



# Recruit Trainee Survey

Annual report: January – December 2013

July 2014

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# DISTRIBUTION

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**ACTION:**

MoD TESRR

**INFORMATION:**

NAVY COMMAND  
LAND FORCES  
AIR COMMAND

# EXECUTIVE SUMMARY

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1. The Recruit Trainee Survey (RTS) is a tri-service attitude survey administered to gauge Phase 1 recruits' and Phase 2 trainees' backgrounds, 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 of their performance and to compare results with required standards set by the MOD.

2. This section of the report summarises survey results for the period January 2013 - December 2013<sup>1</sup>, where 9,480 Phase 1 and 5,663 Phase 2 questionnaires were returned (compared with 10,303 Phase 1 and 5,811 Phase 2 returned questionnaires last year). The total number completing the Recruit Trainee Survey this year (15,143) is lower than in 2012 (16,114). Whilst the Armed Forces continue to recruit, the intake of recruits and trainees<sup>2</sup> completing training fluctuates as the Services adjust and balance their manpower requirements. Overall, response rates this year are lower overall than in 2012 (71% compared to 78% in 2012).

3. Caution should be used when comparing overall results year on year due to the change in composition by Service, namely a decline in the proportion of responses from the Army and subsequent increase in proportion from the Navy and RAF<sup>3</sup>. Sixty-one per cent of all Phase 1 respondents were from the Army (down from 71% last year), 25% were from the Navy (up from 18%) and 14% were from the RAF (up from 11% last year). For Phase 2, the Army now represents 64% of all Phase 2 respondents (down from 73% last year), the Navy represents 21% (up from 14% last year) and RAF represents 15% (up from 13% last year).

## KEY FINDINGS - SUMMARY

4. Overall results remain highly positive for both Phase 1 and Phase 2 training and trend analysis indicates that improvements have been made across many key aspects of training over the last year<sup>4</sup>, continuing the generally positive trends that have been witnessed since the survey began. Declines have been seen in some areas of Phase 1 training, but the levels of positive responses have remained overwhelmingly high. In many cases, results are at their highest ever level, particularly for Phase 2 training.

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<sup>1</sup> Throughout this report 'this year' refers to the year data was collected in i.e. 2013. 'Last years' data refers to the previous year's annual report which contained results of data collected in 2012.

<sup>2</sup> Those undergoing training during Phase 1 are referred to as recruits, and during Phase 2 they are referred to as trainees. The same terminology has been used in this report.

<sup>3</sup> Due to large sample sizes, small shifts in the data can result in significant changes. Please see the Reporting section for more details and Annex 3.

<sup>4</sup> Throughout this report we have only commented on changes that are statistically significant. A result is called statistically significant if it is unlikely to have occurred by chance.



5. It is evident that the vast majority of people undertaking Phase 1 and Phase 2 training express a high opinion of the training they received and consider the experience to be beneficial, enjoyable and challenging<sup>5</sup>. Generally, they regard themselves as well cared for by the staff and feel that there is a good support structure available to them during training.

6. The high opinions expressed by recruits and trainees about the training has potentially had an impact on decision making about their futures. Amongst those staying after the phase of training being surveyed, the highest ever proportion of recruits and trainees hoping to make a career in the Services, with 82% Phase 1 recruits and 75% Phase 2 trainees expressing this ambition. Only 11% of Phase 1 recruits and 1% of Phase 2 trainees were planning on leaving the Service, both figures have remained stable in the last year.

7. Levels of recommendation remain extremely high: 93% of Phase 1 recruits said that they would recommend<sup>6</sup> joining their Service to others, as did 90% of Phase 2 trainees. Ninety-three per cent of Phase 1 recruits and 91% of Phase 2 trainees were proud to be in their Service.

8. A minority of recruits and trainees reported being badly or unfairly treated, and the proportion of those saying they experienced bad or unfair treatment by staff or other trainees has declined (10% of Phase 1 recruits, down from 11% and 6% of Phase 2 trainees, down from 7%).

9. One area that has seen significant improvement this year is the perception of complaint handling, with 56% Phase 1 recruits (up from 50%) and 64% of Phase 2 trainees (up from 60%) saying that complaints are dealt with in a fair manner. For both Phases, this is the highest level ever recorded and shows that confidence in using support structures is being addressed and improved. Training schools should maintain their focus on this area to ensure these positive improvements continue.

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<sup>5</sup> It is felt that high scores on the metric 'I felt challenged' are positive, as training is designed to challenge and teach new skills to recruits.

<sup>6</sup> 'Recommend' comprises those who claim they would 'definitely' or 'probably' recommend joining the Service to others

## PHASE 1 KEY FINDINGS

### Key positive areas:

- The majority of recruits (65%, up from 62%) agreed that the information they received about their course was useful and accurate and 61% (up from 57%) said that the training was what they expected.
- The highest ever level of recruits who were not leaving the Service after Phase 1 training (82%) hoped to make a career in the Services. This represents 73% of all recruits.
- The proportion of recruits who felt that they had been badly or unfairly treated by staff or other trainees decreased from 11% to 10%.

### Satisfaction with Phase 1 training

10. Despite the fact that some results in this area have declined, on the whole the survey findings remain extremely positive and at a high level. The vast majority of Phase 1 recruits expressed satisfaction with their treatment and training experience.

11. Ninety-two per cent felt that they had personally benefited from their course (down from 93% last year and 94% in 2011), and despite the decline in positive responses, the proportion of recruits who did not think they personally benefited from their course remained stable at 1%. Similarly high proportions gained a sense of personal achievement from training (91%, down from 92% last year and 94% in 2011) and felt challenged by their courses (91%, down from 92% last year).

12. Three quarters of recruits (75%) enjoyed this phase of training, a figure that has remained stable since last year.

13. High proportions of trainees continue to say that they are proud to be in their Service (93%, down from 94% last year and 95% in 2011) and the same proportion of recruits (93%) said that they would recommend joining their Service to others.

### Fair treatment

14. Encouragingly, there have been some uplifts in the proportion of recruits saying that support was available to them through various channels, reversing the declines seen in the 2012 results. Furthermore, there has been a decline in the perceived incidence of bad or unfair treatment.

15. Ninety-two per cent of Phase 1 recruits said that there was a member of staff easily available to talk to outside of training hours. When asked more specifically if they had someone they were happy to go to if they had had any personal or emotional problems, nine in ten (90%) continued to agree. Similarly high proportions said that they had the opportunity to raise all their concerns with a person in authority (90%, up from 88%). Seventy-eight per cent of Phase 1 recruits rated their opportunities to talk privately to staff about any issues or concerns as good (up from 76% in 2012), and the same proportion (78%) rated their opportunity to talk to chaplains/padres at their schools as good (up from 74% last year).

16. Nine in ten Phase 1 recruits (90%) said they knew how to complain about bullying or unfair treatment, which remains at a stable level since last year and an increased proportion of recruits said that they knew who to go to if they wanted to make a complaint (89%, up from 87%).

17. Fifty-six per cent of recruits said that they believed that complaints were dealt with in a fair manner at their school (up from 50% last year), which is the highest level ever recorded in this survey. When recruits were asked why they did not believe that complaints were dealt with in a fair manner, the most commonly cited reasons were that people were not believed or taken seriously (52%, down from 58% and equivalent to 4.5% of all recruits) and they thought that it would cause problems on the course (47%, or 4.1% of all recruits)

18. Of the 9,480 Phase 1 recruits surveyed, 10% said that they had been badly or unfairly treated by staff or trainees, which represents a decrease of one percentage point compared with last year (11%). The proportion of recruits who felt they were badly or unfairly treated by staff remained stable at 7%. Six per cent of recruits felt that they had been badly or unfairly treated by other trainees, a decline in comparison to the 7% last year and is the lowest level ever recorded in this survey.

19. 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 also consistent with last year.

### **Food, accommodation and facilities**

20. Results in this area generally remain stable in comparison to last year, with uplifts in some areas.

21. Sixty-seven per cent of Phase 1 recruits rated the standard of their living accommodation as good. The proportion rating medical care as good remained stable in comparison to last year (88%), as did the proportion rating dental care as good (86%).

22. The proportion of recruits rating the food as good has increased since last year (44%, up from 42%), however perceptions in this area remain mixed as the proportion who were dissatisfied remained stable at 33%.

23. Four in ten (40%) recruits rated things to do when off duty on site as good, a figure which remained stable since last year. There was an increase in the proportion rating the sports facilities as good (63%, up from 61%).

### **Expectations and future intentions**

24. Sixty one per cent (up from 57% last year) of recruits said that the training was what they expected. This is at its highest level yet. Recruits this year tend to feel more informed and prepared for their course; 51% (up from 50% last year) agreed that the information provided to them prior to the course gave an accurate picture of what life would be like at their training establishment. Sixty-five per cent (up from 62%) agreed this information was useful and accurate and eight in ten (80%, up from 78%) agreed that it prepared them for the physical demands of the course.

25. Eleven per cent of Phase 1 recruits said that they would be leaving the Service after their training. Of those recruits that were leaving the service, 52% (down from 63% last year and 72% in 2011) said they were leaving because of their own choice and 34% said that it was for medical reasons (up from 24% last year and 18% in 2011).

26. When those who were not leaving the Service were asked what they were doing next, 82% of recruits hoped to make a career in their Service, which is the highest level ever recorded. The vast majority of these recruits (88%, down from 89% last year and 91% in 2011) feel prepared to go onto the next stage of their career or training.

## PHASE 2 KEY FINDINGS

### Key positive areas:

- High numbers of trainees knew how to complain (91%, up from 90%). There has also been an increase in the proportion who felt that complaints were dealt with fairly (64%, up from 60%).
- Eight-five per cent of trainees thought that rules were applied fairly, up from 82%.
- The proportion of recruits who felt that they had been badly or unfairly treated by staff or other trainees decreased from 7% to 6%.
- The highest ever level of recruits (75%) hoped to make a career in the Services, up from 73%.

### Satisfaction with Phase 2 training

27. Encouragingly, the vast majority of Phase 2 trainees continue to have a very positive training experience and results in this area have either shown improvements or remain in line with the findings presented in the 2012 report.

28. A high proportion of Phase 2 trainees (91%) agreed that they had personally benefited from their course and a similar amount felt a sense of achievement (90%, up from 88%). Furthermore a reasonably high proportion felt challenged by the course (83%).

29. Seventy-eight per cent enjoyed this phase of training, up from 74% last year.

30. Ninety-one per cent of trainees say they are proud to be in their Service and nine in ten (90%) of trainees would recommend joining their Service to others.

### Fair treatment

31. Results in this area are encouraging with high levels of trainees feeling that they are looked after and support is available to them. There has also been a reduction in the proportion of trainees who say they experienced bad or unfair treatment.

32. An area that has seen particular increases this year has been staff availability and support and all figures stated in this and the following paragraph represent the highest levels recorded in the survey. The vast majority of Phase 2 trainees said that there was a member of staff easily available to talk to out of training hours (94%), there was someone who they could go to with personal or emotional problems (94%, up from 92%), they had the opportunity to raise their concerns with a person in authority (93%, up from 92%), talk privately with training staff (87%, up from 83%) and the Padre/chaplain (74%, up from 70%).

33. Ninety-one per cent of Phase 2 trainees said that they knew how to complain about poor, unfair treatment or bullying (up from 90%), and 92% (up from 90%) knew who to go to if they wanted to make a complaint. Sixty-four per cent said that they believed that generally complaints were dealt with in a fair manner, up from 60% last year. The proportion who thought rules were applied fairly 'always' or 'most of the time' increased from 82% to 85%.

34. The majority of Phase 2 trainees (90%, up from 88%) felt that they were treated fairly whilst at their school. There was a decline in the proportion saying that they were badly or unfairly treated by staff from 5% to 4%. The proportion of trainees saying they were badly or unfairly treated by other trainees remained stable at 4%. When the results by staff and trainees are combined, 6% felt that they were badly or unfairly treated, down from 7% last year.

35. 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 (in line with the Phase 1 findings), closely followed by being verbally abused.

### **Food, accommodation and facilities**

36. Perceptions of the quality of living accommodation have improved, with 52% rating it as good this year in comparison with 50% last year. Perceptions of medical and dental care have remained stable, with 78% and 71% of trainees respectively rating them as good.

37. The highest ever level of satisfaction with the food was recorded this year, with 45% rating the food as good (up from 42% last year). However, perceptions in this area are still mixed as 32% were dissatisfied (down from 35%) and the biggest reason for dissatisfaction with the food was the quality (89% of those who were dissatisfied, equivalent to 29% of all trainees).

38. The proportion of trainees using Pay As You Dine (PAYD) continues to rise and now stands at 87% (up from 78% last year, 74% in 2011, 67% in 2010, 58% in 2009 and 39% in 2007/08). Positively, the proportion of trainees on PAYD who said they sometimes skip meals or eat less to save money continues to decline and is currently 33% (down from 36% last year, 38% in 2011, 46% in 2010, 50% in 2009 and 55% in 2007/08). Ninety-two per cent said that they could afford to eat enough to keep them going during training, up from 90% in 2012.

### **Expectations and future intentions**

39. The highest ever proportion of trainees said that training was what they expected (70%, up from 63% last year) and 59% (up from 57%) said that life in the Service was better compared with what they expected when they first joined.

40. When asked what they were doing next, one per cent of Phase 2 trainees said that they would be leaving the Service. Of those who had decided to stay, three quarters (75%, up from 73%) said that they hoped to make a career in their Service, which is the highest level ever recorded. Fourteen per cent were undecided about their future, and 9% (down from 11%) planned to stay to the end of their sign-up period.



41. Ninety six per cent said that they understand the core values of the Services (up from 95%) and 84% of trainees feel prepared to go onto the next stage of their career or training.

# BACKGROUND

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42. 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

43. 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.

44. This is the 2013 annual report. Performance is reported by Service only and not for individual schools; it is further sub-divided into Phase 1 and Phase 2<sup>7</sup>. 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

45. 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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*May 2014*

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

# SURVEY METHODOLOGY

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46. 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.

47. 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. Due to a process of continuing development, questions have been assessed and added or removed during the course of the survey. Therefore, there may be more trend data for those questions which have not changed throughout the lifetime of the survey.

48. 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. A full questionnaire review is scheduled for Q1 2014 to ensure the survey continues to meet the needs of all stakeholders and users.

49. In addition, the questionnaire is tested on recruits from different schools in order to examine and evaluate the content, length and language and ensure all recruits can understand the questionnaire.

50. Over the twelve-month survey period, there were 15,143 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.

51. 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. A new online portal was implemented in June 2013 after consultation with various users of the results.

52. This report represents data collected from January 1st to December 31st 2013. All annual reports since 2009 contain data from the relevant calendar year, however prior to this, a fourteen month data collection period occurred from 1st November 2007 to 31st December 2008. Earlier reports contained data from 1st November to 31<sup>st</sup> October each year and the change of reporting period was made in 2009 to ensure the reporting period matched the calendar year.

53. 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.

54. Trend analysis has been conducted on all questions, including key questions raised by the DOC report. Year on year significant increases and decreases within the same direction have been commented on in the text.

# RESPONSE RATES

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		Total Responses	Response rate %	% of overall returns per Service
Phase 1	Navy	2,382	91.1%	25.1%
	Army	5,750	78.5%	60.7%
	RAF	1,348	81.4%	14.2%
	Total Phase 1	9,480	84.0%	
Phase 2	Navy	1,195	64.0%	21.1%
	Army	3,606	50.3%	63.7%
	RAF	853	87.8%	15.1%
	Total Phase 2 <sup>8</sup>	5,663	56.6%	
TOTAL		15,143	<b>71.1%</b>	

Table 1

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<sup>8</sup> Some Phase 2 trainees completed the survey more than once depending on the structure of their Phase 2 training. Nine Phase 2 trainees, representing 0.2% of the total, gave the answer 'Don't know' when asked which Service they belong to.

# PARTICIPATING SCHOOLS

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55. The tables below show the training establishments that participate in the RTS. Initial training in the Armed Forces is divided into two inter-related functions. Firstly Phase 1 training introduces recruits to the Armed Forces, teaches basic military skills and is only conducted in single Service schools. Subsequently, Phase 2 training delivers specialist trade or technical training and prepares the rating, soldier and airmen/women for their first appointment in the Armed Forces. Phase 2 schools, as illustrated 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.

56. Although Tables 2, 3 and 4 illustrate all those training establishments that 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 site<sup>9</sup>.

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

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

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<sup>9</sup> 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**

<b>Royal Navy Phase 2 Training Schools</b>
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
<b>Army Phase 2 Training Schools</b>
Armour Centre Bovington
Royal School of Artillery; Larkhill
Royal Military School of Music; Kneller Hall
Army Aviation Centre (AACen) Middle Wallop
<b>Royal Air Force Phase 2 Training Schools</b>
RAF Boulmer
RAF Shawbury
RAF Cranwell (55 Reverse Sqn)
Defence Fire Training & Development Centre; Manston

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

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

# REPORTING

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57. Monthly reports are provided to the training schools when more than 10 trainees have completed the survey. This threshold is set to preserve the anonymity of individual respondents. When a training school does not have 10 responses within a monthly period, the data is held until enough responses have been accumulated to reach the threshold for reporting. An aggregated report will be produced showing data over the number of months it has taken to reach the threshold.

58. Over the course of 2013, 293 monthly schools reports were produced.

59. The annual report contains all data collected between 1<sup>st</sup> January 2013 and 31<sup>st</sup> December 2013 and data from previous years have been included for the purpose of trending. Throughout the annual report only differences that are statistically significant have been commented upon. A result is statistically significant if it is unlikely to have occurred by chance and it simply means there is statistical evidence of a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. A statistical difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset. For example, two per cent of Phase 1 trainees (204 of 9,480 trainees) were aged 31 years and above, statistically higher than two per cent last year (160 of 10,303 trainees). For more information please see **Annex 3**.

60. Throughout the report there are references to 'aggregated' totals. For example, 71% of Phase 2 recruits rated dental care as 'good'. This figure is an aggregate of the codes 'very good' (24%) and 'good' (46%). Although 24% plus 46% should equal 70%, the aggregate is compiled from the number of responses for those two codes, and takes into account the rounding which occurs when two figures are presented separately. In this case 1,373 Phase 2 recruits rated the dental care as 'very good' (24.24%), and 2,631 said it was 'good' (46.45%). Added together, 4,004 represents 70.70% of Phase 2 respondents on that question.

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

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

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

64. If a chart displays a result which is less than 1%, a '\*' is shown.

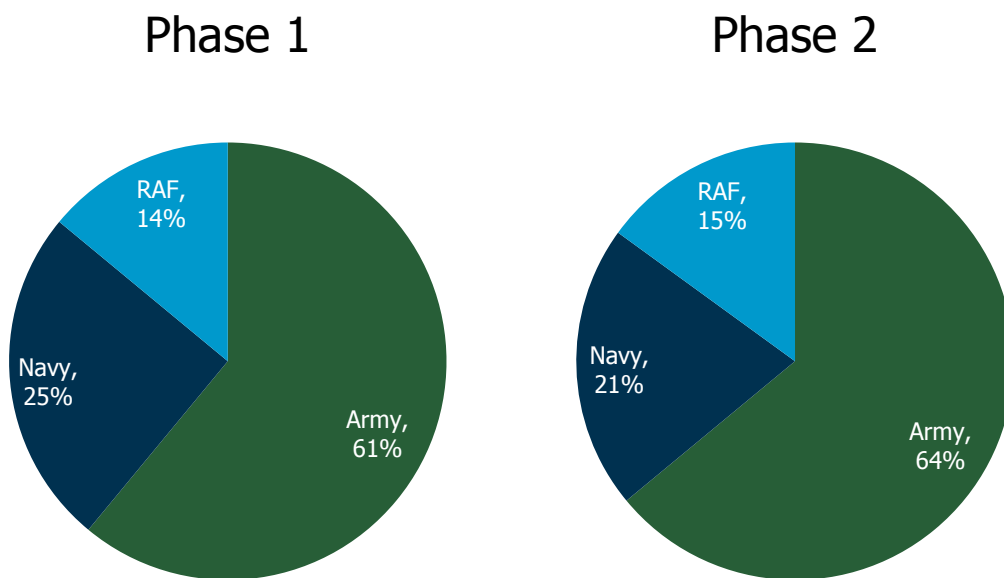
# RESPONDENT PROFILES

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## SERVICE

65. As illustrated below, 61% of RTS Phase 1 respondents belong to the Army, 25% belong to the Navy and 14% to the RAF (figure 1). Last year Army respondents represented 71% of the total; the Navy represented 18% and the RAF 11%.

66. In Phase 2 the Army accounts for 64% of the total number of respondents, while the Navy represents 21% and the RAF 15%. Last year Army respondents represented 73% of the total, while the Navy represented 14% and the RAF 13%.



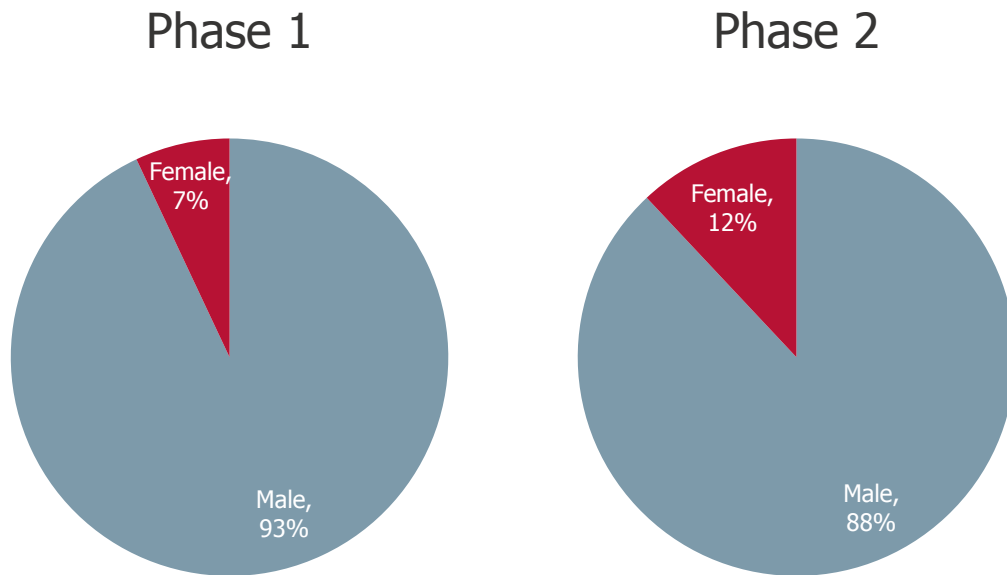
Number of respondents: Phase 1 – Army (5,750), Navy (2,382), RAF (1,348);  
Phase 2 – Army (3,606), Navy (1,195), RAF (853).

Figure 1

## GENDER

67. Illustrated in figure 2, 93% of Phase 1 respondents were male which represents an increase since last year when 91% were male. The proportion of female respondents has declined and they now represent 7% of the total compared with 9% last year.

68. Eighty-eight of Phase 2 respondents were male and 12% were female. The gender composition of the sample has not changed over the past year.

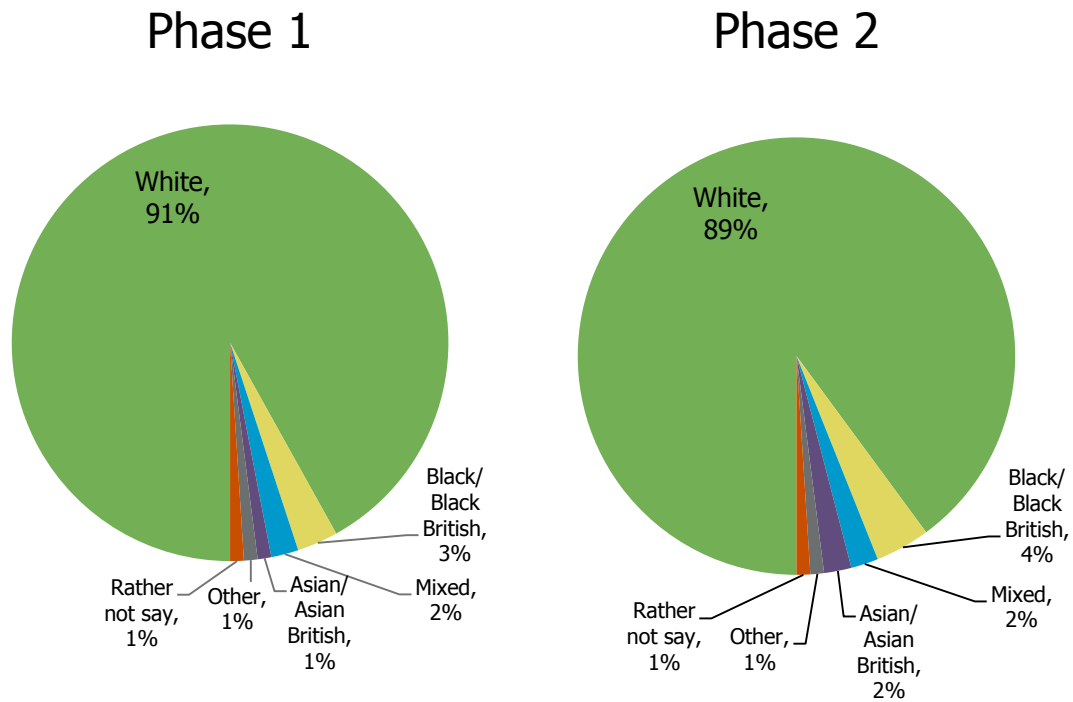


Number of respondents: Phase 1 (9,480); Phase 2 (5,663).

Figure 2

## ETHNICITY

69. In phase 1, white trainees accounted for 91% of respondents, a one percentage point increase since last year when 90% respondents were from a white background. Eighty-nine per cent of Phase 2 respondents were white and this remains unchanged since last year (figure 3).



Number of respondents: Phase 1 (9,480); Phase 2 (5,663).

Figure 3

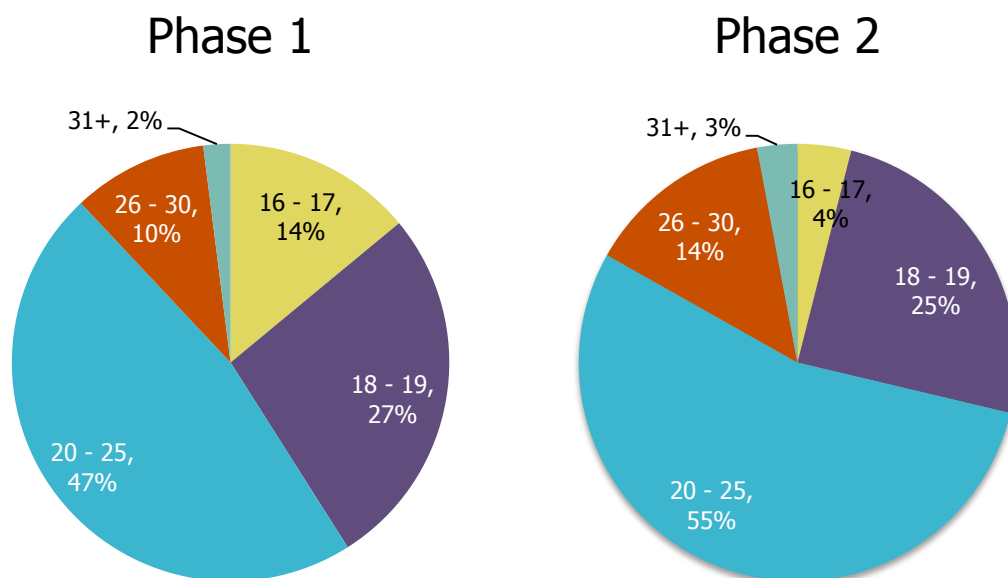


## AGE

70. For Phase 1 training there has been a decline in the proportion of 16-17 year olds, from 17% to 14%. The number of 16-17 year olds in Phase 2 training has also dropped from 8% to 4% (figure 4).

71. The number of Phase 1 recruits aged below 20 years old remained unchanged at 40%. Forty-seven per cent of respondents were aged between 20-25 years old, up from 39% last year. The proportion of trainees aged 26-30 years old increased from 8% to 10%, and although trainees aged over 31 years remained stable at 2%, there was a statistically significant increase<sup>10</sup>.

72. In Phase 2, personnel aged less than 20 years old make up 28% of trainees, down from 32% last year. The proportion of trainees in Phase 2 aged between 20 and 25 years old was 55%, increased from 48% last year. Fourteen per cent of recruits were aged between 26 and 30 (up from 12% last year), and the number of recruits aged over 31 years old remained stable at 3%.



Number of respondents: Phase 1 (9,480), Phase 2 (5,663)

Figure 4

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

<sup>10</sup> 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 more information see paragraph 18.

# DETAILED FINDINGS – PHASE 1

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74. The base for the Recruit Trainee Survey Phase 1 analysis is made up of all Phase 1 recruits from across the three Services who complete more than two weeks of basic training. As Phase 1 training occurs in single Service training establishments, the Service they are assigned to matches the Service which 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.

75. The results of the survey questions, presented by Service, are detailed overleaf. Statistically significant differences<sup>11</sup> between sub groups (such as Service, gender, age of recruit and ethnicity) are highlighted.

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<sup>11</sup>Results are statistically significant if they are unlikely to have occurred by chance

## **PRE-TRAINING EXPERIENCES OF THE SERVICES<sup>12</sup>**

### **FACTORS IMPORTANT IN DECISION TO JOIN THE ARMED FORCES**

76. In Phase 1 the top motivations for joining a particular Service were for the challenge/adventure (93%), to keep fit (93%), an appealing lifestyle (92%), to gain skills/qualifications (90%), and job security (89%). Having no other job choices was the reason least likely to be rated as important (26%).

77. Overall, 93% of recruits saw challenge/adventure as an important factor in their decision to join a Service. Recruits in the Navy (95%) were the most likely to rate challenge/adventure as an important factor compared with RAF recruits (93%) and Army recruits (92%) (figures 5, 6 and 7).

78. Ninety-three per cent of recruits cited keeping fit as an important factor in their decision to join a Service. Army recruits (94%) were more likely to say that keeping fit was an important factor than Navy recruits and RAF recruits (both 91%).

79. Overall, 92% of recruits saw an appealing lifestyle as an important factor in their decision to join a Service (up from 91% last year). RAF recruits (93%) were more likely to rate this factor as important than those in the Army (91%). There was an increase in the proportion of Navy trainees rating lifestyle as important from 91% last year to 92%.

80. Nine in ten (90%) recruits cited gaining skills and qualifications as an important factor in their decision to join a Service, down from 91%. RAF recruits (92%, down from 95%) were more likely to say gaining that skills and qualifications was important than Navy recruits (90%) and Army recruits (89%, down from 90% last year and 92% in 2011).

81. Eighty-nine per cent of recruits saw job security as an important factor in their decision to join a Service (down from 90%). Recruits in the RAF (94%) were more likely to state that job security was an important factor than Navy recruits (91%) who in turn were more likely to say this than Army recruits (87%, down from 89% last year and 90% the year before).

82. Overall, 88% of recruits cited being a member of the Armed Services as an important factor in their decision to join a Service. Army recruits (91%, up from 90%) were more likely to say that being a member of the Armed services was important than RAF recruits (86%) who were in turn more likely to say this than Navy recruits (82%).

83. Eighty-eight per cent of recruits said travel was an important factor in their decision to join a Service (up from 85% from last year). Recruits in the Navy (91%, up from 88%) were more likely to rate travel as important than RAF recruits (88%) and Army recruits (86%, up from 84%).

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<sup>12</sup> This is the fourth year in which Ghurkha 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 Ghurkhas) is 9,460 recruits. The base for Phase 1 in the remainder of the report is 9,480, unless otherwise stated. Ghurkha trainees are only recruited into the Army.

84. Eighty-six per cent of recruits said wanting to defend the country was an important factor in deciding to join a Service (up from 85% last year). Army recruits (88%, up from 86%) were more likely to say that wanting to defend the country was an important factor than Navy recruits (84%) or RAF recruits (82%).

85. Eighty-three per cent of recruits (down from 88%) said the desire to do a specific job was an important factor in their decision to join a Service. RAF recruits (88%, down from 92%) were more likely to cite this reason than Army recruits (85%, down from 89%) who were more likely to say the desire to do a specific job was important than Navy recruits (75%, down from 81%).

86. Overall, eighty-one per cent of recruits cited the opportunity to do sports as an important factor in their decision to join a Service (up from 79% last year). RAF recruits (84%) were more likely to rate the opportunity to do sports as important compared with Army recruits (81%, up from 79%) and Navy recruits (also 81%).

87. Seventy per cent of recruits cited the salary as an important factor in their decision to join a Service (down from 72% last year and 73% in 2011). Recruits in the RAF (78%) were the most likely to rate salary as important, followed by Army recruits (71%) who were more likely to say this than Navy recruits (64%, down from 69%).

88. Overall, sixty per cent of recruits said the influence of family members or friends was an important factor in their decision to join a Service. Recruits in the Army (63%) and the RAF (61%) were more likely to rate the influence of family members and friends as important than Navy recruits (52%).

89. Thirty-five per cent of recruits cited wanting to move away from home/current situation as an important factor in their decision to join a Service (up from 33% last year). Army recruits were more likely to rate this aspect as important (36%, up from 34%) than Navy recruits (32%).

90. Twenty-six per cent of recruits said the fact they had no other job choices was an important factor in their decision to join a Service. Army recruits (27%, up from 25%) were more likely to say they had no other job choices than RAF recruits (24%).

91. There has been very little change in the ranking of important joining factors this year. The most important factors continue to be challenge/adventure, keeping fit, lifestyle appealed, to gain skills and qualifications and job security. Wanting to move away from current situation and having no other job choices continue to be the least important.

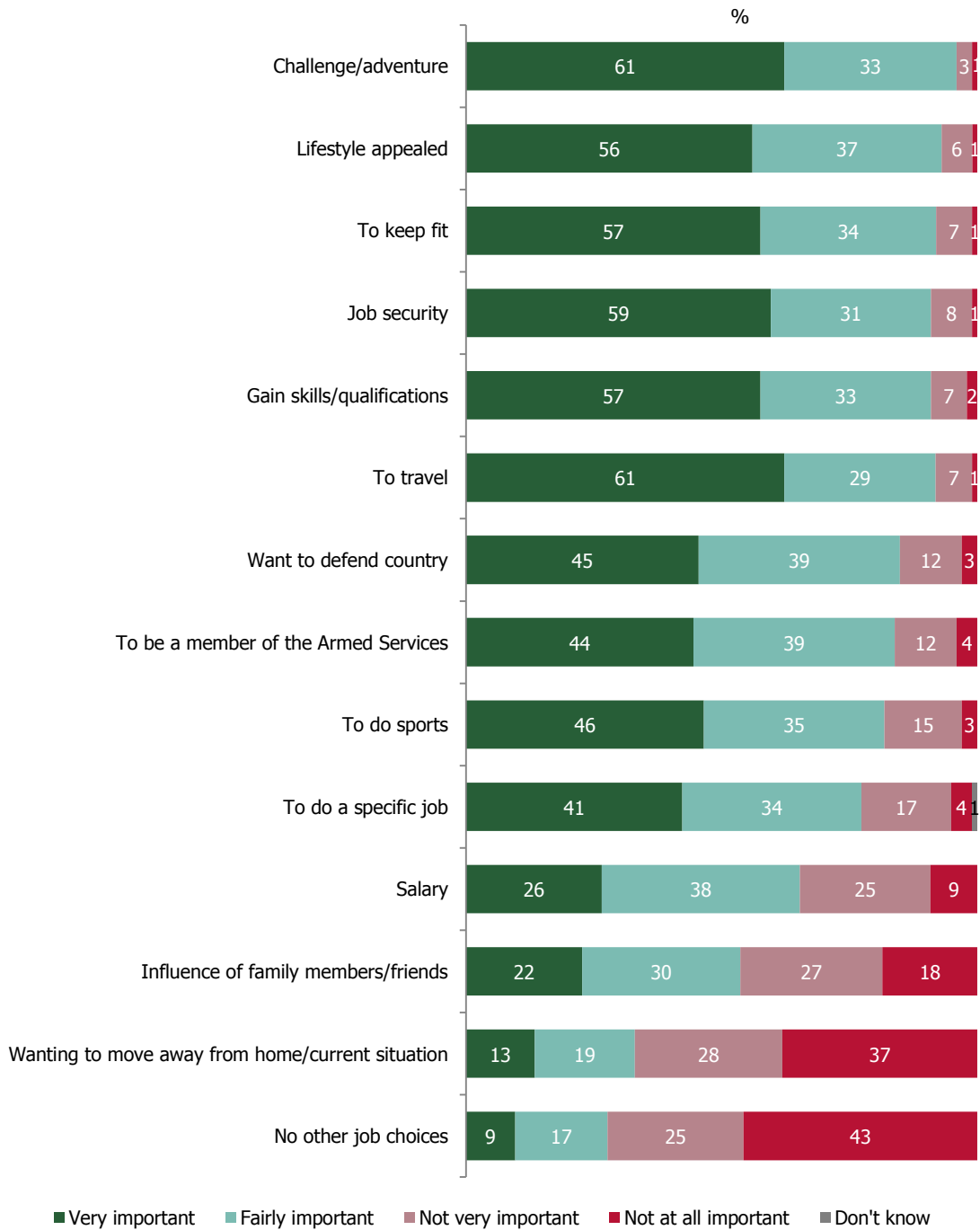
92. The three reasons that had the most influence on joining the Service for Navy recruits were challenge/adventure (first last year) lifestyle (fourth last year) and to keep fit (fifth last year). The fourth and fifth most important joining factors were to travel (sixth last year) and job security (second 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. Figure 5 below is ranked so that the factors are displayed in order of importance (with very important and fairly important combined).

93. The top four influential joining factors for Army recruits were; to keep fit, challenge/adventure, lifestyle appealed (fourth last year) and to be a member of the armed forces (fifth last year). The fifth, sixth and seventh most important factors were to gain skills/qualifications (third last year), wanting to defend country (eighth last year) and job security. The least important factors were unchanged from last year: salary, influence of family members/friends, wanting to move away from home/current situation and having no other job choices. Figure 6 below is ranked so that the factors are displayed in order of importance (with very important and fairly important combined).

94. The three most important joining factors for RAF recruits were job security (second last year), lifestyle (third last year) and challenge/adventure (fourth last year). The fourth and fifth most important joining factors were to gain skills (first last year) and to keep fit (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. Figure 7 below is ranked so that the factors are displayed in order of importance (with very important and fairly important combined).

## Phase 1 – Navy

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



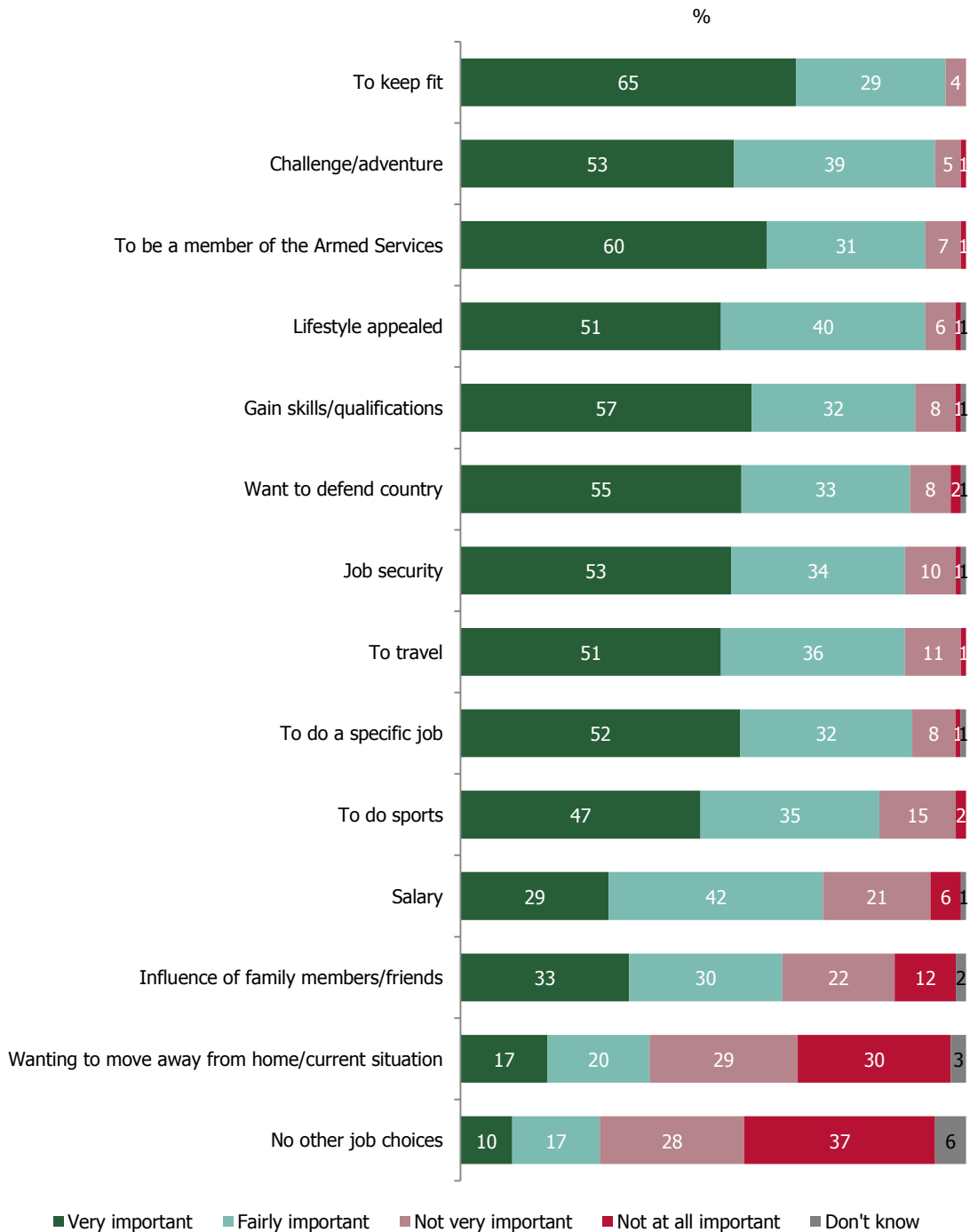
Number of respondents: Royal Navy schools (2,382)

Figure 5



## Phase 1 – Army

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

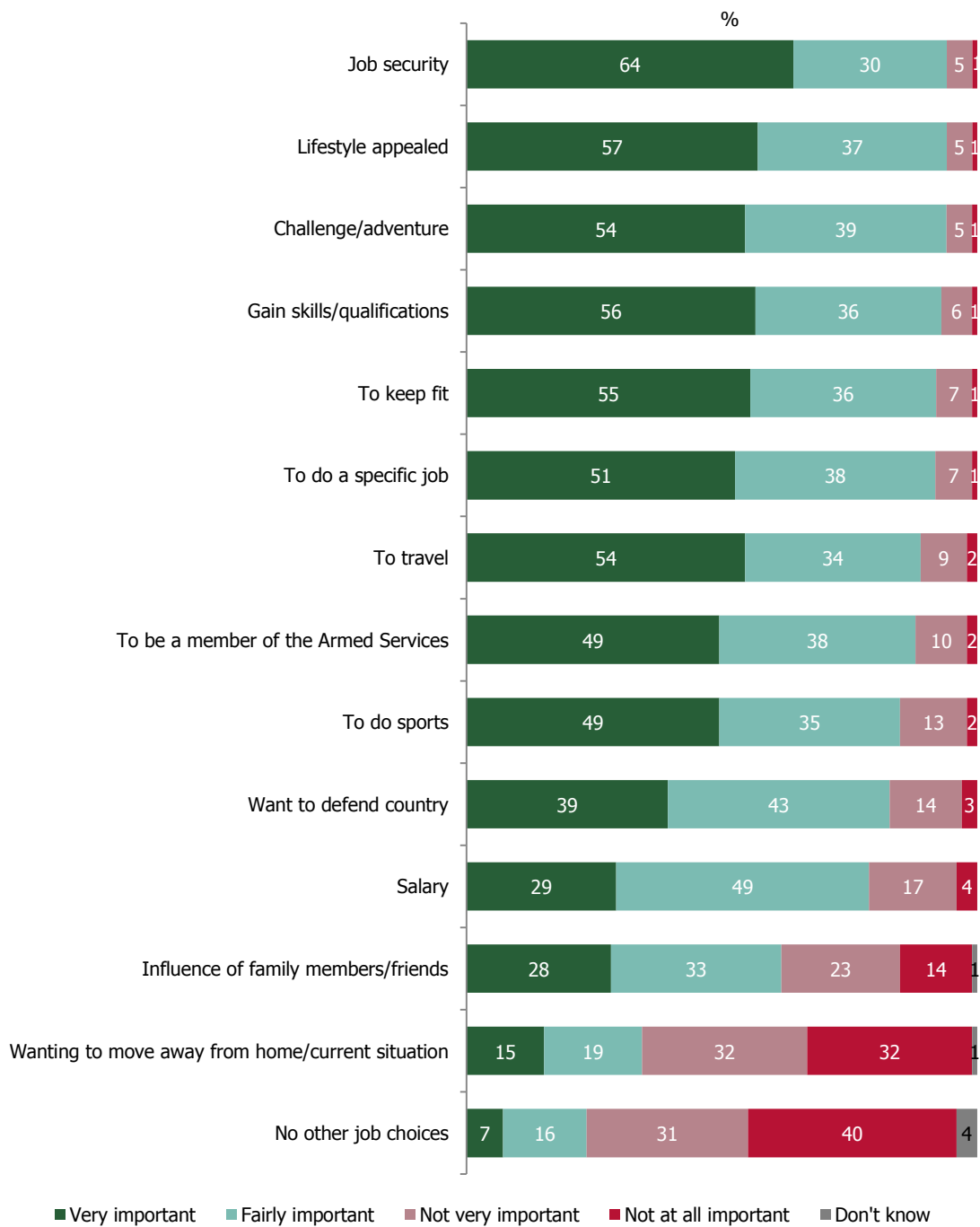


Number of respondents: Army schools (5,750)

Figure 6

## Phase 1 – RAF

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



Number of respondents: RAF schools (1,348)

Figure 7

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

95. 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) (52%, down from 57% last year and 59% in 2011), followed by friends and family who have served (52%). They were less likely to cite sources such as site visits and guided tours (9%) and youth organisations (Scouts, Guides etc.) (3%).

96. Those in the RAF (57%, down from 64%) were more likely to cite the Armed Forces Careers Office (AFCO), Army Careers Information Office (ACIO) or Royal Navy Careers Office (RNCIO) than recruits in the Army (52%, down from 58%), who in turn were more likely to cite these official sources of information than those in the Navy (49%).

97. Recruits in the RAF and Army (both 53%) were more likely to have learned about careers in the Armed Forces from friends and family who have served than Navy recruits (49%).

98. Those in the RAF (49%, down from 53%) were more likely to get information from the internet and websites than their counterparts in the Navy (37%) and Army (36%, down from 38%).

99. Navy recruits (37%) and RAF recruits (35%) were more likely to learn about careers in the Armed forces through Armed forces advertising than Army recruits (31%).

100. Those in the Navy (36%) were more likely to cite TV/newspaper coverage than their Army (28%) and RAF (27%) counterparts.

101. Navy recruits (23%) were more likely to learn about careers in the Armed Forces through TV, films and books than Army recruits (20%, up from 19%), who in turn were more likely to cite this reason than RAF recruits (15%).

102. Army recruits (19%) were more likely to hear learn about careers from career/recruitment fairs than RAF recruits (17%) and Navy recruits (16%).

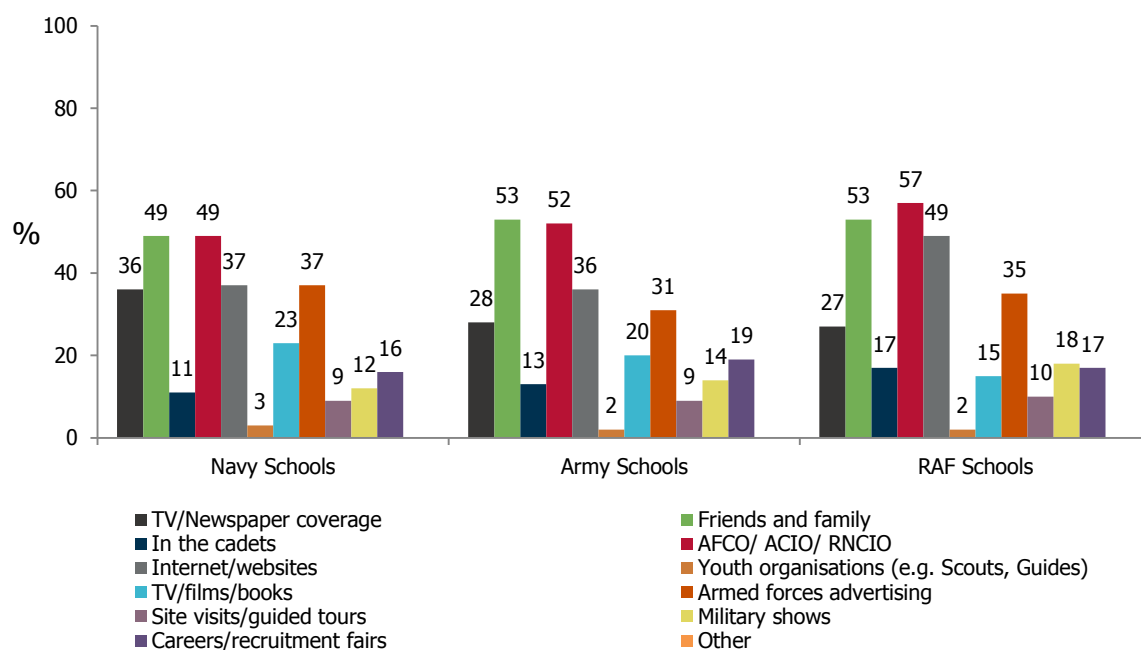
103. RAF recruits (18%) were more likely to cite military shows as a source of information than Army recruits (14%), who in turn were more likely to say so than Navy recruits (12%).

104. RAF recruits (17%) were more likely to have learned about careers in the Armed Forces through the Cadets than those in the Army (13%) and Navy (49%).

105. Finally, Navy recruits (3%) were more likely to cite youth organisations as a source of information than those in the Army and RAF (both 2%).

## Phase 1

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



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 8<sup>13</sup>

<sup>13</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## **Where did you get information prior to your arrival?**

106. 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 (91%). Recruits in the RAF and the Navy (both 93%) were more likely to cite AFCO as their main source of information than Army recruits (89%) (figure 9).

107. Overall, the Selection Centre was used as a source of information by 22% of recruits. Thirty-three per cent of Army recruits used the Selection Centre (up from 30% last year and 28% in 2011), compared with 8% of RAF recruits and 5% of Navy recruits.

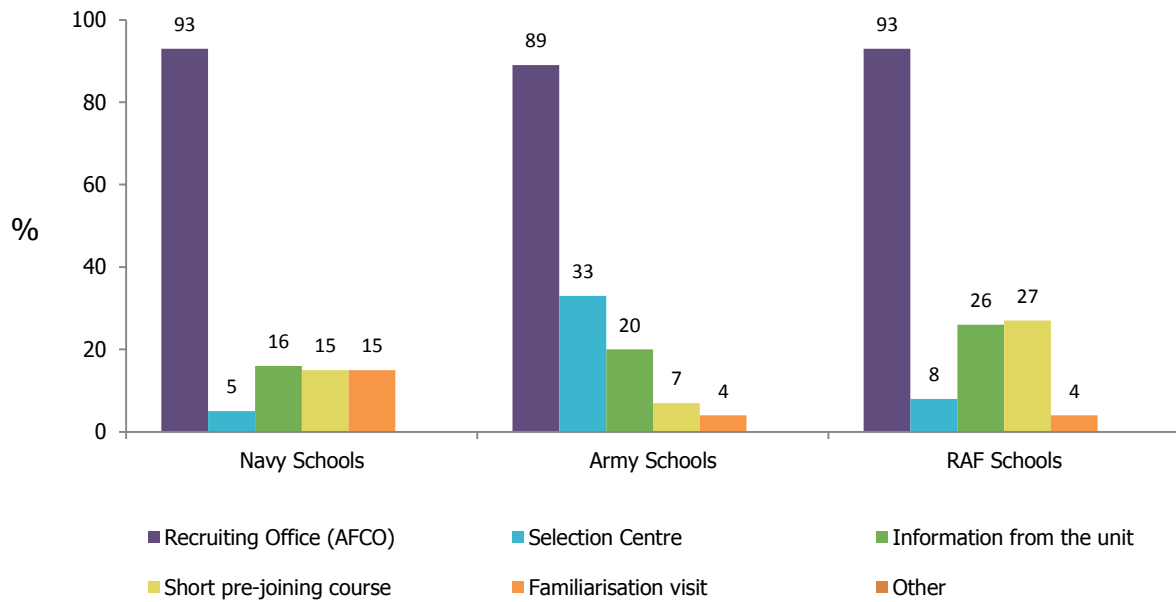
108. Twenty per cent of recruits said that they received information from the unit e.g. leaflets, joining instructions, website etc. (down from 24%). RAF recruits were more likely to get information from their unit (26%, down from 32%) than Army recruits (20%, down from 24%) who were in turn more likely to use this source of information than Navy recruits (16%).

109. Overall, 12% of recruits went on a short pre-joining course at the training unit. RAF recruits were the most likely to get information from a short pre-joining course (27%, down from 43%), followed by recruits in the Navy (15%), who were more likely to do so than Army recruits (7%).

110. Seven per cent of recruits used a familiarisation visit. Navy recruits were the most likely to get information from a familiarisation visit (15%, down from 19%) compared with four per cent of RAF and Army recruits.

## Phase 1

**Once you had been accepted for XXX, where did you get information prior to your course?**



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 9<sup>14</sup>

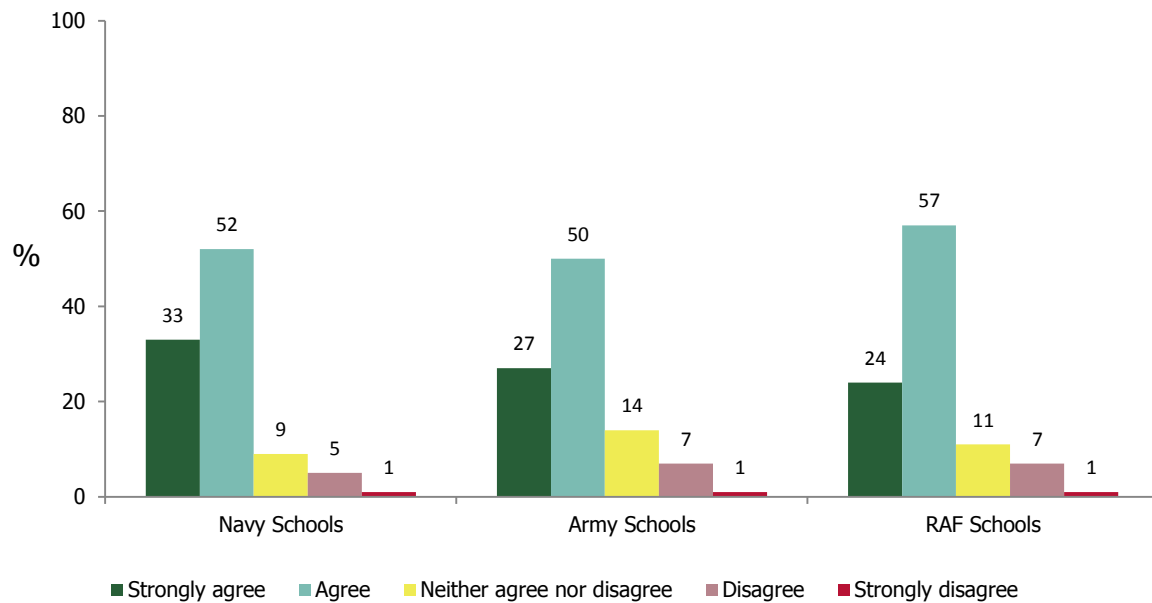
<sup>14</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## INFORMATION PRIOR TO ARRIVAL

111. Overall, 80% of recruits said that the information they were given prior to their arrival enabled them to prepare themselves for the physical demands of the course (up from 78%). Navy recruits (85%) and RAF recruits (81%) were more likely to agree with this statement than those in the Army (77%) (figure 10).

### Phase 1

**The information I was given prior to arrival at the unit enabled me to prepare myself well for the physical demands of the course.**

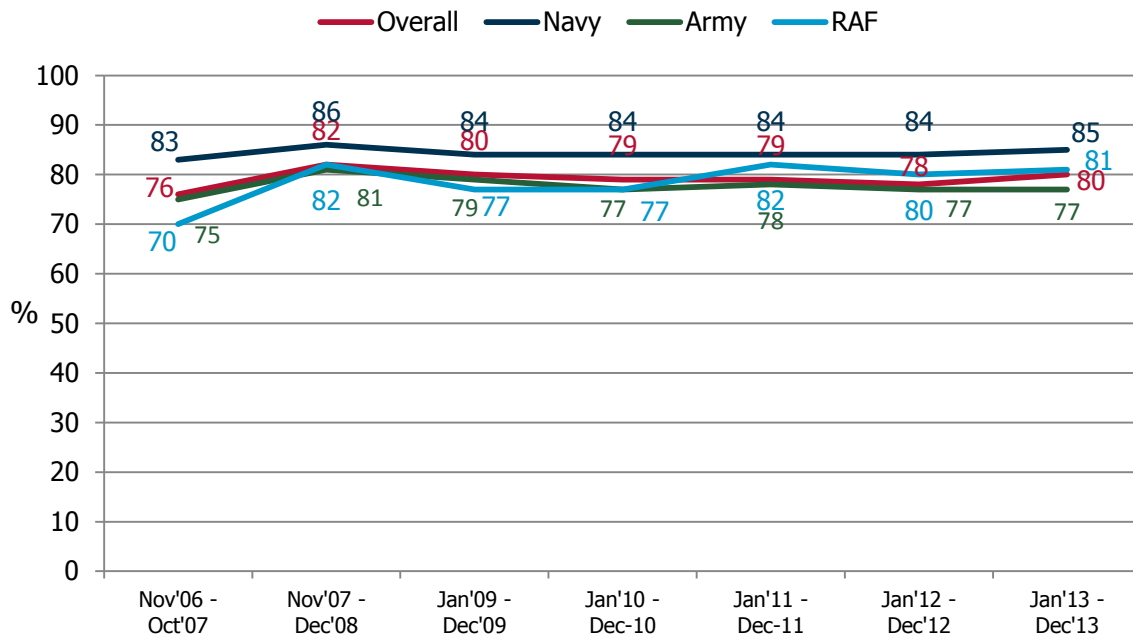


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 10

## Phase 1

**The information I was given prior to arrival at the unit enabled me to prepare myself well enough for the physical demands of the course**



### % 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) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) December '13 (Phase 1, 9,460, Navy, 2,382, Army, 5,730, RAF, 1,348)

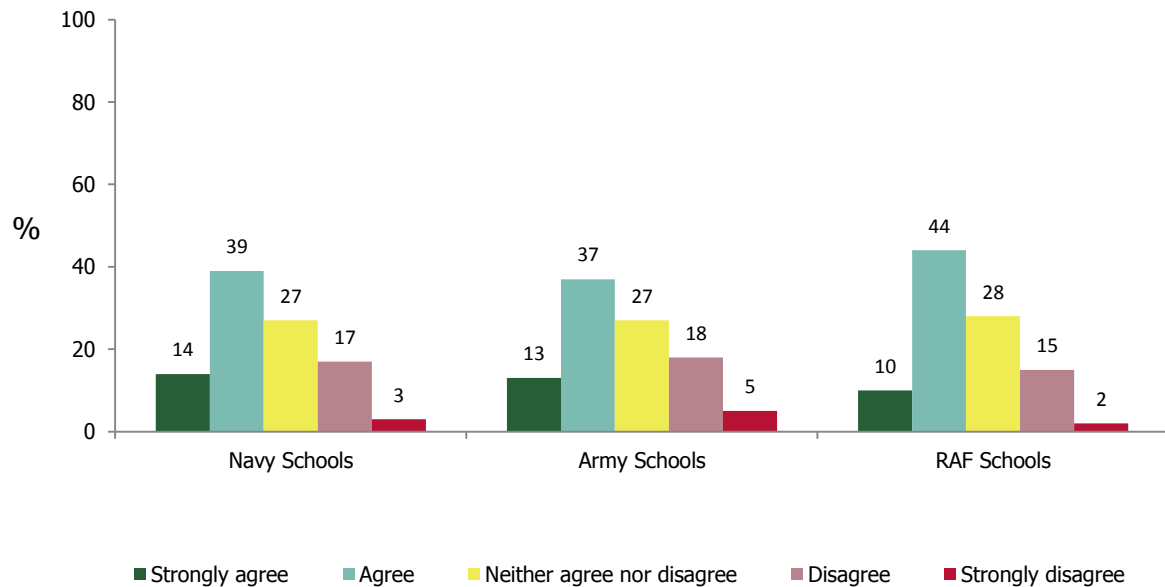
Figure 11



112. Overall, 51% of recruits thought that the information provided to them prior to their arrival at the unit gave an accurate picture of what life would be like (up from 50%). RAF recruits (54%, up from 49%) were more likely to agree compared with Army recruits (50%) (figure 12).

## Phase 1

**The information I was given prior to arrival at the unit gave me an accurate picture of what life would be like**

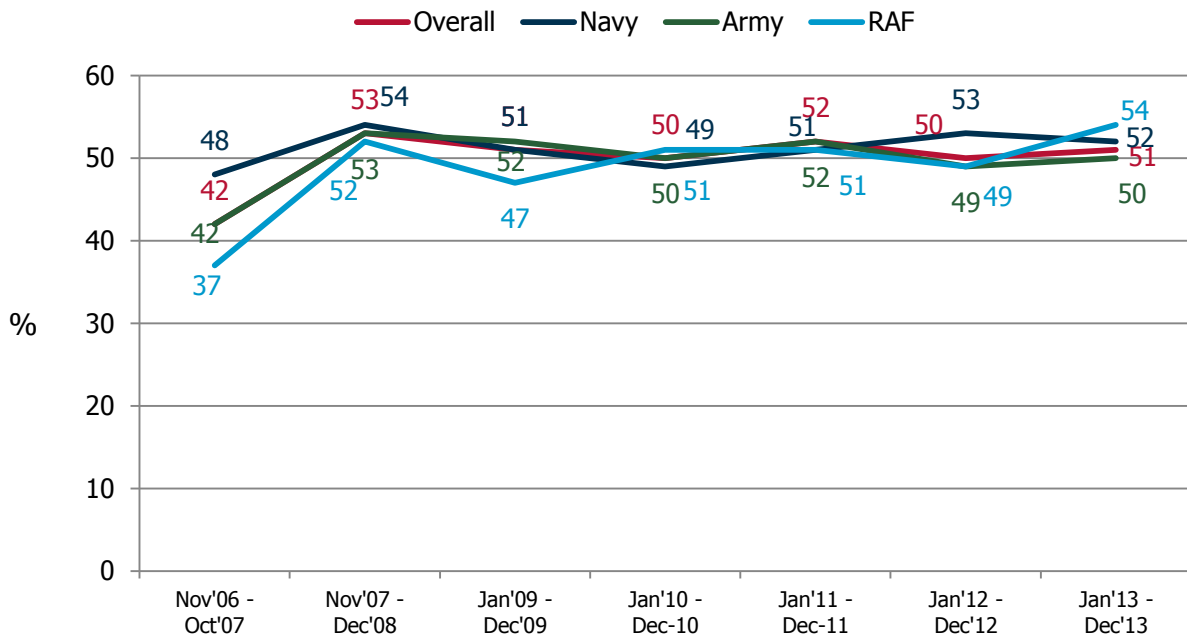


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 12

## Phase 1

**The information I was given prior to arrival at the unit gave me an accurate picture of what life would be like**



### % Positive

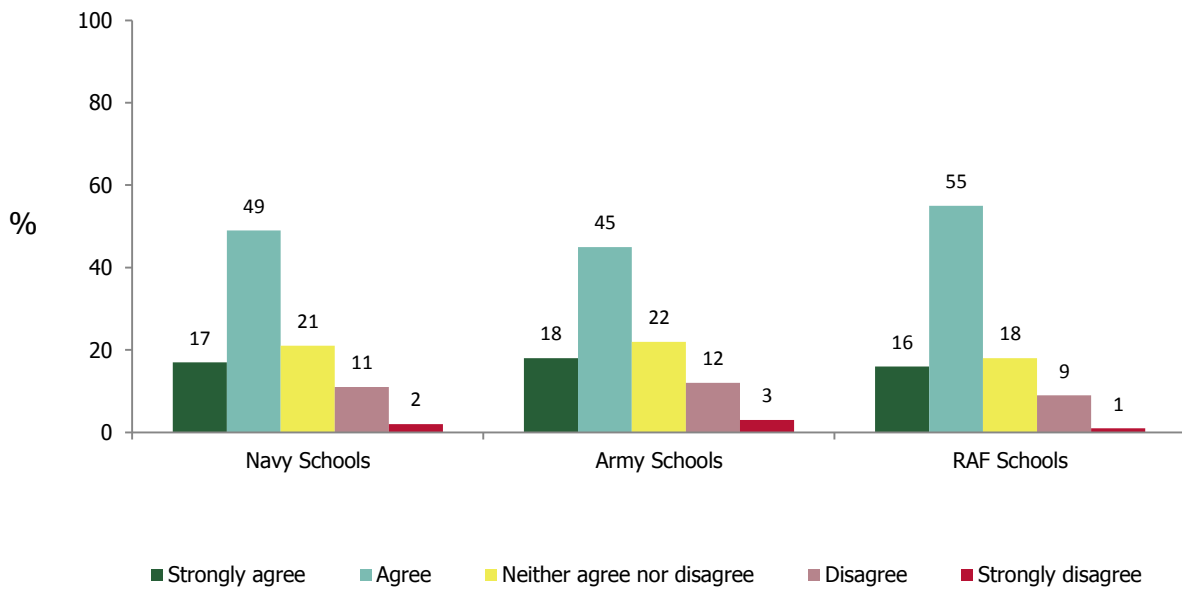
Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December'11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,460, Navy, 2,382, Army, 5,730, RAF, 1,348)

Figure 13

113. Sixty-five per cent of recruits agreed that the information they were given prior to their arrival provided them with useful and accurate information about what the training involved (up from 62%). RAF recruits (71%, up from 61%) were more likely to agree with this statement than Navy recruits (66%, up from 63% last year and 59% in 2011) who were in turn more likely to say the information was useful and accurate than Army recruits (63%).

## Phase 1

**The information I was given prior to arrival at unit provided me with useful and accurate information about what the training involved**

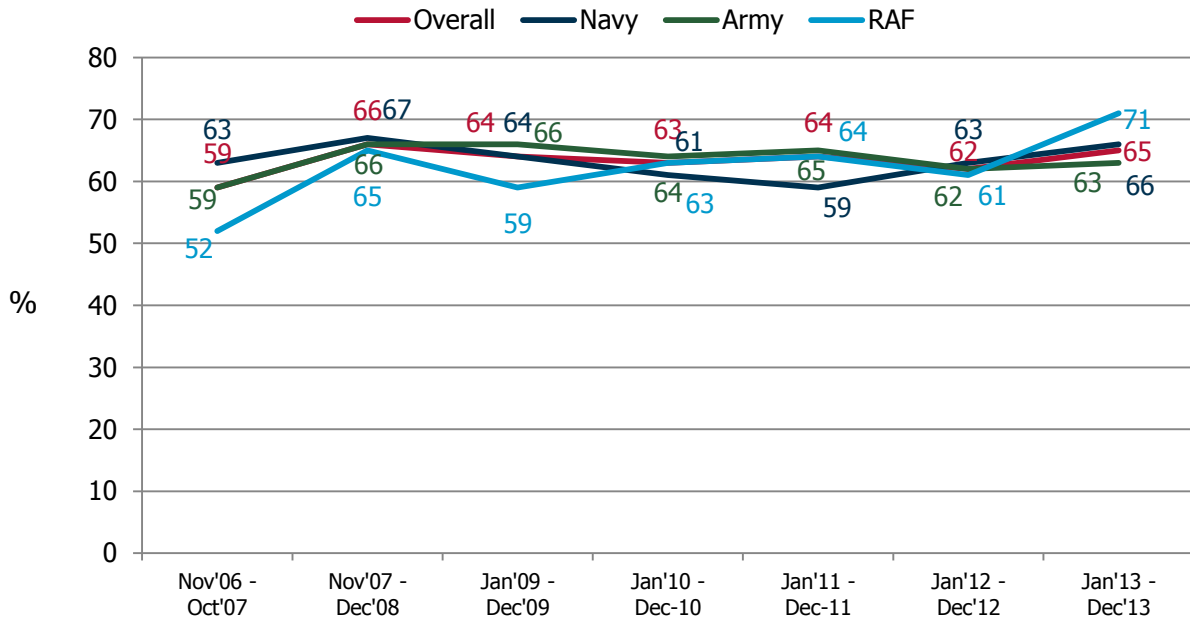


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 14

## Phase 1

**The information I was given prior to arrival at the unit provided me with useful and accurate information about what the training involved**



### % 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) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,460, Navy, 2,382, Army, 5,730, RAF, 1,348)

Figure 15

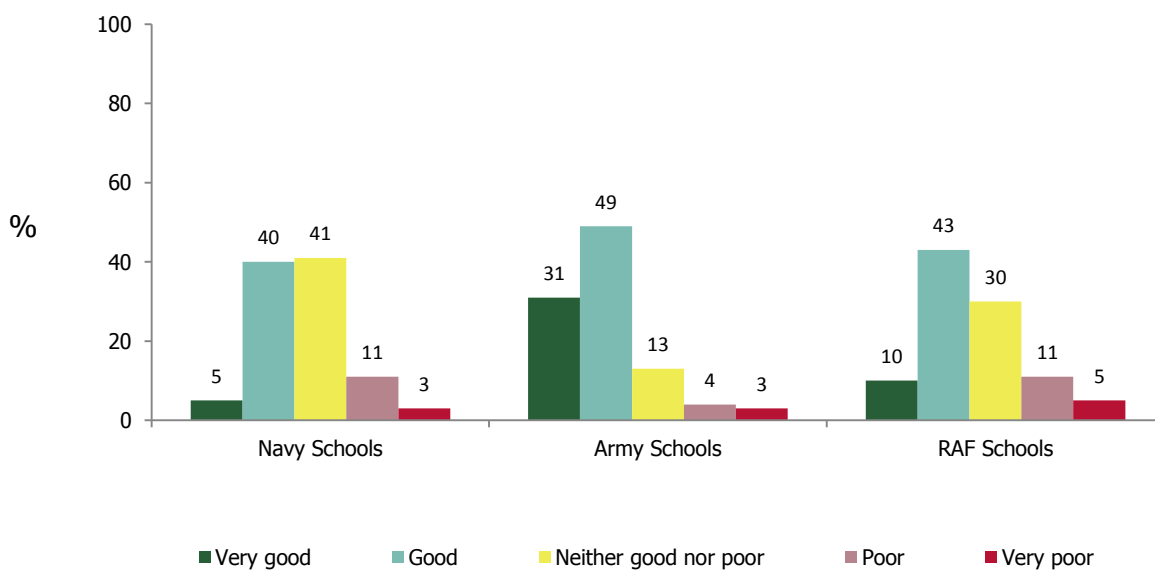
## FACILITIES AND SUPPORT

### ACCOMMODATION

114. Sixty-seven per cent of Phase 1 recruits rated the standard of their accommodation as good. Army recruits were more likely to rate accommodation as good (80%, up from 74%) compared with RAF recruits (53%, down from 62% last year and 68% in 2011), who were in turn more likely to rate the accommodation as good than Navy recruits (44%, down from 49% last year and 55% in 2011) (figure 16).

#### Phase 1

#### How would you rate the standard of living accommodation?

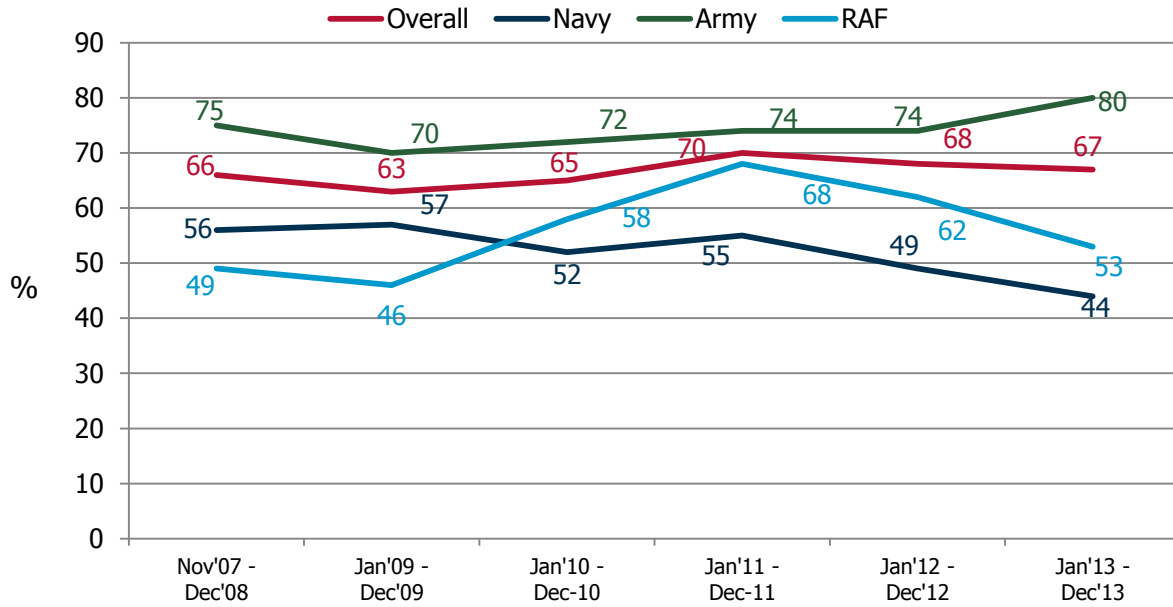


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 16

## Phase 1

### How would you rate the standard of living accommodation?



#### % Positive

Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December'11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

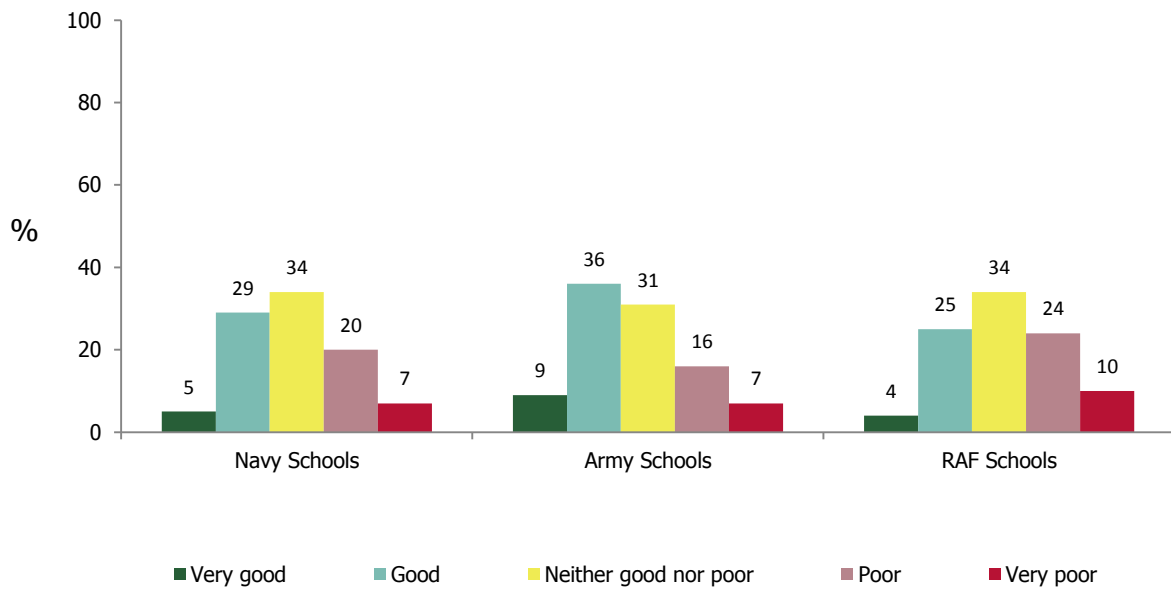
Figure 17

## OFF DUTY RECREATION

115. Forty per cent of recruits felt that the range of things to do when off duty on site was good. Army recruits were more likely to rate the range of things to do as good (44%) than Navy recruits (34%) (figure 18). Both were more likely to do so than RAF recruits (29%).

### Phase 1

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



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

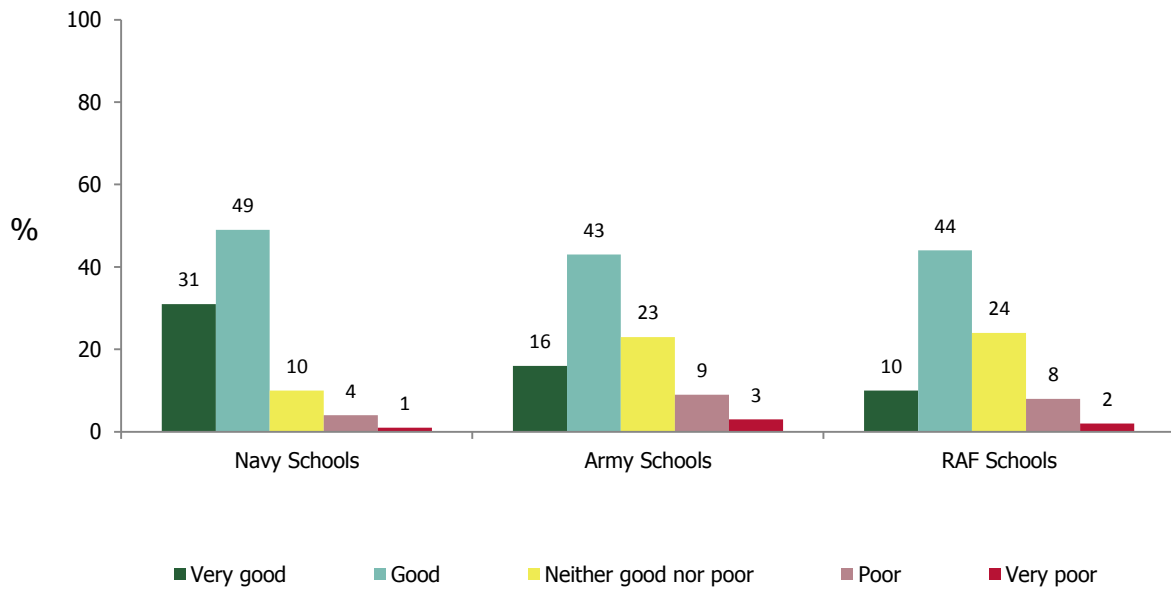
Figure 18

## SPORTS FACILITIES

116. Overall, sixty-three per cent of recruits (up from 61%) rated the sports facilities as good. Navy recruits were more likely to rate their sports facilities as good (80%) compared with Army (59%) and RAF recruits (54%) (figure 19).

### Phase 1

#### How would you rate the sports facilities?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 19

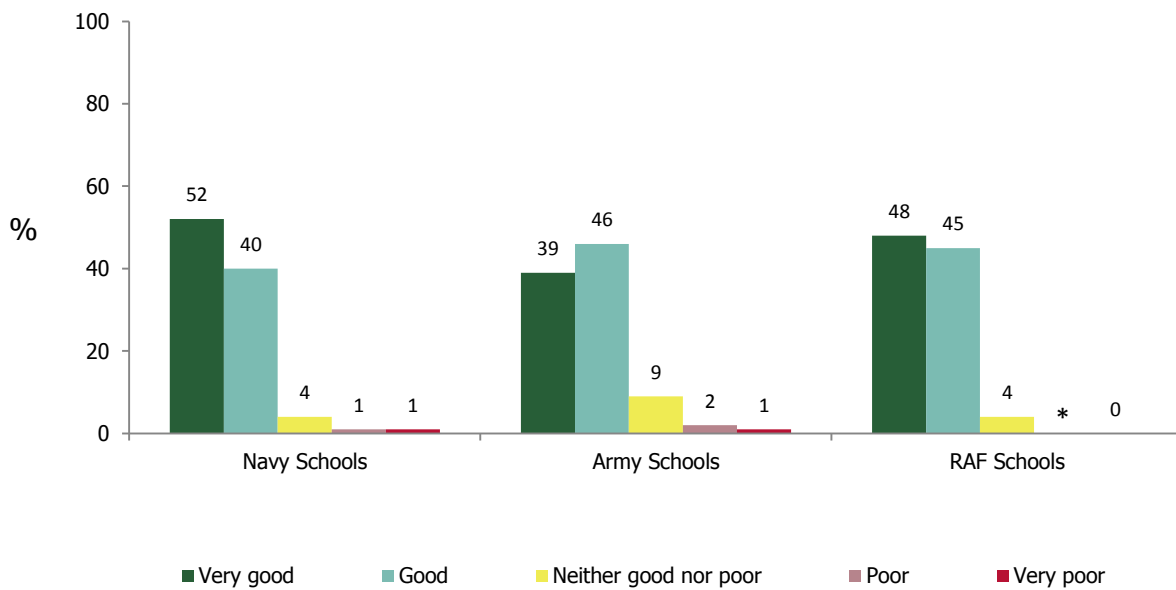


## MEDICAL CARE

117. Eighty-eight per cent of recruits thought that the level of medical care was good. RAF (93%) and Navy recruits (92%) were more likely to say medical care was good than Army recruits (84%, down from 86% last year and 89% in 2011) (figure 20).

### Phase 1

#### How would you rate the medical care?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

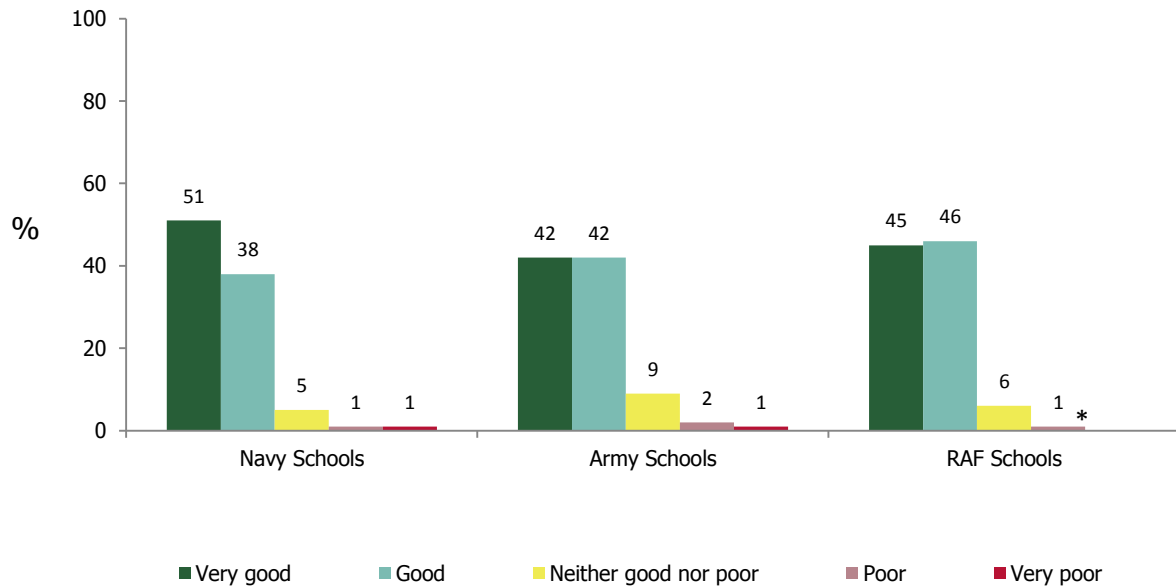
Figure 20

## DENTAL CARE

118. Overall, eighty-six per cent of recruits rated dental care as good. RAF recruits (90%) and Navy recruits (89%) were more likely to do so than Army recruits (85%) (figure 21).

### Phase 1

#### How would you rate dental care?

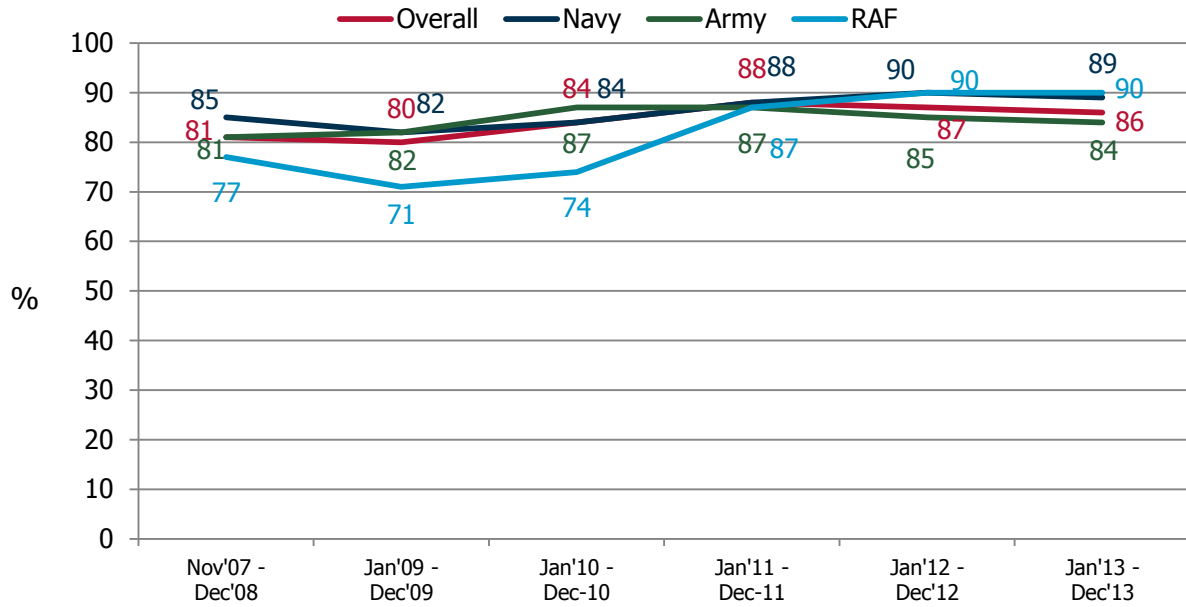


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 21

## Phase 1

### How would you rate 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, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

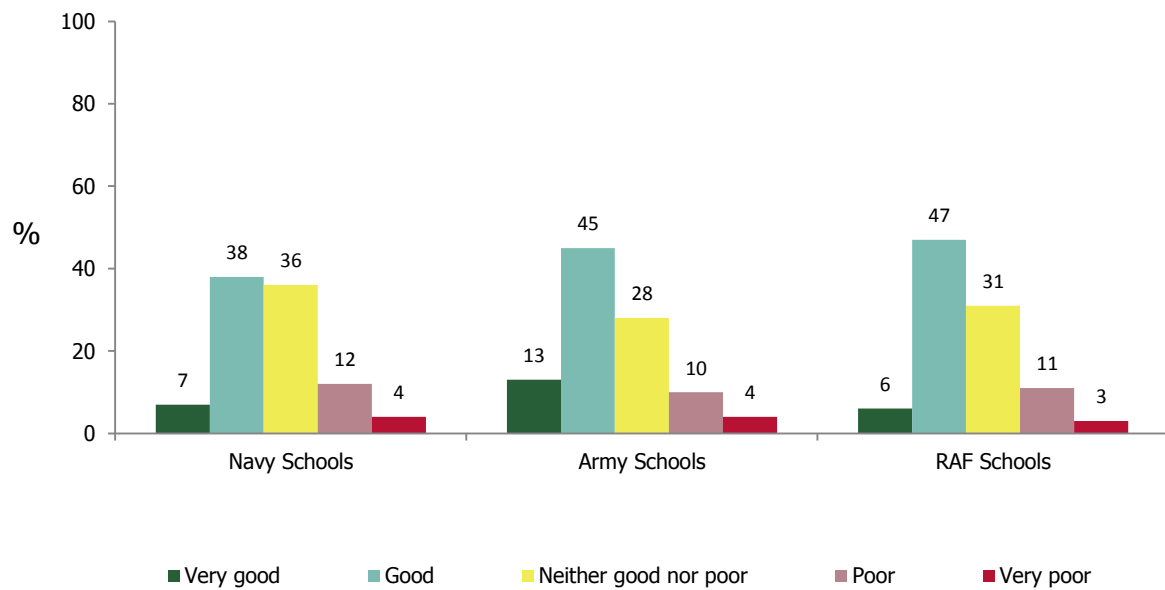
Figure 22

## TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

119. Fifty-four per cent of recruits rated time available for essential personal administration as good. Army recruits (57%, up from 54%) were more likely to say this than RAF recruits (54%, up from 49%) who were more likely to rate time available for personal administration as good than Navy recruits (45%, down from 50%) (figure 23).

### Phase 1

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



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

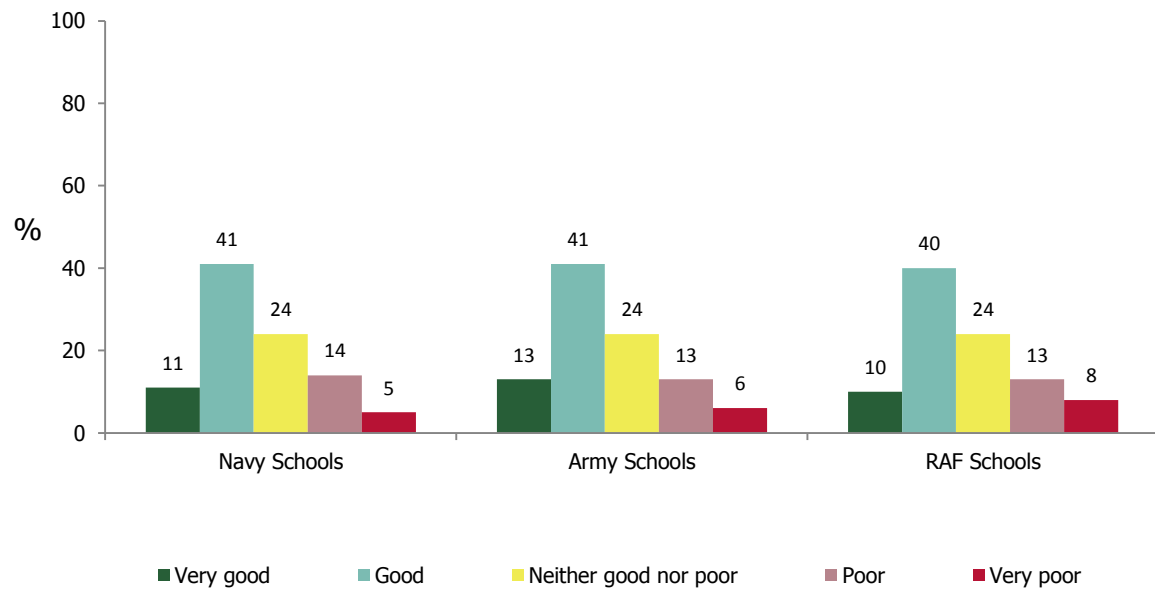
Figure 23

## ACCESS TO IT FOR PERSONAL USE

120. Overall, 53% of recruits rated access to IT for personal use as good (down from 57% last year and 61% in 2011). Army recruits (54%, down from 58% last year and 61% in 2011) were more likely to rate access as good compared with RAF recruits (50%) (figure 24). There was a decline in the proportion of Navy recruits rating access to IT for personal use as good from 67% in 2011 and 57% last year to 52%.

### Phase 1

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



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

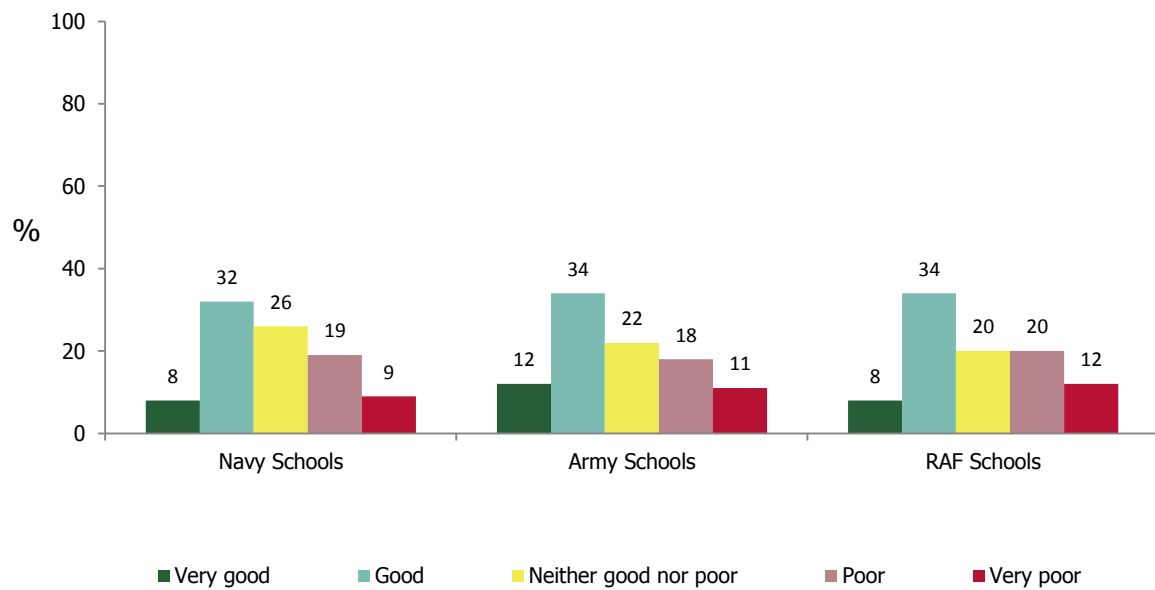
Figure 24

## INTERNET ACCESS

121. Overall, forty-four per cent of recruits rated internet access as good (down from 53% last year and 61% in 2011). Army recruits (46%, down from 55% last year and 63% in 2011) were more likely to rate internet access as good compared with RAF recruits (41%) and Navy recruits (40%, down from 53% last year and 66% in 2011) (figure 25).

### Phase 1

#### How would you rate internet access?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

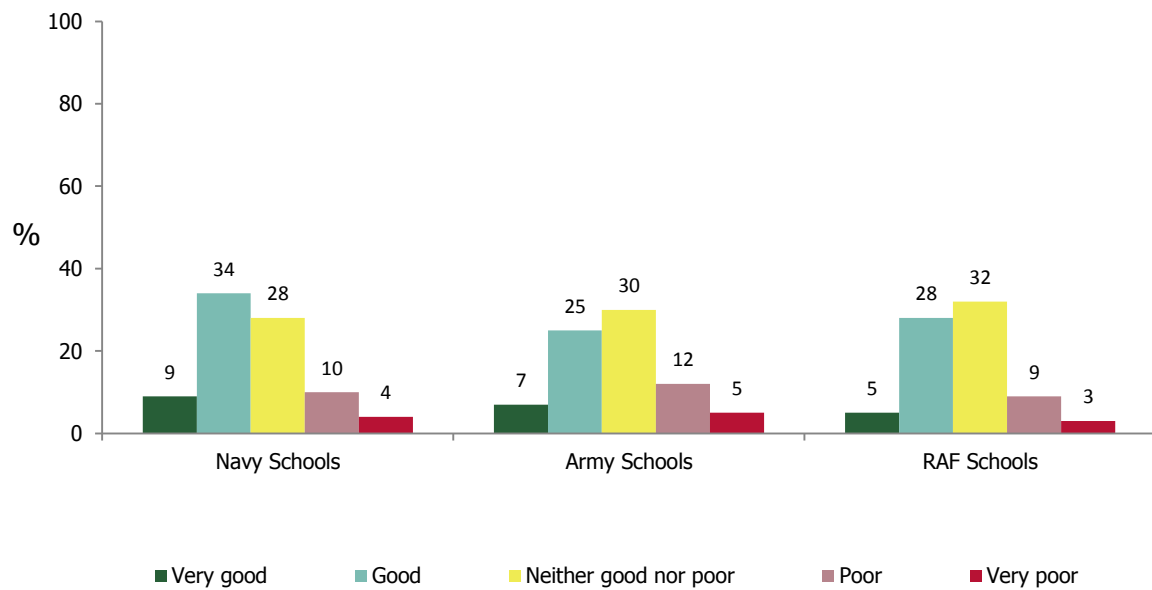
Figure 25

## LEARNING CENTRE TO STUDY AFTER HOURS

122. Thirty-five per cent of Phase 1 recruits rated the Learning Centre to study after hours as good. Navy recruits (42%, down from 47%) were more likely to give a good rating for Learning Centre to study after hours than RAF recruits (33%) and Army recruits (32%) (figure 26).

### Phase 1

#### How would you rate the learning centre to study after hours?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

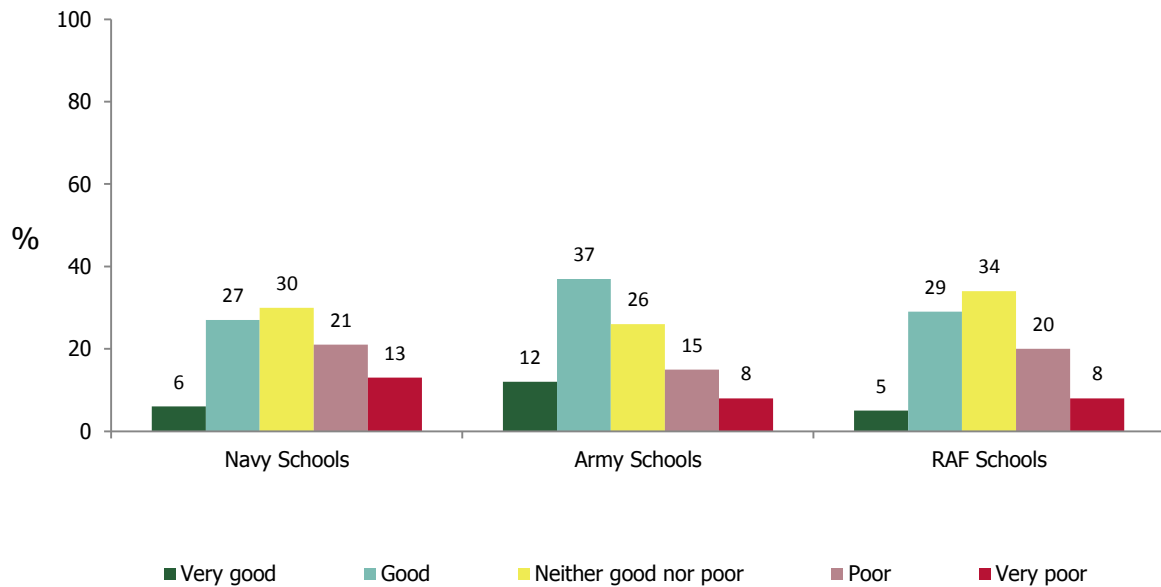
Figure 26

## VARIETY OF EATING AND DRINKING AREAS

123. Forty-three per cent of recruits (up from 41%) rated the variety of eating and drinking areas in their school as good. Army recruits (49%, up from 44%) were more likely to give a favourable rating for the variety of eating and drinking areas than RAF recruits and Navy recruits (both 34%) (figure 27).

### Phase 1

#### How would you rate the variety of eating and drinking areas?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 27

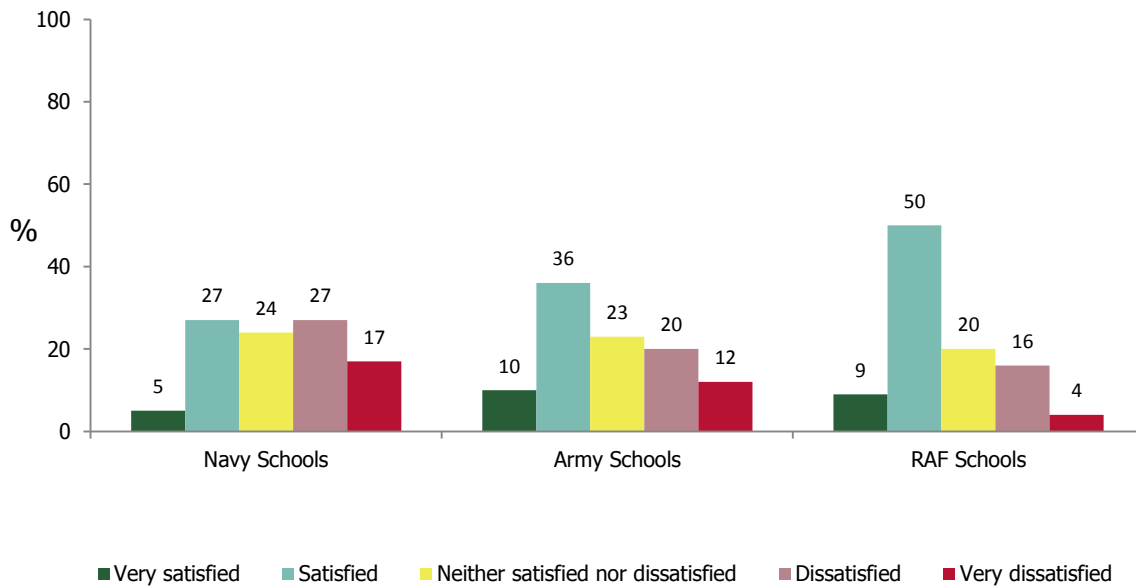


## SATISFACTION WITH FOOD

124. Overall, 44% of recruits were satisfied with food at their school (up from 42% last year). RAF recruits were the more likely to say that they were satisfied with their food (59%, down from 66%) compared with Army recruits (46%, up from 42%) who were in turn more likely to be satisfied than Navy recruits (31%, up from 28%) (figure 28).

### Phase 1

**Overall, how satisfied were you with the food at the unit?**

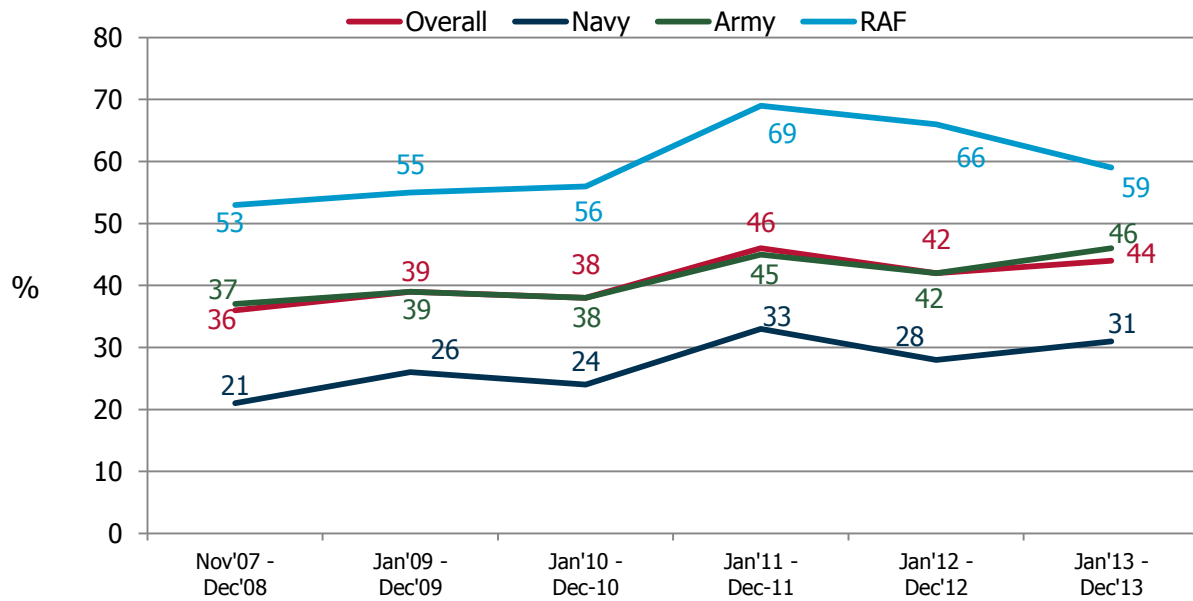


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 28

## Phase 1

### Overall how satisfied were you with the food at the unit?



### % 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) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 29

## **Which aspects of the food were you dissatisfied with?**

125. Recruits who were dissatisfied with the food were asked which aspects of the food they were dissatisfied with. The most common causes of dissatisfaction were the quality of food (87%), choice of food (68%, down from 73%) and overall variety (62%, down from 66%).

126. Eighty-seven per cent of recruits who were dissatisfied with the food cited the quality of food as a reason for their dissatisfaction. Recruits in the Navy (92%) were more likely to be dissatisfied with the quality than recruits in the RAF (87%) and the Army (84%) (figure 30).

127. Sixty-eight per cent of these recruits were dissatisfied with the choice of food, down from 73% last year. Army recruits (70%, down from 75%) were more likely to say this than Navy recruits (65%, down from 71%).

128. Overall variety of food was cited as a reason for dissatisfaction by 62% of Phase 1 recruits dissatisfied with the food (down from 66%). RAF recruits (67%) were more likely to be dissatisfied with the variety of food than Army recruits (60%, down from 65% last year and 68% in 2011).

129. Four in ten recruits (40%) who were dissatisfied with the food were dissatisfied with the availability of healthy food, up from 35% last year. Navy recruits (52%, up from 47%) were more likely to be dissatisfied with this aspect compared with RAF recruits (41%) who in turn were more likely to be dissatisfied with the availability of healthy food than Army recruits (32%).

130. Thirty-eight per cent of recruits were dissatisfied with the nutritional value of food (up from 34% last year, 32% in 2011, 29% in 2010 and 25% in 2009). Navy recruits were more likely to say this (56%) compared with RAF recruits (35%) who were in turn more likely to be dissatisfied with the nutritional value of the food than Army recruits (29%).

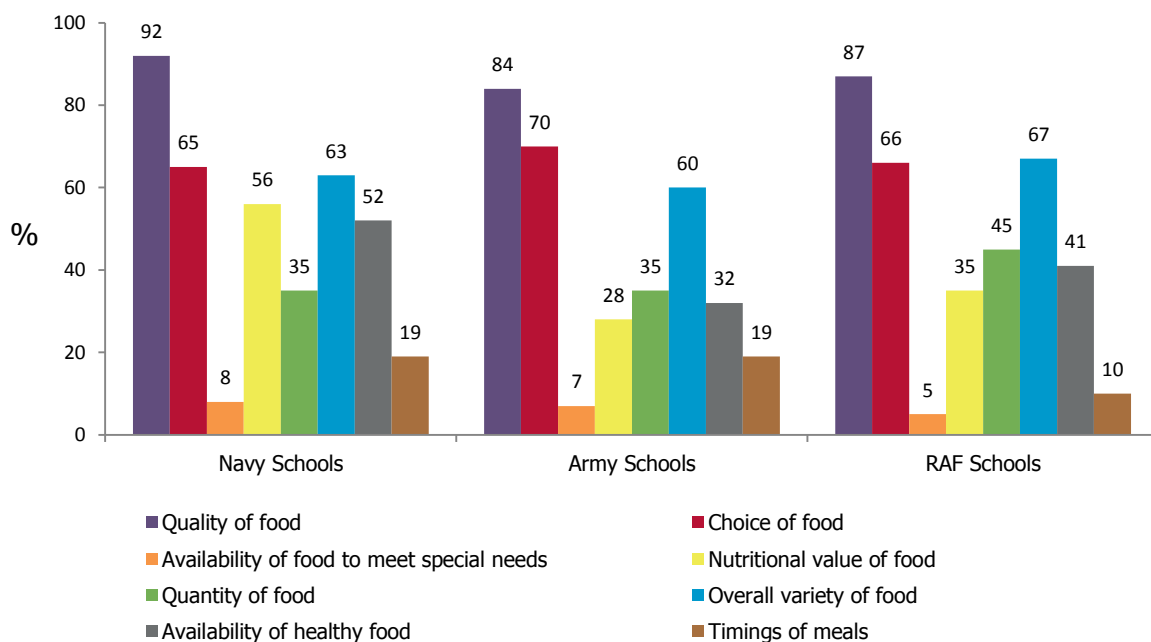
131. The quantity of food was cited as a cause of dissatisfaction by 32% of recruits who were dissatisfied with the food. RAF recruits (45%, up from 31%) were more likely to be dissatisfied with the quantity of food than Navy recruits (35%) who were in turn more likely to say this than Army recruits (28%, down from 33%).

132. Eighteen per cent of recruits who were dissatisfied with the food cited the timings of meals as a reason for their dissatisfaction. Army and Navy recruits (both 19%) were more likely to be dissatisfied with the timings of meals than RAF recruits (10%).

133. Seven per cent of recruits who were dissatisfied with the food cited the availability of food to meet special requirements as a reason for dissatisfaction.

## Phase 1

**Please indicate which aspects of the food you were dissatisfied with**



Number of respondents (All those dissatisfied with the food): Royal Navy schools (1,062), Army schools (1,805), RAF schools (271)

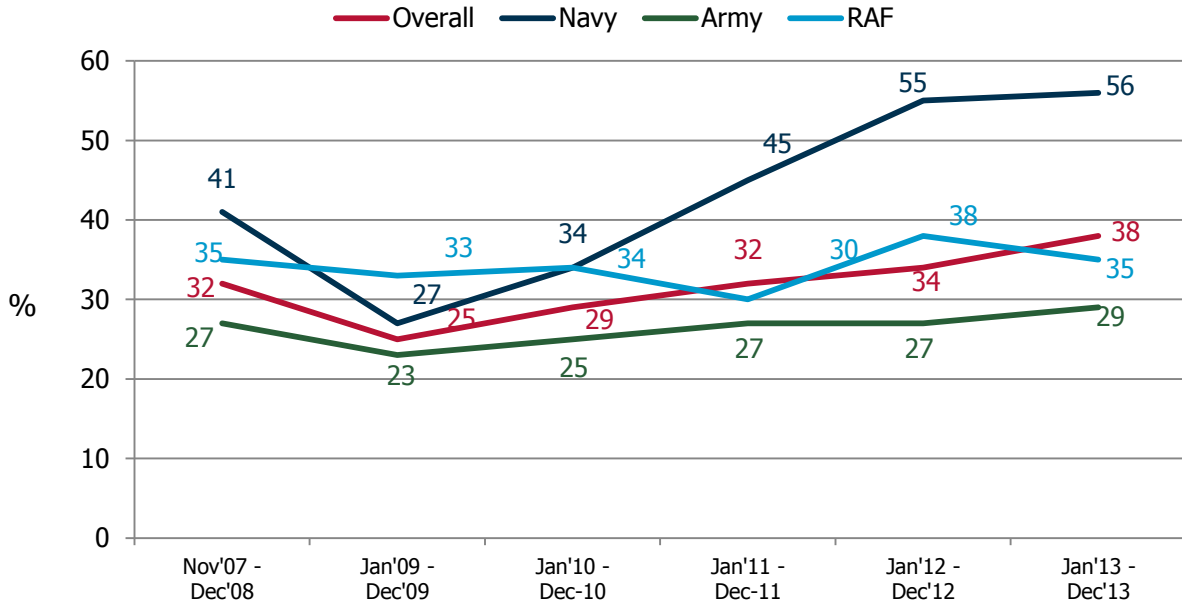
Figure 30<sup>15</sup>

<sup>15</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## Phase 1

**Please indicate which aspects of the food you were dissatisfied with:**

### Nutritional value of food



### % 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) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 3,138, Navy1,062, Army, 1,805, RAF, 271)

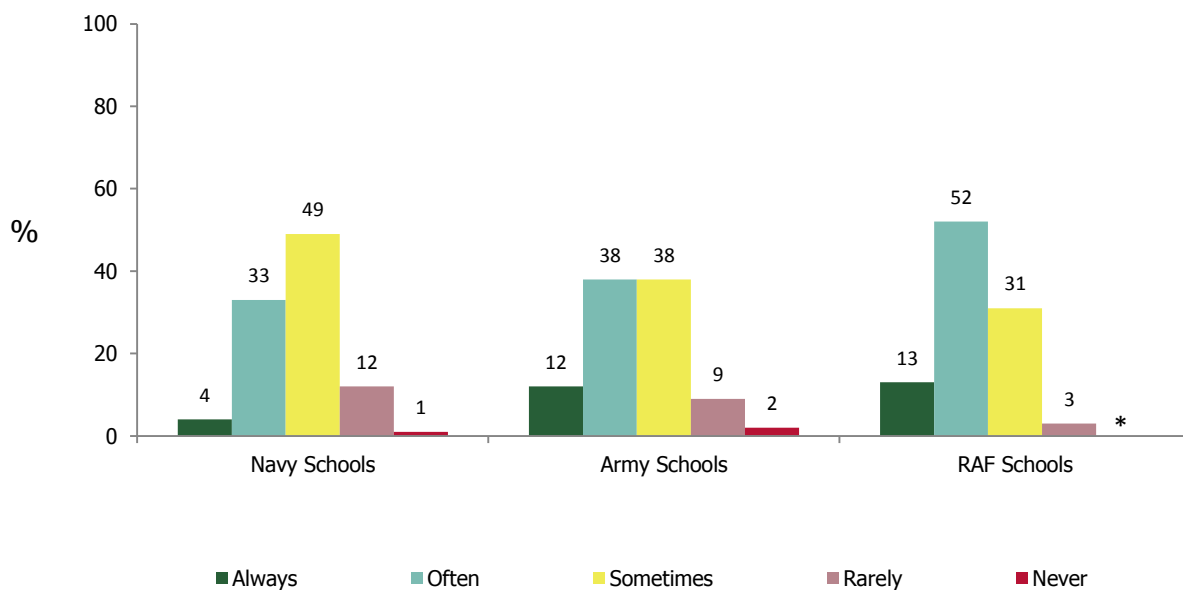
Figure 31

## Were you given enough time to eat your meals?

134. Forty-nine per cent of Phase 1 recruits (down from 51% last year, 54% in 2011 and 56% in 2010) felt that they were given enough time to eat their meals. Recruits in the RAF were the most likely to say that they were given enough time to eat their meals (65%) compared with Army recruits (50%) who were in turn more likely to say they were given enough time to eat their meals than Navy recruits (37%, down from 45%) (figure 32).

### Phase 1

## Were you given enough time to eat your meals?

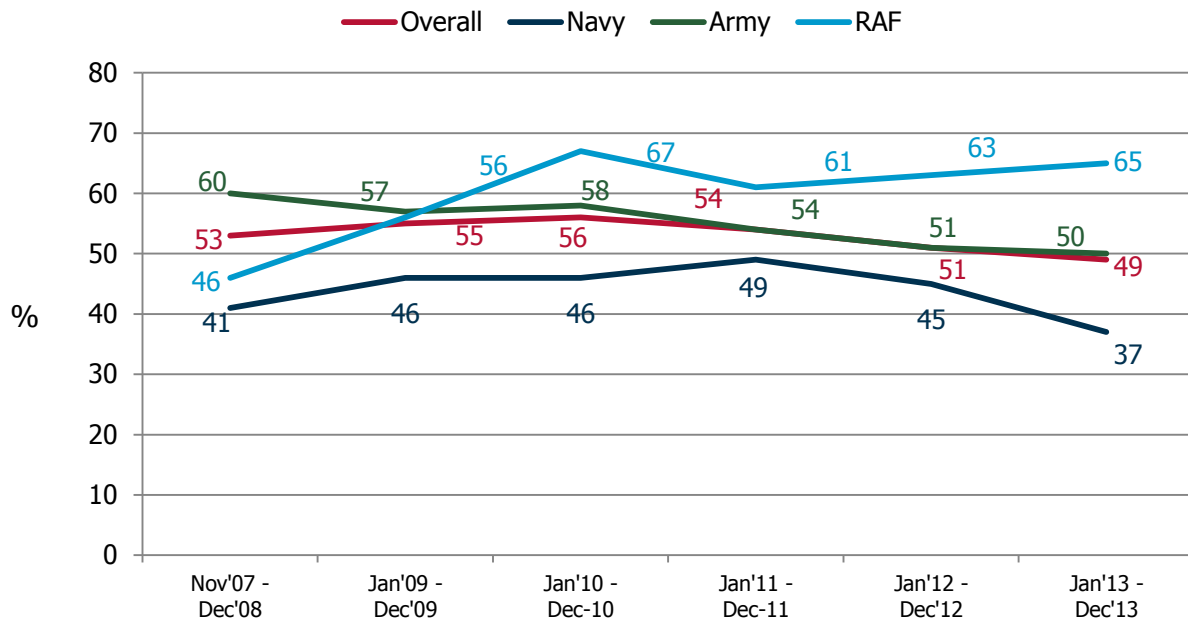


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 32

## Phase 1

### Were you given enough time to eat your meals?



#### % 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) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

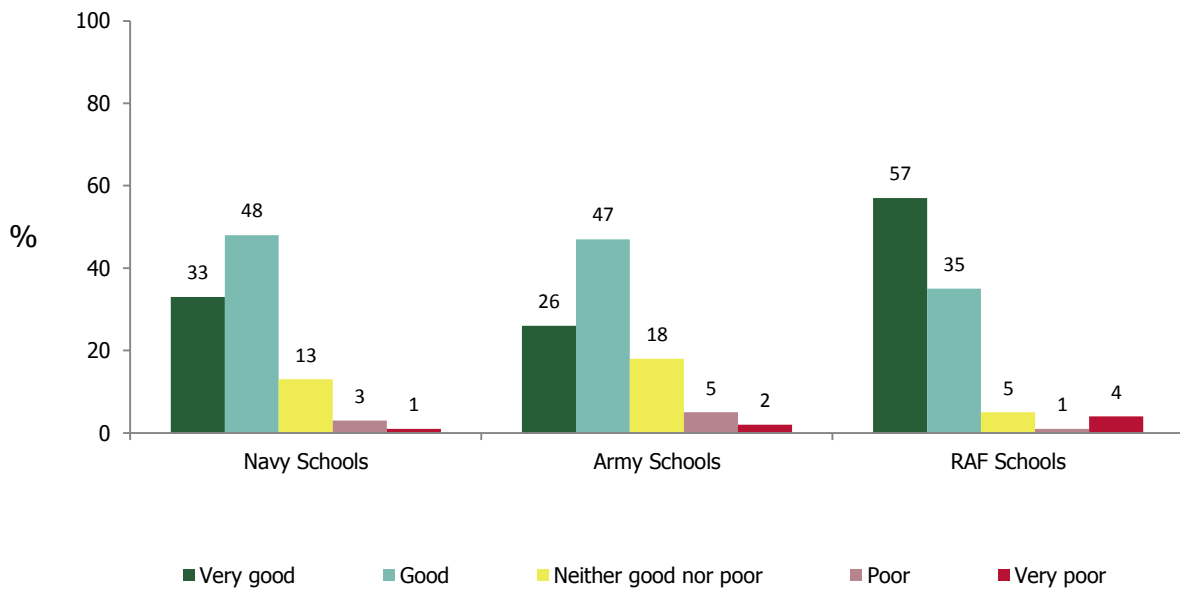
Figure 33

## PRIVATE CONTACT WITH TRAINING STAFF

135. Seventy-eight per cent of Phase 1 recruits rated the opportunity to talk privately with training staff as good (up from 76%). RAF recruits were more likely to rate the opportunity to talk privately with training staff as good (92%) compared with Navy recruits (80%) who were in turn more likely to rate this as good than Army recruits (73%) (figure 34).

### Phase 1

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



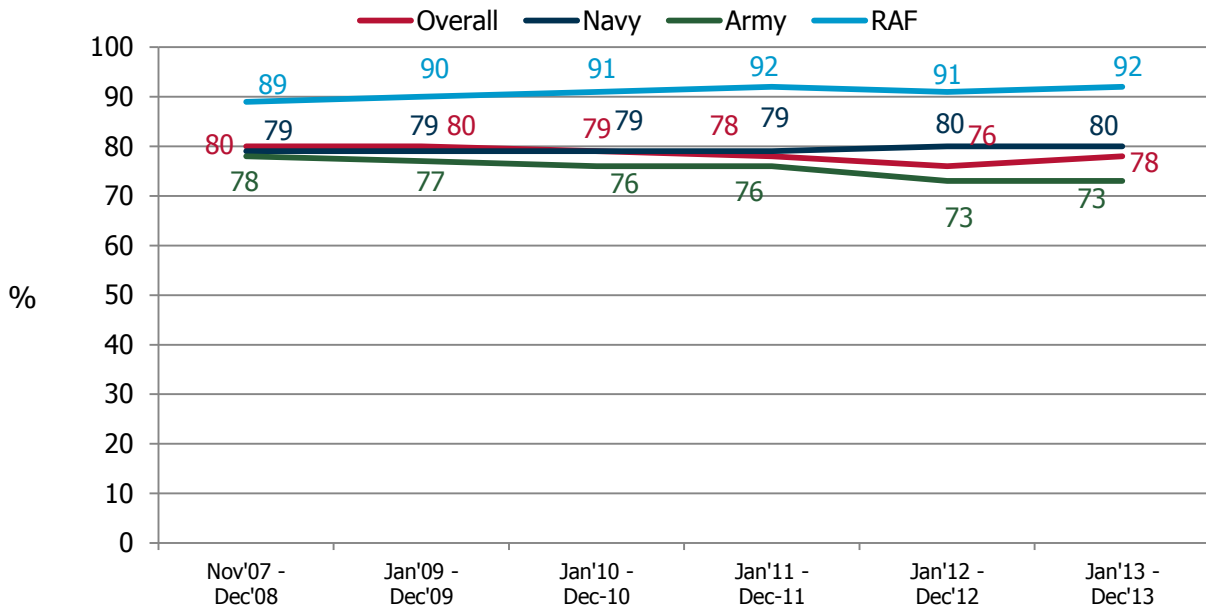
Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 34



## 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, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 35

## RELIGION<sup>16</sup>

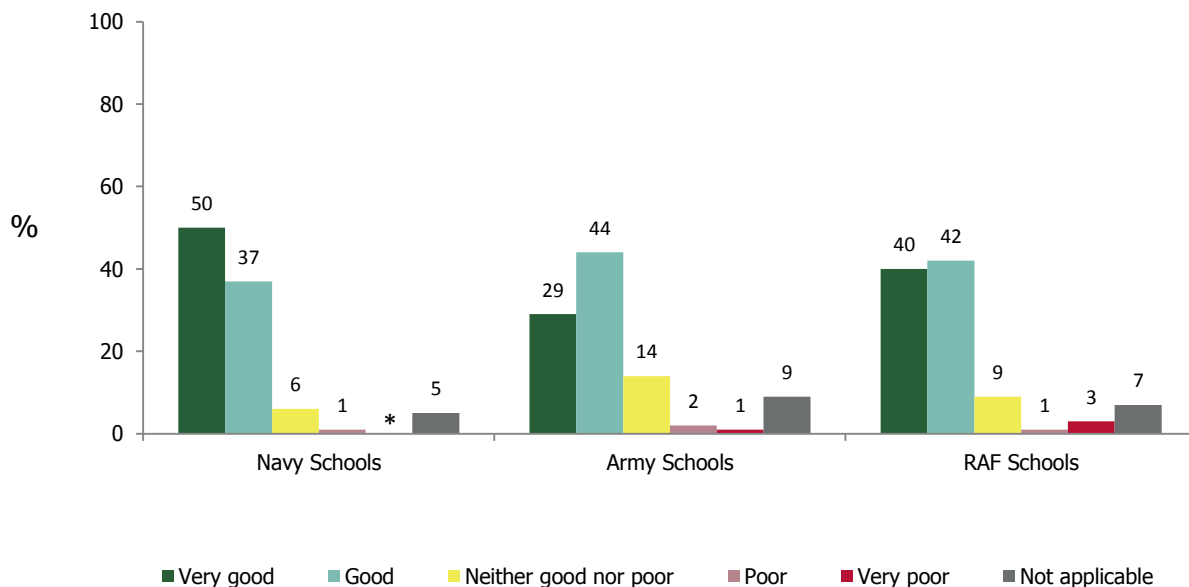
136. Seventy-eight per cent of recruits rated the opportunity to talk privately with the chaplains/padres at their school as good (up from 74%).

137. Recruits in the Navy were more likely to rate this as good (87%, up from 85%) compared with RAF recruits (82%, up from 78%) who were in turn more likely to rate their opportunity to talk privately with chaplains/padre as good than Army recruits (73%, up from 71%) (figure 36).

138. Christian recruits (81%) were more likely to rate the opportunity to talk privately with chaplains/padre as good than recruits who said they had no religion (75%).

### Phase 1

#### How would you rate the opportunity to talk privately with chaplains/padre?



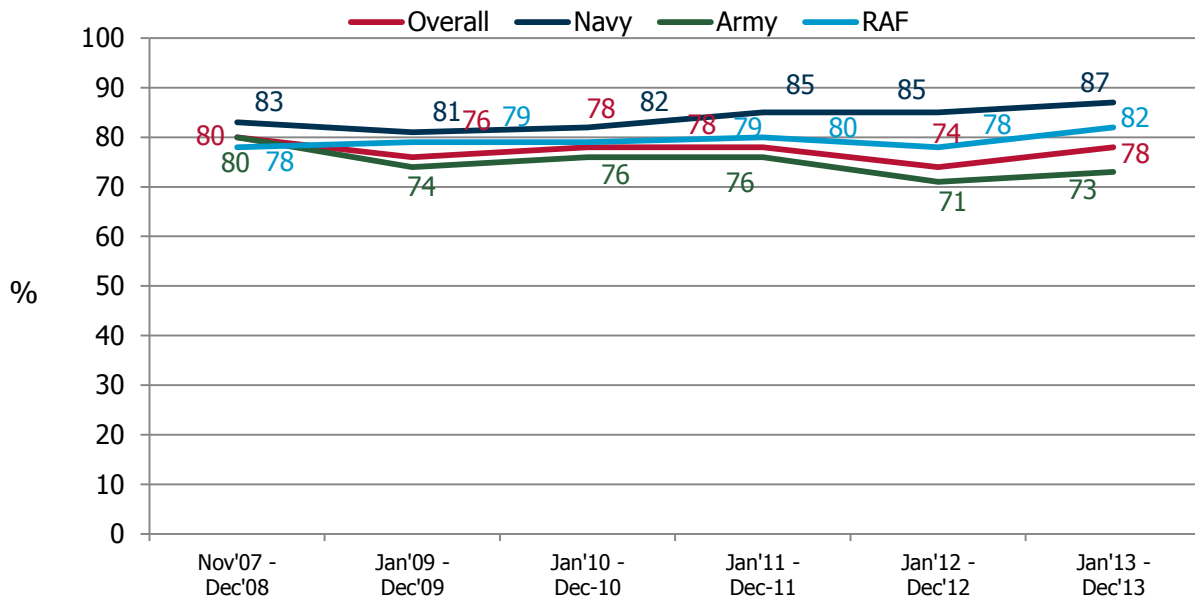
Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 36

<sup>16</sup>Questions 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?**



### % 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) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 37

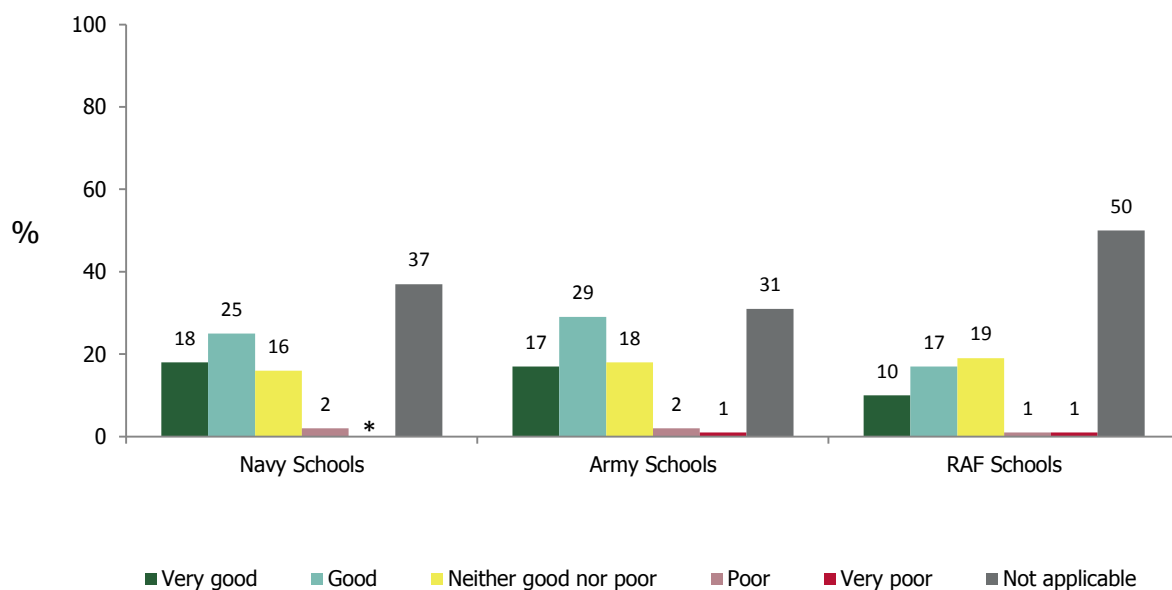
139. Forty-two per cent of recruits rated the opportunity to practise their faith as good. Army recruits (46%, up from 43%) were more likely to say this than those in the Navy (42%) who were in turn more likely to say they had the opportunity to practise their faith than RAF recruits (27%) (figure 38).

140. Overall, thirty-five per cent said that this question did not apply to them. RAF recruits were the most likely to say this (50%), followed by Navy recruits (37%), who were more likely to say that having the opportunity to practise their faith did not apply to them than those in the Army (31%, down from 33%).

141. Three per cent rated the opportunity to practise their faith as poor (down from 4%). Army recruits were more likely to say this (4%) than those in the RAF (3%, down from 6%) who were in turn more likely to rate their opportunity to practise their faith as poor than Navy recruits (2%).

## Phase 1

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

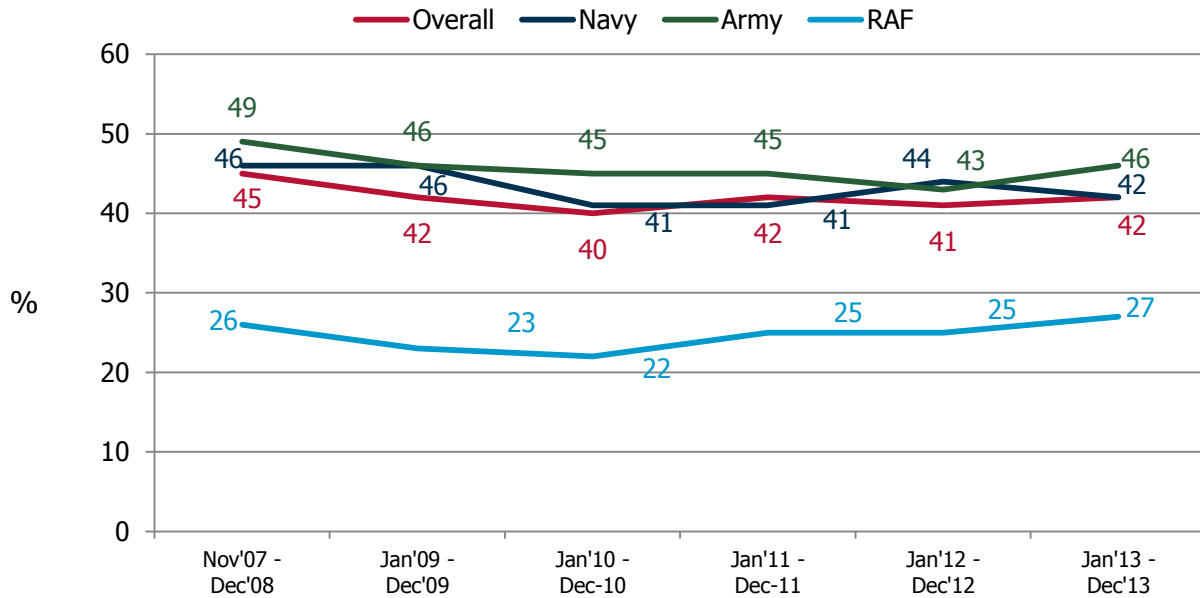


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 38

## 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, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

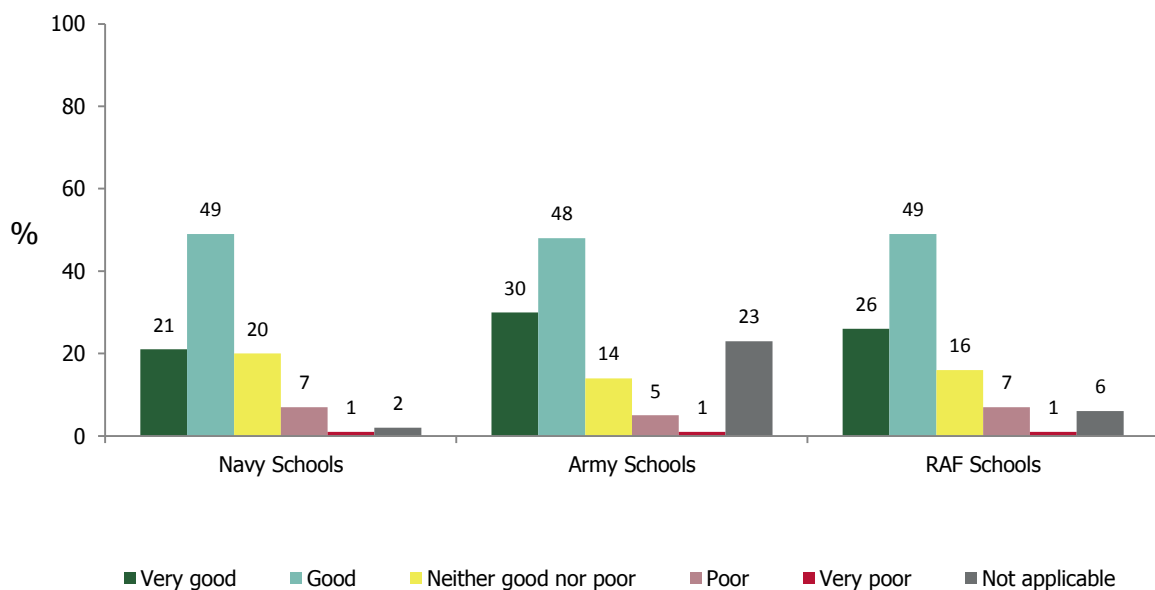
Figure 39

## CONTACT WITH FRIENDS AND FAMILY

142. The majority of recruits (76%, down from 79% last year and 82% in 2011) said that the opportunity to keep in contact with family and friends was good. Army recruits were more likely to rate this as good (78%, down from 80% and 84% in 2011) than those in the RAF (75%) who were in turn more likely to rate the opportunity to keep in contact with friends and family as good than those in the Navy (70%, down from 76%) (figure 40).

### Phase 1

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

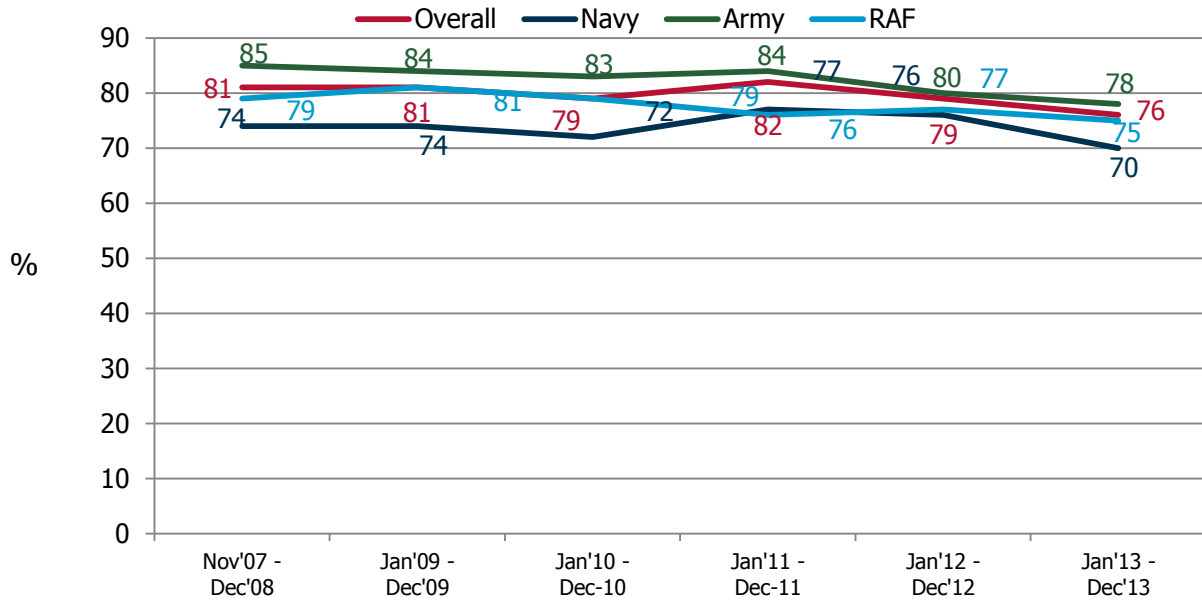


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 40

## 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, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

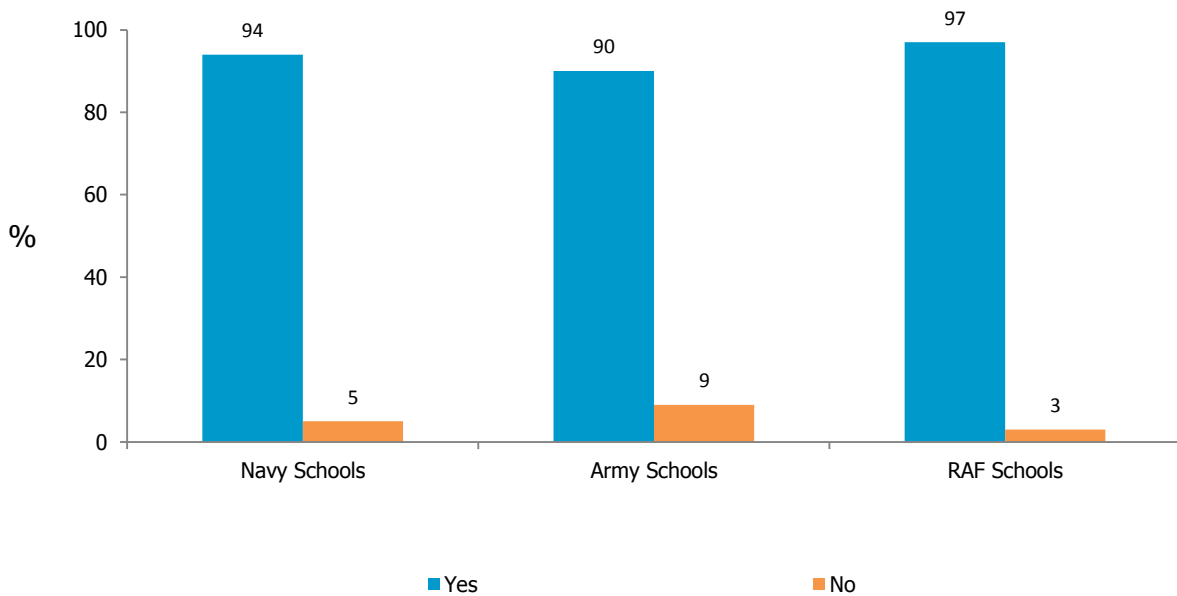
Figure 41

## STAFF SUPPORT

143. Overall, 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 outside of training hours (97%) than Navy recruits (94%) who were in turn more likely to say this than Army recruits (90%) (figure 42).

### 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?**



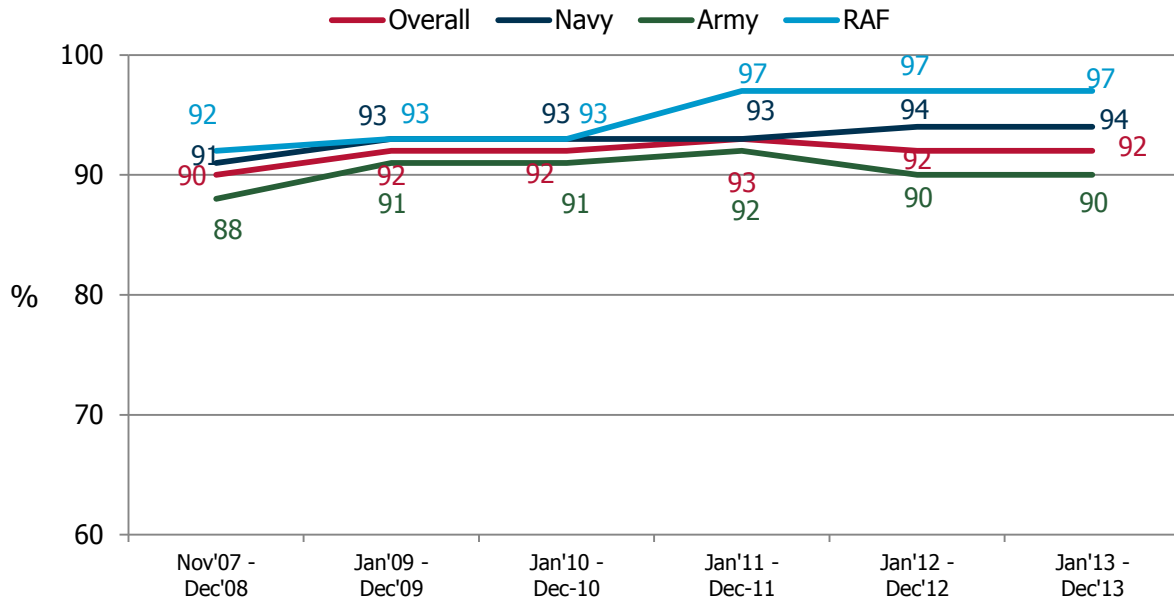
Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 42



## 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

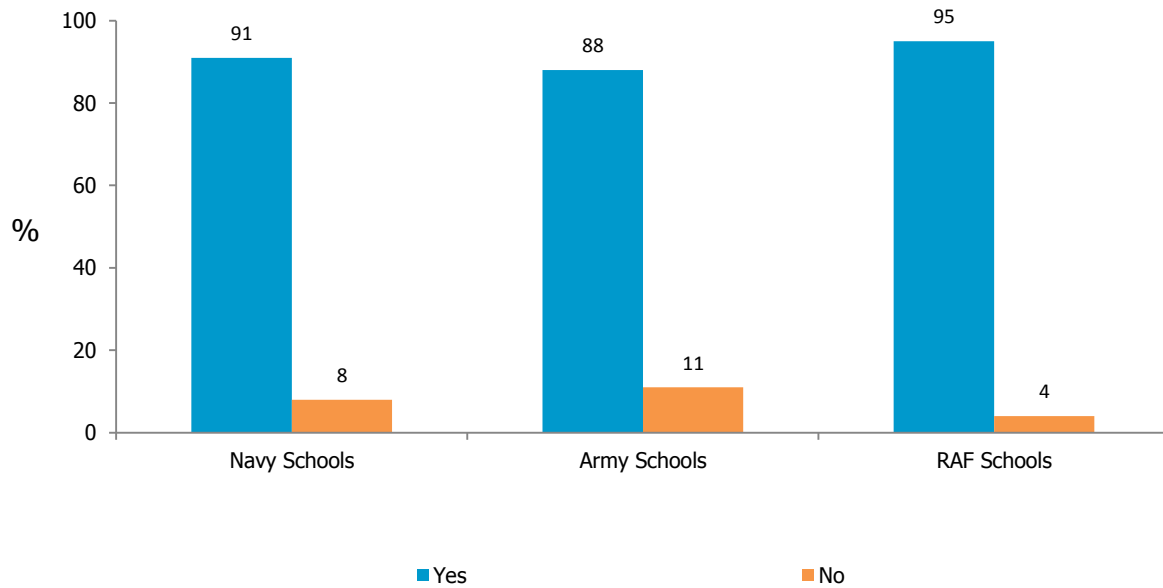
Number of respondents: December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 10,100, RAF, 2,952), December '10 (phase 1, 9,210, Navy, 2,257, Army, 5,460, RAF, 1,493), December '11 (Phase 1, 8,589, Navy, 1,435, Army, 6,083, RAF, 1,071) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 43

144. In total, nine in ten (90%) 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%), followed by Navy recruits (91%) and Army recruits (88%) (figure 44).

### Phase 1

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

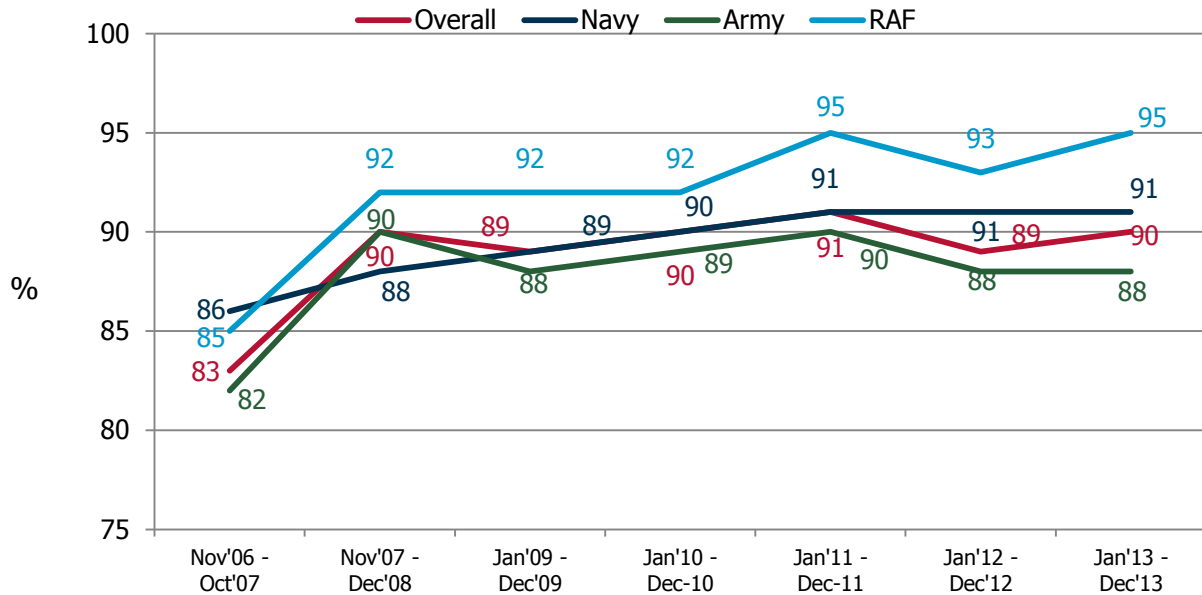


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 44

## Phase 1

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



### % Positive

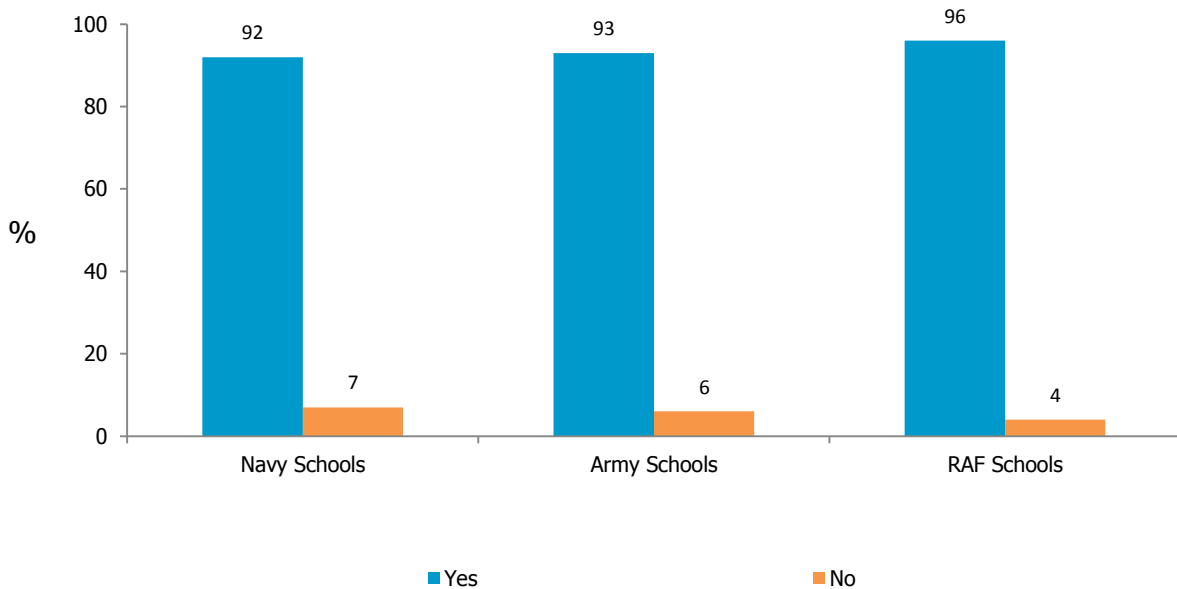
Number of respondents: Number of respondents: October '06 (Phase 1, 13,600, Navy, 2,656, Army, 10,211, RAF, 733), October '07 (Phase 1, 14,501, Navy, 2,459, Army, 10,505, RAF, 1,537), December '08 (Phase 1, 16,240, Navy, 3,467, Army, 9,966, RAF, 2,807), December '09 (Phase 1, 16,166, Navy, 3,114, Army, 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) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 45

145. Ninety-three per cent of recruits said that if they had problems with administration, there was someone who could help them, up from 92%. Recruits in the RAF were the most likely to say there was someone who could help them with administration (96%, up from 94%) compared with those in the Army (93%) and Navy (92%) (figure 46).

## 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: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

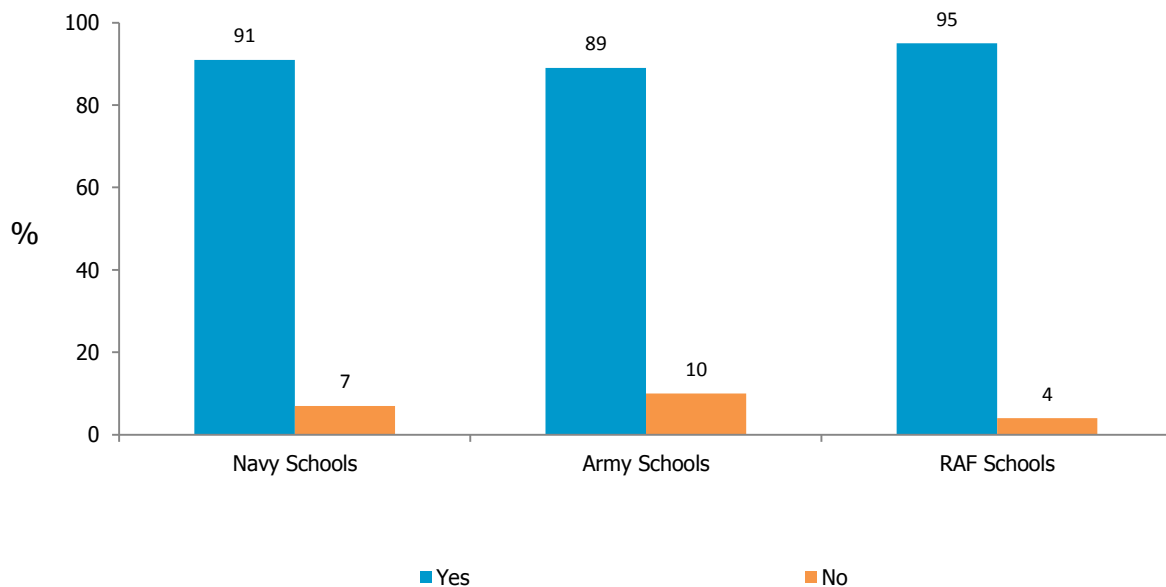
Figure 46

146. Ninety per cent of recruits (up from 88%) felt that they had the opportunity to raise all of their concerns with a person in authority at their school. RAF recruits were the most likely to say this (95%, up from 93%), followed by Navy recruits (91%), who were more likely to say that they had the opportunity to raise all of their concerns with a person in authority than those from Army schools (89%, up from 87%) (figure 47).

147. 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 (down from 9%).

## 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 the unit?**

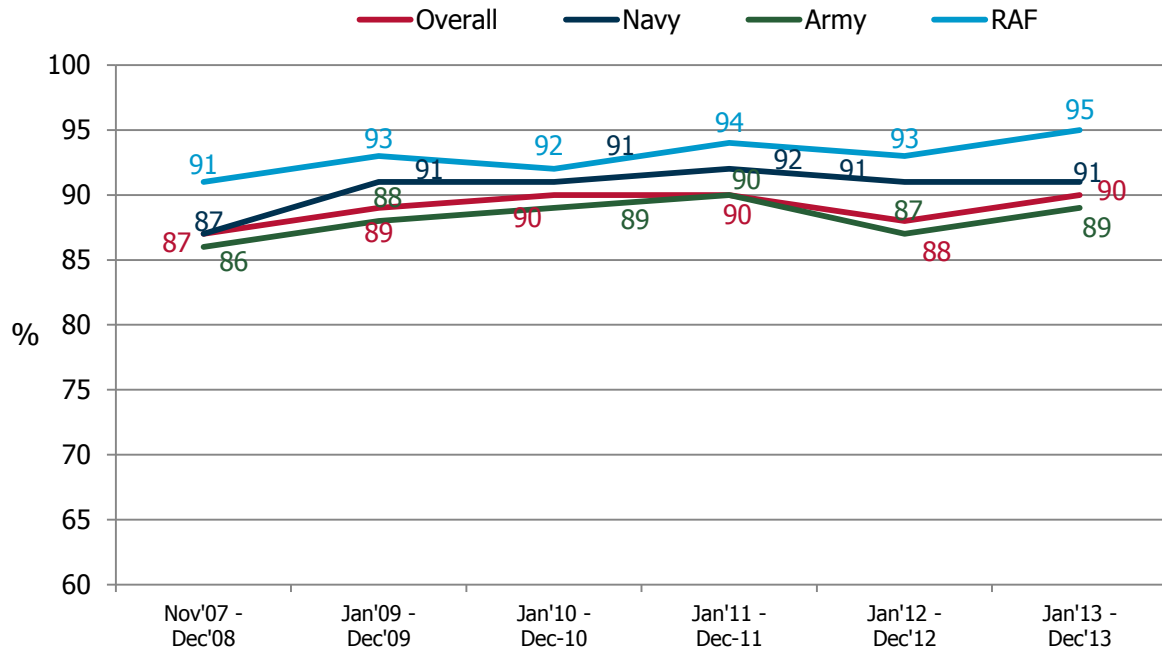


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 47

## Phase 1

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



### % 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) December '12 (Phase 1, 10,189, Navy, 1,823, Army, 7,209, RAF, 1,157) ) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 48

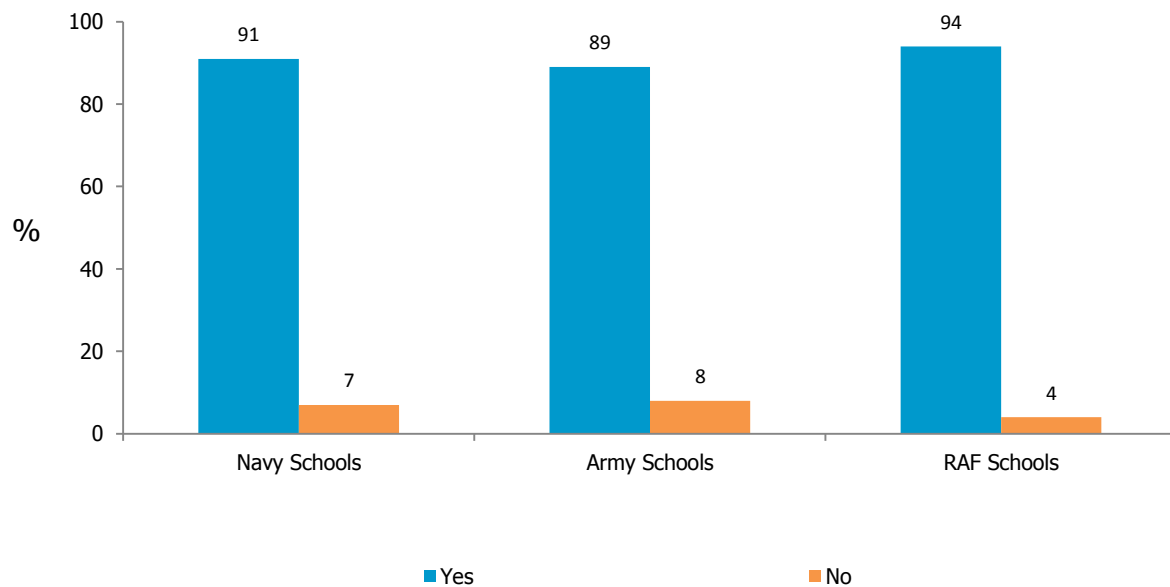
### Do you know how to complain about poor or unfair treatment or bullying?

148. Ninety per cent of Phase 1 recruits said that they knew the procedure for complaining about poor or unfair treatment or bullying. RAF recruits (94%, up from 92%) were more likely to say this than Navy recruits (91%), who in turn were more likely to know the procedure for complaining about bullying or unfair treatment than Army recruits (89%) (figure 49).

149. Female recruits were more likely to say they knew the procedure for complaining (93%) than male recruits (90%), as were recruits aged 18 years and above (91%) compared with those aged 16-17 (87%).

### Phase 1

### Do you know how to complain about bullying or unfair treatment at the unit?

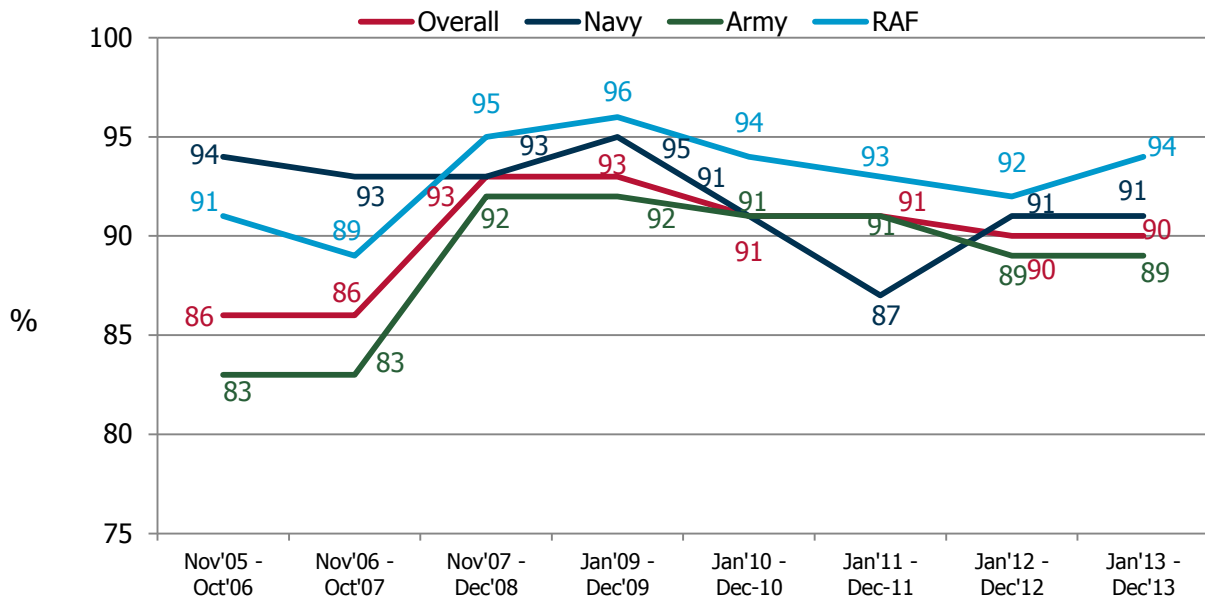


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 49

## Phase 1

### Do you know to complain about poor or unfair treatment or bullying at the unit?



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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 50



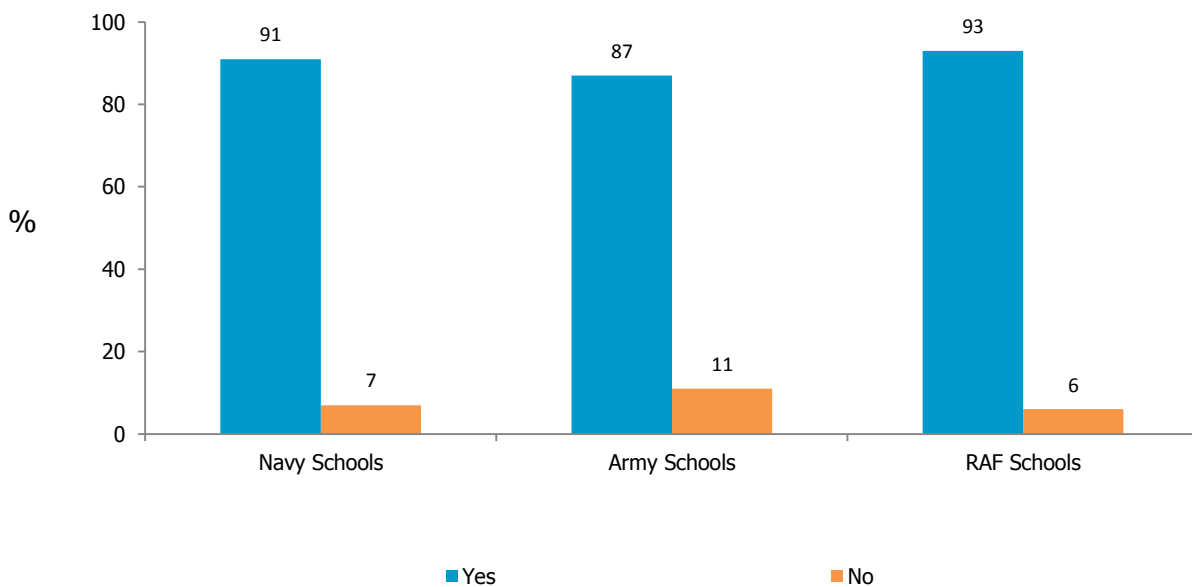
## COMPLAINTS

150. Eighty-nine per cent of recruits said that they knew who to go to if they wanted to make a complaint at their school, up from 87% last year. RAF recruits (93%, up from 86%) were more likely to know who to go to if they wanted to make a complaint than Navy recruits (91%) who were in turn more likely to say this than recruits in the Army (87%) (figure 51). Recruits aged 18 years and above (90%) were more likely to say that they knew who to go to if they wanted to make a complaint than those aged 16-17 years old (80%) as were female recruits (91%) compared with their male counterparts (89%).

151. Nine per cent of recruits said that they did not know who to go to if they wanted to make a complaint (down from 11%). Recruits in the Army (11%) were more likely to say they did not know who to go to than Navy recruits (7%) and RAF recruits (6%, down from 13%) and white recruits (9%) were more likely to say this than non-white recruits (7%).

### Phase 1

#### Did you know who to go to if you wanted to make a complaint at the unit?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 51

152. Overall, fifty-six per cent of recruits believed that complaints were dealt with in a fair manner at their school, up from 50% last year. Navy recruits (61%, up from 55%) were more likely to say this than RAF recruits (57%, up from 49%) who were in turn more likely to say that complaints were dealt with in a fair manner than Army recruits (53%, up from 49%) (figure 52).

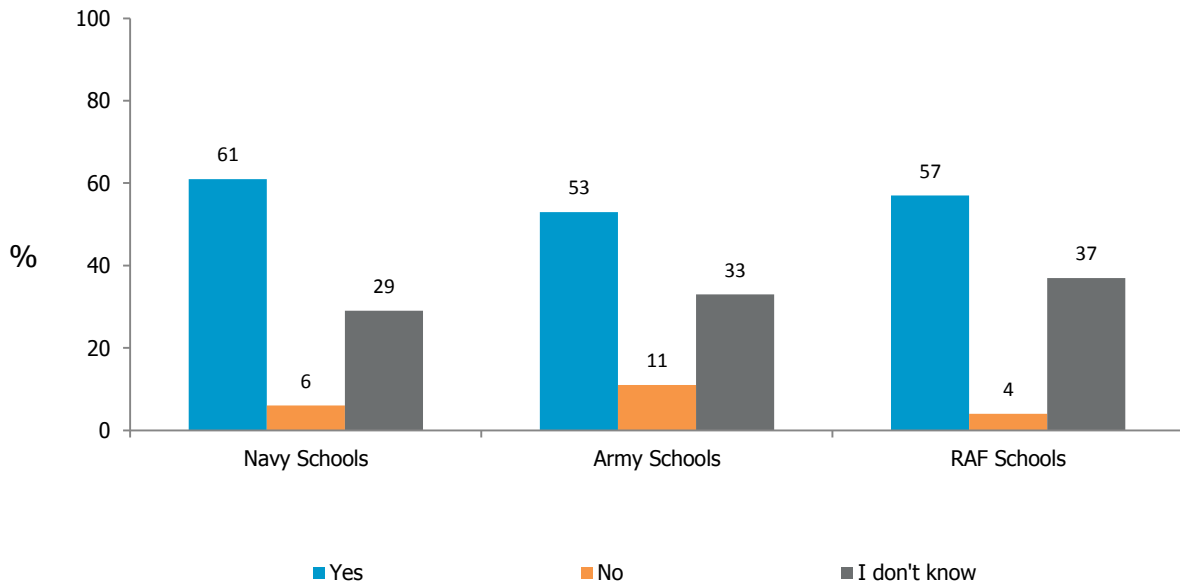
153. Thirty-two per cent said that they did not know if complaints were dealt with in a fair manner (down from 37%). RAF recruits were more likely to say that they did not know (37%, down from 43%) than Army recruits (33%, down from 36%) who were in turn more likely to say that they did not know than Navy recruits (29%, down from 36%). White recruits were more likely to say that they did not know if complaints were dealt with in a fair manner (33%) than non-white recruits (27%).

154. Nine per cent of recruits said that they did not believe complaints were dealt with in a fair manner (down from 10%). Army recruits were more likely to say this (11%) than Navy recruits (6%) who in turn were more likely to say that they did not think complaints were dealt with in a fair manner than RAF recruits (4%, down from 6%). Younger recruits (15% of those aged 16-17 years old) were more likely to say that they did not believe complaints were dealt with in a fair manner compared with those aged 18 years and above (8%).

155. Three per cent of recruits chose not to answer this question. Non-white recruits (4%) were more likely to not answer than white recruits (3%) as were those aged 18 years old and above (3%) compared with younger trainees (2% of those aged 16–17 years old).

## Phase 1

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



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 52

156. The 819 Phase 1 recruits who said that they did not think complaints were dealt with fairly were asked why they thought this. Please note that all percentages in this section refer to the proportions of recruits who answered this question i.e. those who did not think that complaints were dealt with in a fair manner and gave a response.

157. The most common reason for recruits to think that complaints were not dealt with in a fair manner was the belief that people were not taken seriously (52%, down from 58%). Army recruits (55%) were more likely to say that people were not taken seriously than Navy recruits (44%, down from 57%) and RAF recruits (39%) (figure 53).

158. Forty-seven per cent of the recruits who did not think that complaints were dealt with in a fair manner felt that complaining would have caused them problems on the course. White recruits (48%) were more likely to say that complaining would have caused them problems on the course than non-white recruits (35%).

159. Forty per cent of recruits who felt that complaints were not dealt with fairly said that nothing is ever done about complaints. Army recruits (42%) and Navy recruits (40%) were both more likely to say this than RAF recruits (23%, down from 40%). Recruits aged 16-19 (49%) were more likely to say that nothing is ever done about complaints than those aged 20 years and above (32%).

160. The next most commonly cited reason amongst recruits who did not feel that complaints were dealt with fairly was the belief that higher ranks are always taken more seriously (34%). Navy recruits (38%) and Army recruits (34%) were more likely to say that higher ranks are taken more seriously than RAF recruits (16%, down from 31%).

161. Twenty-nine per cent of recruits who did not think complaints were dealt with fairly felt that people who complain are considered troublemakers. White recruits (30%) were more likely to say this than non-white recruits (15%).

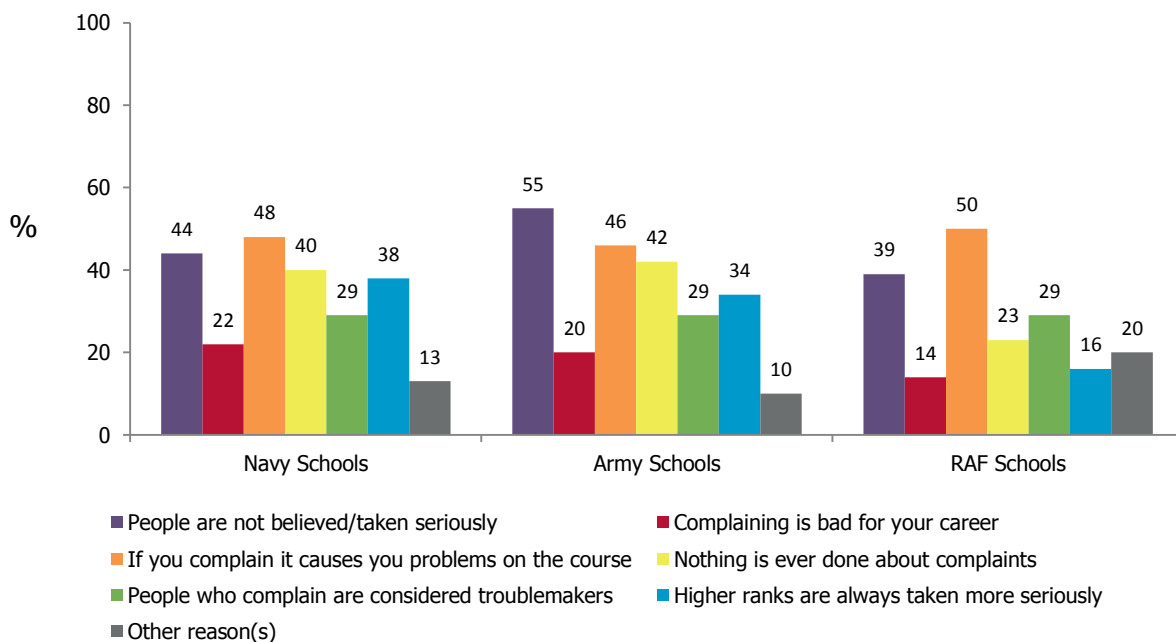
162. Twenty per cent of these recruits felt that complaining is bad for your career. The proportion of Army recruits saying this has increased (20%, up from 16%).

163. Eleven per cent of recruits who did not think complaints were dealt with fairly specified other reasons. RAF recruits (20%) were more likely to specify other reasons than Army recruits (10%).

164. The rank order of reasons as to why complaints are not dealt with in a fair manner has not changed since last year.

## 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): Royal Navy schools (149), Army schools (614), RAF schools (56)

Figure 53<sup>17</sup>

<sup>17</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## FAIRNESS, EQUALITY AND DIVERSITY

### EQUAL TREATMENT

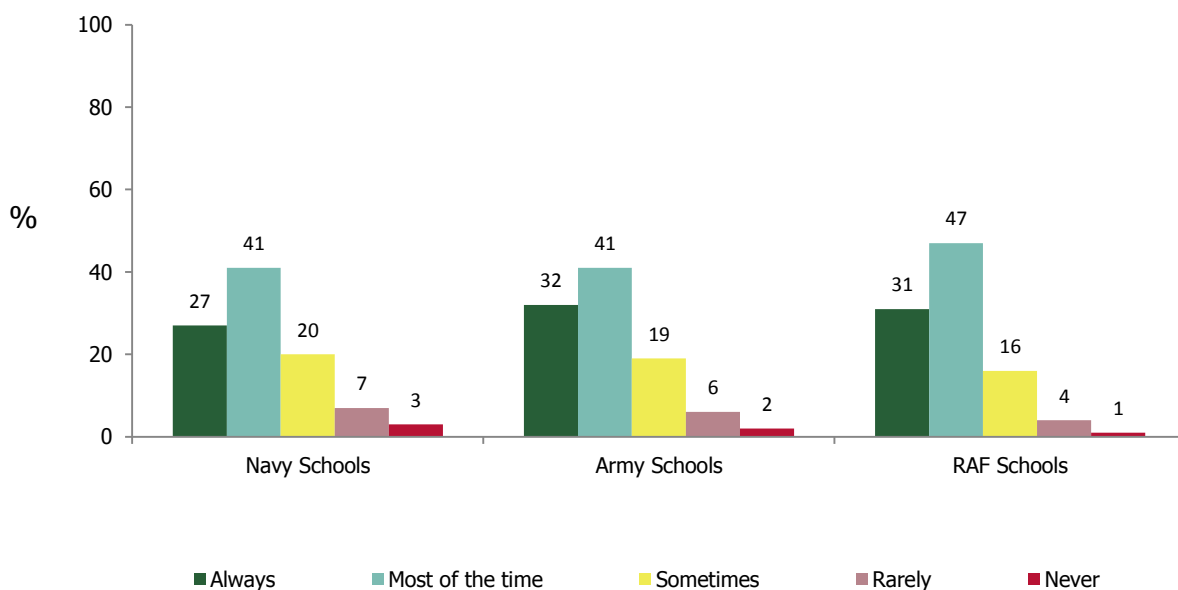
165. The majority of Phase 1 recruits (72%) felt that all trainees were treated equally either 'always' or 'most of the time', whereas 8% felt that trainees were treated equally 'rarely' or 'never' at their school.

166. Trainees in the RAF (79%) were the most likely to feel that all trainees were treated equally, followed by Army trainees (73%) and Navy trainees (69%, down from 73% last year and 77% in 2011) (figure 54).

167. A higher proportion of white recruits (73%) felt that recruits were treated equally than non-white recruits (69%).

### Phase 1

#### Whilst at the unit, trainees were all treated equally



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

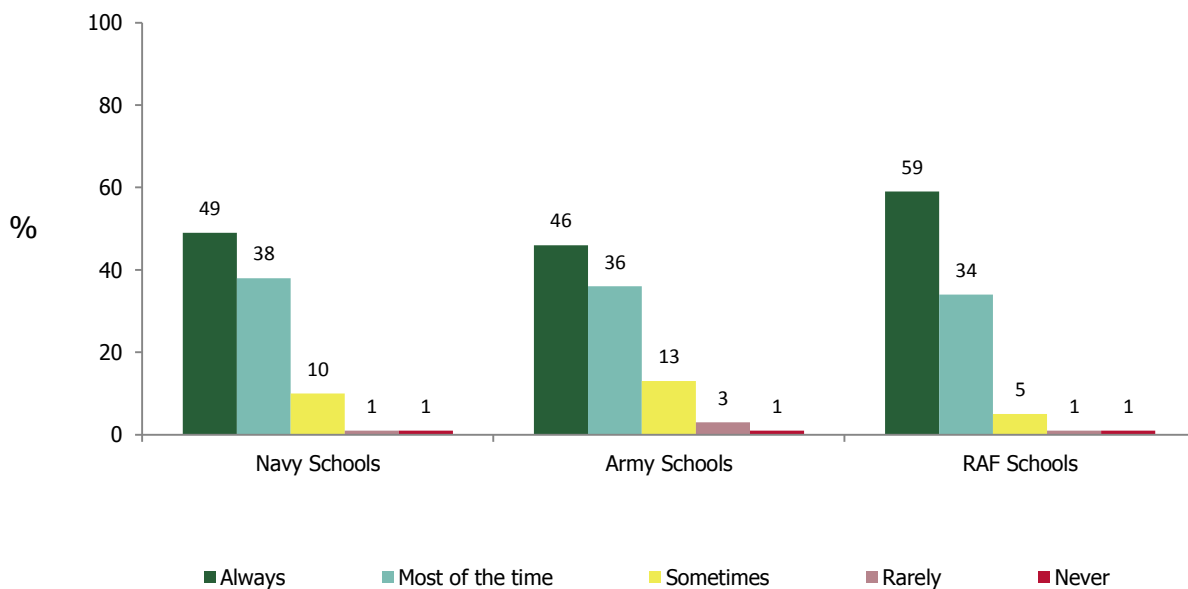
Figure 54

168. The majority of Phase 1 recruits (85%, up from 84%) felt that they were treated fairly always or most of the time whilst at their school. Recruits in the RAF (93%, up from 89%) were more likely to say that they were treated fairly than those in the Navy (87%) who were in turn more likely to feel that they were treated fairly than those in the Army (82%) (figure 55). Three per cent (down from 4%) felt they were treated fairly 'rarely' or 'never'.

169. Female recruits (88%) were more likely to say that they were treated fairly always or most of the time than male recruits (85%) as were white recruits (86%) compared with non-white recruits (79%).

## Phase 1

### Whilst at the unit, I was treated fairly



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

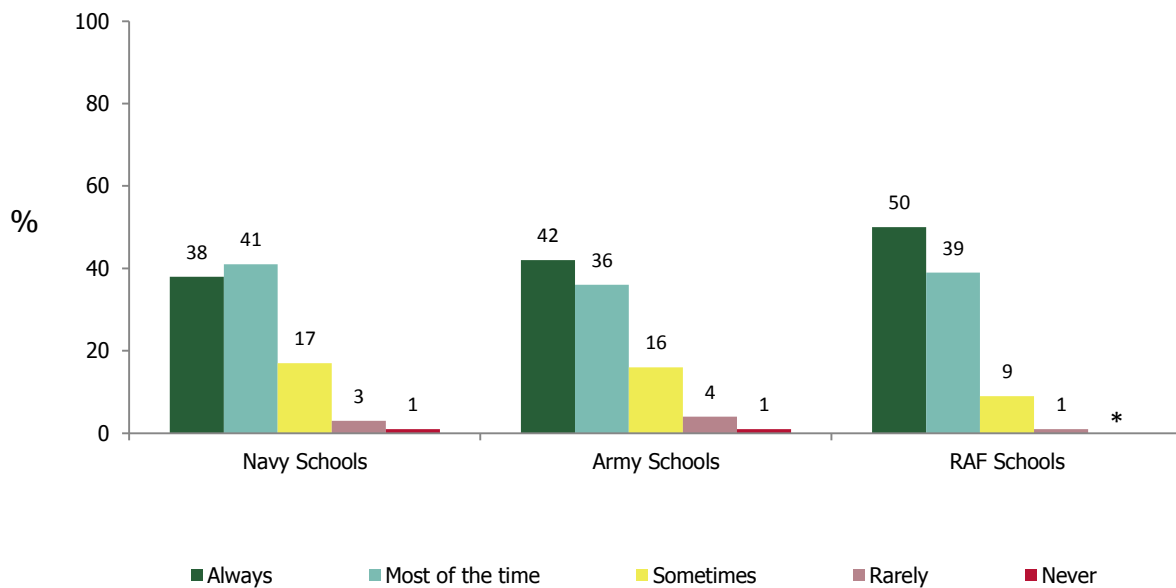
Figure 55

170. Overall, eight in ten (80%) recruits believed that rules were applied fairly. Recruits in the RAF (89%) were more likely to say that rules were applied fairly than those in the Army (79%), and the Navy (78%, down from 81%) (figure 56).

171. A higher proportion of recruits aged 18 years and above (81%) said that rules were applied fairly than younger recruits (77% of those aged 16-17 years old).

## Phase 1

### Whilst at the unit, rules were applied fairly



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 56



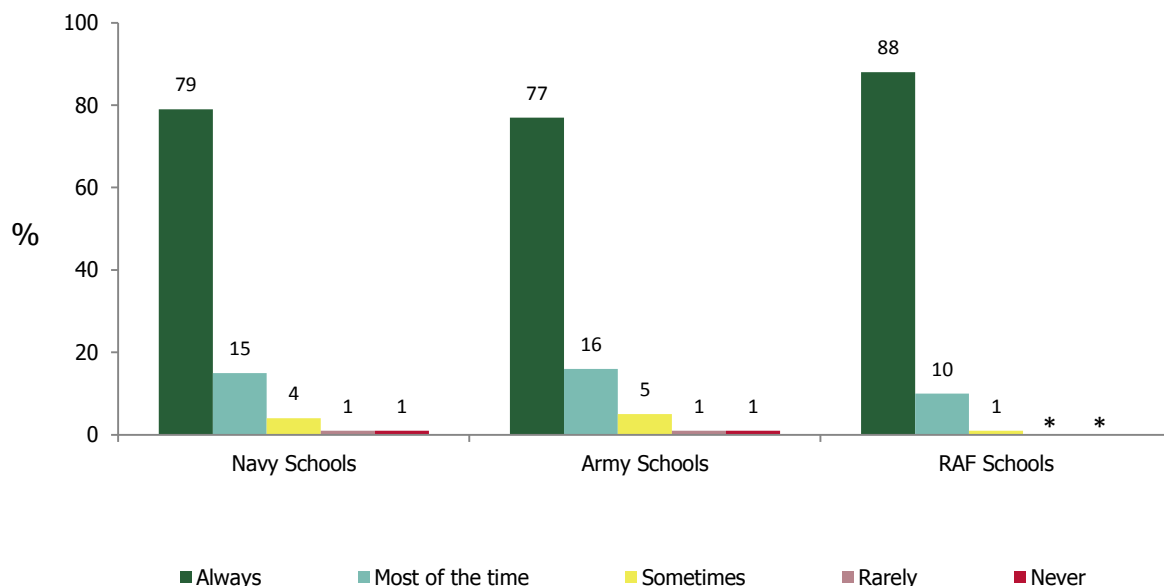
172. The majority of recruits (93%) felt that training was conducted without sexual or racial harassment 'always' or 'most of the time' whereas 2% felt that training was conducted without sexual or racial harassment 'rarely' or 'never'.

173. Recruits in the RAF (98%, up from 96%) were more likely to say that training was conducted without sexual or racial harassment than those in the Navy (94%) who were in turn more likely to say this than those in the Army (92%, down from 93% last year and 94% in 2011) (figure 57).

174. Recruits aged 16-30 years old (94%) were more likely to say that training was conducted without sexual or racial harassment than those aged 31 years and above (89%). White recruits (94%) were more likely to have said that training was conducted without sexual or racial harassment than non-white recruits (87%).

## Phase 1

### Whilst at the unit, training was conducted without sexual or racial harassment



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 57

## **BAD OR UNFAIR TREATMENT**

175. 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, 2011, 2012 and 2013 two separate questions were asked, one concerning staff and one trainees.

176. In this report, the findings for bad or unfair treatment by staff and trainees are reported separately. The data for these two questions have been amalgamated to show the proportion of recruits who believe they were badly or unfairly treated by staff and/or trainees. Please note, this may not be directly comparable to 2005/6 and 2007/8 due to the difference in the way the question was asked, however is directly comparable to data from 2006/7, 2009, 2010, 2011 and 2012 reporting periods.

## **BAD OR UNFAIR TREATMENT BY STAFF**

177. Overall, seven 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 (8%) than those in the Navy (5%) who were in turn more likely to say this than those in the RAF (3%) (figure 58).

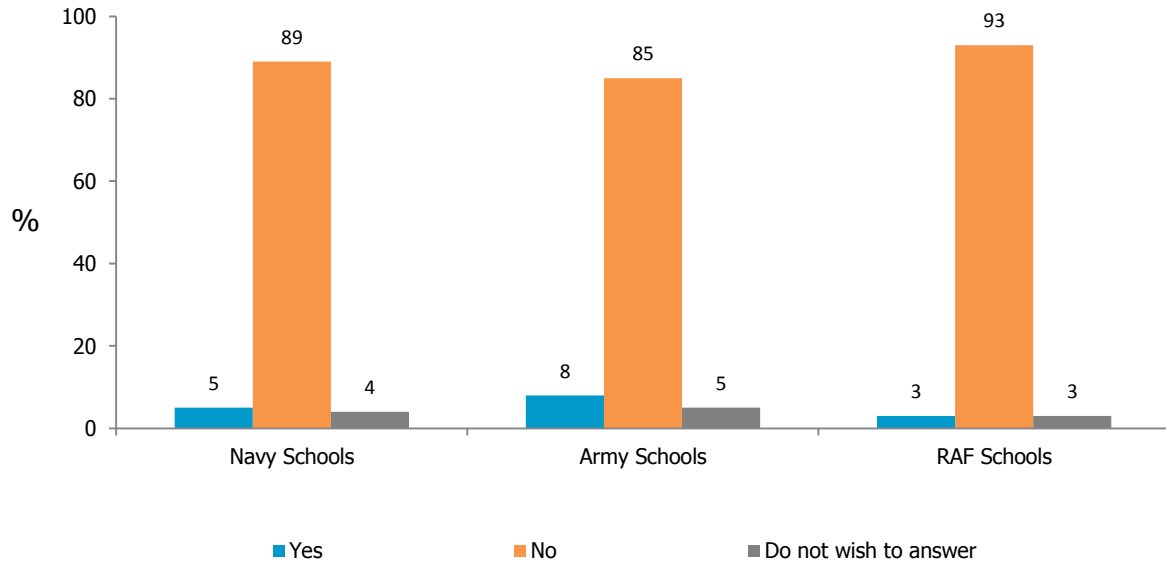
178. The majority of recruits (88%) said that they had not been badly or unfairly treated by staff. However, it should be noted that 6% of recruits did not wish to answer this question.

179. Recruits in the RAF (93%) were more likely to say that they had not been badly or unfairly treated by staff than those in the Navy (89%) who were more likely to say this than those in the Army (85%).

180. Overall, non-white recruits (10%) were more likely to say that they had experienced bad or unfair treatment by staff than white recruits (6%) and were more likely to say that they did not wish to answer the question than white recruits (9% of non-white recruits compared with 5% of white recruits).

## Phase 1

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

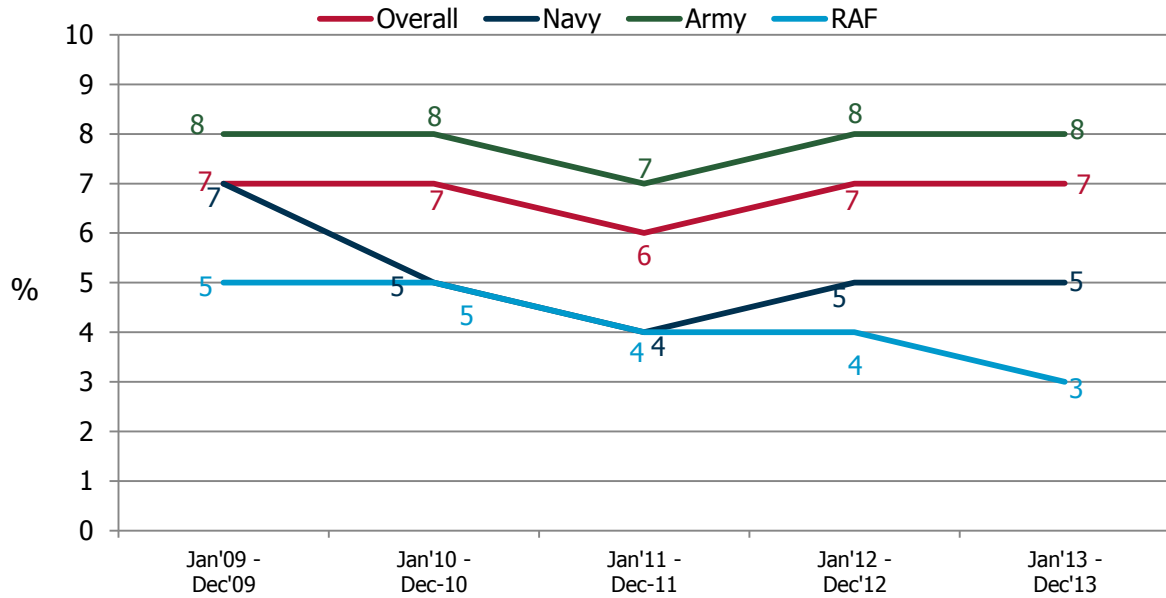


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 58

## Phase 1

**Do you believe that you were badly or unfairly treated by the staff whilst at your unit?**



### % 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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 59

## **BAD OR UNFAIR TREATMENT BY OTHER TRAINEES**

181. Overall, six per cent of recruits felt that they had been badly or unfairly treated by other trainees, this is down from 7% last year. Recruits in the Army (8%) were more likely to say that they had experienced bad or unfair treatment by other trainees than those in the Navy (4%) who were more likely to say this than those in the RAF (2%, down from 4%) (figure 60).

182. Eighty-nine per cent of recruits said that they had not been badly or unfairly treated by other trainees, up from 88% last year. Recruits in the RAF (95%, up from 92%) were more likely to say that they had not been badly or unfairly treated by other trainees than those in the Navy (92%) who were more likely to say this than those in the Army (87%).

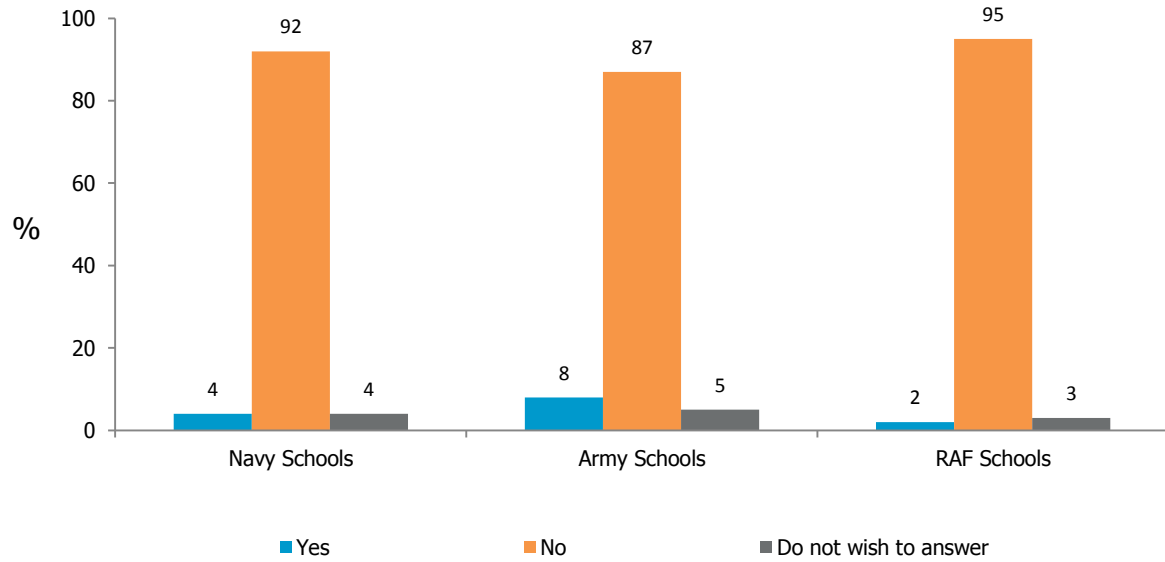
183. It should be noted that 5% of recruits chose not to answer this question. Army recruits (5%) were more likely to not answer than Navy recruits (4%) and RAF recruits (3%).

184. Some age groups were more likely to feel that they were badly or unfairly treated by other trainees. The youngest and oldest groups of trainees (10% of those aged 16-17 years old and 11% of those aged 31 years and above) were more likely to say that they believe they were badly or unfairly treated by other trainees than recruits aged 18-30 years old (6%). Non-white recruits (11%) were also more likely to say that they were badly or unfairly treated by other trainees than white recruits (6%).

185. 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 (81%). Non-white recruits (8%) were also more likely to say that they did not wish to answer the question when compared with white recruits (4%).

## Phase 1

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

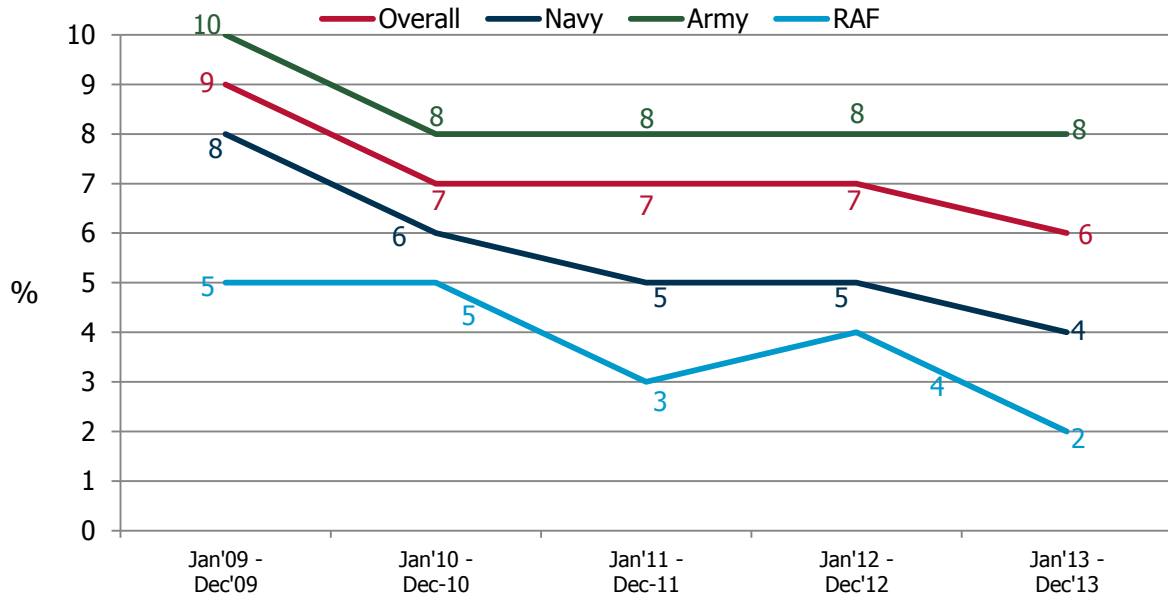


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 60

## Phase 1

**Do you believe that you were badly or unfairly treated by other trainees whilst at your unit?**



### % 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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 61

## **BAD OR UNFAIR TREATMENT BY STAFF AND/OR OTHER TRAINEES**

186. The responses to the two questions about bad or unfair treatment by staff and trainees have been combined to show reported levels of recruits experiencing bad or unfair treatment overall. The majority of recruits (87%, up from 86% last year) said that they had not been badly or unfairly treated by either staff or other trainees whilst at their school.

187. Recruits in the RAF (94%, up from 91%) and Navy (90%) were more likely to say that they had not been badly or unfairly treated by staff or other trainees than Army recruits (84%) (figure 62).

188. One in ten (10%) recruits said that they had been badly or unfairly treated, which represents a decrease of one percentage point compared with last year (11%). Army recruits (13%) were more likely to say that they had experienced bad or unfair treatment than Navy recruits (8%) who were in turn more likely to say this than those in the RAF (5%, down from 8%).

189. Recruits aged 16-17 years old (14%) and those aged 31 years and above (16%) were more likely to say that they had experienced bad or unfair treatment than those aged 18-30 years (10%) and non-white trainees (16%) were more likely to say this than white trainees (10%).

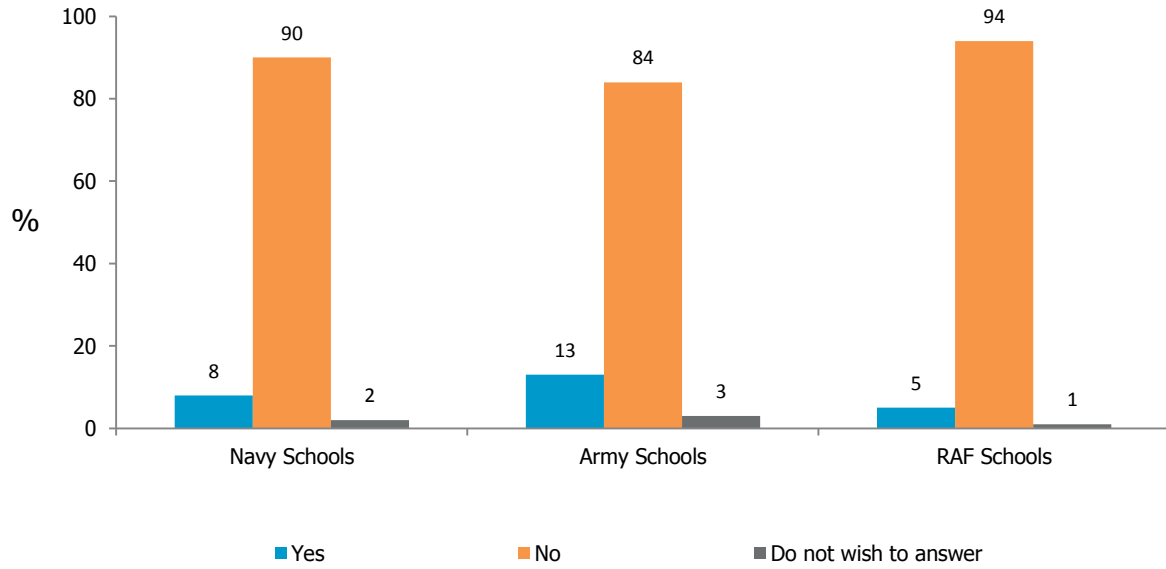
190. White recruits (88%) were more likely to say that they had not been badly or unfairly treated by staff or other trainees than non-white recruits (78%).

191. It should be noted that three per cent of recruits chose not to answer this question. Army recruits (3%) were more likely to do this than Navy recruits (2%) were more likely to do this than RAF recruits (1%). Five per cent of non-white recruits chose not to answer compared with 2% of white recruits.



## Phase 1

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

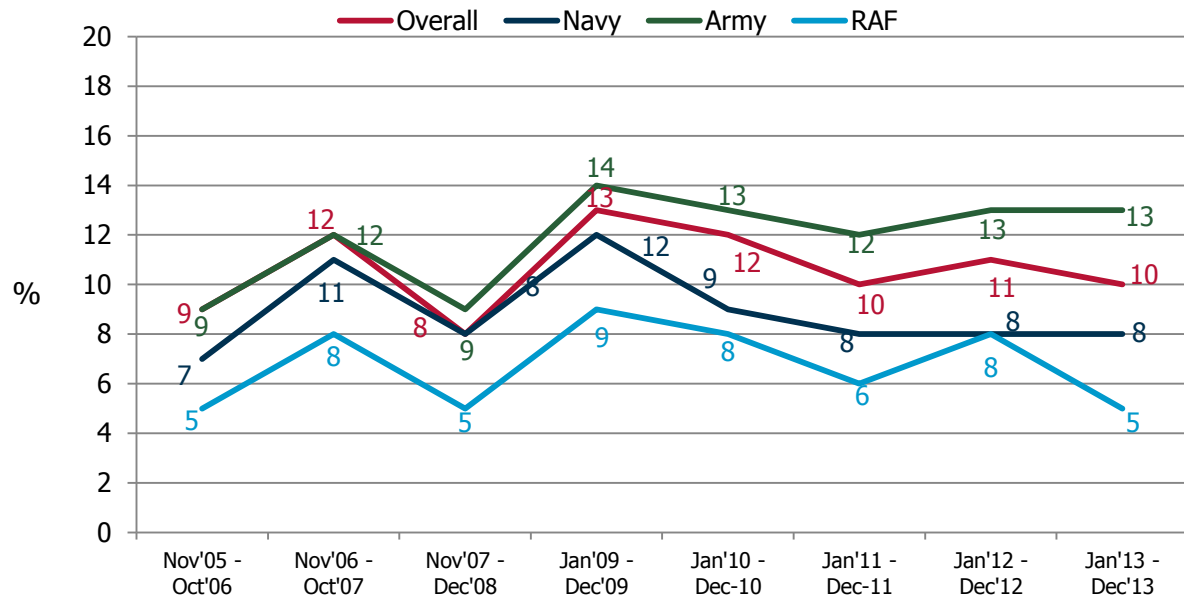


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 62

## Phase 1

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



### % 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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 63

## FORMS OF BAD OR UNFAIR TREATMENT

192. Of all recruits surveyed, 10% of recruits (down from 11% last year) felt that they had been badly or unfairly treated. These 989 recruits were asked to provide more detail on the type of bad or unfair treatment they experienced. It should be noted that 35% of recruits questioned (equal to 342 recruits, and up from 28% last year) stated that they did not wish to answer this question<sup>18</sup>. Those who did were able to select more than one category of bad or unfair treatment.

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

194. Thirty-eight per cent of recruits who felt that they had been badly or unfairly treated said that they had been made fun of and humiliated (down from 43% last year). This equates to 3.9% of all Phase 1 recruits. Male recruits (39%) were more likely to say that they had been made fun of and humiliated than female recruits (22%). Recruits aged 16-17 years old (50%) were more likely to say this than recruits aged 18 years and above (35%).

195. Verbal abuse was cited by 38% of recruits who said that they had been badly or unfairly treated (equating to 3.9% of all Phase 1 recruits). Navy recruits (33%) were less likely to say this than they were last year (45%). Male recruits (39%) were more likely to say that they had been verbally abused than female recruits (22%), as were white recruits (39%) compared with non-white recruits (26%). Recruits aged 16-17 years old (47%) were more likely to say that they had been verbally abused than recruits aged 18 years and above (36%).

196. Twenty-seven per cent of those who stated that they had been badly or unfairly treated said that they had been treated differently to others (equating to 2.8% of all Phase 1 recruits). The proportion of Navy trainees saying this reduced from 34% to 23%. Recruits aged 16-25 years old (29%) were more likely to say that they had been treated differently to others than those aged 26 years and above (17%).

197. 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).

198. 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 cite being intimidated than non-white recruits (16%), as were younger recruits (33% of those aged 16-17 years old) compared with older recruits (23% of those aged 18 years and above).

199. Thirteen per cent of those who said that they had been badly or unfairly treated said that they were always given the worst jobs to do (equating to 1.3% of all Phase 1 recruits). Army recruits (15%) were more likely to say this than Navy recruits (7%) and RAF recruits (3%). Recruits aged 16-17 years old (19%) were more likely to say that they experienced

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<sup>18</sup> 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.

this form of bad or unfair treatment than those aged 18 years and above (11%) and white recruits (13%) were more likely to say that they were always given the worst jobs to do than non-white recruits (6%).

200. Of the recruits who felt that they had been badly or unfairly treated, 9% said that they had been physically abused (e.g. hit or kicked) (equating to 0.9% of all Phase 1 recruits). Army recruits (10%) and Navy recruits (9%) who were badly or unfairly treated were more likely to say that this treatment had been physical abuse than those in the RAF (0%).

201. Among recruits who reported having been badly or unfairly treated, 3% stated that they had been racially harassed (equating to 0.3% of all Phase 1 recruits). Recruits in the Army who were badly or unfairly treated (4%) were more likely to say this than those in the Navy (1%). 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%).

202. One per cent (equivalent to 0.12% of the total number of Phase 1 recruits i.e. 11 recruits) of those who had been badly or unfairly treated said that they had been sexually harassed.

## **BAD OR UNFAIR TREATMENT BY STAFF**

203. Those who said that they had experienced bad or unfair treatment were also asked whether this treatment came from staff or other trainees<sup>19</sup>.

204. Forty-three per cent of recruits who were made fun of or humiliated said that staff were responsible for this (up from 33% last year). This equates to 160 recruits or 1.7% of all Phase 1 recruits. Army recruits (43%) were more likely to say this than they were last year (32%).

205. Of those who said that they experienced verbal abuse, 40% (up from 31% last year) said that this came from staff (equating to 151 recruits or 1.6% of all Phase 1 recruits). Army recruits (41%) were more likely to say this than they were last year (30%).

206. Of those who said that they were intimidated, 53% of recruits said that this intimidation came from staff (equating to 128 recruits or 1.4% of all Phase 1 recruits).

207. Forty-two per cent of recruits who said that they were treated differently said that this was by staff (equating to 114 recruits or 1.2% of all Phase 1 recruits).

208. The proportion of recruits who said that they were picked on by staff was 35%, up from 28% (equating to 91 recruits or 1.0% of all Phase 1 recruits). Army recruits were more likely to say this than they were last year (35%, up from 25%)

209. Of those who said that they had been physically abused, 55%, up from 39%, said that they had experienced this form of treatment from staff (equating to 49 recruits or 0.5% of all Phase 1 recruits). Army recruits were more likely to say this than they were last year (54%, up from 38%).

210. Of those who said that they were given the worst jobs to do, 40% said that this was by staff (equating to 49 recruits or 0.5% of all Phase 1 recruits).

211. Of those who said that they were sexually harassed, 36% said that this was by staff (equating to four recruits or 0.04% of all Phase 1 recruits).

212. Thirteen per cent of trainees who said that they were racially harassed said that this was by staff (equating to four recruits or 0.04% of all Phase 1 recruits).

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<sup>19</sup> 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**

213. Of those who said that they were made fun of or humiliated, 50% said that this came from other trainees (equating to 188 recruits or 2.0% of all Phase 1 recruits). Army recruits (51%) were less likely to say other trainees made fun of or humiliated them than they were last year (60%).

214. Of the recruits who said that they experienced verbal abuse, 44% said that this came from other trainees (equating to 164 recruits or 1.7% of all Phase 1 recruits).

215. Forty-one per cent of those who said that they were intimidated said that this was by other trainees (equating to 100 recruits or 1.1% of all Phase 1 recruits).

216. Forty-three per cent of those who said that they were picked on said that this was by other trainees (equating to 112 recruits or 1.2% of all Phase 1 recruits).

217. Of those who said that they were treated differently, 26% said that this was by other trainees (equating to 69 recruits or 0.7% of all Phase 1 recruits). Navy recruits (43%) were more likely to say this than Army recruits (22%)

218. Of those recruits who said that they were given the worst jobs to do, 38% said that this was by other trainees (equating to 47 recruits or 0.5% of all Phase 1 recruits).

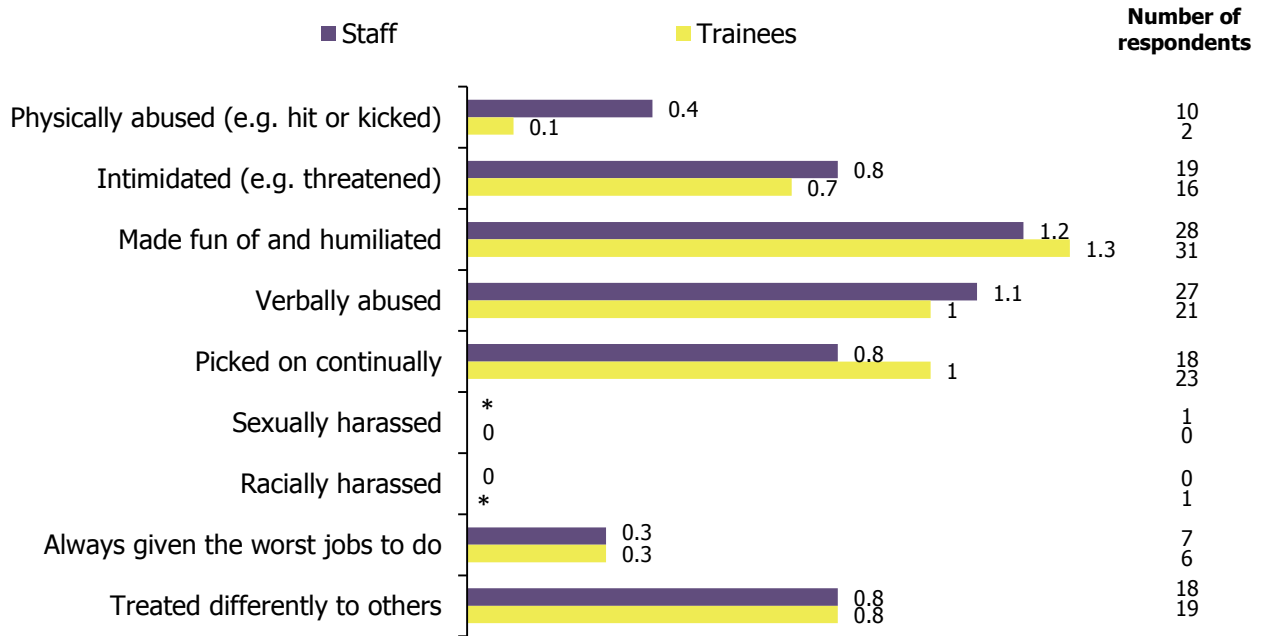
219. Of those who said that they were physically abused, 36% said that this was by other trainees (which equates to 32 recruits or 0.3% of all Phase 1 recruits).

220. Of those who said that they were racially harassed, 47% said that this was by other trainees (equating to 14 recruits or 0.1% of all Phase 1 recruits).

221. Of those who said that they were sexually harassed, 27% said that this was by other trainees (equating to three recruits or 0.03% of all Phase 1 recruits).

## Phase 1 – Navy

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



**% Positive (displayed as a percentage of all trainees)**

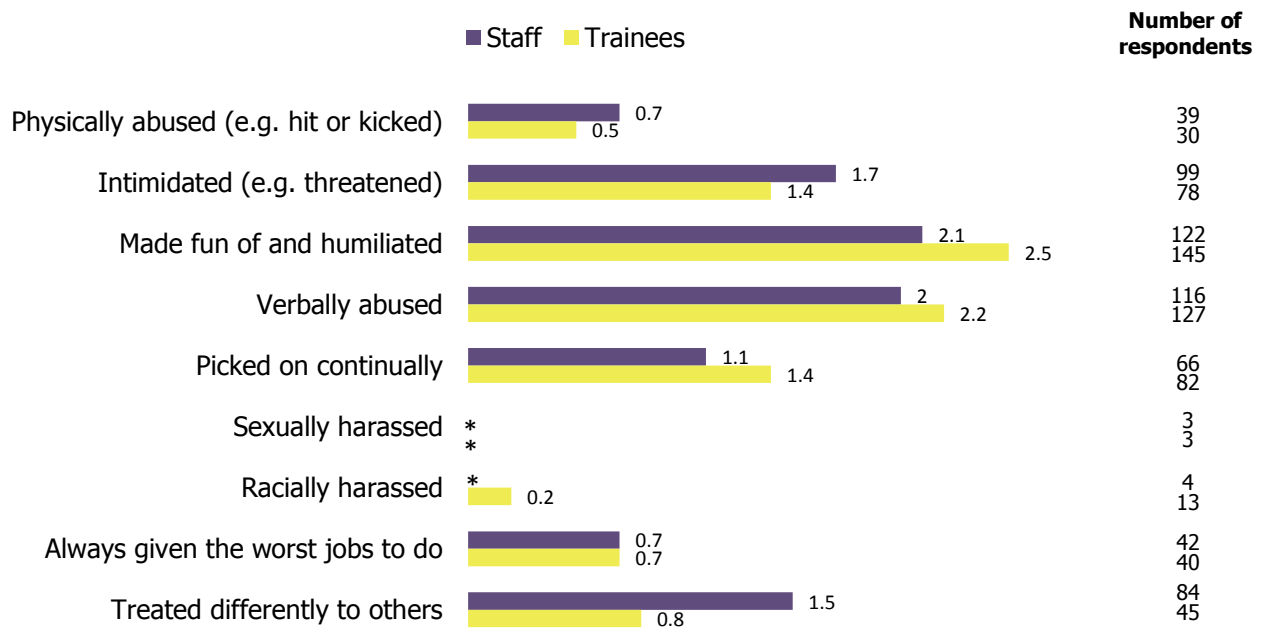
Number of respondents: Royal Navy schools (2,382)

Figure 64<sup>20</sup>

<sup>20</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## Phase 1 – Army

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



**% Positive (displayed as a percentage of all trainees)**

Number of respondents: Army schools (5,750)

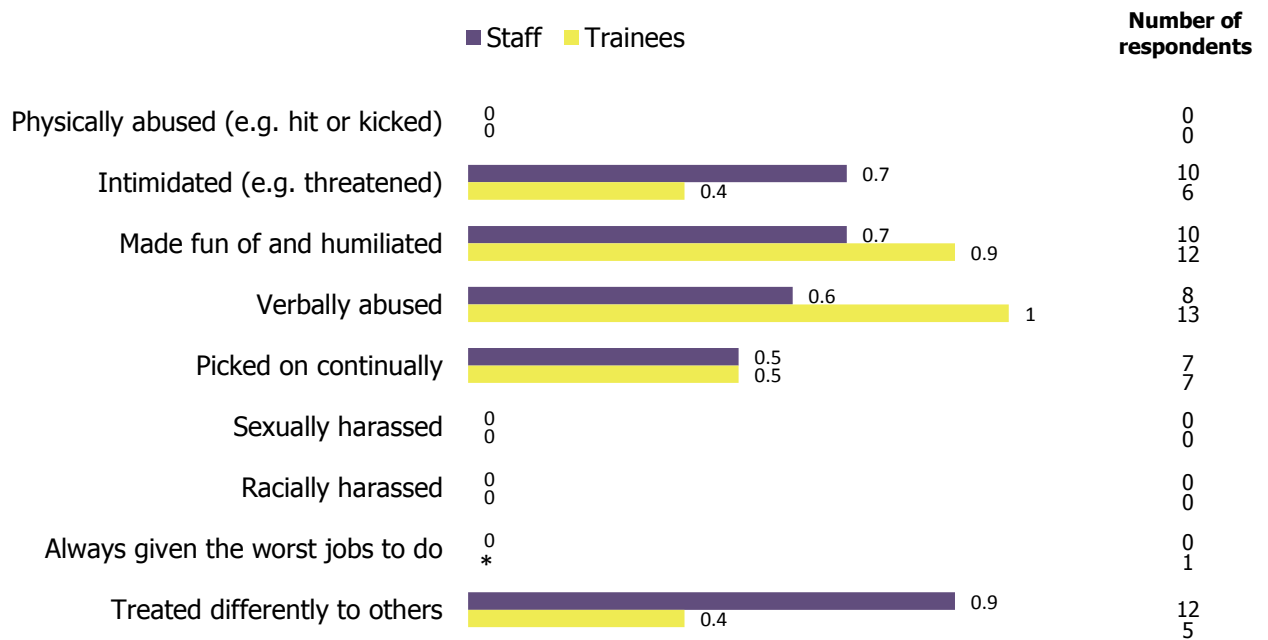
Figure 65<sup>21</sup>

<sup>21</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.



## Phase 1 – RAF

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



**% Positive (displayed as a percentage of all trainees)**

Number of respondents: RAF schools (1,348)

Figure 66<sup>22</sup>

<sup>22</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## **ACTION FOLLOWING BAD OR UNFAIR TREATMENT**

222. 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 17% of recruits chose not to answer this question. The number of recruits providing an answer to this question was 536. Please note that all percentages in this section refer to the proportion of those who answered the question i.e. those who experienced some form of unfair treatment and did not select the do not wish to answer this question option.

223. The most common response overall was to do nothing (45% of the recruits who felt that they were badly or unfairly treated). Doing nothing following bad or unfair treatment was the most frequent response for Navy recruits (47%) and Army recruits (46%) (figure 67). The most common response for recruits in the RAF was to speak to a fellow trainee (48%) and they were more likely to say this than Navy recruits (29%) and Army recruits (24%).

224. The next two most common responses over all three Services were to speak to a fellow trainee (26%) or to speak to friends or family (20%, down from 25%). RAF recruits (43%) were more likely to speak to friends or family than Army recruits (19%) or Navy recruits (15%, down from 35%).

225. Thirteen per cent of recruits who felt that they were badly or unfairly treated said that they spoke to a member of military staff (down from 17%) and RAF trainees (23%) were more likely to speak to a member of military staff than Navy trainees (7%, down from 17% last year).

226. Three per cent said that they spoke to a member of civilian staff. Six per cent said that they spoke to the Padre/Chaplain and for RAF trainees, this proportion decreased from 9% last year to 0% this year.

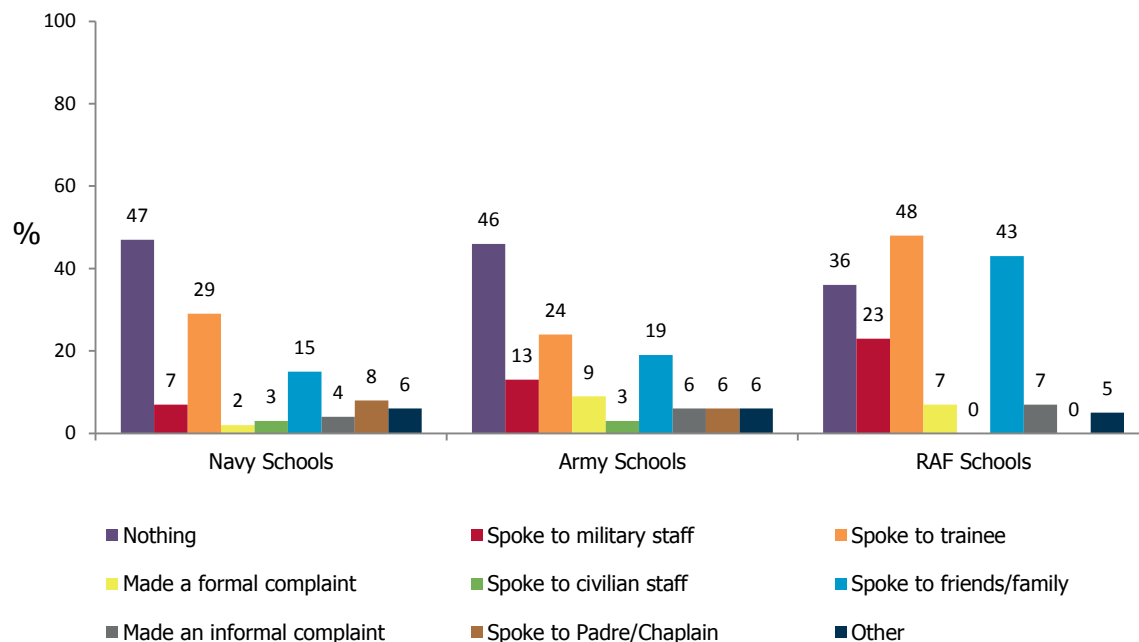
227. Of those who answered this question, 11% of recruits made some form of complaint; 8% made a formal complaint, 6% made an informal complaint and 3% did both. Army recruits (13%) were more likely to make some form of complaint than Navy recruits (5%) and Army recruits (9%, up from 6%) were more likely to make a formal complaint than Navy recruits (2%).

228. Male recruits (47%) were more likely to have done nothing following bad or unfair treatment than female recruits (26%).

229. Female recruits (46%) were more likely to speak to friends or family than male recruits (19%). Non-white recruits were more likely to make some form of complaint (20%) than white recruits (11%), speak to a member of civilian staff (9% compared to 2% of white recruits) or speak to the Padre/Chaplain (14% compared to 5% of white recruits).

## Phase 1

**Which of the following did you do following the bad or unfair treatment you experienced?**



Number of respondents (all those who felt that they were badly or unfairly treated and reported a type of abuse): Royal Navy schools (114), Army schools (489), RAF schools (44)

Figure 67<sup>23</sup>

<sup>23</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## REASONS FOR BAD OR UNFAIR TREATMENT

230. Recruits who felt that they had been badly or unfairly treated were asked why they thought this had occurred. It should be noted that 49% of these recruits chose not to answer this question (489 recruits, up from 43% last year). Please note that all percentages in this section refer to the proportion of those who answered the question i.e. those who experienced some form of unfair treatment and did not select the do not wish to answer this question option.

231. The most commonly cited reason was 'because of something else', i.e. something not listed at this question (24%). There has been no change in the top 6 responses this year. 'Because of your religion' and 'because of your sexual orientation' are now ranked joint 7<sup>th</sup> (seventh and eighth respectively last year).

232. 'Because of something else' was the most commonly cited reason amongst recruits of all three Services (figure 68). White recruits (26%) were more likely to say this compared with non-white recruits (11%).

233. The next most commonly mentioned reason for bad or unfair treatment was because of where the respondent came from (15%, down from 8%). Army recruits (16%) were more likely to say this than Navy recruits (10%). Recruits aged 16-17 years old (21%) were more likely to cite where they came from as the reason for bad or unfair treatment than recruits aged 18 years and above (14%).

234. The third most commonly mentioned cause for bad or unfair treatment was the respondent's social background/class (13%, down from 18%). There was a decrease in the proportion of Army recruits (14%, down from 19%) and Navy recruits (8%, down from 18%) stating that their social background/class was the cause of the bad or unfair treatment they experienced.

235. Eight per cent of recruits who had been badly or unfairly treated said that it was because of their age. Recruits aged 26 years and above (13%) and recruits aged 16-19 years old (13%) were more likely to cite age as a reason than recruits aged 20-25 years old (2%).

236. Race, colour or ethnic origin was cited by 4% (down from 6% last year) of recruits who had been badly or unfairly treated. Army recruits were more likely to say this (5%) than Navy recruits (1%). Recruits aged 26 years and above (12%) were more likely to cite race, colour or ethnic origin as a reason than recruits aged 16-25 years old (3%). Non-white recruits (25%) were more likely to cite race, colour or ethnic origin as a reason for being badly or unfairly treated than white recruits (2%).

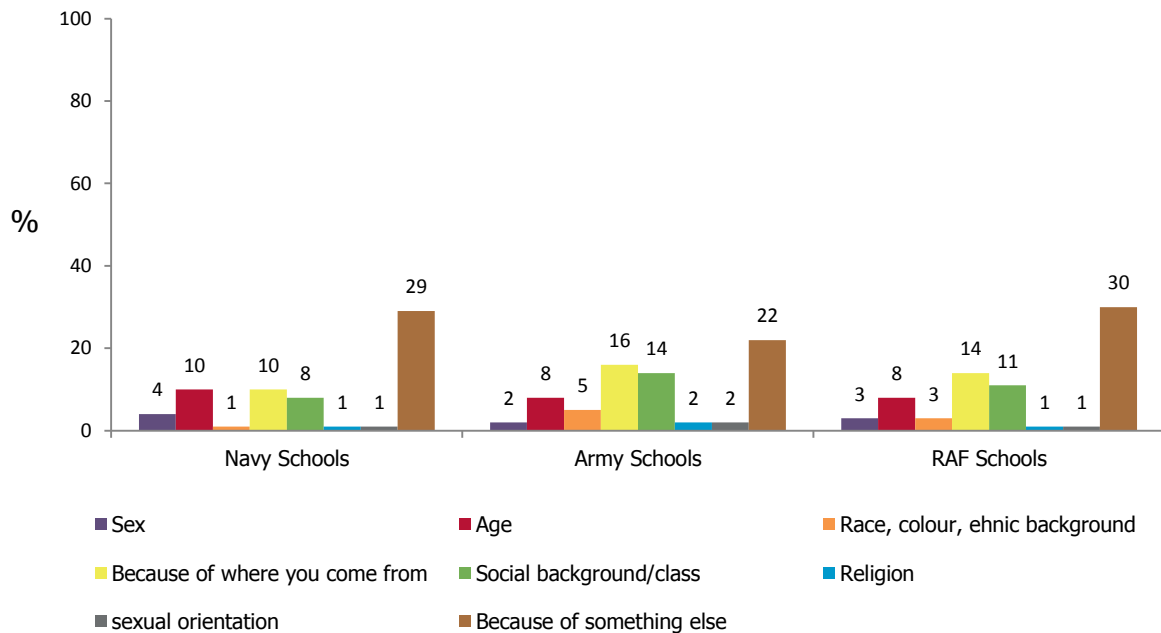
237. Two per cent of recruits who had been badly or unfairly treated said that this was because of their gender. Female recruits (10%) were more likely to cite their gender as a reason for bad or unfair treatment than male recruits (1%).

238. One per cent of recruits who had been badly or unfairly treated said that this was because of their religion.

239. Sexual orientation was cited as the reason by 1% of recruits who had been badly or unfairly treated. Female recruits who had been badly or unfairly treated (4%) were more likely to say sexual orientation was the reason for the bad or unfair treatment they experienced than male recruits (1%).

## Phase 1

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



Number of respondents (all those who felt they were badly or unfairly treated): Royal Navy schools (192), Army schools (726), RAF schools (71)

Figure 68<sup>24</sup>

<sup>24</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## COMPLAINTS

240. The 573 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 21% of recruits chose not to answer this question (up from 16%). Army recruits (23%, up from 15%) were more likely to not answer the question than RAF recruits (8%) (figure 69). Please note that all percentages in this section refer to the proportion of those who answered the question i.e. those who experienced some form of unfair treatment, did not complain about it and did not select the do not wish to answer this question option.

241. 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 (32%). RAF recruits (49%) were more likely to say this than Army recruits (31%).

242. Overall, 25% of recruits who did not complain said the reason that they did not was because they did not believe anything would be done following a complaint. White recruits (27%) were more likely to say this than non-white recruits (14%).

243. Twenty five per cent said that they considered the incident too minor to report. Navy recruits (32%) were more likely to say that they considered the incident too minor to report than Army recruits (22%) as were female recruits (40%) compared with male recruits (24%).

244. Of those who felt they had experienced bad or unfair treatment but did not complain, 23% said it was because they did not think people would believe them/take them seriously and 22% said that they were worried it would be repeated or get worse.

245. One in five (20%) recruits who experienced bad or unfair treatment but did not complain said that they were worried they would be labelled a troublemaker. Eighteen per cent of recruits who experienced bad or unfair treatment but did not complain said it was because they were worried it would be bad for their career.

246. Fifteen per cent of recruits said that they did not complain because they did not want to go through the complaints procedure. RAF recruits (28%) were more likely to say this than Army recruits (13%).

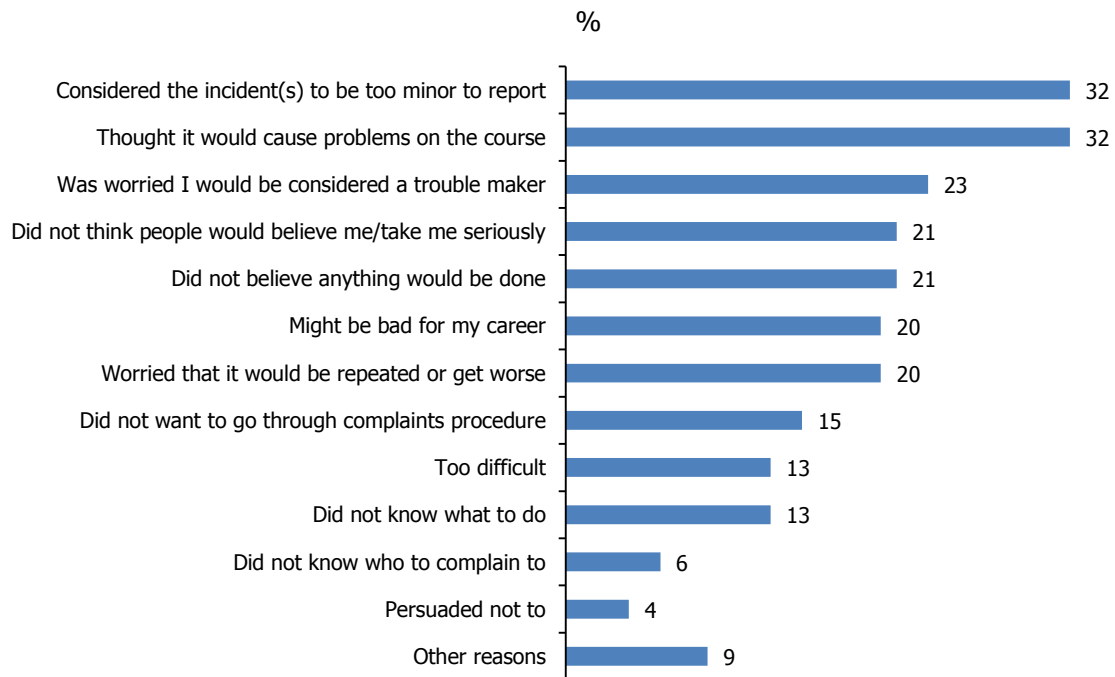
247. Twelve per cent said that it was too difficult; the same proportion said that they did not know what to do.

248. Eight per cent of recruits said that they did not complain because they did not know who to complain to.

249. Overall, five per cent of recruits who felt that they had experienced bad or unfair treatment but did not complain said that it was because they were persuaded not to.

## Phase 1 - Navy

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



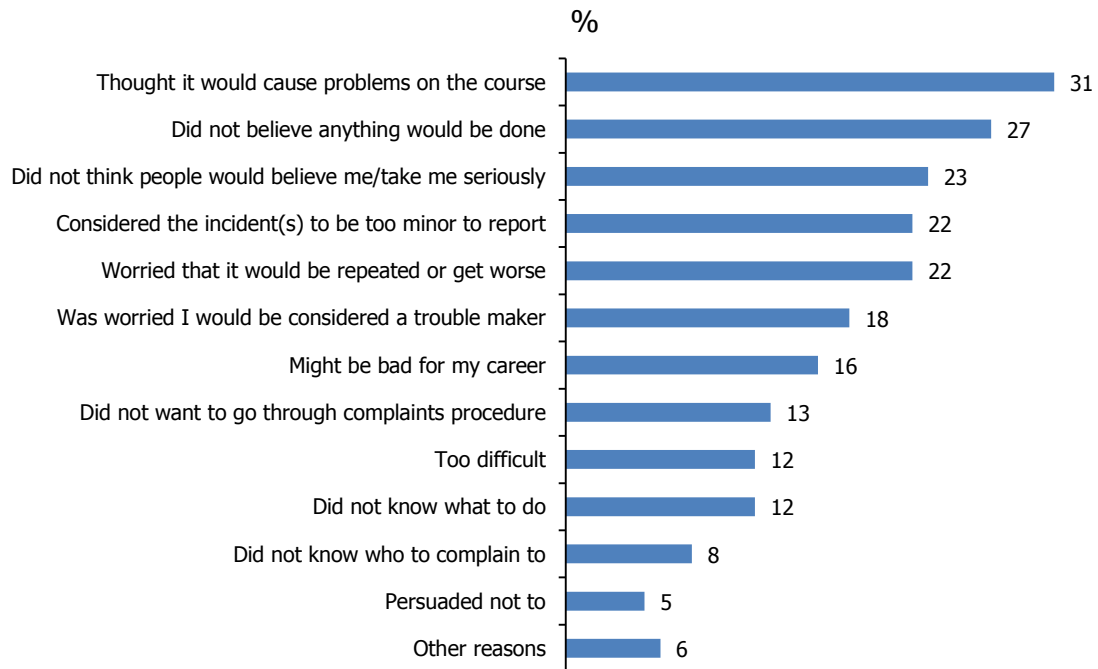
Number of respondents (All who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): Royal Navy schools (108)

Figure 69<sup>25</sup>

<sup>25</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## Phase 1 - Army

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



Number of respondents (All who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): Army (426)

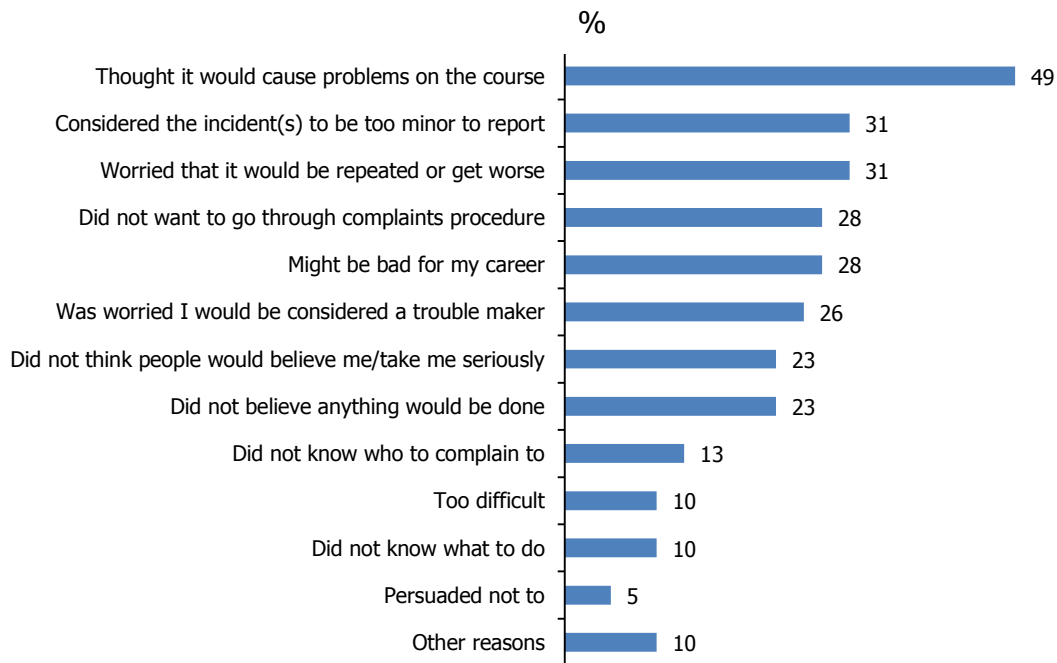
Figure 70<sup>26</sup>

<sup>26</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.



## Phase 1 - RAF

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



Number of respondents (All who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): RAF (39)

Figure 71<sup>27</sup>

<sup>27</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

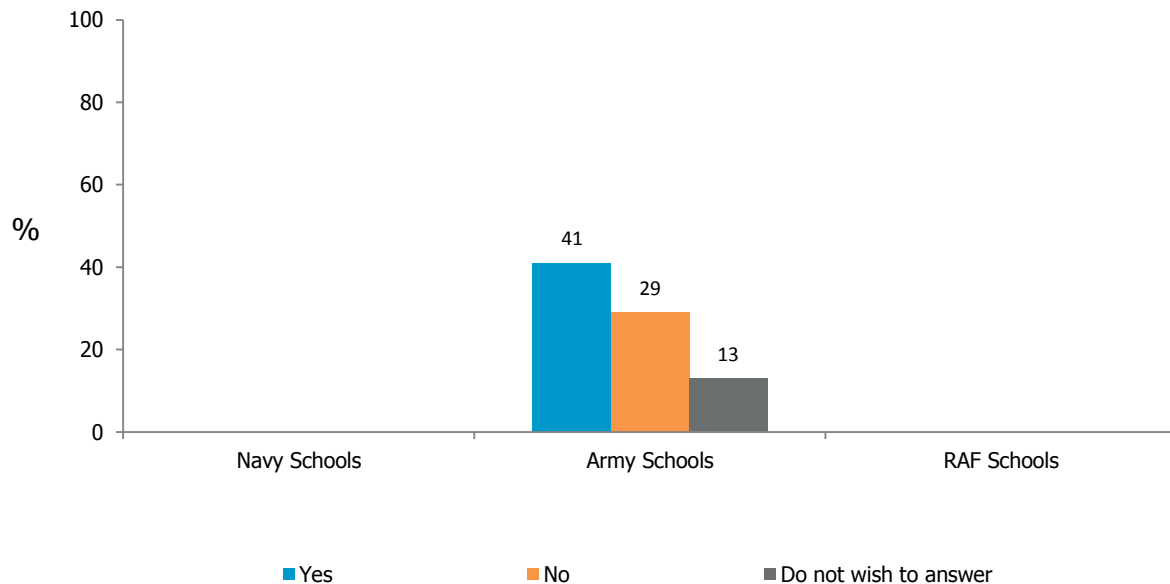
## Was your complaint dealt with fairly?

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. Forty-three per cent of Phase 1 recruits who made a complaint about the bad or unfair treatment they experienced thought that it had been dealt with fairly. For a full breakdown by Service, see figure 72.

### Phase 1

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



Number of respondents (All who were badly or unfairly treated and made a complaint): Royal Navy schools (6\*), Army schools (63), RAF schools (5\*)

Figure 72

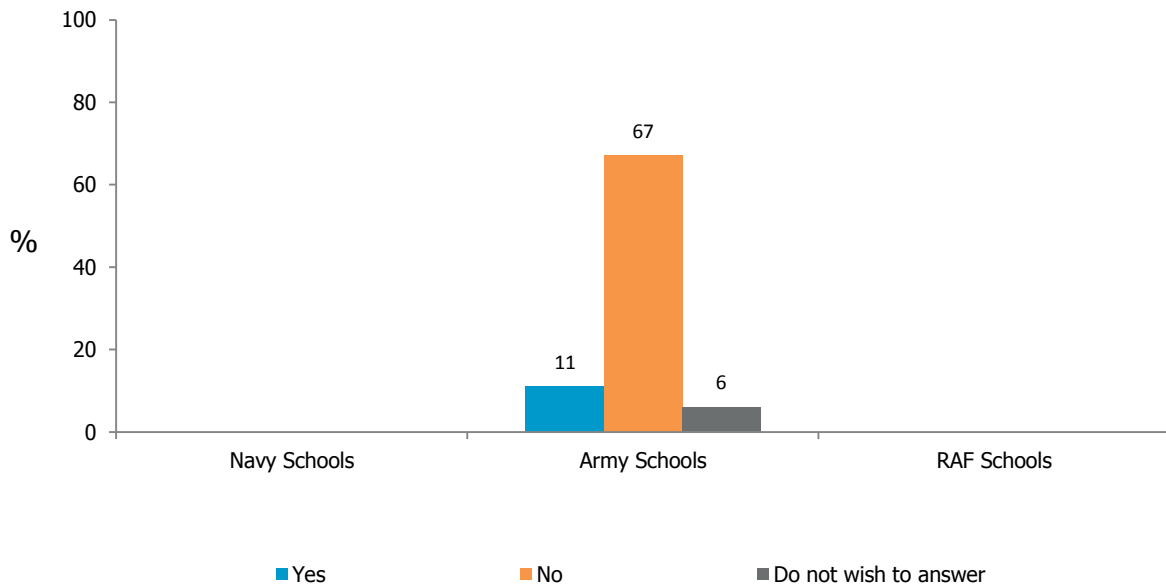
## Resolution of the problem?

252. Recruits who said that they made a complaint and that it had not been dealt with fairly (20 recruits) were asked whether the problem had been resolved. It should be noted that 5% of recruits who were asked this question chose not to answer.

253. Sixty-five per cent of recruits said that their problem had not been resolved, while 10% said that it had been resolved and 5% said that their complaint was still in progress. For a full breakdown by Service, see figure 73.

### Phase 1

#### Was the problem resolved?



Number of respondents (All who were badly or unfairly treated, made a complaint and did not think their complaint was dealt with fairly): Royal Navy schools (1\*), Army schools (18), RAF schools (1\*)

Figure 73

## SETBACKS DURING TRAINING ILLNESS AND INJURY

254. Overall, 60% of recruits said that they were ill or injured during Phase 1 training.

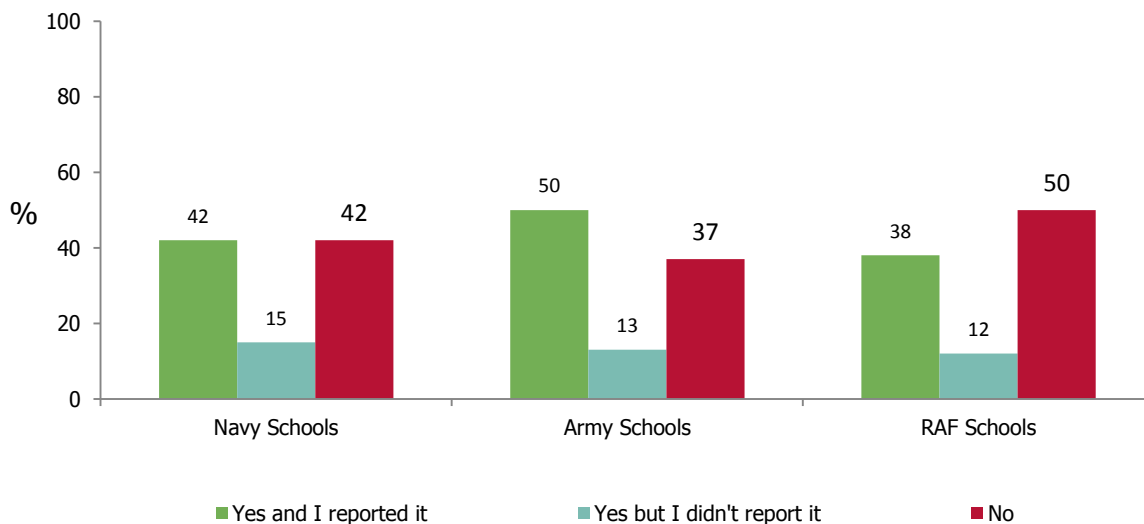
255. Just under half (46%) of all recruits said they reported that they were ill or injured, down from 50% last year. Army recruits (50%, down from 52%) were the most likely to report being ill or injured during training, followed by Navy recruits (42%), who were in turn more likely to report being ill or injured than RAF recruits (38%, down from 46%) (figure 74).

256. The proportion of recruits who had been ill or injured but did not report it was 13%. Navy recruits (15%) were more likely not to report illness or injury than Army recruits (13%) and RAF recruits (12%).

257. Four in ten (40%) recruits (up from 36% last year) said they were not ill or injured. RAF recruits (50%, up from 41%) were more likely to have not been ill or injured during training than Navy recruits (42%) who were more likely to not be ill or injured than Army recruits (37%, up from 34%).

### Phase 1

#### Were you ever ill or injured during training?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

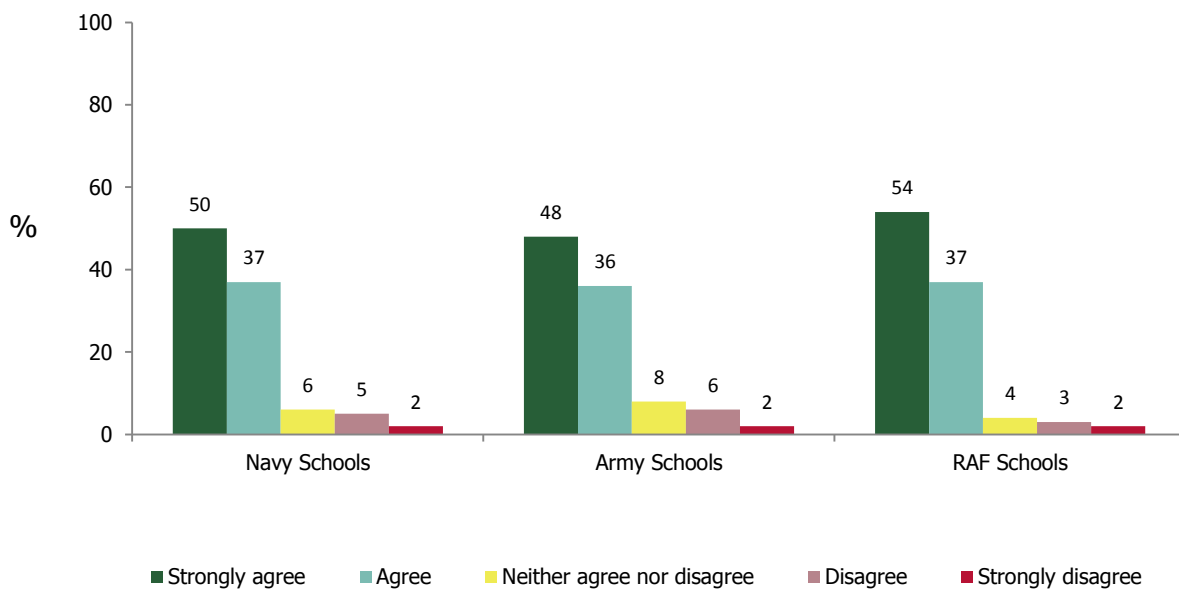
Figure 74

258. Amongst recruits who reported sick, the majority felt that their illness or injury was properly dealt with (85%, up from 83% last year). Seven per cent felt that this was not the case (down from 9% last year).

259. Recruits in the RAF (91%, up from 87%) were more likely to say that their injury was properly dealt with than those in the Navy (87%) who were more likely to say this than those in the Army (84%) (figure 75).

## Phase 1

### My injury/illness was properly dealt with



Number of respondents (all who were ill or injured and reported it): Royal Navy schools (1,002), Army schools (2,886), RAF schools (512)

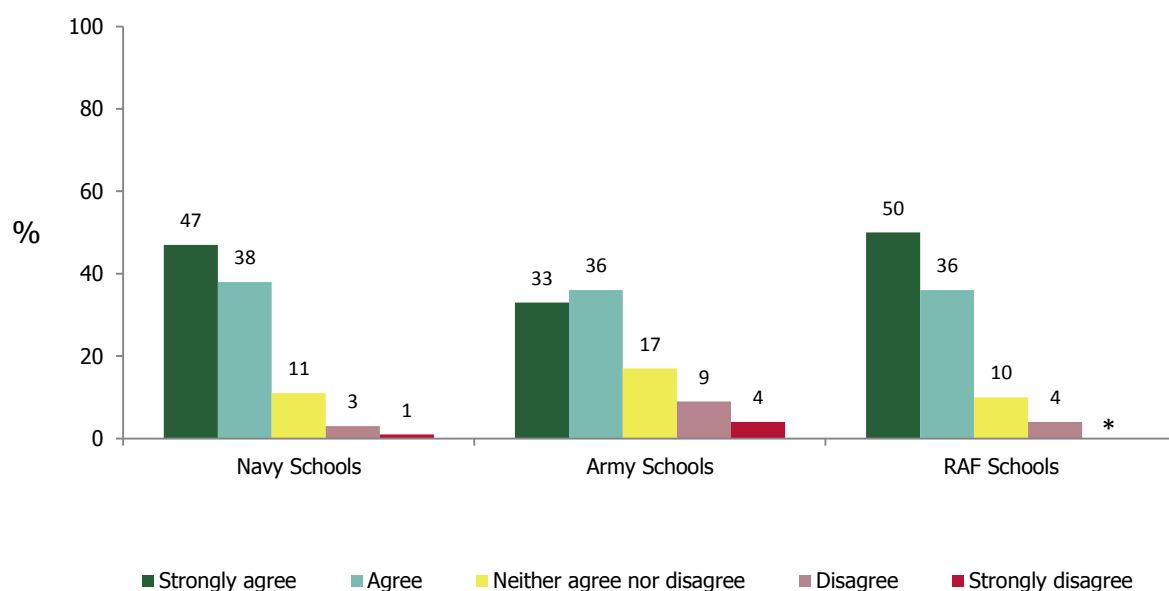
Figure 75

260. Three quarters (75%) of those who reported sick said that staff helped and supported them when they were ill or injured (up from 71% last year). Recruits in the RAF (86%, up from 81%) and Navy (85%) were more likely to say staff helped and supported them when ill or injured than those in the Army (69%) (figure 76).

261. One in ten (10%) recruits who were ill or injured said that they did not think that staff helped or supported them when they were ill or injured. Recruits in the Army (13%) were more likely to say this than recruits in the RAF and the Navy (both 4%).

## Phase 1

### Staff helped and supported me when I was ill/injured



Number of respondents (all who were ill or injured and reported it): Royal Navy schools (1,002), Army schools (2,886), RAF schools (512)

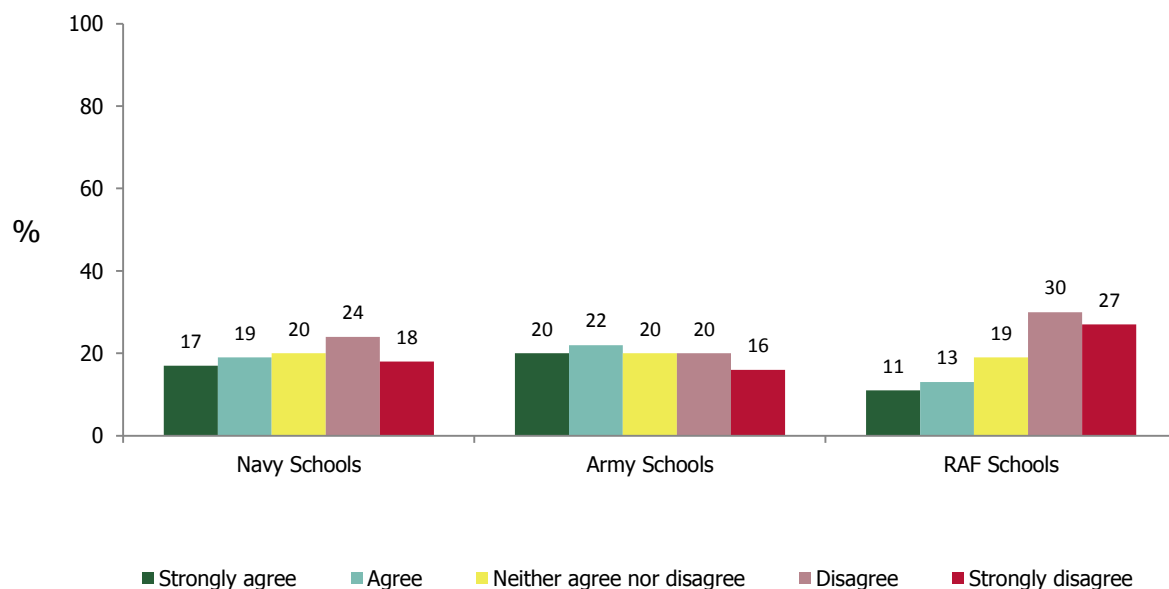
Figure 76

262. Thirty-eight per cent of recruits who reported their illness or injury said that they would advise others in a similar situation not to report sick if they could avoid it (up from 33% last year and 30% in 2011). In total, 40% of those who were ill or injured and reported it said that they would advise others to report sick (down from 45% last year and 49% in 2011).

263. Army recruits (42%, up from 35% last year and 31% in 2011) were the most likely to say that they would advise others in a similar situation not to report sick if they could avoid it, followed by Navy recruits (36%, up from 23% last year) and RAF recruits (24%) (figure 77).

## Phase 1

### 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): Royal Navy schools (1,002), Army schools (2,886), RAF schools (512)

Figure 77

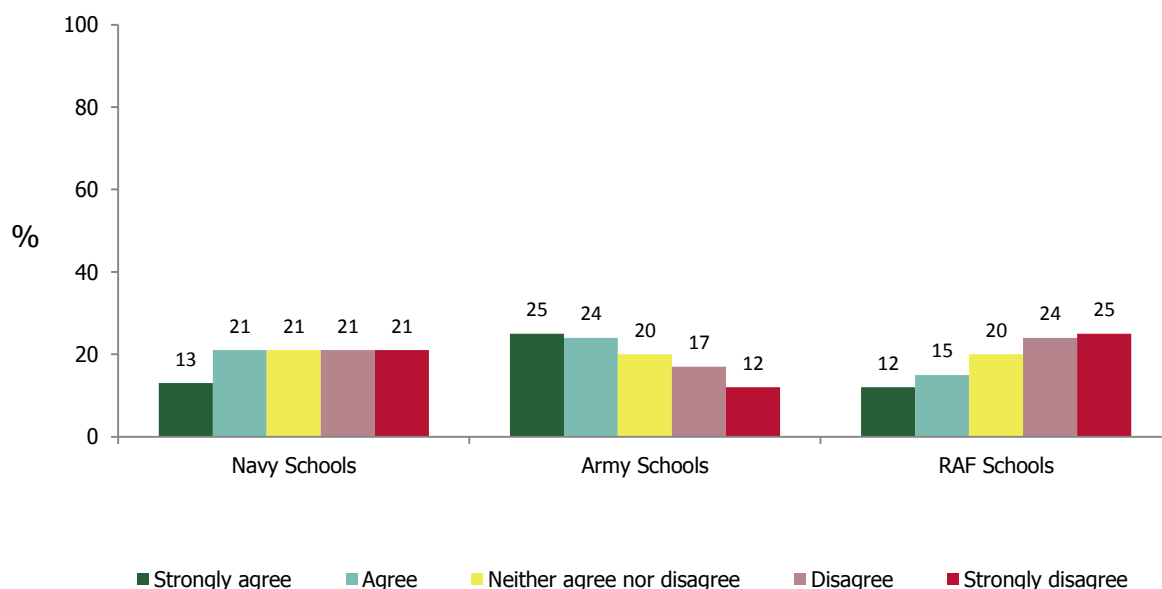
264. Amongst recruits who reported sick, 43% felt that they were considered weak for reporting it and 35% said that they did not agree that reporting sick made them feel that they were considered weak. This is the same proportion as last year.

265. Recruits in the Army (48%) were more likely to feel that they were considered weak for reporting sick than Navy recruits (34%) who in turn were more likely to feel this way than RAF recruits (28%) (figure 78).

266. Recruits in the RAF (50%) were the most likely to feel that they were not considered weak for reporting sick, followed by Navy recruits (42%) and Army recruits (29%)

## Phase 1

### I felt that people considered me weak because I reported sick



Number of respondents (all who were ill or injured and reported it): Royal Navy schools (1,002), Army schools (2,886), RAF schools (512)

Figure 78



## **Why did you not report it?**

267. Recruits who were ill or injured but did not report sick were asked why they did not report it. The most common reason, cited by 74% of recruits, was because they did not wish to risk delaying their training.

268. The next most commonly cited reason for not reporting sick was that the incident was too minor to report (47%, up from 42%). Recruits in the RAF (54%) and Navy (51%) were more likely to say that the incident was too minor to report than those in the Army (43%) (figure 79).

269. Twenty-three per cent of recruits felt that other recruits/ staff would consider them weak if they did report sick. This represents a decrease of five percentage points (28% last year). A higher proportion of Army recruits did not report sick because they felt that others would consider them weak (30%) than Navy and RAF recruits (both 13%).

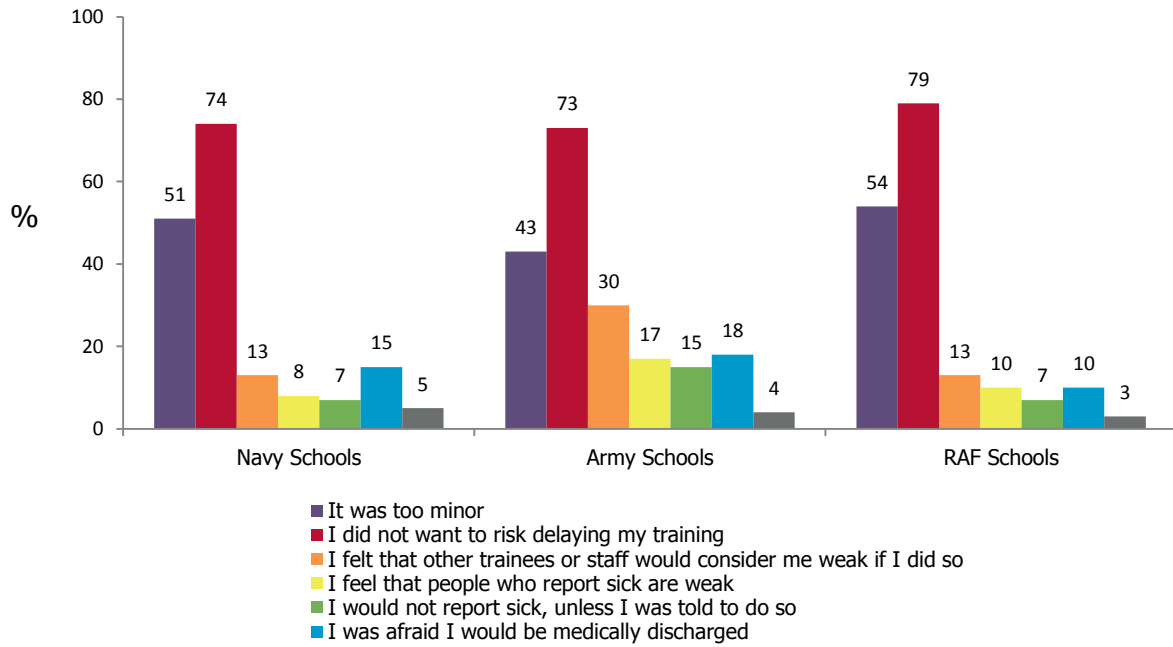
270. Overall, 16% of recruits who did not report their illness or injury did not do so because they were afraid they would be medically discharged. Army recruits (18%) were more likely to be afraid of being medically discharged than RAF recruits (10%).

271. The next most commonly cited reason for not reporting illness or injury was the feeling that people who report sick are weak (14%). Army recruits (17%) were more likely to say that they felt that people who report sick are weak than RAF recruits (10%) and Navy recruits (8%).

272. Twelve per cent of recruits who were ill or injured but did not report it said that they would not report sick unless they were told to do so. Army recruits (15%) were more likely to say this than Navy recruits and RAF recruits (both 7%).

## Phase 1

### Why did you not report it?



Number of respondents (all who were ill or injured and did not report it): Royal Navy schools (359), Army schools (750), RAF schools (156)

Figure 79

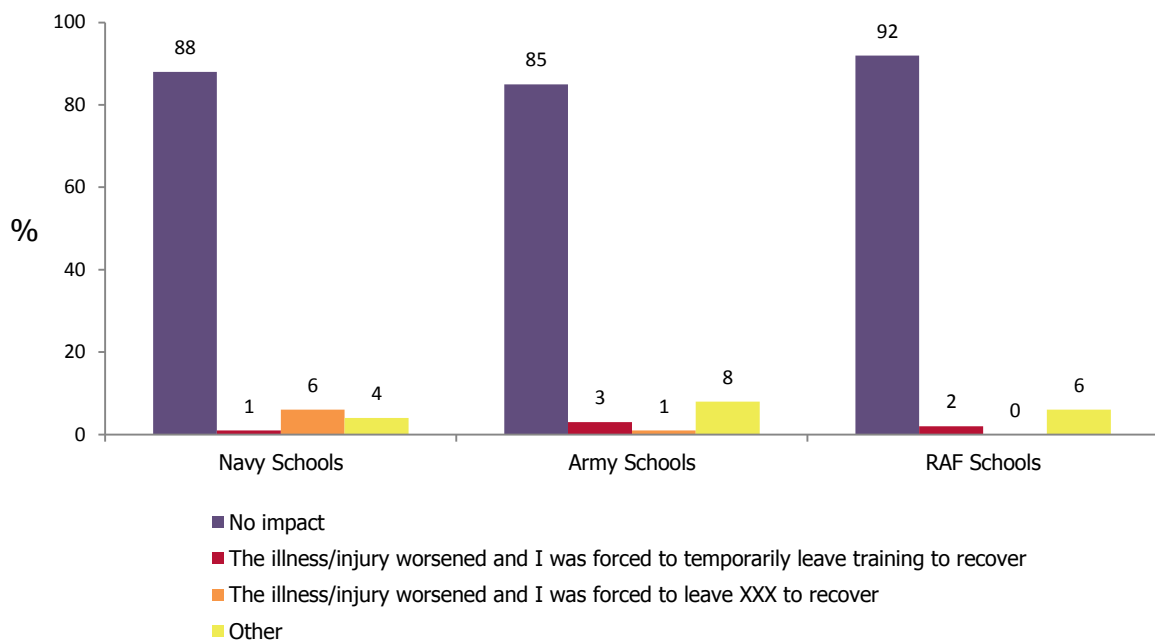
## What was the result of not reporting sick?

273. The majority of recruits who did not report sick felt that this had no impact on their training (87%). RAF recruits (92%) were more likely to say this than Army trainees (85%).

274. Two per cent of recruits who did not report their illness or injury said that the illness or injury worsened and that they were forced to take a temporary break from training to recover. One per cent of recruits who did not report their illness or injury said that they were forced to leave the school. Seven per cent of recruits answered 'other' when asked what the result was of not reporting sick. For a full breakdown by Service, see figure 80.

### Phase 1

## What was the result of not reporting sick?



Number of respondents (all who were ill or injured and did not report it): Royal Navy schools (359), Army schools (750), RAF schools (156)

Figure 80

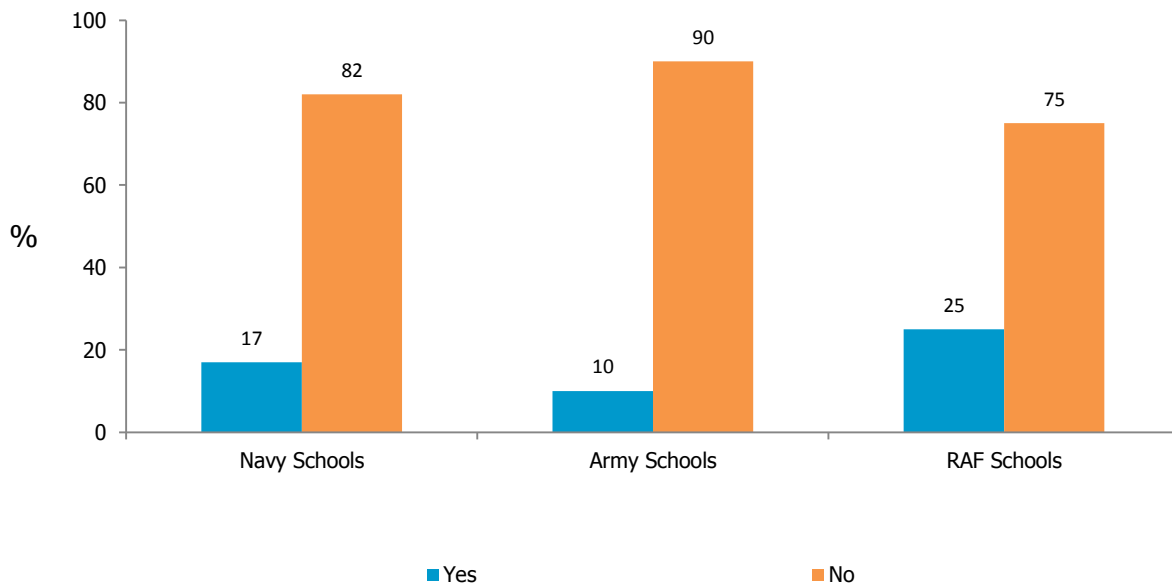
## BACK-SQUADDING/BACK-CLASSING/RE-FLIGHTING<sup>28</sup>

### Were you back-squadded?

275. Overall, 14% of recruits were back-squadded during their training period (equating to 1,285 recruits, up from 12% last year). RAF recruits (25%, down from 31%) were the most likely to say that they had been back-squadded, followed by those in the Navy (17%, up from 12%), who were, in turn, more likely to be back-squadded than those in the Army (10%) (figure 81).

### Phase 1

### Were you back-squadded?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 81

<sup>28</sup> 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.

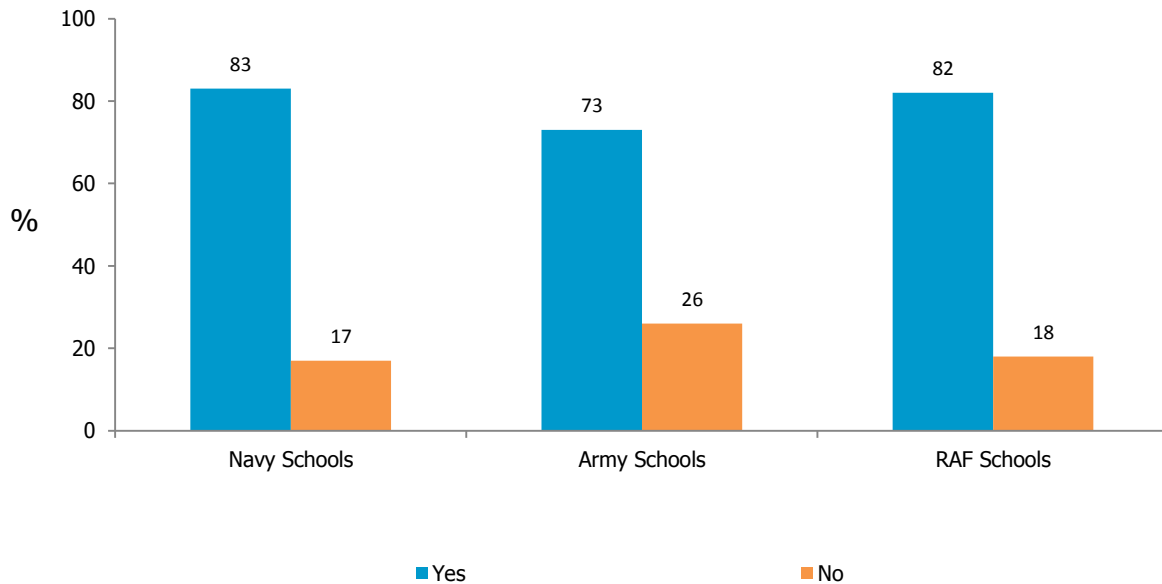
**Were you warned personally that there was a possibility that you would be back-squadded?**

276. The majority of recruits (78%, up from 74%) who were back-squadded said that they were warned personally that there was a possibility that it might happen. Twenty-one per cent said that they had not been warned (down from 26%).

277. Navy recruits (83%) and RAF recruits (82%, up from 67%) who were back-squadded were more likely to say that they were warned personally there was a possibility they would be back-squadded than Army recruits (73%) (figure 82).

Phase 1

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



Number of respondents (All who were back-squadded): Royal Navy schools (401), Army schools (547), RAF schools (337)

Figure 82

## **What reasons were you given for being back-squadded?**

278. Recruits who were back-squadded were asked what reasons they were given for being back-squadded. Medical issues were the most commonly cited reason for being back-squadded (58%, up from 48%). Navy recruits (72%, up from 63%) were the most likely to say this, followed by Army recruits (57%, up from 50% last year and 44% in 2011), who were, in turn, more likely to say that they had been back-squadded for medical reasons than RAF recruits (43%) (figure 83).

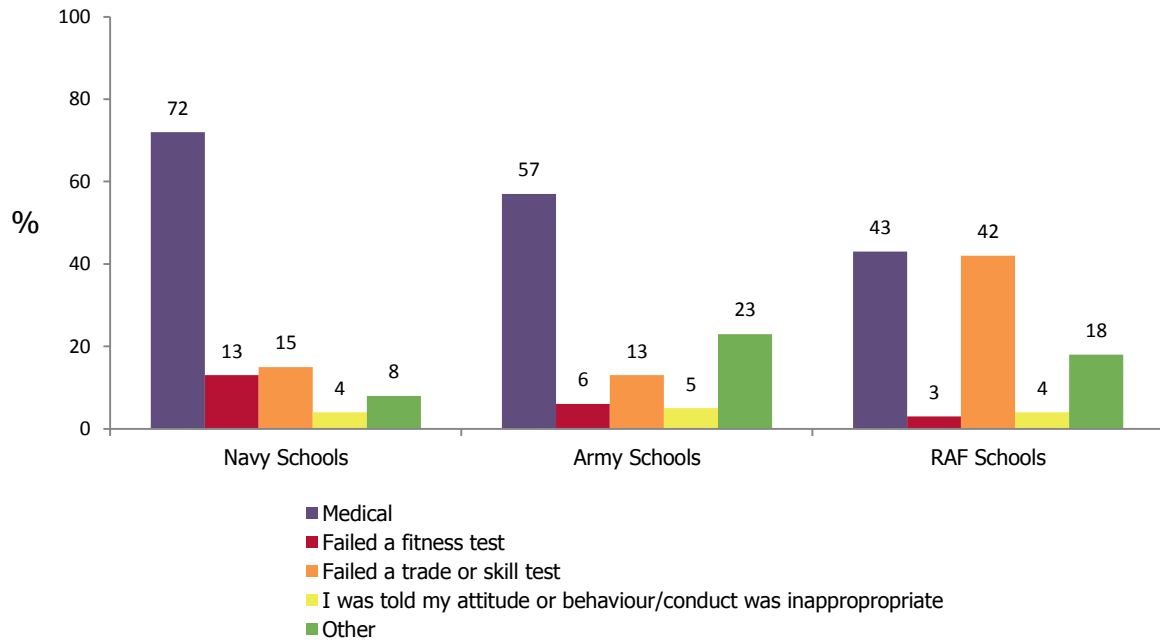
279. The next most commonly cited reason for being back-squadded was for failing a trade or skill test (21%, down from 28%). RAF recruits (42%) were the most likely to be back-squadded for failing a trade or skill test, followed by Navy (15%) and Army recruits (13%, down from 21%).

280. A further eight per cent of recruits who were back-squadded said that the reason given was failing a fitness test. Navy recruits (13%) were more likely to say this than Army recruits (6%), who in turn were more likely to say that they failed a fitness test than RAF recruits (3%, down from 6% and 13% in 2011).

281. Five per cent (down from 8% last year and 11% in 2011) of those who were back-squadded were back-squadded due to inappropriate attitude or behaviour. The proportion of Army recruits who said this has decreased this year (5%, down from 10%).

## Phase 1

### What reasons were you given for being back-squadded?



Number of respondents (All who were back-squadded): Royal Navy schools (401), Army schools (547), RAF schools (337)

Figure 83

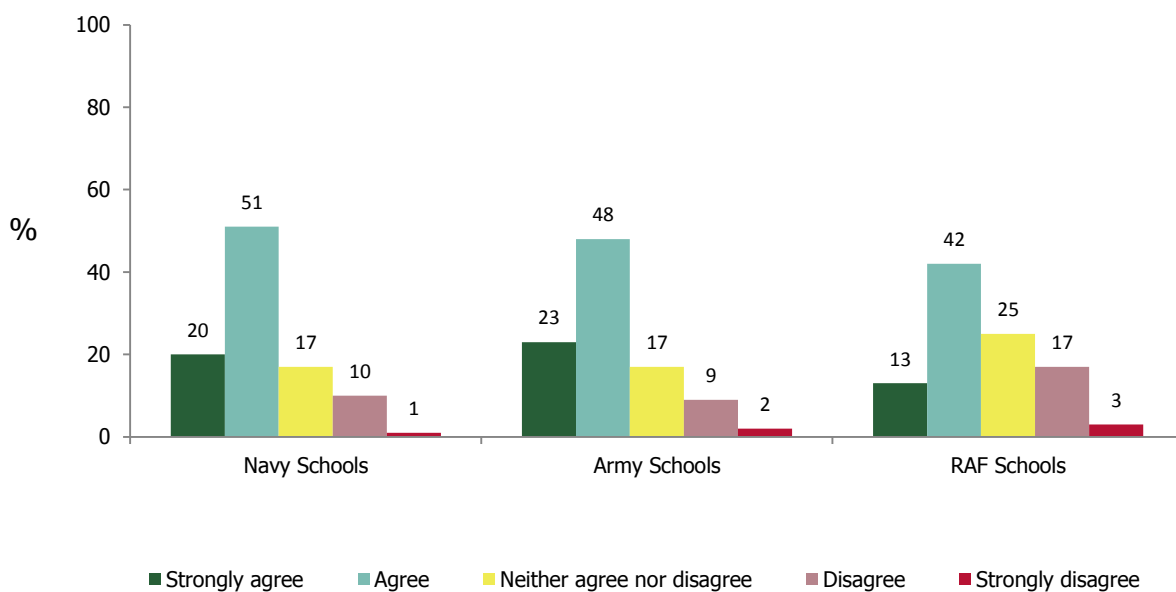
## GENERAL

### I received regular feedback on my performance

282. Overall, 69% of recruits agreed that they received regular feedback on their performance (down from 70%). Army recruits (71%, down from 74%) and Navy recruits (71%) were more likely to agree that they received regular feedback regarding their performance than RAF recruits (54%, up from 49%) (figure 84).

#### Phase 1

### I received regular feedback on my performance



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 84

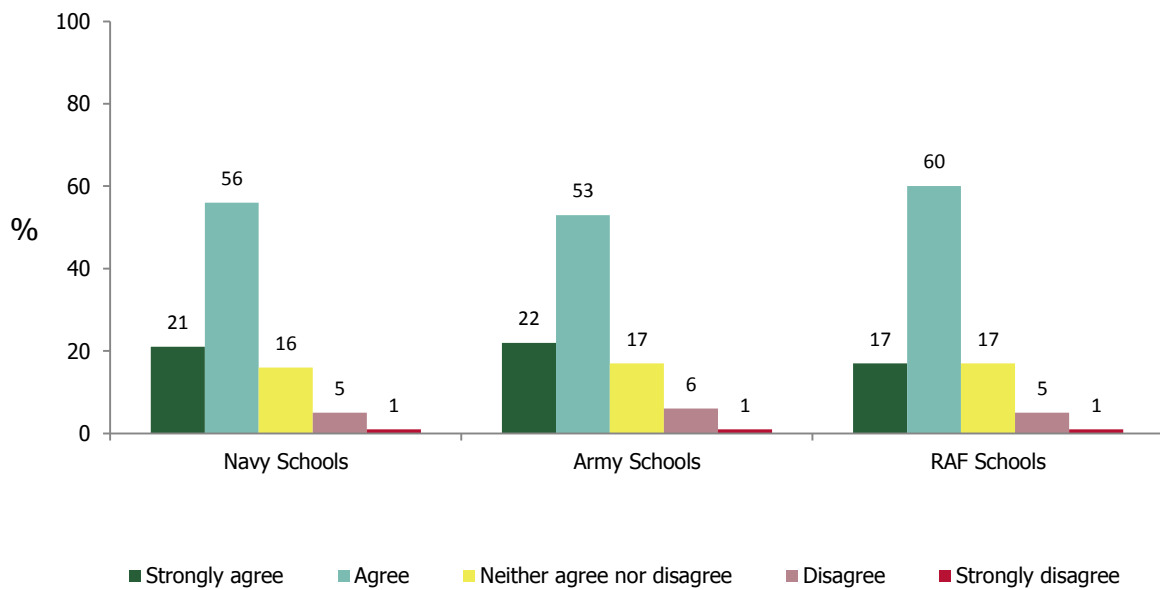


## The reasons for doing things were explained to me

283. Seventy-six per cent of Phase 1 recruits agreed that the reasons for doing things had been explained to them, with 6% disagreeing (down from 7%). There was an increase in the proportion of RAF recruits saying that the reason for doing things was explained to them (77%, up from 70%) and for a full breakdown by service see figure 85.

### Phase 1

## The reasons for doing things were explained to me



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

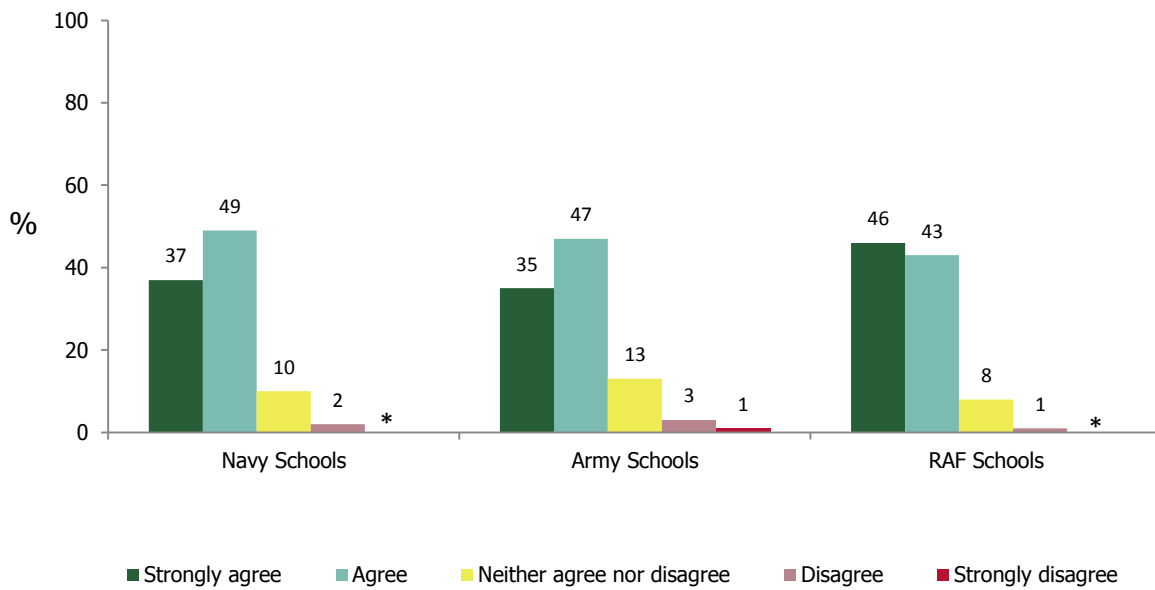
Figure 85

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

284. Eighty-four per cent of Phase 1 recruits agreed that the staff/instructors did all they could to help them succeed during training. Three per cent disagreed with this statement. RAF recruits (90%) were the most likely to agree that staff/instructors did all they could to help them succeed, followed by Navy recruits (86%), who were in turn more likely to say so than Army recruits (82%) (figure 86)

Phase 1

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

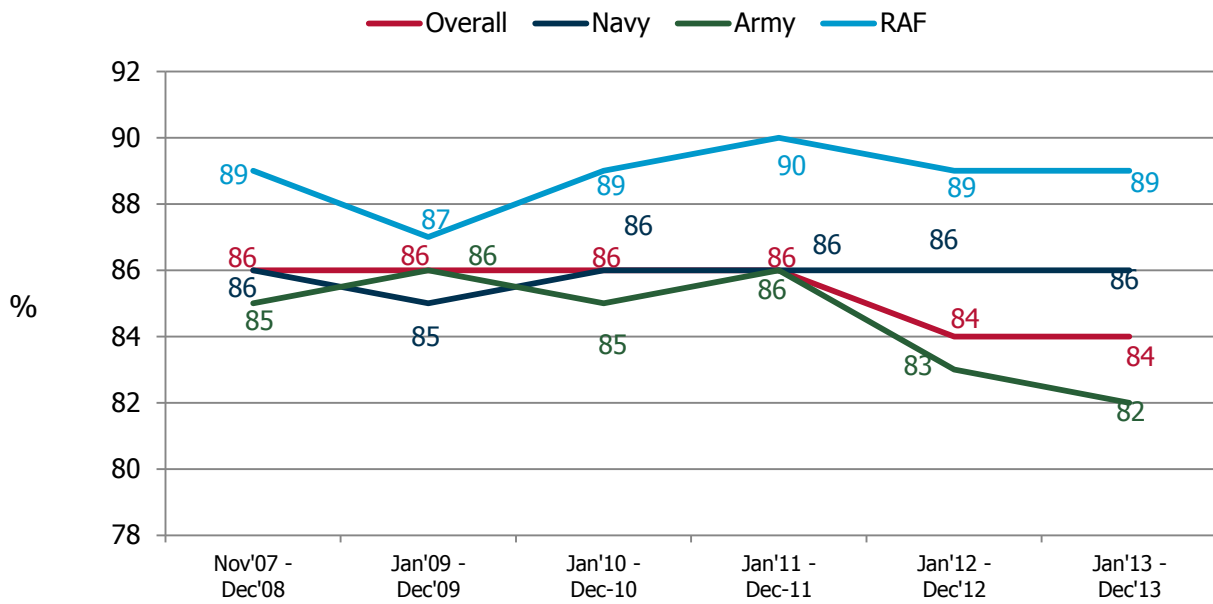


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 86

## Phase 1

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



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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

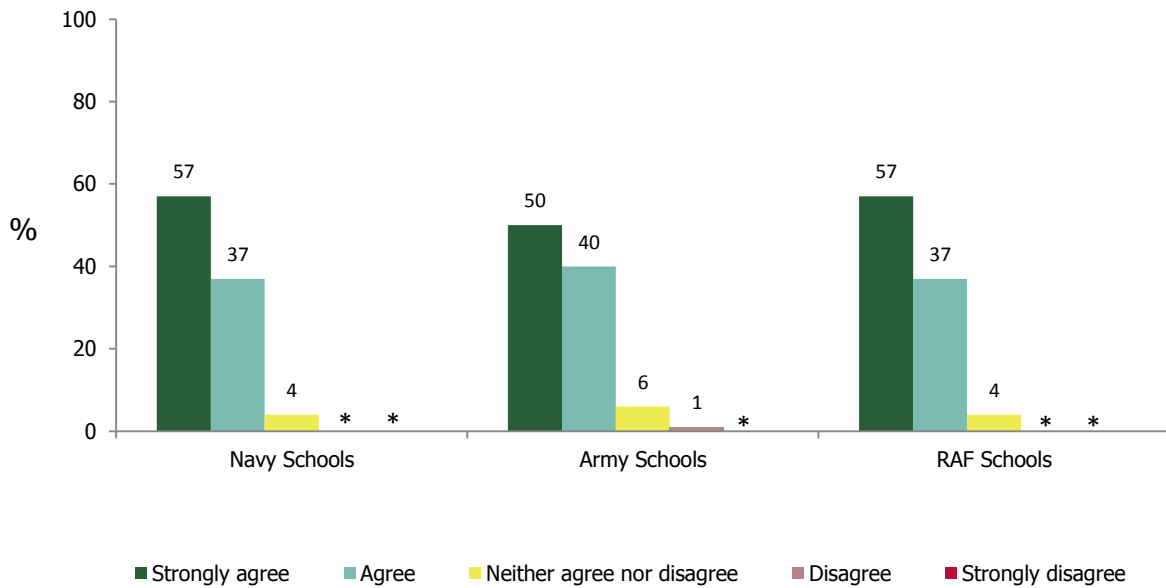
Figure 87

## I feel I personally benefited from the course

285. Overall, 92% of recruits felt that they had personally benefited from their course, a decrease from 93% last year and 94% in 2011. RAF recruits (95%) and Navy recruits (94%) were more likely to agree that they had personally benefitted from the course than Army recruits (91%, down from 92% and 94% in 2011) (figure 88).

### Phase 1

## I feel I personally benefited from the course



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

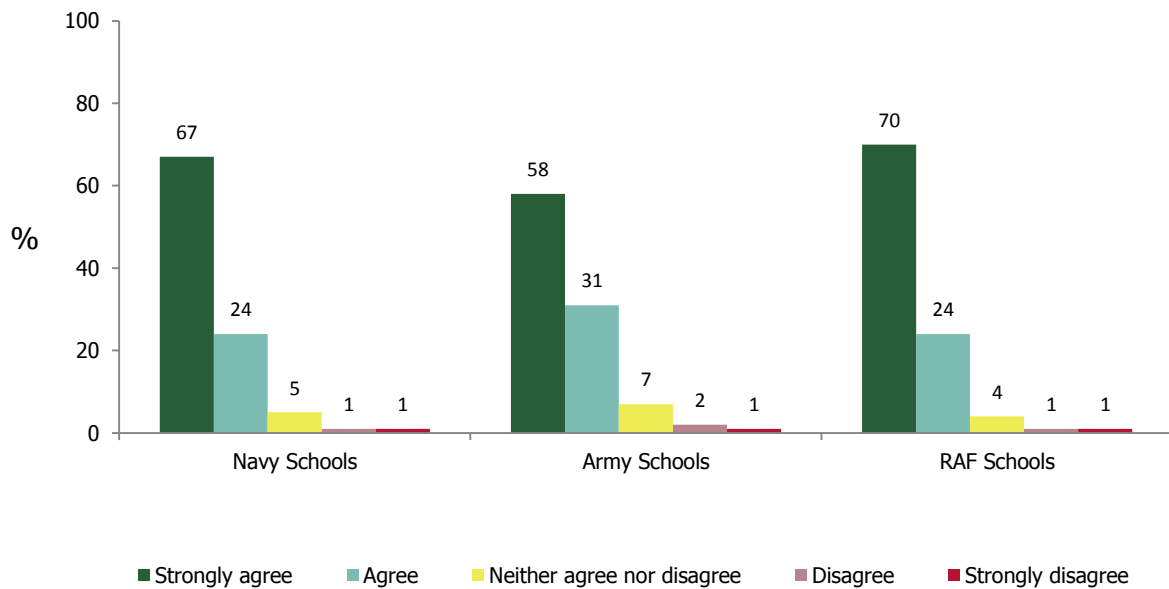
Figure 88

## I feel a sense of achievement

286. Ninety-one per cent of Phase 1 recruits agreed that they felt a sense of achievement, a decrease from 92% last year and 94% in 2011. RAF recruits (94%) were more likely to say this than Navy recruits (92%) who were in turn more likely to say that they felt a sense of achievement than Army recruits (89%, down from 91% last year and 94% in 2011) (figure 89).

### Phase 1

## I feel a sense of achievement



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

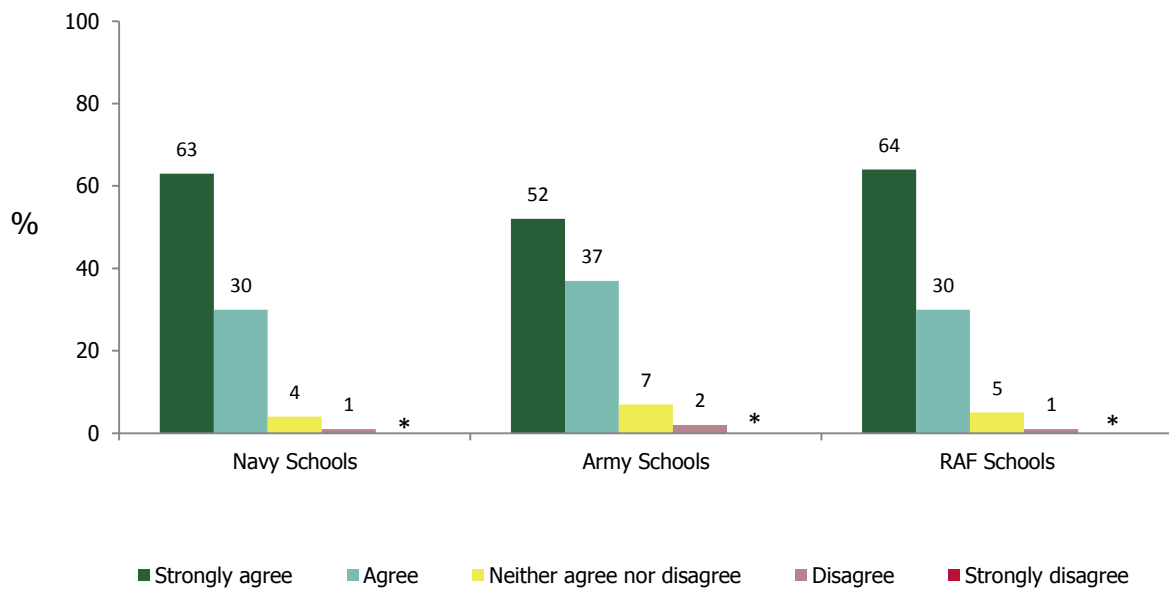
Figure 89

## I felt challenged

287. Ninety-one per cent of recruits said that they felt challenged by the training they received during Phase 1 (down from 92%). RAF recruits (94%) and Navy recruits (93%) were more likely to say that they felt challenged than Army recruits (89%, down from 91%) (figure 90).

### Phase 1

## I felt challenged



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

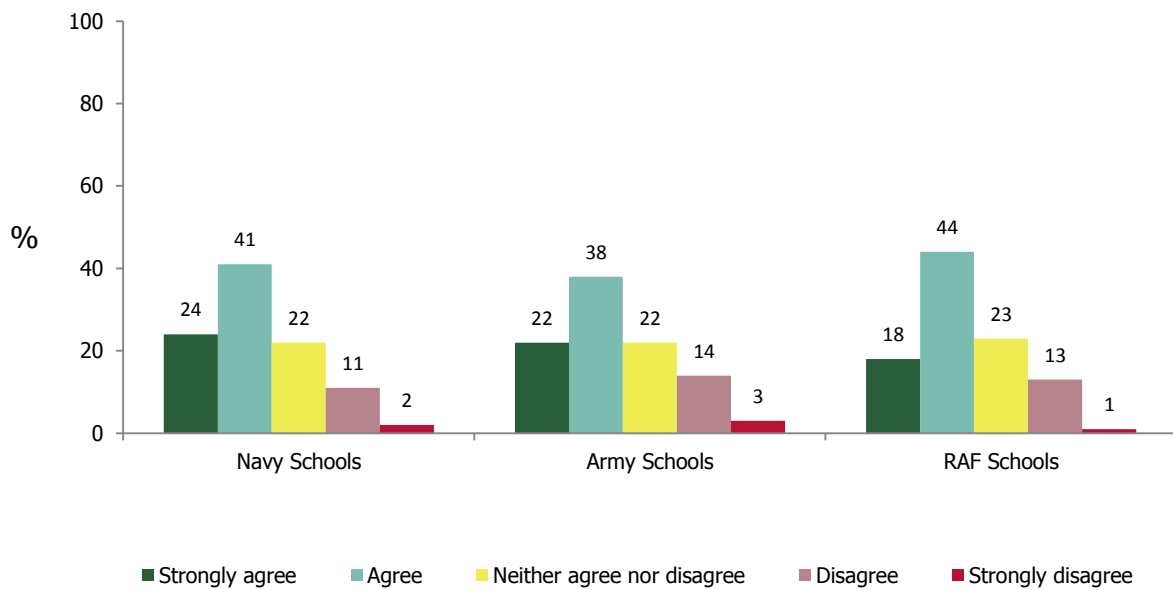
Figure 90

### The training was what I expected

288. Sixty-one per cent (down from 57% last year) of Phase 1 recruits agreed that the training they received was what they had expected. Navy recruits (64%, up from 59%) were more likely to say the training was what they expected than Army recruits (59%, up from 56%) (figure 91).

### Phase 1

### The training was what I expected

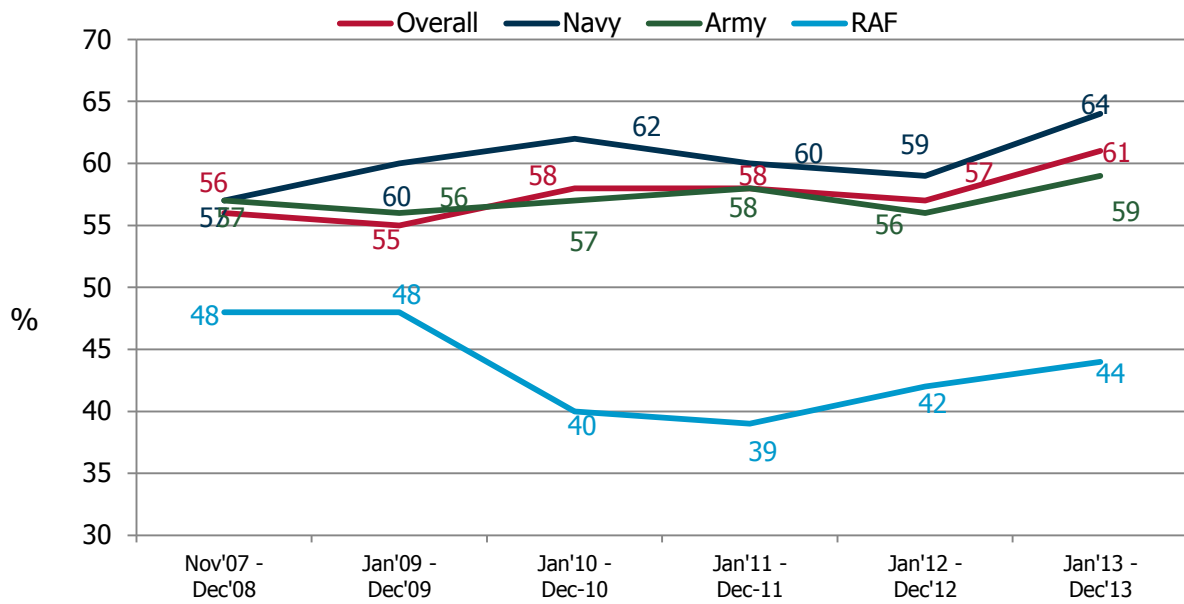


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 91

## Phase 1

### The training was what I expected



### % 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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 92

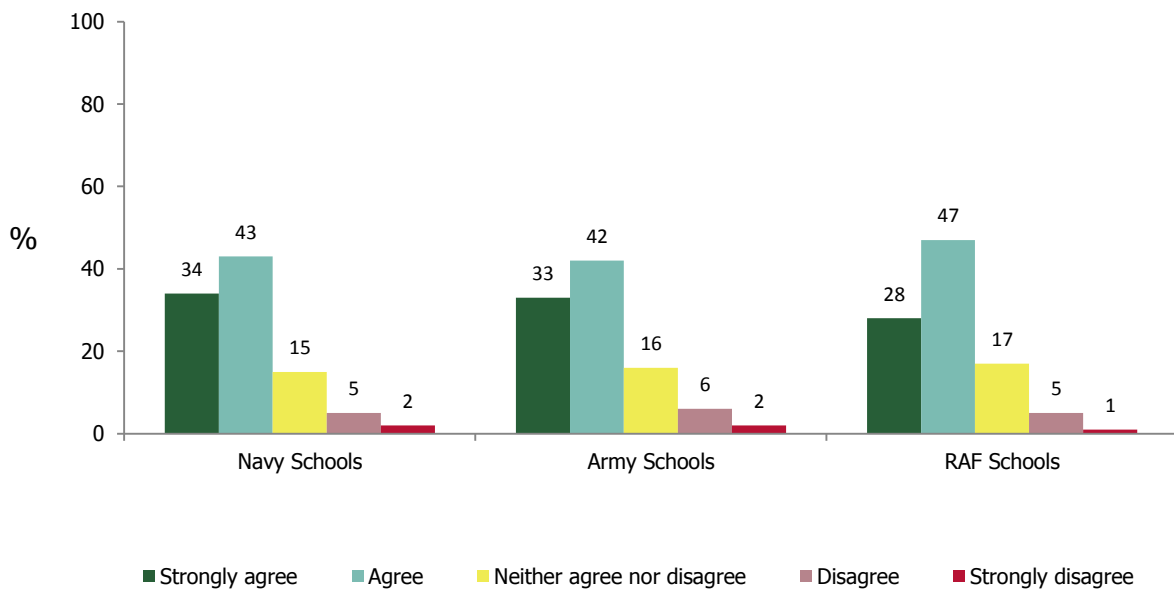


## I enjoyed this phase of the training

289. Three-quarters (75%) of Phase 1 recruits said that they enjoyed this phase of training. Navy recruits (77%) were more likely to say that they enjoyed this phase than Army recruits (74%) (figure 93).

### Phase 1

## I enjoyed this phase of training



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

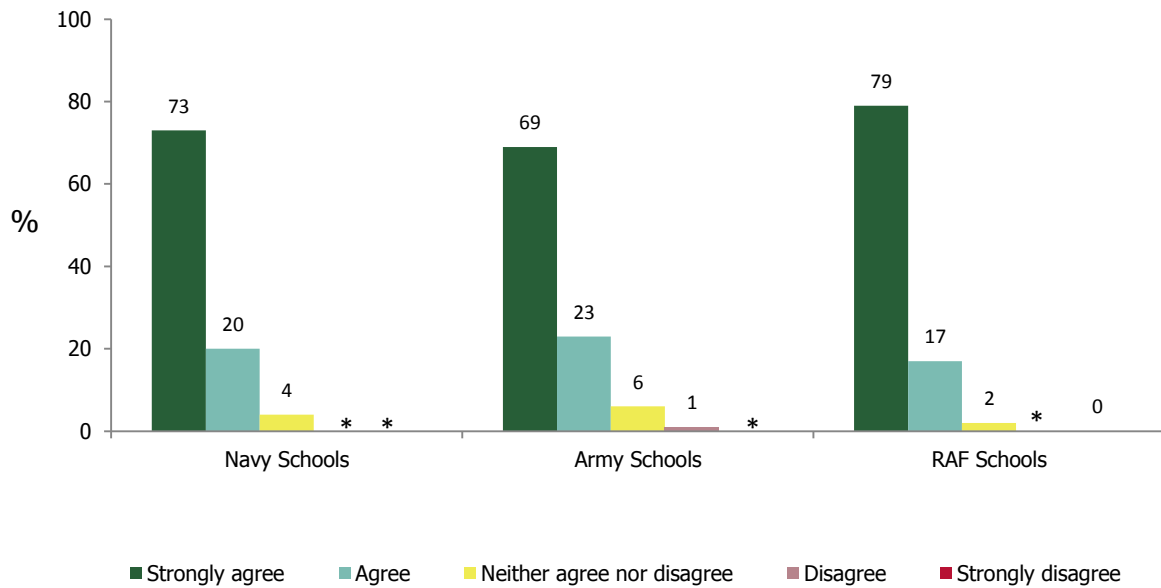
Figure 93

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

290. Overall, 93% (down from 94% last year and 95% in 2011) of recruits said that they felt proud to be in their Service. RAF recruits (96%) were more likely to say this than Navy recruits (94%), who in turn were more likely to say that they were proud to be in their Service than Army recruits (92%, down from 93% last year and 96% in 2011) (figure 94).

### Phase 1

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

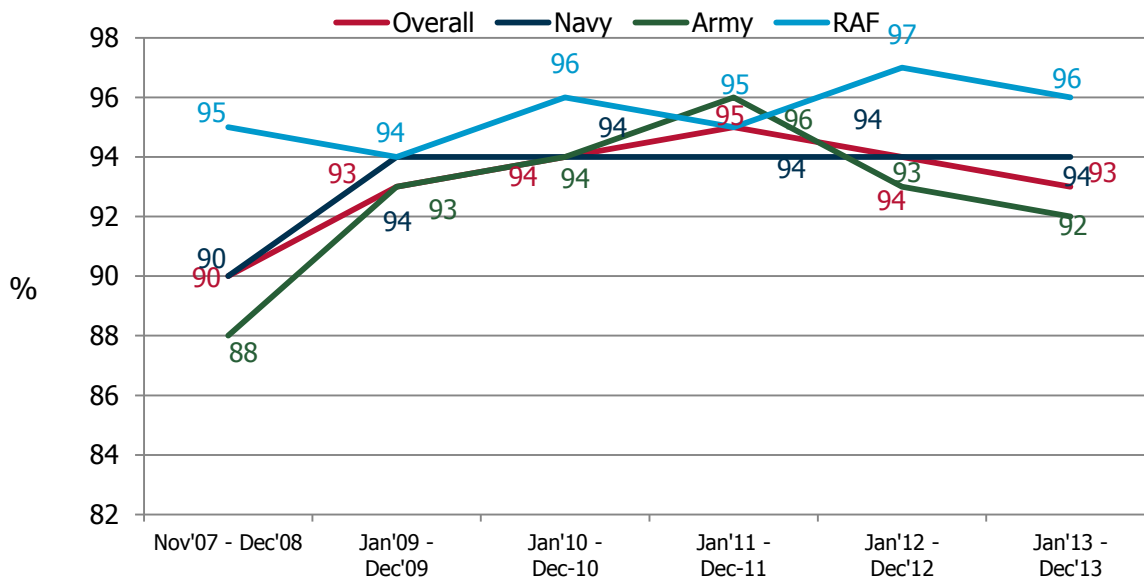


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 94

## Phase 1

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



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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

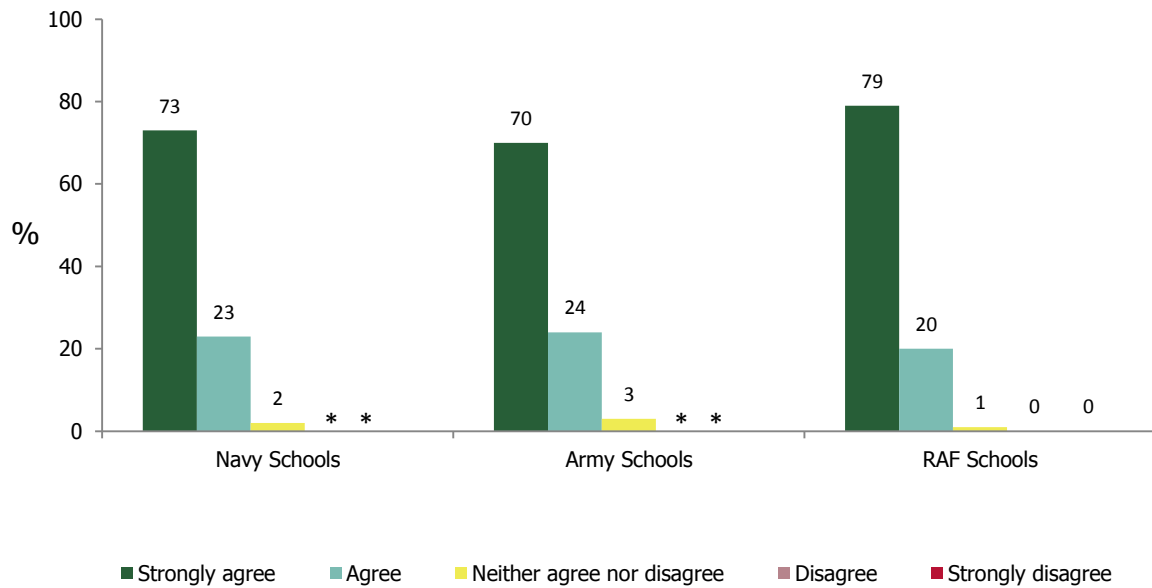
Figure 95

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

291. Overall, 96% of recruits agreed that they understood the core values of their Service, up from 96% last year<sup>29</sup>. RAF recruits (99%, up from 98%) were more likely to agree that they understood the core values of their Service than Navy recruits (96%) and Army recruits (95%, down from 96% last year and 97% in 2011) (figure 96).

### Phase 1

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



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 96

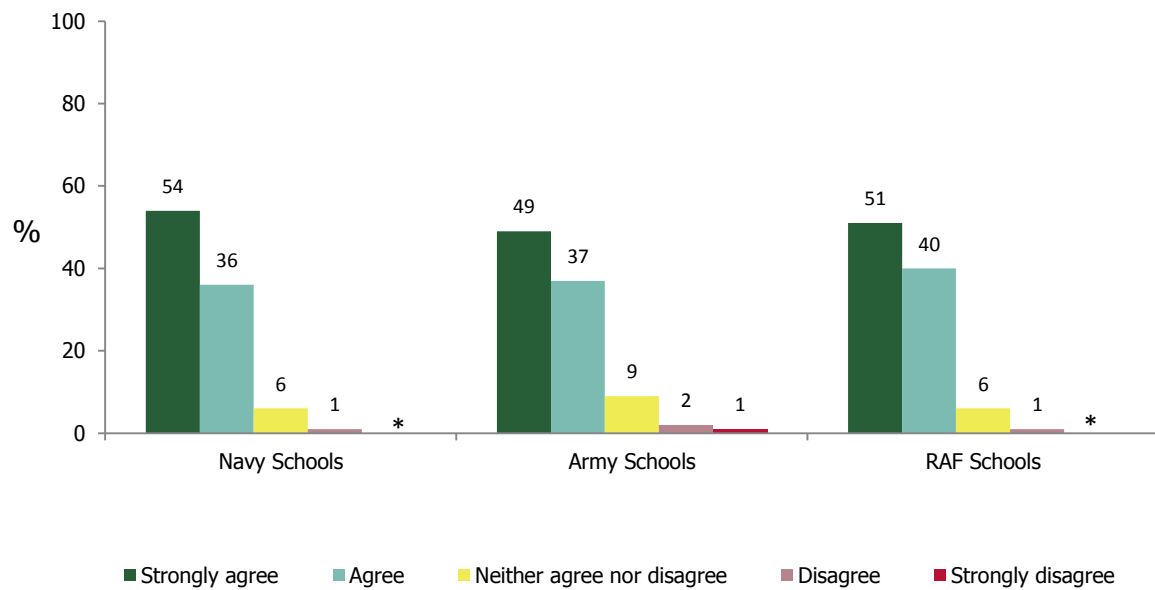
<sup>29</sup> A statistical difference can still occur if the overall percentage remains the same, this is partly due to the large base sizes in the report. For more information see paragraph 18.

## Generally military personnel uphold the core values

292. When asked whether they agreed that generally military personnel uphold the core values of the Services, 88% of recruits agreed. RAF and Navy recruits (both 91%) were more likely to agree that military personnel upheld the core values than Army recruits (86%) (figure 97).

### Phase 1

## Generally military personnel uphold the core values



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 97

## COURSE DIFFICULTY

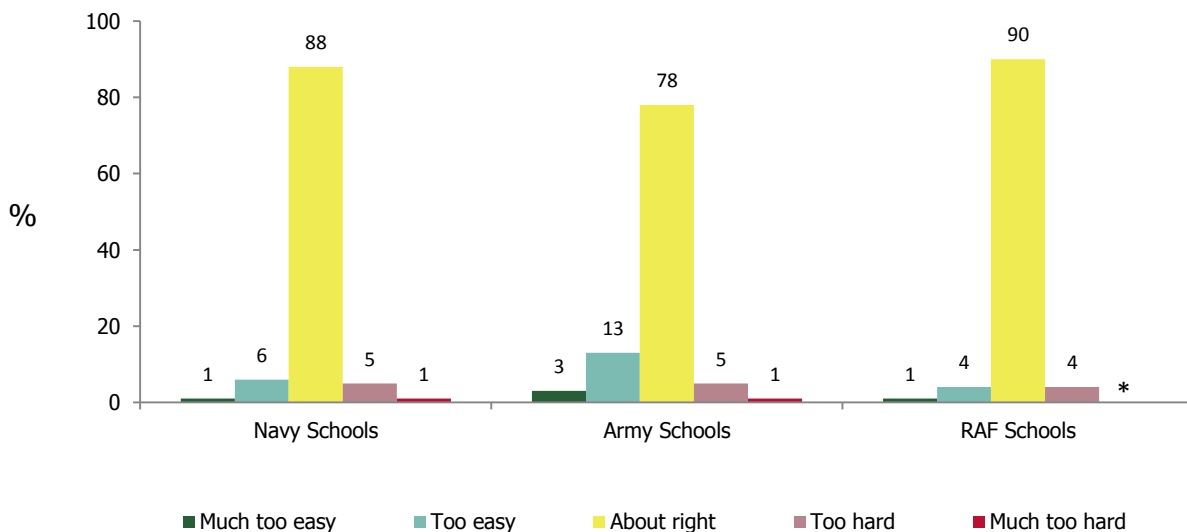
293. Eighty-two per cent (up from 81%) of Phase 1 recruits thought that their training course was about the right level of difficulty, with 12% (down from 13%) saying that it was too easy and 6% saying that it was too hard (figure 98).

294. RAF recruits (90%, up from 87%) were more likely to say that their course was about right than Navy recruits (88%) who were more likely to say this than Army recruits (78%).

295. Army recruits (15%) were the most likely to say that the course was too easy, followed by Navy recruits (6%) and RAF recruits (5%, down from 8%). Army recruits (6%) were more likely to say the course was too hard than RAF recruits (5%).

### Phase 1

#### Do you feel the course was...?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 98

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

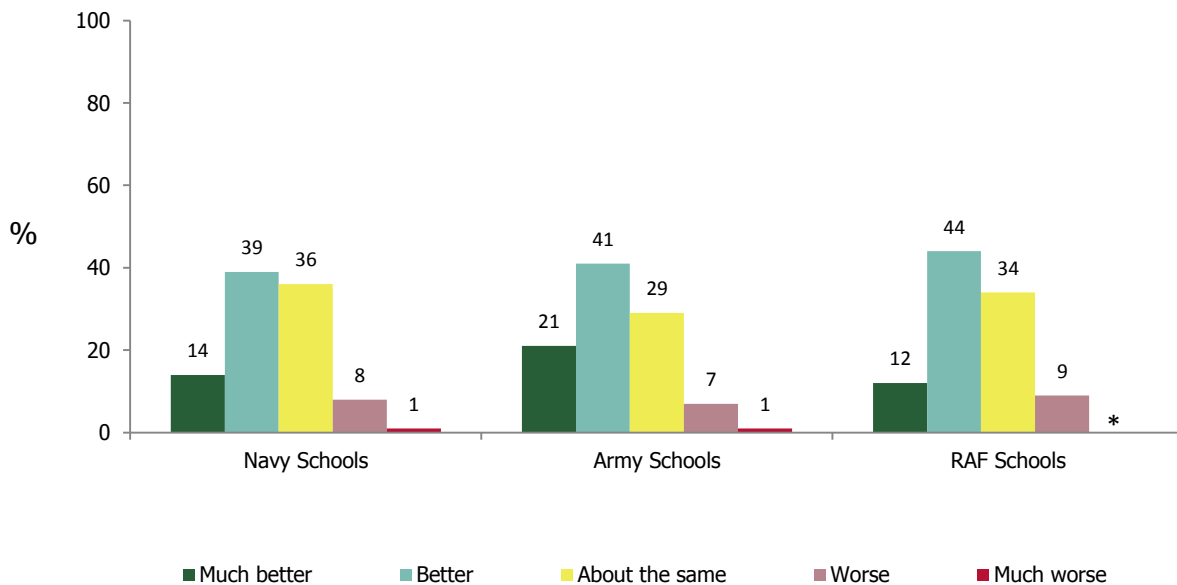
296. Overall, 59% (down from 61% last year and 65% in 2011) of recruits thought that life in their Service had been better than expected while 8% thought that life in their Service had been worse. Army recruits (63%) were more likely to say that life in the Services was better than expected than RAF recruits (57%) who were in turn more likely to say this than those in the Navy (53%, down from 57%) (figure 99).

297. Navy recruits (9%) were more likely to say that life in the Services was worse than expected than Army recruits (8%).

298. Thirty-one per cent of recruits thought that life in their Service had been about the same as expected (up from 29%). Navy and RAF recruits (36% and 34% respectively) were more likely to say this than Army recruits (29%).

Phase 1

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



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 99

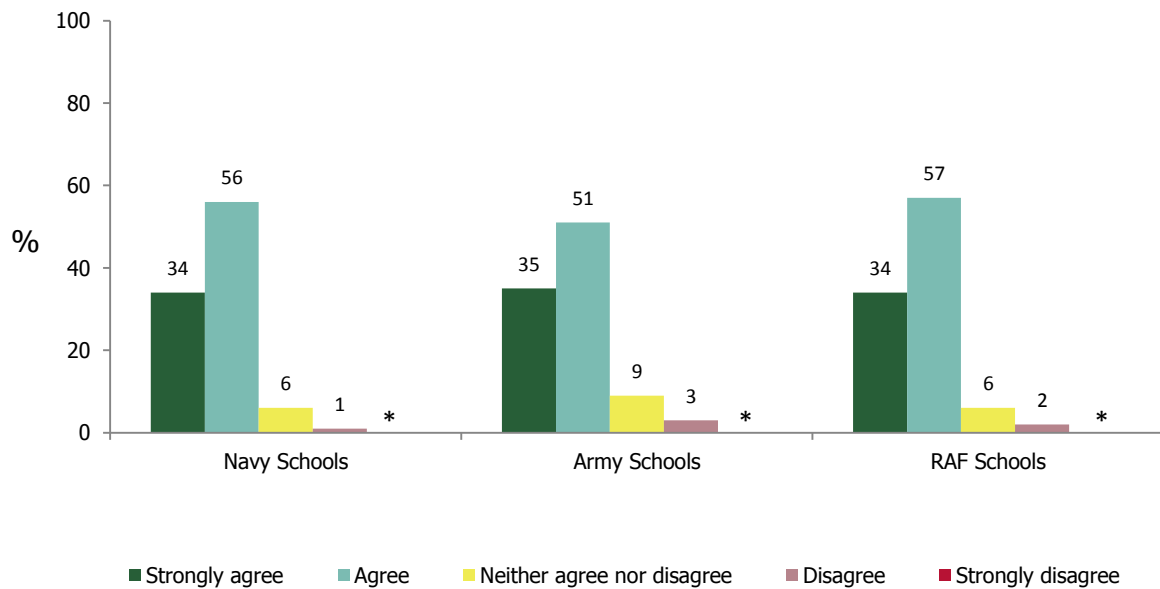
### I feel prepared to go onto the next stage of my career/training

299. Eighty-eight per cent (down from 89% last year and 91% in 2011) of recruits agreed that they felt prepared to go onto the next stage of their career/training while two per cent disagreed.

300. RAF and Navy recruits (91% and 90% respectively) were more likely to say that they felt prepared than Army recruits (86%, down from 88% last year, 90% in 2011 and 91% in 2010) (figure 100). Army recruits (3%, up from 2%) were more likely to disagree when asked if they felt prepared to go onto the next stage of their career/training compared with RAF recruits (2%) and Navy recruits (1%).

## 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): Royal Navy schools (2,068), Army schools (5,069), RAF schools (1,270)

Figure 100



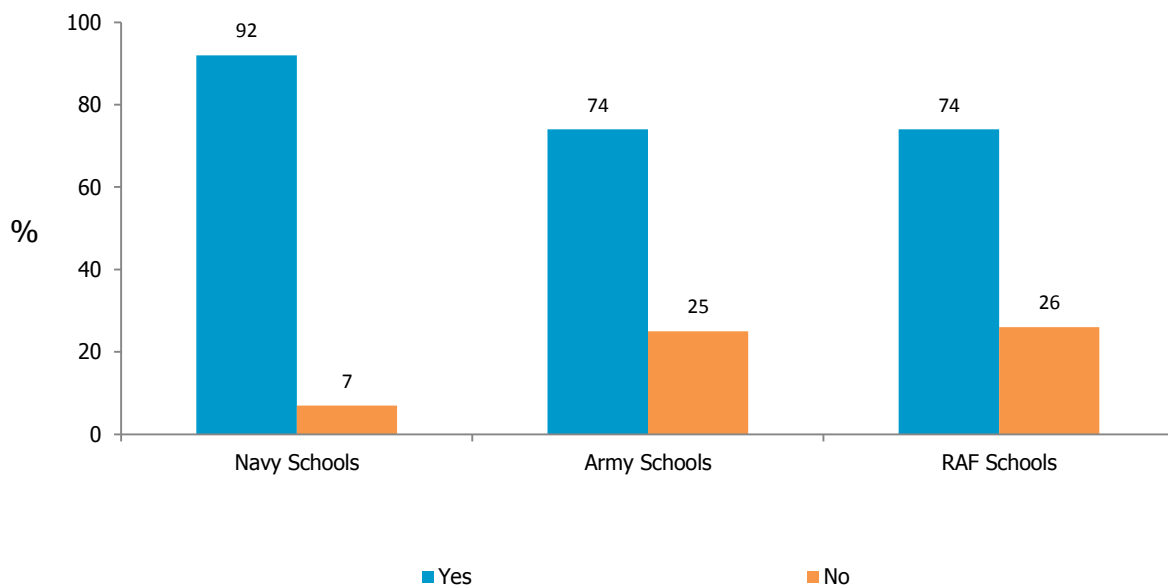
## PAY

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

301. Seventy-nine per cent of recruits knew that their pay increases after 26 weeks in training (up from 76%). Navy recruits (92%) were more likely to be aware of this than RAF recruits (74%, up from 68% last year and 63% in 2011) and Army recruits (74%) (figure 101).

#### Phase 1

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



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 101

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

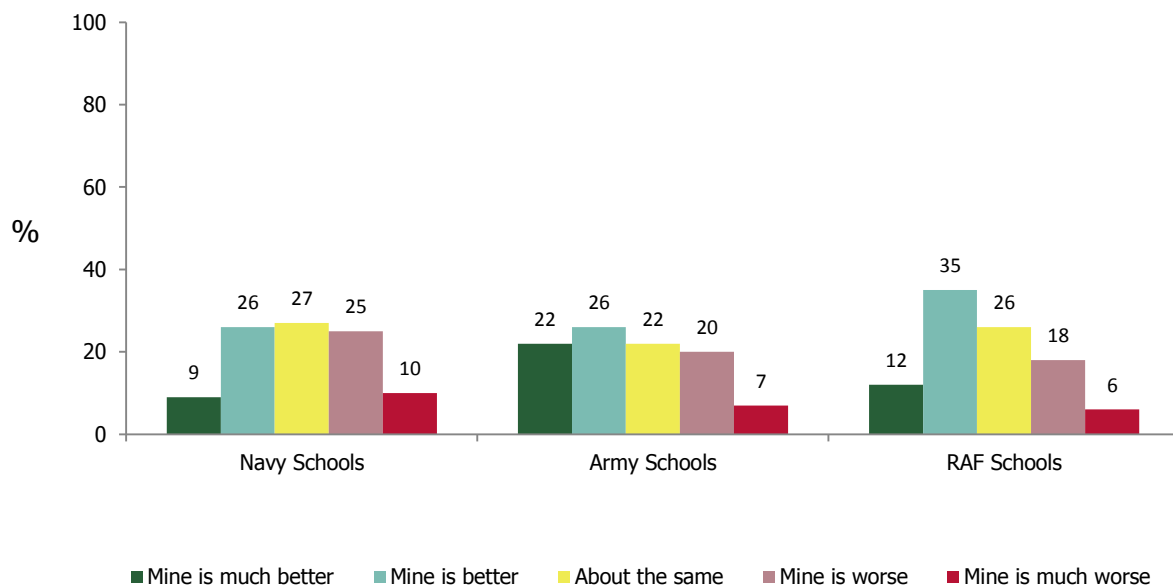
302. Forty-four per cent (down from 48% last year and 50% in 2011) thought that their pay was better than that of their non-military friends at home while 28% (down from 27%) thought it was worse.

303. Army recruits (48%, down from 50% last year and 53% in 2011) and RAF recruits (47%) were more likely to say that their pay was better than their non-military friends at home than Navy recruits (34%, down from 38%) (figure 102).

304. Navy recruits (35%) were the most likely to say that their pay was worse than that of their non-military friends at home than Army recruits (27%) who were in turn more likely to say this than RAF recruits (24%).

### Phase 1

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

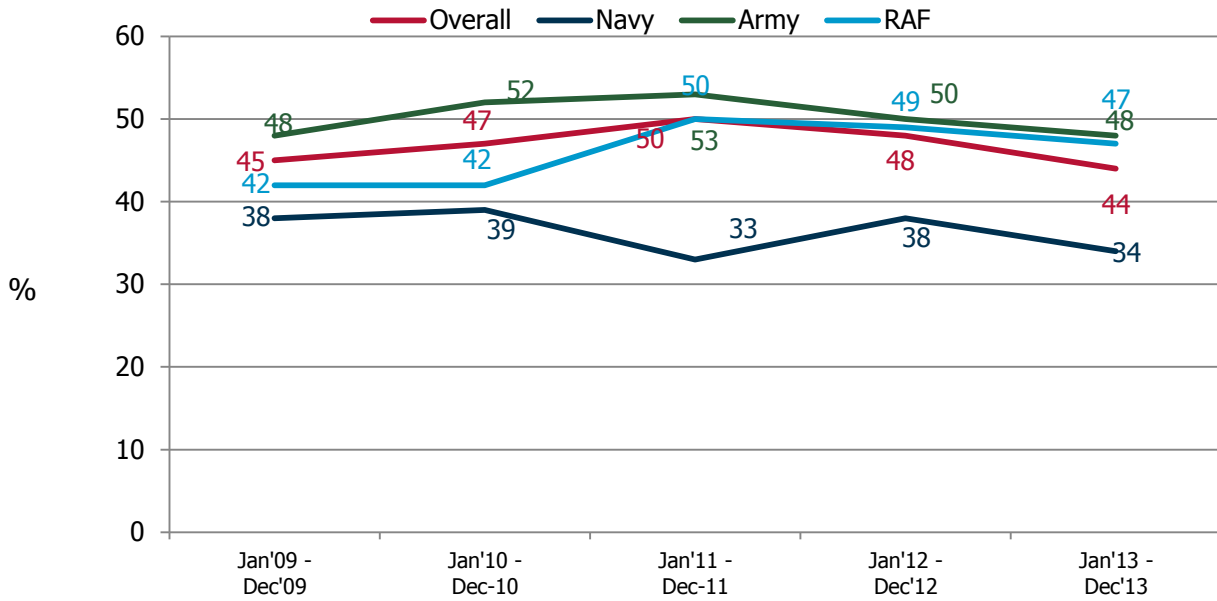


Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 102

## Phase 1

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



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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 103

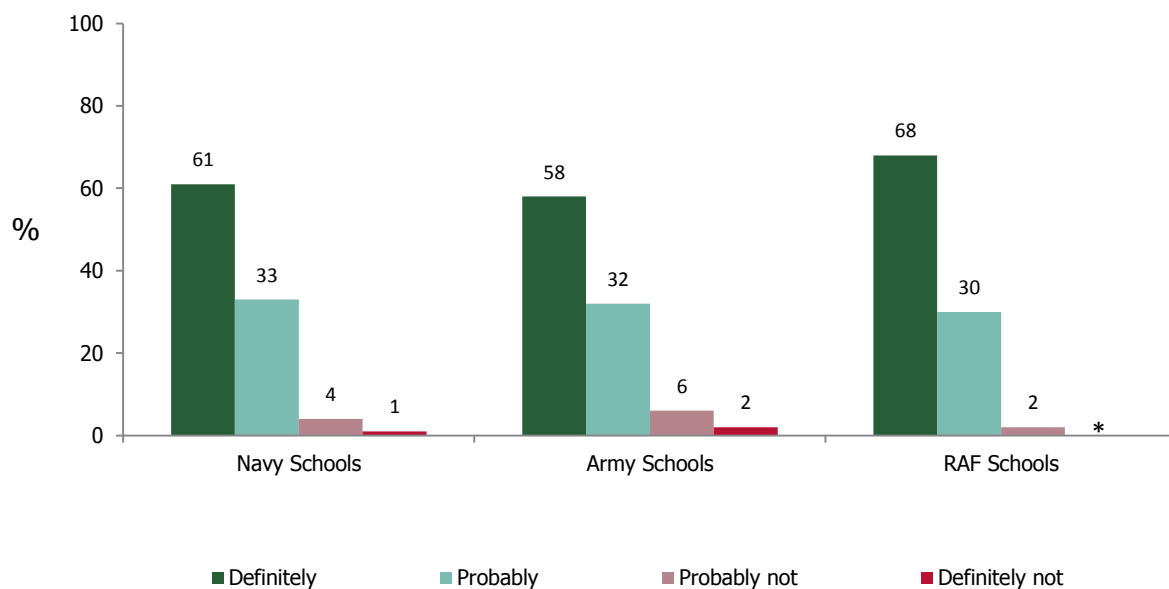
## Would you recommend joining your Service to others?

305. Ninety-three 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 (60%)<sup>30</sup>, with 32% saying that they would 'probably' do so.

306. RAF recruits (97%) were the most likely to recommend joining their Service, followed by those in the Navy (94%) who were more likely to recommend it than those in the Army (91%) (figure 104).

### Phase 1

## Would you recommend joining your Service to others?



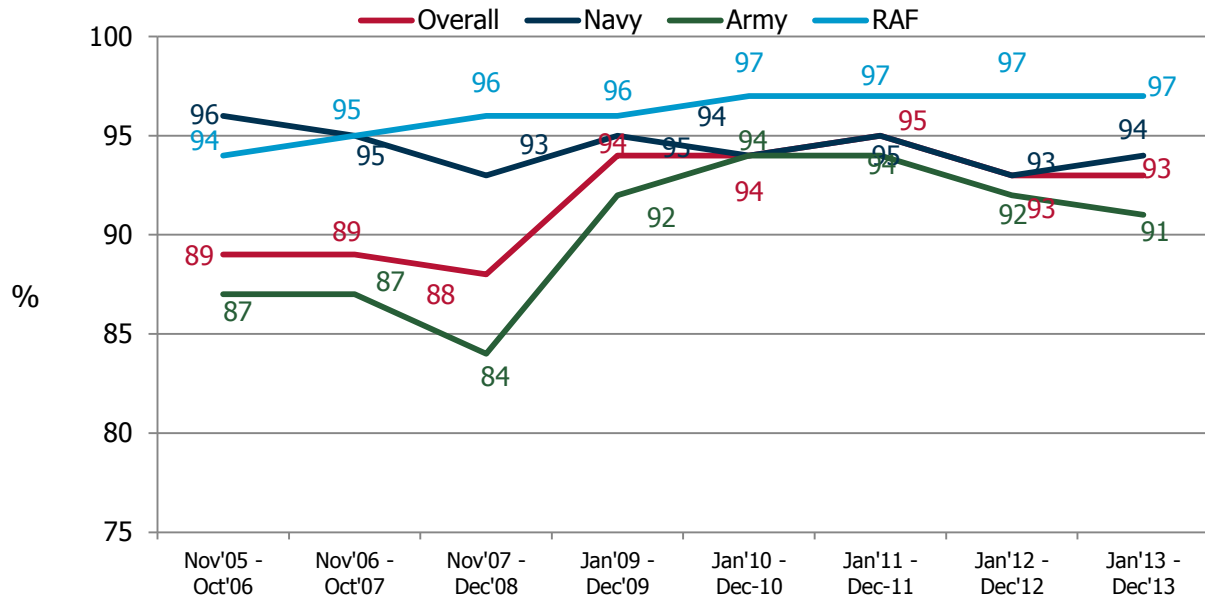
Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 104

<sup>30</sup> This figure is an aggregate of the codes 'very good' (60%) and 'good' (32%). Although 60% plus 32% should equal 92%, the aggregate is compiled from the number of responses for those two codes, and takes into account the rounding which occurs when two figures are presented separately. Please see paragraph 19 for more details.

## 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, 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), December '12 (Phase 1, 10,303, Navy, 1,823, Army, 7,323, RAF, 1,157) December '13 (Phase 1, 9,480, Navy, 2,382, Army, 5,750, RAF, 1,348)

Figure 105

## HOPES FOR THE FUTURE

### LENGTH OF TIME ON TRAINING COURSE

307. Forty-four per cent (down from 50% last year and 54% in 2011) said that they had been on their training course for 13-26 weeks (4-6 months), while 33% (up from 28% last year and 25% in 2011) had been on their training course for 5-12 weeks (1-3 months). Seventeen per cent had been on their training course for 27-52 weeks (7-12 months) and 2% had been on their training course for 2-4 weeks (15-28 days). One per cent had been on their training course less than 2 weeks (less than 14 days) and 2% (up from 1%) had been on their training course for more than 53 weeks (more than 1 year).

308. The majority of Army recruits (66%) had been on their training course for 13-26 weeks (4-6 months), and were more likely to say this than RAF recruits (18%), who were, in turn more likely to spend 13-26 weeks on their course than Navy recruits (5%) (figure 106).

309. RAF recruits (71%) were more likely to say that they had been on their training course for 5-12 weeks (1-3 months) than Navy recruits (63%, down from 71%) who were in turn more likely to say this than Army recruits (12%, up from 10%).

310. Navy recruits (23%, up from 17%) were the most likely to say that they had been on their training course for 27-52 weeks (7-12 months), followed by Army recruits (18%, down from 20%), who were, in turn more likely to say this than RAF recruits (7%, up from 4%).

311. Navy recruits (2%) were more likely to have been on their training course for 2-4 weeks (15-28 days) than Army recruits (2%<sup>31</sup>).

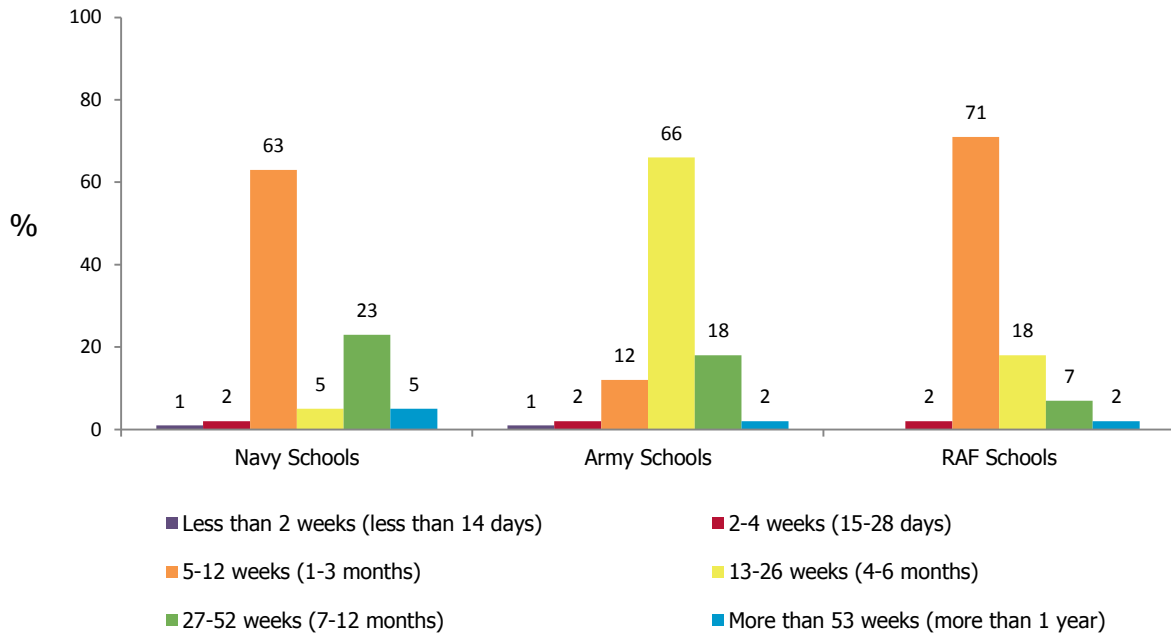
312. Navy recruits (5%) were more likely to say that they had been on their training course for more than 53 weeks (more than 1 year) than Army and RAF recruits (2% for both).

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<sup>31</sup> 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 more information see paragraph 18.

# Phase 1

## How long have you been at the unit for this training course?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 106

## **AFTER TRAINING**

### **What are you doing next?**

313. The majority of Phase 1 recruits (58%, down from 62% last year and 69% in 2011) were going to move on to the next phase of training. RAF recruits (70%, up from 66% last year, 63% in 2011 and 58% in 2010) were the most likely to be moving on to the next phase of training, followed by Army recruits (56% down from 62% last year and 74% in 2011) and Navy recruits (55%, down from 60%) (figure 107).

314. Twenty-four per cent (up from 20% last year and 16% in 2011) were going to be posted to a unit. Army recruits (28%, up from 23% last year and 16% in 2011) were the most likely to say that they would be posted to a unit, followed by Navy recruits (25%, up from 19% last year) who were, in turn, more likely to be posted to a unit than RAF recruits (7%, up from 3% last year and 1% in 2011).

315. Overall, eleven per cent were leaving the service, Navy recruits (13%) and Army recruits (12% up from 10% last year and 5% in 2011) were more likely to say that they were leaving the service than RAF recruits (6%, down from 10%).

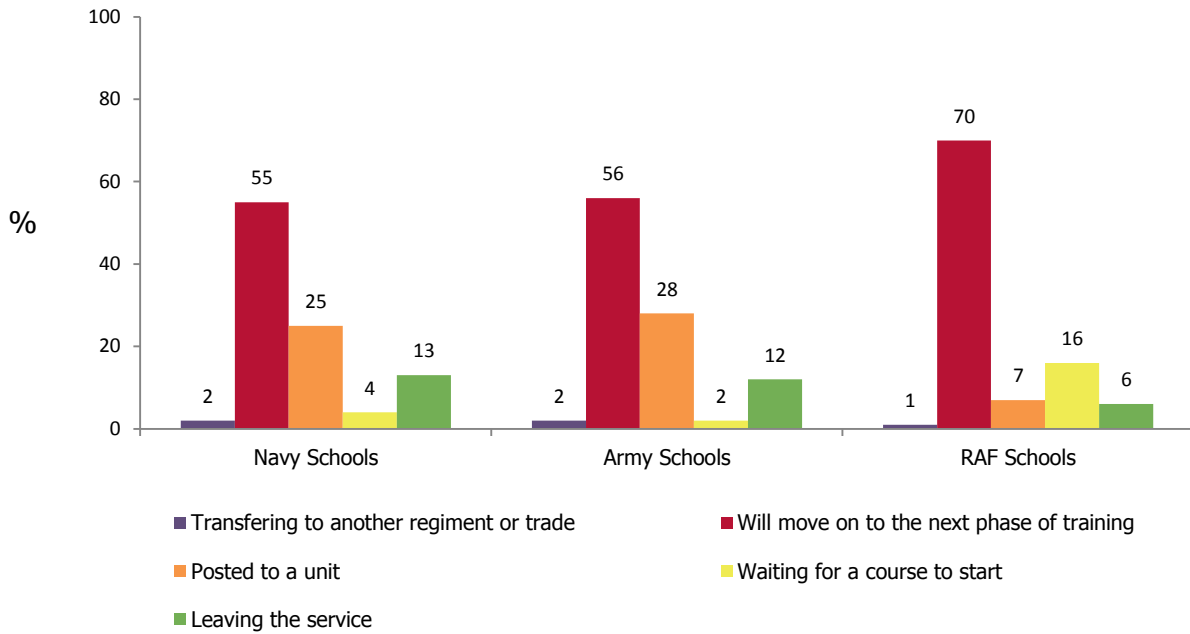
316. Four per cent were waiting for a course to start. RAF recruits (16%, down from 19% last year, 24% in 2011 and 30% in 2010) were the most likely to say that they will be waiting for a course to start, followed by Navy recruits (4%), who were, in turn more likely to say this than Army recruits (2%).

317. Two per cent were transferring to another regiment or trade. Army and Navy recruits (both 2%) were more likely to say that they were transferring to another regiment or trade than RAF recruits (1%).



# Phase 1

## What are you doing next?



Number of respondents: Royal Navy schools (2,382), Army schools (5,750), RAF schools (1,348)

Figure 107

## What are your hopes for the future?

318. Recruits who were not leaving the Service were asked what their hopes for the future are. Please note all percentages in this section refer to the proportion of trainees asked the question ie. Those not leaving the Service.

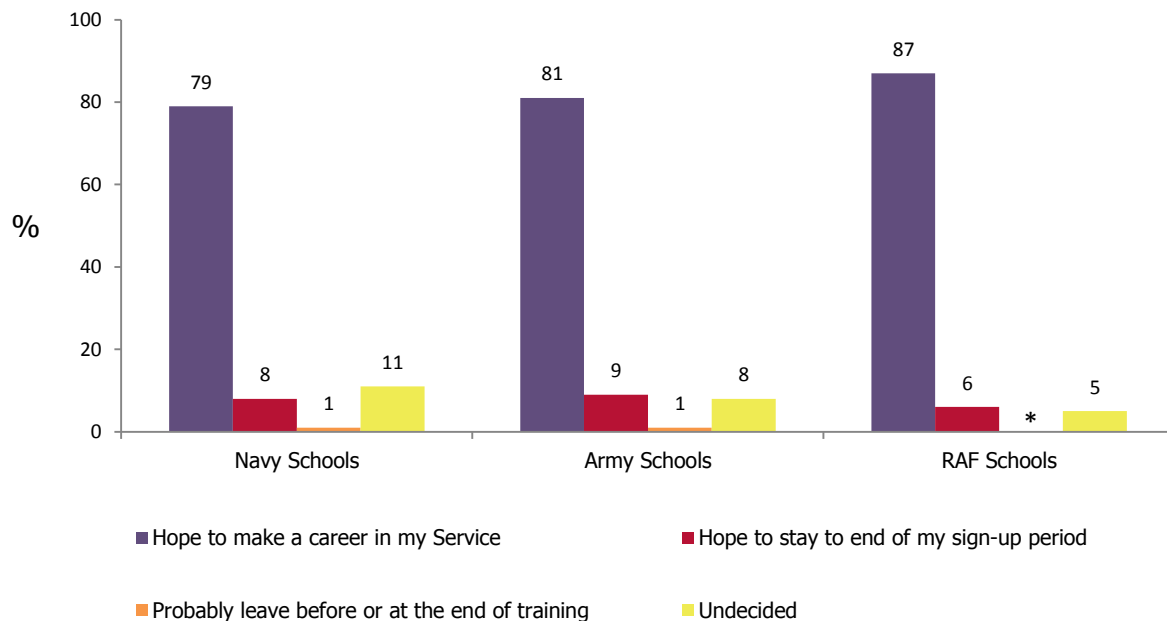
319. Of those not leaving the Service, 82% hoped to make a career in the Service. RAF recruits (87%) were more likely to say that they hoped to make a career in the Service than those in the Army (81%) or the Navy (79%) (figure 108).

320. Eight per cent of recruits who were not leaving the Service wanted to stay until the end of their sign-up period (down from 9%). Army recruits (9%, down from 10%) were more likely to say this than those in the RAF (6%).

321. In total, 8% said that they were undecided. Navy recruits (11%) were the most likely to say this, followed by Army recruits (8%), who were in turn more likely to say that they were undecided than RAF recruits (5%).

### Phase 1

## What are your hopes for the future?



Number of respondents (all those not leaving the Service): Royal Navy schools (2,068), Army schools (5,069), RAF schools (1,270)

Figure 108

## **REASONS FOR LEAVING THE SERVICE**

### **Why are you leaving the Service?**

322. The main reason provided by Phase 1 recruits for leaving the Service was that they were leaving of their own choice i.e. Discharge As Of Right (52%, down from 63% last year and 72% in 2011). The proportion of Army recruits who were leaving the Service and said they were leaving of their own choice was 48%, down from 63% last year and 72% in 2011 (figure 109).

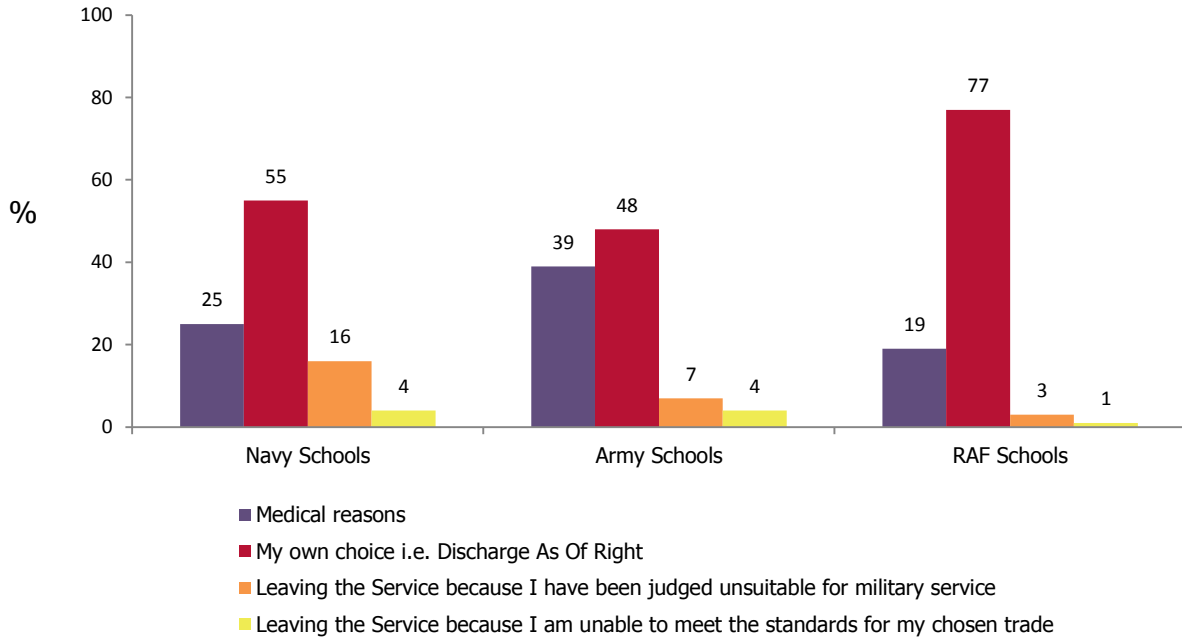
323. Thirty-four per cent (up from 24% last year and 18% in 2011) of recruits who were leaving the Service said that they were leaving for medical reasons. Army recruits were more likely to say they were leaving for medical reasons (39%, down from 24% last year and 15% in 2011) than Navy recruits (25%) and RAF recruits (19%).

324. Ten per cent of recruits who were leaving the Service said that they were leaving because they had been judged unsuitable for military Service. Navy recruits (16%) were more likely to say this than Army recruits (7%) or RAF recruits (3%).

325. Overall, 4% of recruits who were leaving the Service said that they were leaving as they were unable to meet the standards for their chosen trade.

## Phase 1

### Why are you leaving the Service?



Number of respondents (All those leaving the service): Royal Navy schools (314), Army schools (681), RAF schools (78)

Figure 109

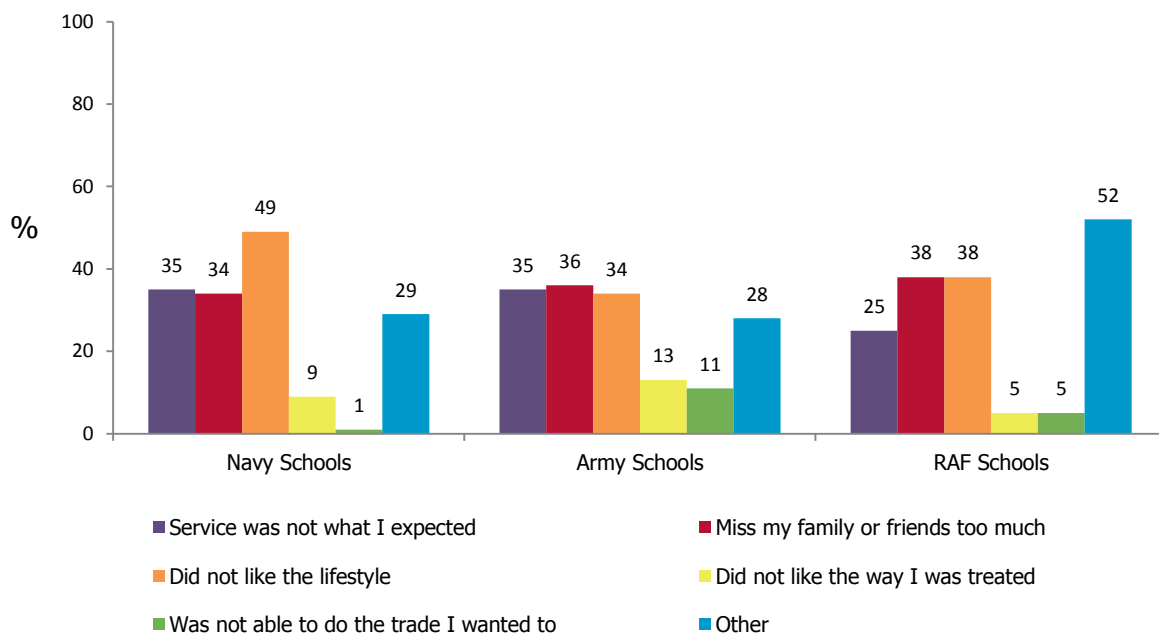
## Why are you leaving the Service by your own choice?

326. Amongst Phase 1 recruits the main reasons cited by those choosing to leave the Service by their own choice was that they did not like the lifestyle (39%), missed family or friends too much (36%) or because the Service was not what they expected (34%). Eleven per cent did not like the way they were treated and seven per cent were leaving because they were not able to do the trade they wanted.

327. Navy recruits (49%) were more likely to say that they did not like the lifestyle than Army recruits (34%). Army recruits (11%) and RAF recruits (5%) were more likely to say that they were not able to do the trade they wanted than Navy recruits (1%) (figure 110).

### Phase 1

## Why are you leaving the Service by your own choice?



Number of respondents (All those leaving the service): Royal Navy schools (172), Army schools (328), RAF schools (60)

Figure 110

## DETAILED FINDINGS – PHASE 2

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328. The results of the survey are detailed overleaf and are presented by Service. Statistically significant differences<sup>32</sup> between sub groups (such as Service, gender, age of trainee and ethnicity) are highlighted.

329. In the preceding Phase 1 analysis the Service to which the trainees belonged was assigned automatically, as all Phase 1 training is conducted at Single Service training establishments. However in Phase 2 training there are many multi-Service schools, therefore the Service definition is based on which Service trainees said they belonged to. Nine trainees did not answer this question and so are not included in the analysis broken down by Service.

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<sup>32</sup> Results are statistically significant if they are unlikely to have occurred by chance

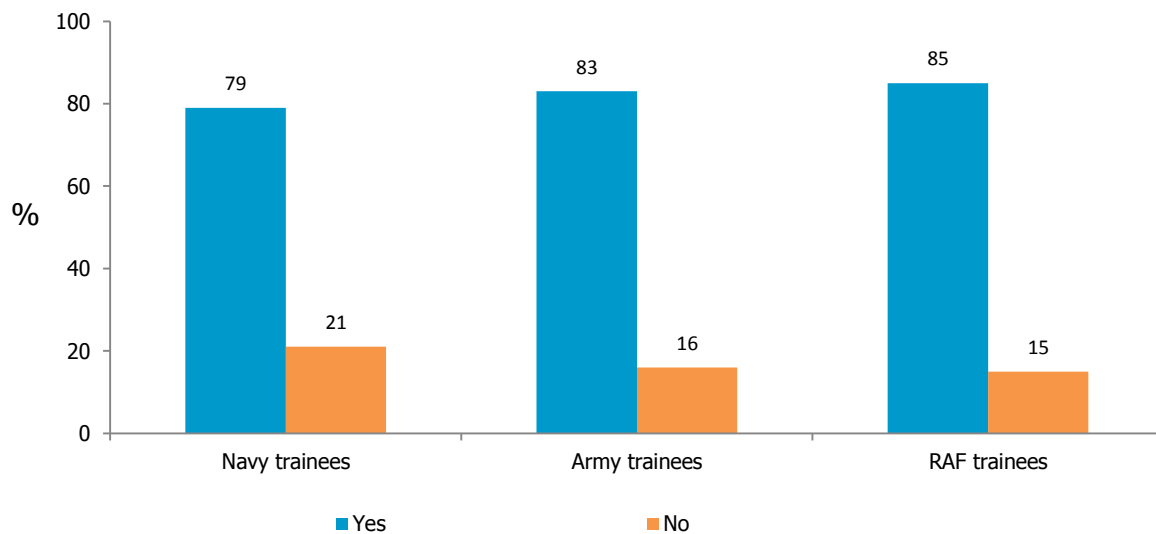
## PRE-TRAINING EXPERIENCES OF THE SERVICES

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

330. Eighty-three per cent of trainees (up from 82% last year) were on their first Phase 2 training course. RAF trainees were the most likely to be on their first course (85%), followed by Army trainees (83%, up from 80%), and Navy trainees (79%) (figure 111).

### Phase 2

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



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

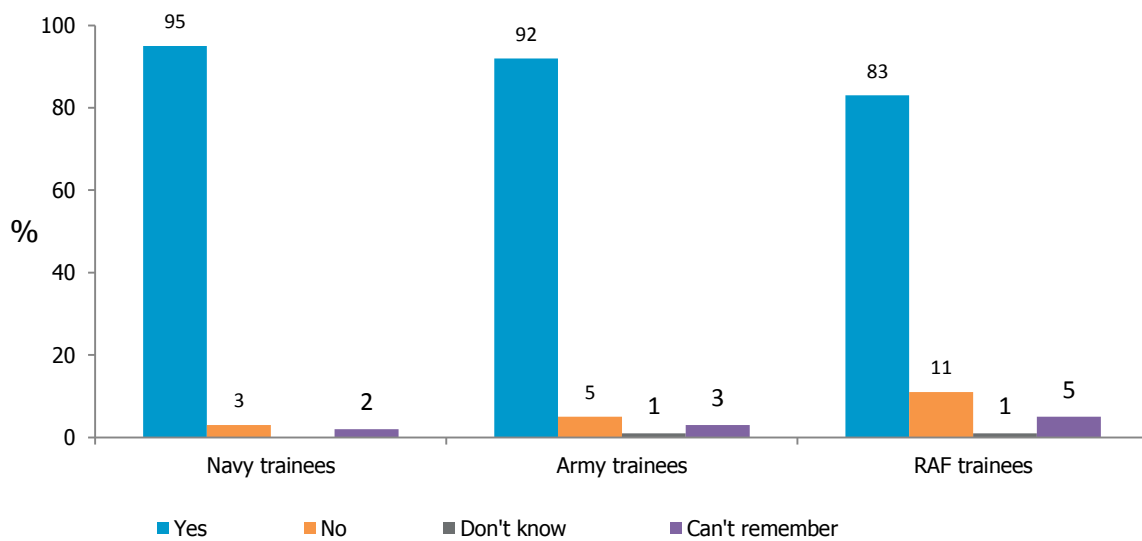
Figure 111

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

331. Those who were on their first Phase 2 training course were asked if they received a brief on joining their Phase 2 establishment during Phase 1 and 91% cent said that they did receive one. Navy trainees (95%) were more likely to receive a brief than Army trainees (92%), who were in turn more likely to receive a brief than RAF trainees (83%) (figure 112).

### Phase 2

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



Number of respondents: Royal Navy trainees (946), Army trainees (3,011), RAF trainees (728)

Figure 112



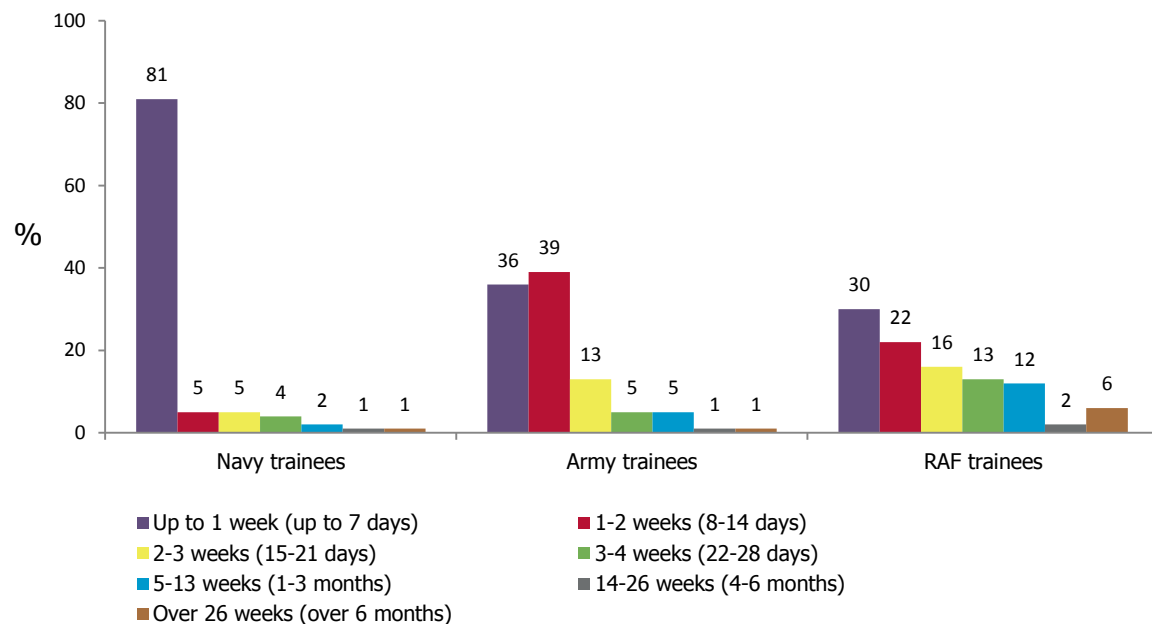
### How long was the gap between your Phase 1 and Phase 2 training course?

332. Trainees on their first Phase 2 training course were asked how long the gap between their Phase 1 and Phase 2 course was. Overall, 73% 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 70% last year), with 27% (down from 30% last year) waiting two weeks or more (15 days or more).

333. RAF trainees (49%) were the most likely to have a gap of two weeks or more, followed by Army trainees (26%, down from 30%), who were more likely have a gap of two weeks or more than Navy trainees (14%) (figure 113).

### 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): Royal Navy trainees (946), Army trainees (3,011), RAF trainees (728)

Figure 113

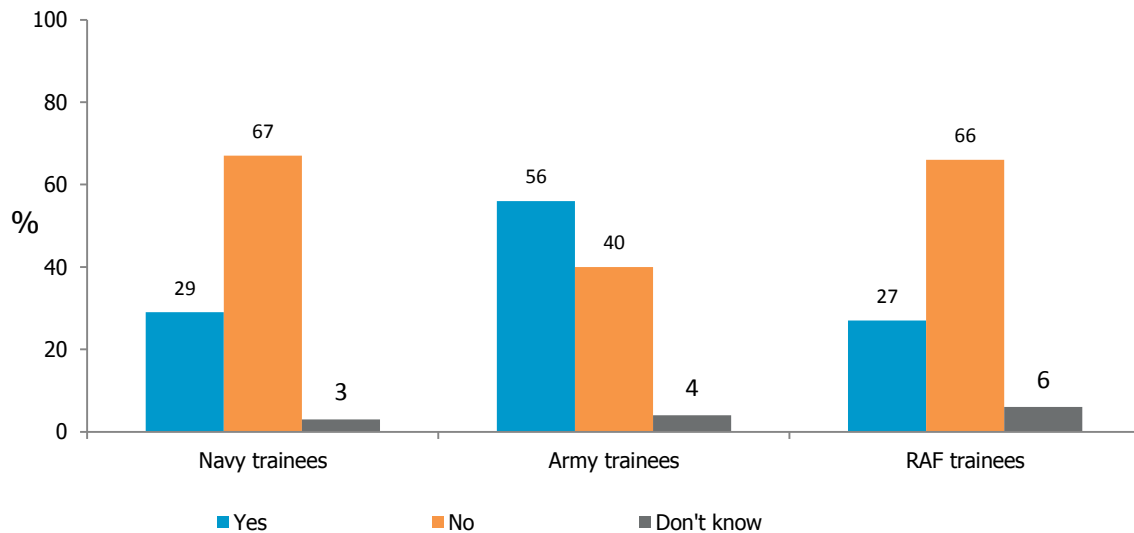
### Have you had a gap between any of your Phase 2 modules/courses?

334. Forty-six per cent of trainees said they did have a gap between any of their Phase 2 modules/courses. Army trainees were more likely to say this (56%, up from 53%) than Navy trainees (29%, down from 35%) and RAF trainees (27%) (figure 114).

335. Fifty per cent of trainees said they did not have a gap between any of their Phase 2 modules/courses (up from 47%). Navy trainees (67%, up from 62%) and RAF trainees (66%) were more likely to not have a gap than Army trainees (40%).

## Phase 2

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



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 114

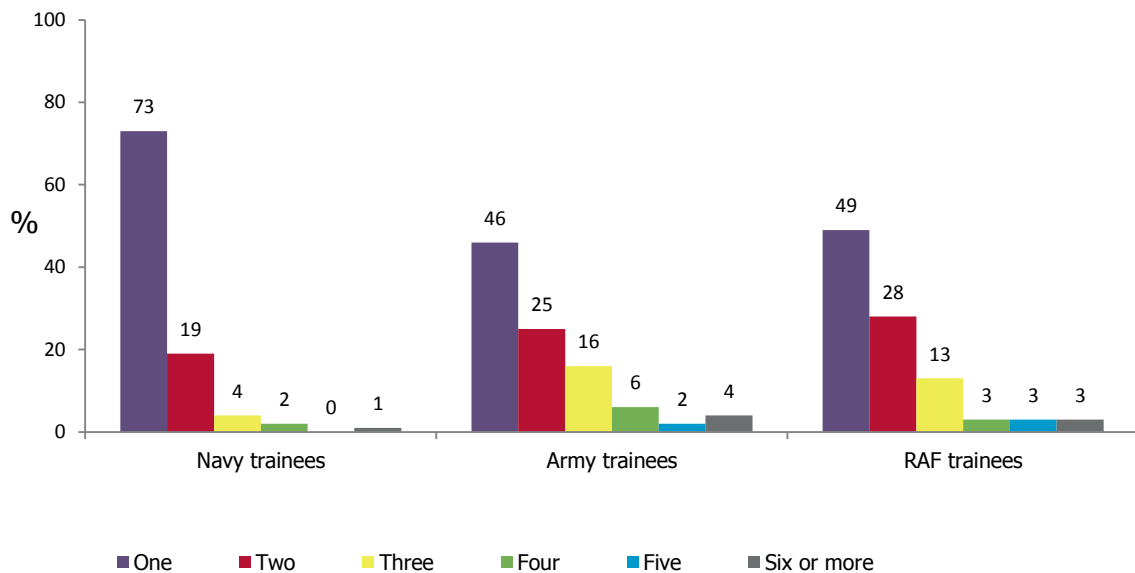
### How many gaps did you have?

336. Trainees who had a gap between any of their Phase 2 modules/courses were asked how many gaps they had. Fifty per cent of trainees who had a gap said that they only had one, with 24% having two gaps. Twenty-one per cent had three to five gaps, with 4% having six or more.

337. Navy trainees were the more likely to have had only one gap (73%), than RAF trainees (49%) and Army trainees (46%) (figure 115).

### Phase 2

### How many gaps did you have?



Number of respondents (all who had a gap between their Phase 2 modules/courses): Royal Navy trainees (349), Army trainees (2022), RAF trainees (233)

Figure 115

### **Which of the following did you do in this gap?**

338. 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.

339. It should be noted that two per cent of trainees chose not to answer this question. Previously, a larger proportion of trainees chose not to answer this question (30% last year, down from 35% in 2011 and 45% in 2010). There was a decrease in the proportion of trainees in each Service not answering the question - RAF trainees decreased from 46% to 1%, Navy trainees decreased from 45% to 2% and Army trainees decreased from 25% to 2%.

340. Of those trainees who had a gap of two to three weeks or more between their Phase 1 and first Phase 2 training course, 51% of trainees said they spent this time on leave (up from 45% last year and 37% in 2011). Army trainees (54%, up from 51% last year and 45% in 2011) were more likely to spend this time on leave than Navy trainees (40%) (figure 116). There was an increase in the proportion of RAF trainees (50%, up from 28%) that spent time on leave.

341. Twenty two per cent spent this time doing nothing, double the proportion (11%) that spent time doing this last year. There was an increase in the proportion of Navy trainees (29%, up from 7%), Army trainees (21%, up from 13%) and RAF trainees (22%, up from 6%) saying this.

342. The proportion of trainees doing adventure training increased from 10% to 17%. RAF trainees (36%, up from 28%) were most likely to do did adventure training in their gap, followed by Navy trainees (16%, up from 6%), who in turn were more likely to do this than Army trainees (7%, up from 4%).

343. Thirteen per cent spent their time doing guard duty. RAF trainees (25%, up from 15%) were more likely do say this than Army trainees (8%) and Navy trainees (4%).

344. There was an increase in the proportion of trainees who spent time in their gaps doing training (12%, up from 7%). Army trainees (15%, up from 8%) were more likely to say this than RAF trainees (8%).

345. Overall, 8% of Phase 2 trainees did something different to the options provided during their gaps in training, up from 4% last year. Army trainees (10%, up from 4%) were more likely to say this than RAF trainees (4%).

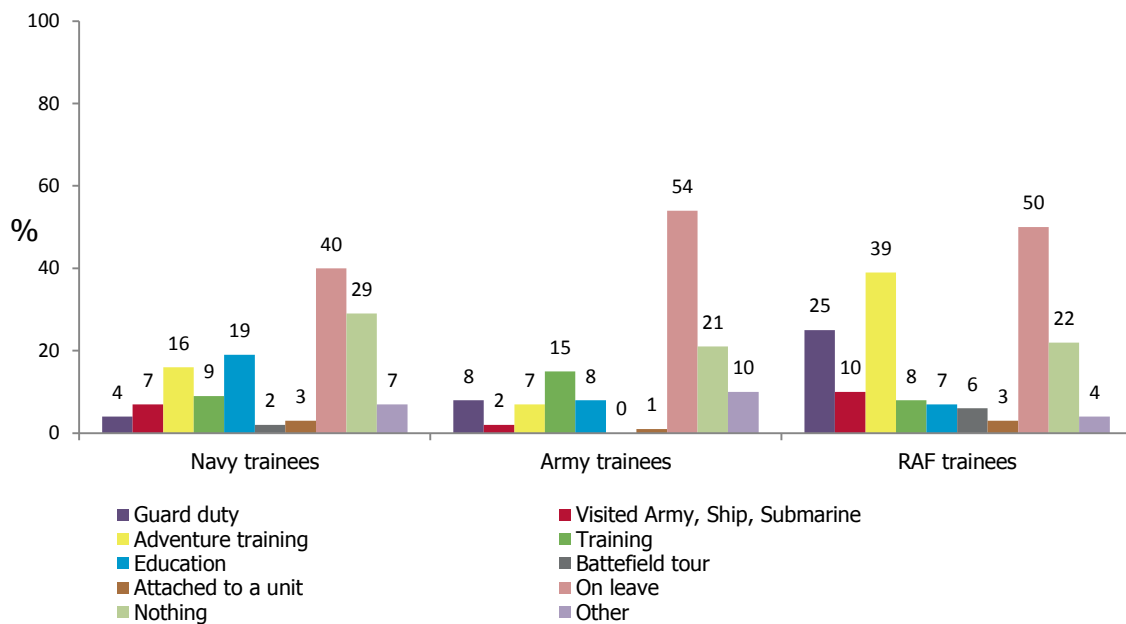
346. One in twenty (5%) trainees visited an army unit, ship or submarine or an operational station, up from 3% last year. RAF (10%) and Navy trainees (7%) were more likely to say this than Army trainees (2%).

347. There was an increase of trainees who were assigned to a unit, up from 1% to 2%. RAF trainees (3%, up from 0 trainees last year) were more likely to say this than Army trainees (1%).

348. The least frequently chosen option was a battlefield tour and 2% of trainees did this during their gaps. RAF trainees (6%) and Navy trainees (2%) were more likely to do this than Army trainees (0 trainees).

## Phase 2

### Which of the following did you do in this gap?



Number of respondents (All who had a gap of 2-3 weeks or more between Phase 1 and their first Phase 2 training course: Royal Navy trainees (129), Army trainees (771), RAF trainees (353))

Figure 116<sup>33</sup>

<sup>33</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

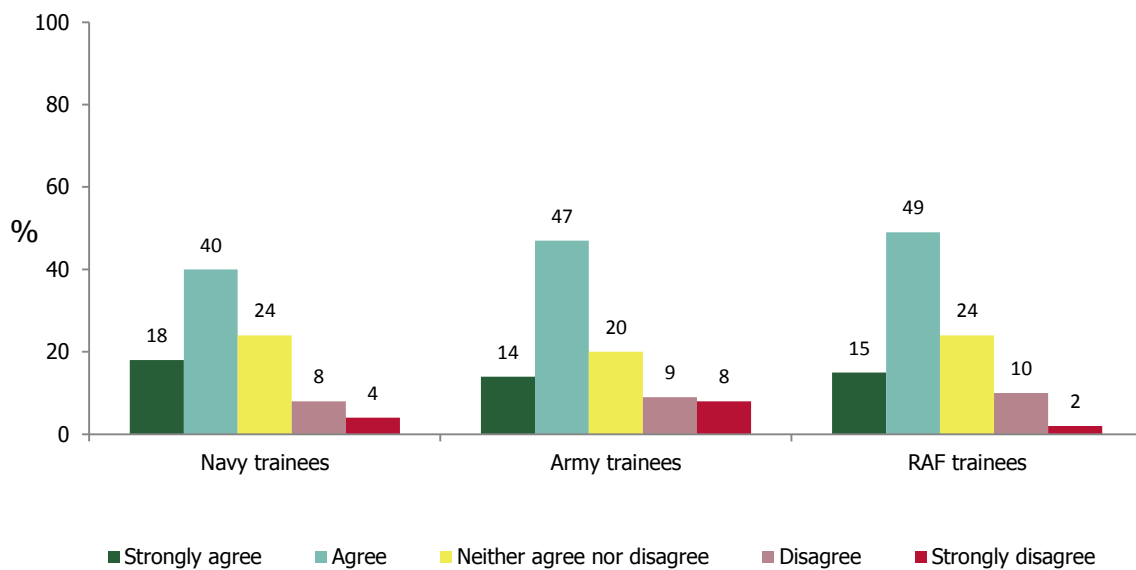
## TASKS GIVEN DURING THIS GAP

349. 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.

350. Sixty two per cent agreed that these tasks helped them better understand military life (up from 54%). For a full breakdown by Service, see figure 117.

### Phase 2

#### The tasks I was given during this gap helped me understand military life better



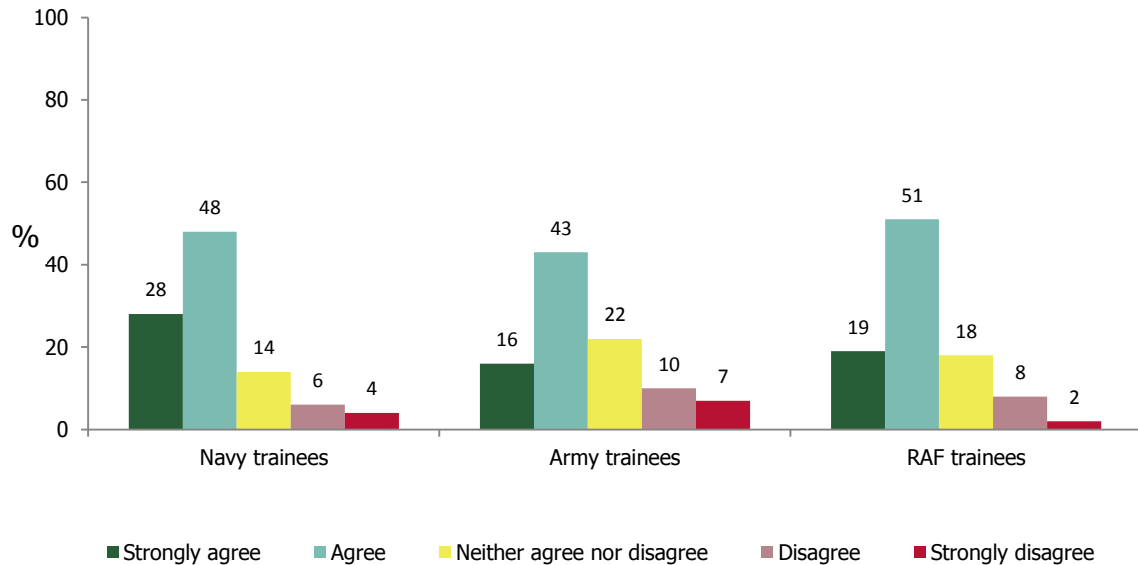
Number of respondents (all who had a gap of 2-3 weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing: Royal Navy trainees (50\*), Army trainees (275), RAF trainees (191)

Figure 117

351. Sixty-five per cent of trainees agreed that the tasks they were given during the gap taught them extra skills or improved their knowledge and Navy (76%) and RAF trainees (71%) were more likely to agree than their Army counterparts (60%). For a full breakdown by Service, see figure 118.

## Phase 2

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



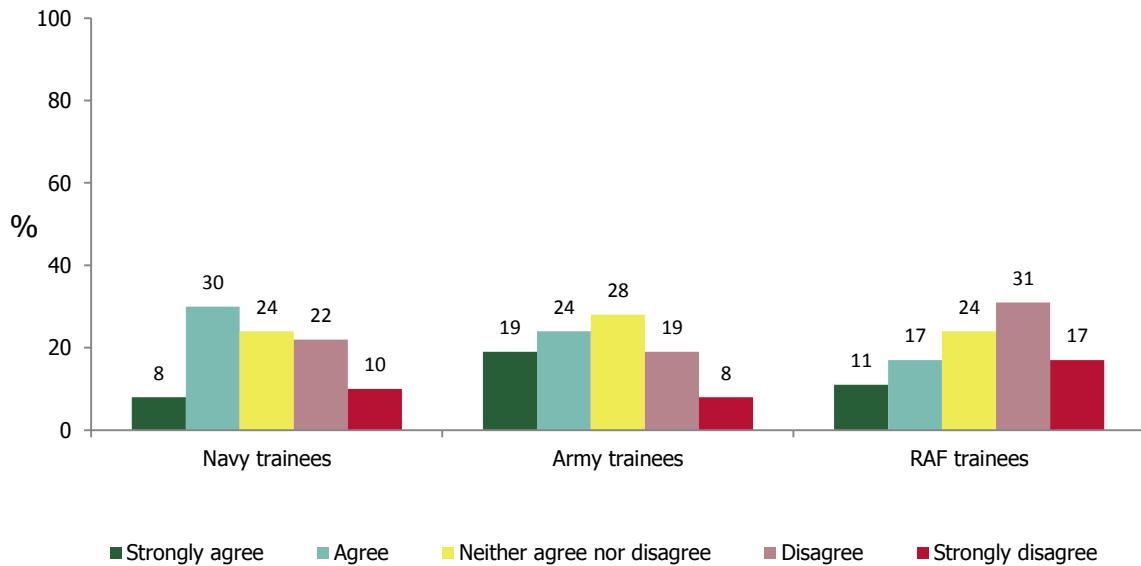
Number of respondents (all who had a gap of 2-3 weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing: Royal Navy trainees (50\*), Army trainees (275), RAF trainees (191)

Figure 118

352. Thirty-seven per cent of trainees stated that the tasks given to them made them feel bored. Army trainees (43%) were more likely to say that the tasks made them feel bored than RAF trainees (28%, up from 17%) (figure 119).

## Phase 2

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



Number of respondents (all who had a gap of 2-3 weeks or more between Phase 1 training and their first Phase 2 training course that was not leave/spent doing nothing: Royal Navy trainees (50\*), Army trainees (275), RAF trainees (191)

Figure 119



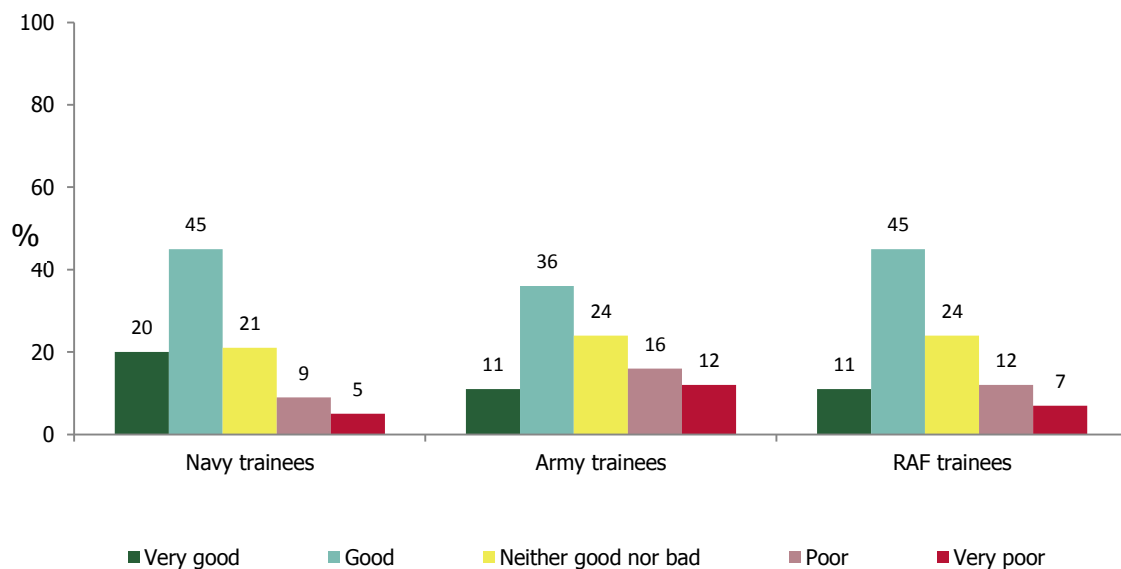
## FACILITIES AND SUPPORT

### ACCOMMODATION

353. Fifty-two per cent of Phase 2 trainees rated the standard of living accommodation as good (up from 50% last year). Twenty-four per cent rated this as poor (down from 25%). Navy trainees (64% up from 51%) were more likely to rate accommodation as good than RAF trainees (56% down from 62%) who in turn were more likely to rate it as good than Army trainees (47%) (figure 120).

### Phase 2

#### How would you rate the standard of living accommodation?

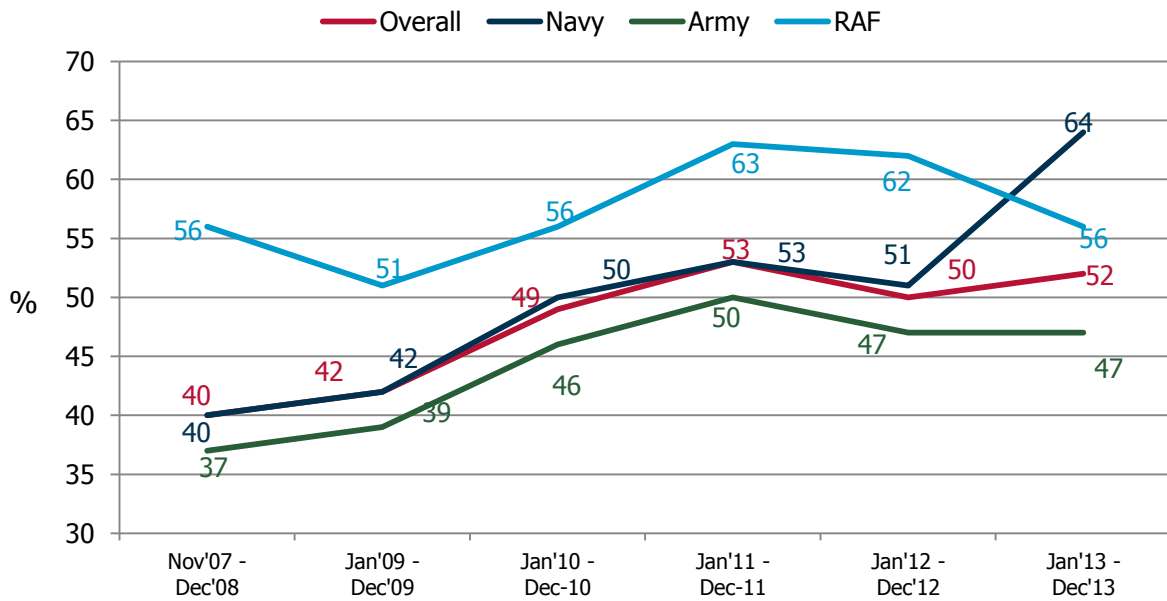


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 120

## 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) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

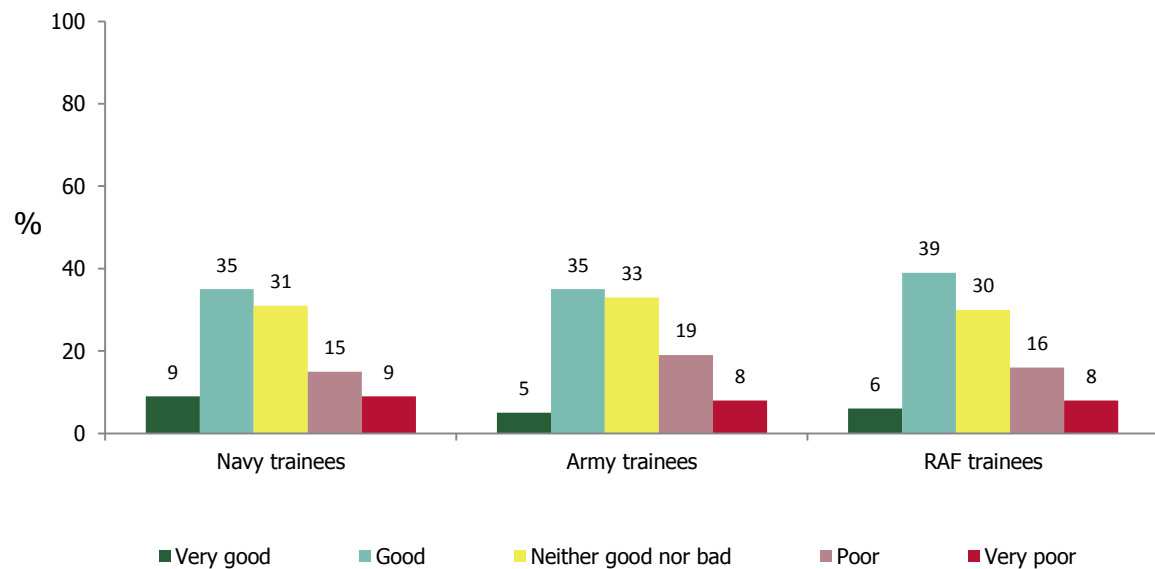
Figure 121

## OFF DUTY RECREATION

354. Forty-one per cent of Phase 2 trainees rated off duty recreation on site as good (up from 39% last year). RAF trainees (45%, up from 40%) and Navy trainees (44%) were more likely to rate off duty recreation on site as good than their Army counterparts (39%) (figure 122).

### Phase 2

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



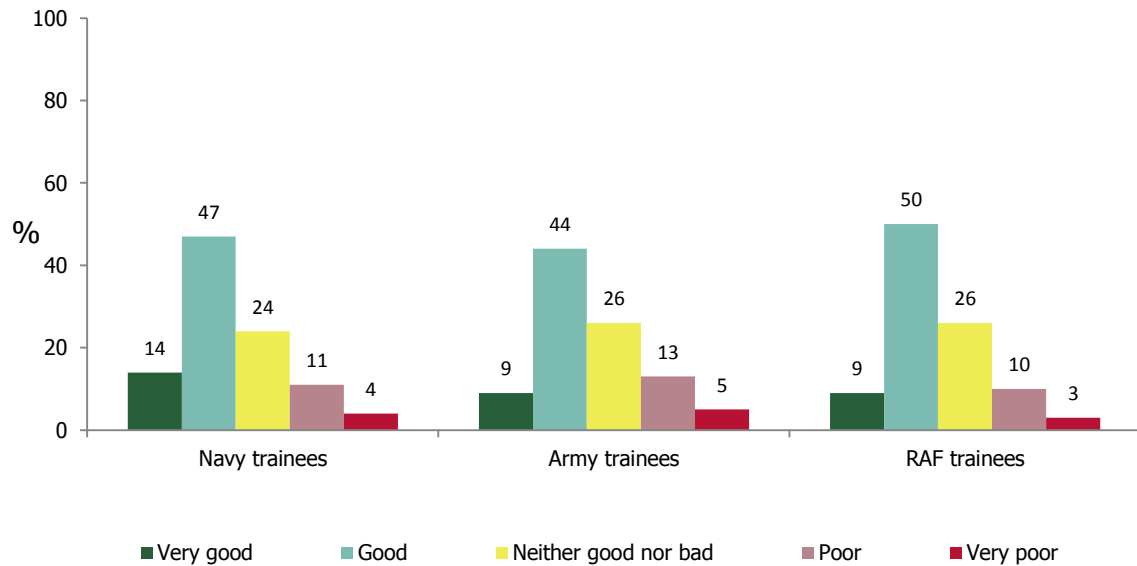
Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 122

355. Overall, 55% of Phase 2 trainees rated things to do when off duty off site/locally as good (up from 53% last year). Navy trainees (61%) and RAF trainees (59%) were more likely to agree than Army trainees (53%) (figure 123).

## Phase 2

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



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 123

## SPORTS FACILITIES

356. Eighty-two per cent of Phase 2 trainees rated the sports facilities as good. RAF trainees (92%) were more likely to give this rating than Navy trainees (87%) who in turn were more likely to rate the sports facilities as good than Army trainees (78%) (figure 124).

### Phase 2

#### How would you rate the sports facilities?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

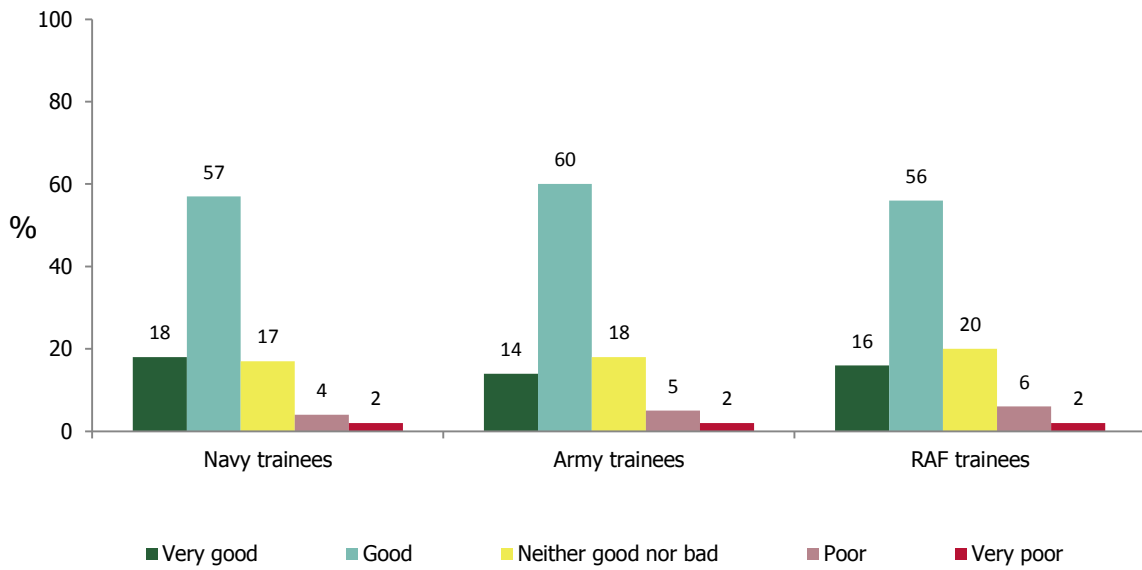
Figure 124

## TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

357. Seventy-four per cent of Phase 2 trainees rated the time they had for essential personal administration as good (up from 71% last year). A significant increase was evident for both Navy trainees (75%, up from 68%) and Army trainees (74%, up from 71%). For a full breakdown by Service, see figure 125.

### Phase 2

#### How would you rate the time for essential personal administration?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 125

## MEDICAL CARE

358. Seventy-eight per cent of trainees thought that the medical care on offer was good. Navy trainees (82%) were more likely to say this than Army trainees (78%) who in turn were more likely to agree the medical care was good than RAF trainees (72%, down from 78%) (figure 126).

### Phase 2

#### How would you rate the medical care?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

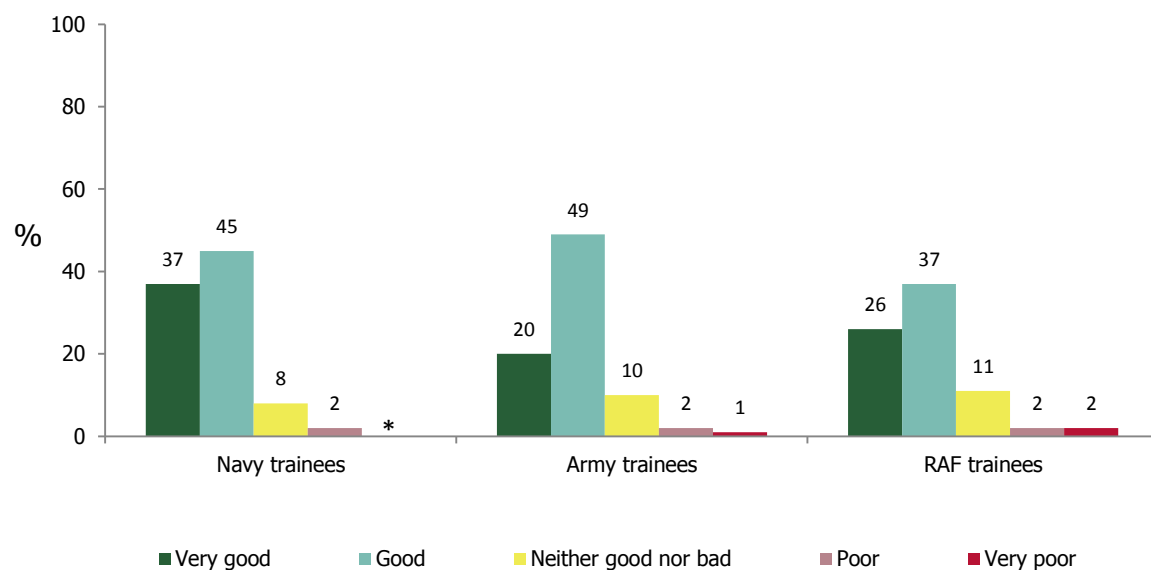
Figure 126

## DENTAL CARE

359. Seventy-one per cent of Phase 2 trainees rated the dental care as good. Navy trainees (82%) were more likely to give dental care a good rating than Army trainees (69%) who in turn were more likely to give a good rating than RAF trainees (63%) (figure 127).

### Phase 2

#### How would you rate the dental care?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 127



## ACCESS TO IT FOR PERSONAL USE

360. Sixty-four per cent of Phase 2 trainees rated access to IT for personal use as good. Army trainees (66%) and Navy trainees (63%) were both more likely to rate access to IT for personal use as good than RAF trainees (52%) (figure 128).

### Phase 2

#### How would you rate the access to IT for personal use?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

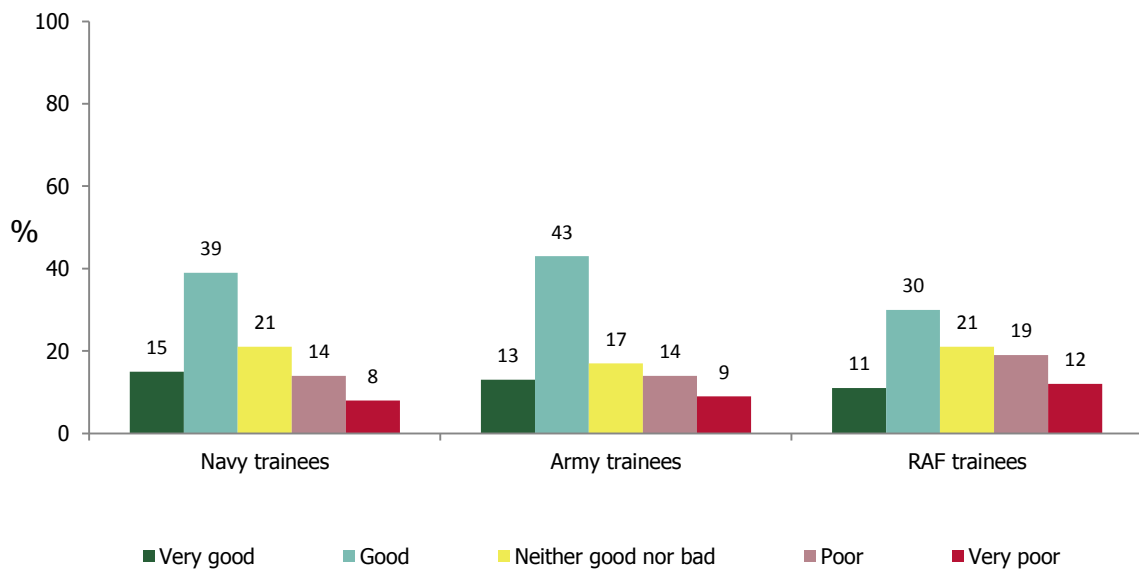
Figure 128

## INTERNET ACCESS

361. Fifty-four per cent of trainees rated internet access as good (down from 59% last year). Army trainees (56%, down from 61%) and Navy trainees (54%, down from 60%) were both more likely to rate this aspect as good than RAF trainees (42%, down from 47%) (figure 129).

### Phase 2

#### How would you rate the internet access?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

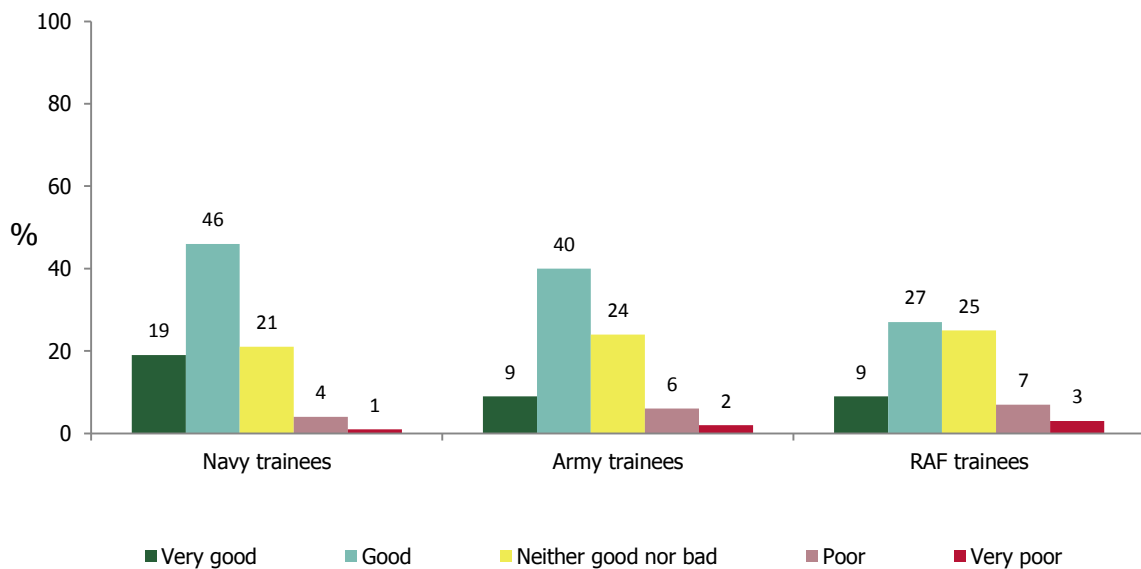
Figure 129

## LEARNING CENTRE

362. Half of Phase 2 trainees (50%, up from 47%) rated the learning centre to study after hours as good. Navy trainees were the most likely to rate this as good (65%), followed by Army trainees (48%, up from 45%), who were more likely to rate the learning centre to study after hours as good than RAF trainees (36%) (figure 130).

### Phase 2

#### How would you rate the learning centre to study after hours?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

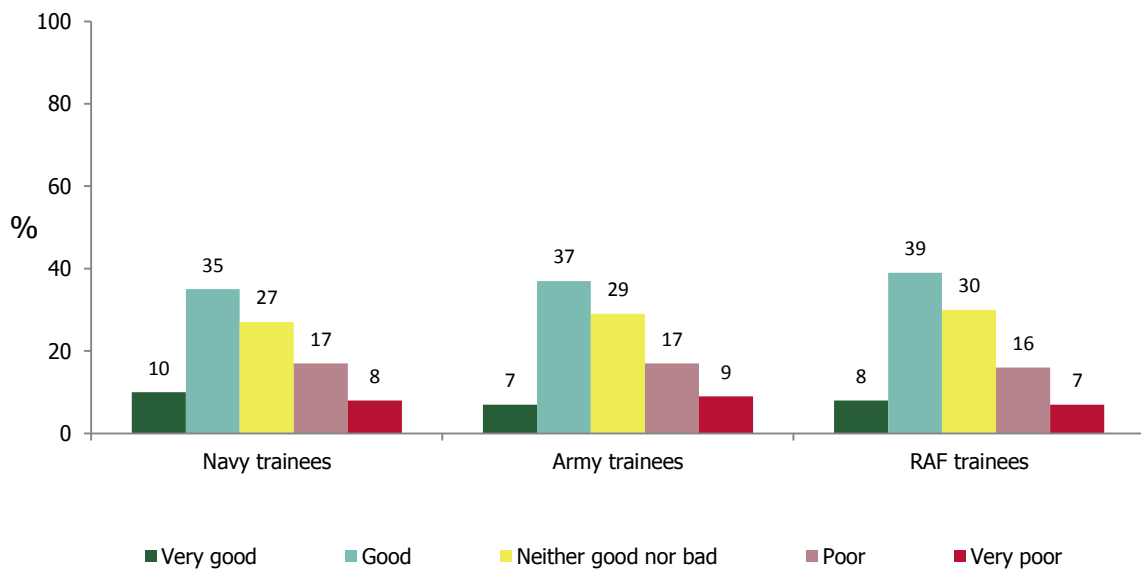
Figure 130

## VARIETY OF EATING AND DRINKING AREAS

363. Forty-five per cent of Phase 2 trainees rated the variety of eating and drinking areas as good (up from 43% last year). There has been an increase in the proportion of RAF trainees who rated the variety of eating and drinking areas as good (46%, up from 41%) (figure 131).

### Phase 2

#### How would you rate the variety of eating and drinking areas?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

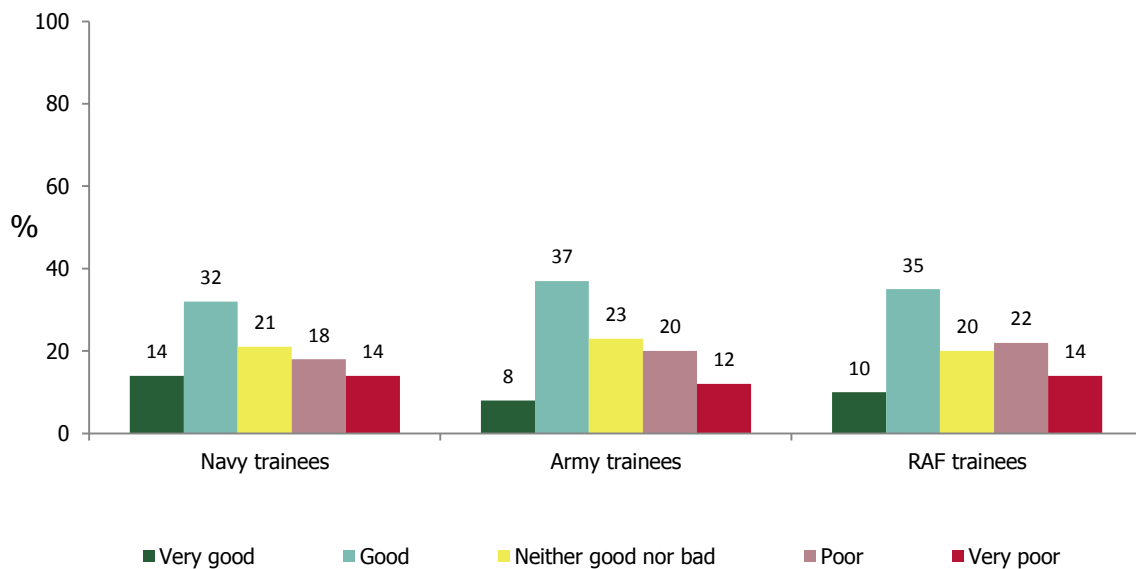
Figure 131

## SATISFACTION WITH FOOD

364. Overall, 45% of Phase 2 trainees were satisfied with the food at their school (up from 42% last year). There has been an increase in the proportion of Navy trainees who were satisfied with the food (46%, up from 34%) and a decrease in the proportion of RAF trainees who were satisfied with the food (45%, down from 54% last year) (figure 132).

### Phase 2

#### Overall how satisfied were you with the food at the unit?

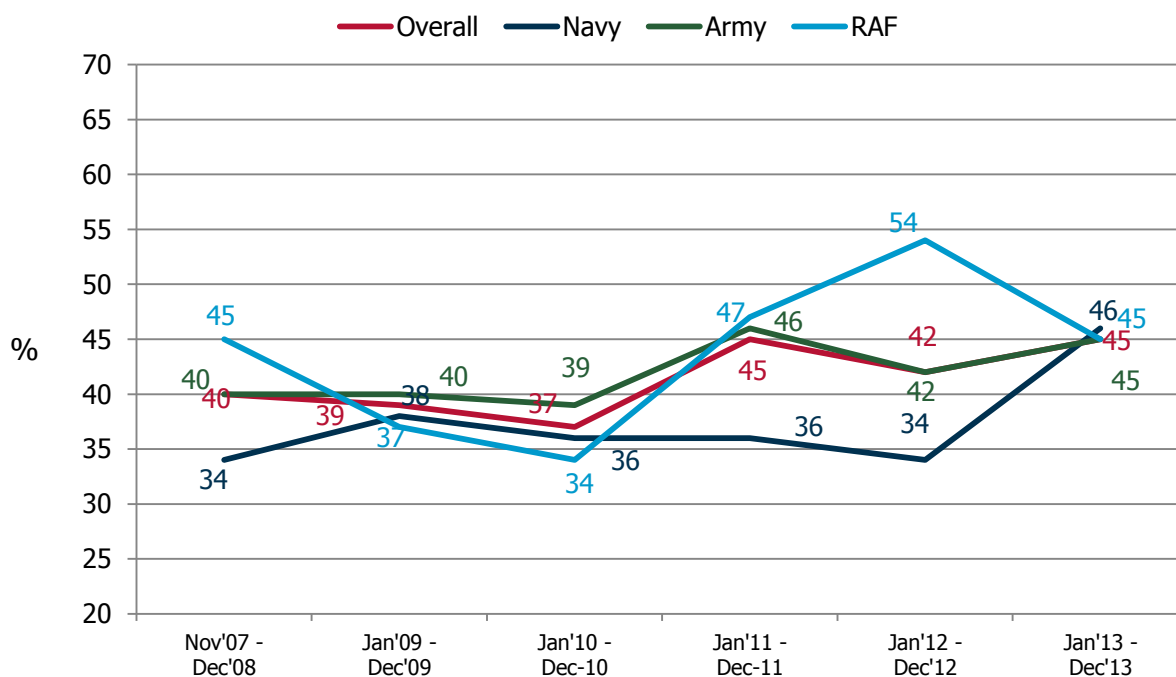


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 132

## Phase 2

### Overall how satisfied were you with the food at the unit?



### % 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) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 133

## **Which aspects of the food were you dissatisfied with?**

365. 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. Please note the percentages in this section refer to the proportion of trainees asked the question i.e. those dissatisfied with the food.

366. The most highly cited reason for dissatisfaction with the food was the quality of the food (89%). Navy trainees (92%) who were dissatisfied with the food were more likely to cite the quality of the food as a reason than Army trainees (87%) (figure 134).

367. The next common reason for dissatisfaction with the food was choice of food, with 78% of those who were dissatisfied with the food stating this as an aspect they were dissatisfied with. There were no significant differences between Services or in comparison to last year.

368. The overall variety of food was cited as a reason for dissatisfaction by 70% of trainees who were dissatisfied with the food. Army trainees (72%) were more likely to cite variety of food as a reason than their Navy counterparts (66%)

369. The availability of healthy food was cited as a reason by 52% of those who were dissatisfied with food, up from 45% last year. RAF trainees (61%, up from 51%) and Navy trainees (57%) were more likely to say this than Army trainees (47%, up from 41%).

370. Overall, 46% cited the nutritional value of food as a reason for their dissatisfaction, up from 41% last year. RAF trainees (52%, up from 38%) were more likely to say this than Army trainees (43%, up from 38%).

371. Forty-two per cent cited the quantity of food as a reason for dissatisfaction with the food (down from 45%). RAF trainees (46%, up from 30%) were more likely than Navy trainees (38%, down from 48%) to cite this and there was a decrease in the number of Army trainees (42%, down from 46%) citing the quantity of food as a reason for dissatisfaction.

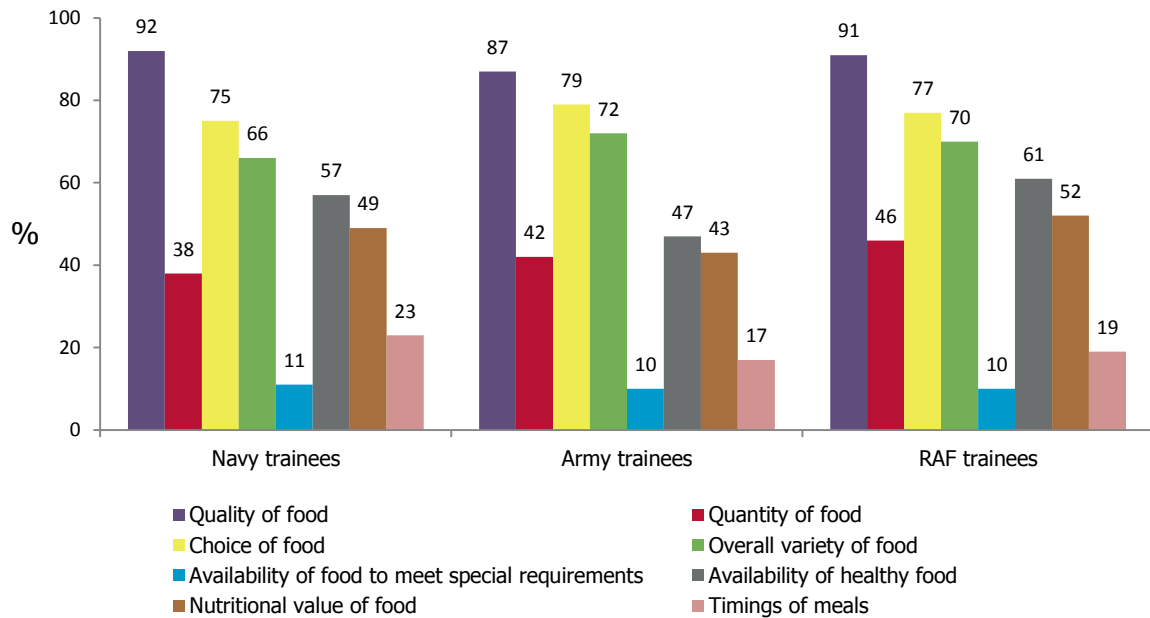
372. Eighteen per cent cited the timings of meals as a reason for dissatisfaction, down from 21% last year. Navy trainees (23%) were more likely to be dissatisfied with the timings of the meals than Army trainees (17%, down from 22%).

373. One in ten (10%) trainees cited the availability of food to meet special requirements as a reason for their dissatisfaction. Female trainees (17%) were more likely than male trainees (9%) to cite the availability of food to meet special requirements as a reason for dissatisfaction, as were non-white trainees (15%) compared with white trainees (10%). Those aged 31 years or over (19%) were more likely to cite this as a reason than trainees under the age of 30 (10%)

374. The rank order of aspects of the food trainees were dissatisfied with has not changed since 2011.

## Phase 2

### Which aspects of the food were you dissatisfied with?



Number of respondents (All who had a gap of 2-3 weeks or more between Phase 1 and their first Phase 2 training course: Royal Navy trainees (382), Army trainees (1145), RAF trainees (302))

Figure 134<sup>34</sup>

<sup>34</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

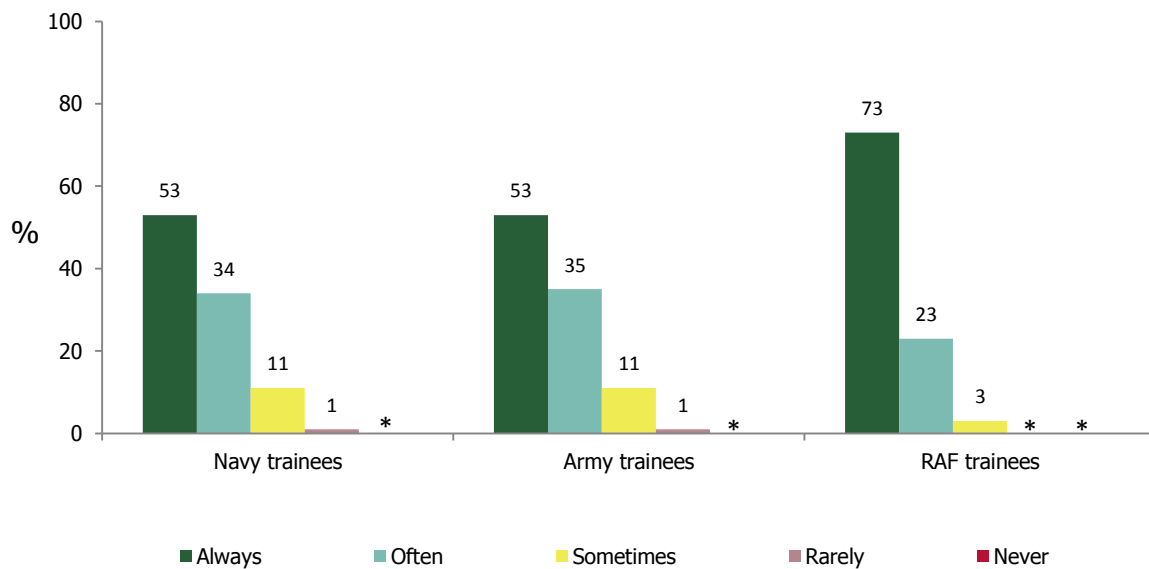


## TIME GIVEN TO EAT

375. Eighty-nine per cent of Phase 2 trainees said that they were given enough time to eat their meals (up from 87% last year). RAF trainees (96%) were the more likely to say that they were given enough time to eat than Army trainees (88%, up from 85%) and Navy trainees (87%) (figure 135).

### Phase 2

#### Were you given enough time to eat your meals?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 135

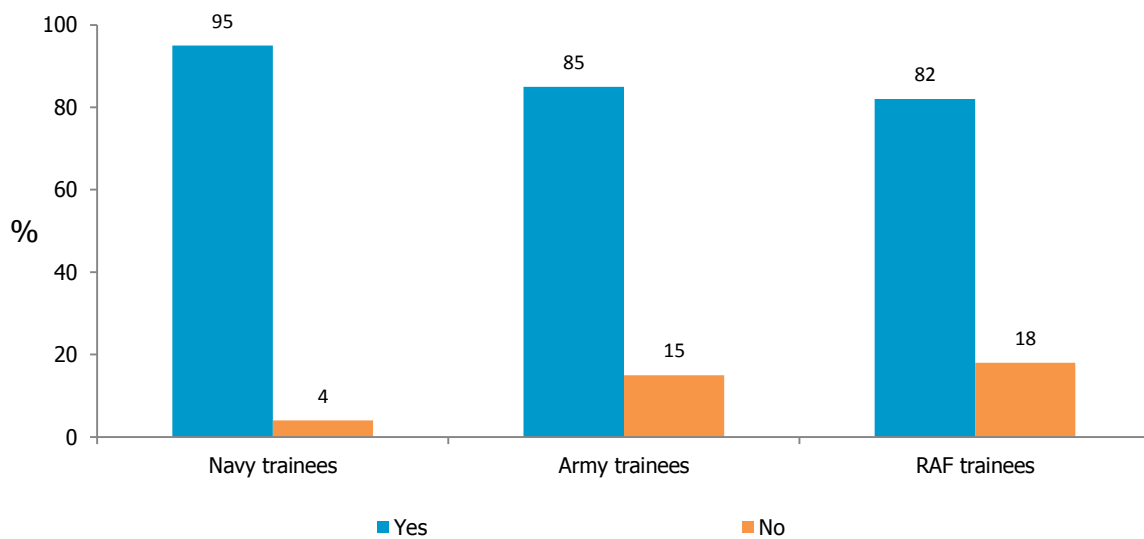
## PAY AS YOU DINE

### Are you on Pay As You Dine?

376. Eighty-seven per cent of Phase 2 trainees were on Pay as You Dine (up from 78% last year). Navy trainees (95%) were more likely to be on Pay as You Dine than Army trainees (85%, up from 83%), who in turn were more likely to be on Pay as You Dine than RAF trainees (82%, up from 33%) (figure 136).

### Phase 2

### Are you on Pay As You Dine?

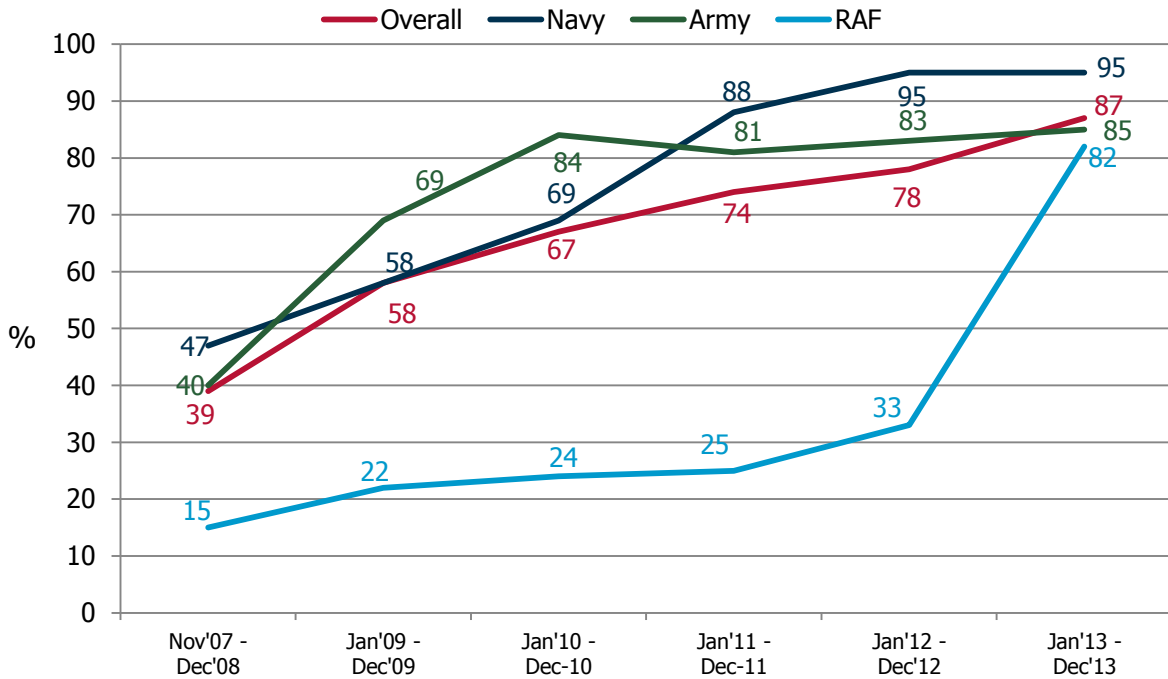


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 136

## Phase 2

### Are you on Pay As You Dine?



### % 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) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 137

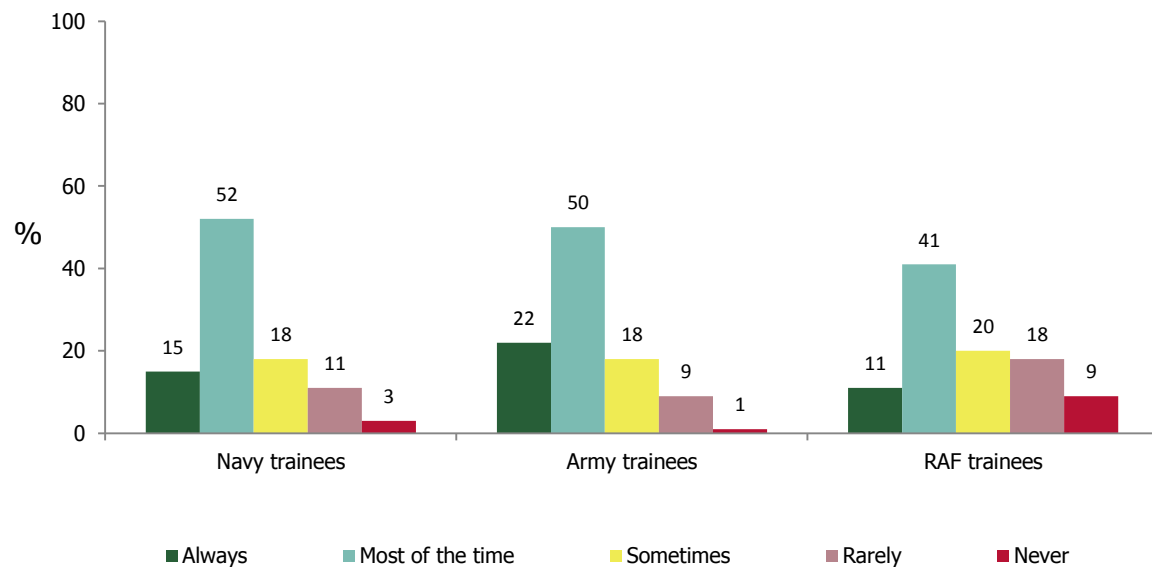
## How often do you eat using Pay As You Dine?

377. Trainees on Pay as You Dine were asked questions about their experiences. Please note percentages in this section refer to the proportion of trainees who were asked the question i.e. those who use Pay as you Dine.

378. Sixty-eight per cent of trainees on Pay as You Dine said that they ate at their school using Pay as You Dine always or most of the time. Thirteen per cent said that they ate using Pay as You Dine facilities rarely or never. Army trainees (72%, up from 70% last year) were more likely than Navy trainees (68%, down from 71%), who in turn were more likely than RAF trainees (53%) to say that they ate using Pay as You Dine always or most of the time (figure 138).

### Phase 2

## How often do you eat at the unit using Pay As You Dine?

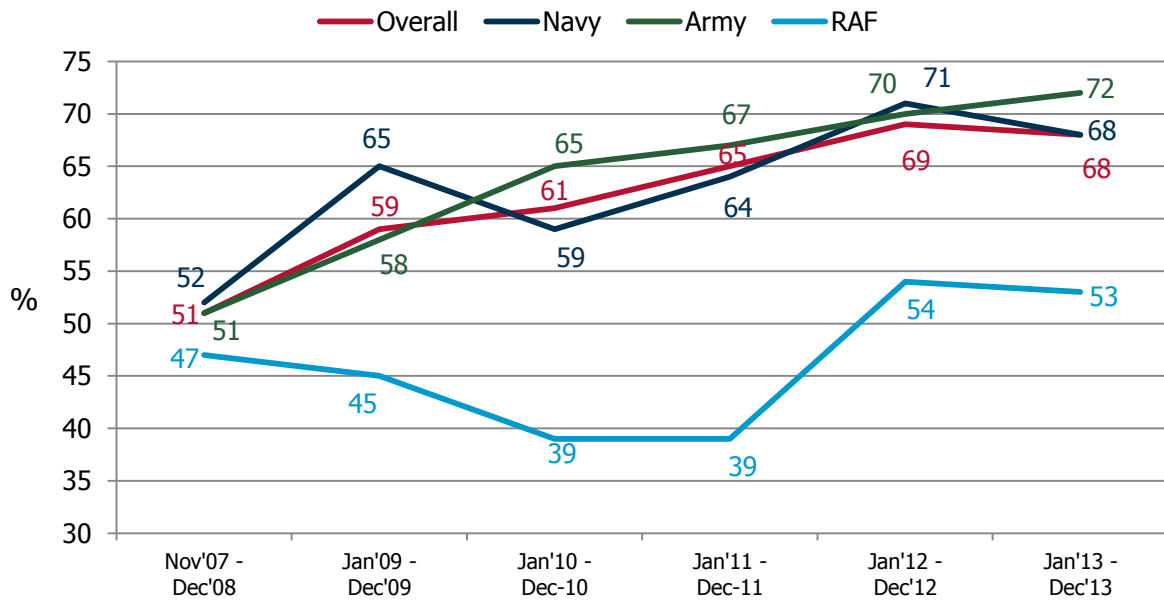


Number of respondents (All those on Pay As You Dine): Royal Navy trainees (1,136), Army trainees (3,070), RAF trainees (702)

Figure 138

## Phase 2

### How often do you eat at the unit using Pay As You Dine?



#### % 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) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 4,915, Navy: 1,136 Army: 3,070, RAF: 702)

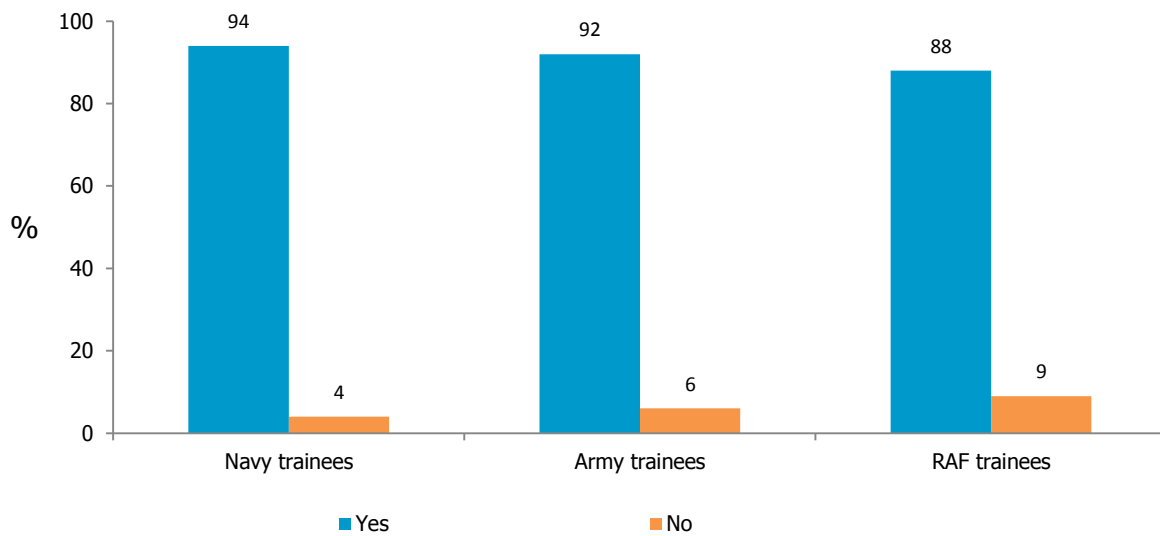
Figure 139

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

379. Ninety two per cent of trainees who ate using Pay as you Dine said that they could afford to eat enough to keep them going during training, up from 90% last year. Navy trainees (94%, up from 91%) and Army trainees (92% up from 90%) were more likely to say v than RAF trainees (88%) (figure 140).

### Phase 2

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



Number of respondents (All those on Pay As You Dine): Royal Navy trainees (1,136), Army trainees (3,070), RAF trainees (702)

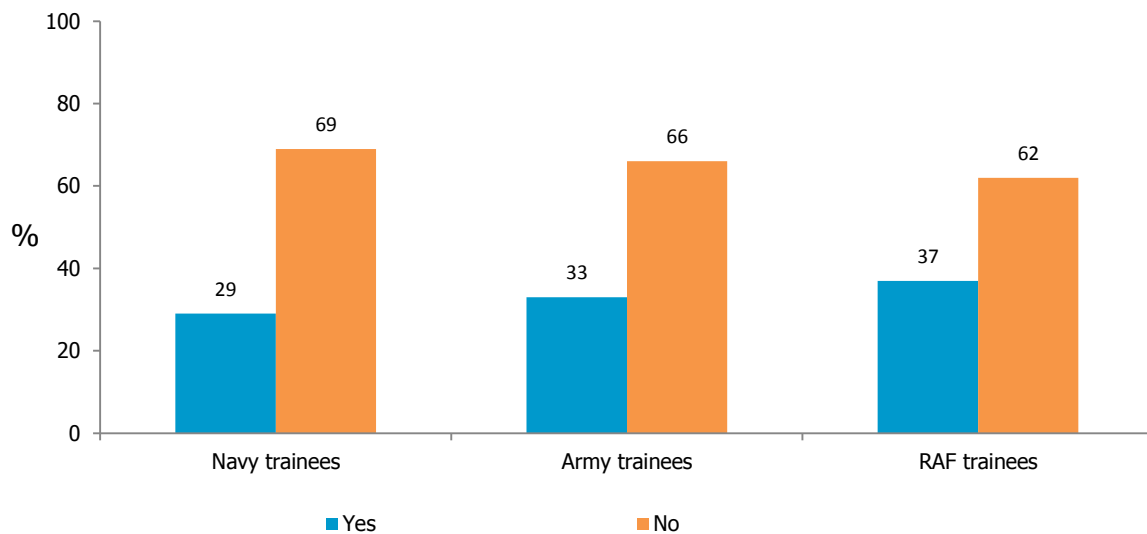
Figure 140

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

380. Thirty-three 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 36% last year). RAF trainees (37%) and Army trainees (33%, up from 37%) were more likely to say this than Navy trainees (29%, down from 34%).

### Phase 2

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

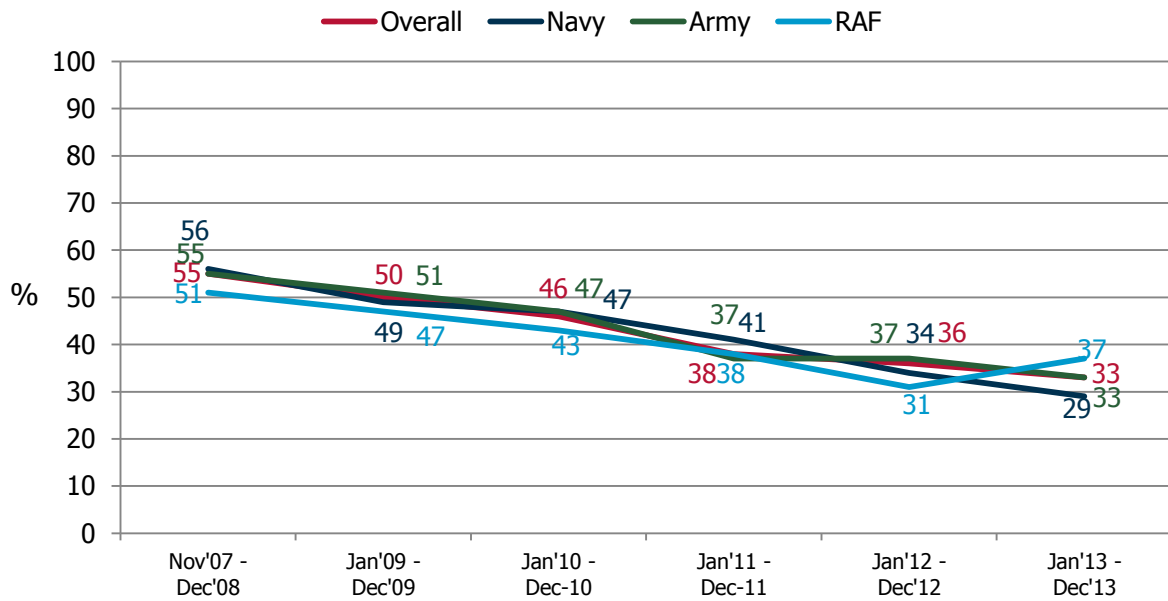


Number of respondents (All those on Pay As You Dine): Royal Navy trainees (1,136), Army trainees (3,070), RAF trainees (702)

Figure 141

## Phase 2

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



#### % 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) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 4,915, Navy: 1,136 Army: 3,070, RAF: 702)

Figure 142



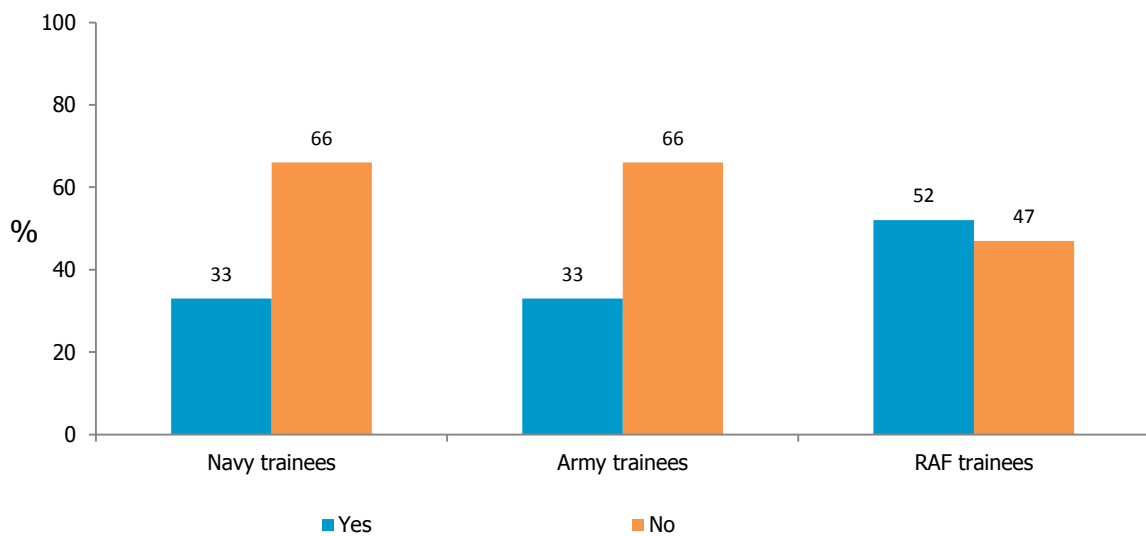
### Do you eat elsewhere to save money?

381. Thirty-five per cent of Phase 2 trainees on Pay as You Dine said that they ate elsewhere to save money. RAF trainees (52%) were more likely to say this than Army trainees (33%) and Navy trainees (33%) (figure 143).

382. Female trainees (44%) were more likely to say this than male trainees (34%) as were white trainees (36%) compared with non-white trainees (28%). Younger trainees (38% of those aged 16 to 19 years old) were more likely to say yes than older trainees (34% of those aged 20 years and above).

## Phase 2

### Do you eat elsewhere to save money?



Number of respondents (All those on Pay As You Dine): Royal Navy trainees (1,136), Army trainees (3,070), RAF trainees (702)

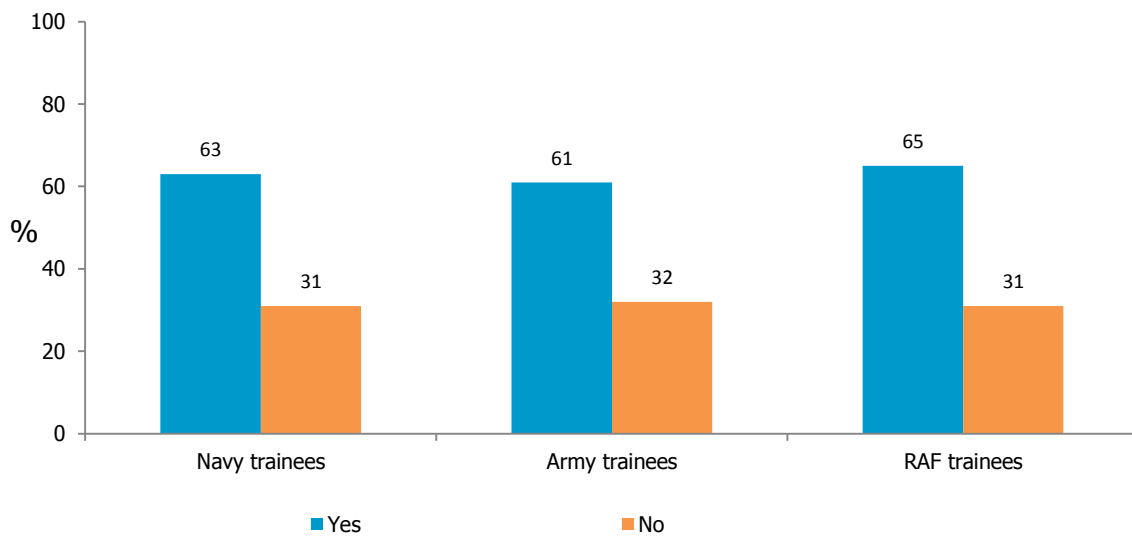
Figure 143

### Do you have more choice to eat elsewhere?

383. Sixty-two per cent of Phase 2 trainees on Pay as You Dine said that they had more choice to eat elsewhere; 32% said that they did not. A breakdown by Service is shown in Figure.

### Phase 2

### Do you have more choice to eat elsewhere?



Number of respondents (All those on Pay As You Dine): Royal Navy trainees (1,136), Army trainees (3,070), RAF trainees (702)

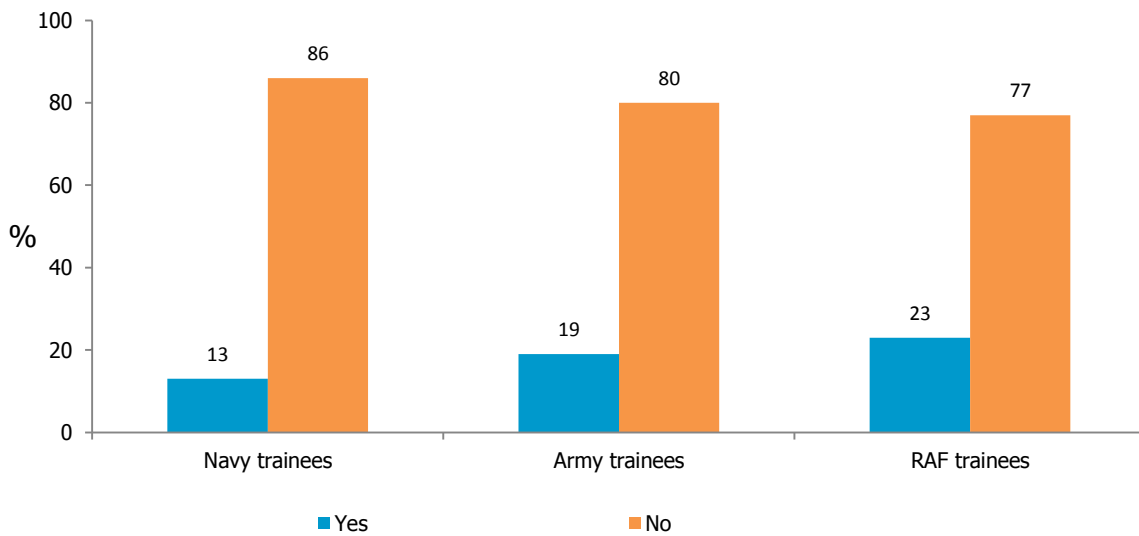
Figure 144

### Is paying in cash a problem for you?

384. Eighty one per cent of trainees on Pay As You Dine said that paying cash was not a problem, up from 78% last year. Navy recruits (86%, up from 84% last year, 78% in 2012, 75% in 2010, 71% in 2009 and 65% in 2008) were more likely to say that paying cash was not a problem than Army recruits (80%, up from 77% last year) and RAF recruits (77%) (figure 145).

### Phase 2

### Is paying in cash a problem for you?

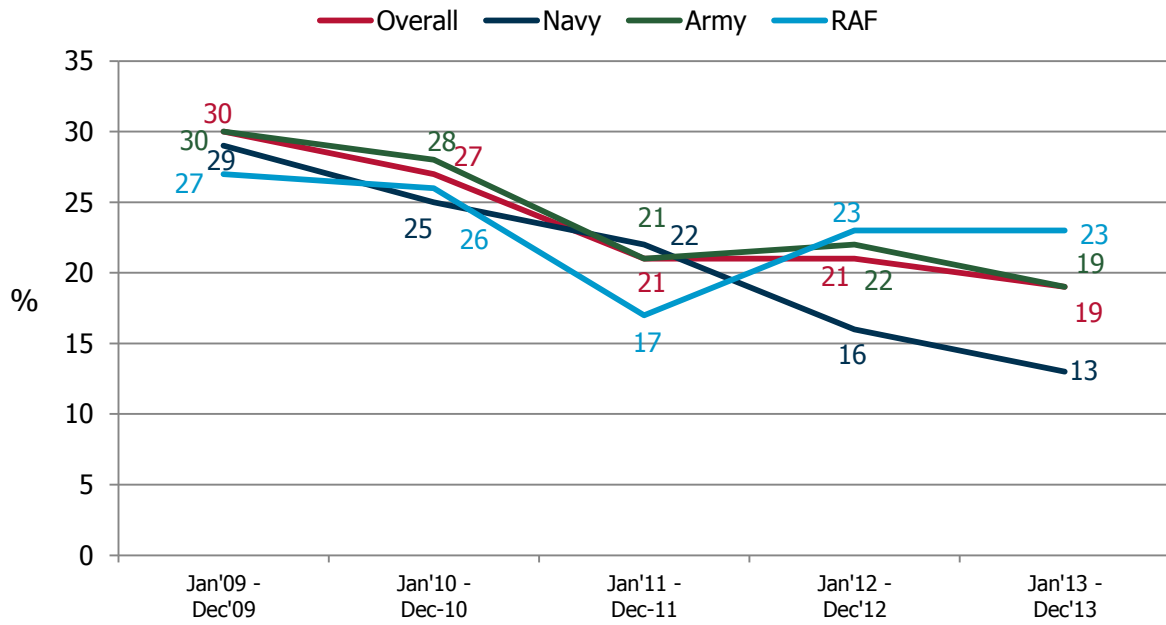


Number of respondents (All those on Pay As You Dine): Royal Navy trainees (1,136), Army trainees (3,070), RAF trainees (702)

Figure 145

## Phase 2

### Is paying in cash a problem for you?



#### % 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) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 4,915, Navy: 1,136 Army: 3,070, RAF: 702)

Figure 146

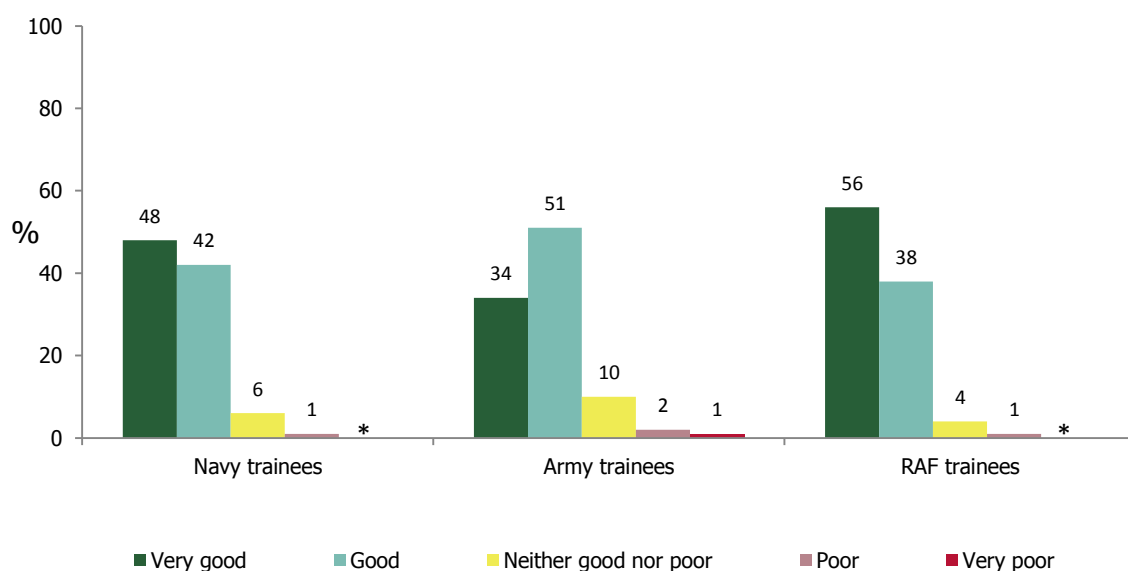
## PRIVATE CONTACT WITH TRAINING STAFF

385. Eighty-seven per cent of trainees rated the opportunity to talk privately with training staff as good, up from 83% last year. RAF trainees (93%) were more likely to say this than Navy trainees (90%) who in turn were more likely to rate the opportunity to talk privately with training staff as good than Army trainees (84%, up from 80%) (figure 147). White trainees (88%) were more likely to give this rating than non-white trainees (83%).

386. Overall, two per cent of trainees rated the opportunity to talk privately with training staff as poor, and Army trainees (3%) were more likely to give a poor rating than Navy (1%) and RAF trainees (1%). Female trainees (4%) were more likely to rate the opportunity to talk privately with training staff as poor than male trainees (2%) and non-white trainees (4%) were more likely to do so than white trainees (2%).

### Phase 2

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

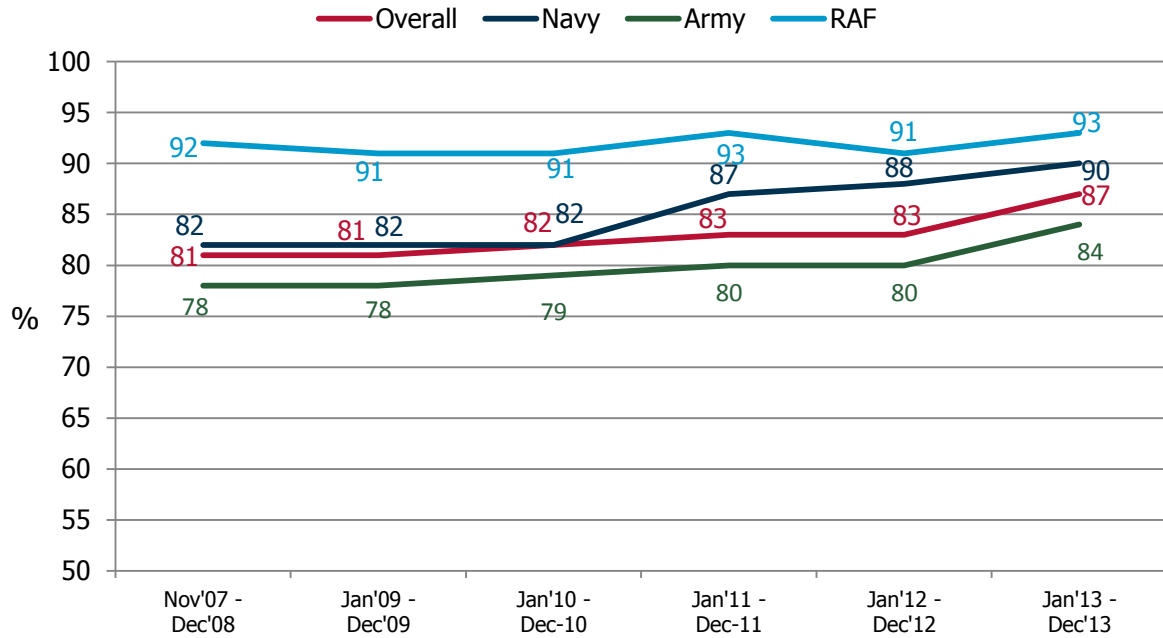


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 147

## Phase 2

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



#### % 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) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 148

## RELIGION<sup>35</sup>

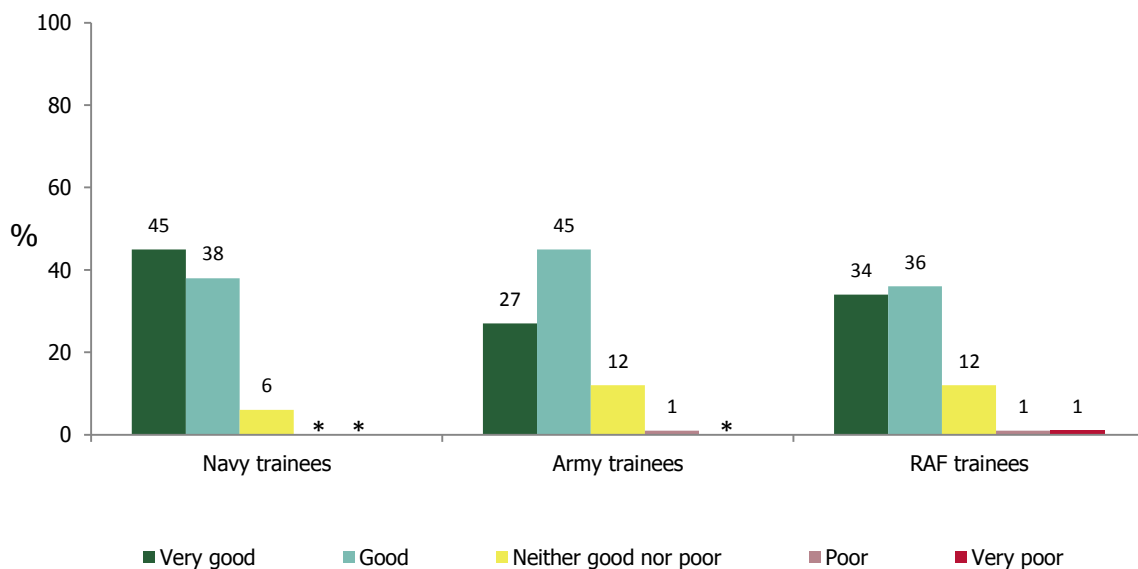
387. Seventy four per cent of trainees rated the opportunity to talk privately with chaplains/padre as good (up from 70%). Navy trainees (83%) were more likely to say this than Army trainees (72%, up from 68%) and RAF trainees (70%) (figure 149).

388. Male trainees were more likely to rate the opportunity to talk privately with chaplains/padre as good (74%) compared with female trainees (70%). The younger trainees (77% of those aged 16 – 19 years old) were more likely to rate it as good than trainees in their twenties (73% of those aged 20 – 30 years old) who in turn were more likely to rate it as good than the oldest group of trainees (61% of those aged 31 years or older).

389. Trainees who identified themselves as being Christian (76%) were more likely to rate the opportunity to talk privately with chaplains/padre as good than trainees who said they had no religion (72%).

### Phase 2

#### How would you rate the opportunity to talk privately with chaplains/padre?



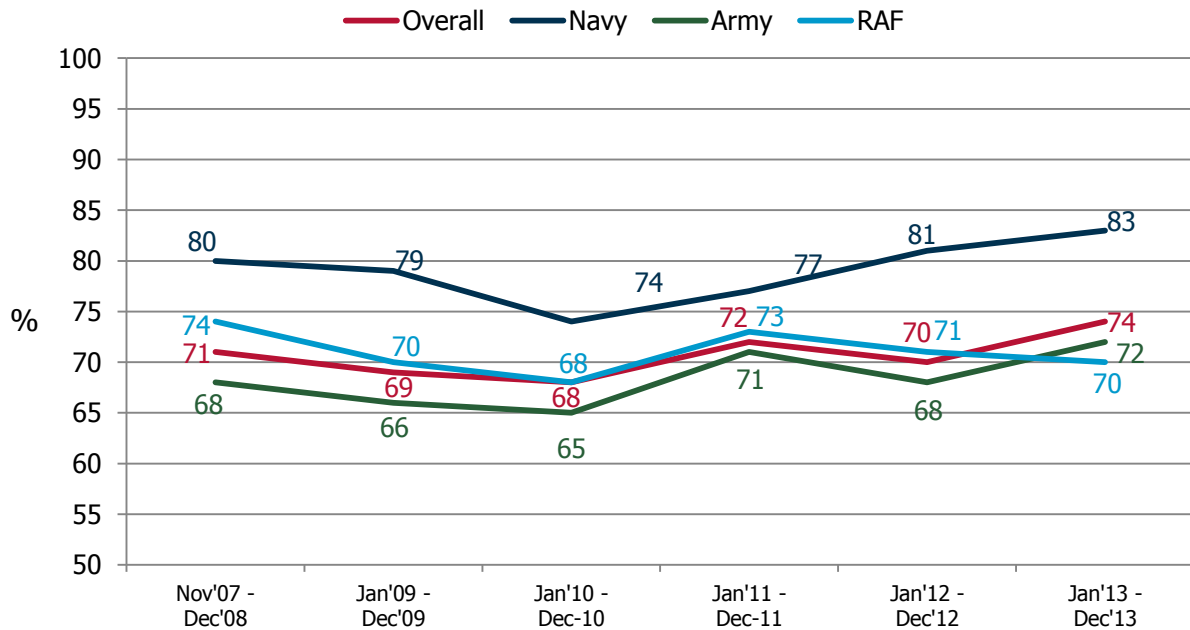
Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 149

<sup>35</sup>Questions 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?



#### % 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) December '12 (Phase 2: 5,811, Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195, Army: 3,606, RAF: 853)

Figure 150



390. Forty-three per cent of trainees rated the opportunity to practise their faith/religion as good. Army trainees (46%, up from 44%) and Navy trainees (45%) were more likely than RAF trainees (26%) to say that the opportunity to practise their faith/religion was good (figure 151). Trainees aged 16 - 19 years old were more likely to say this (48%) than those aged 20 years and above (41%), as were non-white trainees (60%) when compared with white trainees (41%).

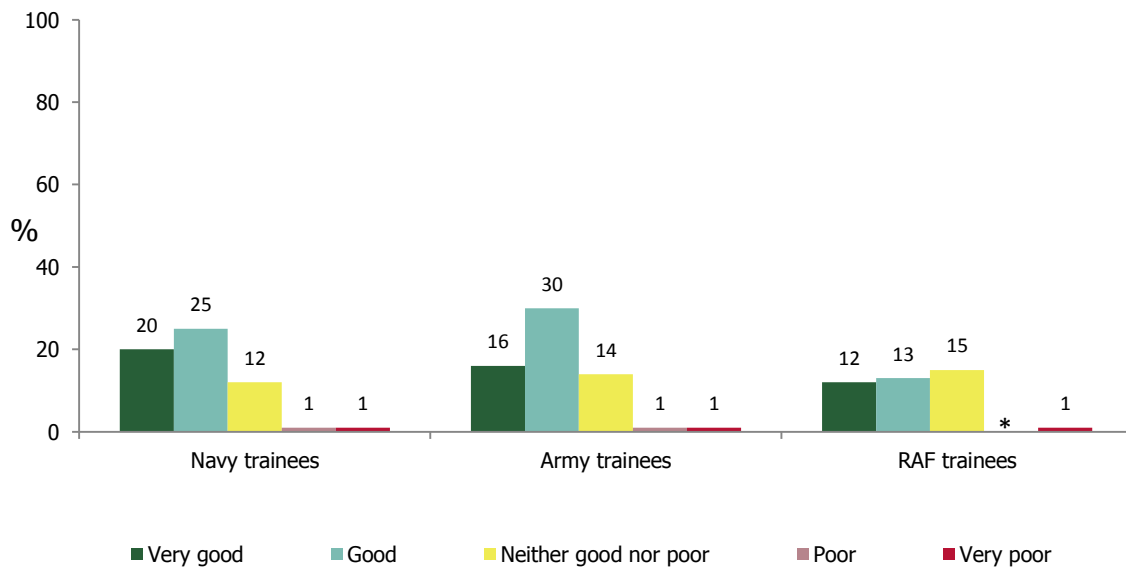
391. Forty per cent said that the opportunity to practise their faith/religion was not applicable to them. RAF trainees were more likely to say that this (58%) than Navy trainees (39%) and Army trainees (37%). White trainees (43%) were more likely to say this than non-white trainees (15%).

392. Overall, two per cent of trainees rated the opportunity to practise their faith/religion as poor. Non-white trainees (5%) were more likely to say this than white trainees (2%).

393. Christian trainees (54%) were more likely to rate the opportunity to practise their faith/religion as good than trainees who said they did not have a religion (25%).

## Phase 2

### How would you rate the opportunity to practise your faith?

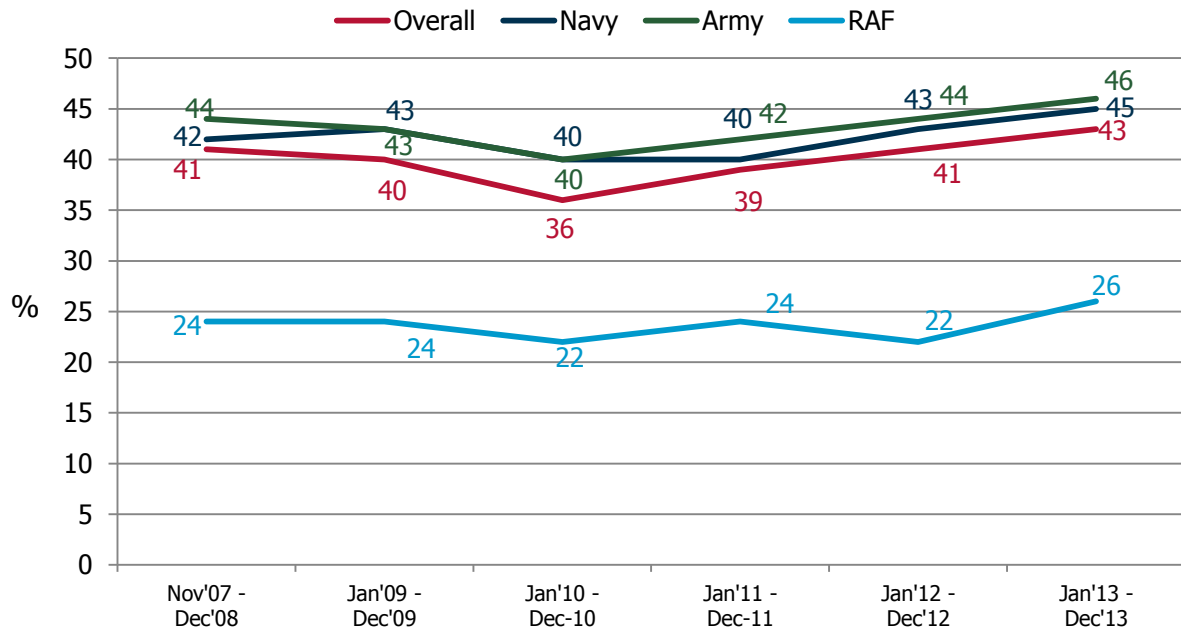


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 151

## Phase 2

### How would you rate the opportunity to practise your faith?



#### % 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) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 152

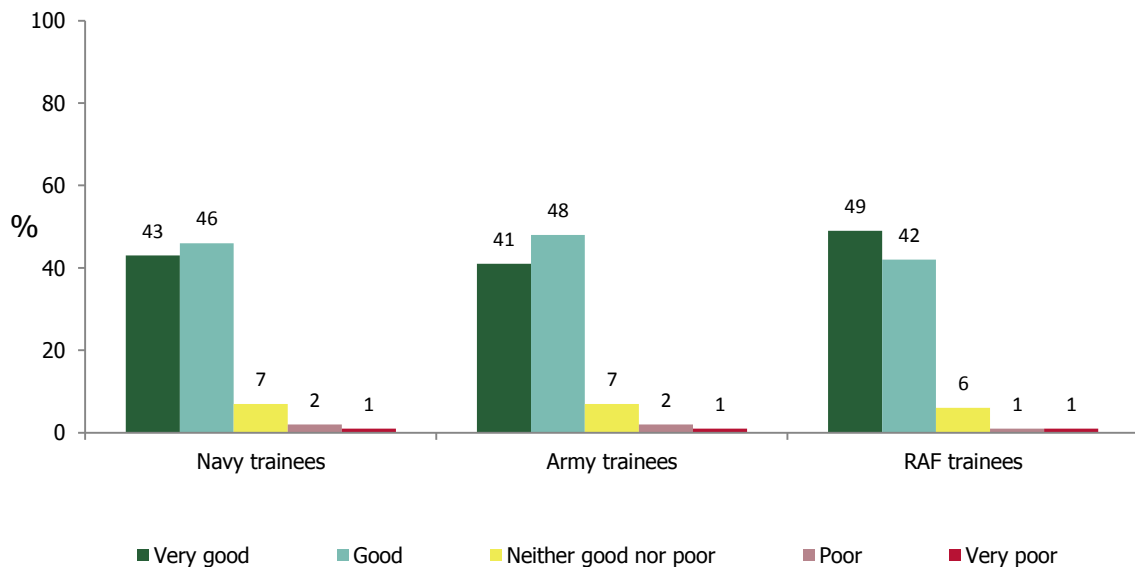
## CONTACT WITH FAMILY AND FRIENDS

394. Eighty-nine per cent of trainees said the opportunity to keep in contact with family and friends was good (up from 88% last year). RAF trainees (91%) were more likely to say this than Navy or Army trainees (both 88%) (figure 153).

395. White trainees (90%) were more likely to rate the opportunity to keep in touch with friends and family as good than non-white trainees (84%). Younger trainees aged 16 – 30 years old (89%) were more likely to say this compared with trainees aged 31 years and above (78%).

### Phase 2

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

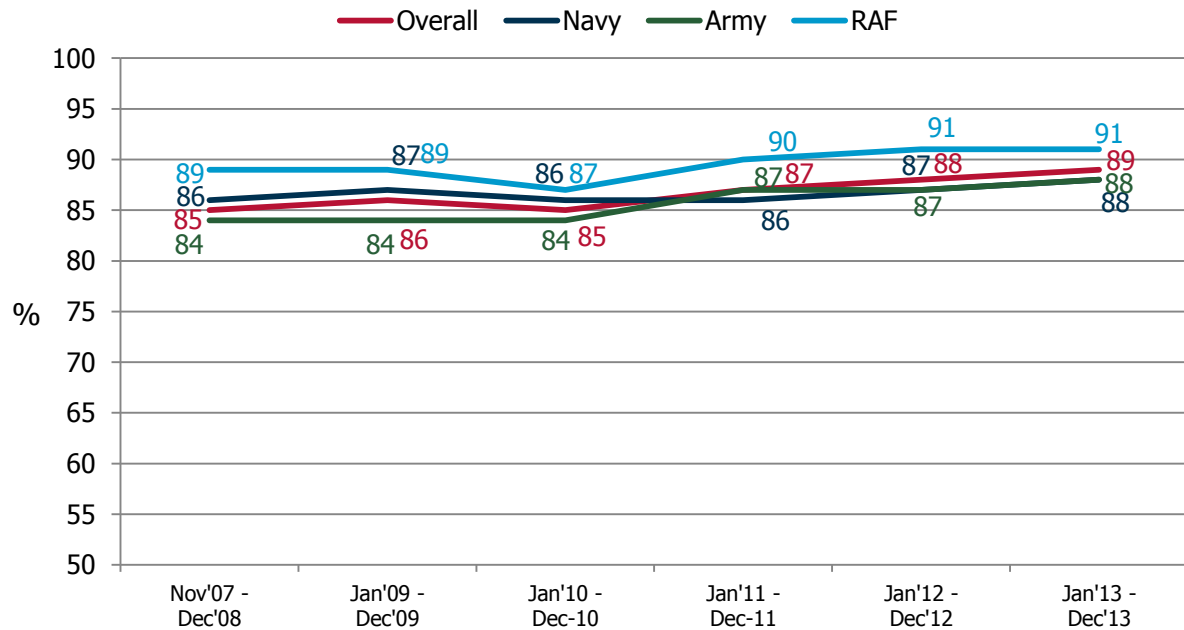


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 153

## Phase 2

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



#### % Positive

Number of respondents: December '08 (Phase 2: 10,856, Navy: 2,153, Army: 7,343, RAF: 1,329) December '09 (Phase 2: 9,283, Navy: 2,036, Army: 5,617, RAF: 1,603), December '10 (Phase 2: 8,353, Navy: 2,143, Army: 4,347, RAF: 1,849), December '11 (Phase 2: 6,090, Navy: 1,029, Army: 4,082, RAF: 960) December '12 (Phase 2: 5,811, Navy: 791 Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 154

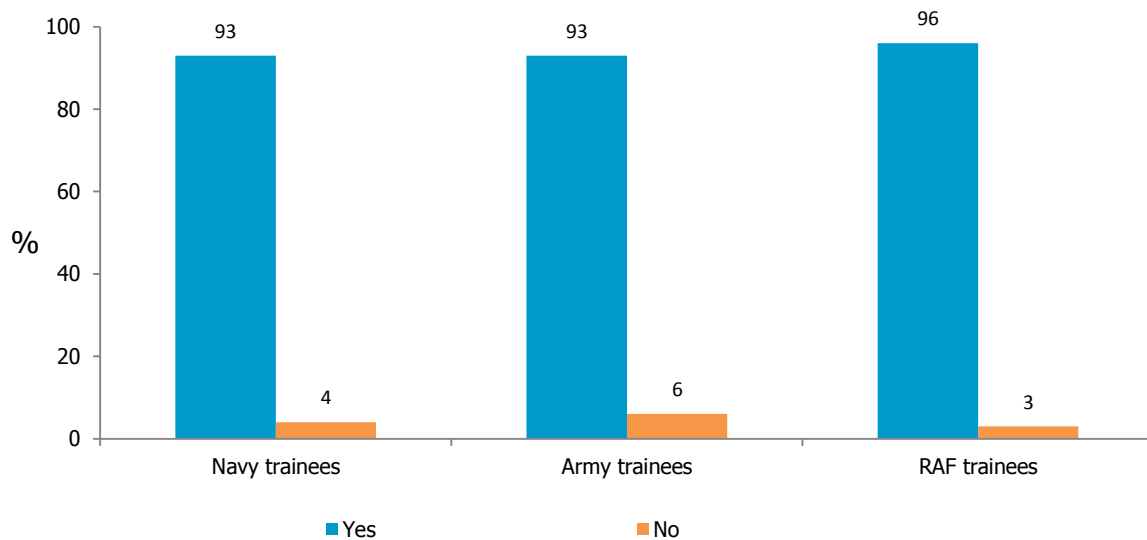
## STAFF SUPPORT

396. Ninety-four per cent of trainees agreed that there was a member of staff easily available for them to go to if they had a problem out of training hours. RAF trainees (96%) were the most likely to say that there was a member of staff easily available, compared with Navy and Army trainees (both 93%) (figure 155).

397. Male trainees were more likely to say that there was a member of staff easily available for them to go to if they had a problem outside training hours (94%) than female trainees (91%), and white trainees (94%) were also more likely to say this than non-white trainees (90%).

### 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?**

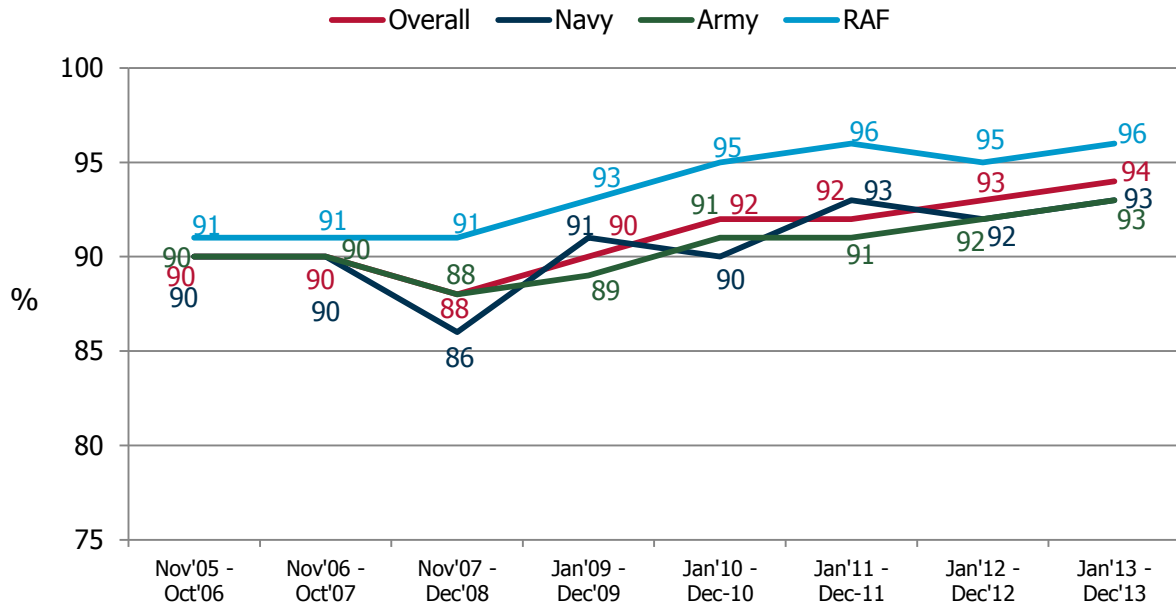


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 155

## 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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 156

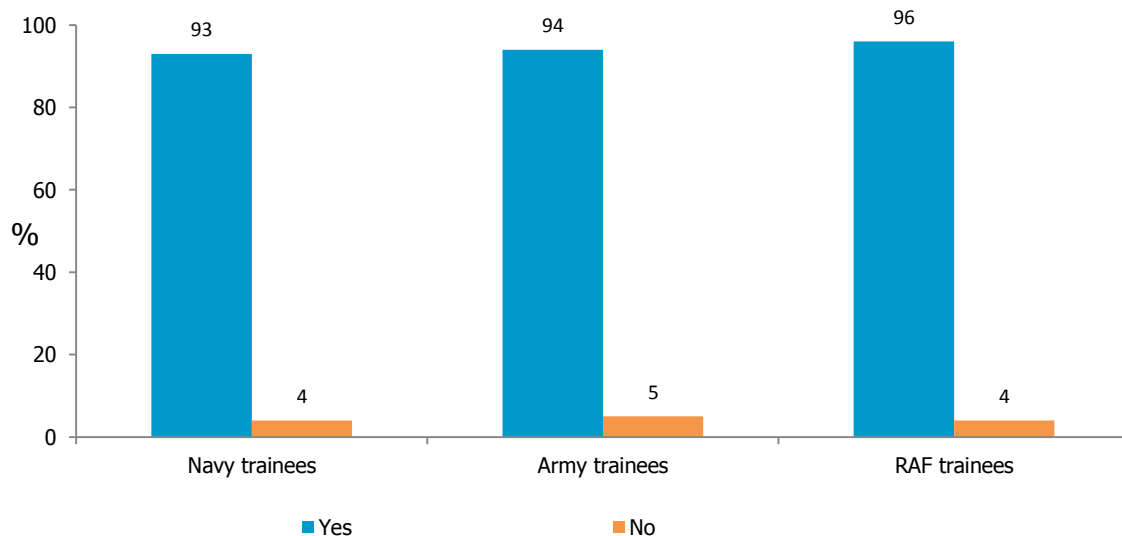
398. Ninety-four per cent of Phase 2 trainees said that there was someone at their school they were happy to go to if they had any personal or emotional problems, up from 92% last year. RAF trainees (96%) were more likely to have someone they were happy to go to with any personal or emotional problems compared with Army trainees (94%, up from 91%) and Navy trainees (93%) (figure 157).

399. White trainees (95%) were more likely to say that there was someone at their school they were happy to go to if they had any personal or emotional problems than non-white trainees (88%), and trainees aged 30 years and less (94%) were more likely to say this than their older counterparts (87% aged 31 years and above).

400. Overall, 5% of trainees said that there was not someone they were happy to go to if they had personal or emotional problems, down from 6% last year. Army trainees (5%) were more likely to say this than RAF trainees (4%) and Navy trainees (4%, down from 6%). Non-white trainees (8%) were more likely to say that there was not someone they were happy to go to if they had personal or emotional problems than white trainees (4%), and trainees aged 31 years and above (10%) were more likely to say this than younger trainees (5% of those aged 16 – 30 years old).

## Phase 2

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

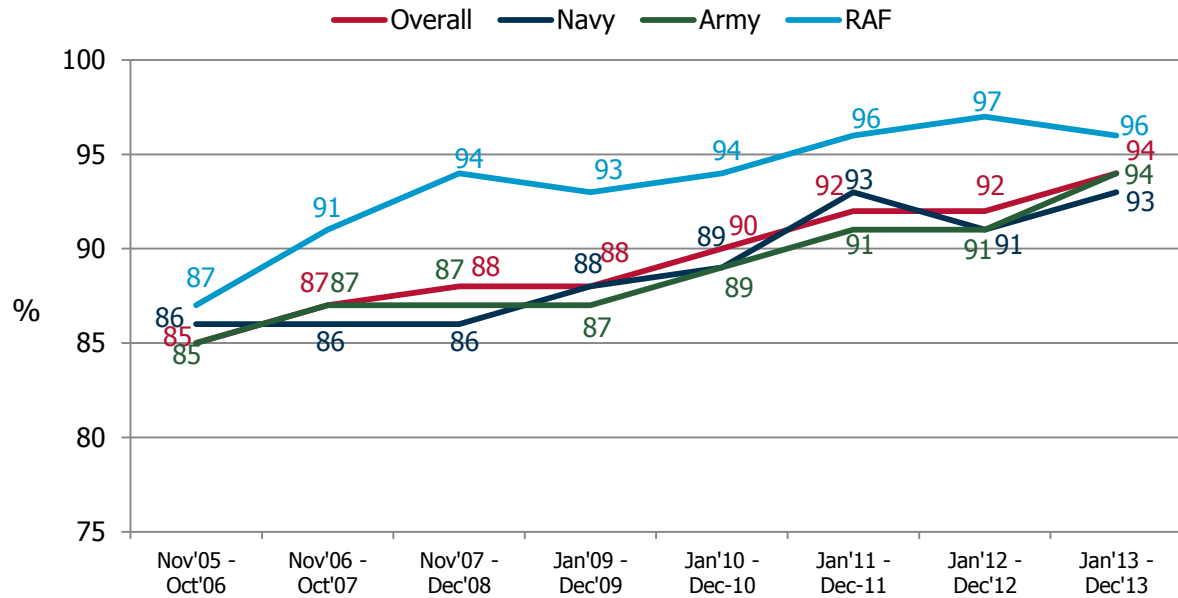


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 157

## Phase 2

**Whether or not you needed to, did you have someone at the unit 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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 158

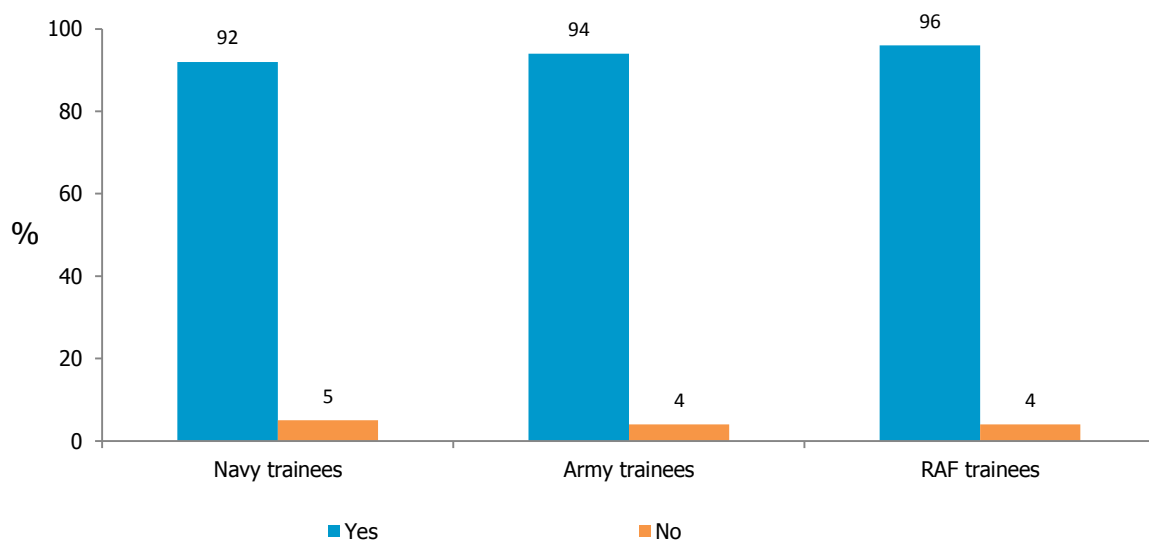


401. Ninety-four per cent of Phase 2 trainees said that they had someone to help them with any problems they may have had with administration. RAF trainees (96%) were more likely to say this than Army trainees (94%) and Navy trainees (92%) (figure 159).

402. Trainees aged 16 - 30 years old (94%) were more likely to say that they had someone to help them with any administration problems than those aged above 31 years old (86%), and white trainees (94%) were more likely to agree than non-white trainees (91%).

## 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?**

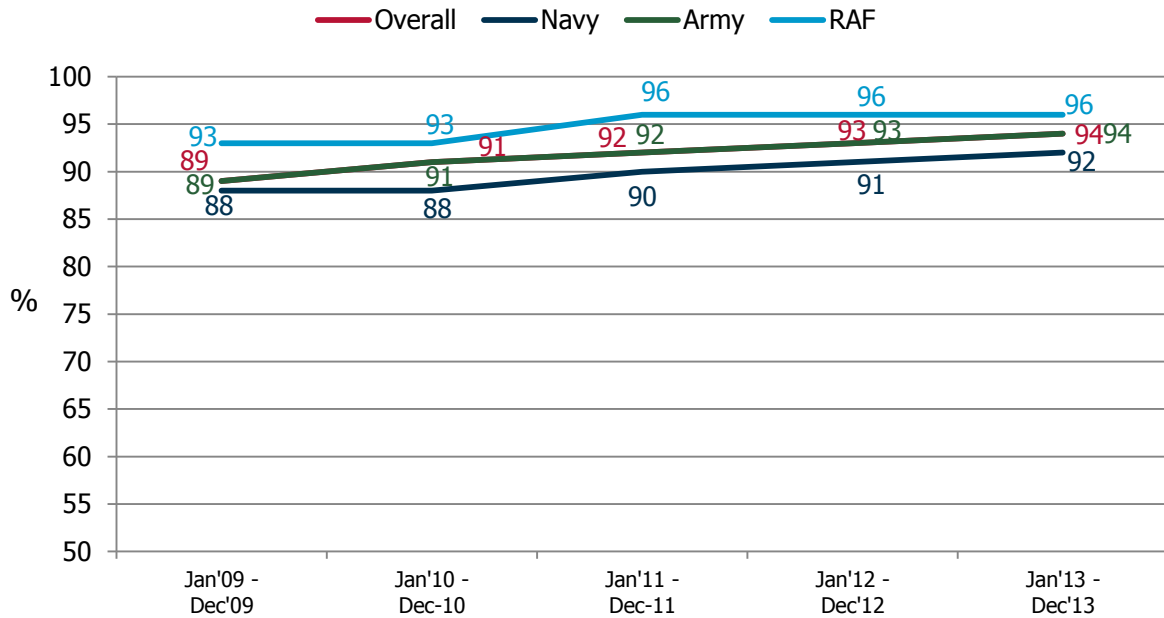


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 159

## 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 '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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

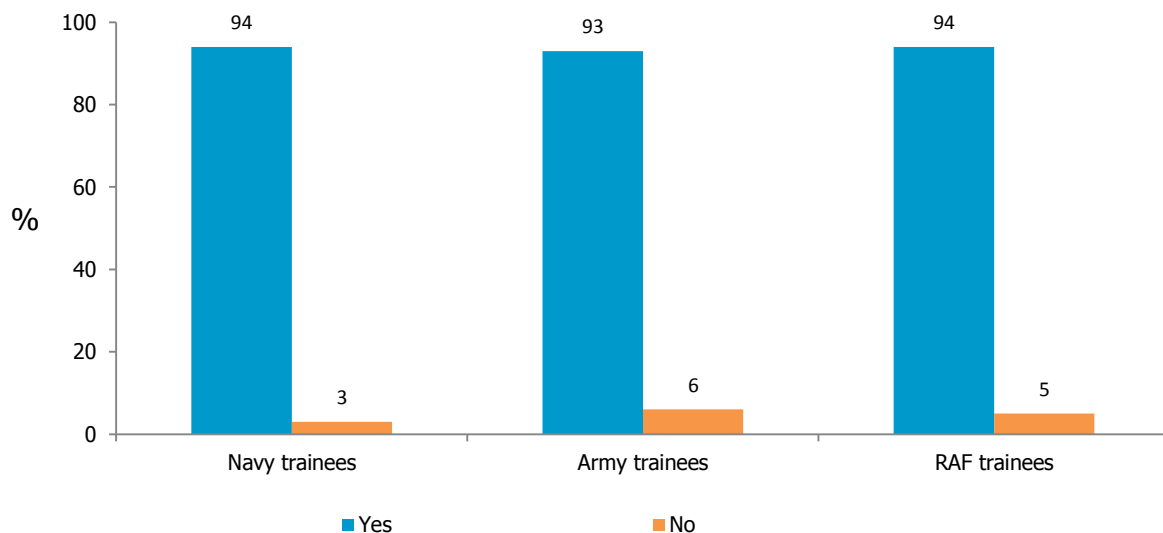
Figure 160

403. Ninety-three per cent of Phase 2 trainees said that they felt they had the opportunity to raise all their concerns with a person in authority, up from 92% last year. There was an increase in the proportion of Army trainees saying this (93%, up from 91%). For a full breakdown by Service, see figure 161.

404. Male trainees (94%) were more likely to say that they had the opportunity to raise all their concerns with a person in authority than female trainees (89%) as were white trainees (94%) compared with non-white trainees (89%). Trainees aged 16 – 30 years old (94%) were more likely to say that they had the opportunity to raise all their concerns with a person in authority than those aged 31 years and older (84%).

## 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 the unit?**

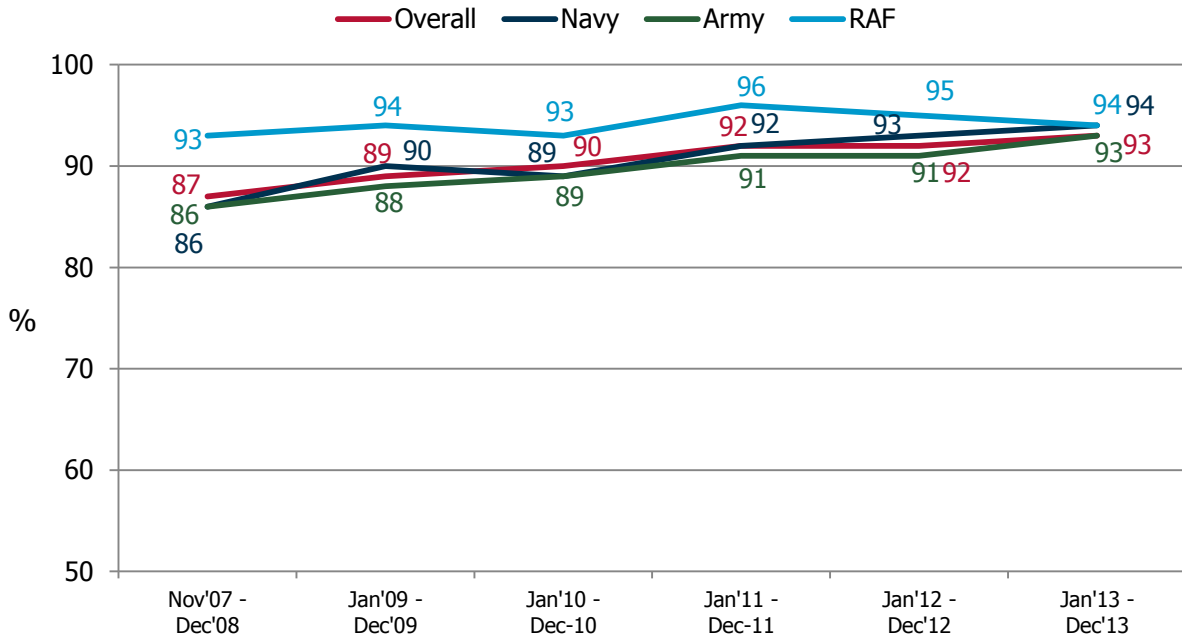


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 161

## 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 the unit?**



### % Positive

Number of respondents: November '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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 162

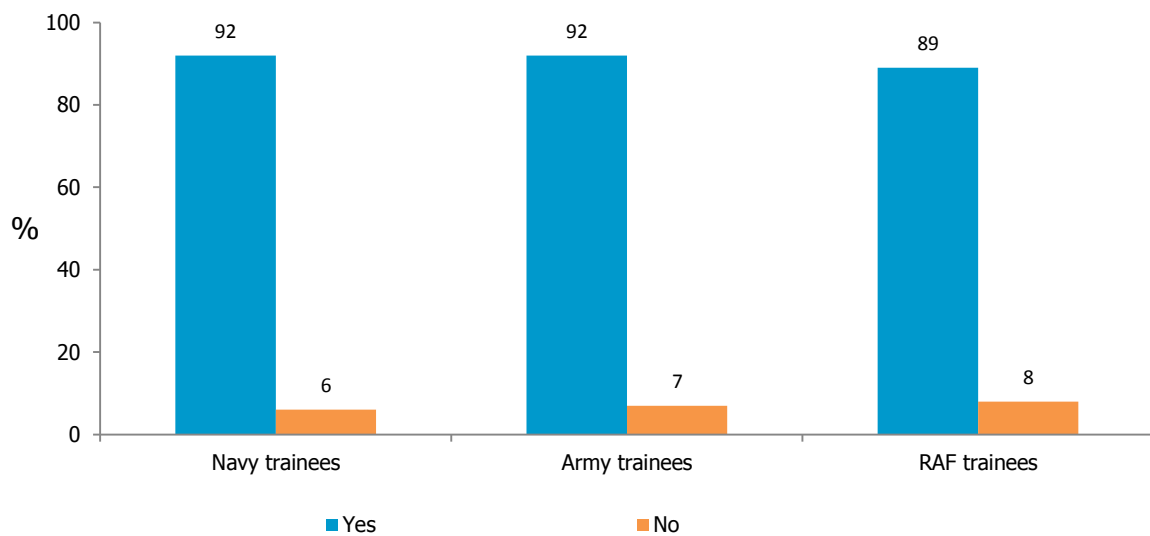
### Do you know how to complain about poor or unfair treatment or bullying?

405. Ninety one per cent of Phase 2 trainees said that they knew how to complain about bad or unfair treatment or bullying, an increase from 90% last year. Army trainees (92%, up from 89%) and Navy trainees (92%) were both more likely to say that they knew how to complain about bad or unfair treatment or bullying than RAF trainees (89%) (figure 163).

406. White trainees (92%) were more likely to say that they knew how to complain about bullying or unfair treatment than non-white trainees (89%).

### Phase 2

### Do you know how to complain about poor or unfair treatment or bullying at the unit?

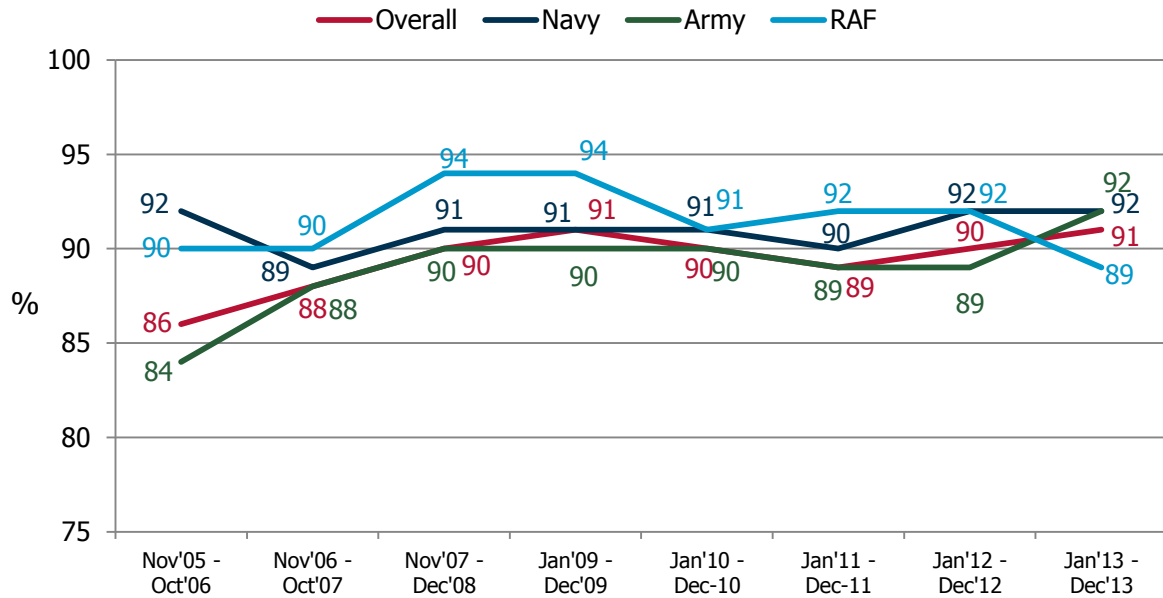


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 163

## Phase 2

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



### % 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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

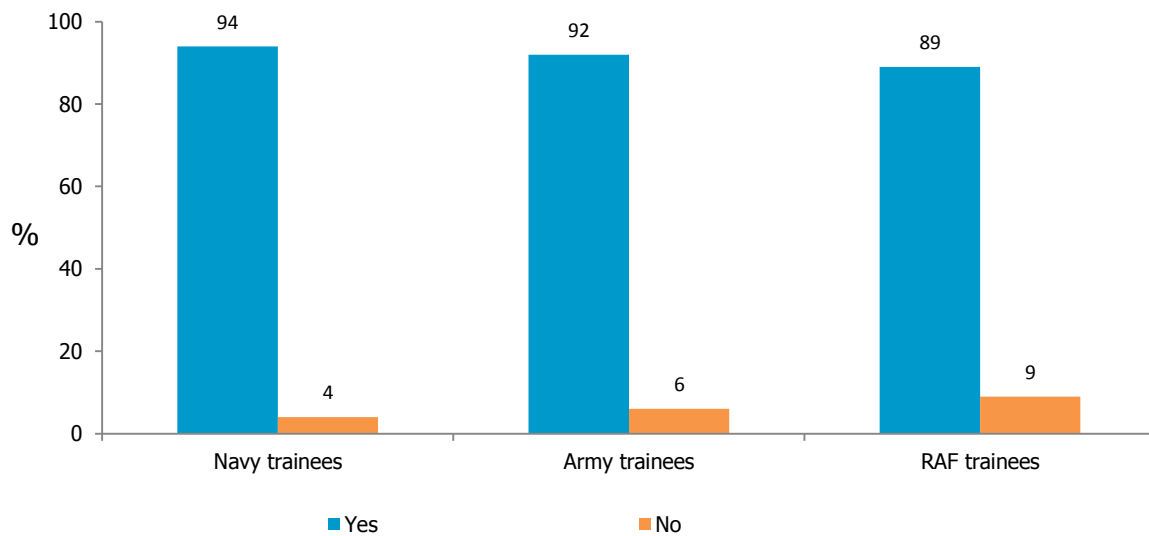
Figure 164

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

407. Ninety two per cent of trainees said that they knew who to go to if they wanted to make a complaint. Navy trainees (94%) and Army trainees (92%, up from 90%) were more likely to say this than RAF trainees (89%) (figure 165).

### Phase 2

### Did you know who to go to if you wanted to make a complaint at the unit?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 165

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

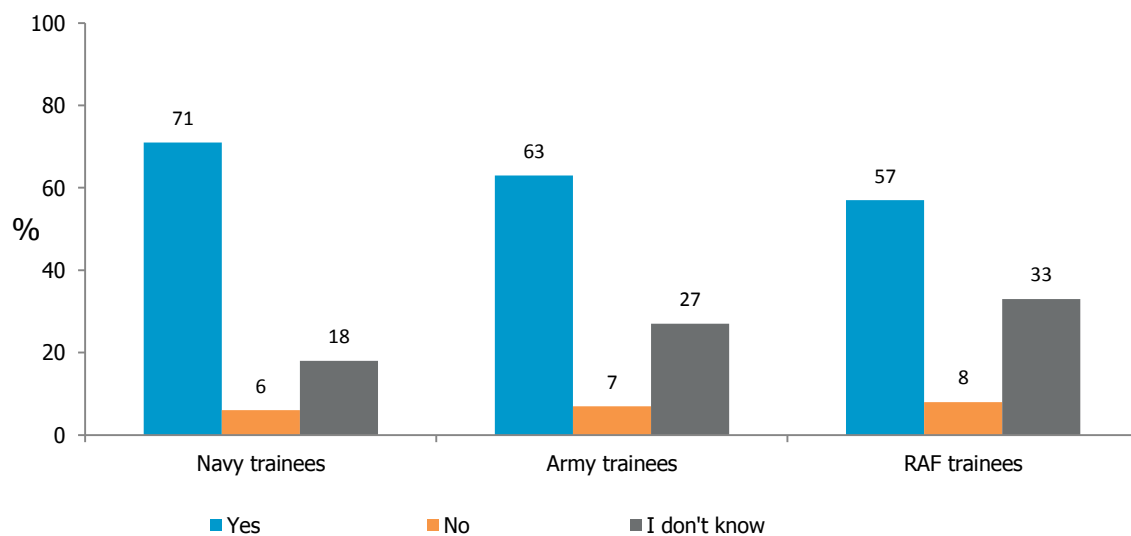
408. Sixty four per cent of trainees said that they believed that generally complaints were dealt with in a fair manner, up from 60% last year. Seven per cent said that they did not think complaints were dealt with fairly (down from 8% last year) and 26% said that they did not know. Three per cent chose not to answer the question (down from 4% last year).

409. Navy trainees (71%, up from 63% last year, 55% in 2011 and 50% in 2010) were more likely to say that they believed that generally complaints were dealt with in a fair manner than Army trainees (63%, up from 60% last year), who in turn were more likely to do so than RAF trainees (57%) (figure 166).

410. Male trainees (64%) were more likely to say that they believed that generally complaints were dealt with in a fair manner than female trainees (60%).

### Phase 2

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



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 166



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

411. Phase 2 trainees who said that they did not think complaints were dealt with fairly (387 trainees) were asked why they thought this. Please note that all percentages in this section refer to the portion of trainees asked the question i.e. those who did not think that complaints were dealt with in a fair manner.

412. Among Phase 2 trainees who did not think that complaints were dealt with in a fair manner, the main reason was the perception that people are not believed or taken seriously (47%). Army trainees (51%) were more likely to say this than Navy trainees (34%) (figure 167).

413. The second most cited reason was the perception that nothing is ever done about complaints (43%, down from 51% last year). There has been a decrease in the proportion of Army trainees who believed this (42%, down from 52% last year).

414. Thirty-two per cent of trainees who thought that complaints were not dealt with in a fair manner said that it was because if you complain it causes you problems on the course.

415. Thirty per cent of trainees who thought that complaints were not dealt with in a fair manner said that higher ranks are always taken more seriously, a decrease from the 37% who thought so last year. RAF trainees (39%) and Army trainees (31%) were more likely to cite this as a reason than Navy trainees (18%, down from 36%).

416. Nineteen per cent of trainees said that people who complain are considered troublemakers. Non-white trainees (32%) were more likely to give this reason than white trainees (17%).

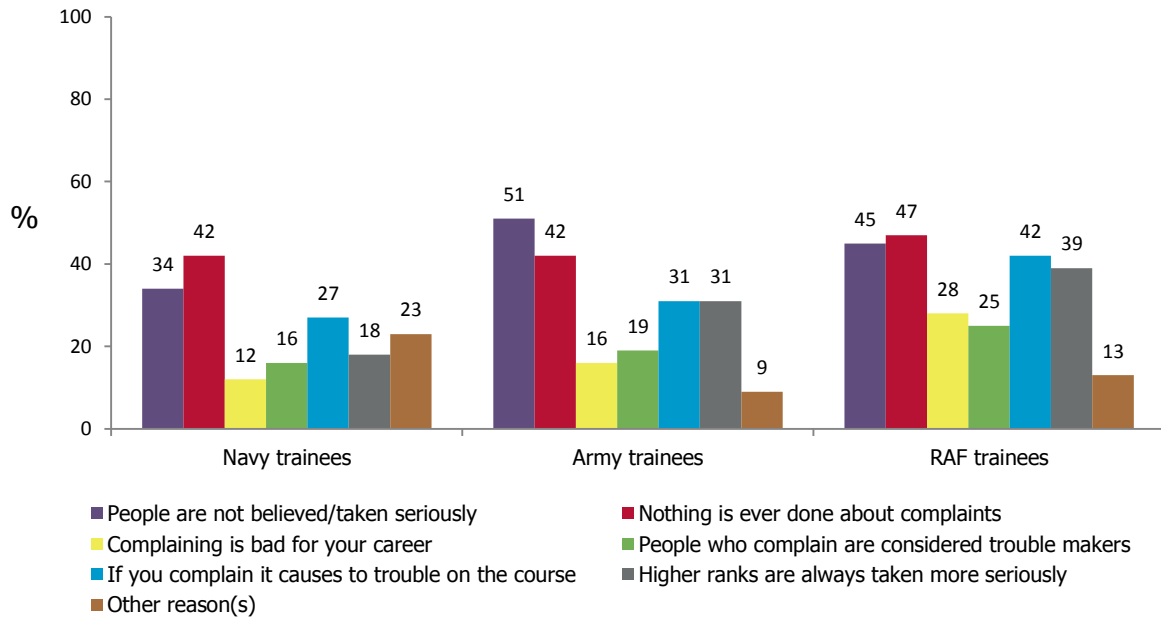
417. Of those who did not think complaints were dealt with in a fair manner, 17% said that complaining is bad for your career. RAF trainees (28%) were more likely to say this than Army (16%) and Navy trainees (12%).

418. Fifteen per cent did not wish to answer the question, an increase from 8% last year. There was an increase in the amount of Army trainees giving this response (17%) compared with last year (8%).

419. Twelve per cent of trainees gave other reasons. Navy trainees (23%) were more likely to do this than Army trainees (9%).

## 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): Royal Navy trainees (77\*), Army trainees (246), RAF trainees (64\*)

Figure 167<sup>36</sup>

<sup>36</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

# FAIRNESS, EQUALITY AND DIVERSITY

## EQUAL TREATMENT

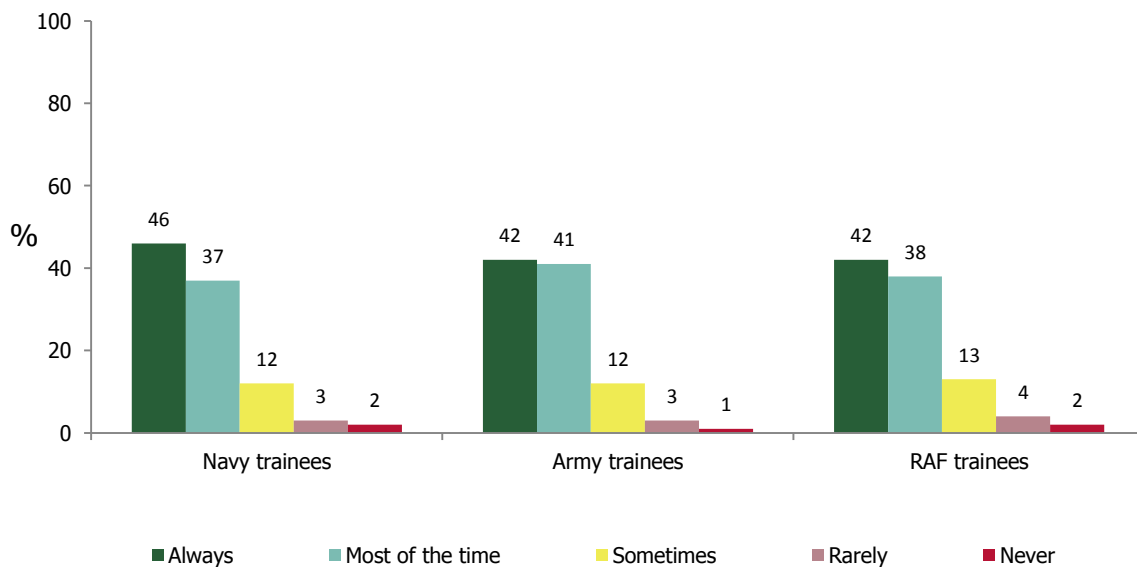
420. The majority of Phase 2 trainees (83%, up from 81%) felt that trainees were all treated equally either 'always' or 'most of the time' whilst at their school. Army trainees (84%, up from 81%) were more likely to say that all trainees were treated equally than RAF trainees (81%) (figure 168).

421. Male trainees (84%) were more likely to have felt that all were treated equally 'always' or 'most of the time' than female trainees (80%).

422. Overall, 4% of trainees felt that the statement 'all trainees were treated equally' applied 'rarely' or 'never', down from 5% last year. RAF trainees (6%) were more likely to say this than Army (4%) trainees. Non-white trainees (6%) were more likely to say the statement applied 'rarely' or 'never' than white trainees (4%)

### Phase 2

#### Whilst at the unit, trainees were all treated equally



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 168

423. The majority of Phase 2 trainees (90%, up from 88% last year) felt that they were treated fairly 'always' or 'most of the time' whilst at their school. There has been an increase in the proportion of Army trainees who felt that they were treated fairly (90%, up from 87%) (figure 169).

424. Male trainees (91%) were more likely to say that they were treated fairly than female trainees (87%) and white trainees (91%) were more likely to say this than non-white trainees (85%).

425. Overall, two per cent of trainees felt that they were treated fairly either 'rarely' or 'never', a drop from 3% last year. There has been a decrease in the proportion of Army trainees who responded in this way (2%, down from 3%). Non-white trainees (6%) were more likely to think that they had been treated fairly 'rarely' or 'never' than white trainees (2%).

## Phase 2

### Whilst at the unit, I was treated fairly



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

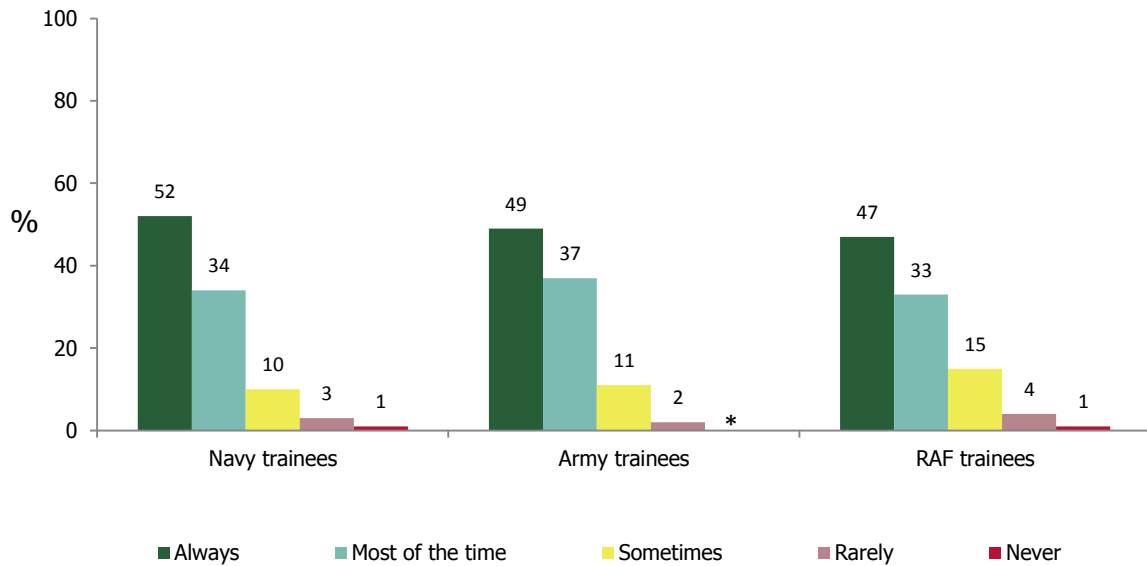
Figure 169

426. Eighty-five per cent of Phase 2 trainees believed that rules were applied fairly 'always' or 'most of the time', up from 82% last year. Army trainees (86%, up from 81%) and Navy trainees (86%) were more likely to say that rules were applied fairly than RAF trainees (80%, down from 85%) (figure 170).

427. Overall, 3% of trainees believed that rules were applied fairly 'rarely' or 'never', down from 4% last year. There was a decrease in the proportion of Army trainees (2%, down from 4%) and an increase in the number of RAF trainees (5% up from 3%) responding in this way.

## Phase 2

### Whilst at the unit, rules were applied fairly



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

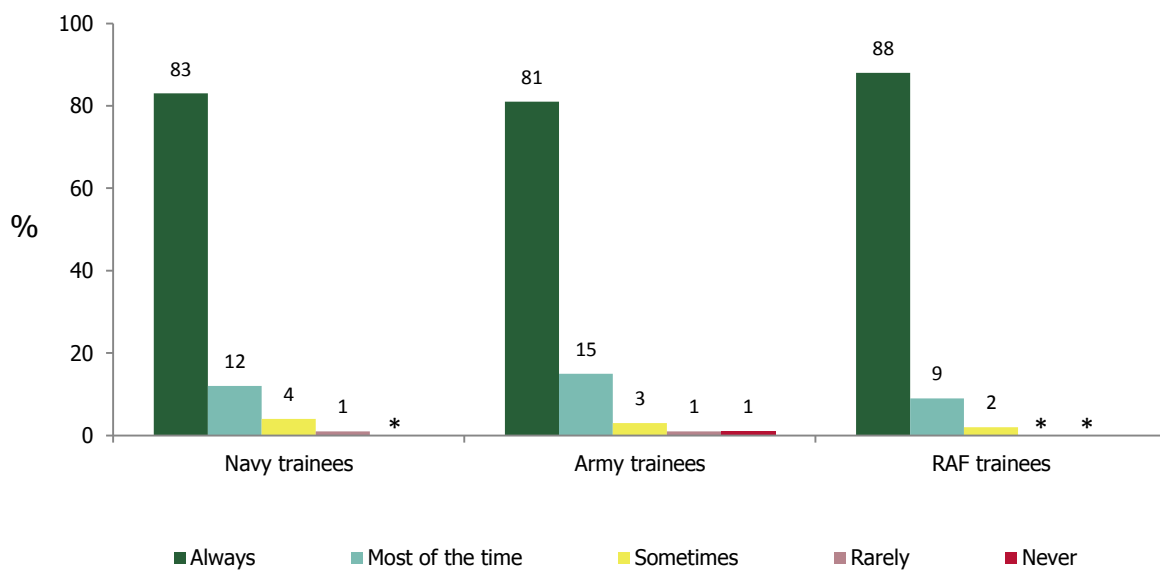
Figure 170

428. The majority of trainees (95%, up from 95% last year) felt that training was conducted without sexual or racial harassment. RAF trainees (97%) were more likely to say that training was conducted without sexual or racial harassment than Army trainees (95%, up from 94%) and Navy trainees (95%) (figure 171).

429. White trainees were more likely to say that training was conducted without sexual or racial harassment (96%) than non-white trainees (90%), as were trainees aged 16 - 30 years old (96%) compared with older trainees (88% of those aged above 31 years old).

## Phase 2

### Whilst at the unit, training was conducted without sexual or racial harassment



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 171

## **BAD OR UNFAIR TREATMENT**

430. 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, 2011, 2012 and 2013 two separate questions were asked, one concerning staff and one trainees.

431. In this report, the findings for bad or unfair treatment by staff and trainees are reported separately. The data for these two questions have been amalgamated to show the proportion of recruits who believe they were badly or unfairly treated by staff and/or trainees. Please note, this may not be directly comparable to 2005/6 and 2007/8 due to the difference in the way the question was asked, however is directly comparable to data from 2006/7, 2009, 2010, 2011 and 2012 reporting periods.

## **BAD OR UNFAIR TREATMENT BY STAFF**

432. Overall, four per cent of trainees felt that they had been badly or unfairly treated by staff, down from the last reporting period (5%). There was a decrease in the proportion of Army trainees who said this (4%, down from 5%).

433. Trainees aged above 31 years old (9%) were more likely to say they had been badly or unfairly treated by staff than trainees aged 16 – 30 years old (4%), and non-white trainees (6%) were more likely to say this than white trainees (4%).

434. Four per cent chose not to answer this question, down from 5% last year. There was a decrease in the proportion of Army trainees who chose not to answer the question (4%, down from 6%) and for a full breakdown by Service, see figure 172.

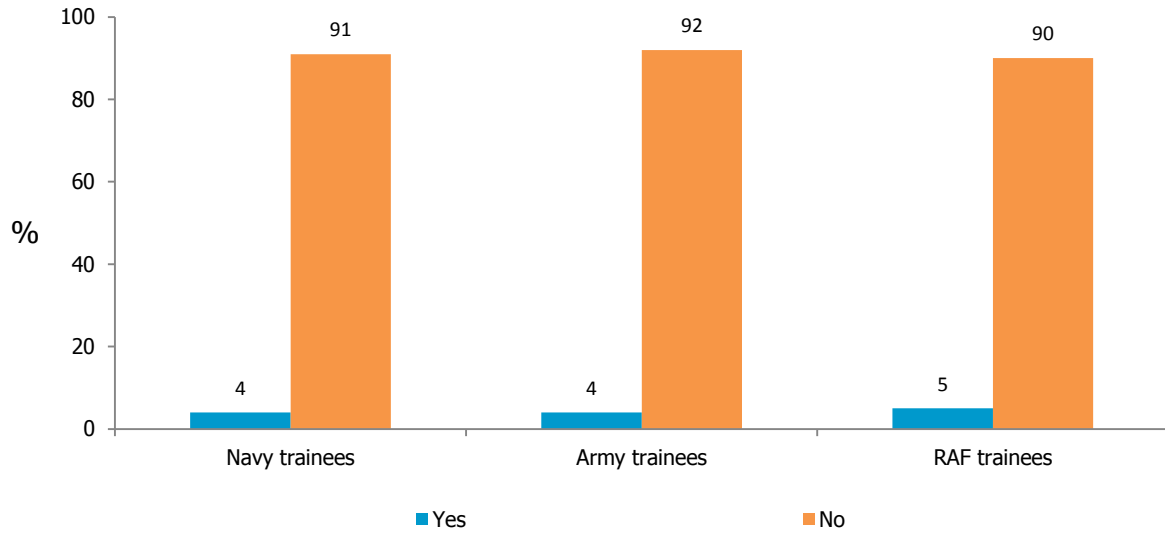
435. Non-white trainees (6%) were more likely to choose not to answer this question than white trainees (3%), as were trainees aged 31 years or older (8%) compared with younger trainees (4% of those aged 16 – 30 years old).

436. Ninety-two per cent of Phase 2 trainees said that they had not been badly or unfairly treated by staff, up from 89% last year. Army trainees (92%, up from 89%) were more likely to say this than RAF trainees (90%).

437. A higher proportion of recruits aged below 30 years old (92%) said that they had not been badly or unfairly treated by staff than their older colleagues (82% of those aged 30 years and older). White trainees (93%) were more likely to say this than non-white trainees (88%).

## Phase 2

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



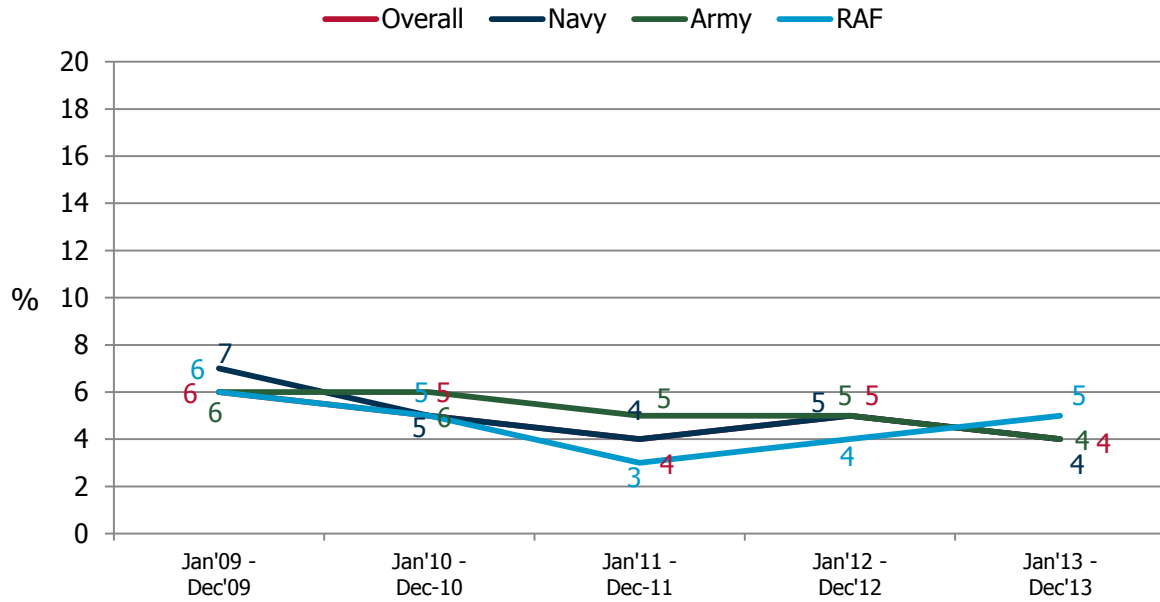
Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 172



## Phase 2

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



### % 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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 173

## **BAD OR UNFAIR TREATMENT BY OTHER TRAINEES**

438. Overall, four per cent of Phase 2 trainees felt that they had been badly or unfairly treated by other trainees. For a full breakdown by Service, see figure 174.

439. 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 (7%) compared with white trainees (3%). Older trainees aged 30 years and over (7%) were more likely to say they experienced bad or unfair treatment from other trainees than younger trainees (4% of those aged 16 – 30 years old).

440. Ninety-three per cent of trainees said that they had not been badly or unfairly treated by other trainees. The proportion of Army trainees who said this has increased by one percentage point (93%, up from 92%) and was higher than the proportion of Navy trainees who said this (92%).

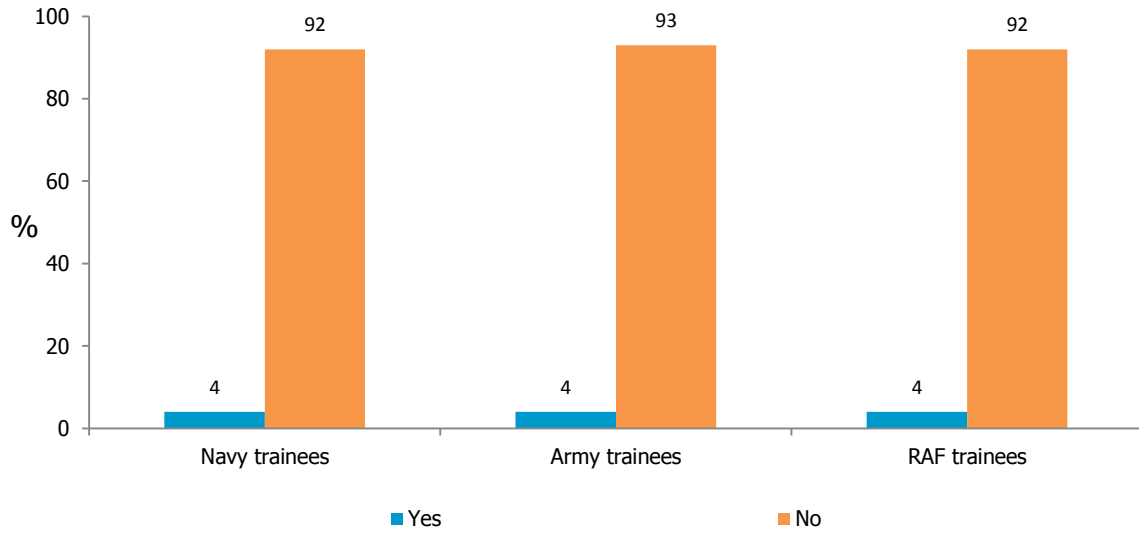
441. Ninety-three per cent of trainees aged 16 - 30 years old said that they were not badly or unfairly treated by other trainees, compared with 85% of those aged 31 years and above. Male trainees (93%) were more likely to say this than female trainees (90%), as were white trainees (94%) compared with non-white trainees (88%).

442. Three per cent chose not to answer the question. Navy trainees (5%) were more likely to choose not to answer the question than Army trainees (3%).

443. Five per cent of non-white trainees chose not to answer this question, compared with three per cent of white trainees.

## Phase 2

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

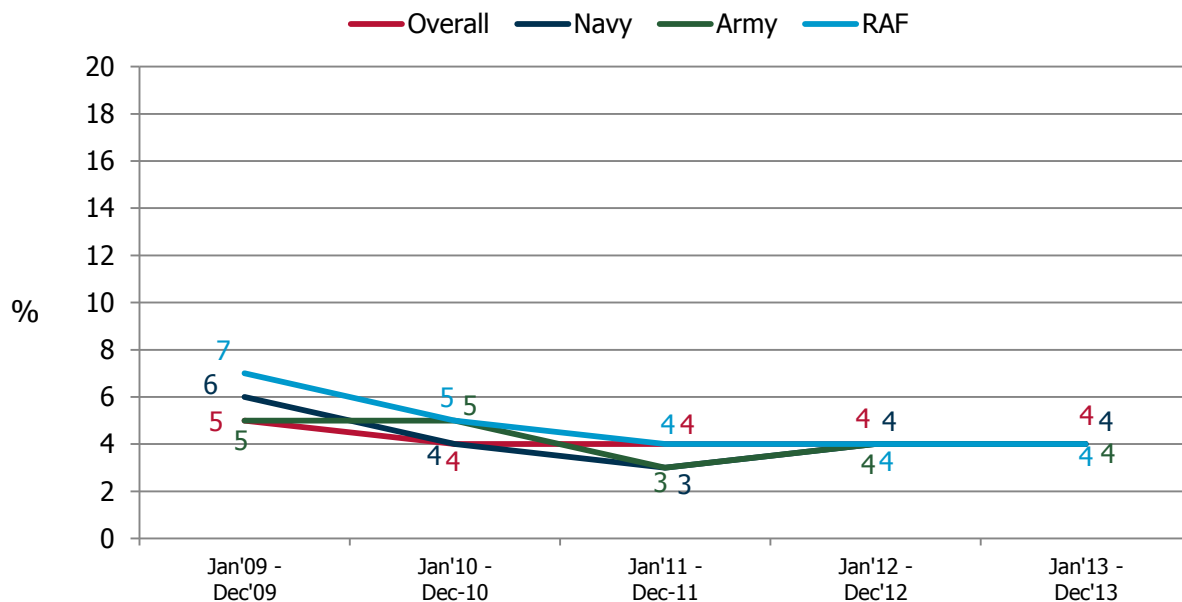


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 174

## Phase 2

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



### % 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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 175

## **BAD OR UNFAIR TREATMENT BY STAFF AND/OR OTHER TRAINEES**

444. When the numbers of trainees who said they were badly or unfairly treated by staff and/or other trainees is combined for 2013 to make the data comparable year on year, the majority of Phase 2 trainees (92%) said that they had not been badly or unfairly treated by either staff or trainees whilst at their school, up two percentage points from last year (90%). Army trainees (92%, up from 90%) were more likely to say this than RAF trainees (90%) (figure 176).

445. White trainees (93%) were more likely to feel that they were not badly or unfairly treated by either staff or other trainees than non-white trainees (87%), as were trainees aged 16 – 30 years old (92%) compared with older trainees (84% of those aged 31 years and older).

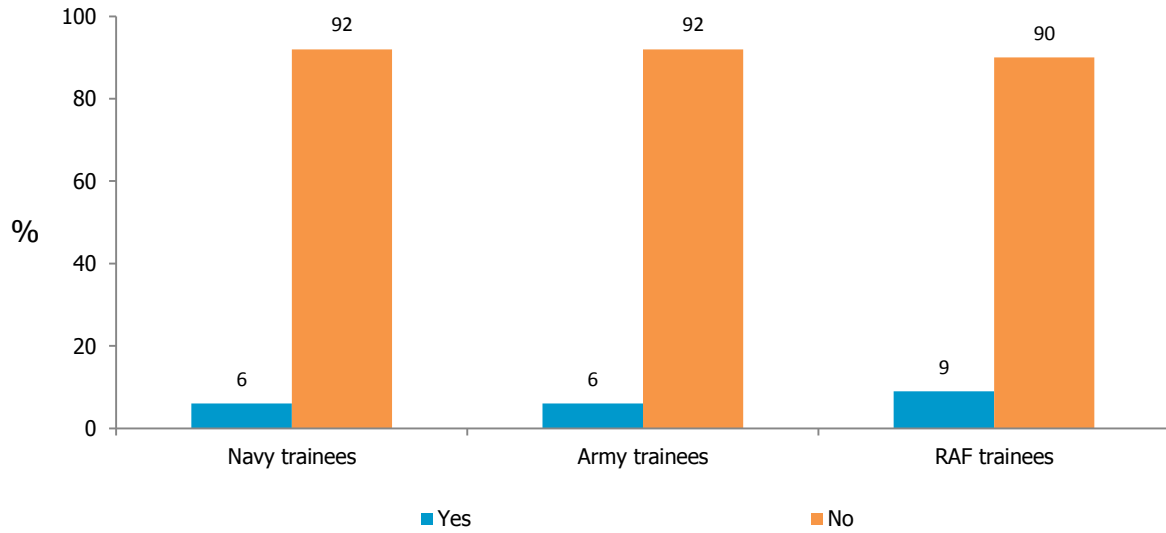
446. Six per cent of trainees said that they had been badly or unfairly treated by staff and/or other trainees, this represents a decrease of one percentage point from the previous reporting period (7%). RAF trainees (9%) were more likely to say that they had been badly or unfairly treated by staff and/or other trainees than Army trainees (6%, down from 7%) and Navy trainees (6%).

447. Eight per cent of female trainees said that they were badly or unfairly treated by either staff or other trainees and were more likely to say this than their male counterparts (6%), as were the oldest trainees (12% of those aged 31 years and older) compared with those aged 16 - 30 (6%), and non-white trainees (9%) compared with white trainees (6%).

448. Two per cent of trainees chose not to answer. Non-white trainees (4%) were more likely to choose not to answer than white trainees (2%).

## Phase 2

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

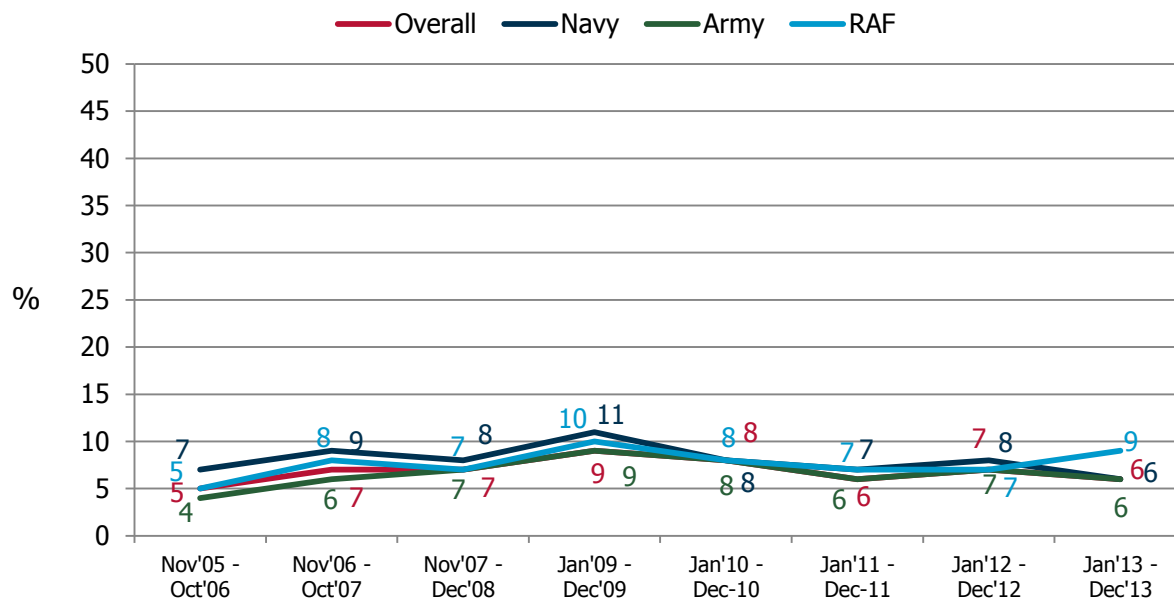


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 176

## Phase 2

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



### % 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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 177<sup>37</sup>

<sup>37</sup> 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**

449. Of all Phase 2 trainees surveyed, six per cent (356 people) felt that they had been badly or unfairly treated. These trainees were asked to provide more detail on the type of treatment they experienced. Please note that 47% of those who said they were badly or unfairly treated chose not to answer this question. Trainees who did answer were able to select more than one category of bad or unfair treatment. For a full breakdown by Service, see figures 178-180.

450. The order of frequency of forms of bad or unfair treatment is broadly consistent with last year. 'I was racially harassed' is now seventh in frequency (eighth last year) and 'I was physically abused (e.g. hit or kicked)' is now eighth (seventh last year).

451. The most frequently cited form of bad or unfair treatment continues to be being made fun of or humiliated (24%, equating to 1.5% of all Phase 2 trainees). RAF trainees (32%) were more likely to cite this reason than Navy trainees (14%) and trainees aged 16 – 25 years old (28%) were also more likely to say that they were made fun of or humiliated than older trainees (10% of those aged 26 years and above).

452. Twenty-four per cent of trainees who said that they had been badly or unfairly treated said that they had been verbally abused (equating to 1.5% of all Phase 2 trainees).

453. Twenty per cent (20%) of trainees who said they had been badly or unfairly treated cited the reason that they had been treated differently from others (equating to 1.2% of all Phase 2 trainees).

454. Nineteen per cent (19%) of the trainees who said that they had been badly or unfairly treated said that they had been intimidated (equating to 1.2% of all Phase 2 trainees).

455. Fifteen per cent of trainees who said that they had been badly or unfairly treated stated that they had been picked on continually (equating to 1% of all Phase 2 trainees).

456. Of the trainees who said that they had been badly or unfairly treated, 11% said that they were always given the worst jobs to do (equating to 0.7% of all Phase 2 trainees).

457. Four per cent (up from two per cent) of those who had been badly or unfairly treated said that they had been racially harassed (equating to 0.3% of all Phase 2 trainees, or 16 trainees). A higher proportion of non-white trainees (21%) than white trainees (2%) who had been badly or unfairly treated said that they had been racially harassed.

458. Four per cent of those who felt that they had been badly or unfairly treated said that they had been physically abused (e.g. hit or kicked) (equating to 0.3% of all Phase 2 trainees).

459. Of the trainees who said that they had been badly or unfairly treated, two per cent said that they had been sexually harassed (equating to 0.1% of all Phase 2 trainees, or 8 trainees). A higher proportion of female trainees (9%) who had been badly or unfairly



treated said that they had been sexually harassed than male trainees (1%), and a higher proportion of non-white trainees (6%) cited this reason than white trainees (2%).

### **BAD OR UNFAIR TREATMENT BY STAFF**

460. Those who said that they had experienced bad or unfair treatment were also asked whether this came from staff or other trainees<sup>38</sup>. Forty-eight per cent of those who said they had been badly or unfairly treated overall said that the treatment was by staff, while 45% said it came from other trainees. The proportion of Army trainees (45%) who said that the bad or unfair treatment came from staff decreased by 14 percentage points from last year (59%).

461. Of all trainees who said that they were made fun of or humiliated, 25% said that this was by staff (equating to 22 trainees or 0.4% of all Phase 2 trainees).

462. Of those who said that they experienced verbal abuse, 26% said that this came from staff (equating to 22 trainees or 0.4% of all Phase 2 trainees).

463. Of those who said that they were treated differently to others, 57% (which equates to 40 trainees or 0.7% of all Phase 2 trainees), stated that this was by members of staff.

464. Of those trainees who said that they were intimidated, the proportion who said that this was by staff was 50% (equating to 34 trainees or 0.6% of all Phase 2 trainees).

465. Twenty two per cent of trainees who said that they were picked on continually said that staff were responsible for this (equating to 12 trainees or 0.2% of all Phase 2 trainees).

466. The proportion of trainees who said that when they were always given the worst jobs to do by staff, was 45% (equating to 17 trainees or 0.3% of all Phase 2 trainees).

467. Of those who said that they were racially harassed, 13% said that this harassment came from staff (equating to two trainees or 0.04% of all Phase 2 trainees).

468. Of those who said that they were physically abused, 13% said that this was by staff (equating to two trainees or 0.04% of all Phase 2 trainees).

469. The proportion of trainees who said that they were sexually harassed by staff was 13% (equating to one trainee or 0.02% of all Phase 2 trainees).

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<sup>38</sup> 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**

470. Of those who said that they were made fun of or humiliated, 54% said that this treatment was by other trainees (which equates to 47 trainees or 0.8% of all Phase 2 trainees).

471. Forty-five per cent of trainees who said that they experienced verbal abuse said that this came from other trainees (equating to 38 trainees or 0.7% of all Phase 2 trainees).

472. Nineteen per cent of trainees who said that they were treated differently, said that it was other trainees who treated them in this way (equating to 13 trainees or 0.2% of all Phase 2 trainees).

473. Of those who said that they experienced intimidation, 40% said that this came from other trainees (equating to 27 trainees or 0.5% of all Phase 2 trainees).

474. Of those who said that they were picked on continually, 41% said that this was by other trainees (equating to 22 trainees or 0.4% of all Phase 2 trainees).

475. Twenty-four per cent of trainees who said that they were given the worst jobs to do said that this came from other trainees (equating to nine trainees or 0.2% of all Phase 2 trainees).

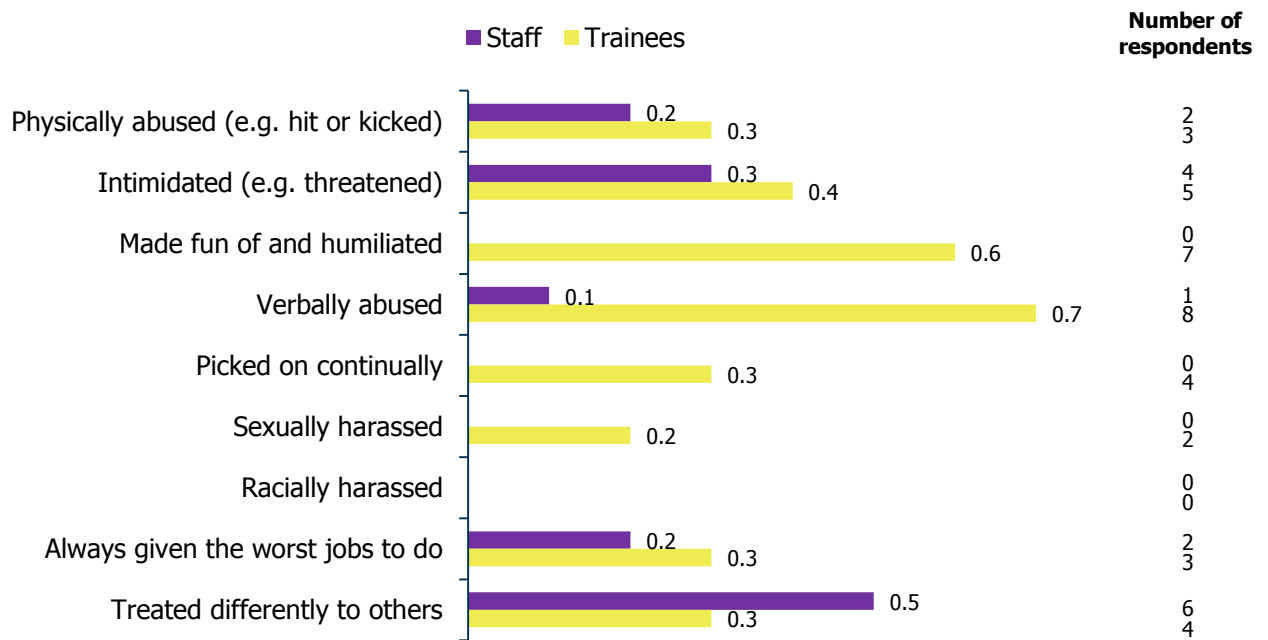
476. Of those who said that they were racially harassed, 31% said that this was by other trainees (equating to five trainees or 0.09% of all Phase 2 trainees).

477. Of those who said that they were physically abused, 80% said that this came from other trainees (equating to twelve trainees or 0.2% of all Phase 2 trainees overall).

478. Twenty-five per cent of trainees who said that they were sexually harassed, said that this harassment came from other trainees (equating to two trainees or 0.04% of all Phase 2 trainees).

## Phase 2 – Navy

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



**% Positive (displayed as a percentage of all trainees)**

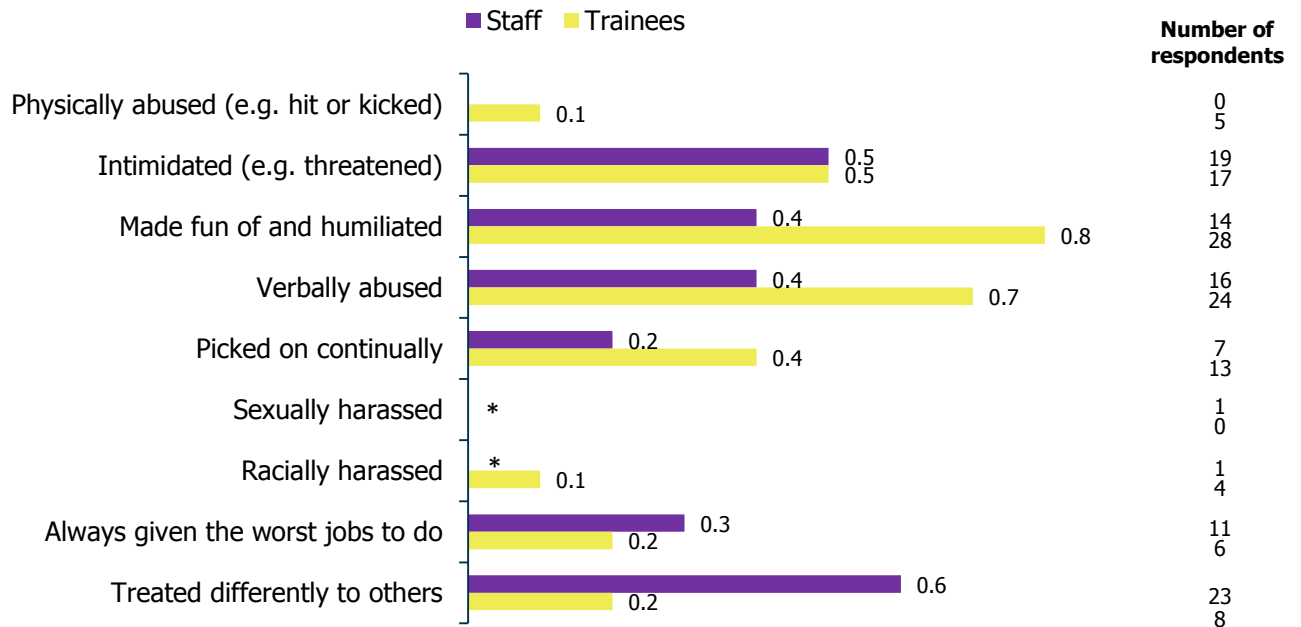
Number of respondents: Royal Navy schools (1,195)

Figure 178<sup>39</sup>

<sup>39</sup>This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## Phase 2 – Army

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



**% Positive (displayed as a percentage of all trainees)**

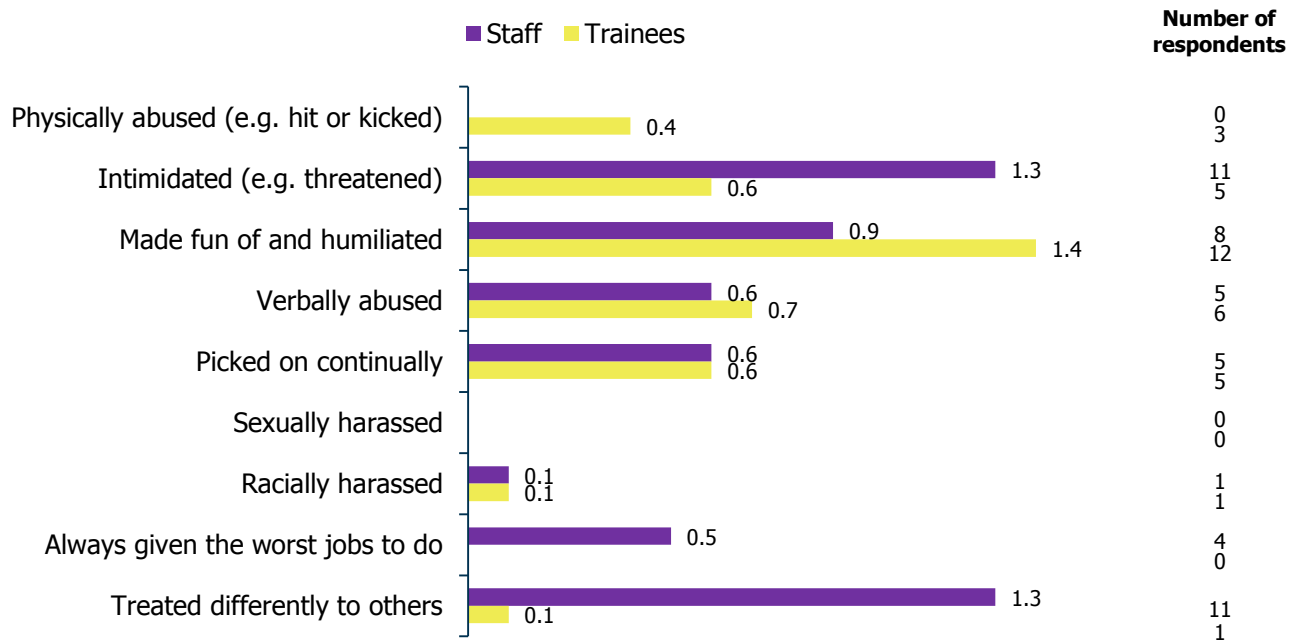
Number of respondents: Army schools (3,606)

Figure 179<sup>40</sup>

<sup>40</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## Phase 2 – RAF

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



**% Positive (displayed as a percentage of all trainees)**

Number of respondents: RAF schools (853)

Figure 180<sup>41</sup>

<sup>41</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## **ACTION FOLLOWING BAD OR UNFAIR TREATMENT**

479. Trainees who said that they experienced some form of bad or unfair treatment were asked what they did following this treatment. The number of trainees asked this question was 187, but it should be noted that 19% of them chose not to answer this question. Please note the percentages in this section refer to the proportion of trainees who were asked the question i.e. those who felt they were badly or unfairly treated.

480. Of those who said that they experienced some form of bad or unfair treatment, the most common response when asked what they did following the bad or unfair treatment was nothing (37%) (figure 181).

481. The next most common response following bad or unfair treatment was to speak to a fellow trainee (25%).

482. The proportion of trainees who reported that they spoke to a member of military staff after they experienced bad or unfair treatment was 20%. There was a decrease in the proportion of RAF trainees who reported they did this (20%, down from 50%).

483. Eighteen per cent of trainees said that they spoke to their friends/family following their experience of bad or unfair treatment.

484. Seventeen per cent of trainees who said that they had experienced unfair treatment made some form of complaint; 9% made a formal complaint, while 10% made an informal complaint<sup>42</sup>.

485. The proportion who spoke to a member of civilian staff was 5%. There was a decrease in the proportion of RAF trainees who reported they did this (0%, down from 9%).

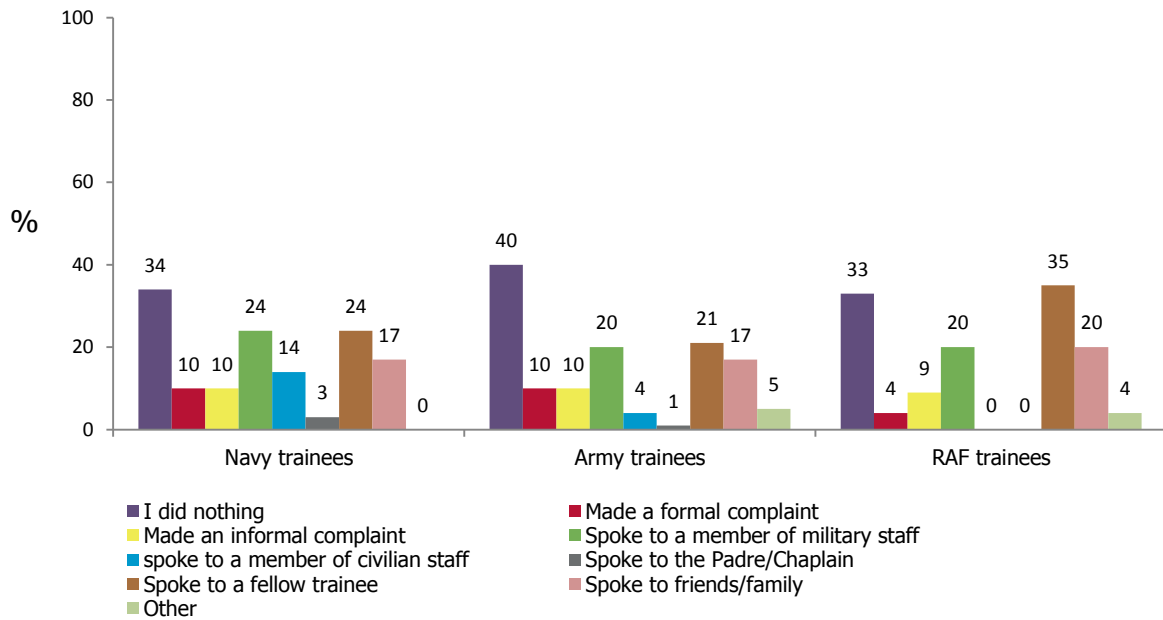
486. One per cent of trainees said that they spoke to the Padre/Chaplain following an experience of some form of bad or unfair treatment. There was a decrease in the proportion of RAF trainees who reported they did this (0%, down from 9%).

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<sup>42</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## Phase 2

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



Number of respondents (all who felt badly/unfairly treated): Royal Navy trainees (29\*\*), Army trainees (111), RAF trainees (46\*)

Figure 181<sup>43</sup>

<sup>43</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## **REASONS FOR BAD OR UNFAIR TREATMENT**

487. Trainees who said that they had been badly or unfairly treated were asked why they thought this had occurred. The question was asked of 356 trainees, but it should be noted that 58% of them (207 trainees) chose not to answer this question; 149 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' (24%), i.e. a reason not listed (figure 182).

488. The next most commonly mentioned reason among those who felt that they had experienced bad or unfair treatment was because of their social background/class (10%).

489. The trainee's origin, i.e. where they come from was cited as a reason by 8% trainees who said that they had been badly or unfairly treated.

490. Six per cent of trainees cited their age as the reason for experiencing bad or unfair treatment.

491. Race, colour or ethnic origin was cited by three per cent of trainees who said that they had been badly or unfairly treated. A higher proportion of non-white trainees (15%) felt that it was because of their race, colour or ethnic origin than white trainees (1%).

492. Three per cent of trainees who said they had been badly or unfairly treated said that this was because of their sex. Female trainees (7%) were more likely to cite this as a reason than male trainees (2%).

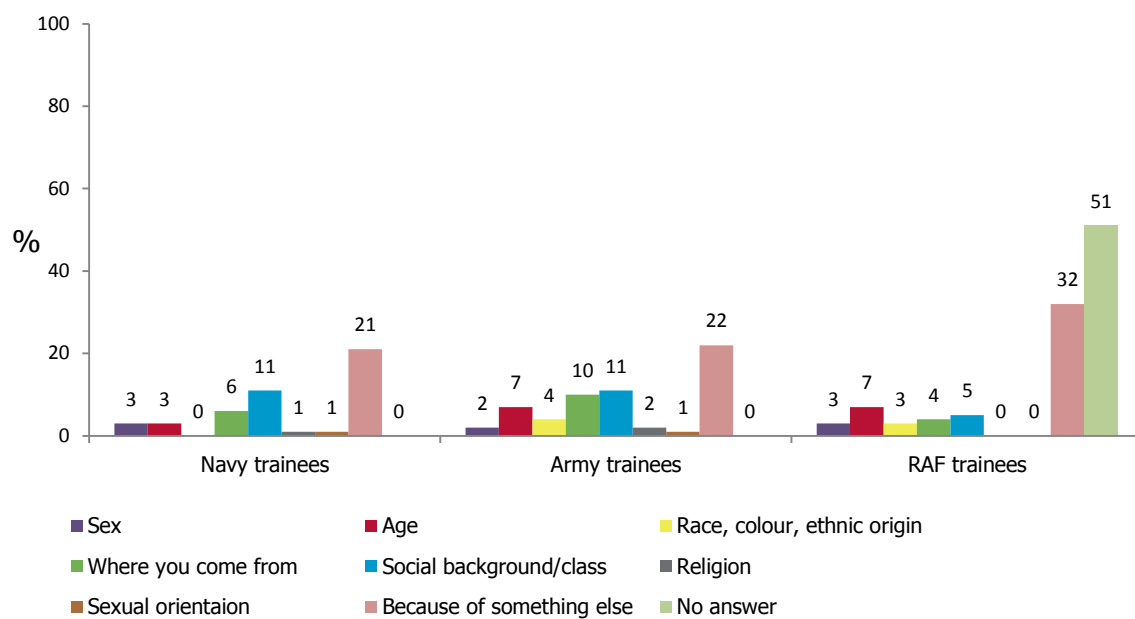
493. One per cent of trainees who felt that they had been badly or unfairly treated said that this was because of their religion (this equals five trainees).

494. One per cent of trainees who said they had been badly or unfairly treated said it was because of their sexual orientation (this equates to three trainees).



## Phase 2

### Why do you think that you were badly or unfairly treated?



Number of respondents (all who felt badly/unfairly treated): Royal Navy trainees (70\*), Army trainees (212), RAF trainees (73\*)

Figure 182<sup>44</sup>

<sup>44</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## COMPLAINTS

495. The 156 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 (21%) chose not to answer this question, but of those that did, the most common reason given was that they did not believe anything would be done if they did complain (35%). This was the second most commonly cited reason last year. For a full breakdown by Service, see figures 183-185.

496. The second most commonly cited reason for not complaining was that trainees thought it would cause problems on the course (29%). This was the third most commonly cited reason last year. RAF trainees (58%) were more likely to cite this as a reason than Army trainees (16%).

497. The third most commonly cited reason for not complaining was that they considered the incident to be too minor to report (24% of those asked this question). This was the most commonly cited reason last year.

498. Twenty-two per cent of those who said they had experienced bad or unfair treatment but did not complain about it said they did not because they did not think people would believe them/take them seriously.

499. Nineteen per cent were worried that they would be considered a troublemaker. The same proportion were worried it would be repeated or get worse if they made a complaint.

500. The next most commonly cited reason for not complaining about bad or unfair treatment was because trainees thought it would be bad for their career (14%).

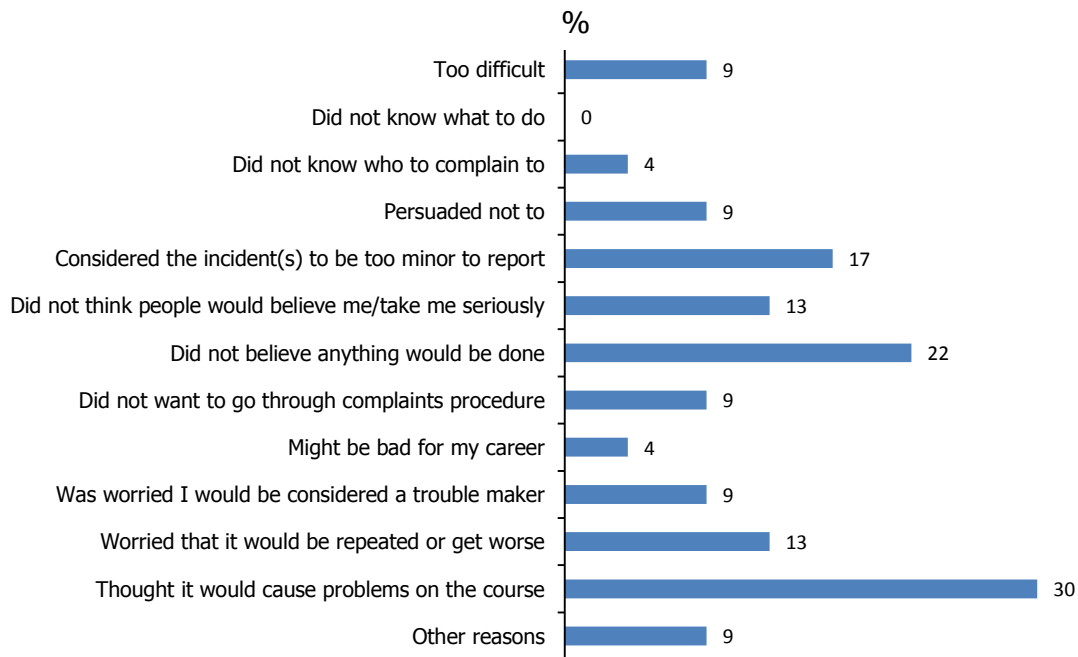
501. Thirteen per cent did not want to go through complaints procedure.

502. Seven per cent did not know who to complain to and the same proportion said that they were persuaded not to.

503. Nine trainees said that they did not complain because they did not know what to do (equating to 6% of those who were asked the question).

## Phase 2 – Navy

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



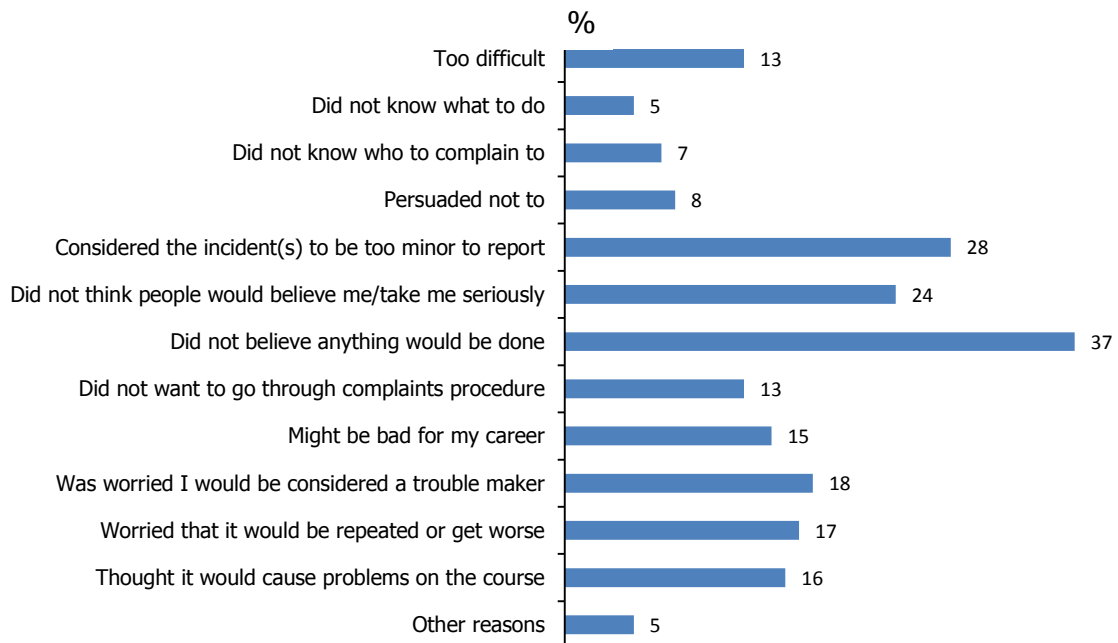
Number of respondents (All who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): Navy schools (93\*)

Figure 183<sup>45</sup>

<sup>45</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## Phase 2 – Army

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



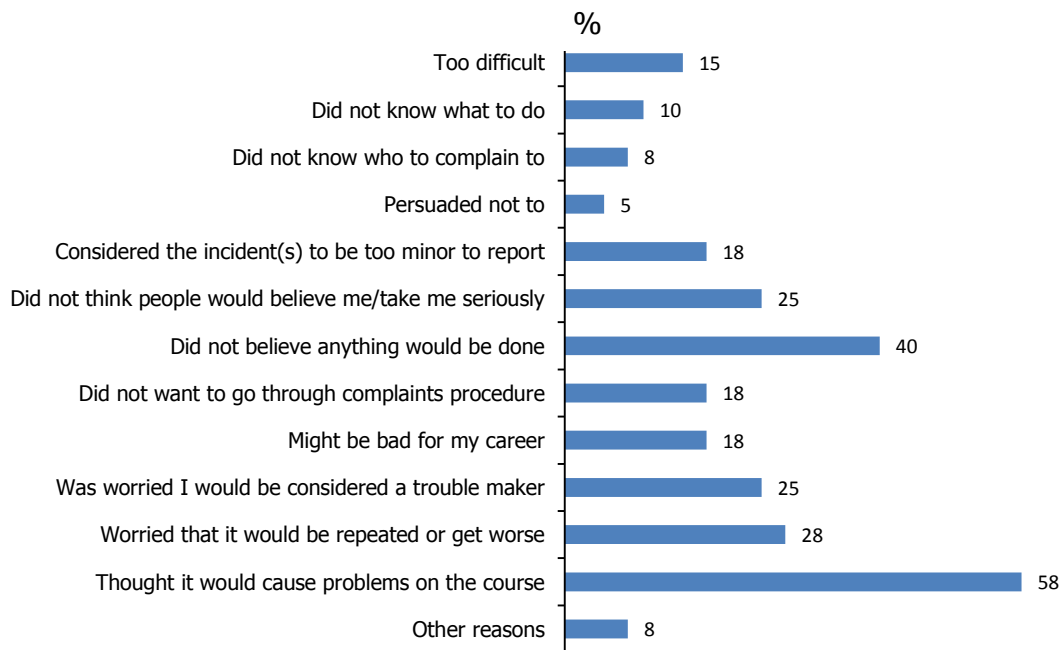
Number of respondents (All who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): Army schools (92\*\*)

Figure 184<sup>46</sup>

<sup>46</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## Phase 2 – RAF

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



Number of respondents (All who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): RAF (40\*)

Figure 185<sup>47</sup>

<sup>47</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

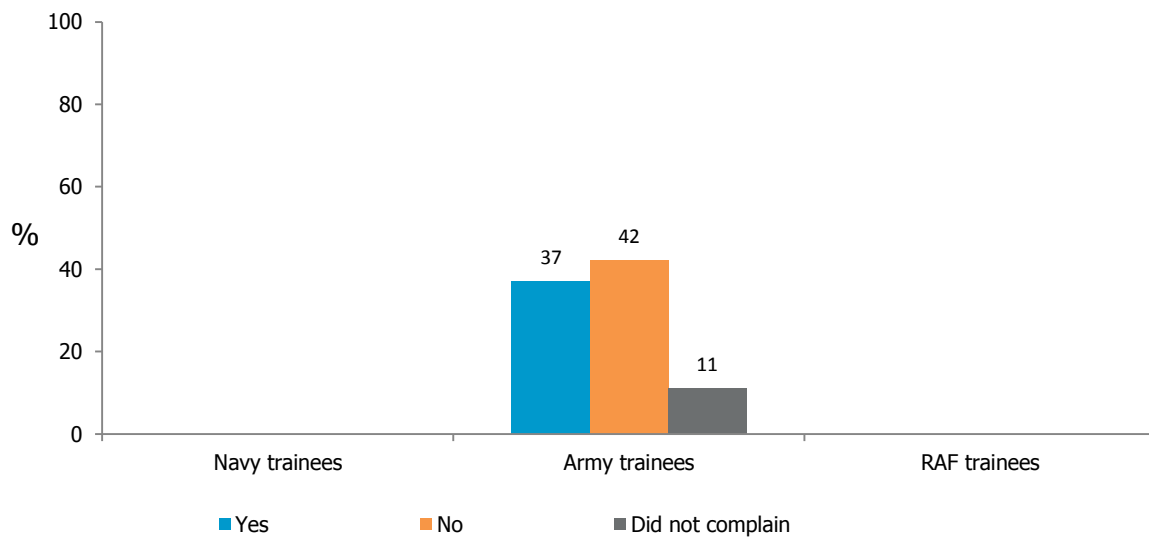
## Was your complaint dealt with fairly?

504. Trainees who said that they made a complaint (31 people) were asked whether their complaint was dealt with fairly. It should be noted that 13% of trainees chose not to answer (4 trainees).

505. Of those asked this question, 42% thought that their complaint had been dealt with fairly, while 35% thought that this was not the case. For a full breakdown by Service, see figure 186.

## Phase 2

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



Number of respondents (all who felt badly/unfairly treated): Royal Navy trainees (6\*\*), Army trainees (19\*\*), RAF trainees (6\*\*)

Figure 186<sup>48</sup>

<sup>48</sup> As the base size for Navy and RAF trainees is less than 10 respondents, the results have not been included in the chart

### **Resolution of the problem?**

506. The trainees who said that they made a complaint and did not think it was dealt with fairly (11 people) were asked whether the problem had been resolved.

507. Of those who were asked the question, 82% said that the problem had not been resolved. No trainees (0%) said that the problem had been resolved and a further 9% said that the resolution of the complaint was still in progress.<sup>49</sup>

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<sup>49</sup> As the base size for this question is less than 10 respondents, a chart has not been included

## SETBACKS DURING TRAINING

### Were you ever ill or injured during training?

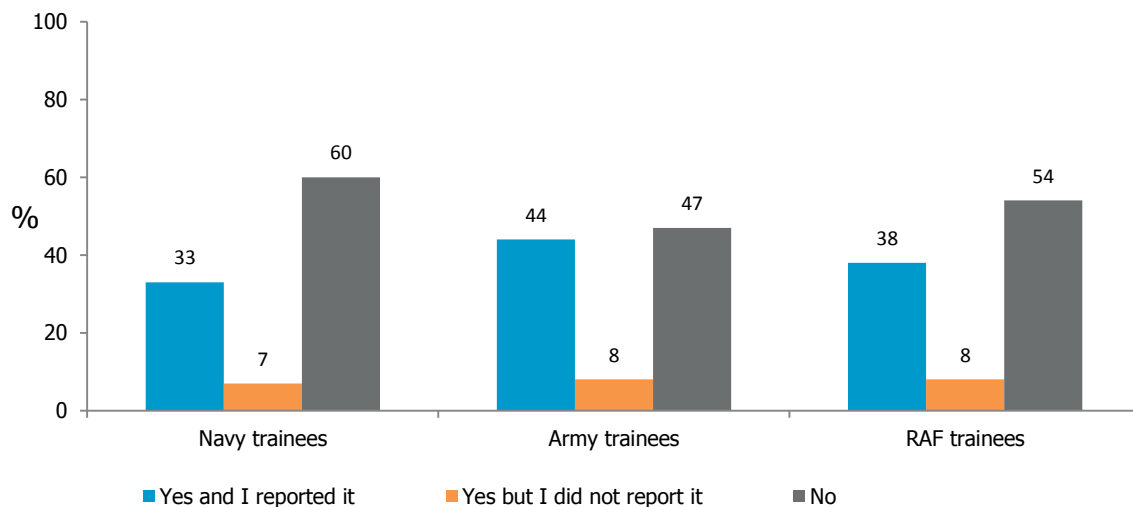
508. Overall, 49% of trainees said that they were ill or injured during Phase 2 training.

509. Forty-one per cent of trainees were ill or injured and reported their illness or injury. Trainees in the Army (44%) were more likely to have been ill or injured and reported it than those in the RAF (38%) who were in turn more likely to do so than those in the Navy (33%) (figure 188).

510. Fifty-one per cent of trainees said that they were not ill or injured during training (up from 49% last year and 47% in 2011). Navy trainees (60%) were more likely to have said that they were not ill or injured during training than RAF trainees (54%) who in turn were more likely to say this than Army trainees (47%).

### Phase 2

### Were you ever ill or injured during training?



Number of respondents: Royal Navy trainees (1,136), Army trainees (3,070), RAF trainees (702)

Figure 188



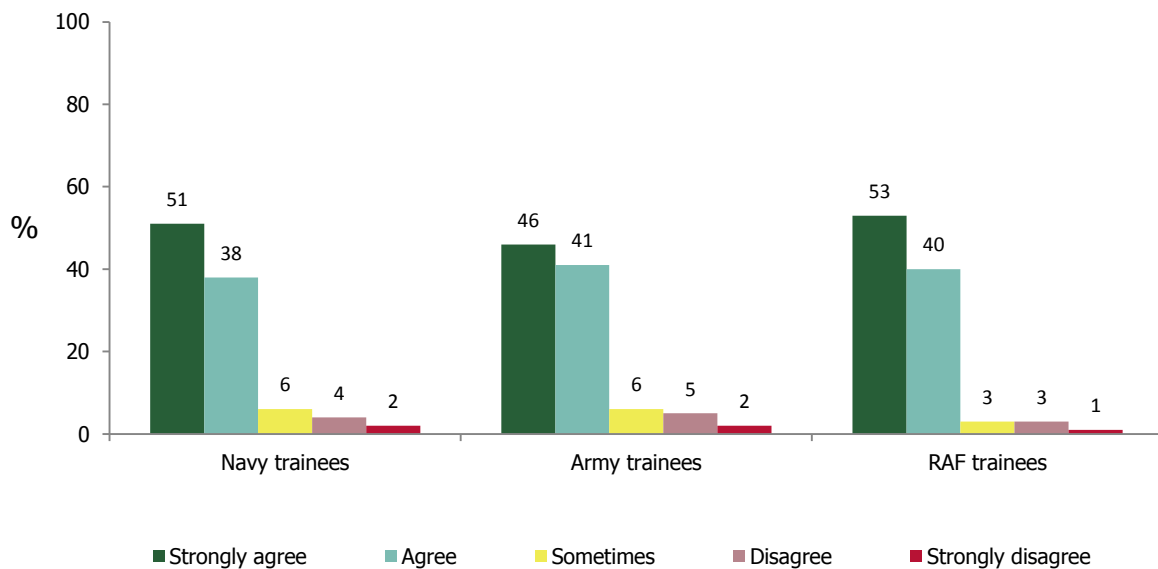
## ILLNESS AND INJURY

511. Among trainees who reported sick, the majority (88%, up from 86%) felt that their illness or injury was properly dealt with. Six per cent felt that this was not the case.

512. RAF trainees (93%) who reported sick were more likely to say their illness or injury was dealt with properly than Army trainees (87%) (figure 189).

### Phase 2

**Please indicate how you feel about the following statement:  
My injury/illness was properly dealt with**



Number of respondents (All who were ill or injured and reported it): Royal Navy trainees (391), Army trainees (1,594), RAF trainees (326)

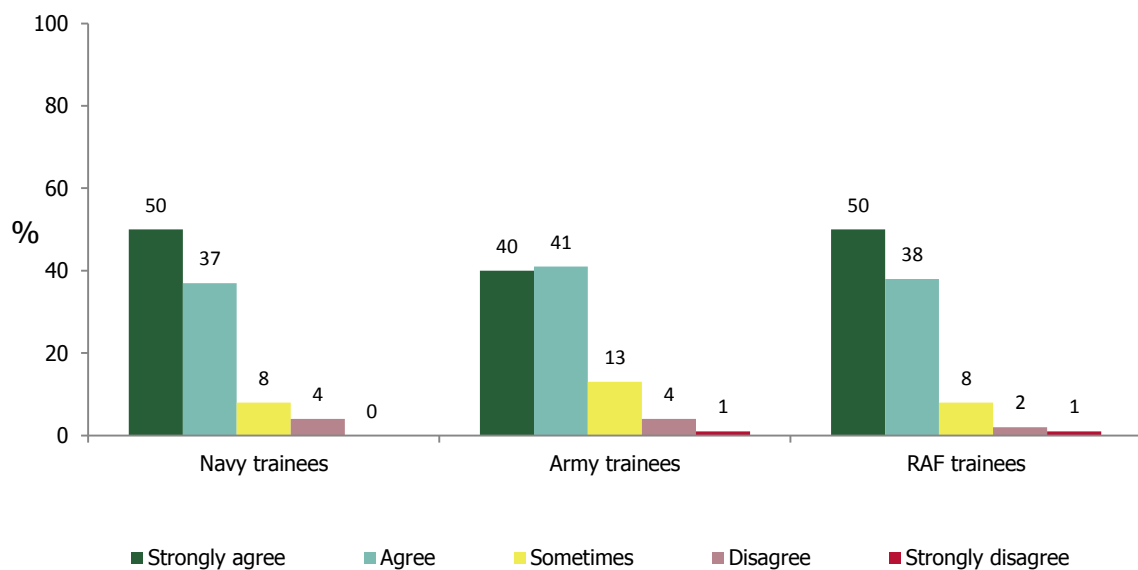
Figure 189

513. Overall, 83% of those who reported sick agreed that staff helped and supported them when they were ill or injured, an increase of 4 percentage points from 79% last year. Five per cent of trainees disagreed, a decrease from 6% last year.

514. Trainees in the RAF (88%) and Navy (87%) were more likely to agree that staff helped and supported them when they were ill or injured than those in the Army (81%, up from 77%) (figure 190).

## Phase 2

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



Number of respondents (All who were ill or injured and reported it): Royal Navy trainees (391), Army trainees (1,594), RAF trainees (326)

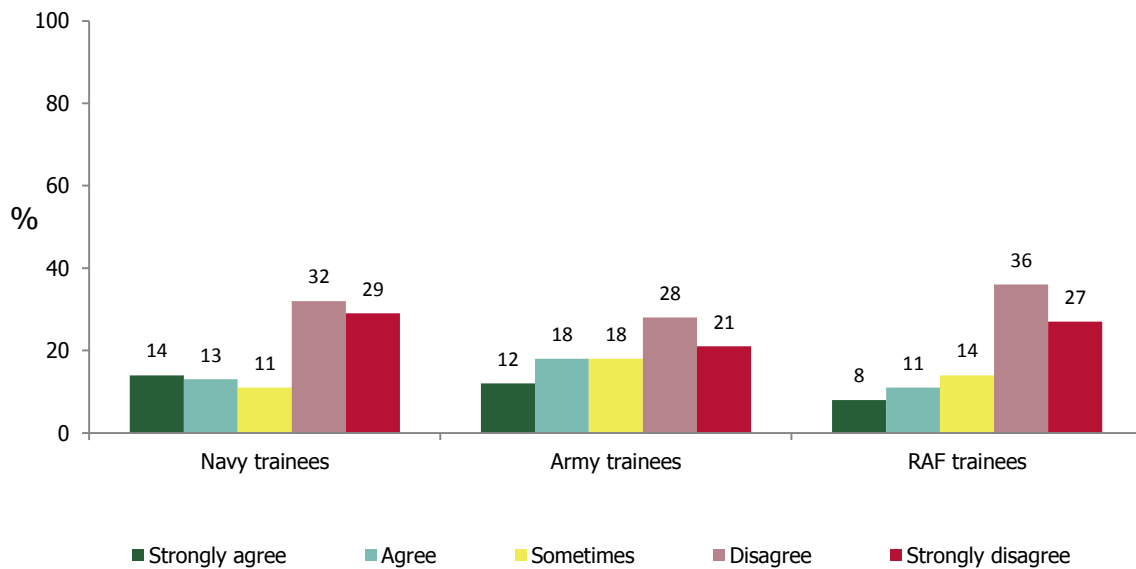
Figure 190

515. Twenty-eight per cent of trainees who reported sick said that they would advise others in a similar situation not to report sick if they could avoid it. A greater proportion (53%) said that they would not do so.

516. Army trainees (30%) and Navy trainees (27%) were more likely to advise others not to report sick than RAF trainees (19%, up from 12%) (figure 191).

## Phase 2

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



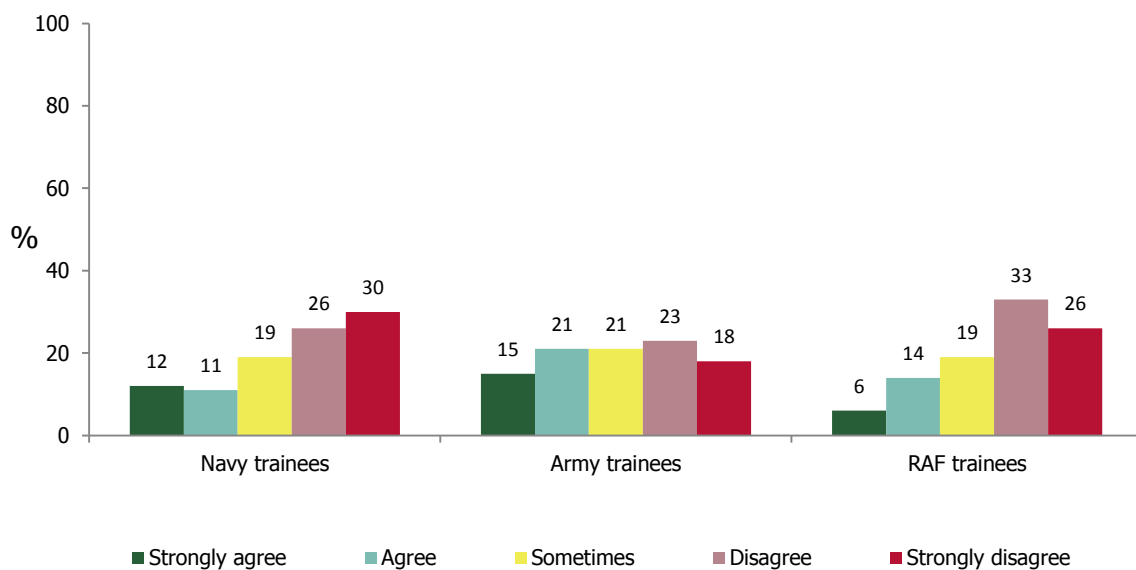
Number of respondents (All who were ill or injured and reported it): Royal Navy trainees (391), Army trainees (1,594), RAF trainees (326)

Figure 191

517. Amongst trainees who reported sick, 31% felt that people considered them weak for having done so, a decrease from 34% last year. Army trainees were more likely to have thought that this was the case (35%) than Navy trainees (22%) and RAF trainees (20%) (figure 192). Overall, 46% of trainees disagreed that people considered them weak because they reported sick, up from 43% last year.

## Phase 2

**Please indicate how you feel about the following statement:  
I felt that people considered me weak because I reported sick**



Number of respondents (All who were ill or injured and reported it): Royal Navy trainees (391), Army trainees (1,594), RAF trainees (326)

Figure 192

## **Why did you not report it?**

518. Trainees who were ill or injured but did not report sick were asked the reason why they did not do so. The most common reason, cited by 69%, was because they did not wish to risk delaying their training. RAF trainees (76%) who did not report sick were more likely to cite this reason than Navy trainees (60%) (figure 193).

519. Of those trainees who did not report sick, 43% said this was because they felt it was too minor to report and Navy trainees (55%) were more likely to say this than Army trainees (40%).

520. Sixteen per cent of those who did not report sick felt that other trainees or staff would consider them weak if they had reported it. Army trainees (20%) were more likely to have thought this than Navy trainees (10%) and RAF trainees (6%).

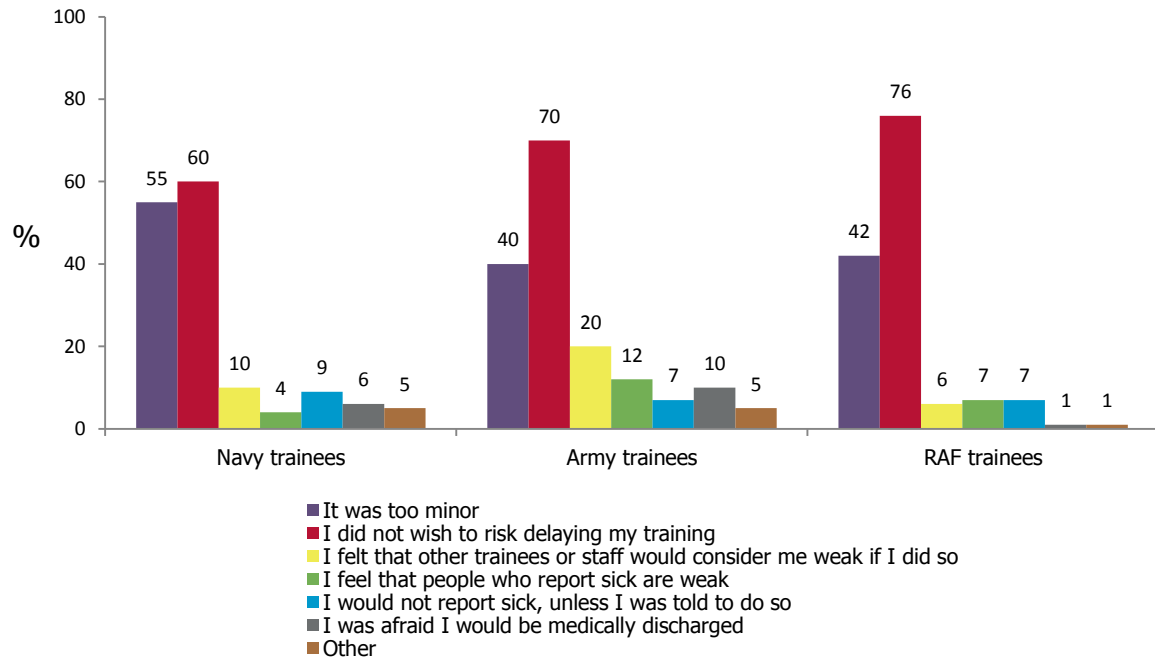
521. Ten per cent felt that people who report sick are weak. Army trainees (12%) were more likely to say this than Navy trainees (4%).

522. A further eight per cent of trainees who did not report sick said that they would not report sick as they were afraid they would be medically discharged. Army trainees (10%) were more likely to say this than RAF trainees (7%, up from 0% last year).

523. Seven per cent of trainees said that they would not report sick unless they were told to do so.

## Phase 2

### Why did you not report it?



Number of respondents (All who were ill or injured and reported it): Royal Navy trainees (82\*), Army trainees (305), RAF trainees (67\*)

Figure 193

524. The majority of trainees who did not report sick felt that this had no impact on their training (86%). RAF trainees (94%) were more likely to say this than Army trainees (85%). For a full breakdown by Service, see figure 194.

525. Three per cent of those who did not report sick said that the illness or injury worsened and they were forced to take a temporary break from training to recover.

526. One per cent of those who did not report sick 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 reported it): Royal Navy trainees (82\*), Army trainees (305), RAF trainees (67\*)

Figure 194

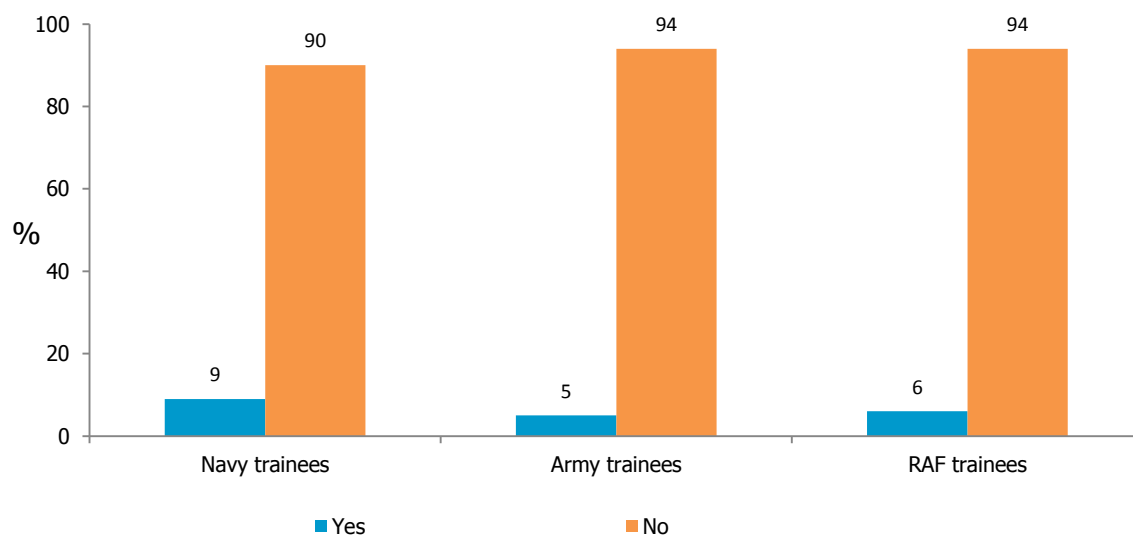
## BACK-SQUADDING/BACK-CLASSING/RE-FLIGHTING<sup>50</sup>

527. Overall, six per cent of trainees were back-squadded during their training period. Navy trainees (9%) were more likely to be back-squadded than those in the RAF (6%) and those in the Army (5%) (figure 195).

528. Ninety-three per cent of trainees said they were not back-squadded. The proportion of Army and RAF trainees (both 94%) who said that they were not back-squadded was greater than the proportion of Navy trainees who said so (90%).

### Phase 2

#### Were you back-squadded?



Number of respondents: Royal Navy trainees (1,136), Army trainees (3,070), RAF trainees (702)

Figure 195

<sup>50</sup> 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.

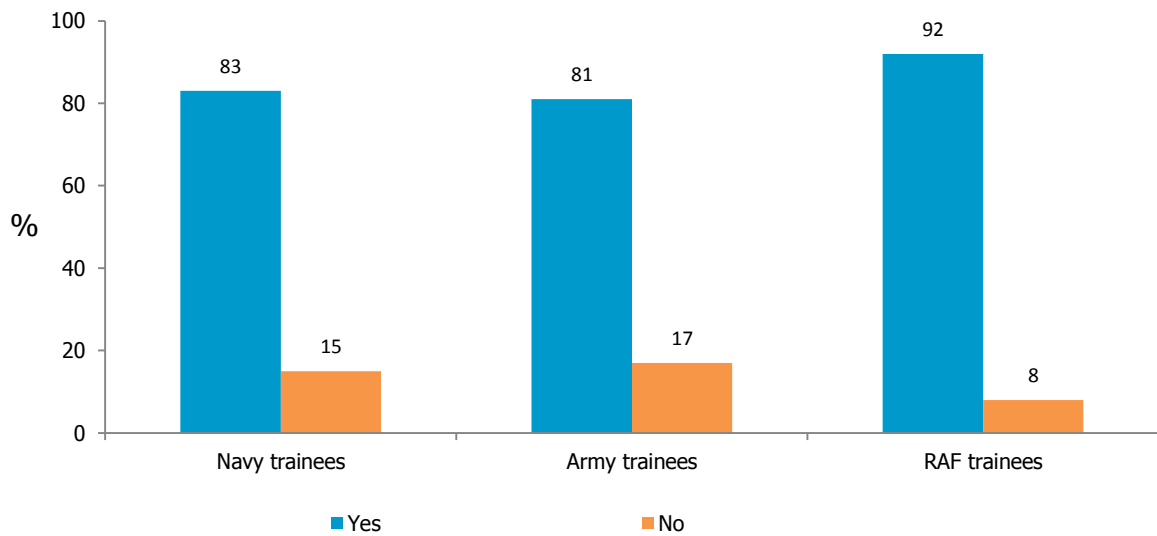


**Were you warned personally that there was a possibility that you would be back-squadded?**

529. The majority of trainees who were back-squadded said that they were warned personally that there was a possibility that it might happen (83%). For a full breakdown by Service, see figure 196

Phase 2

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



Number of respondents (All those who were back-squadded): Royal Navy trainees (110), Army trainees (198), RAF trainees (50\*)

Figure 196

## What reasons were you given for being back-squadded?

530. Trainees who were back-squadded were asked what reasons they were given for it. Being back-squadded for medical reasons was the most frequently cited answer this year (43% of those asked the question) (figure 197). Army trainees (54%, up from 42%) were more likely to give this reason than Navy trainees (31%) and RAF trainees (26%).

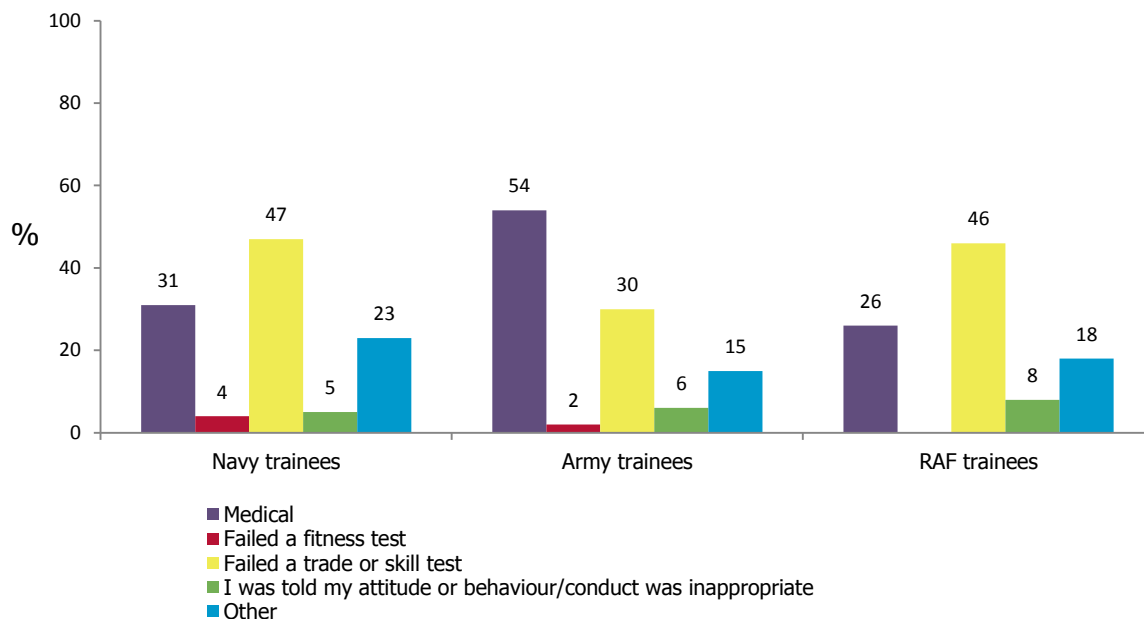
531. Failing a trade or skill test was the next most commonly cited answer (37% of those who were back-squadded, a decline from 47% last year). Navy trainees (47%) and RAF trainees (46%) were more likely to give this reason than Army trainees (30%, down from 47% last year).

532. Overall, six per cent of trainees said that the reason they were back-squadded was because their attitude, behaviour or conduct was inappropriate and 2% of trainees said that they were back-squadded because they failed a fitness test.

533. Last year, failing a trade or skill test was the most commonly cited reason for being back-squadded (second this year) and has changed places with medical reasons (most common this year).

## Phase 2

### What reasons were you given for being back-squadded?



Number of respondents (All those who were back-squadded): Royal Navy trainees (110), Army trainees (198), RAF trainees (50\*)

Figure 197<sup>51</sup>

<sup>51</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%.

## GENERAL

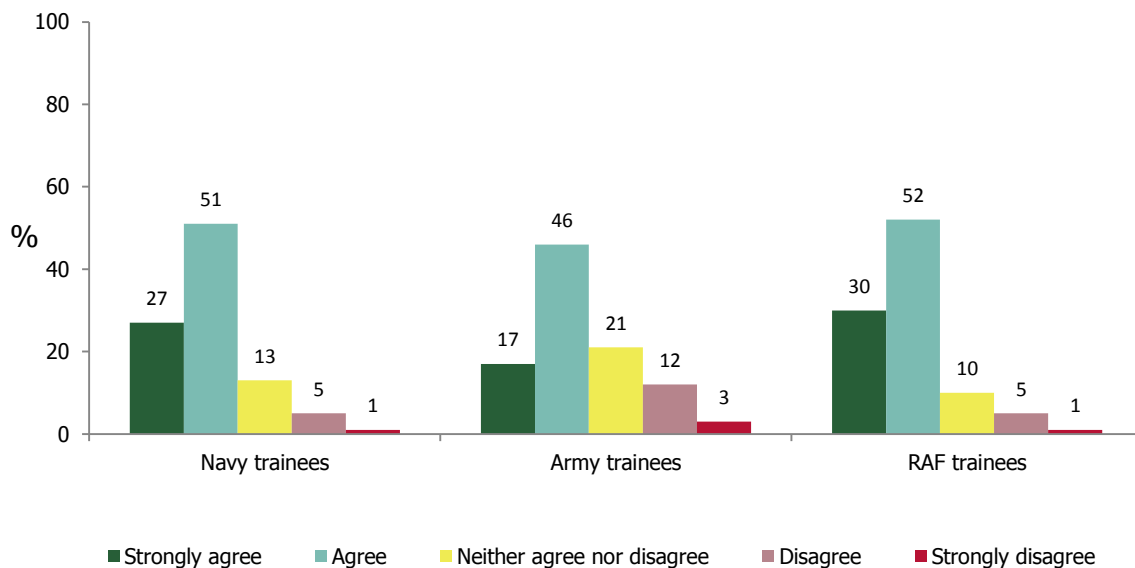
### I received regular feedback on my performance

534. Overall, 70% of Phase 2 trainees agreed that they received regular feedback on their performance. This represents an increase of five percentage points compared with last year (65%). Twelve per cent of trainees (down from 14%) disagreed with this statement.

535. RAF trainees (83%) were the most likely to agree that they had received regular feedback on their performance, followed by Navy trainees (79%), who were, in turn, more likely to say this than Army trainees (63%, up from 60%) (figure 198).

### Phase 2

### I received regular feedback on my performance



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 198

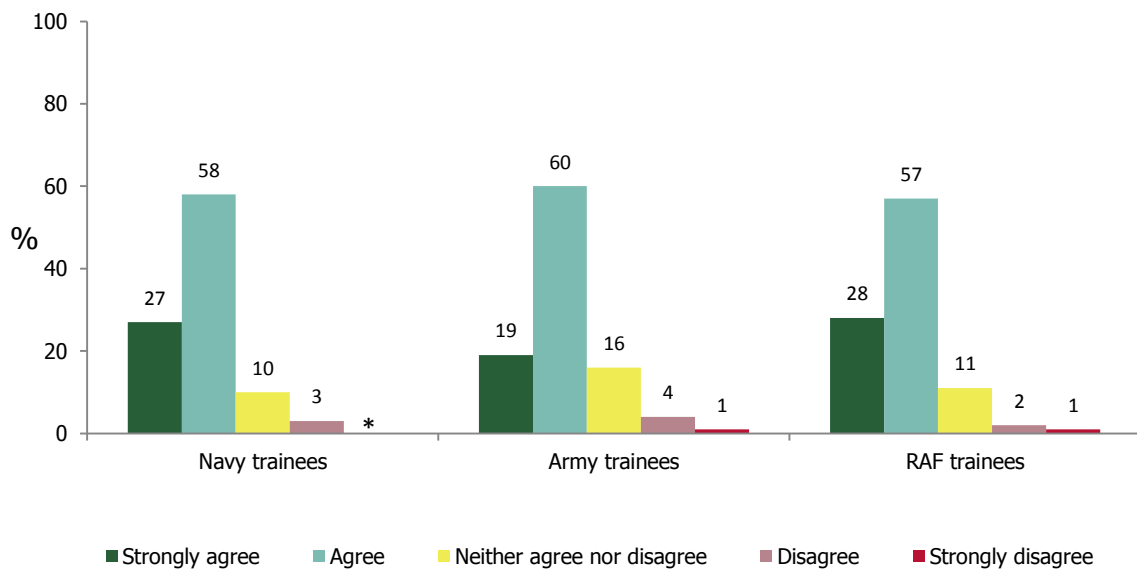
### The reasons for doing things were explained to me

536. Eighty-one per cent of Phase 2 trainees agreed that the reasons for doing things had been explained to them (up from 77%), with 4% disagreeing (down from 5% last year).

537. RAF trainees (85%) and Navy trainees (also 85%) were more likely to agree that the reasons for doing things were explained to them than Army trainees (79%, up from 74% last year) (figure 199).

### Phase 2

### The reasons for doing things were explained to me



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 199

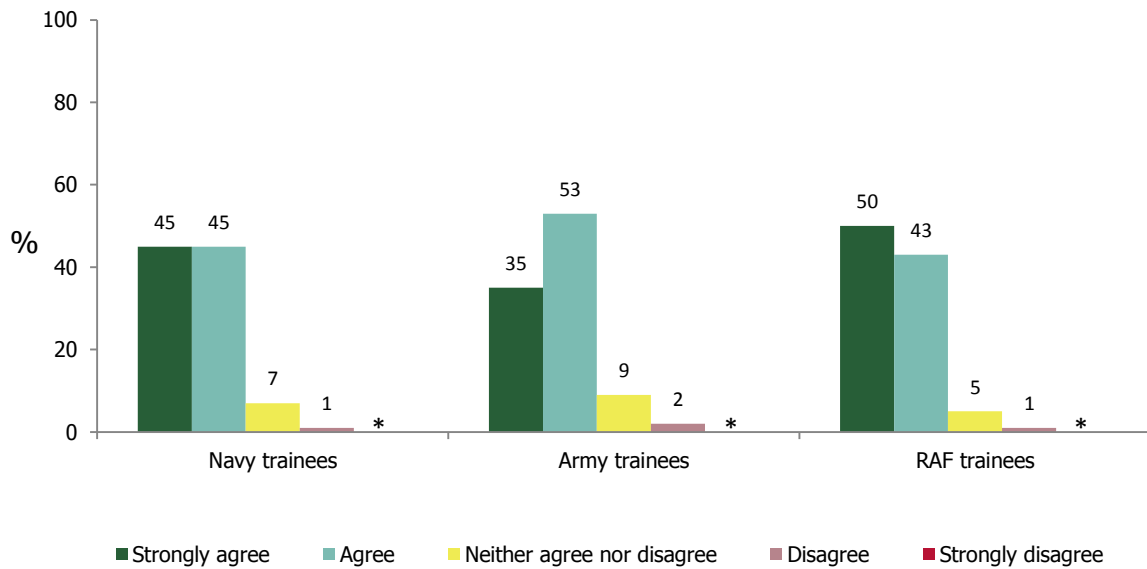
### The staff/instructors did all they could to help me succeed in training

538. Eighty-nine per cent of Phase 2 trainees agreed that the staff/instructors did all they could to help them succeed in training, an increase of three percentage points since last year (86%). Two per cent of trainees disagreed.

539. RAF trainees (93%) were the more likely to agree that staff/instructors did all they could to help them succeed in training than Navy trainees (90%), who in turn were more likely to agree than Army trainees (88%, up from 85%) (figure 200).

## Phase 2

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

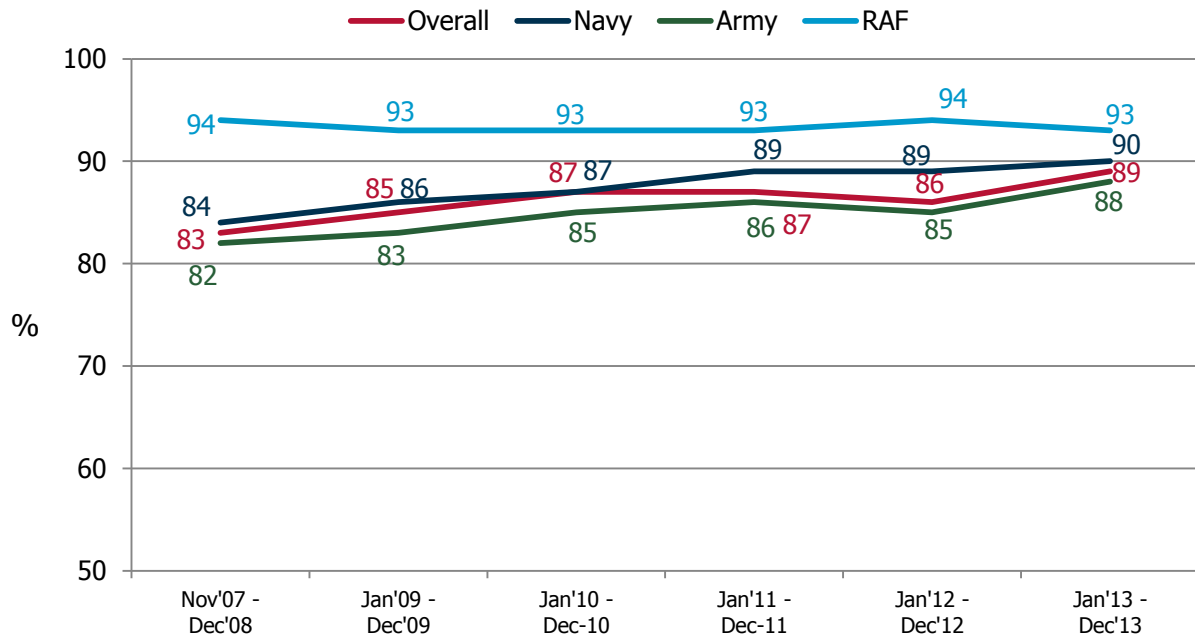


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 200

## Phase 2

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



### % Positive

Number of respondents: November '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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

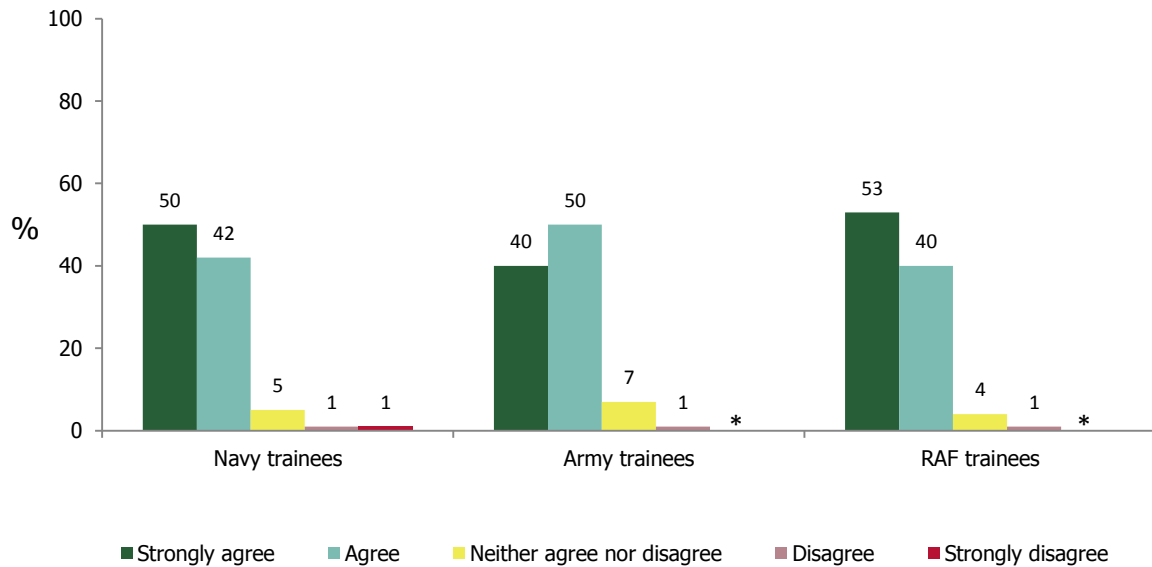
Figure 201

### I feel I personally benefited from the course

540. The majority of Phase 2 trainees (91%) agreed that they had personally benefited from their course, with two per cent disagreeing. RAF trainees (93%, down from 96%) were more likely to agree than those in the Army (91%, up from 89%) (figure 202).

### Phase 2

### I feel I personally benefited from the course



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

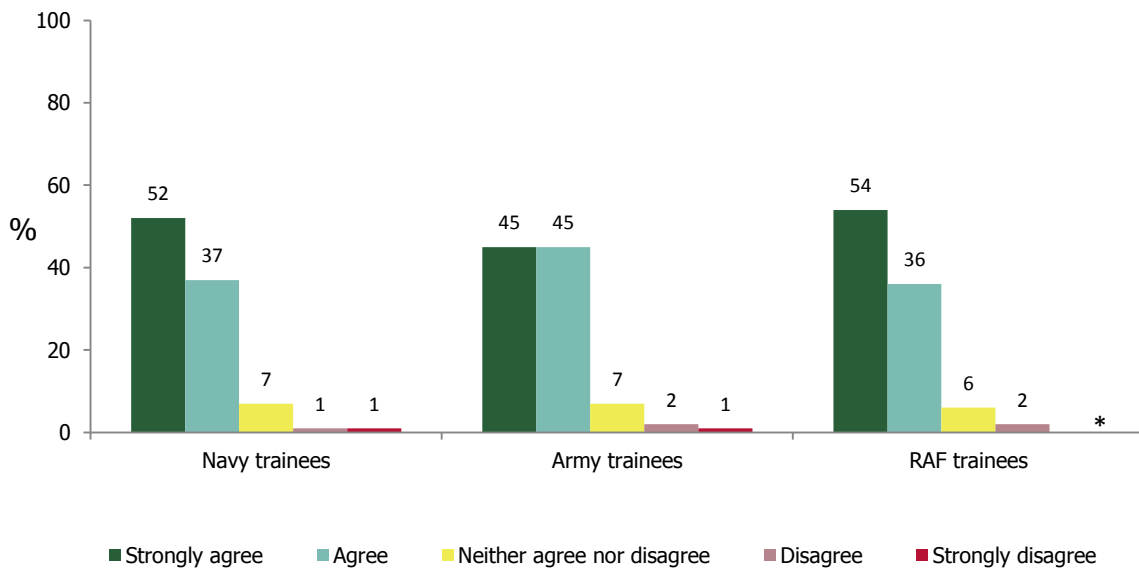
Figure 202

## I feel a sense of achievement

541. Ninety per cent of all Phase 2 trainees agreed that they felt a sense of achievement (up from 88% last year), while two per cent disagreed. There was a decrease in the proportion of RAF trainees agreeing that they felt a sense of achievement (90%, down from 93%) and an increase in the proportion of Army trainees agreeing (90%, up from 87%) (figure 203).

### Phase 2

## I feel a sense of achievement



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 203

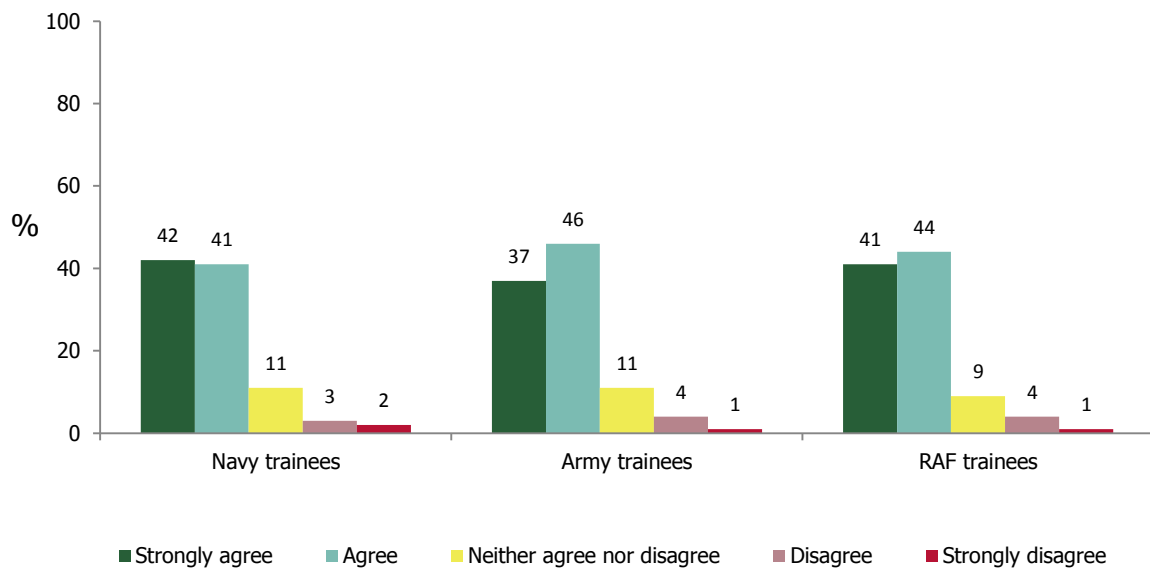


## I felt challenged

542. Eighty-three per cent of Phase 2 trainees agreed that they felt challenged, while 5% disagreed with this statement. RAF trainees (85%) were more likely to say that they felt challenged than Army trainees (83%) (figure 204).

### Phase 2

## I felt challenged



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 204

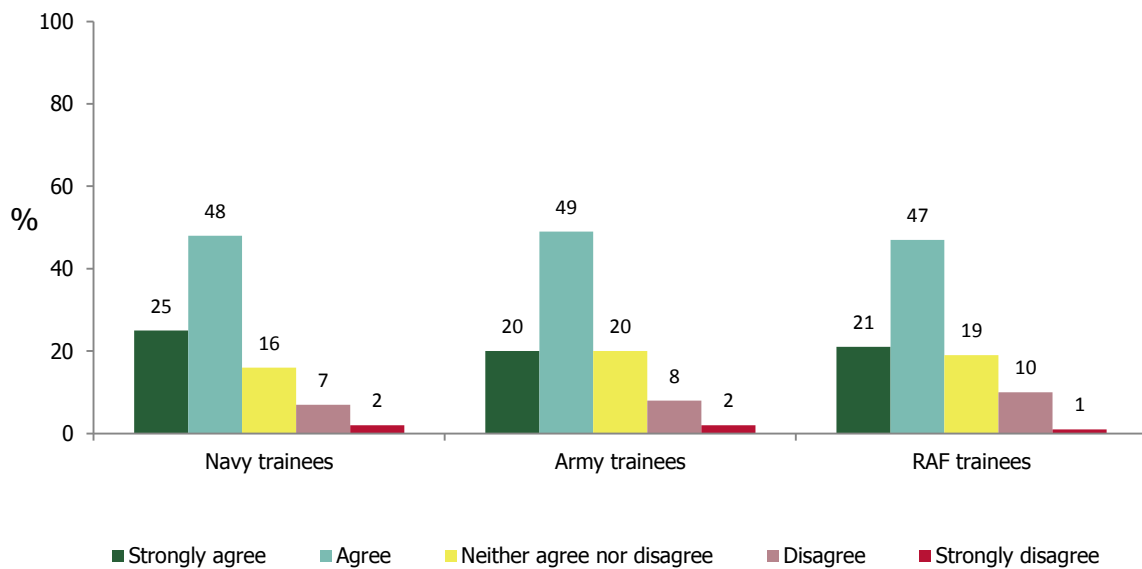
## The training was what I expected

543. Seventy per cent of Phase 2 trainees agreed that the training was what they had expected, representing an increase of seven percentage points from last year (63%). Ten per cent disagreed, down from 12% last year.

544. Navy trainees (73%, up from 66%) were more likely to say that training was what they had expected than Army trainees (69%, up from 63%) and RAF trainees (68%, up from 60%) (figure 205).

## Phase 2

### The training was what I expected

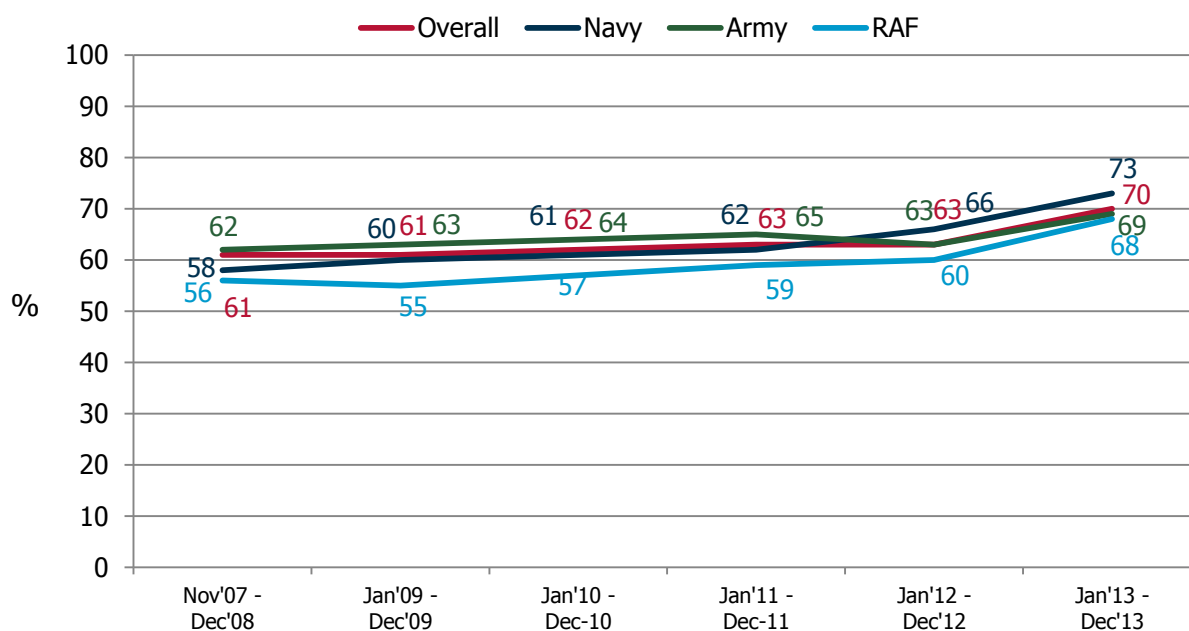


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 205

## Phase 2

### The training was what I expected



### % Positive

Number of respondents: November '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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

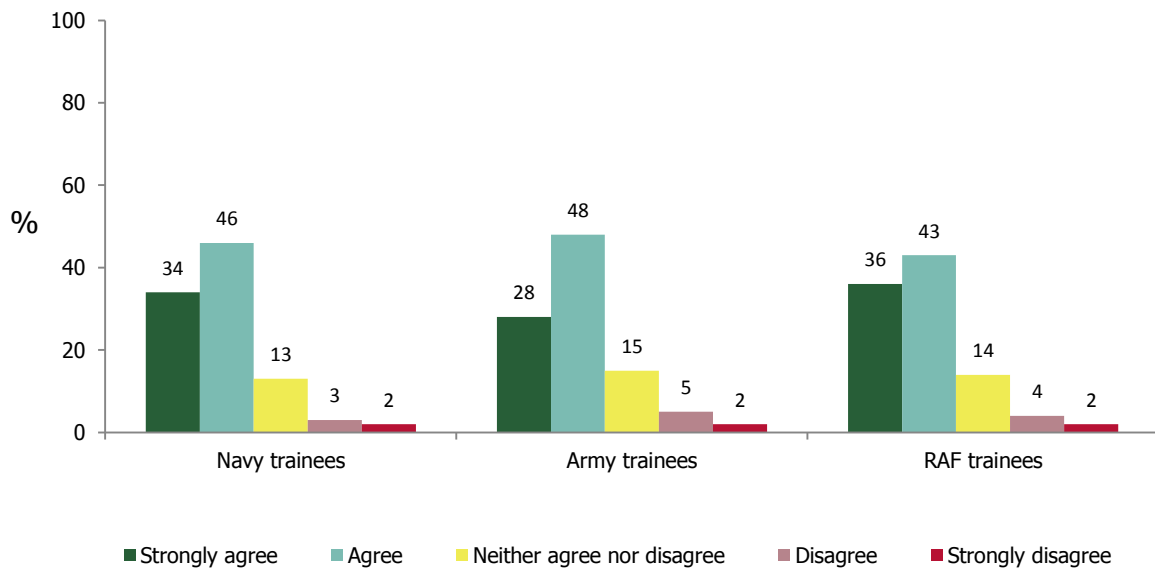
Figure 206

## I enjoyed this phase of training

545. Overall, 78% of Phase 2 trainees said that they enjoyed this phase of training (up from 74%), with seven per cent disagreeing (down from 8%). Navy trainees (80%) were more likely to agree that they enjoyed their course than those in the Army (77%, up from 72%). The proportion of RAF trainees who enjoyed their training decreased from 84% to 79% (figure 207).

### Phase 2

## I enjoyed this phrase of training



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

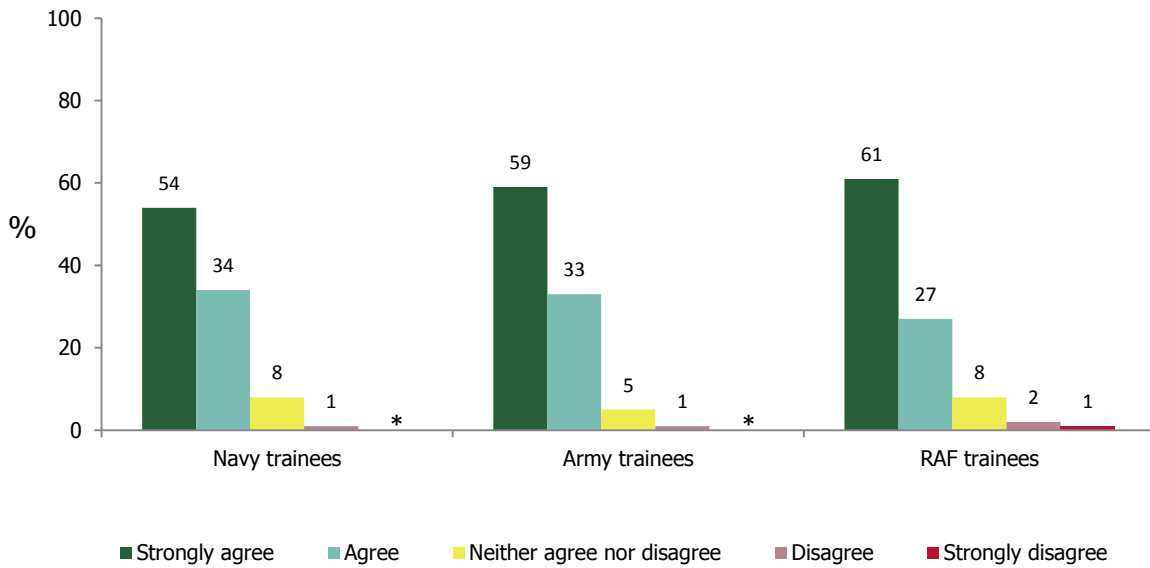
Figure 207

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

546. Ninety-one per cent of Phase 2 trainees said they felt proud to be in their Service, with two per cent disagreeing. Army trainees (92%, up from 91%) were more likely to say they are proud than Navy trainees (88%) or RAF trainees (88%, down from 93%) (figure 208).

### Phase 2

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

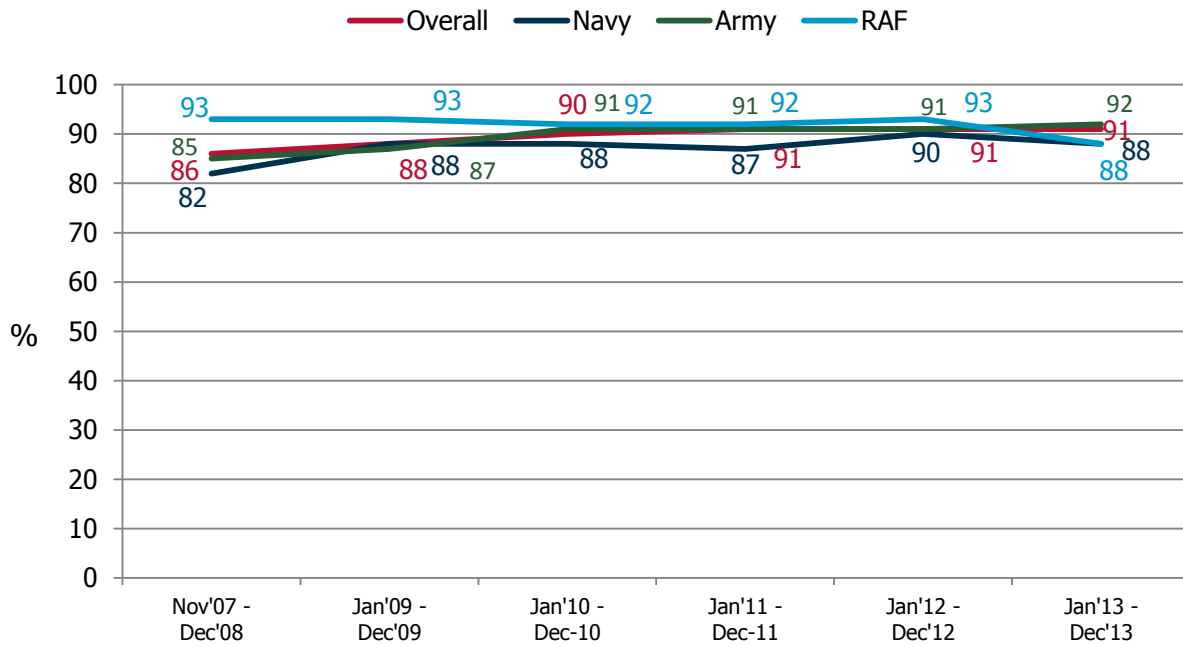


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 208

## Phase 2

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



### % Positive

Number of respondents: November '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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

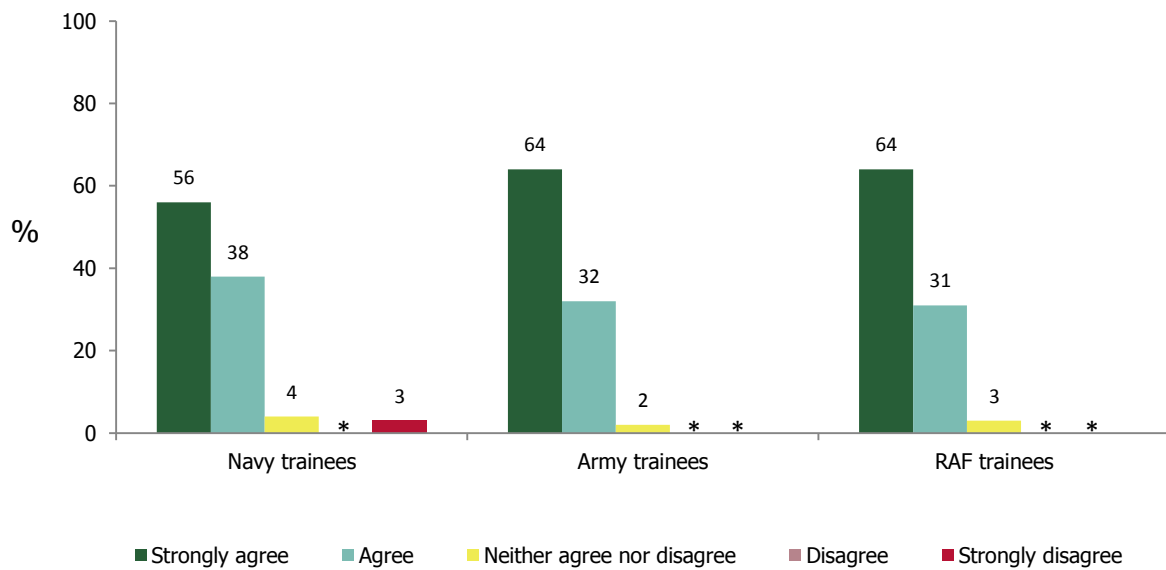
Figure 209

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

547. Ninety-six per cent of Phase 2 trainees agreed that they understood the core values of the Service to which they belonged, increasing from 95% last year. Army trainees (97%, up from 95%) were more likely to agree with this statement than those in the Navy (94%). The proportion of RAF trainees agreeing with this statement reduced from 98% to 96% (figure 210).

### Phase 2

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



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

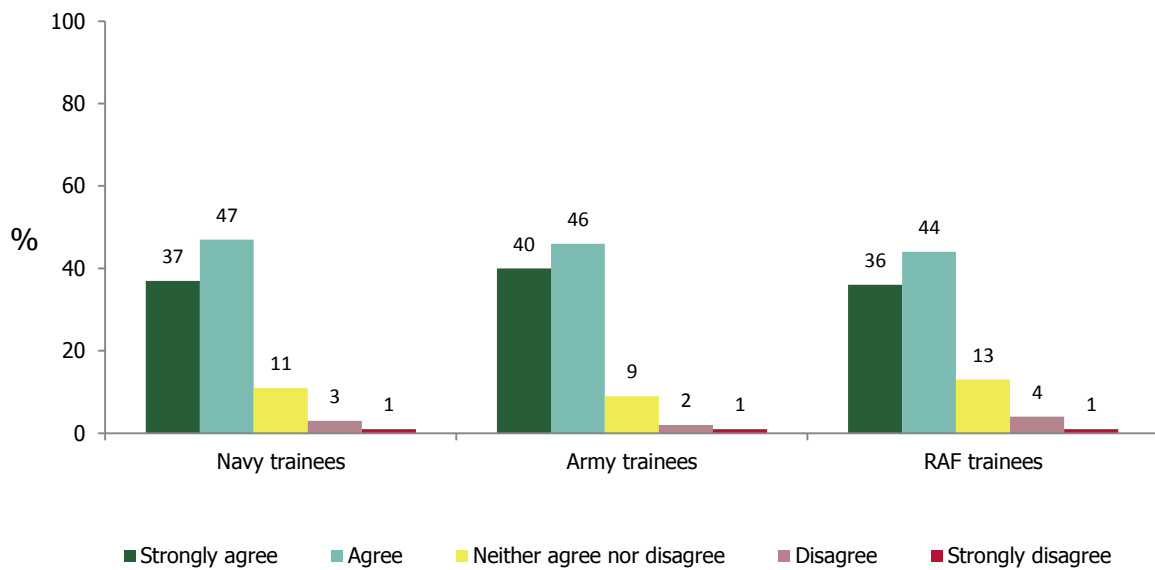
Figure 210

## Generally military personnel uphold the core values

548. Eighty-five per cent of Phase 2 trainees agreed that generally military personnel uphold the core values of the Services, four per cent disagreed. Army trainees (87%, up from 84%) were more likely to agree with this statement than Navy trainees (84%), who in turn were more likely to agree than RAF trainees (80%) (figure 211).

### Phase 2

## Generally military personnel uphold the core values



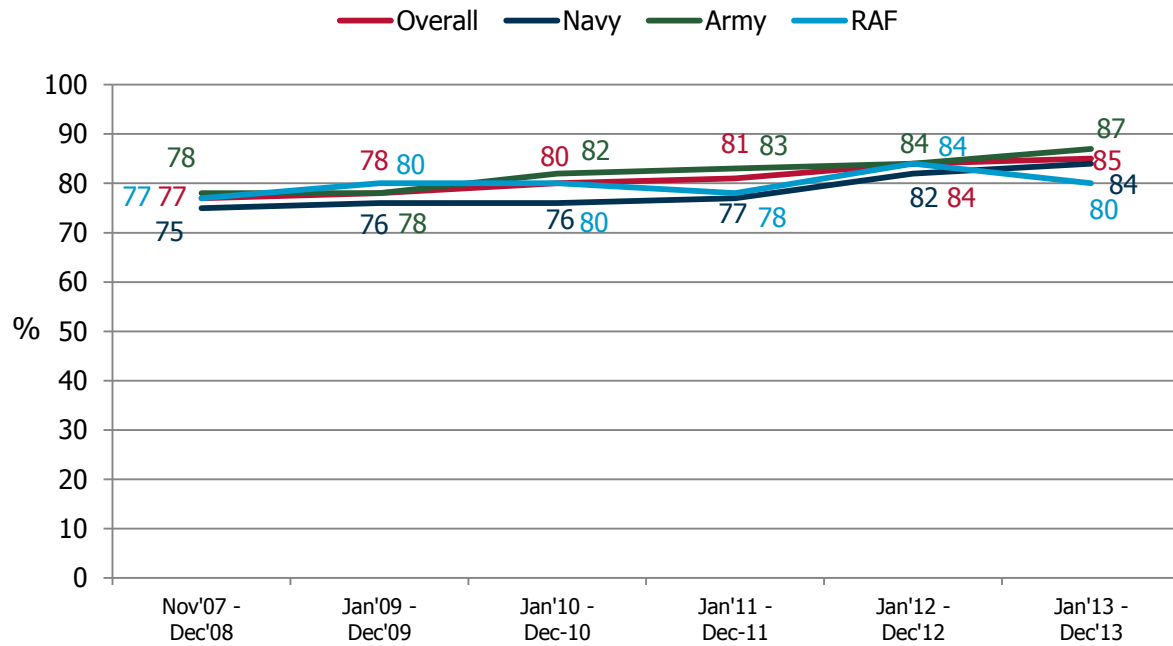
Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 211



## Phase 2

### Generally military personnel uphold the core values



#### % Positive

Number of respondents: November '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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 212

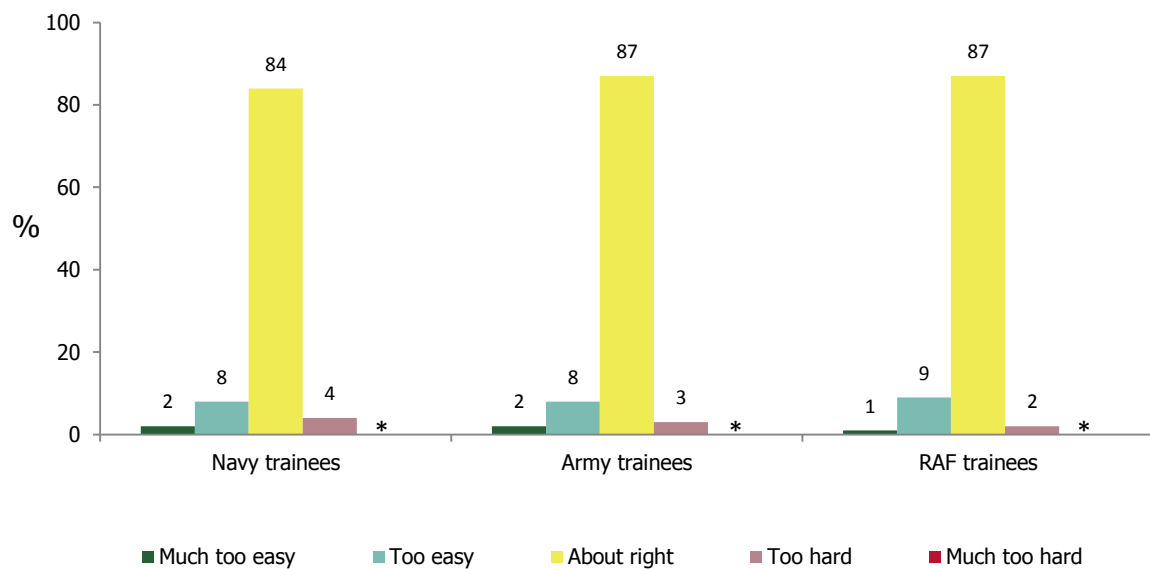
## COURSE DIFFICULTY

549. When asked about the difficulty of their course, 86% of trainees said that their course was about right, whereas ten per cent said that it was too easy and three per cent said that it was too hard.

550. Army trainees and RAF trainees (both 87%) were more likely to say that the course was about right than Navy trainees (84%) (figure 213). Navy trainees (5%) were more likely to say that the course was too hard compared with Army trainees (3%) and RAF trainees (3%).

### Phase 2

#### Do you feel the course was...?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 213

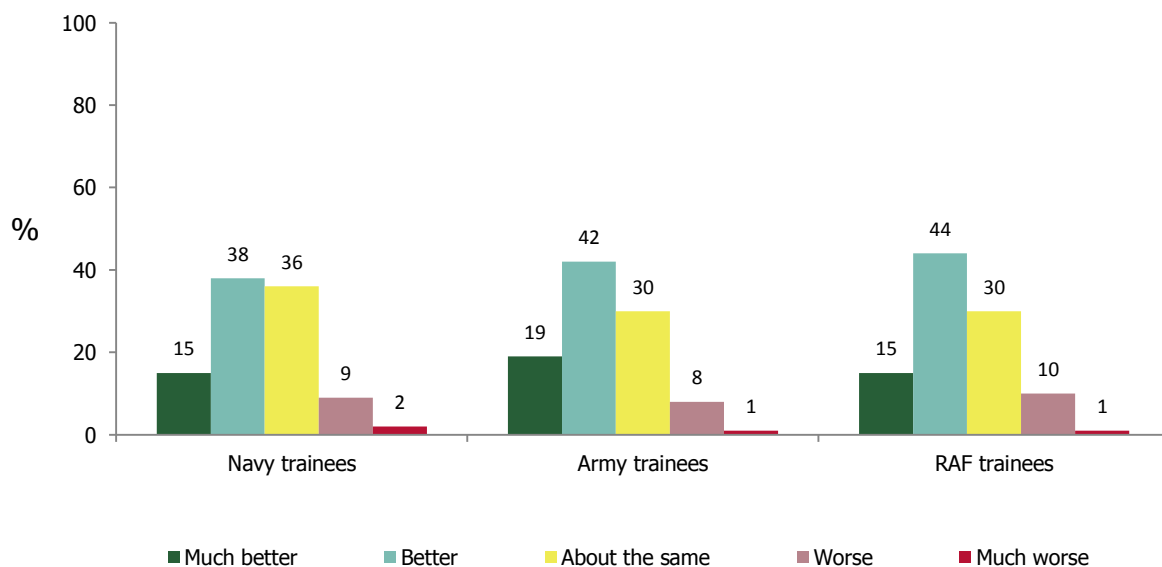
**Overall, how has life in the Army/Navy/RAF been, compared to what you expected when you joined?**

551. Fifty-nine per cent of Phase 2 trainees said that life in the Services was better than they had expected when they joined (up from 57%), nine per cent said it was worse. Thirty-one per cent said it was about the same as they had expected.

552. Army trainees (61%, up from 57%) and RAF trainees (59%) were more likely to rate it as better than expected than Navy trainees (52%) (figure 214). Navy trainees (36%) were more likely to say that life in the Service had been about the same as expected than Army trainees (30%, down from 32%) and RAF trainees (30%). RAF trainees (11%) were more likely to say their experience was worse than expected compared with their Army counterparts (9%).

Phase 2

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



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

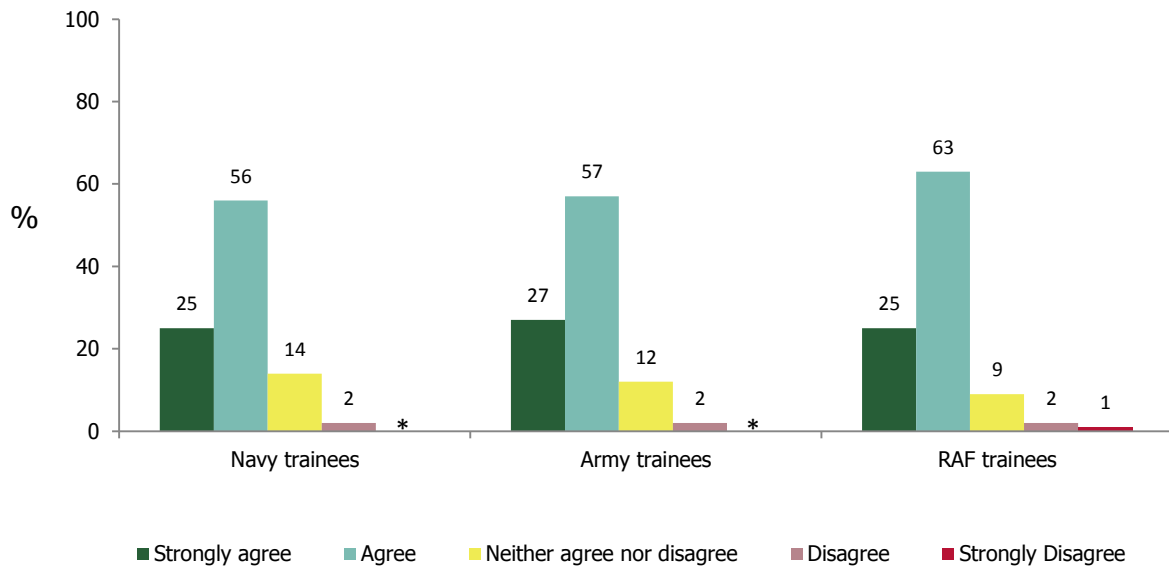
Figure 214

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

553. Overall, eighty-four per cent of trainees agreed that they felt prepared to go onto the next stage of their career/training. RAF trainees (88%) were the most likely to agree, followed by Army trainees (84%) and Navy trainees (82%) (figure 215). Three per cent disagreed with this statement.

### Phase 2

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



Number of respondents: Royal Navy trainees (1,171), Army trainees (3,592), RAF trainees (853)

Figure 215

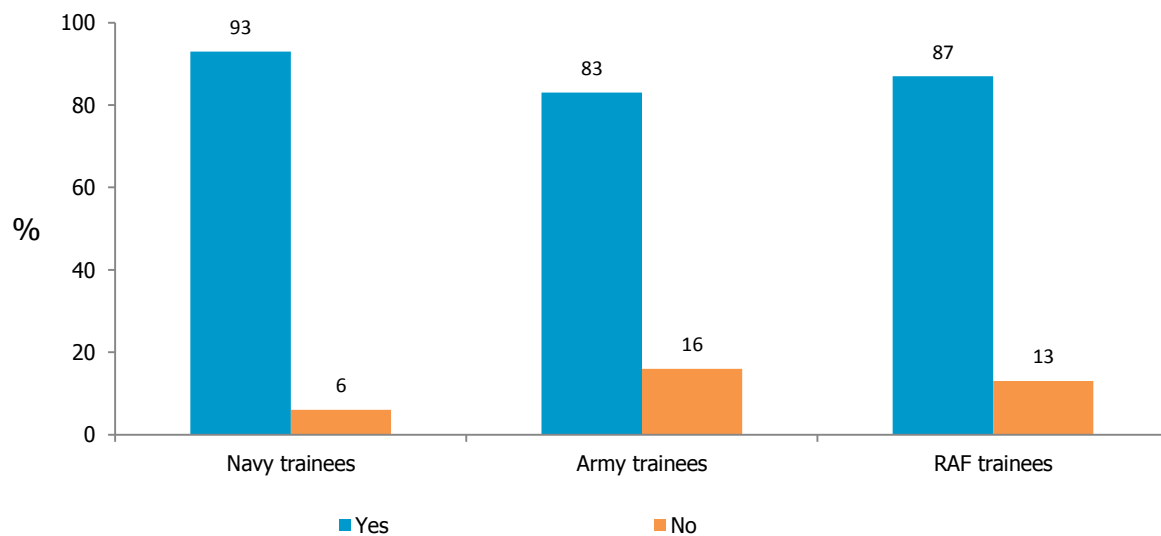
## PAY

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

554. Eighty-six per cent of trainees said that they knew that their pay would increase after 26 weeks in training. Navy trainees (93%), were more likely to be aware than trainees in the RAF (87%), who were in turn more likely to be aware than those in the Army (83%) (figure 216).

### Phase 2

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

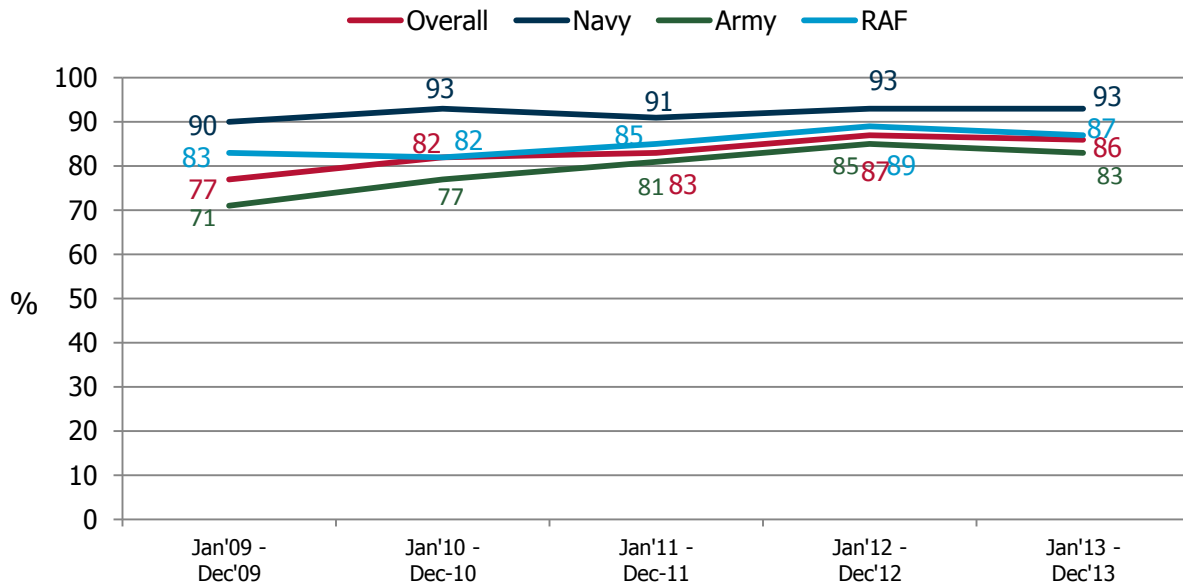


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 216

## Phase 2

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



#### % Positive

Number of respondents: November '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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 217

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

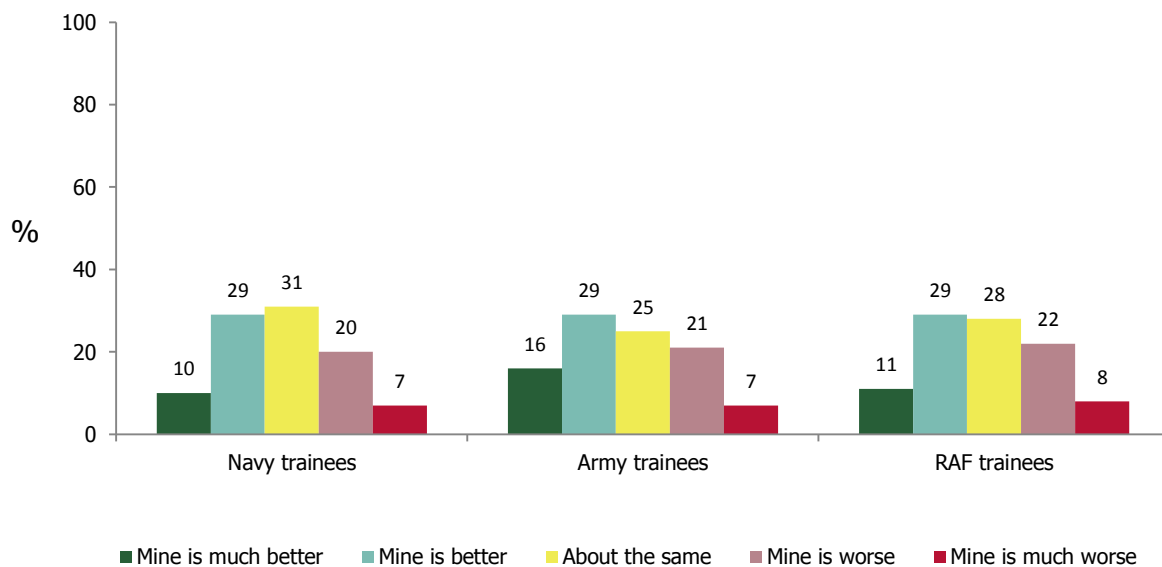
555. Forty-three per cent of trainees thought that their pay was better than the pay of their non-military friends at home, representing a decline of a three percentage points since last year (46%). Army trainees (45%, down from 47%) were more likely to say that their pay was better than that of their non-military friends at home than RAF trainees (41%, down from 47%) and Navy trainees (39%) (figure 218).

556. Overall, 27% of trainees thought that their pay was about the same as the pay of their non-military friends at home, up from 25% last year. A higher proportion of Navy trainees (31%) and RAF trainees (28%) said this than Army trainees (25%).

557. There was an increase in the proportion of all trainees who thought their pay was worse than that of their non-military friends at home (28%, up from 27%), and also an increase for Army trainees (29%, up from 26%).

## Phase 2

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

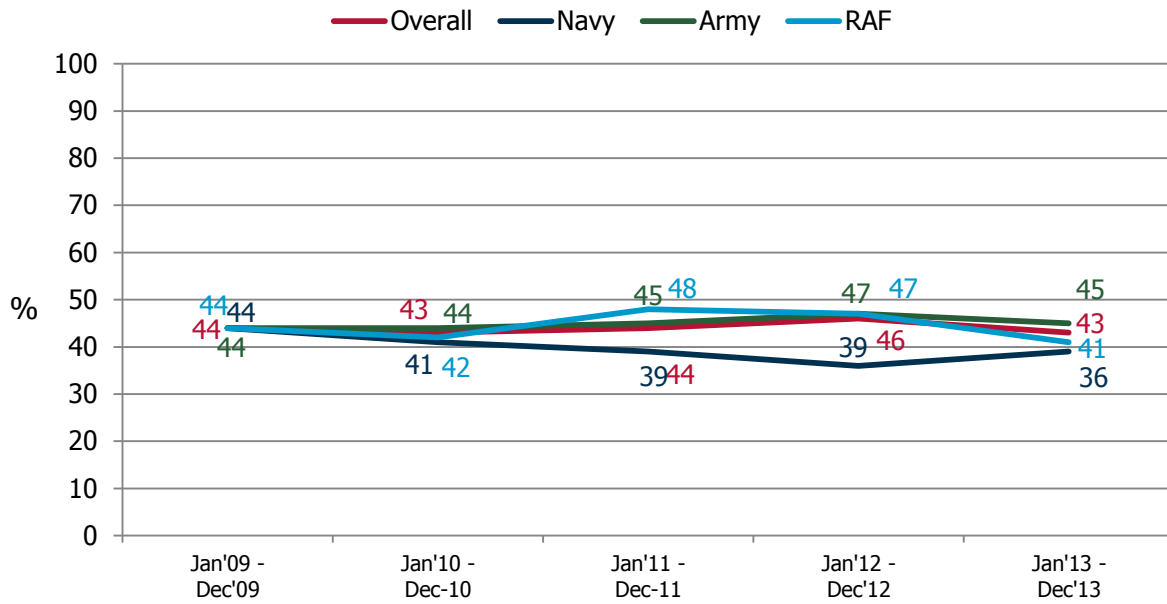


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 218

## 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). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 219



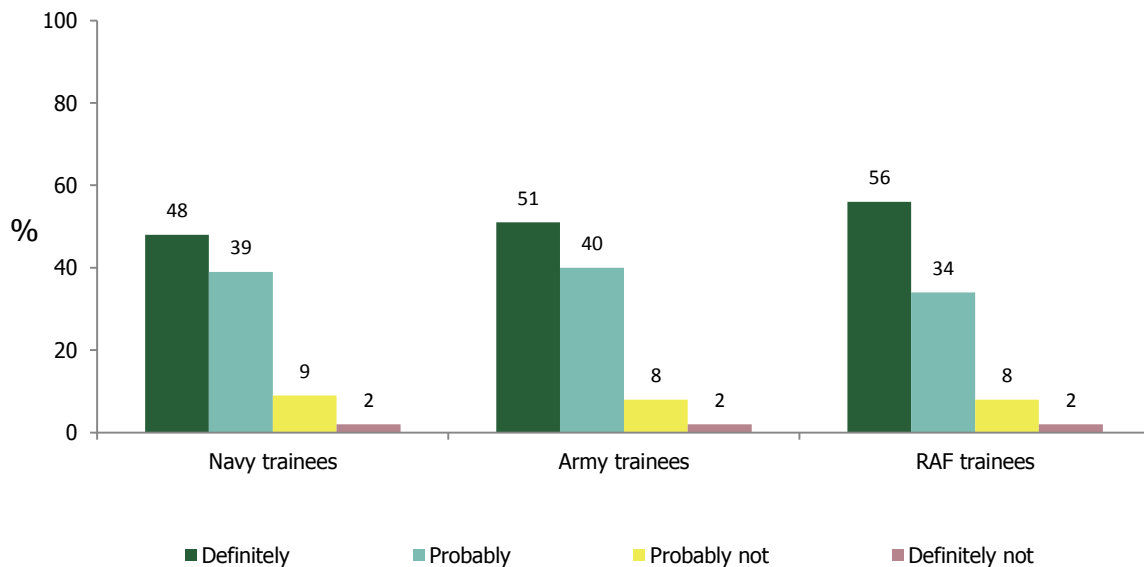
## Would you recommend joining your Service to others?

558. Trainees were asked if they would recommend joining their Service to others and ninety per cent said they probably or definitely would. Army trainees (90%, up from 89%) were more likely to say they would recommend joining their Service than Navy trainees (87%). There was a decline in the proportion of RAF trainees who would recommend joining their Service from 93% to 90% (figure 220).

559. Overall, ten per cent of trainees said they would probably or definitely not recommend joining their Service. The proportion of RAF trainees saying this has increased (7% last year to 9% this year).

## Phase 2

### Would you recommend joining your service to others?

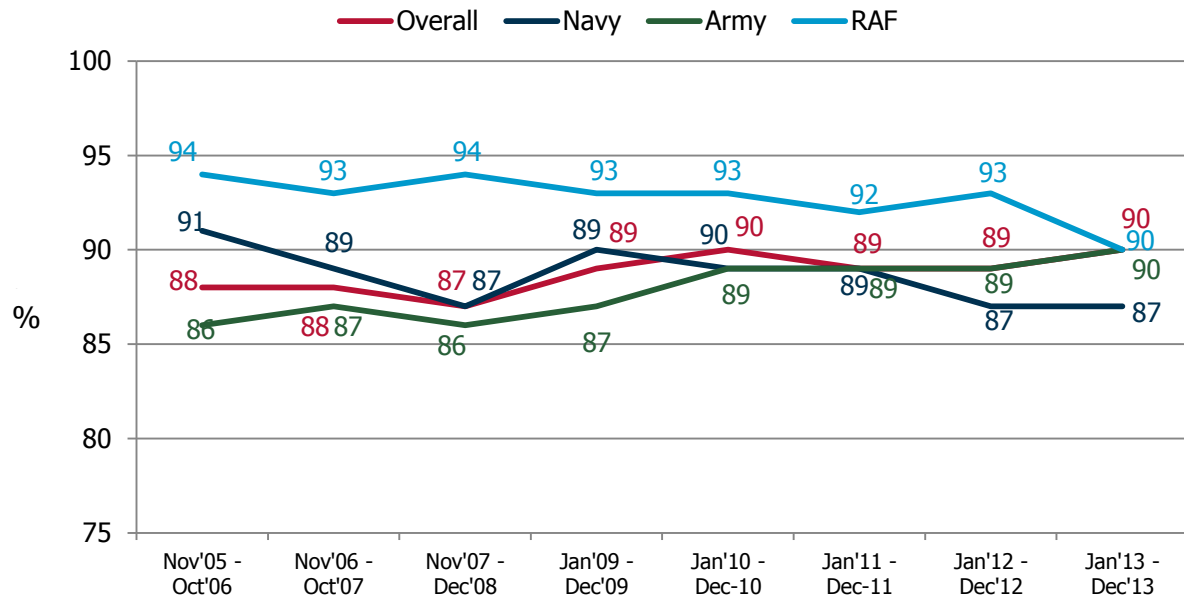


Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 220

## Phase 2

### Would you recommend joining your service to others?



### % Positive

Number of respondents: October '06 (Phase 2, 10,882, Navy, 1,744, Army, 8,066, RAF, 1,005), October '07 (Phase 2, 11,271, Navy, 2,095, Army, 8,331, RAF, 787), December '08 (Phase 2, 10,856, Navy, 2,153, Army, 7,343, RAF, 1,329, December '09 (Phase 2, 9,283, Navy, 2,036, Army, 5,617, RAF, 1,603), December '10 (Phase 2, 8,353, Navy, 2,143, Army, 4,347, RAF, 1,849), December '11 (Phase 2, 6,090, Navy, 1,029, Army, 4,082, RAF, 960). December '12 (Phase 2: 5,811 Navy: 791, Army: 4,268, RAF: 730) December '13 (Phase 2: 5,663, Navy: 1,195 Army: 3,606, RAF: 853)

Figure 221

## **HOPES FOR THE FUTURE**

### **LENGTH OF TIME ON TRAINING COURSE**

560. Forty-seven per cent of trainees (up from 43% last year, 39% in 2011 and 35% in 2010) had spent 13-26 weeks (4-6 months) on their course, 23% spent 27-52 weeks (7-12 months) and 18% (down from 22%) spent 5-12 weeks (1-3 months) on their course. Ten per cent spent more than 53 weeks (more than 1 year) on their course, 1% spent 2-4 weeks (15-28 days) on their course and a further 0.4% spent less than 2 weeks (less than 14 days) on their course.

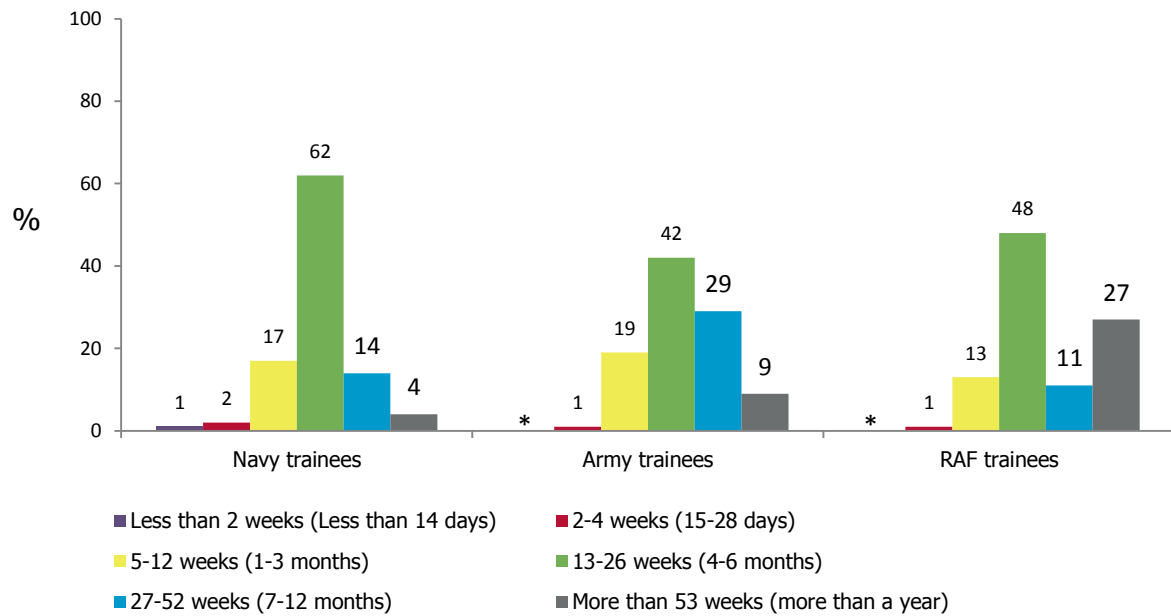
561. Navy trainees (2%, down from 4%) were more likely to spend 2 – 4 weeks (15 – 28 days) on their course than their RAF and Army counterparts (both 1%). A higher proportion of Army trainees (19%, down from 25%) and Navy trainees (17%) spent 5 – 12 weeks (1 – 3 months) on their course than RAF trainees (13%). Male trainees (18%) were more likely to spend this amount of time on their course than female trainees (12%).

562. Sixty-two per cent of Navy trainees spent 13 – 26 weeks (4 – 6 months), a higher proportion than RAF trainees (48%) who in turn were more likely to spend this amount of time on their course than Army trainees (42%, up from 38%). Army trainees (29%, up from 25%) however, were more likely to spend 27 – 52 weeks (7 – 12 months) on their course than Navy trainees (14%), who in turn were more likely to do so than RAF trainees (11%).

563. The proportion of RAF trainees (27%) spending 53 weeks (1 year) or more was higher than the number of Army trainees (9%), which in turn was higher than the number of Navy trainees (4%) spending this long on their course.

## Phase 2

### How long have you been at the unit for this training course?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 222

## **AFTER TRAINING**

### **What are you doing next?**

564. Following Phase 2 training, 71% of trainees said that they expected to be posted to a unit, an uplift of two percentage points from 69% last year. RAF trainees (88%, down from 94%) were the most likely to expect to be posted to a unit, followed by those in the Army (75%, up from 68% last year and 66% in 2011), who were more likely to say this than those in the Navy (45%, down from 50% last year and 56% in 2011) (figure 223).

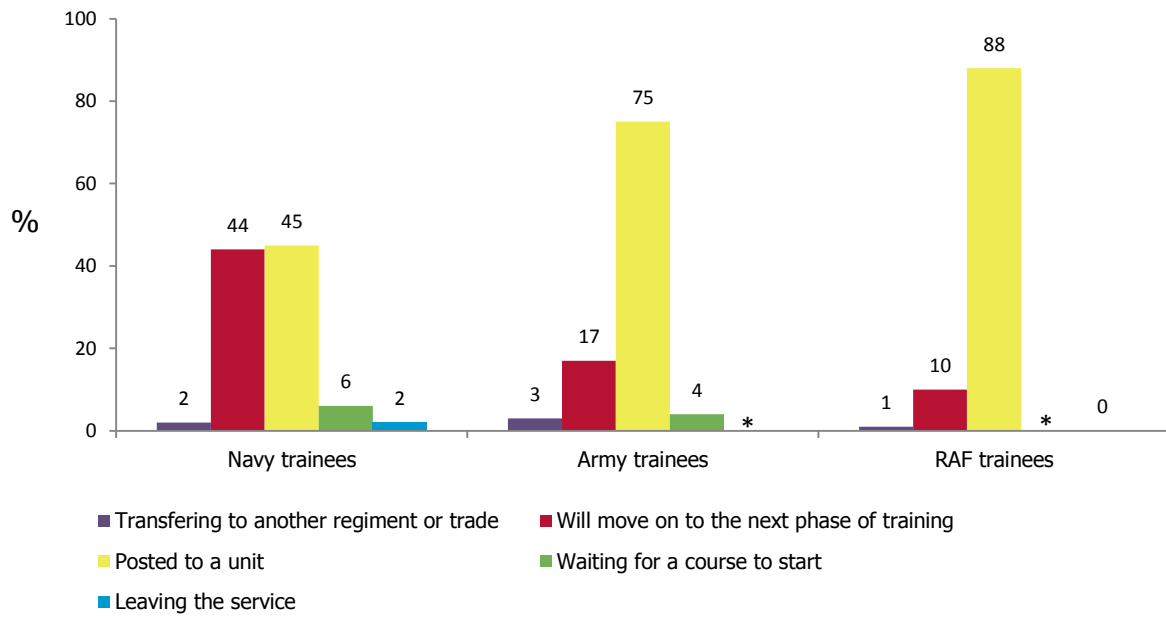
565. The second most common answer was that trainees expected to go onto the next phase of training (21%). Navy trainees (44%, up from 39%) were the most likely to be planning to move on to the next phase of training, followed by Army trainees (17%, down from 21%), who were more likely to say this than RAF trainees (10%, up from 4%).

566. There was a decline in the proportion of trainees saying that they were waiting for a course to start, from 6% to 4%. Navy trainees (6%) were the most likely to be waiting for a course to start, followed by Army trainees (4%, down from 7%), who were more likely to say this than RAF trainees (0.5%).

567. Overall, two per cent of trainees said that they were transferring to another regiment or trade and 1% said that they were leaving the Service. Army trainees (3%) were more likely to be transferring to another regiment or trade than RAF trainees (1%) and Navy trainees (2%). Navy trainees (2%) were the most likely to say they were leaving the Service, followed by Army (0.4%) and RAF trainees (0 trainees, a decrease from 1% last year).

## Phase 2

### What are you doing next?



Number of respondents: Royal Navy trainees (1,195), Army trainees (3,606), RAF trainees (853)

Figure 223

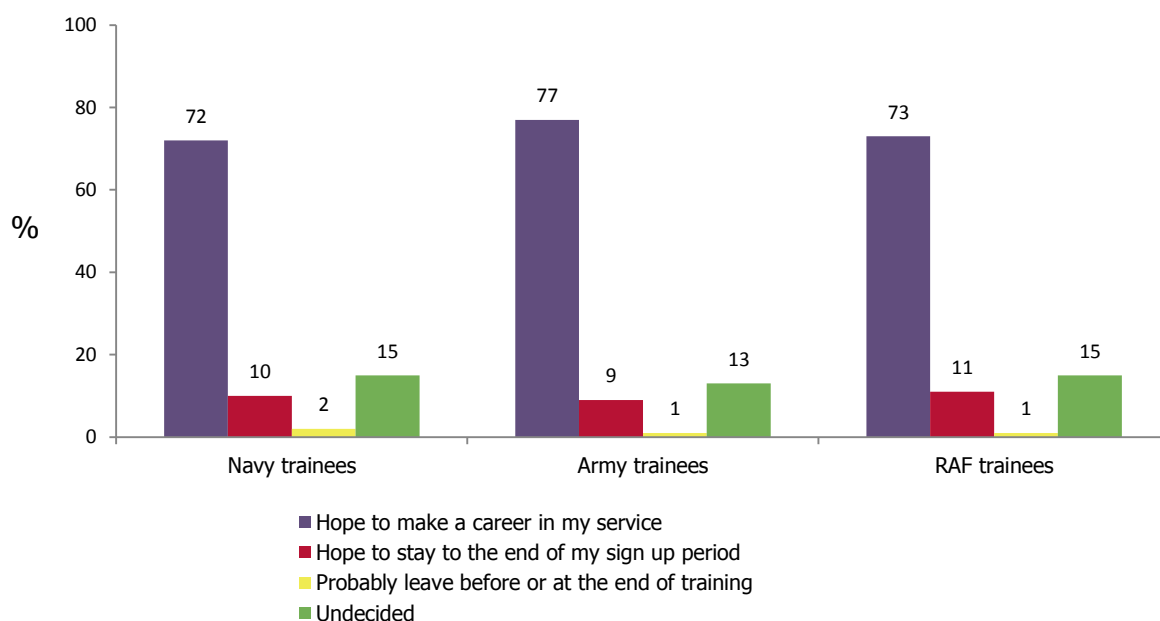
## What are your hopes for the future?

568. Of those not leaving the Services, 75% said that they wanted to make a career in their Service (up from 73% last year) and 14% were undecided about their future. Nine per cent planned to stay to the end of their sign-up period (down from 11% last year) and one per cent said they will probably leave before or at the end of their training.

569. There was an increase in the proportion of Army trainees saying that they hope to make a career in the Service (77%, up from 73%), and this proportion was greater than that of RAF (73%) and Navy (72%) trainees (figure 224). More Navy trainees (2%) said they would probably leave before or at the end of training than Army and RAF trainees (both 1%). The proportion of RAF trainees who were undecided has increased from 11% to 15%. There was a decrease in the proportion of Army trainees who hope to stay until the end of their sign up period (9%, down from 11%).

## Phase 2

### What are your hopes for the future?



Number of respondents (All those not leaving the Service): Royal Navy trainees (1,171), Army trainees (3,592), RAF trainees (853)

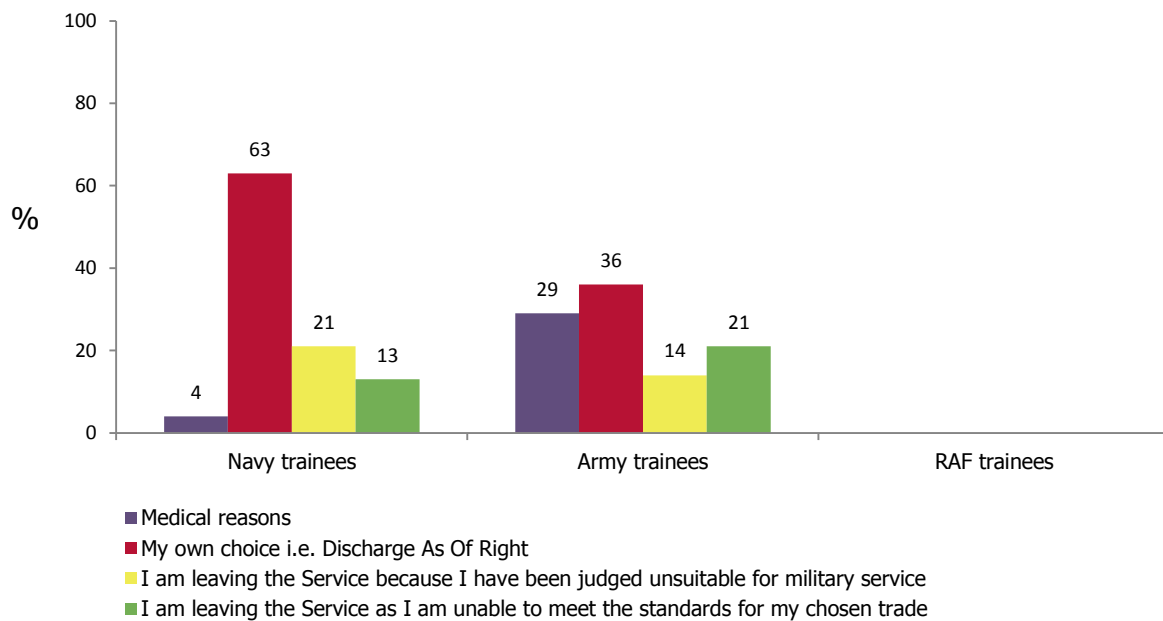
Figure 224

## Why are you leaving the Service?

570. Of the 38 trainees who said that they were leaving the Service, 53% said that this was their own choice i.e. Discharge As Of Right. Eighteen per cent said they were leaving because they have been judged unsuitable for military service and 16% said that they were unable to meet the standards for their chosen trade. A further 13% said that they were leaving for medical reasons. For a full breakdown by Service, see figure 225.

## Phase 2

## Why are you leaving the Service?



Number of respondents: Royal Navy trainees (24\*\*), Army trainees (14\*\*), RAF trainees (0)

Figure 225

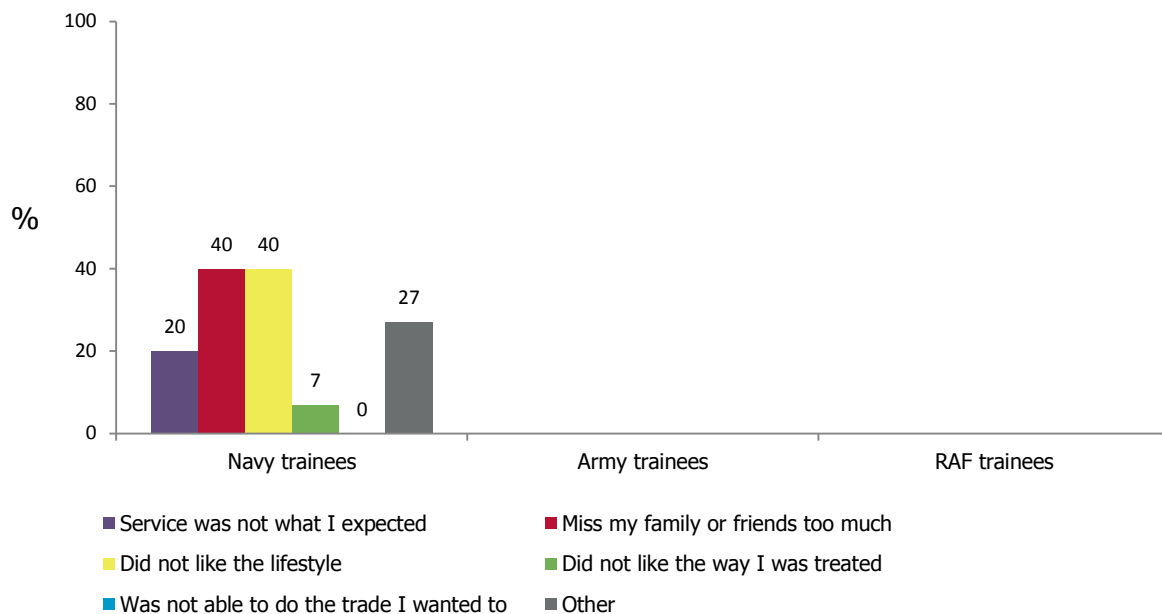


## Why are you leaving the Service by your own choice?

571. 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 (20 trainees). Fifty-five per cent said that they did not like the lifestyle and 40% were leaving because they missed their friends and family too much. Thirty per cent said the Service was not what they expected, one in ten (10%) said that they did not like the way they had been treated and five per cent said that they were not able to do the trade they wanted. For a full breakdown by Service, see figure 226.

### Phase 2

## Why are you leaving the Service by your own choice?



Number of respondents: Royal Navy trainees (15\*\*), Army trainees (5\*\*), RAF trainees (0)

Figure 226<sup>52</sup>

<sup>52</sup> This was a multi-coded question; recruits could select more than one answer, therefore the responses to this question do not add up to 100%. The base size of Army and RAF recruits for this question was less than 10 respondents, so the results have not been included

# ANNEX 1: QUESTIONNAIRE

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## TRI SERVICE RECRUIT TRAINEE SURVEY Year 9 Questionnaire FINAL – 01.06.2013

SC – Single code

MC – Multi code

**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.

### **How to complete the questionnaire**

- **Please put a tick in the box alongside the answer that best applies to you.**
- **A few questions will need you to give your answer in numbers, please type in the numbers in the box provided.  
e.g. (26) years**
- **Some other questions will require a typed answer**

### **SECTION 1 - BACKGROUND INFORMATION**

u\_7\_1

**U1. (Unit 7) ITC Catterick only:**

**Are you in...?**

1ITB

2ITB

u\_20\_1

**U2. (Unit 20) 25 Training Support Regt. Deepcut  
Are you in...?**

86 Squadron  
109 Squadron

u\_54\_1

**U3. (Unit 54) SEAE Arborfield only:  
Are you ...?**

At mid-course point  
At end of course  
Leaving training early

Phase 2 only

**Q4**

**3a. To which Service do you belong? (SC)**

- Army
- Royal Navy/Royal Marines (RN/RM)
- Royal Air Force (RAF)

**Army only**

**Q4ARMv2**

**3b. What is your Arm or Service? (SC)**

- 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

**Q5**

**4. How long have you been in the [Navy/RM/Army/RAF]? (SC)**

- 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

Q6x1

**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) (MC)**

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

**Q6x2**

**6a. Have you previously served in the Regular Armed Forces? (MC)**

- Army
- Navy
- RAF
- Royal Marines
- I have not previously served in the Regular Armed Forces

**Q6x3NEW**

**6b. Have you previously been a member of another country's Armed Forces? (SC)**

Yes

No

**Q6x4NEW**

**6c. In which country were you a member of the Armed Forces?**

**Q7**

**7. What is the highest qualification you have? (SC)**

- 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

If BTEC at Q7

Q7b

**8. Please select the highest BTEC qualification that you have. (SC)**

*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

Q8a

**9. Where are you from? (SC)**

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

Q9

**10. What is your background? (SC)**

- **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

ALL

**Q9b**

**10b. Are you...?**

- About to complete your course/training?
- Leaving your course/training early?

Q10

**11. Are you?** (SC)

- 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 ONE ONLY

Q10x2

**12a. How important were each of the following in your decision to join the [Navy/RM/Army/RAF]?** (SC)

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 ONE ONLY

Q10x2a

**12b. Was there anything else that was important in your decision to join the [Navy/RM/Army/RAF]??**

PHASE ONE ONLY

**Q10x3**

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

**PLEASE TICK ALL THAT APPLY** (MC)

- TV/Newspaper coverage – News, documentaries/factual programmes
- TV/Films/Books
- Friends and family who have served/are currently serving
- 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
- Youth organisations (e.g. Scouts, Guides)
- Anything else/something different from above

**SECTION 2 - PREPARING FOR TRAINING AT XXX XXX**

**Q11**

**14. (PHASE 1 ONLY) Once you had been accepted for the XXX where did you get information prior to your course? (MC)**

PLEASE TICK ALL THAT APPLY

Armed Forces Recruiting Office (AFCO - ASK ALL), Army Career Information Offices (ACIO - ASK ALL ARMY), Royal Navy Career Information Office (RNCIO ASK ALL NAVY)

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

**Q12**

**15. (PHASE 1 ONLY) Please indicate your agreement with each of the following statements. The information I was given before my arrival at [SCHOOL]: (SC)**

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

**Q13**

**16. (PHASE 1 ONLY) If you would have liked more information about training or the Services please indicate what further information would have been useful.**

PLEASE WRITE IN BELOW

**(PHASE 2 ONLY)**

**Q13x2**

**17. Is this your first Phase 2 training course? (SC)**

Yes/No

***(If answered Yes move to Q18 below)***

***(If answered No to Q17 move to 19b)***

All those on their first Phase 2 course

**Q13x3**

**18. (PHASE 2 ONLY) Did you receive a brief on joining your Phase 2 establishment during**

**Phase 1?** (SC)

Yes

No

Don't Know

Can't Remember

All those on their first Phase 2 course

Q14

**19a. (PHASE 2 ONLY) 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)?** (SC)

- 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 weeks (4-6 months)
- Over 26 weeks (over 6 months)

All Phase 2 only

Q14x2a

**19b. (PHASE 2 ONLY) Have you had a gap between any of your Phase 2 modules/courses?** (SC)

Yes

No

Don't know

*(If answered Yes move to Q19c below)*

*(If answered No/Don't know to Q19b move to Q22)*

All that had a gap between any of their Phase 2 modules/courses

Q14x2b

**19c. (PHASE 2 ONLY) How many gaps did you have?** (SC)

**1**

**2**

**3**

**4**

**5**

**6 or more**

All that had a gap between any of their Phase 2 modules/courses

Q14x2c

**19d. (PHASE TWO ONLY) How long were these gaps?** (SC)

**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 weeks (4-6 months)
- Over 26 weeks (over 6 months)

***(Q20 is asked only of those who have had a gap of 2-3 weeks or more)***

All Phase 2 who have had a gap of 2- 3 weeks or more

Q15

**20a. (PHASE 2 ONLY) Which of the following did you do in this gap/these gaps? (MC)**

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

**Q15x (loop)**

**20b. In total, how long did you spend on (answer from Q20) (SC)**

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 that wasn't leave

Q16

**21. (PHASE 2 ONLY) Please indicate your agreement with the following statements. The tasks I was given during this gap ... : (Move to next question if you were on leave or answered nothing) (SC)**

- Helped me understand military life better
- Taught me extra skills/improved my knowledge
- Made me feel bored

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q17

**22. (PHASE 2 ONLY) 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**

Q18

**23a. How would you rate EACH of the following at XXX XXX? (SC)**

PLEASE TICK ONE BOX FOR EACH STATEMENT a) TO k)

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

**Q20x2**

**25. Overall how satisfied were you with the food at XXXX? (SC)**

Very satisfied

Fairly Satisfied

Neither satisfied nor dissatisfied

Fairly Dissatisfied

Very dissatisfied

All those dissatisfied with food

Q20x3

**26. Please indicate which aspects of the food you were dissatisfied with: (MC)**

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 (eg vegetarian, kosher, halal)
- Availability of healthy food
- Nutritional value of food
- Timings of meals

**ASK ALL**

**Q21x2**

**27. Were you given enough time to eat your meals? (SC)**

Always

Often

Sometimes

Rarely

Never  
Phase 2 schools only

Q22x2

**28a. Are you on Pay As You Dine?** (SC)

Yes  
No

**If yes,**

All Phase 2 and on PAYD

Q23x2

**28b. Regarding pay as you dine...** (SC)

Can you afford to eat enough to keep you going during training? Yes/No/Don't Know

Do you sometimes skip meals (or eat less) to save money? Yes/No/Don't Know

Do you eat elsewhere to save money? Yes/No/Don't Know

Do you have more choice to eat elsewhere? Yes/No/Don't Know

All Phase 2 and on PAYD

Q23x3

**28c. Is paying in cash a problem for you?** (SC)

Yes  
No

All Phase 2 and on PAYD

**28d. How often do you eat at XXX using pay as you dine?** (SC)

Always

Most of the time

Sometimes

Rarely

Never

***If sometimes, rarely or never –***

All on PAYD and using it infrequently or never

Q23x5

**28e. You said that you use pay as you dine sometimes, rarely or never. Why do you not use this more often?**

All Phase 2

Q22PAYD\_New

**28f. Do you have any other comments about pay as you dine?**

Q22

ASK ALL

**29. Do you have any additional comments on the meals at XXX XXX?**

#### **SECTION 4 - SUPPORT AT XXX XXX**

Q23

**30. How would you rate the OPPORTUNITY you had to do each of the following at XXX XXX if you had wanted to? (SC)**

Very good

Good

Neither good nor poor

Poor

Very poor

Not applicable

PLEASE TICK ONE BOX FOR EACH STATEMENT

- Talk privately with training staff
- Talk privately with chaplains/padre
- Keep in contact with family and friends
- Practise your faith/religion

**Q24**

**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)? (SC)** *Term (for training corporal) for three services differs - Training Corporal for Army, Corporal for RAF, and Leading Rating for Navy.*

- Yes
- No

If no

Q24oe

**31b. Why did you say that?**

Q25

**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? (SC)**

- Yes
- No

If no

Q25oe

**32b. Why did you say that?**

Q28

**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? (SC)**

- Yes
- No

If no

Q28oe

**33b. Why did you say that?**

Q29

**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? (SC)**

- Yes
- No

If no  
Q29oe

**34b. Why did you say that?**

**SECTION 5 – FAIRNESS AND EQUALITY AT XXX XXX**

*[Force this section]*

**The following questions refer to bad or unfair treatment**

Q30

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

(SC)

- Yes
- No
- Do not wish to answer

**Q30x**

**36. Did you know who to go to if you wanted to make a complaint at XXX XXX? (SC)**

- Yes
- No
- Do not wish to answer

**Q31**

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

(SC)

- Yes
- No
- Don't know
- Do not wish to answer

**If no**

All those who do not think complaints were dealt with in a fair manner

Q32

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

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

**Q33**

**38. If you have any comments on the complaints procedure at XXX XXX, please write them below:**

Q34

**39. Please indicate how often the following statements apply (SC)**

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

**Q35**

**40. If you have any comments to make about how you were treated at XXX XXX please write them below:**

**Q36x**

**41a. Do you believe that you were badly or unfairly treated by the staff whilst at XXX XXX? (SC)**

Yes  
No  
Do not wish to answer

Q36x2

**41b. Do you believe that you were badly or unfairly treated by other trainees whilst at XXX XXX? (SC)**

Yes  
No (move to Section 6 if no at a and b)  
Do not wish to answer

**IF YES at 41a or 41b**

All those who said that they were badly or unfairly treated  
preQ37

**42a. Please read the list below and tick the boxes that apply to you: (MC)**

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

FOR EACH BOX TICKED:

Q37a – Q37i

- 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?

Q37a – Q37i

**42b.**

- Other trainees on my course
- Other trainees not on my course
- Military staff
- Civilian staff
- Do not wish to answer

*Answers at 42a and 42b to route people to either the two trainee codes, the two staff codes, or both*

Q37(a-i)(3-6)aNEW

i) Please write in what happened: \_\_\_\_\_

Q37(a-i)(3-6)bNEW

ii) What effect has this had on you? \_\_\_\_\_

Q37(a-i)(3-6)cNEW

iii) How often did this happen? Just once 2-5 times More than 5 times

Q37(a-i)(3-6)dNEW

**43. Which of the following did you do following the unfair treatment [text substitution of which type of poor treatment it was] you experienced? (MC)**

- 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

Q38

**44. Why do you think you were badly or unfairly treated? (MC)**

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

**Ask if not code b or c at Q43**

All those who did not complain

Q39

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

(MC)

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 complaint

Q40

**46. When you made a complaint about your treatment was it dealt with fairly?** (SC)

- Yes, move to 48
- 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

Q41

**47a. Was the problem resolved?** (SC)

- Yes
- No
- Still in progress
- Don't Know
- Do not wish to answer

***If problem has not been resolved:***

All those who made a complaint and said their problem has not been resolved

Q41OPEN

**47b. Why has the problem not been resolved?**

All those that made a complaint

Q42

**48. If you have any comments on how your complaint was dealt with, please write them below:**

## **SECTION 6 – SETBACKS DURING TRAINING**

q263

**49. Were you ever ill or injured during training?** (SC)

- **Yes and I reported it.**
- **Yes but I did not report it**
- **No - (go to question 53)**



**If you did report sick:**

All those who were ill or injured during training and reported it  
q265

**50. Please indicate how you feel about the following statements: (SC)**

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

Q575

**50a. Why would you advise others in a similar situation not to report sick if they can avoid it?**

All those who agreed they felt people considered them weak for reporting sick

Q266

**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

Q266

**51. Why did you not report it? (MC)**

- 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

**If you did not report sick:**

All those were ill or injured during training and did not report it

q267

**52. What was the result of not reporting sick? (SC)**

- 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

q268

**53. Do you wish to comment about reporting sick? If so, please type in below:**

**For the following section use 'back-squadded' for army schools, 'training extended/back-classed' for Navy schools and 're-flighted' for RAF schools**

**q269**

**54. Were you back-squadded?** (SC)

Yes

No

All those who were back-squadded, back-classed or re-flighted

q270

**55. Were you warned personally that there was a possibility that you would be back squadded?** (SC)

Yes

No

All those who were back-squadded, back-classed or re-flighted

q556

**56. What reasons were you given for being back squadded?** (MC)

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

**q272**

**57. Do you have any additional comments regarding back-squadding?**

## **SECTION 7 - GENERAL**

**Q43**

**58. Below are some statements about the training you received at XXX XXX. To what extent do you agree or disagree with each?** (SC)

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*

q545

q546

q547

q548

**U4. (Unit 5) AFC Harrogate only**

Which subject did you enjoy the most during Training? (SC)

Which subject did you enjoy the least during Training? (SC)

Which subject did you find the most difficult during your Training? (SC)

Which subject did you find easiest during your Training? (SC)

**Answer list for each of the above:**

Map reading Theory

Map reading Practical

SAA & Ranges

Field Exercises

CBRN

First Aid

PT & Fitness Training

Fieldcraft

Something different from above

q275

**59a. Do you feel the course was:** (SC)

PLEASE TICK ONE BOX ONLY

Much too hard

Too hard

About right

Too easy

Much too easy

q535

**59b. Overall, how has life in [Navy/RM/Army/RAF] been, compared to what you expected when you joined?** (SC)

PLEASE TICK ONE BOX ONLY

*Much better*

*Better*

*About the same*

*Worse*

*Much worse*

PAY1

**PAY1. Did you know that your pay increases after 26 weeks in training?**

Yes

No

PAY2

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

Mine is much better

Mine is better

About the same

Mine is worse

Mine is much worse

## **SECTION 8 - HOPES FOR THE FUTURE**

Q50

**65. How long have you been at XXX XXX for this training course? (SC)**

- 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)

ASK ALL

Q51

**67. What are you doing next? (SC)**

PLEASE TICK ONE BOX ONLY

- 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 GO TO 69

All those who are not leaving the service at 67

Q52

**68a. What are your hopes for the future? (SC)**

PLEASE TICK ONE BOX ONLY

- 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 GO TO 68b
- I am undecided

All those who say that they will probably leave before or at the end of training

Q68b

**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

Q53

**69. (IF LEAVING) Why are you leaving the Service? (SC)**

PLEASE TICK ONE BOX ONLY

- 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

Q54

**70. Please provide reason given for discharge:**

If leaving the service by own choice at Q69:

All who are leaving the service of their own choice

Q55

**71. Why are you leaving the Service by your own choice? (MC)**

- 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

Q56

**72a. If you have any comments on why you are leaving the Service, please write them below:**

ASK ALL CODING I AM LEAVING THE SERVICE OF MY OWN CHOICE'  
(I.E. DISCHARGE AS OF RIGHT) at Q69

q557

**72b. Could the [Navy/RM/Army/RAF] have done anything to encourage you to stay? Please write in details below**

**ASK ALL *NOT* LEAVING THE SERVICE AT Q67**

**q558**

**72c. To what extent do you agree or disagree with the following statement about the training you received at XXX XXX? (SC)**

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

**ASK ALL**

**Q54NEW**

**73. Would you recommend joining your Service to others? (SC)**

Definitely

Probably

Probably not

Definitely not

**PHASE ONE ONLY**

**74a. Before joining the (SERVICE) how often did you access the internet? (SC)**

*Please select one option only*

Every day

Several times a week

Once a week

Once a month

Less often

Never

**PHASE ONE ONLY**

**74b. Before joining the (SERVICE) where did you access the internet from? (MC)**

*Please select all options that apply*

At home

At work

At school/ college

At friend's/ relative's house

Internet cafe

Other location (please write in)

**PHASE ONE ONLY**

**75. Before joining the Army which of these did you use to access the Internet? (SC)**

*PLEASE TICK ONE BOX FOR EACH STATEMENT*

Yes

No

Don't know

Computer/ laptop

TV

Games console (e.g. Playstation, X-Box)

Mobile phone

Other mobile device e.g. palmtop, PDA, Blackberry, etc

Other (please write in)

**SECTION 9 – ABOUT YOU**

***[Force this section]***

The following questions are asked to ensure that our policies and practices are fair to everyone. Please answer honestly as your name is not recorded anywhere and you cannot be identified by your responses.

ASK ALL (SC)

**Demog 1**

**What gender are you?**

Male

Female

ASK ALL (SC)

**Demog 2**

**How old are you?**

ASK ALL (SC)

**Demog 3**

**Which of the following best applies to you?:**

Single

Married/Civil Partnership

Living together

Long term relationship (not living together)

Widowed

Divorced

Separated

Don't Know

Prefer not to say

ASK ALL (SC)

**Demog 4**

**Are you?**

Heterosexual / Straight

Gay Man

Gay Woman / Lesbian

Bisexual

Don't know

Prefer not to say

ALL WHO CODE 1-4 AT Demog 4. WORDING IN QUESTION TO BE ROUTED AS APPLICABLE (SC for each statement)

**Demog5**

**Are you open about being (heterosexual/straight; a gay man; a gay woman/lesbian; bisexual) with:**

With [ all of/ most of/some of/none of/prefer not to say] the members of your immediate family

With [ all of/ most of/some of/none of/prefer not to say] your friends

With [ all of/ most of/some of/none of/prefer not to say] the other recruits/trainees

With [ all of/ most of/some of/none of/prefer not to say] the training staff

**Q61**

**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.**

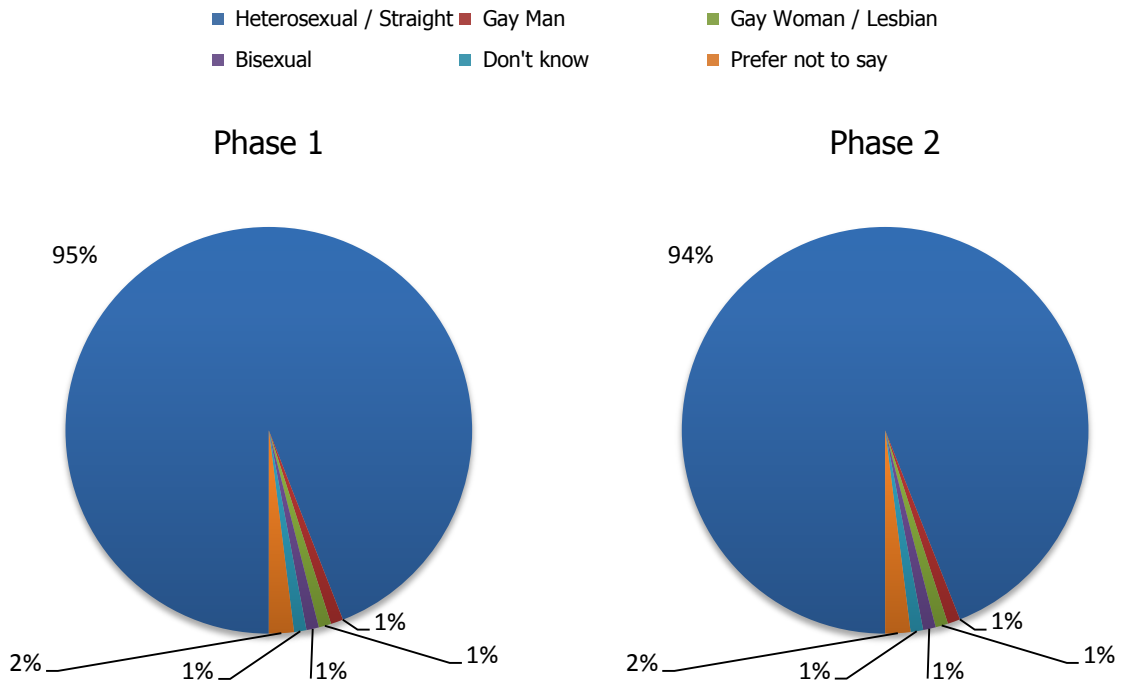
**If you would like support or to discuss any of the issues raised in this questionnaire, please call the Soldiers, Sailors, Airmen and Families Association (SSAFA) Forces Help Confidential Support Line on 0800 731 4880**

# ANNEX 2: DEMOGRAPHIC CHARTS

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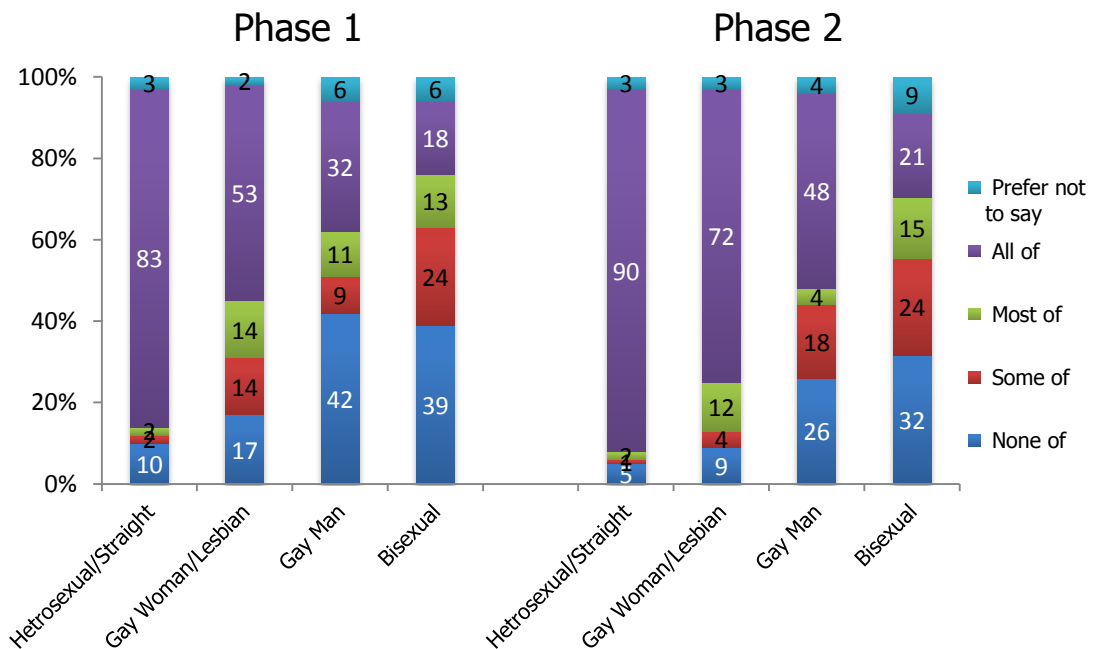
## Sexuality



Number of respondents: Phase 1 (9,480), Phase 2 (5,663)

Figure 232

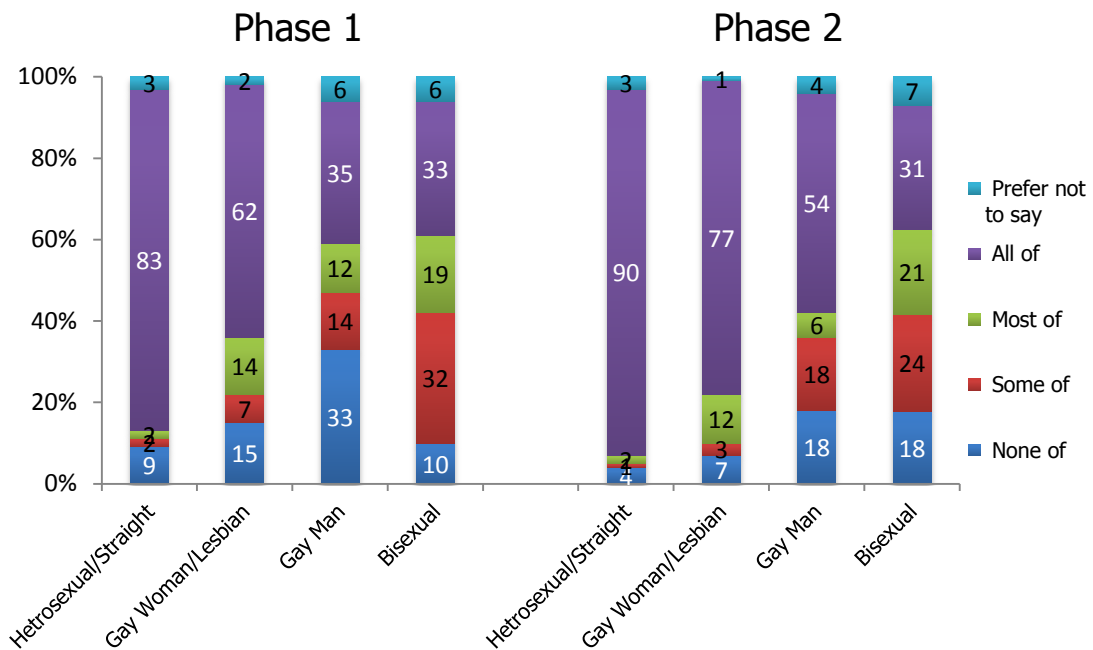
## Are you open about being ...with your immediate family



Number of respondents: Phase 1: heterosexual/straight (9,004), gay women/lesbian (81), gay man (66) bisexual (90) Phase 2: heterosexual/straight (5,323), gay women/lesbian (69\*), gay man (50\*) bisexual (68\*)

Figure 233

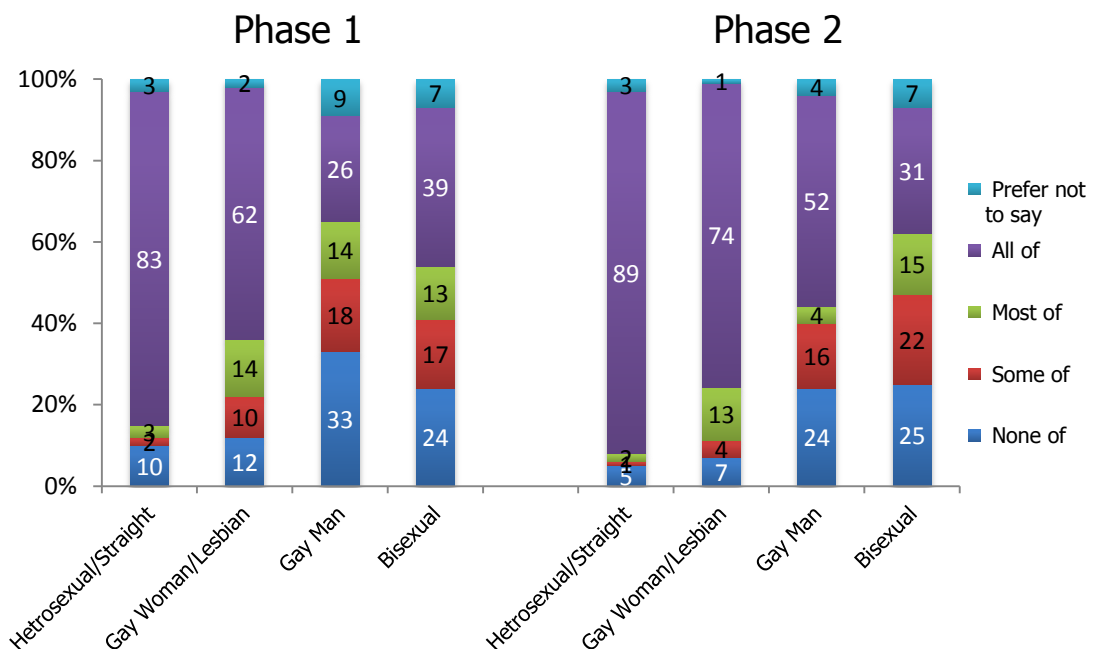
## Are you open about being... with your friends



Number of respondents: Phase 1: heterosexual/straight (9,004), gay women/lesbian (81), gay man (66) bisexual (90) Phase 2: heterosexual/straight (5,323), gay women/lesbian (69\*), gay man (50\*) bisexual (68\*)

Figure 234

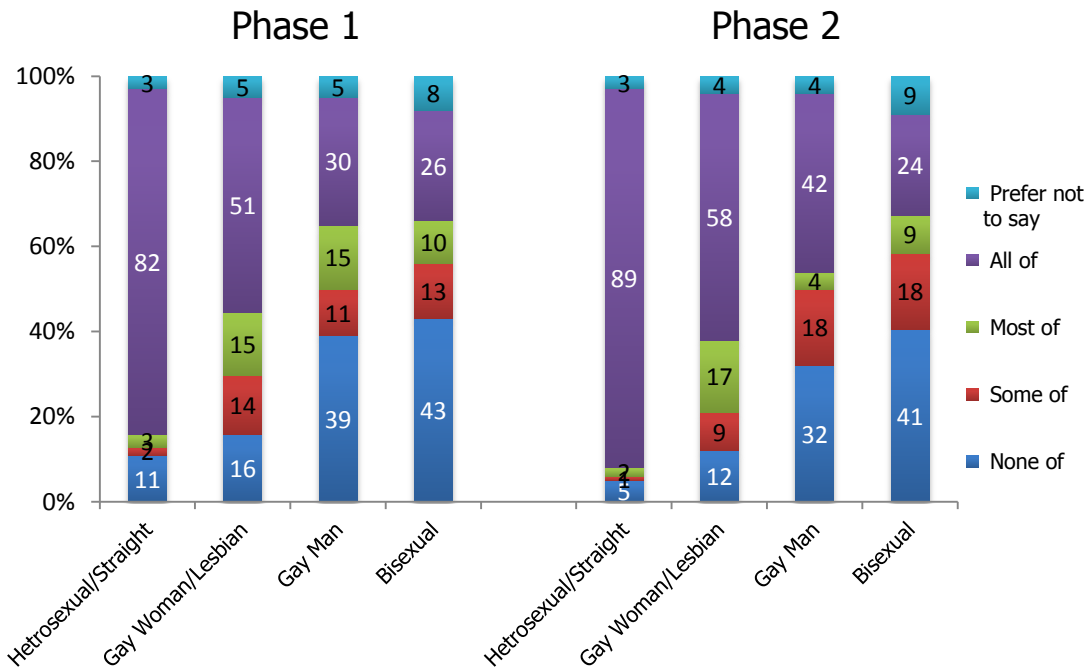
## Are you open about being... with other recruits/trainees



Number of respondents: Phase 1: heterosexual/straight (9,004), gay women/lesbian (81), gay man (66) bisexual (90) Phase 2: heterosexual/straight (5,323), gay women/lesbian (69\*), gay man (50\*) bisexual (68\*)

Figure 235

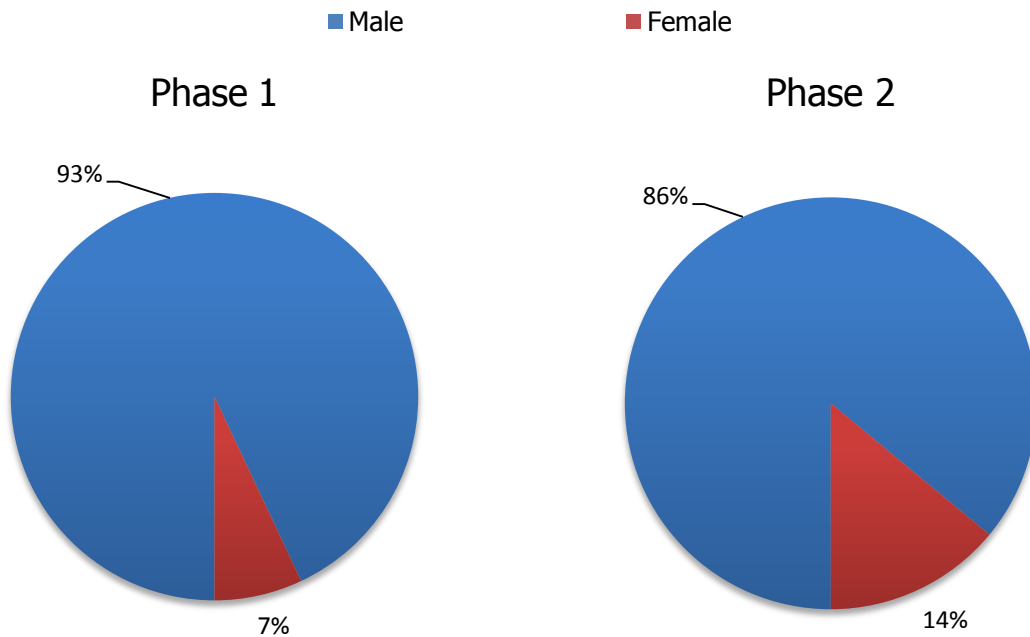
### Are you open about being... with training staff



Number of respondents: Phase 1: heterosexual/straight (9,004), gay women/lesbian (81), gay man (66) bisexual (90) Phase 2: heterosexual/straight (5,323), gay women/lesbian (69\*), gay man (50\*) bisexual (68\*)

Figure 236

### Army Schools - Gender

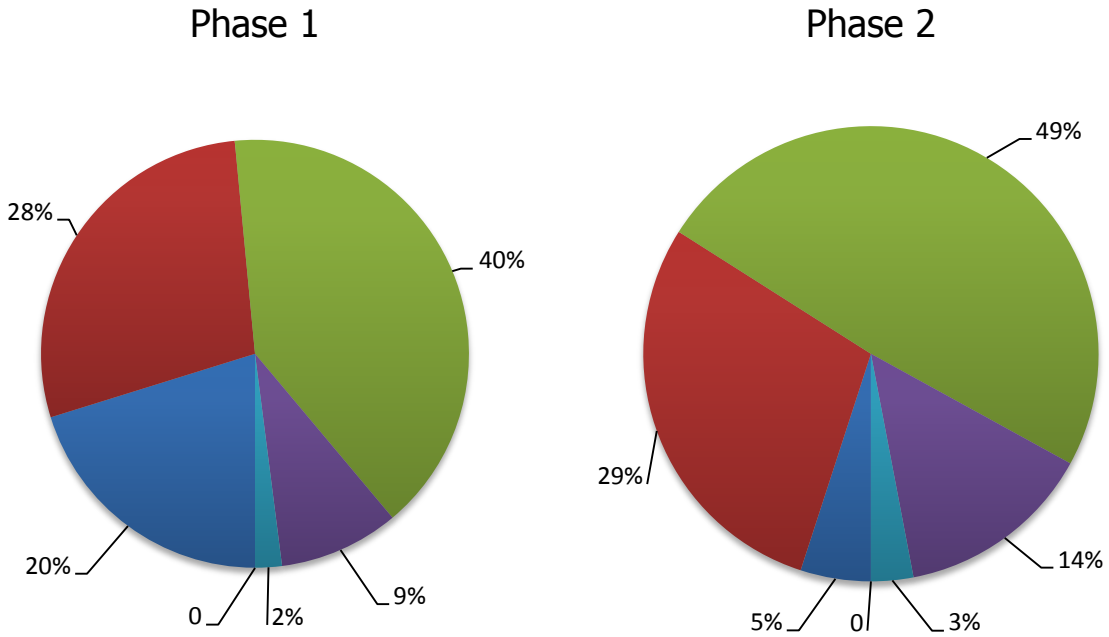


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 237

## Army Schools- Age

■ 16-17 years  
 ■ 18-19 years  
 ■ 20-25 years  
 ■ 26-30 years  
 ■ 31+ years  
 ■ No answer

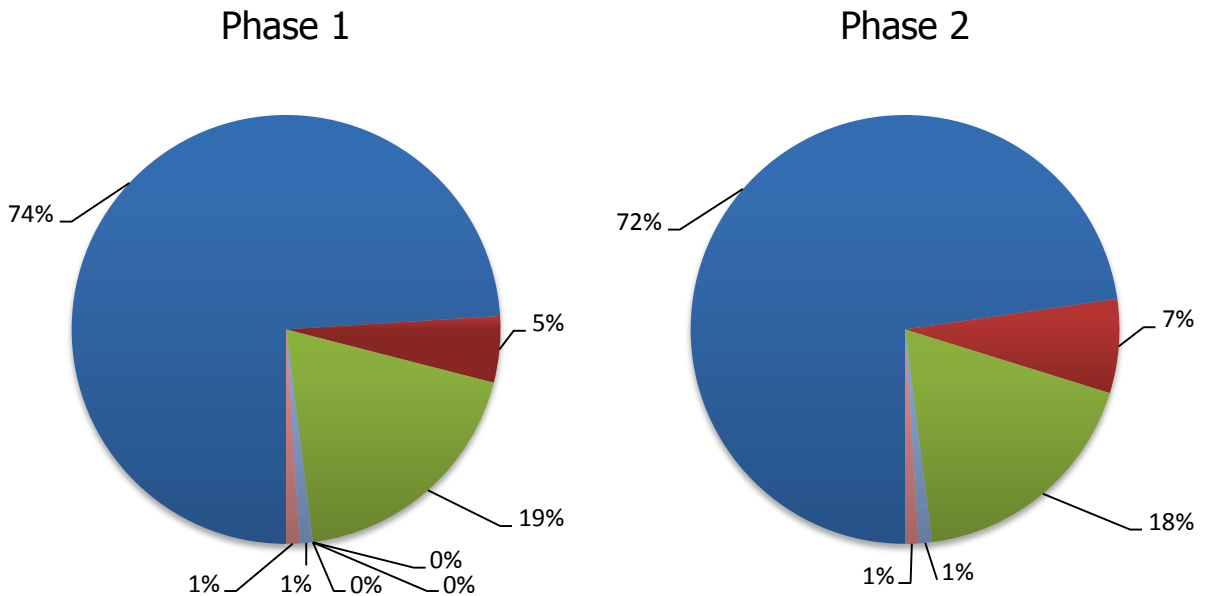


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 238

## Army Schools - Marital Status

■ Single  
 ■ Married/Civil Partnership  
 ■ Long term relationship (not living together)  
 ■ Widowed  
 ■ Divorced  
 ■ Separated  
 ■ Don't Know  
 ■ Prefer not to say

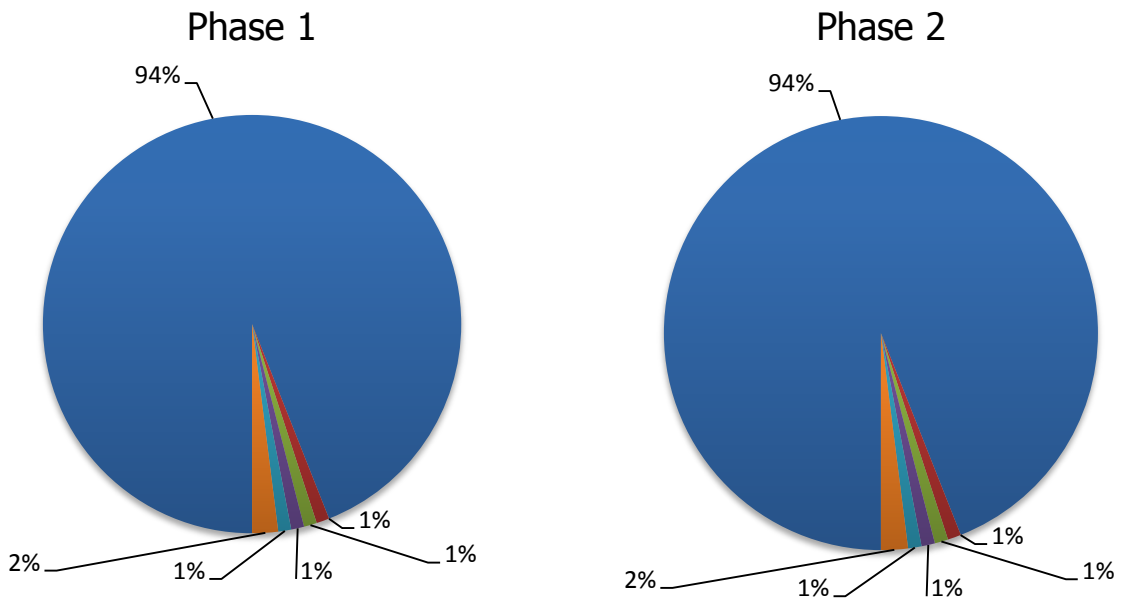


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 239

## Army Schools - Sexuality

■ Heterosexual / Straight   
 ■ Gay Man   
 ■ Gay Woman / Lesbian   
 ■ Bisexual   
 ■ Don't know   
 ■ Prefer not to say

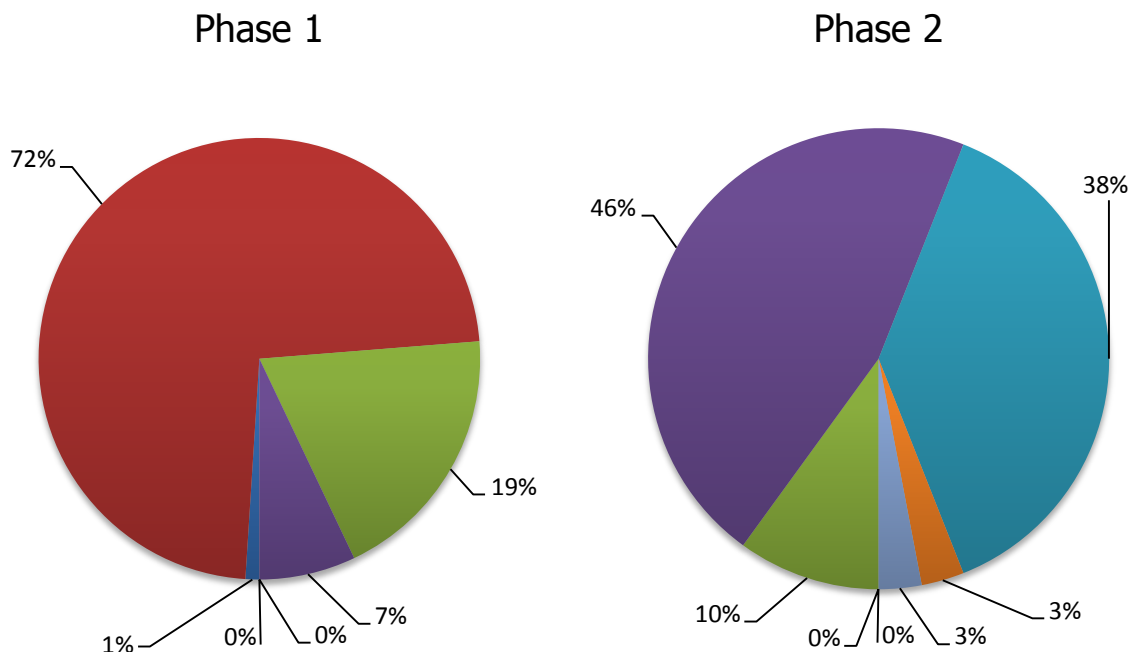


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 240

## Army Schools - Length of Service

■ Between 1 and 4 weeks (Up to 28 days)   
 ■ Between 5 and 26 weeks (1-6 months)   
 ■ Between 27 weeks and 52 weeks (7-12 months)   
 ■ 1-2 years   
 ■ 2-3 years   
 ■ More than 3 years  
■ No answer

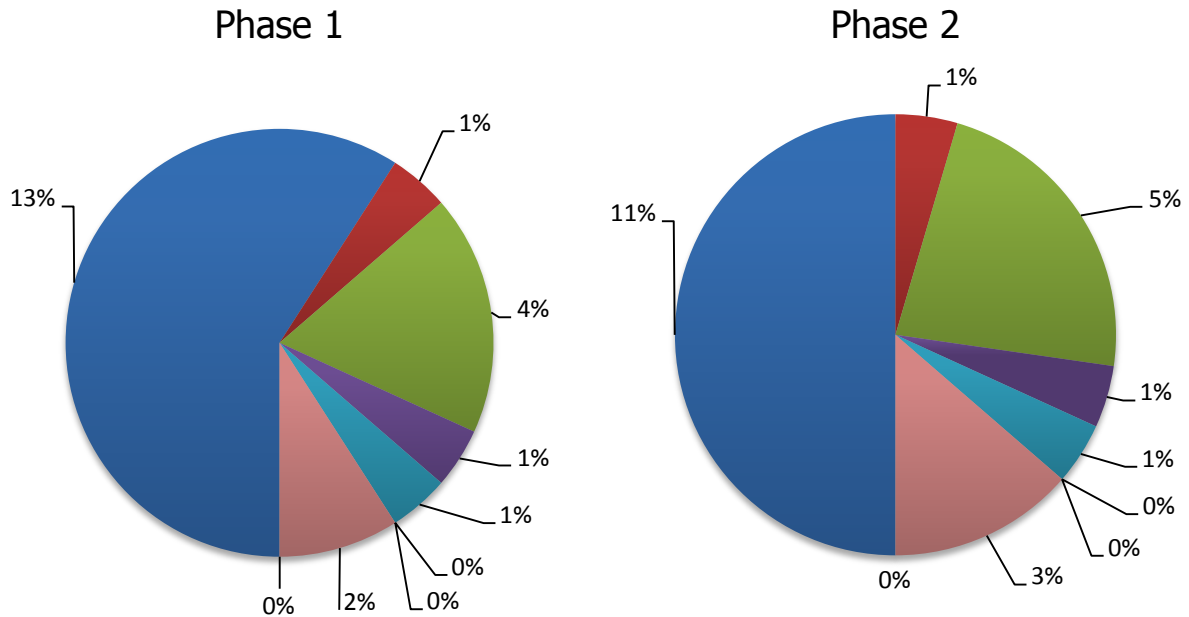


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 241

### Army Schools - Cadet Force

- Army Cadets (ACF)
- Sea Cadets
- Air Cadets (ATC)
- Combined Cadet Force (CCF)
- UOTC
- UAS
- URNU
- TA Army (TA)
- RAF Volunteer Service
- Royal Navy Reserves (RNR)

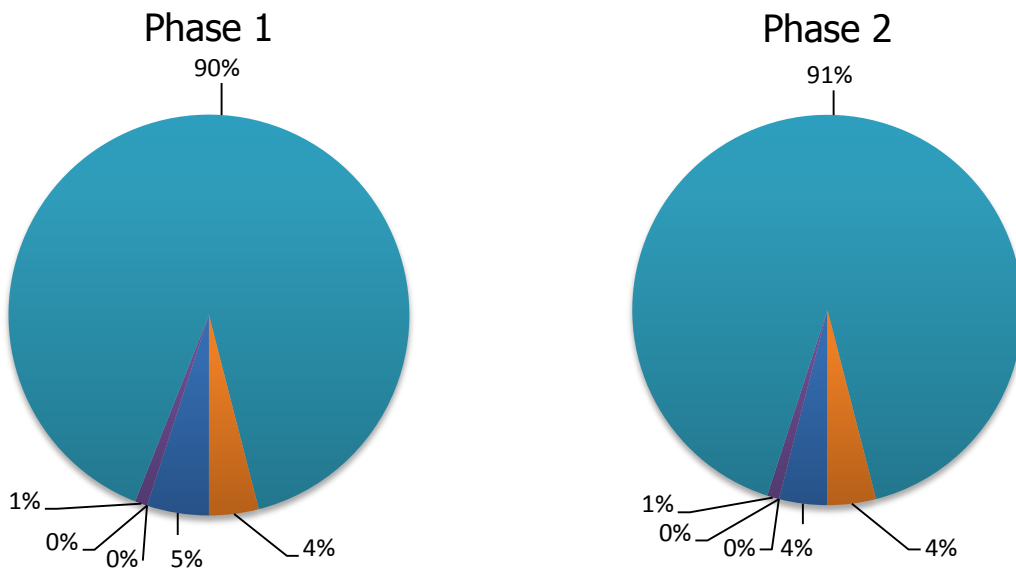


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 242

### Army Schools - Previous Service

- Army
- Navy
- RAF
- Royal Marines
- I have not previously served in the Regular Armed Forces
- No answer

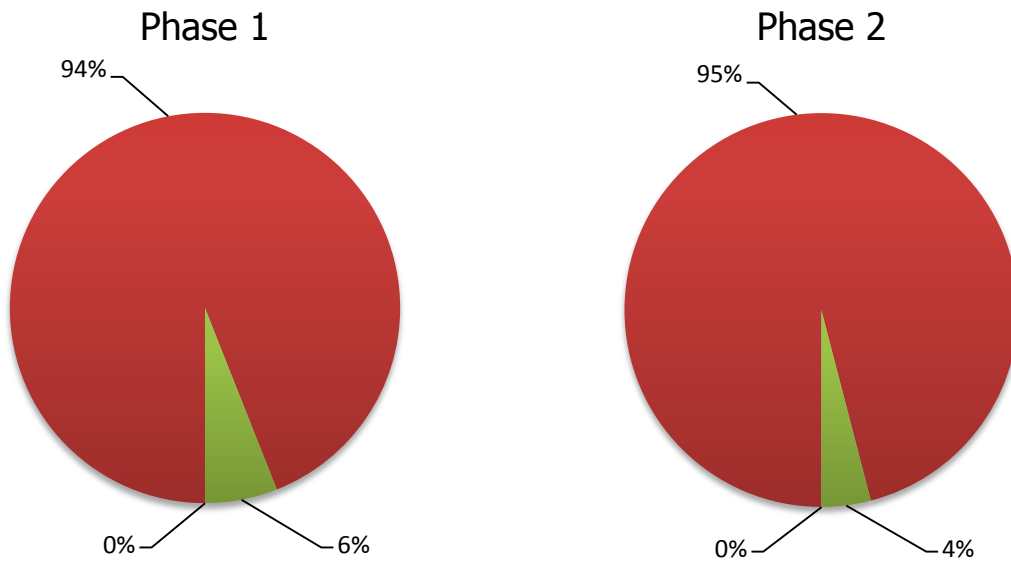


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 243

## Army Schools - Previous Service in Another Country's Armed Forces

■ Yes ■ No ■ No answer

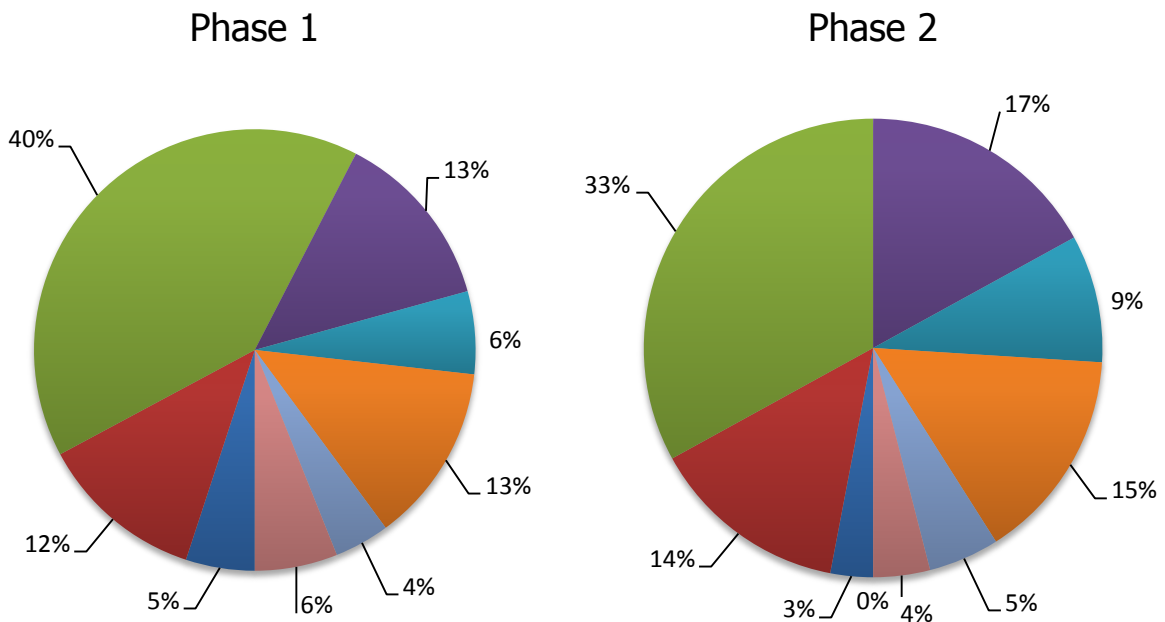


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 244

## Army Schools - Highest Qualification

■ No qualifications  
 ■ GCSE's (=Scottish Standard Grade)  
 ■ Degree or Higher Level  
 ■ AS Levels  
 ■ No answer  
 ■ NVQs  
 ■ 'A' Levels or equivalent (=Scottish Higher Grade)  
 ■ BTEC  
 ■ Something different from above

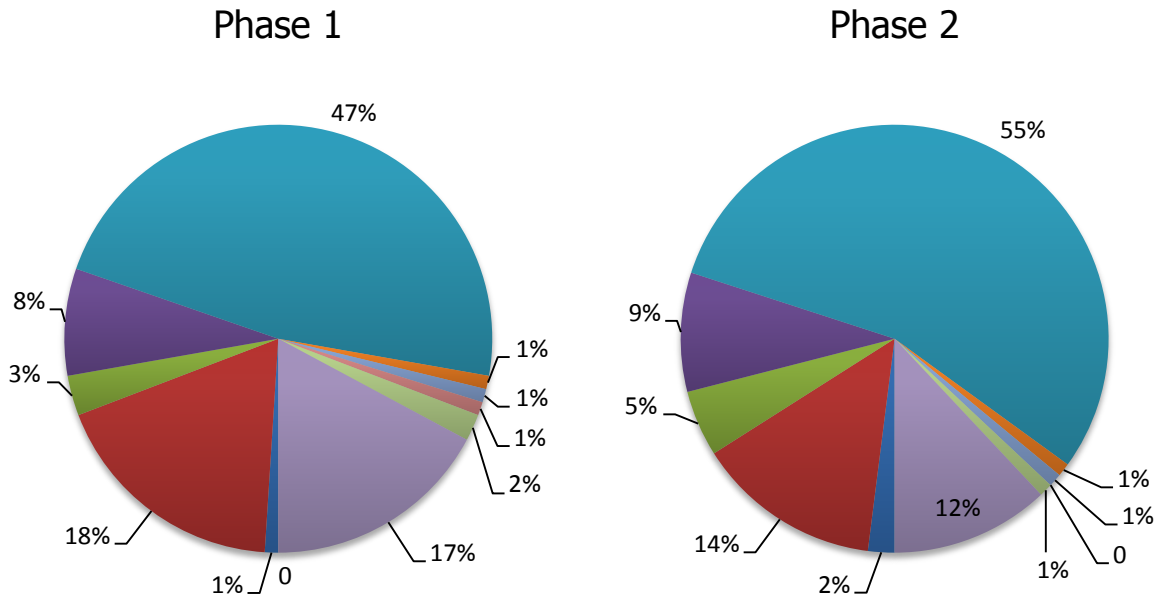


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 245

## Army Schools - Highest BTEC

- BTEC Introductory Diploma
- BTEC First Diploma
- BTEC National Award
- BTEC National Certificate
- BTEC National Diploma
- Ordinary National Certificate
- Ordinary National Diploma
- Higher National Certificate
- Higher National Diploma
- Don't Know
- No answer

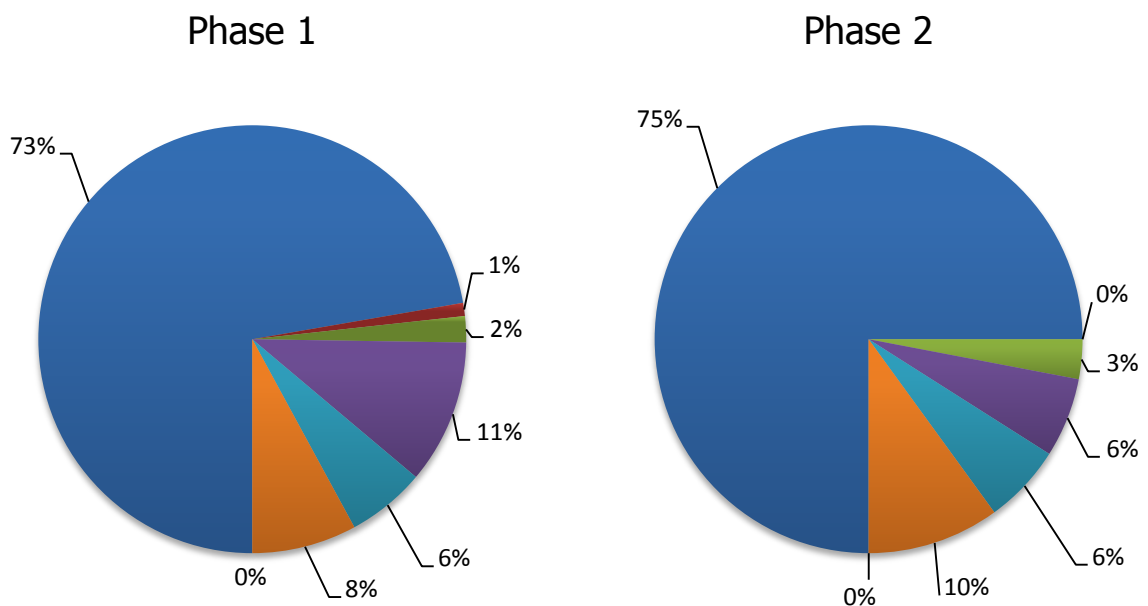


Number of respondents: Phase 1 (772), Phase 2 (537)

Figure 246

## Army Schools - Where are you from?

- England
- Ireland
- Northern Ireland
- Scotland
- Wales
- Something different from above
- Nepal
- No answer



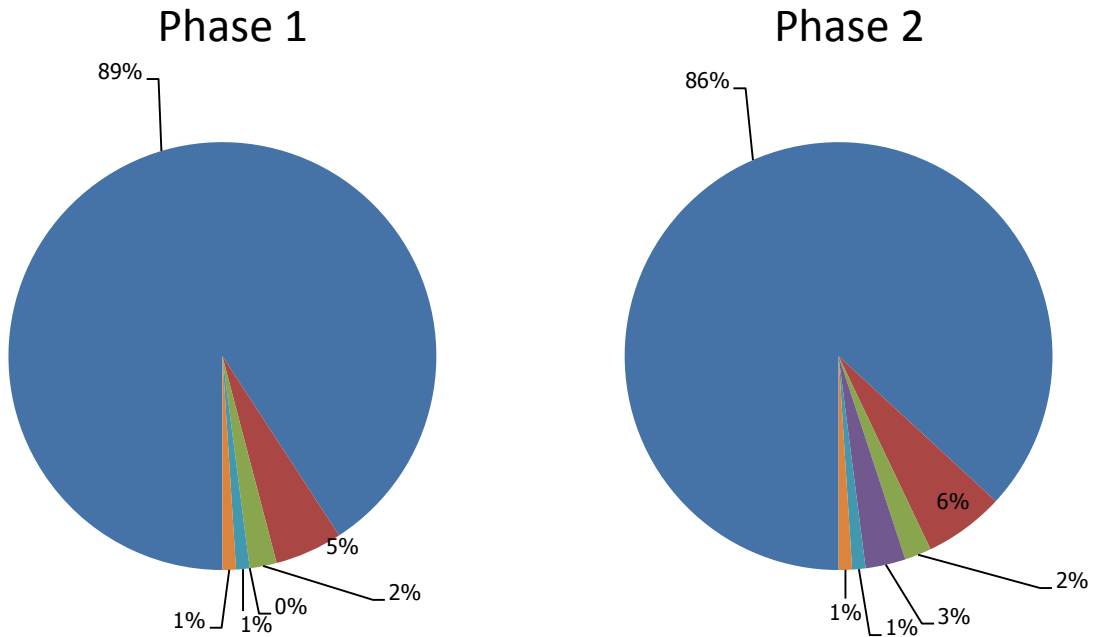
Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 247



## Army Schools - Ethnicity

■ White ■ Black/Black British ■ Mixed ■ Asian/Asian British ■ Other ■ Rather not say

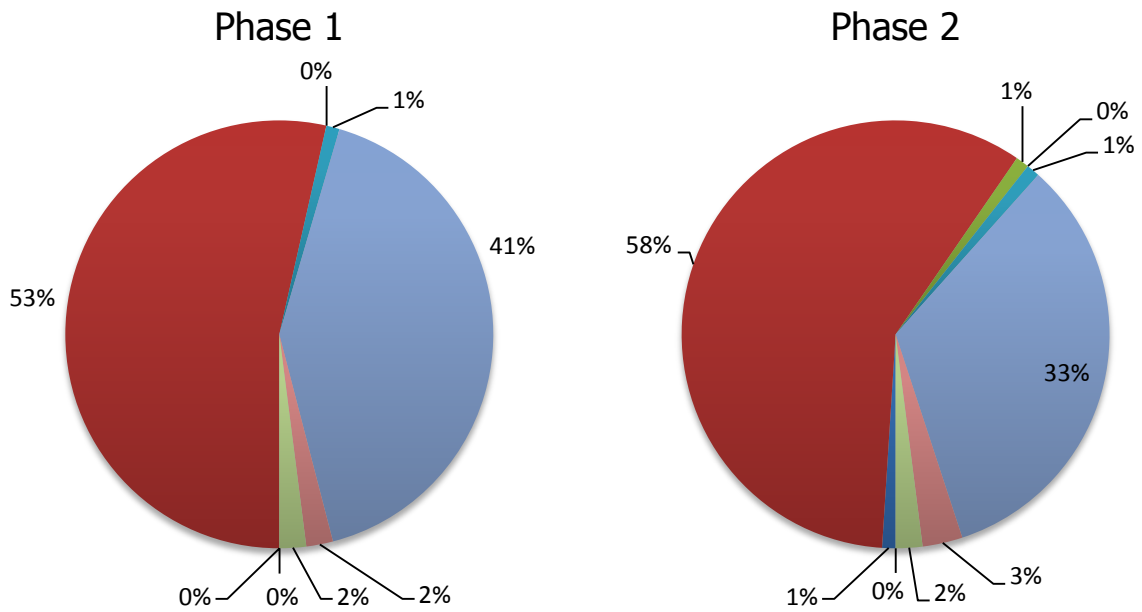


Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 248

## Army Schools – Religion

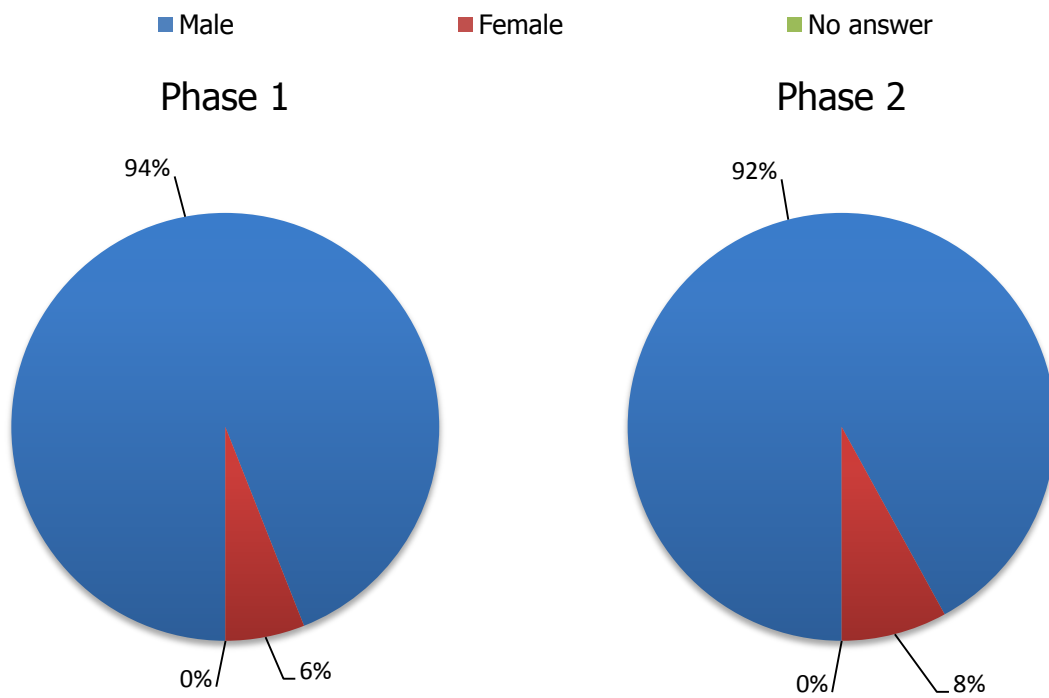
■ Buddhist ■ Hindu ■ Muslim ■ No religion ■ Christian (e.g. Roman Catholic, C of E etc.) ■ Jewish ■ Sikh ■ I'd rather not say



Number of respondents: Phase 1 (5,750), Phase 2 (3,606)

Figure 249

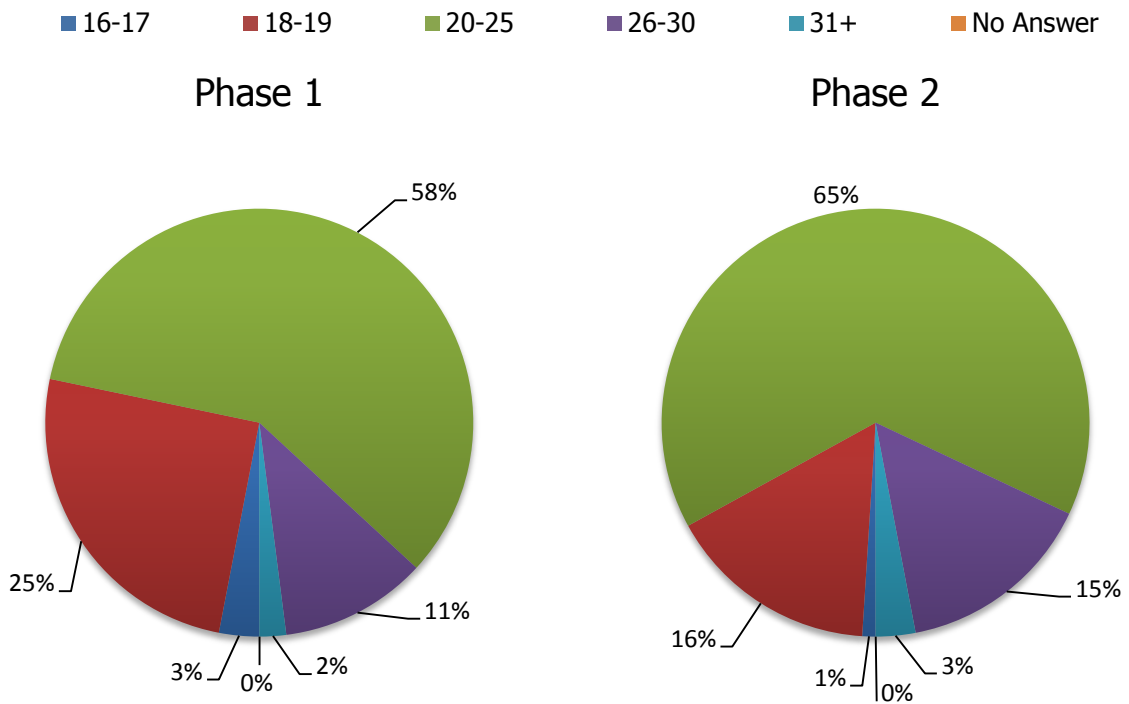
### Navy Schools - Gender



Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 250

### Navy Schools - Age

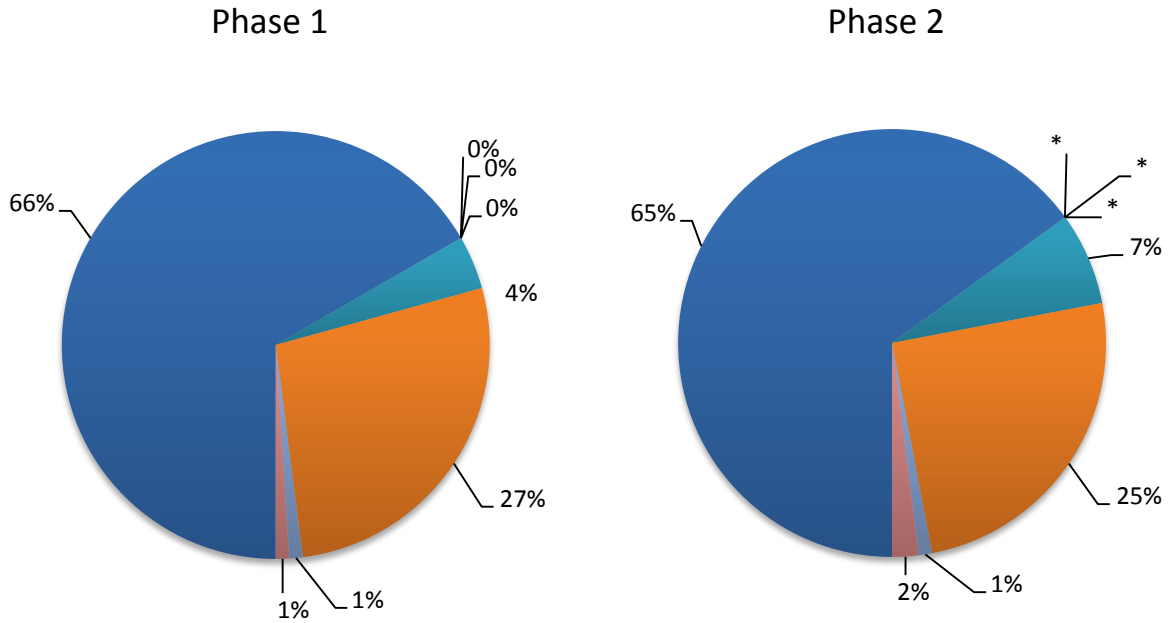


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 251

## Navy Schools – Marital status

- Single
- Widowed
- Married/Civil Partnership
- Don't know
- Separated
- Divorced
- Long term relationship (not living together)
- Prefer not to say

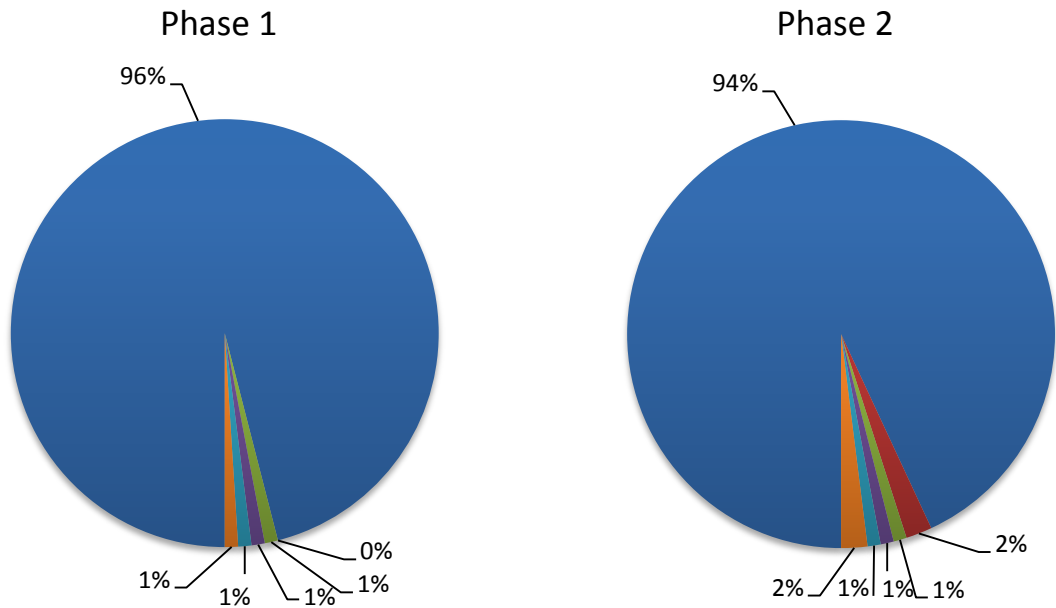


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 252

## Navy Schools – Sexuality

- Heterosexual/Straight
- Gay Man
- Gay Woman/Lesbian
- Bisexual
- Don't know
- Prefer not to say

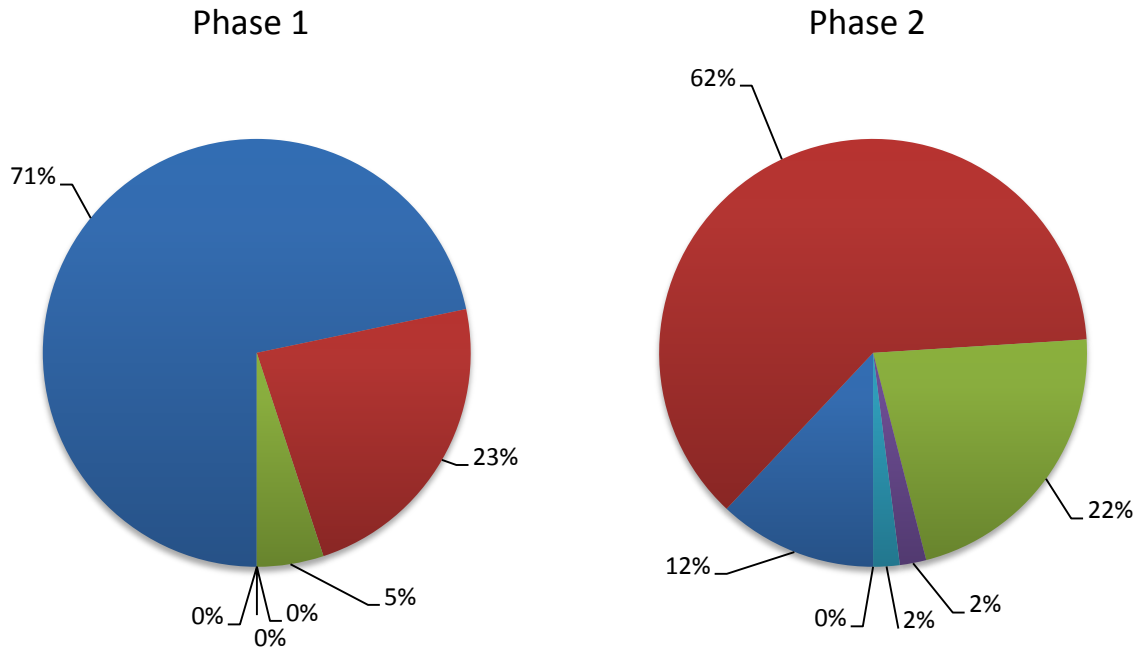


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 253

## Navy Schools – Length of Service

■ 0-6 Months   
 ■ 7-12 Months   
 ■ 1-2 years   
 ■ 2-3 years   
 ■ More than 3 years   
 ■ No answer

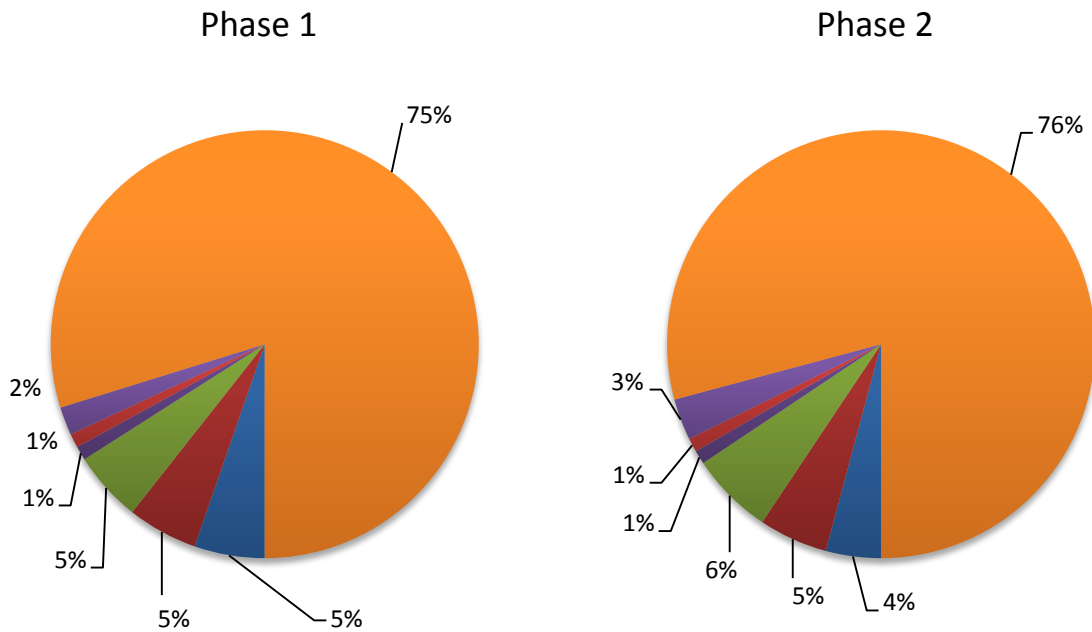


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 254

## Navy Schools – Cadet Force

■ Army Cadets   
 ■ Sea Cadets   
 ■ Air Cadets   
 ■ CCF  
■ UOTC   
■ UAS   
■ URNU   
■ TA Army  
■ RAF Volunteer Service   
■ RNR   
■ RMR   
■ None

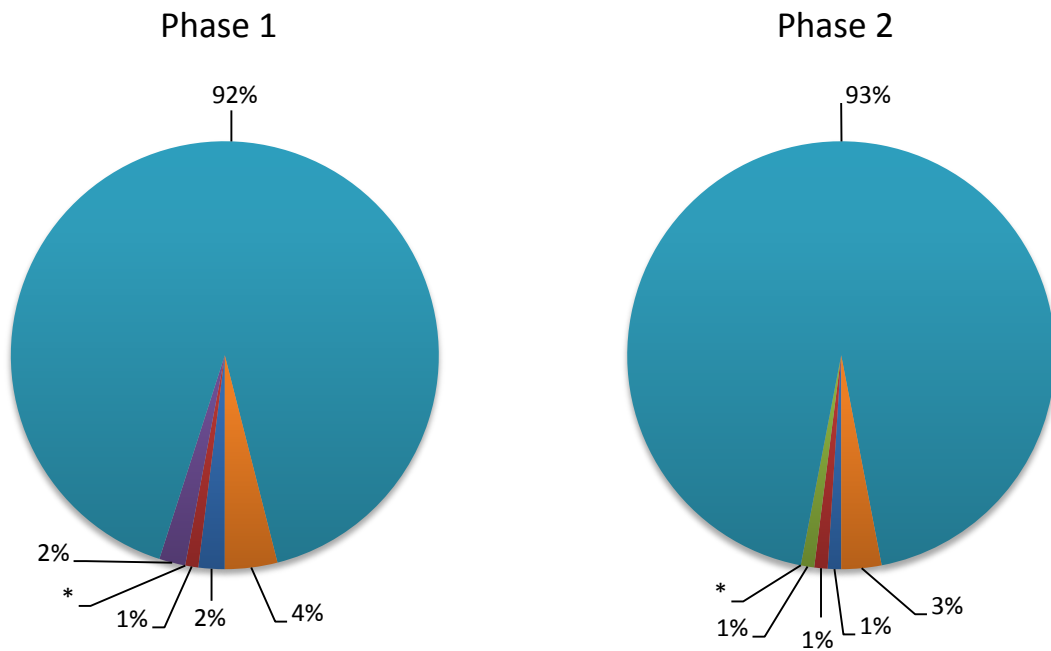


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 255

## Navy Schools – Previous Service

■ Army ■ Navy ■ Royal Marines ■ RAF ■ I have not previously served in the Armed Forces ■ No answer

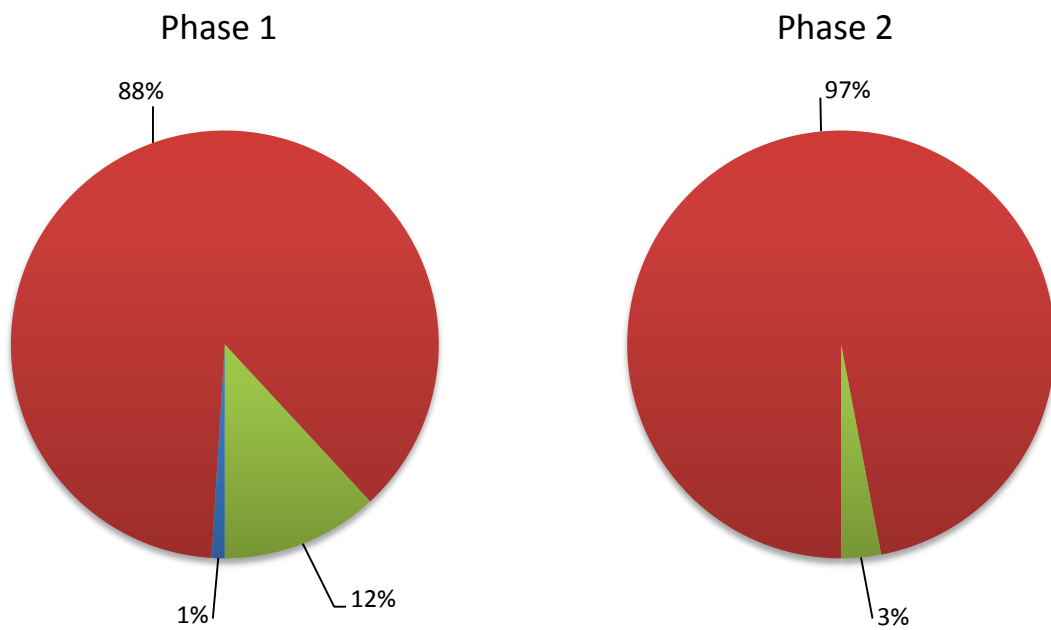


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 256

## Navy Schools – Previous service in another country's Armed Forces

■ Yes ■ No ■ No answer

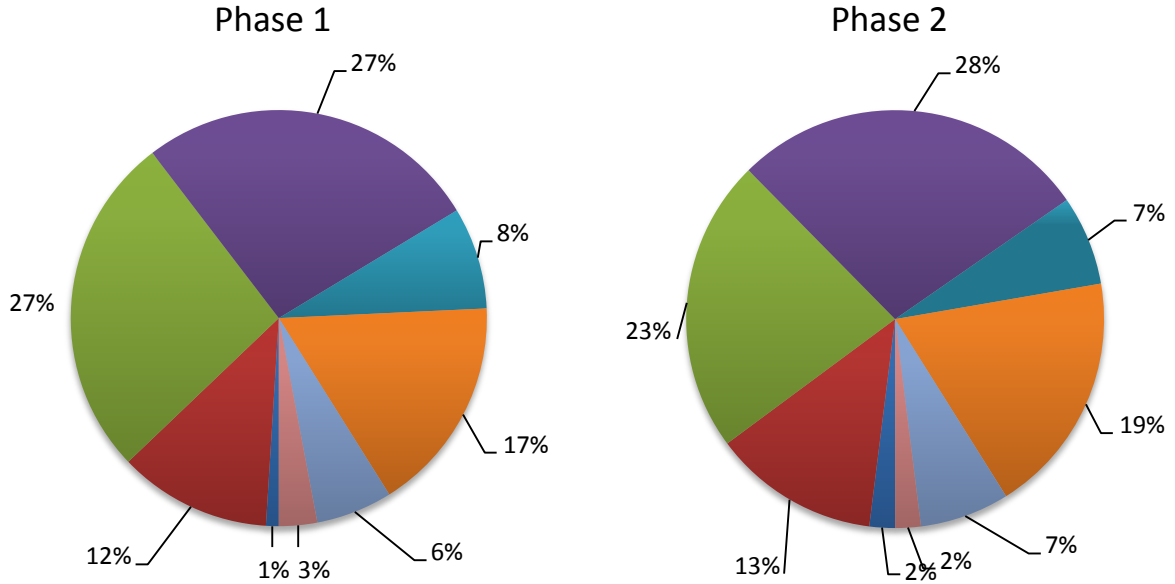


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 257

## Navy Schools – Highest Qualification

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li><span style="color: blue;">■</span> No qualifications</li> <li><span style="color: green;">■</span> GCSE's (=Scottish Standard Grade)</li> <li><span style="color: teal;">■</span> Degree or Higher Level</li> <li><span style="color: lightblue;">■</span> AS Levels</li> </ul> | <ul style="list-style-type: none"> <li><span style="color: red;">■</span> NVQs</li> <li><span style="color: purple;">■</span> A' Levels or equivalent (=Scottish Higher Grade)</li> <li><span style="color: orange;">■</span> BTEC</li> <li><span style="color: pink;">■</span> Other</li> </ul> |
|---|--|

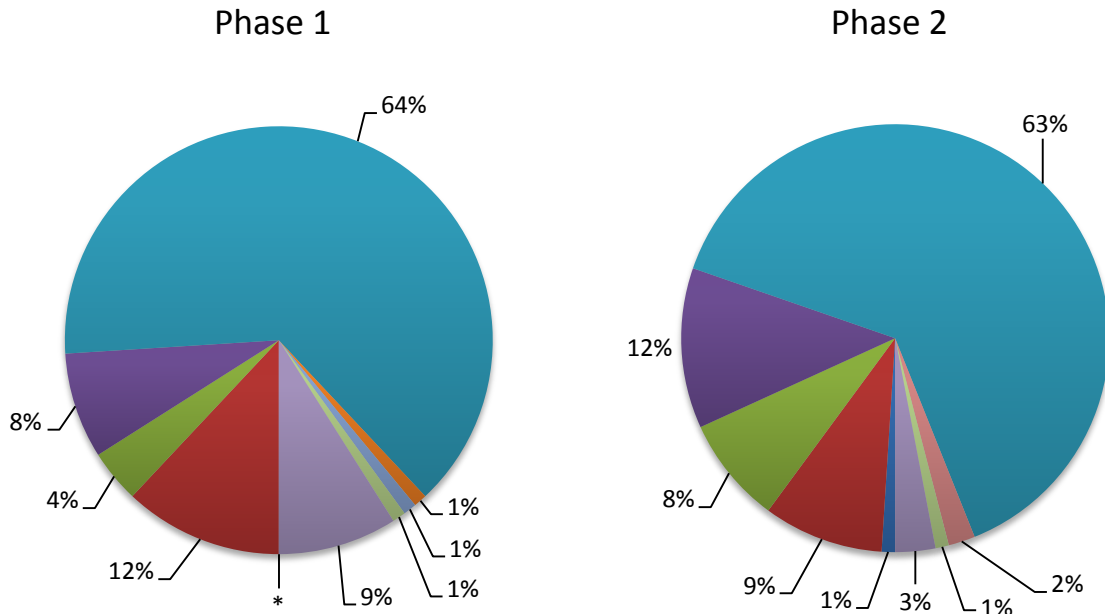


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 256

## Navy Schools – Highest BTEC

- |  |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li><span style="color: blue;">■</span> BTEC Introductory Diploma</li> <li><span style="color: purple;">■</span> BTEC National Certificate</li> <li><span style="color: lightblue;">■</span> Ordinary National Diploma</li> <li><span style="color: grey;">■</span> Don't Know</li> </ul> | <ul style="list-style-type: none"> <li><span style="color: red;">■</span> BTEC First Diploma</li> <li><span style="color: teal;">■</span> BTEC National Diploma</li> <li><span style="color: pink;">■</span> Higher National Certificate</li> </ul> | <ul style="list-style-type: none"> <li><span style="color: green;">■</span> BTEC National Award</li> <li><span style="color: orange;">■</span> Ordinary National Certificate</li> <li><span style="color: lightgreen;">■</span> Higher National Diploma</li> </ul> |
|--|---|--|



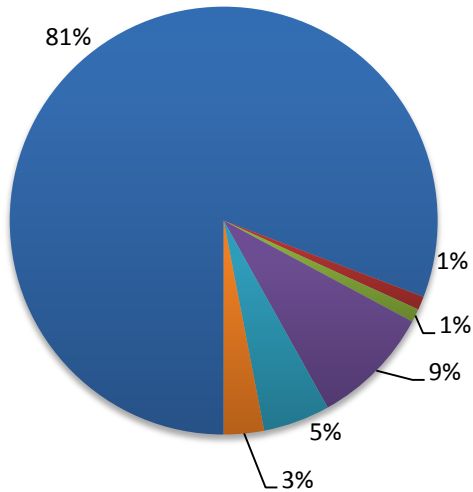
Number of respondents: Phase 1 (406), Phase 2 (203)

Figure 257

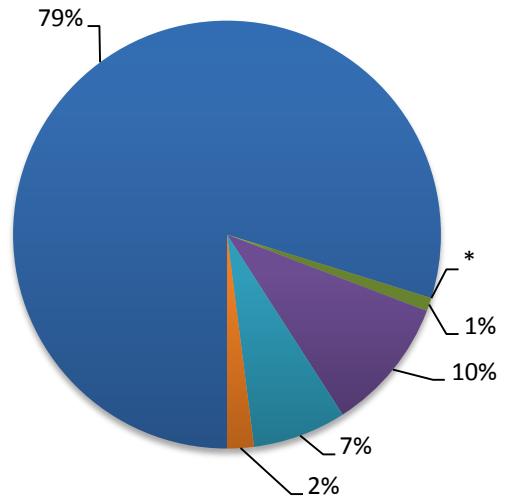
## Navy Schools – Where are you from?

■ England ■ Ireland ■ Northern Ireland ■ Scotland ■ Wales ■ Other

Phase 1



Phase 2



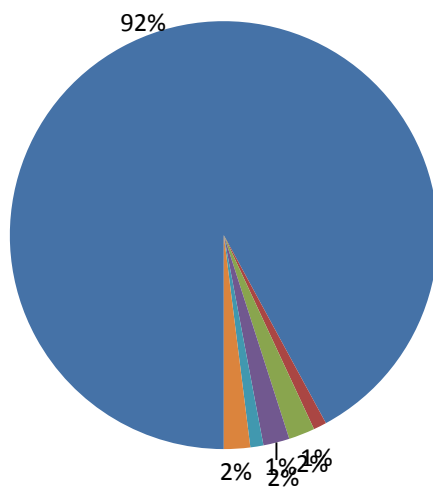
Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 258

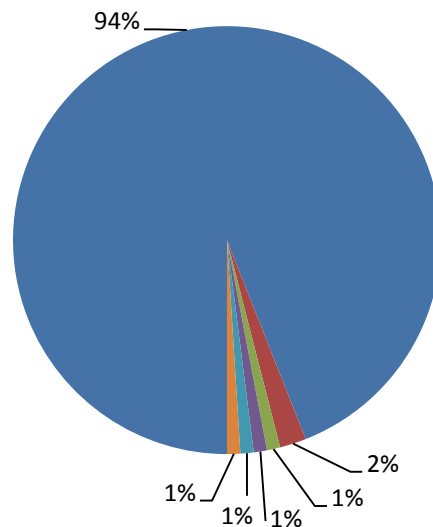
## Navy Schools – Ethnicity

■ White ■ Black/Black British ■ Mixed ■ Asian/Asian British ■ Other ■ Rather not say

Phase 1



Phase 2

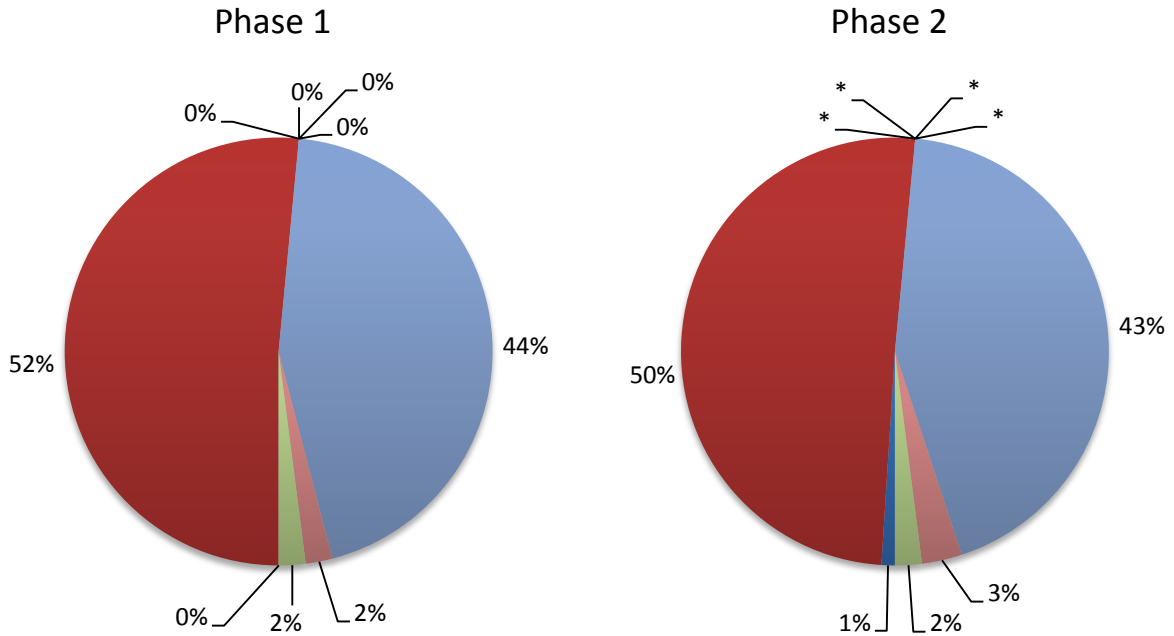


Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 259

## Navy Schools – Religion

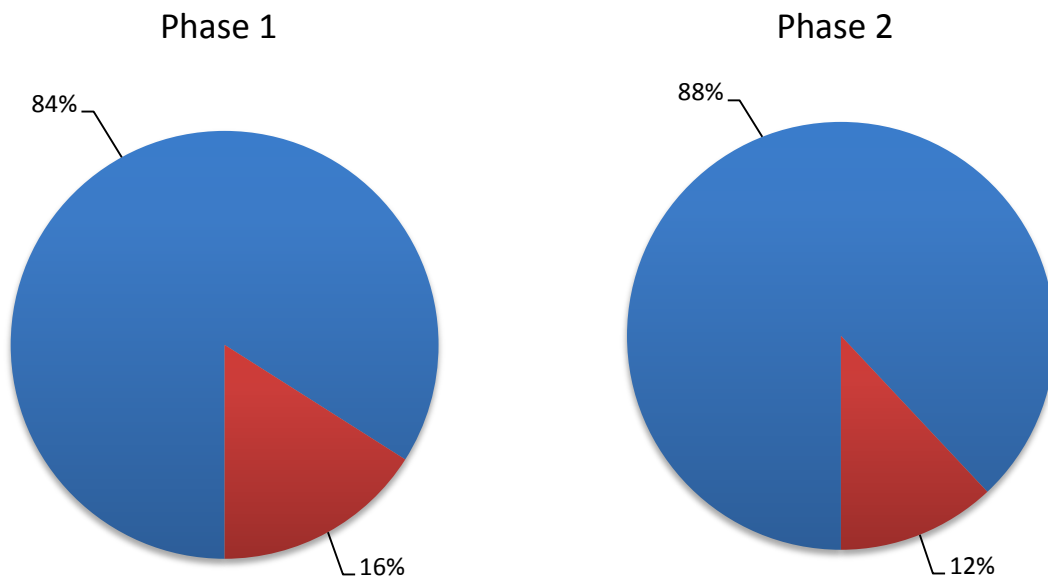
- Buddhist
  - Hindu
  - Muslim
  - No religion
  - Other
- Christian (e.g. Roman Catholic, C of E etc.)
  - Jewish
  - Sikh
  - I'd rather not say



Number of respondents: Phase 1 (2,382), Phase 2 (1,195)

Figure 260

## RAF Schools – Gender

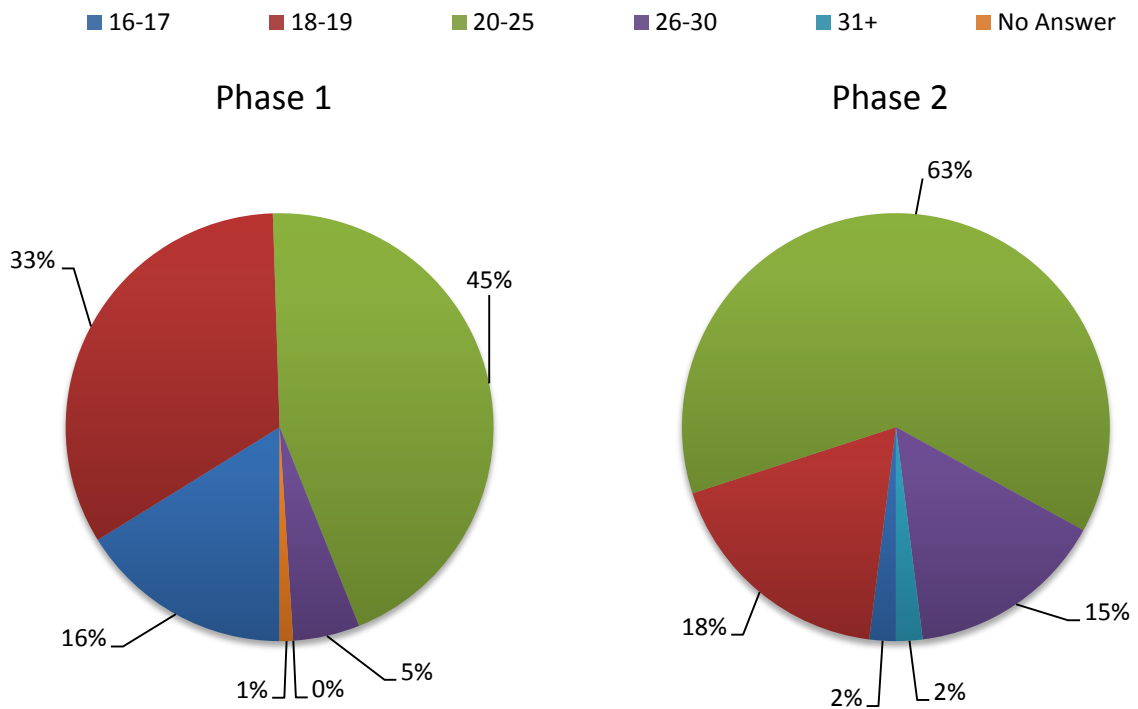


Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 261



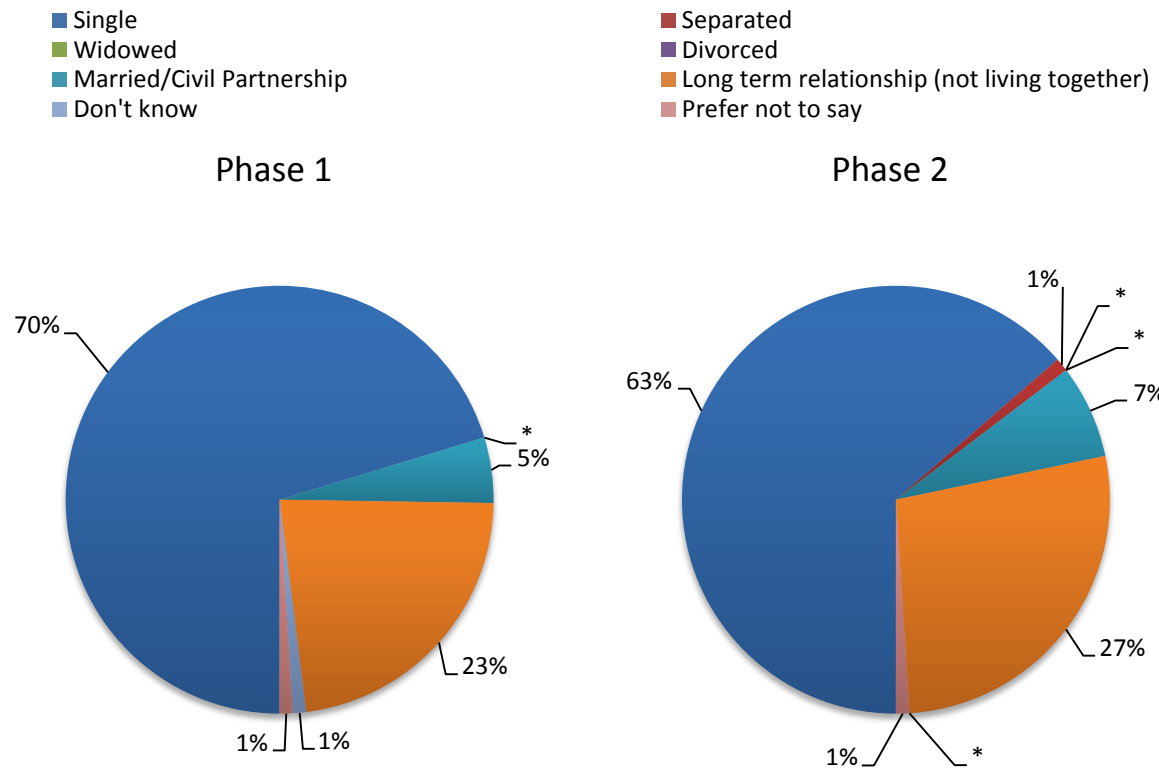
## RAF Schools - Age



Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 262

## RAF Schools – Marital status

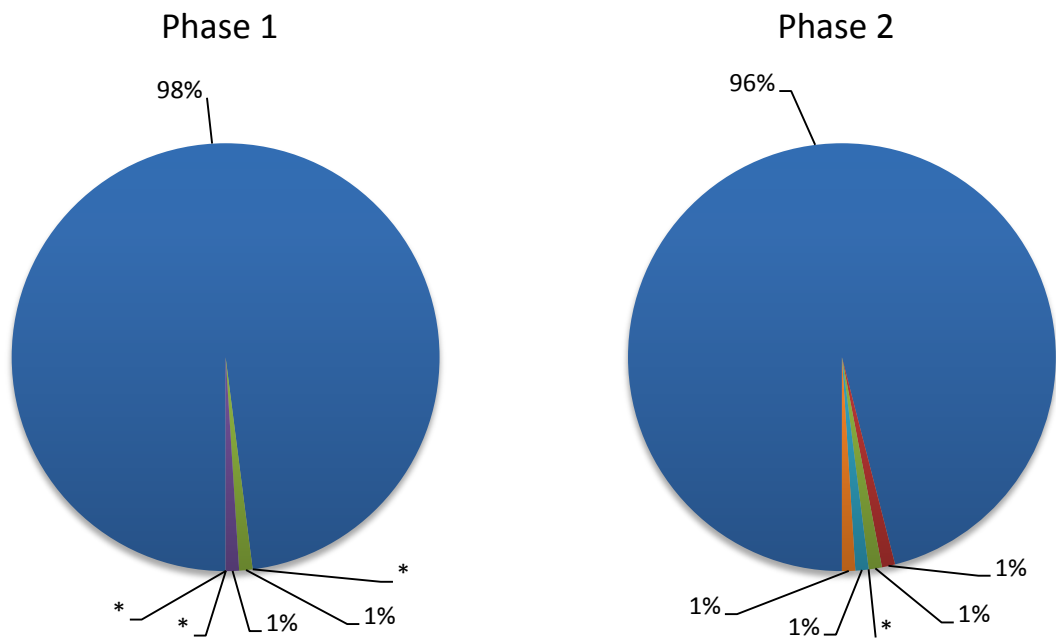


Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 263

## RAF Schools – Sexuality

■ Heterosexual/Straight ■ Gay Man ■ Gay Woman/Lesbian ■ Bisexual ■ Don't know ■ Prefer not to say

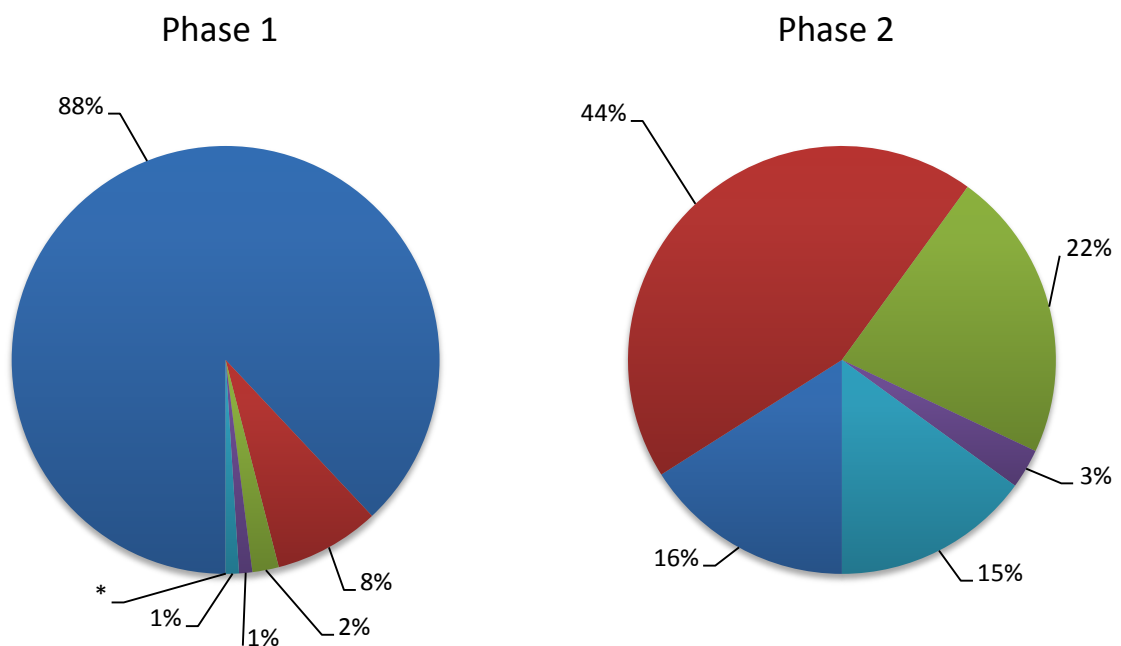


Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 264

## RAF Schools – Length of Service

■ 0-6 Months ■ 7-12 Months ■ 1-2 years ■ 2-3 years ■ More than 3 years ■ No answer



Number of respondents: Phase 1 (1,348), Phase 2 (853)

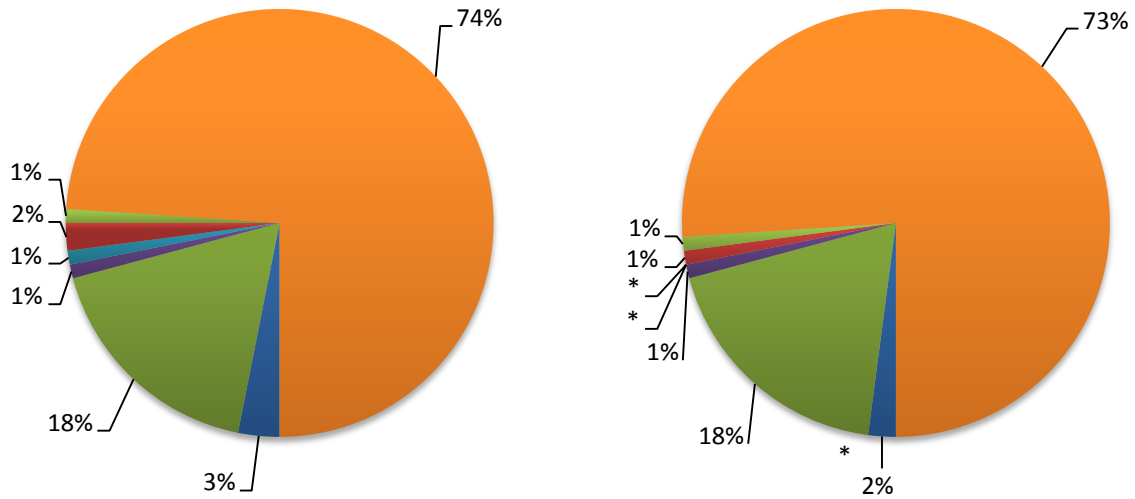
Figure 265

### RAF Schools – Cadet Force

- Army Cadets
- Sea Cadets
- Air Cadets
- CCF
- UOTC
- UAS
- URNU
- TA Army
- RAF Volunteer Service
- RNR
- RMR
- None

Phase 1

Phase 2



Number of respondents: Phase 1 (1,348), Phase 2 (853)

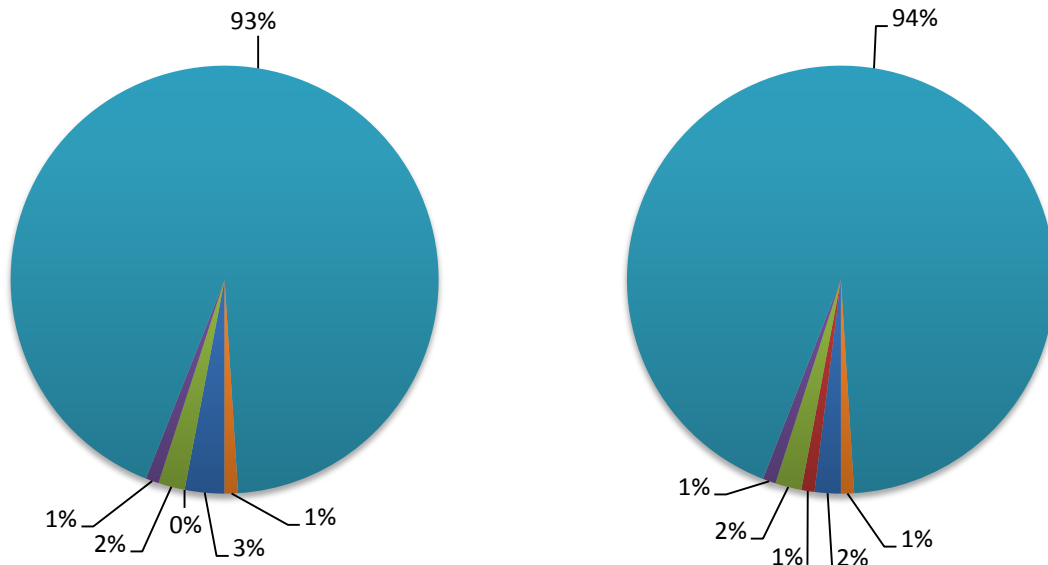
Figure 264

### RAF Schools – Previous Service

- 0-6 Months
- 7-12 Months
- 1-2 years
- 2-3 years
- More than 3 years
- No answer

Phase 1

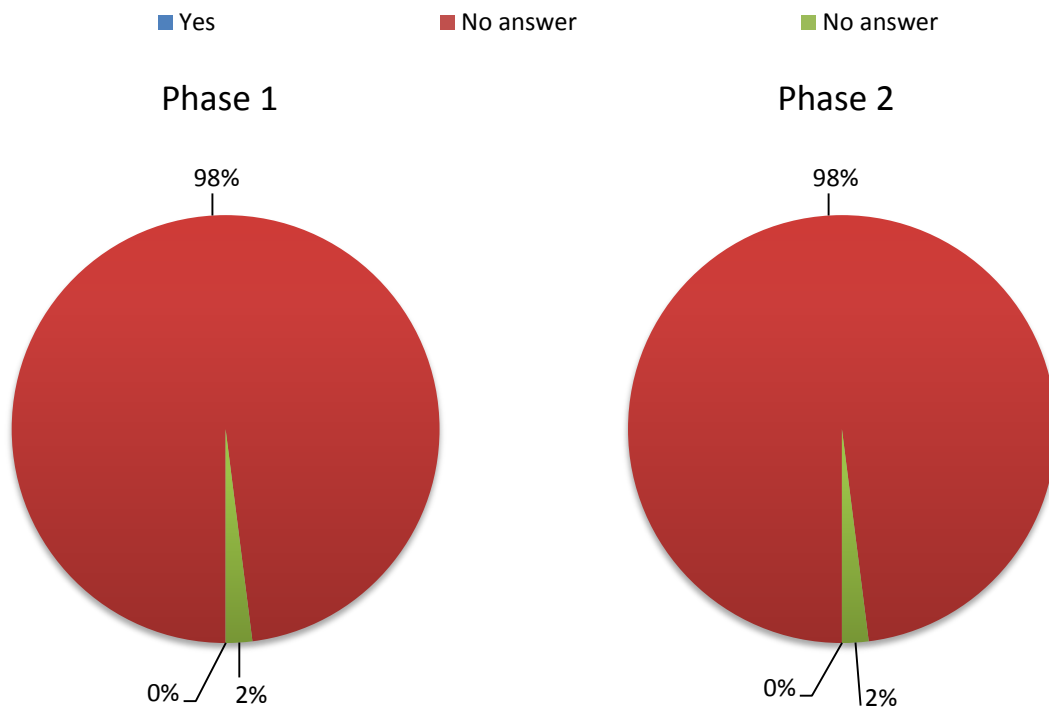
Phase 2



Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 265

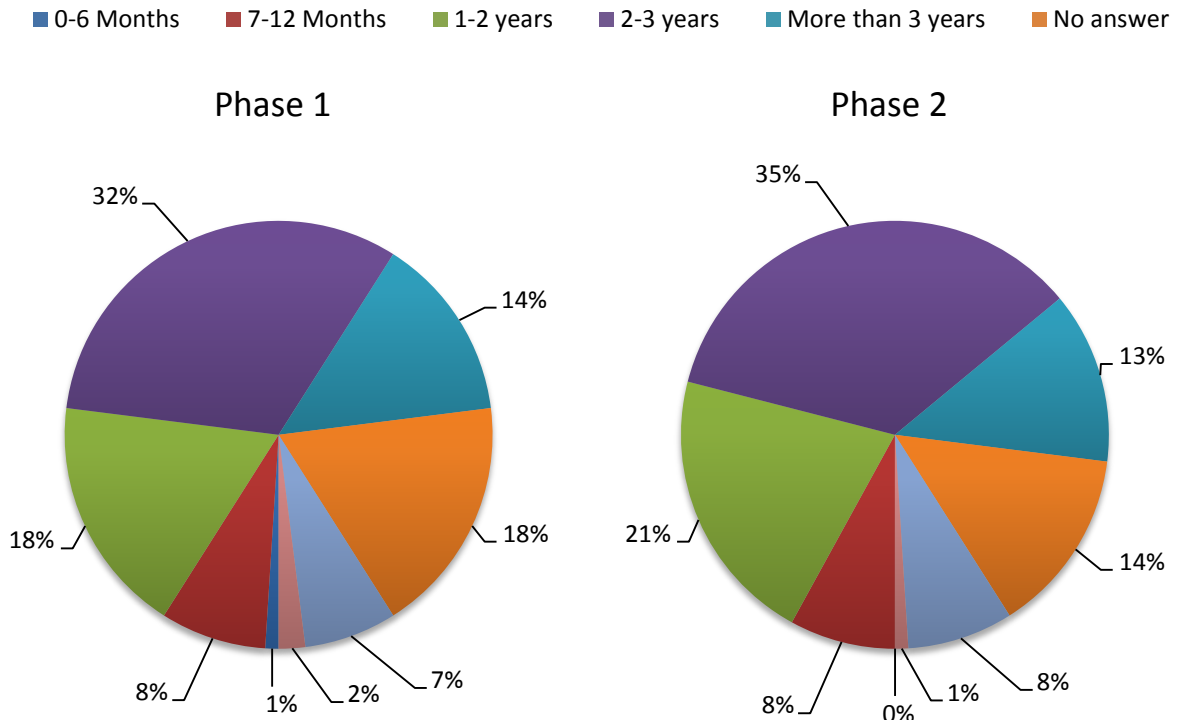
## RAF Schools – Previous service in another country's Armed Forces



Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 266

## RAF Schools – Highest Qualification

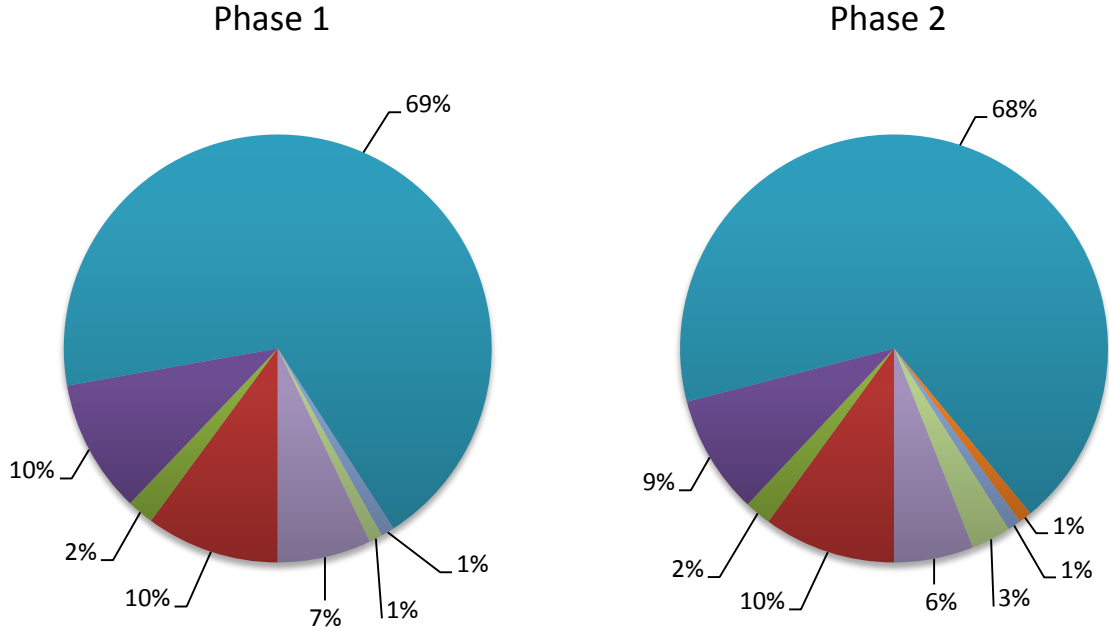


Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 267

## RAF Schools – Highest BTEC

- BTEC Introductory Diploma
  - BTEC National Certificate
  - Ordinary National Diploma
  - Don't Know
- BTEC First Diploma
  - BTEC National Diploma
  - Higher National Certificate
- BTEC National Award
  - Ordinary National Certificate
  - Higher National Diploma

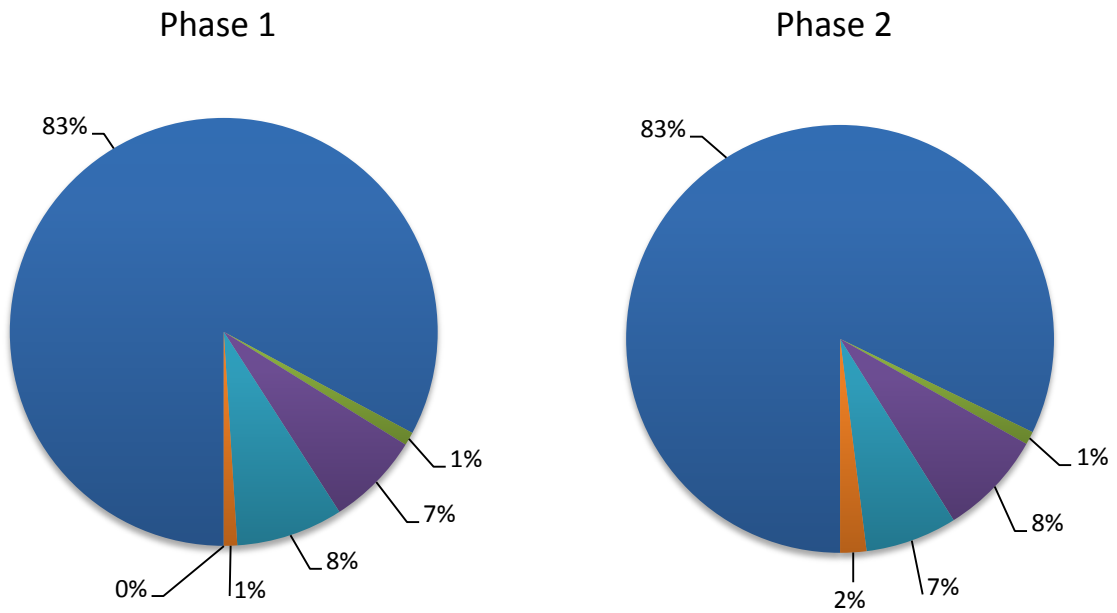


Number of respondents: Phase 1 (241), Phase 2 (120)

Figure 270

## RAF Schools – Where are you from?

- England
- Ireland
- Northern Ireland
- Scotland
- Wales
- Other
- No answer



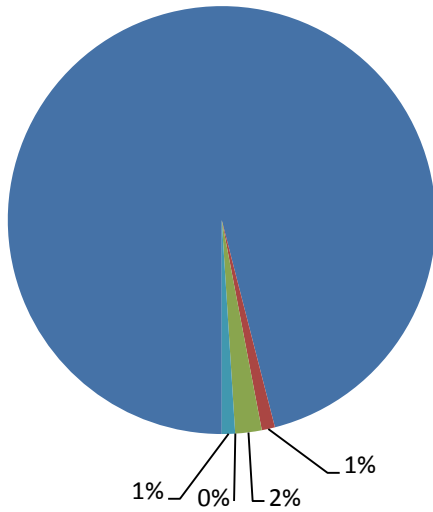
Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 271

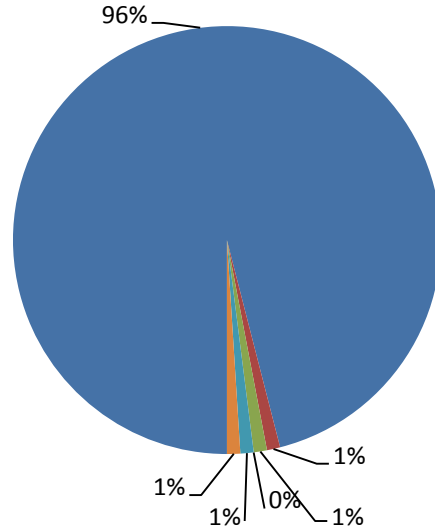
## Navy Schools – Ethnicity

■ White ■ Black/Black British ■ Mixed ■ Asian/Asian British ■ Other ■ Rather not say

Phase 1



Phase 2



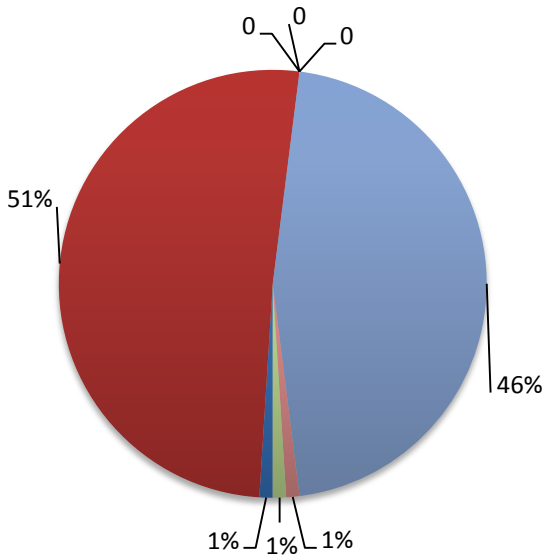
Number of respondents: Phase 1 (241), Phase 2 (120)

Figure 270

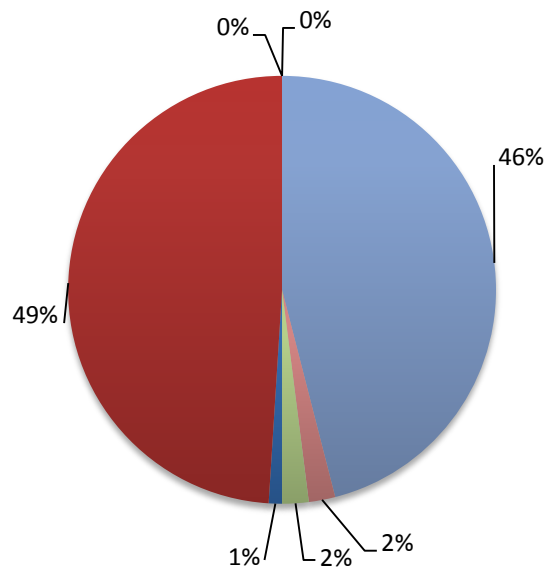
## RAF Schools – Religion

■ Buddhist ■ Hindu ■ Muslim ■ No religion ■ Other ■ Christian (e.g. Roman Catholic, C of E etc.) ■ Jewish ■ Sikh ■ I'd rather not say

Phase 1



Phase 2



Number of respondents: Phase 1 (1,348), Phase 2 (853)

Figure 271

## ANNEX 3: STATISTICAL RELIABILITY

572. Only a sample of the overall 'population' has been surveyed so we cannot be certain that the figures obtained are exactly those that would have been found, had everybody been interviewed (the 'true' values).

573. For any percentage given, however, we can estimate 'confidence intervals' within which the true values are likely to fall. For example; if 50% of our sample of 9,480 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.

574. Similar margins for other percentages and sub-groups of the respondents are given in the following table. It should be remembered that the 'true' finding is much more likely to be towards the centre of the possible range of responses than towards the margins.

575. 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**

	<b>10% or 90% ±</b>	<b>20% or 80% ±</b>	<b>30% or 70% ±</b>	<b>40% or 60% ±</b>	<b>50% ±</b>
<b>Size of Sample on Which Survey Results are Based</b>					
All Phase 1 (9,480)	0.2	0.3	0.4	0.4	0.4
Phase 1 Army schools (5,750)	0.4	0.5	0.5	0.6	0.6
Phase 1 Navy schools (2,382)	0.4	0.5	0.5	0.6	0.6
Phase 1 RAF schools (1,348)	0.8	1	1.2	1.3	1.3
All Phase 2 (5,663)	0.5	0.7	0.8	0.8	0.9
Phase 2 Army trainees (3,606)	0.7	0.9	1.1	1.1	1.2
Phase 2 Navy trainees (1,195)	1	1.4	1.6	1.7	1.7
Phase 2 RAF trainees (853)	0.7	0.9	1.1	1.2	1.2

*Source: Ipsos MORI*