



ARMY

OFFICIAL - SENSITIVE PERSONAL
(When Completed)

FAM 2016

FAMILIES

What matters to you?



As wives, husbands or civil partners of Army personnel, I recognise that your support is invaluable.

The Army strives to support you in areas such as childcare, during deployments, education, employment, housing and healthcare. The Families Continuous Attitude Survey (FAMCAS) helps us to understand what matters to you and how we can do better. Please take this opportunity to tell us what you think; the more responses we receive, the greater the case for change will be.

R M B Nitsch CBE
Major General



A MESSAGE FROM THE ARMED FORCES COVENANT TEAM

I thought it would be worth telling you how much we in the Armed Forces Covenant Team appreciate every survey that is completed.

We are continuing to build up a picture, year on year, of what life is like for those who are spouses or civil partners of Armed Forces personnel. From your survey, and thousands more, we can keep our eyes on where we need to do more through the Covenant, and use this information to bring improvements to Service families at home and abroad.

We produce the Armed Forces Covenant Annual Report that goes before Parliament every year. The Covenant is a promise from the Government and the nation to ensure that Armed Forces personnel, veterans, and their families are treated with fairness and respect. It aims to level the playing field so that the Armed Forces Community has the same opportunity as other citizens, to access public and commercial services. Your answers help us build this report and take action when things should be improved.

I would really encourage you to take this opportunity to tell us what you think. The data from this survey will often be the first step in identifying where something might be going wrong and enabling us to do something about it.

I assure you that your time spent in completing this survey will make a very valuable contribution.

James Franklin
Head of Armed Forces Covenant Team

The key actions the Armed Forces Covenant Team have taken in response to feedback last year are:

Healthcare

- The Armed Forces Covenant Team have worked with the Department of Health to prevent disadvantage in the NHS healthcare.
- Public Health England, published the Military Family pathway document, to help health visitors and school nurses, to improve service delivery, by raising awareness of the needs and challenges Service children may face.

Education

- Funded 40 projects from a £20 million budget to improve childcare support for children from Service families in the UK and Cyprus.
- Allocated £20.7 million for Service Pupil Premium payments to support the needs of 69,000 Service pupils attending state schools in England.
- Further amended the schools admission code for the allocation of state school places in England, so that places can be allocated to Service families in advance of them moving into the area, and to prioritise Service children in the admissions process.
- Issued advice on term time absence for children from Service families to head teachers in England.

Accommodation

- Spent £65 million on upgrading and improving over 5,000 Family Accommodation properties to the highest condition standard.
- Improved the overseas offer for Service families by reducing accommodation charges by roughly 20% and waiving their contributions in lieu of council tax to MOD from April 2016.
- Continued helping Service personnel to get on or stay on the property ladder through the Forces Help to Buy Scheme. Over 5,000 Service personnel have benefited, to the value of £75.7 million.

The wider Covenant

- Spouses and older children of personnel can now claim Jobseeker's Allowance (JSA) as soon as they return to the UK after accompanying service personnel on an overseas tour.
- We worked with mobile phone providers Vodafone, EE, O2 and Three, who have now agreed to allow Service personnel and their families to put their contracts on hold when they are posted overseas.
- We have launched a two year Spousal Employment Support trial for over 600 spouses in the UK and overseas. The project aims to address the causes of disadvantage experienced by Service spouses when seeking employment.

New for 2016

This survey is now available for you to complete online rather than returning this paper copy.

If you would prefer to complete the online version of the survey, please use the following web address:

<https://www.surveys.mod.uk>. Please go to to: **FAMCAS Army 2016.**

To ensure that only families of Army personnel are able to complete the survey, participants are required to input an access code/token before entering the online survey. Please use the serving person's Service number as your access code. If you are dual-serving, please use the Service number of the person to whom this survey was addressed. Please note that the access code is not linked to your responses so it is impossible to link responses to Service personnel. The access code is simply used as a security precaution.

Online survey access code/token: Your serving person's Service number.

Completing the survey online is the quickest and easiest way for you to send us your view. If you have already received an email with the survey link and completed the survey online, please ignore this paper survey.

How to complete the survey

- The Families Continuous Attitude Survey is sent every year to a random selection of Army spouses/civil partners. The questions cover different areas of family life including housing, welfare, facilities and services and your attitudes toward Army life.
- The survey should take about 20 minutes to complete.
- **Please note that the term spouse/civil partner used throughout this survey refers to the serving person that you are married to or in a civil partnership with.**
- Please put a tick in the box next to the answer that best applies to you in your CURRENT situation.
- In a few questions you need to give your answers in numbers. Please write clearly, putting one number in each box provided. For example, years.
- A few questions will require a written answer - please write in **BLOCK CAPITALS**.
- All surveys are **anonymous** and your responses will remain absolutely **confidential**. No attempt will be made to identify you or the serving member of your family. Only civilian researchers outside of the Chain of Command will see the completed surveys.
- Please be aware that this survey is exempt from any subject access requests under the Data Protection Act 1998 due to the anonymity of the data.
- Please note that by completing and posting this survey you have given your consent to participate in this study. However, participation is entirely voluntary and if you choose not to take part this will not disadvantage you or your spouse/civil partner in any way.
- Please complete online or return your survey as soon as possible using the pre-paid envelope provided. Responses must reach us by **3 May 2016**. Please allow sufficient time for postage. If you have any problems or questions regarding the survey please call Rita Hawkshaw on 01264 886044 or alternatively email ArmyPersCap-survey@mod.uk

Thank you for completing this survey

About You

* Your answers to **Q1 & Q2** are vital in allowing us to ensure survey findings are reliable.
Surveys which do not include answers to these questions cannot be counted.

1: Where do you currently live?

- a) England 1 d) Wales 4 g) Other overseas 7
 b) Northern Ireland 2 e) Germany 5
 c) Scotland 3 f) Cyprus 6

2: What is your spouse/civil partner's rank?

- Pte 1 LCpl 2 Cpl 3 Sgt 4 SSgt/CSgt 5 WO2 6 WO1 7
 2nd Lt 10 Lt 20 Capt 30 Maj 40 Lt Col 50 Col 60 1*and above 70

3: Where is your spouse/civil partner currently stationed?

- a) England 1 d) Wales 4 g) Other overseas 7
 b) Northern Ireland 2 e) Germany 5
 c) Scotland 3 f) Cyprus 6

4: Have you moved in the last 12 months?

- a) Yes, for Service reasons 1 b) Yes, for other reasons 2 c) No 3

5: How old are you?

(Please write your age in the box) Years

6: Are you?

- a) Male 1 b) Female 2

7: Have you ever served in the Armed Forces?

- a) Yes, I am still serving as a Regular 1 c) Yes, but I am no longer serving 3
 b) Yes, I am still serving as a Reservist 2 d) No, I have never served 4

8: Do you live separately from your spouse/civil partner during the working week?

- Yes 1 No 2 *If No, please go to question 10*

9: If yes, how often do you see your spouse/civil partner?

- a) Weekly 1 b) Fortnightly 2 c) Monthly 3
d) Less than monthly 4 e) Other 5

10: In the past 12 months approximately how much time has your spouse/civil partner spent away from home for Service reasons?

- a) Not been away 1 b) Up to 1 month 2 c) Up to 3 months 3 d) Up to 6 months 4
e) Up to 9 months 5 f) Up to 12 months 6 g) Not applicable 7

Electoral Registration

11: Are you currently registered to vote? (Please choose one)

a) Yes, and I registered without difficulty 1

b) Yes, but I had some difficulty registering 2

c) No, I chose not to register 3

d) No, I was not able to register 4

e) Don't know 5

f) Prefer not to say 6

} *If No, please go to question 13*

If Don't know, please go to question 13

If Prefer not to say, please go to question 13

12: If you are registered, which registration option did you use? (Please choose one)

a) I'm registered as an ordinary/residential voter - registered for one year, via the annual update of voters (annual canvass) 1

b) I'm registered as a Service voter - registered for five years, via a service declaration 2

c) I'm registered as an overseas voter - registered for one year, in the same way as a non-forces British citizen living overseas 3

d) Don't know 4

Health Care

In this section we wish to ask about the provision of healthcare services for Service families (excluding any serving personnel).
If you and your spouse/civil partner are both currently serving in the Armed Forces and have no children, please go to Q17.

13: In the last 12 months have you/your children been able to access the following healthcare services?

	Yes, without difficulties	Yes, but with some difficulties	No, I was unable to	No, I did not need to
a) Dental treatment	<input type="text"/> 1	<input type="text"/> 2	<input type="text"/> 3	<input type="text"/> 4
b) GP (including Nurse/Midwife etc)	<input type="text"/> 1	<input type="text"/> 2	<input type="text"/> 3	<input type="text"/> 4
c) Mental Health treatment	<input type="text"/> 1	<input type="text"/> 2	<input type="text"/> 3	<input type="text"/> 4
d) Hospital or specialist services (including orthodontist)	<input type="text"/> 1	<input type="text"/> 2	<input type="text"/> 3	<input type="text"/> 4

Please use the text box at the end of the survey to tell us about the difficulties you may have encountered.

Please only complete the following question if you have moved within the last 12 months. If you have not moved, please go to Q17.

14: If you/your children were undergoing a course of treatment with any of the following services at the time of your move, were you/your children able to continue the treatment in your new location?

	Yes, without difficulties	Yes, but with some difficulties	No, I was unable to continue treatment	Not applicable - not undergoing treatment
a) Dental treatment	<input type="text"/> 1	<input type="text"/> 2	<input type="text"/> 3	<input type="text"/> 4
b) GP (Including Nurse/Midwife etc)	<input type="text"/> 1	<input type="text"/> 2	<input type="text"/> 3	<input type="text"/> 4
c) Mental Health treatment	<input type="text"/> 1	<input type="text"/> 2	<input type="text"/> 3	<input type="text"/> 4
d) Hospital or specialist services (Including orthodontist)	<input type="text"/> 1	<input type="text"/> 2	<input type="text"/> 3	<input type="text"/> 4

15: In the last 12 months have you or any of your children been on a waiting list for an operation/ consultants appointment?

Yes 1 No 2 *If No, please go to question 17*

16: If yes, was the waiting time increased as a result of moving?

Yes 1 No 2 Don't know 3 Not Applicable 4

Childcare & Children's Education

17: Do you have any children?

Yes 1 No 2 *If No, please go to question 32 in the next section*

18: If yes, how many children do you have? (Please write the number of children in each box. If you do not have children in that age group, please insert '0')

a) Under 5 years 1 b) 5-11 years 2 c) 12-17 years 3
d) 18 years or older, in full time education 4 e) 18 years or older, not in full time education 5

19: Have you needed early years (children between 0-4 years) childcare in the last 12 months?

Yes 1 No 2 *If **No**, please go to question 23*

20: If yes, have you been able to access early years (0-4 years) childcare?

Yes 1 No 2 *If **Yes**, please go to question 22*

21: If no, you could not access early years (0-4 years) childcare, what difficulties did you have? (Please specify)

22: How satisfied or dissatisfied are you with the following aspects of your local early years (0-4 years) childcare facilities?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
a) Access (e.g. distance, transportation, waiting lists)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Quality	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Cost	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) Opening hours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

23: Do you have any children of school age?

Yes 1 No 2 *If **No**, please go to question 32 in the next section*

24: Have you needed before or after school care for school age children in the last 12 months? (e.g. breakfast clubs, after school clubs, child-minder pickups etc.)

Yes 1 No 2 *If **No**, please go to question 26*

25: How satisfied or dissatisfied are you with the following aspects of your local before and after school care?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
a) Availability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Quality	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

26: Please tell us the number of children you have at each type of school:*(If you do not have any children at the type of school described please insert '0')*

- a) State school 1 b) State boarding school 2 c) Service school 3
- d) Independent day school 4 e) Independent boarding school 5 f) Other 6

27: Do you receive CEA (Continuity of Education Allowance)?

- Yes 1 No 2

28: Whether you use it or not, is CEA an important part of the Army employment package?

- Yes 1 No 2 Not sure 3

29: Did you experience any of the following difficulties with your children's schooling in the last 12 months?*(Tick all that apply)*

- a) I did not experience any difficulties 1 h) Children could not attend same school together 1
- b) Insufficient transportation to school 1 i) Obtaining support for Special Educational Needs (SEN) 1
- c) Distance to school 1 j) School admission application period did not coincide with notification of assignment 1
- d) Getting a place at the school of your choice 1 k) Local Authority was unsupportive 1
- e) Getting enough information about schools in your area 1 l) Continuing your children's education without a gap 1
- f) Not enough places at your local school 1 m) Differences in syllabus 1
- g) Unsuitable educational standard of local school 1 n) Other difficulty 1

*Please use the box at the end of the survey to tell us of any other difficulties.***30: Did any of your child(ren) have to change school in the last 12 months?**

- Yes, for Service reasons 1 Yes, for other reasons 2 No 3 *If No, please go to question 32 in the next section*

31: If yes, please can you tell us how many children moved to each type of school and how many got their 1st choice of school *(Please write the number of children in each box. If none, please insert '0')*

- | | Primary | Secondary School |
|--|----------------------|----------------------|
| a) Number of children who moved to a new school | <input type="text"/> | <input type="text"/> |
| b) Number of children who got their 1st choice of school | <input type="text"/> | <input type="text"/> |

Accommodation

32: Do you own your own home?

- a) Yes, I am living in it 1 b) Yes, but not living in it 2 *If Yes, please go to question 33*
- c) No 3 d) No, but I am currently saving up to buy a home in the future 4 *If No, please go to question 34*

33: If you currently own your own home, why did you decide to buy it? (Tick all that apply)

- a) Stability for self and family 1 d) Poor standard of Service family accommodation 1
- b) To take advantage of allowances to live in our own home 1 e) Poor location of Service family accommodation 1
- c) For financial investment or to rent out 1 f) For resettlement 1

34: If you don't own your own home, which of the following statements apply to you? (Tick all that apply)

- a) I/we don't want to own a home at this stage in my/our life/career(s) 1 f) I/we can't afford to buy a suitable home at the moment 1
- b) Living in Service accommodation is better suited to my family's needs at present 1 g) I/we wouldn't be able to live in the home 1
- c) I/we want to be able to move with my spouse/civil partner when he/she is posted 1 h) I/we had difficulties getting a mortgage 1
- d) I/we don't want to buy a home where we are currently located 1 i) Other reason 1
- e) I am expecting my spouse/civil partner to be posted overseas or to an area where I/we don't want to buy a home 1

35: What type of accommodation do you live in during the working week? (Tick one box only)

- a) Service Family Accommodation (SFA) 1 e) Property I/we own 5
- b) Substitute Service Family Accommodation (SSFA) 2 f) Privately rented accommodation 6
- c) Single Living Accommodation (SLA) 3 g) Other accommodation 7
- d) Substitute Service Single Accommodation (SSSA) 4
Formerly SSLA

36: What type of accommodation would you prefer to live in during the working week? (Tick one box only)

- a) Service Family Accommodation (SFA) 1 e) Property I/we own 5
- b) Substitute Service Family Accommodation (SSFA) 2 f) Privately rented accommodation 6
- c) Single Living Accommodation (SLA) 3 g) Other accommodation 7
- d) Substitute Service Single Accommodation (SSSA) 4
Formerly SSLA

37: If you live in SFA or SSFA, how satisfied or dissatisfied are you with each of the following?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ Not applicable
a) The overall standard	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) The value for money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) The response to requests for maintenance/repair	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d) The quality of maintenance/repair work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e) How fairly Service accommodation is allocated	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f) The security of your SFA/SSFA	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
g) The cleanliness of your accommodation when moving in	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Employment

38: In the last 12 months have you or anyone in your family experienced difficulties with the following as a result of Service life?

	Yes	No	Not applicable
a) Accessing Further or Higher Education	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b) Continuing a course previously started	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

39: In the last 12 months have you or your family accompanied your spouse/civil partner on overseas assignments?

Yes 1 No 2 *If No, please go to question 41*

40: If yes, were you able to:

	Yes, without difficulty	Yes, with difficulty	No, I was not able to	No, I did not need to
a) Obtain paid employment overseas?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b) Access Service-provided information before moving overseas?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

41: What is your current employment status? (Tick all that apply)

- a) In full-time employment 1
- b) In part-time employment 1
- c) Self employed 1
- d) Homemaker/parent at home 1
- e) Not employed - seeking employment 1
- f) Not employed - not seeking employment 1
- g) In full-time education/personal development 1
- h) In part-time education 1
- i) My immigration status means that I am unable to work 1
- j) Not applicable 1

42: If employed, what is the main reason why you do your current job? (Tick one box only)

- a) For my career 1
- b) For financial reasons 2
- c) I enjoy this work 3
- d) There are limited employment opportunities where I live 4
- e) It fits in with my family life 5
- f) Other 6

43: What effect has Service life had on your career progression?

- a) Very positive 1
 - b) Positive 2
 - c) Neither positive nor negative 3
 - d) Negative 4
 - e) Very negative 5
 - f) Not applicable 6
- If **Very positive/Positive**
Neither positive nor negative,
please go to question 45*
- If **Negative/Very negative**,
please go to question 44*
- If **Not applicable**, please go
to question 45*

44: If Service life has had a negative/very negative effect on your career progression, was it because of any of the following? (Tick all that apply)

- a) Having the main responsibility for childcare 1
- b) Access to childcare 1
- c) Frequent moves with Service postings 1
- d) Location of Service postings 1
- e) Other - please specify below 1

45: If you have a job, how satisfied are you with the following:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Not applicable
a) Your job overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) Your qualifications match your job	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c) Your job matches your skills and experience	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

46: Have you been looking for a job in the last 12 months?

- Yes 1 No 2 *If **No**, please go to question 49 in the next section*

47: If yes, did you have any difficulty finding suitable employment?

- Yes 1 No 2 *If **No**, please go to question 49 in the next section*

48: If you experienced difficulty finding suitable employment, was it because of any of the following?
(Tick all that apply)

a) A lack of relevant qualifications 1

b) Your employment history (i.e. changing jobs frequently) 1

c) Being overseas with your spouse/civil partner 1

d) Having a spouse/civil partner who is often away 1

e) Having a spouse/civil partner in the Armed Forces 1

f) Access to affordable and quality childcare 1

g) Other - please specify below 1

Deployment

49: Do you know where to go for Service-provided welfare support and information while your spouse/civil partner is on an operational tour?

Yes 1 No 2 Not applicable 3

50: What is your view of operational tours?

	Too often	About right	Not often enough
a) Frequency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
	Too long	About right	Too short
b) Length	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

51: When was your spouse or civil partner's last operational tour?

a) Currently on operational tour 1

b) In the last 12 months 2

c) 1 to 2 years ago 3

d) 3 to 4 years ago 4

e) More than 5 years ago 5 *If **More than 5 years**, please go to question 55 in the next section*

f) Not applicable 6 *If **Not applicable**, please go to question 55 in the next section*

52: How satisfied were you with the following BEFORE your spouse/civil partner's most recent operational tour? (Tick one box per line)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Did not use
a) Welfare support you used (e.g. information, Padre, support staff, welfare organisations, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) Direct contact and support from your spouse/civil partner's Chain of Command/Unit	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) Facilities and events to meet with other spouses and families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

53: How satisfied were you with the following DURING your spouse/civil partner's most recent operational tour? (Tick one box per line)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Did not use
a) Welfare support you used (e.g. information, Padre, support staff, welfare organisations, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) Direct contact and support from your spouse/civil partner's Chain of Command/Unit	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) Facilities and events to meet with other spouses and families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d) Lines of communication with your spouse/civil partner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

54: How satisfied were you with the following AFTER your spouse/civil partner's most recent operational tour?
(Tick one box per line)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Did not use
a) Welfare support you used (e.g. information, Padre, support staff, welfare organisations, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) Direct contact and support from your spouse/civil partner's Chain of Command/Unit	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) Facilities and events to meet with other spouses and families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Welfare

55: If you or your family have used them in the last 12 months, how satisfied are you with the following aspects of Service provided welfare?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Did not use
a) Contact from your Unit Welfare Officer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) Army Welfare Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) Children's Educational Advisory Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d) HIVE Information Office	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

56: Please provide more detail on your answers to question 55.

Armed Forces Covenant

57: Which of these best sums up your awareness of the Armed Forces Covenant?

- a) I've never heard of it 1
- b) I've heard of it but know nothing about it 2
- c) I've heard of it and know a little about it 3
- d) I've heard of it and know a lot about it 4

For detail of the Covenant go to: <https://www.gov.uk/government/policies/armed-forces-covenant>

58: How advantaged or disadvantaged do you feel when you compare yourself to the general public on these key Covenant issues? (Tick one box per line)

	Very advantaged	Advantaged	Neither advantaged nor disadvantaged	Disadvantaged	Very disadvantaged	Don't know
a) Housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) Education	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) Healthcare	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

59: Are there any other areas in which you feel particularly advantaged when compared to the general public?

60: Are there any other areas in which you feel particularly disadvantaged when compared to the general public?

61: How positive or negative do you feel about the following aspects of Service family life?

	Very positive	Positive	Neither positive nor negative	Negative	Very negative	Not applicable
a) Effect on my career	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b) Effect on my children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c) Army provided facilities (housing, Messes etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d) Effect on relationship with my spouse/civil partner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e) Number of house moves	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f) Family income/allowances	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
g) Knowing other military families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
h) Community support for my family (HIVE, Chaplaincy, Community Support Officer)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
i) Amount of separation from spouse/civil partner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
j) Prospects of buying own home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
k) Opportunities for travel	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
l) Pride in my spouse/civil partner being in the Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
m) Job security	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

62: As a member of the wider Armed Forces Community, I feel respected by society at large:

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

63: How many times in the last 12 months have you:

	All the time	A lot	Sometimes	Occasionally	Never
a) Encouraged your spouse/civil partner to stay in the Army	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Encouraged your spouse/civil partner to leave the Army	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

64: How would you feel if your spouse/civil partner chose to leave the Army sooner than planned?

Very happy	Quite happy	No different	Quite unhappy	Very unhappy	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

As part of measuring well-being we are interested to understand how satisfied you are in general with life. Questions 65 to 68 are not specifically about Service family life but about your life in general.

65: Overall, how satisfied are you with your life nowadays?

Not at all											Completely
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

66: Overall, how happy did you feel yesterday?

Not at all											Completely
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

67: Overall, how anxious did you feel yesterday?

Not at all											Completely
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

68: Overall, to what extent do you feel the things you do in your life are worthwhile?

Not at all											Completely
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

69: Overall, how satisfied are you with Service family life?

Not at all											Completely
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Feedback

70 : Please add any comments you wish to make about any other Service-related issues you have faced in the last 12 months.

Which area(s) does your comment relate to? (Tick all that apply)

- | | | | | | |
|-------------------------|--------------------------|---|--------------------------|--------------------------|---|
| a) Healthcare | <input type="checkbox"/> | 1 | h) My education | <input type="checkbox"/> | 1 |
| b) Children's education | <input type="checkbox"/> | 1 | i) Home move | <input type="checkbox"/> | 1 |
| c) Childcare | <input type="checkbox"/> | 1 | j) Family relationships | <input type="checkbox"/> | 1 |
| d) Housing | <input type="checkbox"/> | 1 | k) Finance/family income | <input type="checkbox"/> | 1 |
| e) Employment/my career | <input type="checkbox"/> | 1 | l) Service community | <input type="checkbox"/> | 1 |
| f) Deployment/postings | <input type="checkbox"/> | 1 | m) Other issues | <input type="checkbox"/> | 1 |
| g) Welfare | <input type="checkbox"/> | 1 | | | |

Thank you for taking the time to complete this survey

Please find below a list of useful contact points for your information:

Army Families Federation - An independent organisation that voices the concerns of Army families and works towards improving the quality of life for Army families.
Tel: +44 (0)1980 615525 or visit www.aff.org.uk

Children's Educational Advisory Service - An MoD Service, independent of the Chain of Command, set up to provide information, advice and support for Armed Services families about issues relating to the education of their children.
Tel: +44 (0)1980 618244 or Email: enquiries@ceas.detsa.co.uk

Confidential Support Line - Personal, confidential and independent support and advice.
Open 10.30am - 10.30pm (UK local time), everyday.
Tel: (UK) 0800 7314880, (Germany) 0800 1827395, (Cyprus) 800 91065,
(Worldwide) +44 (0)1980 630854, (Operational Theatres via Paradigm) *201

HIVE - Help, information and sign posting to professional support agencies.
Tel: +44 (0)1722 436498

HQ Army Welfare Service - Provides specialist welfare support to serving soldiers and their families. Open 9am - 5pm (UK local time), Mon-Fri.
Tel: 94222 7586 or +44 (0)1252 787586 or Email: AWS-HQ-0MAILBOX@mod.uk

Joint Service Housing Advice Office - Focal point for housing information and advice.
Tel: +44 (0)1722 436575

Armed Forces Covenant Website -
<https://www.gov.uk/government/policies/armed-forces-covenant>

Please return this survey no later than 3 May 2016 in the enclosed return envelope

