

Recruit Trainee Survey 2017-18



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DISTRIBUTION

ACTION

- MOD TESRR

INFORMATION

- NAVY COMMAND
- LAND FORCES
- AIR COMMAND

IPSOS MORI QUALITY

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



Executive Summary



Key points

- In total, 4,964 Phase 1 Army recruits completed the survey in 2017, representing 69% of all Army recruits going through the pipeline. Results were generally consistent to those recorded in 2016, and any gains (six areas) have been broadly matched by an equal number of falls (seven areas).

Recruitment and Preparing for Training

- Continuing the trend recorded in 2016, a number of aspects in this section continued to improve, with gains for the recruitment process (67% to 73%) and higher agreement that the information prior to arrival provided an accurate picture of training (47% to 52%) and was useful and accurate about what was involved (60% to 64%).

Facilities

- A more mixed picture was recorded for this section. There were gains for internet access (69% to 73%) and time to eat meals (52% to 56%). However, in contrast, there were falls for things to do when off duty on site (54% to 51%), and food (38% to 34%). Following an improvement last year, there has been a fall in laundry facilities to the lowest level recorded (55% to 47%).

Support

- Bucking the trend recorded in 2016, there were two falls in this section; opportunity to talk privately with Chaplains/Padre (79% to 74%) and availability of staff for problems out of training hours (92% to 91%, a small decline but this remains consistently above 90%).

Fairness

- Scores in this section remained constant, excepting for knowledge of how to complain about bad or unfair treatment which dropped marginally (89% to 88%).

Setbacks during training

- No changes were recorded for this section.

General

- Whilst on the whole Army recruits were positive about their training experiences, there was a drop for the overall satisfaction with the training experience (86% to 83%). Conversely, however, more Army recruits felt they received regular feedback on their performance (71% to 74%).



ARMY PHASE 1 EXECUTIVE SUMMARY

Phase 1 Army Recruits



Key areas of change

Gains	% 2016-17	% 2017-18
RECRUITMENT AND PREPARING FOR TRAINING		
Satisfaction with recruitment process	67	73
Information...gave me an accurate picture of training	47	52
Information...useful & accurate about what was involved	60	64
FACILITIES AND AMENITIES		
Internet access	69	73
Time to eat meals	52	56
GENERAL		
Received regular feedback on performance	71	74

Falls	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Things to do when off duty on site	54	51
Laundry facilities	55	47
Food	38	34
SUPPORT		
Opportunity to talk privately with Chaplains/Padre	79	74
Availability of staff for problems out of training hours	92	91
FAIRNESS		
Know how to complain	89	88
GENERAL		
Overall satisfaction with training experience	86	83





Key points

- In total, 1,857 Phase 1 Royal Navy recruits completed the survey in 2017, representing 76% of all Royal Navy recruits going through the pipeline.
- Responses from Royal Navy Phase 1 recruits were generally stable, with three gains against eight falls.

Recruitment and Preparing for Training

- Measures in the recruitment section remained unchanged since 2016 except for higher agreement that the information prior to training provided an accurate picture of life at the unit (47% to 52%).

Facilities

- There were two gains in this section and four falls. Ratings improved for time for essential personal administration (50% to 55%), and personal kit (77% to 81%). In contrast, ratings fell for living accommodation (51% to 46%), access to IT for personal use (53% to 46%), and learning centre to study after hours (47% to 41%). Following a large improvement last year, ratings for internet access fell (67% to 63%).

Support

- Results were consistent for the support section excepting for one fall; a drop in the proportion who claimed there was someone to go to for personal or emotional problems (91% to 88%).

Fairness

- As with the support section, results for fairness were consistent excepting for one fall: a drop in the proportion who know how to complain about poor or unfair treatment (89% to 86%).

Setbacks during training

- No changes were recorded for this section.

General

- Whilst on the whole Royal Navy recruits were positive about their training experiences, there was a drop for the overall satisfaction with the training experience (86% to 83%). Furthermore, there was also a fall in the proportion who agreed that they enjoyed this phase of training (76% to 72%).



ROYAL NAVY PHASE 1 EXECUTIVE SUMMARY

Phase 1 Royal Navy Recruits



Key areas of change

Gains	% 2016-17	% 2017-18
PREPARING FOR TRAINING		
Information...gave me an accurate picture of life at unit	47	52
FACILITIES AND AMENITIES		
Time for essential personal administration	50	55
Personal kit	77	81

Falls	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Living accommodation	51	46
Access to IT for personal use	53	46
Internet access	67	63
Learning centre to study after hours	47	41
SUPPORT		
Someone to go to for personal or emotional problems	91	88
FAIRNESS		
Know how to complain	89	86
GENERAL		
Overall satisfaction with training experience	86	83
Enjoyed this phase of training	76	72



Key points

- In total, 1,601 Phase 1 RAF recruits completed the survey in 2017, representing 86% of all RAF recruits going through the pipeline.
- Scores mostly remained stable however there were a number of positive gains particularly in the facilities and amenities section. Overall there were eight gains and six falls.

Recruitment and Preparing for Training

- There were no changes in this section and scores remained stable against 2016.

Facilities

- This section saw 4 gains and 3 falls. Gains were made for time for essential personal administration (38% to 48%), and learning centre to study after hours (23% to 33%). Access to IT for personal use (47% to 56%) and internet access (22% to 65%) both recovered following dips last year. There was a fall for things to do when off duty on site (33% to 27%). Food (41% to 25%) and dental care (88% to 80%) also fell following improvements in 2016.

Support

- One gain and one fall were recorded. The gain was for opportunity to keep in contact with family and friends (61% to 79%), offset by the fall in the opportunity to talk privately with the Chaplains/Padre (76% to 66%).

Fairness

- Scores were either consistent or improved in the fairness section. An uplift was recorded for complaints dealt with in a fair manner (58% to 64%) and I was treated fairly (89% to 92%).

Setbacks during training

- There was a fall in proportion who claimed to be ill or injured during training and reported it (41% to 35%, returning to a similar level to that seen in 2015).

General

- Whilst on the whole RAF recruits were positive about their training experiences, there was a drop for the overall satisfaction with the training experience (85% to 80%). That said, there was a gain in the proportion who agreed that they felt challenged (90% to 93%).

Key areas of change

Gains	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Time for essential personal administration	38	48
Access to IT for personal use	47	56
Internet access	22	65
Learning centre to study after hours	23	33
SUPPORT		
Opportunity to keep in contact with family and friends	61	79
FAIRNESS		
Complaints dealt with in a fair manner	58	64
I was treated fairly	89	92
GENERAL		
I felt challenged	90	93

Falls	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Things to do when off duty on site	33	27
Dental care	88	80
Food	41	25
SUPPORT		
Opportunity to talk privately with Chaplains/Padre	76	66
SETBACKS DURING TRAINING		
Ill or injured during training and reported it	41	35
GENERAL		
Overall satisfaction with training experience	85	80



Key points

- In total, 3,895 Phase 2 completed surveys were received from Army trainees, representing a response rate of 34%.
- Responses from Army Phase 2 trainees were generally stable, with three gains against eight falls.

Recruitment and Preparing for Training

- There were no changes in this section and scores remained stable against 2016.

Facilities

- Ratings in this section showed some positive change with three against one fall. The largest uplift was the rating of personal kit (70% to 77%). Trainees were also more positive about internet access (54% to 59%), and the learning centre to study after hours (53% to 57%). Standard of living accommodation was the one area where a fall was recorded (70% to 66%) following an improvement in 2016.

Support

- A drop in ratings was found for three areas within the support section; support for learning difficulties (94% to 85% - bringing it back in line with 2015 ratings), the opportunity to talk privately with training staff (90% to 86%) as well as the opportunity to talk privately with the Chaplains or Padre (83% to 76%), which had seen an improvement in 2016.

Fairness

- Results were consistent for support with the exception of one fall, there was a decline in the proportion of trainees who claimed to know how to complain about bad or unfair treatment (90% to 88%).

Setbacks during training

- There were no changes recorded in this section.

General

- There were three falls in this section. A lower proportion of trainees felt life in the Army was much better or better than they had expected prior to joining (from 57% to 53%). Also the proportion of trainees hoping to make a career in the Service dropped (72% to 68%) along with the proportion who would recommend joining the Army to others (84% to 82%, showing a gradual decline since 2015).





Key areas of change

Gains	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Internet access	54	59
Learning centre to study after hours	53	57
Personal kit	70	77

Falls	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Standard of living accommodation	70	66
SUPPORT		
Support for learning difficulties	94	85
Opportunity to talk privately with training staff	90	86
Opportunity to talk privately with Chaplains/Padre	83	76
FAIRNESS		
Know how to complain about bad or unfair treatment	90	88
GENERAL		
Life in Service compared to expectations	57	53
Hope to make career in Service	72	68
Recommend joining Service to others	84	82





Key points

- In total, 1,349 Phase 2 completed surveys were received from Royal Navy trainees, representing a response rate of 35%.
- There has been one gain this year and seven falls.

Recruitment and Preparing for Training

- There were no changes in this section and scores remained stable against 2016.

Facilities

- There was one gain in this section, offset by four falls. The gain recorded an improvement in the proportion of Royal Navy trainees who rated the laundry facilities positively (53% to 59%). The falls were for ratings of things to do when off site/locally (60% to 55%), time for essential personal administration (76% to 69%), training facilities (88% to 84%), and the option to comment on the food (80% to 74%).

Support

- There was one fall in 2017. This was for the opportunity to talk privately with the Chaplains/Padre (90% to 85%).

Fairness

- There has been a fall in the proportion of trainees who believe complaints are dealt with in a fair manner (73% to 67%).

Setbacks during training

- This section remained stable, with no changes recorded in 2017.

General

- There has been a fall in the proportion of Phase 2 Royal Navy trainees who felt that military staff uphold the core values (84% to 80%).



ROYAL NAVY PHASE 2 EXECUTIVE SUMMARY

Phase 2 Royal Navy Recruits



Key areas of change

Gains	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Laundry facilities	53	59

Falls	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Things to do when off duty off site/locally	60	55
Time for essential personal administration	76	69
Training facilities	88	84
Option to comment on Pay as You Dine food	80	74
SUPPORT		
Opportunity to talk privately with Chaplains/Padre	90	85
FAIRNESS		
Believe complaints are dealt with in a fair manner	73	67
GENERAL		
Military staff uphold core values	84	80

Key points

- In total, 1,004 Phase 2 completes were received from RAF trainees, representing a response rate of 39%.
- Results in 2017 were relatively stable, with the exception of two gains and three falls.

Recruitment and preparation for training

- A higher proportion of recruits had a gap of more than one week without activity or leave compared with 2016 (49% to 56%, returning to a similar level seen in 2015).

Facilities

- Results in this section recorded two gains and one fall. There were improvements in the ratings for dental care (67% to 75%) and food (40% to 46%) but a fall for laundry facilities (53% to 46%, returning to the same level of 46% seen in 2015).

Support

- Results in this section were mainly stable in 2017, excepting for a lower proportion of trainees with learning needs or difficulties who told the staff about them (95% to 83%).

Fairness and setbacks during training

- There were no significant changes in these sections.

General

- There were no significant changes in 2017.

Key areas of change

Gains	% 2016-17	% 2017-18
FACILITIES AND AMENITIES		
Dental care	67	75
Food	40	46

Falls	% 2016-17	% 2017-18
PREPARING FOR TRAINING		
Had a gap of more than one week without activity/leave	49	56
FACILITIES AND AMENITIES		
Laundry facilities	53	46
SUPPORT		
Told staff about learning need/difficulty	95	83





Introduction

BACKGROUND

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

SURVEY METHODOLOGY

- All recruits and trainees who have completed at least two weeks training on Phase 1 or Phase 2 courses are invited to participate in the survey. All respondents complete an anonymous and confidential online questionnaire and are reassured that their responses cannot be attributed to them individually.
- The questionnaire includes all the key questions raised by the Defence Operational Capability Audit and was developed by a Tri-Service group. On commission, Ipsos MORI made minor adjustments to the format and design of the questionnaire. Questions have been added, modified or removed with each iteration of the survey as part of a continuous improvement and review process. As such, there may be more trend data for questions which have not changed throughout the lifetime of the survey. For the purposes of this report, trend data is shown for the past 6 years, that is since 2011.
- From time to time workshops are conducted to gain feedback from recruits/trainees, survey administrators and the end users of the reports to support the process of continuous improvement. In addition, when the survey was designed the questionnaire was tested on recruits from different schools in order to examine and evaluate the content, length, language and ensure all respondents can understand the questionnaire.

CONTINUOUS REPORTING

- During the course of the year the Services use the survey results to monitor the views of recruits/trainees to generally inform continuous improvement activity and instigate changes to processes if required. Reports are produced on a school by school basis, and the data is published regularly depending on the number of responses of each training school. The data is uploaded to an online portal to which each school has constant access. A new online portal was implemented in June 2013 after consultation with various users of the results.
- Monthly summaries are provided to the training schools summarising performance across 14 key areas, a minimum of 10 respondents need to have completed the survey within the last 12 months; this threshold is set to preserve the anonymity of individual respondents. The report shows performance across the last 3 months (where a minimum of 10 responses have been received) and also at an aggregated level for the last 3 months and last 12 months.
- Over the course of this annual reporting period, 537 monthly reports were produced.

TRENDS AND PAST DATA

- This report represents data collected from 1st April 2017 to 31st March 2018.
- Previous data collection periods are shown in the table below. The 2014-15 annual report summarised results from a fifteen month reporting period to bring it in line with the military calendar which runs from April to March.

Label	Period	Label	Period
2017	1 st April 2017 – 31 st March 2018	2010	1 st January 2010 – 31 st December 2010
2016	1 st April 2016 – 31 st March 2017	2009	1 st January 2009 – 31 st December 2009
2015	1 st April 2015 – 31 st March 2016	2008	1 st November 2007 – 31 st December 2008
2014	1 st January 2014 – 31 st March 2015	2007	1 st November 2006 – 31 st October 2007
2013	1 st January 2013 – 31 st December 2013	2006	1 st November 2005 – 31 st October 2006
2012	1 st January 2012 – 31 st December 2012	2005	1 st November 2004 – 31 st October 2005
2011	1 st January 2011 – 31 st December 2011		

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

Significant differences

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

Base sizes

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

Aggregated totals

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

Rounding

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

Verbatim

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



REPORT FORMAT

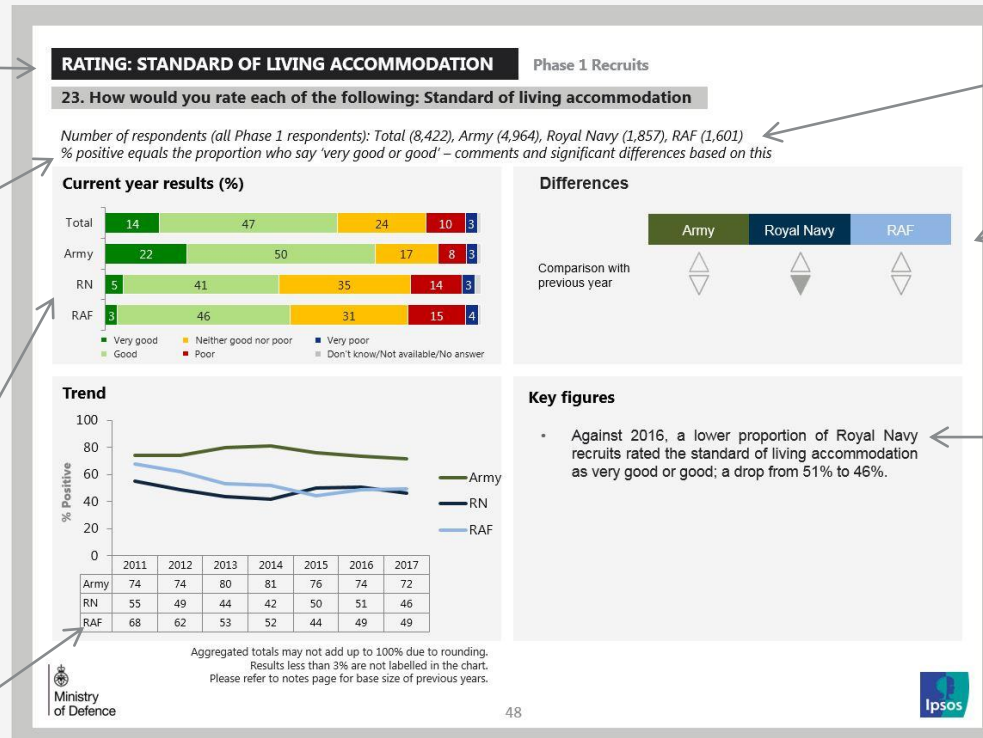
- This annual report has been redesigned following a period of consultation with end users. The format of each page varies depending on the type of question but most features are the same. Please see the guide below for how to read the results:

Question text as asked in the online survey

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

Results for current year

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



Base size and question routing

Significant differences compared with last years based on % positive

Summary of results and additional information such as previous questionnaire changes

RESPONSE RATES

- Over the twelve-month survey period, there were 14,691 responses to the questionnaire. A breakdown of participation by Service is shown below. This number will be greater than the number of recruits and trainees in the Service because individuals are given the opportunity to complete the questionnaire at the end of Phase 1 training, as well as at the culmination of all Phase 2 training courses they may attend.

		Total Responses		Response rate % **		% of overall returns per Service	
		2017-18	2016-17	2017-18	2016-17	2017-18	2016-17
Phase 1	Army	4,964	4,795	69	79	59	58
	Royal Navy	1,857	2,078	76	80	22	25
	RAF	1,601	1,348	86	83	19	16
	Total Ph1	8,422	8,221	73	80 ^R		
Phase 2 *	Army	3,895	3,273	34	54	62	56
	Royal Navy	1,349	1,420	35	48	22	24
	RAF	1,004	1,167	39	61	16	20
	Total Ph2**	6,269	5,866	35	54 ^R		
TOTAL RTS		14,691	14,087	50	67		-

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

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

*** 21 Royal Marines Phase 2 trainees completed the survey, hence the total number of responses is 21 lower than the responses per service added together. This number of Royal Marines is too low to report on separately, but these trainees are included in the total base.

^R Revised figures as they were miscalculated in the 2016-17 report



RESPONSE RATES

- Please note that, although in some places in this report, data is presented for the 'total' sample, no adjustment or weighting has been applied to this data to bring it absolutely in-line with the actual (or population) Service profile for either Phase 1 or Phase 2.
- For details about statistical reliability including calculated confidence intervals, see Annex A on page 236.

PARTICIPATING SCHOOLS – PHASE 1 SCHOOLS

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

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

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

PARTICIPATING SCHOOLS – PHASE 2 SCHOOLS

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

PARTICIPATING SCHOOLS – PHASE 2 SCHOOLS

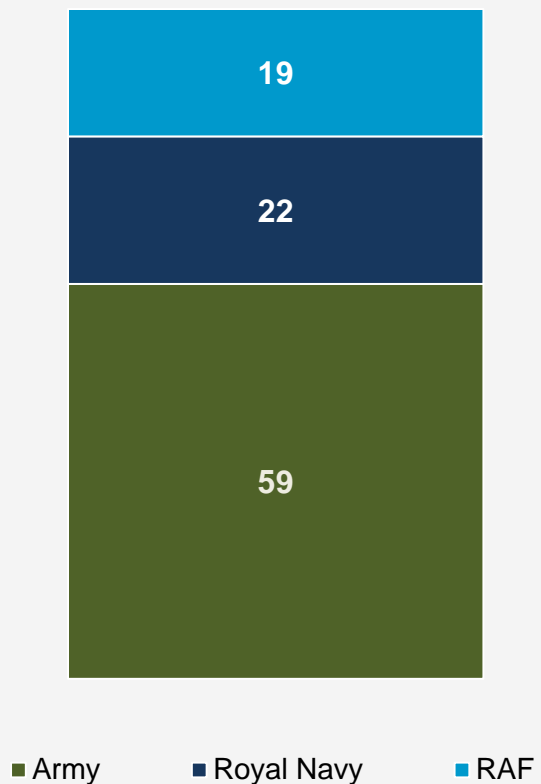
22GP		RAF Shawbury - School of Air Operations Control (SAOC)
		School of Aerospace Battle Management (SABM) RAF Boulmer
		School of Physical Training (SoPT) RAF Cosford
		RAF Honington (Phase 2)
		HQ Music Services RAF Northolt
	DCTT	DSAE Cosford (Defence School of Aeronautical Engineering)
	DCTT	HMS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

RESPONDENT PROFILES – PHASE 1

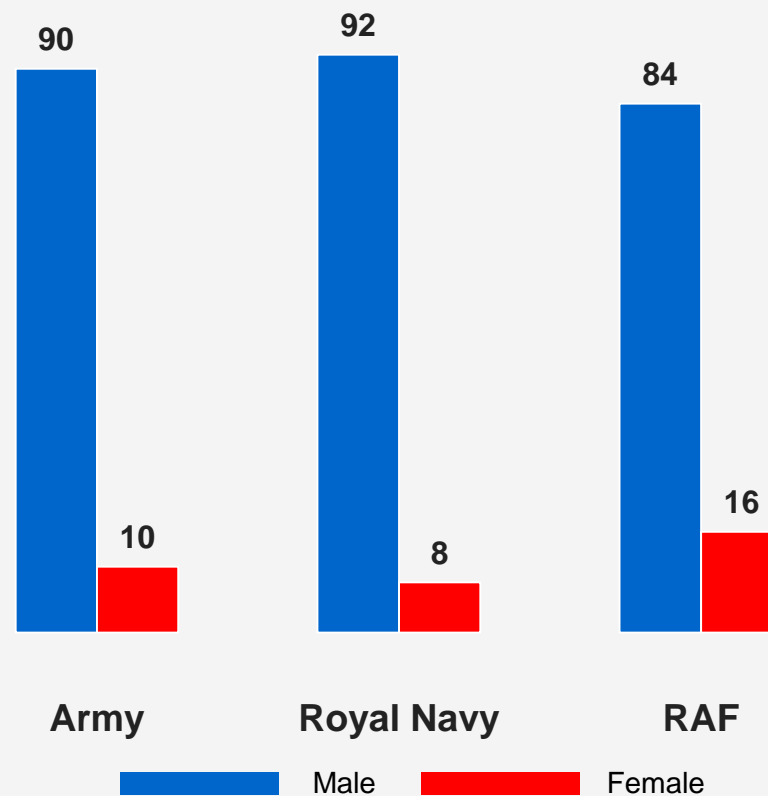
Phase 1 Recruits

Number of respondents: Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

Service Profile (%)



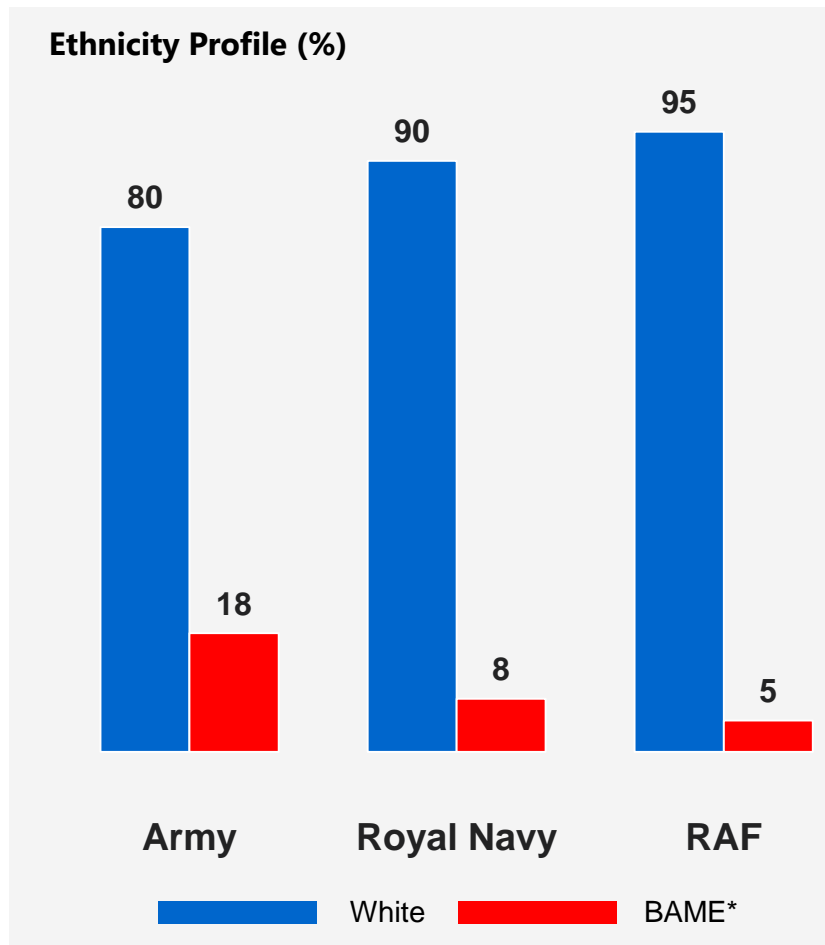
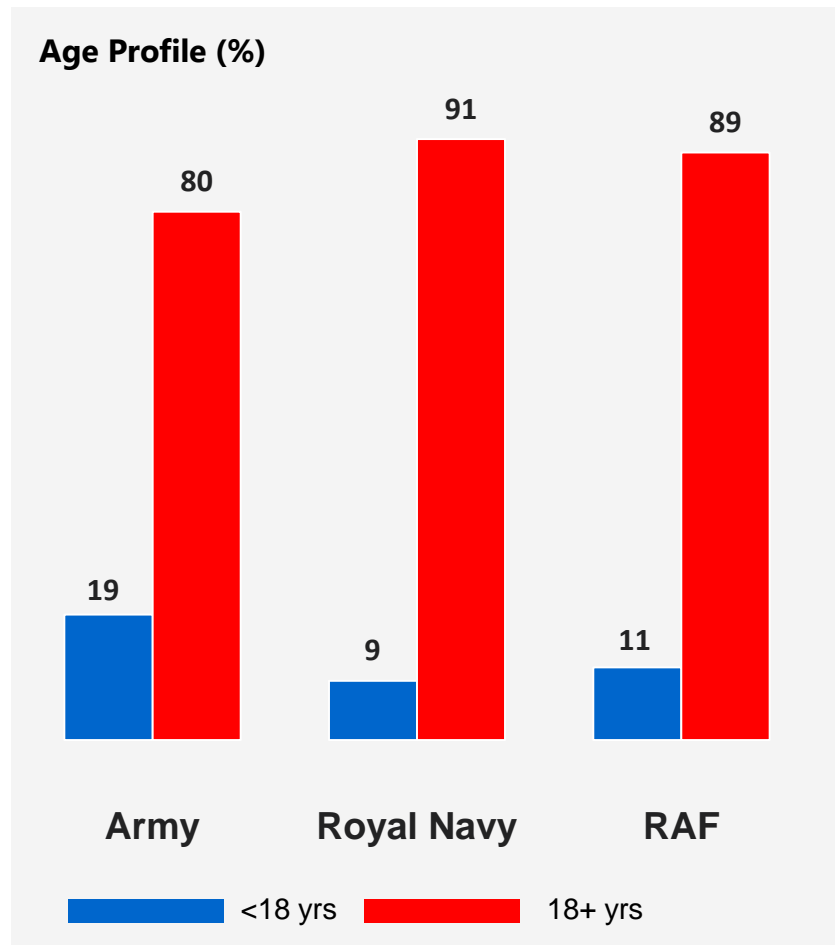
Gender Profile (%)



RESPONDENT PROFILES – PHASE 1

Phase 1 Recruits

Number of respondents: Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

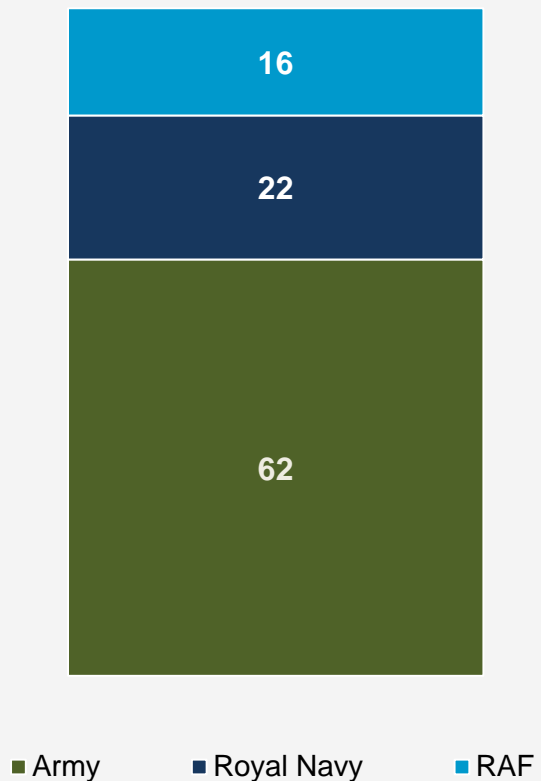


RESPONDENT PROFILES – PHASE 2

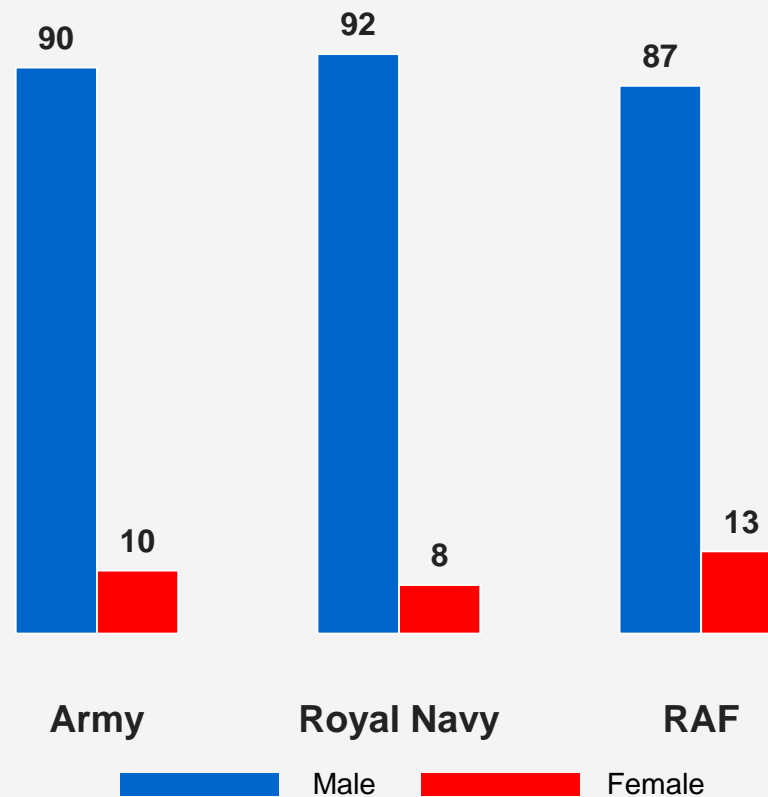
Phase 2 Recruits

Number of respondents: Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

Service Profile (%)



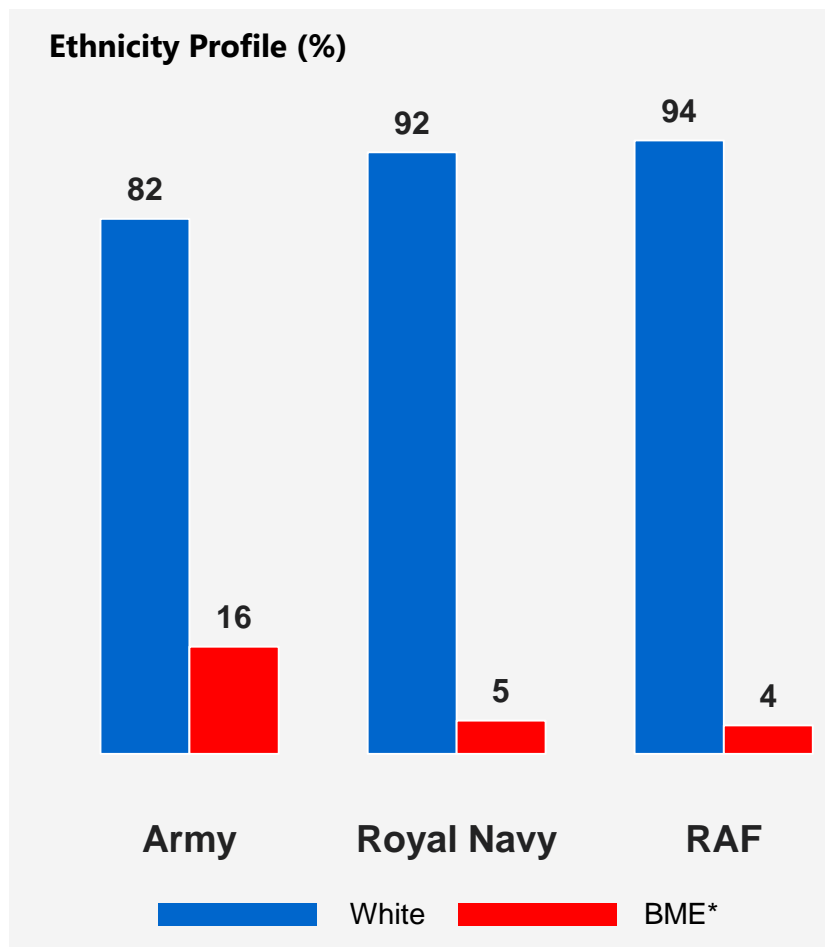
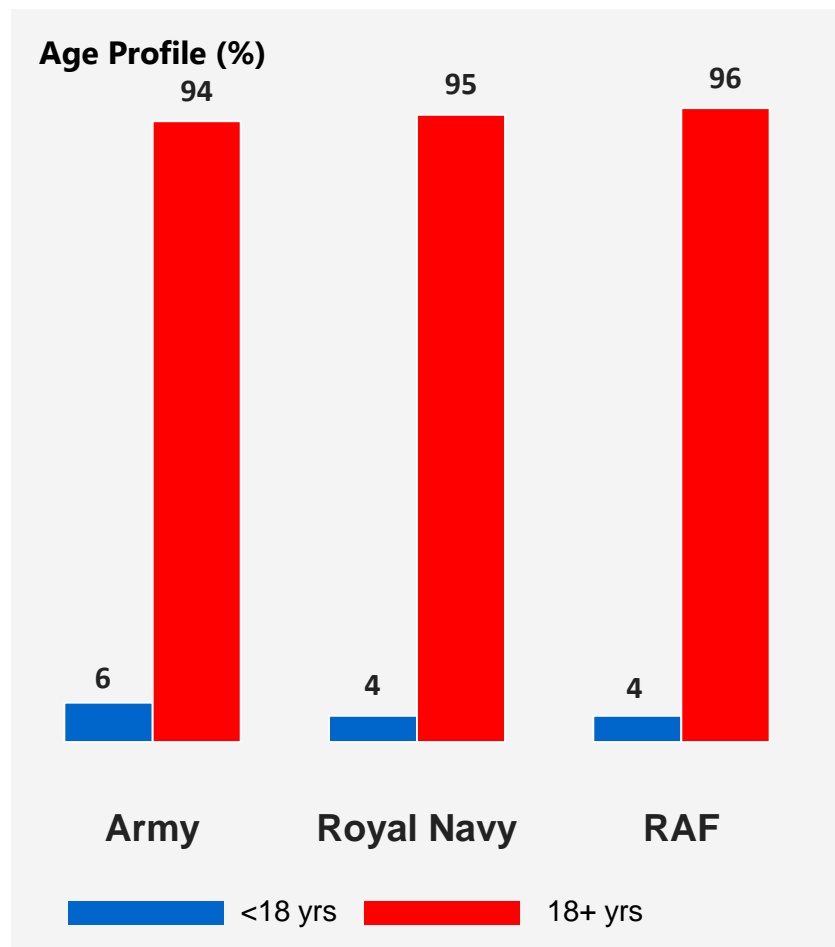
Gender Profile (%)



RESPONDENT PROFILES – PHASE 2

Phase 2 Recruits

Number of respondents: Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)





Phase 1

Detailed findings



Recruitment and preparing for training



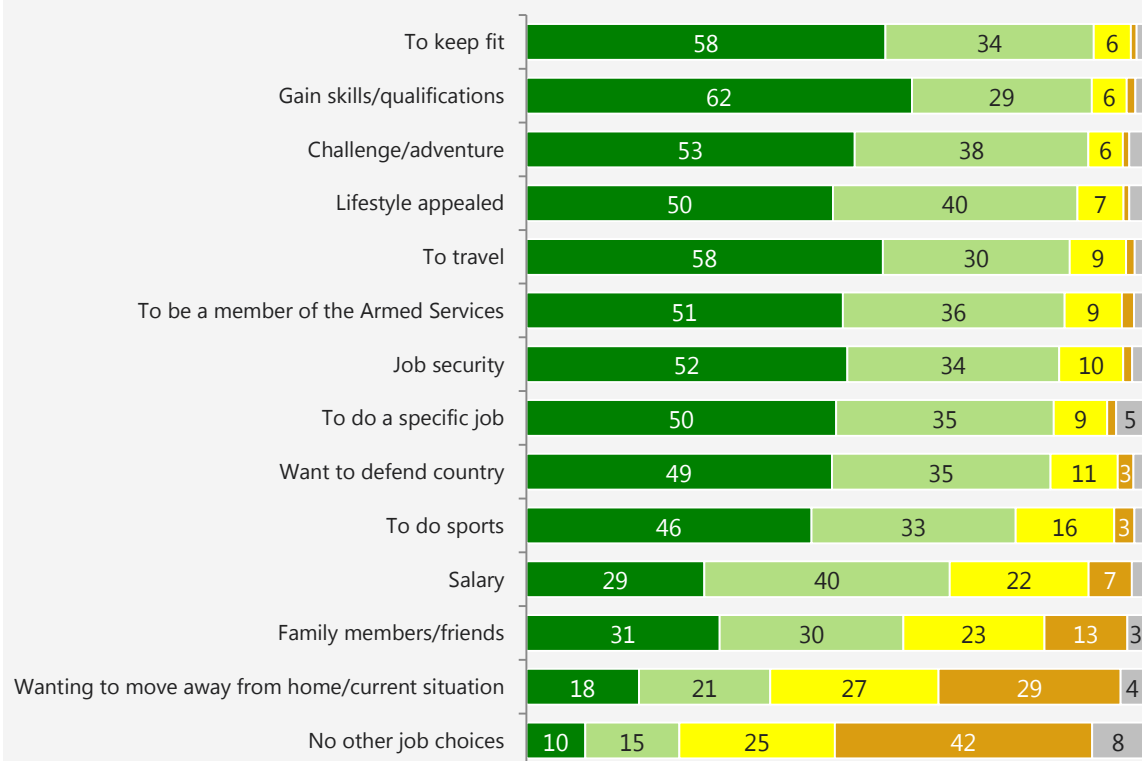
12. How important were each of the following in your decision to join the Service?

Number of respondents: Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

Current year results (%)

Aggregated numbers may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

Very important Fairly important Not very important Not at all important Don't know/No Answer



Key figures



To keep fit

92%



To gain skills/qualifications

91%



For challenge and adventure

91%

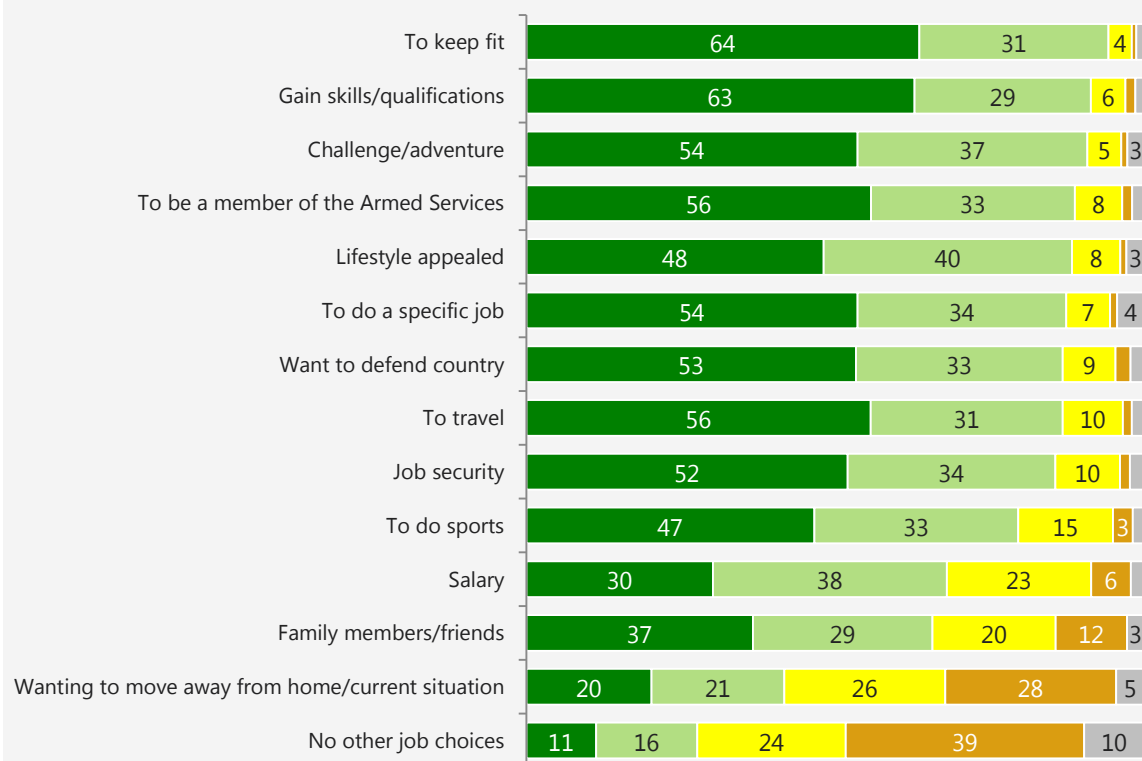
12. How important were each of the following in your decision to join the Service?

Number of respondents: Army (4,964)

Current year results (%)

Aggregated numbers may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

Very important Fairly important Not very important Not at all important Don't know/No Answer



Key figures



To keep fit

94%



To gain skills/qualifications

91%



For challenge and adventure

91%

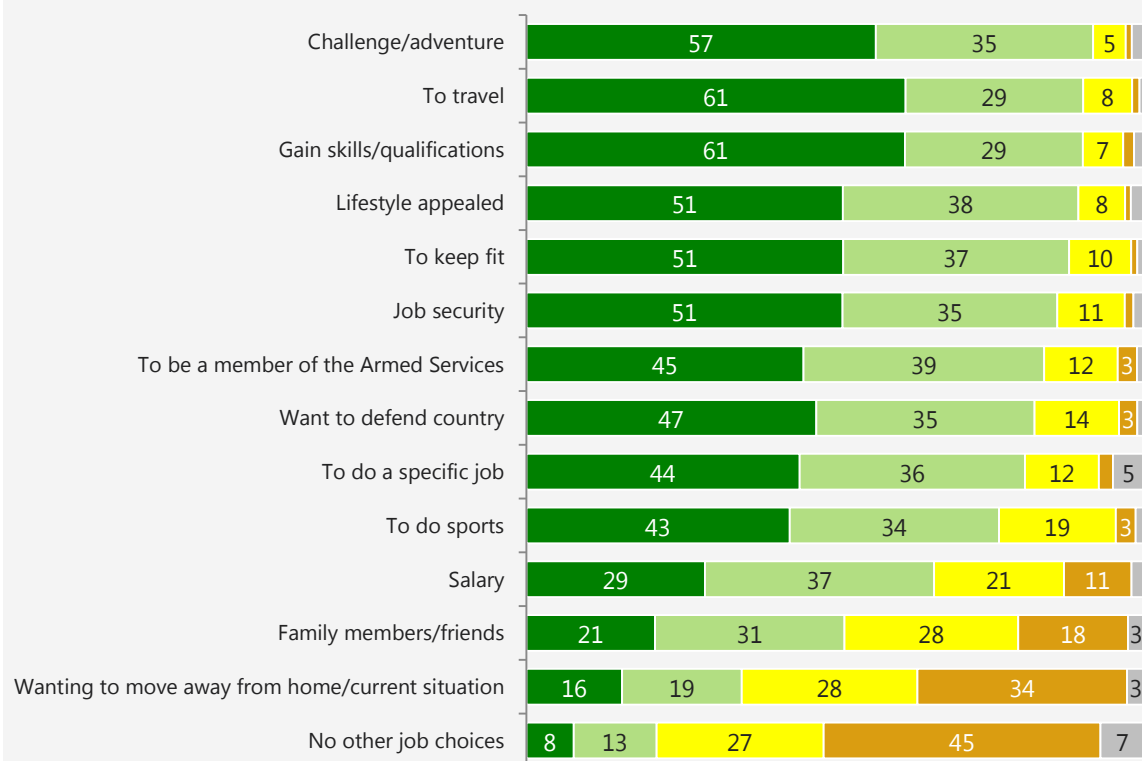
12. How important were each of the following in your decision to join the Service?

Number of respondents: Royal Navy (1,857)

Current year results (%)

Aggregated numbers may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

Very important Fairly important Not very important Not at all important Don't know/No Answer



Key figures



For challenge and adventure

92%



To travel

90%



To gain skills/qualifications

90%

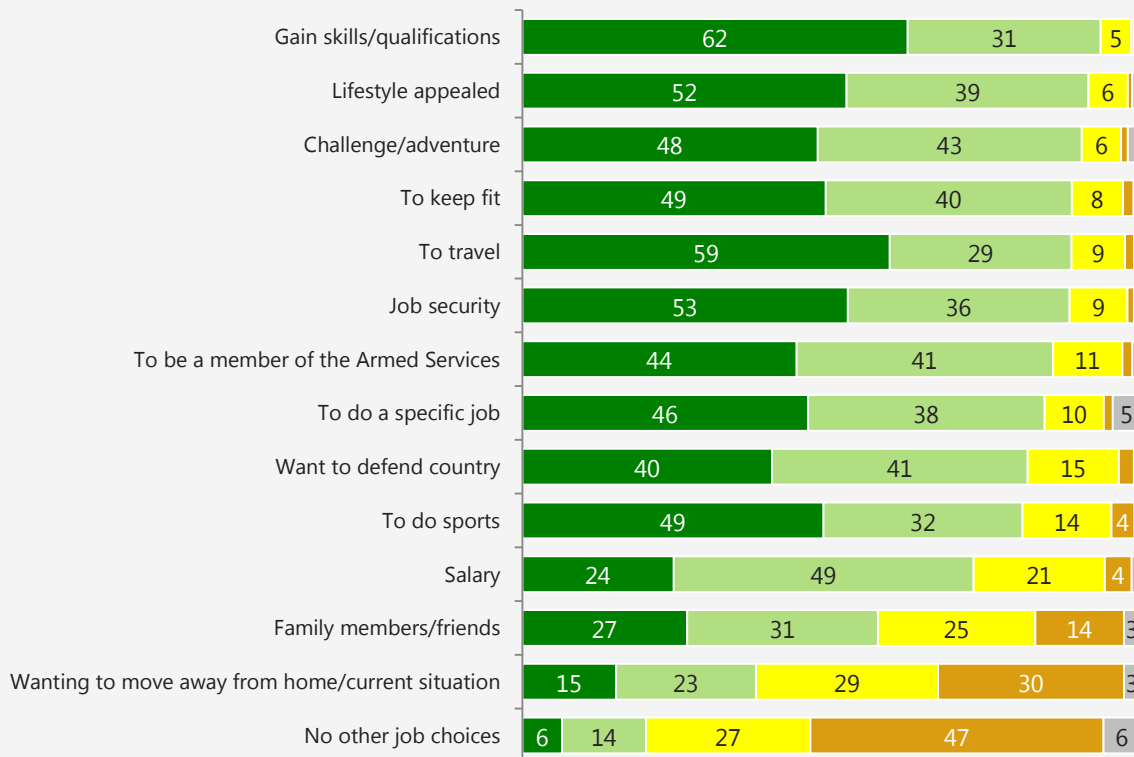
12. How important were each of the following in your decision to join the Service?

Number of respondents: RAF (1,601)

Current year results (%)

Aggregated numbers may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Answers ranked by % selecting top 2 box

Very important Fairly important Not very important Not at all important Don't know/No Answer



Key figures



To gain skills/qualifications

94%



Lifestyle appealed

92%



For challenge and adventure

91%

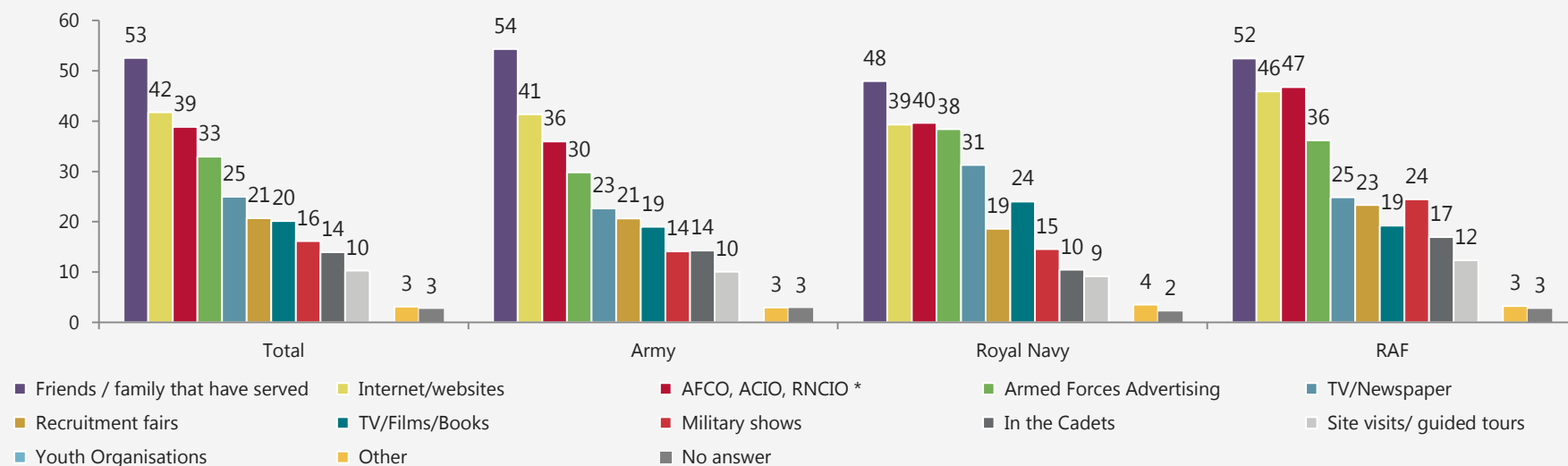
WHERE LEARNT ABOUT CAREERS IN ARMED FORCES

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

Current year results (%)



Key figures

- The most common source of information for learning about a career in the Armed Forces remained family and friends who have previously served (53%). This is closely followed by the internet/websites (42%) and the different Services' careers offices (39%).
- Results at the Armed Forces level were similar in 2017 to those recorded for 2016 excepting for slight falls for TV/Newspaper down from 28% to 25%, and the Services' careers offices down from 43% to 39%.

SATISFACTION WITH RECRUITMENT PROCESS

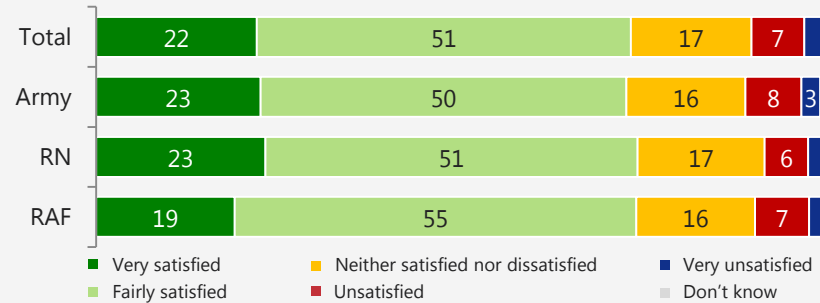
Phase 1 Recruits

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

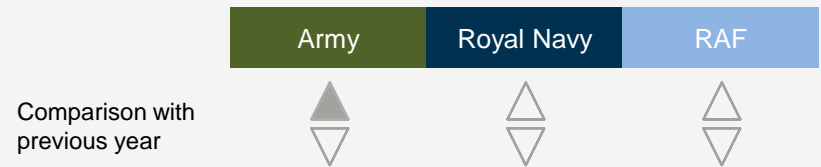
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

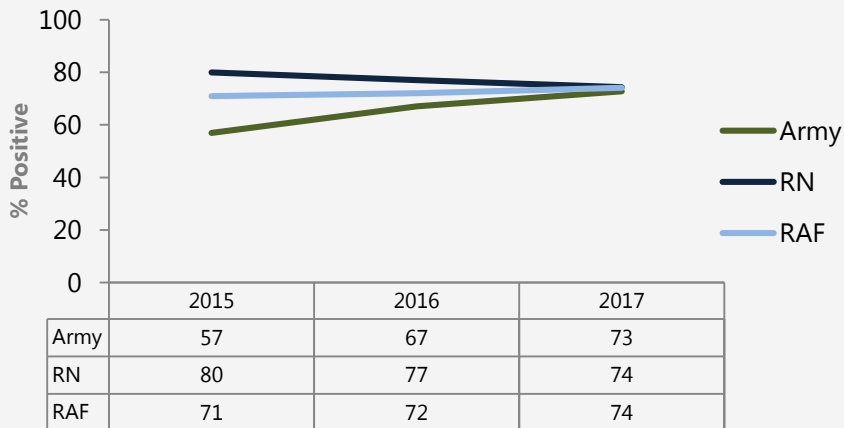
Current year results (%)



Differences



Trend



Key figures

- Army recruits were more satisfied with the recruitment process in 2017 against 2016, from 67% satisfied up to 73% satisfied.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

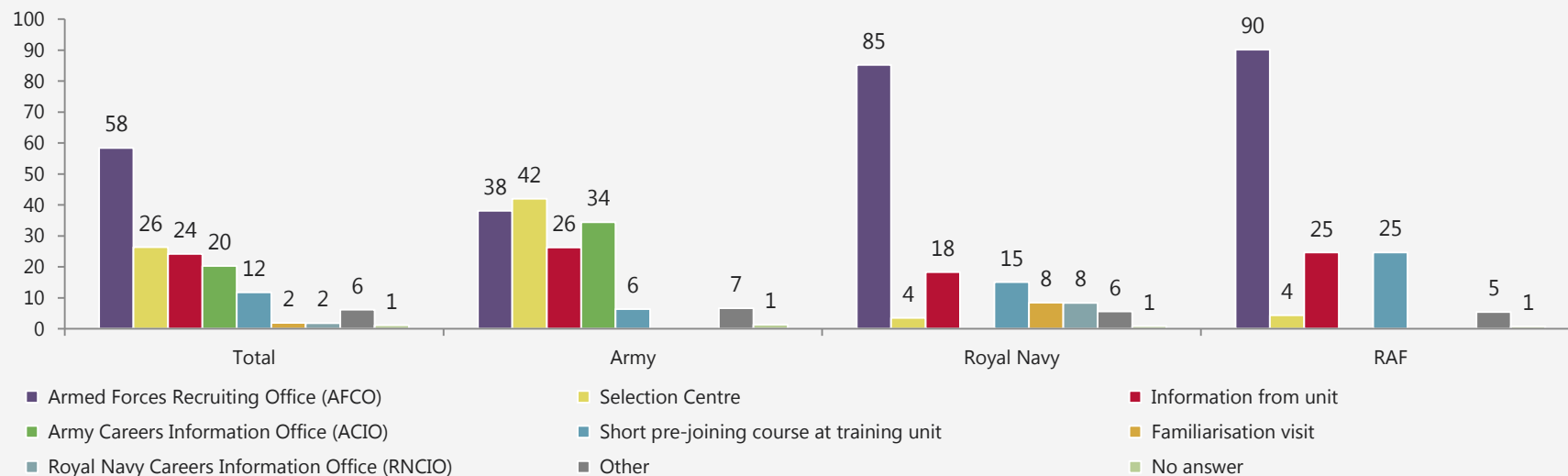
SOURCES OF INFORMATION PRIOR TO COURSE

Phase 1 Recruits

14. Once you had been accepted for [Unit] where did you get information prior to your course?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

Current year results (%)



Key figures

- Once accepted into the Armed Forces, recruits were most likely to get their information from the Armed Forces Recruiting Office (58%). Use of the AFCO was high amongst Royal Navy and RAF recruits (85% and 90% respectively).
- The Army saw an increase in the use of Selection Centre from 2016 from 36% up to 42%.

INFORMATION PRIOR TO ARRIVAL: PREPARING FOR PHYSICAL DEMANDS

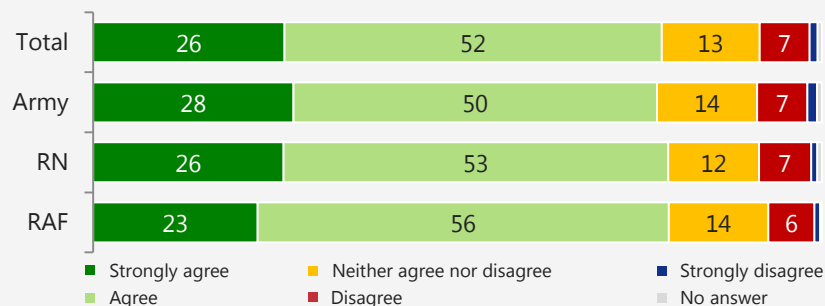
Phase 1 Recruits

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

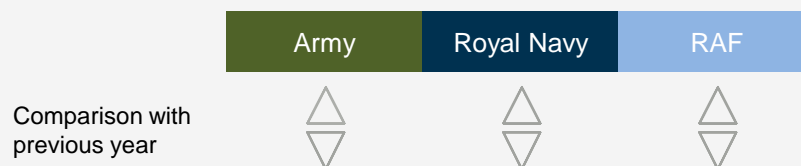
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

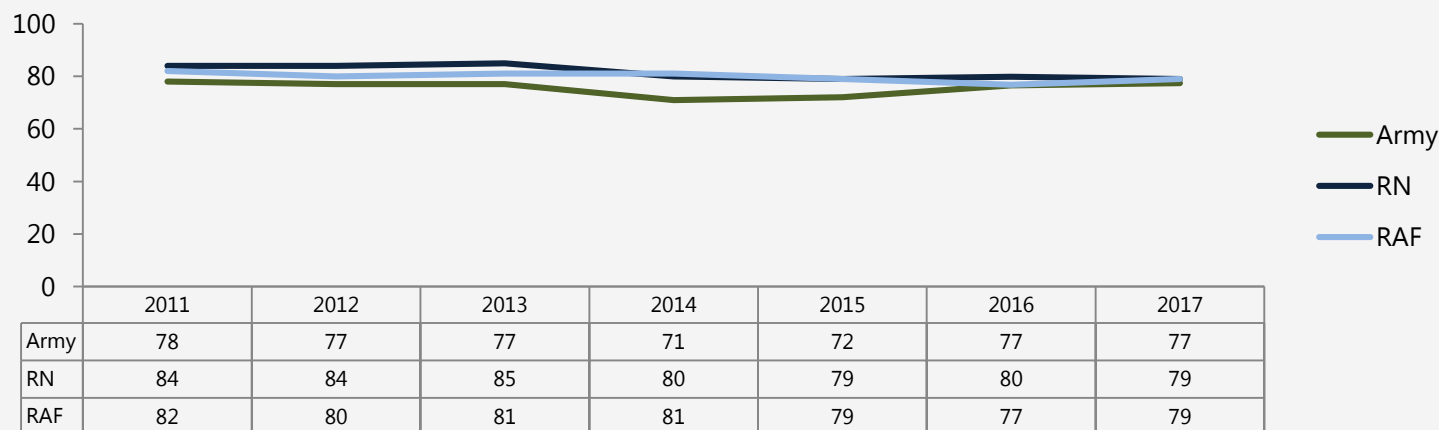
Current year results (%)



Differences



Trend



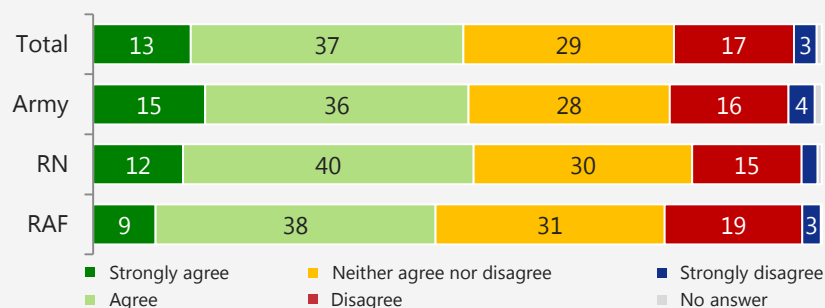
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

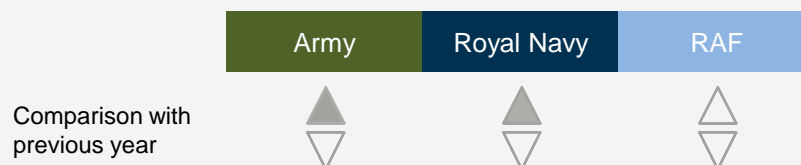
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

Current year results (%)



Differences



Trend



Key figures

- Both Army and Royal Navy recruits were more likely to agree in 2017 that the information given to them prior to arrival had provided an accurate picture of what life would be like at the unit.



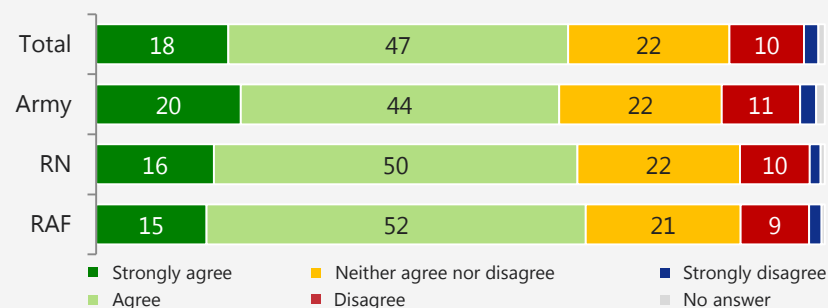
INFORMATION PRIOR TO ARRIVAL: ACCURATE INFORMATION ABOUT WHAT TRAINING INVOLVED

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

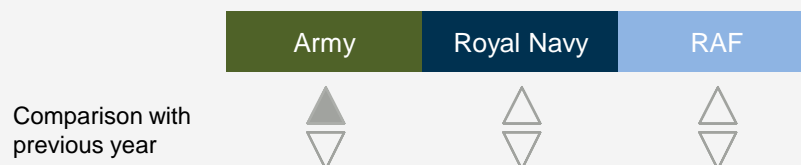
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

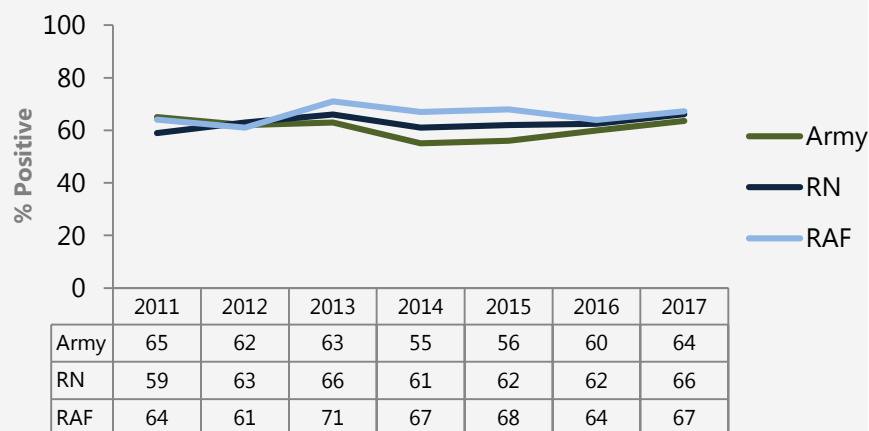
Current year results (%)



Differences



Trend



Key figures

- Army recruits were more likely to agree in 2017 that the information given prior to arrival provided useful and accurate information about what the training involved, up from 60% agreement in 2016 to 64% in 2017.





Facilities and amenities

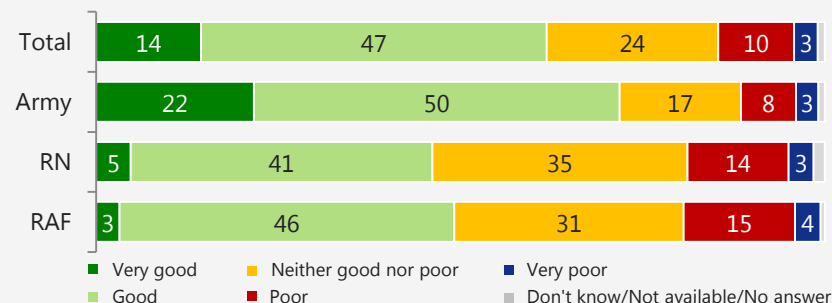
RATING: STANDARD OF LIVING ACCOMMODATION

Phase 1 Recruits

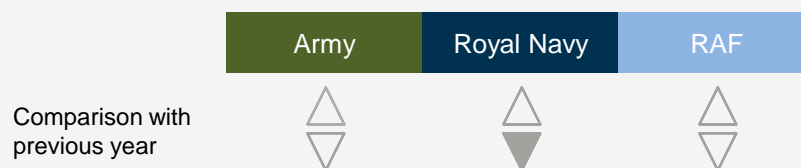
23. How would you rate each of the following: Standard of living accommodation

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

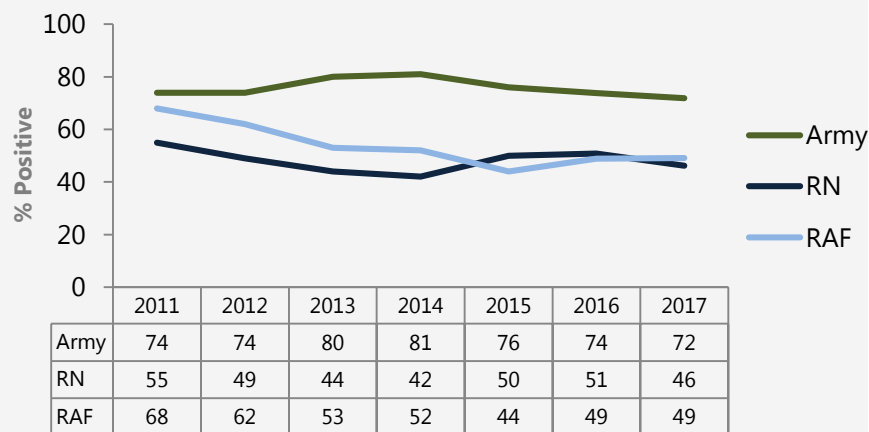
Current year results (%)



Differences



Trend



Key figures

- Against 2016, a lower proportion of Royal Navy recruits rated the standard of living accommodation as very good or good; a drop from 51% to 46%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

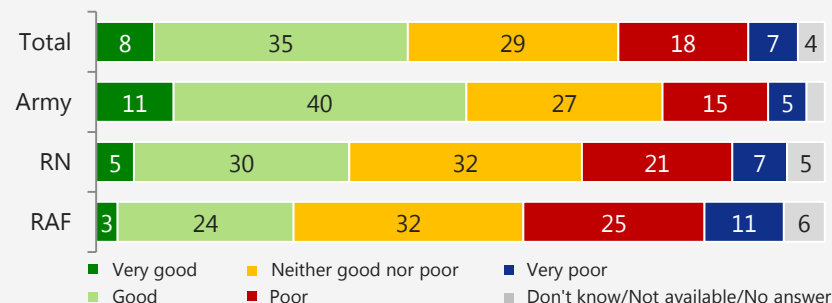
RATING: THINGS TO DO WHEN OFF DUTY ON SITE

Phase 1 Recruits

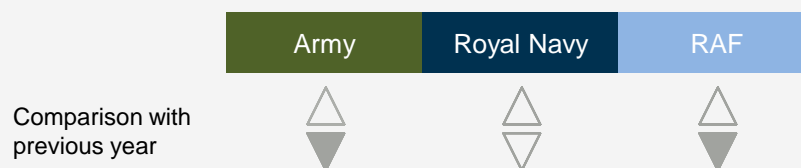
23. How would you rate each of the following: Things to do when off duty on site

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

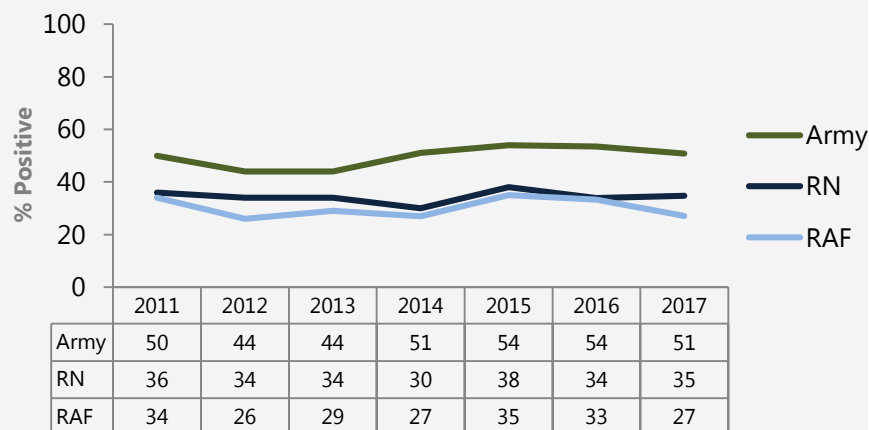
Current year results (%)



Differences



Trend



Key figures

- Both Army and RAF recruits were less likely to rate things to do when off duty on site as very good or good compared to 2016.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

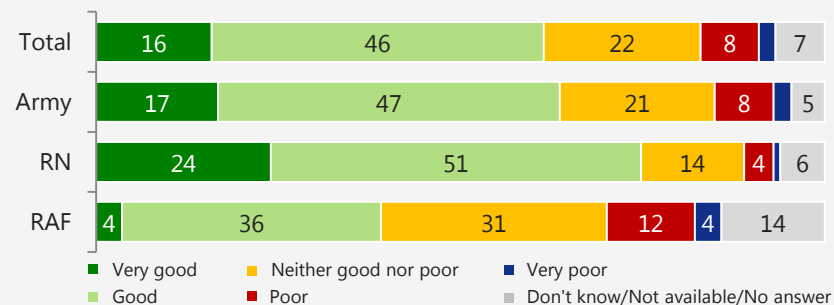
RATING: SPORTS FACILITIES

Phase 1 Recruits

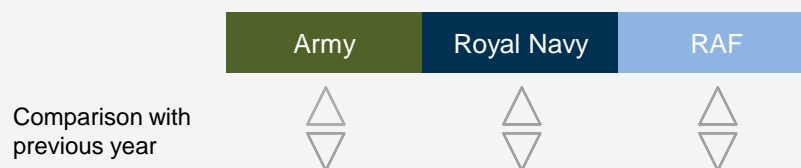
23. How would you rate each of the following: Sports facilities

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

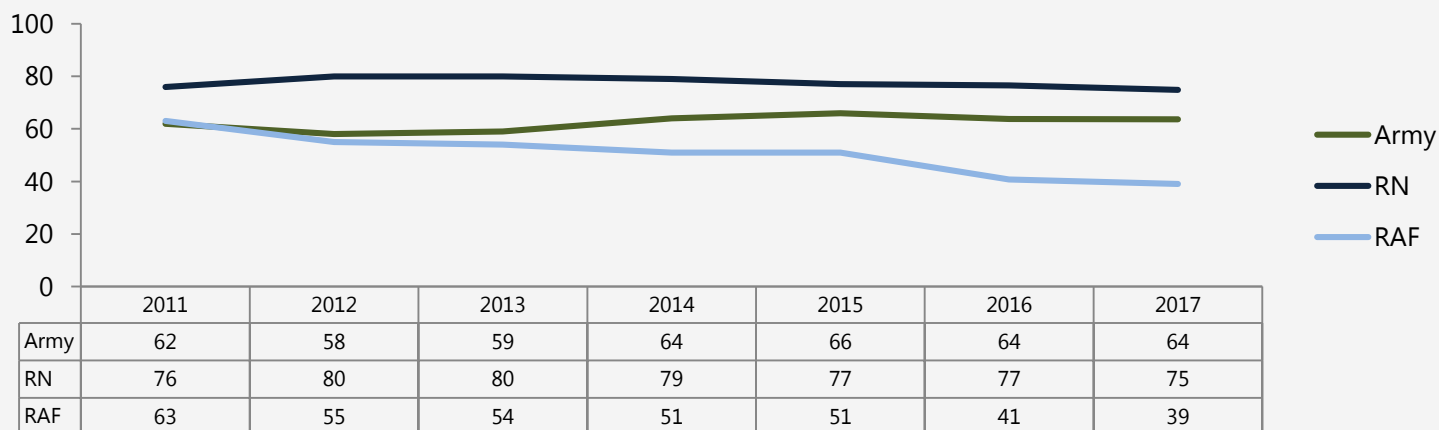
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

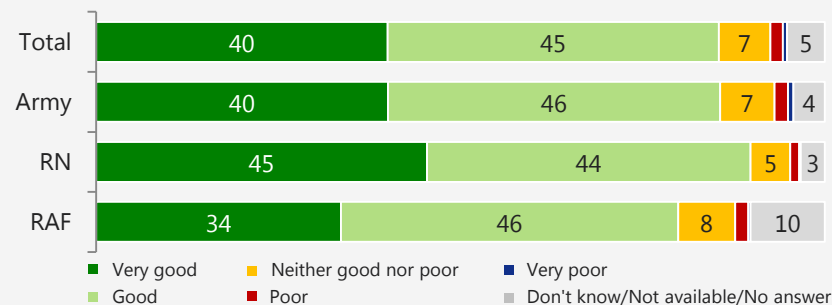
RATING: MEDICAL CARE

Phase 1 Recruits

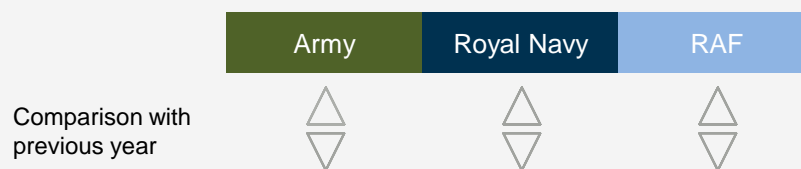
23. How would you rate each of the following: Medical care

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

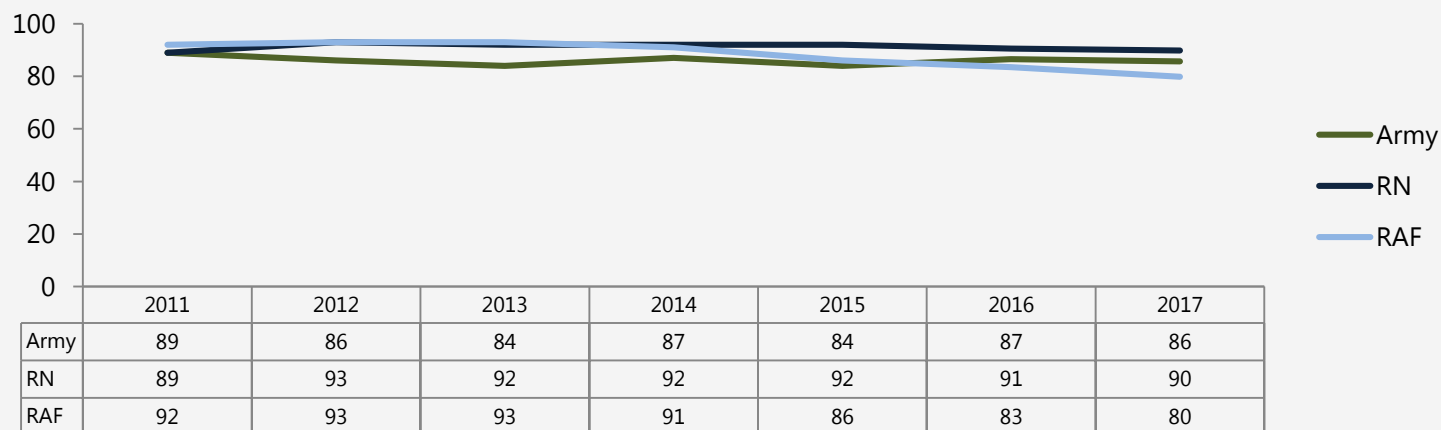
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

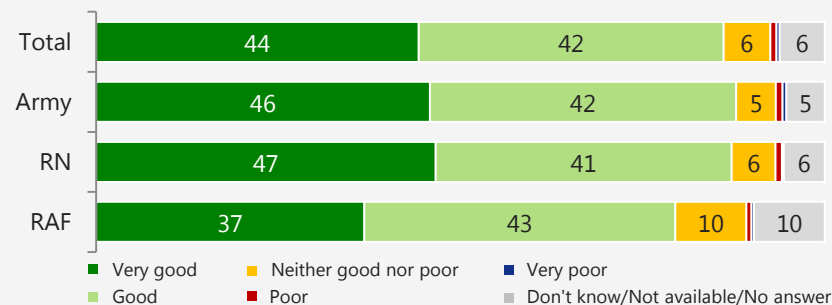
RATING: DENTAL CARE

Phase 1 Recruits

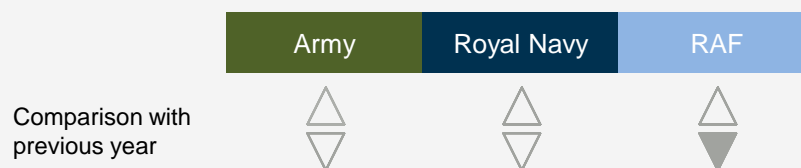
23. How would you rate each of the following: Dental care

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

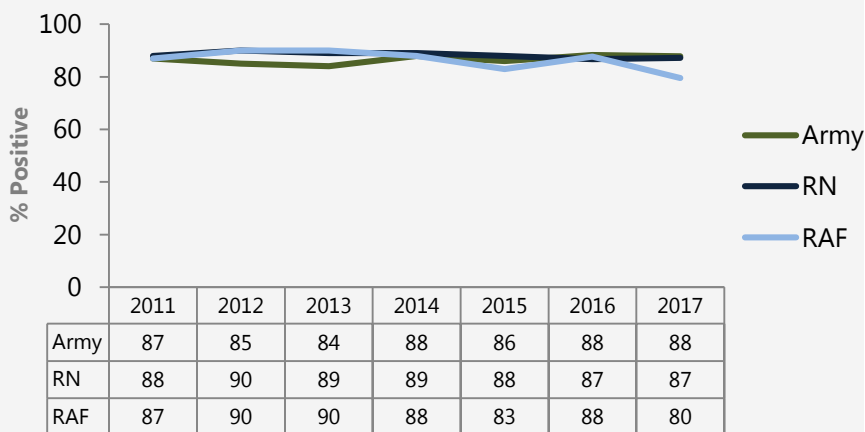
Current year results (%)



Differences



Trend



Key figures

- The proportion of RAF recruits rating dental care as very good or good fell from 88% in 2016 down to 80% in 2017.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

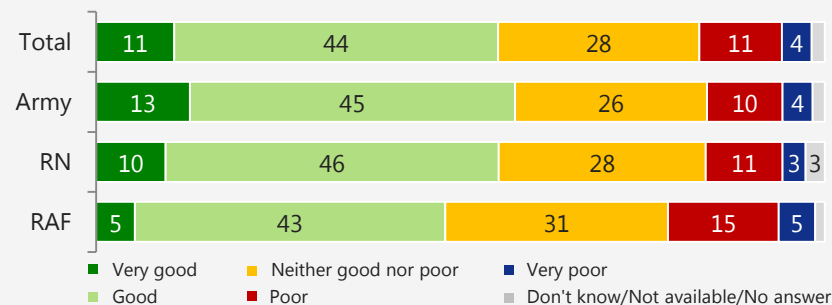
RATING: TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

Phase 1 Recruits

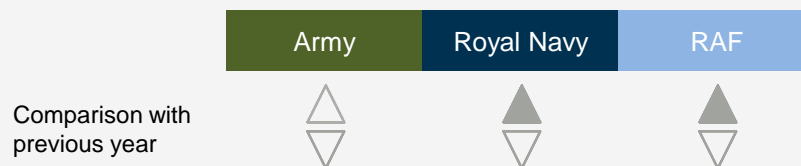
23. How would you rate each of the following: Time for essential personal administration

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

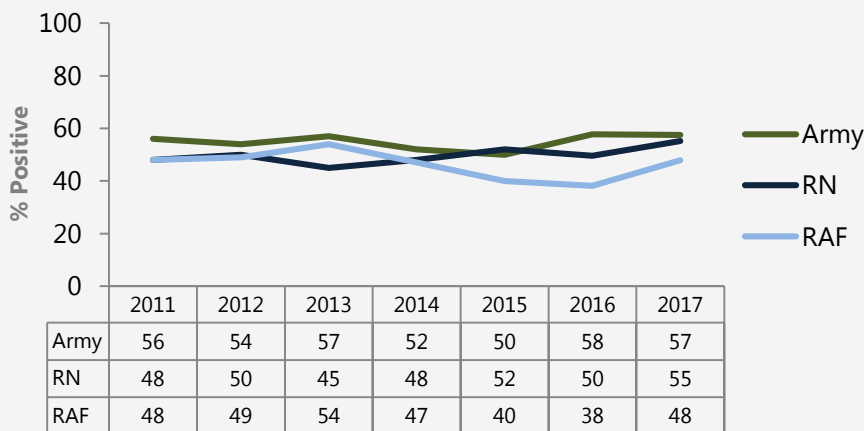
Current year results (%)



Differences



Trend



Key figures

- Royal Navy and RAF recruits were more positive about the amount of time for essential personal administration than in 2016.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

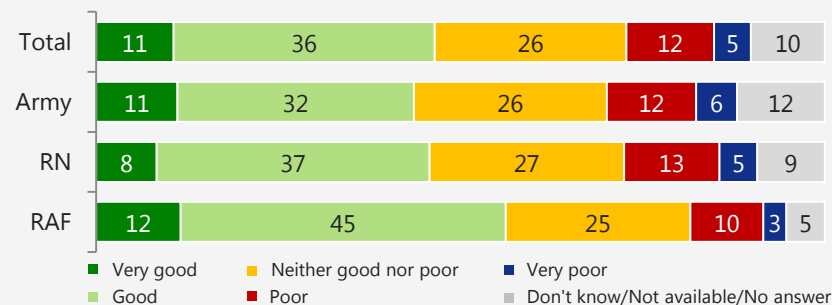
RATING: ACCESS TO IT FOR PERSONAL USE

Phase 1 Recruits

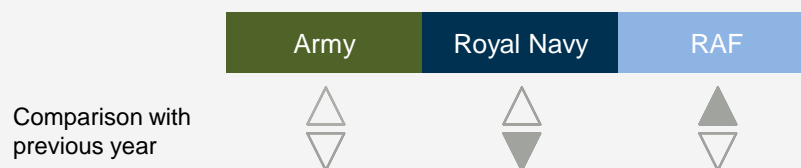
23. How would you rate each of the following: Access to IT for personal use

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

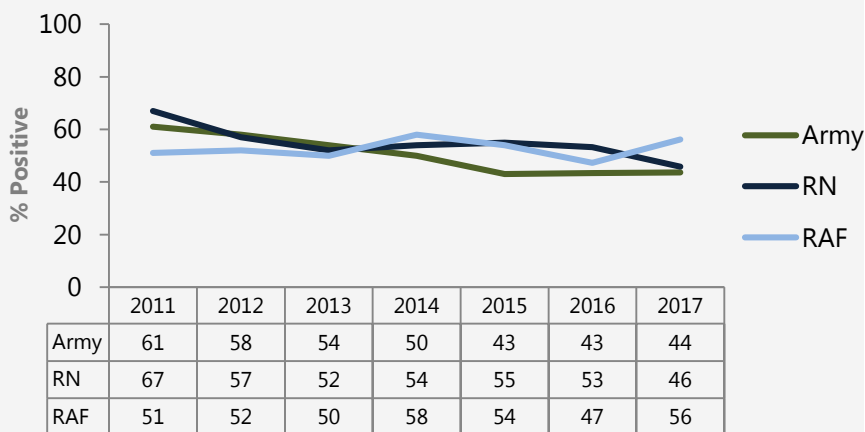
Current year results (%)



Differences



Trend



Key figures

- Results are mixed for access to IT for personal use. Royal Navy recruits were less likely to rate this aspect as very good or good compared to 2016 (down from 53% to 46%), however RAF recruits were more likely to rate this aspect as very good or good compared to 2016 (up from 47% to 56%).

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

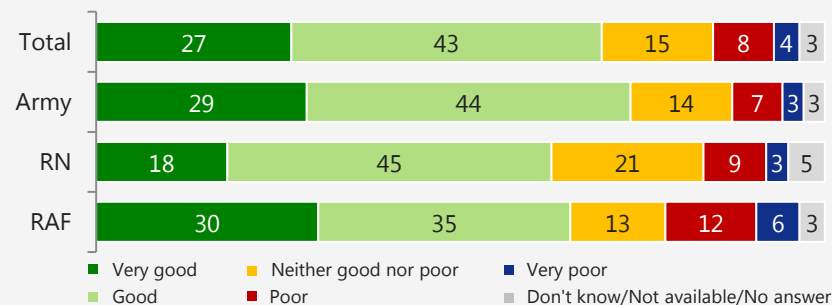
RATING: INTERNET ACCESS

Phase 1 Recruits

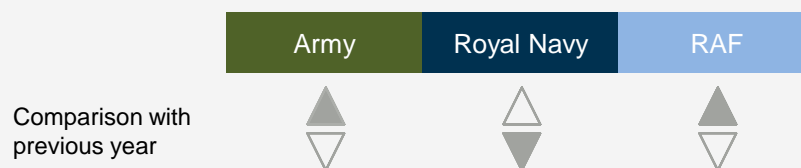
23. How would you rate each of the following: Internet access

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

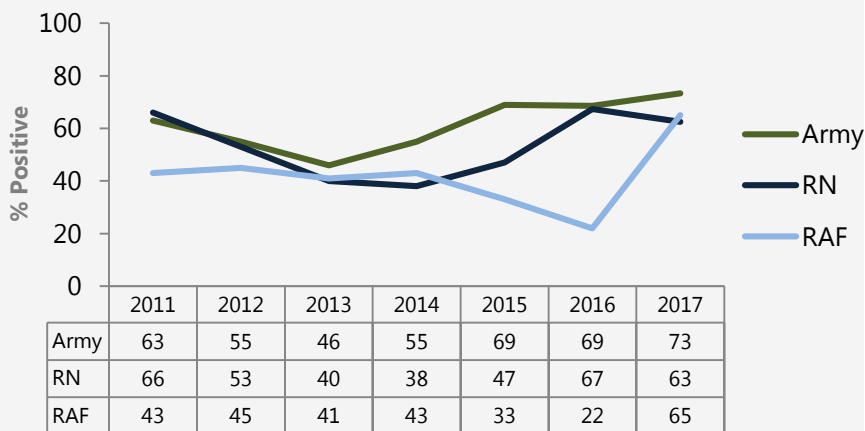
Current year results (%)



Differences



Trend



Key figures

- Both Army and RAF recruits were more likely to rate the internet access as very good or good in 2017 compared to 2016.
- The trend has gone the other way for Royal Navy recruits, who were less likely to say the internet access is very good or good (63%, down from 67%).

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

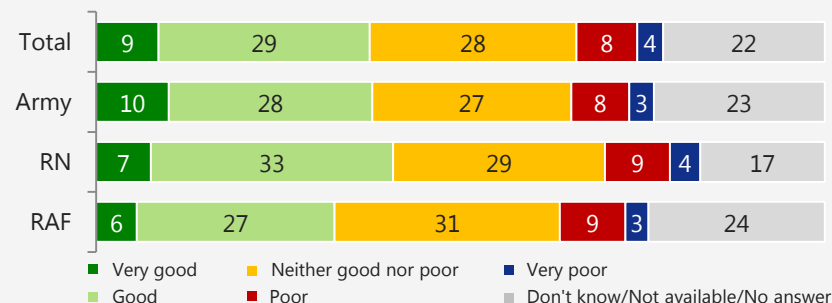
RATING: LEARNING CENTRE TO STUDY AFTER HOURS

Phase 1 Recruits

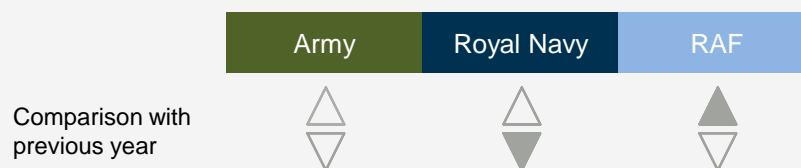
23. How would you rate each of the following: Learning Centre to study after hours

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

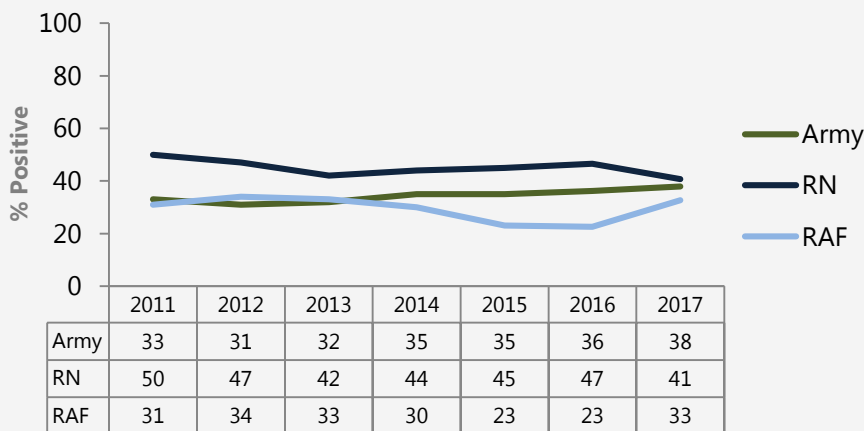
Current year results (%)



Differences



Trend



Key figures

- Some differing trends in results for Learning Centre to study after hours. RAF recruits rated this aspect higher in 2017 against 2016 (up from 23% to 33%), whereas Royal Navy recruits saw a fall in performance (down from 47% to 41%).

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

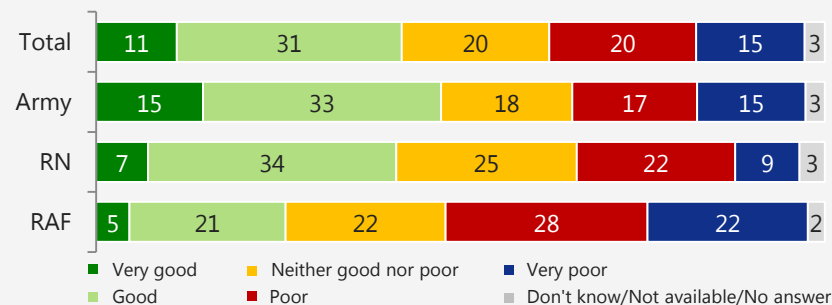
RATING: LAUNDRY FACILITIES

Phase 1 Recruits

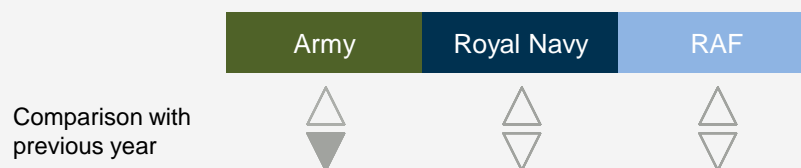
23. How would you rate each of the following: Laundry facilities

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

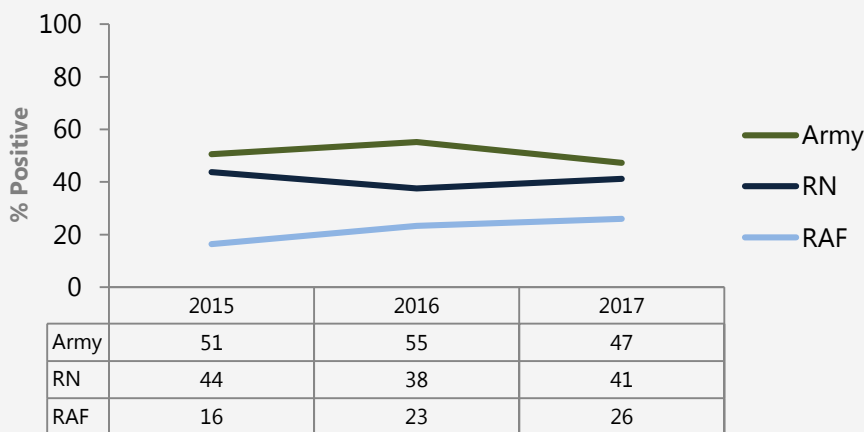
Current year results (%)



Differences



Trend



Key figures

- Fewer Army recruits rated the laundry facilities as very good or good compared to 2016, down from 55% to 47%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

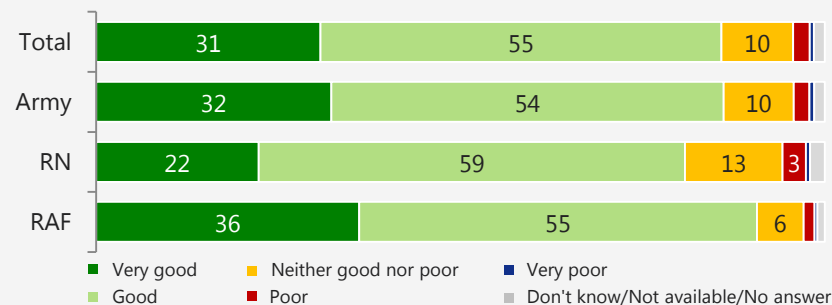
RATING: PERSONAL KIT

Phase 1 Recruits

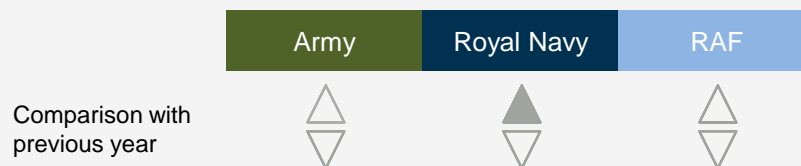
23. How would you rate each of the following: Personal kit

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

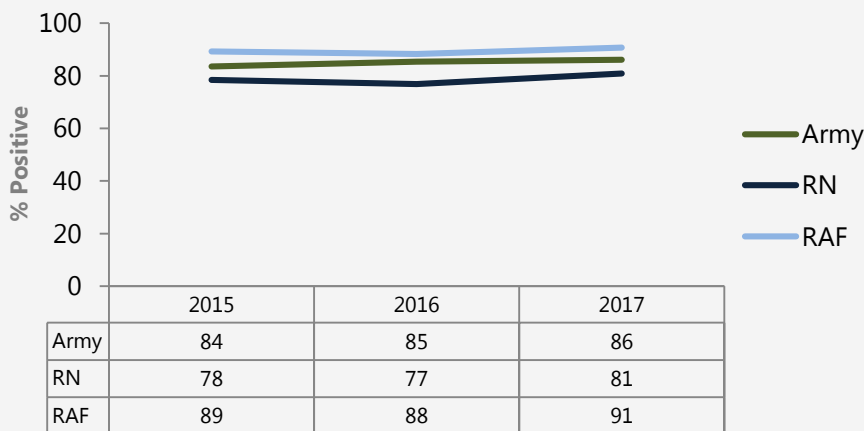
Current year results (%)



Differences



Trend



Key figures

- Royal Navy recruits were more positive about personal kit in 2017 against 2016, up from 77% stating the kit as very good or good to 81%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

RATING: TRAINING FACILITIES

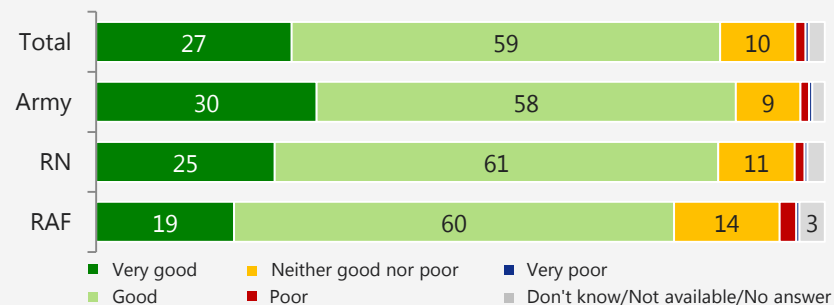
Phase 1 Recruits

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

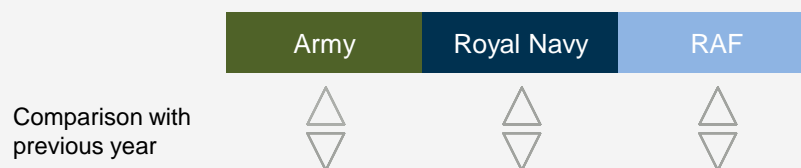
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

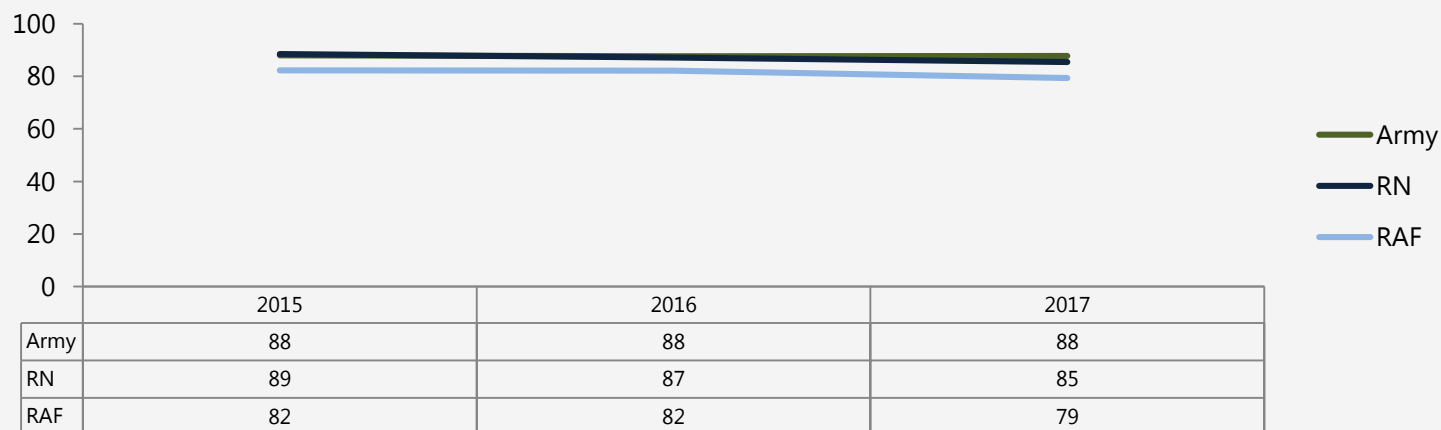
Current year results (%)



Differences



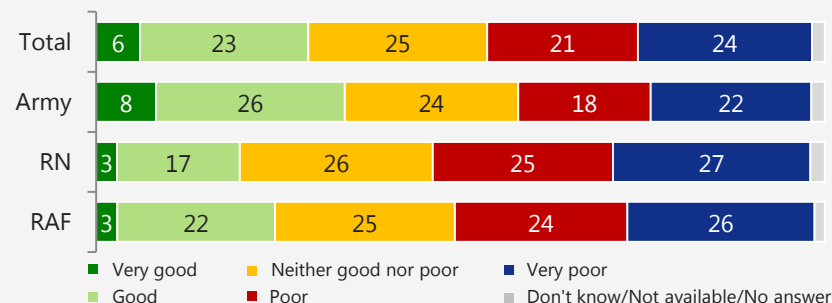
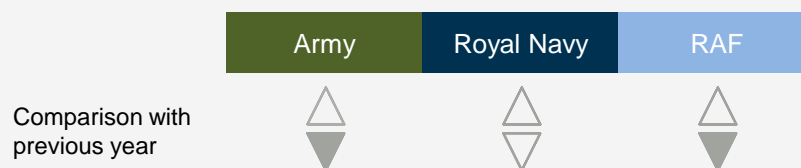
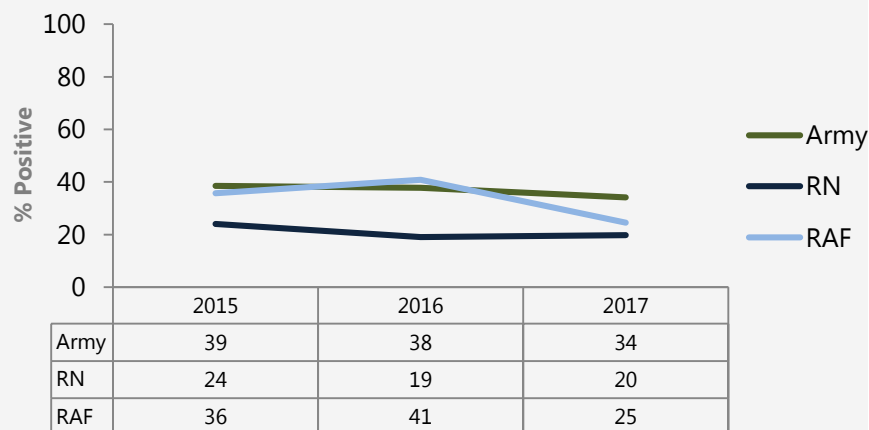
Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'very good or good' – comments and significant differences based on this

Current year results (%)

Differences

Trend

Key figures

- Both Army and RAF recruits gave the food lower scores in 2017 against 2016; 34% of Army recruits rated the food as very good or good in 2017, and 25% of RAF recruits.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

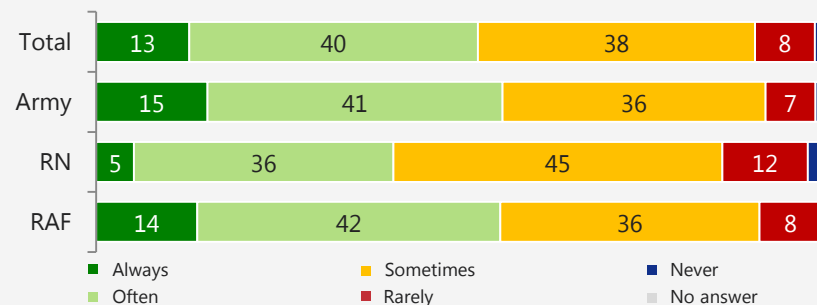
WHETHER GIVEN ENOUGH TIME TO EAT MEALS

Phase 1 Recruits

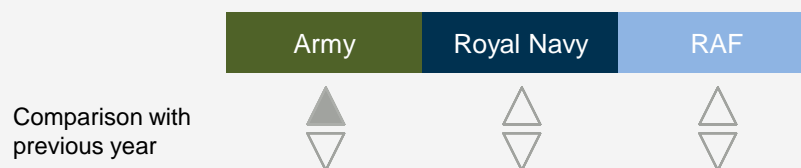
27. Were you given enough time to eat your meals?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
% positive equals the proportion who say 'always or often' – comments and significant differences based on this

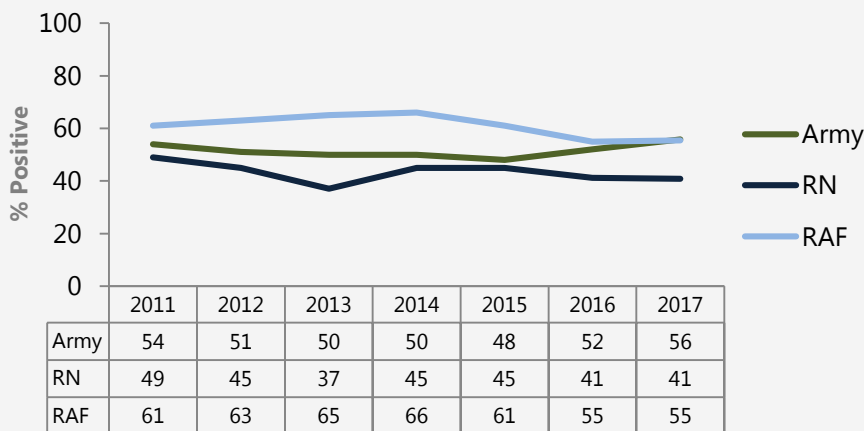
Current year results (%)



Differences



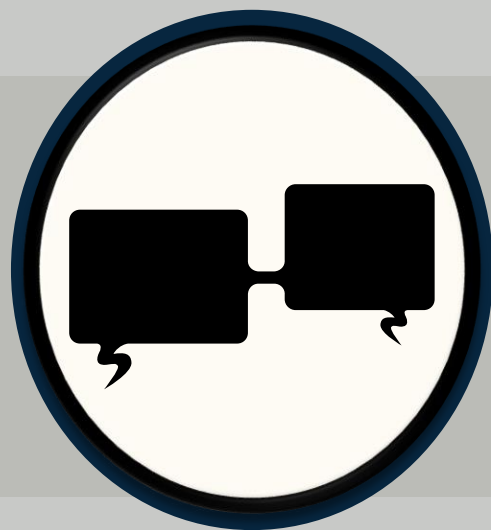
Trend



Key figures

- Army recruits were more likely to say they were always or often given enough time to eat their meals compared to 2016, up from 52% to 56%.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.



Support

LEARNING NEEDS AND DIFFICULTIES

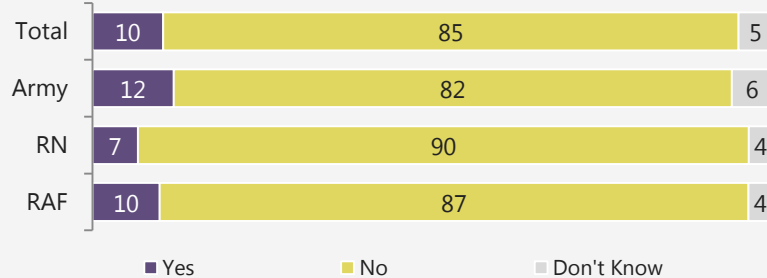
Phase 1 Recruits

Demog6a. Do you have any learning needs or difficulties?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

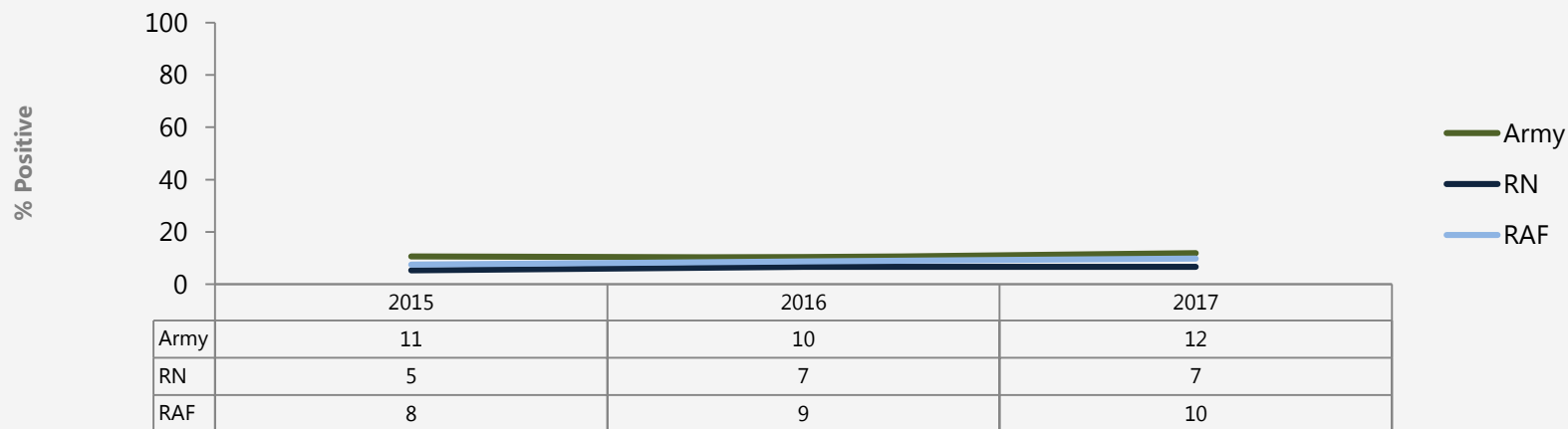
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

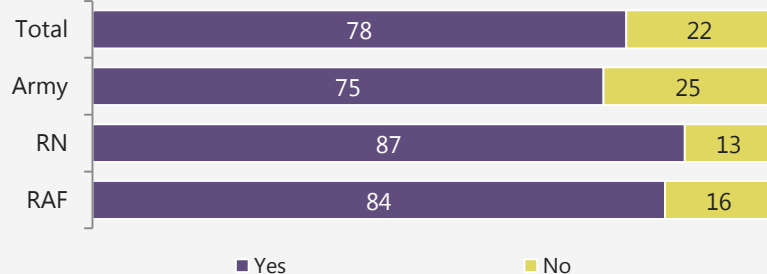
LEARNING NEEDS AND DIFFICULTIES

Phase 1 Recruits

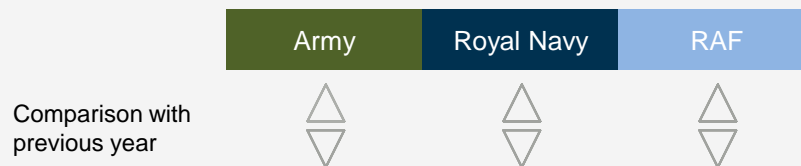
Demog6b. Did you tell the staff at [unit] that you had a learning need or difficulty?

Number of respondents (all respondents who have learning needs or difficulties): Total (873), Army (591), Royal Navy (124), RAF (158)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

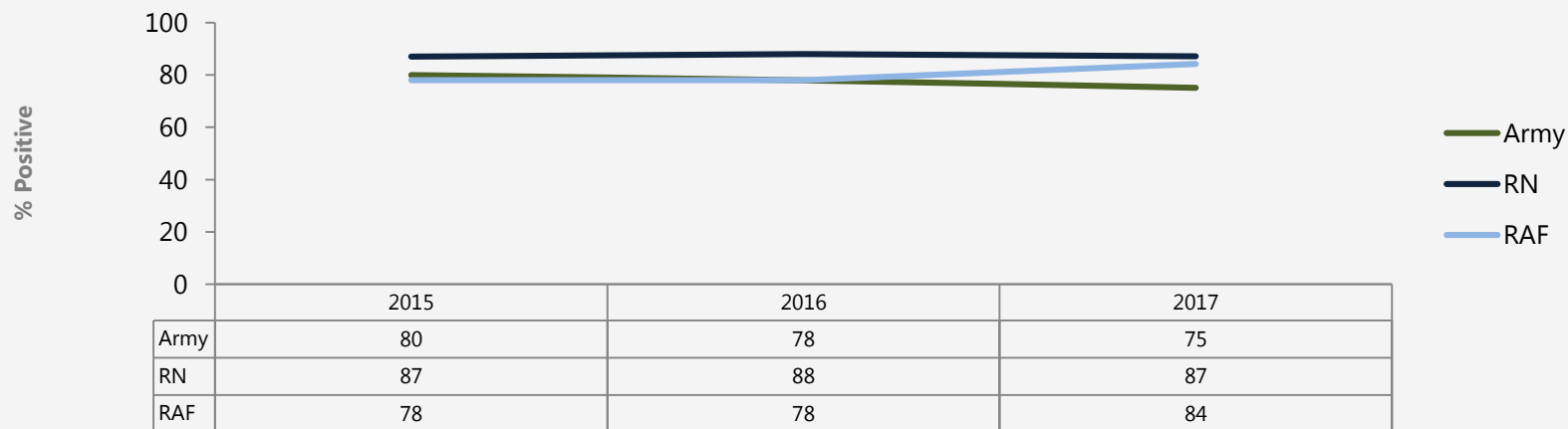
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

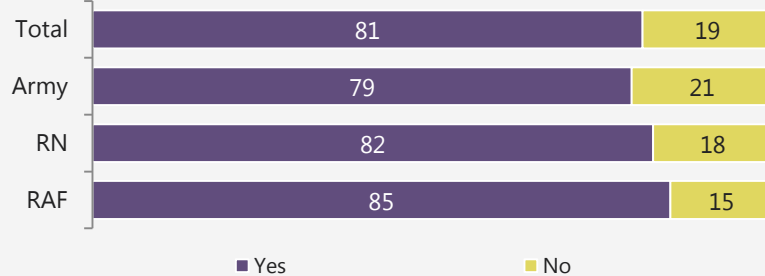
SUPPORT WITH LEARNING NEEDS AND DIFFICULTIES

Phase 1 Recruits

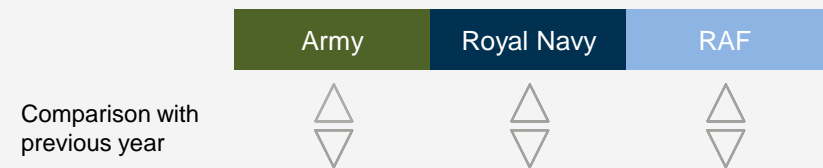
Demog6c. Did you have all the support required for your learning need or difficulty?

Number of respondents (all respondents who have learning needs or difficulties and reported it): Total (685), Army (444), Royal Navy (108), RAF (133)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

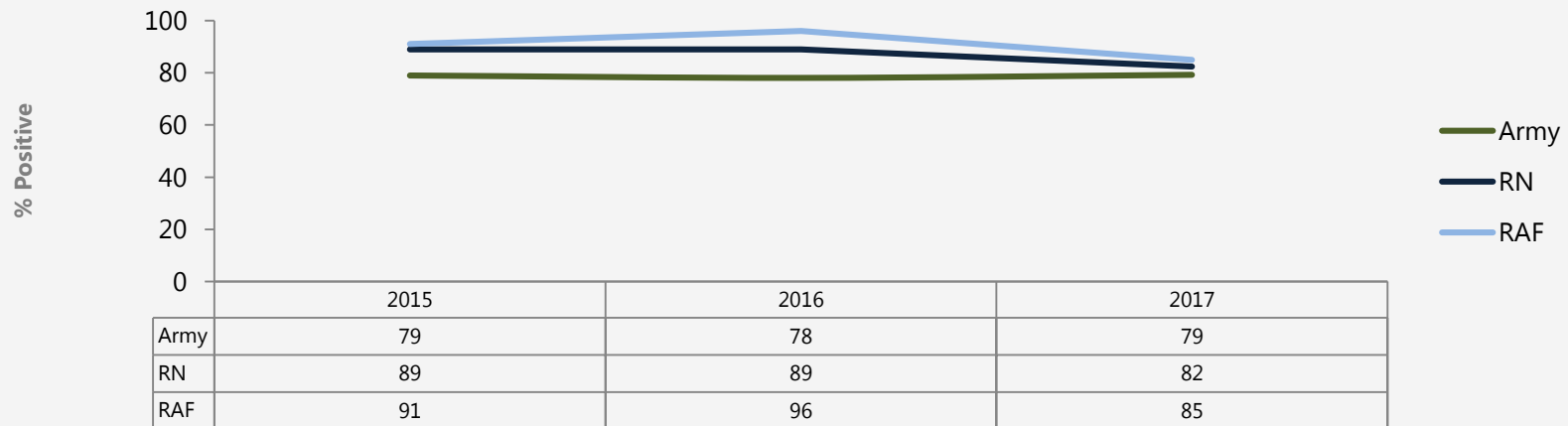
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

OPPORTUNITY TO TALK PRIVATELY WITH TRAINING STAFF

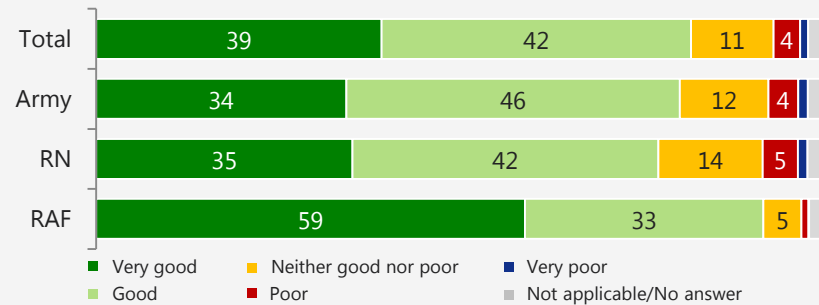
Phase 1 Recruits

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

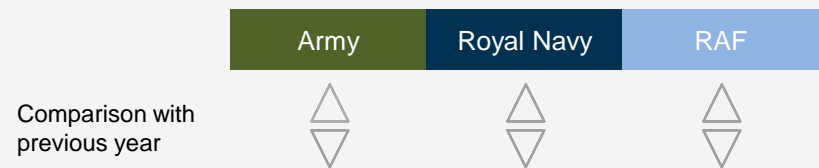
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

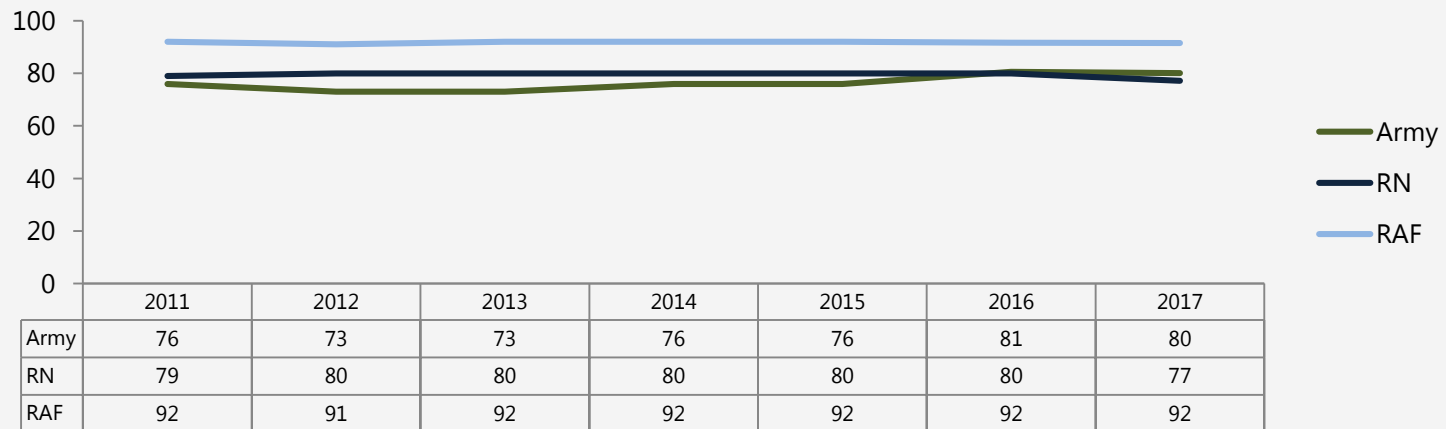
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

OPPORTUNITY TO TALK PRIVATELY WITH CHAPLAINS/PADRE

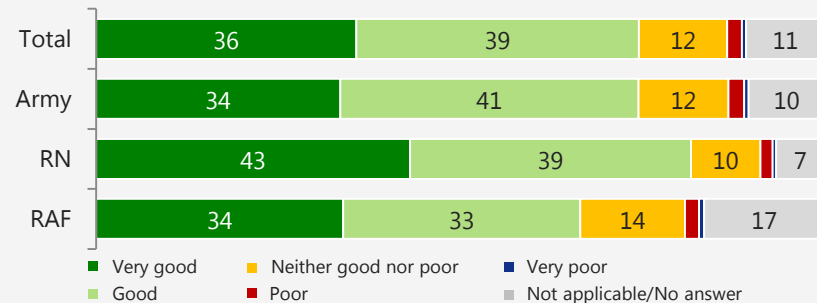
Phase 1 Recruits

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

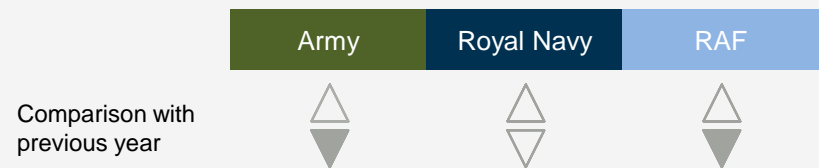
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

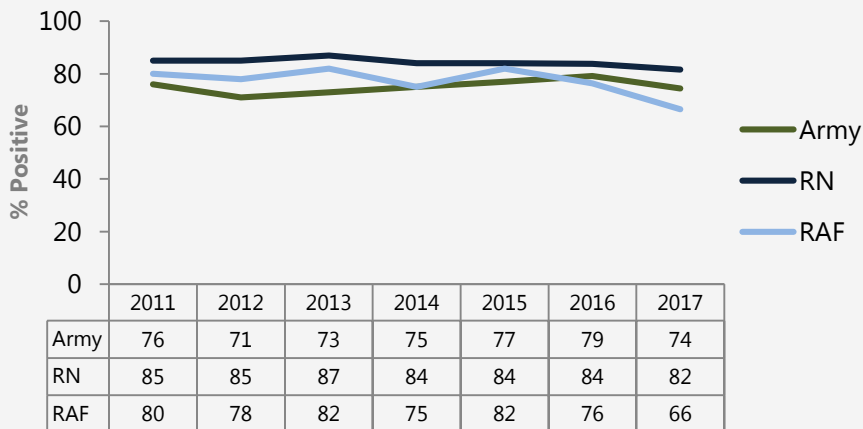
Current year results (%)



Differences



Trend



Key figures

- Both Army and RAF recruits were less likely to rate the opportunity to talk privately with chaplains/padre as very good or good compared to 2016.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

OPPORTUNITY TO KEEP IN CONTACT WITH FAMILY AND FRIENDS

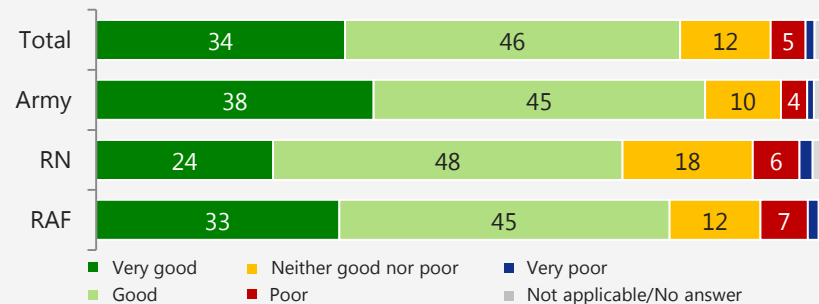
Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

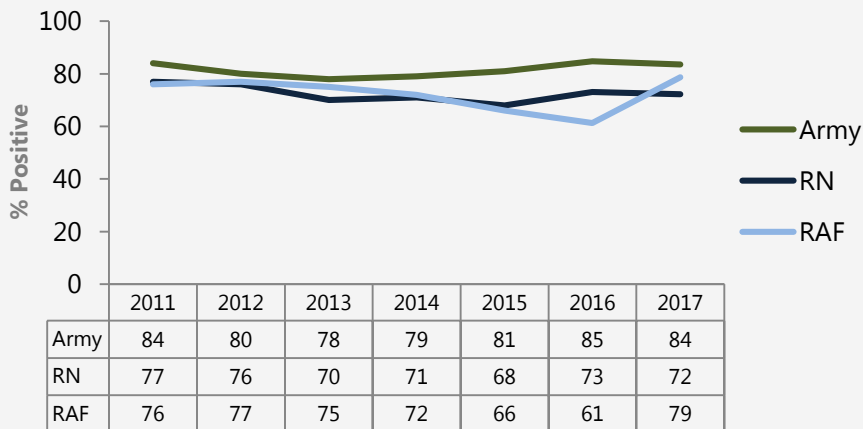
Current year results (%)



Differences



Trend



Key figures

- RAF recruits were more positive about the opportunities to keep in contact with family and friends compared to 2016; 79% rated this aspect as very good or good in 2017 compared to 61% in 2016.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

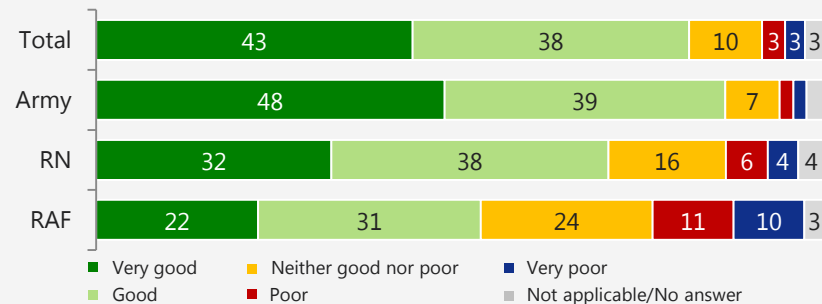
OPPORTUNITY TO PRACTISE YOUR FAITH/RELIGION

Phase 1 Recruits

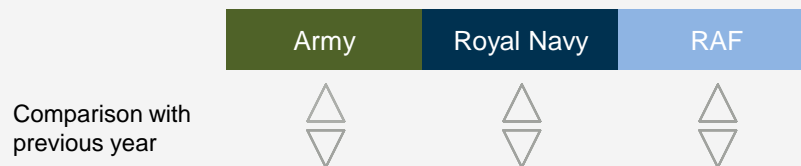
30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Practise your faith/religion

Number of respondents (all respondents who have a faith/religion and practice it): Total (1,107), Army (843), Royal Navy (192), RAF (72)
% positive equals the proportion who say 'very good or good' – comments and significant differences based on this

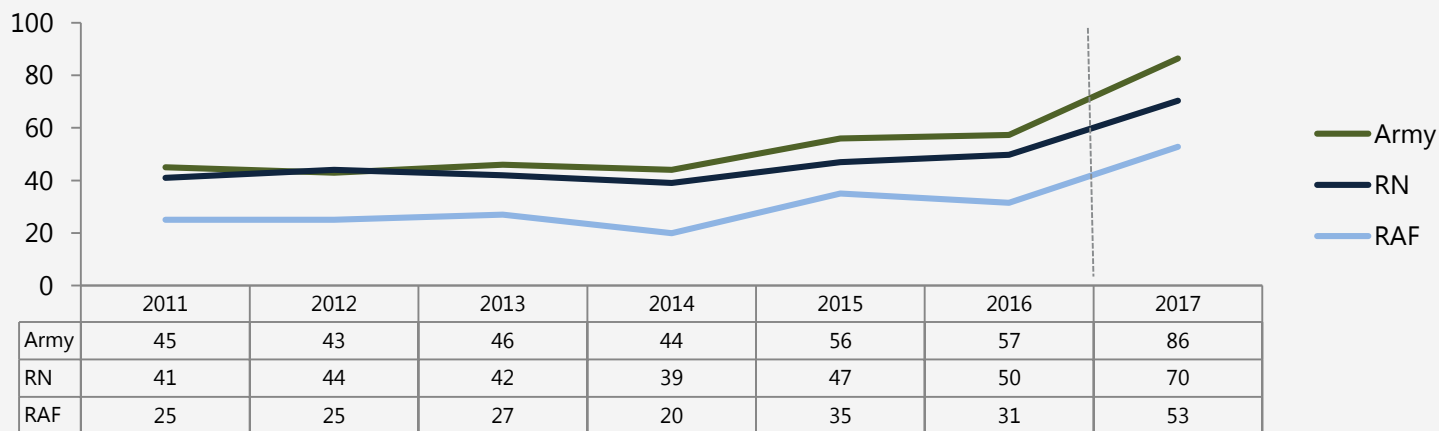
Current year results (%)



Differences



Trend



Note: Base for this question changed from all respondents to those who have a faith/religion and practise it in the year 2016-17

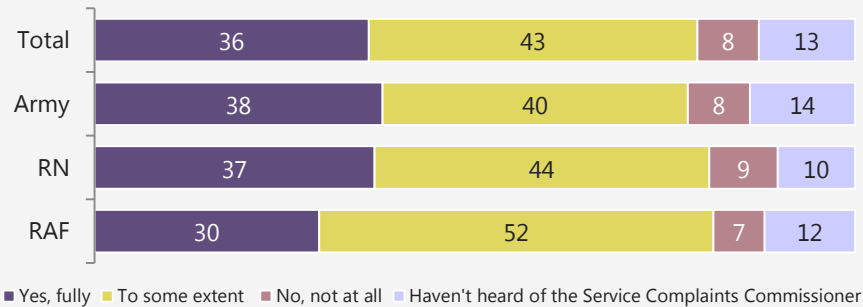
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

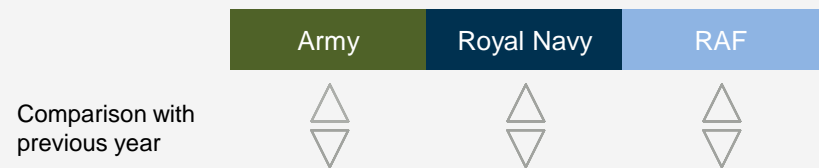
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

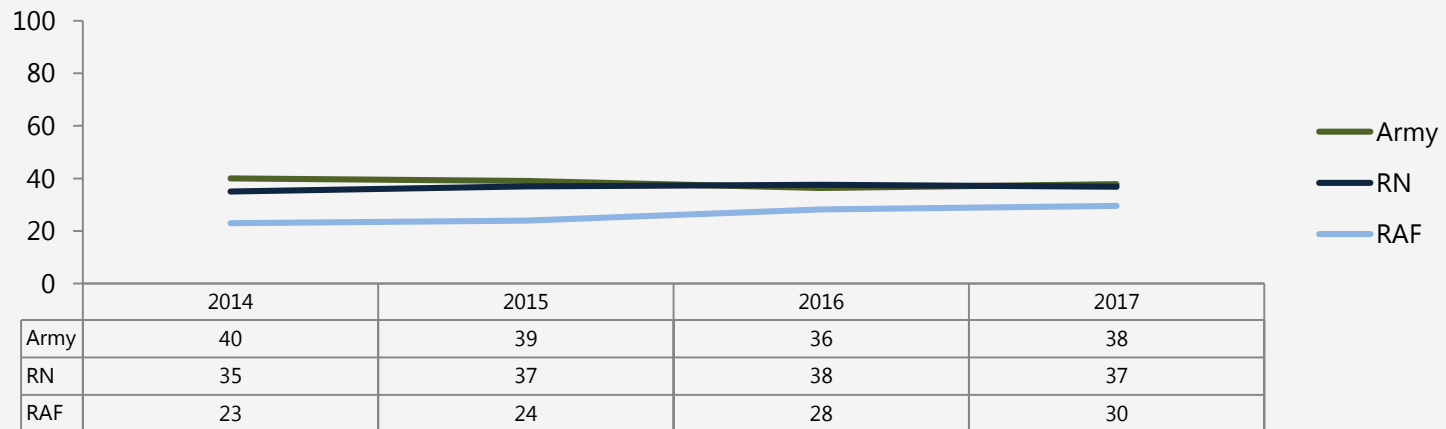
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.



AVAILABILITY OF STAFF FOR PROBLEMS OUT OF TRAINING HOURS

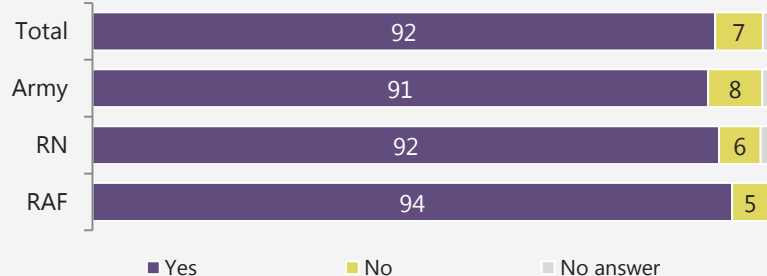
Phase 1 Recruits

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

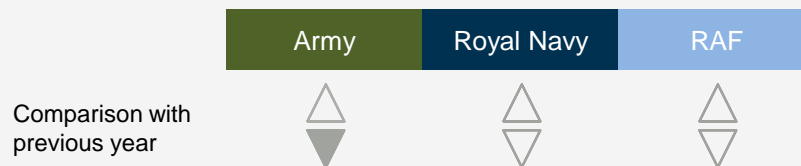
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

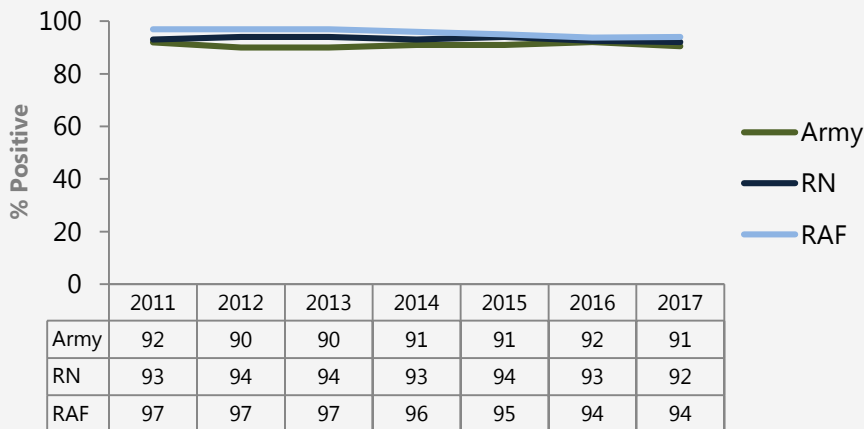
Current year results (%)



Differences



Trend



Key figures

- Compared with 2016, Army recruits were slightly less likely to feel there was a member of staff easily available for them if they had a problem out of training hours; 92% felt this was the case in 2016, and this fell to 91% in 2017.

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

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

Please refer to notes page for base size of previous years.



SOMEONE TO GO TO FOR PERSONAL OR EMOTIONAL PROBLEMS

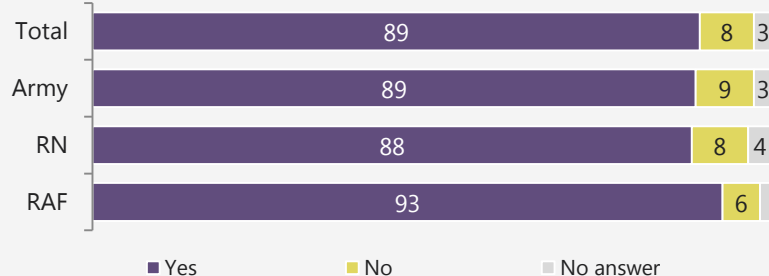
Phase 1 Recruits

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

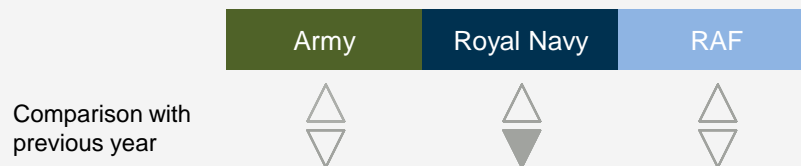
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

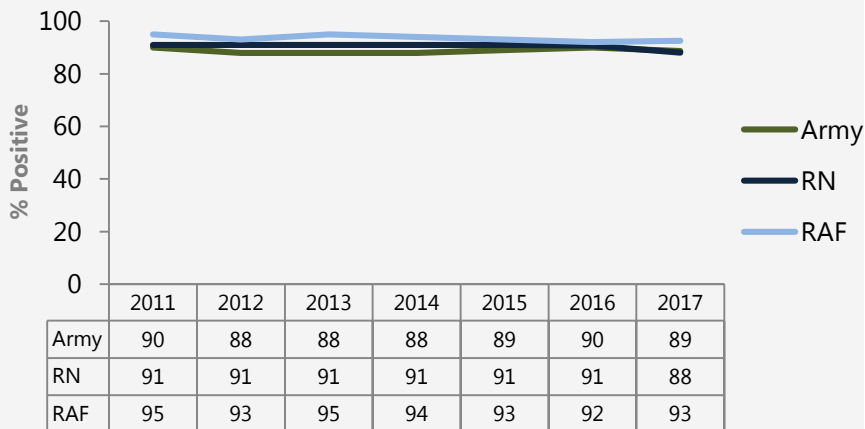
Current year results (%)



Differences



Trend



Key figures

- Against 2016, Royal Navy recruits were less likely to say they felt there was someone at the unit that they were happy to go to if they had any personal or emotional problems; down from 91% to 88%.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

SOMEONE TO GO TO FOR ADMINISTRATIVE PROBLEMS

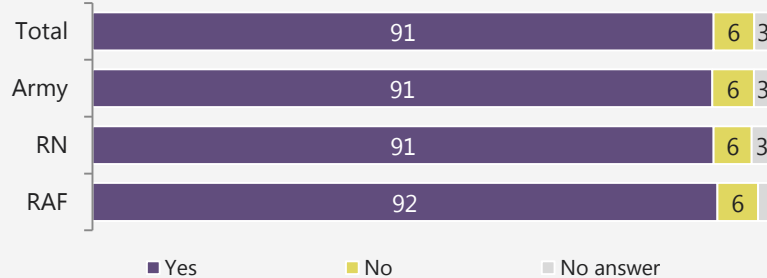
Phase 1 Recruits

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

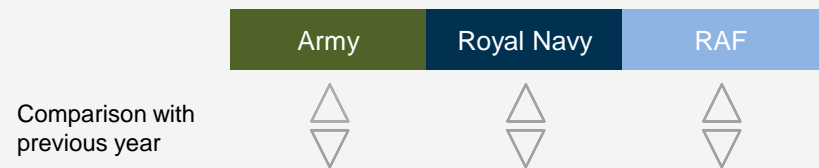
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

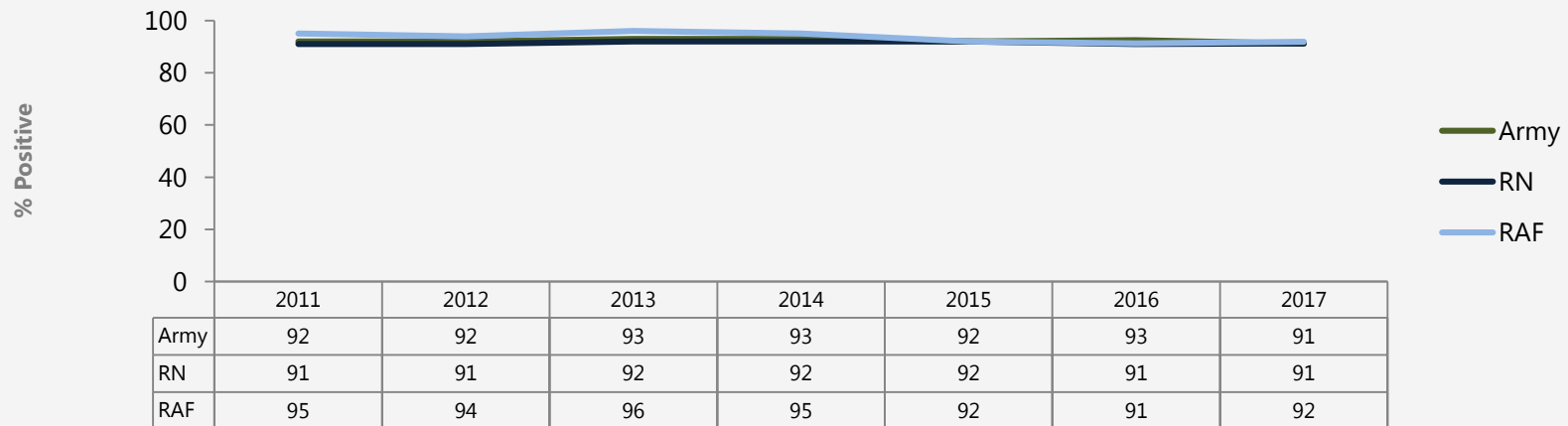
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

OPPORTUNITY TO RAISE ALL CONCERNS WITH PERSON IN AUTHORITY

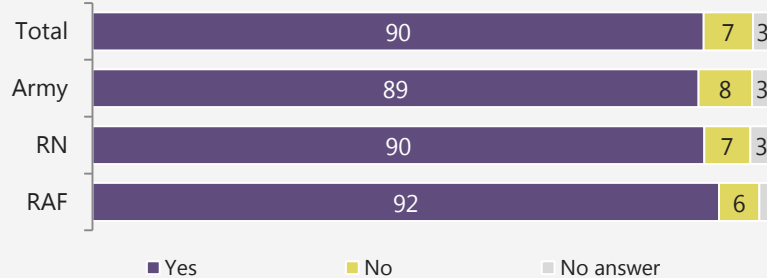
Phase 1 Recruits

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

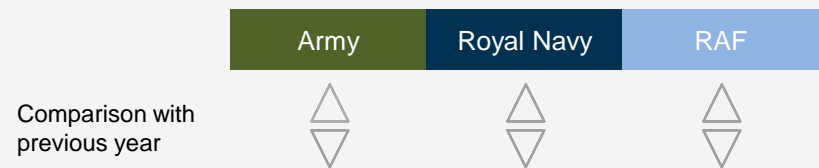
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

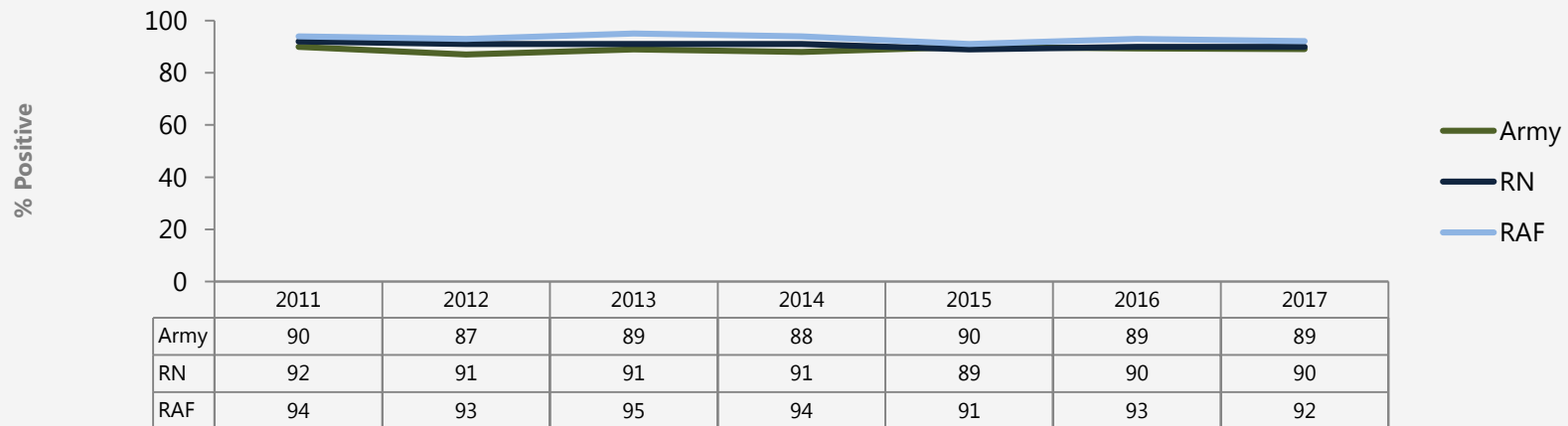
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

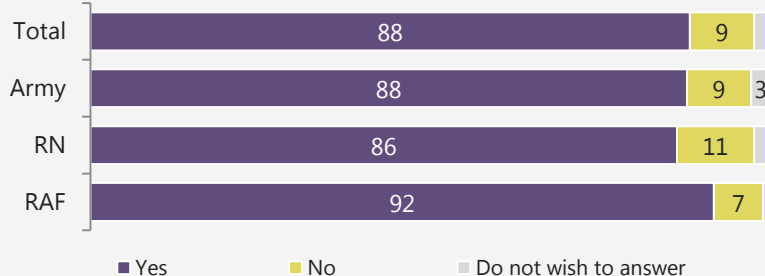


Fairness

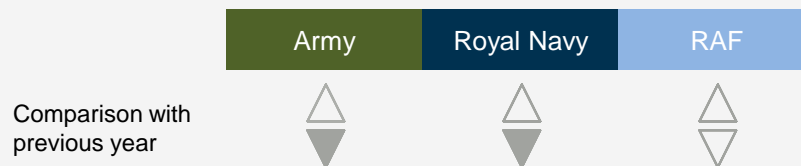
35. Do you know how to complain about poor or unfair treatment or bullying at unit?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- Compared to 2016, slightly fewer Army and Royal Navy recruits stated that they are aware of how to complain about poor or unfair treatment or bullying at their unit.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

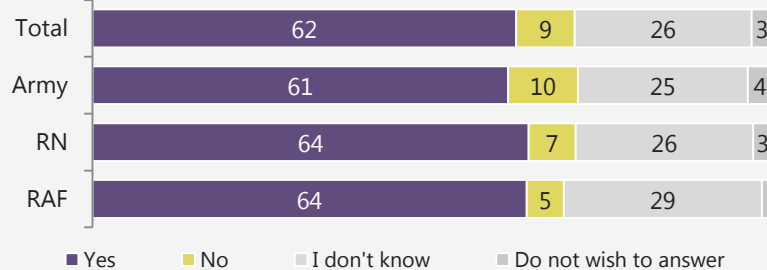
WHETHER BELIEVE COMPLAINTS ARE DEALT WITH IN A FAIR MANNER

Phase 1 Recruits

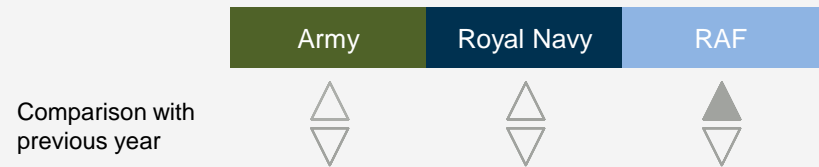
37a. Generally, do you believe that complaints are dealt with in a fair manner at unit?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

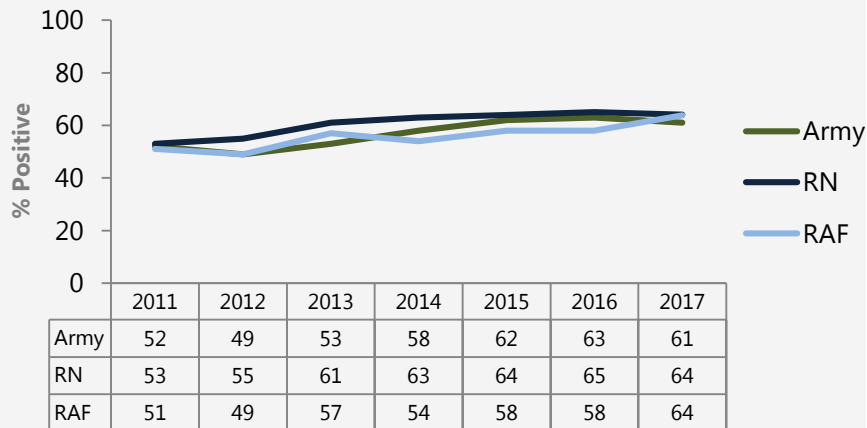
Current year results (%)



Differences



Trend



Key figures

- Against 2016, RAF recruits were more likely to state that they believe complaints are dealt with in a fair manner at their unit; up from 58% to 64%.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

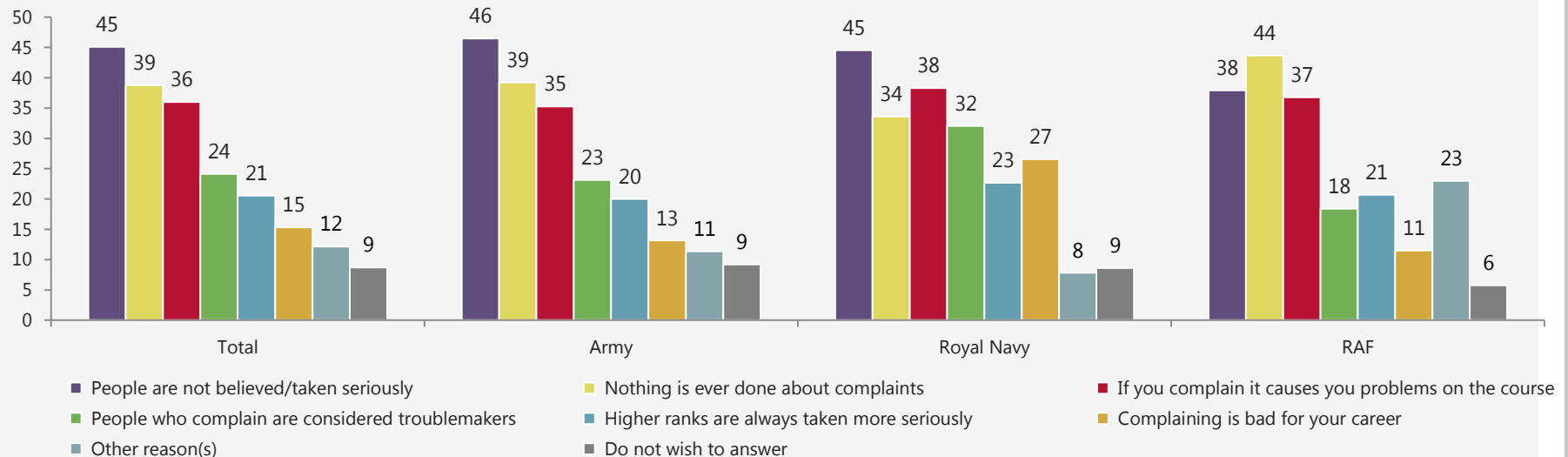
REASON WHY COMPLAINTS ARE NOT DEALT WITH IN A FAIR MANNER

Phase 1 Recruits

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

Number of respondents (all respondents who said that they did not feel complaints are dealt with in a fair manner): Total (725), Army (510), Royal Navy (128), RAF (87)

Current year results (%)



Key figures

- The most common reason given by recruits for saying that complaints are not dealt with in a fair manner was that people are not believed or taken seriously (45%), closely followed by the perception that nothing is ever done about complaints (39%) and complaining causes problems on the course (36%).

FAIR TREATMENT OF TRAINEES

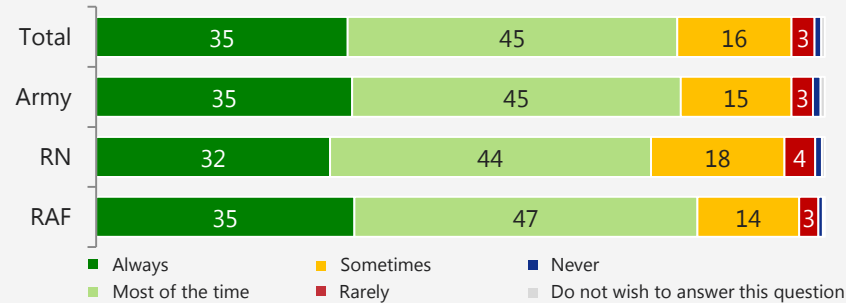
Phase 1 Recruits

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

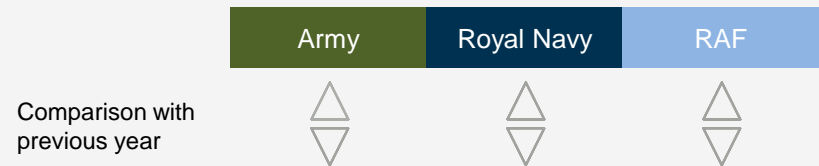
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

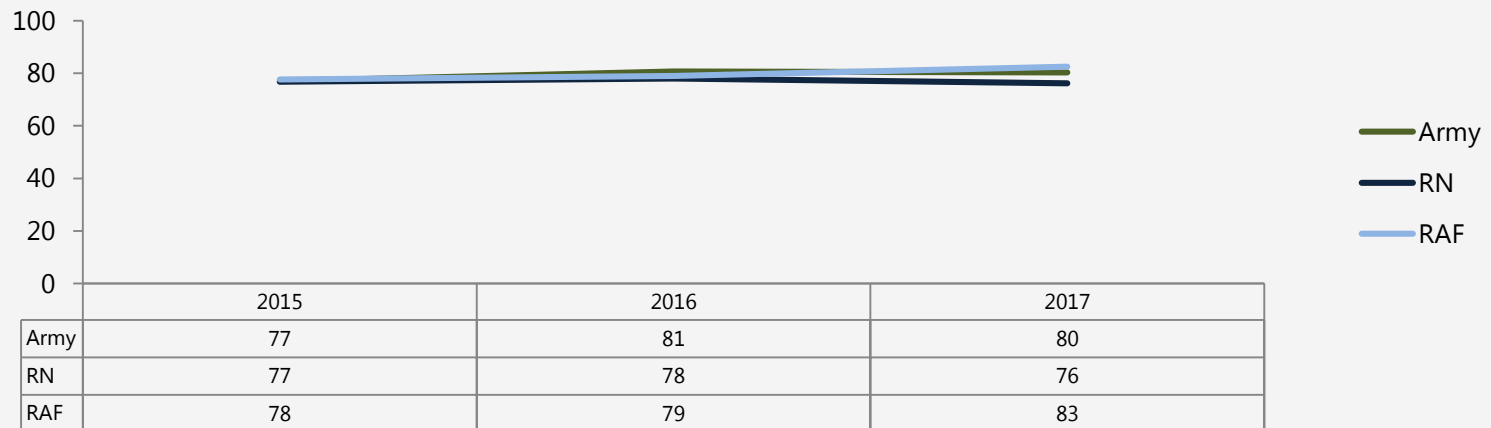
Current year results (%)



Differences



Trend



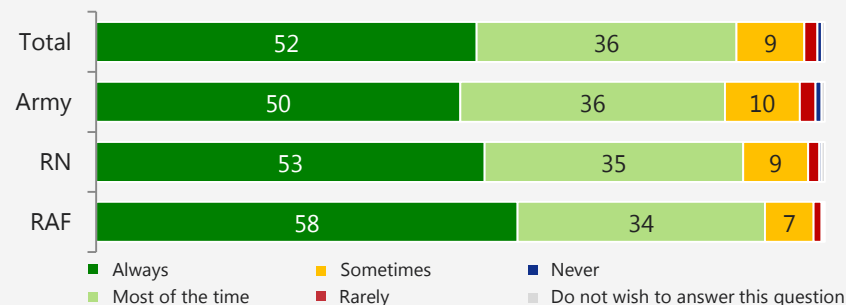
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

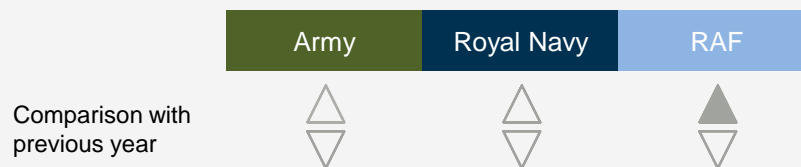
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

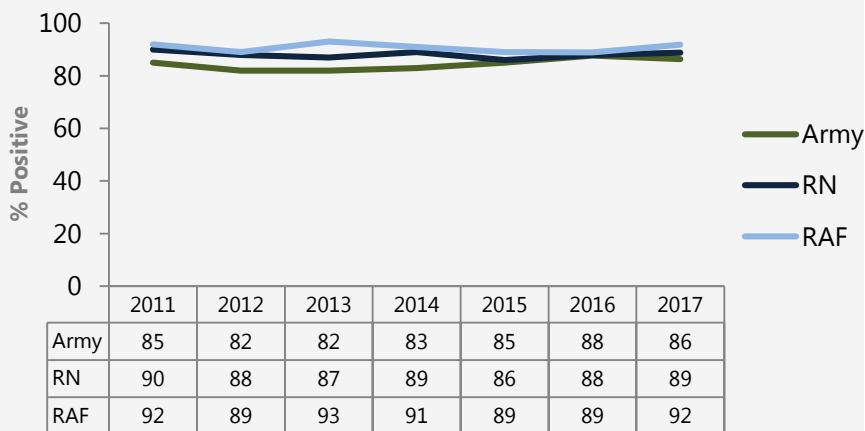
Current year results (%)



Differences



Trend



Key figures

- Against 2016, RAF recruits were more likely to believe that they were treated fairly all or most of the time, up from 89% to 92%.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

SEXUAL OR RACIAL HARASSMENT DURING TRAINING

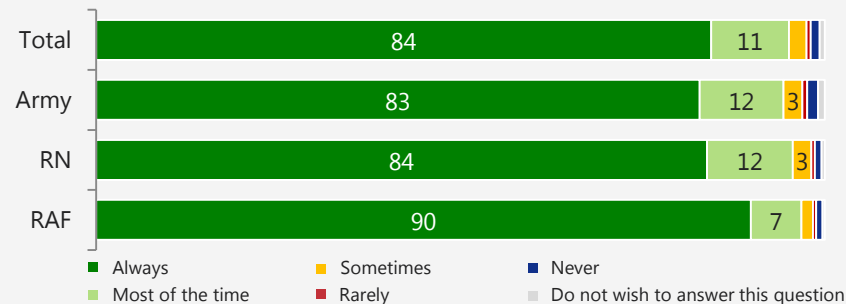
Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

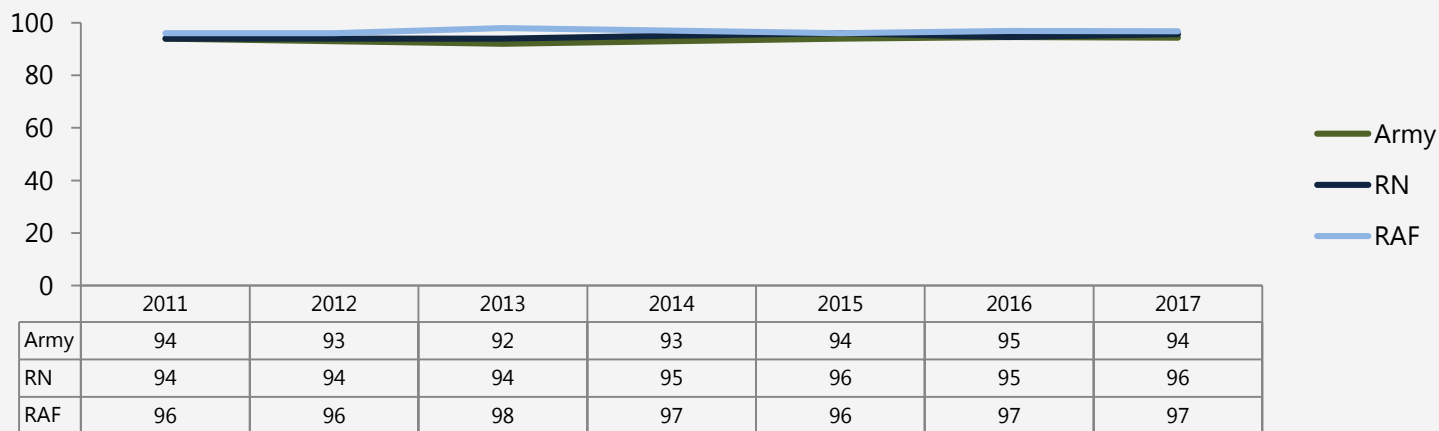
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.

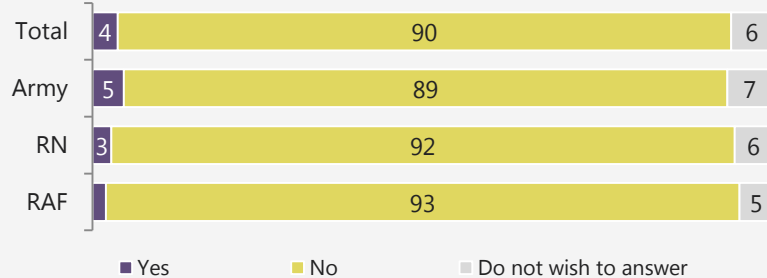
WHETHER BADLY OR UNFAIRLY TREATED BY STAFF

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
Comments and significant differences based on proportion saying 'yes'

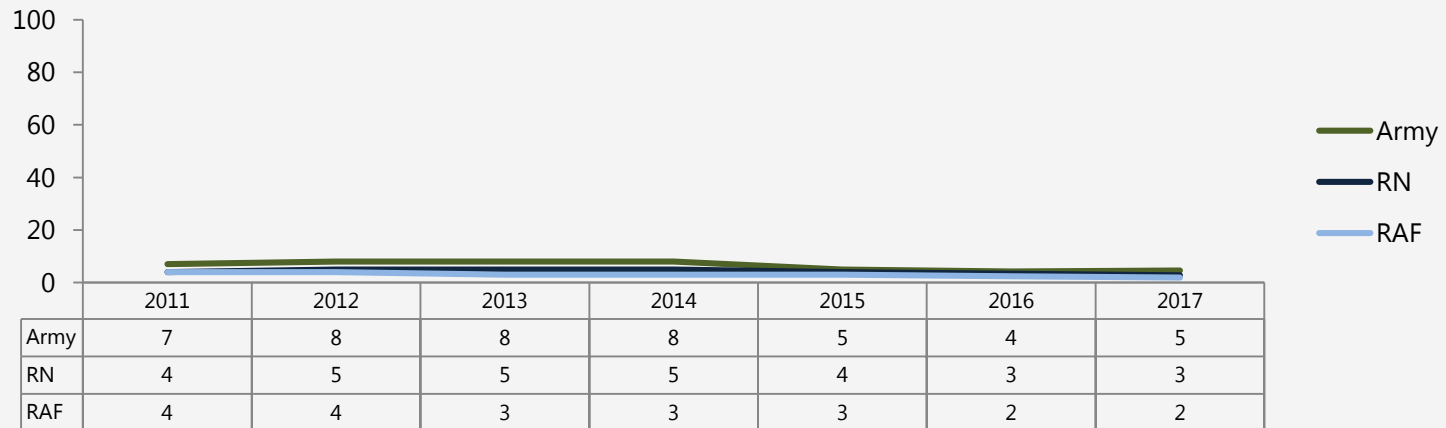
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

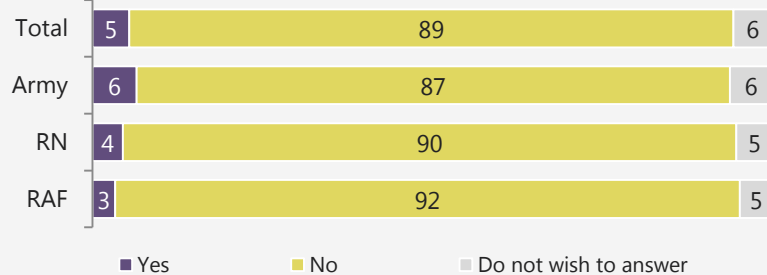
WHETHER BADLY OR UNFAIRLY TREATED BY OTHER TRAINEES

Phase 1 Recruits

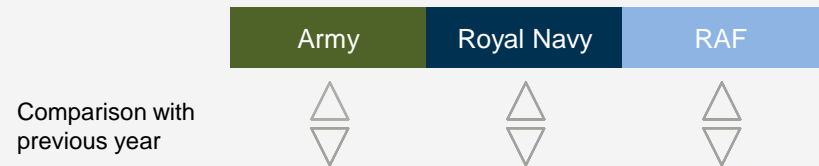
41b. Do you believe that you were badly or unfairly treated by other trainees whilst at unit?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
Comments and significant differences based on proportion saying 'yes'

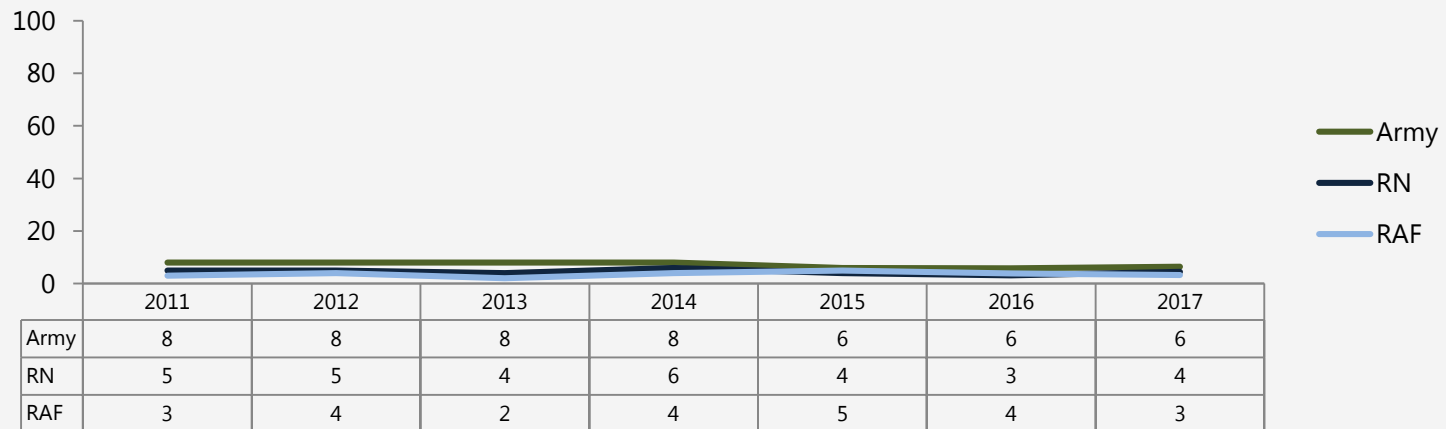
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

WHETHER BADLY OR UNFAIRLY TREATED BY OTHER TRAINEES OR STAFF

Phase 1 Recruits

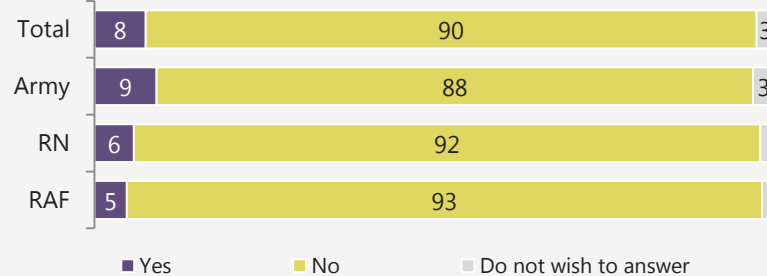
41a. Do you believe that you were badly or unfairly treated by other recruits whilst at unit?*

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

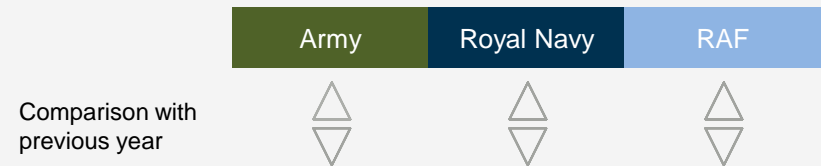
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

Comments and significant differences based on proportion saying 'yes'

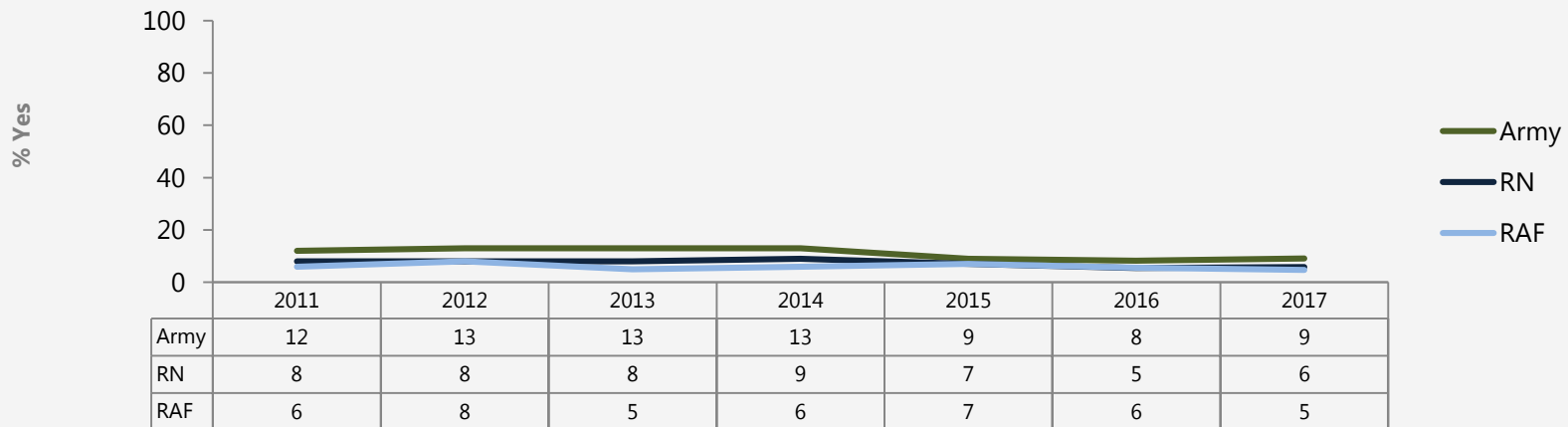
Current year results (%)



Differences



Trend



- This analysis is based on a combination of the 2 questions asking whether recruits have been badly or unfairly treated by either other recruits and/or staff whilst at unit

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

TYPES OF UNFAIR TREATMENT

Phase 1 Army Recruits

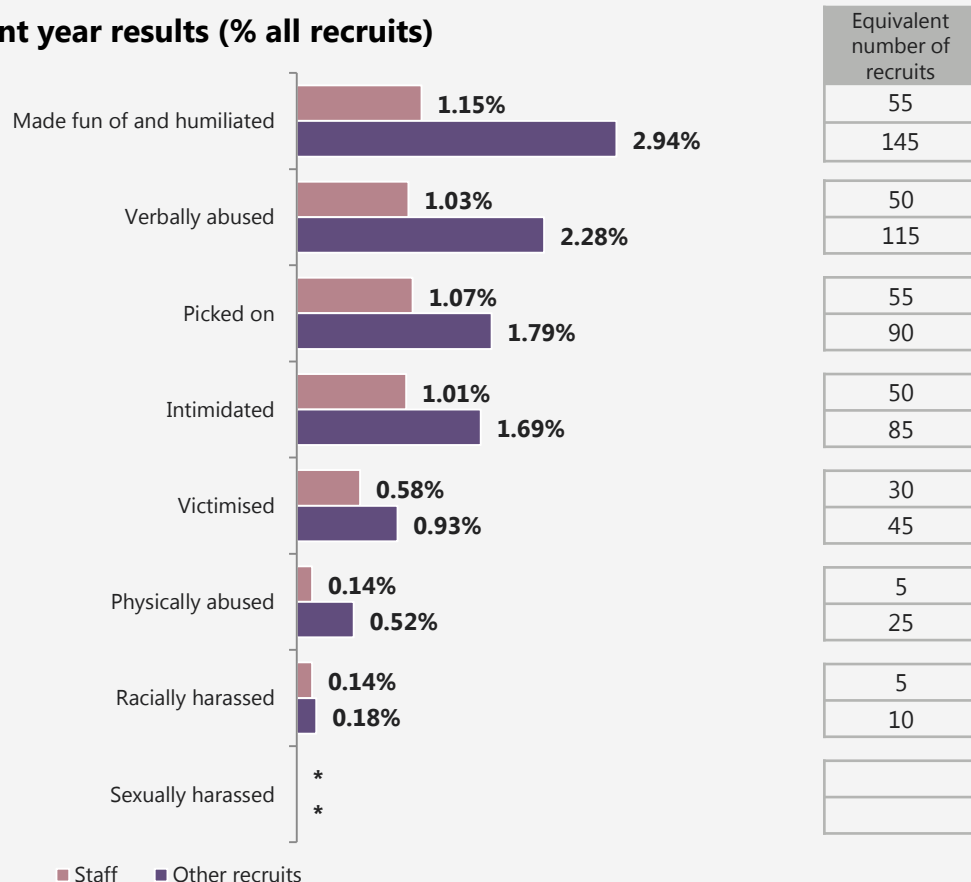


37a. Please read the list below and tick the boxes that best apply to you. 37b. Who [insert treatment type] you?

All results recalculated on full base of Phase 1 Army recruits (4,964)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Army (451)

Current year results (% all recruits)



Key figures

- Results are displayed as a percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.

TYPES OF UNFAIR TREATMENT

Phase 1 Royal Navy Recruits

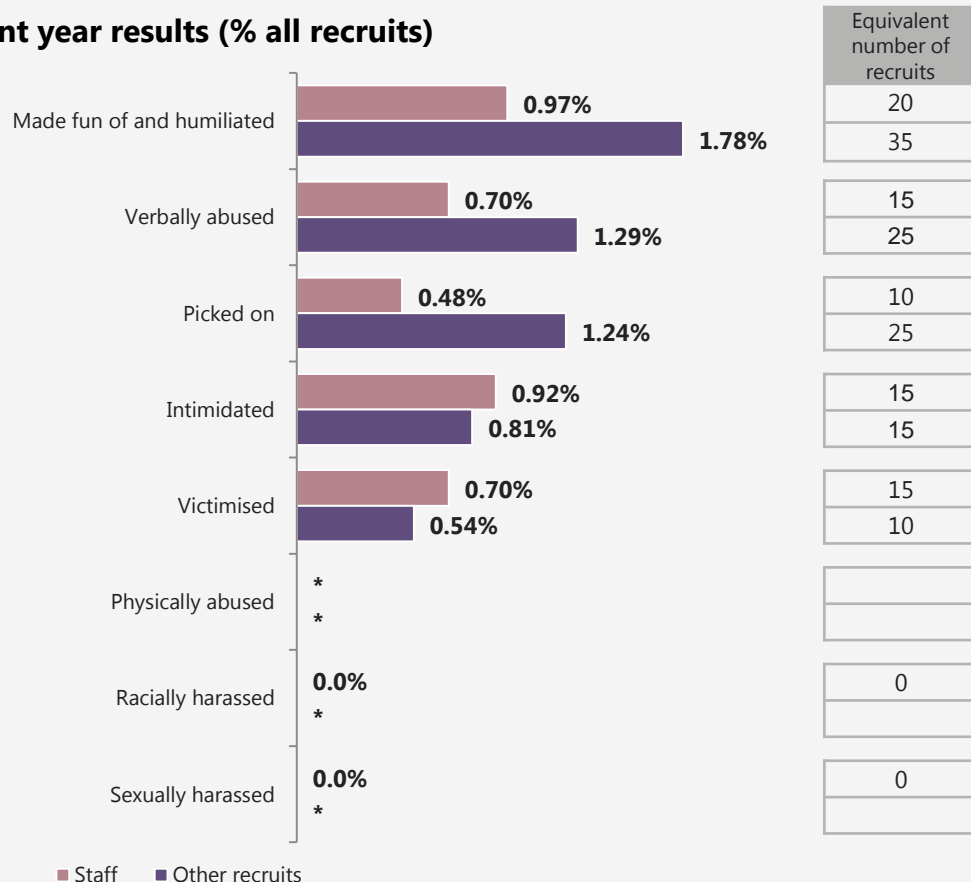


37a. Please read the list below and tick the boxes that best apply to you. 37b. Who [insert treatment type] you?

All results recalculated on full base of Phase 1 Royal Navy recruits (1,857)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Royal Navy (107)

Current year results (% all recruits)



Key figures

- Results are displayed as a percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.

TYPES OF UNFAIR TREATMENT

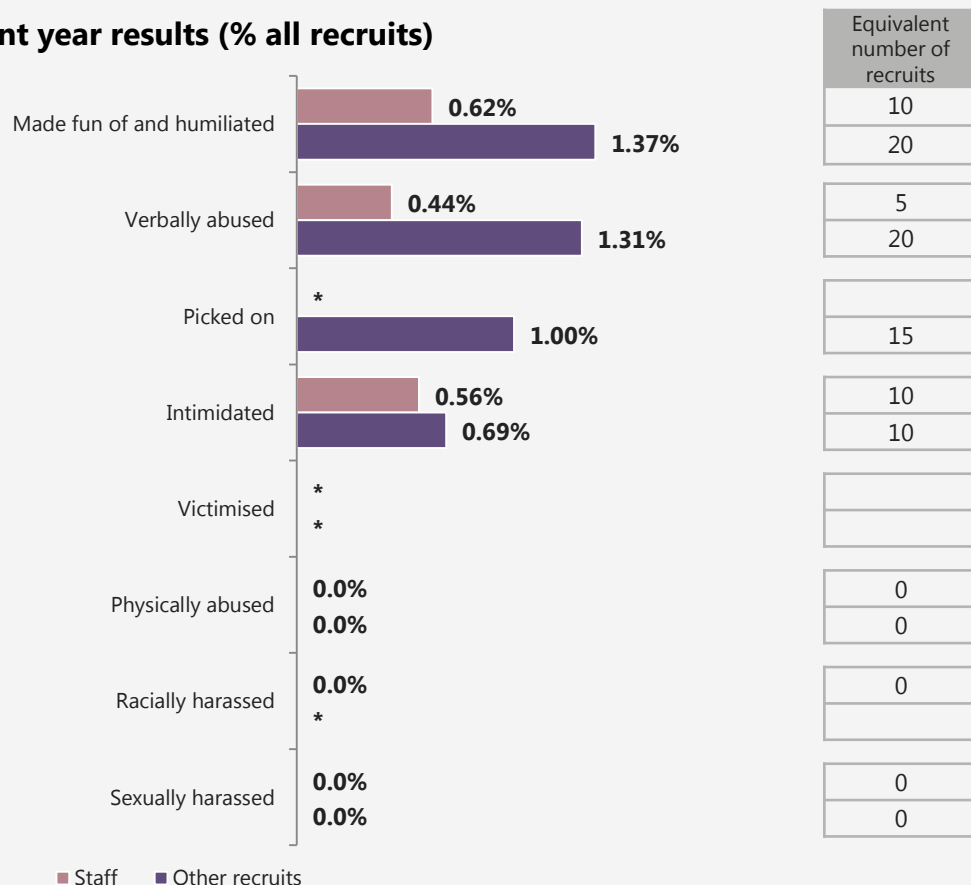
Phase 1 RAF Recruits

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

All results recalculated on full base of Phase 1 RAF recruits (1,601)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): RAF (76)

Current year results (% all recruits)



Key figures

- Results are displayed as a percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.

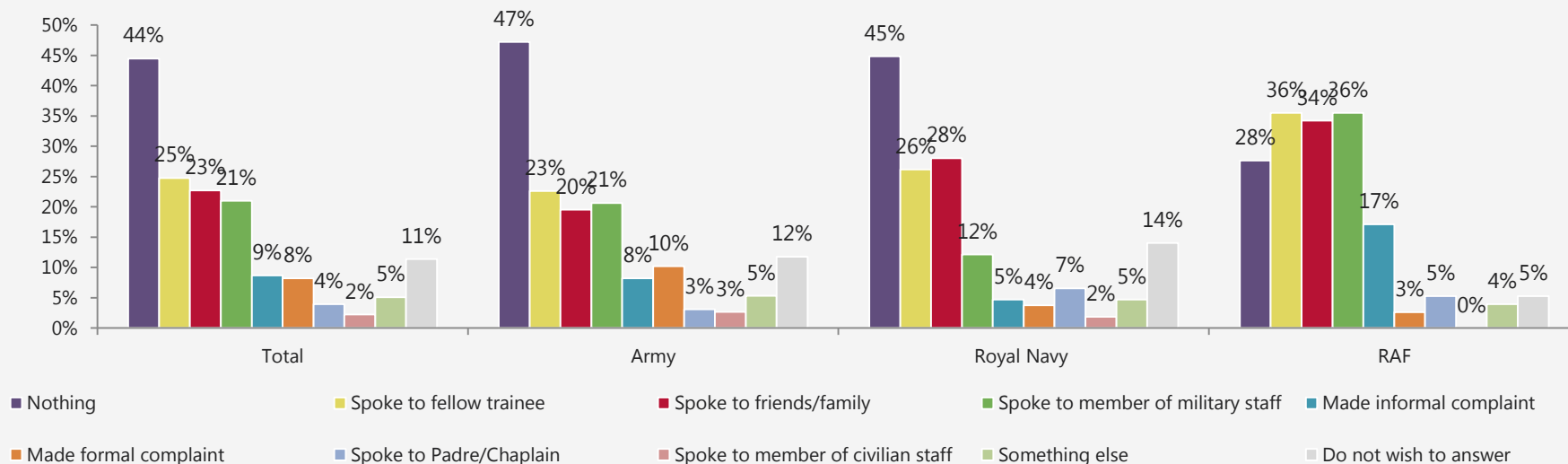
ACTION TAKEN AS A RESULT OF BAD OR UNFAIR TREATMENT

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated and mentioned the type of treatment experienced): Total (634), Army (451), Royal Navy (107), RAF (76)

Current year results (%)



Key figures

- For the Armed Forces, the most common action taken by recruits who believed they experienced unfair treatment was to do nothing (44%). Results for the next answer codes drop and the next most common actions were speaking to a fellow trainee (25%), speaking to friends and family (23%) and speaking to a member of military staff (21%). Action taken was the same as that recorded for 2016 excepting for a small drop in the proportion who claim to have spoken to a member of civilian staff, down from 5% in 2016 to 2% in 2017.
- Overall 16% of recruits made a formal and/or informal complaint following unfair treatment.



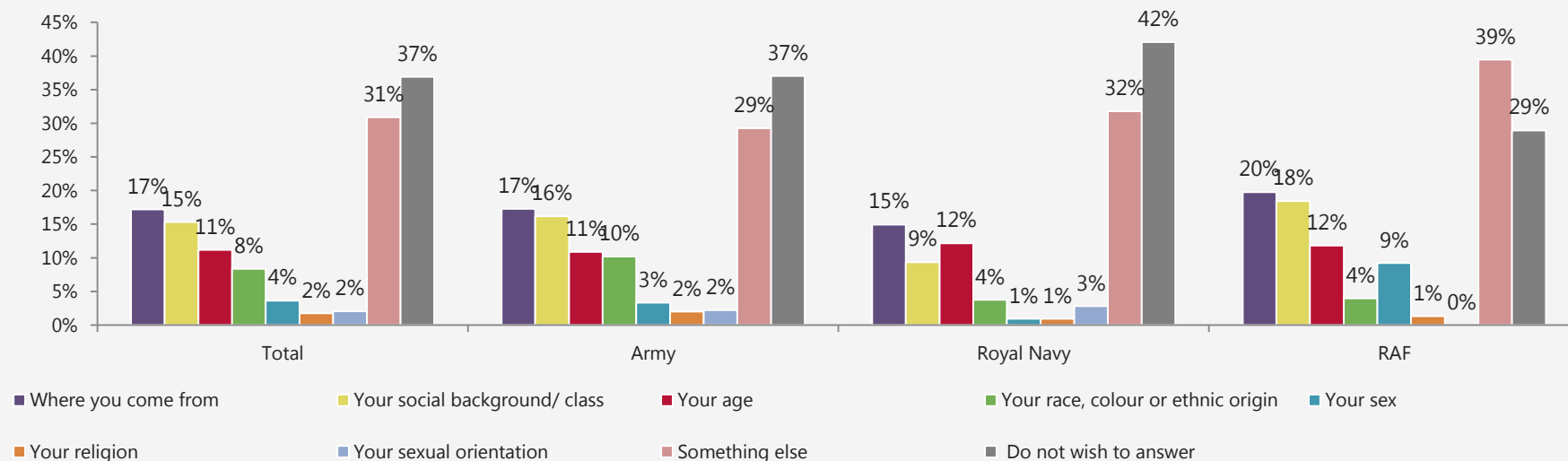
PERCEIVED REASON FOR BAD OR UNFAIR TREATMENT

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated and mentioned the type of treatment experienced): Total (634), Army (451), Royal Navy (107), RAF (76)

Current year results (%)



Key figures

- Across the Armed Forces, the most common reasons given by recruits for why they felt they were unfairly treated was because of where they come from (17%) and their social background/class (15%). Against 2016, there was an increase in the proportion claiming that it was because of their race, up from 3% to 8%.
- Please note that over a third (37%) chose not to answer and just under a third (31%) said something else.

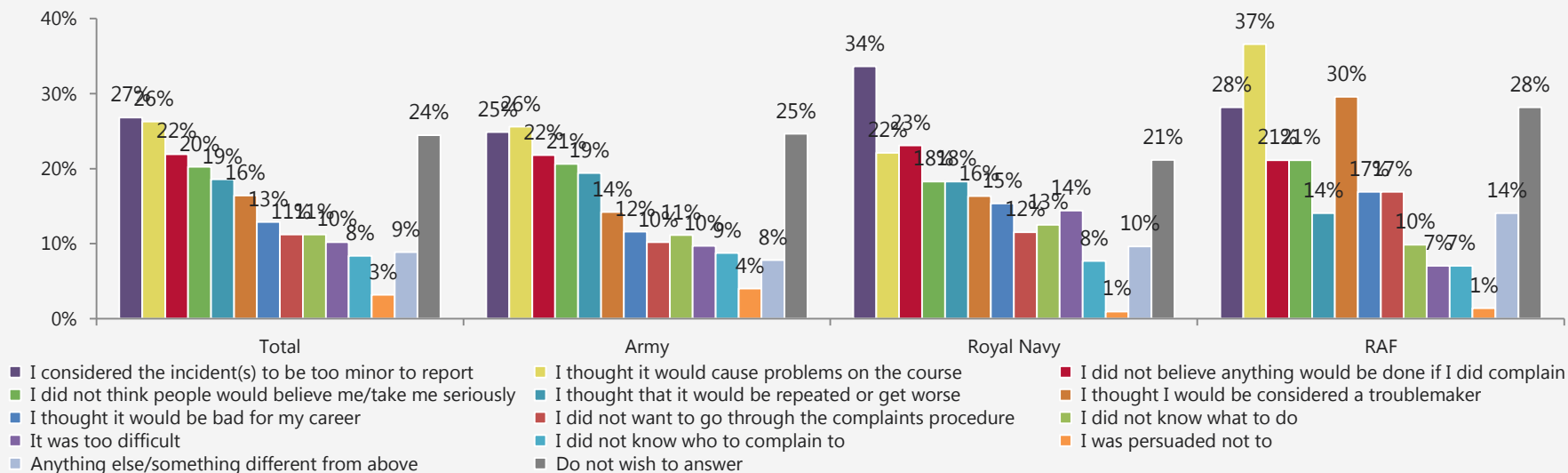
REASON FOR NOT COMPLAINING ABOUT BAD OR UNFAIR TREATMENT

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated and did not make a complaint): Total (597), Army (422), Royal Navy (104), RAF (71)

Current year results (%)



Key figures

- A mix of reasons were selected for why recruits did not complain about any incident of bad or unfair treatment. The top two reasons were that they considered the incident(s) too minor to report (27%) and thought it would cause problems on the course (26%).
- These were closely followed by the following reasons: did not believe anything would be done, did not think people would take me seriously and thought it would be repeated or get worse.



Setbacks during training



ILLNESS OR INJURY DURING TRAINING

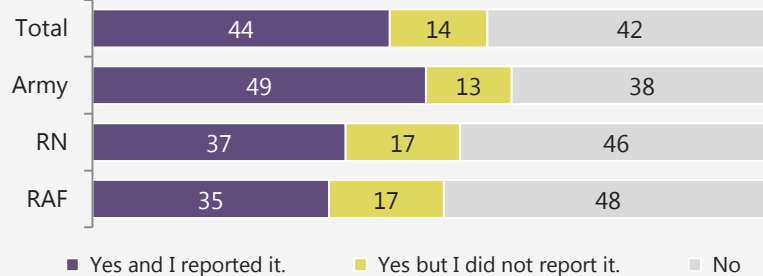
Phase 1 Recruits

49. Were you ever ill or injured during training?

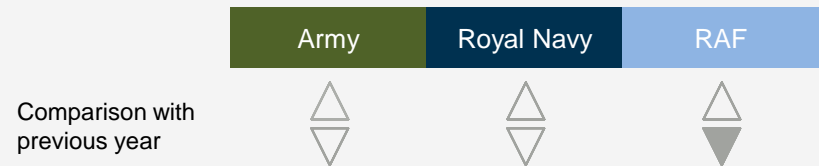
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

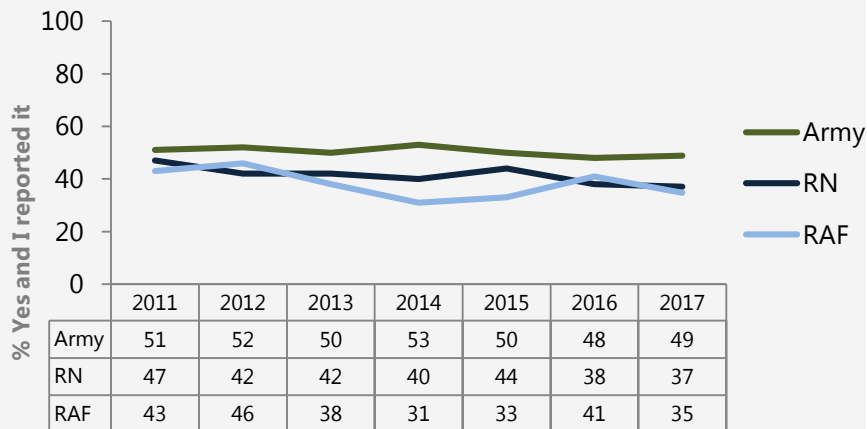
Current year results (%)



Differences



Trend



Key figures

- Against 2016, there was a fall in the proportion of RAF recruits who claimed they were ill or injured during training and reported it, down from 41% to 35% in 2017.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

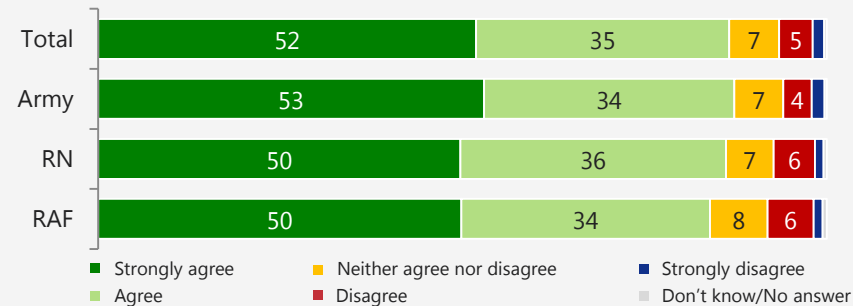
WHETHER ILLNESS/INJURY WAS DEALT WITH PROPERLY

Phase 1 Recruits

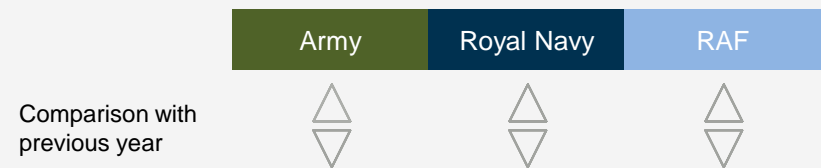
50. Please indicate how you feel about the following statements: My injury/illness was properly dealt with

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (3,671), Army (2,427), Royal Navy (688), RAF (556)
% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

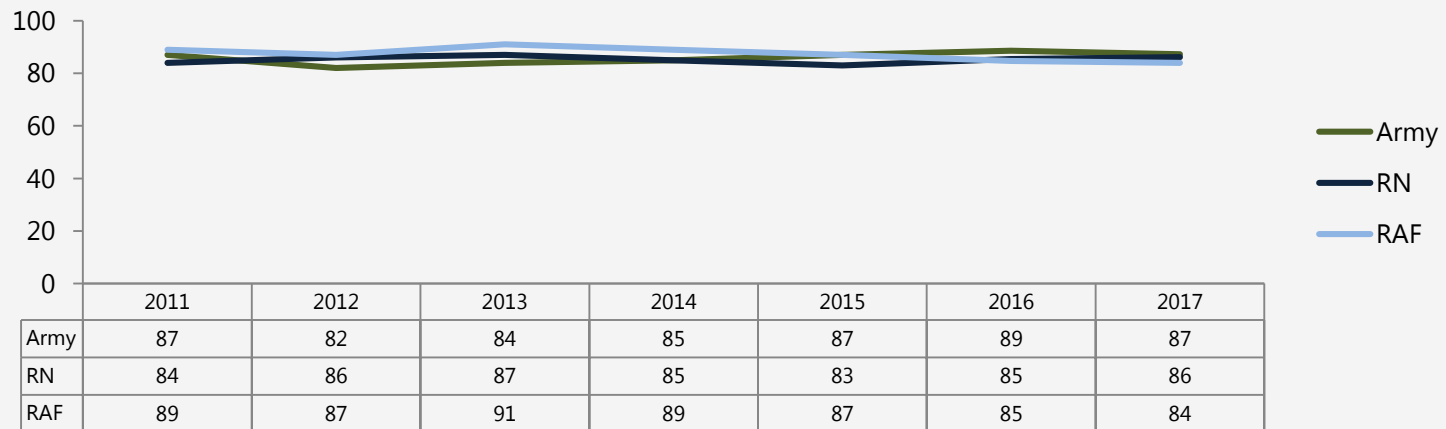
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

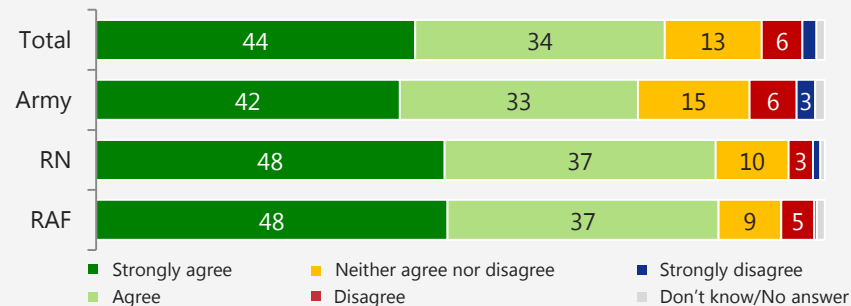
STAFF HELP AND SUPPORT DURING ILLNESS/INJURY

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (3,671), Army (2,427), Royal Navy (688), RAF (556)
% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

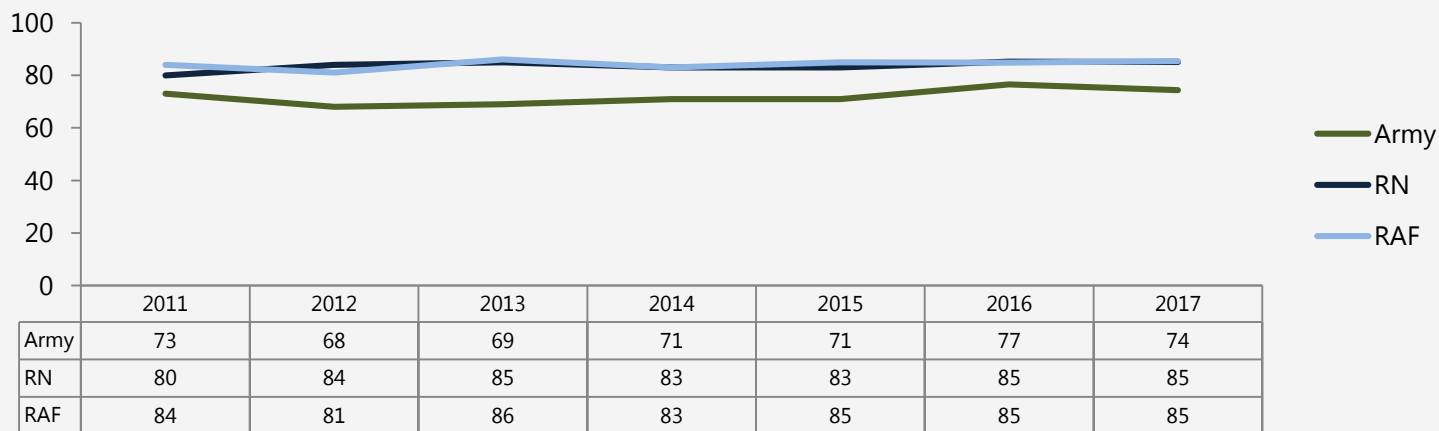
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

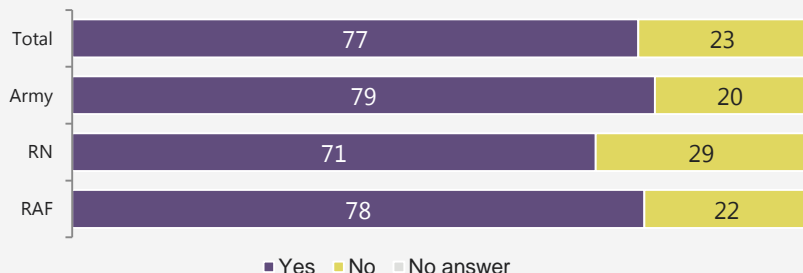
WHETHER WOULD FEEL COMFORTABLE TO REPORT SICK

Phase 1 Recruits

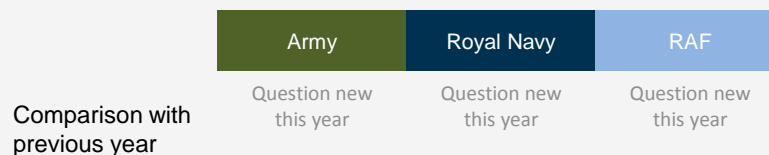
50a. Would you have felt comfortable to report sick, if you had been ill or injured during training?

Number of respondents (all respondents who were not ill/injured): Total (3525), Army (1901), Royal Navy (850), RAF (774),
Comments and significant differences based on % saying 'yes'

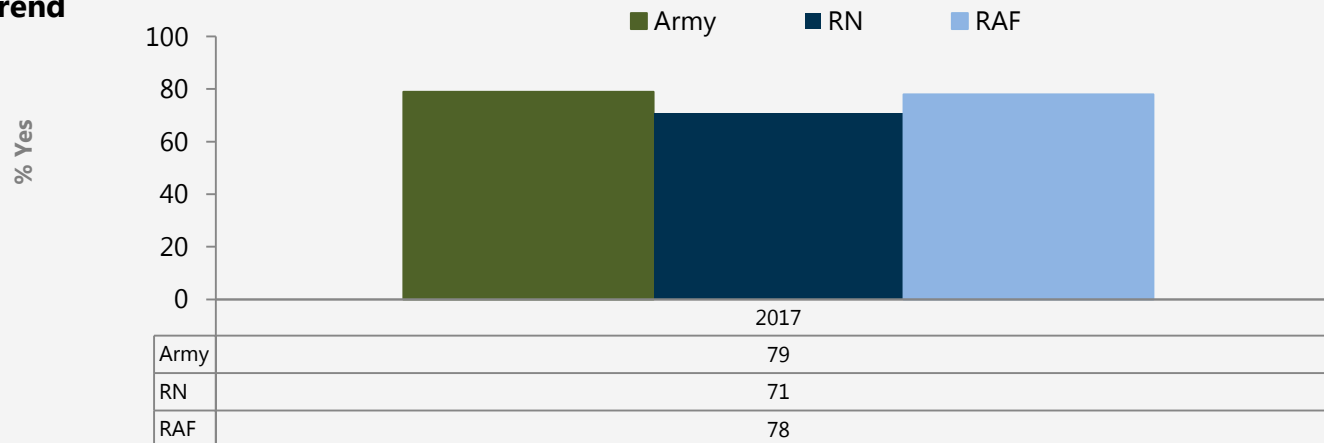
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years
* Caution: low base (< 30 respondents)
** Base too small to report

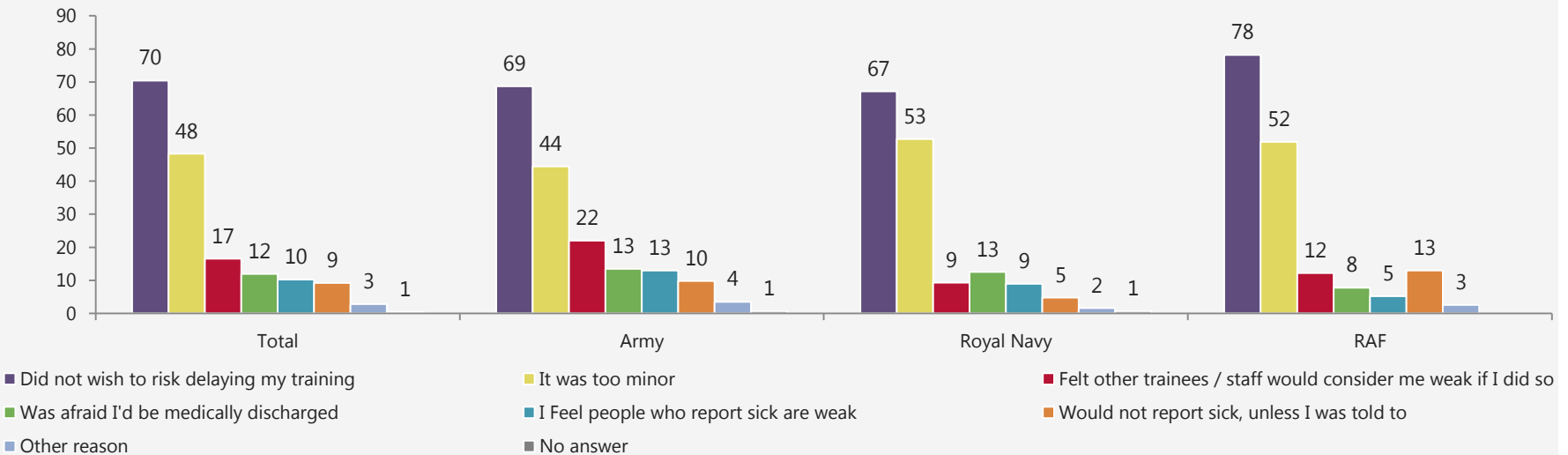
REASON FOR NOT REPORTING ILLNESS OR INJURY

Phase 1 Recruits

51. Why did you not report it?

Number of respondents (all Phase 1 respondents who were ill or injured and did not report it): Total (1,204), Army (623), Royal Navy (311), RAF (270)

Current year results (%)



Key figures

- Across the Armed Services, the most common reason for not reporting ill or injured was to avoid the risk of delaying training (70%), followed by it being too minor (48%).
- The ranked order of reasons is the same as 2016, however there has been a drop in the proportion of recruits mentioning that they were afraid of being medically discharged (down from 17% to 12%) and would not report sick unless told to (down from 13% to 9%).

RESULT OF NOT REPORTING SICK

Phase 1 Recruits

52. What was the result of not reporting sick?

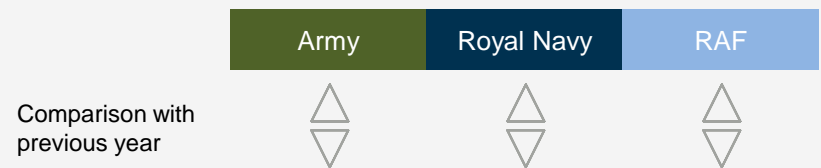
Number of respondents (all Phase 1 respondents who were ill or injured and did not report it): Total (1,204), Army (623), Royal Navy (311), RAF (270)

Comments and significant differences based on % saying 'no impact'

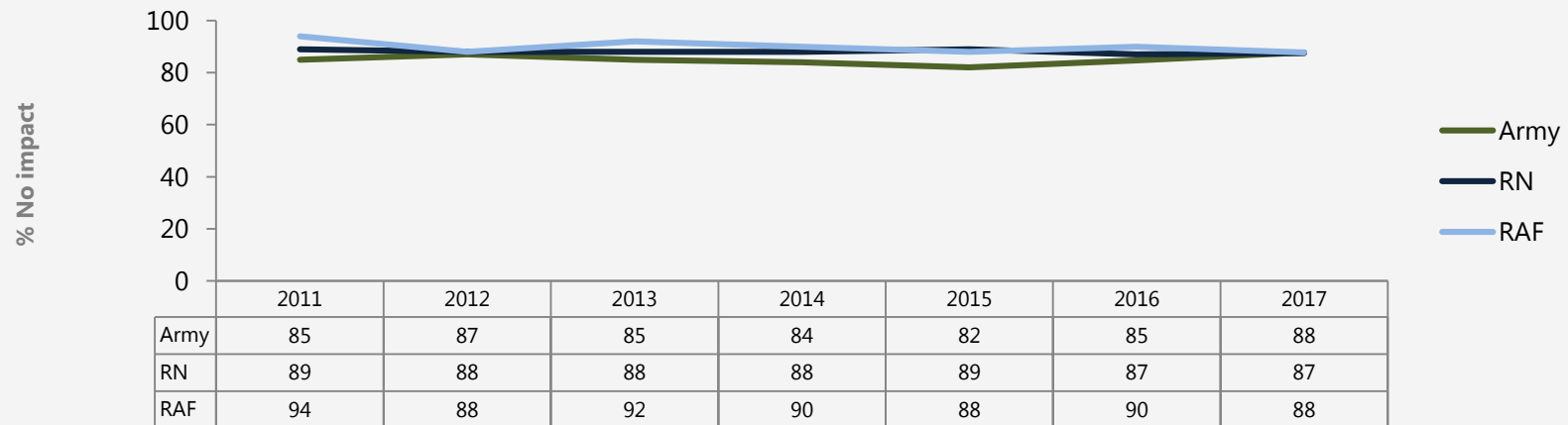
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

REPEATING TRAINING

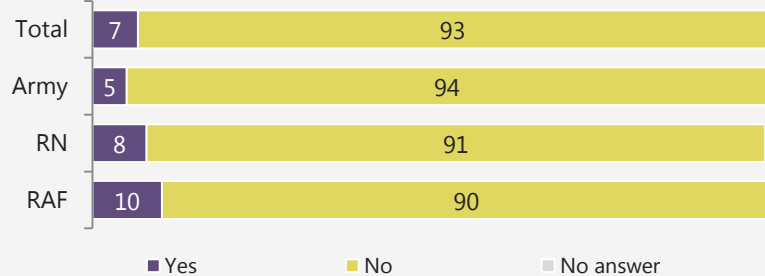
Phase 1 Recruits

54. Did you have to repeat training?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

Comments and significant differences based on proportion who say 'yes'

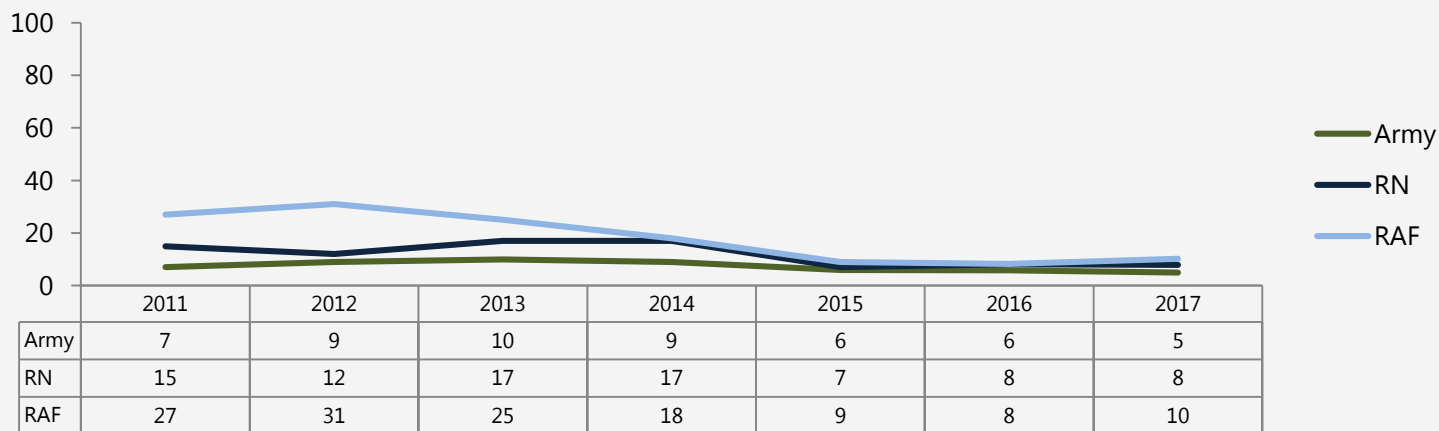
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.

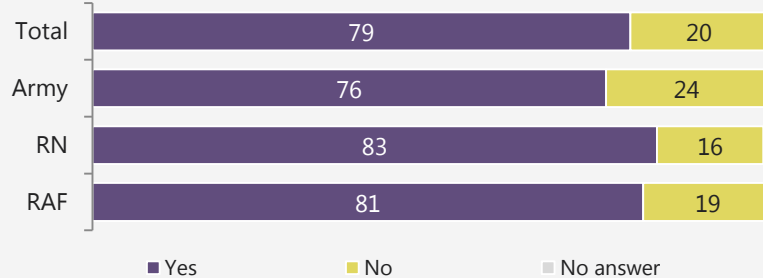
PERSONAL WARNING OF POSSIBILITY OF REPEATING TRAINING

Phase 1 Recruits

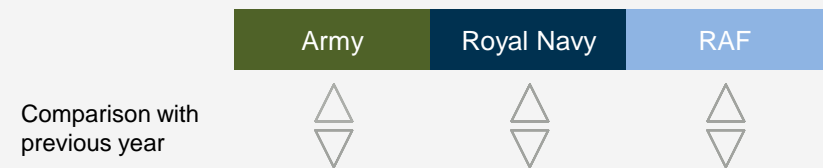
55. Were you warned personally that there was a possibility that you would have to repeat training?

Number of respondents (all Phase 1 respondents who had to repeat training): Total (559), Army (249), Royal Navy (147), RAF (163)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

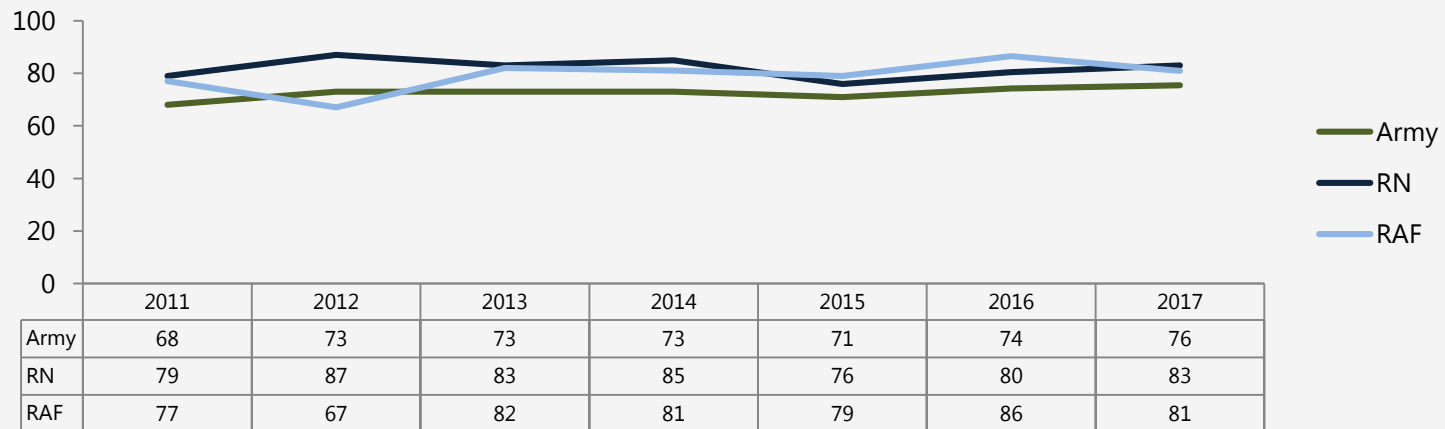
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

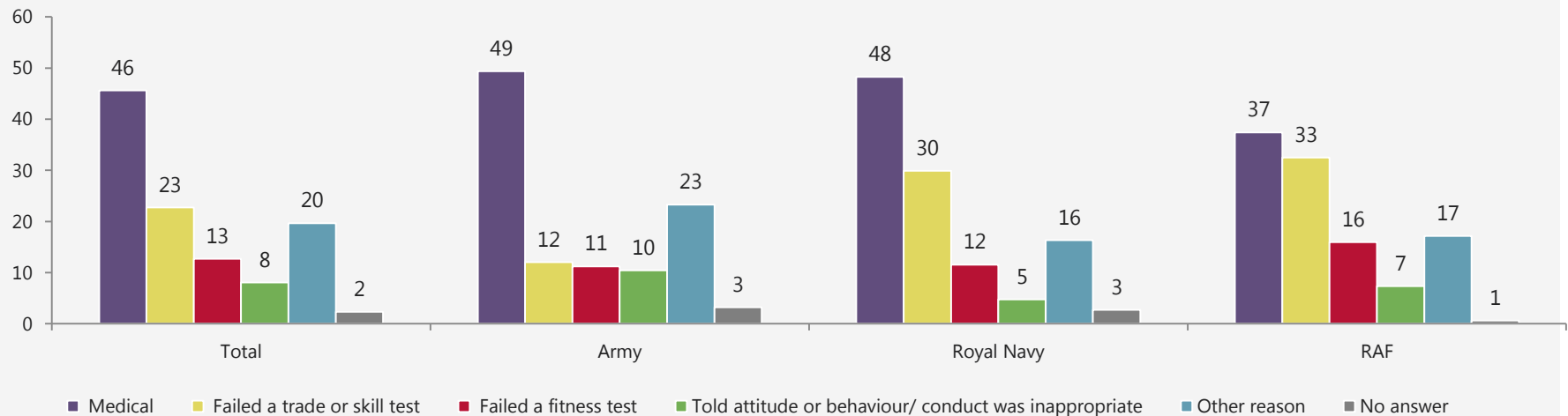
REASON GIVEN FOR REPEATING TRAINING

Phase 1 Recruits

56. What reasons were you given for repeat training?

Number of respondents (all Phase 1 respondents who did repeat training): Total (559), Army (249), Royal Navy (147), RAF (163)

Current year results (%)



Key figures

- Across the Armed Services, the most common reason given for repeating training was medical reasons (46%). This was also the most cited reason in 2016 and the top mention across all Services.
- Please note that a fifth of recruits (20%) cited 'other reason' to those shown above.



General

SATISFACTION WITH TRAINING EXPERIENCE

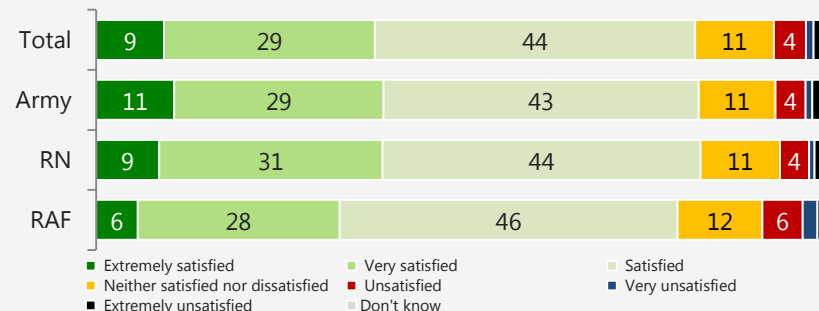
Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

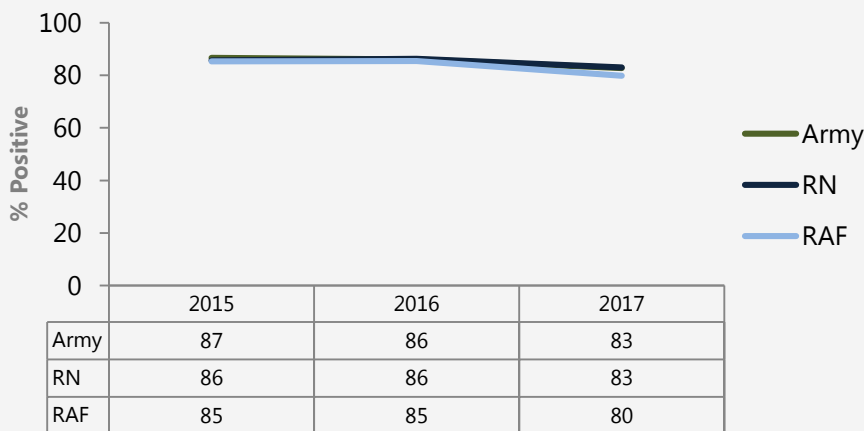
Current year results (%)



Differences



Trend



Key figures

- In 2017, there was a drop in satisfaction across all the Services; from 86% satisfied to 83% for Army recruits, 86% to 83% for Royal Navy recruits and 85% to 80% for RAF recruits.

REGULAR FEEDBACK ON PERFORMANCE

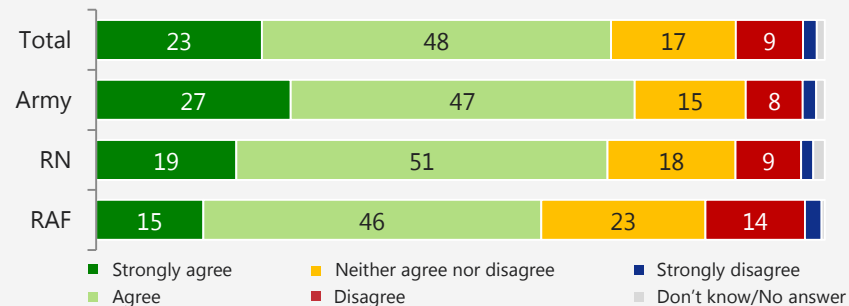
Phase 1 Recruits

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

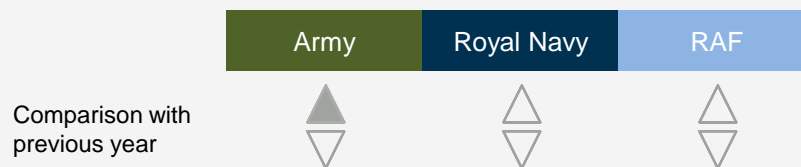
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

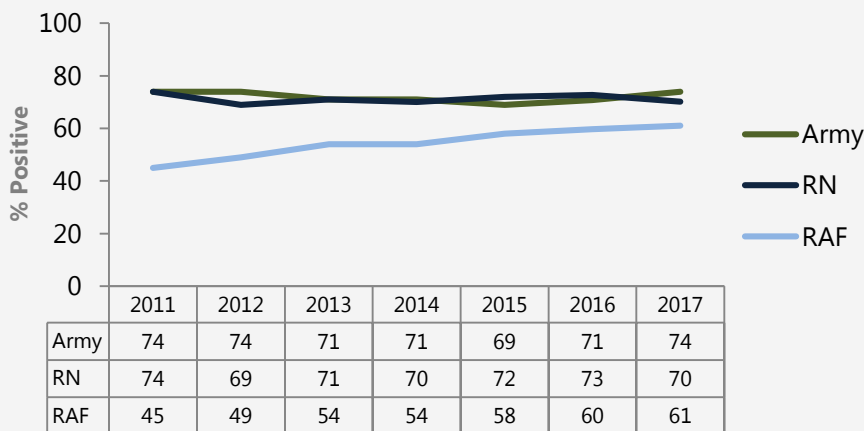
Current year results (%)



Differences



Trend



Key figures

- Compared to 2016, a higher proportion of Army recruits agreed with the statement that they received regular feedback on their performance, up from 71% agreement to 74% in 2017.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

EXPLANATION OF REASONS FOR DOING THINGS

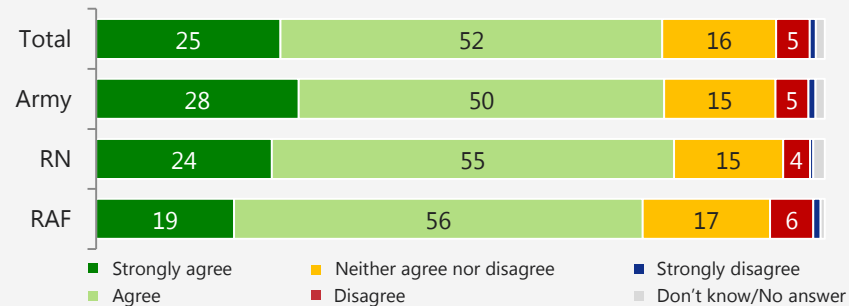
Phase 1 Recruits

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

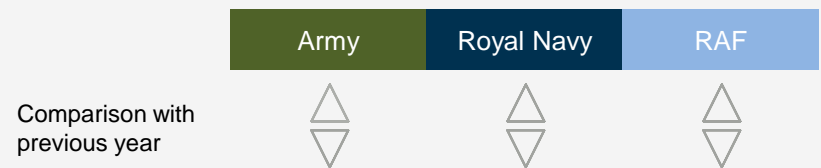
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

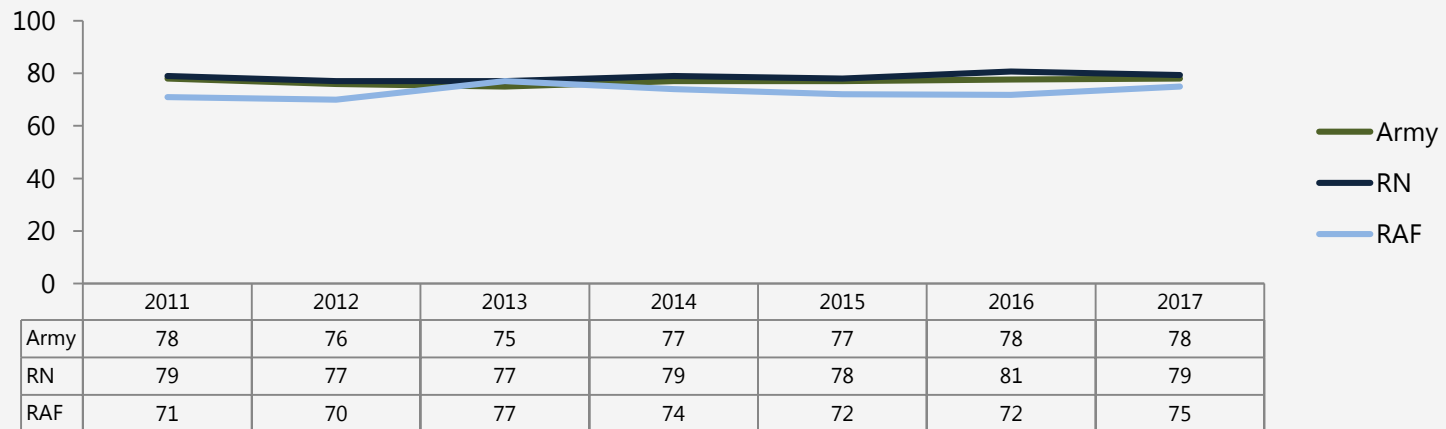
Current year results (%)



Differences



Trend



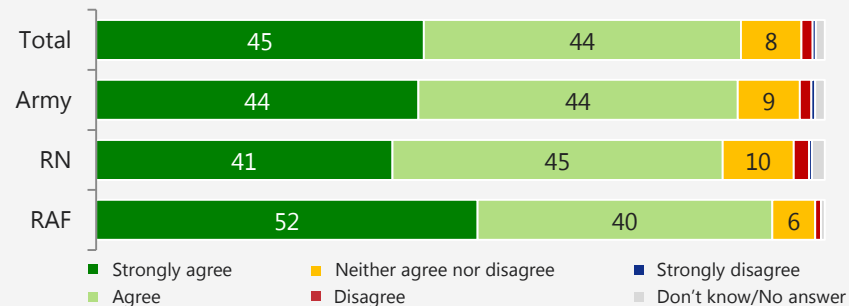
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

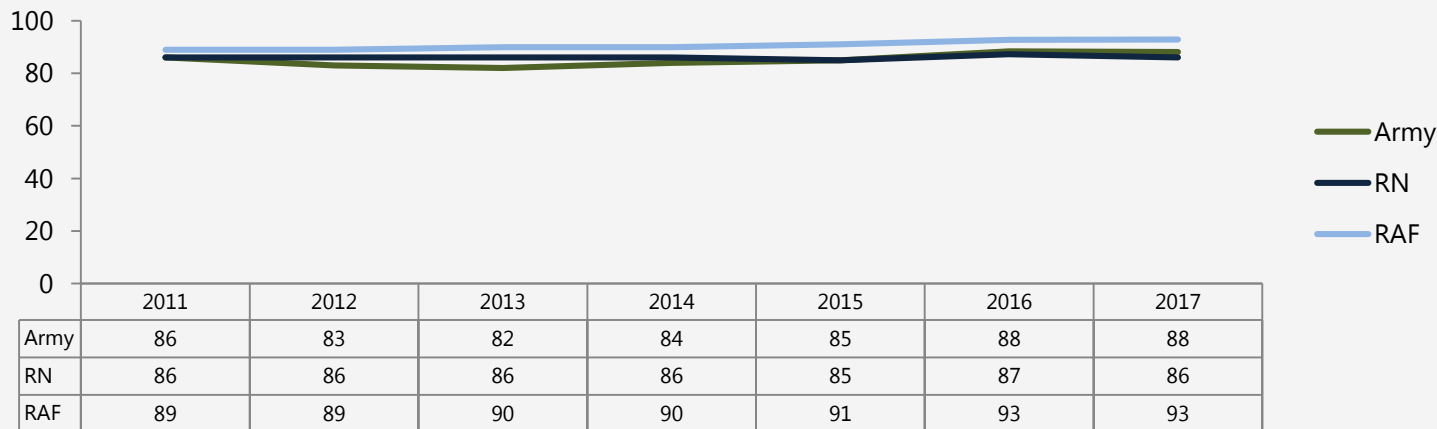
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

PERSONAL BENEFIT FROM THE COURSE

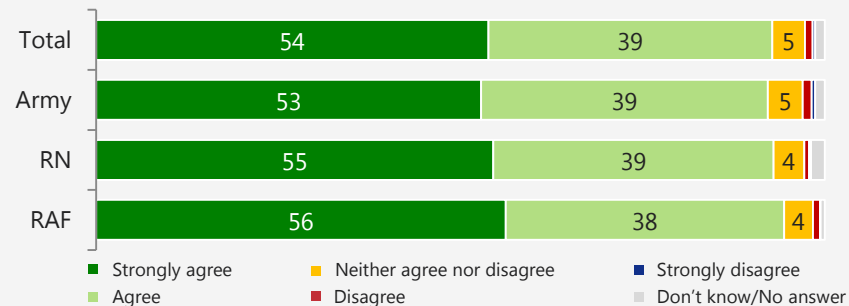
Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

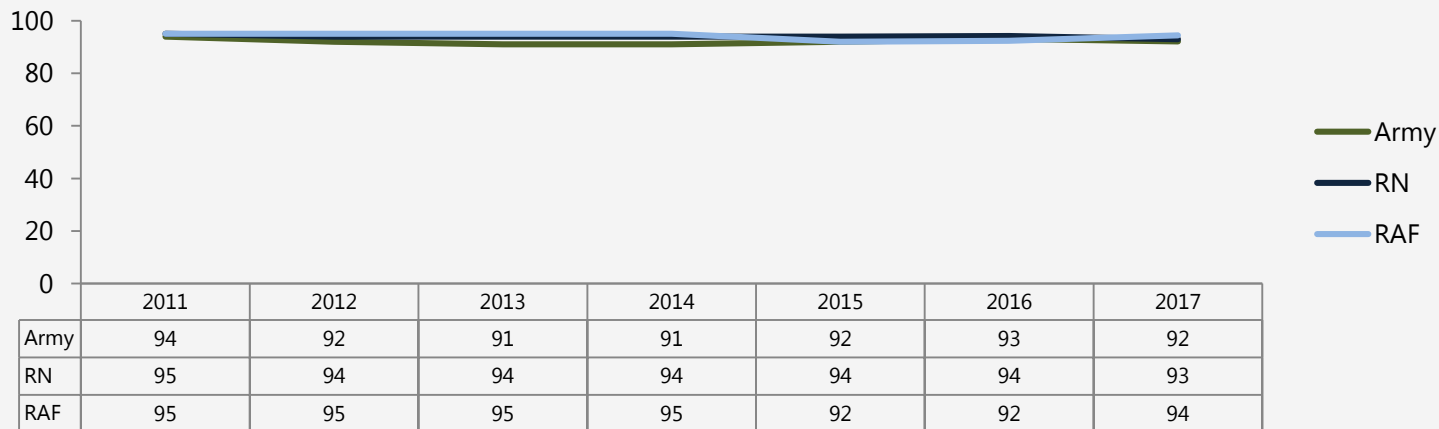
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
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Please refer to notes page for base size of previous years.

SENSE OF ACHIEVEMENT

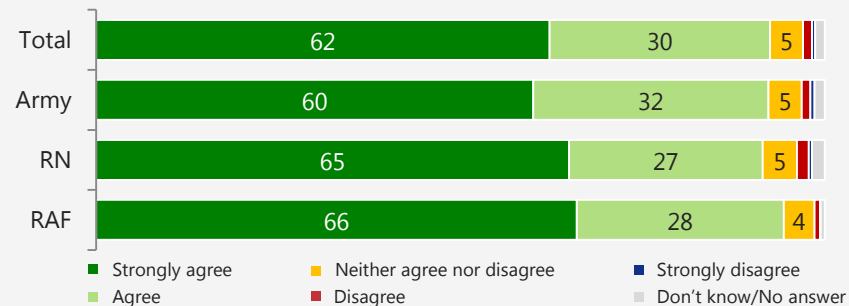
Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

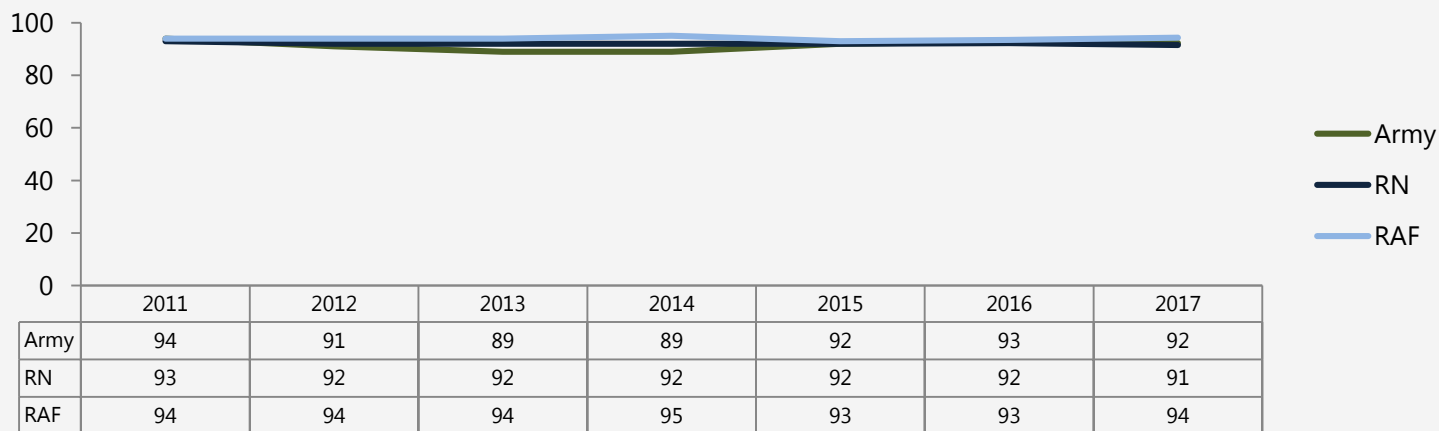
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

CHALLENGE

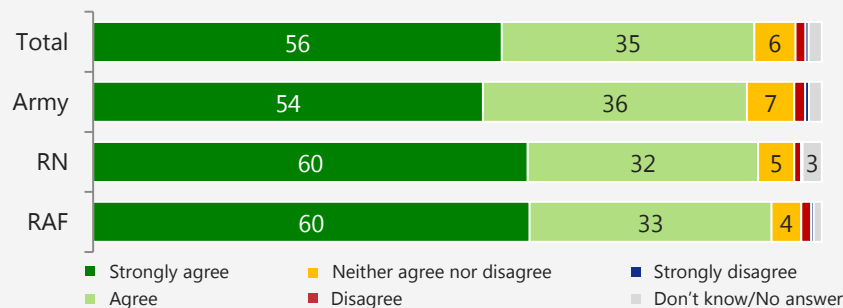
Phase 1 Recruits

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

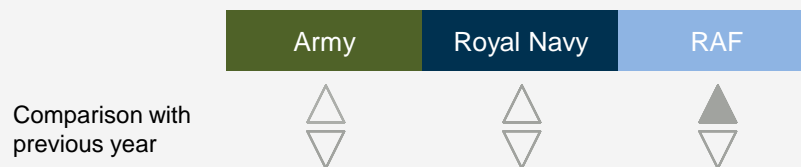
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

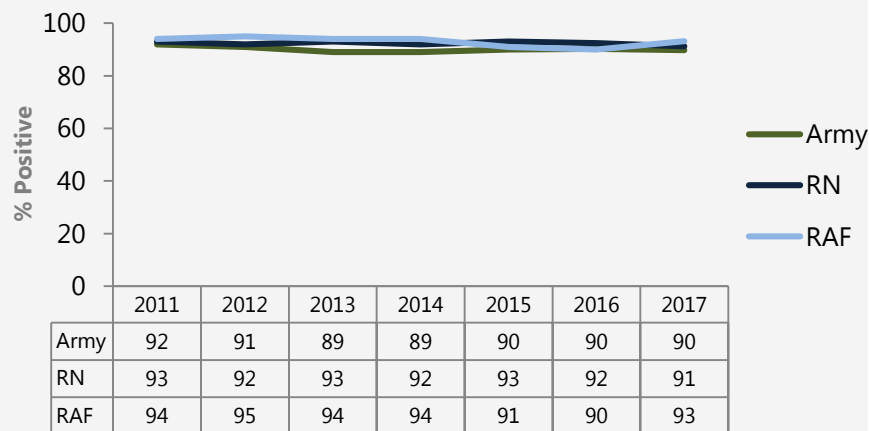
Current year results (%)



Differences



Trend



Key figures

- A higher proportion of RAF recruits agreed that they felt challenged, up from 90% in 2016 to 93% in 2017.

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

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

Please refer to notes page for base size of previous years.



TRAINING COMPARISON TO EXPECTATIONS

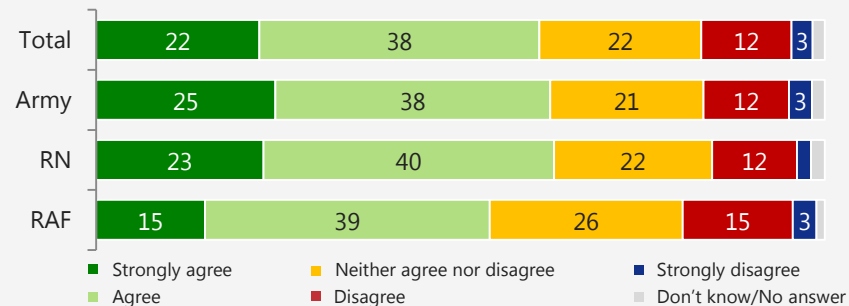
Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

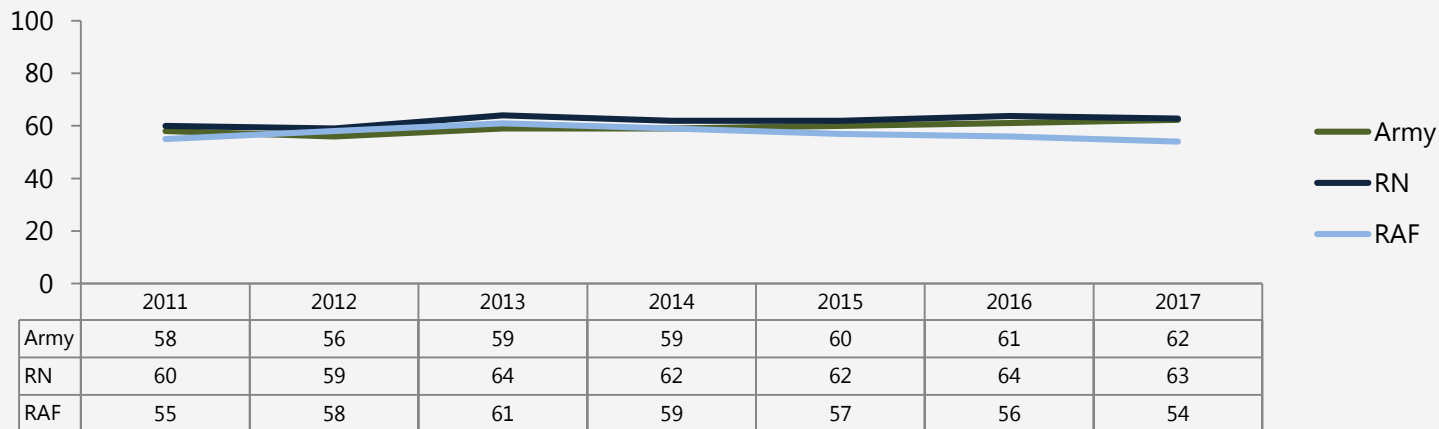
Current year results (%)



Differences



Trend



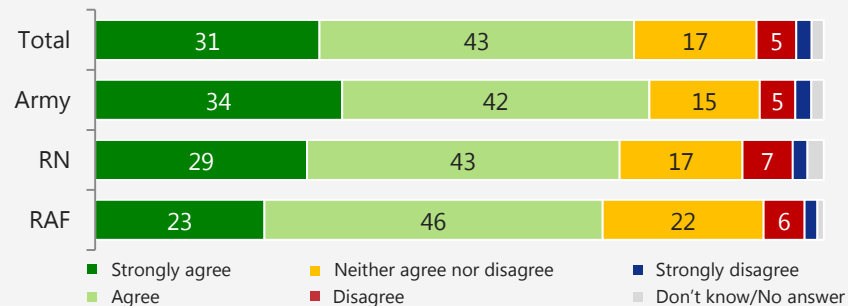
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

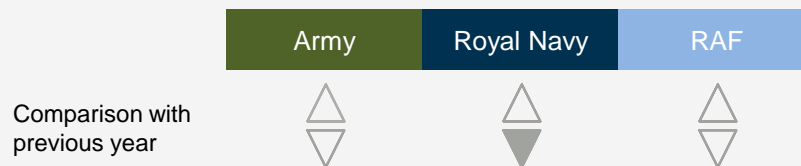
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

Current year results (%)



Differences



Trend



Key figures

- Compared with 2016 findings, a lower proportion of Royal Navy recruits agreed that they enjoyed this phase of training, down from 76% agreement in 2016 to 72% in 2017.

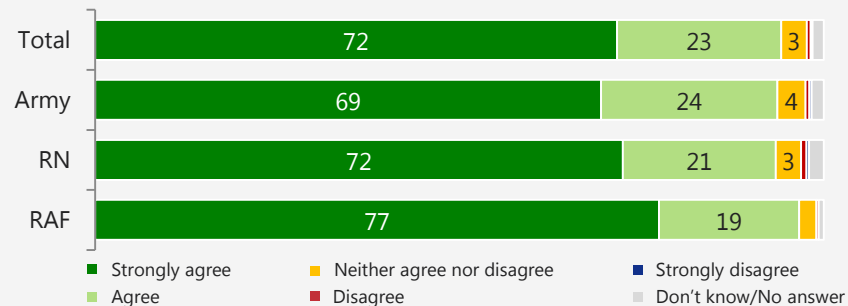
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

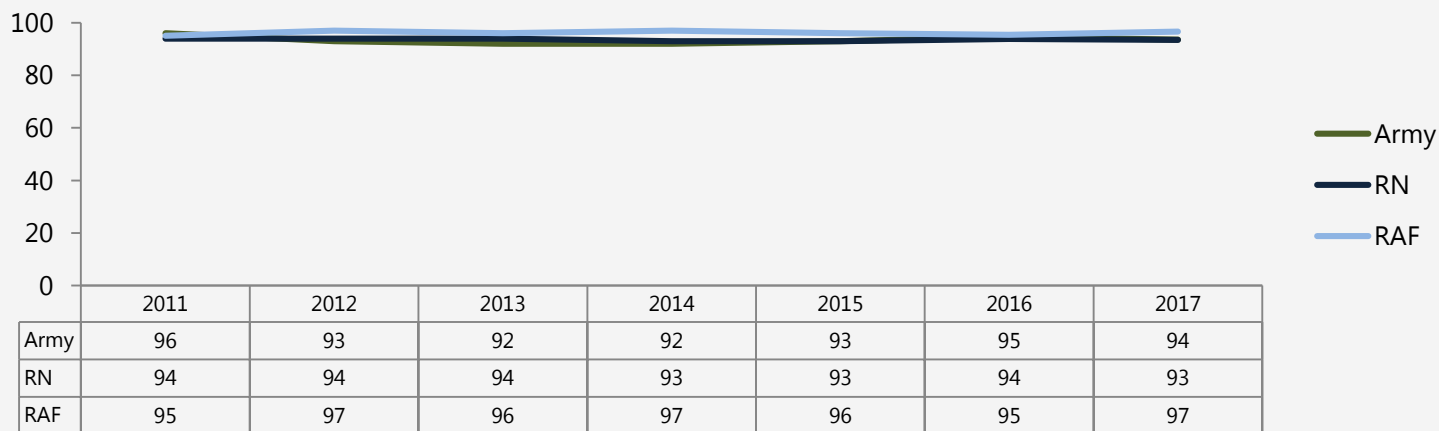
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.



UNDERSTANDING OF CORE VALUES

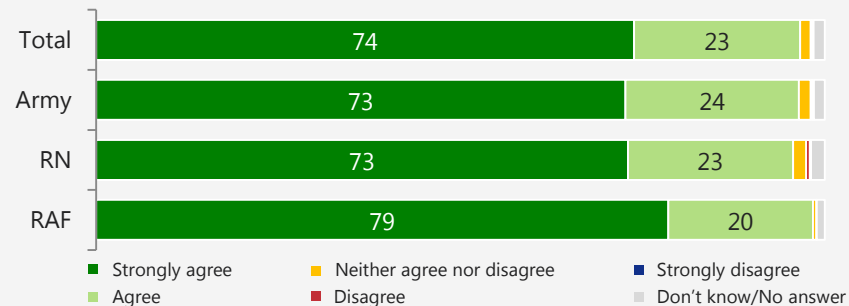
Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

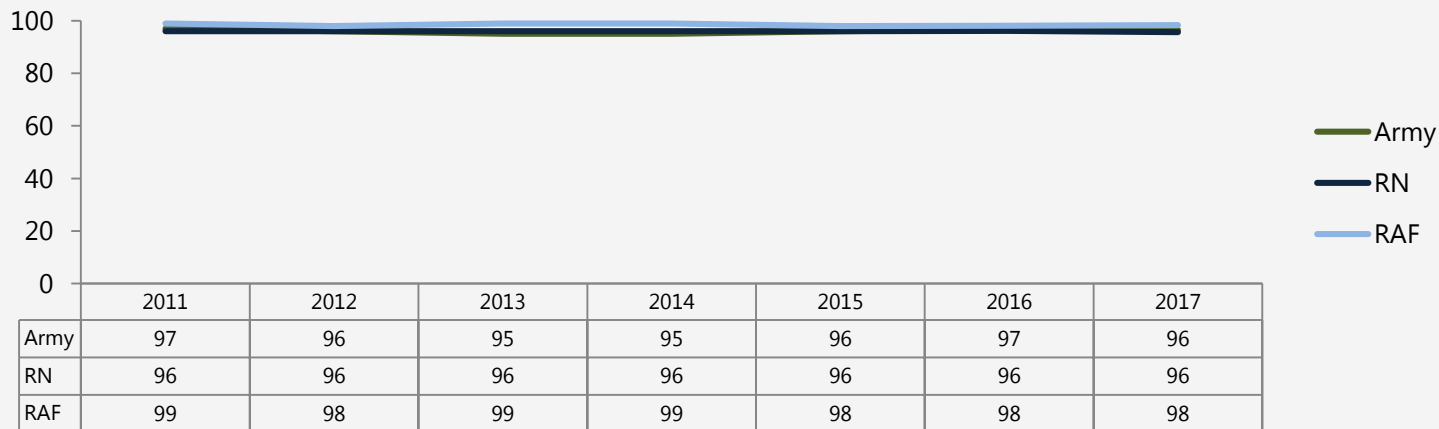
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.

MILITARY PERSONNEL UPHOLDING CORE VALUES

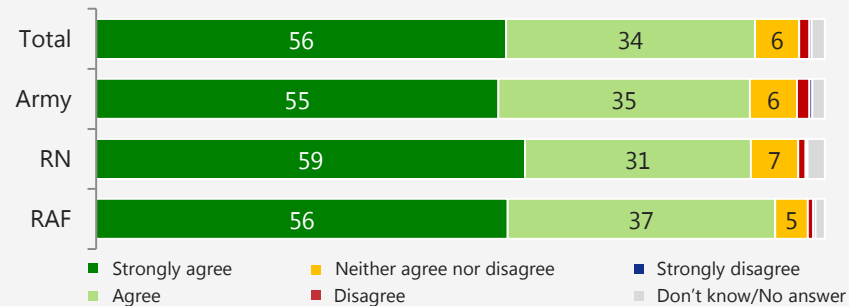
Phase 1 Recruits

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

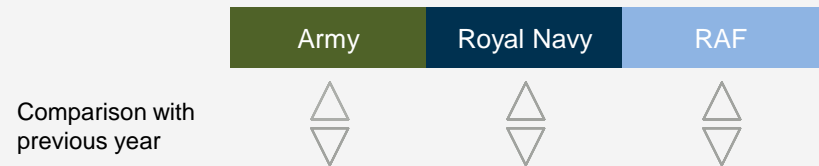
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

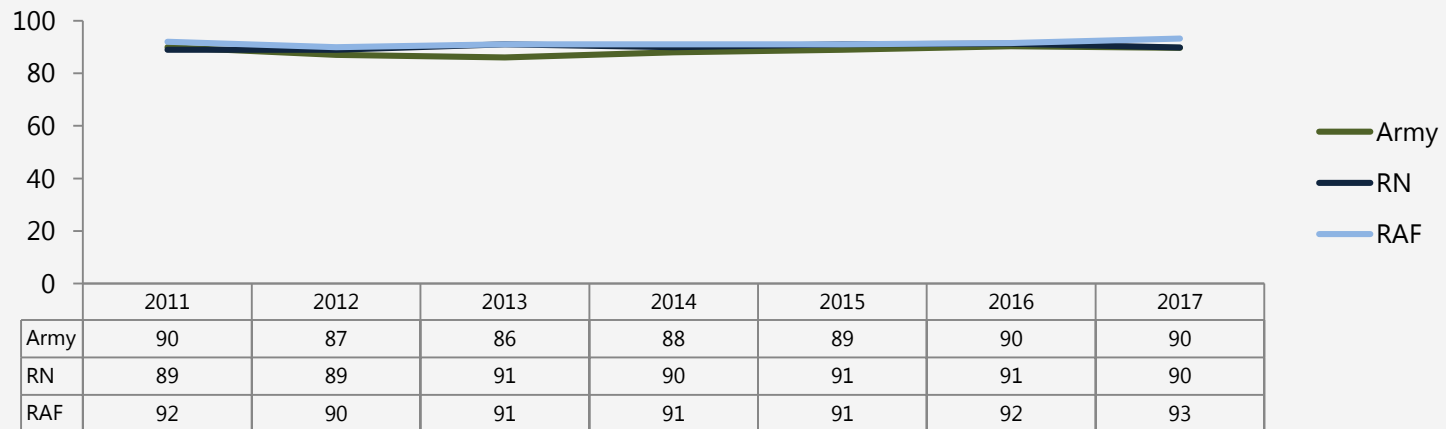
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

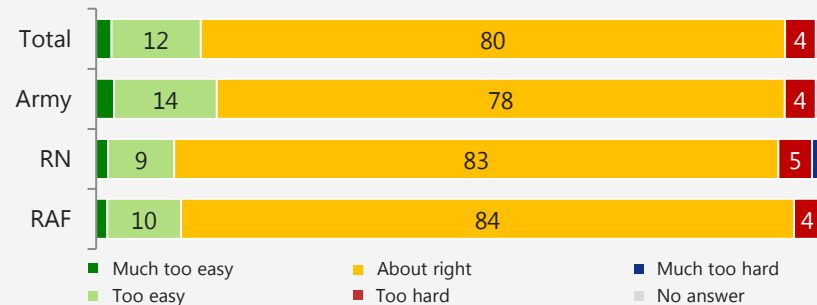
COURSE EASE OR DIFFICULTY

Phase 1 Recruits

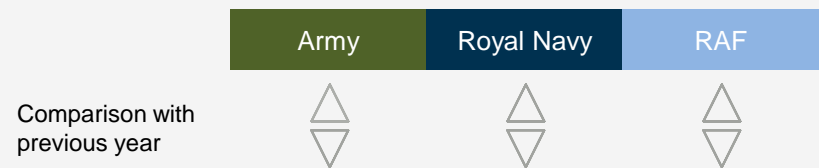
59a. Do you feel the course was.?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'about right' – comments and significant differences based on this

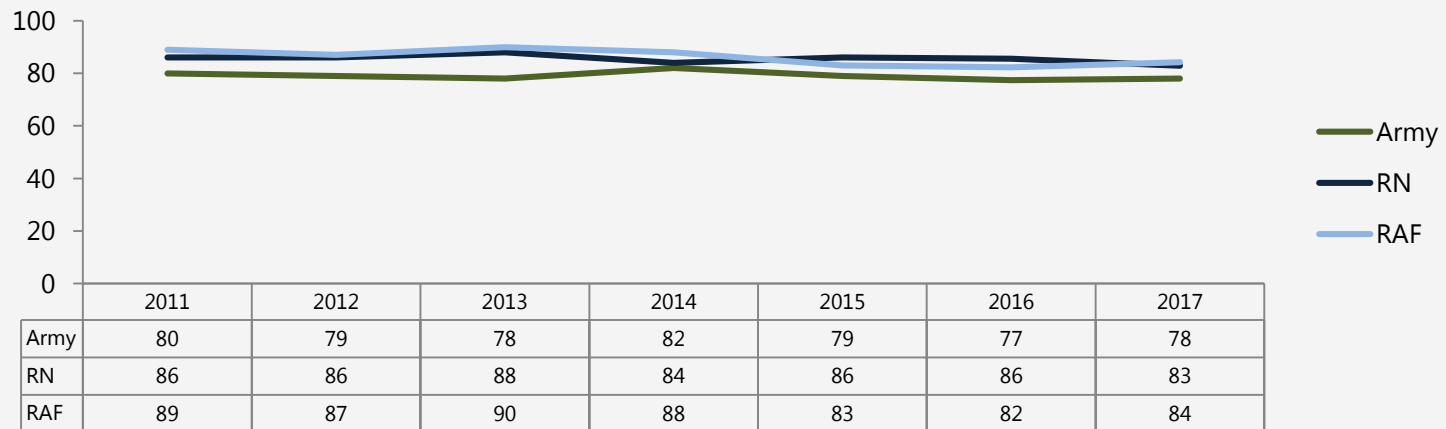
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

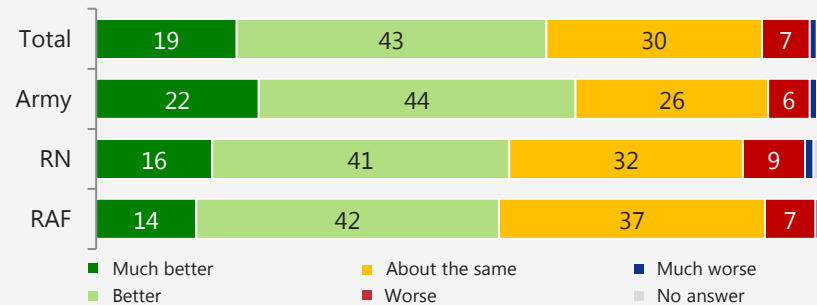
LIFE IN SERVICE IN COMPARISON TO EXPECTATIONS

Phase 1 Recruits

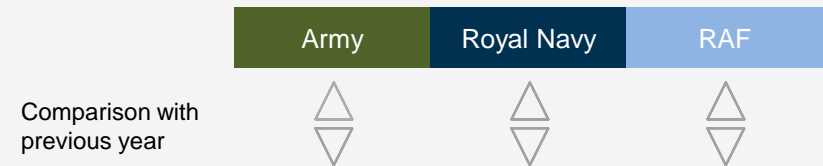
59b. Overall, how has life in the Service been, compared to what you expected when you joined?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
 % positive equals the proportion who say 'much better or better' – comments and significant differences based on this

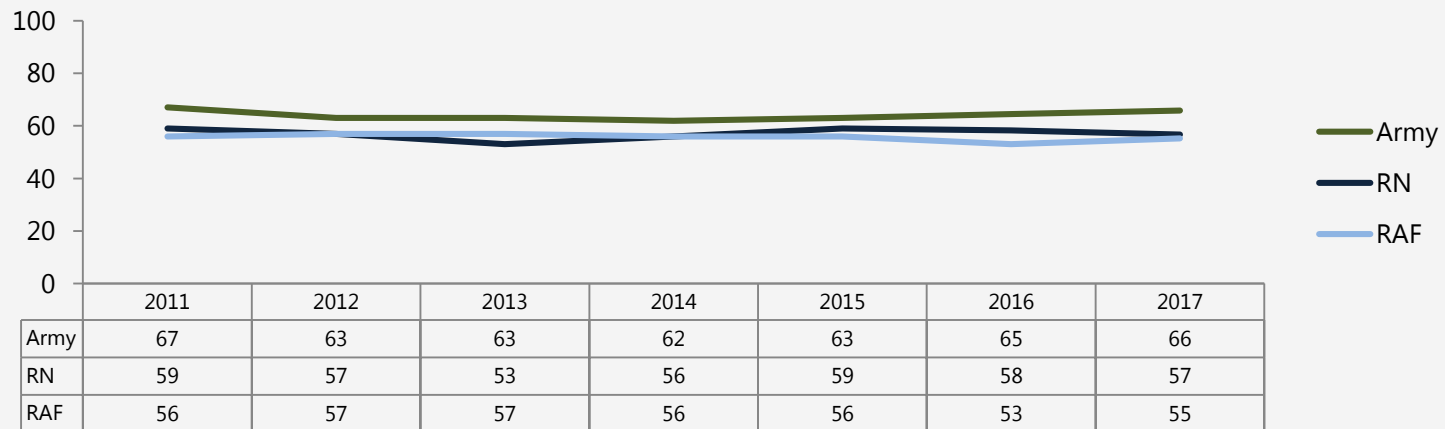
Current year results (%)



Differences



Trend



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 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

PERCEPTIONS OF PAY COMPARED WITH NON-MILITARY FRIENDS AT HOME

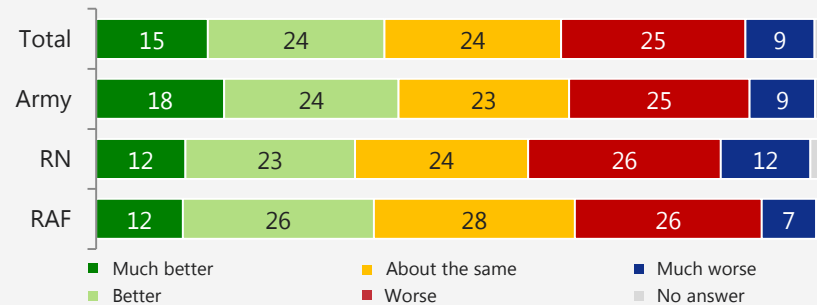
Phase 1 Recruits

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

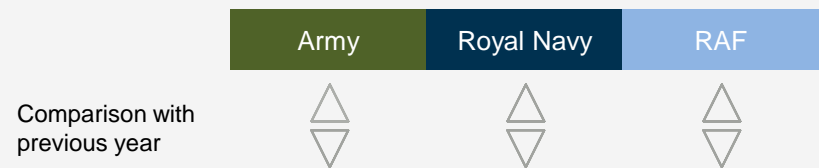
Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

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

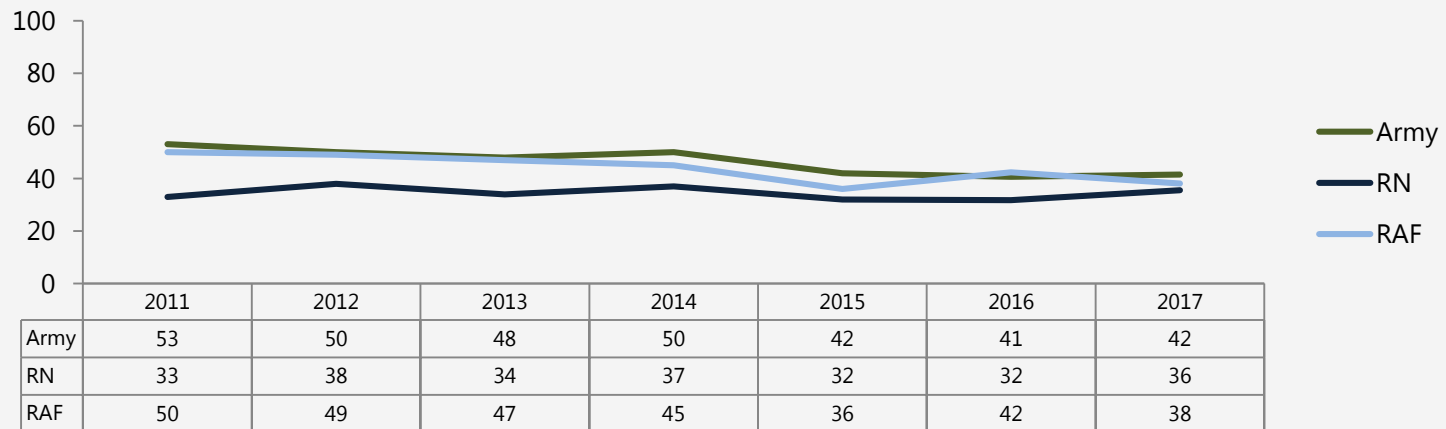
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.



Hopes for the future

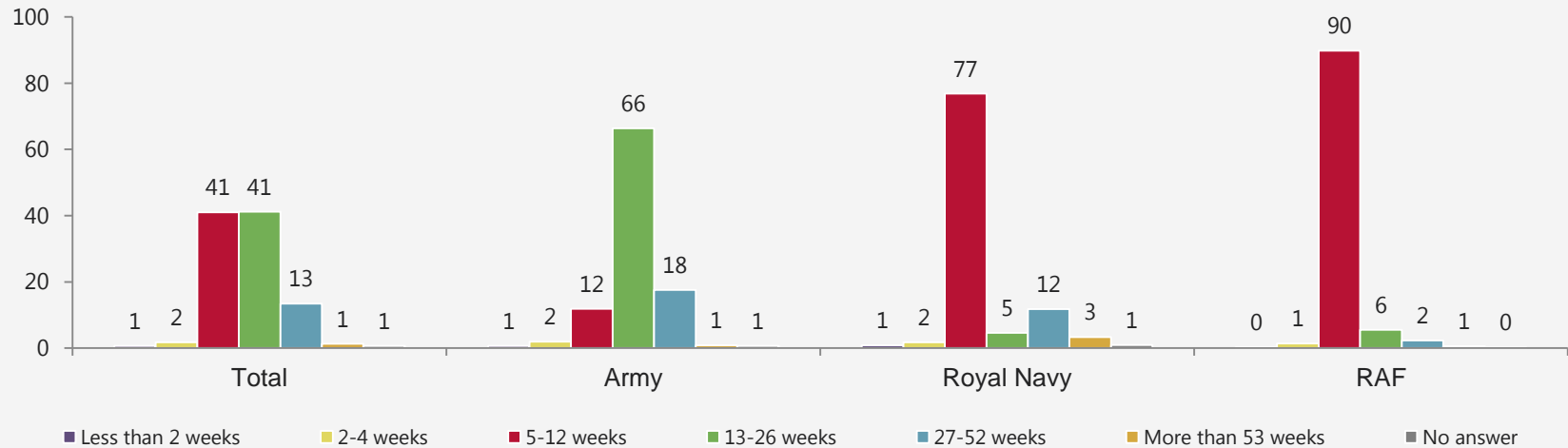
LENGTH OF TIME AT UNIT FOR TRAINING COURSE

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

Current year results (%)



Key figures

- The most common length of time spent on Phase 1 training courses at an overall level was 5-26 weeks; 41% selected 5-12 weeks and an equal proportion selected 13-26 weeks.
- This varies across the Services, with Army recruits largely experiencing the longer course length (66% 13-26 weeks), whereas the Royal Navy recruits (77%) and RAF recruits (90%) were more likely to be attending 5-12 week courses.



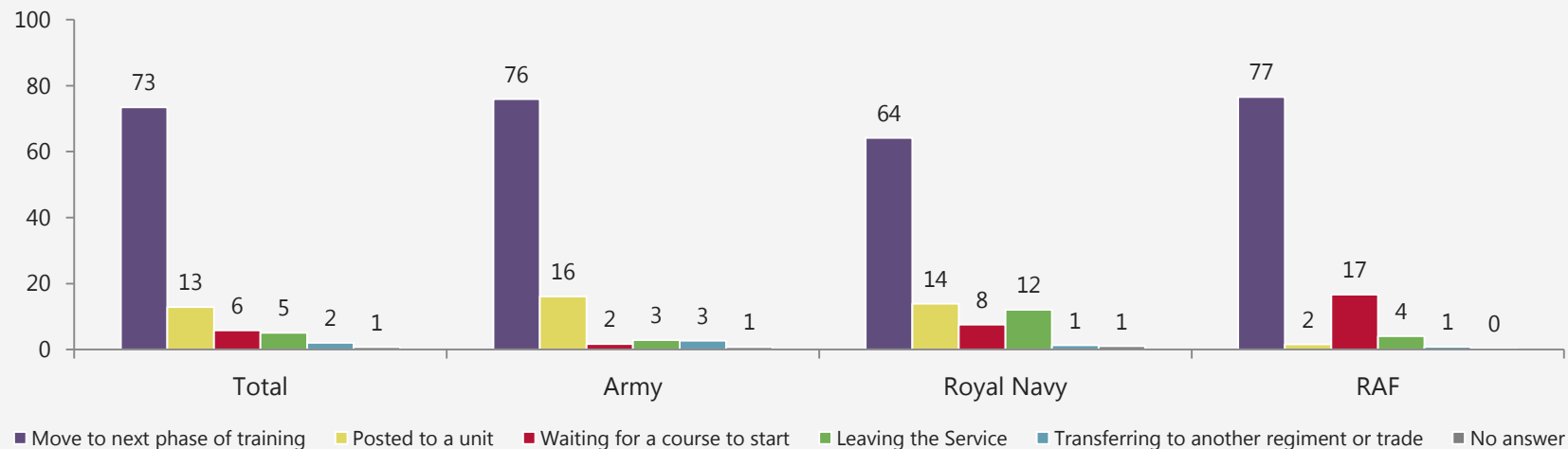
PLAN FOR AFTER TRAINING

Phase 1 Recruits

67. What are you doing next?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

Current year results (%)



Key figures

- Having completed their Phase 1 training course, three quarters of Armed Forces recruits (73%) were moving onto their next phase of training.



HOPES FOR THE FUTURE

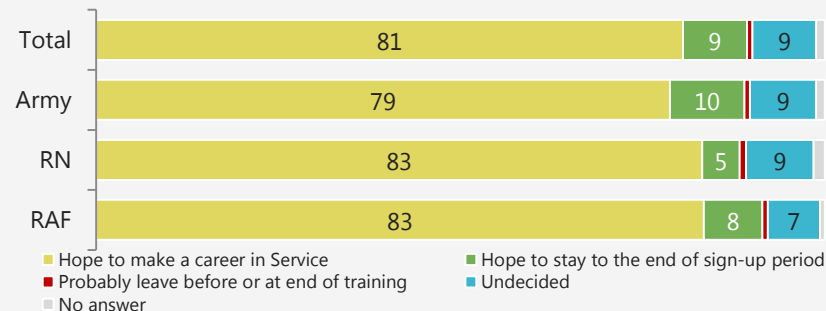
Phase 1 Recruits

68a. What are your hopes for the future?

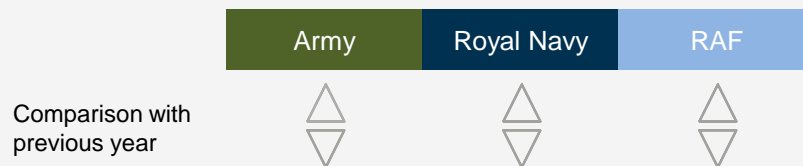
Number of respondents (all Phase 1 respondents who are going onto the next stage of training): Total (7,993), Army (4,823), Royal Navy (1,634), RAF (1,536)

% positive equals the proportion who say 'hope to make a career in Service' – comments and significant differences based on this

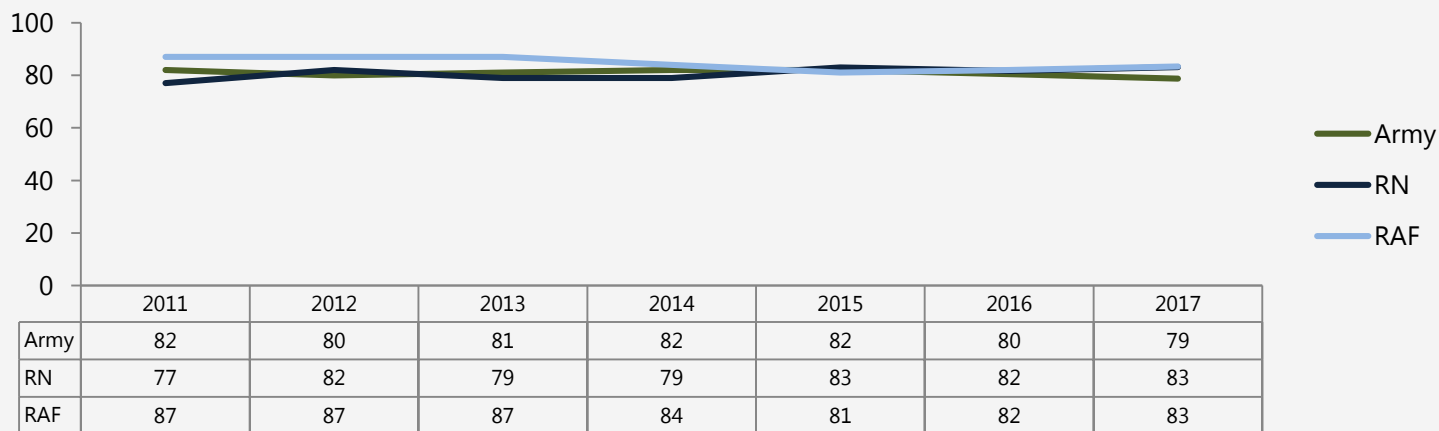
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

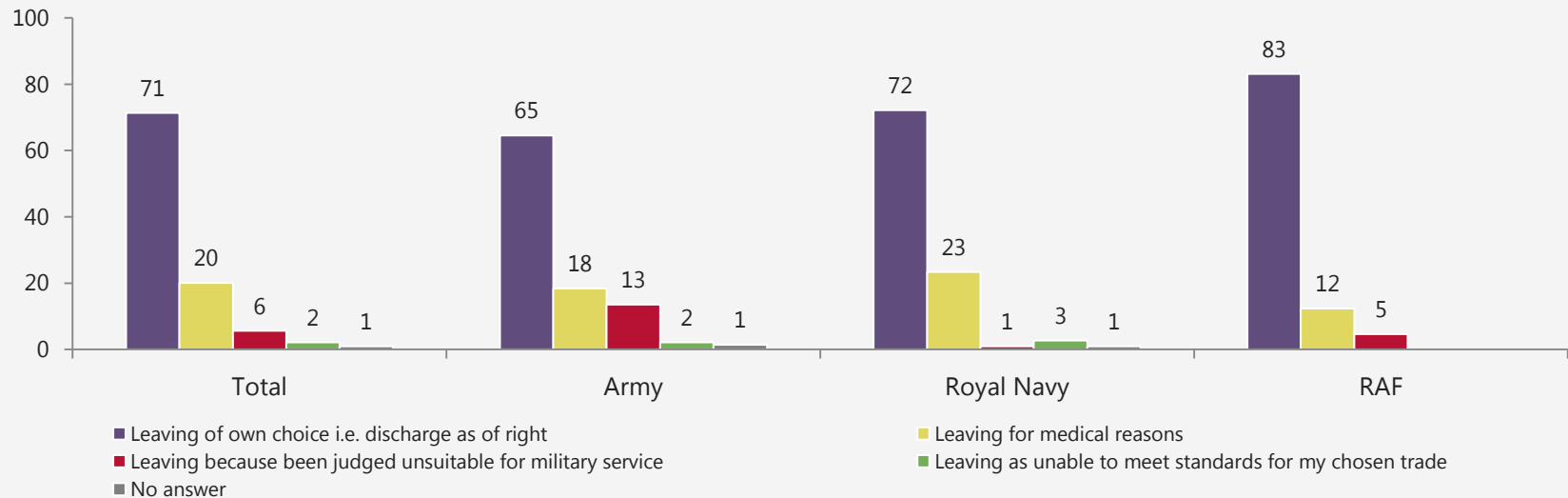
REASONS FOR LEAVING THE SERVICE

Phase 1 Recruits

69. Why are you leaving the Service?

Number of respondents (all Phase 1 respondents who are leaving the Service): Total (429), Army (141), Royal Navy (223), RAF (65)

Current year results (%)



Key figures

- As in 2016, the main reason given by Armed Forces recruits who were leaving the Service was discharge as of right (71%).
- Other reasons tail a way behind this main reason, although a fifth (20%) were leaving for medical reasons.



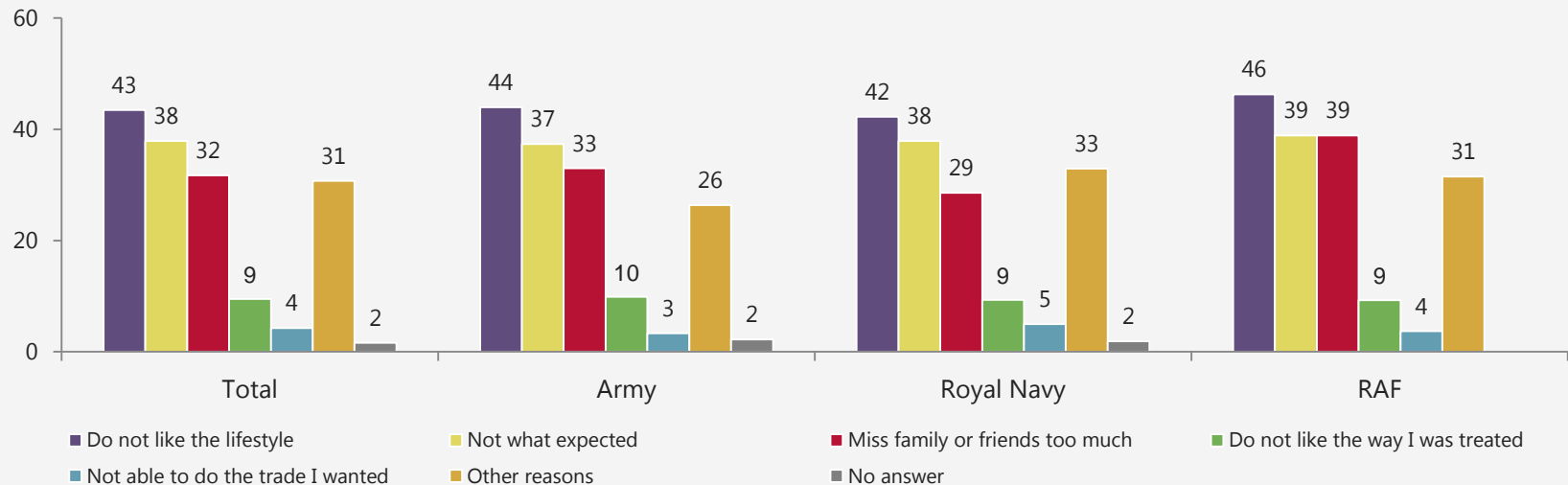
REASONS FOR LEAVING THE SERVICE BY OWN CHOICE

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents who are leaving the Service by own choice): Total (306), Army (91), Royal Navy (161), RAF (54)

Current year results (%)



Key figures

- As in 2016, the most common reason given by Armed Forces recruits for leaving the Service of their own choice was that they did not like the lifestyle (43%). This was closely followed by not being what they had expected (38%) and missing their family and friends too much (32%).
- Just under a third stated 'other' reason.

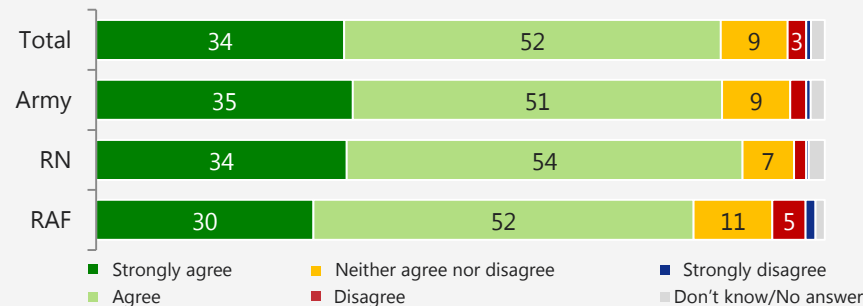
PREPAREDNESS TO GO ONTO THE NEXT STAGE OF CAREER

Phase 1 Recruits

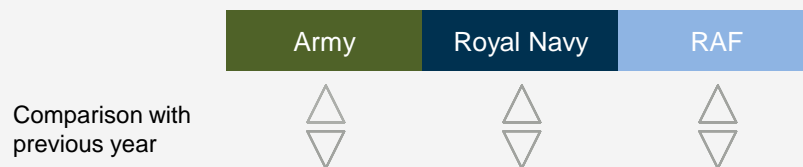
72c. To what extent do you agree or disagree with the following statement about the training you received at unit? I feel prepared to go onto the next stage of my career

Number of respondents (all Phase 1 respondents who are not leaving the Service): Total (7,993), Army (4,823), Royal Navy (1,634), RAF (1,536)
% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

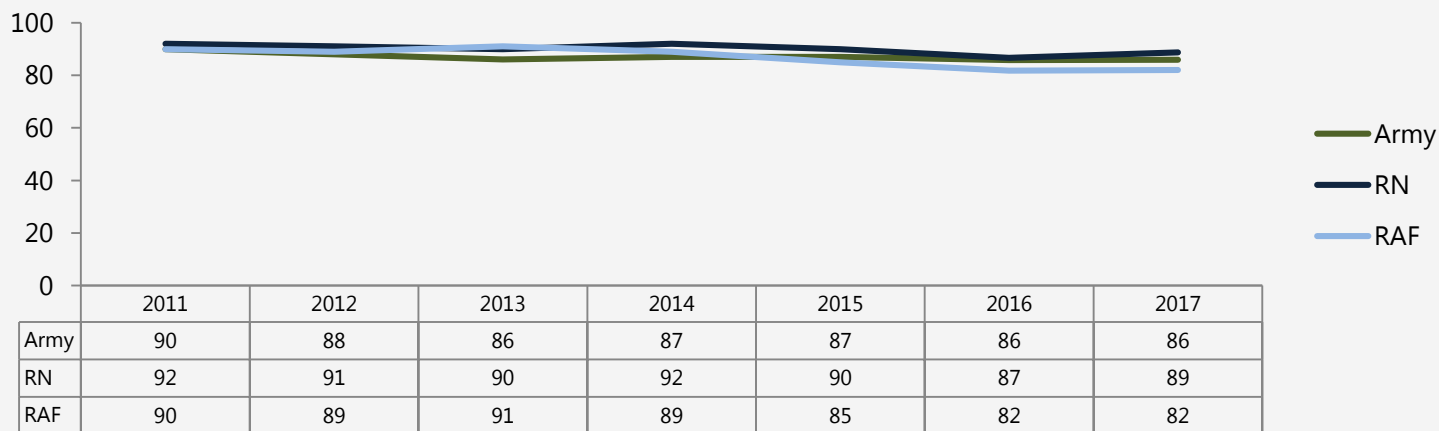
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

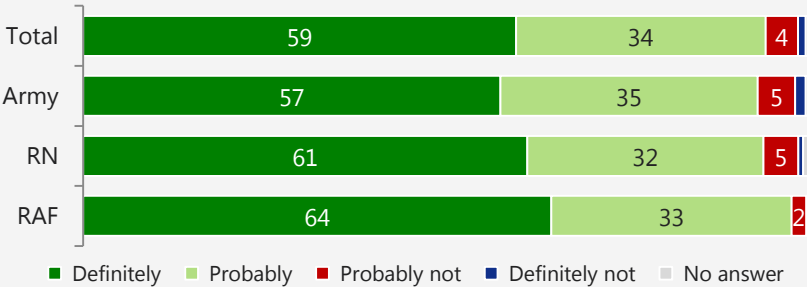
RECOMMENDATION OF JOINING SERVICE

Phase 1 Recruits

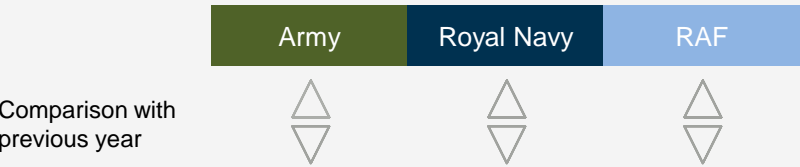
73. Would you recommend joining your Service to others?

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)
% positive equals the proportion who say 'definitely or probably' – comments and significant differences based on this

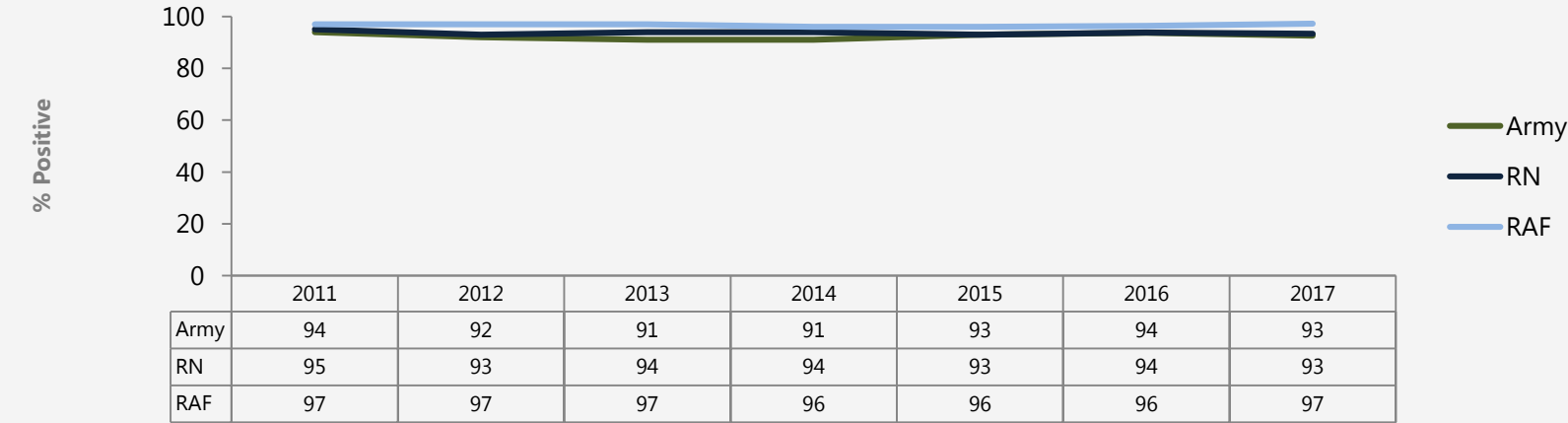
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.



Phase 2

Detailed findings



Recruitment and preparing for training

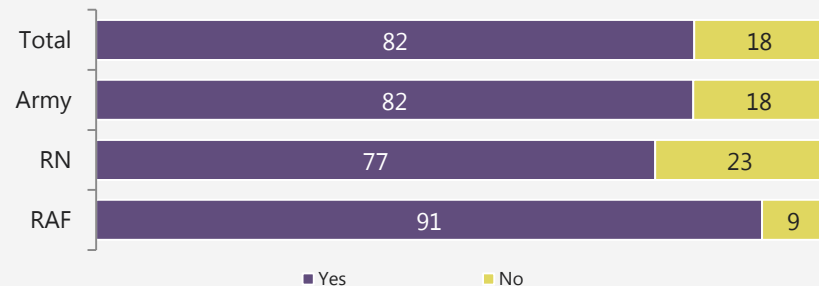
FIRST PHASE 2 TRAINING COURSE

Phase 2 Recruits

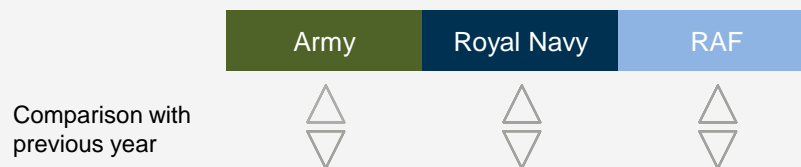
17. Is this your first Phase 2 training course?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

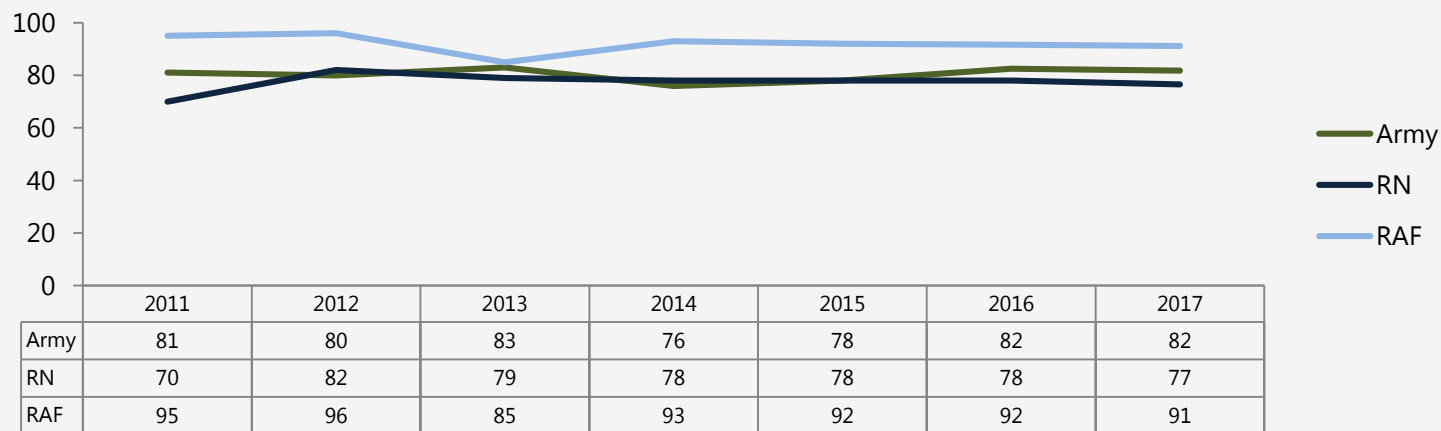
Current year results (%)



Differences



Trend



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 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

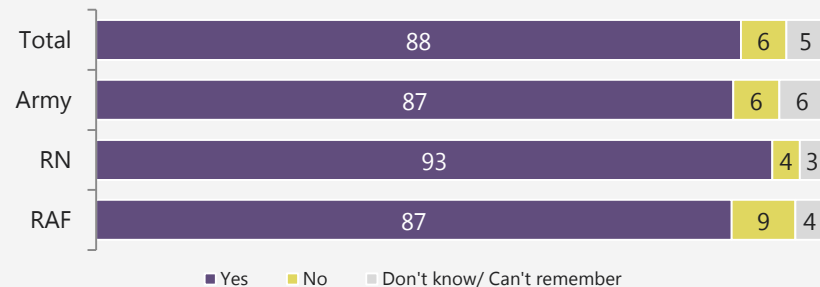
BRIEFED ON JOINING PHASE 2 DURING PHASE 1

Phase 2 Recruits

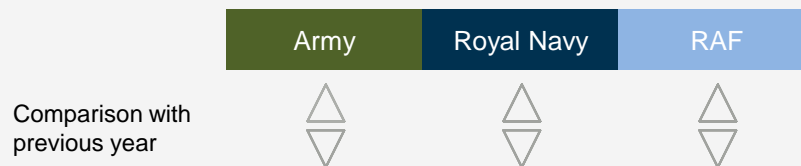
18. Did you receive a brief on joining your Phase 2 establishment during Phase 1?

Number of respondents (all Phase 2 respondents on their first Phase 2 training course): Total (5,133), Army (3,184), Royal Navy (1,032), RAF (915)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

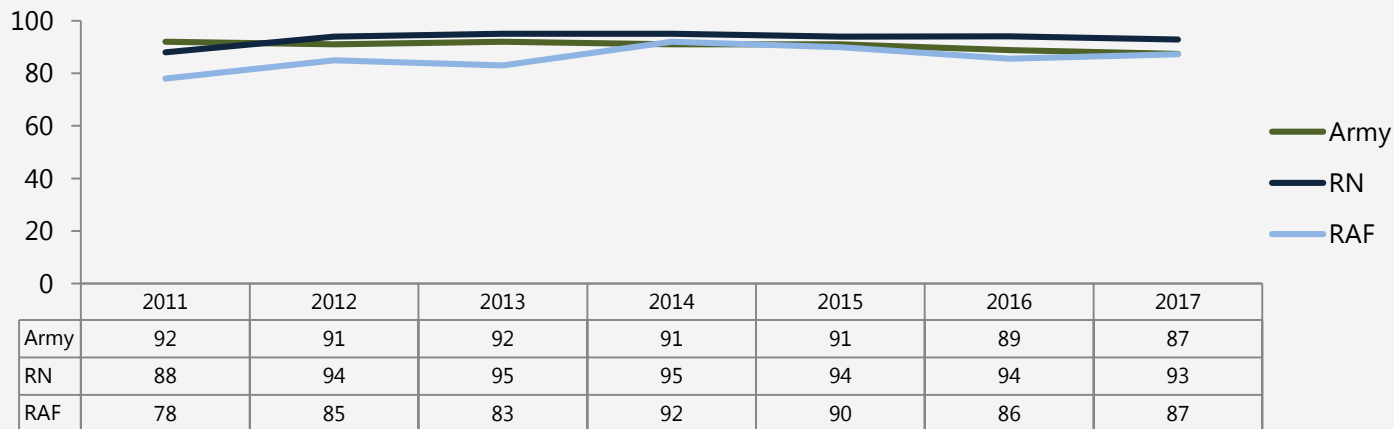
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

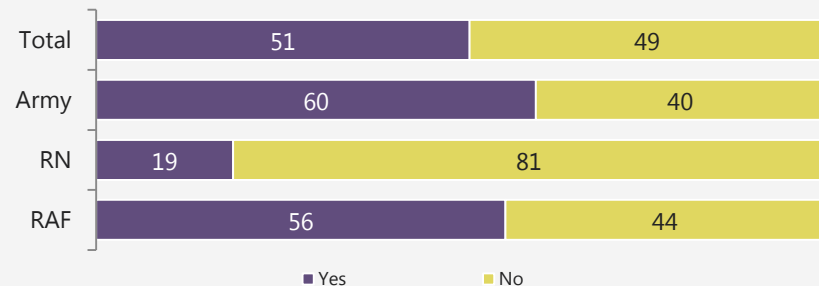
GAP BETWEEN PHASE 1 AND PHASE 2

Phase 2 Recruits

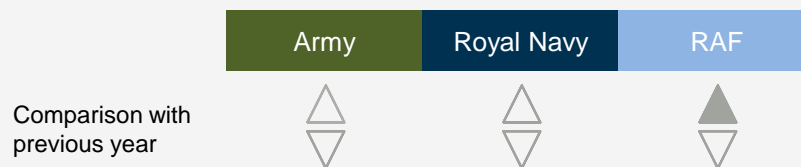
19a Did you have a gap of more than one week between your Phase 1 and Phase 2 training course where you weren't completing an activity or on leave?

Number of respondents (all Phase 2 respondents on their first Phase 2 training course): Total (5,133), Army (3,184), Royal Navy (1,032), RAF (915)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

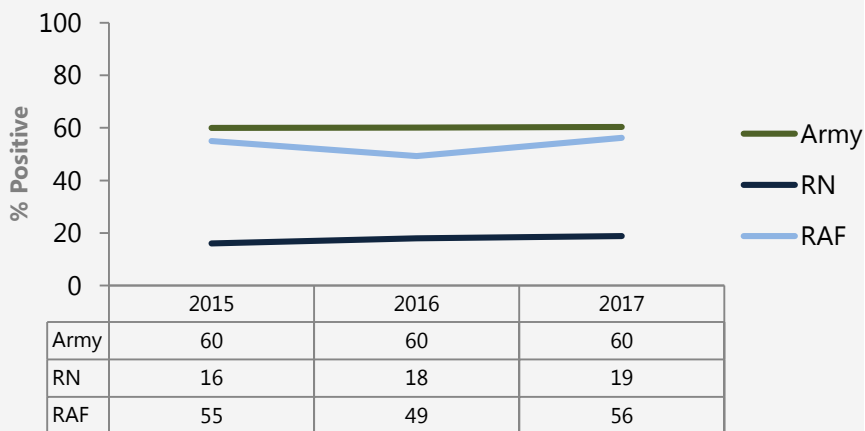
Current year results (%)



Differences



Trend



Key figures

- Compared with 2016 findings, a higher proportion of RAF trainees mentioned that they had a gap of more than one week between their Phase 1 and Phase 2 training courses, up from 49% in 2016 to 56% in 2017.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

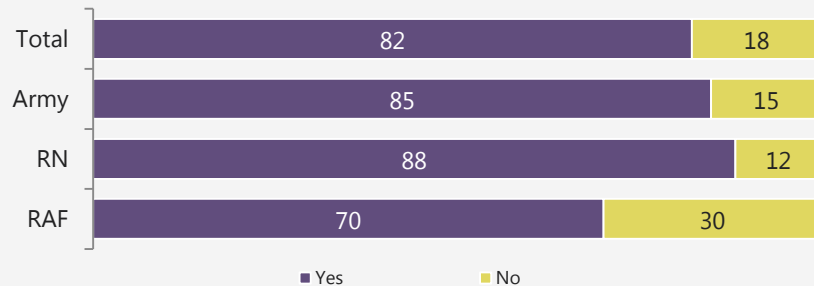
GAP BETWEEN PHASE 1 AND PHASE 2

Phase 2 Recruits

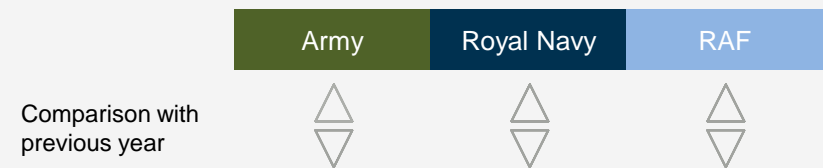
19b Were you adequately managed during the gap with no activity?

Number of respondents (all Phase 2 respondents who had a gap of more than a week): Total (2,630), Army (1,922), Royal Navy (194), RAF (514)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

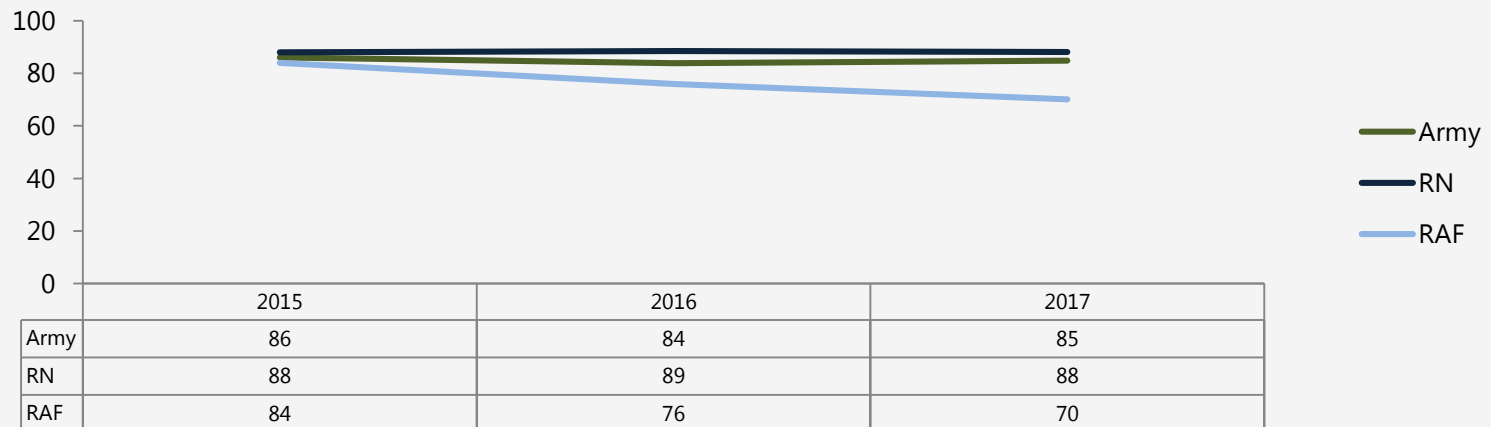
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

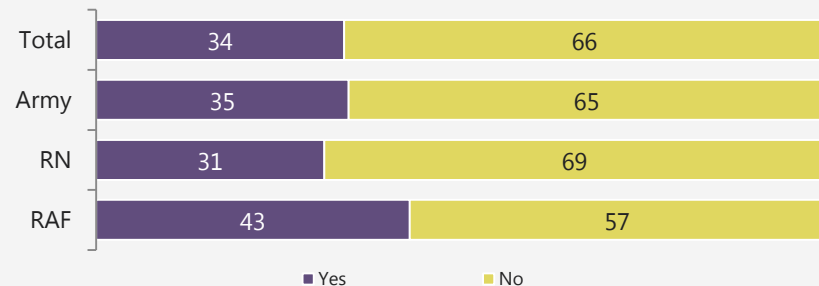
GAP BETWEEN OF MORE THAN ONE WEEK SINCE LAST PHASE 2 COURSE

Phase 2 Recruits

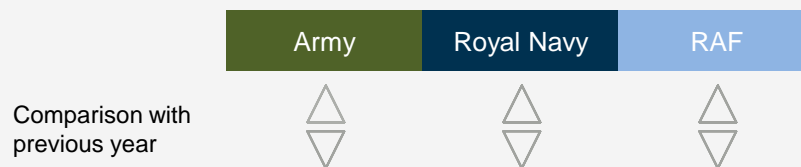
20a. Have you had any gaps that lasted more than one week since your last Phase 2 training course where you weren't completing an activity or on leave?

Number of respondents (all Phase 2 respondents not on their first Phase 2 training course): Total (1,119), Army (701), Royal Navy (313), RAF (86)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

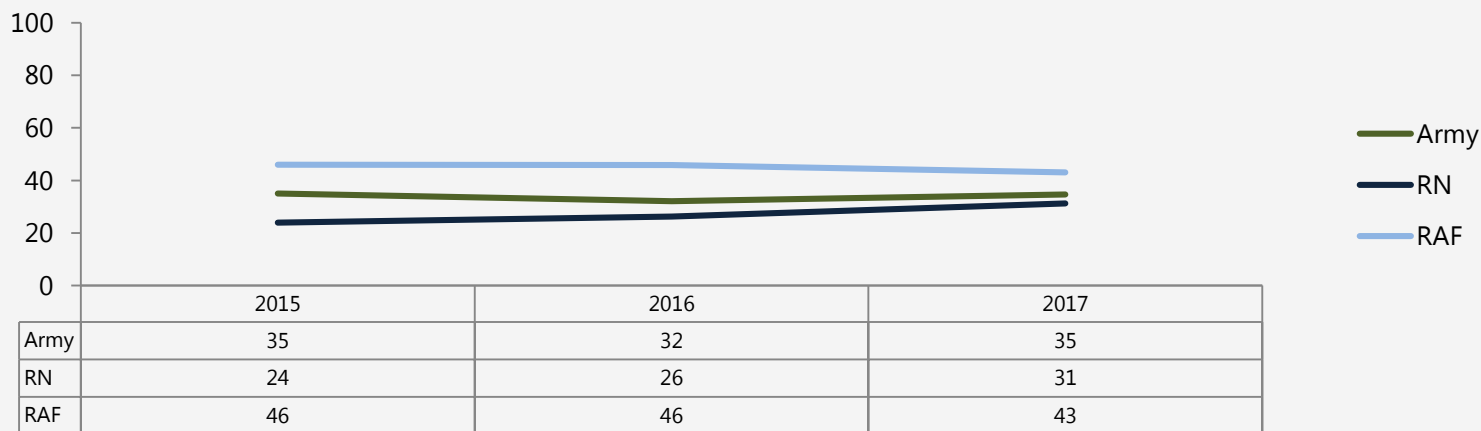
Current year results (%)



Differences



Trend



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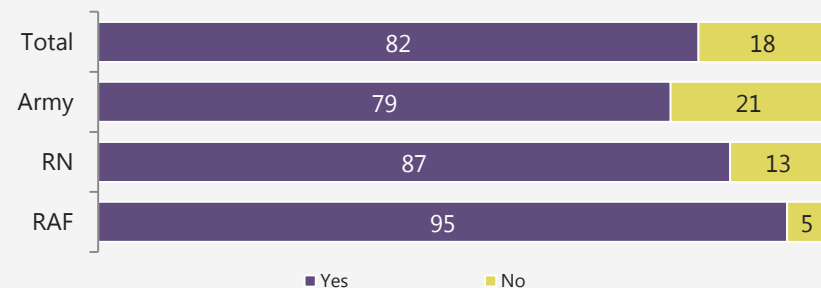
ADEQUATE MANAGEMENT DURING GAP BETWEEN PHASE 1 AND PHASE 2

Phase 2 Recruits

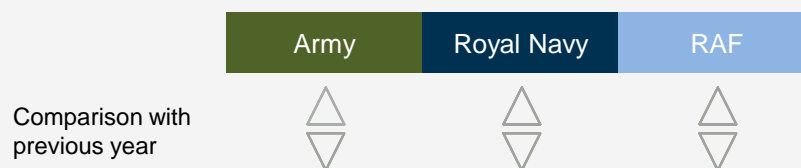
20b. Were you adequately managed during the gap with no activity between your Phase 2 courses?

Number of respondents (all Phase 2 respondents who had a gap of more than a week): Total (381), Army (243), Royal Navy (98), RAF (37)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

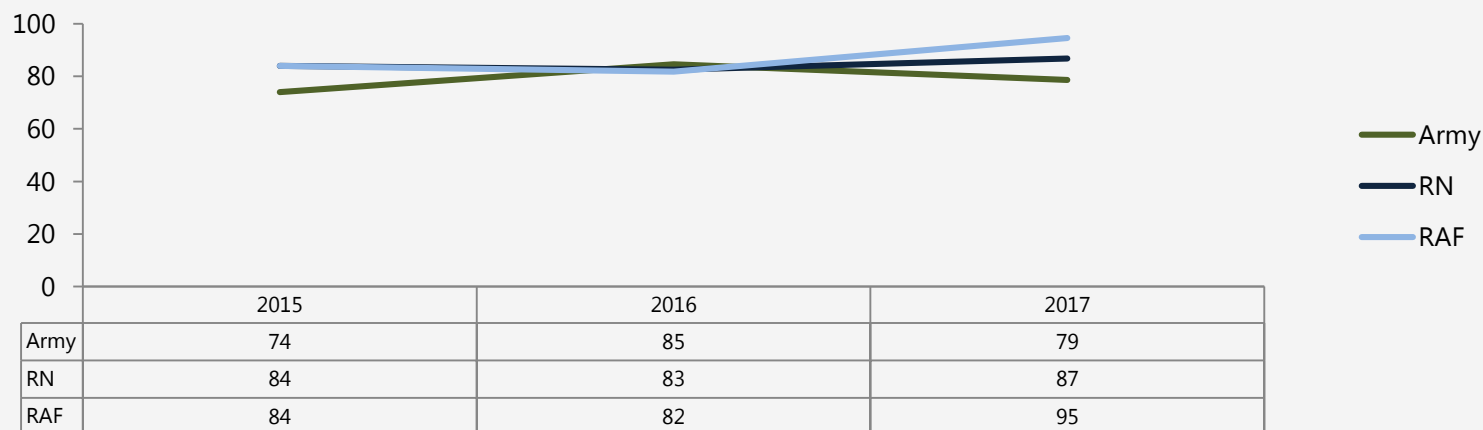
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.



Facilities and amenities

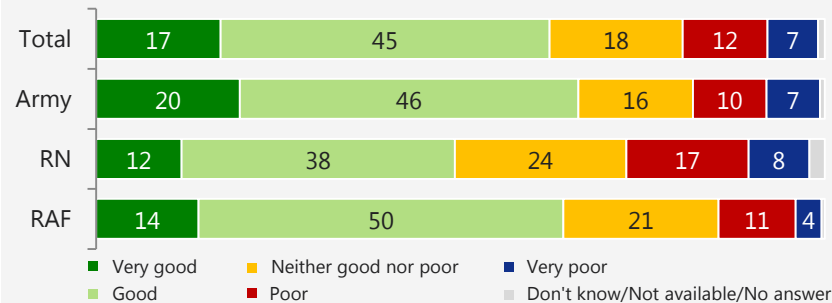
RATING: STANDARD OF LIVING ACCOMMODATION

Phase 2 Recruits

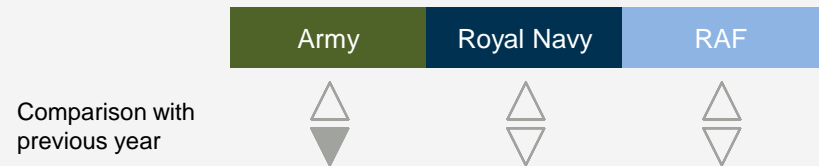
23. How would you rate each of the following: Standard of living accommodation

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

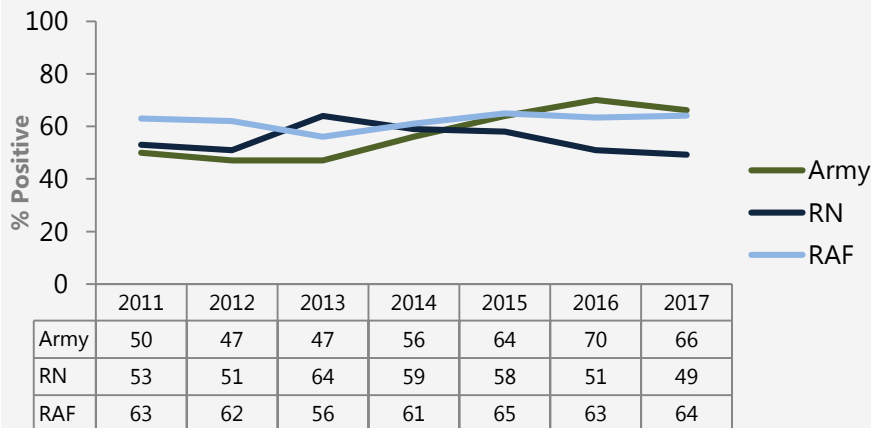
Current year results (%)



Differences



Trend



Key figures

- A lower proportion of Army trainees rated the standard of living accommodation as very good or good, down from 70% in 2016 to 66% in 2017.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

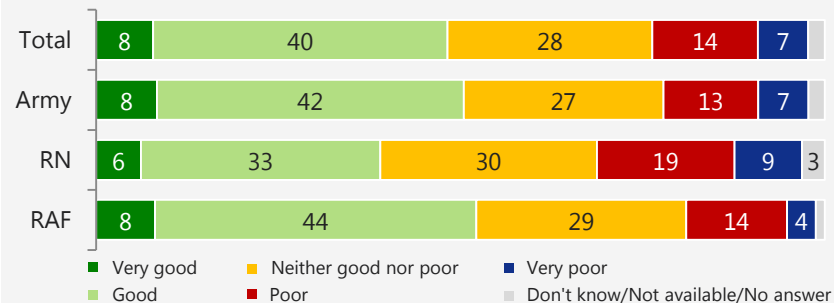
RATING: THINGS TO DO WHEN OFF DUTY ON SITE

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

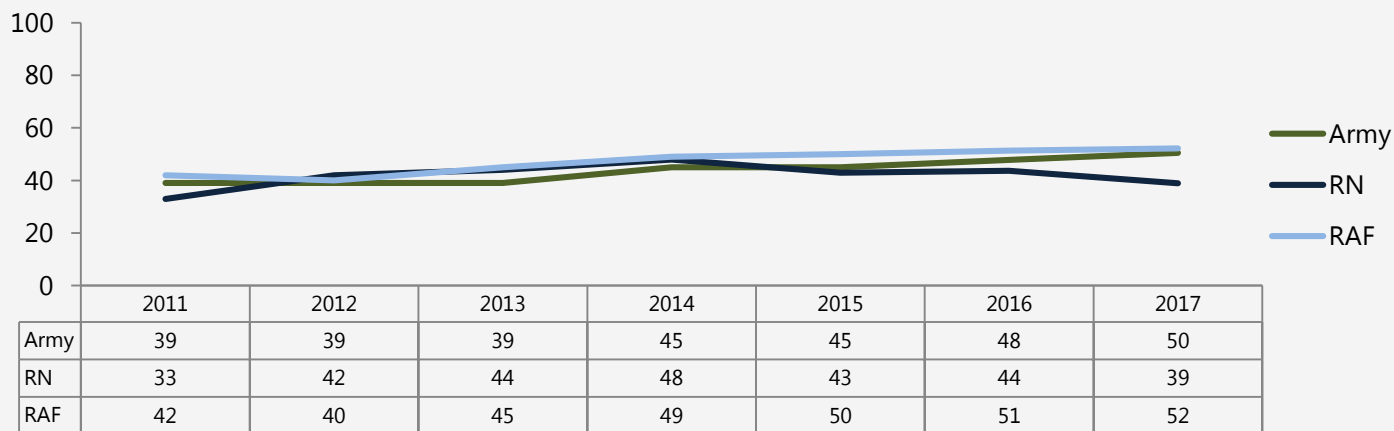
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

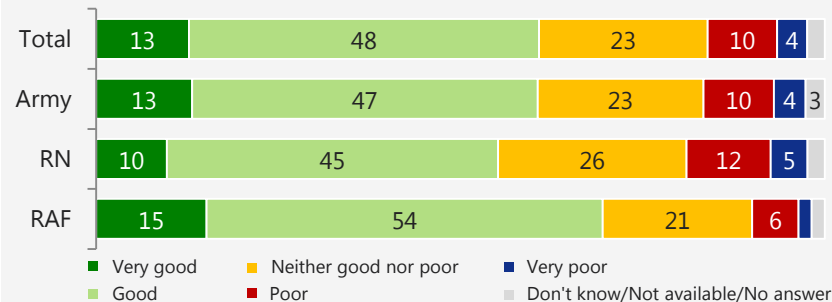
RATING: THINGS TO DO WHEN OFF DUTY OFF SITE/LOCALLY

Phase 2 Recruits

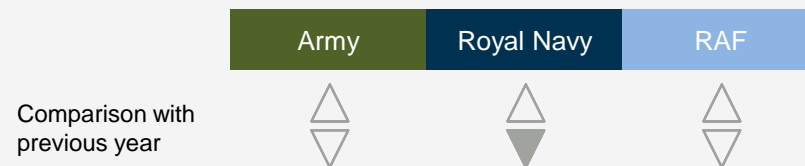
23. How would you rate each of the following: Things to do when off duty off site/locally

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

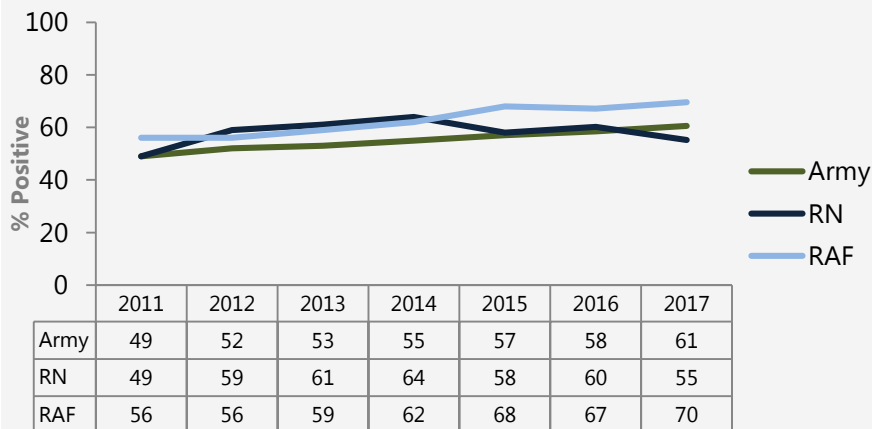
Current year results (%)



Differences



Trend



Key figures

- Against 2016, a lower proportion of Royal Navy trainees rated things to do when off site or locally as very good or good; a drop from 60% to 55%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

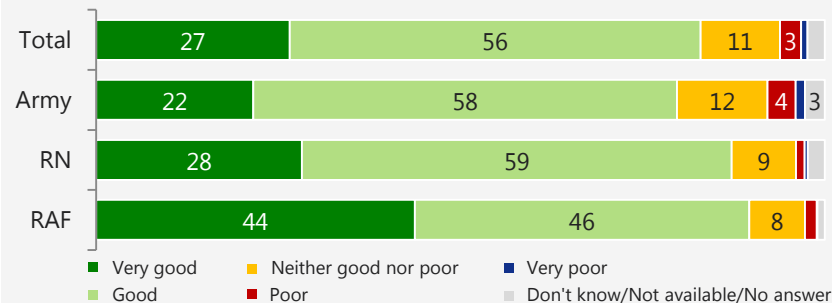
RATING: SPORTS FACILITIES

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

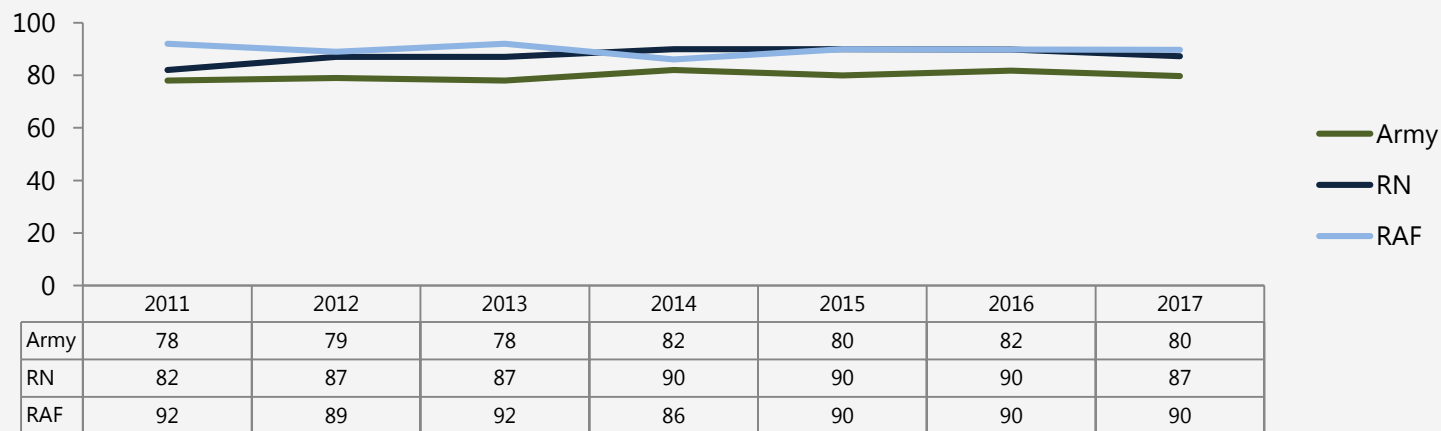
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

RATING: MEDICAL CARE

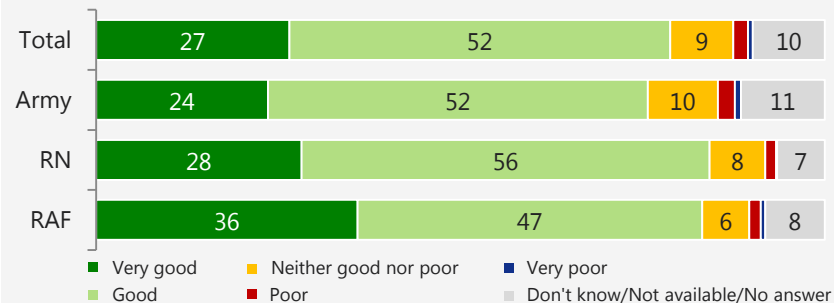
Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

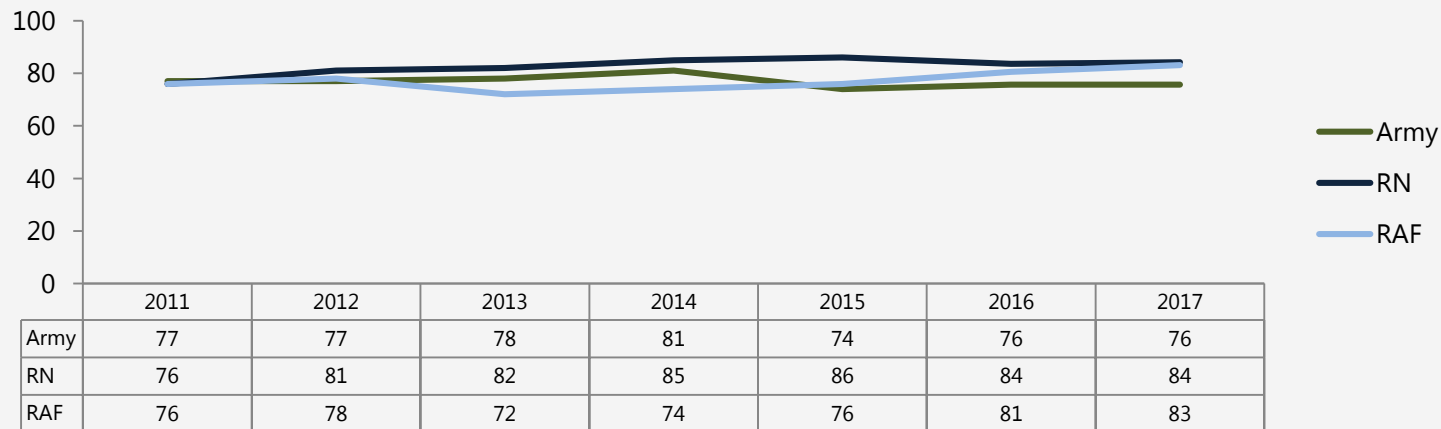
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.



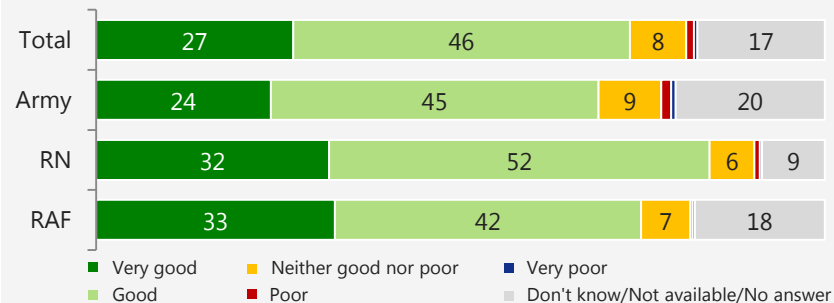
RATING: DENTAL CARE

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- A higher proportion of RAF trainees rated dental care as very good or good in 2017; a rise from 67% in 2016 to 75%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

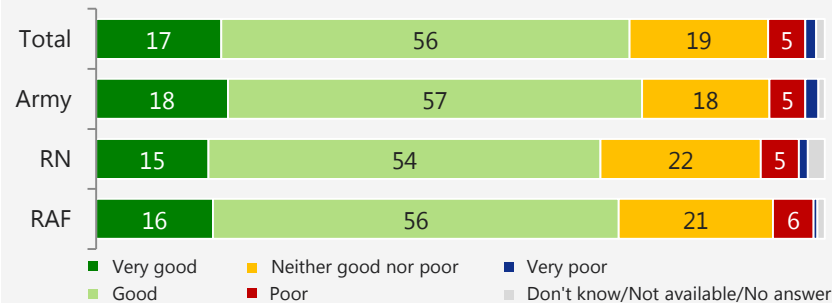
RATING: TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

Phase 2 Recruits

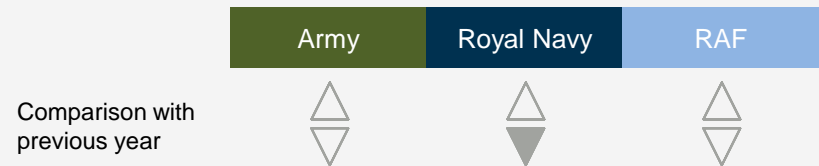
23. How would you rate each of the following: Time for essential personal administration

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- Compared with 2016, a lower proportion of Royal Navy trainees rated time for personal administration as very good or good in 2017; a fall from 76% to 69%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

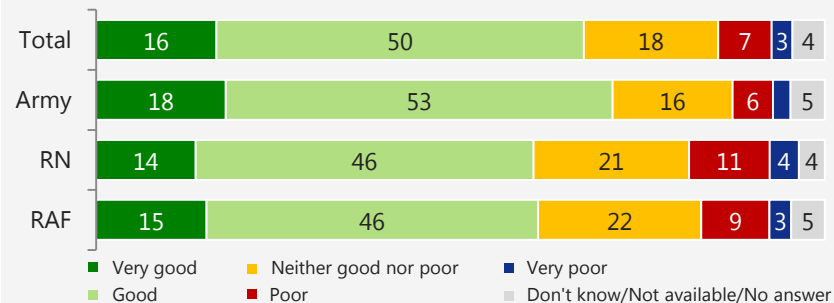
RATING: ACCESS TO IT FOR PERSONAL USE

Phase 2 Recruits

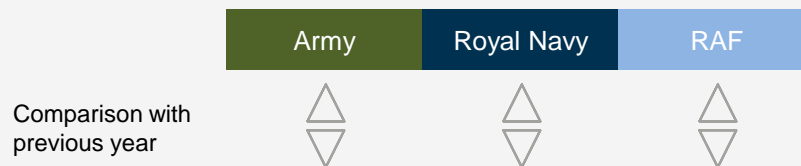
23. How would you rate each of the following: Access to IT for personal use

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

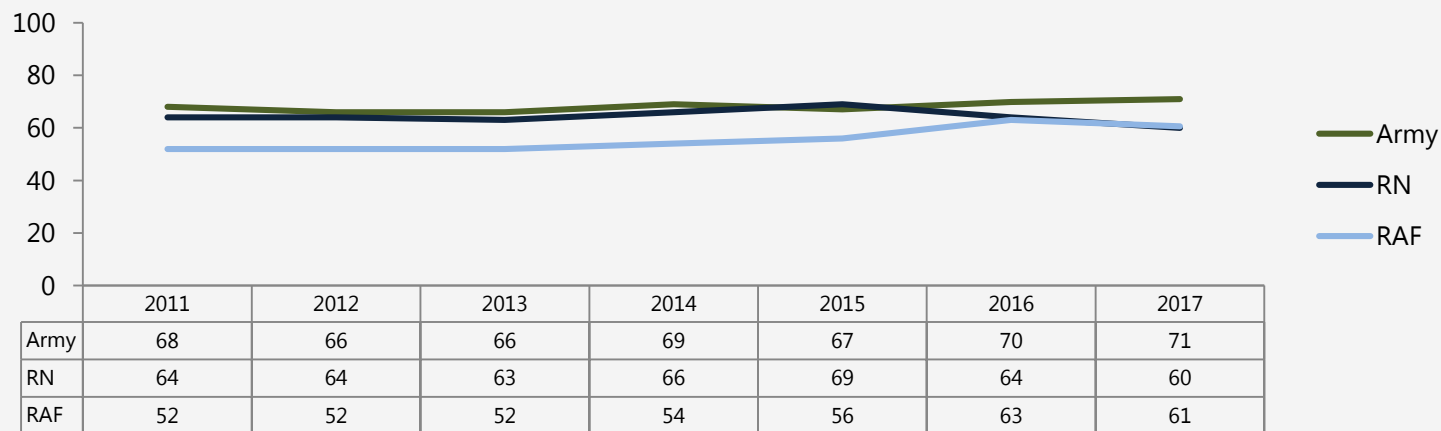
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

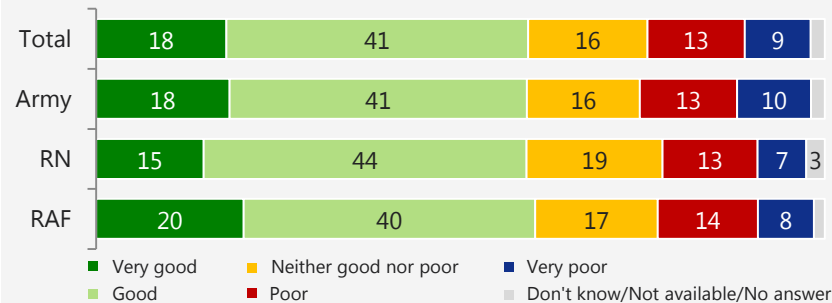
RATING: INTERNET ACCESS

Phase 2 Recruits

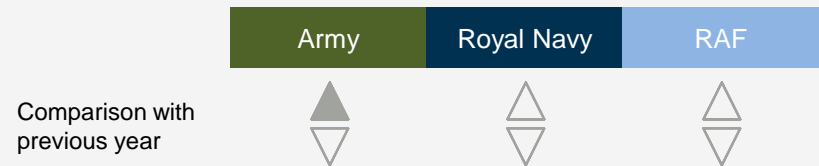
23. How would you rate each of the following: Internet Access

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

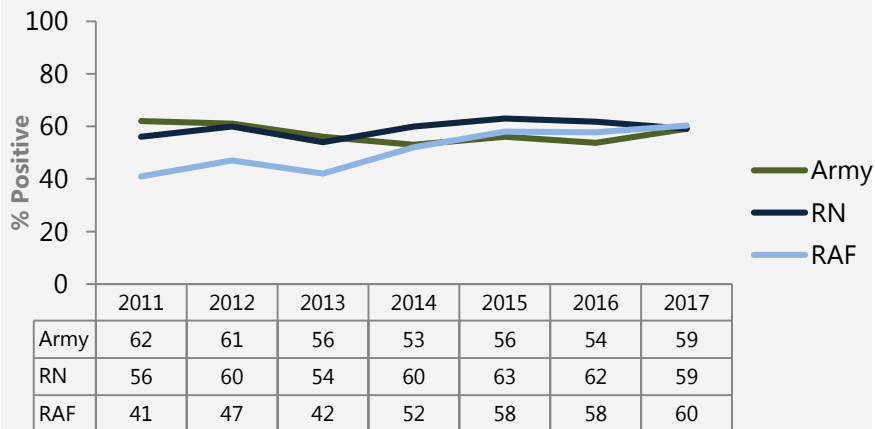
Current year results (%)



Differences



Trend



Key figures

- There was an increase in the proportion of Army trainees recording internet access as very good or good in 2017; from 54% in 2016 to 59%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

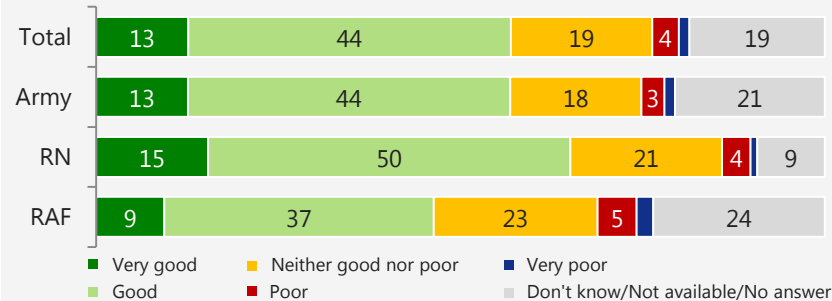
RATING: LEARNING CENTRE TO STUDY AFTER HOURS

Phase 2 Recruits

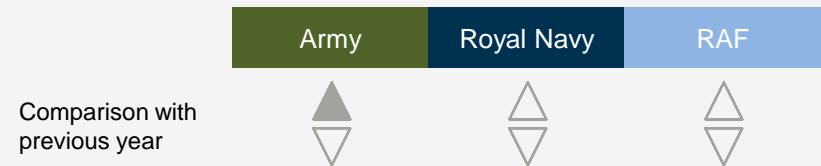
23. How would you rate each of the following: Learning Centre to study after hours

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

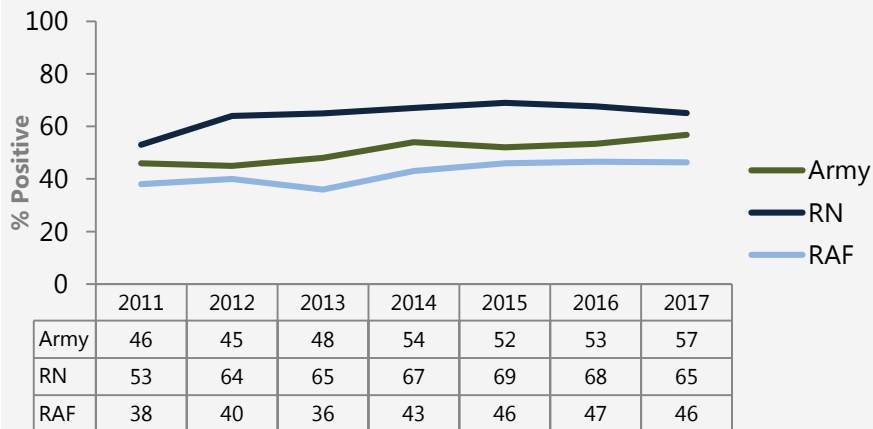
Current year results (%)



Differences



Trend



Key figures

- Against 2016, a higher proportion of Army trainees rated the learning centre to study after hours positively in 2017; a rise from 53% to 57%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

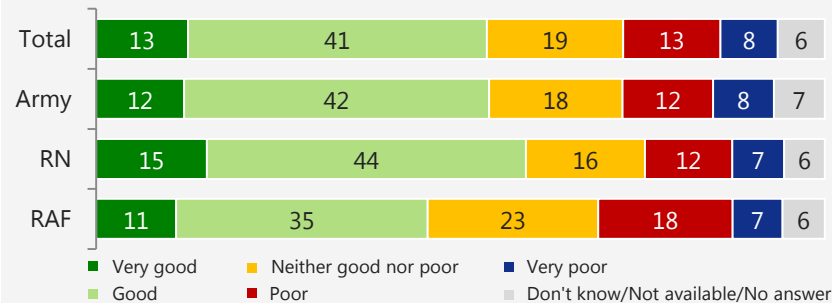
RATING: LAUNDRY FACILITIES

Phase 2 Recruits

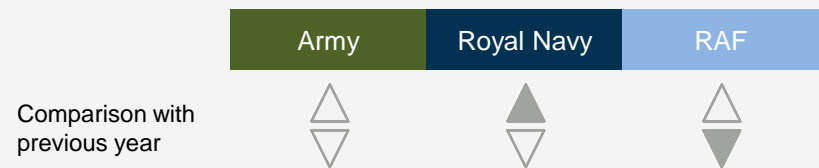
23. How would you rate each of the following: Laundry facilities

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

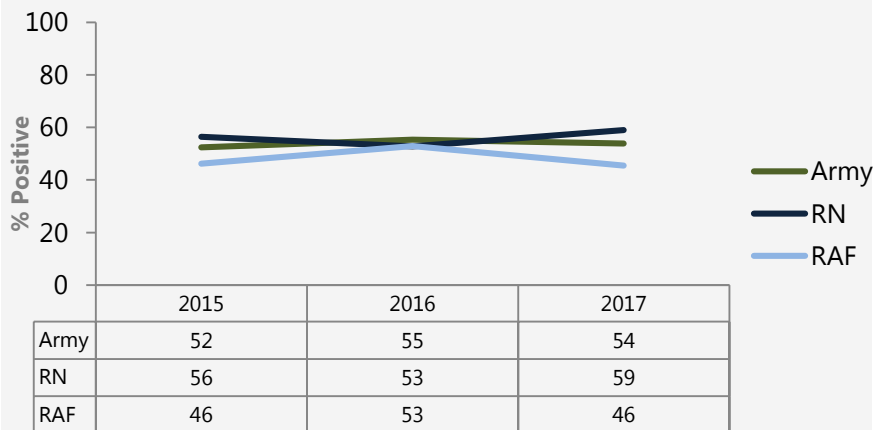
Current year results (%)



Differences



Trend



Key figures

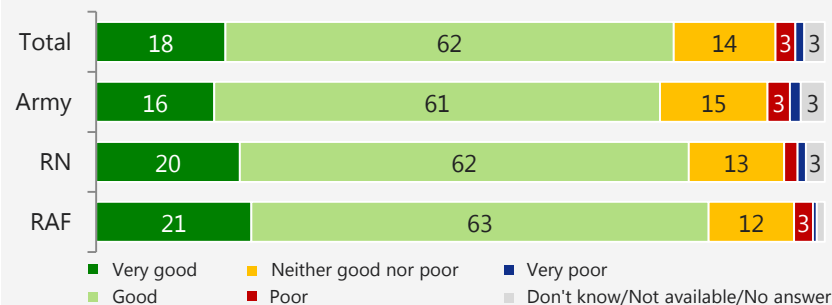
- Results are mixed for laundry facilities. Royal Navy trainees were more likely to rate this aspect as very good or good in 2017 compared to 2016 (up from 53% to 59%), however RAF trainees were less likely to view this aspect positively (down from 53% in 2016 to 46% in 2017).

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

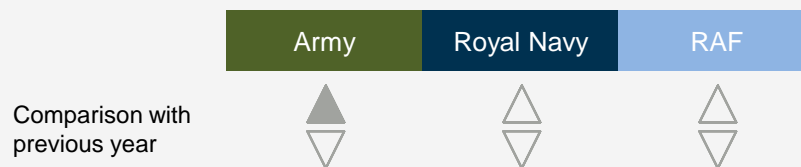
23. How would you rate each of the following: Personal kit (e.g. boots, uniform)

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

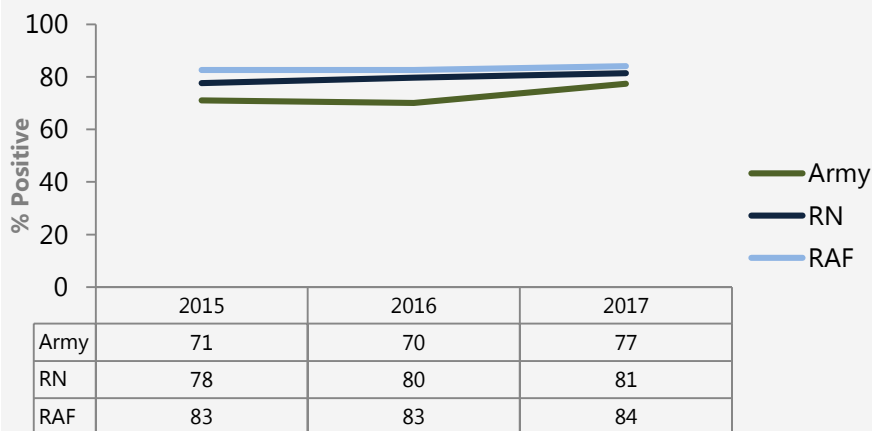
Current year results (%)



Differences



Trend



Key figures

- Army trainees were more likely to respond positively about personal kit in 2017 compared with 2016; a rise in very good and good scoring from 70% to 77%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

RATING: TRAINING FACILITIES

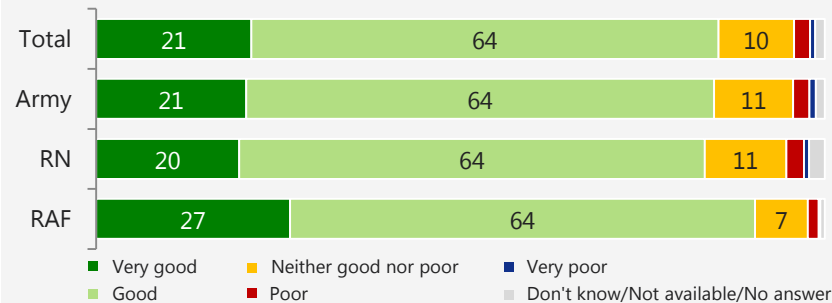
Phase 2 Recruits

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

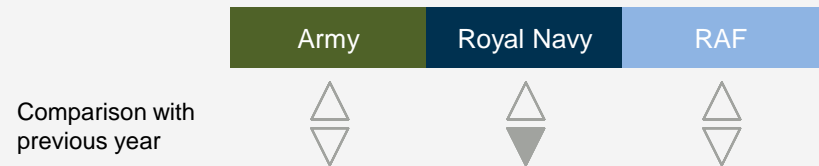
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

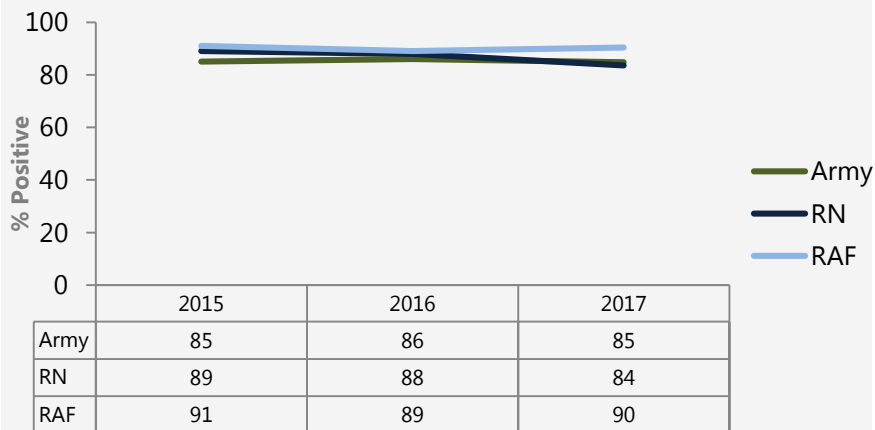
Current year results (%)



Differences



Trend



Key figures

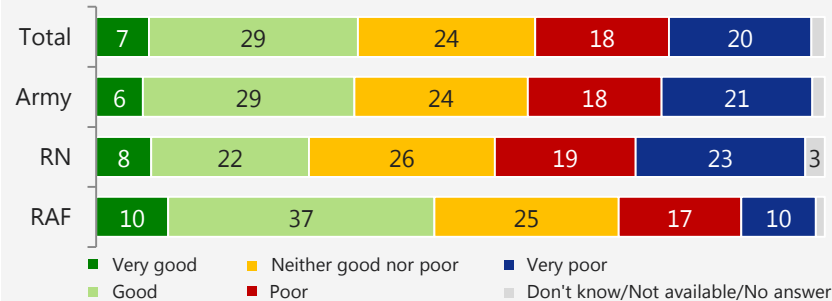
- In 2017 there was a fall in the proportion of Royal Navy trainees who rated the training facilities as very good or good; from 88% to 84%.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

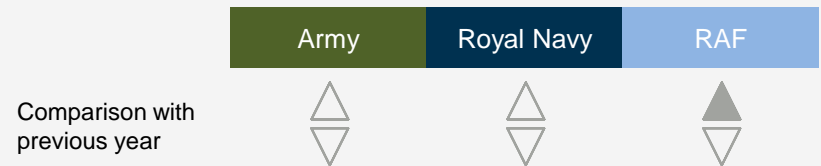
23. How would you rate each of the following: Food

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

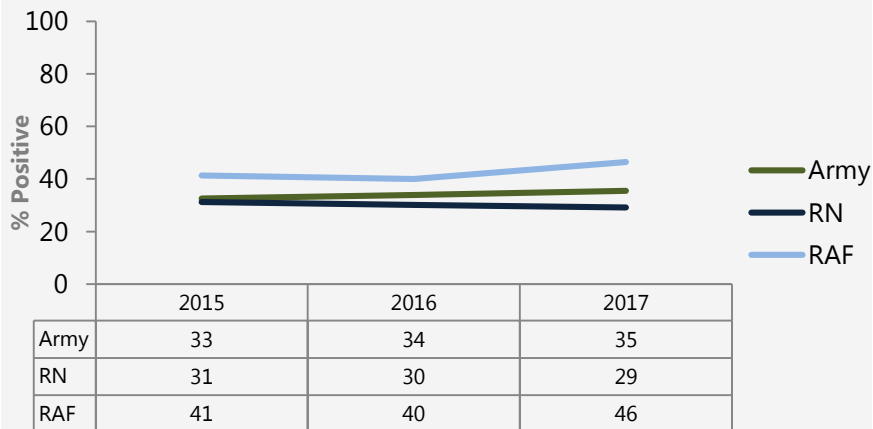
Current year results (%)



Differences



Trend



Key figures

- Compared to 2016, in 2017 there was an increase in the proportion of RAF trainees giving positive responses about the food; from 40% to 46%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

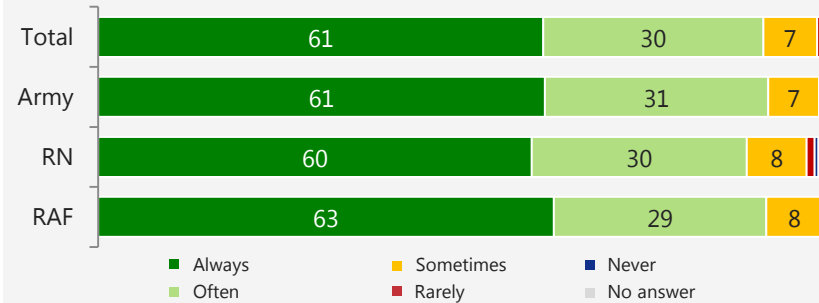
WHETHER GIVEN ENOUGH TIME TO EAT MEALS

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'always' or 'often' – comments and significant differences based on this

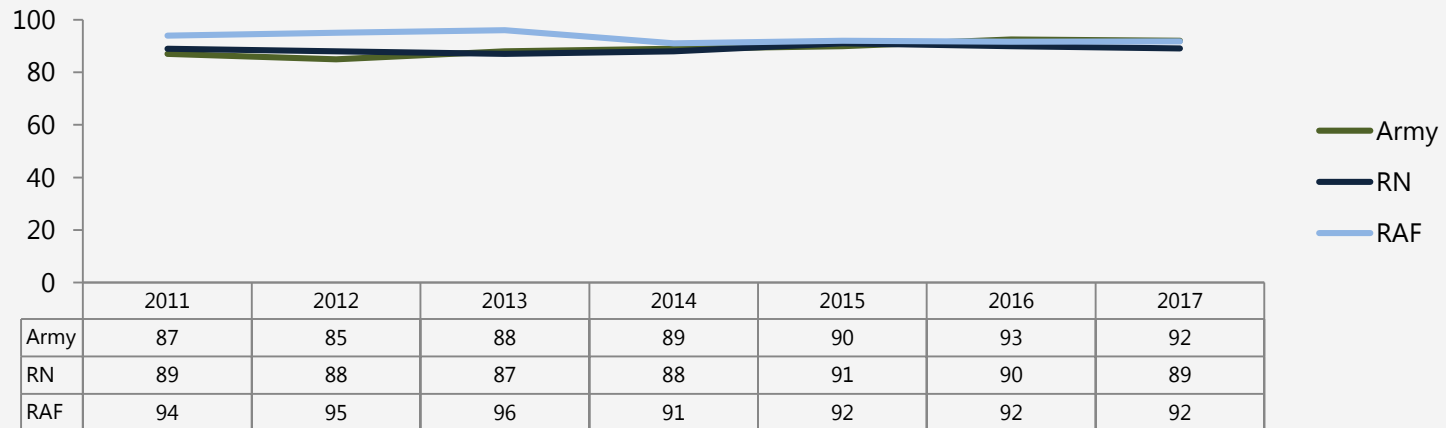
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

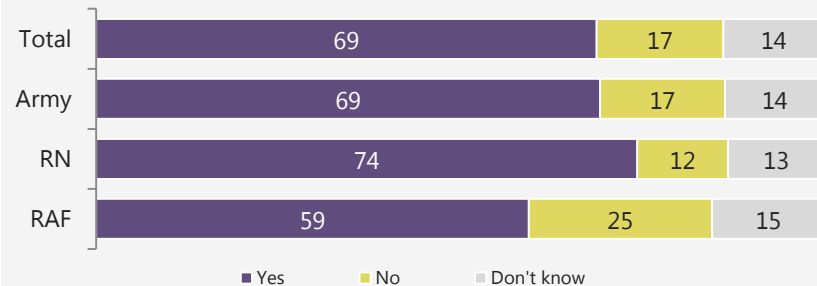
OPTION TO COMMENT ON THE PAY AS YOU DINE FOOD

Phase 2 Recruits

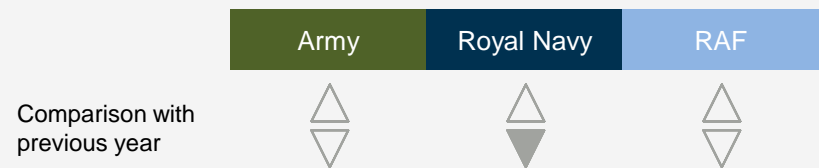
28 Were you given the option to comment on the Pay As You Dine food whilst at [Unit]?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

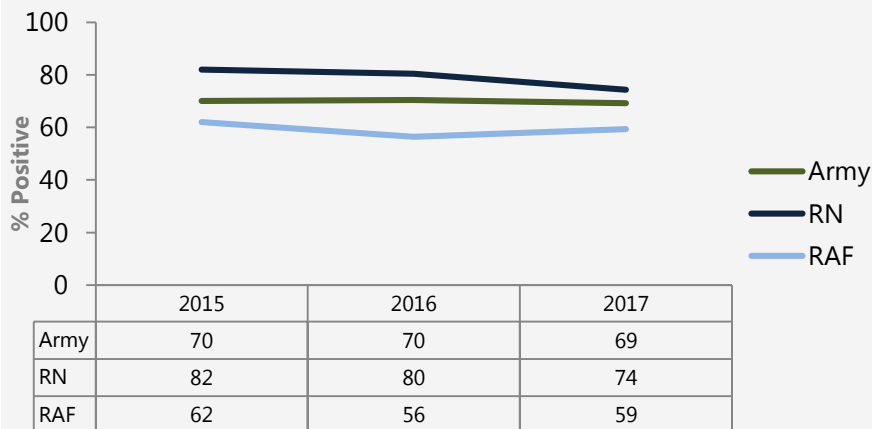
Current year results (%)



Differences



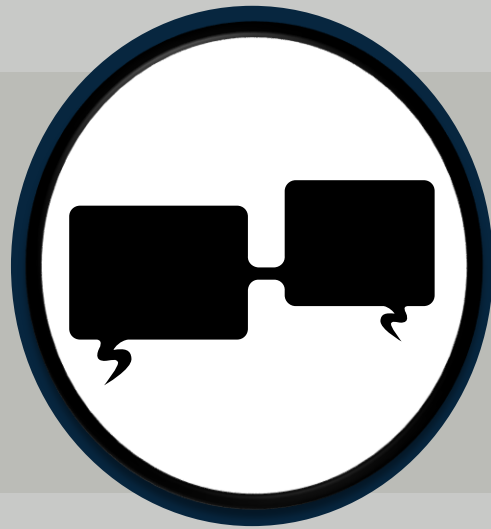
Trend



Key figures

- There was a decrease in the proportion of Royal Navy trainees mentioning they were given the option to comment on the Pay As You Dine food in 2017 compared with 2016; from 80% to 74%.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.



Support

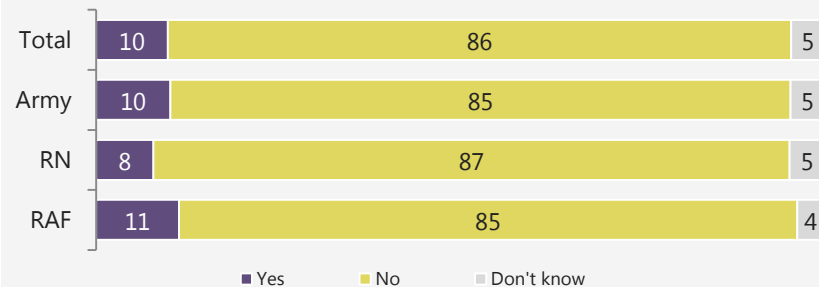
LEARNING NEEDS AND DIFFICULTIES

Phase 2 Recruits

Demog6a. Do you have any learning needs or difficulties?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

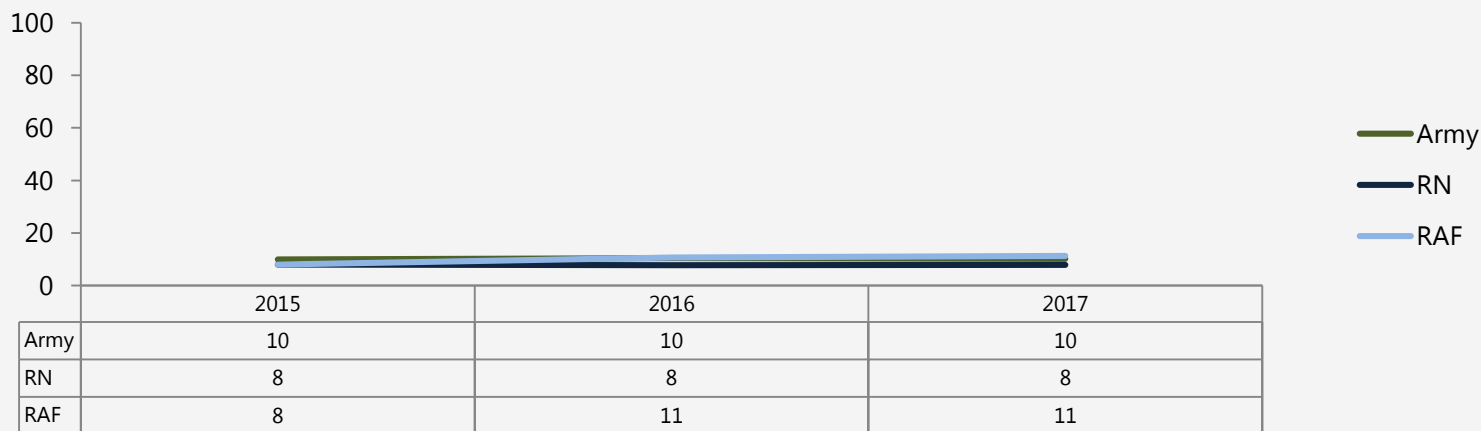
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

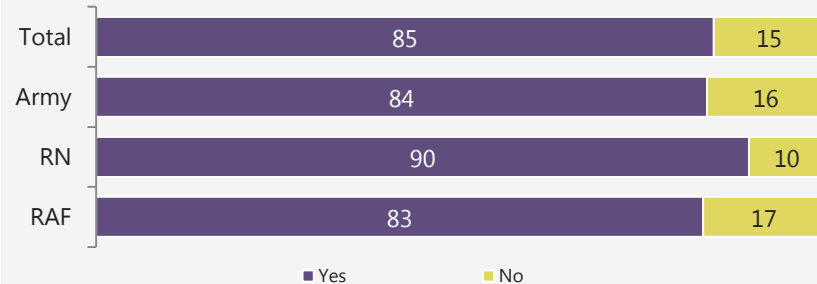
LEARNING NEEDS AND DIFFICULTIES

Phase 2 Recruits

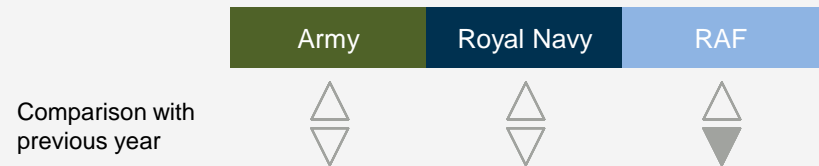
Demog6b. Did you tell the staff at [Unit] that you had a learning need or difficulty?

Number of respondents (all Phase 2 respondents who had a learning need or difficulty): Total (617), Army (396), Royal Navy (106), RAF (114)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

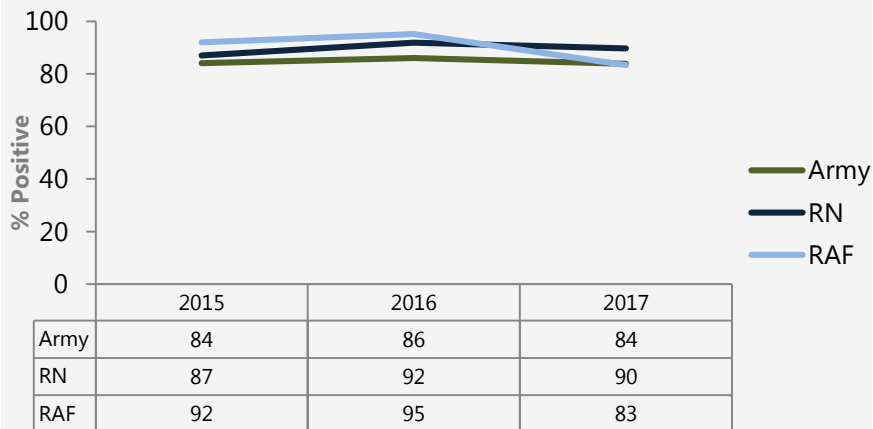
Current year results (%)



Differences



Trend



Key figures

- Against 2016, a lower proportion of RAF trainees reported that they told staff at their training establishment they had a learning need or difficulty; a fall from 95% to 83% in 2017.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

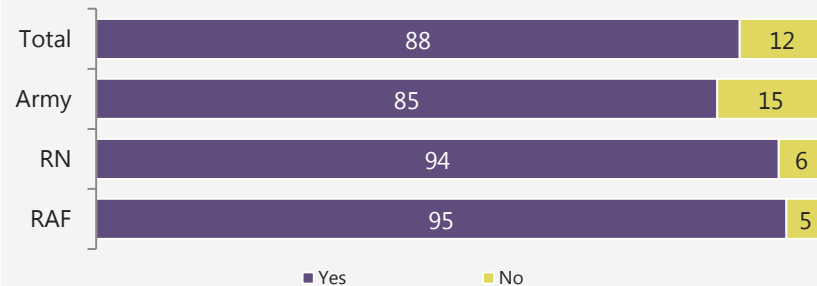
SUPPORT FOR LEARNING NEEDS AND DIFFICULTIES

Phase 2 Recruits

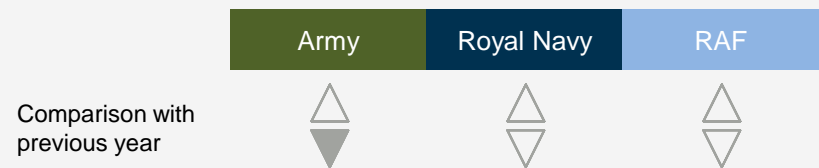
Demog6c. Did you have all the support required for your learning need or difficulty?

Number of respondents (all Phase 2 respondents who selected yes in demog6b): Total (523), Army (332), Royal Navy (95), RAF (95)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

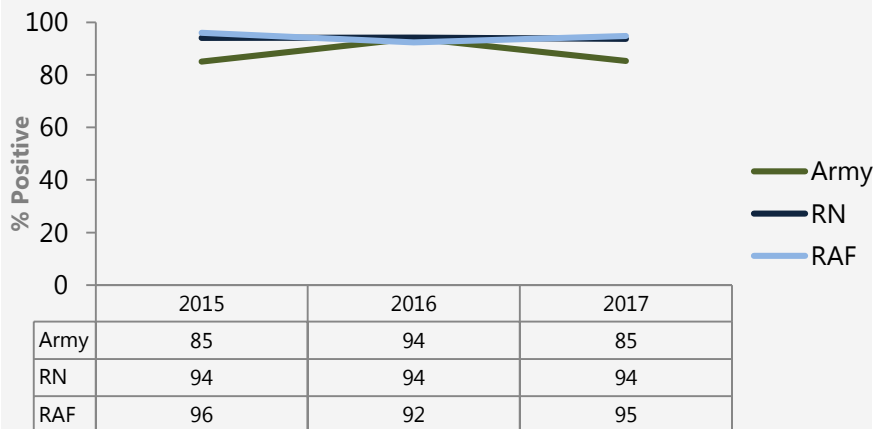
Current year results (%)



Differences



Trend



Key figures

- A lower proportion of Army trainees felt they had all the support required for their learning need or difficulty in 2017 compared with 2016; a fall from 94% to 85%.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

OPPORTUNITY TO TALK PRIVATELY WITH TRAINING STAFF

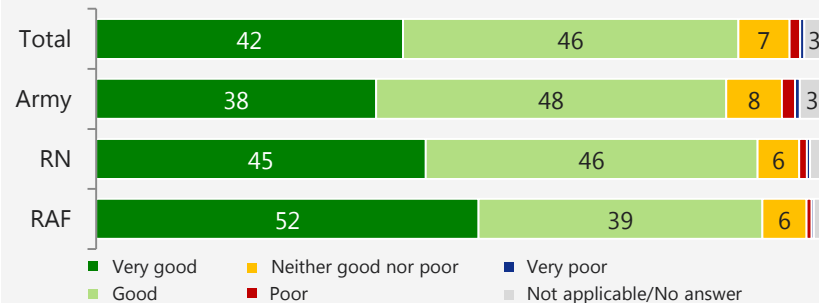
Phase 2 Recruits

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

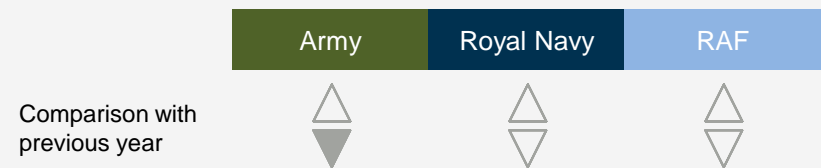
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

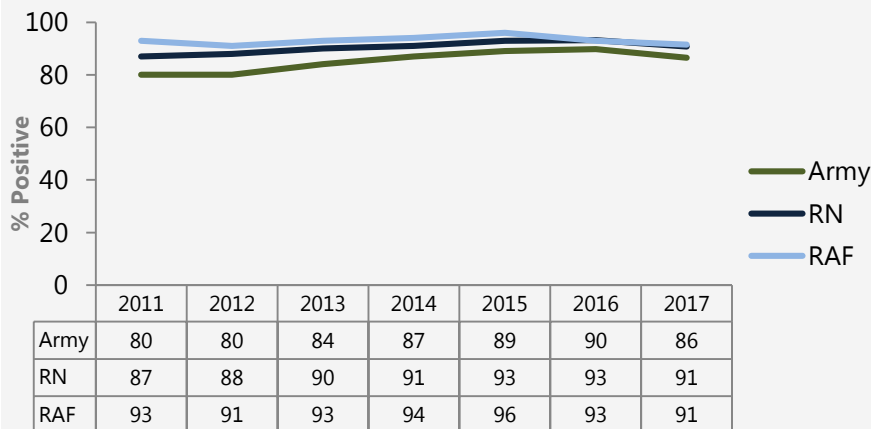
Current year results (%)



Differences



Trend



Key figures

- Compared to 2016, a lower proportion of Army trainees rated the opportunity to talk privately with training staff as very good or good; a fall from 90% to 86% in 2017.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

OPPORTUNITY TO TALK PRIVATELY WITH CHAPLAINS/PADRE

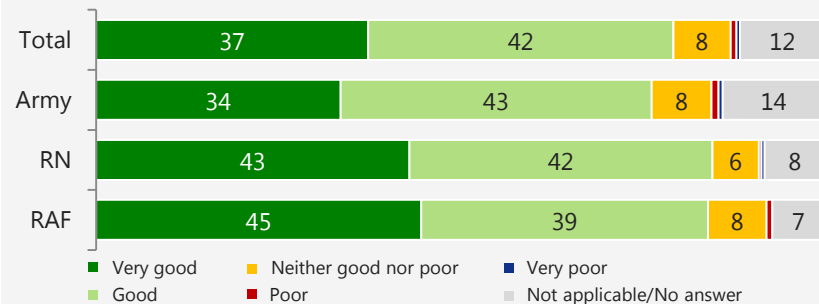
Phase 2 Recruits

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

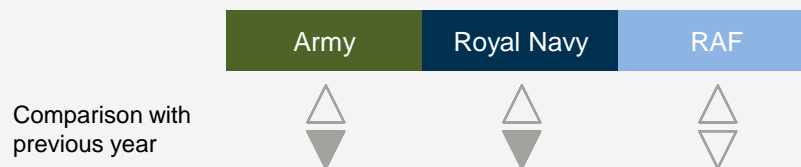
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

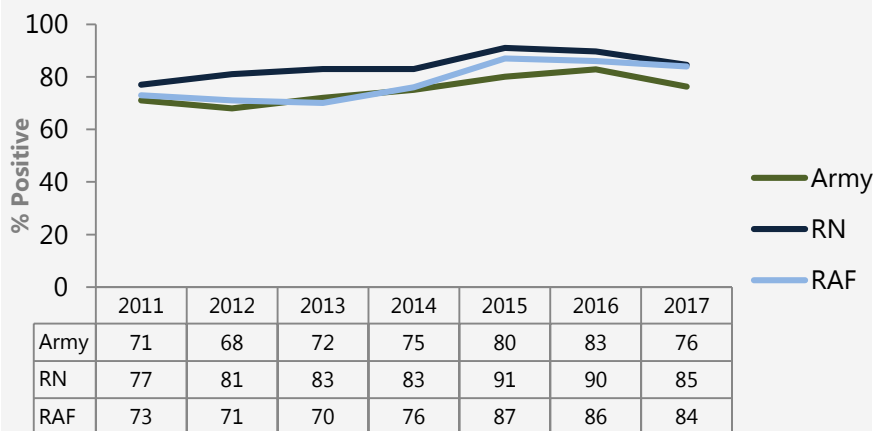
Current year results (%)



Differences



Trend



Key figures

- Both Army and Royal Navy trainees were less likely to rate the opportunity to talk privately with the Chaplains or Padre as very good or good compared to 2016.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

OPPORTUNITY TO KEEP IN CONTACT WITH FAMILY AND FRIENDS

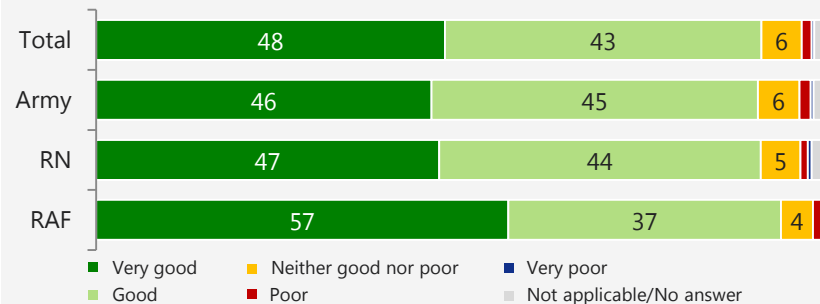
Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

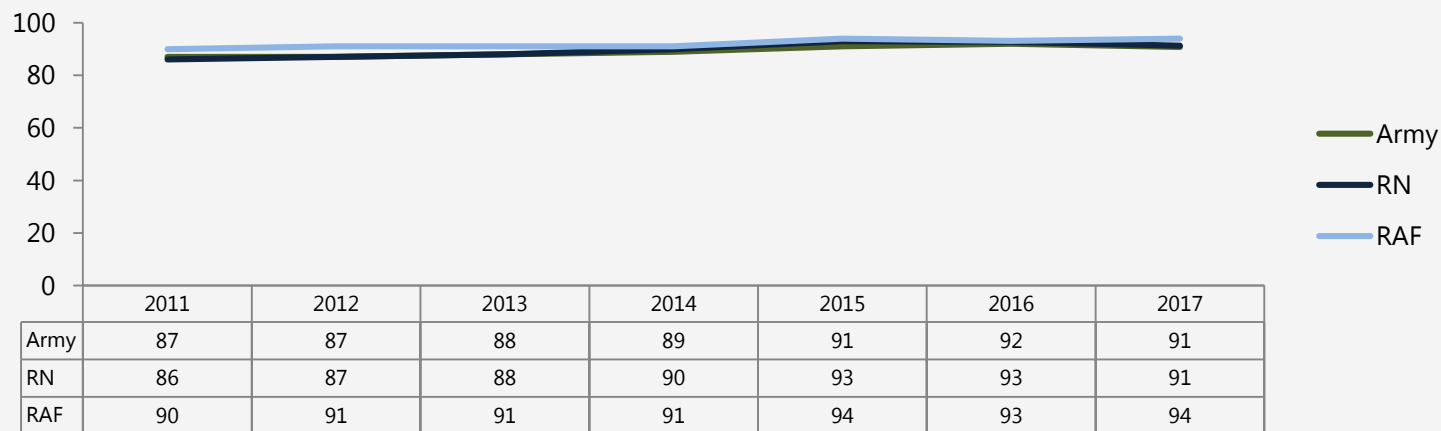
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

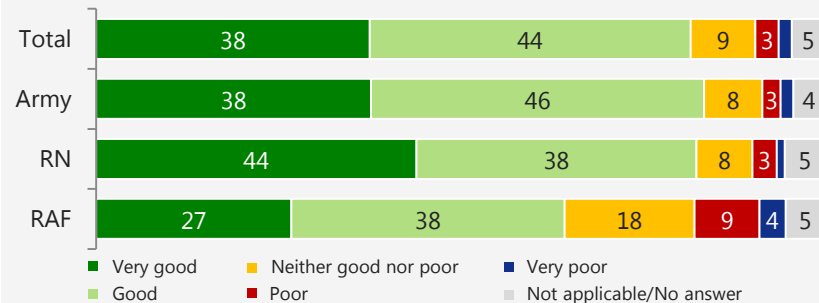
OPPORTUNITY TO PRACTISE YOUR FAITH/RELIGION

Phase 2 Recruits

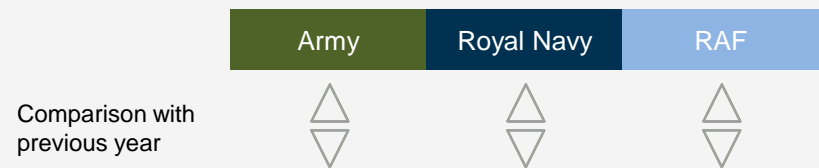
30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Practise your faith/religion

Number of respondents (all respondents who have a faith/religion and practice it): Total (663), Army (514), Royal Navy (91), RAF (56)
 % positive equals the proportion who say 'good' or 'very good' – comments and significant differences based on this

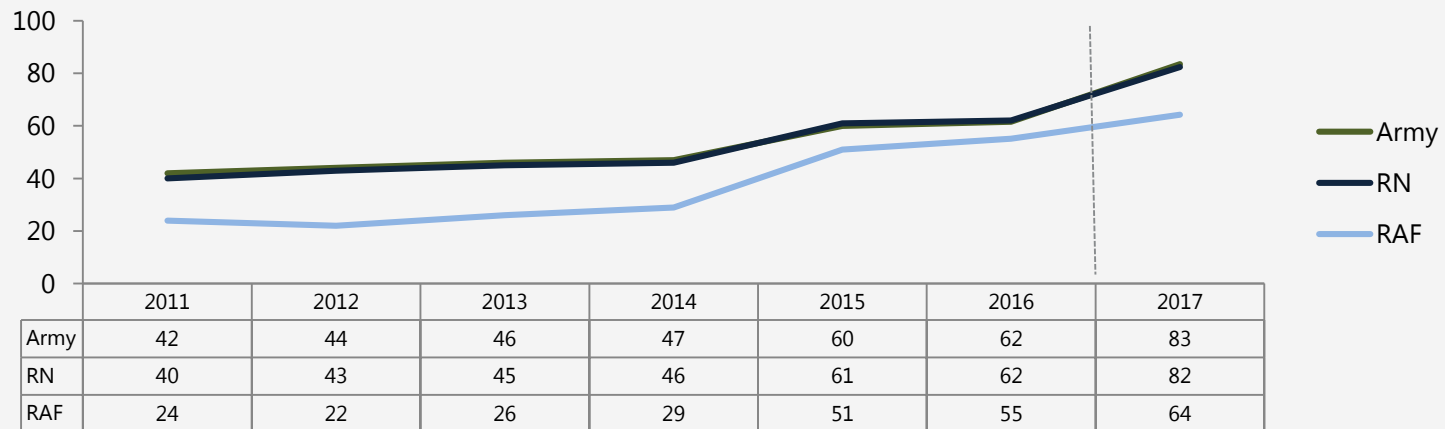
Current year results (%)



Differences



Trend



Note: Base for this question changed from all respondents to those who have a faith/religion and practise it in the year 2016-17

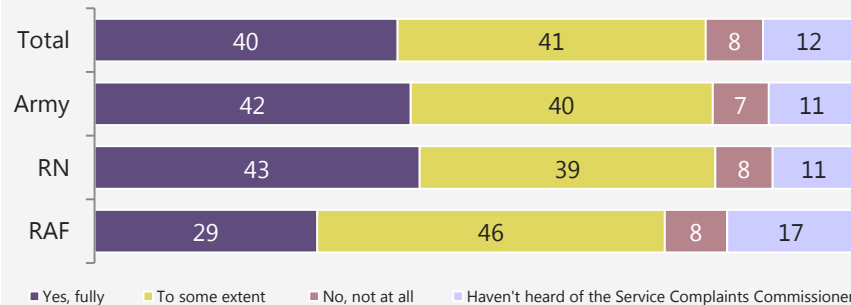
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

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

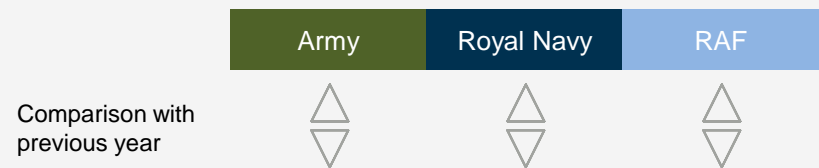
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

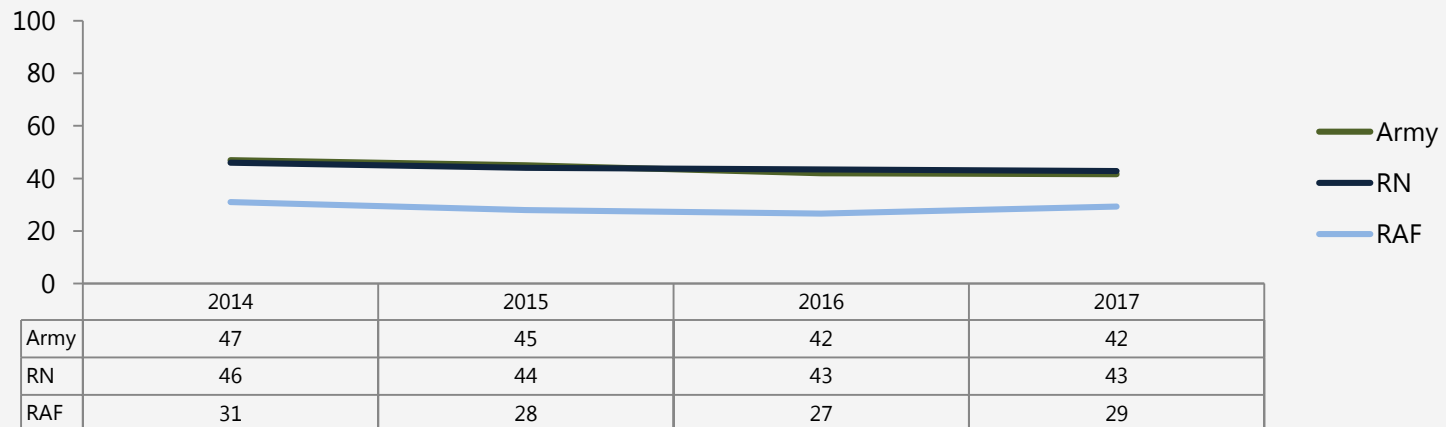
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.



AVAILABILITY OF STAFF FOR PROBLEMS OUT OF TRAINING HOURS

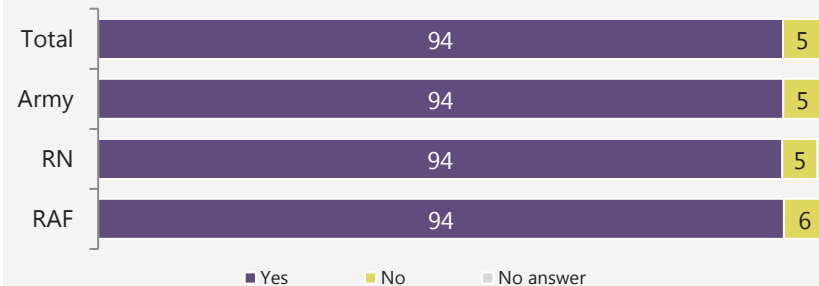
Phase 2 Recruits

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

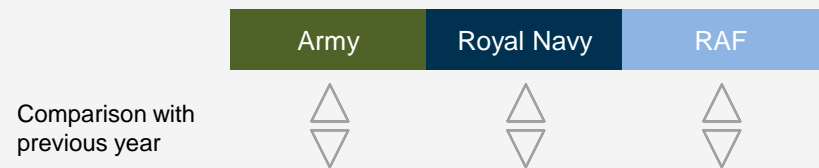
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

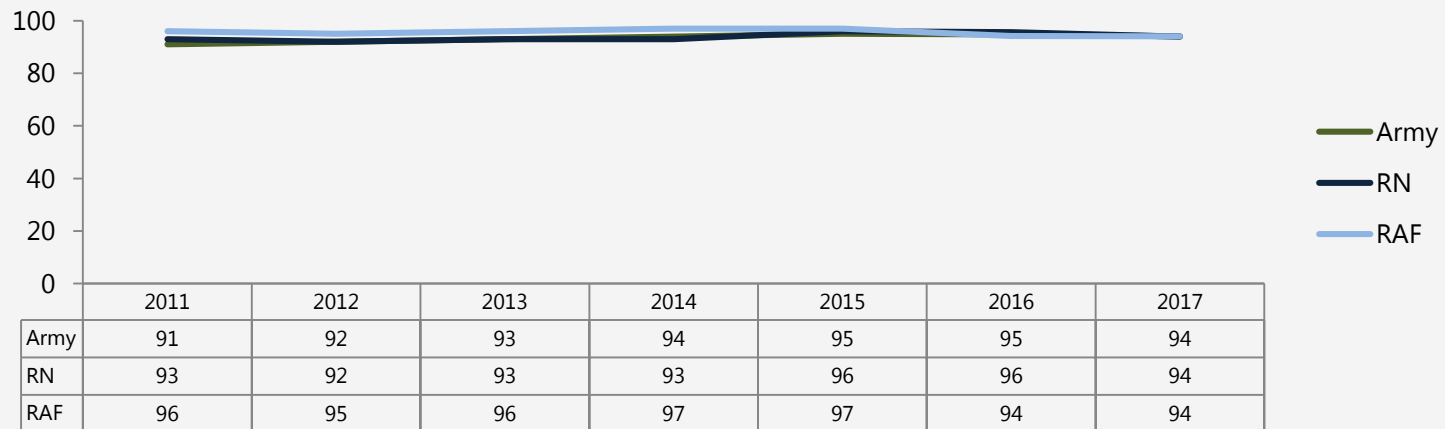
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.

SOMEONE TO GO TO FOR PERSONAL OR EMOTIONAL PROBLEMS

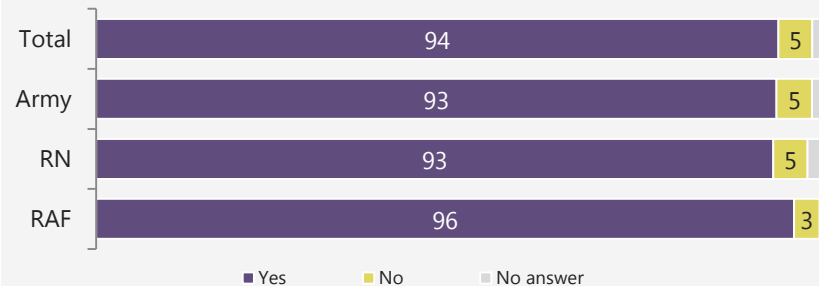
Phase 2 Recruits

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

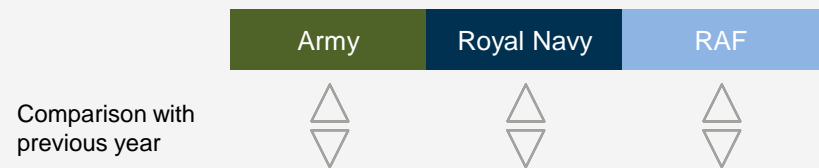
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

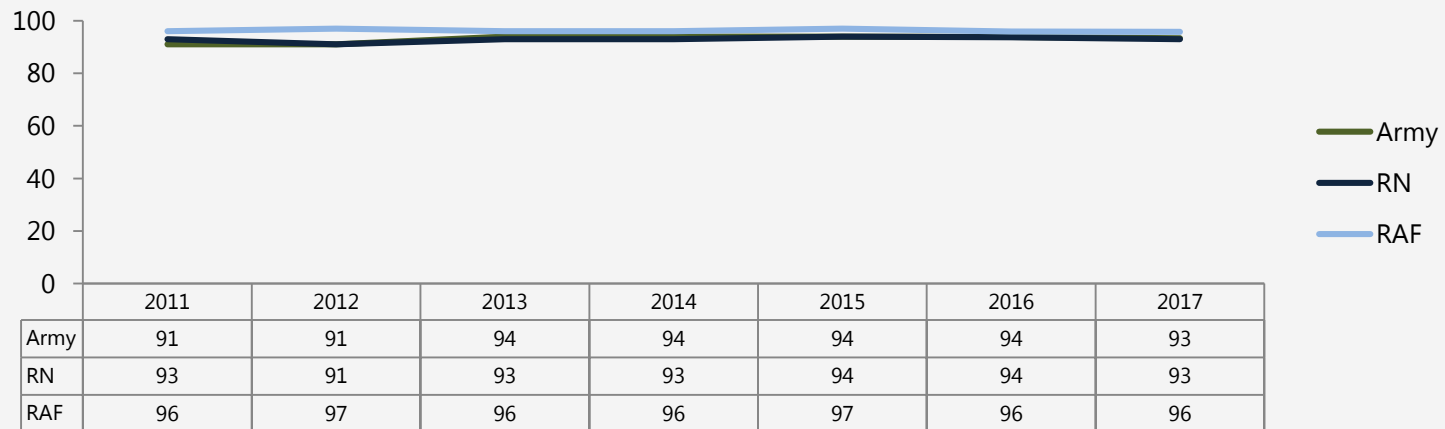
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

SOMEONE TO GO TO FOR ADMINISTRATIVE PROBLEMS

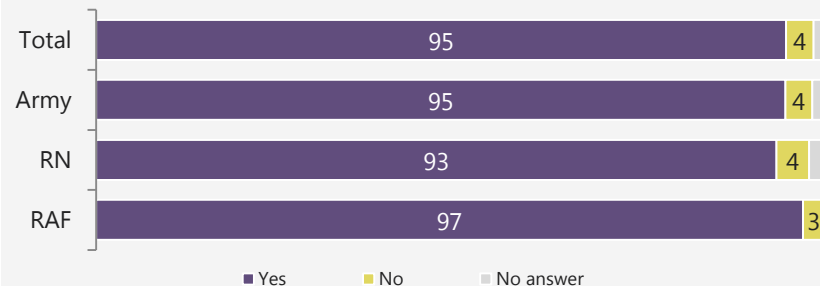
Phase 2 Recruits

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

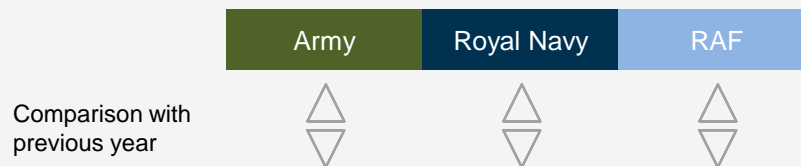
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

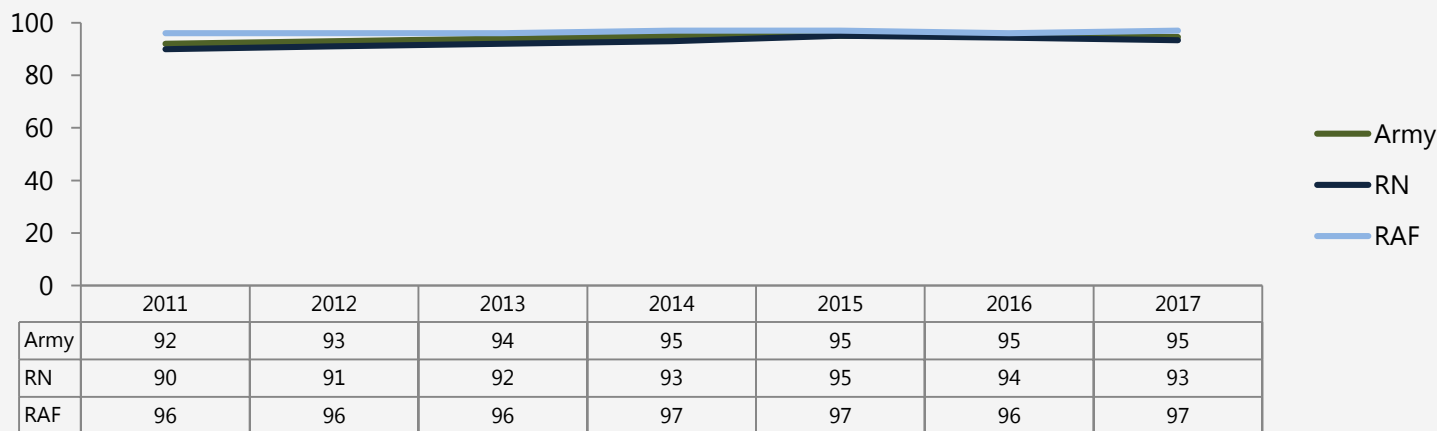
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.

OPPORTUNITY TO RAISE ALL CONCERNS WITH PERSON IN AUTHORITY

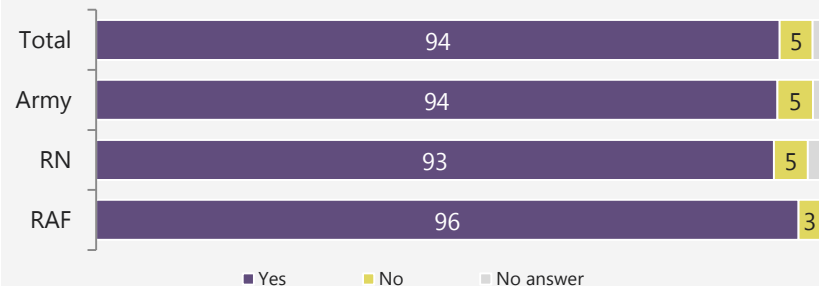
Phase 2 Recruits

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

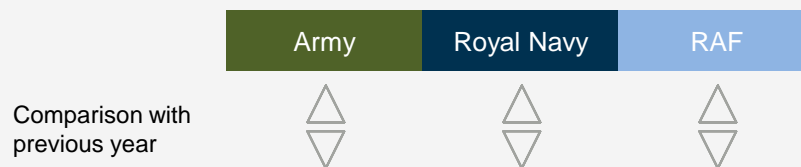
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

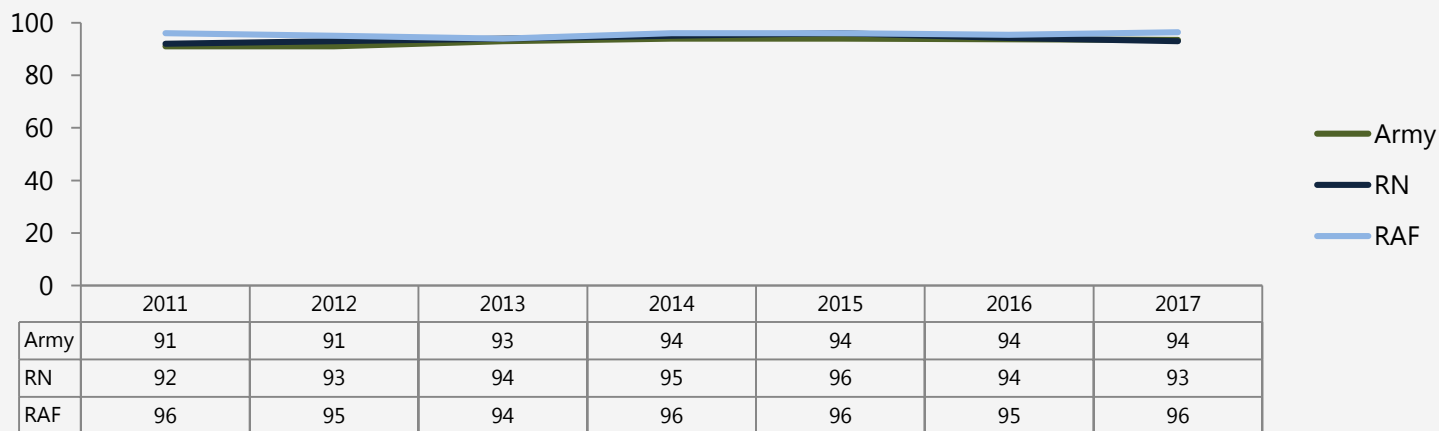
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.



Fairness

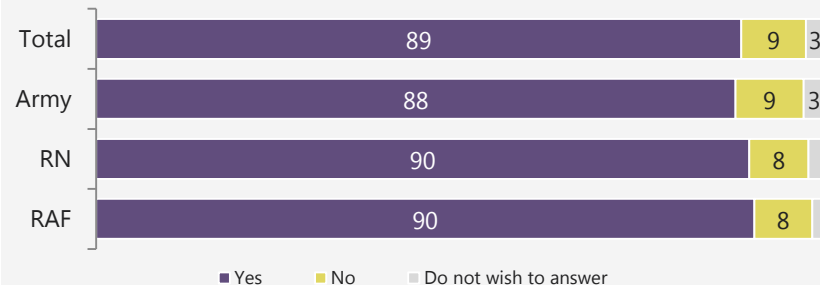
AWARENESS OF HOW TO COMPLAIN ABOUT POOR OR UNFAIR TREATMENT OR BULLYING

Phase 2 Recruits

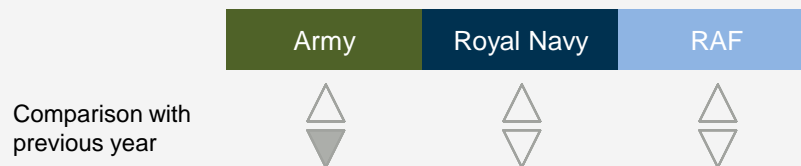
35. Do you know how to complain about poor or unfair treatment or bullying at [Unit]?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

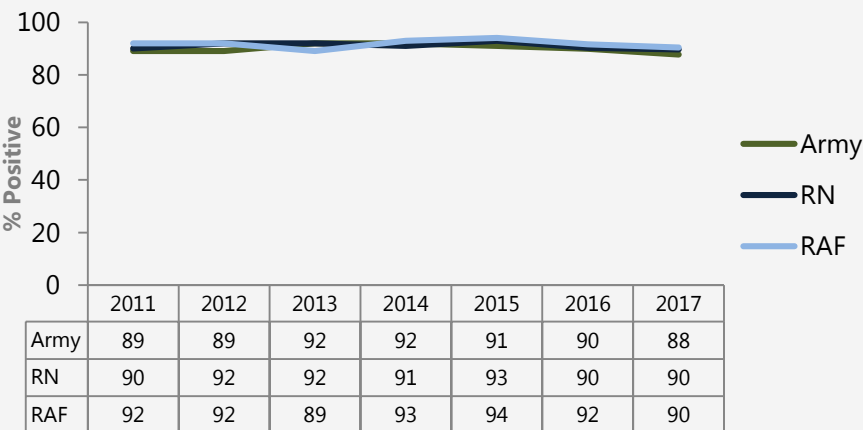
Current year results (%)



Differences



Trend



Key figures

- A lower proportion of Army trainees claimed to be aware of how to complain about poor or unfair treatment or bullying in 2017; from 90% in 2016 to 88%.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

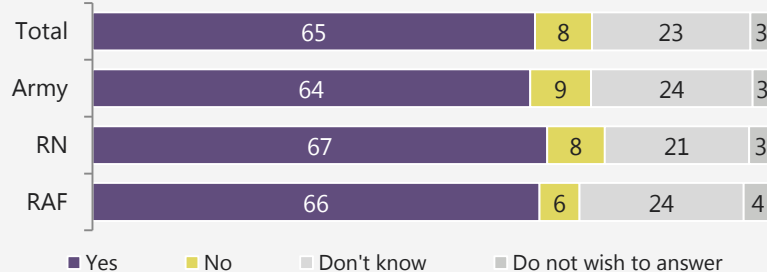
WHETHER BELIEVE COMPLAINTS ARE DEALT WITH IN A FAIR MANNER

Phase 2 Recruits

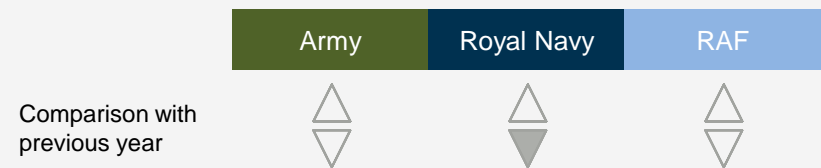
37a. Generally, do you believe that complaints are dealt with in a fair manner at unit?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

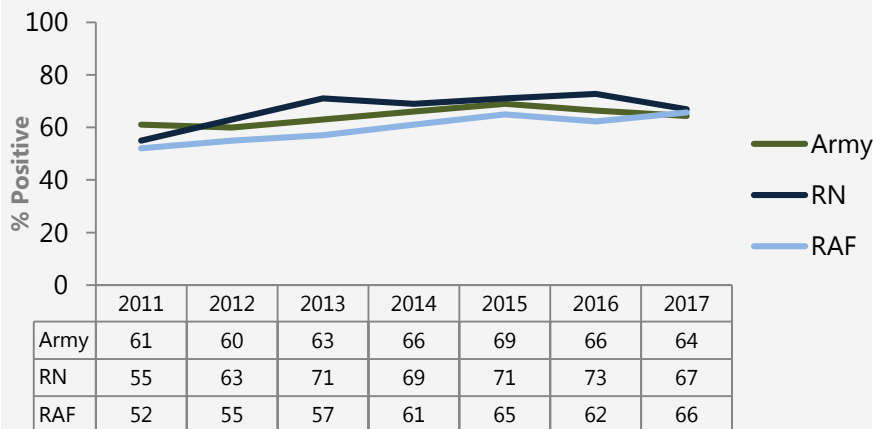
Current year results (%)



Differences



Trend



Key figures

- Against 2016, fewer Royal Navy trainees agreed that complaints were dealt with in a fair manner in 2017; down from 73% to 67%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

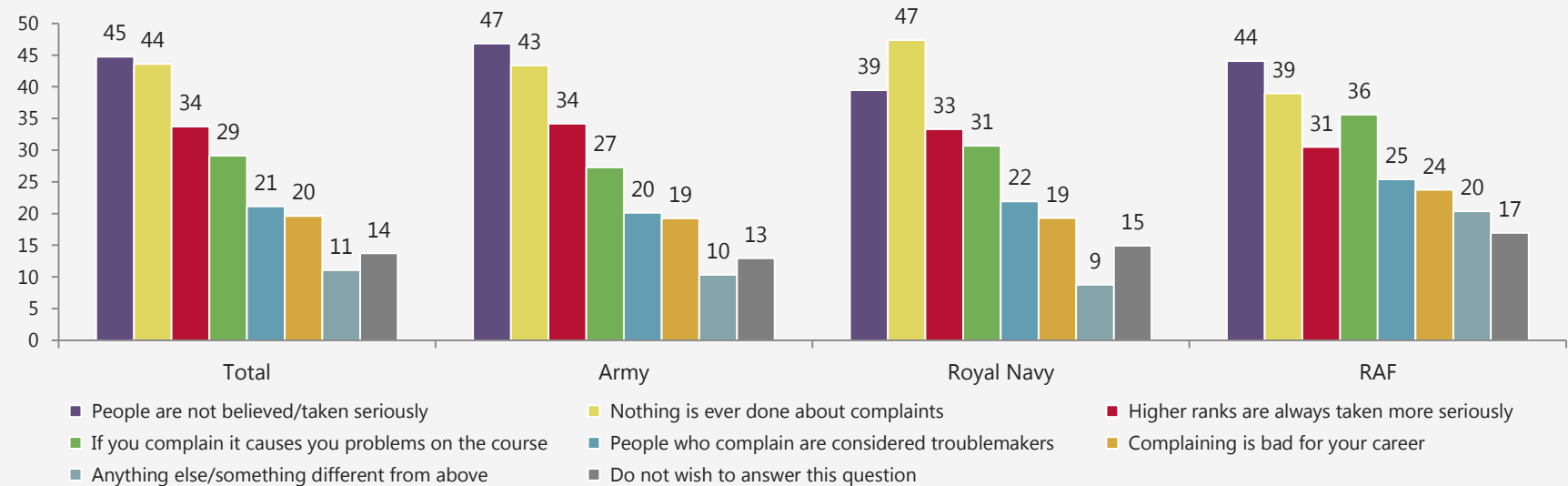
REASON WHY COMPLAINTS ARE NOT DEALT WITH IN A FAIR MANNER

Phase 2 Recruits

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

Number of respondents (all respondents who said that they did not feel complaints are dealt with in a fair manner): Total (525), Army (348), Royal Navy (114), RAF (59)

Current year results (%)



Key figures

- Amongst phase 2 trainees, the most common reasons for feeling that complaints were not dealt with in a fair manner was because trainees are not believed or taken seriously (45%) and that nothing is done about complaints (44%).
- Overall, 14% of those who felt that complaints are not dealt with in a fair manner chose not to answer this question.

FAIR TREATMENT OF TRAINEES

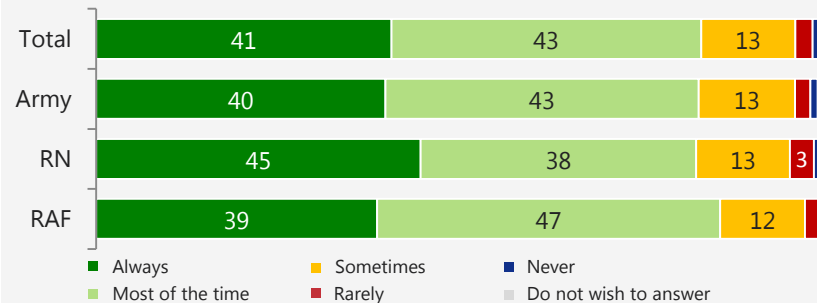
Phase 2 Recruits

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

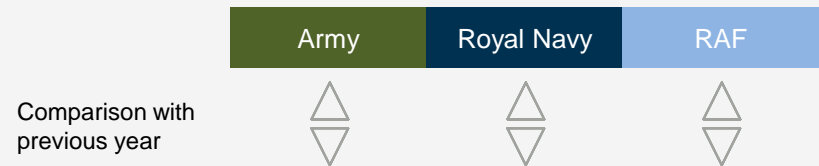
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

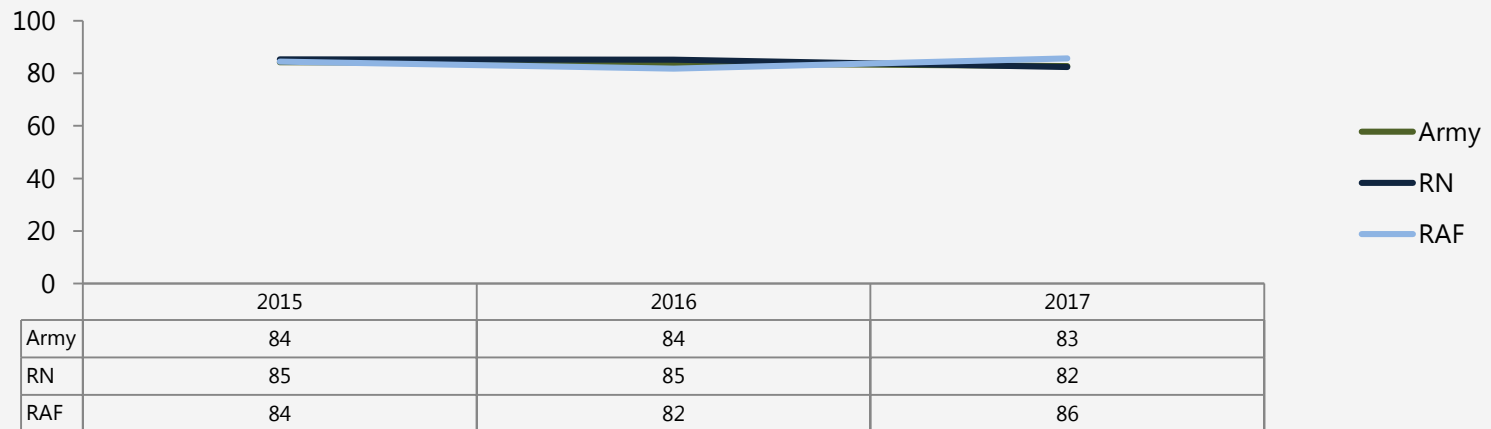
Current year results (%)



Differences



Trend



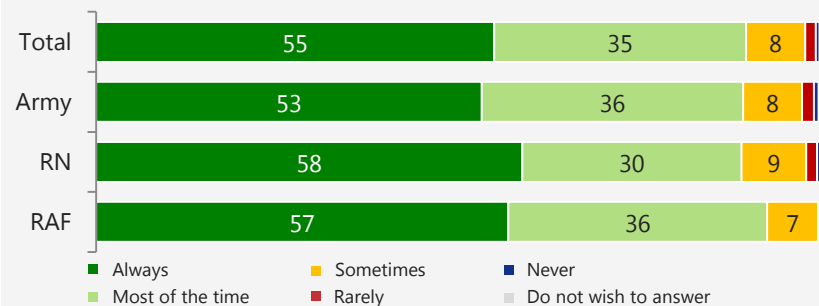
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

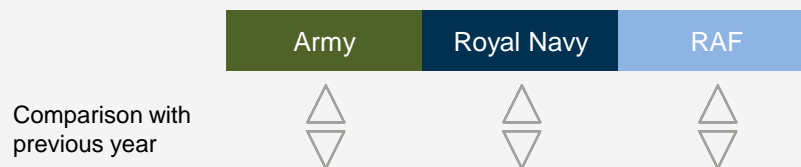
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

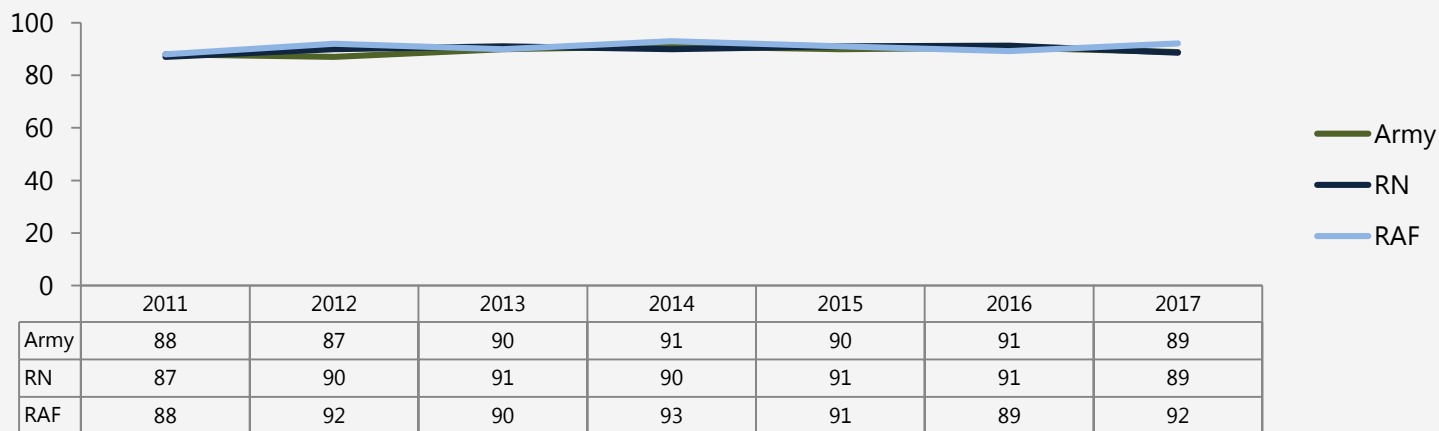
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

SEXUAL OR RACIAL HARASSMENT DURING TRAINING

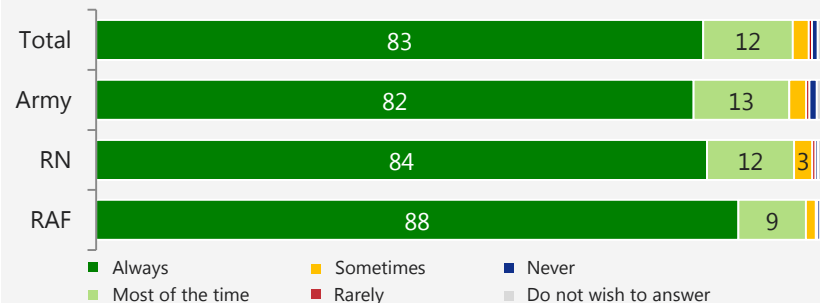
Phase 2 Recruits

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

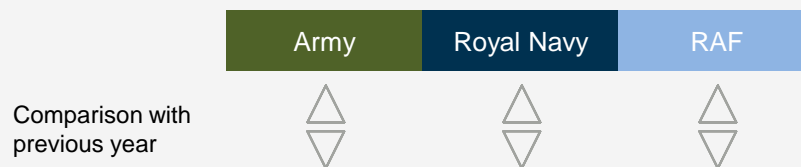
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

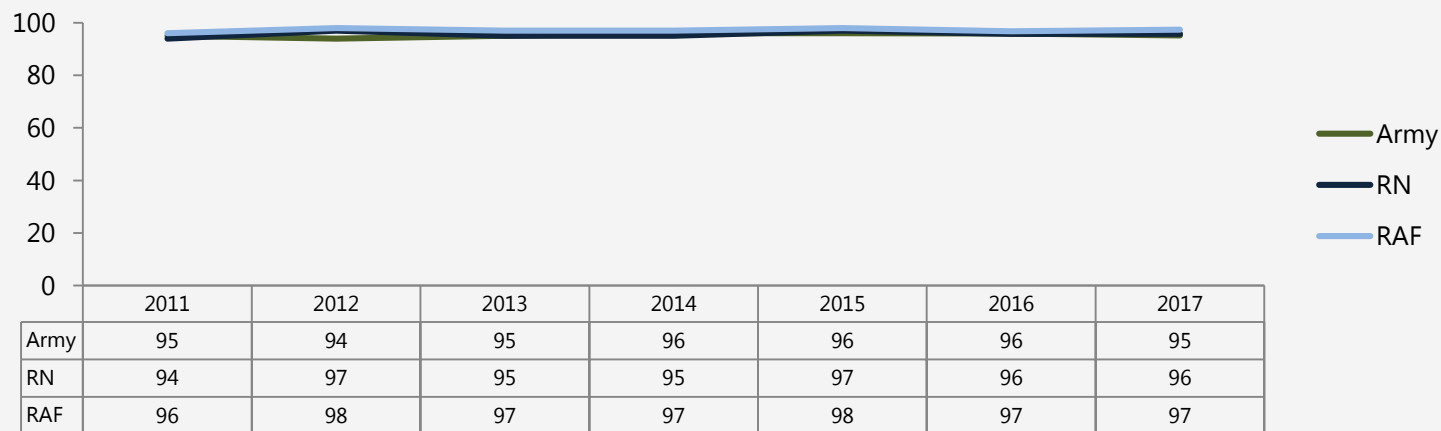
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.

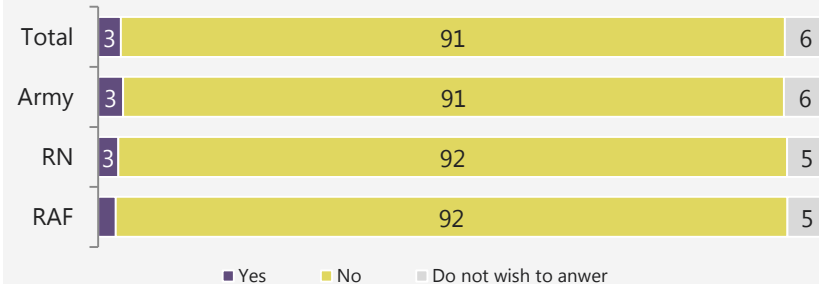
WHETHER BADLY OR UNFAIRLY TREATED BY STAFF

Phase 2 Recruits

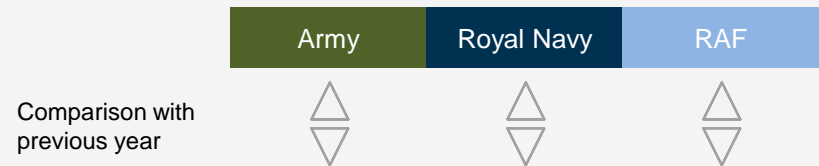
41a. Do you believe that you were badly or unfairly treated by the staff whilst at unit?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

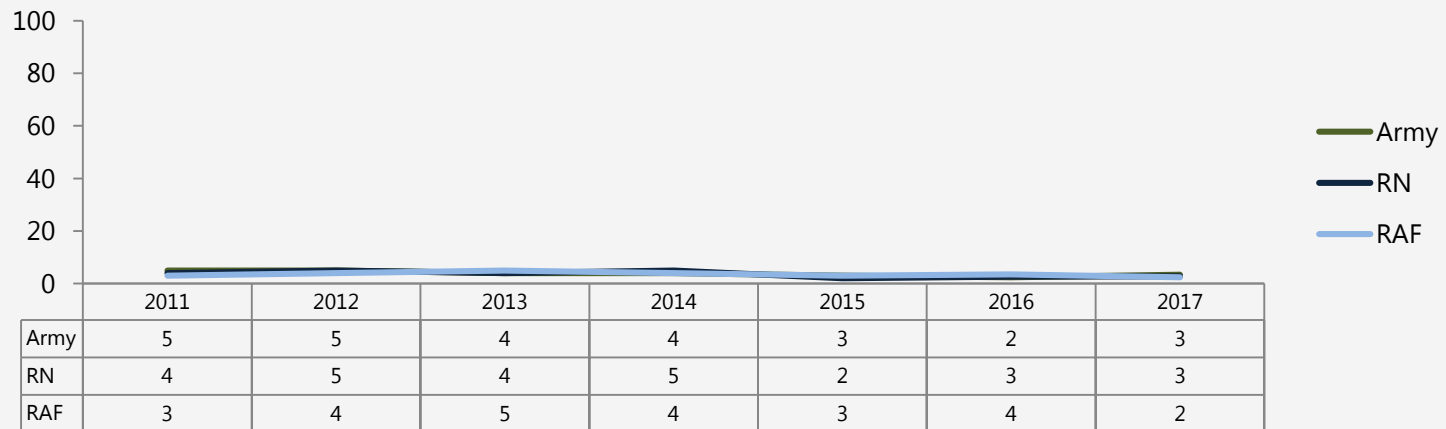
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

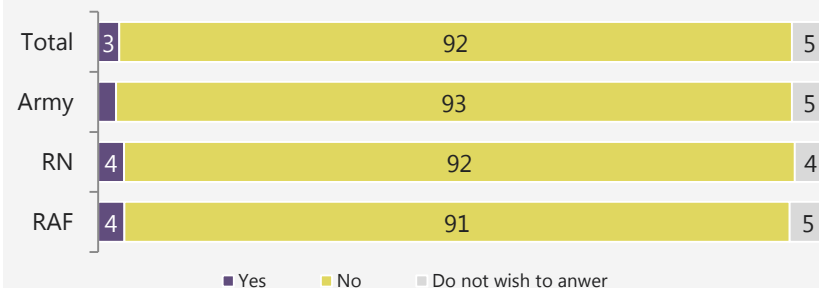
WHETHER BADLY OR UNFAIRLY TREATED BY OTHER TRAINEES

Phase 2 Recruits

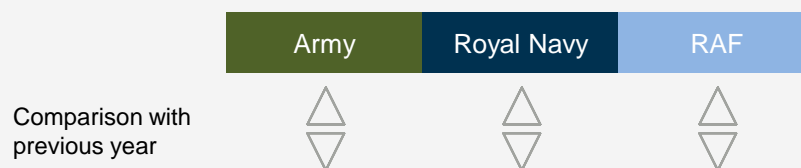
41b. Do you believe that you were badly or unfairly treated by other trainees whilst at unit?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

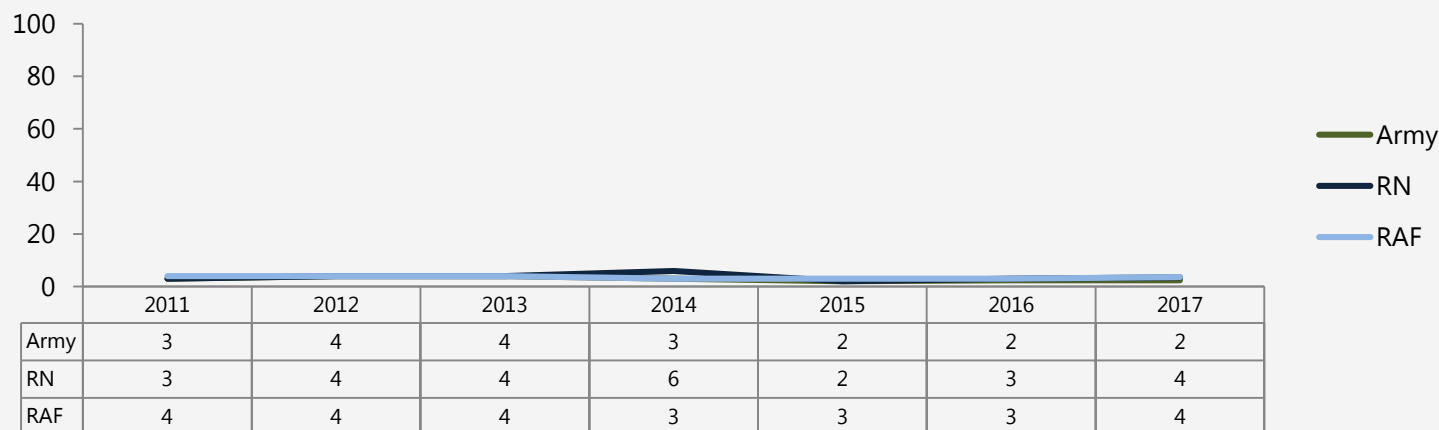
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

WHETHER BADLY OR UNFAIRLY TREATED BY OTHER TRAINEES OR STAFF

Phase 2 Recruits

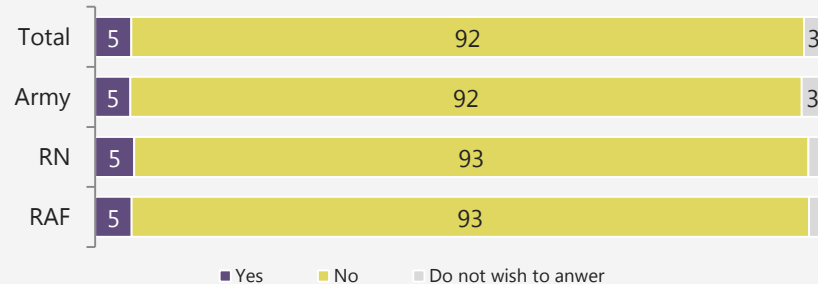
41a. Do you believe that you were badly or unfairly treated by other trainees whilst at unit?*

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

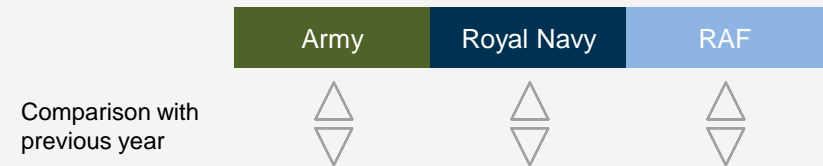
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

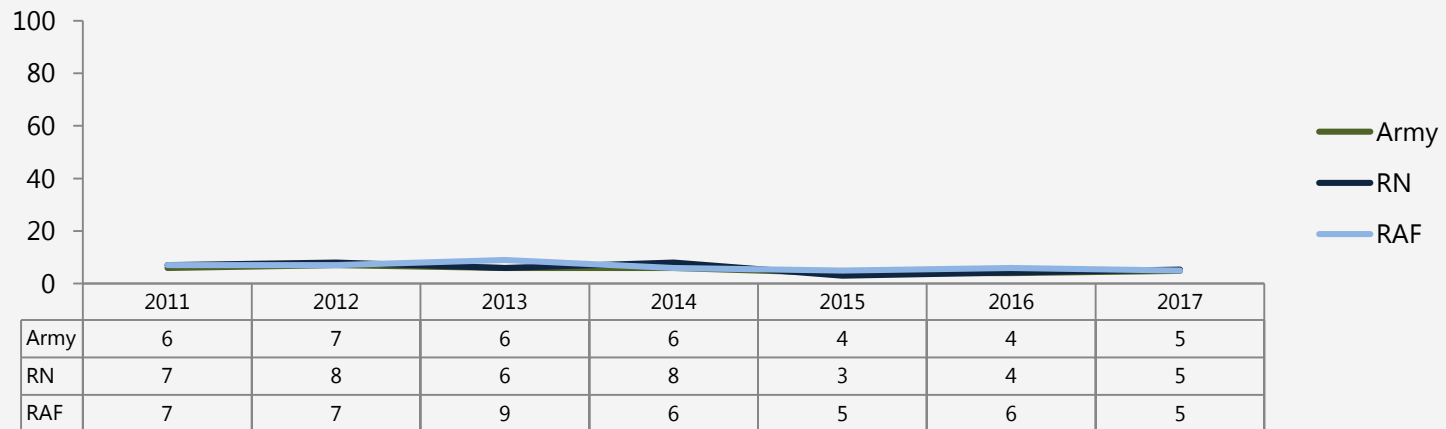
Current year results (%)



Differences



Trend



- This analysis is based on a combination of the 2 questions whether trainees have been badly or unfairly treated by either other trainees and/or staff whilst at unit

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

TYPES OF UNFAIR TREATMENT

Phase 2 Army Recruits

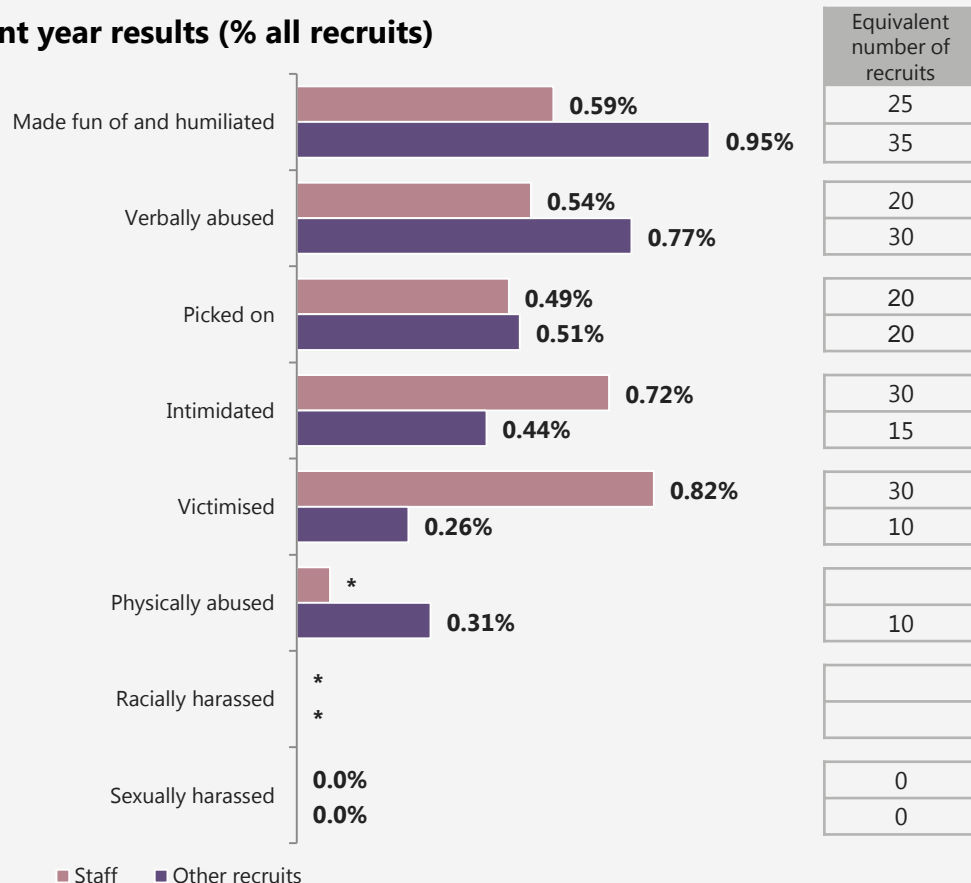


42a. Please read the list below and tick the boxes that best apply to you. 42b. Who [insert treatment type] you?

All results recalculated on full base of Phase 2 Army recruits (3,895)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): Army (188)

Current year results (% all recruits)



Key figures

- Results are displayed as a percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.

TYPES OF UNFAIR TREATMENT

Phase 2 Royal Navy Recruits

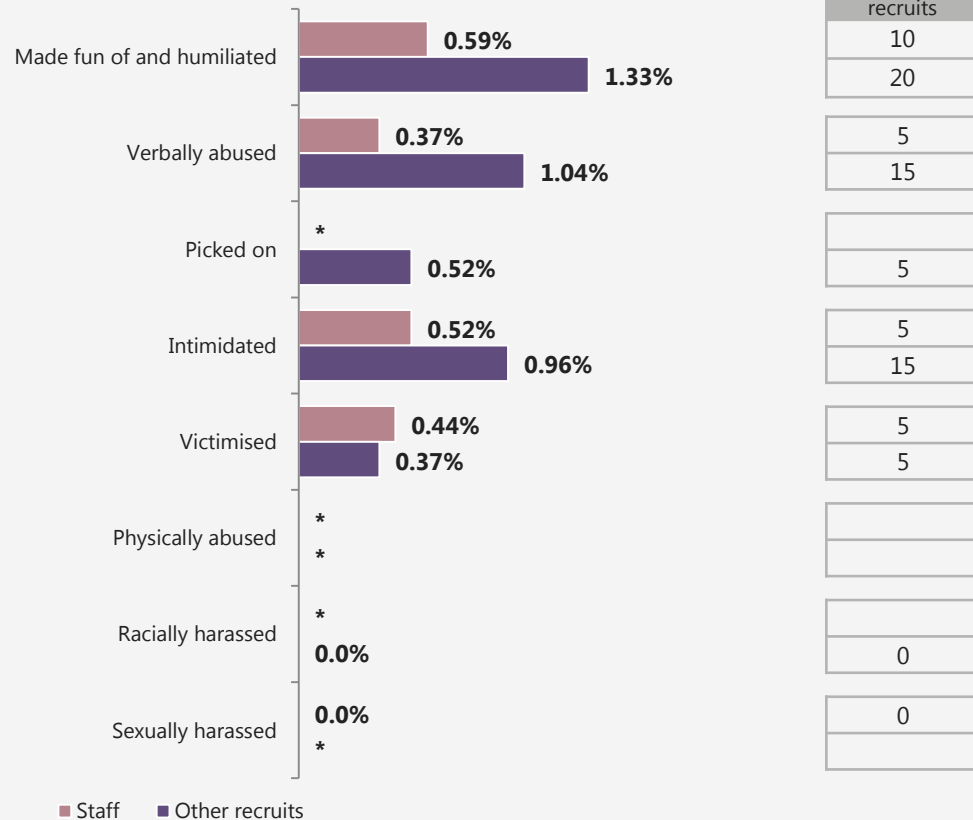


42a. Please read the list below and tick the boxes that best apply to you. 42b. Who [insert treatment type] you?

All results recalculated on full base of Phase 2 Royal Navy recruits (1,349)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): Royal Navy (72)

Current year results (% all recruits)



Key figures

- Results are displayed as a percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.

TYPES OF UNFAIR TREATMENT

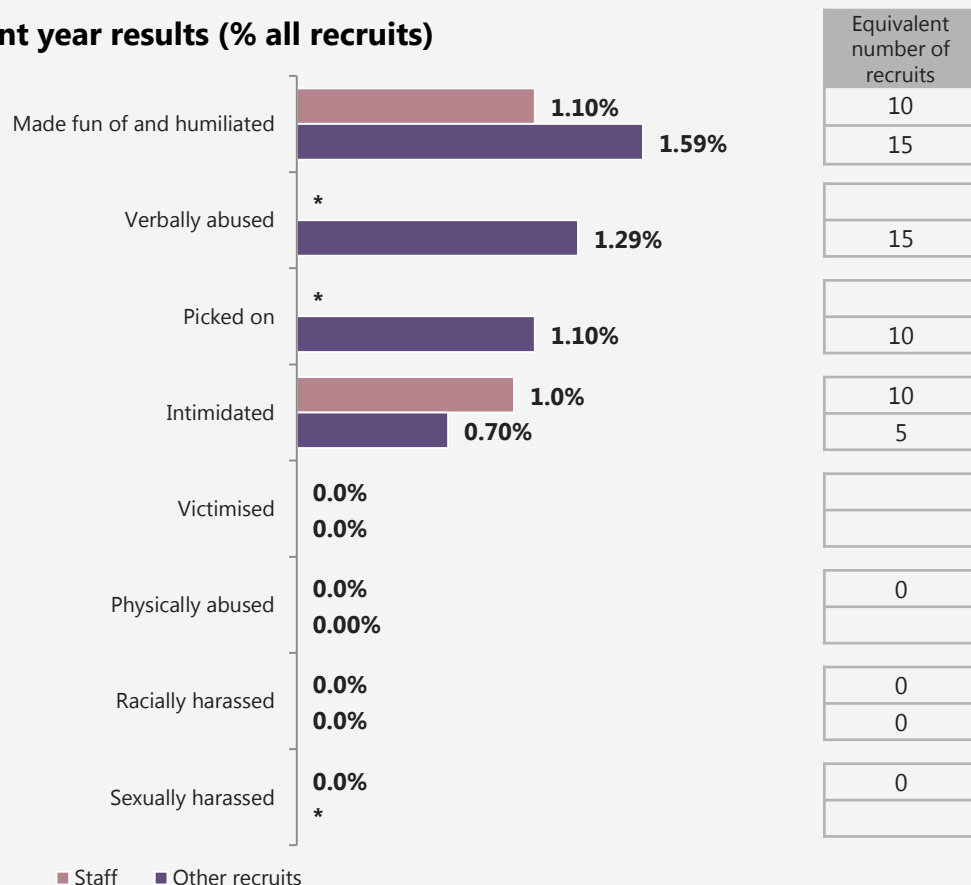
Phase 2 RAF Recruits

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

All results recalculated on full base of Phase 2 RAF recruits (1,004)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): RAF (50)

Current year results (% all recruits)



Key figures

- Results are displayed as a percentage of all recruits. Figures have been rounded to the nearest 5 and numbers less than five suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by *.

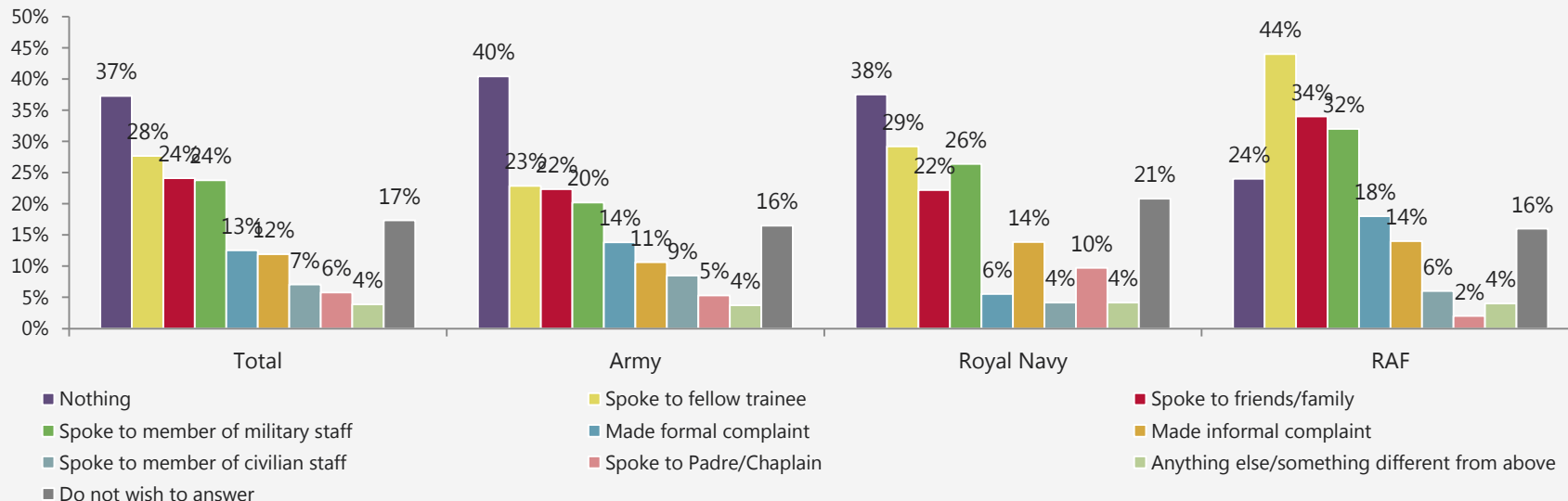
ACTION TAKEN AS A RESULT OF BAD OR UNFAIR TREATMENT

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents who said that they were badly or unfairly treated and mentioned the type of treatment experienced): Total (311), Army (188), Royal Navy (72), RAF (50)

Current year results (%)



Key figures

- Overall, amongst all phase 2 trainees who were badly or unfairly treated, the most common action taken was to do nothing (37%), as was the case in 2016.
- RAF trainees who were badly or unfairly treated were particularly likely to speak to a fellow trainee.
- 17% of phase 2 trainees who felt they were badly or unfairly treated chose not to report what action they took.

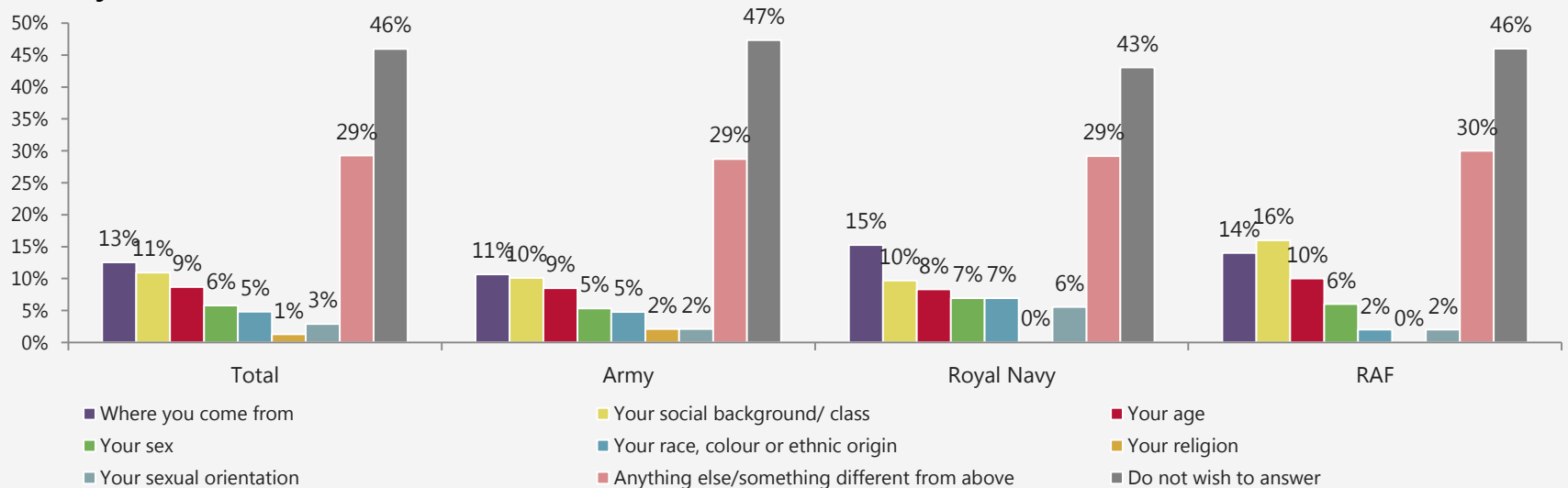
PERCEIVED REASON FOR BAD OR UNFAIR TREATMENT

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents who said that they were badly or unfairly treated and mentioned the type of treatment experienced): Total (311), Army (188), Royal Navy (72), RAF (50)

Current year results (%)



Key figures

- Almost half (46%) of trainees who felt they were badly or treated did not wish to answer why, and one in three felt the bad treatment was due to a reason other than the options available (29%).

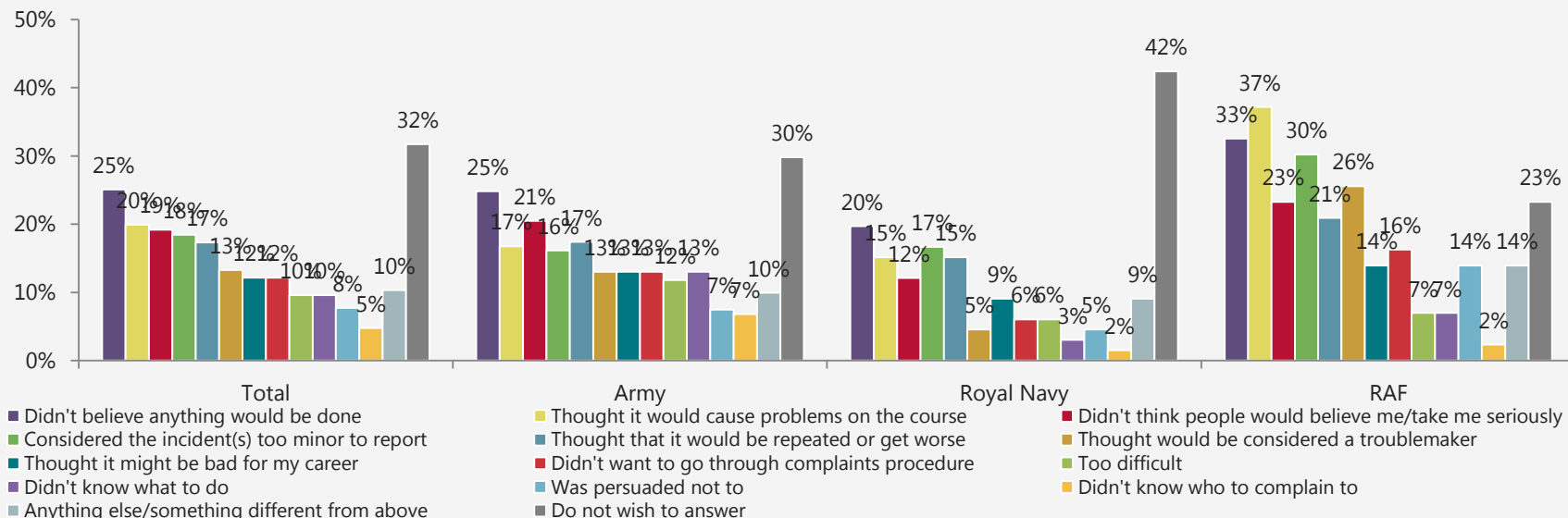
REASON FOR NOT COMPLAINING ABOUT BAD OR UNFAIR TREATMENT

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents who said they were badly or unfairly treated by staff or other trainees and who did not make a complaint): Total (271), Army (161), Royal Navy (66), RAF (43)

Current year results (%)



Key figures

- The most common reason for not complaining about an incident of bad or unfair treatment was that the trainee did not believe anything would be done as a result of the complaint (25%). Other key reasons was that it was felt it would cause problems on the course if they did complain, didn't think they would be taken seriously and considered the incident too minor to report.
- Almost one third of phase 2 trainees who did not complain about their bad or unfair treatment chose not to answer this question (32%).



Setbacks during training

ILLNESS OR INJURY DURING TRAINING

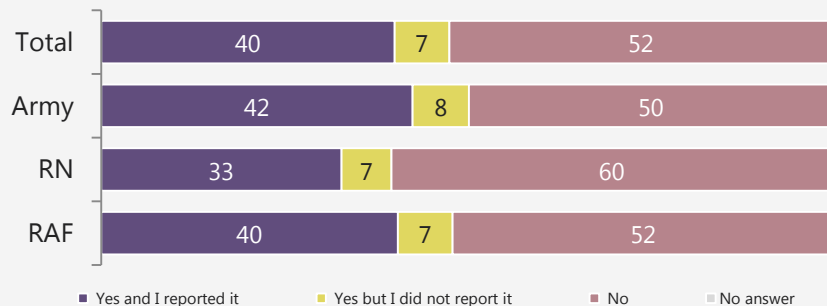
Phase 2 Recruits

49. Were you ever ill or injured during training?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years.

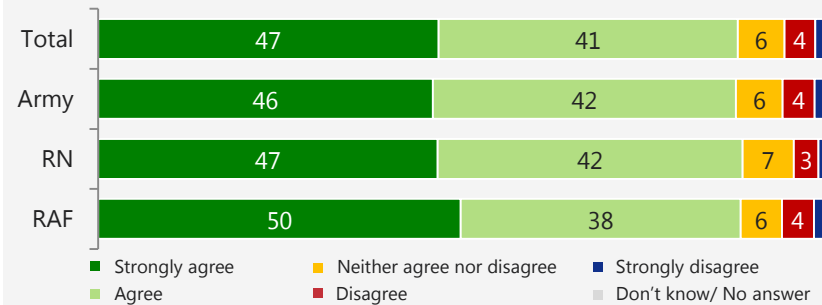
WHETHER INJURY/ILLNESS WAS DEALT WITH PROPERLY

Phase 2 Recruits

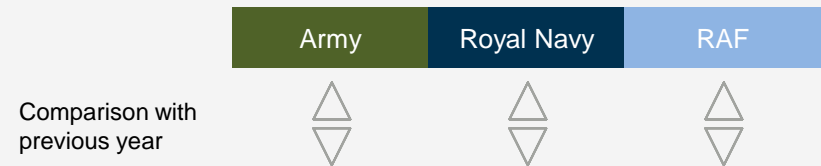
50. Please indicate how you feel about the following statements: My injury/illness was properly dealt with

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,509), Army (1,654), Royal Navy (442), RAF (406)
% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

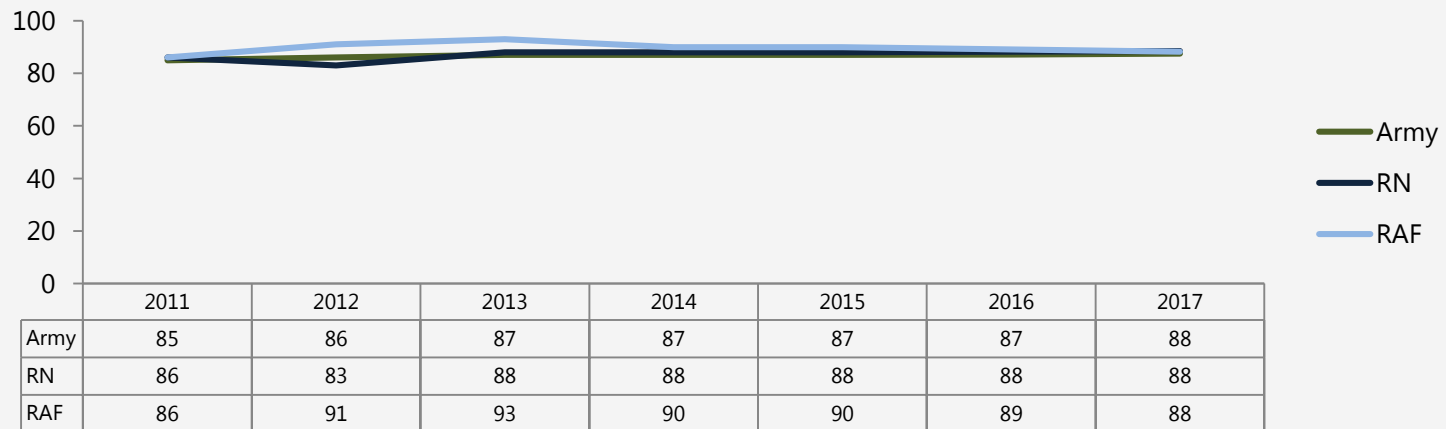
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

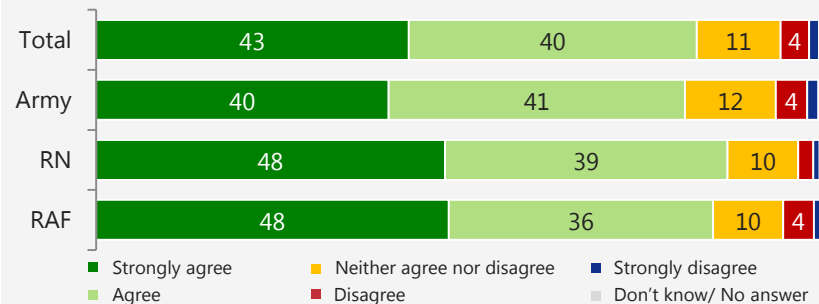
STAFF HELP AND SUPPORT DURING ILLNESS/INJURY

Phase 2 Recruits

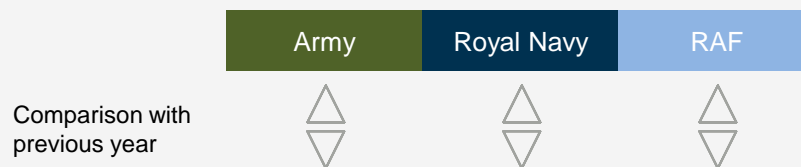
50. Please indicate how you feel about the following statements: Staff helped and supported me when I was ill/injured

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,509), Army (1,654), Royal Navy (442), RAF (406)
% positive equals the proportion who say 'agree' or 'strongly agree' – comments and significant differences based on this

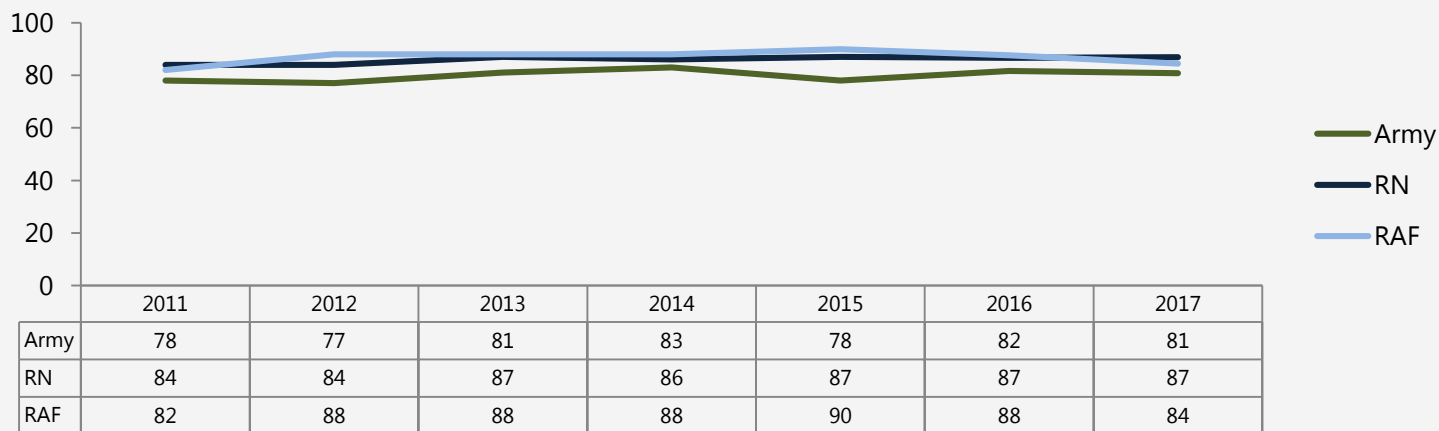
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

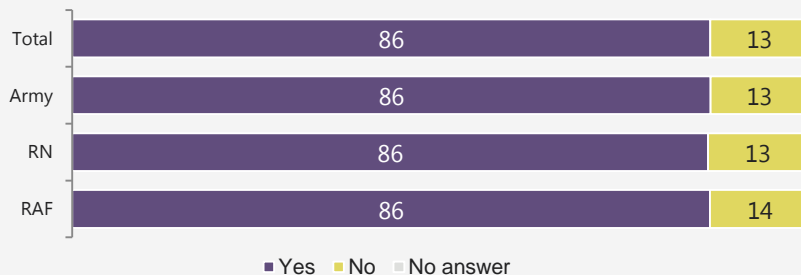
WHETHER WOULD FEEL COMFORTABLE TO REPORT SICK

Phase 2 Recruits

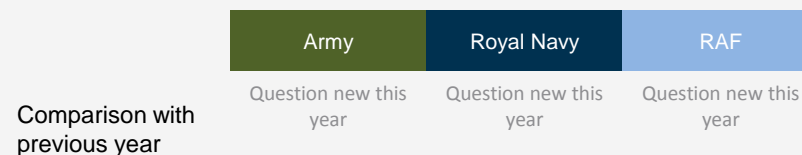
50a. Would you have felt comfortable to report sick, if you had been ill or injured during training?

Number of respondents (all respondents who were not ill/injured): Total (3275), Army (1931), Royal Navy (810), RAF (522),
Comments and significant differences based on % saying 'yes'

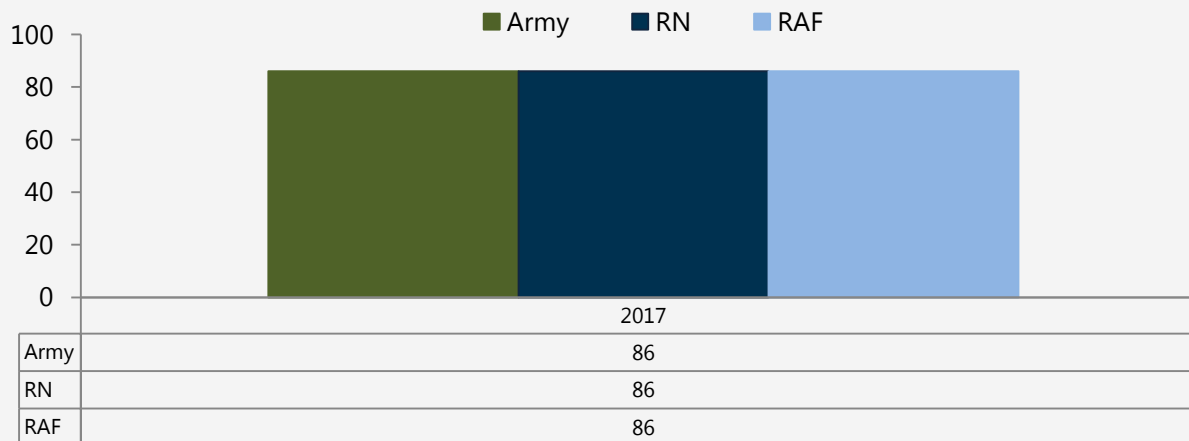
Current year results (%)



Differences



Trend



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

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

Please refer to notes page for base size of previous years

* Caution: low base (< 30 respondents)

** Base too small to report

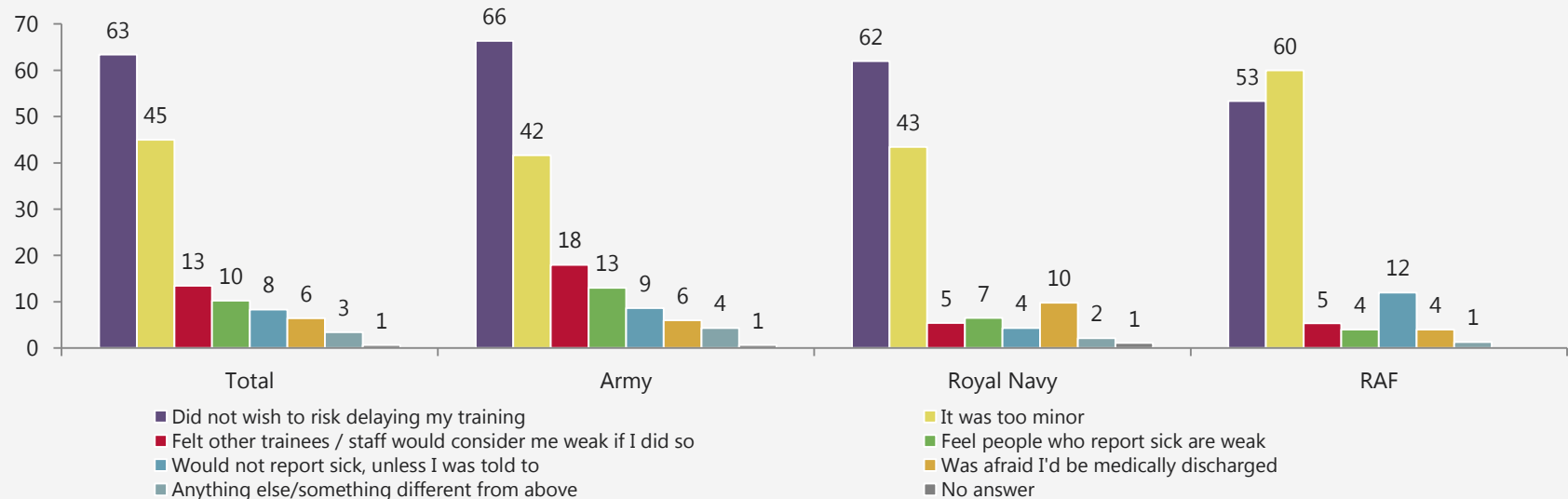
REASON FOR NOT REPORTING ILLNESS OR INJURY

Phase 2 Recruits

51. Why did you not report it?

Number of respondents (all Phase 2 respondents who were ill or injured and did not report it): Total (467), Army (300), Royal Navy (92), RAF (75)

Current year results (%)



Key figures

- Of those who did not report their illness or injury, the most common reason for not reporting it was that they did not wish to risk delaying their training, 63% did not report it for this reason. The second most common reason is that the illness or injury was felt to be too minor to report (45%).
- Smaller proportions did not report their illness or injury due to other reasons, which include feeling that others would consider them weak, feeling that those who report sick are weak, or not feeling they should report sick unless they were told to.

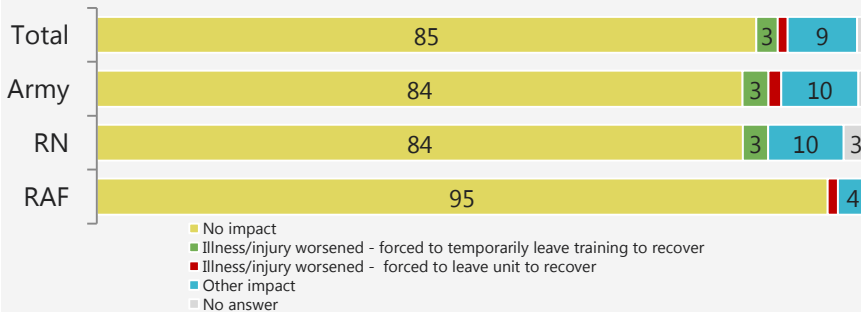
RESULT OF NOT REPORTING SICK

Phase 2 Recruits

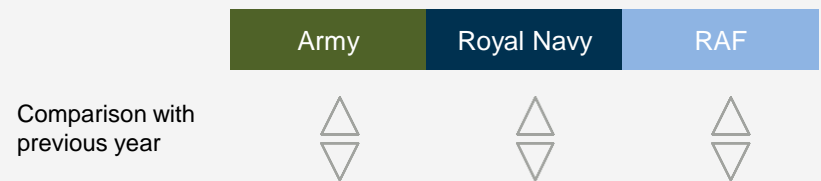
52. What was the result of not reporting sick?

Number of respondents (all Phase 2 respondents who were ill or injured and did not report it): Total (467), Army (300), Royal Navy (92), RAF (75)
Comments and significant differences based on % saying 'no impact'

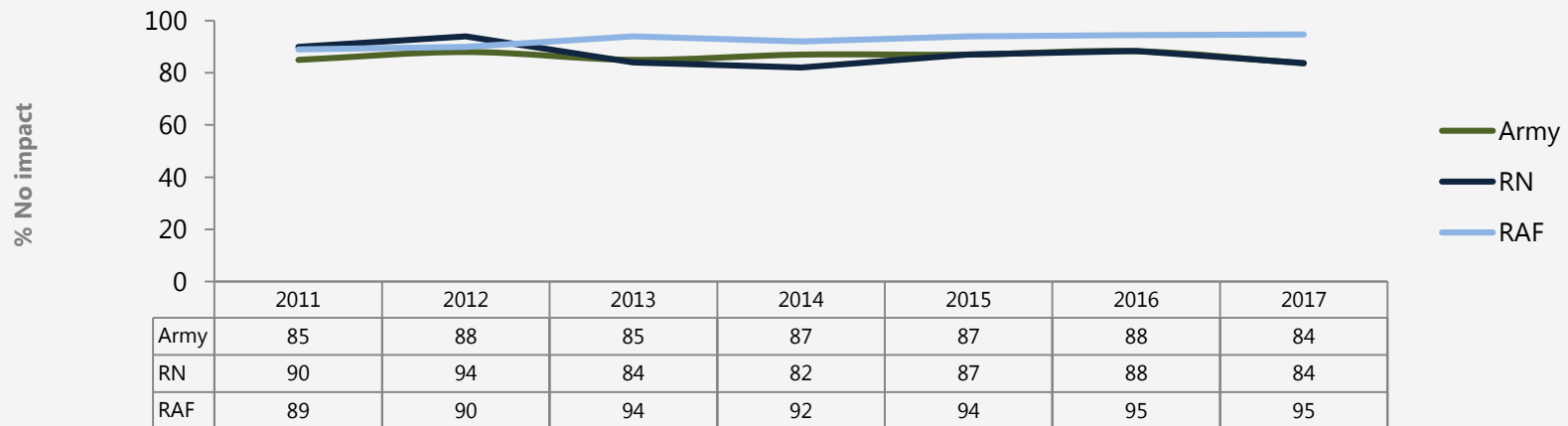
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

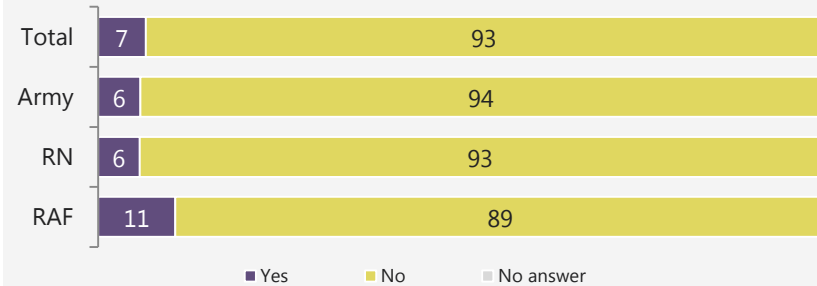
WHETHER HAD TO REPEAT TRAINING

Phase 2 Recruits

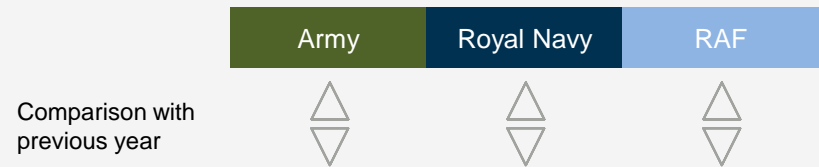
54. Did you have to repeat training?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
Comments and significant differences based on % saying 'yes'

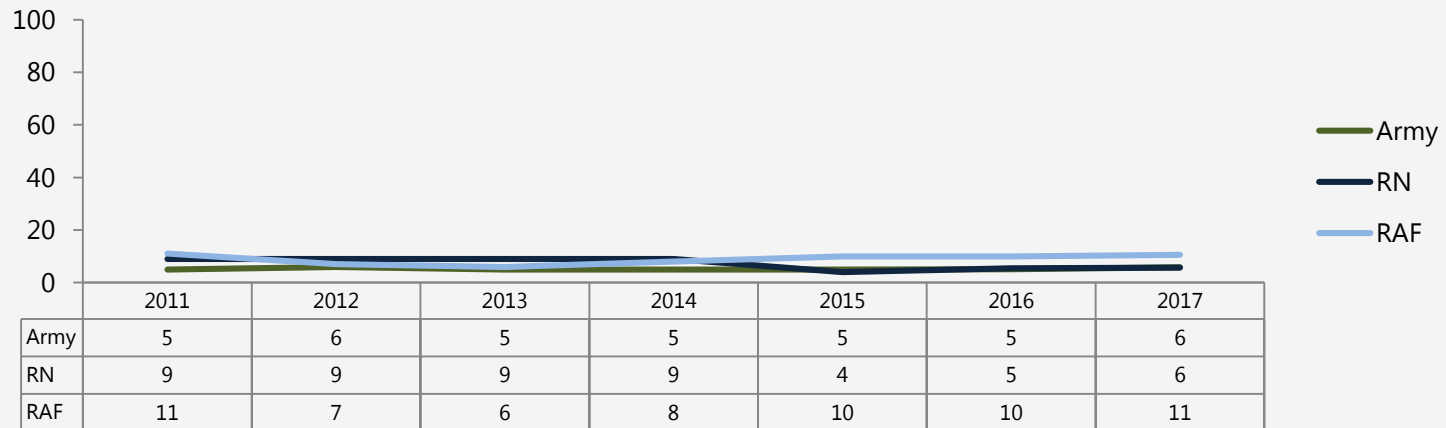
Current year results (%)



Differences



Trend



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Please refer to notes page for base size of previous years.

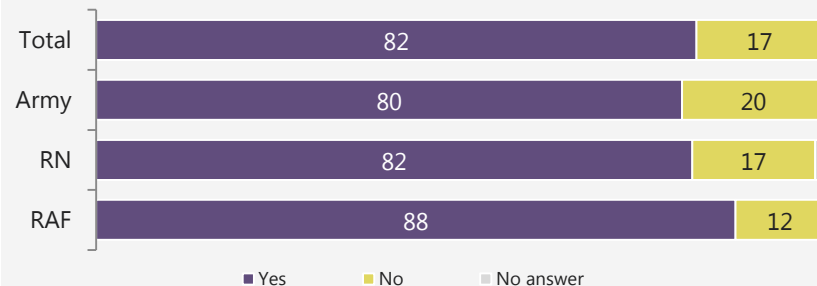
PERSONAL WARNING OF POSSIBILITY OF REPEATING TRAINING

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents who had to repeat training): Total (409), Army (225), Royal Navy (77), RAF (106)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

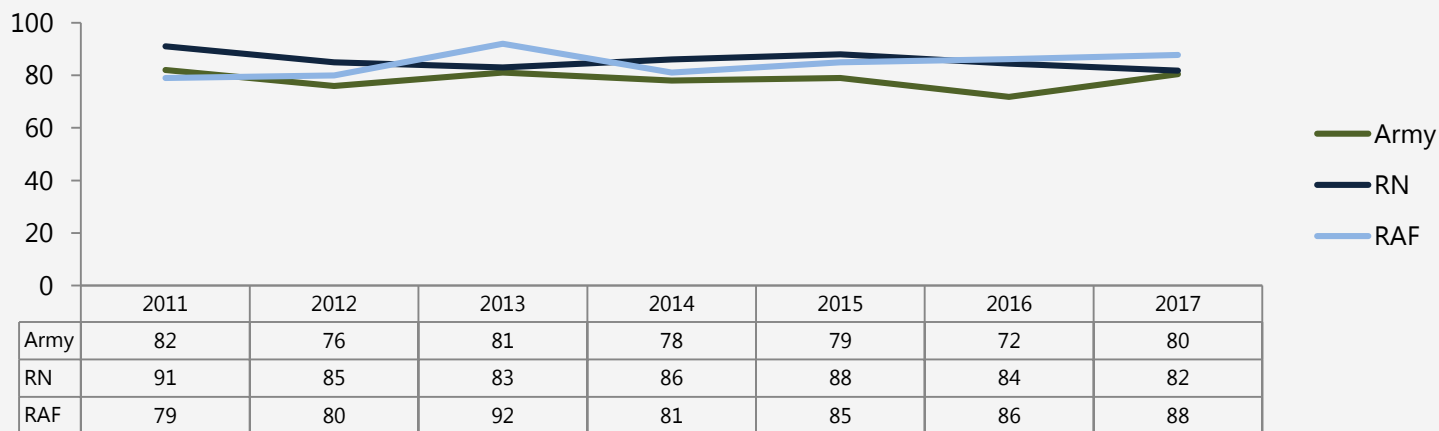
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

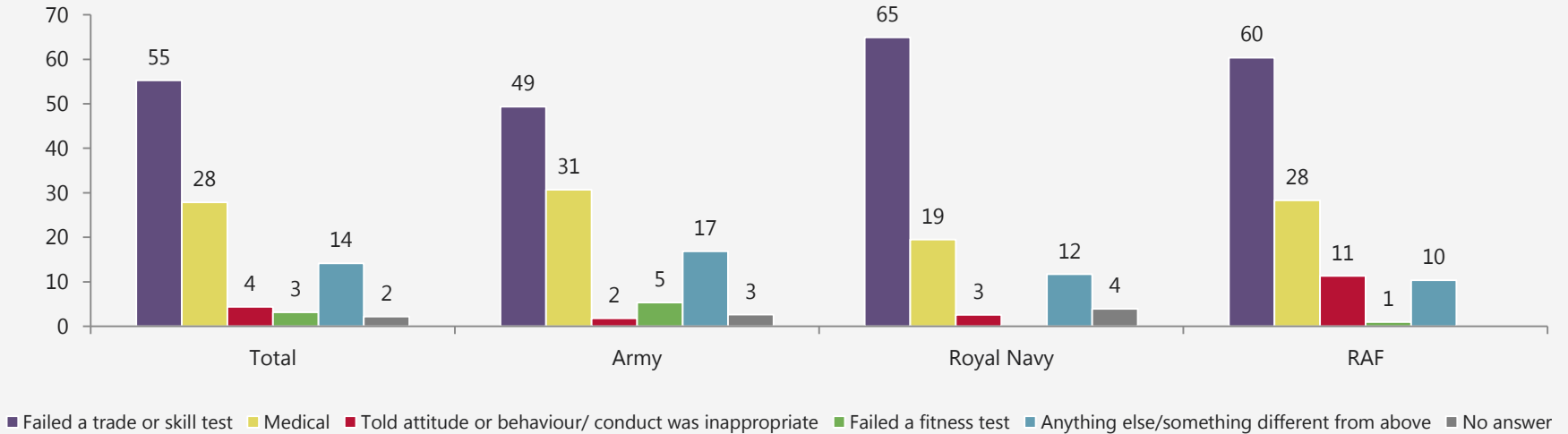
REASON GIVEN FOR REPEATING TRAINING

Phase 2 Recruits

56. What reasons were you given for repeating training?

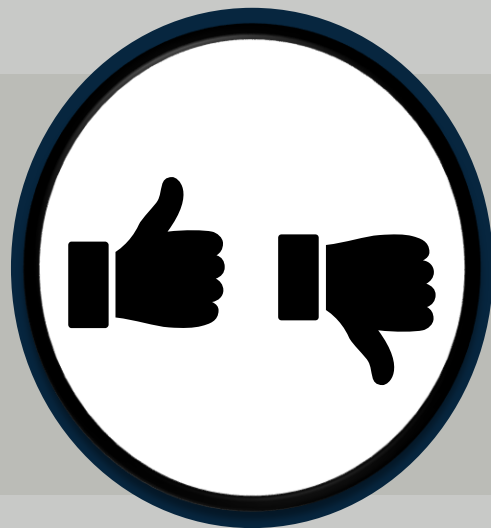
Number of respondents (all Phase 2 respondents who had to repeat training): Total (409), Army (225), Royal Navy (77), RAF (106)

Current year results (%)



Key figures

- Of those who reported that they had to repeat training, over half (55%) did so because they failed a trade or skill test. The second most common reason was a medical issue (28%).



General

SATISFACTION WITH TRAINING EXPERIENCE

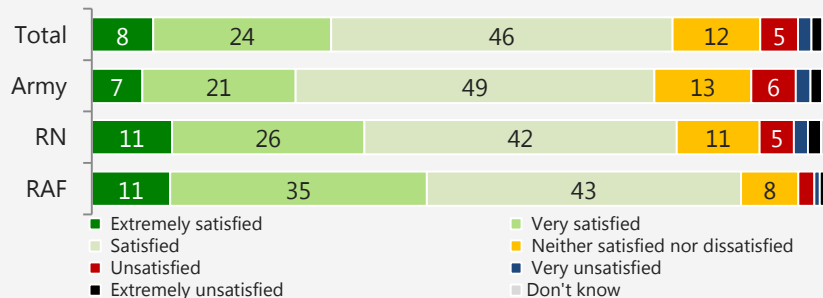
Phase 2 Recruits

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

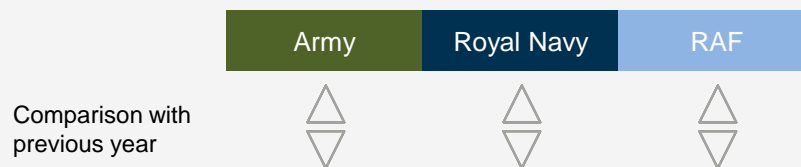
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

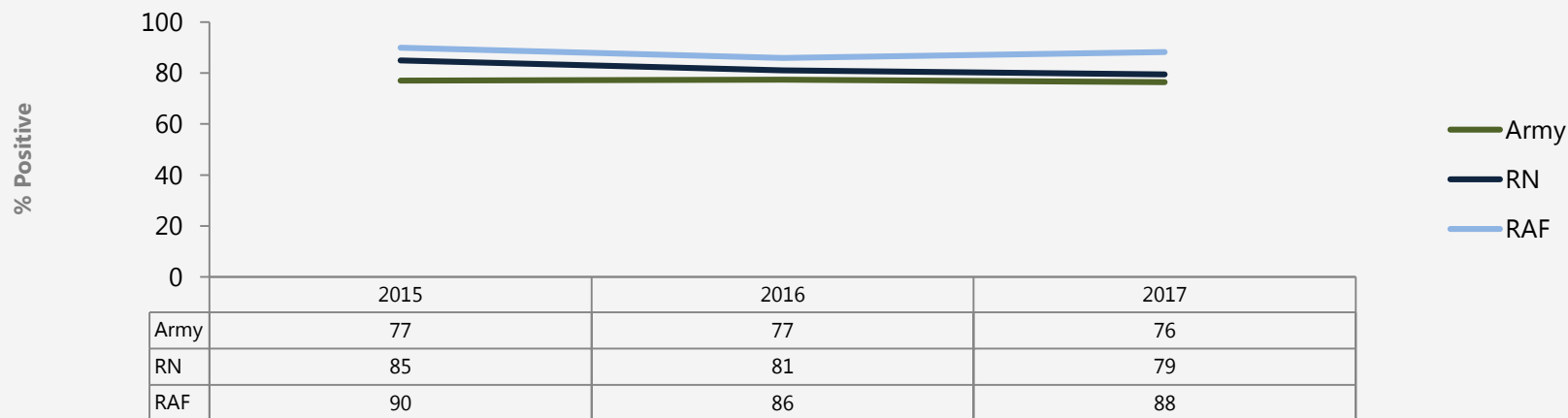
Current year results (%)



Differences



Trend



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 Please refer to notes page for base size of previous years.

REGULAR FEEDBACK ON PERFORMANCE

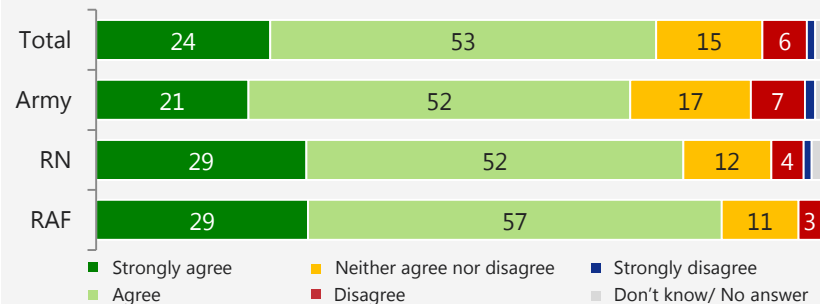
Phase 2 Recruits

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

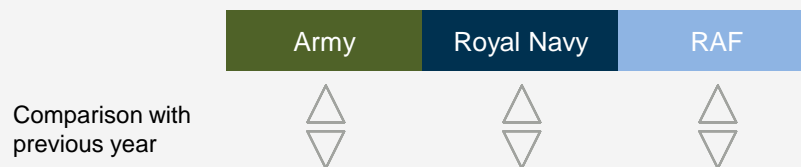
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

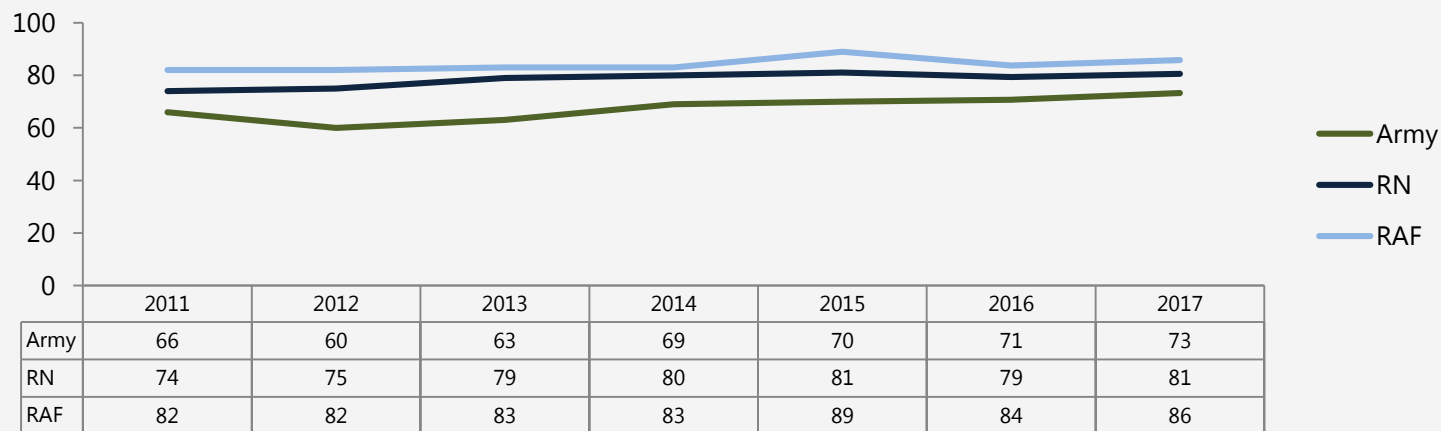
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
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EXPLANATION OF REASONS FOR DOING THINGS

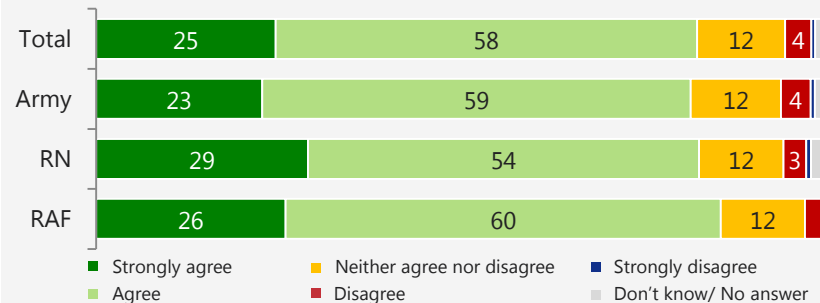
Phase 2 Recruits

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

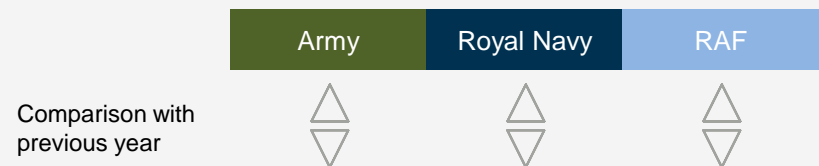
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

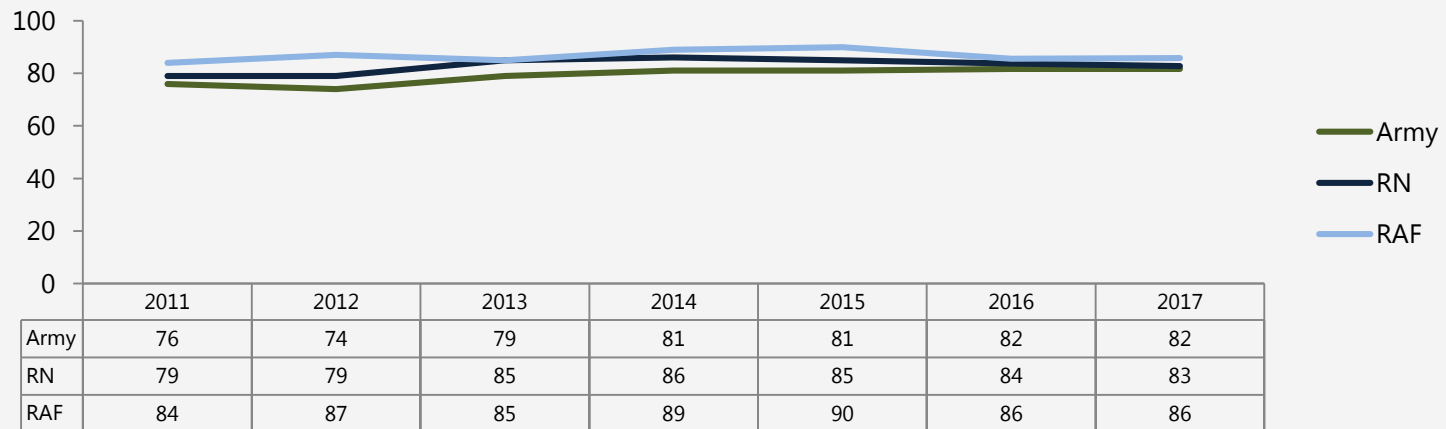
Current year results (%)



Differences



Trend



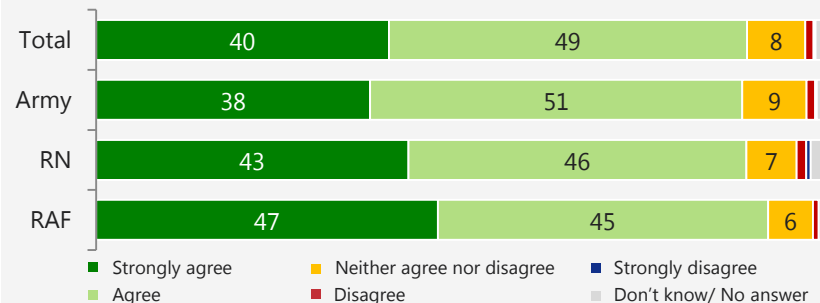
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

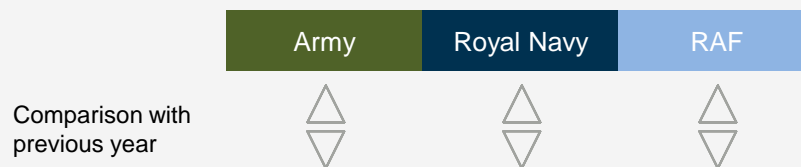
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

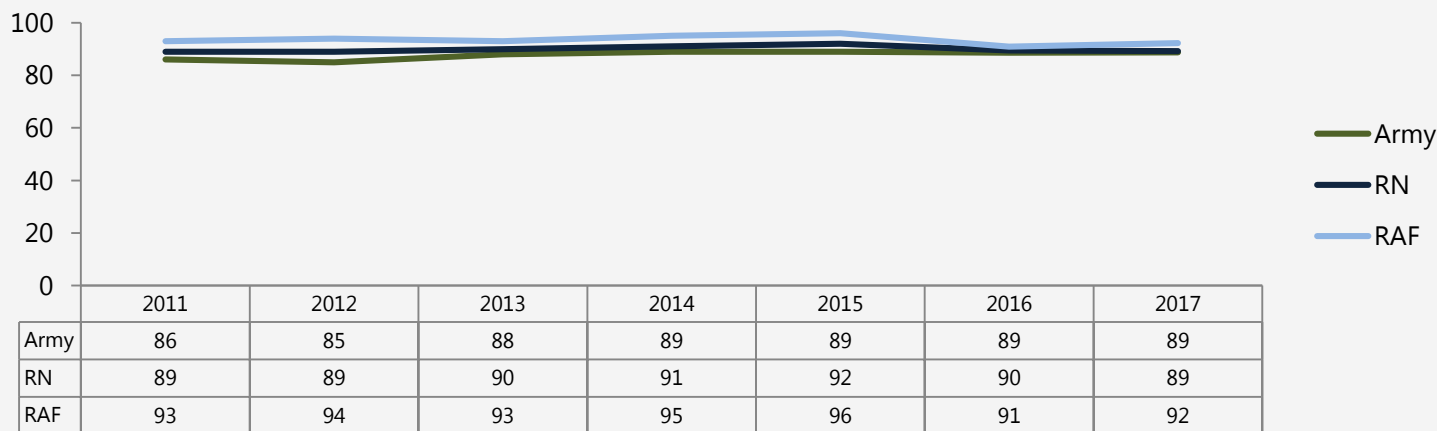
Current year results (%)



Differences



Trend



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PERSONAL BENEFIT FROM THE COURSE

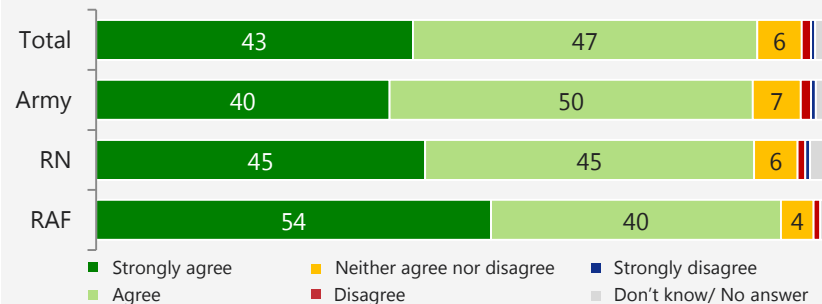
Phase 2 Recruits

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

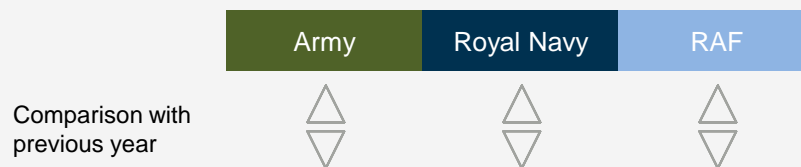
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

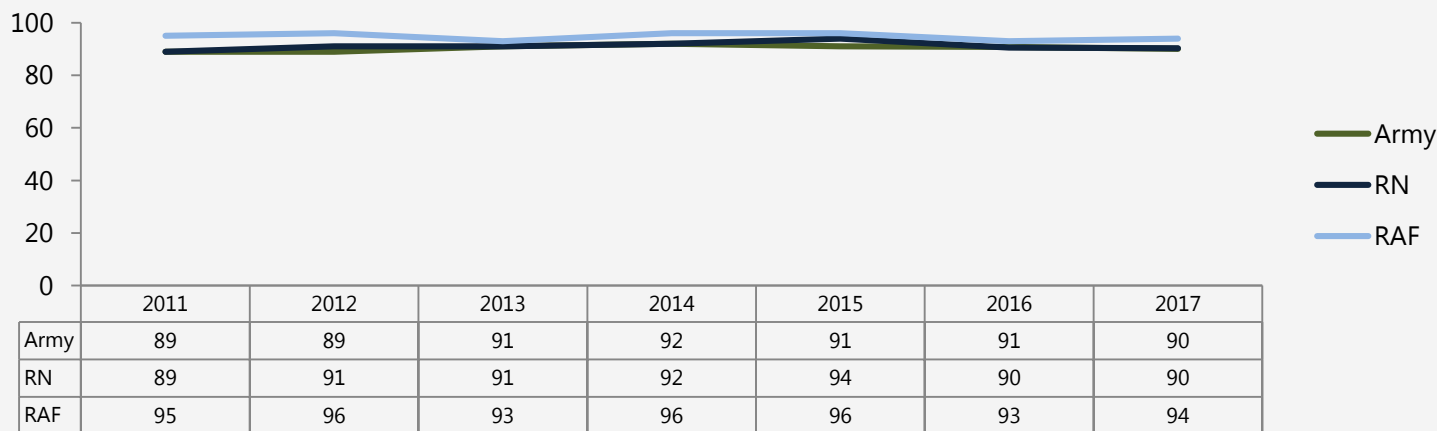
Current year results (%)



Differences



Trend



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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

SENSE OF ACHIEVEMENT

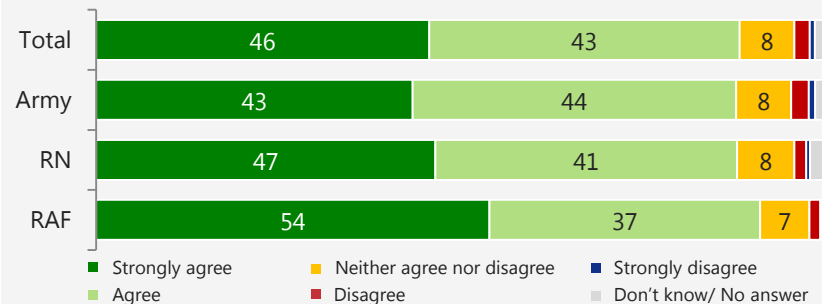
Phase 2 Recruits

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

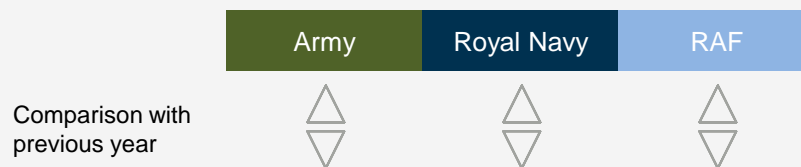
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

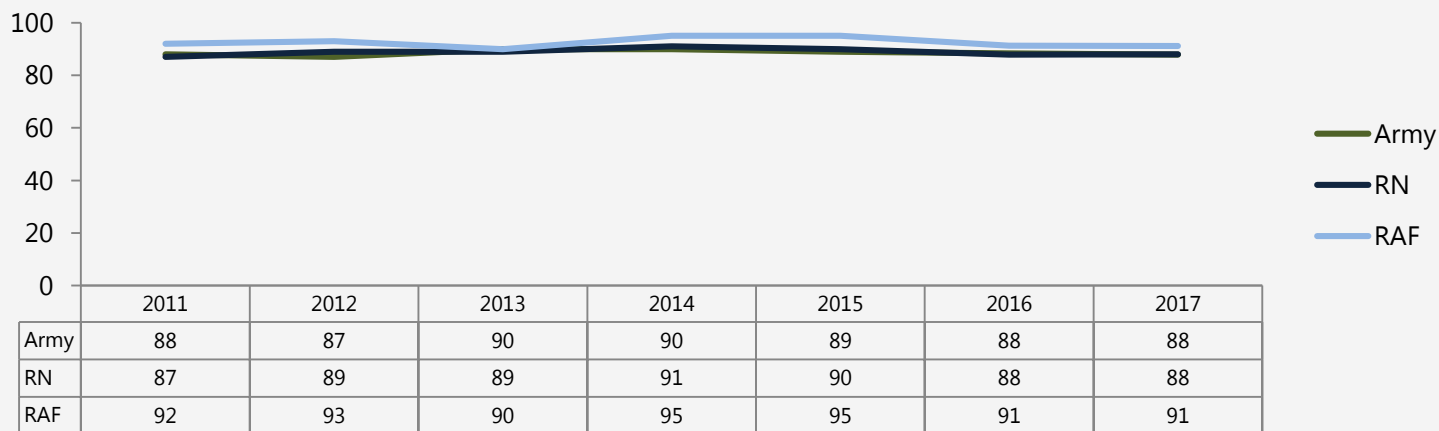
Current year results (%)



Differences



Trend



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CHALLENGE

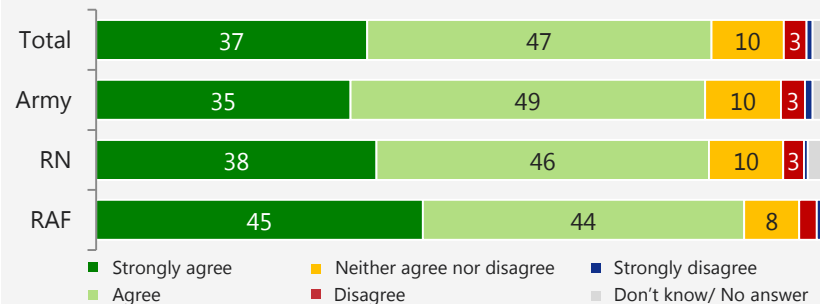
Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

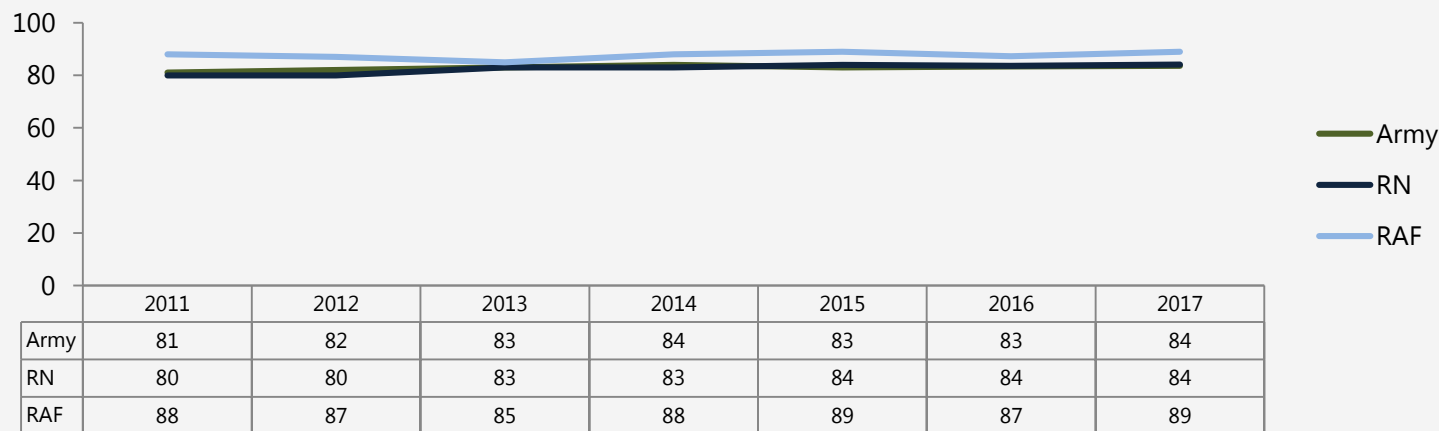
Current year results (%)



Differences



Trend



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TRAINING COMPARISON TO EXPECTATIONS

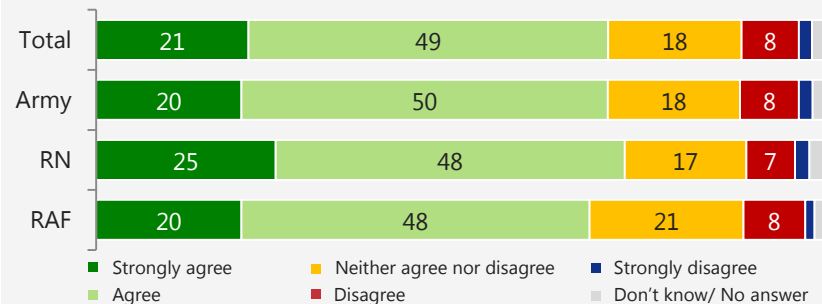
Phase 2 Recruits

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

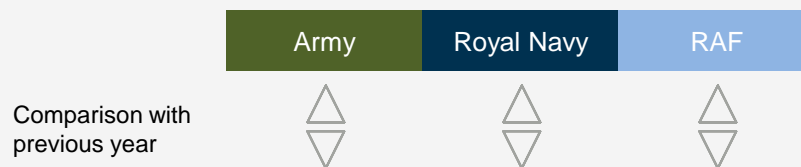
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

Current year results (%)



Differences



Trend



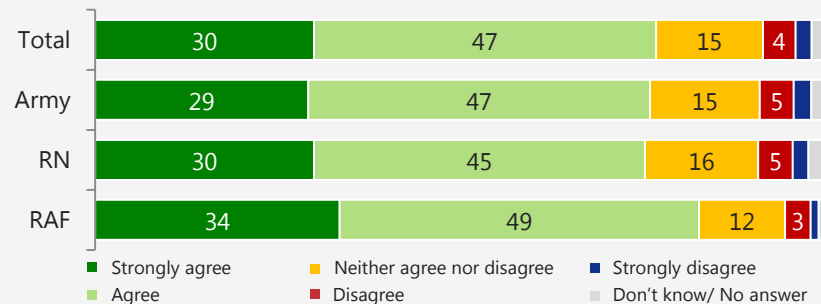
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

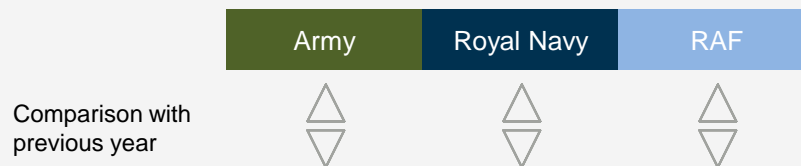
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

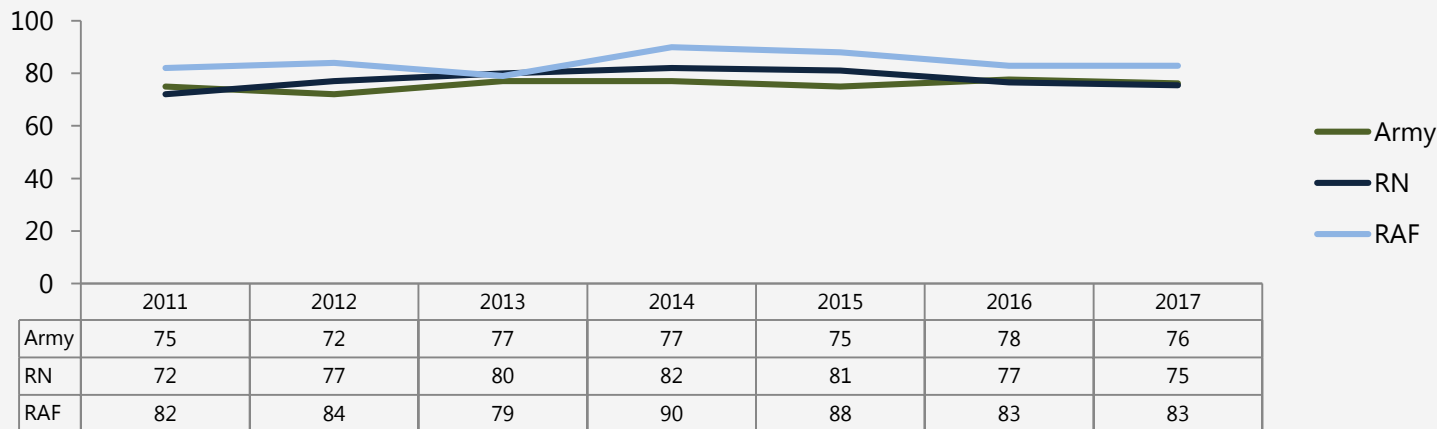
Current year results (%)



Differences



Trend



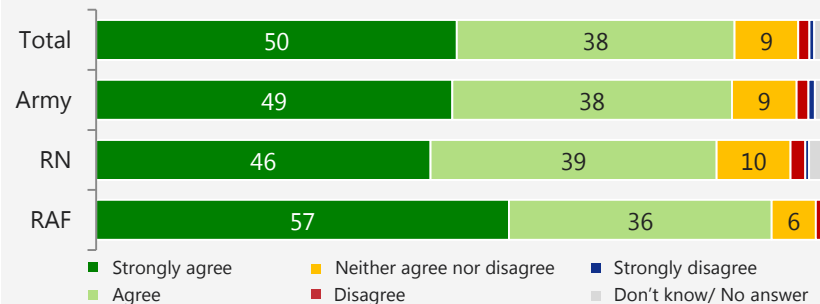
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

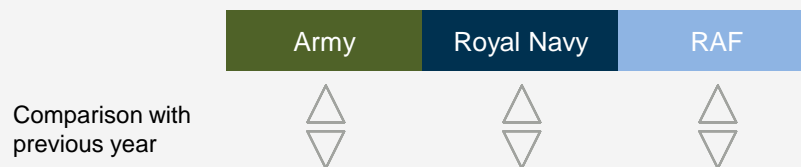
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

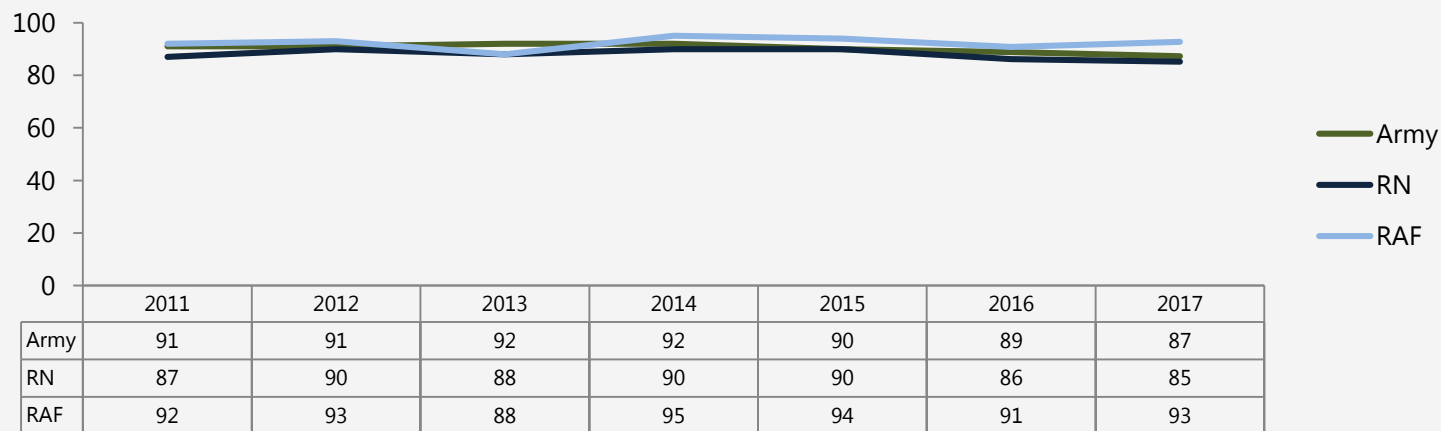
Current year results (%)



Differences



Trend



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UNDERSTANDING OF CORE VALUES

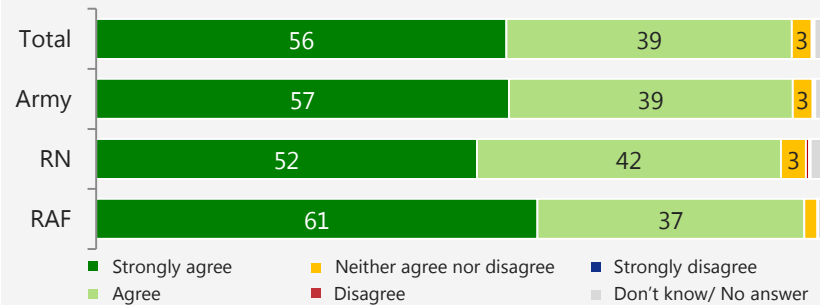
Phase 2 Recruits

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

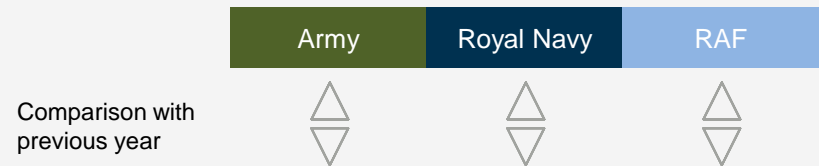
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

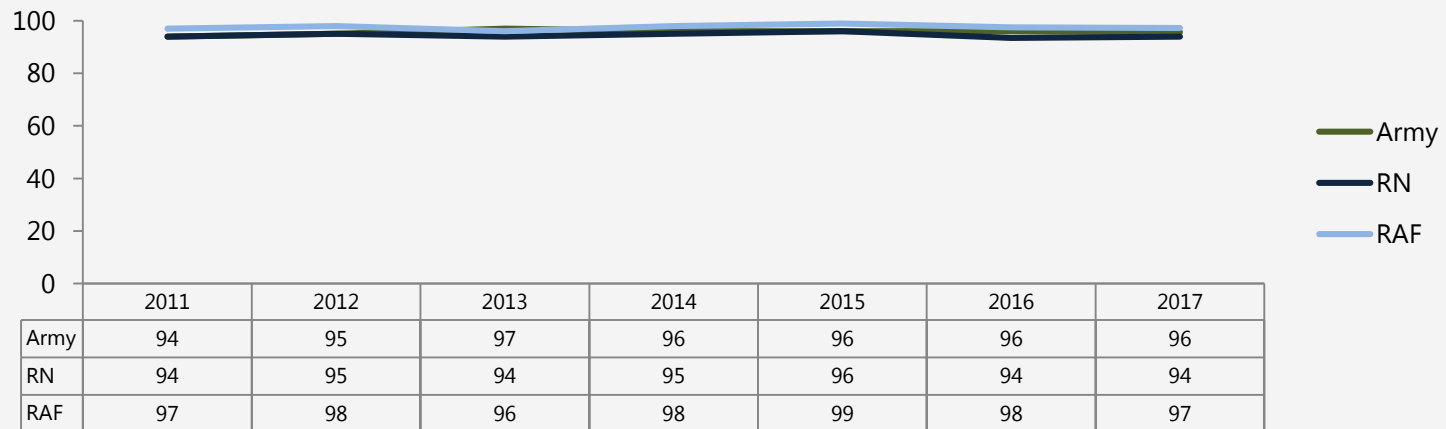
Current year results (%)



Differences



Trend



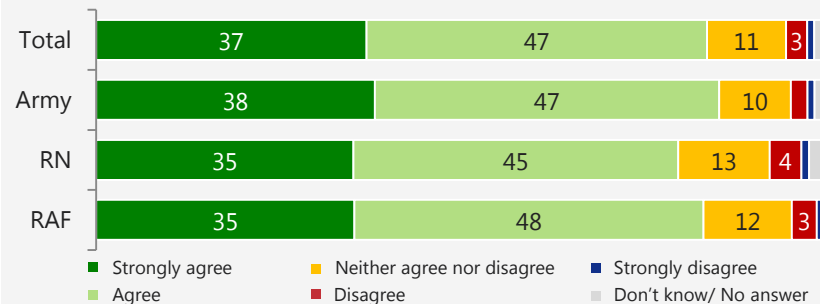
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Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

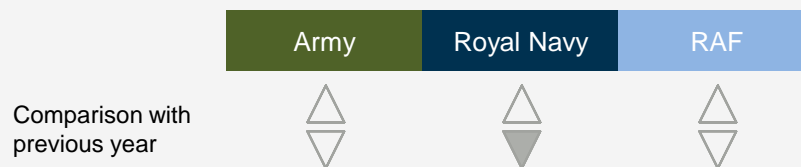
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

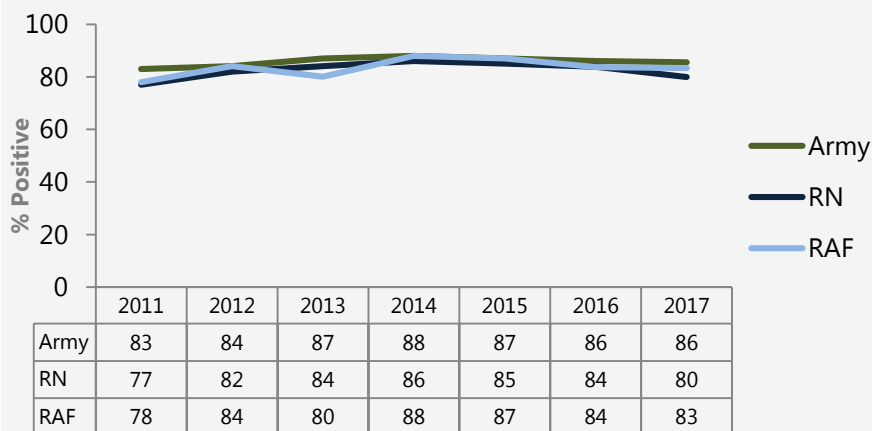
Current year results (%)



Differences



Trend



Key figures

- Compared with 2016, a lower proportion of Royal Navy trainees felt that generally military personnel uphold the core values; a fall from 84% to 80% in 2017.

Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

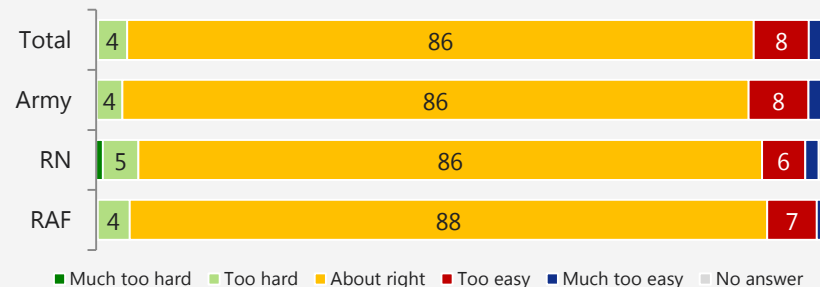
COURSE DIFFICULTY

Phase 2 Recruits

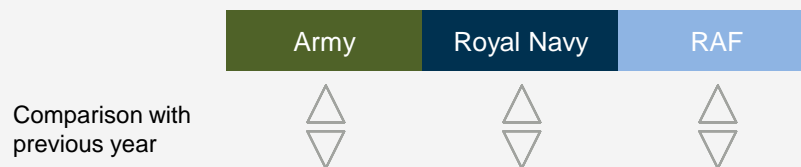
59a. Do you feel the course was:...

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'about right' – comments and significant differences based on this

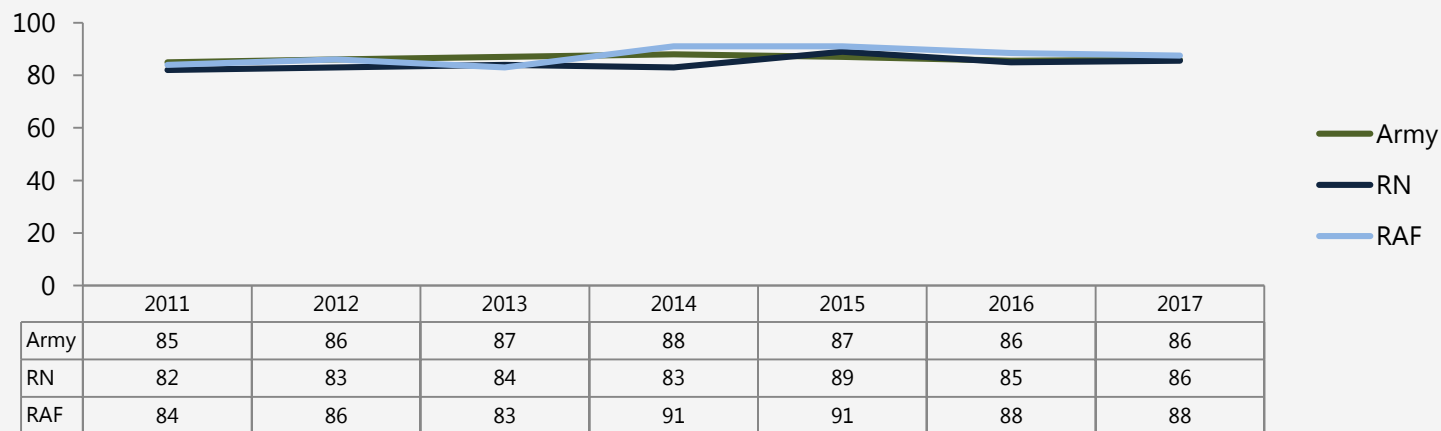
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

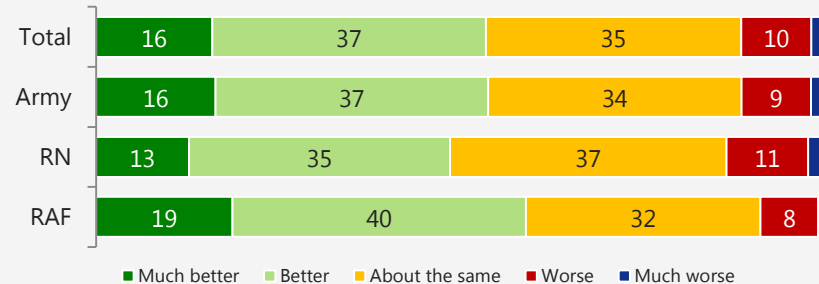
LIFE IN SERVICE IN COMPARISON TO EXPECTATIONS

Phase 2 Recruits

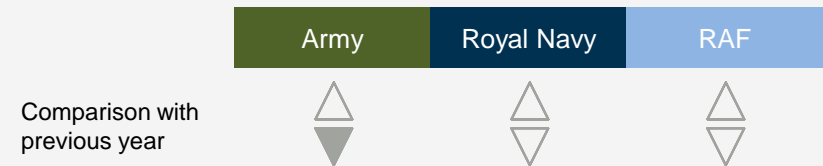
59b. Overall, how has life in the Service been, compared to what you expected when you joined?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who 'much better' or 'better' – comments and significant differences based on this

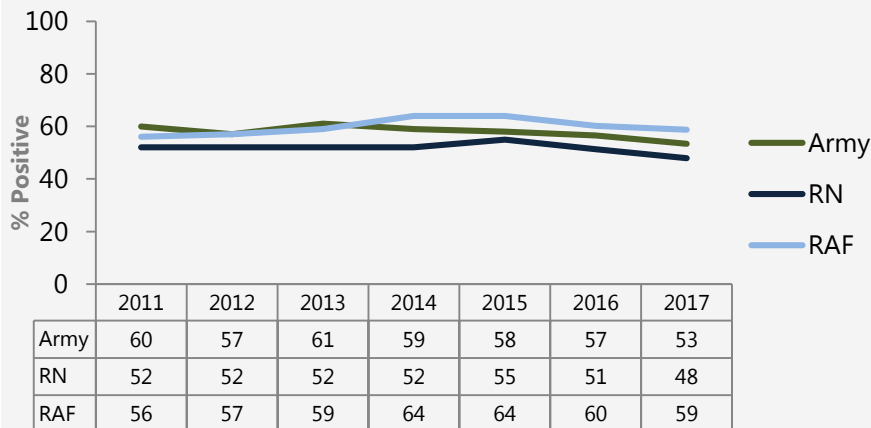
Current year results (%)



Differences



Trend



Key figures

- Against 2016, in 2017 a lower proportion of Army trainees felt that life in the Service has been much better or better than what they expected when they joined (57% to 53%).

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

PERCEPTIONS OF PAY IN COMPARISON TO NON-MILITARY FRIENDS

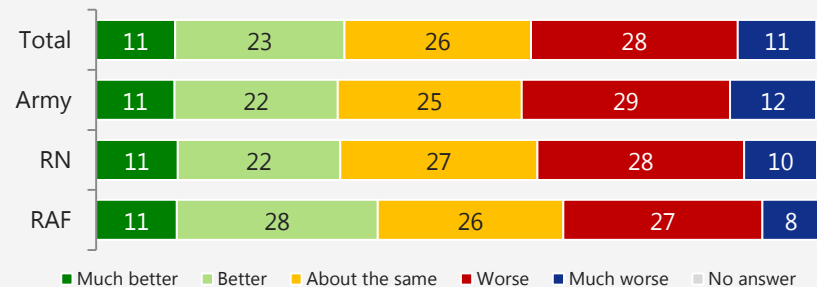
Phase 2 Recruits

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

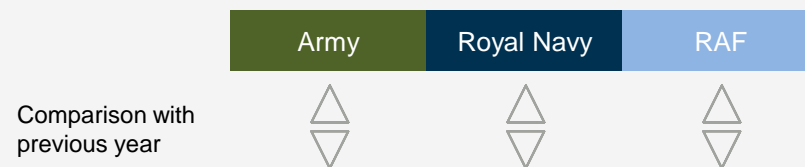
Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

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

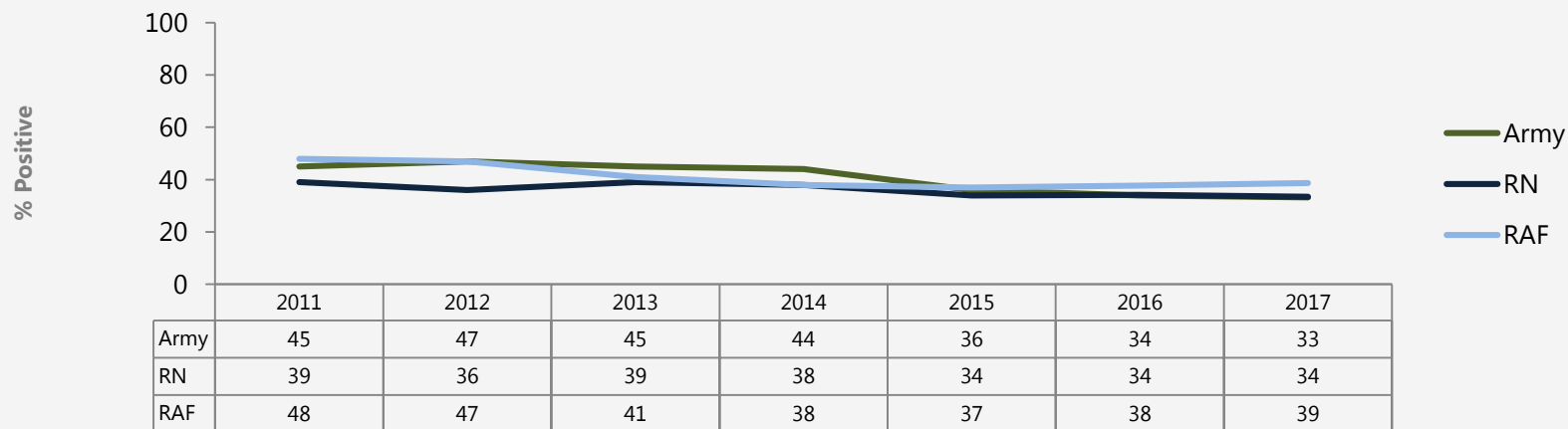
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.



Hopes for the future

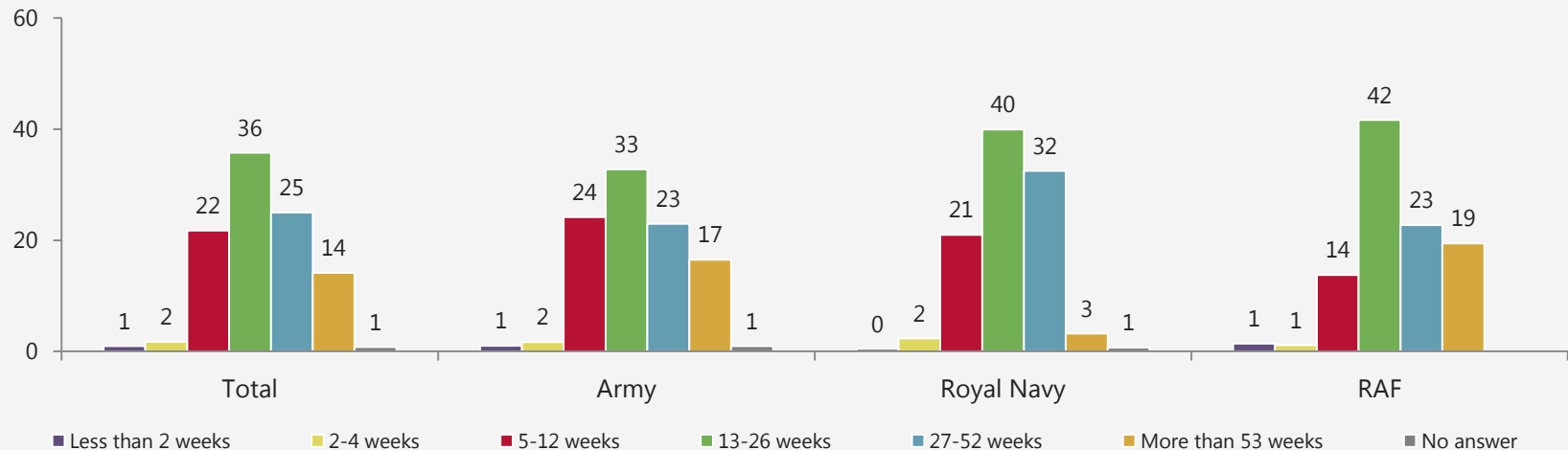
LENGTH OF TIME AT UNIT FOR TRAINING COURSE

Phase 2 Recruits

65. How long have you been at [Unit] for this training course?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

Current year results (%)



Key figures

- Across all three services, the most common length of time for a phase 2 trainee to be at a unit prior to taking the RTS survey was between 13 and 26 weeks.
- There was an increase in the proportion of phase 2 trainees who have been at their unit for 27-52 weeks before taking the survey in 2017 (up from 21% in 2016 to 25%).



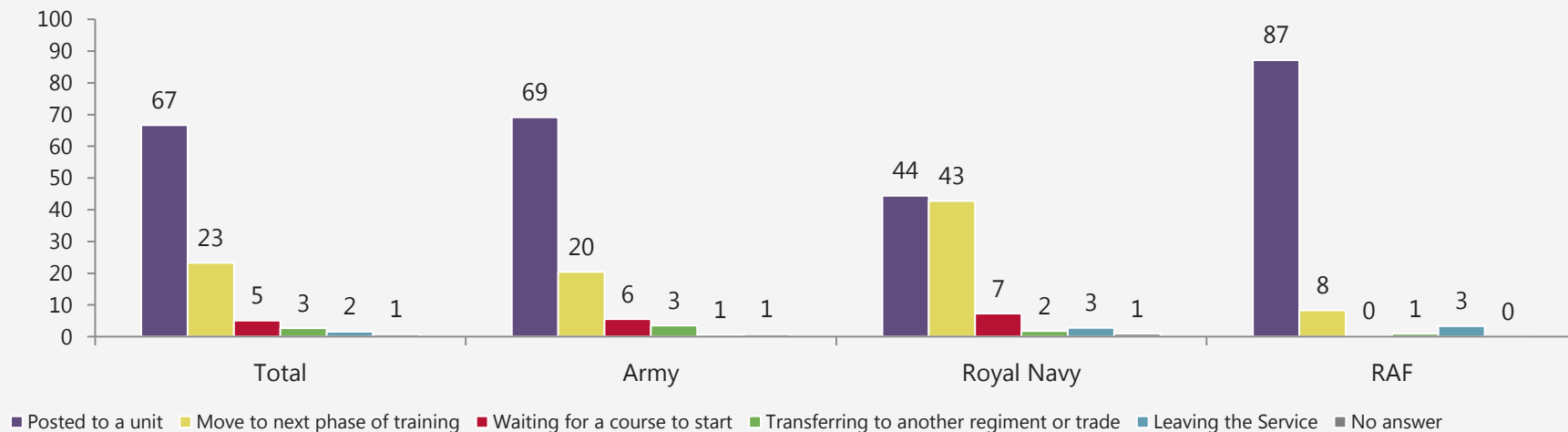
PLAN FOR AFTER TRAINING

Phase 2 Recruits

67. What are you doing next?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

Current year results (%)



Key figures

- Following their phase 2 training, the majority (67%) of trainees expect to be posted to a unit. Amongst RAF trainees, this figure rises to 87%.



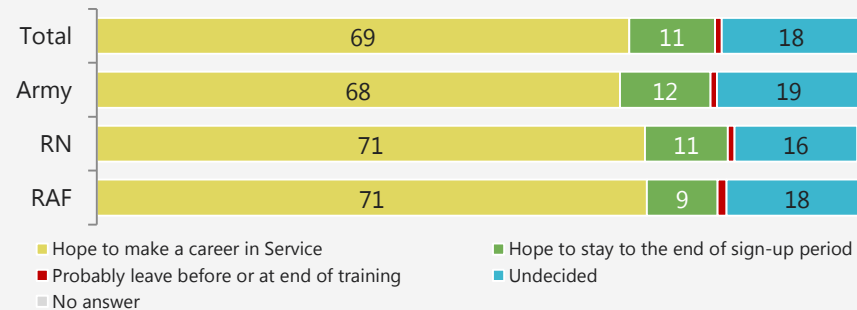
HOPES FOR THE FUTURE

Phase 2 Recruits

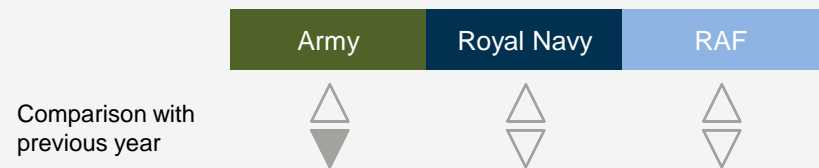
68a. What are your hopes for the future?

Number of respondents (all Phase 2 respondents not leaving the Service): Total (6,169), Army (3,868), Royal Navy (1,311), RAF (971)
 % positive equals the proportion who say 'hope to make a career in Service' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- Compared with 2016, a lower proportion of Army trainees reported that they hope to make a career in the Army; a fall from 72% to 68% in 2017.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

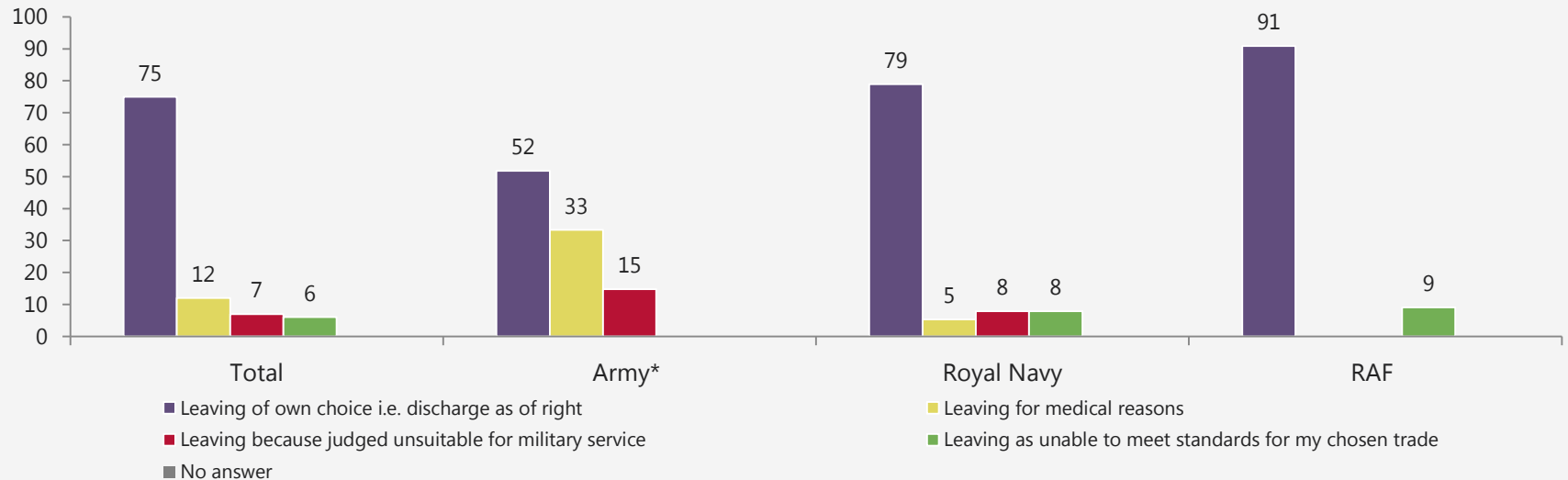
REASONS FOR LEAVING THE SERVICE

Phase 2 Recruits

69. Why are you leaving the Service?

Number of respondents (all Phase 2 respondents who are leaving the Service): Total (100), Army (27*), Royal Navy (38), RAF (33)

Current year results (%)



Key figures

- Of those phase 2 trainees who are leaving the Service, three quarters (75%) are leaving of their own choice.
- Among Army trainees this falls to just over half (52%), with a third leaving for medical reasons.



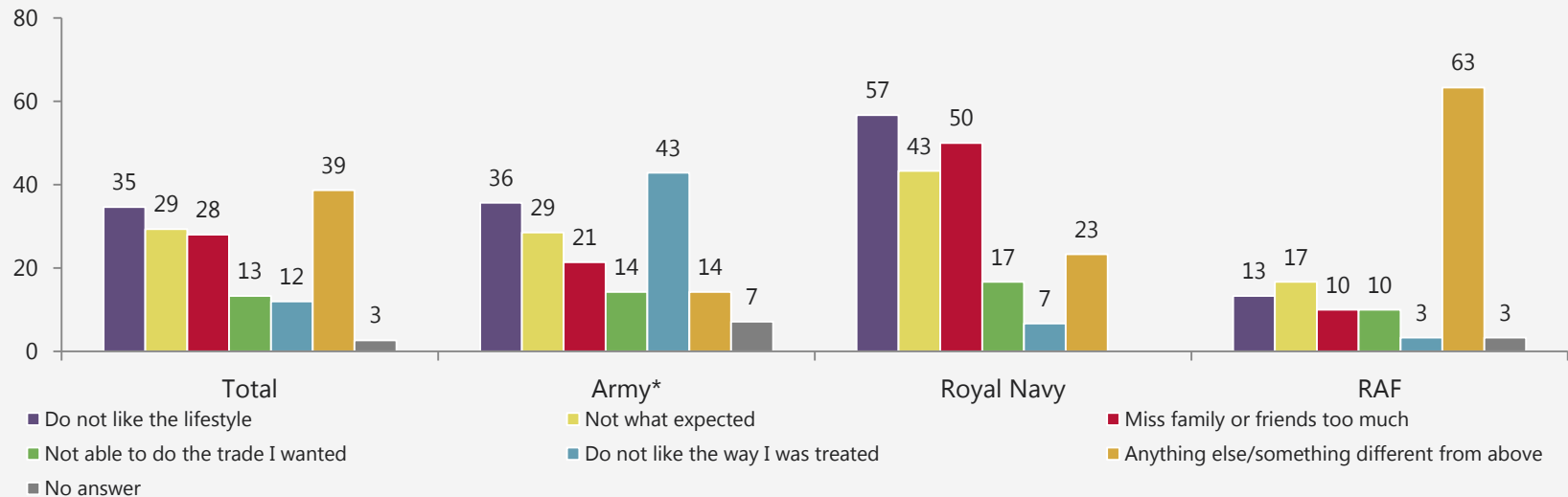
REASONS FOR LEAVING THE SERVICE BY OWN CHOICE

Phase 2 Recruits

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

Number of respondents (all Phase 2 respondents who are leaving the Service by own choice): Total (75), Army (14*), Royal Navy (30), RAF (30)

Current year results (%)



Key figures

- Among phase 2 Army trainees who are leaving the Service of their own choice, the most common reason is that they did not like the way they were treated (43%). Among phase 2 Royal Navy trainees who are choosing to leave, the most common reason is that they did not like the lifestyle (57%) and among RAF trainees the reason for choosing to leave is something other than the reason listed (63%).



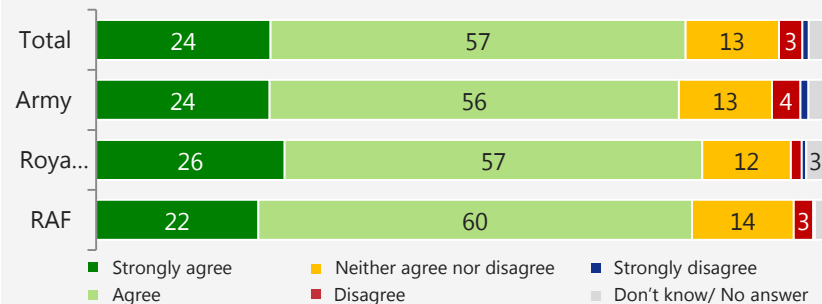
PREPAREDNESS TO GO ONTO NEXT STAGE OF CAREER

Phase 2 Recruits

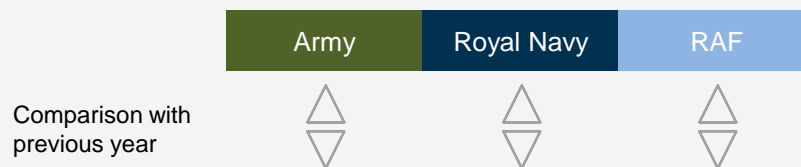
72c. To what extent do you agree or disagree with the following statement about the training you received at unit?.. I feel prepared to go on to the next stage of my career.

Number of respondents (all Phase 2 respondents not leaving the Service): Total (6,169), Army (3,868), Royal Navy (1,311), RAF (971)
% positive equals the proportion who agree – comments and significant differences based on this

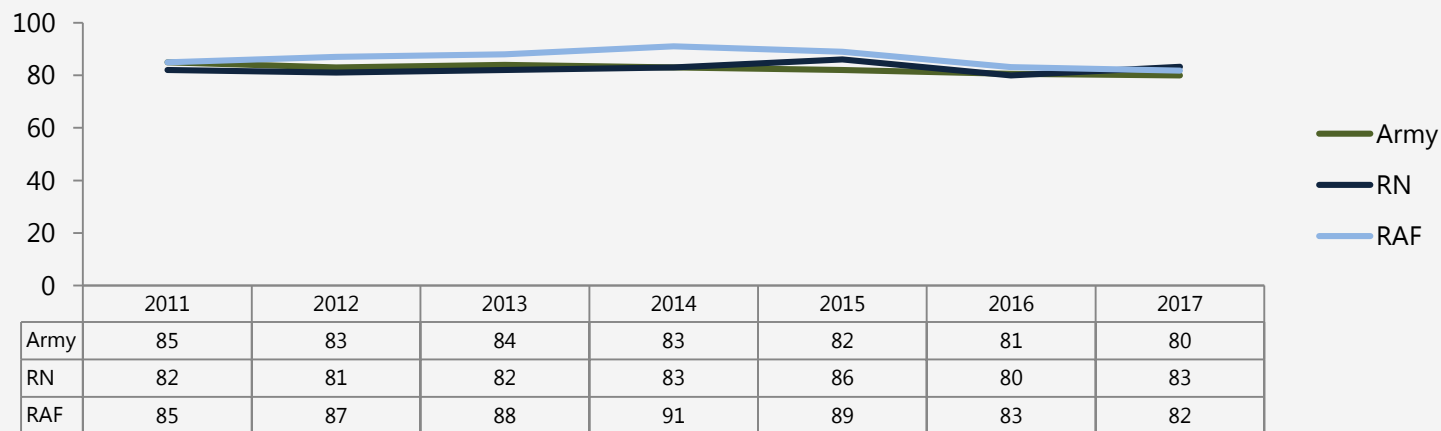
Current year results (%)



Differences



Trend



Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

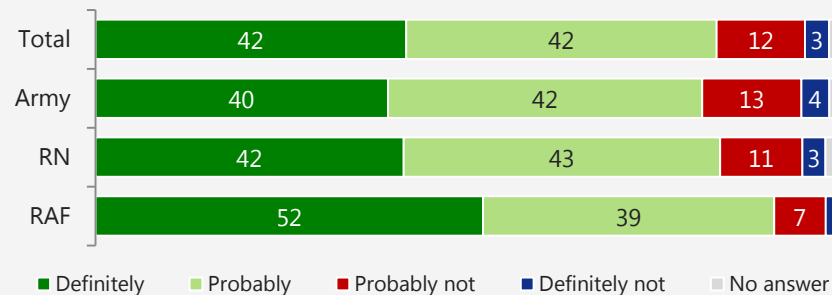
RECOMMENDATION OF JOINING SERVICE

Phase 2 Recruits

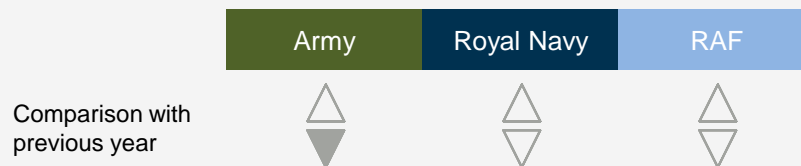
73. Would you recommend joining your Service to others?

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)
 % positive equals the proportion who say 'definitely' or 'probably' – comments and significant differences based on this

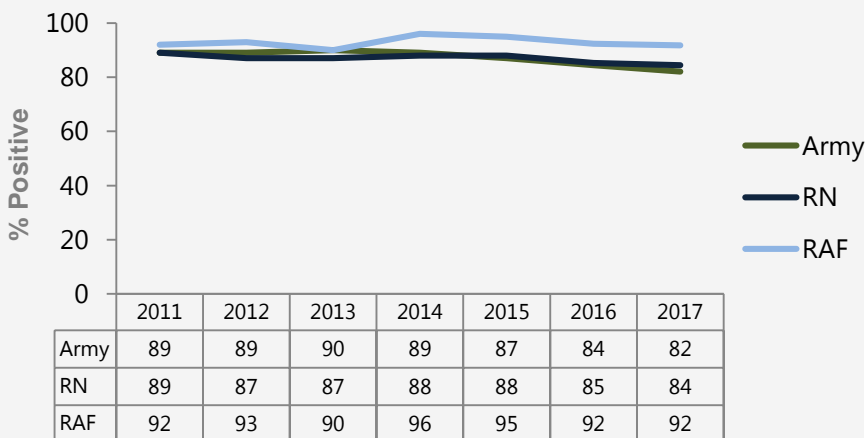
Current year results (%)



Differences



Trend



Key figures

- A lower proportion of Army trainees would definitely or probably recommend the Army in 2017 compared with 2016; a fall from 84% to 82%.

Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.





Phase 1 Respondent profiles

9. Where are you from?, 10. What is your background, 11. Are you...? [religion]

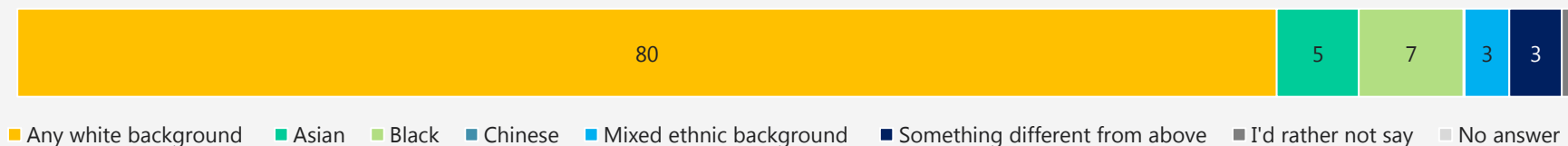
Number of respondents (all Phase 1 respondents): Army (4,964)

For 'Do you practice your faith/religion regularly?': All Phase 1 Army respondents who have a faith/religion: 2,363

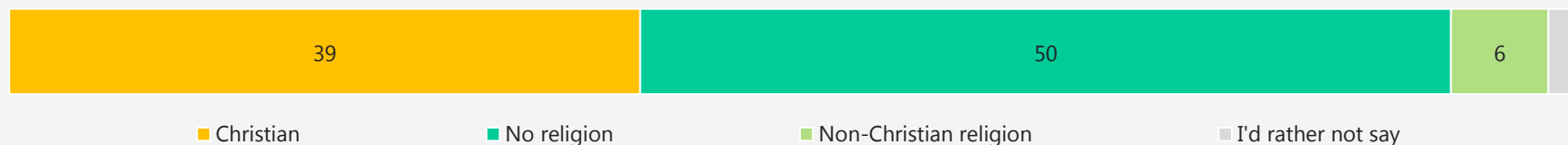
Where are you from? (%)



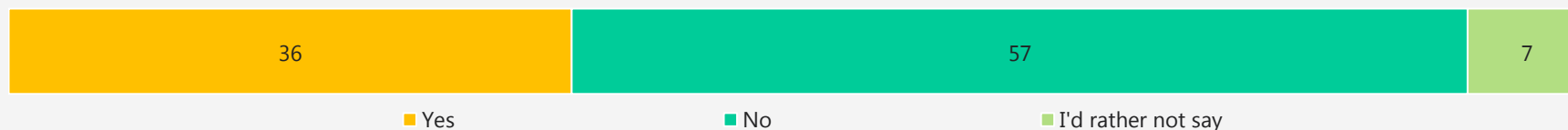
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)



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

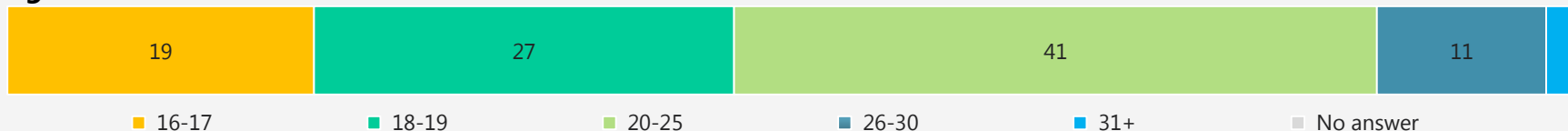
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 1 respondents): Army (4,964)

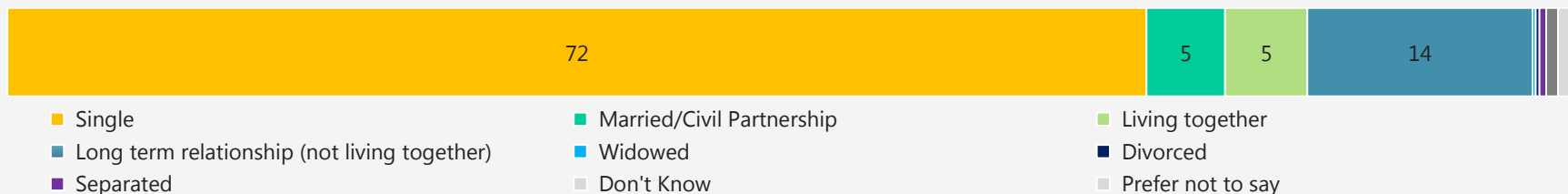
Gender



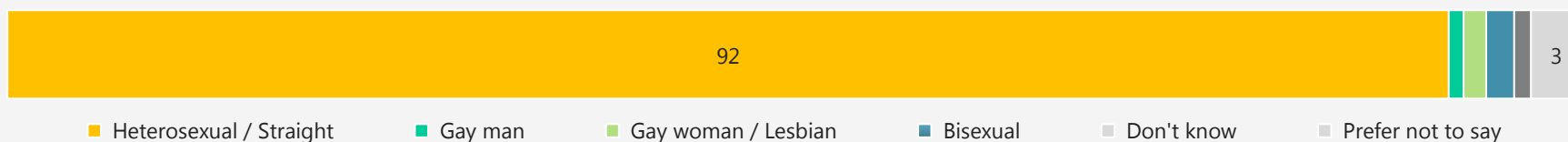
Age



Marital Status



Sexual Orientation



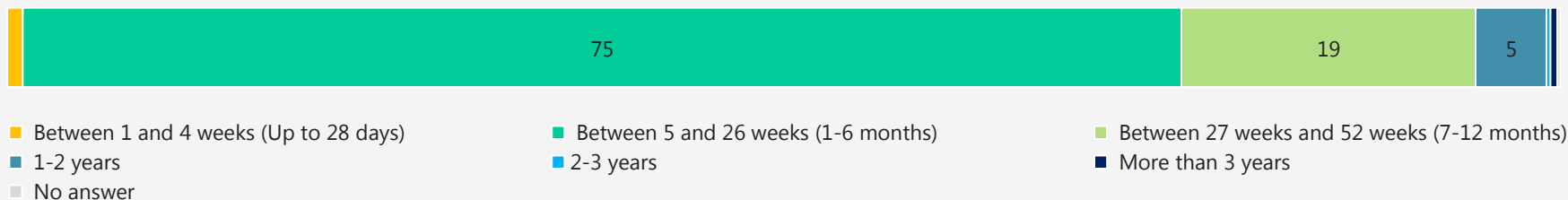
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

4. How long have you been in the [Service]?

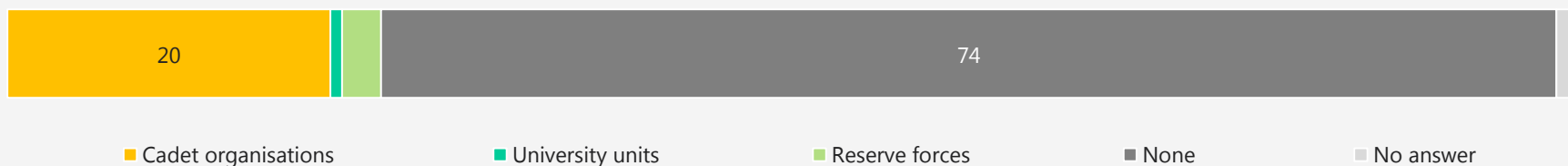
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 1 respondents): Army (4,964)

Length of Service



Membership of other organisations prior to joining the Service



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



6a. Have you previously served in the Regular Armed Forces?

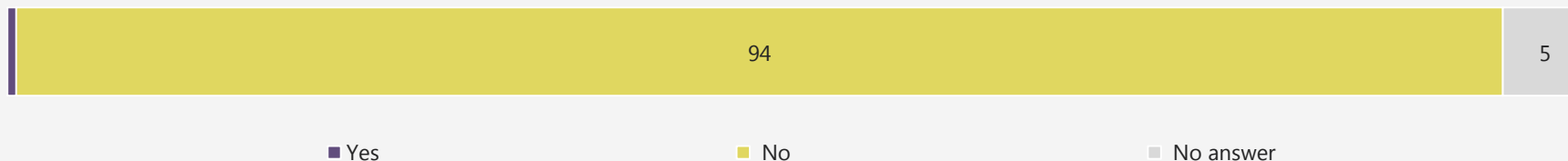
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 1 respondents): Army (4,964)

Previous Service in Armed Forces



Previous Service in another country's Armed Forces



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

9. Where are you from?, 10. What is your background, 11. Are you...? [religion]

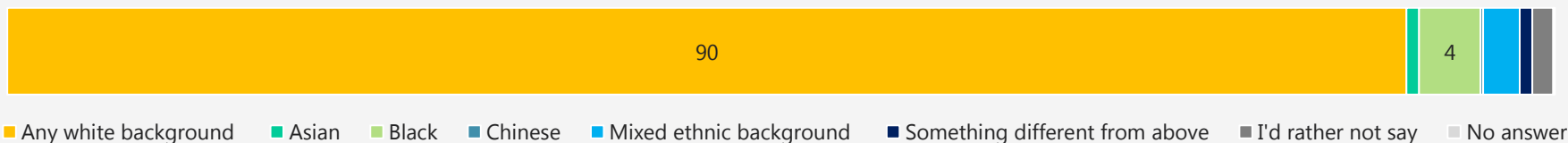
Number of respondents (all Phase 1 respondents): Royal Navy (1,857)

For 'Do you practice your faith/religion regularly?': All Phase 1 Royal Navy respondents who have a faith/religion: 838

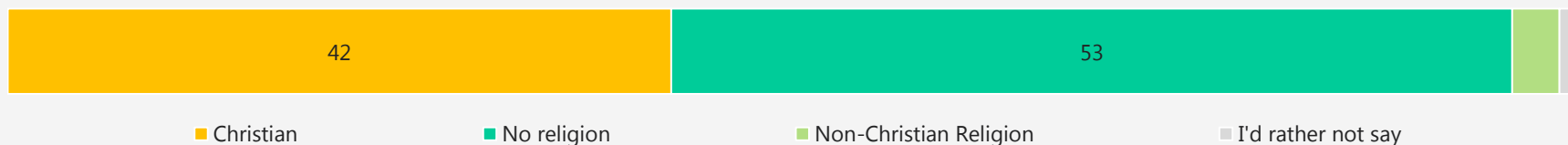
Where are you from? (%)



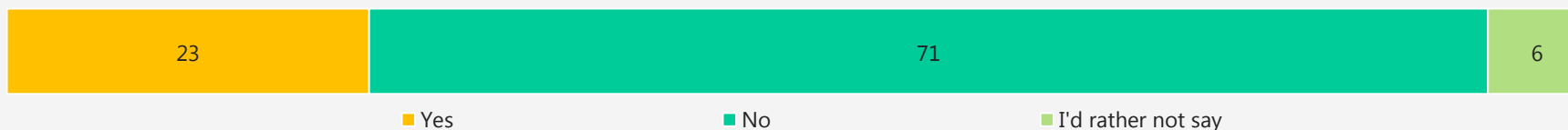
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)

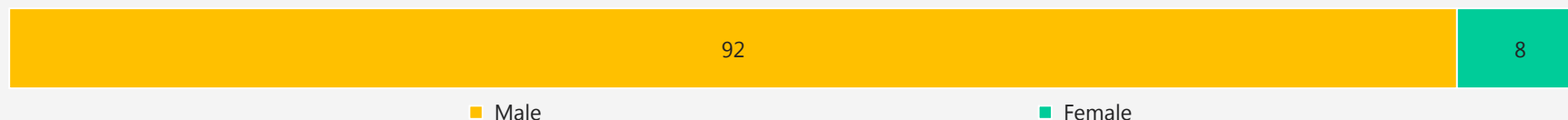


Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 1 respondents): Royal Navy (1,857)

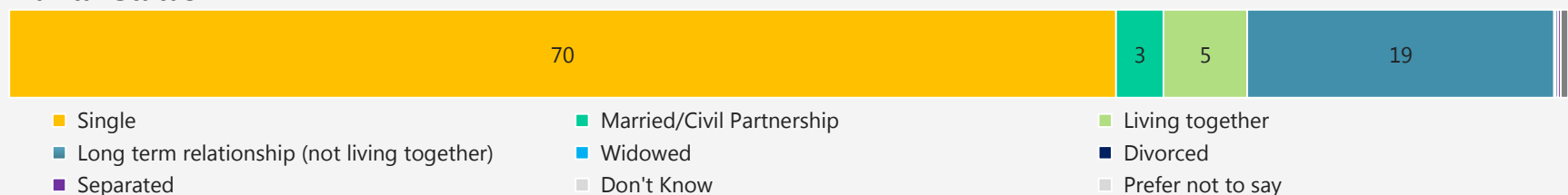
Gender



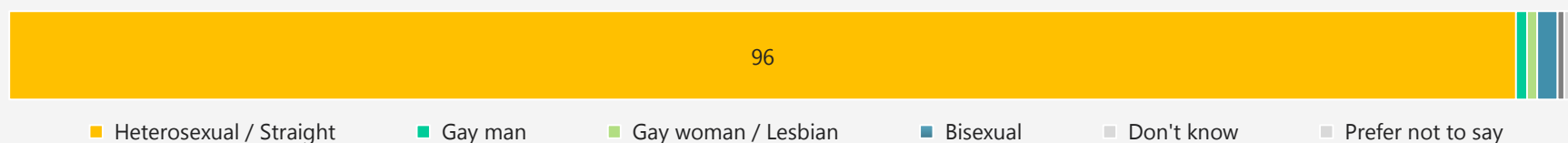
Age



Marital Status



Sexual Orientation



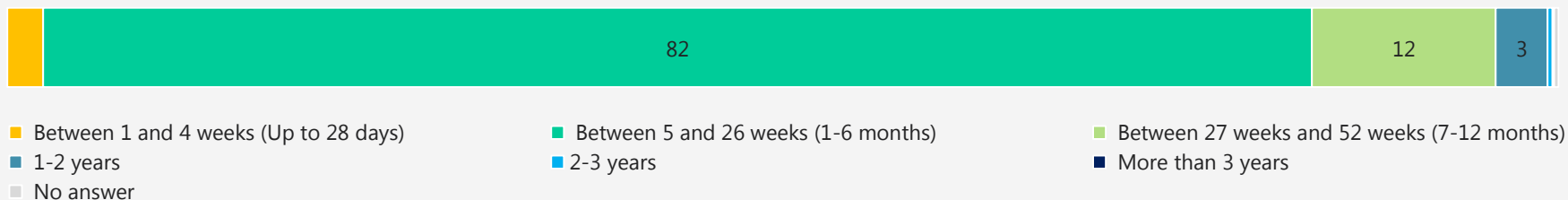
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

4. How long have you been in the [Service]?

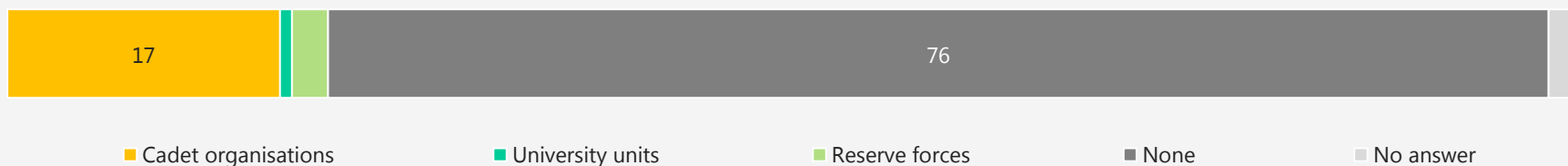
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 1 respondents): Royal Navy (1,857)

Length of Service



Membership of other organisations prior to joining the Service



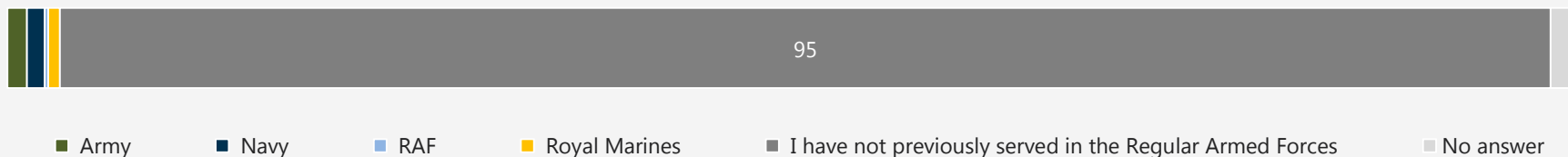
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

6a. Have you previously served in the Regular Armed Forces?

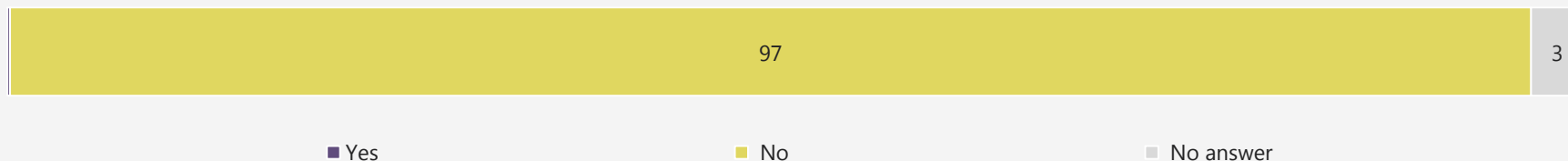
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 1 respondents): Royal Navy (1,857)

Previous Service in Armed Forces



Previous Service in another country's Armed Forces



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

9. Where are you from?, 10. What is your background, 11. Are you...? [religion]

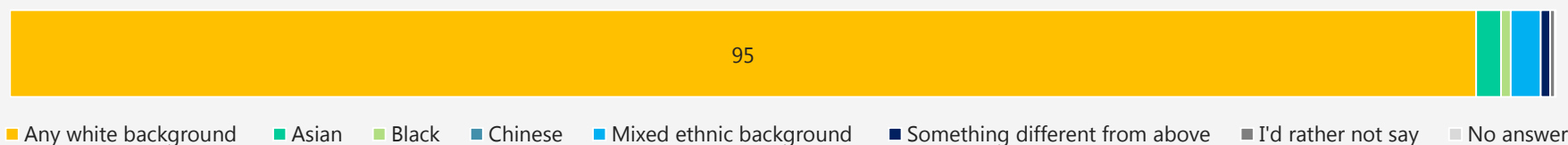
Number of respondents (all Phase 1 respondents): RAF (1,601)

For 'Do you practice your faith/religion regularly?': All Phase 1 RAF respondents who have a faith/religion: 559

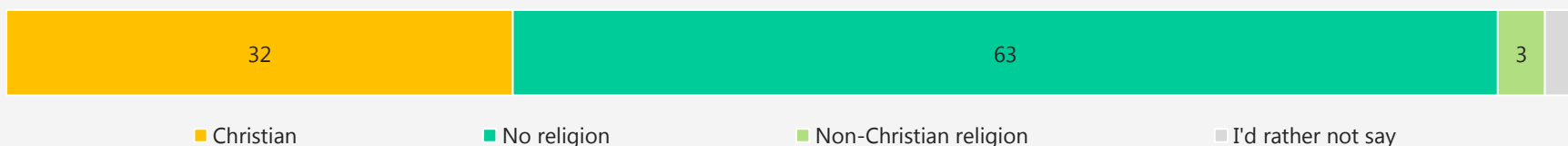
Where are you from? (%)



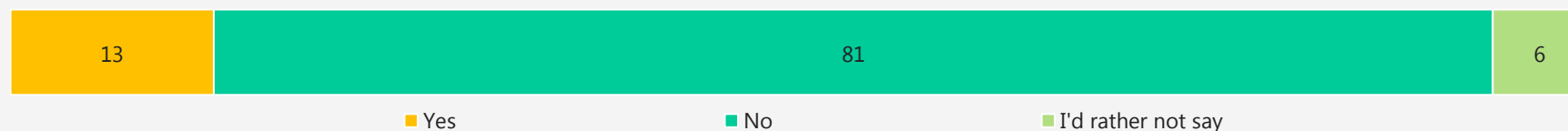
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)



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

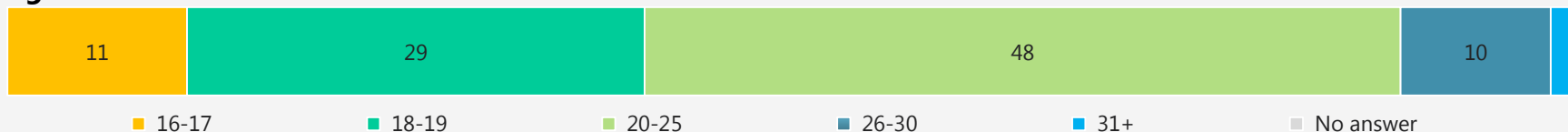
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 1 respondents): RAF (1,601)

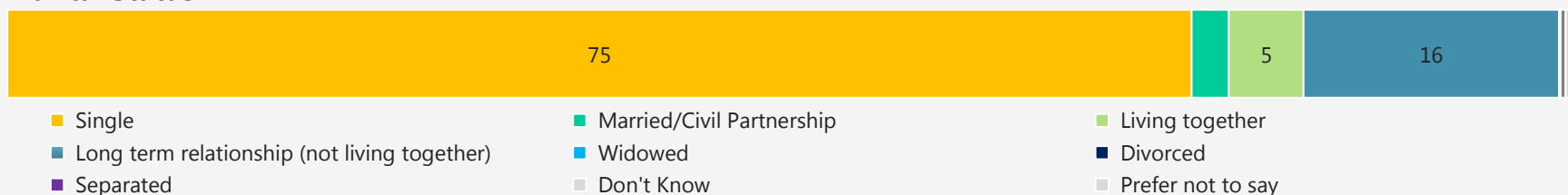
Gender



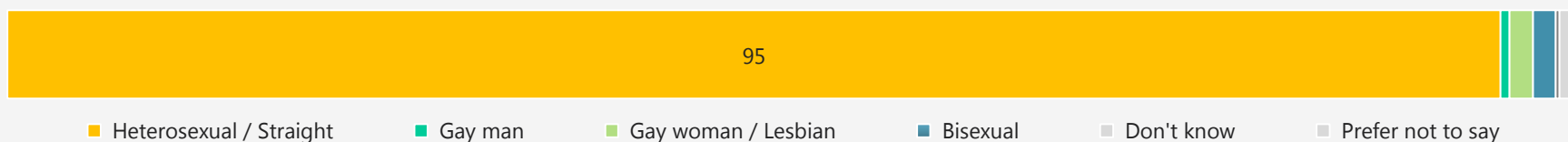
Age



Marital Status



Sexual Orientation



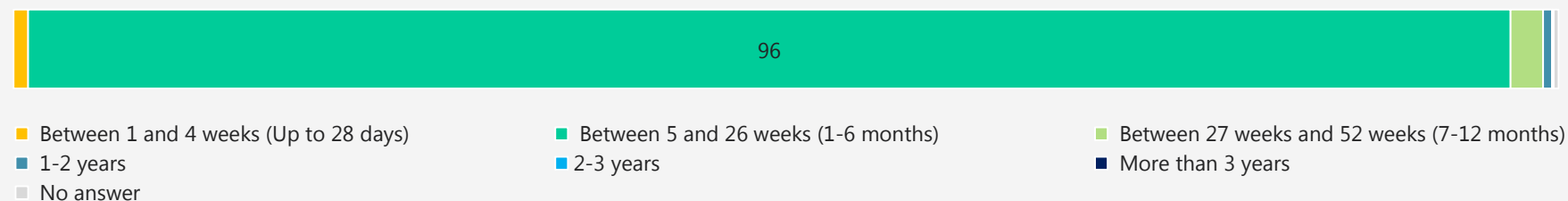
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

4. How long have you been in the [Service]?

5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 1 respondents): RAF (1,601)

Length of Service



Membership of other organisations prior to joining the Service



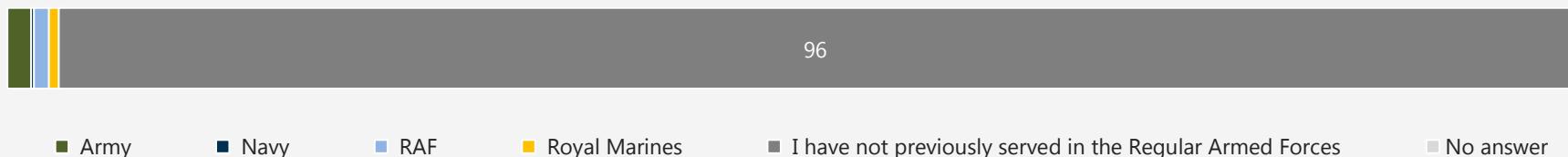
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

6a. Have you previously served in the Regular Armed Forces?

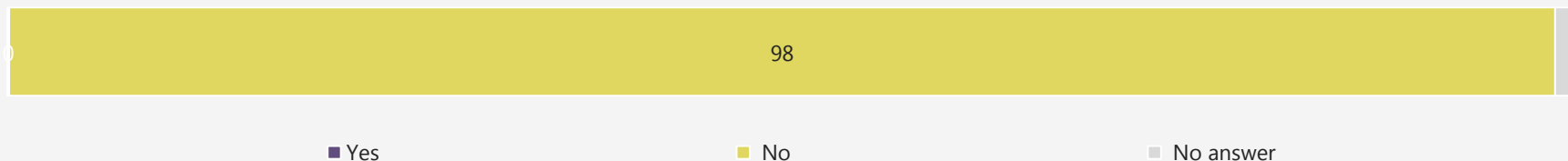
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 1 respondents): RAF (1,601)

Previous Service in Armed Forces



Previous Service in another country's Armed Forces



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



Phase 2 Respondent profiles

8a. Where are you from?, 9. What is your background, 10. Are you...? [religion]

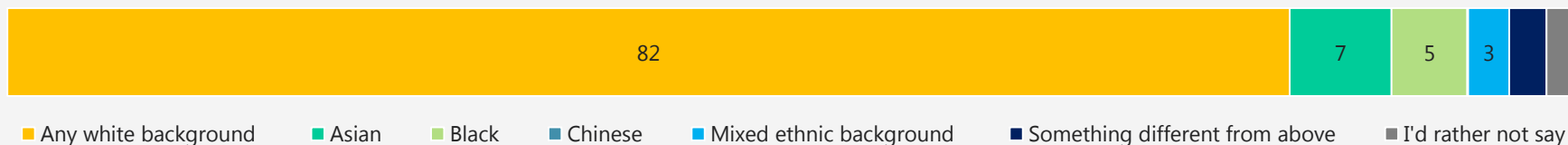
Number of respondents (all Phase 2 respondents): Army (3,895)

For 'Do you practice your faith/religion regularly?': All Phase 2 Army respondents who have a faith/religion: 1,879

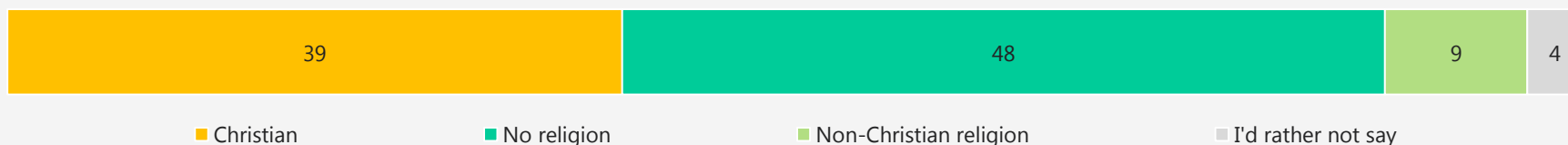
Where are you from? (%)



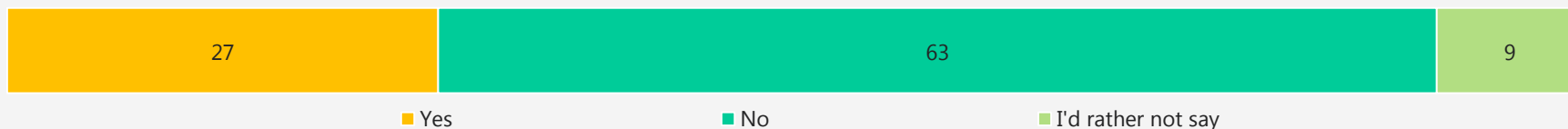
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)



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

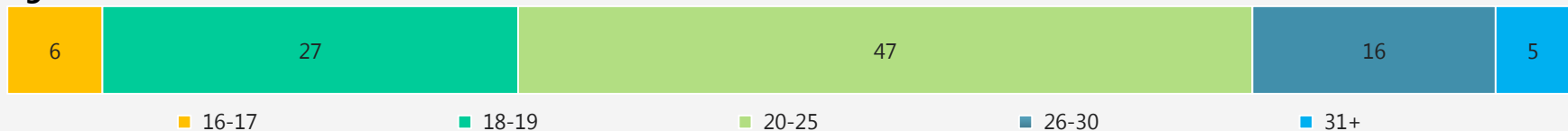
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 2 respondents): Army (3,895)

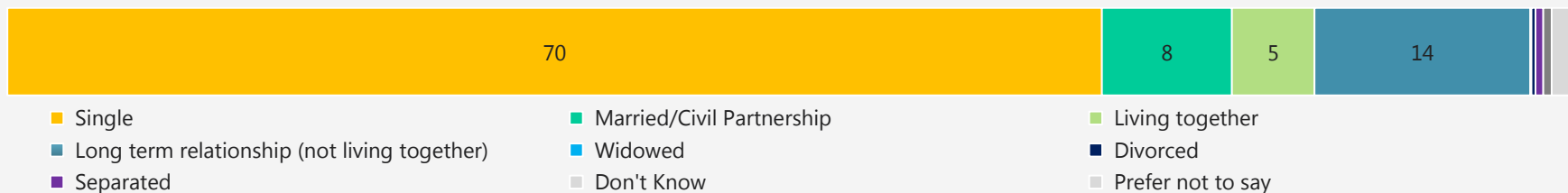
Gender



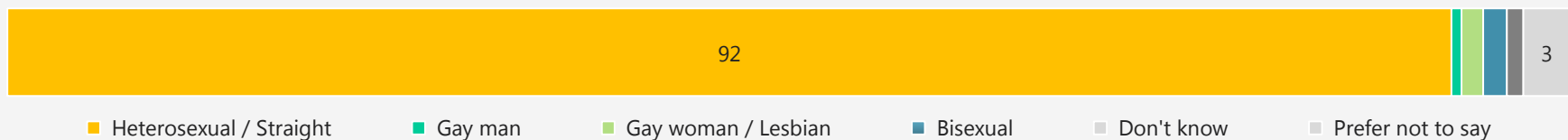
Age



Marital Status



Sexual Orientation



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

4. How long have you been in the [Service]?

5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 2 respondents): Army (3,895)

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

Membership of other organisations prior to joining the Service



Cadet organisations

University units

Reserve forces

None

No answer

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

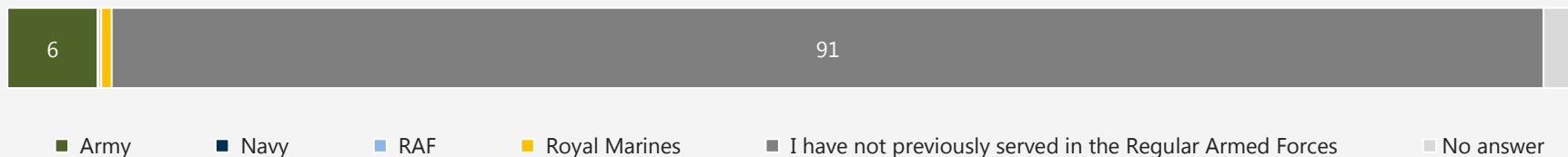


6a. Have you previously served in the Regular Armed Forces?

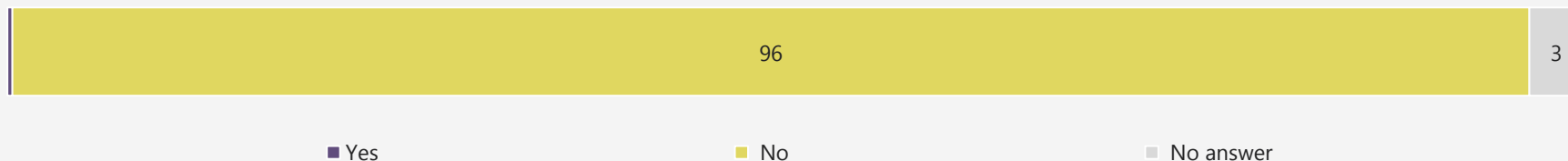
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 2 respondents): Army (3,895)

Previous Service in Armed Forces



Previous Service in another country's Armed Forces



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

8a. Where are you from?, 9. What is your background, 10. Are you...? [religion]

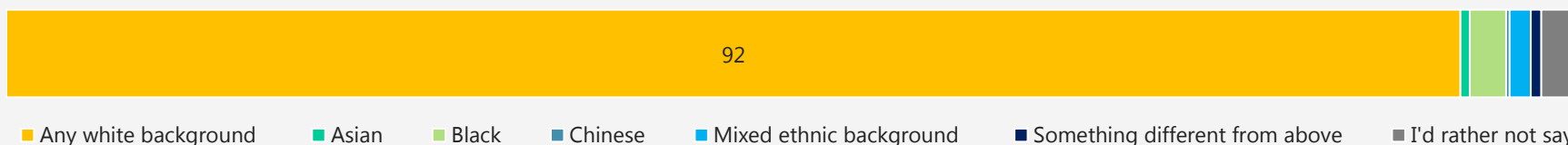
Number of respondents (all Phase 2 respondents): Royal Navy (1,349)

For 'Do you practice your faith/religion regularly?': All Phase 2 Royal Navy respondents who have a faith/religion: 586

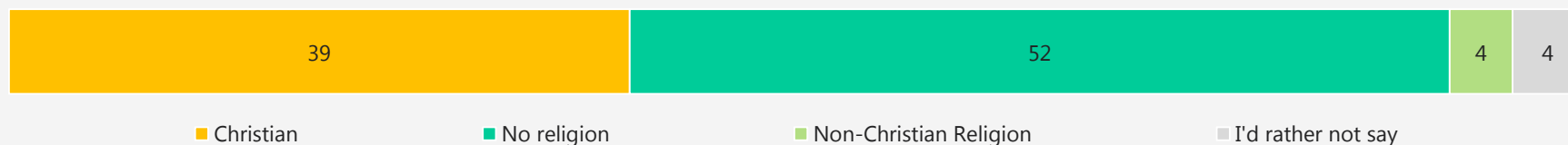
Where are you from? (%)



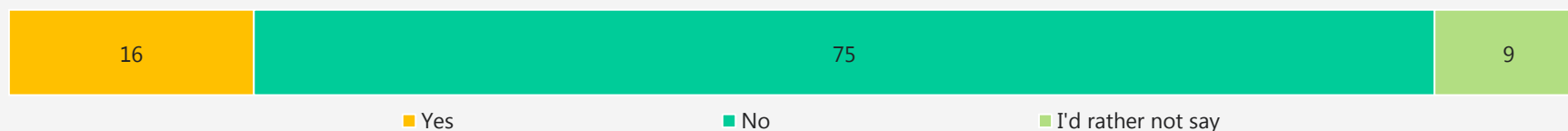
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)

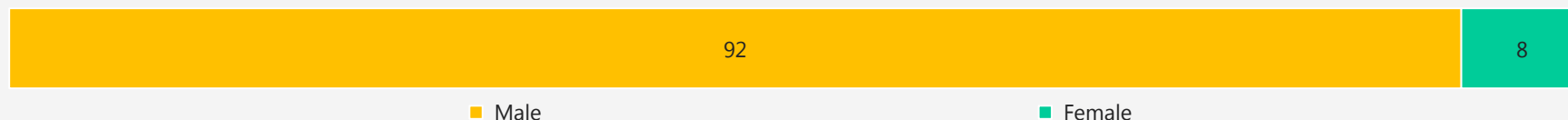


Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

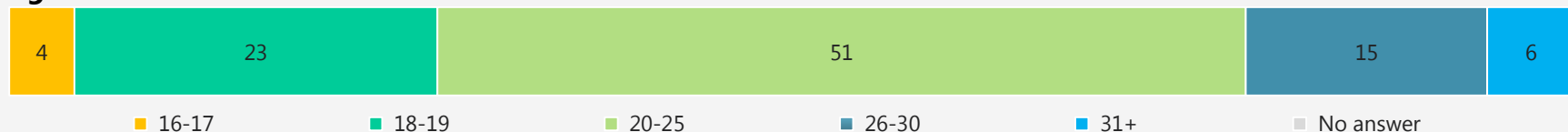
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 2 respondents): Royal Navy (1,349)

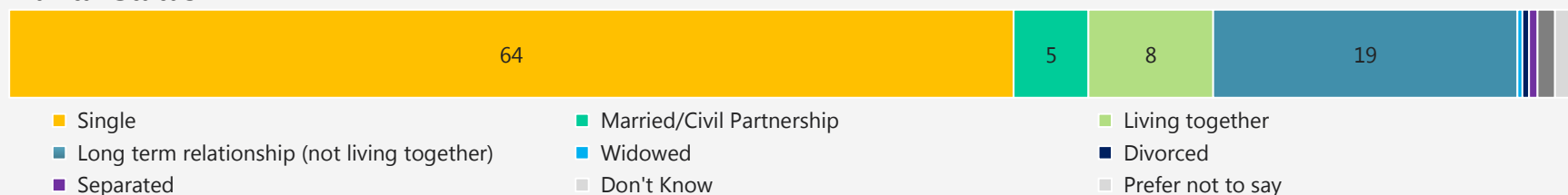
Gender



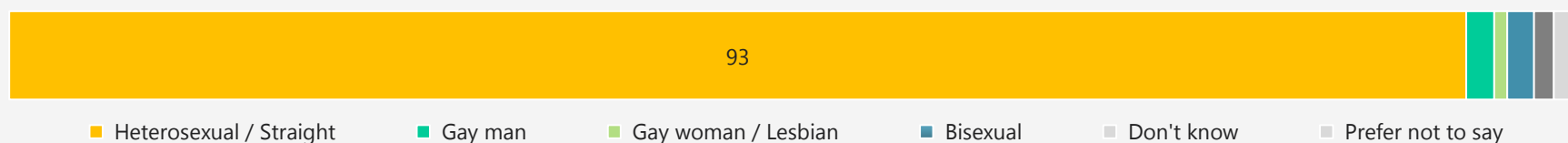
Age



Marital Status



Sexual Orientation



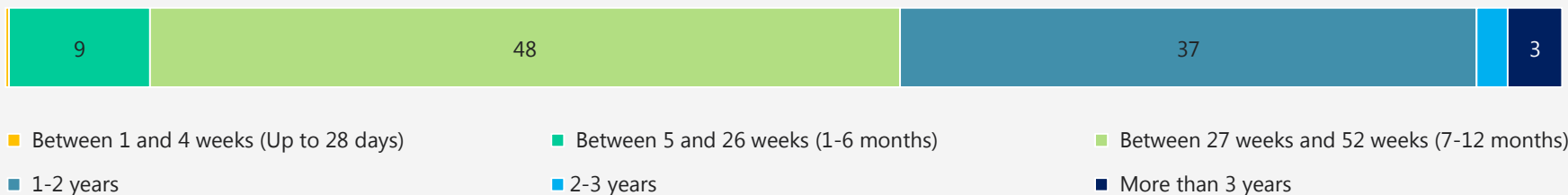
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

4. How long have you been in the [Service]?

5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 2 respondents): Royal Navy (1,349)

Length of Service



Membership of other organisations prior to joining the Service



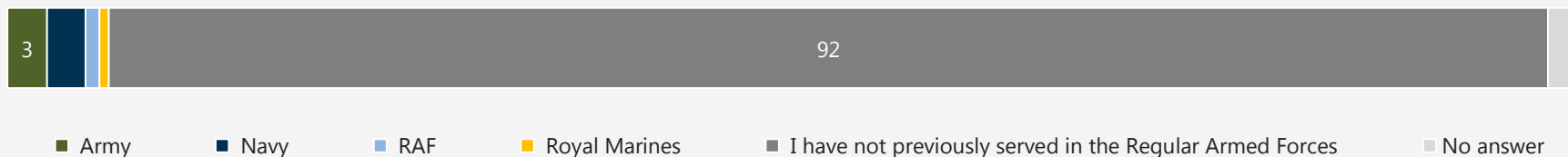
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

6a. Have you previously served in the Regular Armed Forces?

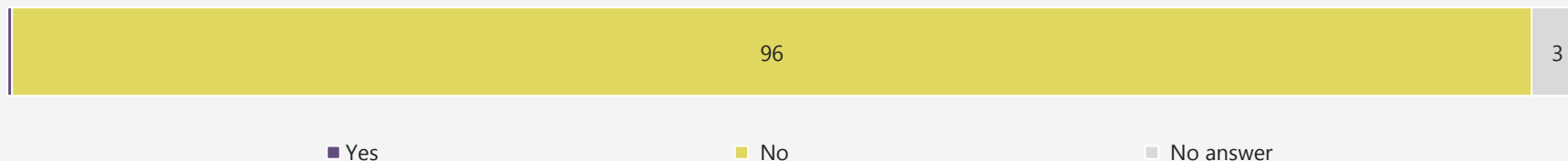
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 2 respondents): Royal Navy (1,349)

Previous Service in Armed Forces



Previous Service in another country's Armed Forces



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

8a. Where are you from?, 9. What is your background, 10. Are you...? [religion]

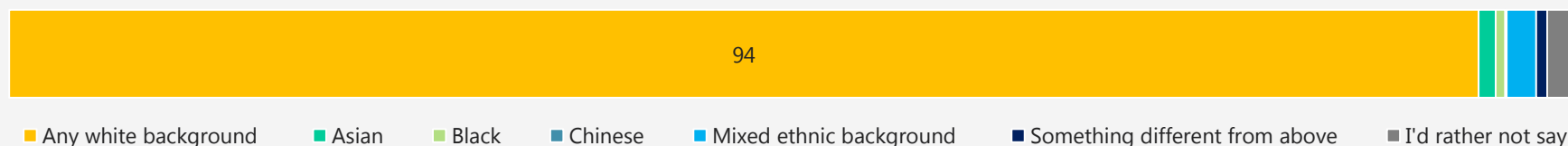
Number of respondents (all Phase 2 respondents): RAF (1,004)

For 'Do you practice your faith/religion regularly?': All Phase 2 RAF respondents who have a faith/religion: 403

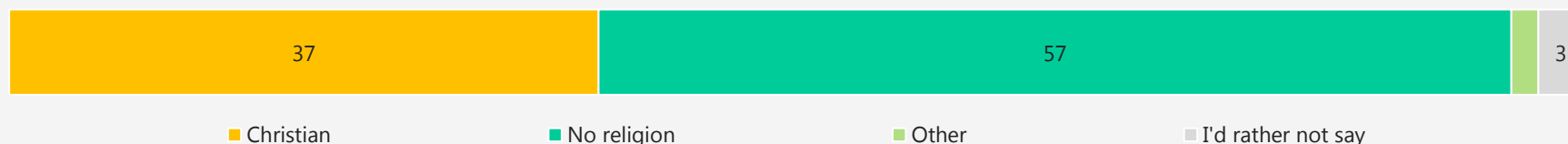
Where are you from? (%)



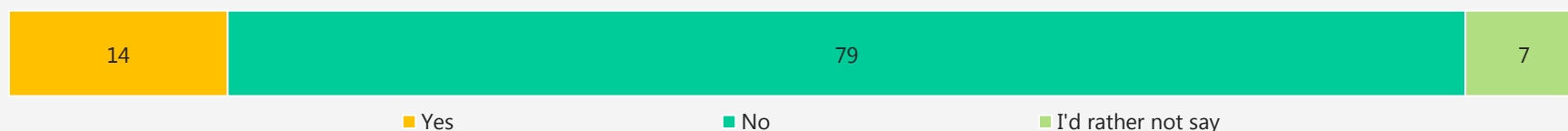
Background (%)



Religion (%)



Do you practise your faith/religion regularly? (%)



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

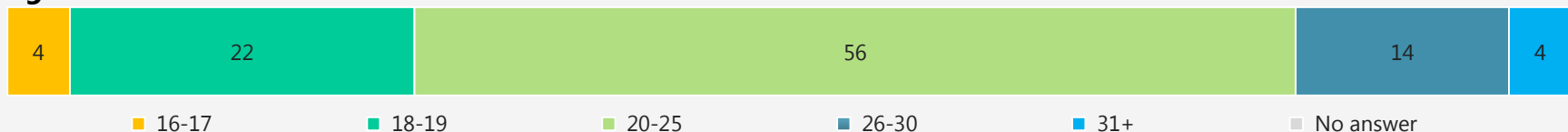
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 2 respondents): RAF (1,004)

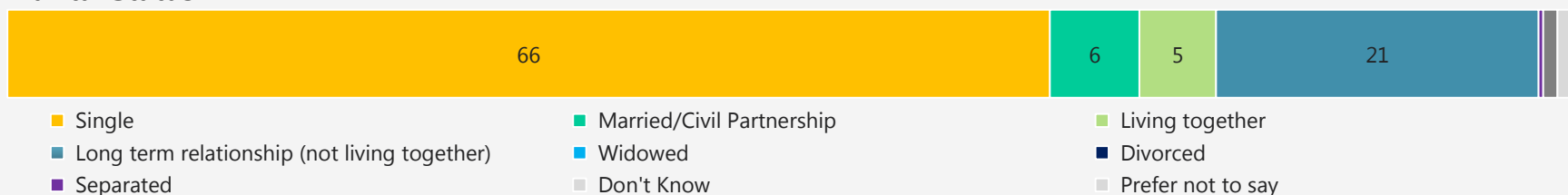
Gender



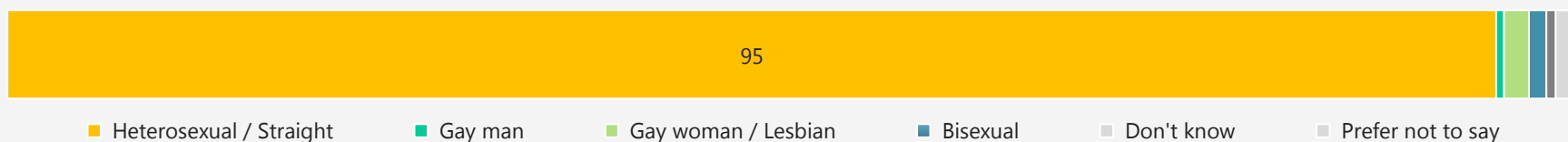
Age



Marital Status



Sexual Orientation



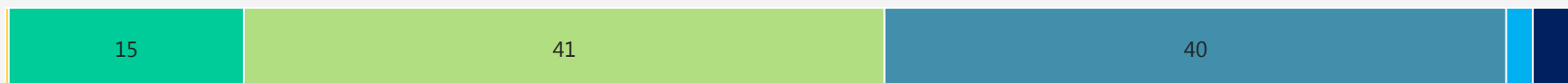
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

4. How long have you been in the [Service]?

5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 2 respondents): RAF (1,004)

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

Membership of other organisations prior to joining the Service



Cadet organisations

University units

Reserve forces

None

No answer

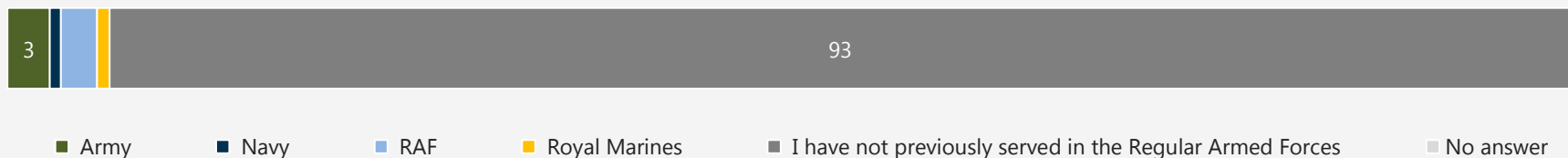
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

6a. Have you previously served in the Regular Armed Forces?

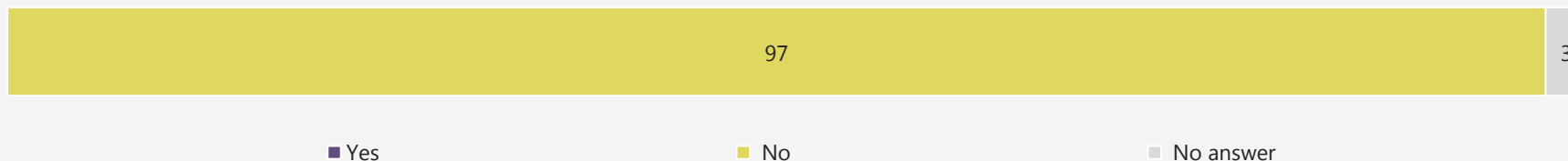
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 2 respondents): RAF (1,004)

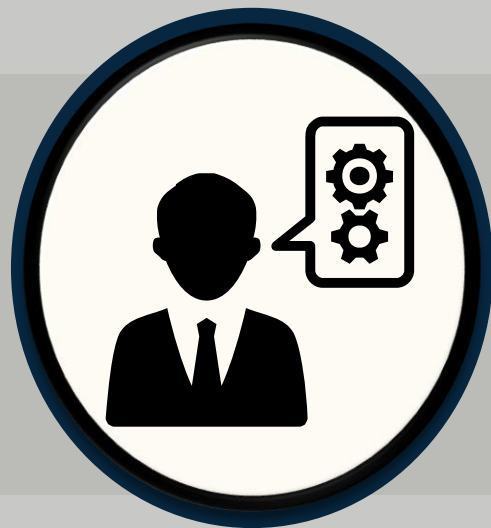
Previous Service in Armed Forces



Previous Service in another country's Armed Forces



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



Annex A

Statistical reliability

ANNEX A: STATISTICAL RELIABILITY

- Only a sample of the overall 'population' has been surveyed so we cannot be certain that the figures obtained are exactly those that would have been found, had everybody been interviewed (the 'true' values).
- For any percentage given, however, we can estimate 'confidence intervals' within which the true values are likely to fall. For example; if 10% or 90% of our sample of 8,422 Phase 1 recruits strongly agreed that the training was what they expected, we can be 99% confident that the 'true' value would be between 10.8% and 9.2% (if 10% strongly agree) and between 90.8% or 89.2% (if 90% strongly agree), i.e. a margin of 0.8% on each side.
- Similar margins for other percentages and sub-groups of the respondents are given in the following table. It should be remembered that the 'true' finding is much more likely to be towards the centre of the possible range of responses than towards the margins.
- For similar reasons, apparent differences in results relating to sub groups may, if small, not necessarily reflect genuine attitudinal differences. We can be 99% confident that differences exceeding those in the table on the next page are genuine or 'significant' differences.
- Please note confidence intervals in the table overleaf refer to questions where all respondents are asked. For routed questions where only a sub-set of respondents are asked (e.g. those who were ill or injured during training), confidence intervals will be larger.

ANNEX A: STATISTICAL RELIABILITY

99% Confidence Intervals

Size of sample on which survey results are based	Confidence intervals if data point was recorded at..				
	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
	±	±	±	±	±
All Phase 1 (8,442)	0.8	1.1	1.3	1.4	1.4
Phase 1 Army recruits (4,964)	1.1	1.5	1.7	1.8	1.8
Phase 1 Navy recruits (1,857)	1.8	2.4	2.7	2.9	3.0
Phase 1 RAF recruits (1,601)	1.9	2.6	3.0	3.2	3.2
All Phase 2 (6,269)	1.0	1.3	1.5	1.6	1.6
Phase 2 Army trainees (3,895)	1.2	1.7	1.9	2.0	2.1
Phase 2 Navy trainees (1,349)	2.1	2.8	3.2	3.4	3.5
Phase 2 RAF trainees (1,004)	2.4	3.3	3.7	4.0	4.1

Source: Ipsos MORI



Annex B

Service Comparisons

SIGNIFICANT DIFFERENCES BETWEEN SERVICES

- The following pages show significant differences between Services.
- A result is statistically significant if it is unlikely to have occurred by chance and it simply means there is statistical evidence of a difference between two figures; it does not mean the difference is necessarily large, important, or significant in the common meaning of the word. A statistical difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset.
- Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement.

PHASE 1 SERVICE COMPARISONS

Phase 1 Recruits

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601)

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
RECRUITMENT AND PREPARATION									
Satisfaction with recruitment process	73%	-	-	74%	-	-	74%	-	-
Information prior to arrival: Prepared self for physical demands	77%	-	-	79%	-	-	79%	-	-
Information prior to arrival: Accurate picture of what life would be like	52%	-	RAF	52%	-	RAF	47%	-	-
Information prior to arrival: Accurate information about what training involved	64%	-	-	66%	-	-	67%	Army	-
FACILITIES AND AMENITIES									
Standard of living accommodation	72%	RN	RAF	46%	-	-	49%	-	-
Things to do when off duty on site	51%	RN	RAF	35%	-	RAF	27%	-	-
Sports facilities	64%	-	RAF	75%	Army	RAF	39%	-	-
Medical care	86%	-	RAF	90%	Army	RAF	80%	-	-
Dental care	88%	-	RAF	87%	-	RAF	80%	-	-
Time for essential personal administration	57%	-	RAF	55%	-	RAF	48%	-	-
Access to IT for personal use	44%	-	-	46%	-	-	56%	Army	RN
Internet access	73%	RN	RAF	63%	-	-	65%	-	-
Learning Centre to study after hours	38%	-	RAF	41%	-	RAF	33%	-	-
Laundry facilities	47%	RN	RAF	41%	-	RAF	26%	-	-
Personal kit	86%	RN	-	81%	-	-	91%	Army	RN
Training facilities	88%	RN	RAF	85%	-	RAF	79%	-	-
Food	34%	RN	RAF	20%	-	-	25%	-	RN
Whether given enough time to eat meals	56%	RN	-	41%	-	-	55%	-	RN

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

PHASE 1 SERVICE COMPARISONS

Phase 1 Recruits

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601) [Except questions with * as asked based on of sub-group only]

based on of sub-group only]	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
SUPPORT									
Had all support required for learning need/difficulty*	79%	-	-	82%	-	-	85%	-	-
Opportunity to talk privately with training staff	80%	RN	-	77%	-	-	92%	Army	RN
Opportunity to talk privately with Chaplains/Padre	74%	-	RAF	82%	Army	RAF	66%	-	-
Opportunity to keep in contact with family/friends	84%	RN	RAF	72%	-	-	79%	-	RN
Opportunity to practise your faith/religion	86%	RN	RAF	70%	-	RAF	53%	-	-
Full knowledge of Service Complaints Ombudsman	38%	-	RAF	37%	-	RAF	30%	-	-
Availability of staff for problems out of training hours	91%	-	-	92%	-	-	94%	Army	-
Someone to go to for personal or emotional problems	89%	-	-	88%	Army	-	93%	Army	RN
Someone to go to for administrative problems	91%	-	-	91%	-	-	92%	-	-
Opportunity to raise all concerns with person in authority	89%	-	-	90%	-	-	92%	Army	-
FAIRNESS									
Awareness of how to complain about poor or unfair treatment or bullying	88%	-	-	86%	-	-	92%	Army	RN
Whether believe complaints are dealt with in a fair manner	61%	-	-	64%	-	-	64%	-	-
Trainees were all treated fairly	80%	RN	-	76%	-	-	83%	-	RN
I was treated fairly	86%	-	-	89%	Army	-	92%	Army	RN
Training conducted without sexual or racial harassment	94%	-	-	96%	-	-	97%	Army	-
Badly or unfairly treated by staff	5%	RN	RAF	3%	-	-	2%	-	-
Badly or unfairly treated by other trainees	6%	RN	RAF	4%	-	-	3%	-	-
Badly or unfairly treated by staff or other trainees	9%	RN	RAF	6%	-	-	5%	-	-



PHASE 1 SERVICE COMPARISONS

Phase 1 Recruits

Number of respondents (all Phase 1 respondents): Total (8,422), Army (4,964), Royal Navy (1,857), RAF (1,601) [Except questions with * as asked based on of sub-group only]

based on of sub-group only]	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
SETBACKS DURING TRAINING									
Injury was properly dealt with	87%	-	-	86%	-	-	84%	-	-
Staff helped and supported when ill/injured	74%	-	-	85%	Army	-	85%	Army	-
Would have felt comfortable to report sick if had been ill/injured*	79%	RN	-	71%	-	-	78%	-	RN
Warned personally about possibility of repeating training*	76%	-	-	83%	-	-	81%	-	-
GENERAL									
Overall satisfaction with training experience	83%	-	RAF	83%	-	-	80%	-	-
Received regular feedback on performance	74%	RN	RAF	70%	-	RAF	61%	-	-
Reasons for doing things were explained	78%	-	-	79%	-	RAF	75%	-	-
Staff/instructors did all they could to help succeed in training	88%	-	-	86%	-	-	93%	Army	RN
Felt personally benefited from the course	92%	-	-	93%	-	-	94%	Army	-
Feel a sense of achievement	92%	-	-	91%	-	-	94%	Army	RN
Felt challenged	90%	-	-	91%	-	-	93%	Army	-
Training was what expected	62%	-	RAF	63%	-	RAF	54%	-	-
Enjoyed this phase of training	76%	RN	RAF	72%	-	-	70%	-	-
Feel proud to be in the Navy/RM/Army/RAF	94%	-	-	93%	-	-	97%	Army	RN
Understand the core values of the Navy/RM/Army/RAF	96%	-	-	96%	-	-	98%	Army	RN
General military personnel uphold the core values	90%	-	-	90%	-	-	93%	Army	RN
Course was about right (rather than too easy/difficult)	78%	-	-	83%	Army	-	84%	Army	-
Life in Service better than expected	66%	RN	RAF	57%	-	-	55%	-	-
Pay better than non-military friends	42%	RN	-	36%	-	-	38%	-	-
Hope to make career in Service	79%	-	-	83%	Army	-	83%	Army	-
Prepared to go onto next stage of career	86%	-	RAF	89%	Army	RAF	82%	-	-
Would recommend joining Service to others	93%	-	-	93%	-	-	97%	Army	RN

Ministry of Defence Please note the % is typically a top two box rating (e.g. 'very good' and 'good' or 'strongly agree' and 'agree'). At times it may be the combination of two other measures (e.g. 'all the time' and 'most of the time') or a simple 'yes' statement 245

PHASE 2 SERVICE COMPARISONS

Phase 2 Recruits

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004)

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
PREPARING FOR TRAINING									
Brief received during Phase 1	87%	-	-	93%	Army	RAF	87%	-	-
Adequate management during gap between Phase 1 and Phase 2	85%	-	RAF	88%	-	RAF	70%	-	-
Adequate management during gap between Phase 2 courses	79%	-	-	87%	-	-	95%	-	-
FACILITIES AND AMENITIES									
Standard of living accommodation	66%	RN	-	49%	-	-	64%	-	RN
Things to do when off duty on site	50%	RN	-	39%	-	-	52%	-	RN
Things to do when off duty off site	61%	RN	-	55%	-	-	70%	Army	RN
Sports facilities	80%	-	-	87%	Army	-	90%	Army	-
Medical care	76%	-	-	84%	Army	-	83%	Army	-
Dental care	69%	-	-	84%	Army	RAF	75%	Army	-
Time for essential personal administration	75%	RN	-	69%	-	-	72%	-	-
Access to IT for personal use	71%	RN	RAF	60%	-	-	61%	-	-
Internet access	59%	-	-	59%	-	-	60%	-	-
Learning Centre to study after hours	57%	-	RAF	65%	Army	RAF	46%	-	-
Laundry facilities	54%	-	RAF	59%	Army	RAF	46%	-	-
Personal kit	77%	-	-	81%	Army	-	84%	Army	-
Training facilities	85%	-	-	84%	-	-	90%	Army	RN
Food	35%	RN	-	29%	-	-	46%	Army	RN
Whether given enough time to eat meals	92%	RN	-	89%	-	-	92%	-	-
Given option to comment on PAYD meals	69%	-	RAF	74%	Army	RAF	59%	-	-

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



PHASE 2 SERVICE COMPARISONS

Phase 2 Recruits

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004) [Except questions with * as asked based on of sub-group only]

based on of sub-group only]	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
SUPPORT									
Had all support required for learning need/difficulty*	85%	-	-	94%	-	-	95%	-	-
Opportunity to talk privately with training staff	86%	-	-	91%	Army	-	91%	Army	-
Opportunity to talk privately with Chaplains/Padre	76%	-	-	85%	Army	-	84%	Army	-
Opportunity to keep in contact with family/friends	91%	-	-	91%	-	-	94%	Army	-
Opportunity to practise your faith/religion	83%	-	RAF	82%	-	-	64%	-	-
Full knowledge of Service Complaints Ombudsman	42%	-	RAF	43%	-	RAF	29%	-	-
Availability of staff for problems out of training hours	94%	-	-	94%	-	-	94%	-	-
Someone to go to for personal or emotional problems	93%	-	-	93%	-	-	96%	Army	RN
Someone to go to for administrative problems	95%	-	-	93%	-	-	97%	Army	RN
Opportunity to raise all concerns with person in authority	94%	-	-	93%	-	-	96%	Army	RN
FAIRNESS									
Awareness of how to complain about poor or unfair treatment or bullying	88%	-	-	90%	-	-	90%	-	-
Whether believe complaints are dealt with in a fair manner	64%	-	-	67%	-	-	66%	-	-
Trainees were all treated fairly	83%	-	-	82%	-	-	86%	-	-
I was treated fairly	89%	-	-	89%	-	-	92%	Army	RN
Training conducted without sexual or racial harassment	95%	-	-	96%	-	-	97%	Army	-
Badly or unfairly treated by staff	3%	-	-	3%	-	-	2%	-	-
Badly or unfairly treated by other trainees	2%	-	-	4%	-	-	4%	-	-
Badly or unfairly treated by staff or other trainees	5%	-	-	5%	-	-	5%	-	-



PHASE 2 SERVICE COMPARISONS

Phase 2 Recruits

Number of respondents (all Phase 2 respondents): Total (6,269), Army (3,895), Royal Navy (1,349), RAF (1,004) [Except questions with * as asked based on of sub-group only]

based on of sub-group only]	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
SETBACKS DURING TRAINING									
Injury was properly dealt with	88%	-	-	88%	-	-	88%	-	-
Staff helped and supported when ill/injured	81%	-	-	87%	Army	-	84%	-	-
Would have felt comfortable to report sick if had been ill/injured*	86%	-	-	86%	-	-	86%	-	-
Warned personally about possibility of repeating training*	80%	-	-	82%	-	-	88%	-	-
GENERAL									
Overall satisfaction with training experience	76%	-	-	79%	-	-	88%	Army	RN
Received regular feedback on performance	73%	-	-	81%	Army	-	86%	Army	RN
Reasons for doing things were explained	82%	-	-	83%	-	-	86%	Army	-
Staff/instructors did all they could to help succeed in training	89%	-	-	89%	-	-	92%	Army	-
Felt personally benefited from the course	90%	-	-	90%	-	-	94%	Army	RN
Feel a sense of achievement	88%	-	-	88%	-	-	91%	Army	-
Felt challenged	84%	-	-	84%	-	-	89%	Army	RN
Training was what expected	70%	-	-	73%	-	-	68%	-	-
Enjoyed this phase of training	76%	-	-	75%	-	-	83%	Army	RN
Feel proud to be in the Navy/RM/Army/RAF	87%	-	-	85%	-	-	93%	Army	RN
Understand the core values of the Navy/RM/Army/RAF	96%	-	-	94%	-	-	97%	-	RN
General military personnel uphold the core values	86%	RN	-	80%	-	-	83%	-	-
Course was about right (rather than too easy/difficult)	86%	-	-	86%	-	-	88%	-	-
Life in Service better than expected	53%	RN	-	48%	-	-	59%	Army	RN
Pay better than non-military friends	33%	-	-	34%	-	-	39%	Army	-
Hope to make career in Service	68%	-	-	71%	-	-	71%	-	-
Prepared to go onto next stage of career	80%	-	-	83%	-	-	82%	-	-
Would recommend joining Service to others	82%	-	-	84%	-	-	92%	Army	RN