed Forces	-	-	-	-	2,908	99	1,974	99
Initial employment sources	-	-	-	-	2,598	88	-	-
How long take to find employment	-	-	2,691	78	2,694	92	1,813	91
How many positions held <sup>3</sup>	-	-	-	-	2,593	88	1,783	89
If more than one position, why moved <sup>4</sup>	-	-	-	-	990	34	946	47
What found difficult during transition <sup>5</sup>	-	-	2,750	79	694	24	472	24
Converting military experience into CV	-	-	-	-	2,752	94	1,844	92
Converting military experiences into competencies	-	-	-	-	2,636	90	1,773	89
Demonstrating at interview use of military experience	-	-	-	-	2,625	89	1,778	89
Demonstrating a cultural fit	-	-	-	-	2,630	89	1,788	89
Adapting to working in civilian organisation	-	-	-	-	2,626	89	1,803	90
Unit support after leaving Armed Forces	-	-	-	-	2,885	98	1,953	98
Advice and guidance from CTP before discharge	-	-	-	-	2,908	99	1,974	99
Employment support from CTP post discharge	-	-	-	-	2,787	95	1,645	82
Overall support from Armed Forces before discharge	-	-	-	-	2,901	99	1,955	98
Advice provided and support	-	-	-	-	2,943	100	2,003	100
Housing satisfaction	-	-	-	-	2,361	80	1,608	80
Job satisfaction	-	-	-	-	2,666	91	1,833	92
Career prospects	-	-	-	-	2,693	92	1,778	89
Overall life balance	-	-	-	-	2,891	98	1,965	98
Salary level	-	-	-	-	2,688	91	1,837	92
Adjusting to civilian life	-	-	-	-	2,915	99	1,992	99
Being in the Services affected to progress	-	-	-	-	2,385	81	1,647	82
<b>Average</b>	<b>2,690</b>	<b>89</b>	<b>2,914</b>	<b>86</b>	<b>2,536</b>	<b>90</b>	<b>1,744</b>	<b>91</b>

1 The discharge and post six month surveys are part of the CTP contract with the Ministry of Defence; the 12 month and 24 month questionnaires have been developed by Right Management. The questions for the time of discharge and six month questionnaires were determined by the MOD and were based upon the questionnaire the MOD used to distribute. The 12 and 24 month questionnaires questions were chosen by Right Management.

2 Low Response Rate: Respondants answering 'yes' to 'Have you already booked your vocational training before speaking with the CTP?', were not then asked 'I received effective guidance from the CTP in identifying the vocational training appropriate to my future goals'

3 Data Quality: Those who answered a previous question to say they were employed in the role secured on leaving the Armed Forces still had more than 1 as an answer to this question. There might be a problem with the understanding of what was meant by role, position, and employer.

4 Low Response Rate: Completed by respondents answering more than one to 'How many positions have you had'.

5 Low Response Rate: 6-month survey available for all to respond. However, for the 12 and 24 month survey, this question was only asked to those answering 'A little harder / much harder / and blank to the question 'How easy have you found it to adjust to civilian life?'

## Service Leaver Follow-Up Questionnaire: Detailed Findings

This findings section is split into five parts:

### 1) Demographics

### 2) Support Received During Resettlement

- When personnel go through their resettlement process with the Career Transition Partnership, there is involvement from the line manager and the Unit. Support from the line manager focuses on information and administrative support. Unit support includes Resettlement Information Support personnel, who provide service leavers with information on basic entitlement, guidance, and provision of financial and housing advice. The responses within this section of the report relate to the support received from line managers and the unit during the resettlement process.

### 3) Experiences of Career Transition Partnership services

- When personnel go through their resettlement process with the Career Transition Partnership, they are offered support and training. This includes, but is not limited to, a 3-day Career Transition Workshop; one-to-one time with a career consultant; and advice on vocational training. The responses in this section relate to people's experiences of these Career Transition Partnership services.

### 4) Employment Routes

- When personnel go through their resettlement process with the Career Transition Partnership, the primary aim is to help people find employment. This section of the report explores how people found their initial employment, how long this took them to achieve, how many jobs they have since had, and why they moved roles.

### 5) Experiences of Transition

- When personnel go through their resettlement process with the Career Transition Partnership, they may experience challenges adapting to life outside of the Armed Forces. This section of the report explores the challenges people faced, and their responses to the support they were offered from the Unit and the Career Transition Partnership. The report also captures what additional sources of advice and guidance people sought out before and after leaving the Armed Forces.

## 1) Demographics

24. **By Service:** On average, across the four questionnaires, over a fifth were Royal Navy personnel (22%), half of the questionnaire respondents were Army (50%), and over a quarter were RAF (29%).

25. Comparing this to the Armed Forces Outflows as at 30 September 2013, this represents a higher response from the Naval Service (22% compared with 18% leaving the whole Armed Forces), a lower response from the Army (50% compared with 65% leaving the whole Armed Forces), and a higher response from the RAF (29% compared with 18% leaving the whole Armed Forces).

26. **By Officer/Rank Status:** On average, across the four questionnaires the majority of respondents were Others Ranks (76%) compared with a quarter who were Officers (24%).
27. Comparing this to the Armed Forces Outflows as at 30 September 2013, this represents a lower response from the Other Ranks (76% compared with 87% leaving the whole Armed Forces) and higher response from Officers (24% compared with 13% leaving the whole Armed Forces).
- At discharge, responses were from:
    - 19% Royal Navy; 51% Army; 30% RAF
    - 29% Junior Ranks; 45% Senior Ranks; 25% Officer; 1% Senior Officer
  - At 6 months, responses were from:
    - 21% Royal Navy; 50% Army; 29% RAF
    - 28% Junior Ranks; 46% Senior Ranks; 24% Officer; 1% Senior Officer
  - At 12 months, responses were from:
    - 23% Royal Navy; 50% Army; 28% RAF
    - 30% Junior Ranks; 48% Senior Ranks; 20% Officer; 2% Senior Officer
  - At 24 months, responses were from:
    - 23% Royal Navy; 48% Army; 28% RAF
    - 28% Junior Ranks; 51% Senior Ranks; 18% Officer; 3% Senior Officer

**Table 3 Respondents to Follow-Up Questionnaires, by Service, Questionnaires Received in 1 September 2012 to 31 August 2013, number and percentage**

Demographics - Time of Discharge	Count Total	Percentage of Total	Demographics - 6 Month	Count Total	Percentage of Total
<b>Army - 1617 Responses</b>	<b>1617</b>	<b>51%</b>	<b>Army - 1737 Responses</b>	<b>1737</b>	<b>50%</b>
Junior	457	14%	Junior	494	14%
Senior NCO/WO	717	23%	Senior NCO/WO	802	23%
Officer	427	14%	Officer	426	12%
Senior Officer	16	1%	Senior Officer	15	0%
<b>RAF - 937 Responses</b>	<b>937</b>	<b>30%</b>	<b>RAF - 990 Responses</b>	<b>990</b>	<b>29%</b>
Junior	300	10%	Junior	272	8%
Senior NCO/WO	384	12%	Senior NCO/WO	437	13%
Officer	239	8%	Officer	255	7%
Senior Officer	14	0%	Senior Officer	26	1%
<b>RN - 599 Responses</b>	<b>599</b>	<b>19%</b>	<b>RN - 744 Responses</b>	<b>744</b>	<b>21%</b>
Junior	165	5%	Junior	200	6%
Senior NCO/WO	304	10%	Senior NCO/WO	375	11%
Officer	121	4%	Officer	159	5%
Senior Officer	9	0%	Senior Officer	10	0%
<b>Grand Total - 3153 Responses</b>	<b>3153</b>	<b>100%</b>	<b>Grand Total - 3471 Responses</b>	<b>3471</b>	<b>100%</b>

  

Demographics - 12 Month	Count Total	Percentage of Total	Demographics - 24 Month	Count Total	Percentage of Total
<b>Army - 1459 Responses</b>	<b>1459</b>	<b>50%</b>	<b>Army - 969 Responses</b>	<b>969</b>	<b>48%</b>
Junior	446	15%	Junior	262	13%
Senior NCO/WO	731	25%	Senior NCO/WO	516	26%
Officer	265	9%	Officer	174	9%
Senior Officer	17	1%	Senior Officer	17	1%
<b>RAF - 822 Responses</b>	<b>822</b>	<b>28%</b>	<b>RAF - 568 Responses</b>	<b>568</b>	<b>28%</b>
Junior	244	8%	Junior	162	8%
Senior NCO/WO	368	13%	Senior NCO/WO	293	15%
Officer	178	6%	Officer	83	4%
Senior Officer	32	1%	Senior Officer	30	1%
<b>RN - 662 Responses</b>	<b>662</b>	<b>22%</b>	<b>RN - 466 Responses</b>	<b>466</b>	<b>23%</b>
Junior	194	7%	Junior	140	7%
Senior NCO/WO	312	11%	Senior NCO/WO	215	11%
Officer	150	5%	Officer	98	5%
Senior Officer	6	0%	Senior Officer	13	1%
<b>Grand Total - 2943 Responses</b>	<b>2943</b>	<b>100%</b>	<b>Grand Total - 2003 Responses</b>	<b>2003</b>	<b>100%</b>

## 2) Support Received During Resettlement

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When personnel go through their resettlement process with the Career Transition Partnership, there is involvement from the line manager and the Unit. Support from the line manager focuses on information and administrative support. Unit support includes Resettlement Information Support, who provide service leavers with information on basic entitlement, guidance, and provision of financial and housing advice. The responses within this section of the report relate to the support received from line managers and the unit during the resettlement process.

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### 28. Unit Support - Adequate time off to attend resettlement activities

- At discharge, 82% said their time off work for resettlement activities was very good or good, compared with 77% after 6 months. At discharge 7% felt it was poor, whilst 10% felt it was poor after 6 months.
- Similar results between the Services overall.
- The least satisfied group were Junior Army Ranks. At discharge, 69% said their time off work for resettlement activities was good or very good, compared with 63% after 6 months; at discharge 15% felt it was poor, whilst 20% felt it was poor after 6 months.

### 29. Unit Support - Support from Line Manager during Resettlement

- At discharge, 79% said their support from their line manager was very good or good, compared with 75% after 6 months. At discharge 10% felt it was poor, whilst 13% felt it was poor after 6 months.
- Similar results between the Services overall.
- The least satisfied groups were Junior Royal Navy and Junior Army Ranks.
  - *Junior Royal Navy Ranks:* at discharge, 74% said their support from their line manager was very good or good, compared with 64% after 6 months; at discharge 14% felt it was poor, whilst 20% felt it was poor after 6 months.
  - *Junior Army Ranks:* at discharge, 66% said their support from their line manager was very good or good, compared with 62% after 6 months; at discharge 17% felt it was poor, whilst 22% felt it was poor after 6 months.

### 30. How useful would you rate your support from your unit for preparing you for life after the Armed Forces

- After 12 months, 45% said their support from their unit was very good or good, compared with 33% after 24 months. After 12 months 26% felt it was very poor or poor, whilst 39% felt it was very poor or poor after 24 months.
- Similar results between the Services overall.
- The least satisfied groups were:
  - *Junior Royal Navy Ranks:* at 12 months, 45% said their support from their line manager was very good or good, compared with 46% after 24 months; after 12 months 29% felt it was poor or very poor, whilst 34% felt it was poor or very poor after 24 months.

- *Junior Army Ranks*: at 12 months, 34% said their support from their line manager was very good or good, compared with 21% after 24 months; after 12 months 43% felt it was poor or very poor, whilst 57% felt it was poor or very poor after 24 months.
- *Senior Army Ranks*: at 12 months, 44% said their support from their line manager was very good or good, compared with 45% after 24 months; after 12 months 27% felt it was poor or very poor, whilst 29% felt it was poor or very poor after 24 months.

### 3) Experiences of Career Transition Partnership services

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**When personnel go through their resettlement process with the Career Transition Partnership, they are offered support and training. This includes, but is not limited to, a 3-day Career Transition Workshop; one-to-one time with a career consultant; and advice on vocational training. The responses in this section relate to people's experiences of these Career Transition Partnership services.**

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31. *The 3-day Career Transition Workshop was useful in helping to achieve my resettlement aims*

- At discharge, 87% strongly agreed or agreed their 3-day Career Transition Workshop (CTW) was useful for achieving their resettlement aims, compared with 82% after 6 months. At discharge, 13% strongly disagreed or disagreed their CTW was useful, compared with 18% after 6 months.
- Similar results between the Services overall.
- The least satisfied groups were Junior Army Ranks and Senior Army Ranks.
  - *Junior Army Ranks*: at discharge, 84% strongly agreed or agreed their CTW was useful for achieving resettlement aims, compared with 75% after 6 months; at discharge, 16% strongly disagreed or disagreed their CTW was useful, whilst 25% strongly disagreed or disagreed after 6 months.
  - *Senior Army Ranks*: at discharge, 83% strongly agreed or agreed strongly agreed their CTW was useful, compared with 76% after 6 months; at discharge, 17% strongly disagreed or disagreed their CTW was useful, whilst 24% strongly disagreed or disagreed after 6 months.

32. *Had you already booked your vocational training before speaking with the CTP?*

- At discharge, 28% had already booked vocational training before speaking with the CTP.
- Similar results between the Services overall.

33. *I received effective guidance from the CTP in identifying the vocational training appropriate to my future goals*

Please Note - Nearly half of the respondents did not complete this question (56% at discharge and 58% after six months). This could bias the interpretation of these results.

- At discharge, 64% strongly agreed or agreed their CTP guidance was useful for identifying vocational training, compared with 69% after 6 months. At discharge, 37% strongly disagreed or disagreed, compared with 31% after 6 months.
- Similar results between the Services overall.

34. *Did this vocational training provide assistance with helping to secure employment?*

- At 12 months, 47% found vocational training helpful for securing employment.
- Similar results between the Services overall.

- Similar results between the Ranks overall.

*35. Had you already decided on a future career or employment prior to using the CTP?*

- At discharge, 37% had decided on a career prior to using CTP.
- Similar results between the Services overall.
- A higher proportion of Royal Navy Junior Ranks (45%) and Army Junior Ranks (42%) had already decided on future career at discharge, compared with an overall rate of 37%.

*36. My CTP Career Consultant helped me to identify or confirm the type of career or employment most suitable for me*

Please Note - The response rate for this question was low (58%); most of the Service leavers who had stated they had already decided on their career path before using the CTP did not complete this question.

- At discharge, 60% strongly agreed or agreed their CTP career consultant was useful, whilst 40% strongly disagreed or disagreed after 6 months.
- Similar results between the Services overall.
- Army Junior Ranks found the career consultants useful – with 67% strongly agreeing or agreeing.

*37. Overall the guidance received from the CTP has given me confidence that I am able to secure employment, or another way forward of my choice, after leaving the Services*

- At discharge, 17% strongly agreed the guidance received by the CTP gave them confidence to secure employment or another way forward, whilst 6% strongly disagreed.
- At discharge, 79% strongly agreed or agreed the guidance received by the CTP gave them confidence to secure employment or another way forward, whilst 21% strongly disagreed or disagreed.
- Similar results between the Services overall and Ranks.

*38. Advice and guidance provided by the Career Transition Partnership prior to discharge for preparing you for life after the Armed Forces*

- After 12 months, 27% said the CTP advice and guidance preparation was very good, compared with 20% after 24 months. After 12 months 2% felt it was very poor, whilst 4% felt it was very poor after 24 months.
- After 12 months, 71% said the CTP advice and guidance preparation was very good or good, compared with 63% after 24 months. After 12 months 7% felt it was very poor or poor, whilst 12% felt it was very poor or poor after 24 months.
- Similar results between the Services overall.
- Similar results between the Ranks overall.



- **4) Employment Routes**

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**When personnel go through their resettlement process with the Career Transition Partnership, the primary aim is to help people find employment. This section of the report explores how people found their initial employment, how long this took them to achieve, how many jobs they have since had, and why they moved roles.**

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- When personnel go through their resettlement process with the Career Transition Partnership, the primary aim is to help people find employment.
- Of those who found jobs within six months of leaving the Armed Forces, over half (56%) had done so before or at discharge. Junior Ranks were less likely to secure employment at discharge (46% in Junior Royal Navy Ranks and 44% in Junior Army Ranks).
- Over a third (39%) of personnel who had found employment within 12 months of leaving the Armed Forces, had had at least two jobs over this period.
  - This proportion was highest amongst the Junior Ranks (52%).
  - Officers were more likely (73%) to have had only role within 12 months of leaving the Armed Forces.
  - Of those people who did move roles, the top three reasons for moving jobs were:
    - Securing a better role (38%);
    - Unhappy in role (17%);
    - End of contract (17%).
  - Officers were more likely to move roles on internal promotion (Officers: 15% and Ranks: 8%) or due to the end of a contract (Officers: 22% and Ranks: 16%).

*39. What sources or approaches led to the initial offer of employment?*

- At 12 months, the three most popular approaches for finding an initial offer were:
  - Other (20%)
  - Job postings on company website (12%)
  - Face-to-face networking or informal interviews (11%).
  - There were some differences in the principle sources for finding employment between Officers and Ranks:

Officers:

- Other (21%)
- Face to face networking or informal interviews (12%)
- Job postings on company website (12%)

Ranks:

- Other (14%);
- Job postings on company website (12%)
- Posting resume/CV on job boards/sites (11%)

- At 12 months, CTP support (events and rightjob) accounted for 6% of initial job offers.

*40. If you sought employment on leaving the Services how long did it take to find your initial position?*

Please Note – The response rate for this question was 78% at the six month stage, rising to 92% after 12 months and 91% after 24 months. For the six month questionnaire it is suspected that the question was primarily completed by those who had found employment within six months. For information on the official employment rate six months after leaving the Armed Forces, refer to the Career Transition Partnership Employment Outcomes Statistics:

<http://www.dasa.mod.uk/index.php/publications/health/veterans/career-transition-partnership>

- At 6 months, 56% found a job before or at discharge; 65% within one month; 76% within 1or2 months; 83% within 2or3 months; 84% within 3or4 months; 92% within 4or5 months; 100% within 5or6 months; and less than 1% reported not being in employment at this stage. This question was primarily completed by personnel who secured work within six months of discharge.
- At 12 months, 49% found a job before or at discharge; 64% within one month; 71% within 1or2 months; 78% within 2or3 months; 82% within 3or4 months; 84% within 4or5 months; 88% within 5or6 months; 95% more than 6 months; and 5% not in employment.
- At 24 months, 47% found a job before or at discharge; 62% within one month; 70% within 1or2 months; 77% within 2or3 months; 81% within 3or4 months; 83% within 4or5 months; 87% within 5or6 months; 97% more than 6 months; and 3% not in employment.
- At 6 months, Junior Ranks were less likely to have secured employment at discharge compared with Senior Ranks (51%): Royal Navy (46% vs. 67%); Army (44% vs. 56%); and RAF (54% vs. 64%).

#### *41. How many positions have you had in the past 12 months? - 12 month*

Please Note - there are data quality concerns over the question: 'How many positions have you had'. Those who answered a previous question to say they were employed in the role secured on leaving the Armed Forces still sometimes had 'more than 1' as an answer to this question. There might be a problem with personnel completing the questionnaires understanding of what was meant by role, position, and employer.

- At 12 months, 63% had had one job in the past 12 months; 28% had two jobs; 7% had three jobs; 1% had four jobs; and 2% had more than four jobs.
- Half (52%) of Junior Army Ranks had more than one job after 12 months compared with a third (37%) of all Service leavers.
- At 24 months, 49% had had one job in the past 24 months; 32% had two jobs; 14% had three jobs; 3% had four jobs; and 2% had more than four jobs.
- Half (51%) of Junior Army Ranks had more than one job after 24 months compared with a third (37%) of all Service leavers.
- Two-thirds (63%) of Junior Army Ranks had more than one job after 24 months compared with a half (52%) of all Service leavers.

#### *42. Where more than one position was held, then the reason for moving from the initial role secured.*

- At 12 months, for those personnel who have had more than one role, the reasons they moved roles were:
  - Secured a better role (38%);
  - Unhappy in role (17%);

- End of contract (17%);
  - and: other (12%); internal promotion (9%); personal reasons (4%); and redundancy (4%).
- At 24 months, for those personnel who have had more than one role, the reasons they moved roles were:
  - Secured a better role (38%);
  - End of contract (18%);
  - Unhappy in role (16%);
  - and: internal promotion (11%); other (10%); personal reasons (5%); and redundancy (3%).
- There was some variation by Rank: Officers tended to have higher proportions of 'internal promotions', and 'end of contract'.

## 5) Experiences of Transition

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43. **When personnel go through their resettlement process with the Career Transition Partnership, they may experience challenges adapting to life outside of the Armed Forces. This section of the report explores the challenges people faced, and their responses to the support they were offered from the Unit and the Career Transition Partnership. The report also captures what additional sources of advice and guidance people sought out before and after leaving the Armed Forces.**

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44. *Which of the following did you find most difficult (if any) during your transition? Please select your top three.*

- At 6 months, the most difficult three factors during transition were:
  - Loss of secure income (43%)
  - Securing suitable employment (39%)
  - Loss of military social network (28%).

There are some differences by Rank:

- Securing suitable housing was a factor for 25% of Junior Army Ranks and 18% of Junior RAF Ranks, compared with 12% overall.
- Adjustment to family life was a factor for 20% of Senior RAF Officers, compared with 10% overall (please note, small sample sizes)
- Loss of military status was a bigger factor amongst Officers than Ranks.

- At 12 months, the most difficult three factors during transition were:
  - Loss of secure income (45%)
  - Securing suitable employment (44%)
  - Adjustment to civilian employment (40%)

There are some differences by Rank:

- Securing suitable housing was a factor for 22% of Junior Army Ranks, compared with 10% overall.
- Loss of military status was as a bigger factor amongst Officers than Ranks.
- Securing suitable employment was a bigger factor amongst Junior Ranks.

- At 24 months the most difficult three factors during transition were:
  - Securing suitable employment (46%)
  - Adjustment to civilian employment (42%)
  - Loss of secure income (40%)

There are some differences by Rank:

- Securing suitable housing was a factor for 20% of Junior Army Ranks, compared with 8% overall.

*Can you please indicate how challenging you found the following areas, if at all, when securing civilian employment?*

45. *Converting military experience into CV for civilian life:*

- At 12 months, 48% found this challenging or very challenging.

- At 24 months, 45% found this challenging or very challenging.
46. *Converting experience to provide examples for competence based application forms*
- At 12 months, 43% found this challenging or very challenging.
  - At 24 months, 41% found this challenging or very challenging.
47. *Demonstrating at interview that the skills gained in the armed forces transferred to the desired position:*
- At 12 months, 28% found this challenging or very challenging.
  - At 24 months, 28% found this challenging or very challenging. The proportion finding it very challenging was higher amongst the Junior Army Ranks.
48. *Demonstrating a cultural fit to the new organisation:*
- At 12 months, 27% found this challenging or very challenging. The proportion finding it very challenging was higher amongst the Junior Army Ranks.
  - At 24 months, 27% found this challenging or very challenging. The proportion finding it very challenging was higher amongst the Junior Ranks.
49. *Adapting to working within a civilian organisation:*
- At 12 months, 30% found this challenging or very challenging. The proportion finding it very challenging was higher amongst the Junior Army Ranks (36%) and Senior Army Ranks (36%).
  - At 24 months, 32% found this challenging or very challenging. The proportion finding it very challenging was higher amongst the Junior Army Ranks (36%), Senior Army Ranks (37%), and Junior RAF Ranks (42%).
50. *How useful would you rate the following in preparing you for life after the Armed Forces?*
51. *Support at Unit Level*
- At 12 months, 46% found this good or very good; whilst 26% found it poor or very poor. Feedback on unit level support shows that 18% of Junior Royal Navy Ranks and 24% of Junior Army Ranks were dissatisfied with their unit support.
  - At 24 months, 33% found this good or very good; whilst 39% found it poor or very poor. Feedback on unit level support shows that 46% of Junior Royal Navy Ranks and 57% of Junior Army Ranks were dissatisfied with their unit support.
52. *Advice and guidance provided by the CTP prior to discharge*
- At 12 months, 71% found this good or very good; whilst 7% found it poor or very poor.
  - At 24 months, 63% found this good or very good; whilst 12% found it poor or very poor.
53. *Employment Support provided by the CTP post discharge*
- At 12 months, 56% found this good or very good; whilst 16% found it poor or very poor.
  - At 24 months, 49% found this good or very good; whilst 23% found it poor or very poor.

#### 54. Overall Support provided by the Armed Forces pre discharge

- At 12 months, 51% found this good or very good; whilst 20% found it poor or very poor.
- At 24 months, 44% found this good or very good; whilst 25% found it poor or very poor.

#### 55. Advice and guidance provided before leaving the Services

- At 12 months, before leaving the Services, the three most popular services sought were:
  - Service pension (69%);
  - Ex-Service charities (55%);
  - Armed Forces Compensation Scheme (37%).

There were some differences by Rank:

- 'What to do if you are made homeless' advice was sought most amongst Army Ranks: Junior (28%) and Senior (24%) compared with an average of 19%;
  - 'Housing' advice was sought most amongst the Ranks, particularly the Army Ranks: Junior (36%) and Senior (37%) compared with an average of 28%.
- At 24 months, before leaving the Services, the three most popular services sought were:
    - Service pension (70%);
    - Ex-Service charities (57%);
    - Armed Forces Compensation Scheme (33%).

There were some differences by Rank:

- 'What to do if you are made homeless' advice was sought amongst Junior Army Ranks (31%) compared with an average of 19%;
- 'Housing' advice was sought amongst the Ranks, particularly the Army: Junior (35%) and Senior (30%) compared with an average of 28%.

#### 56. Advice and guidance provided since leaving the Services

- Four times as many services for advice and guidance were sought before leaving the Services than after leaving the Services.
- At 12 months, after leaving the Services, the three most popular services sought were:
  - Job centre plus (15%)
  - Applying for benefits (15%);
  - Armed Forces Compensation Scheme (11%).

There were some differences by Rank:

- Applying for benefits was much higher amongst Junior Ranks: Royal Navy (22%); Army (30%); RAF (21%); compared with an overall average of 15%.
- What to do if you are made homeless higher for Junior Army Ranks (12%) compared with an overall average of 5%;

- Jobcentre plus was much higher amongst Junior Ranks: Royal Navy (23%); Army (28%); RAF (24%) compared with an average of 15%;
  - Housing and Other charities were also higher amongst the Junior Ranks.
- At 24 months, after leaving the Services, the three most popular services sought were:
    - Job centre plus (18%);
    - Applying for benefits (16%);
    - Armed Forces Compensation Scheme (12%).

There were some differences by Rank:

- Applying for benefits was much higher amongst Junior Ranks: Royal Navy (27%); Army (26%); and RAF (24%); compared with an overall average of 16%.
- What to do if you are made homeless was higher for Junior Army Ranks (14%); compared with an overall average of 5%.
- Jobcentre plus was much higher amongst Junior Ranks: Royal Navy (28%); Army (28%); RAF (28%); compared with an overall average of 18%
- Housing, Other charities, and Armed Forces Compensation Scheme were also higher amongst the Junior Ranks.

*57. Please rate your current level of satisfaction in comparison with your final year within the Armed Forces*

*58. Housing*

- At 12 months, 58% slightly more satisfied or much more satisfied, whilst 8% were slightly less satisfied or much less satisfied (most of these were much less satisfied)
- At 24 months, 61% slightly more satisfied or much more satisfied, whilst 7% were slightly less satisfied or much less satisfied.

*59. Job satisfaction*

- At 12 months, 52% slightly more satisfied or much more satisfied, whilst 25% were slightly less satisfied or much less satisfied.
- At 24 months, 51% slightly more satisfied or much more satisfied, whilst 29% were slightly less satisfied or much less satisfied.

*60. Career prospects*

- At 12 months, 48% slightly more satisfied or much more satisfied, whilst 27% were slightly less satisfied or much less satisfied.
- At 24 months, 46% slightly more satisfied or much more satisfied, whilst 32% were slightly less satisfied or much less satisfied.

*61. Overall life balance*

- At 12 months, 68% slightly more satisfied or much more satisfied, whilst 16% were slightly less satisfied or much less satisfied.
- At 24 months, 68% slightly more satisfied or much more satisfied, whilst 16% were slightly less satisfied or much less satisfied.

62. *Salary level*

- At 12 months, 37% slightly more satisfied or much more satisfied, whilst 41% were slightly less satisfied or much less satisfied.
- At 24 months, 35% slightly more satisfied or much more satisfied, whilst 44% were slightly less satisfied or much less satisfied.

63. *How easy have you found it to adjust to civilian life?*

- At 12 months, 41% found it much easier or a little easier to adjust than expected, whilst 24% found it much harder or a little harder than expected to adjust.
- At 24 months, 40% found it much easier or a little easier to adjust than expected, whilst 24% found it much harder or a little harder than expected to adjust.

64. *How do you think being in the Services has affected your ability to secure and progress in suitable employment/further education?*

- At 12 months, 73% felt the Services had helped their employment a little or a lot, whilst 15% felt it had hindered their employment a lot or a little.
- At 24 months, 75% felt the Services had helped their employment a little or a lot, whilst 14% felt it had hindered their employment a lot or a little.