



ROYAL NAVY AND ROYAL MARINES FAMILIES' Survey 2018

Your views are important



PLEASE HELP US TO HELP YOU

We recognise that life as part of a Royal Navy or Royal Marines family is different to that of the civilian population and are keen to acknowledge these differences and to mitigate particular challenges where possible. This survey is recognised by the Ministry of Defence as being the most important piece of feedback from families and, as such, is used as the basis to develop policies and take decisions intended to improve the conditions for all Service Personnel and their families. We therefore ask that you take a little time to complete it, giving us your full and honest views.

Thank you.

Vice Admiral Sir Jonathan Woodcock KCB OBE, Second Sea Lord and Deputy Chief of Naval Staff

Anna Wright, CEO, Naval Families Federation





If you would prefer to complete the survey online go to: http://go.surveycenter.com/ modfamilies2018

A message from the Armed Forces Covenant

The Armed Forces Covenant is a promise from the nation, that the Armed Forces community are treated fairly and face no disadvantage in accessing public and private services, with special provision made for those who have sacrificed the most, including the bereaved and injured.

The feedback we received from you in last year's Families Survey helped to shape our priorities over the past year. Many of you told us that you were still having difficulty in getting a fair deal with commercial providers, or accessing local services when you and your family had to relocate. So we worked closely with Broadband providers to waive cancelation fees for families who had to terminate their contract when relocating, and worked closely with mortgage lenders to ensure families could rent out their home when they relocated without incurring additional cost. We have continued to work hard with Local Authorities to ensure front-line staff apply Covenant policies and principles correctly and consistently throughout the UK, and have issued guidance on the support that the Armed Forces Community should receive from their Local Authority in all four of the home nations. Our website (https://www.armedforcescovenant.gov.uk/) will continue to be regularly updated with developments on these and other initiatives, along with case studies illustrating the support available to families.

But we know that there is still work to be done, and we need your feedback so that we know where to focus our efforts. The Families Survey is important to us because it comes direct from you, and gives you the opportunity to tell us how your partner's service impacts on family life. I encourage you to take this opportunity to share your views, and highlight any issues which are important to you.

Thank you.

James Greenrod and Jenna Clare Heads of Armed Forces Covenant Team

Past actions in response to sources of feedback such as the Families Survey...

Health Education England provided a series of e-learning packages, for GPs and others providing health services, to improve service delivery, by raising awareness and understanding of the needs and challenges Service personnel, families and Veterans may face. The Forces Help to Buy Scheme has been extended to 2018. The scheme will continue helping Service personnel to get on or stay on the property ladder. Over 8,300 Service personnel have benefited, to the value of £127million.

£68million was allocated to upgrading and improving over 4,700 family accommodation properties to the highest condition standard.

INTRODUCTION

The Families' Survey gives you an opportunity to have your say. If you also serve in the Armed Forces please provide feedback from your experiences of being a partner of a serving member of the Royal Navy/Royal Marines.

We would be grateful if you could spend a few minutes answering this questionnaire. Your views are important to us, please answer honestly and tell us what you think!

If you would prefer to complete the questionnaire online, please go to the following link, and enter the serial number found at the back of this questionnaire or your spouse's service number

http://go.surveycenter.com/modfamilies2018

Please be aware that the serial number is not linked to any one individual and will not be used for tracking purposes. It is solely used to act as a safeguard to access the online survey. If you use your spouse's service number please be aware that this is only used to access the survey and your responses will not be linked to it.

The results from this will be analysed by Harris Interactive, an independent research company.

They will want to report on your views as a relevant group, but will NOT analyse the details below in such a way that you can be identified individually. Harris Interactive is a member of the Market Research Society and is bound by its Code of Conduct not to identify individual respondents' views.

Your questionnaire will never be linked back to you as an individual and Harris Interactive will not pass any completed questionnaires back to The Ministry of Defence. **Your anonymity is protected at all times and confidentiality is guaranteed.**

COMPLETING THE QUESTIONNAIRE

Please read the instructions for each question carefully. In most cases you simply put a cross in the box next to the answer.

If you wish to change your mind, please entirely scribble out your original answer, and then put a cross in your new choice.

Please answer all statements. However, if you feel that you cannot provide an answer, **please leave that statement blank**. If you have something else you would like to say in more detail, please use the space provided at the end of the questionnaire.

If you have any questions or need more information you can contact Lauren Robinson at Harris Interactive on a confidential free phone number – 0808 156 0607, or by email: LRobinson@harrisinteractive.co.uk

Please complete your survey by Monday 30th April 2018

SECTION 1 – ABOUT YOU (1)

Your answers to Q1, Q2, Q3 and Q4 are vital in allowing us to ensure survey findings are applicable to the RN and RM populations. Surveys which do not include these questions cannot be counted.

Q1	Are you married to/in a civil partnership with a member of the Regular RN/RM? PLEASE PUT X IN ONE BOX ONLY							
	Yes							
	No THIS SURVEY	IS MEANT FOR TH	HE SPOUSE/CIVIL PARTNER OF REGULAR SERVICE PERSONNEL ONLY.					
	IF RELE\	/ANT PLEASE SE	ND ON TO YOUR SPOUSE/CIVIL PARTNER.					
Q2	Where do you curr PLEASE PUT X IN ONE							
	Bath/Bristol		Rosyth					
	Chivenor		Taunton					
	Culdrose		Wittering					
	Faslane		Yeovilton					
	London		England but none of the above					
	Lympstone		Northern Ireland					
	Northwood		Scotland but none of the above					
	Plymouth		Wales					
	Poole		Outside the UK, PLEASE SPECIFY WHICH COUNTRY:					
	Portsmouth		COUNTRY.					

SECTION 1 – ABOUT YOU (2) What is your spouse/civil partner's Rank?

OX ONLY	AGIIN :	
adier/	Warrant Officer 2	
onel/ plain	Chief Petty Officer/ Colour Sergeant	
lonel	Petty Officer/ Sergeant	
lajor/ plain	Leading Rate/ Corporal	
(RM)	Lance Corporal	
enant	Able Rate/ Marine	
cer 1		
oartner? OX ONLY		
y from your spo	ouse/civil partner during the work	ing
LEASE GO TO Q7		
ou see your sp ox only	ouse/civil partner?	
	adier/	Adier/

SECTION 1 – ABOUT YOU (3)

Q7		er currently stationed (if currently on duty idicate where their base port is)?
	England	Wales
	Northern Ireland	Outside the UK, PLEASE SPECIFY WHICH COUNTRY:
	Scotland	
Q8	What is your spouse/civil partner PLEASE PUT X IN ONE BOX ONLY	r's Arm or Service?
	RN General	RM General Service
	RN Submarine Service	RM Band Service
	RN Fleet Air Arm	
Q9	How old are you? PLEASE WRITE Y	OUR AGE IN THE BOX BELOW
	Years	
Q10	Are you? PLEASE PUT X IN ONE BOX	X ONLY
	Male	Female
Q11	Have you ever served in the Arm	ed Forces? PLEASE PUT X IN ONE BOX ONLY
	Yes, I am still serving as a Regular	No, I have never served
`	Yes, I am still serving as a Reservist	
	Yes, but I am no longer serving	

SECTION 1 – ABOUT YOU (4) Are you registered to vote? (Please choose one of the following)

PLEASE GO TO Q14
PLEASE GO TO Q14
PLEASE GO TO Q14
PLEASE GO TO Q14
e?

SECTION 2 - YOUR THOUGHTS ABOUT SERVICE LIFE (1)

To what extent do you agree or disagree with the following statements?PLEASE PUT **X** IN ONE BOX ON EACH ROW

	Strongly agree	Agree	agree nor disagree	Disagree	Strongly disagree	Know / Not applicable
In general, the Royal Navy/Royal Marines provides a good level of sup for families of serving personnel	port					
In general, my life is more difficult tha that of friends whose partner is not in Royal Navy/Royal Marines						
I feel part of the wider Naval commur	nity					
l have friends among other Royal Navy/Royal Marines families						
I sometimes feel unsupported by the Royal Navy/Royal Marines						
l feel valued by the Royal Navy/Roya Marines	al					
IF YOU DISAGREE TO THIS STATEMENT, CAN WE MAKE YOU FEEL VALUED? PLEA SPECIFY BELOW:						
Q15 How satisfied are you with partnership with a member PLEASE PUT X IN ONE BOX ONL	of the RN/RM		being m	narried to	o/in a civ	⁄il
Very satisfied						
Satisfied						
Neither satisfied nor dissatisfied						
Dissatisfied						
Very dissatisfied						

SECTION 2 – YOUR THOUGHTS ABOUT SERVICE LIFE (2)

Q16	service in the last 2 years? PLEASE PUT X IN ONE BOX ONLY							
Υe	es, very often	Yes, o	ften	Ye	s, occasi	onally	I	No
]				[
lf ye	S, PLEASE SPECIFY WHY:							
Q17	How would you feel if your partner chose to leave the Royal Navy/Royal Marines? PLEASE PUT X IN ONE BOX ONLY							
	I would be much hap	pier						
	I would be hap	pier						
	I would be no diffe	erent						
	I would be less ha	арру						
	I would be much less ha	арру						
	Don't k	now						
Q18	Do you think each of worse if your partner PLEASE PUT X IN ONE B	r left the	e Royal	Navy/R			d be bet	ter or
			Much better	Better	No change	Worse	Much worse	Don't Know / Not applicable
Your	career prospects							
Yours	standard of housing							
Your r	elationship with your pa	rtner						
Your	children's education							
Your f	amily life							
Your	social life							

SECTION 2 – YOUR THOUGHTS ABOUT SERVICE LIFE (3)

lf you do not live in the location, what is the n	<u>nain</u> reas	-	-		oartner's w	ork
Children's educa	ation			ave settled commodation pro		
Childcare iss	sues		М	y career/en	nployment	
Continuity of my education/course No family nearby						
I do not wish to live in the where my spouse/civil par w				Poor Serv Accon	ice Family nmodation	
I have settled in my own home Other						
Q20 How satisfied or dissa PLEASE PUT X IN ONE BC		_	vith each o	f the follow	ving?	
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
The amount of leave given to my spouse/civil partner						
That you and your spouse/civil partner's views						
are taken into consideration when assignments (formerly drafts or posting) are planned						

SECTION 2 – YOUR THOUGHTS ABOUT SERVICE LIFE (4)

Q21	•	of residence	e with the service? (to include those
	Not been away		Up to 6 months
	Up to 1 month		Up to 9 months
	Up to 3 months		Up to 12 months
	Not applicable		
Q22	Who would you contact in a touch? PLEASE WRITE IN THE E	_	y if your spouse is away or out of

SECTION 3 – HOUSING (1)

Q23	PLEASE PUT X IN ONE BOX ONLY							
Yes	, for Service reasons	Yes, for other	er reasons	No				
Q24	How many times have y		· Service reasons o	ver the last 5 years?				
	None							
	Once	e 🗌						
	Twice							
	Three times	s						
	More than three times	s						
Q25	Do you own your own h							
	Yes, I am living	in it		No				
	Yes, but not living	in it	No, but I am curr to buy a hor	ently saving up ne in the future				

ONLY ANSWER Q26 IF YOU DON'T OWN YOUR OWN HOME. IF YOU DO, GO TO Q27

SECTION 3 – HOUSING (2)

If you don't own your own home, which of the following statements apply to you? PLEASE PUT X IN ALL THAT APPLY

I/we wouldn't be able to live in the home	I/we don't want to own a home at this stage in my/our life/career(s)
I/we had difficulties getting a mortgage	Living in Service accommodation is better suited to my family's needs at present than home ownership
I/we don't want to risk losing money	I/we want to be able to move with my spouse/civil partner when he/she is posted
Other	ne/sne is posted
	I/we don't want to buy a home where we are currently located
	I am expecting my spouse/civil partner to be posted overseas or to an area where I/we don't want to buy a home
	I/we can't afford to buy a suitable home at the moment

SECTION 3 – HOUSING (3) What type of accommodation do you live in during the working week?

027 PLEASE PUT X IN ONE BOX ONLY Service Family Accommodation Other accommodation (SFA) Substitute Service Family Accommodation (SSFA) Single Living Accommodation (SLA) Substitute Service Single Accommodation (SSSA) Formerly SSLA Property I/we own Privately rented accommodation What type of accommodation would you prefer to live in during the working **Q28** week? PLEASE PUT X IN ONE BOX ONLY Service Family Accommodation Other accommodation (SFA) Substitute Service Family Accommodation (SSFA) Single Living Accommodation (SLA) Substitute Service Single Accommodation (SSSA) Formerly SSLA Property I/we own Privately rented accommodation

SECTION 3 – HOUSING (4)

ONLY ANSWER **Q29** TO **Q30** IF YOU LIVE IN SERVICE FAMILY ACCOMMODATION (SFA/SSFA). IF NOT **GO TO SECTION 4**.

If you live in SFA or SSFA, how satisfied or dissatisfied, are you with each of the following? PLEASE PUT X IN ONE BOX ON EACH ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not applicable
The overall standard						
The value for money						
The response to requests for maintenance/ repair						
The quality of maintenance/ repair work						
How fairly Service accommodation is allocated						
The security of your SFA/SSFA						
The cleanliness of your accommodation when moving in						
The speed at which accommodation is allocated						

SECTION 3 – HOUSING (5)

To what extent do you agree or disagree with each of the following in relation to SFA/SSFA? PLEASE PUT X IN ONE BOX ON EACH ROW

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / Not applicable
I feel the Service expects me to live in SFA/SSFA						
The frequency of drafts/assignments means it is easier to live in SFA/SSFA						
I live in SFA/SSFA because other accommodation is too expensive						
I live in SFA/SSFA because no other accommodation is available						

SECTION 4 - HEALTHCARE (1)

In this section we wish to ask about the provision of healthcare services for Service families (excluding serving persons).

If you and your spouse/ civil partner are both currently serving in the Armed Forces and have no children, please go to Q35.

In the last 12 months have you/ your children been able to

Q31

Mental health treatment Hospital or specialist services (including orthodontist)

access the following healthcare services? PLEASE PUT X IN ONE BOX ON EACH ROW Yes, without Yes, but with some difficulties unable to need to Dental treatment GP (including Nurse/Midwife etc.)

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

SECTION 4 - HEALTHCARE (2)

Please only complete this question if you have moved within the last 12 months. If you have not moved, please go to Q35.

If you/your children were undergoing a course of treatment with any of the Q32 following services at the time of your move, were you/ your children able to continue the treatment in your new location?

PLEASE PUT X IN ONE BOX ON EACH ROW

	Yes, without difficulties	Yes, but with some difficulties	No, I was unable to continue treatment	Not applicable – not undergoing treatment
Dental treatment				
GP (including Nurse/Midwife etc)				
Mental health treatment				
Hospital or specialist services (including orthodontist)				
Q33 In the last 12 mo for an operation/				
Yes	PLEA	No SE GO TO Q35		
Q34 If yes, was the w PLEASE PUT X IN O	_	eased as a resul	t of moving?	
Yes	No	Don't K	(now	Not applicable

SECTION 5 – CHILDCARE AND CHILDREN'S EDUCATION (1)

Q35	Do you have any children?	PLEASE PUT X IN ONE BOX ONLY
	Yes	No
		IF NO, PLEASE GO TO Q53
Q36	If yes, how many children do PLEASE WRITE THE NUMBER OF O THAT AGE GROUP, PLEASE INSER	CHILDREN IN EACH BOX. IF YOU DO NOT HAVE CHILDREN IN
	Under 5 years	Between 5 and 11 years
	Between 12 and 17 years	18 years or older, in full time education
18 <u>y</u>	years or older, not in full time education	
Q37	Have you needed early year last 12 months? PLEASE PUT X IN ONE BOX ONLY	rs (children between 0-4 years) childcare in the
	Yes	No
		IF NO, PLEASE GO TO Q41
Q38	If yes, have you been able to years) childcare? PLEASE PUT X IN ONE BOX ONLY	o access early years (children between 0-4
	Yes IF YES, P GO TO Q	
Q39	If no, you could not access e what difficulties did you have PLEASE WRITE IN THE BOX BELOW	

SECTION 5 – CHILDCARE AND CHILDREN'S EDUCATION (2)

Q40

How satisfied or dissatisfied are you with the following aspects of your local

early years (children between 0-4 years) childcare facilities? PLEASE PUT X IN ONE BOX ON EACH ROW Neither Very satisfied nor Very satisfied Satisfied dissatisfied Dissatisfied dissatisfied Access (e.g. distance, transportation, waiting lists) Quality Cost Opening hours Do you have any children of school age? 041 PLEASE PUT X IN ONE BOX ONLY Yes No IF NO, PLEASE GO TO Q53 If yes, please tell us the number of children you have at each type of school. Q42 IF YOU DO NOT HAVE ANY CHILDREN AT THAT TYPE OF SCHOOL PLEASE INSERT '0' State school Service school Independent day school Other

Independent boarding school

	SECTION 5 - CHILDCAP	RE AND	CHILDR	EN'S EDU	CATION (3	3)					
Q43	Have you needed childcare for school age children in the last 12 months? (e.g. breakfast/after school clubs, child-minder pickups, school holiday clubs) PLEASE PUT X IN ONE BOX ONLY										
	Yes		No _								
			IF N	NO, PLEAS	E GO TO Q	45					
Q44	How satisfied or dissatisfied childcare for school age child PLEASE PUT X IN ONE BOX ON EA	dren?	with the	following a	espects of y	your local					
		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied					
Availab	pility										
Quality	,										
Cost											
Openir	ng hours										
Q45	Do you receive CEA (Contine PLEASE PUT X IN ONE BOX ONLY		ducation	n Allowanc	e)?						
	Yes		No _								
Q46	Did any of your child(ren) chapter of the PLEASE PUT X IN ALL THAT APPLY		nool in th	ne last 12 m	nonths?						
	Yes, for Service Reasons										
	Yes, for other reasons										
	No		(PLEAS	SE GO TO	Q51)						
Q47	If any of your children chang the normal point of entry (i.e. beginning of Reception, Year	. within t	he schoo	ol applicati	on period f						
	Yes										
	No										

SECTION 5 – CHILDCARE AND CHILDREN'S EDUCATION (3)

Q48	Which of the following PLEASE ONLY TICK ONE BC		s your cr	ilia s scrioc	oi allocatio	II f
	hild was allocated a place their first choice of school			d was alloca f their 3 pref (but not the	erred choic	es 🗀
	child was not allocated a at one of their 3 preferred choices				Oth	er
Pleas	se use the text box at the	end of the su	rvey to te	ll us of any	other com	ments.
Q 49	If your child was not all appeal?	located a plac	e at the s	school of th	eir choice,	did you
	Yes				ı	No
				(PLEASE	GO TO Q5	51)
Q 50	If you did appeal, how s PLEASE PUT X IN ONE BOX		ssatisfied	l were you	with the fo	llowing?
Q50			ssatisfied Satisfied	Neither satisfied nor dissatisfied	with the fo	llowing? Very dissatisfied
		ON EACH ROW Very		Neither satisfied nor		Very
The ap	PLEASE PUT X IN ONE BOX	ON EACH ROW Very		Neither satisfied nor		Very
The ap	PLEASE PUT X IN ONE BOX	ON EACH ROW Very		Neither satisfied nor		Very
The ap	PLEASE PUT X IN ONE BOX	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The ap	PLEASE PUT X IN ONE BOX opeals process utcome of the appeal Did you experience any 12 months?	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied

SECTION 5 - CHILDCARE AND CHILDREN'S EDUCATION (4)

Q52 If yes, did you experience any of the following difficulties?
PLEASE PUT X IN ALL THAT APPLY

Insufficient transportation to school	Children could not attend the same school together	
Distance to school	Obtaining support for Special Educational Needs (SEN)	
Getting a place at the school of your choice	School admission application period did not coincide with notification of assignment	
Getting enough information about schools in your area	Local Authority was unsupportive	
Not enough places at your local school	Continuing your children's education without a gap	
Unsuitable educational standard of your local school	Differences in syllabus	
	Other difficulty	

Please use the text box at the end of the survey to tell us of any other difficulties.

SECTION 6 – TRAINING & EMPLOYMENT (1)

Q53 What is your current employment status? PLEASE PUT **X** IN ALL THAT APPLY

In full-time em	ployment			Not employ	ea – not see employi		
		Go to Q54					Go to Q55
In part-time em	ployment		In	full-time ed	ucation/pers develop		
		Go to Q54					Go to Q55
Self e	employed			In par	t-time educ	ation	
		Go to Q54					Go to Q55
Homemaker/parent	at home		My imm		tus means to n unable to		
		Go to Q55					Go to Q55
Not employed - em	- seeking ployment				Not applic	able	
		Go to Q55					Go to Q55
Q54 If you have a job, h PLEASE PUT X IN ONE				he followir	ng:		
			Neither satisfied				
	Very satisfied	Satisfied	nor dissatisfied	Dissatisfied	Very dissatisfied	Don't Know	Not applicable
Your job overall							
That your qualifications match your job							
That your job matches your skills and experience							

ROYAL NAVY & ROYAL MARINES FAMILIES' SURVEY 2018 SECTION 6 – TRAINING & EMPLOYMENT (2)

Have you been looking for a job in the last 12 months? **Q55** PLEASE PUT X IN ONE BOX ONLY Yes No IF NO, PLEASE GO TO Q58 If yes, did you have any difficulty finding suitable employment? **Q56** PLEASE PUT X IN ONE BOX ONLY No Yes Go to **Q58** If you experienced difficulty finding suitable employment, was it because of any of the following? PLEASE PUT X IN ALL THAT APPLY Access to affordable and quality A lack of relevant qualifications childcare Your employment history Partner unable to assist with care (i.e. changing jobs frequently) responsibilities Being overseas with your Extended family live too far away to spouse/civil partner assist with childcare Having a spouse who is often away Other Having a spouse in the Armed Forces In the last 12 months, have you, or anyone in your family been able to: Q58 PLEASE PUT X IN ONE BOX ON EACH ROW Yes, but Yes, without No. I was unable No. I did not with some difficulty to need to difficulty Access Further or Higher Education Continuing a course previously

started

SECTION 6 – TRAINING & EMPLOYMENT (3)

Qos	partner on overseas assignment? PLEASE PUT X IN ONE BOX ONLY									
	Yes				No Go to					
Q 60	If yes, were you able to Pl	LEASE PU	0 NI X TL	NE BOX O	N EACH RO	W				
			s, without lifficulty	Yes, wit		vas not le to	No, I did not need to			
Obtair	n paid employment overseas									
Access Service-provided information before moving overseas										
Q61	To what extent do you agree PLEASE PUT X IN ONE BOX ON E			ith the fo	ollowing	tatemen	ts?			
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't Know / Not applicable			
My ca my pa	reer is as important as that of rtner									
	oyal Navy/Royal Marines the career choices I can make									
	had to make sacrifices to rt my partner's career									
emplo	been treated unfairly by yers because my partner is in byal Navy/Royal Marines									

SECTION 7 – DEPLOYMENT (1)

Q62	information while your spouse/civil partner is on an operational tour? PLEASE PUT X IN ONE BOX ONLY									
	Yes	No	Not	applicable						
Q63	What is your view of opera	tional tours?								
		Too often	About right	Not often enough						
	Frequency									
		Too long	About right	Too short						
	Length									
Q64	How confident are you in y spouse/civil partner is awa months)? PLEASE PUT X IN C	y on long term d								
	Very confident									
	Quite confident									
	Not very confident									
	Not at all confident									
	Not applicable									

SECTION 7 – DEPLOYMENT (2)

Q65	When was your spouse/civil partner's la PLEASE PUT X IN ONE BOX ONLY	ast operational tour?
	Currently on operational tour	
	In the last 12 months	
	1-2 years ago	
	3-5 years ago	G o то Q68
	More than 5 years ago	☐ Go то Q68
	Not applicable	Go то Q69

SECTION 7 – DEPLOYMENT (2)

How satisfied were you with the following BEFORE your spouse/civil partner's most recent operational tour? PLEASE PUT X IN ONE BOX ON EACH ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Did not use				
The welfare support you used (e.g. information, padre, support staff, SSAFA officer)										
Direct contact and support from your spouse/civil partner's Chain of Command/Unit										
Facilities and events to meet with other spouses and families										
	How satisfied were you with the following DURING your spouse/civil partner's most recent operational tour? PLEASE PUT X IN ONE BOX ON EACH ROW									
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Did not use				
The welfare support you used (e.g. information, padre, support staff, SSAFA officer)										
Direct contact and support from your spouse/civil partner's Chain of Command/Unit										
Facilities and events to meet with other spouses and families										
Lines of communication with your spouse										

SECTION 7 – DEPLOYMENT (3)

How satisfied were you with the following AFTER your spouse/civil partner had returned from his/her most recent operational tour?

PLEASE PUT X IN ONE BOX ON EACH ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Did not use
The welfare support you used (e.g. information, padre, support staff, SSAFA officer)						

Direct contact and support from your spouse/civil partner's
Chain of Command/Unit

SECTION 8 – COMMUNICATIONS AND SUPPORT (1)

Below is a list of support services. We would like to know which, if any, you have heard of, which of these you have used and if you have used them, how satisfied or dissatisfied, you are with them.

Have you...

- A. Heard of any of the following? PLEASE PUT X IN ALL THAT APPLY
- B. Used any of the following? PLEASE PUT X IN ALL THAT APPLY
- C. How satisfied or dissatisfied are you with the following aspects of the RN/RM support services? PLEASE PUT X IN ONE BOX ON EACH ROW.

			C. (ONLY ANSWER IF USED THIS SERVICE)				
	<u>A.</u> Heard of this	<u>B.</u> Used it	Very satisfied	Fairly satisfied	Neither satisfied nor dis- satisfied	Fairly dis- satisfied	Very dis- satisfied
The Operational Welfare Package (OWP)							
Welfare and social work support and advice (RN & RM Welfare)							
Community Centres							
Pre-school provision, playgroup, crèche, etc							
NPFS/Royal Marine HIVE							
Joint Service Housing Advice Office (JSHAO)							
Family support groups for families of deployed units (FAFDU)							
Joint Casualty and Compassionate Centre (JCCC)							
Naval Families Federation (NFF)							
Children's Education Advisory Service (CEAS)							
Any Other Type of Support Services. PLEASE SPECIFY WHICH:							

SECTION 8 – COMMUNICATIONS AND SUPPORT (2)

Q70 How would you rate the following?
PLEASE PUT X IN ONE BOX ON EACH ROW

			Very good	Good	Adequate	Poor	Very poor	Don't Know / Not applicable
The information available to individuals whose spouse/civil partners are away on deployment/exercises								
The support given by the RN/RM to individuals whose spouse/civil partners are away								
	The amount of contact with spouse/ partners when they are away on deployment/exercises	civil						
	PLEASE PUT A 1 IN THE BOX THE YOUR SECOND CHOICE							
	By telephone					In	perso	n 🗌
	By post		Thr	ough y	our spous	se/civil	partne	er 🗌
	By email			l do	not wish	to rece		- 1 1
	Via social media				·			
	Taking into consideration a favourable or unfavourable PLEASE PUT X IN ONE BOX ONI	e is your						
	Very favourable							
	Favourable							
	Neutral							
	Unfavourable							
	Very unfavourable							

SECTION 8 – COMMUNICATIONS AND SUPPORT (3)

What is your perception of the role of the Royal Navy today?
PLEASE PUT X IN ONE BOX ONLY

I am unaware of the role of the Royal Navy
I am aware of the role of the Royal Navy but do not fully understand their role
I understand the role of the Royal Navy
I understand and am supportive of the role of the Royal Navy
am very supportive and I promote the role of the Royal Navy

SECTION 9 – ARMED FORCES COVENANT (1)

	hich of these ovenant? Ple				of the Arme	ed Forces				
		I've neve	heard of it							
l've h	neard of it but	know noth	ing about it							
l've	heard of it an	d know a li	ttle about it							
ľv	e heard of it a	and know a	lot about it							
	For details of the Covenant go to: https://www.gov.uk/government/policies/armed-forces-covenant									
y	How advantaged or disadvantaged do you feel when you compare yourself to the general public on these key Covenant issues? PLEASE PUT X IN ONE BOX ONLY									
	Very advantaged	Advantaged	Neither advantaged nor disadvantaged	Disadvantaged	Very disadvantaged	Not applicable / Don't know				
Housing										
Education										
Healthcare										
Family life										
Childcare										
Access to commercial products and services (i.e. insurance, mobile broadband, financial										
products and services)										
Are there any other areas in which you feel particularly advantaged when compared to the general public? PLEASE WRITE IN THE BOX BELOW:										
İ										

SECTION 9 – ARMED FORCES COVENANT (2)

Q77	Are there any other areas in which you feel particularly <u>disadvantaged</u> when compared to the <u>general public</u> ? PLEASE WRITE IN THE BOX BELOW:

SECTION 9 - ARMED FORCES COVENANT (3)

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

PLEASE PUT X IN ONE BOX ON EACH ROW

	Very positive	Positive	Neither positive nor negative	Negative	Very Negative	Not applicable
Effect on my career						
Effect on my children						
RN/RM provided facilities (housing, Messes, etc.)						
Effect on relationship with my spouse /civil partner						
Number of house moves						
Household income						
Knowing other military families						
Community support for my family (Chaplaincy, Community Support Officer, Coffee Shop etc.)						
Amount of separation from spouse / civil partner						
Prospects of buying own home						
Opportunities for travel						
Pride in my spouse/civil partner being in the Service						
Job security						

SECTION 9 – ARMED FORCES COVENANT (4)

Q79	If you have any other comments about the Royal Navy/ Royal Marines pleas add them here.						
	PLEASE WRITE YOUR RESPONSE BELOW:						

SECTION 10 - WELLBEING

As a part of measuring national well-being we are interested to understand how satisfied you are with life in general. The questions below are not linked to the Service but to your life in general.

Q80	Overall, how satisfied are you with life nowadays? PLEASE PUT X IN ONE BOX ONLY										
0 – Not at all	1	2	3	4	5	6	7	8	9	10 - Completely	
Q81	Overall, how happy did you feel yesterday? PLEASE PUT X IN ONE BOX ONLY										
0 – Not at all	1	2	3	4	5	6	7	8	9	10 - Completely	
Q82 Overall, how anxious did you feel yesterday? PLEASE PUT X IN ONE BOX ONLY											
0 – Not at all	1	2	3	4	5	6	7	8	9	10 - Completely	
Q83	Q83 Overall, to what extent do you feel the things you do in your life are worthwhile? PLEASE PUT X IN ONE BOX ONLY										
0 – Not at all	1	2	3	4	5	6	7	8	9	10 - Completely	
Thank you very much for taking the time to complete this questionnaire – your views really do count and are important.											
If you would prefer to complete the questionnaire online, please go to the following link, and enter the serial number below: http://go.surveycenter.com/modfamilies2018 Serial number:											

Please be aware that the serial number is not linked to any one individual and will not be used for tracking purposes. It is solely used to act as a safeguard to access the online survey.



Please return your completed questionnaire in the freepost envelope provided.

Alternatively, please return in a stamped addressed envelope to the following address:



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