

Recruit Trainee Survey 2018-19



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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, 3,822 Phase 1 Army recruits completed the survey in 2018, representing 78% of all Army recruits going through the pipeline.
- Falls were recorded in ten areas and gains recorded in six.

Recruitment and Preparing for Training

- Army recruits were less satisfied with the recruitment process overall (73% to 56%) in 2018. Recruits were less likely to agree, compared to 2017, that information given before their arrival prepared them well for the physical demands of the course (77% to 73%).

Facilities

- 2018 captured more positive feedback about facilities with gains recorded in a number of areas, including: standard of living accommodation (72% to 75% rating as 'very good' or 'good'), access to IT for personal use (44% to 47%), learning centre to study after hours (38% to 41%), laundry facilities (47% to 61%) and enough time to eat meals (56% to 63%). In contrast, the only facility which saw a fall was Dental care, where ratings fell from 88% to 85%.

Support

- Level of awareness and access to support remains largely consistent with a rise in those rating the opportunity to talk privately with training staff as 'very good' or 'good' (80% to 82%).

Fairness

- No changes were recorded for this section.

Setbacks during training

- Scores in this section were largely consistent with the previous year, although the proportion of recruits repeating training has risen from 5% to 7%.



General

- Overall satisfaction with the training experience remains stable (83%). However, there is some decline in attitudes towards life in the Service. Fewer recruits agree they feel proud to be in the Army (94% to 91%), less agree they feel a sense of achievement (92% to 89%) and less agree that they understand core values of the armed forces (96% to 95%) than they did in 2017. The proportion of recruits saying that life in the Army was better than expected fell from 66% to 61%.

Hopes for the future

- Fewer Recruits agreed that they felt prepared to go on to the next stage of their careers (86% to 83%) and were less likely to recommend the service to others (93% to 90%).

ARMY PHASE 1 EXECUTIVE SUMMARY

Phase 1 Army Recruits



Key areas of change

Gains	% 2017-18	% 2018-19
FACILITIES AND AMENITIES		
Standard of living accommodation	72	75
Access to IT for personal use	44	47
Learning centre to study after hours	38	41
Laundry facilities	47	61
Enough time to eat meals	56	63
SUPPORT		
Opportunity to talk privately with training staff	80	82

Falls	% 2017-18	% 2018-19
RECRUITMENT AND PREPARING FOR TRAINING		
Satisfaction with recruitment process	73	56
Information...enabled me to prepare myself well enough for the physical demands of the course	77	73
FACILITIES AND AMENITIES		
Dental care	88	85
SETBACKS DURING TRAINING		
Proportion of recruits repeating training	5	7
GENERAL		
I feel a sense of achievement	92	89
I feel proud to be in the Army	94	91
I understand the core values of the Army	96	95
Overall, life in the Service is better than expected when joined	66	61
HOPES FOR THE FUTURE		
I feel prepared to go on to the next stage of my career	86	83
Would recommend joining the Service to others	93	90





Key points

- In total, 1,884 Phase 1 Royal Navy recruits completed the survey in 2018, representing 71% of all Royal Navy recruits going through the pipeline.
- Responses from Royal Navy Phase 1 recruits were generally stable, with two gains against six falls.

Recruitment and Preparing for Training

- No changes were recorded for this section.

Facilities

- There have been some declines in the ratings of facilities; those rating sports facilities as 'very good' or 'good' fell from 75% to 71%, personal kit 81% to 77% and food 20% to 15%.

Support

- Awareness and ratings of support offered were generally consistent with the previous year, aside from a fall in the proportion of recruits who told staff about their learning need or difficulty (87% to 65%).

Fairness

- Results for measures of fairness were consistent excepting for one fall: a drop in the proportion who believe complaints are dealt with in a fair manner (64% to 59%).

Setbacks during training

- There was a decline in the proportion of recruits who were ill and reported it (37% to 30%).

General

- In general recruits were more satisfied with the overall training experiences than they were in 2017 (83% to 89%), with more stating that the course difficulty was 'about right' (83% to 87%).

ROYAL NAVY PHASE 1 EXECUTIVE SUMMARY

Phase 1 Royal Navy Recruits



Key areas of change

Gains	% 2017-18	% 2018-19
GENERAL		
Overall satisfaction with training experience	83	89
Course difficulty was about right	83	87

Falls	% 2017-18	% 2018-19
FACILITIES AND AMENITIES		
Sports facilities	75	71
Personal kit	81	77
Food	20	15
SUPPORT		
Told staff about learning need or difficulty	87	65
FAIRNESS		
Believe complaints are dealt with in a fair manner	64	59
SETBACKS DURING TRAINING		
Ill or injured during training and reported it	37	30

Key points

- In total, 1,297 Phase 1 RAF recruits completed the survey in 2018, representing 76% of all RAF recruits going through the pipeline.
- There is a fair amount of consistency in performance year on year, there have been gains in four areas and falls in nine areas.

Recruitment and Preparing for Training

- Overall satisfaction with the recruitment process has declined from 74% to 67%.

Facilities

- This section saw equal numbers of gains and falls. Improvement was recorded for internet access (65% to 74% rating as 'very good' or 'good'), food (25% to 35%) and those stating that they 'always' or 'often' had enough time to eat meals (55% to 62%). In contrast, access to IT for personal use (56% to 41% rating as 'very good' or 'good'), personal kit provided (91% to 87%) and standard of living accommodation (49% to 37%) all fell compared to last year.

Support

- No changes were recorded for this section.

Fairness

- Some scores in this section were lower than in 2017, with three falls recorded. The proportion of recruits who believe that complaints are dealt with in a fair manner fell from 64% to 58%. In addition to this, the proportion of recruits who said they were unfairly treated by staff (2% to 4%) and by other trainees (3% to 6%) has increased.

Setbacks during training

- Scores here were generally similar to last year, although one there was a fall in the proportion of recruits who said they would have felt comfortable reporting in sick (78% in 2017, down to 70% in 2018). There was a decline in the proportion of recruits who were ill and reported it (35% to 30%).

General

- At an overall level, satisfaction with the training experience has improved this year (80% to 85%).

Key areas of change

Gains	% 2017-18	% 2018-19
FACILITIES AND AMENITIES		
Internet access	65	74
Food	25	35
Enough time to eat meals	55	62
GENERAL		
Overall satisfaction with training experience	80	85

Falls	% 2017-18	% 2018-19
RECRUITMENT AND PREPARATION FOR TRAINING		
Overall satisfaction with recruitment process	74	67
FACILITIES AND AMENITIES		
Standard of living accommodation	49	37
Access to IT for personal use	56	41
Personal kit	91	87
FAIRNESS		
Believe complaints are dealt with in a fair manner	64	58
Badly or unfairly treated by staff	2	4
Badly or unfairly treated by other trainees	3	6
SETBACKS DURING TRAINING		
Would have felt to comfortable to report sick	78	70
Ill or injured during training and reported it	35	30



Key points

- In total, 3,521 Phase 2 completed surveys were received from Army trainees, representing a response rate of 60%.
- This year ten gains and four falls were recorded.

Recruitment and Preparing for Training

- There were no changes in this section.

Facilities

- Ratings in this section improved from the previous year in three areas. Internet access (59% to 62% rating as 'very good' or 'good'), personal kit rose for the second consecutive year (77% to 80%), and there was also a rise in ratings of food (35% to 39%).

Support

- Results in this section were generally stable, although there was a fall in the proportion of trainees who stated that there was someone to go to for administrative problems if needed (95% to 93%).

Fairness

- This section saw falls in two areas – there were rises in both the proportion of trainees who said that they were unfairly treated by staff (3% to 5%) and the proportion who said that they were unfairly treated by other trainees (2% to 4%).

Setbacks during training

- There was a decline in the proportion of recruits who were ill and reported it (42% to 37%), this was accompanied by a significant drop in recruits who were ill or injured during training. There has also been a rise in the proportion of trainees having to repeat training this year (6% to 7%).



Key points

General

- There were several improvements made in this area, with four rises recorded. Overall satisfaction with training experience (76% to 81%), the proportion who agreed that they received regular feedback on performance (73% to 76%), that training was what they expected (70% to 73%) and they enjoyed this phase of training (76% to 79%) all saw rises from last year.

Hopes for the future

- There were two gains in this section. The proportion of recruits who hope to make a career in the service rose from 68% to 71%, and a greater proportion of recruits said they would recommend joining the service to others (82% to 84%).

ARMY PHASE 2 EXECUTIVE SUMMARY

Phase 2 Army Trainees



Key areas of change

Gains	% 2017-18	% 2018-19
FACILITIES AND AMENITIES		
Internet access	59	62
Food	35	39
Personal kit	77	80
SETBACKS DURING TRAINING		
Ill or injured during training and reported it (accompanied by drop in recruits who were ill or injured)	42	37
GENERAL		
Overall satisfaction with training experience	76	81
Regular feedback on performance	73	76
Training compared to expectations	70	73
Enjoyed this phase of training	76	79
HOPES FOR THE FUTURE		
Hope to make a career in the service	68	71
Would recommend joining service to others	82	84

Falls	% 2017-18	% 2018-19
SUPPORT		
Someone to go to for administrative problems	95	93
FAIRNESS		
Unfairly treated by staff	3	5
Unfairly treated by other trainees	2	4
SETBACKS DURING TRAINING		
Had to repeat training	6	7





Key points

- In total, 1,364 Phase 2 completed surveys were received from Royal Navy trainees, representing a response rate of 53%.
- No gains and twenty-eight falls were recorded this year.

Recruitment and Preparing for Training

- There were no changes in this section.

Facilities

- There were seven falls in this area: Ratings of the standard of living accommodation (49% to 38% rating as 'very good' or 'good'), medical care (84% to 80%), dental care (84% to 79%), access to IT for personal use (60% to 54%), personal kit (81% to 76%), training facilities (84% to 78%) and those given the option to comment on Pay As You Dine food (74% to 68%) all fell from 2017.

Support

- There were seven falls in this section: Told staff about learning difficulties (90% to 79%), rating for opportunity to talk privately with training staff (91% to 87% rating as 'very good' or 'good') and Chaplains/padre (85% to 81%) both fell, as did opportunity to keep in contact with family and friends (91% to 88%). Those who were fully aware of how the Services Complaints Ombudsman can help with a discrimination, harassment and/or bullying complaint fell (43% to 38%). There were falls for those stating that a member of staff was easily available if they had a problem out of training hours (94% to 90%) and that there was someone to help deal with administration if needed (93% to 90%).

Fairness

- There has been a fall in the proportion of trainees who believe complaints are dealt with in a fair manner (67% to 61%). In addition to this, the proportion who agree that training was conducted without sexual/racial harassment fell (96% to 93%), and there was also an increase in the proportion of trainees who said they had been unfairly treated by staff (3% to 6%).





Key points

Setbacks during training

- There were no changes in this section.

General

- There were falls in ten areas in this section. Agreement fell in the following areas: Received regular feedback on performance (81% to 75%), reasons for doing things were explained (83% to 78%), staff/instructors did all they could to help me succeed (89% to 85%), personally benefitted from the course (90% to 86%), feel a sense of achievement (88% to 84%), felt challenged (84% to 78%), training was what I expected (73% to 68%), enjoyed this phase of training (75% to 71%) and understand the core values of the Navy (94% to 89%). Those stating that course difficulty was 'about right' (86% to 80%) also dropped from the previous year.

Hopes for the future

- One fall was recorded this area, with a lower proportion of trainees agreeing that they felt prepared to go on to the next stage of their career (83% to 74%).



Key areas of change

Gains	% 2017-18	% 2018-19
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No gains were recorded this year

Falls	% 2017-18	% 2018-19
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FACILITIES AND AMENITIES

Standard of living accommodation	49	38
Medical care	84	80
Dental care	84	79
Access to IT for personal use	60	54
Personal kit	81	76
Training facilities	84	78
Option to comment on Pay As You Dine food	74	68

SUPPORT

Told staff about learning difficulty	90	79
Opportunity to talk privately with training staff	91	87
Opportunity to talk privately with Chaplains/Padre	85	81
Opportunity to keep in contact with family and friends	91	88
Knowledge of Service Complaints Ombudsman	43	38
Availability of staff for problems out of hours	94	90
Someone to go to for administrative problems	93	90

Falls	% 2017-18	% 2018-19
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FAIRNESS

Believe complaints are dealt with in a fair manner	67	61
Training conducted without sexual or racial harassment	96	93
Badly or unfairly treated by staff	3	6

GENERAL

Received regular feedback on performance	81	75
Reasons for doing things were explained	83	78
Staff/instructors did all they could to help me succeed	89	85
Personally benefitted from the course	90	86
Feel a sense of achievement	88	84
Felt challenged	84	78
Training was what I expected	73	68
Enjoyed this phase of training	75	71
Understand the core values of the Navy	94	89
Course difficulty was about right	86	80

HOPES FOR THE FUTURE

Feel prepared for the next stage of my career	83	74
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Key points

- In total, 1,115 Phase 2 completes were received from RAF trainees, representing a response rate of 69%.
- Results in 2018 were relatively stable, with three gains and three falls recorded.

Recruitment and preparation for training

- Results in this area were stable compared to last year, aside from a rise in the proportion of recruits who stated that they were adequately managed during the gap between courses with no activity (70% to 79%).

Facilities

- Results in this section recorded one gain and two falls. Trainees were more positive in their ratings for time they have for essential personal admin (72% to 77% rating 'very good' or 'good'). There was a fall in the proportion of trainees who rated the standard of living accommodation (64% to 56%) and the food (46% to 36%) as 'very good' or 'good'.

Support

- There were no changes in this section.

Fairness

- There were no changes in this section.

Setbacks during training

- There were no changes in this section.

General

- Results were generally consistent with last year in this section, apart from a rise in the proportion of trainees who agree that military staff uphold the core values (83% to 88%) and a fall in the proportion of trainees who agreed that they received regular feedback on their performance (86% to 82%).

Key areas of change

Gains	% 2017-18	% 2018-19
RECRUITMENT AND PREPARATION FOR TRAINING		
Adequately managed during gap with no activity	70	79
FACILITIES AND AMENITIES		
Time for essential personal admin	72	77
GENERAL		
Generally military personnel uphold the core values	83	88

Falls	% 2017-18	% 2018-19
FACILITIES AND AMENITIES		
Standard of living accommodation	64	56
Food	46	36
GENERAL		
Received regular feedback on my performance	86	82



Key points

- In total, 412 Phase 2 completes were received from Royal Marines trainees, representing a response rate of 99%.
- This is the first year that responses have been received from the Royal Marines. As such, no comparative year on year data is available. The relative highest and lowest scores for each section compared to the other Services are reported.

Recruitment and preparation for training

- Just over 9 in 10 (91%) said they were adequately managed during their gap between Phase 1 and Phase 2 with no activity.

Facilities

- Dental care (91% rating as 'very good' or 'good') was rated more positively. Conversely, Royal Marine's fall below all other Services in the following areas; things to do when off duty on site (24%), sports facilities (50%), time for personal admin (48%), laundry facilities (35%), personal kit (61%), food (13%), being given enough time to eat (42% always or often) and being given the opportunity to comment on PAYD (16%).

Support

- Royal Marine trainees were less likely to rate the following as 'very good' or 'good': opportunity to talk privately with training staff (73%), opportunity to keep in contact with friends/family (80%), and less likely to state that there was someone to go to for personal or emotional problems (84%) and that they had the opportunity to raise all concerns with a person in authority (86%).

Fairness

- Royal Marines were less likely to know how to complain about poor or unfair treatment or bullying (81%), and less likely to agree that complaints are dealt with in a fair manner (48%), trainees were all treated fairly (64%) and that I was treated fairly (80%).

Setbacks during training

- Trainees were generally positive about how setbacks were dealt with by their training establishments with 91% agreeing that staff helped and supported them when they were injured.

General

- Trainees agree that they felt challenged (95%) and nine in ten (90%) were prepared to go onto the next stage of their career. Less than one in ten (9%) said their pay is better than their non-military friends at home.





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
 - Monitor bad or unfair treatment across the training establishments
- In this report 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 the period April 2018 – March 2019 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.
- Survey completion is voluntary and recruits can opt out of participating at any point. The data set used for the annual report includes full survey completes only.
- 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 2012.
- 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.
- The portal provides access to the results for each school with aggregated peer group and Service performance measures providing comparative context. If changes are made to the survey these are reflected on the portal. The functionality of the portal is reviewed and technical development work carried out as required.
- 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.

TRENDS AND PAST DATA

- This report represents data collected from 1st April 2018 to 31st March 2019.
- 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
2018	1 st April 2018 – 31 st March 2019	2011	1 st January 2011 – 31 st December 2011
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

- For questions where trend data is displayed, the base sizes for each year are shown in the notes section.
- Significant year on year trends within Services have been highlighted and commented on in the text.
- Significant differences between Services are shown in **Annex B**.

Significant differences

- Throughout this 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, if this is not the case it is clearly indicated in the base description. Please note the base sizes can vary as a result of certain questions only being asked for particular groups as opposed to the entire respondent base (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

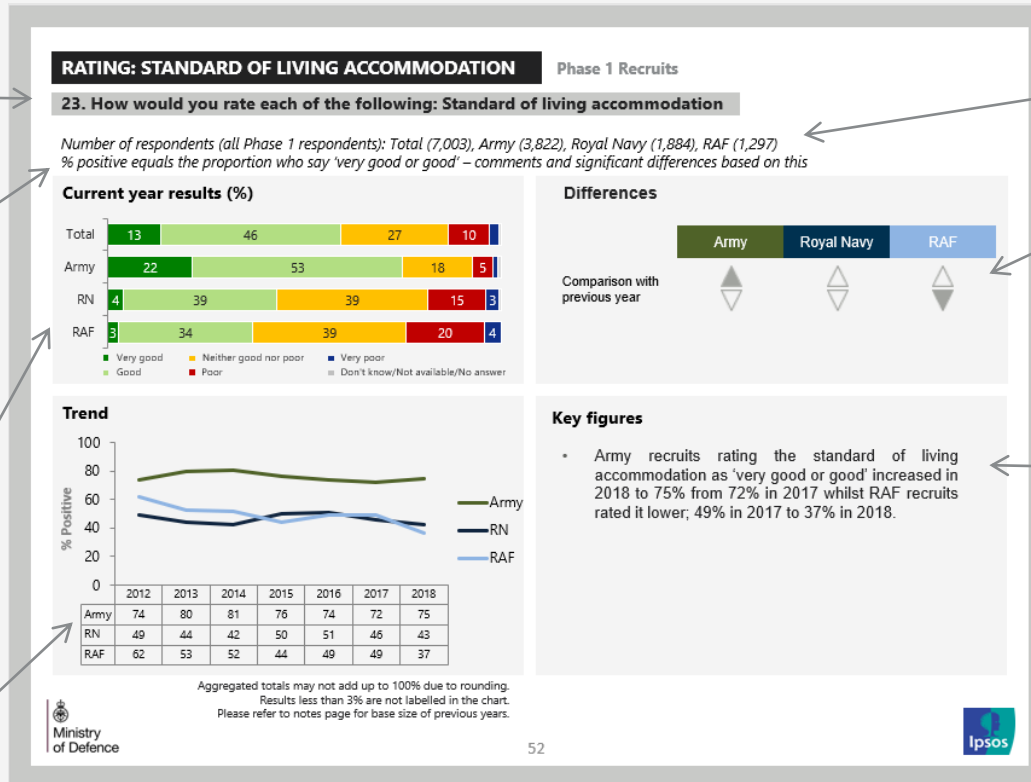
- This annual report has been designed following a period of consultation with end users. The format of each page varies depending on the type of question but most features are the same. Please see the guide below for how to read the results:

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 13,415 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		
		2018-19	2017-18	2016-17	2018-19	2017-18	2016-17	2018-19	2017-18	2016-17
Phase 1	Army	3,822	4,964	4,795	78	69	58 ^R	55	59	58
	Royal Navy	1,884	1,857	2,078	71	76	80	27	22	25
	RAF	1,297	1,601	1,348	76	86	83	19	19	16
	Total Ph1	7,003	8,422	8,221	76	73	66 ^R			
Phase 2 *	Army	3,521	3,895	3,273	60 ^e	34	54	55	62	56
	Royal Navy	1,364	1,349	1,420	53 ^e	35	48	21	22	24
	RAF	1,115	1,004	1,167	69 ^e	39	61	17	16	20
	Royal Marines***	412			99 ^e			6		
	Total Ph2**	6,412	6,269	5,866	61 ^e	35	54			
TOTAL RTS		13,415	14,691	14,087	68 ^e	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.

*** Ph2 Royal Marine's reported separately in 2018-19 for the first time.

^R Revised response rate figures, these were incorrectly re-issued in the 2017-18 annual report

^e Estimate of Phase 2 response rate provided

RESPONSE RATES

- Please note that, although in some places in this report, data is presented for the ‘total’ respondent base, 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 257.

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

ARITC/ LWC	RSA	14 Regiment Royal Artillery
	RSME	Defence Animal Training Regiment (DATR)
	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)

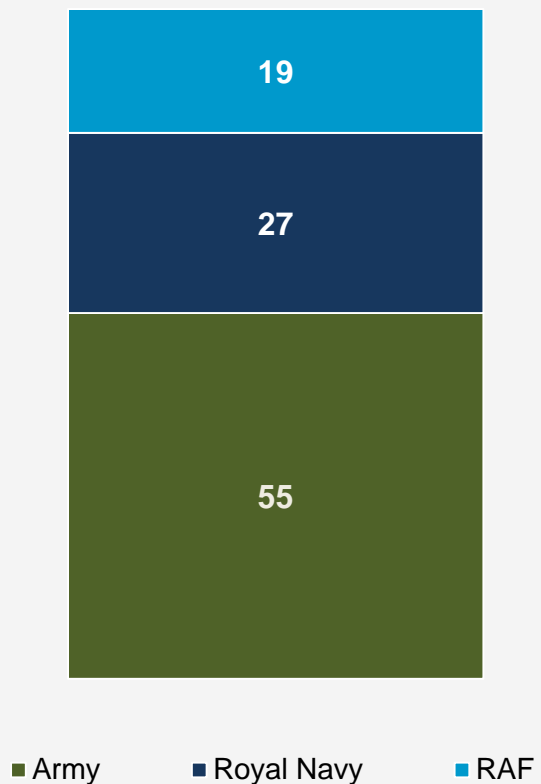
- * Actively participating in RTS up to Oct 2018

RESPONDENT PROFILES – PHASE 1

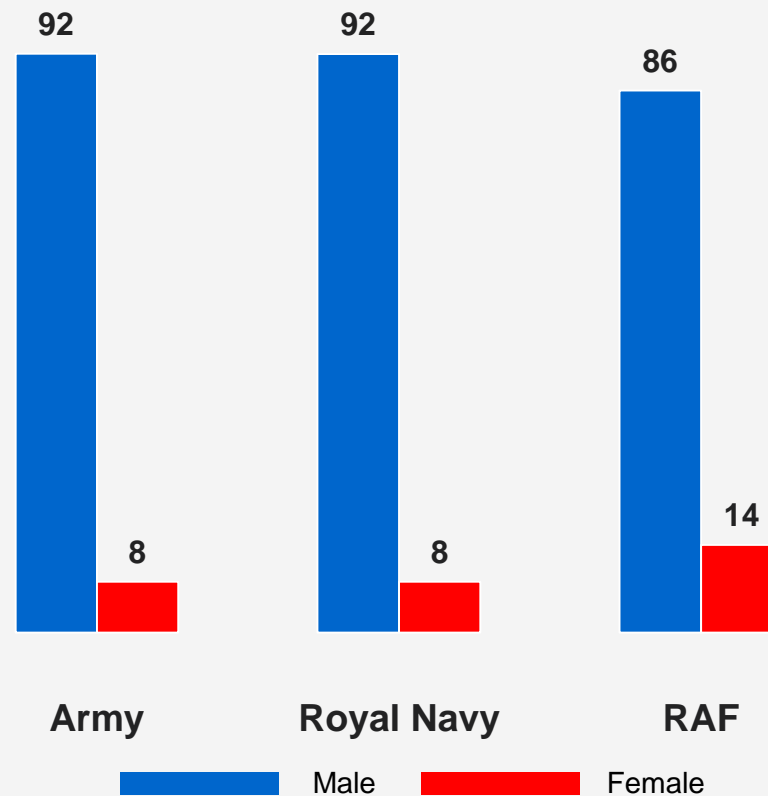
Phase 1 Recruits

Number of respondents: Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

Service Profile (%)



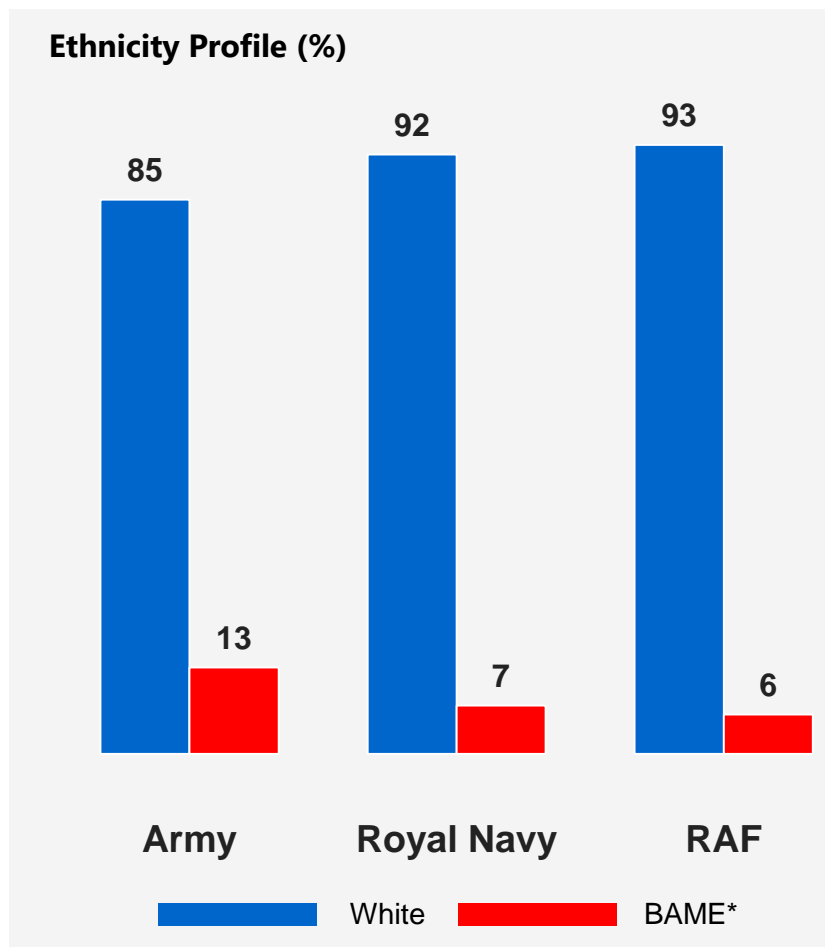
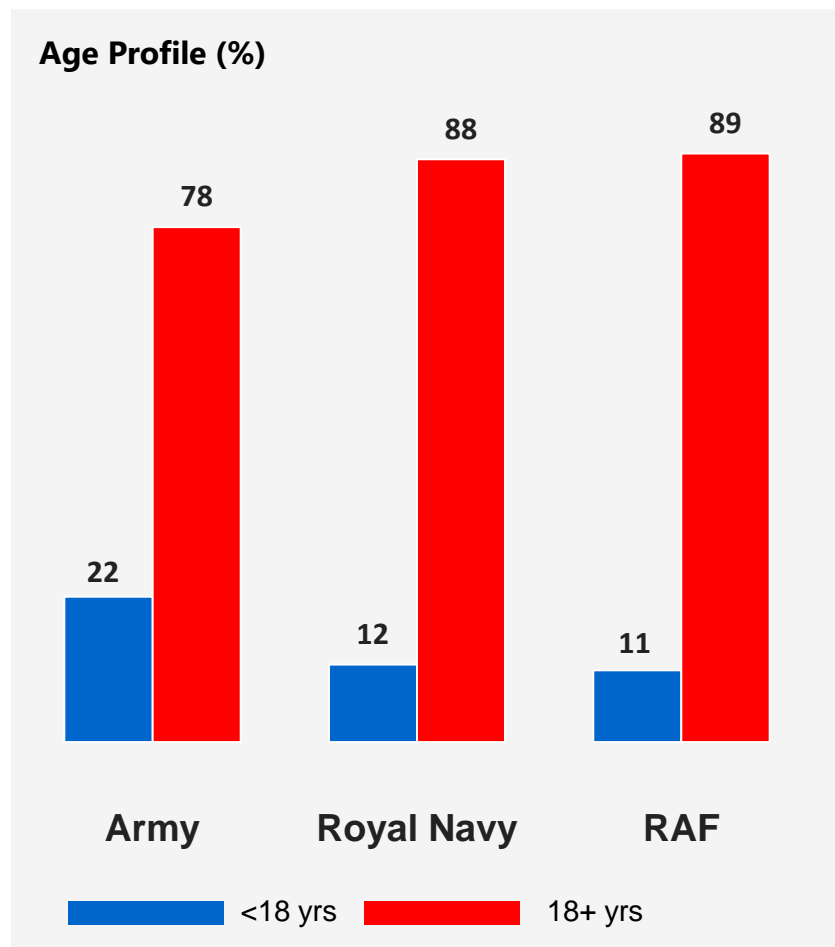
Gender Profile (%)



RESPONDENT PROFILES – PHASE 1

Phase 1 Recruits

Number of respondents: Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

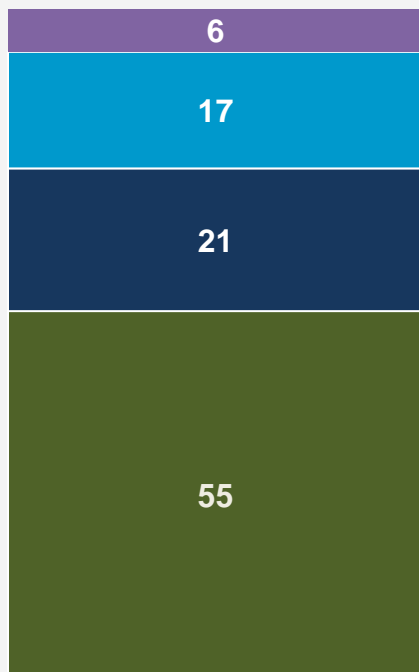


RESPONDENT PROFILES – PHASE 2

Phase 2 Trainees

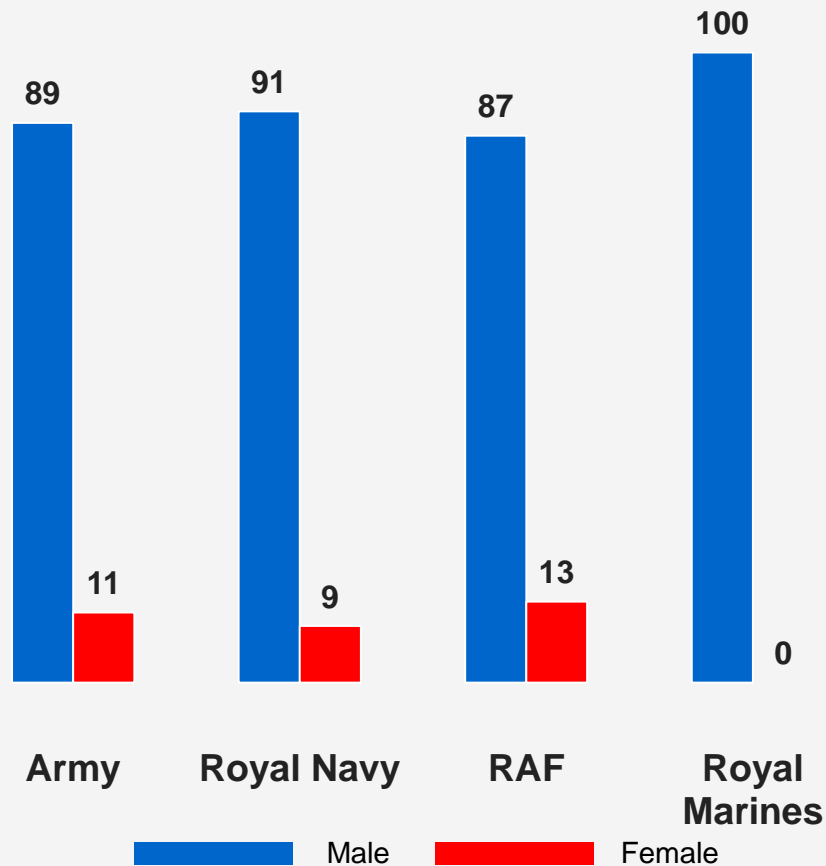
Number of respondents: Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)

Service Profile (%)



■ Army ■ Royal Navy ■ RAF ■ Royal Marines

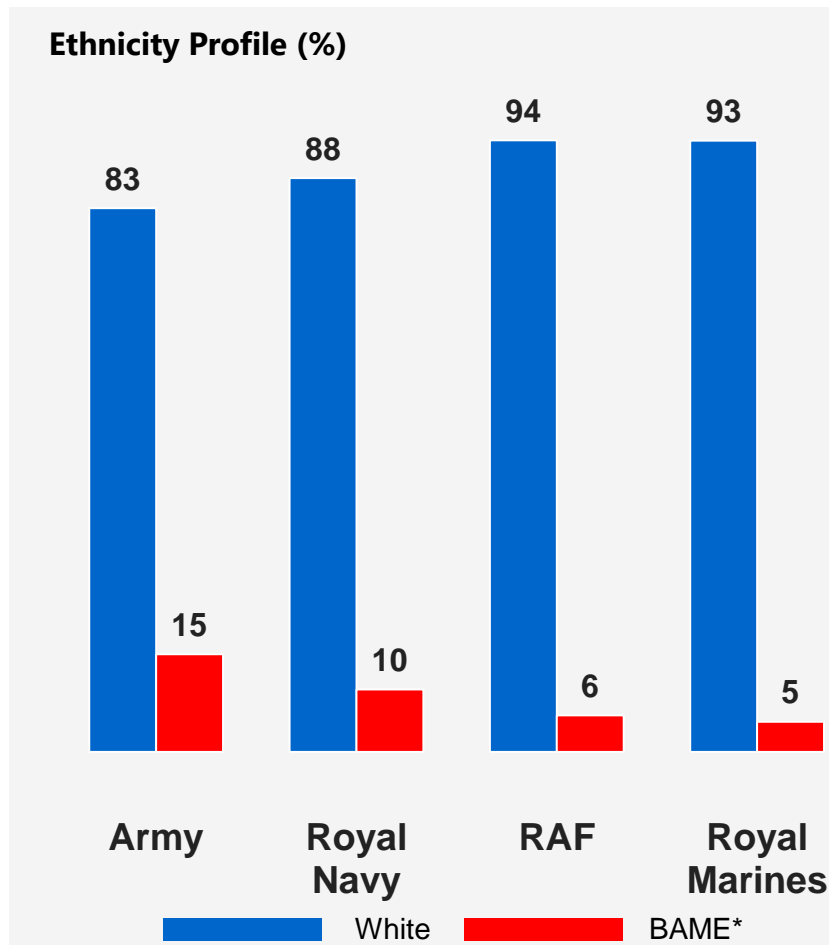
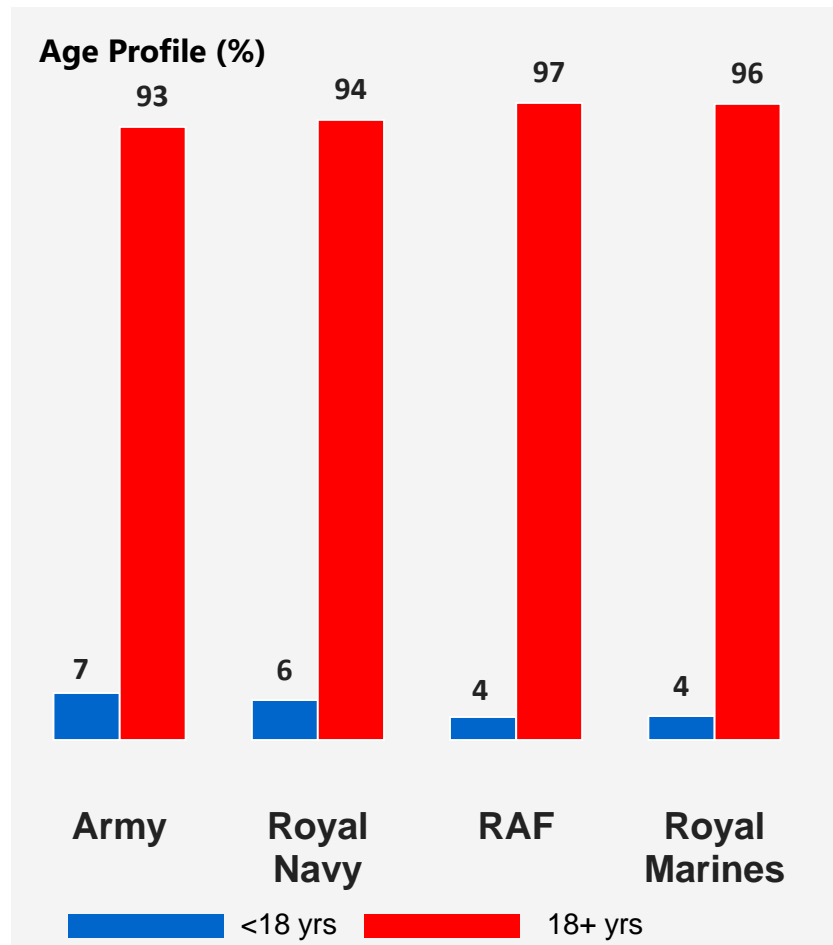
Gender Profile (%)



RESPONDENT PROFILES – PHASE 2

Phase 2 Trainees

Number of respondents: Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)





Phase 1

Detailed findings



Recruitment and preparing for training



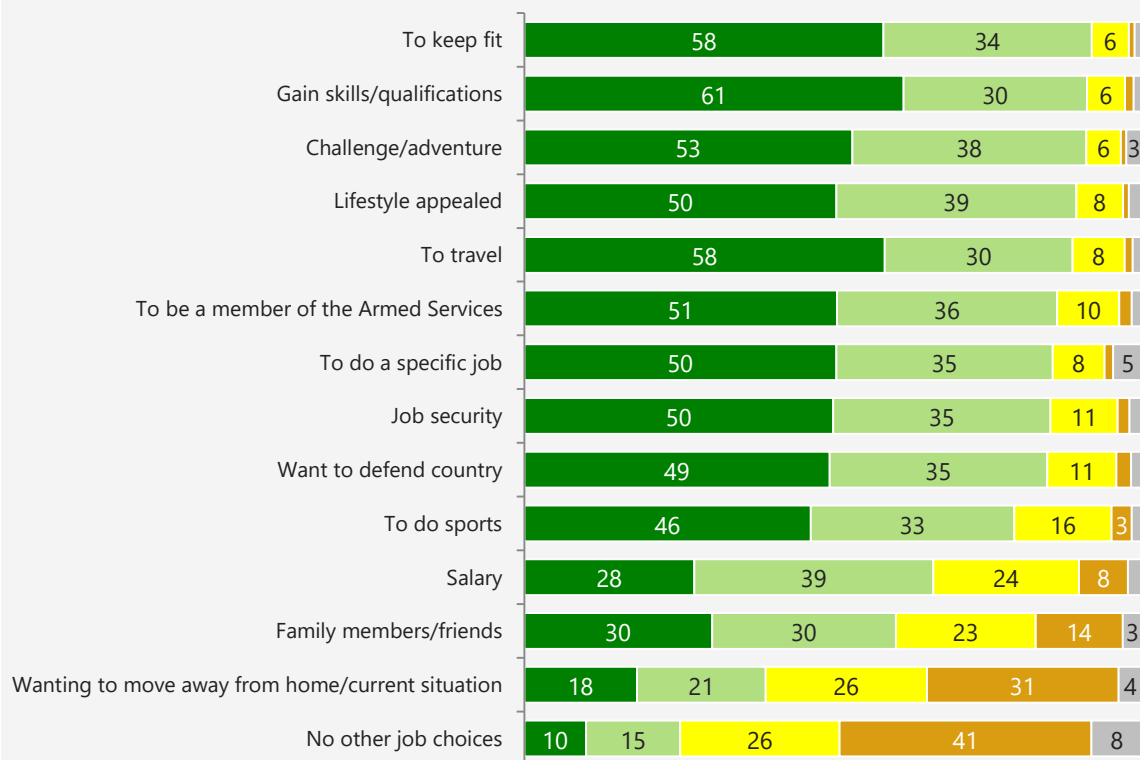
12. How important were each of the following in your decision to join the Service?

Number of respondents: Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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 boxes

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

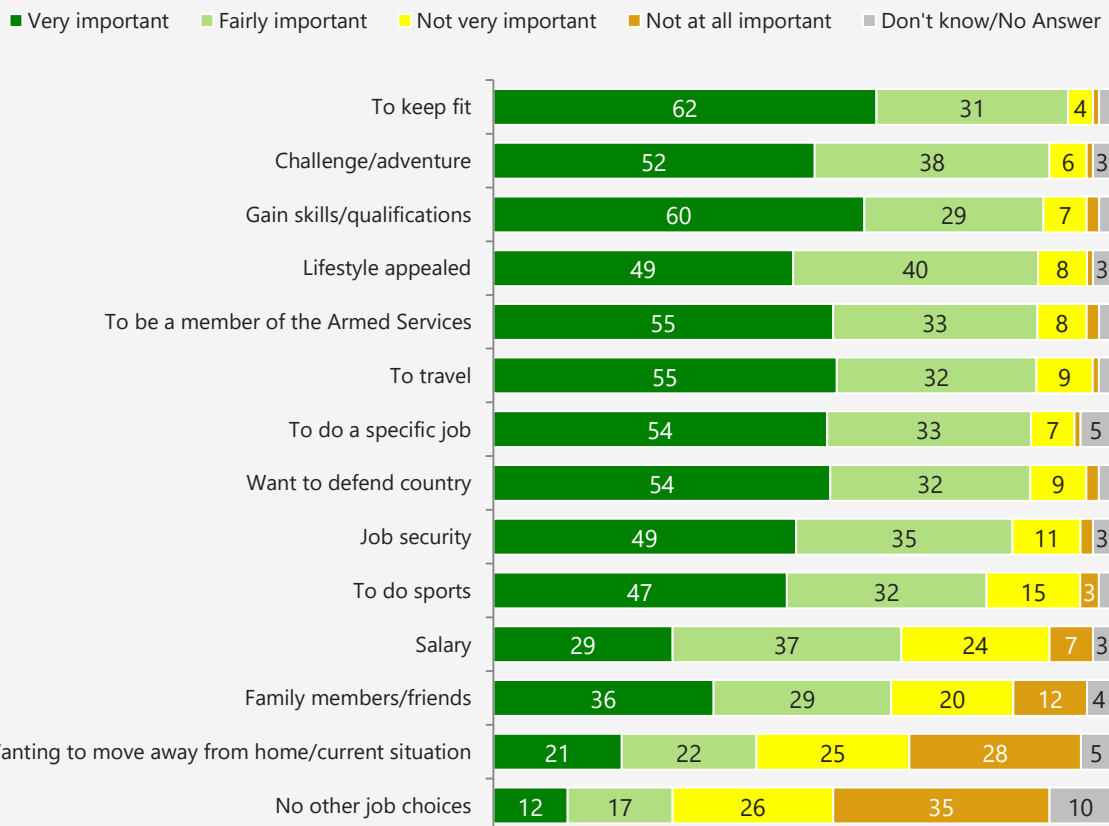
91%

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

Number of respondents: Army (3,822)

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 boxes



Key figures



To keep fit

93%



For challenge and adventure

91%



To gain skills/qualifications

90%

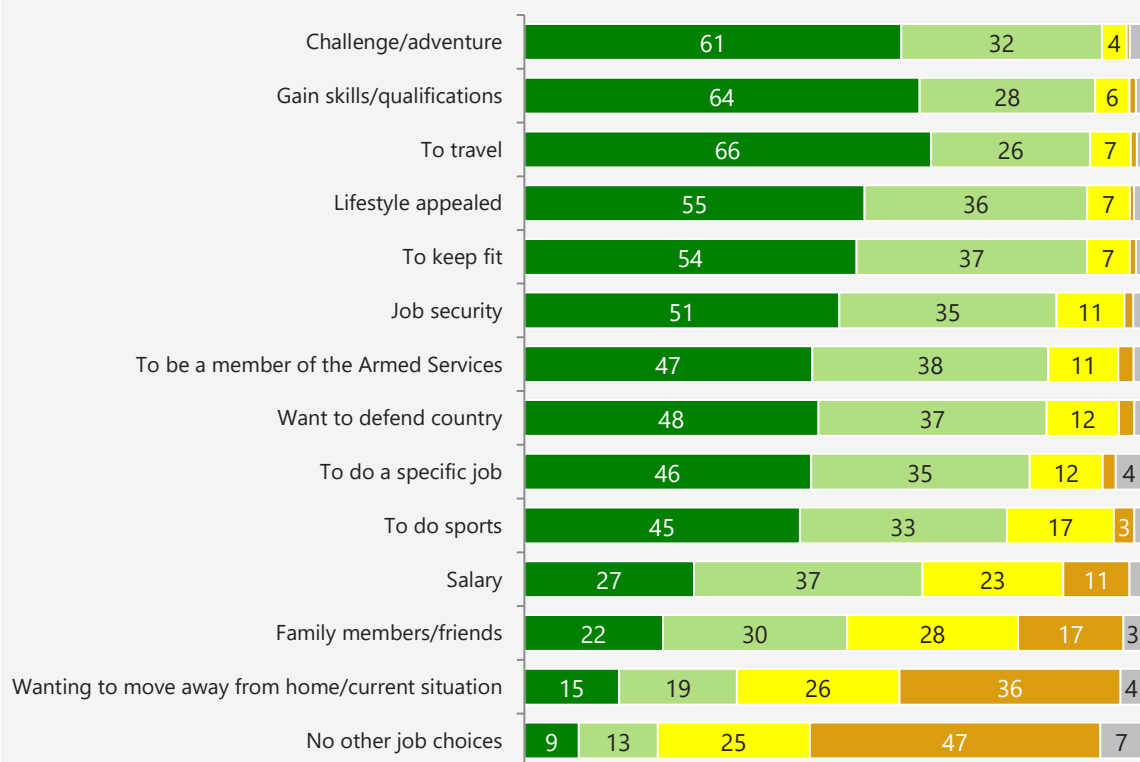
12. How important were each of the following in your decision to join the Service?

Number of respondents: Royal Navy (1,884)

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 boxes

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



Key figures



For challenge and adventure

93%



To gain skills/qualifications

92%



To travel

92%

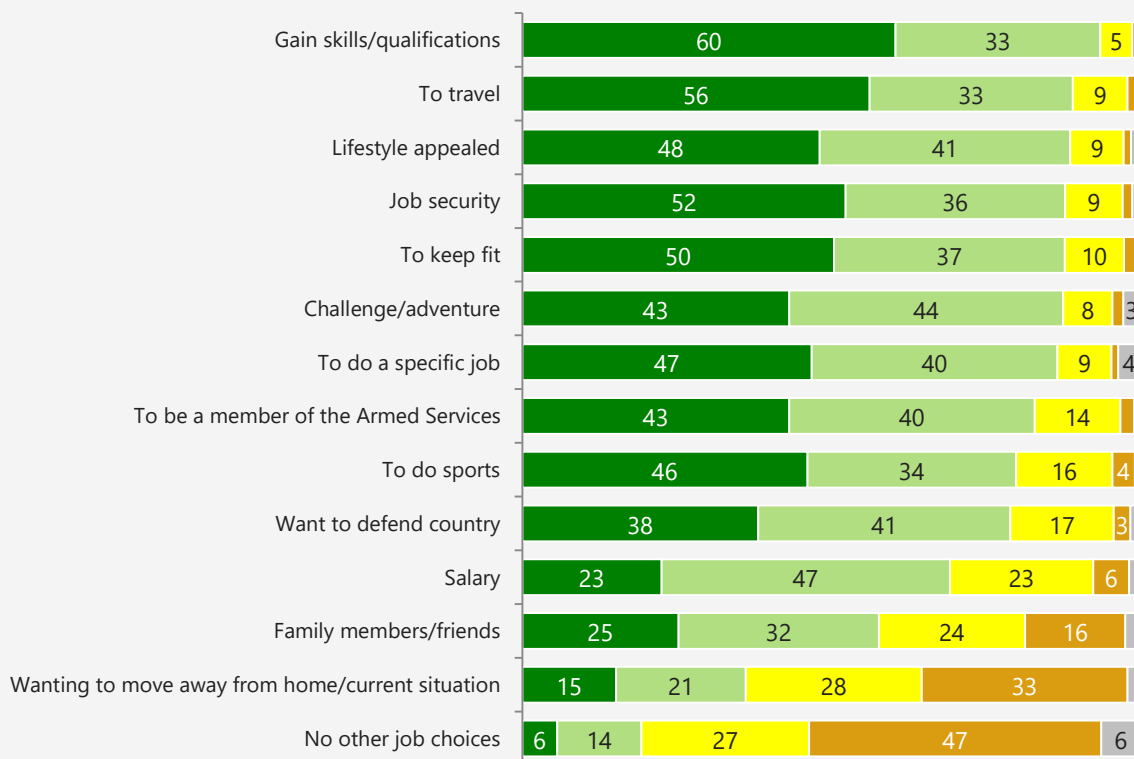
12. How important were each of the following in your decision to join the Service?

Number of respondents: RAF (1,297)

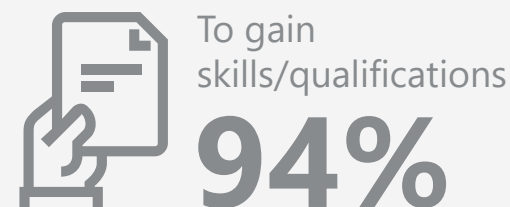
Current year results (%)

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 boxes

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



Key figures



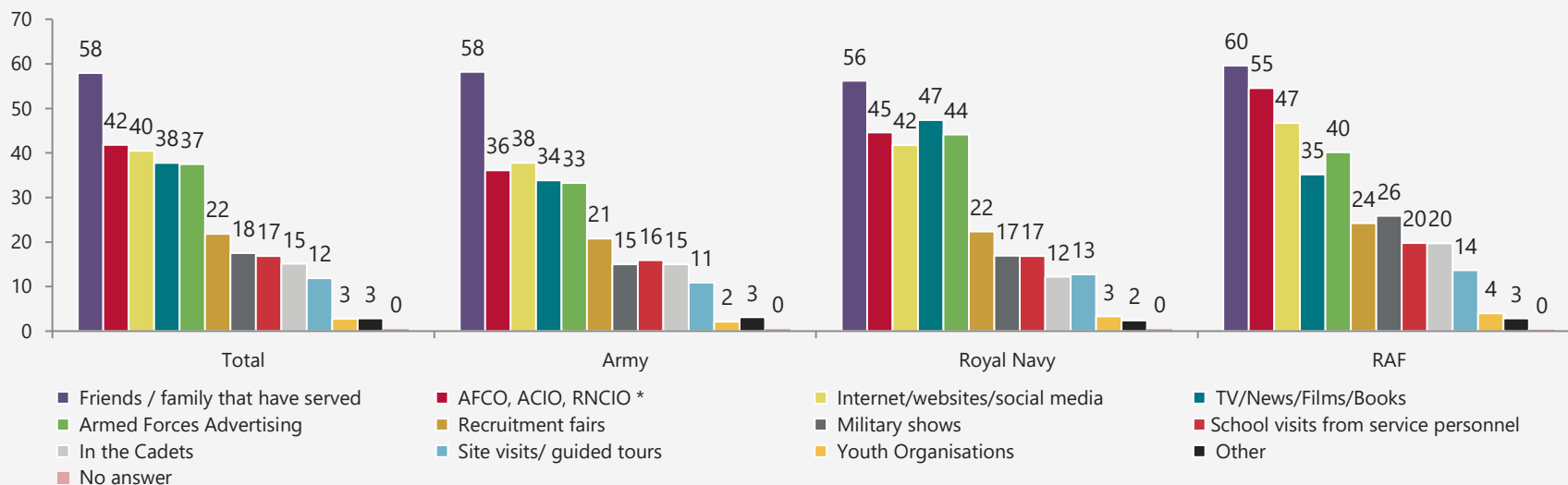
WHERE LEARNT ABOUT CAREERS IN ARMED FORCES

Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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 (58%). This is consistent across all of the Services. Careers Information Offices (42%) and the internet (40%) are the next most common sources.

SATISFACTION WITH RECRUITMENT PROCESS

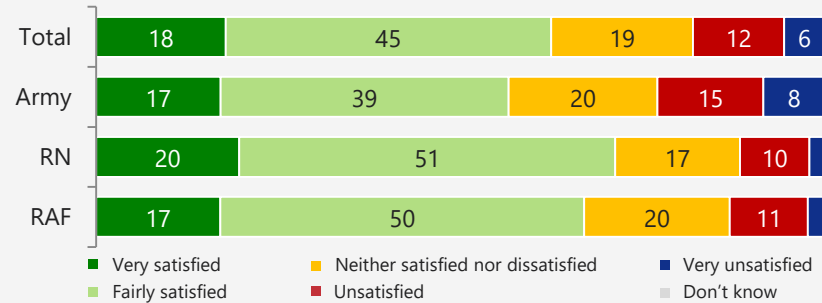
Phase 1 Recruits

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

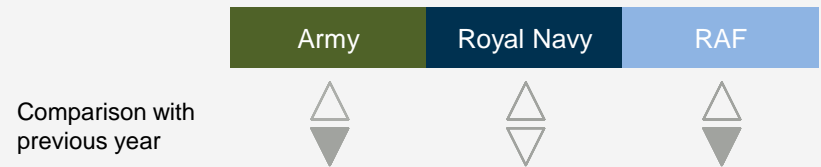
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

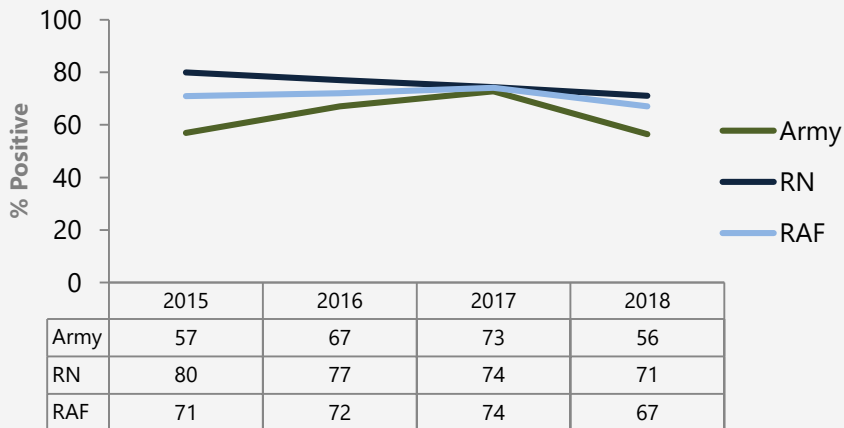
Current year results (%)



Differences



Trend



Key figures

- Army and RAF recruits were less satisfied with the recruitment process in 2018 than in 2017.
- The level of satisfaction decreased from 73% in 2017 to 56% in 2018 for Army recruits and from 74% to 67% in for 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.

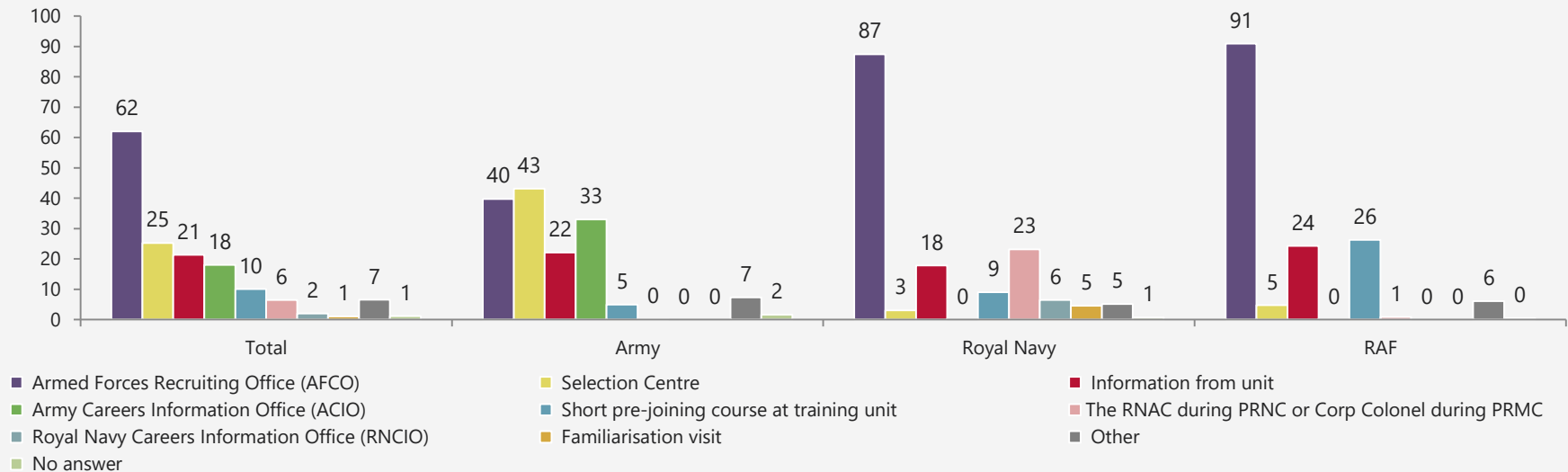
SOURCES OF INFORMATION PRIOR TO COURSE

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 (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

Current year results (%)



Key figures

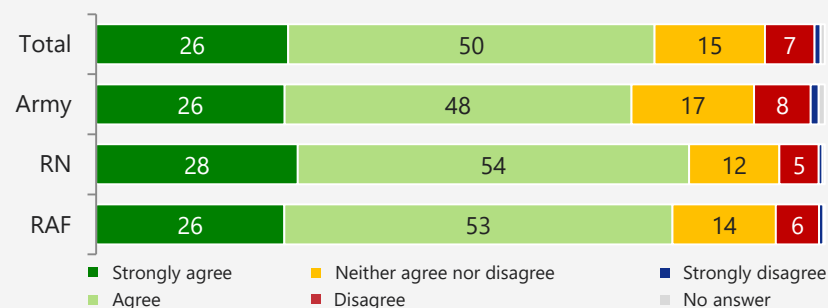
- Once accepted into the Armed Forces, recruits were most likely to get their information from the Armed Forces Recruiting Office (62%). Use of the AFRCO was high amongst Royal Navy and RAF recruits (87% and 91% respectively) with Army recruits comparatively more likely to utilise Selection Centres (43%).

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

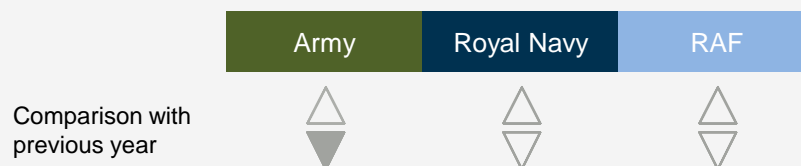
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

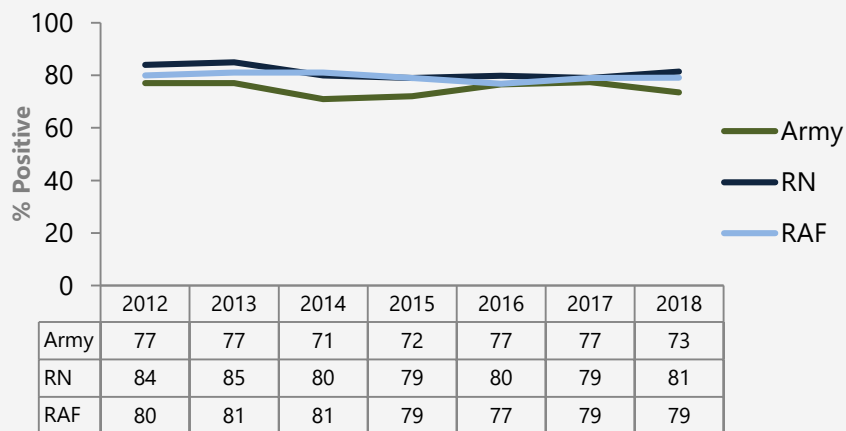
Current year results (%)



Differences



Trend



Key figures

- Army recruits were less likely to agree that the information given prior to arrival enabled them to prepare well enough for the physical demands of the course this year. This dropped from 77% in 2017 to 73% in 2018.



INFORMATION PRIOR TO ARRIVAL: ACCURATE PICTURE OF WHAT LIFE WOULD BE LIKE

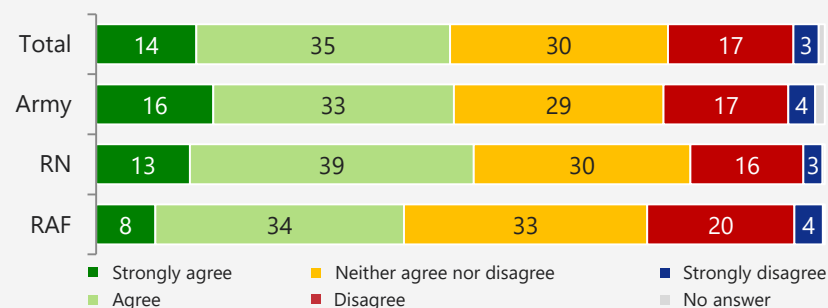
Phase 1 Recruits

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

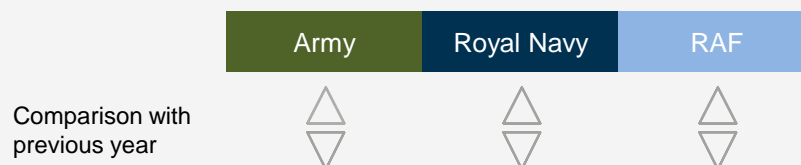
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

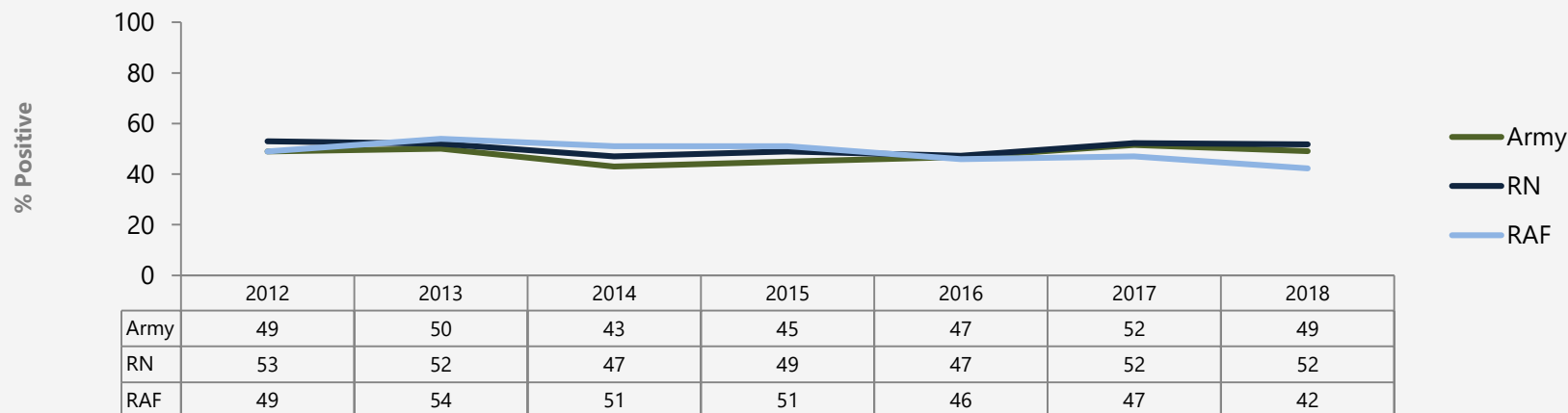
Current year results (%)



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.

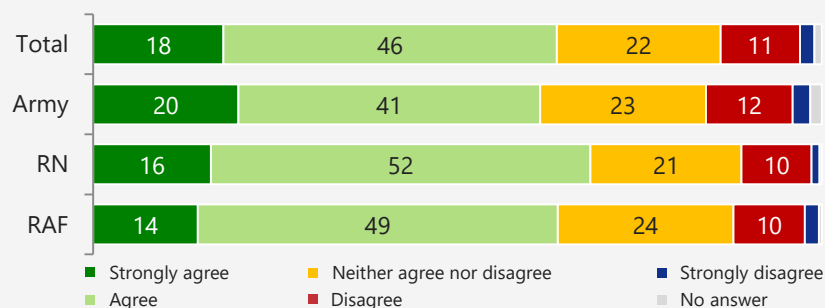
INFORMATION PRIOR TO ARRIVAL: ACCURATE INFORMATION ABOUT WHAT TRAINING INVOLVED

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

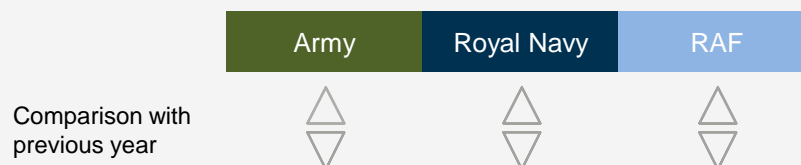
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

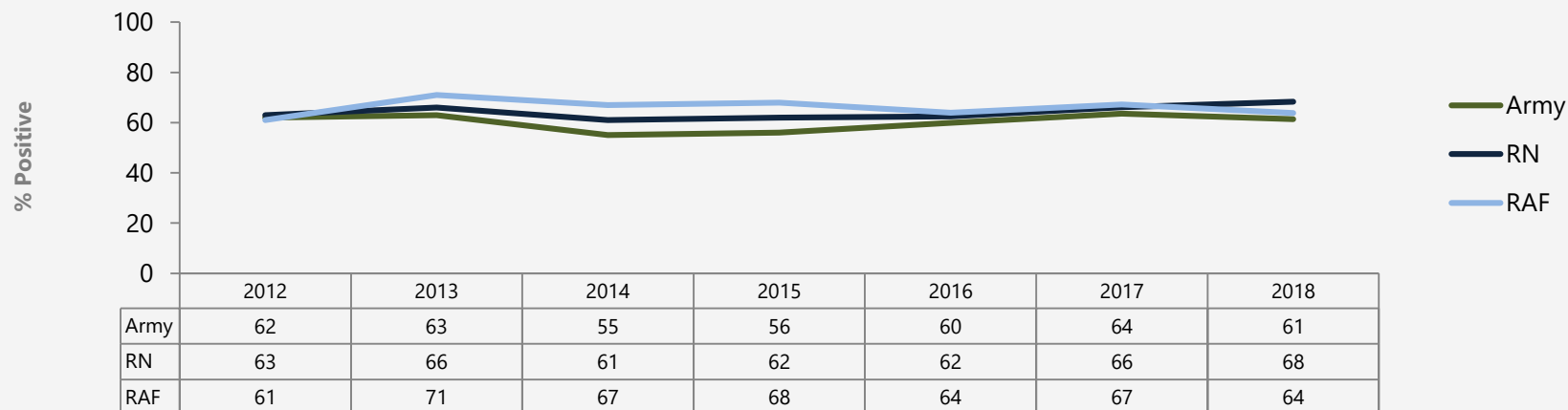
Current year results (%)



Differences



Trend



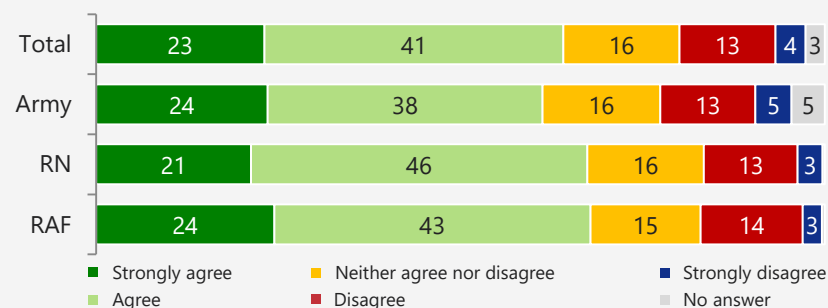
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

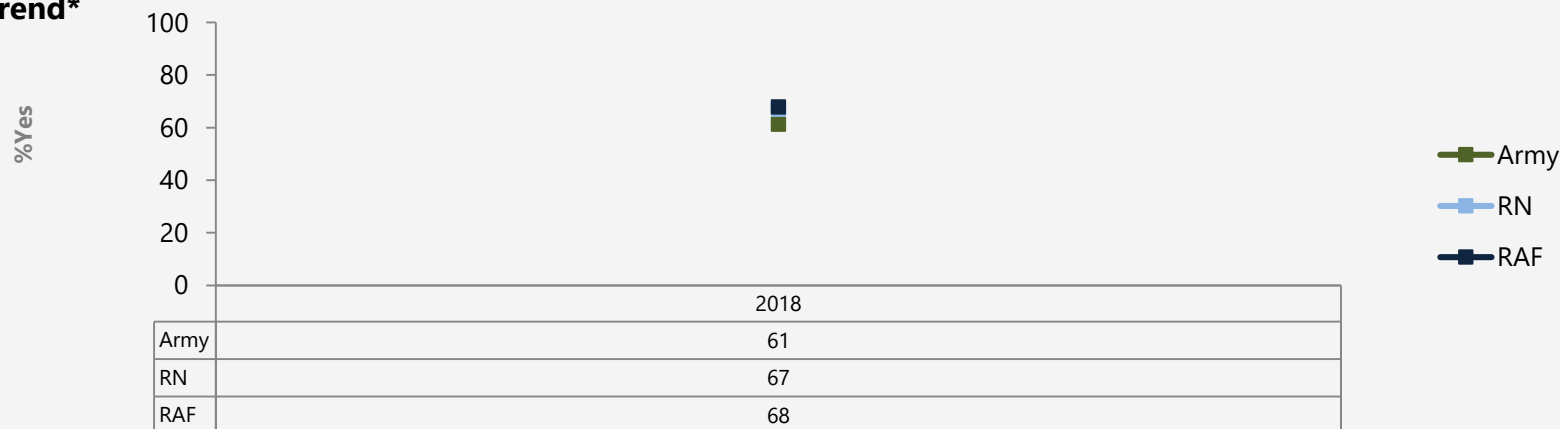
Current year results (%)



Differences*

	Army	Royal Navy	RAF
Comparison with previous year	Question added this year	Question added this year	Question added this year

Trend*





Facilities and amenities

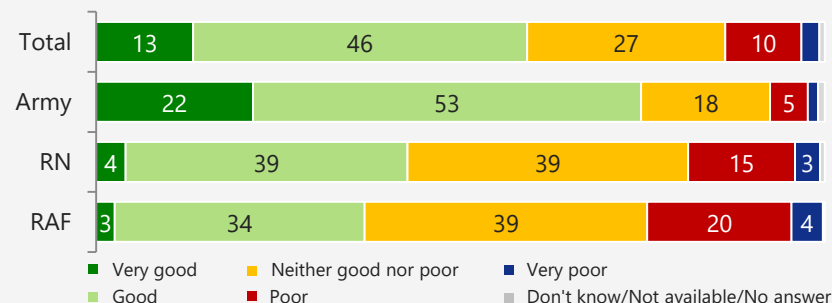
RATING: STANDARD OF LIVING ACCOMMODATION

Phase 1 Recruits

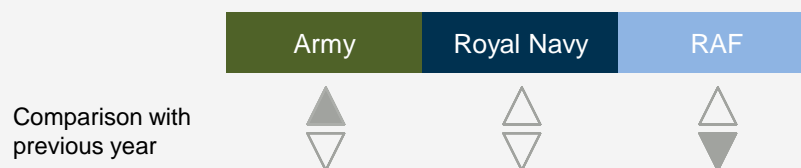
23. How would you rate each of the following: Standard of living accommodation

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

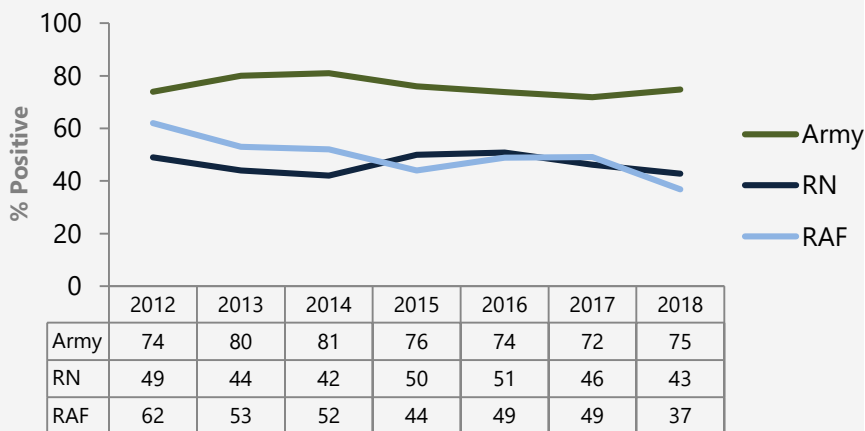
Current year results (%)



Differences



Trend



Key figures

- Army recruits rating the standard of living accommodation as 'very good' or 'good' increased in 2018 to 75% from 72% in 2017 whilst RAF recruits rated it lower; 49% in 2017 to 37% in 2018.

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.

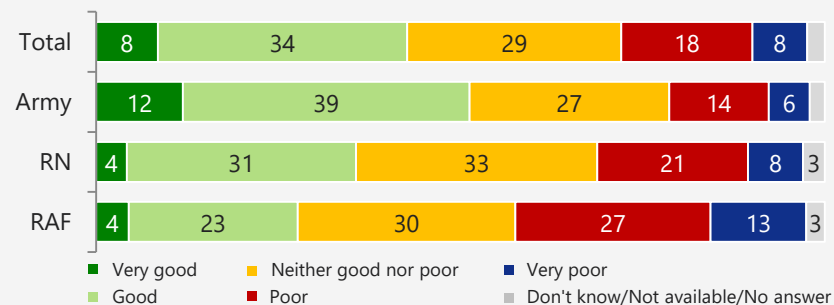
RATING: THINGS TO DO WHEN OFF DUTY ON SITE

Phase 1 Recruits

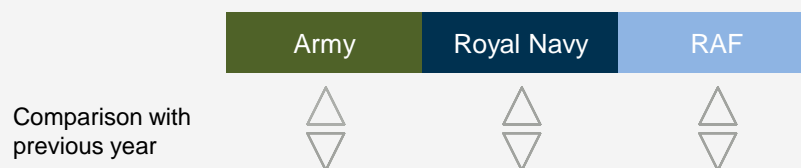
23. How would you rate each of the following: Things to do when off duty on site

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

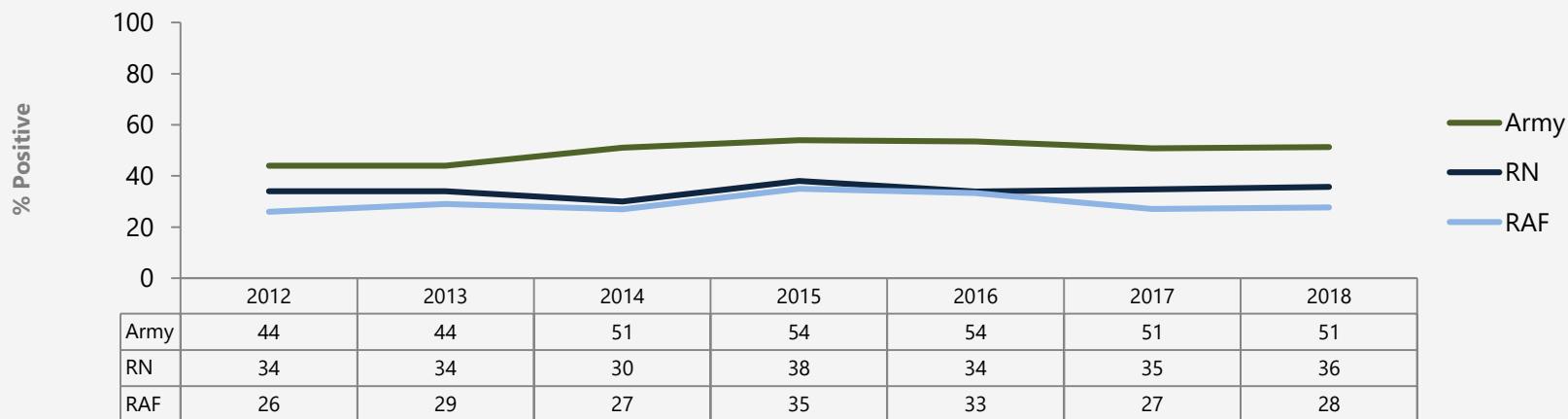
Current year results (%)



Differences



Trend



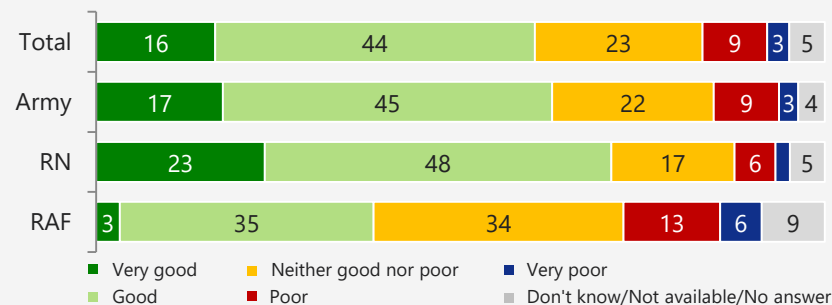
RATING: SPORTS FACILITIES

Phase 1 Recruits

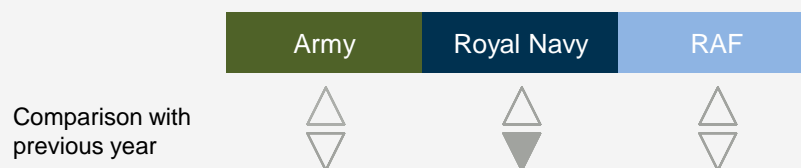
23. How would you rate each of the following: Sports facilities

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

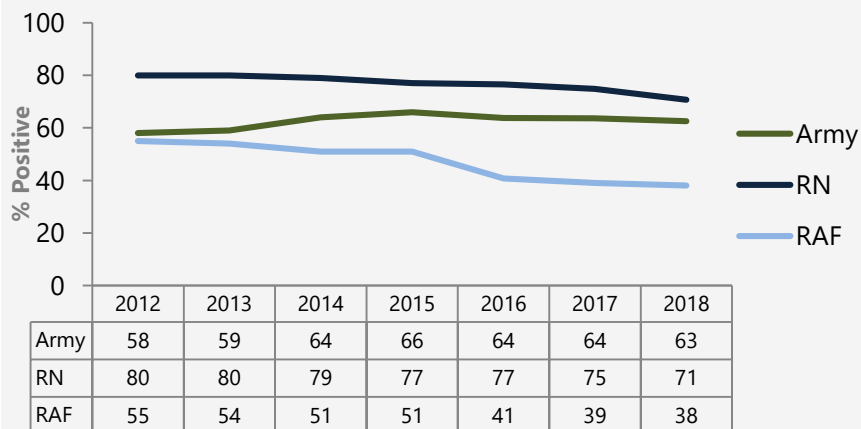
Current year results (%)



Differences



Trend



Key figures

- Royal Navy recruits rating sports facilities as 'very good' or 'good' dropped to 71% in 2018 from 75% 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.

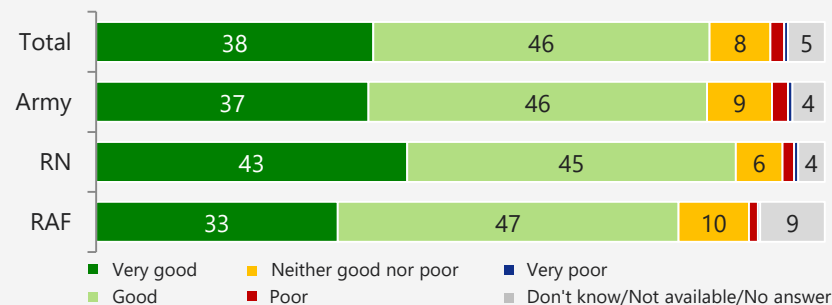
RATING: MEDICAL CARE

Phase 1 Recruits

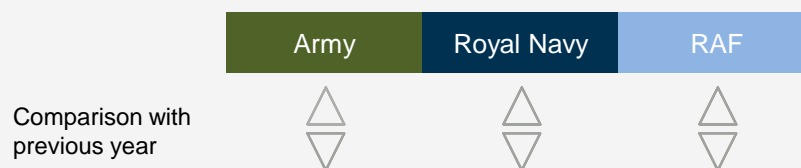
23. How would you rate each of the following: Medical care

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

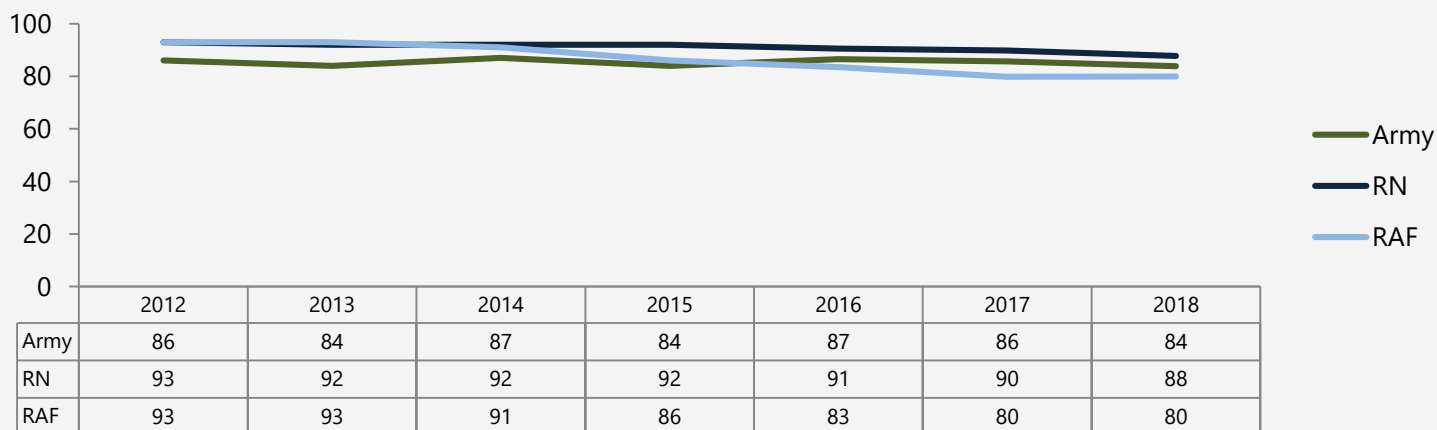
Current year results (%)



Differences



Trend

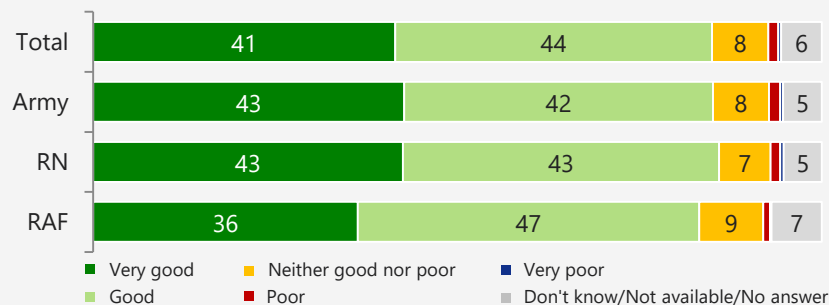


Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

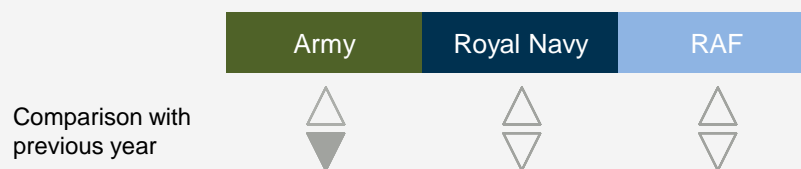
23. How would you rate each of the following: Dental care

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

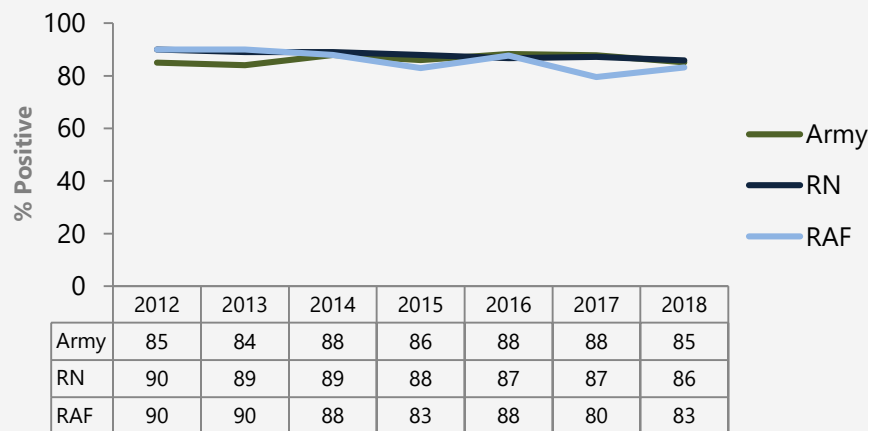
Current year results (%)



Differences



Trend



Key figures

- Army recruits rating dental care as 'very good' or 'good' dropped to 85% in 2018 from 88% 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.

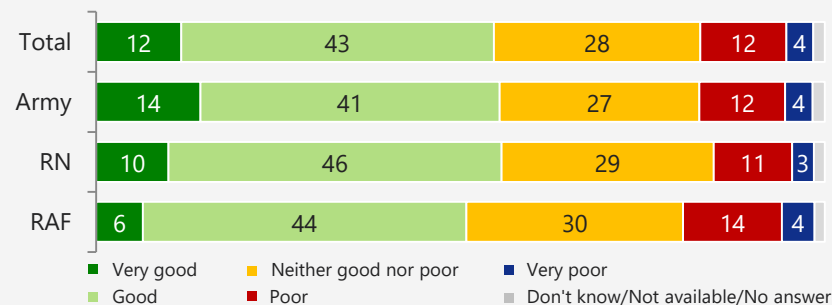
RATING: TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

Phase 1 Recruits

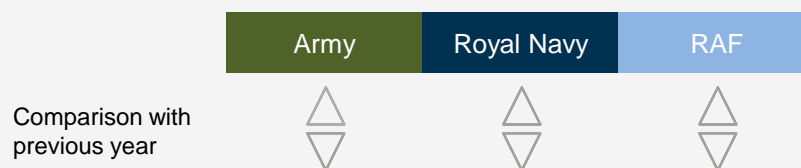
23. How would you rate each of the following: Time for essential personal administration

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

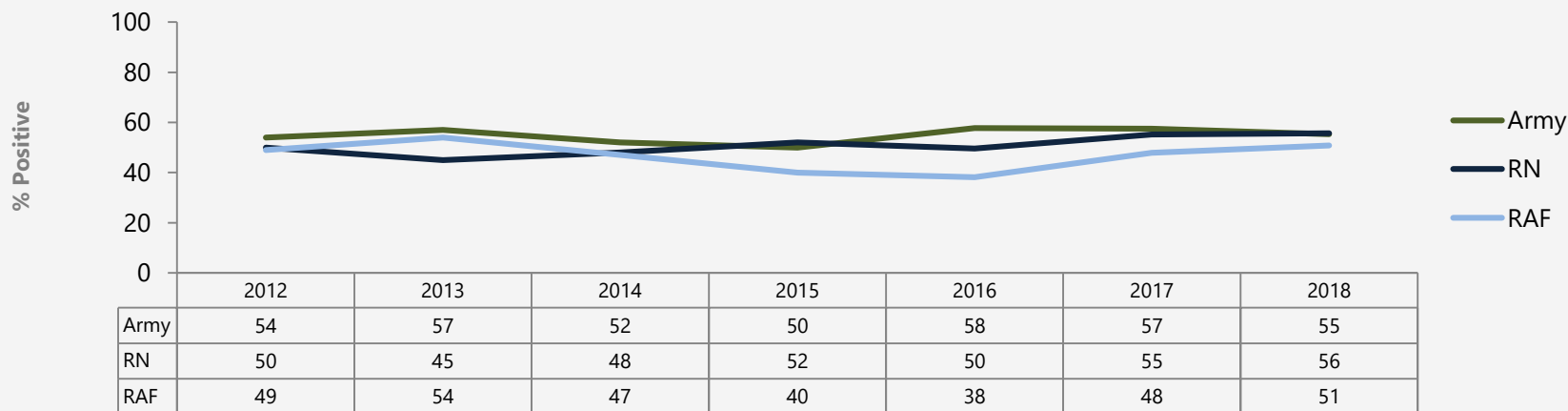
Current year results (%)



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.

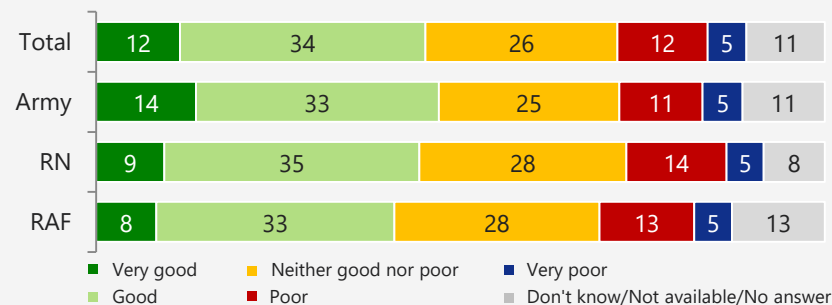
RATING: ACCESS TO IT FOR PERSONAL USE

Phase 1 Recruits

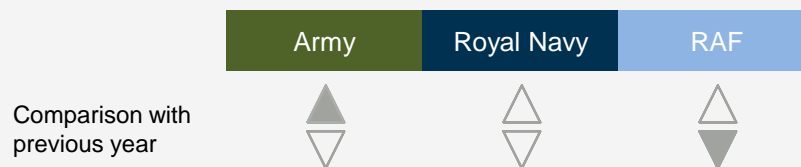
23. How would you rate each of the following: Access to IT for personal use

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- Army recruits rating access to IT for personal use as 'very good' or 'good' increased to 47% in 2018 from 44% in 2017. Whilst RAF recruits rating this aspect as 'very good' or 'good' dropped in 2018 to 41% from 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.

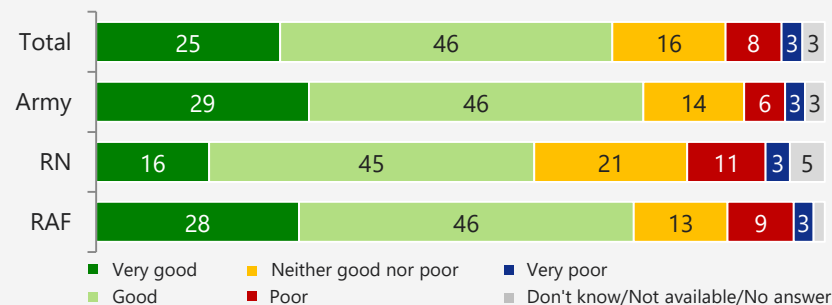
RATING: INTERNET ACCESS

Phase 1 Recruits

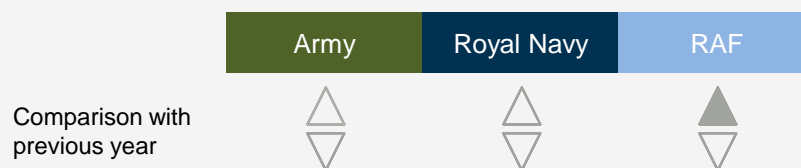
23. How would you rate each of the following: Internet access

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

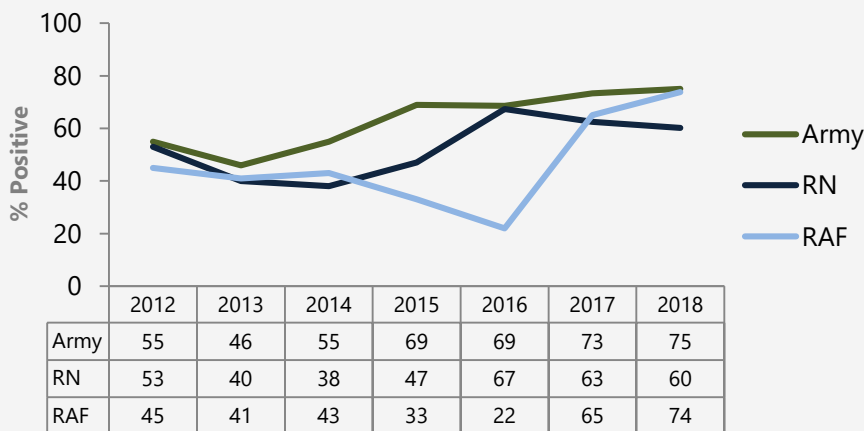
Current year results (%)



Differences



Trend



Key figures

- RAF recruits rating internet access as 'very good' or 'good' increased to 74% in 2018 compared to 65% 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.

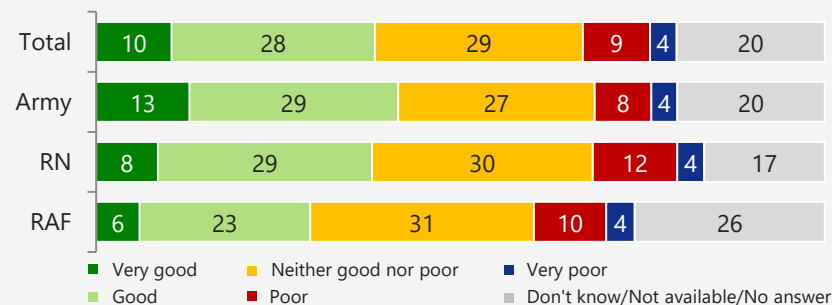
RATING: LEARNING CENTRE TO STUDY AFTER HOURS

Phase 1 Recruits

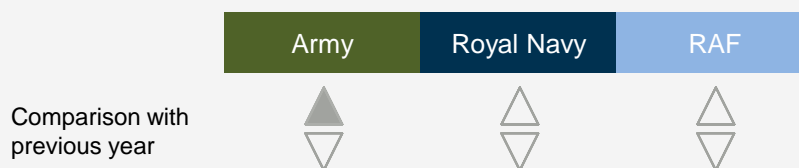
23. How would you rate each of the following: Learning Centre to study after hours

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

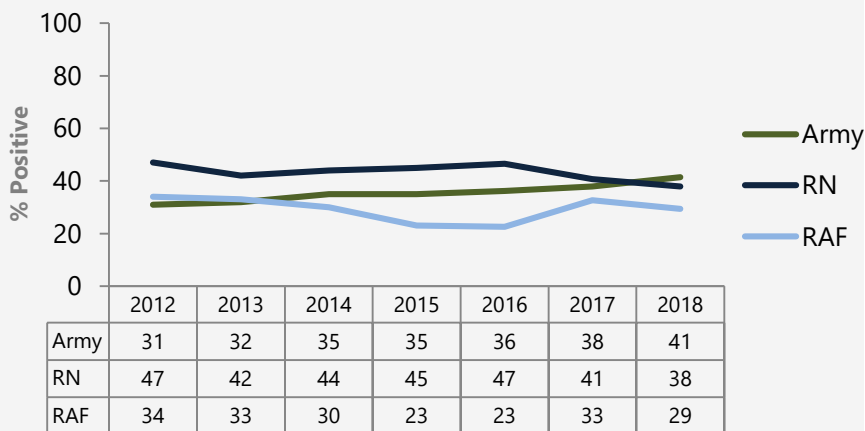
Current year results (%)



Differences



Trend



Key figures

- Army recruits rating the Learning Centre to study after hours as 'very good' or 'good' increased to 41% in 2018 from 38% 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.

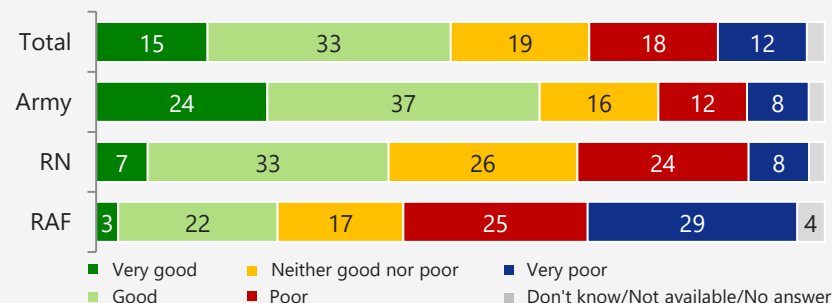
RATING: LAUNDRY FACILITIES

Phase 1 Recruits

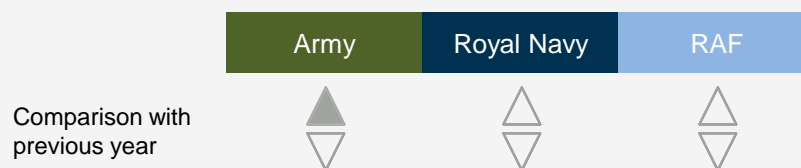
23. How would you rate each of the following: Laundry facilities

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

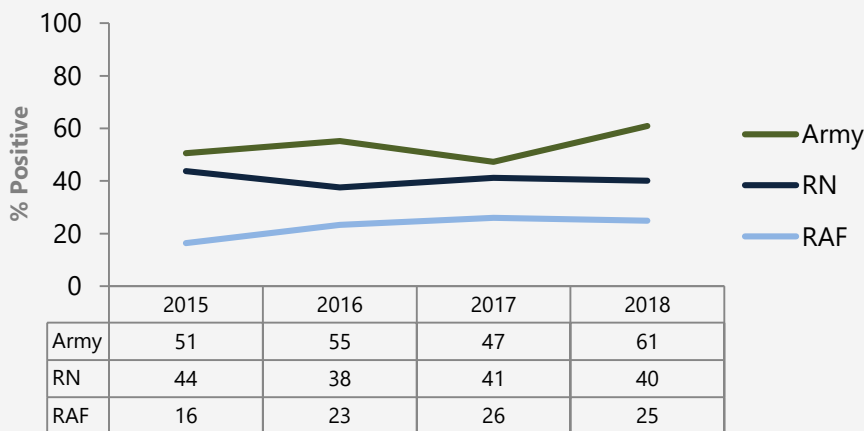
Current year results (%)



Differences



Trend



Key figures

- Army recruits rating laundry facilities as 'very good' or 'good' increased to 61% in 2018 from 47% 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.

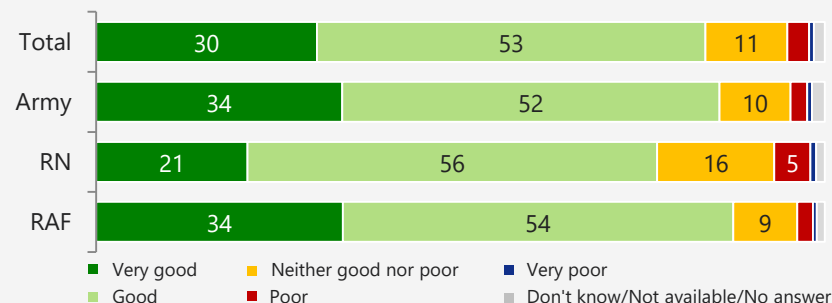
RATING: PERSONAL KIT

Phase 1 Recruits

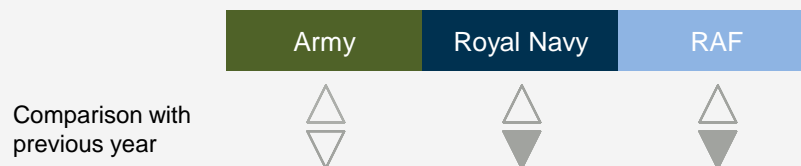
23. How would you rate each of the following: Personal kit

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

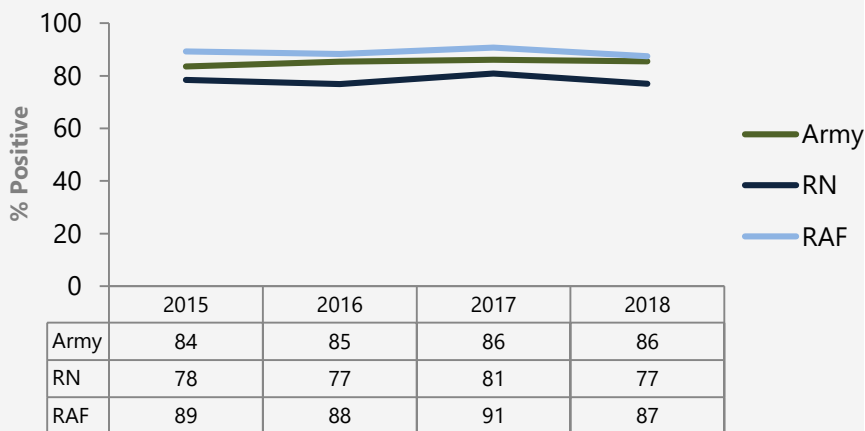
Current year results (%)



Differences



Trend



Key figures

- Royal Navy and RAF recruits were less satisfied with personal kit in 2018 than in 2017. 77% of Royal Navy recruits thought personal kit was 'very good' or 'good' in 2018, down from 81% in 2017. RAF recruits rating personal kit as 'very good' or 'good' decreased from 91% in 2017 to 87% in 2018.

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.

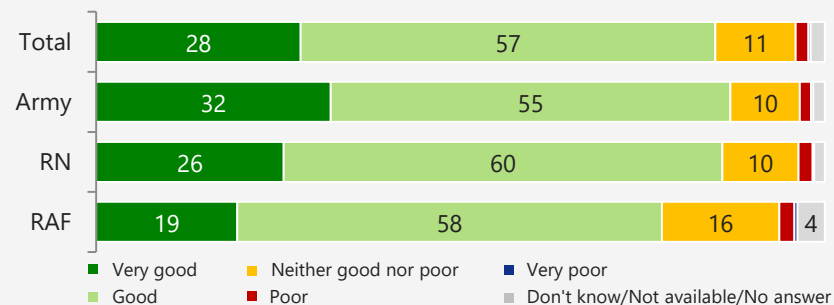
RATING: TRAINING FACILITIES

Phase 1 Recruits

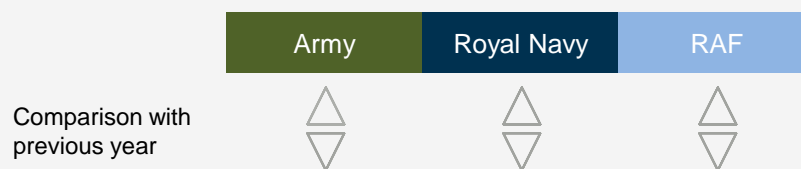
23. How would you rate each of the following: Training facilities

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

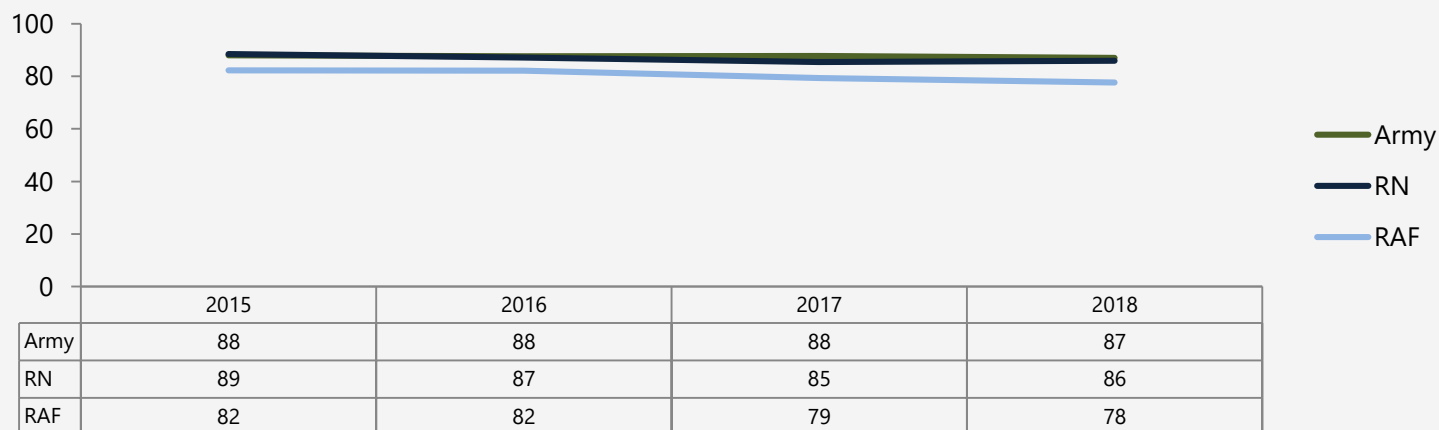
Current year results (%)



Differences



Trend

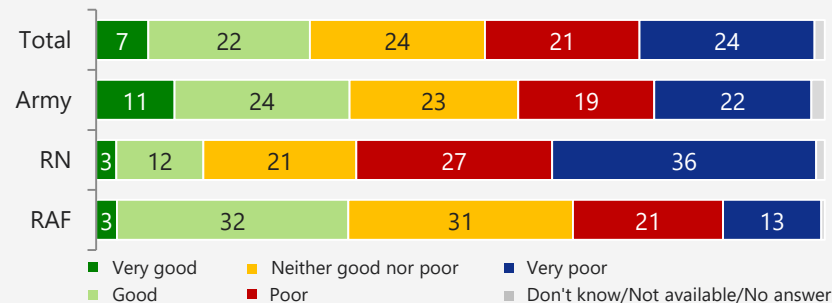


Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

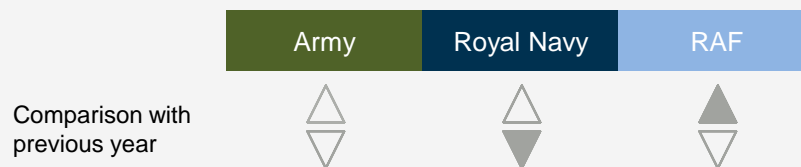
23. How would you rate each of the following: Food

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

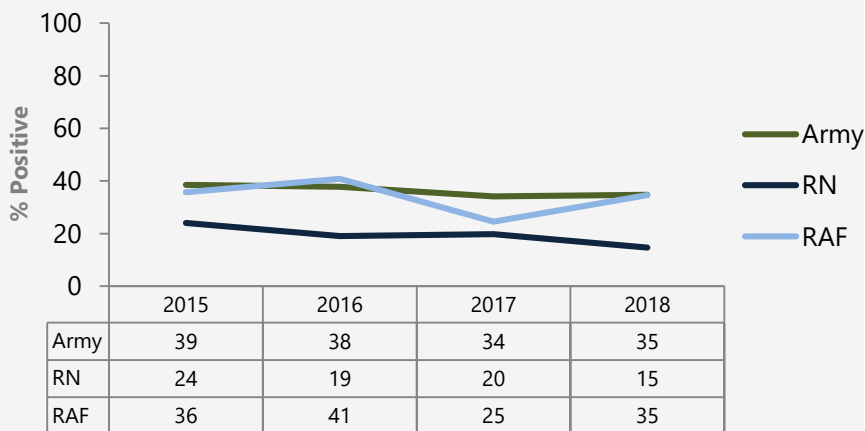
Current year results (%)



Differences



Trend



Key figures

- Royal Navy recruits rating the food as 'very good' or 'good' decreased in 2018 to 15%, from 20% in 2017. Whilst RAF recruits rating the food as 'very good' or 'good' increased to 35% in 2018 from 25% 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.

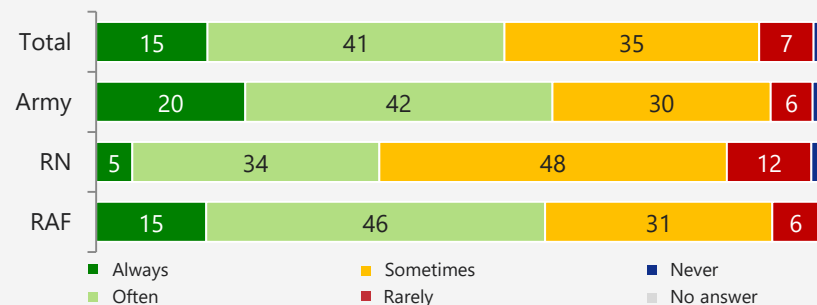
WHETHER GIVEN ENOUGH TIME TO EAT MEALS

Phase 1 Recruits

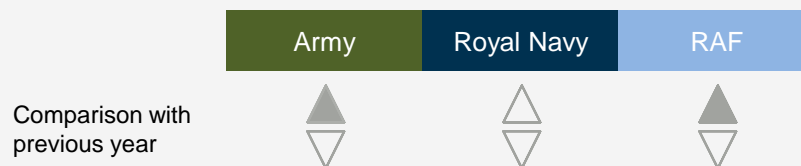
27. Were you given enough time to eat your meals?

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'always' or 'often' – comments and significant differences based on this

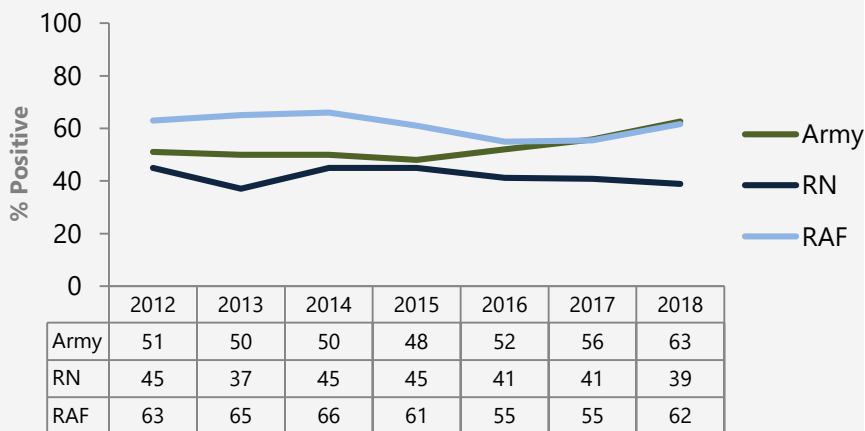
Current year results (%)



Differences



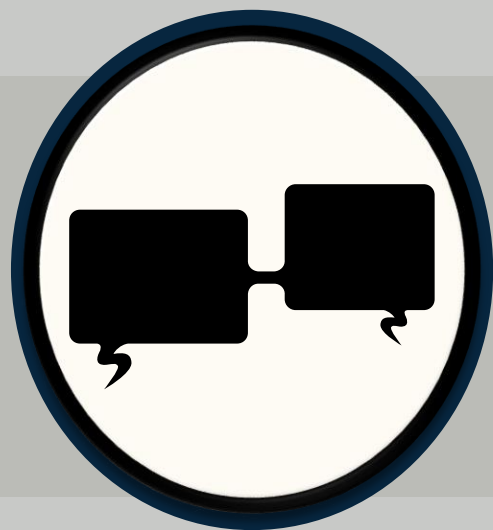
Trend



Key figures

- Army recruits were more likely to say they were 'always' or 'often' given enough time to eat their meals in 2018 at 63% than in 2017 at 56%. RAF recruits were also more likely to say 'always' or 'often' in 2018 at 62%, up from 55% 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

LEARNING NEEDS AND DIFFICULTIES

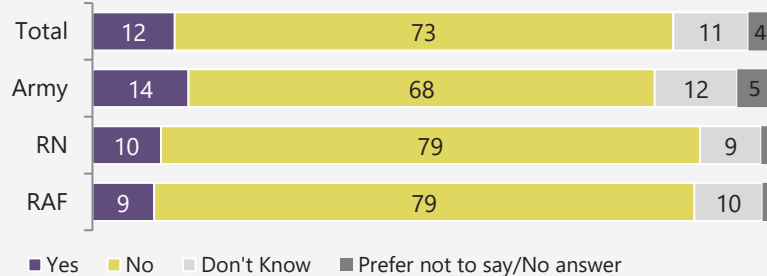
Phase 1 Recruits

QX - Do you have any of the following specific learning needs or difficulties?

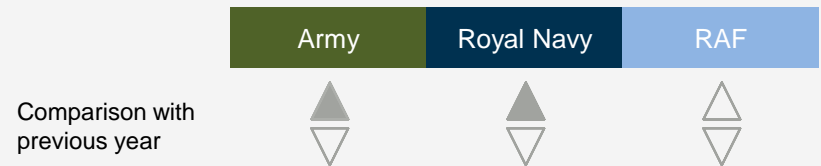
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

% positive equals the proportion who indicate that they have a specific learning difficulty – comments and significant differences are referenced against those who said 'yes' last year

Current year results (%)



Differences*



Trend



Key figures

- The proportion of Army and Royal Navy recruits identifying that they have a specific learning need or difficulty is higher than those who said 'yes' to having a learning difficulty in 2017.
- Please note the structure of this question changed in 2018/19.

Note: The structure of this question changed in 2018/19 to capture the specific type of learning difficulty. The 'yes' is calculated by aggregating all recruits identifying that they have a specific learning difficulty.

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.

*The structure of the question changed in 2018 to capture the type of learning difficulty

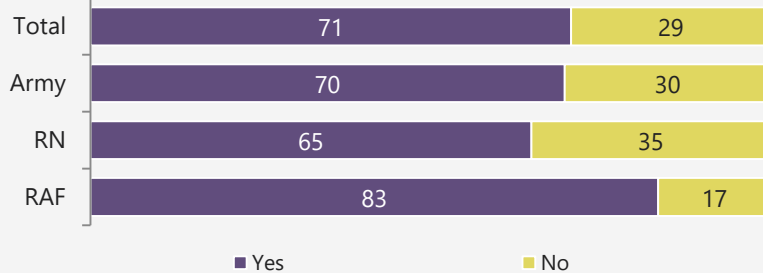
LEARNING NEEDS AND DIFFICULTIES

Phase 1 Recruits

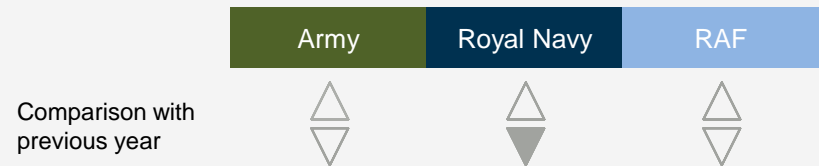
Demog6b. Did you tell the staff at [unit] that you had a learning need or difficulty?

Number of respondents (all respondents who have learning needs or difficulties): Total (848), Army (548), Royal Navy (179), RAF (121)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

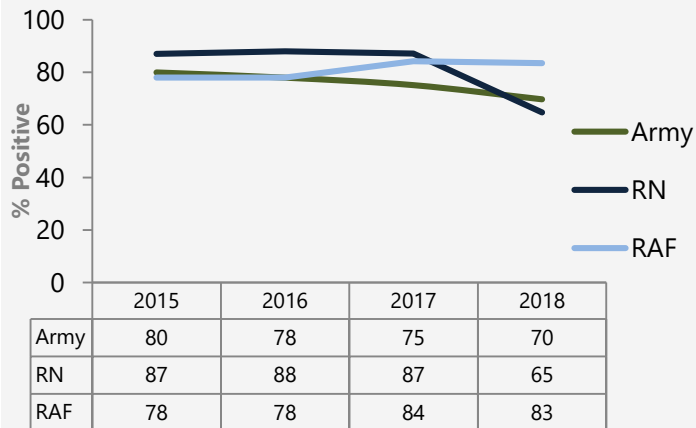
Current year results (%)



Differences



Trend



Key figures

- The proportion of Royal Navy recruits identifying with a specific learning difficulty who told staff has declined this year (87% to 65%).

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.

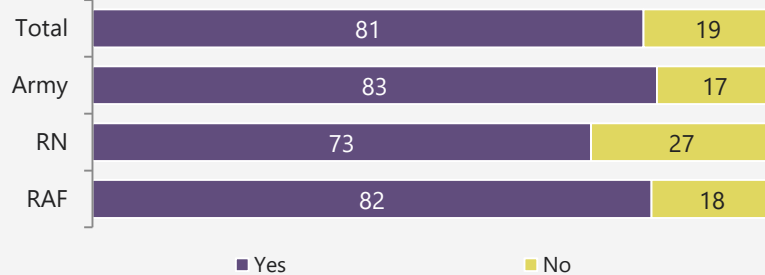
SUPPORT WITH LEARNING NEEDS AND DIFFICULTIES

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 (605), Army (388), Royal Navy (116), RAF (101)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

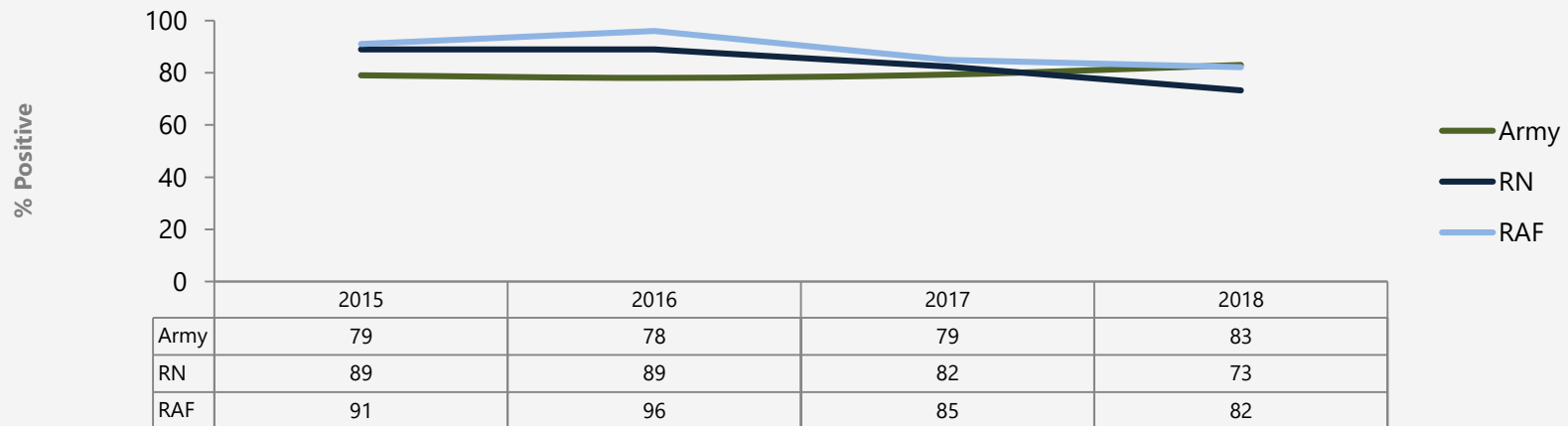
Current year results (%)



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

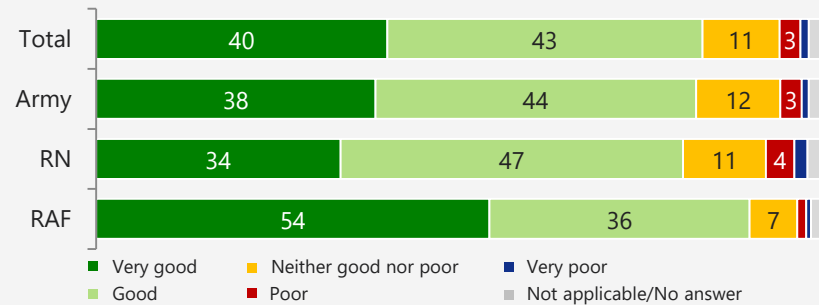
Phase 1 Recruits

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

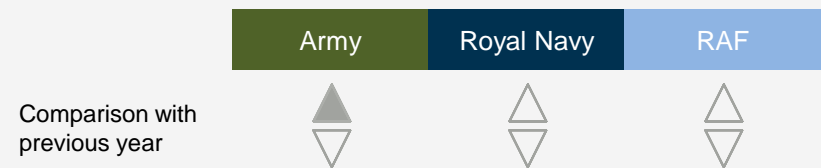
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

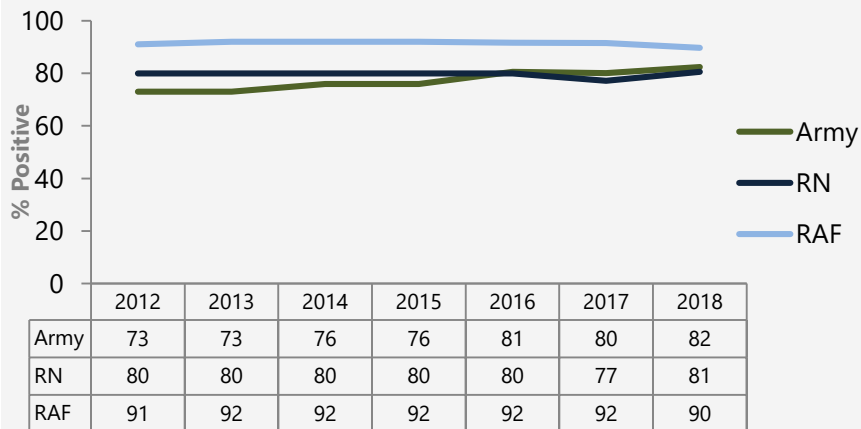
Current year results (%)



Differences



Trend



Key figures

- Army recruits rating the opportunity to talk privately with training staff as 'very good' or 'good' increased in 2018 at 82% compared with 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.

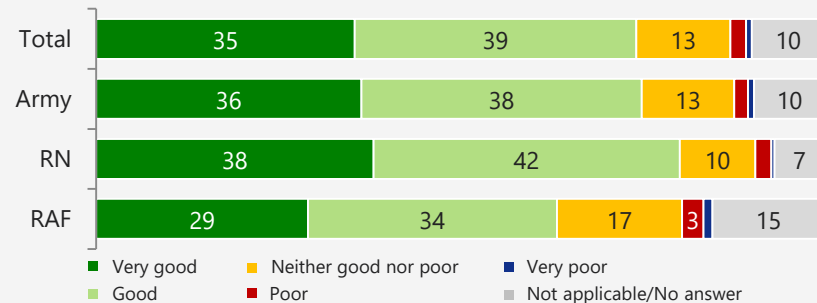
OPPORTUNITY TO TALK PRIVATELY WITH CHAPLAINS/PADRE

Phase 1 Recruits

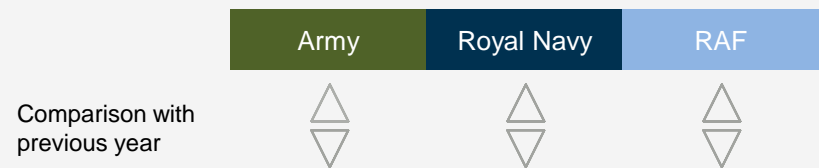
30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ... Talk privately with Chaplains/Padre

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

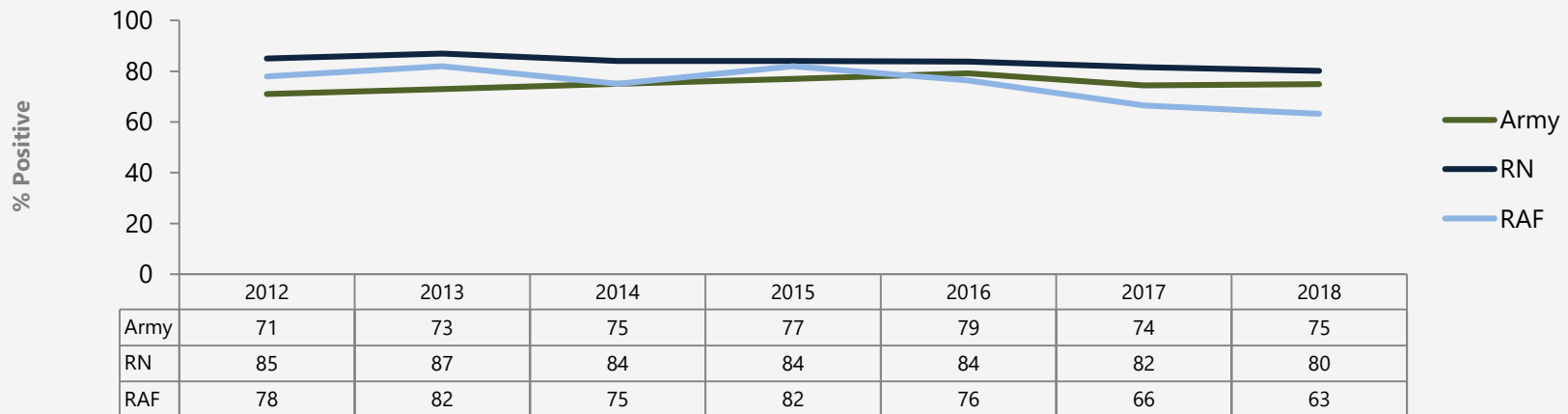
Current year results (%)



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 KEEP IN CONTACT WITH FAMILY AND FRIENDS

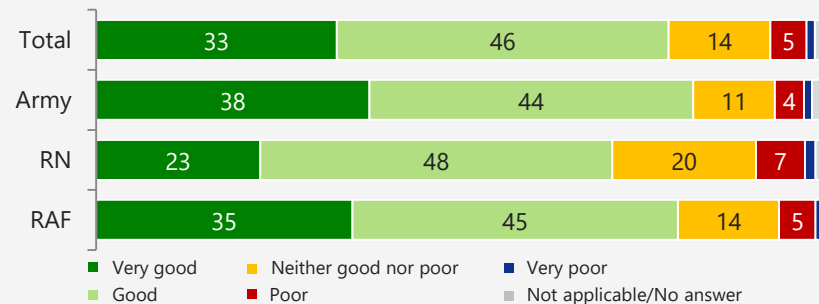
Phase 1 Recruits

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 (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

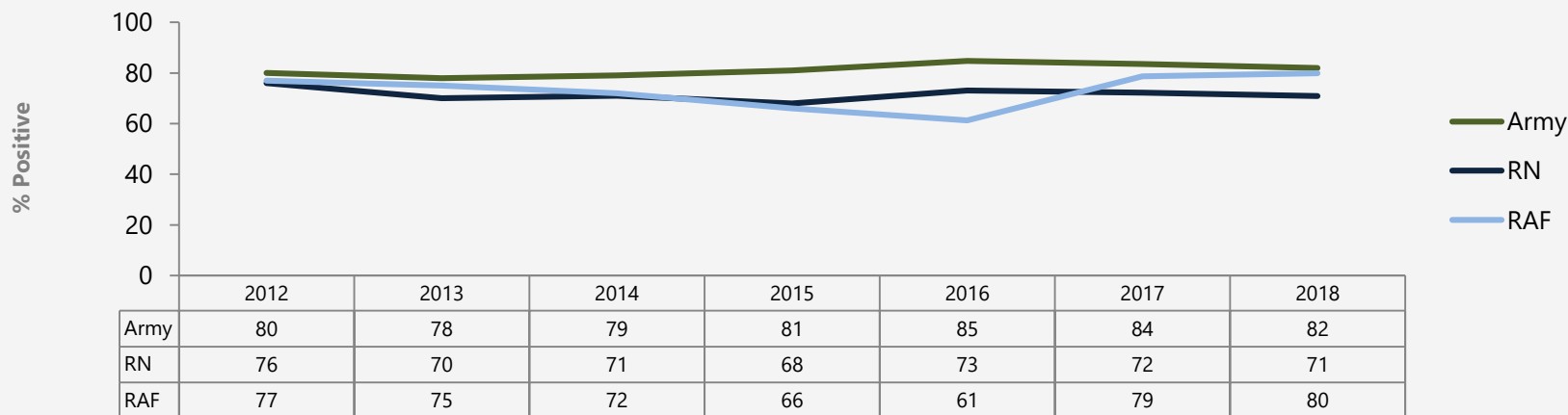
Current year results (%)



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.



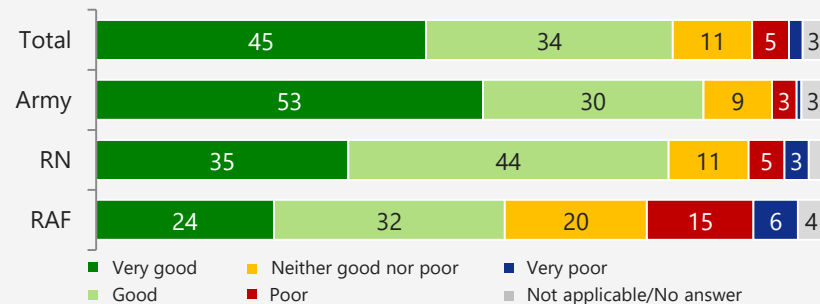
OPPORTUNITY TO PRACTISE YOUR FAITH/RELIGION

Phase 1 Recruits

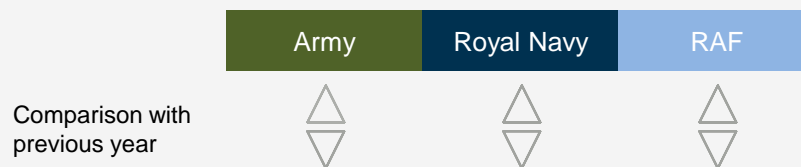
30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Practise your faith/religion

Number of respondents (all respondents who have a faith/religion and practise it): Total (733), Army (469), Royal Navy (182), RAF (82)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

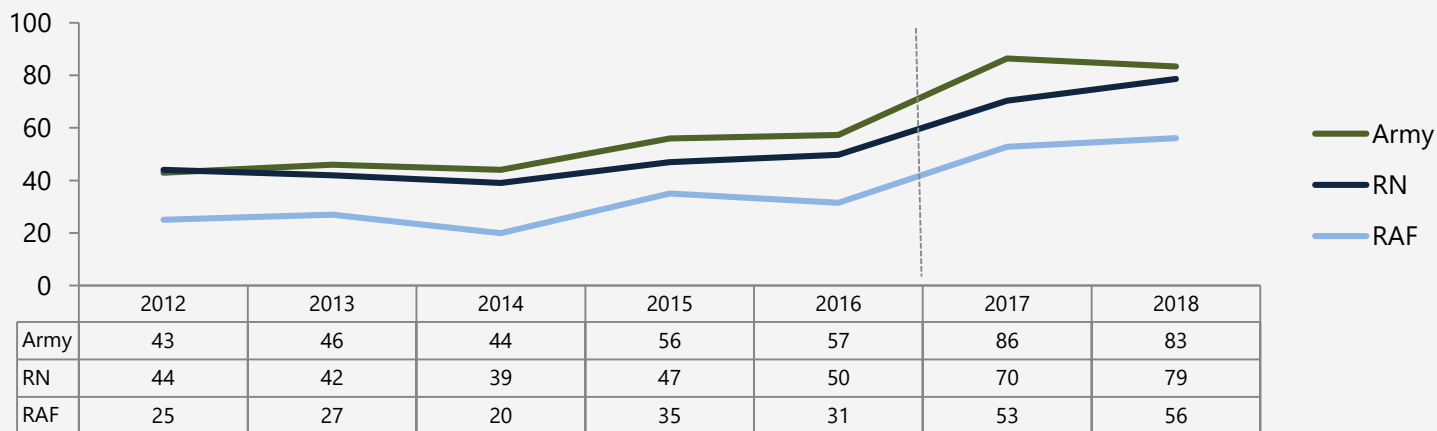
Current year results (%)



Differences



Trend



Note: Base for this question changed from all respondents to those who have a faith/religion and practise it in the year 2017

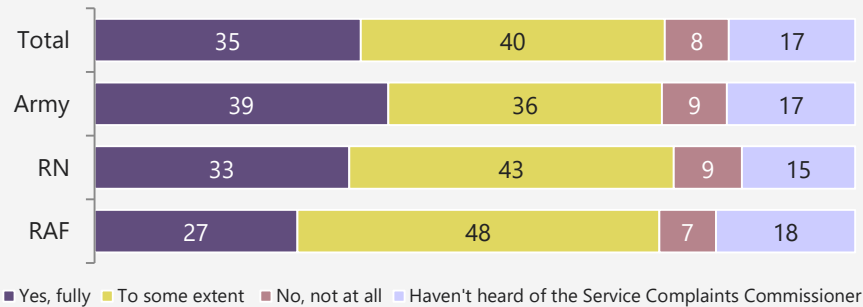
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

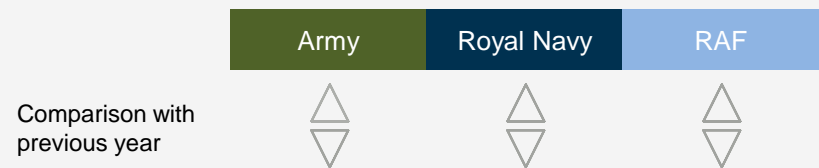
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

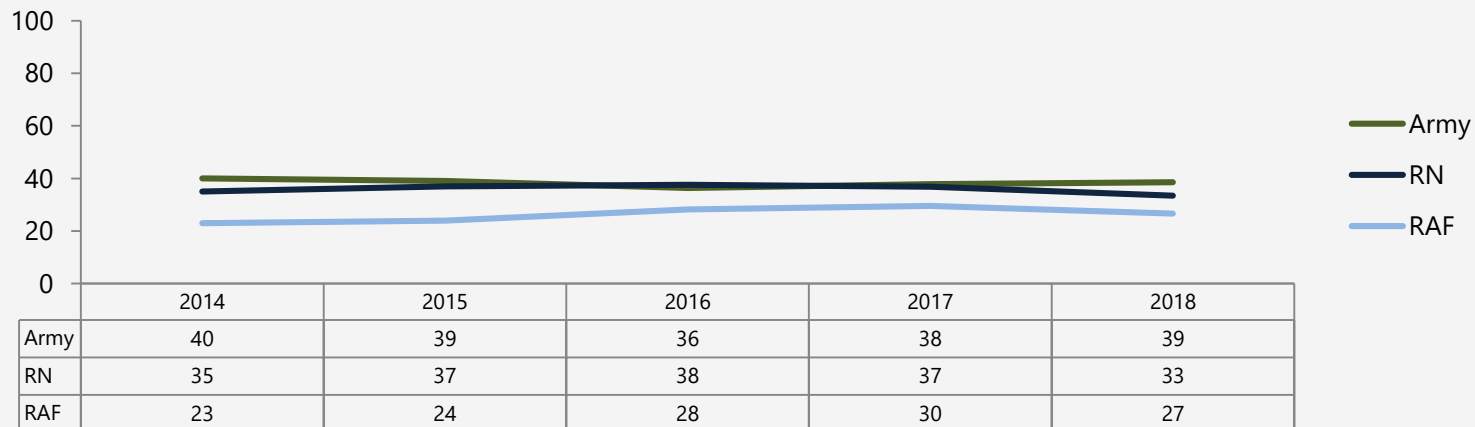
Current year results (%)



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

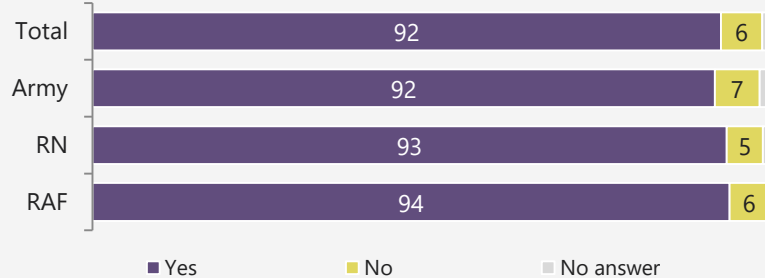
Phase 1 Recruits

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?

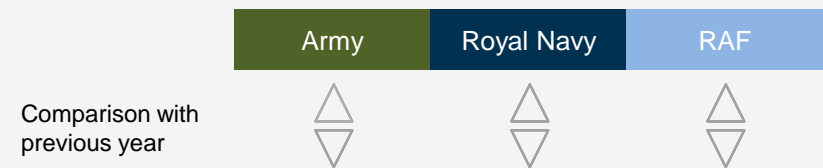
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

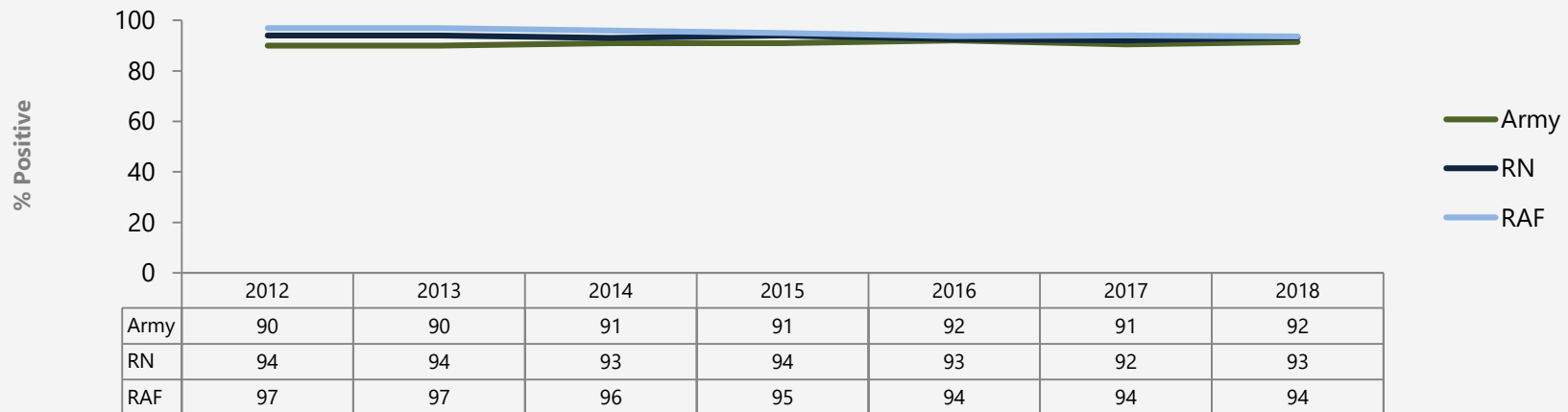
Current year results (%)



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

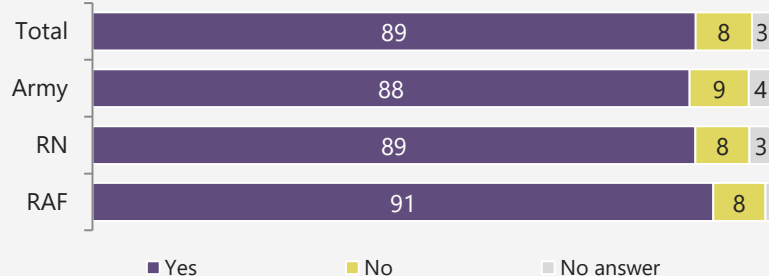
Phase 1 Recruits

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?

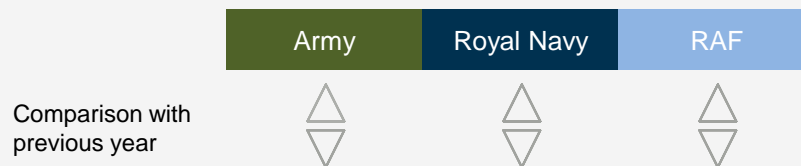
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

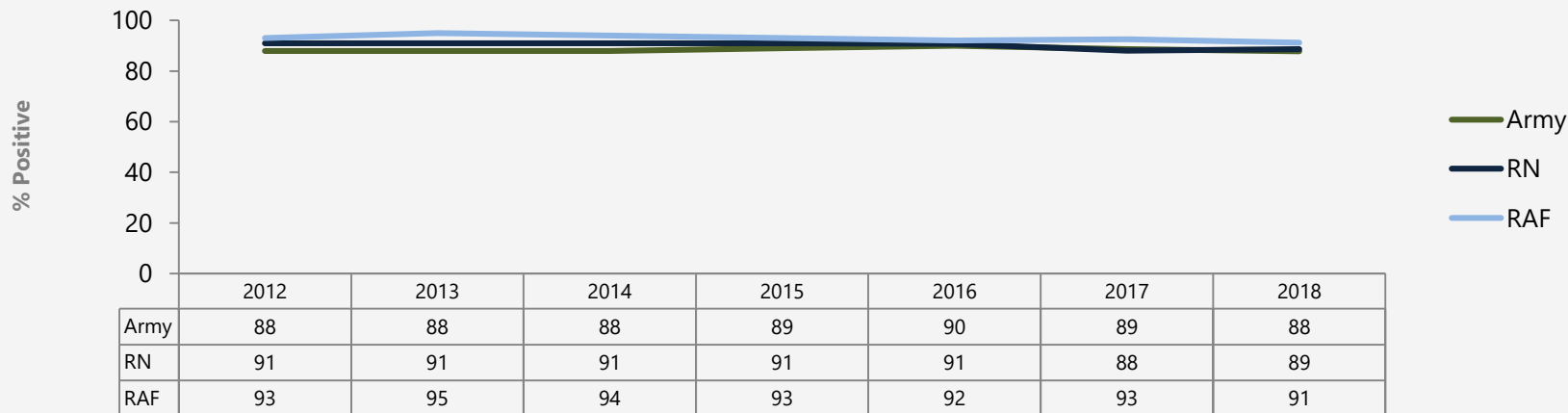
Current year results (%)



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

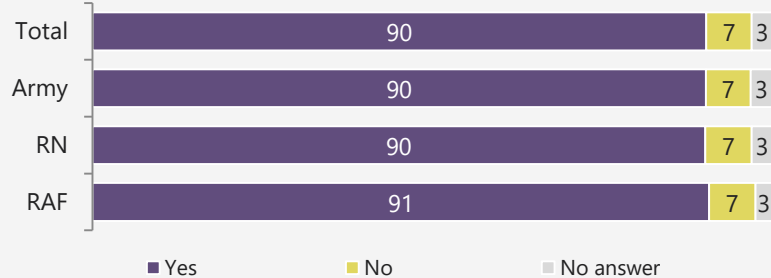
Phase 1 Recruits

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?

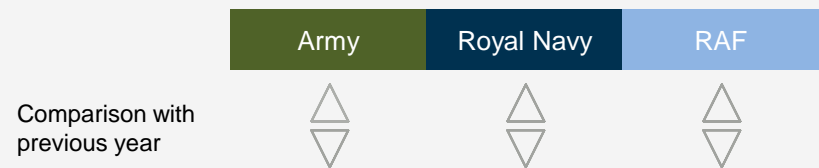
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

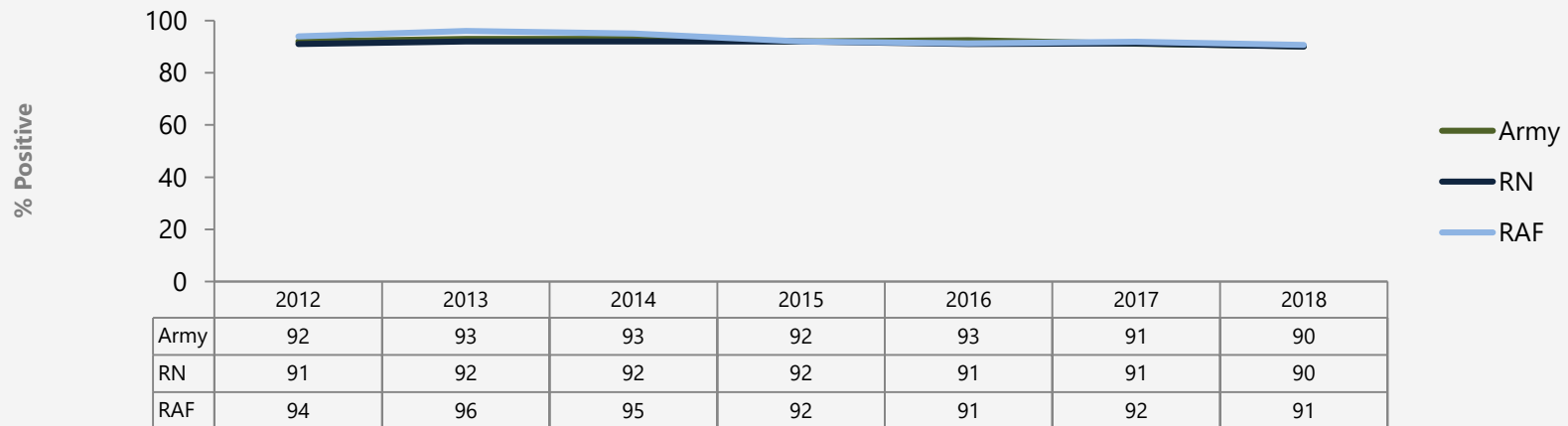
Current year results (%)



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

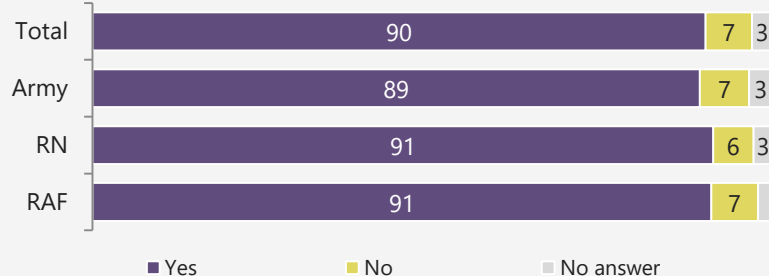
Phase 1 Recruits

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?

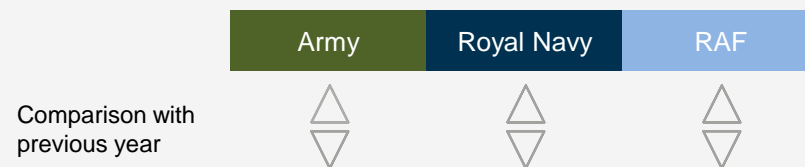
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

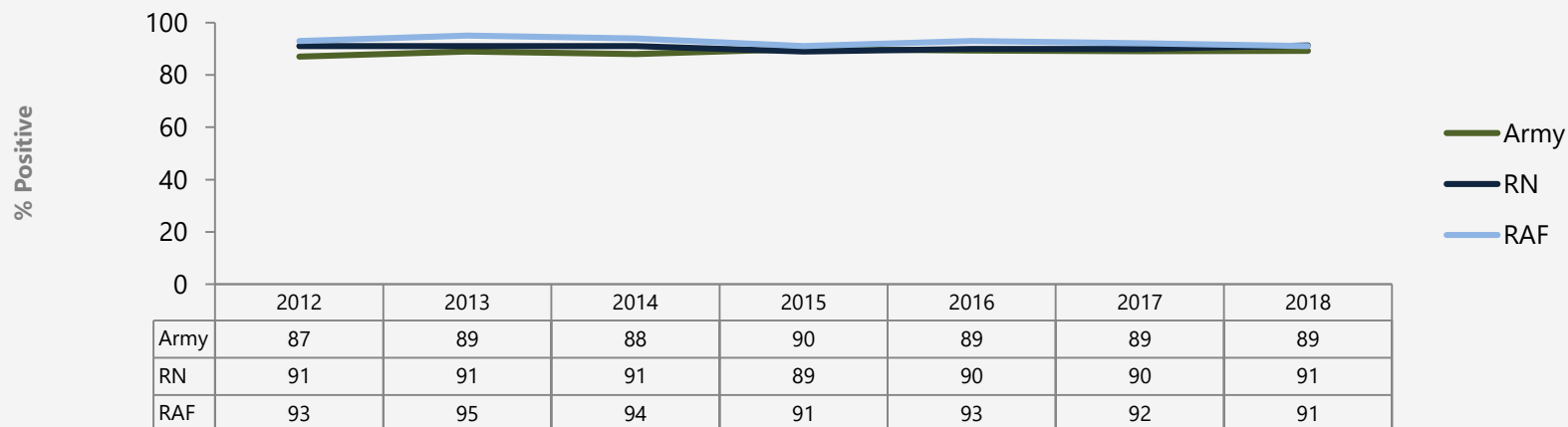
Current year results (%)



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

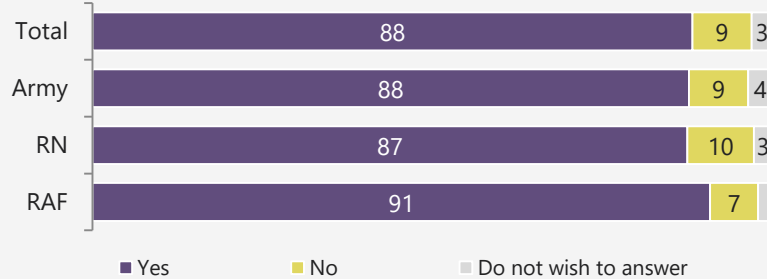
AWARENESS OF HOW TO COMPLAIN ABOUT POOR OR UNFAIR TREATMENT OR BULLYING

Phase 1 Recruits

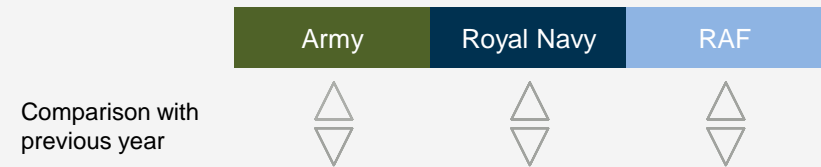
35. Do you know how to complain about poor or unfair treatment or bullying at unit?

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

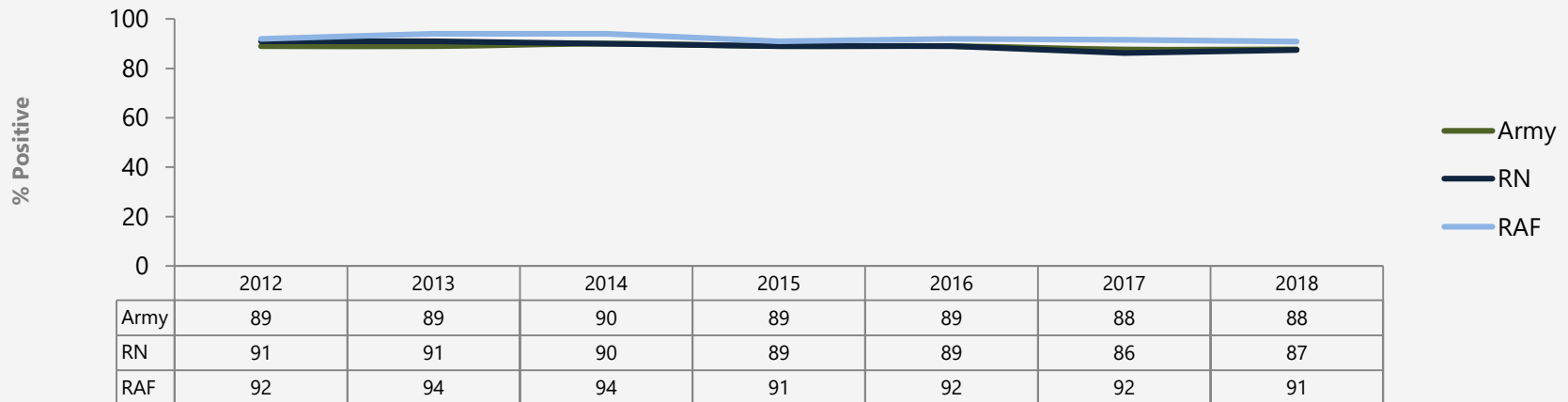
Current year results (%)



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.

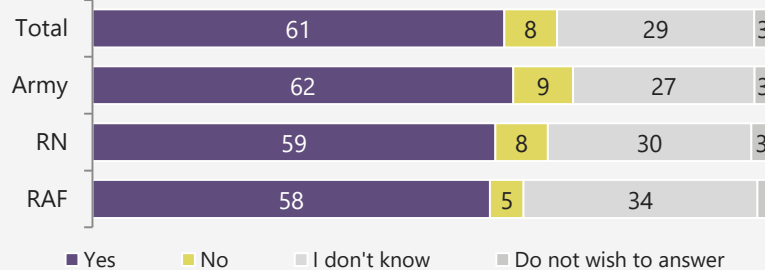
WHETHER BELIEVE COMPLAINTS ARE DEALT WITH IN A FAIR MANNER

Phase 1 Recruits

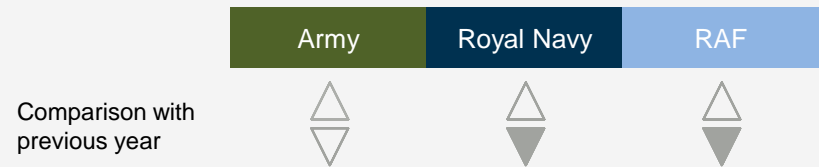
37a. Generally, do you believe that complaints are dealt with in a fair manner at unit?

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

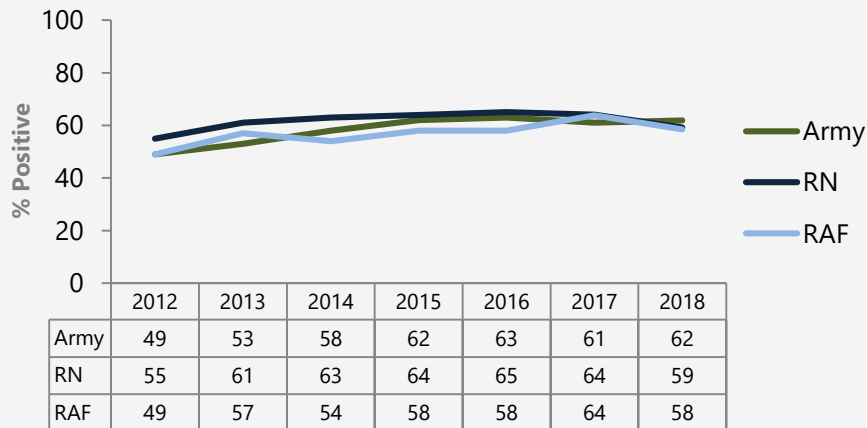
Current year results (%)



Differences



Trend



Key figures

- Royal Navy recruits agreeing that complaints were dealt with in a fair manner at unit decreased from 64% in 2017 to 59% in 2018. Whilst for RAF recruits, this decreased from 64% in 2017 to 58% in 2018.

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.

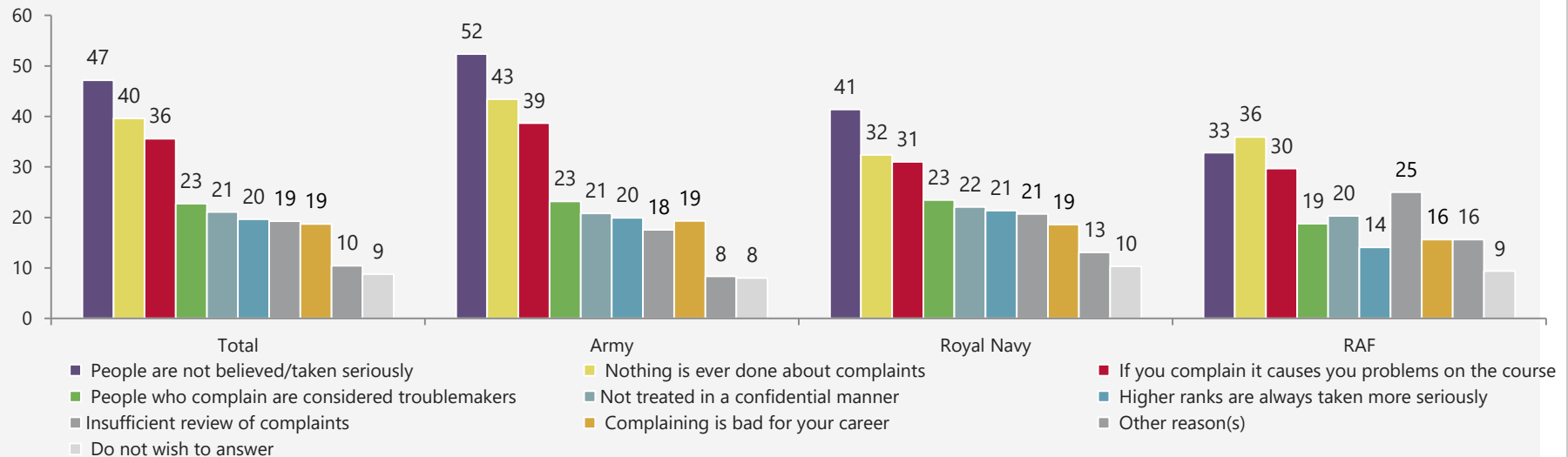
REASON WHY COMPLAINTS ARE NOT DEALT WITH IN A FAIR MANNER

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 (545), Army (336), Royal Navy (145), RAF (64)

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 (47%), closely followed by the perception that nothing is ever done about complaints (40%) and complaining causes problems on the course (36%).

FAIR TREATMENT OF TRAINEES

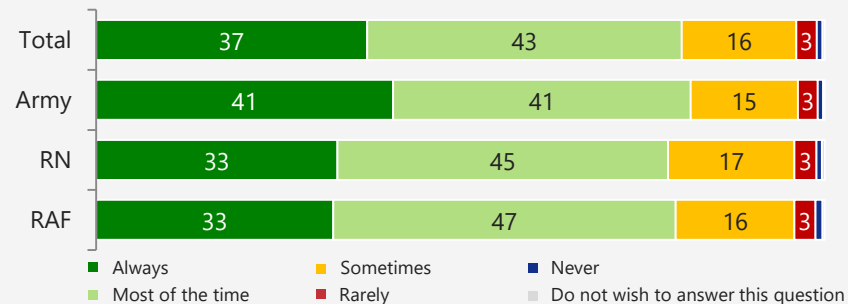
Phase 1 Recruits

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

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

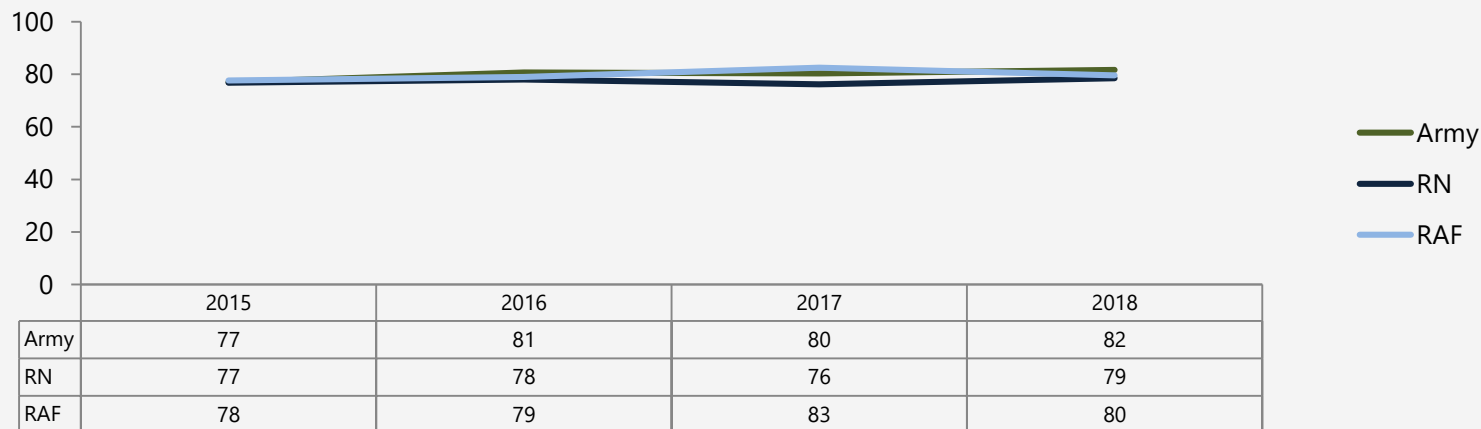
Current year results (%)



Differences



Trend

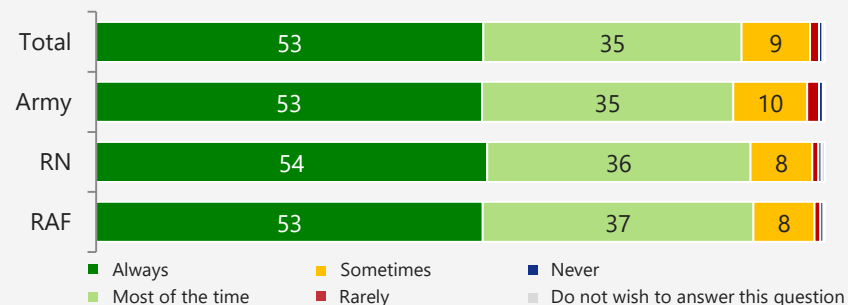


Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

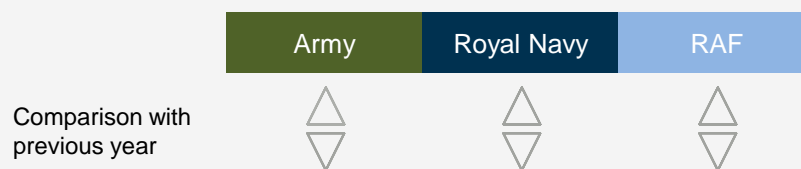
39. Please indicate how often the following statements apply: I was treated fairly

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'always' or 'most of the time' – comments and significant differences based on this

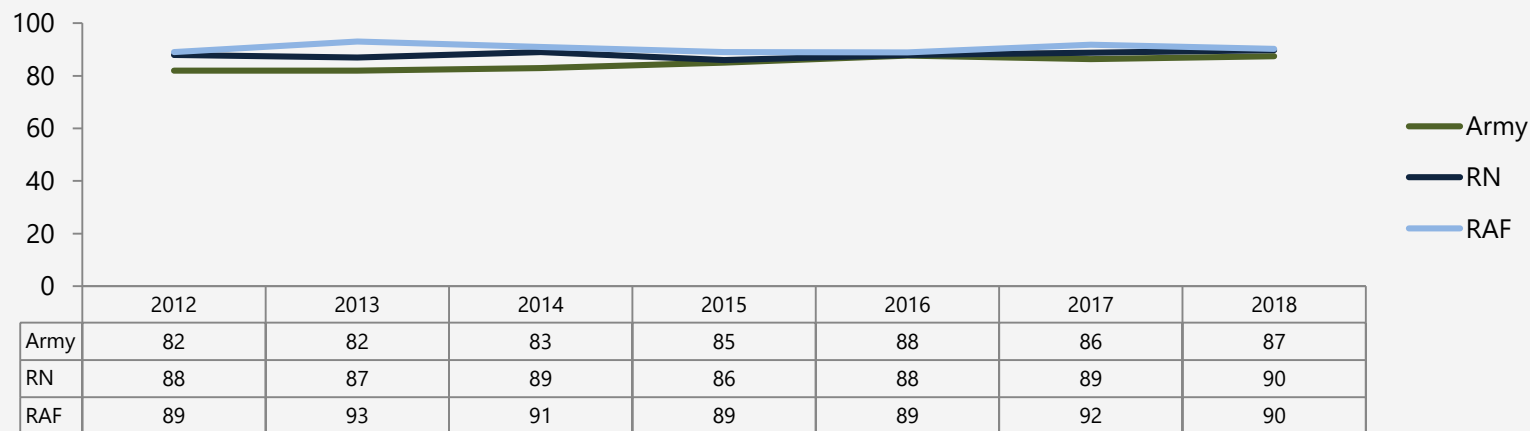
Current year results (%)



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

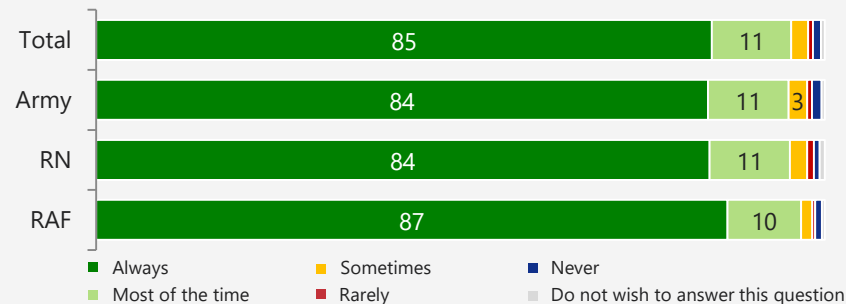
Phase 1 Recruits

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 (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

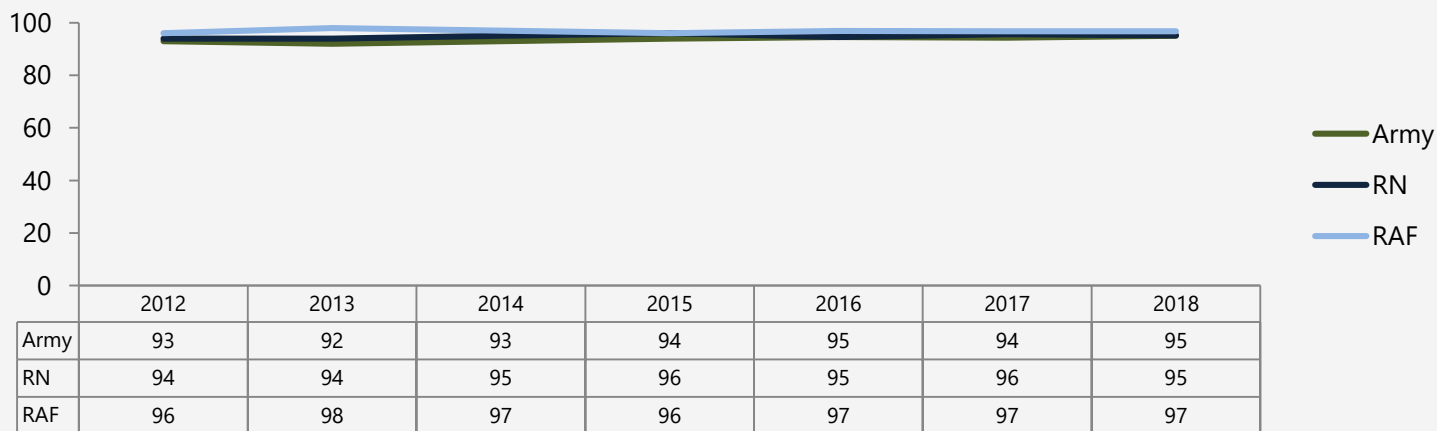
Current year results (%)



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

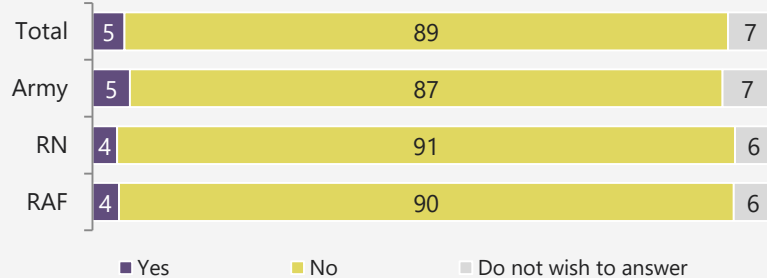
Phase 1 Recruits

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

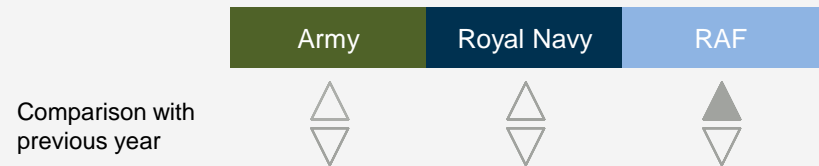
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

Comments and significant differences based on proportion saying 'yes'

Current year results (%)



Differences



Trend



Key figures

- RAF recruits agreeing that they were treated badly or unfairly by staff whilst at unit was higher in 2018 at 4% than in 2017 at 2%.

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

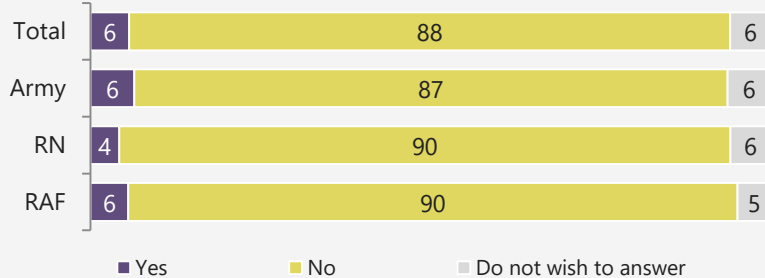
Phase 1 Recruits

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

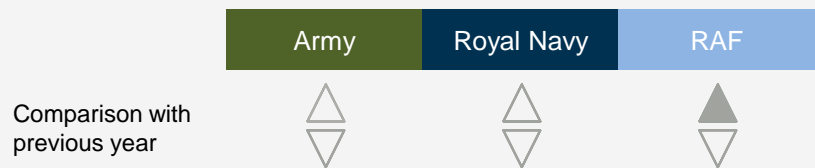
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

Comments and significant differences based on proportion saying 'yes'

Current year results (%)



Differences



Trend



Key figures

- RAF recruits agreeing that they were badly or unfairly treated by other trainees whilst at unit increased in 2018 to 6% from 3% 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 BADLY OR UNFAIRLY TREATED BY OTHER TRAINEES OR STAFF

Phase 1 Recruits

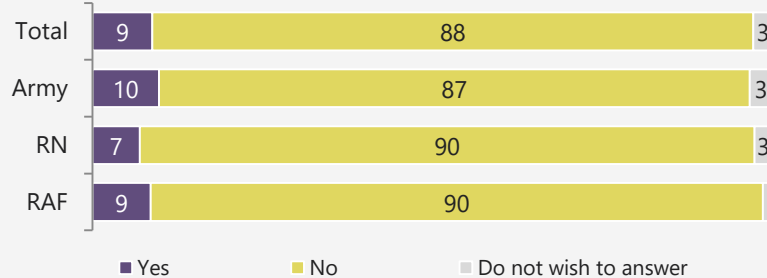
41a. Do you believe that you were badly or unfairly treated by other recruits whilst at unit?*

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

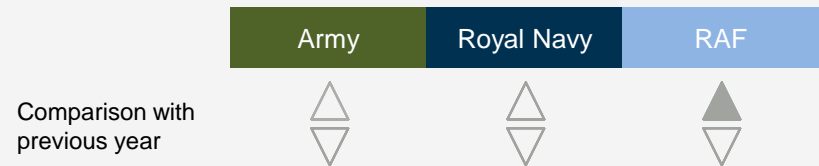
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

Comments and significant differences based on proportion saying 'yes' to bad/unfair treatment by other recruits and/or staff

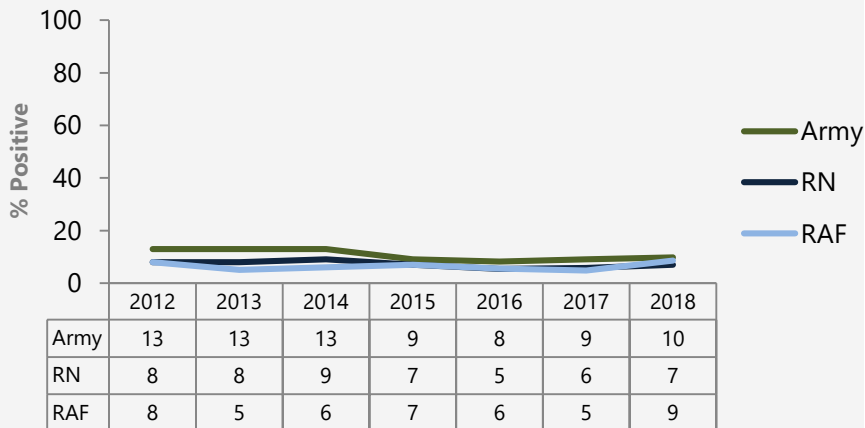
Current year results (%)



Differences



Trend



Key figures

- RAF recruits agreeing that they were treated badly or unfairly by other recruits or staff whilst at unit increased in 2018 to 9% from 5% 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.

- 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

TYPES OF UNFAIR TREATMENT

Phase 1 Army Recruits



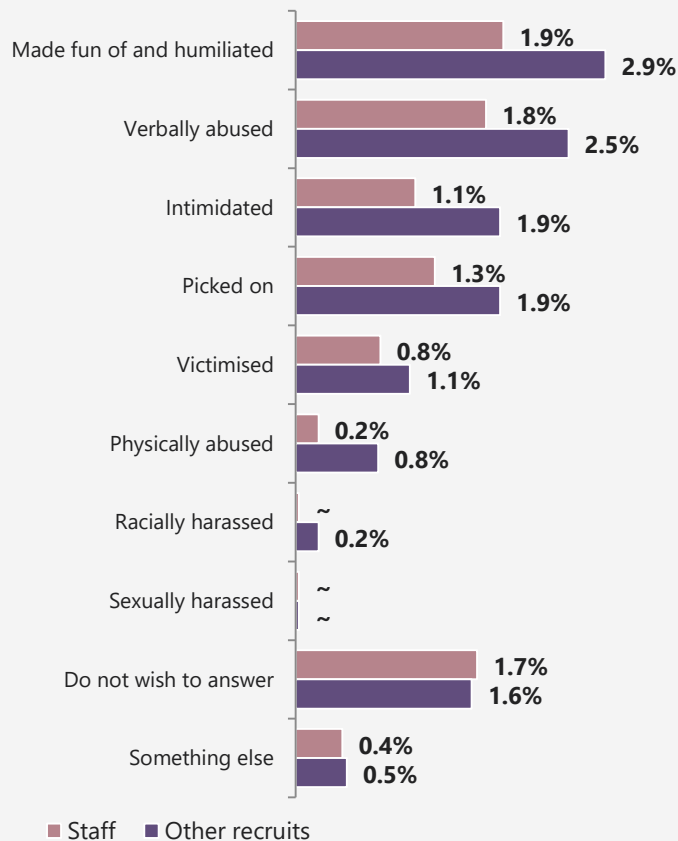
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Trainees. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Phase 1 Army recruits (3,822)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Army (373)

Current year results (% all recruits)



Equivalent number of recruits

75
110
70
100
45
75
50
75
30
40
10
30
~
10
~
~
65
65
35
20

Key figures

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



TYPES OF UNFAIR TREATMENT

Phase 1 Royal Navy Recruits



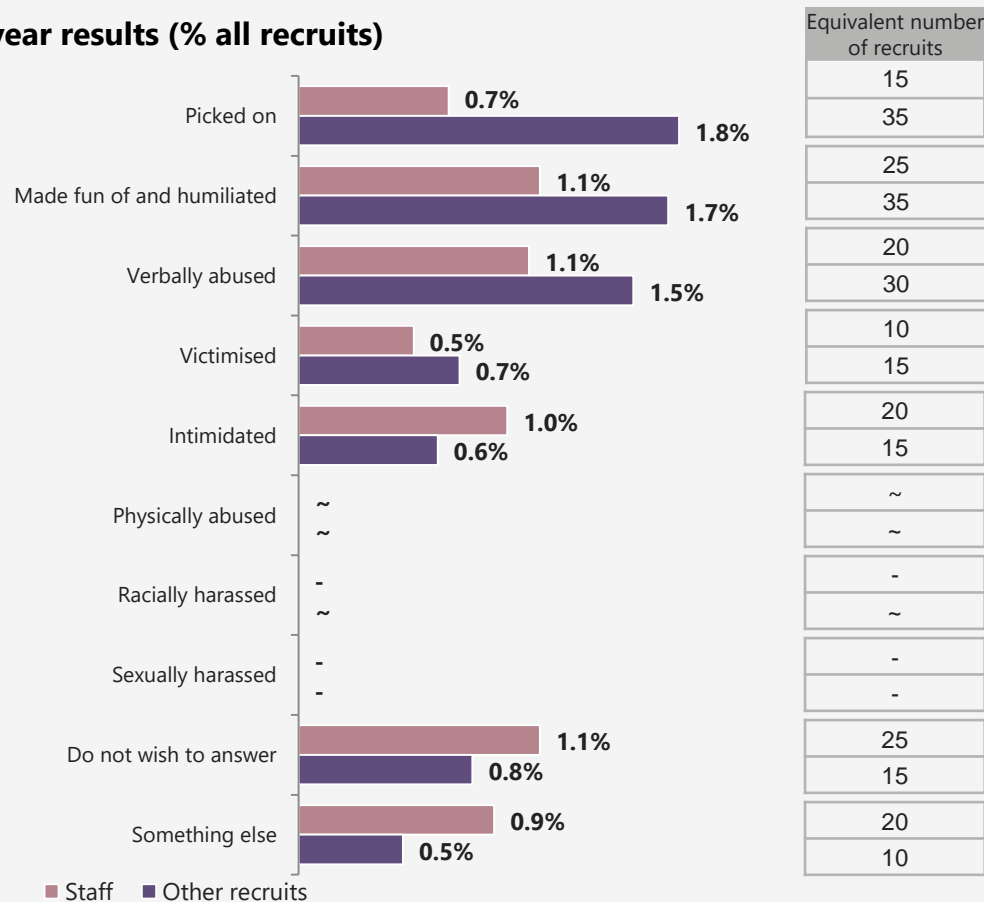
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Trainees. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Phase 1 Royal Navy recruits (1,884)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): Royal Navy (131)

Current year results (% all recruits)



Key figures

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



TYPES OF UNFAIR TREATMENT

Phase 1 RAF Recruits

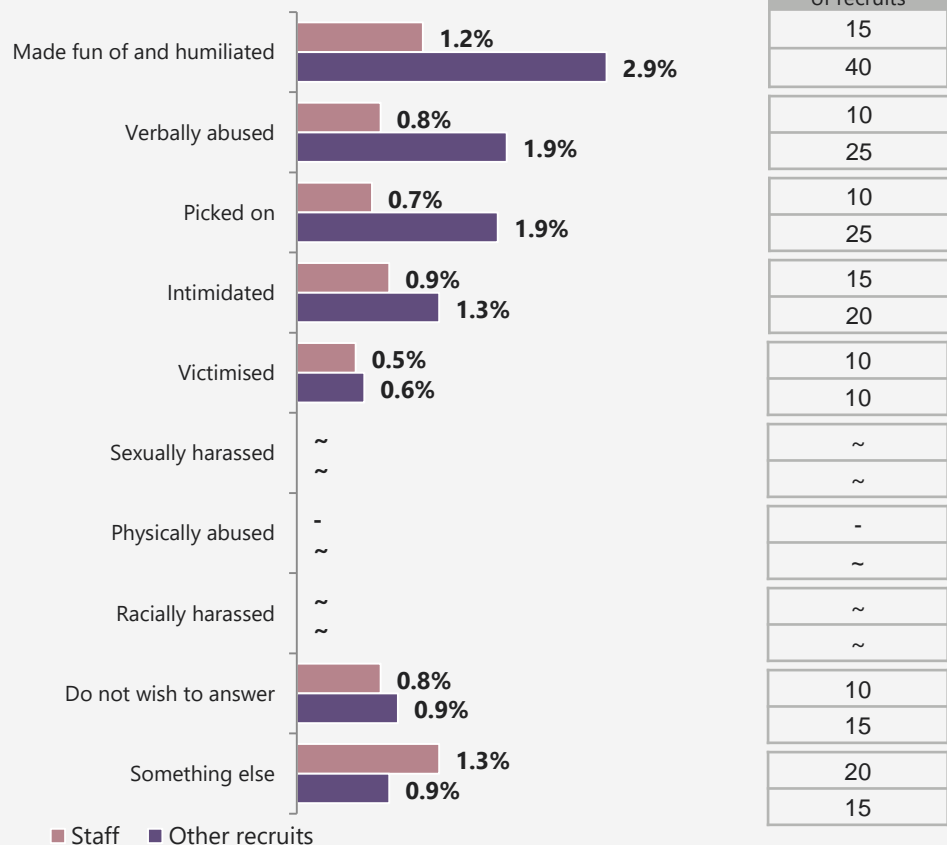
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Trainees. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Phase 1 RAF recruits (1,297)

Number of respondents asked the question (all Phase 1 respondents who were badly or unfairly treated): RAF (111)

Current year results (% all recruits)



Key figures

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

FREQUENCY OF UNFAIR TREATMENT

Phase 1 Recruits

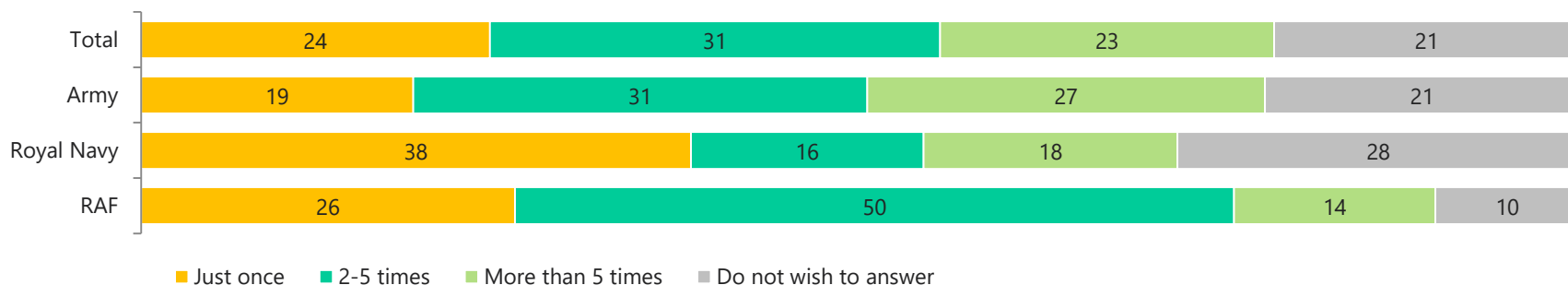
Q103-Staff. Generally speaking, how often would you say you were badly or unfairly treated by staff?

Q103-Trainees. Generally speaking, how often would you say you were badly or unfairly treated by other trainees?

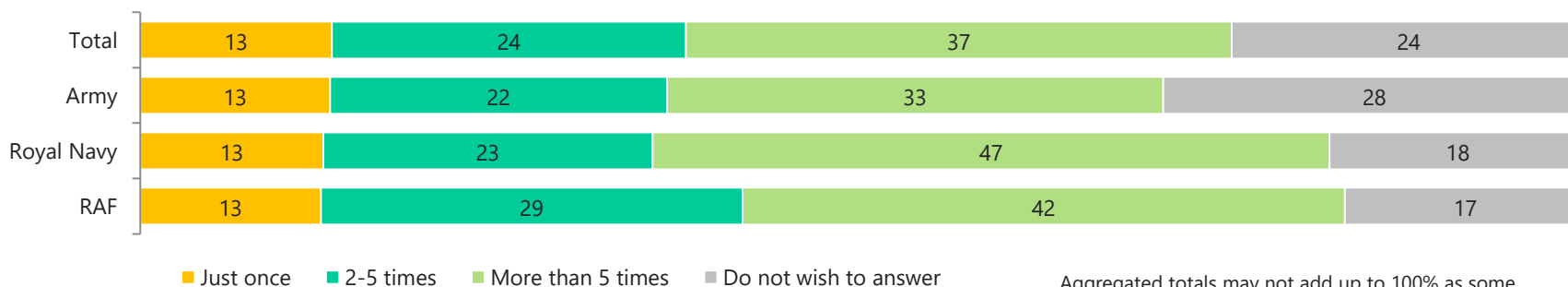
Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated by staff): Total (328), Army (210), Royal Navy (68), RAF (50)

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated by other trainees): Total (397), Army (246), Royal Navy (79), RAF (72)

How often unfairly treated by staff



How often unfairly treated by other trainees



Aggregated totals may not add up to 100% as some respondents opted out of answering this question

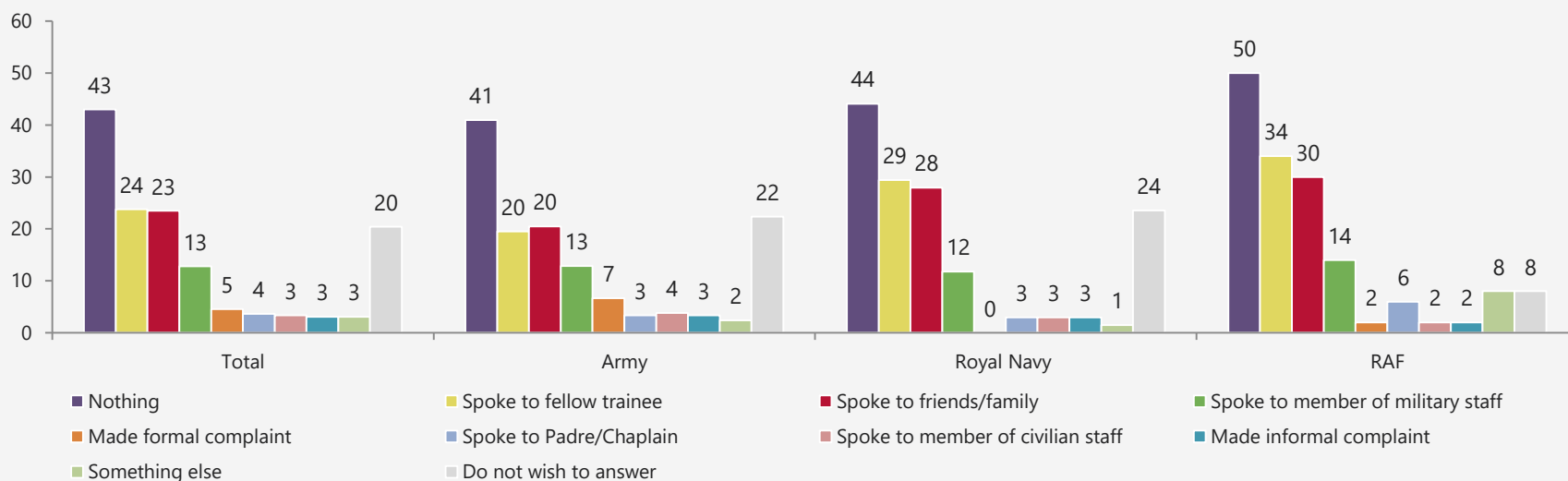
ACTION TAKEN AS A RESULT OF BAD OR UNFAIR TREATMENT

Phase 1 Recruits

Q104-Staff. Which of the following did you do following the bad or unfair treatment you experienced?

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated by staff): Total (328), Army (210), Royal Navy (68), RAF (50)

Current year results (%)



Key figures

- For the Armed Forces, the most common action taken by recruits who believed they experienced unfair treatment from staff was to do nothing (43%). Following this, the proportion taking other types of action drops and the next most common actions were speaking to a fellow trainee (24%) or speaking to friends and family (23%).
- It should be noted that 20% chose not to answer.

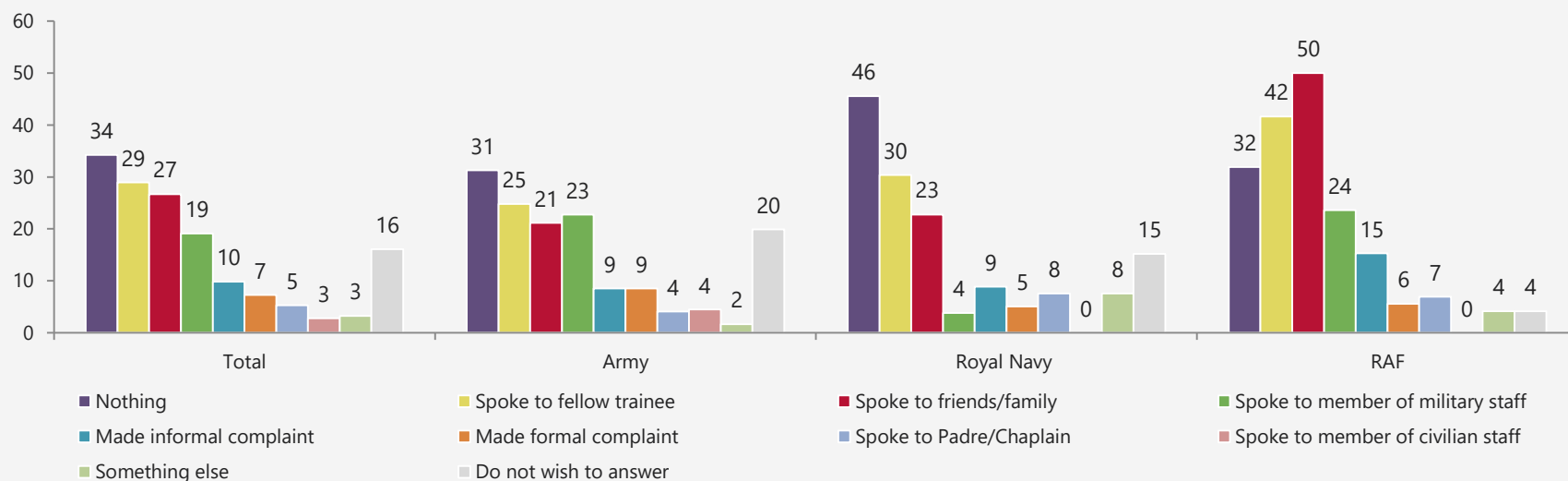
ACTION TAKEN AS A RESULT OF BAD OR UNFAIR TREATMENT

Phase 1 Recruits

Q104-Trainees. Which of the following did you do following the bad or unfair treatment you experienced?

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated by other trainees): Total (397), Army (246), Royal Navy (79), RAF (72)

Current year results (%)



Key figures

- For those who experienced unfair treatment from other trainees the most common action was to do nothing (34%), closely followed by speaking to a fellow trainee (29%) and speaking to friends and family (27%). One in every five (19%) spoke to a member of military staff.
- Overall 7% of recruits made a formal complaint following unfair treatment experienced from other trainees.
- It should be noted that this varies across the Services and at a total level 16% chose not to answer.

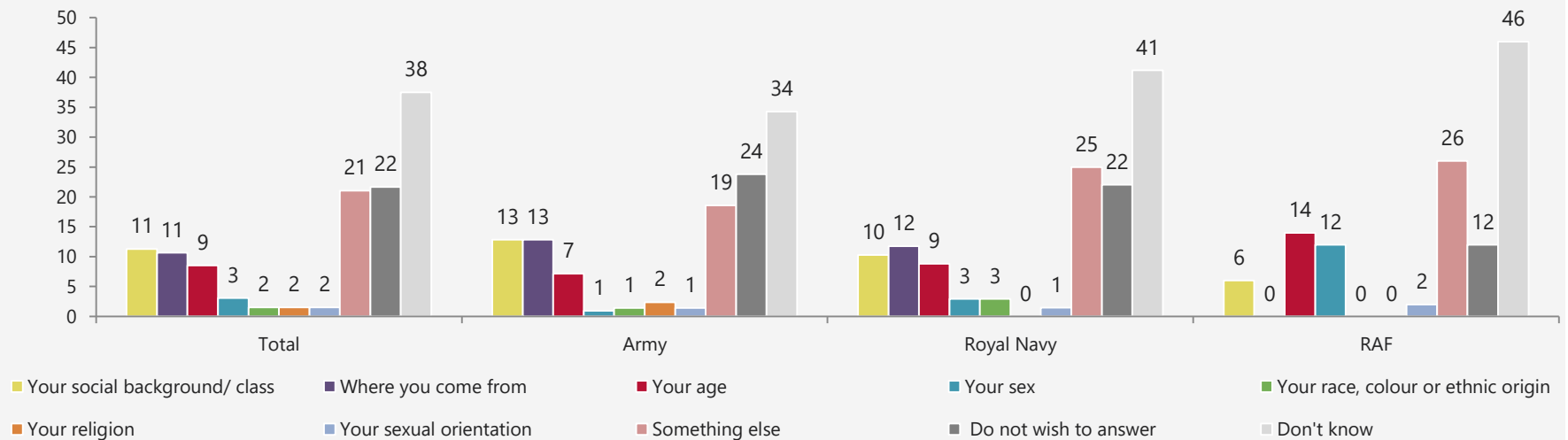
PERCEIVED REASON FOR BAD OR UNFAIR TREATMENT

Phase 1 Recruits

Q105-Staff. Why do you think you were badly or unfairly treated by staff?

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated by staff): Total (328), Army (210), Royal Navy (68), RAF (50)

Current year results (%)



Key figures

- Across the Armed Forces many recruits who experienced unfair treatment from staff do not know why (38%).
- When citing a reason the most common are social background (11%), where they come from (11%) and age (9%).

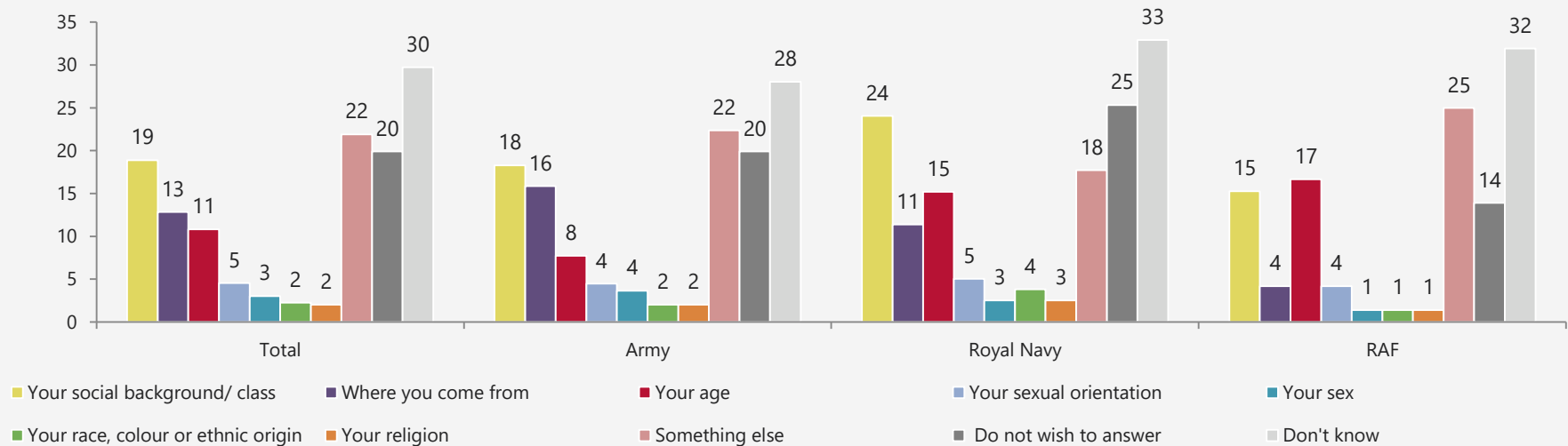
PERCEIVED REASON FOR BAD OR UNFAIR TREATMENT

Phase 1 Recruits

Q105-Trainees. Why do you think you were badly or unfairly treated by other trainees?

Number of respondents (all Phase 1 respondents who said they were badly or unfairly treated by other trainees): Total (397), Army (246), Royal Navy (79), RAF (72)

Current year results (%)



Key figures

- Across the Armed Forces many recruits who experienced unfair treatment from staff do not know why (30%).
- When citing a reason the most common are social background (19%), followed by where they come from (13%) and age (11%).

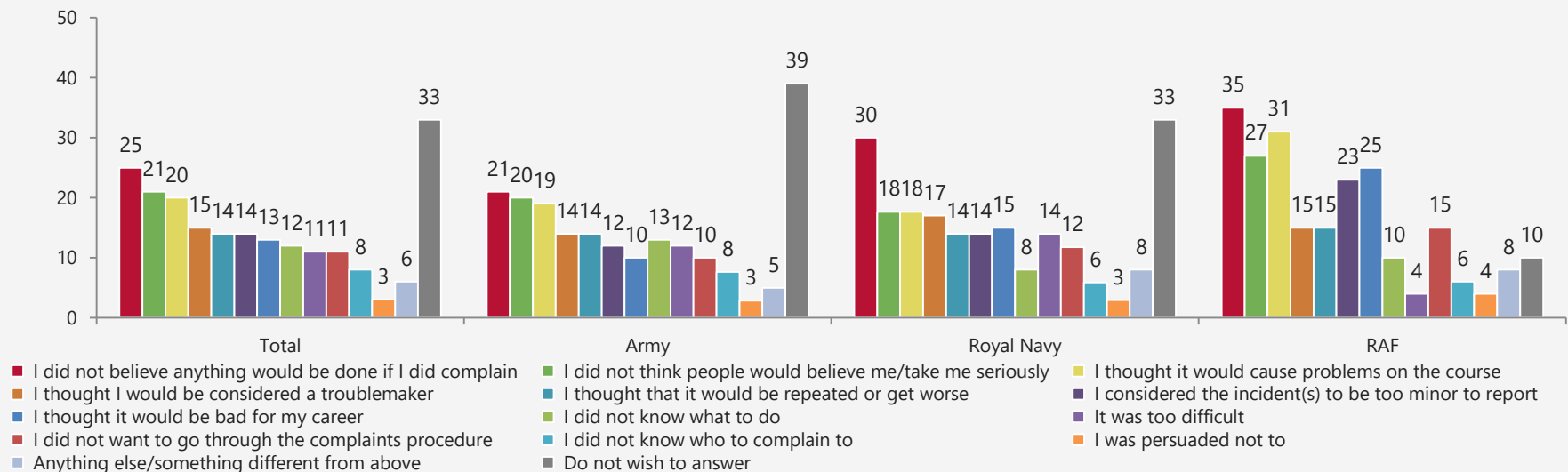
REASON FOR NOT COMPLAINING ABOUT BAD OR UNFAIR TREATMENT

Phase 1 Recruits

Q106-Staff. 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 (303), Army (189), Royal Navy (66), RAF (48)

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 from staff. The top reason was that they did not believe anything would be done (25%)
- This was closely followed by thinking that they would not be believed (21%) and thinking that it would cause problems on the course (20%).

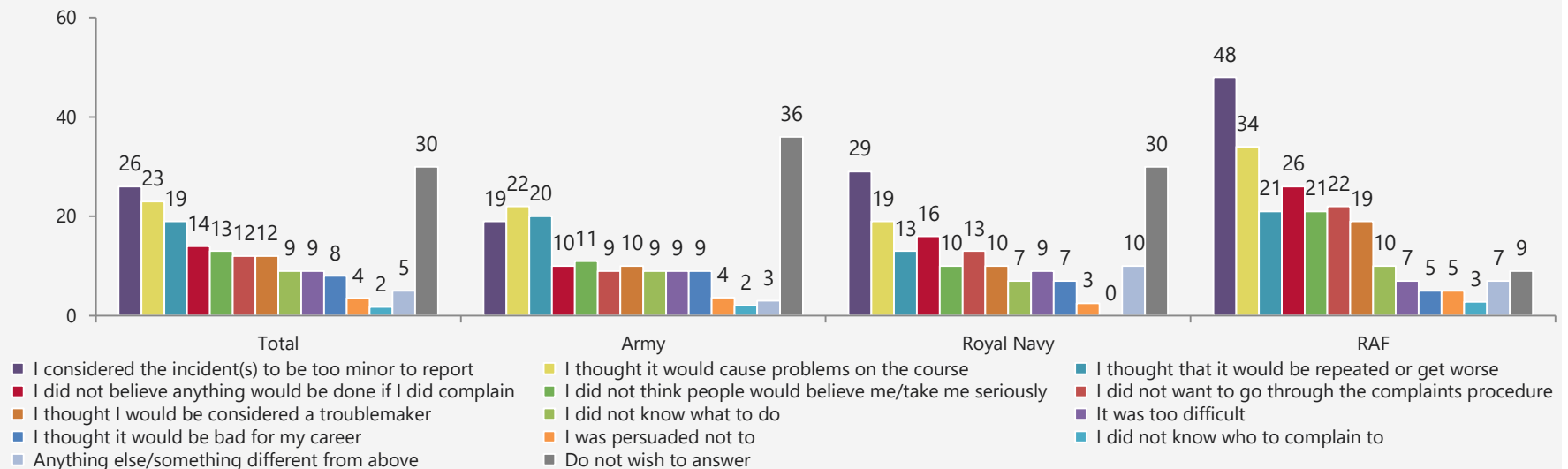
REASON FOR NOT COMPLAINING ABOUT BAD OR UNFAIR TREATMENT

Phase 1 Recruits

Q106-Trainees. 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 (336), Army (209), Royal Navy (69), RAF (58)

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 from trainees. The top two reasons were that they considered the incident(s) too minor to report (26%) and thought it would cause problems on the course (23%).
- These were closely followed by the following reasons: thought it would be repeated or get worse (19%), I did not believe anything would be done if I did complain (14%) and I did not think people would believe me (13%).



Setbacks during training

ILLNESS OR INJURY DURING TRAINING

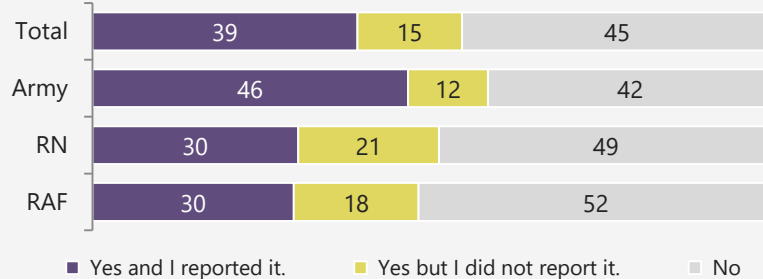
Phase 1 Recruits

49. Were you ever ill or injured during training?

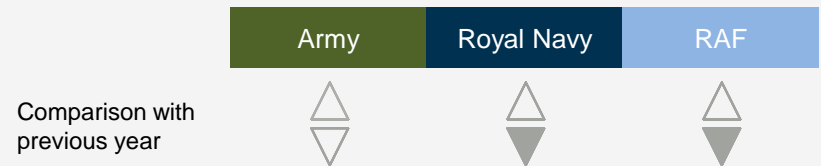
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

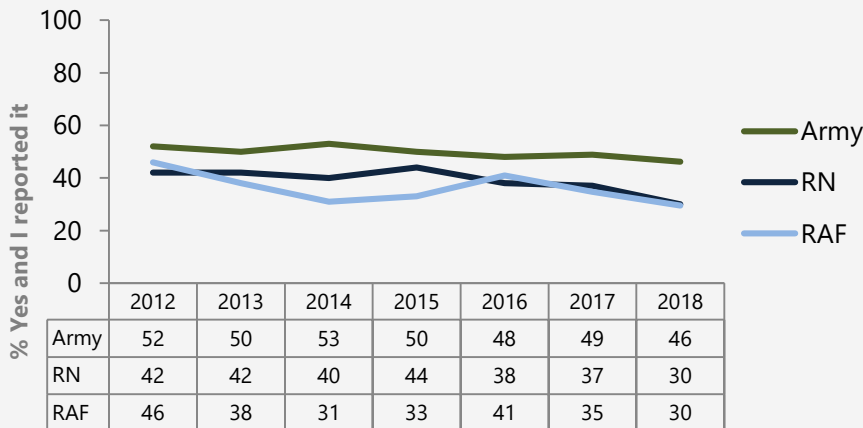
Current year results (%)



Differences



Trend



Key figures

- Royal Navy and RAF recruits citing that they were ill or injured during training and they reported it decreased in 2018 compared to 2017. Royal Navy recruits saying 'yes and I reported it' fell from 37% in 2017 to 30% in 2018. RAF recruits saying 'yes and I reported it' fell from 35% in 2017 to 30% in 2018.

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.

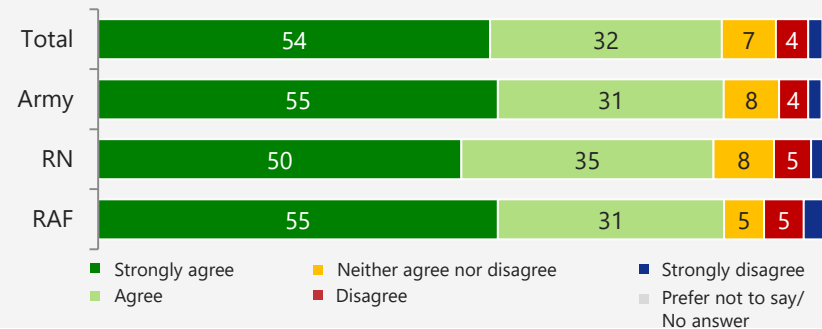
WHETHER ILLNESS/INJURY WAS DEALT WITH PROPERLY

Phase 1 Recruits

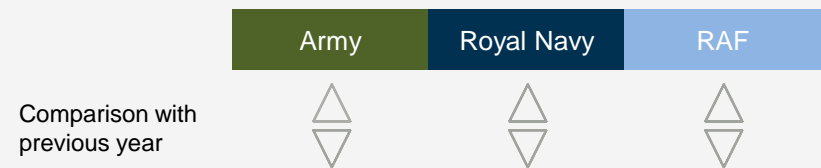
50. Please indicate how you feel about the following statements: My injury/illness was properly dealt with

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (2,714), Army (1,765), Royal Navy (566), RAF (383)
% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

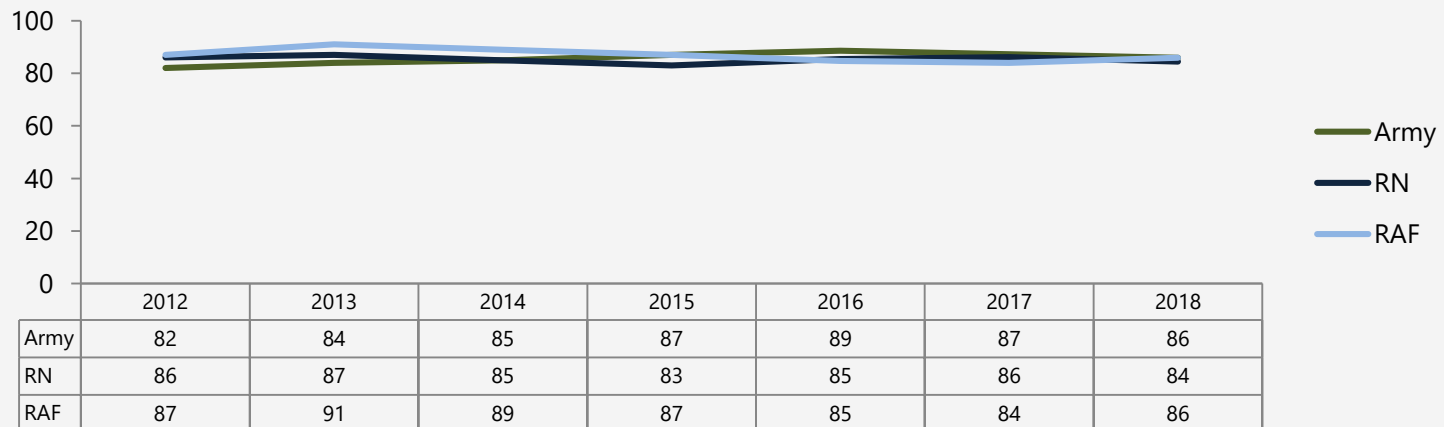
Current year results (%)



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.

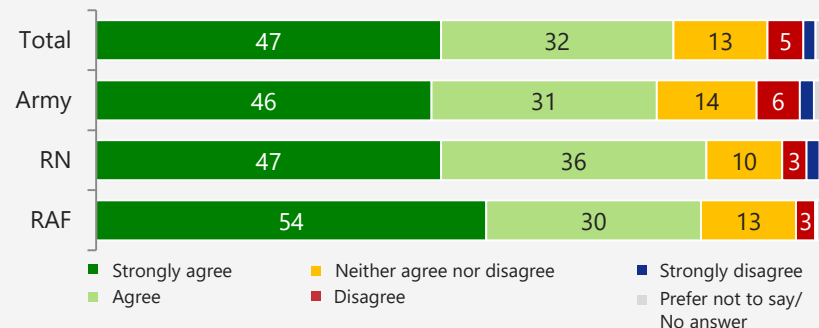
STAFF HELP AND SUPPORT DURING ILLNESS/INJURY

Phase 1 Recruits

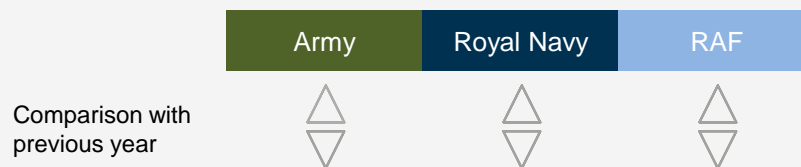
50. Please indicate how you feel about the following statements: Staff helped and supported me when I was ill/injured

Number of respondents (all Phase 1 respondents who were ill or injured and reported it): Total (2,714), Army (1,765), Royal Navy (566), RAF (383)
% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

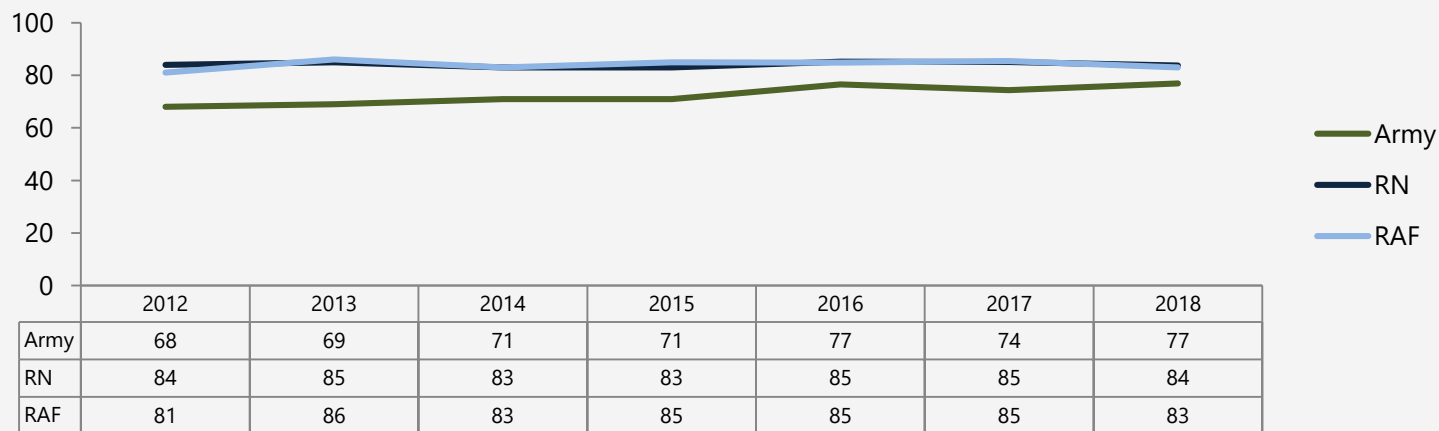
Current year results (%)



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

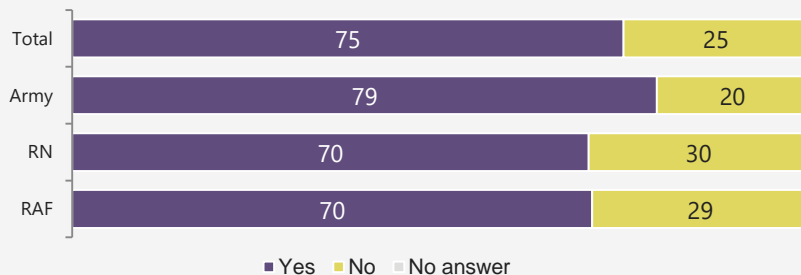
Phase 1 Recruits

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

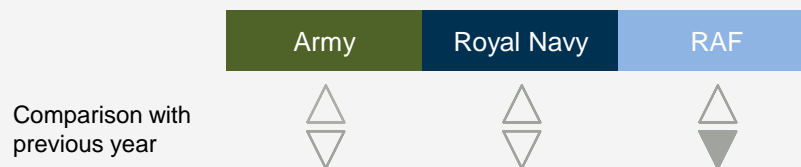
Number of respondents (all respondents who were not ill/injured): Total (3,186), Army (1,593), Royal Navy (919), RAF (674)

Comments and significant differences based on % saying 'yes'

Current year results (%)



Differences



Trend



Key figures

- RAF recruits who would have felt comfortable reporting sick, if they had been ill or injured during training, dropped from 78% in 2017 to 70% in 2018.

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.

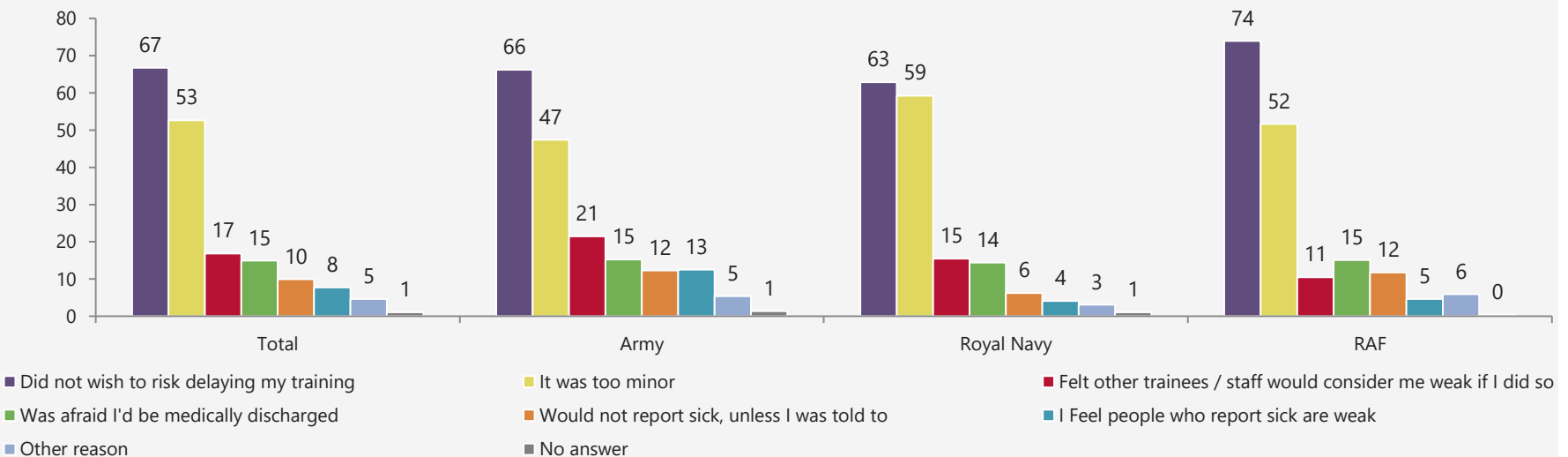
REASON FOR NOT REPORTING ILLNESS OR INJURY

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 (1,073), Army (447), Royal Navy (388), RAF (238)

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 (67%), followed by it being too minor (53%).
- These reasons dominate and are consistent across services.

RESULT OF NOT REPORTING SICK

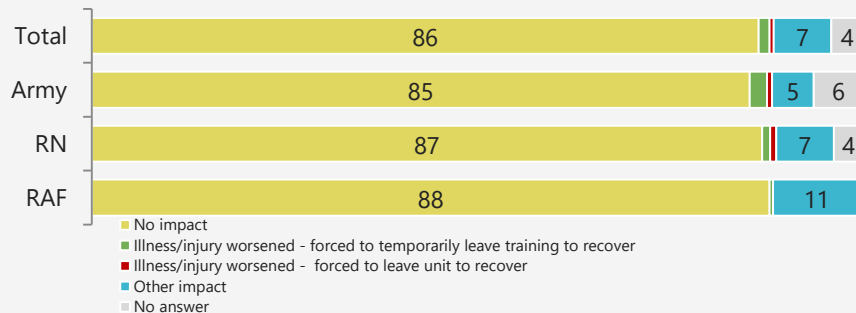
Phase 1 Recruits

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 (1,073), Army (447), Royal Navy (388), RAF (238)

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

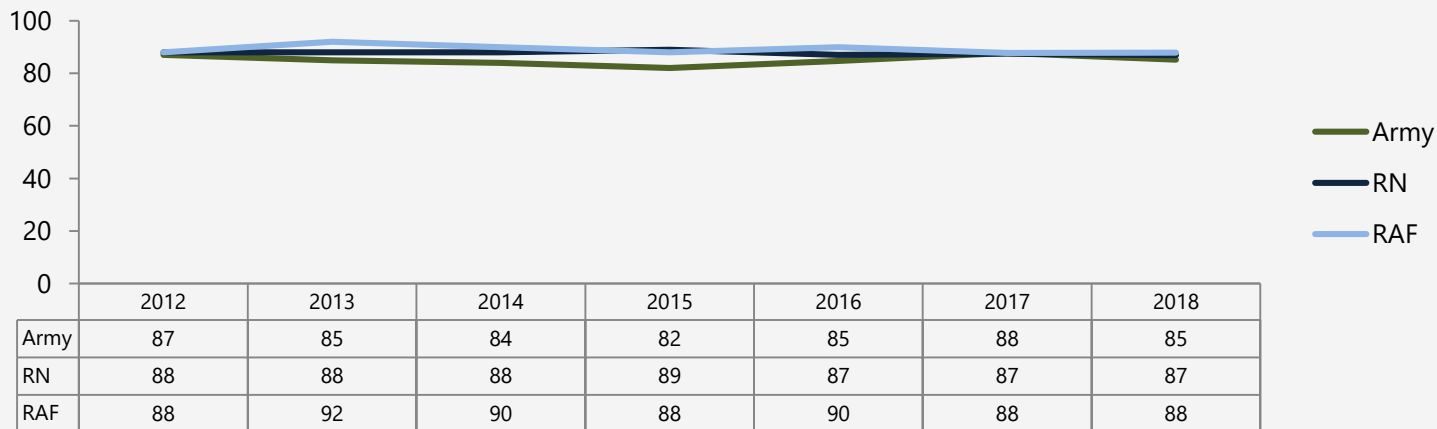
Current year results (%)



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

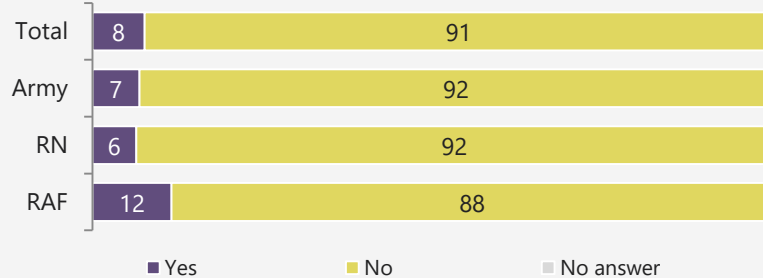
Phase 1 Recruits

54. Did you have to repeat training?

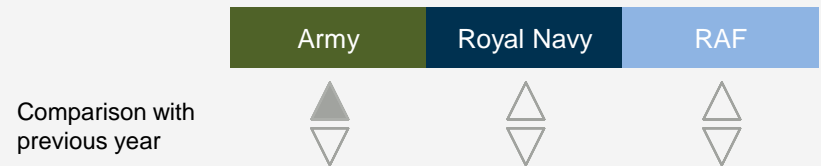
Number of respondents (all Phase 1 respondents): Total Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

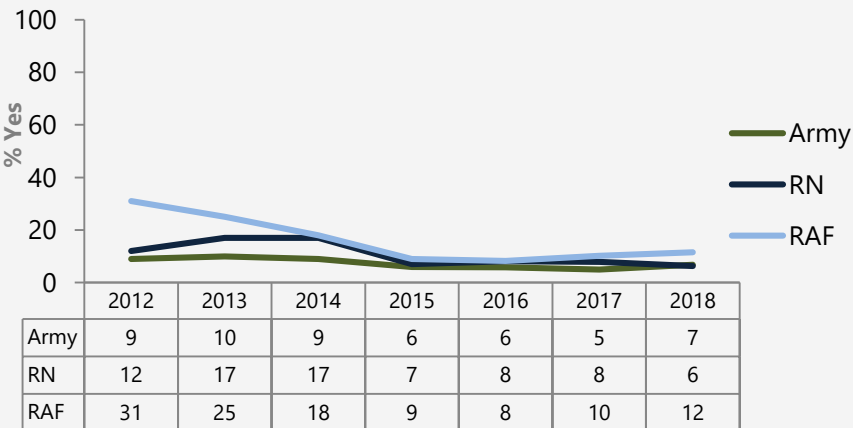
Current year results (%)



Differences



Trend



Key figures

- Army recruits agreeing that they had to repeat training increased in 2018 to 7% from 5% 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.

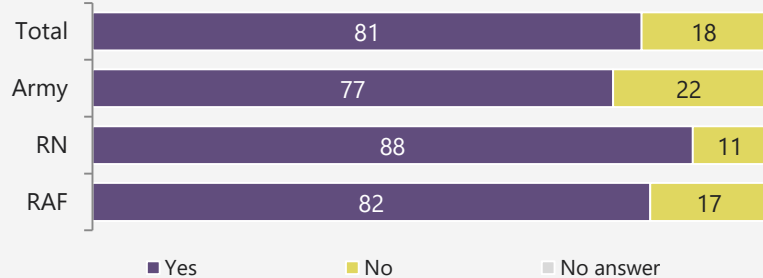
PERSONAL WARNING OF POSSIBILITY OF REPEATING TRAINING

Phase 1 Recruits

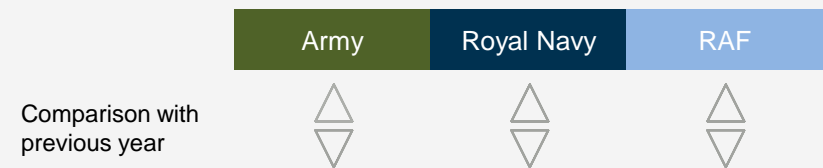
55. Were you warned personally that there was a possibility that you would have to repeat training?

Number of respondents (all Phase 1 respondents who had to repeat training): Total (529), Army (260), Royal Navy (119), RAF (150)
% 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.

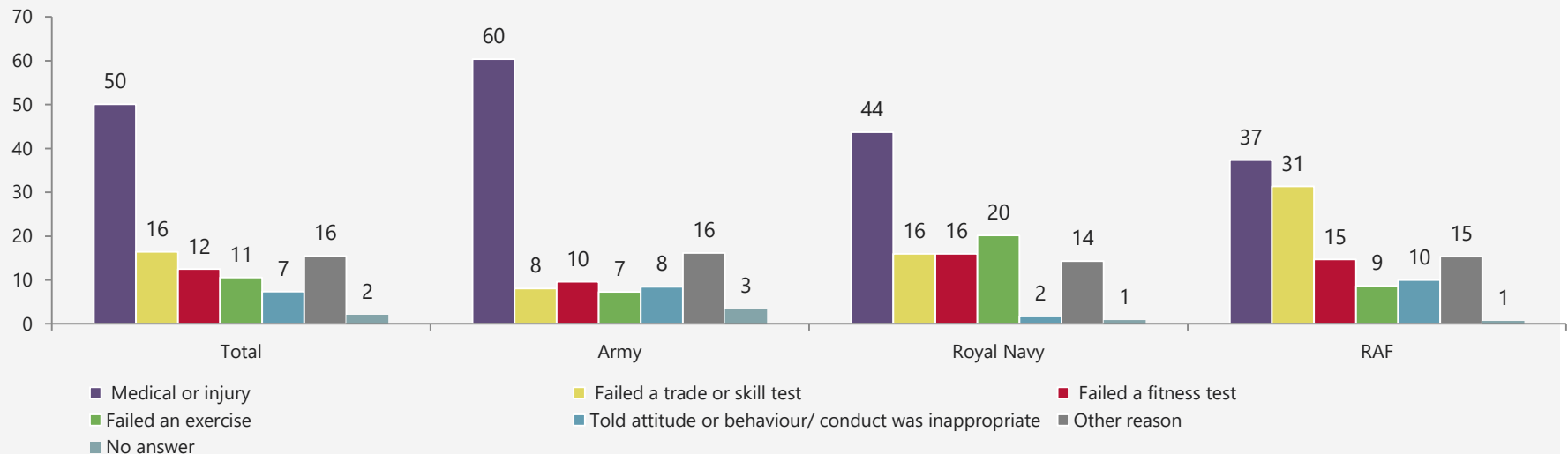
REASON GIVEN FOR REPEATING TRAINING

Phase 1 Recruits

56. What reasons were you given for repeating training?

Number of respondents (all Phase 1 respondents who did repeat training): Total (529), Army (260), Royal Navy (119), RAF (150)

Current year results (%)



Key figures

- Across the Armed Services, the most common reason given for repeating training was due to medical issues or injury (50%). This was also the most cited reason in 2017 and the top mention across all Services.



General

SATISFACTION WITH TRAINING EXPERIENCE

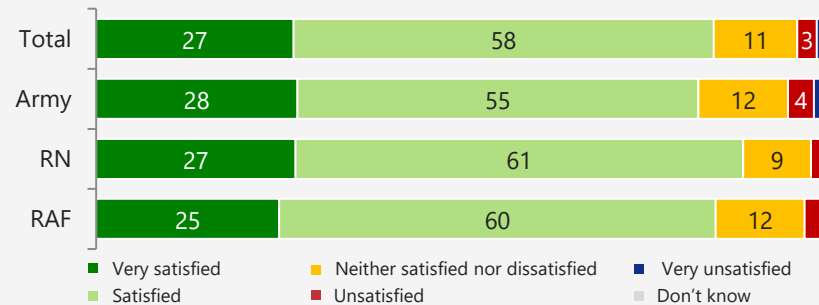
Phase 1 Recruits

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

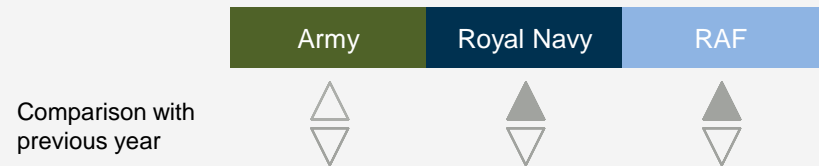
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

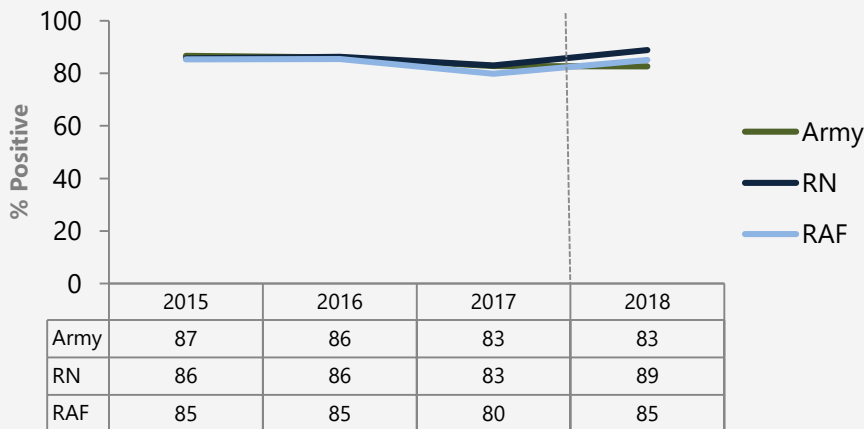
Current year results (%)



Differences



Trend



Key figures

- Overall satisfaction with the training experience increased among Royal Navy and RAF recruits in 2018. Royal Navy satisfaction increased to 89% in 2018 from 83% in 2017, whilst RAF satisfaction increased to 85% in 2018 from 80% in 2017.
- Please note that an amendment was made to this question in 2018.

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.

This question was first included in the survey in 2015.

The answer options 'extremely satisfied' and 'extremely dissatisfied' were removed in 2018.



REGULAR FEEDBACK ON PERFORMANCE

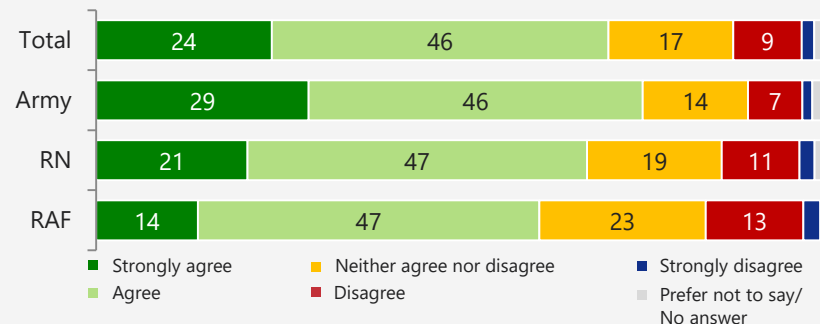
Phase 1 Recruits

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 (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

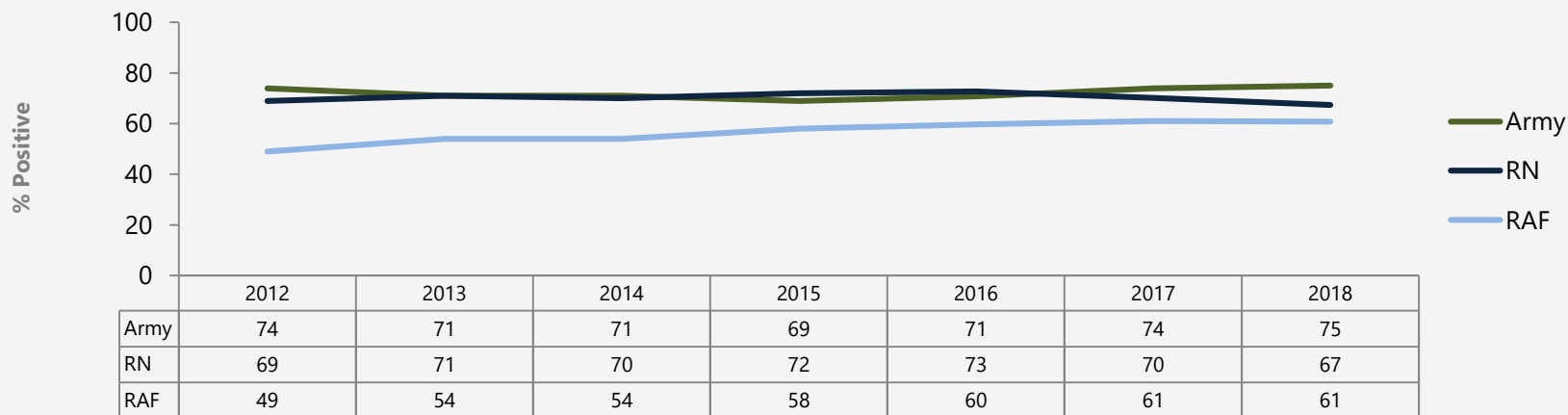
Current year results (%)



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.

EXPLANATION OF REASONS FOR DOING THINGS

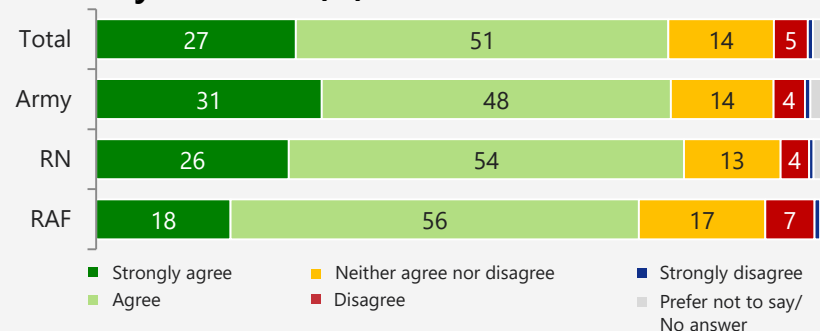
Phase 1 Recruits

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

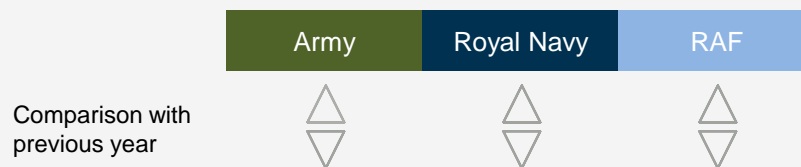
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

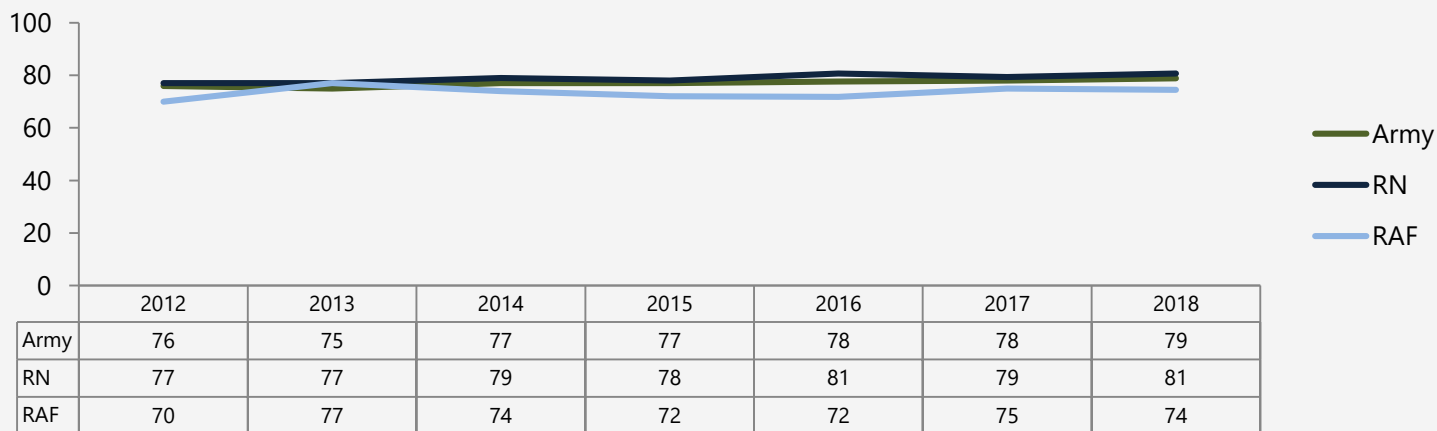
Current year results (%)



Differences



Trend



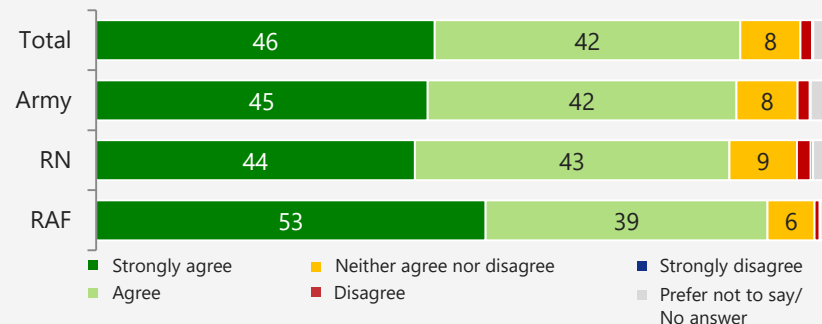
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

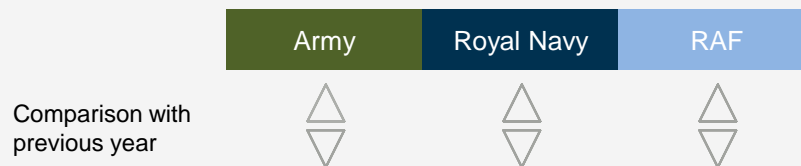
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

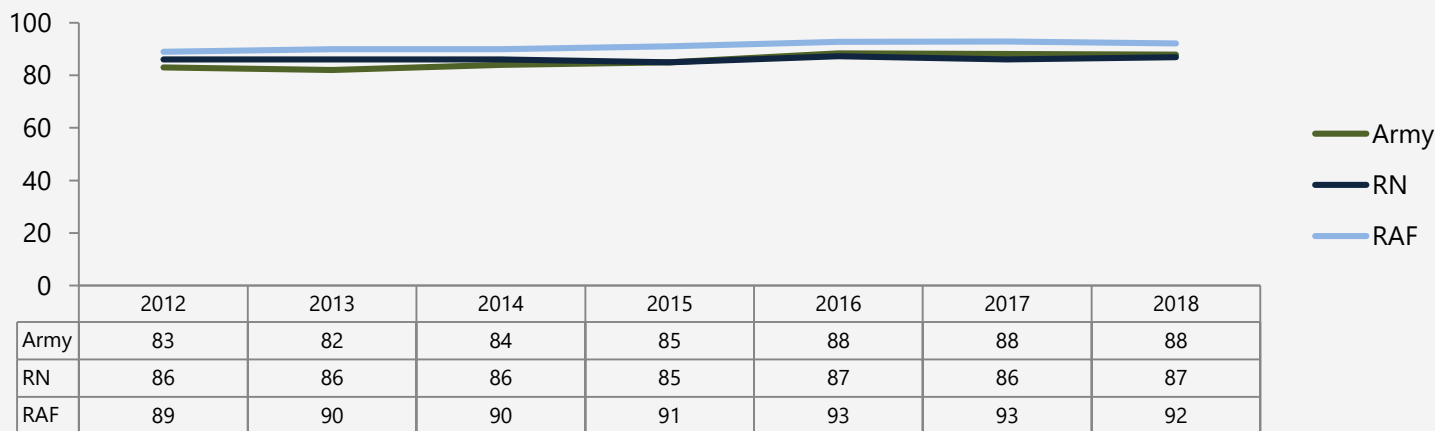
Current year results (%)



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

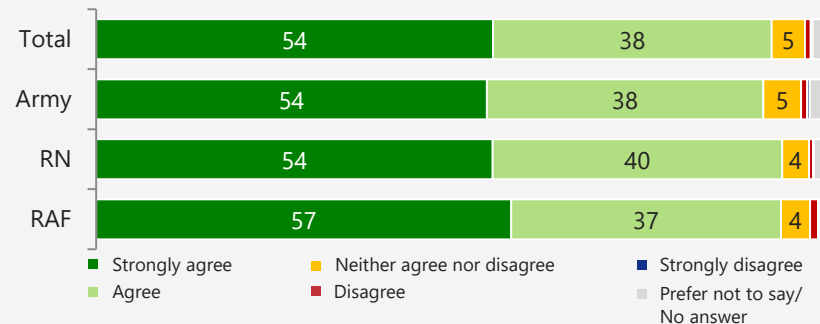
Phase 1 Recruits

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

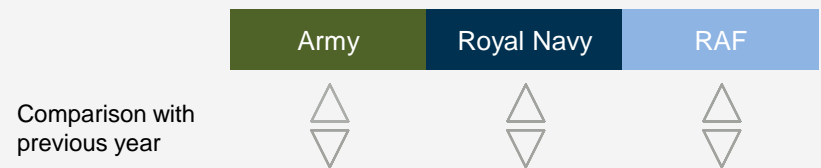
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

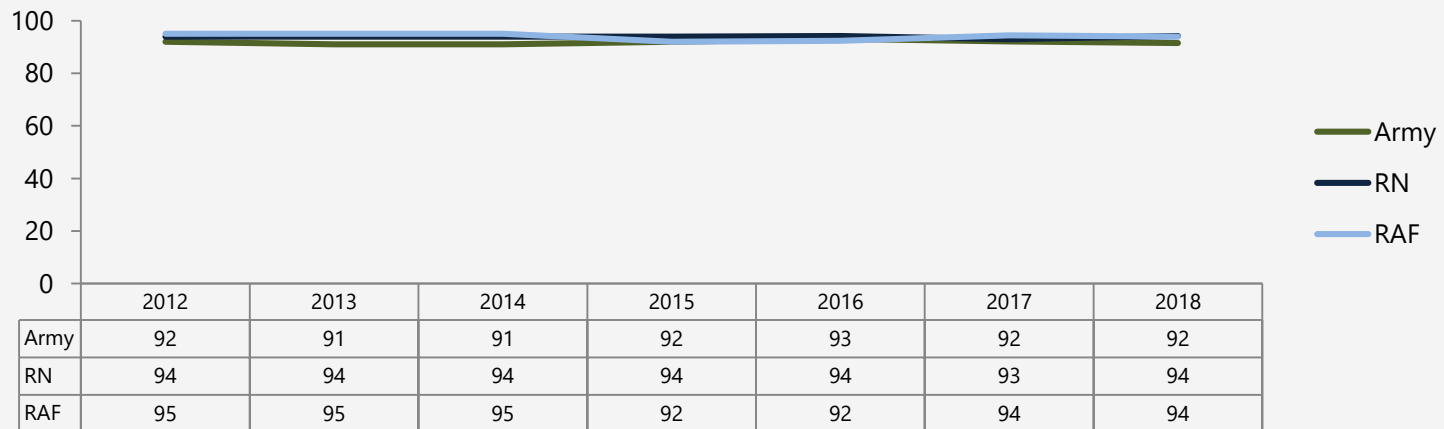
Current year results (%)



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.

SENSE OF ACHIEVEMENT

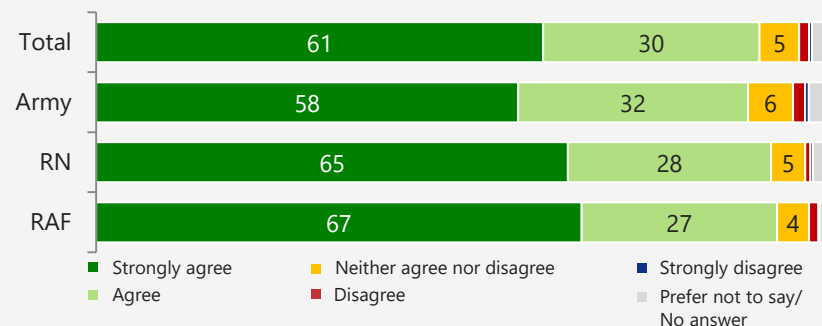
Phase 1 Recruits

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

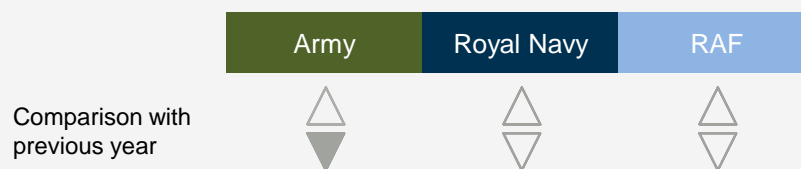
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

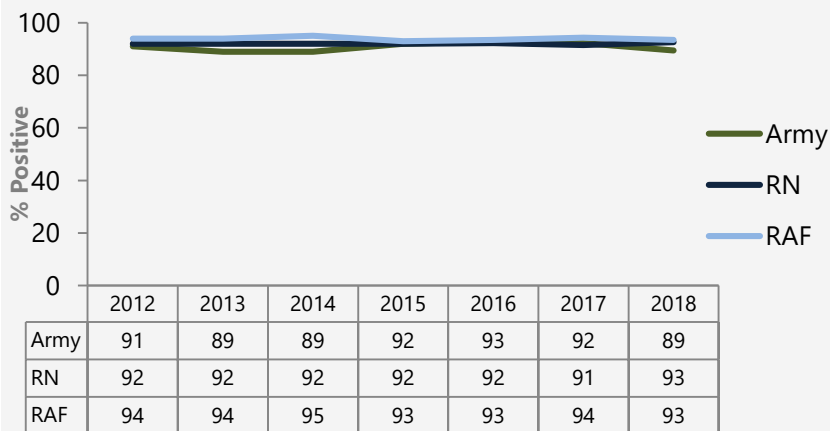
Current year results (%)



Differences



Trend



Key figures

- The proportion of Army recruits who 'strongly agree' or 'agree' that they felt a sense of achievement decreased from 92% in 2017 to 89% in 2018.

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

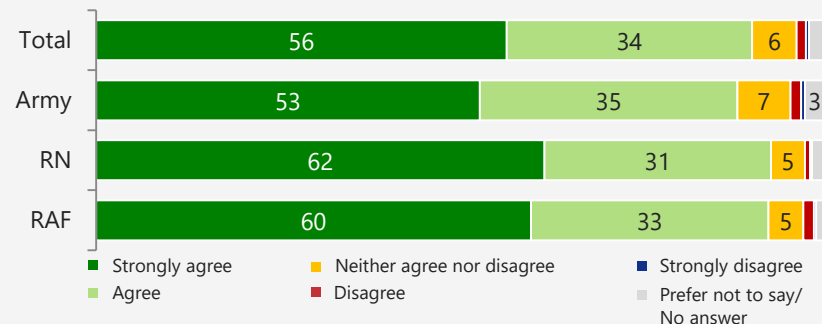
Phase 1 Recruits

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

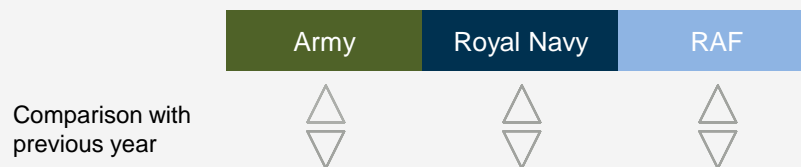
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

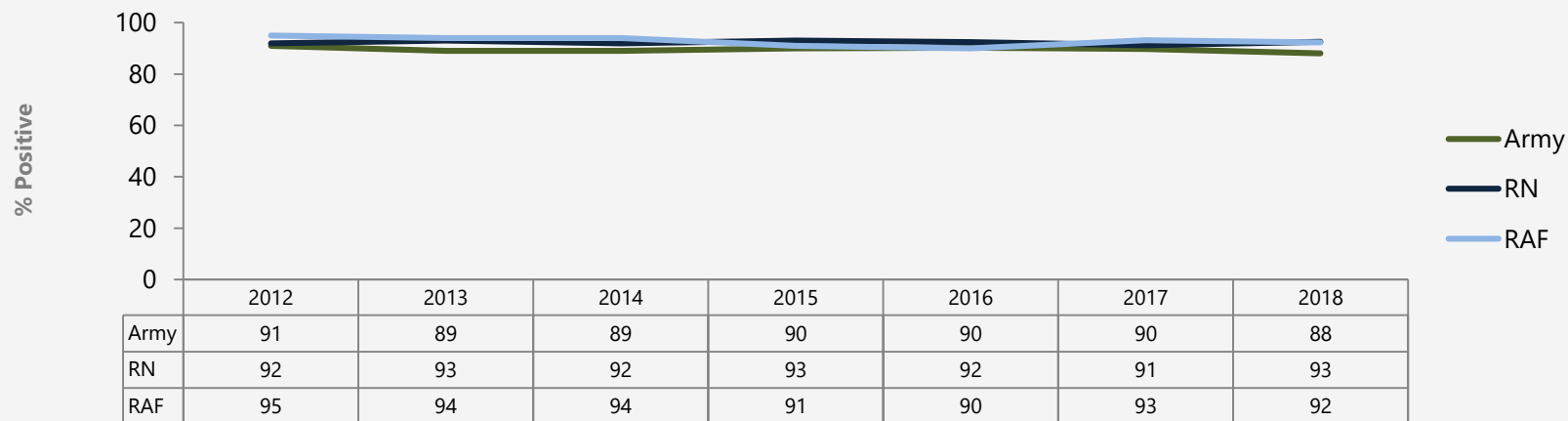
Current year results (%)



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.



TRAINING COMPARISON TO EXPECTATIONS

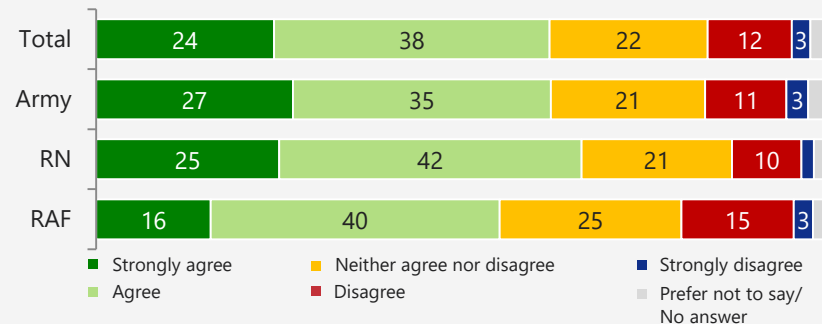
Phase 1 Recruits

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 (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

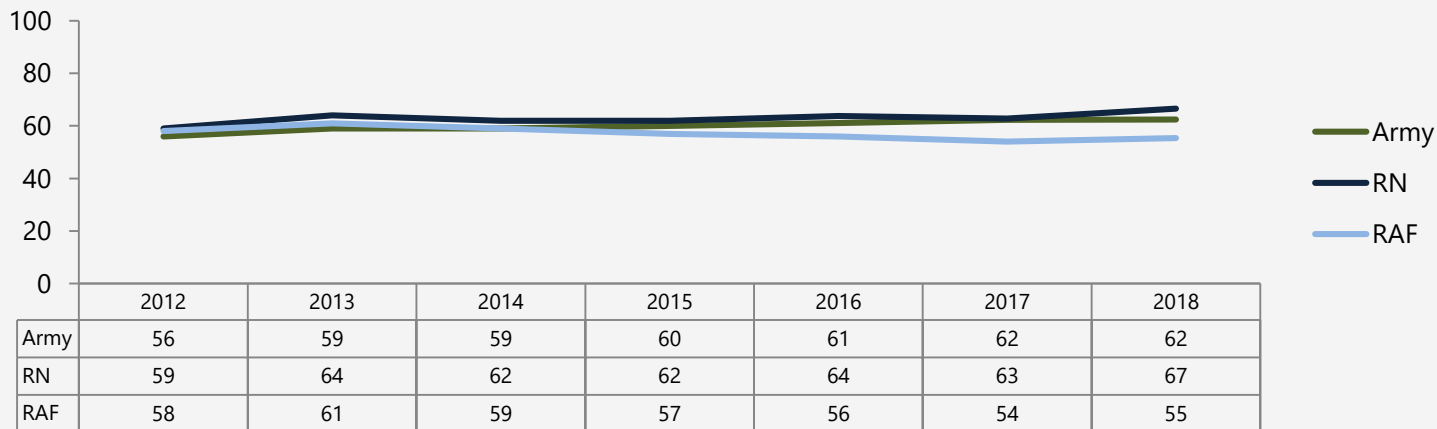
Current year results (%)



Differences



Trend



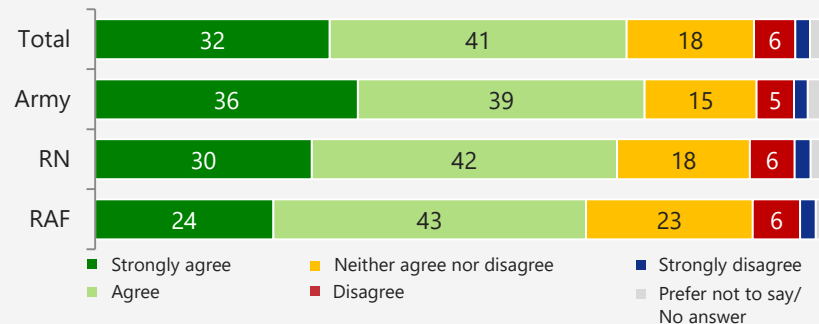
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

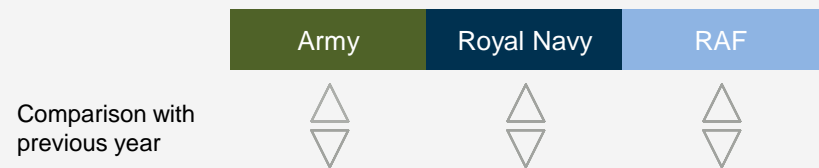
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

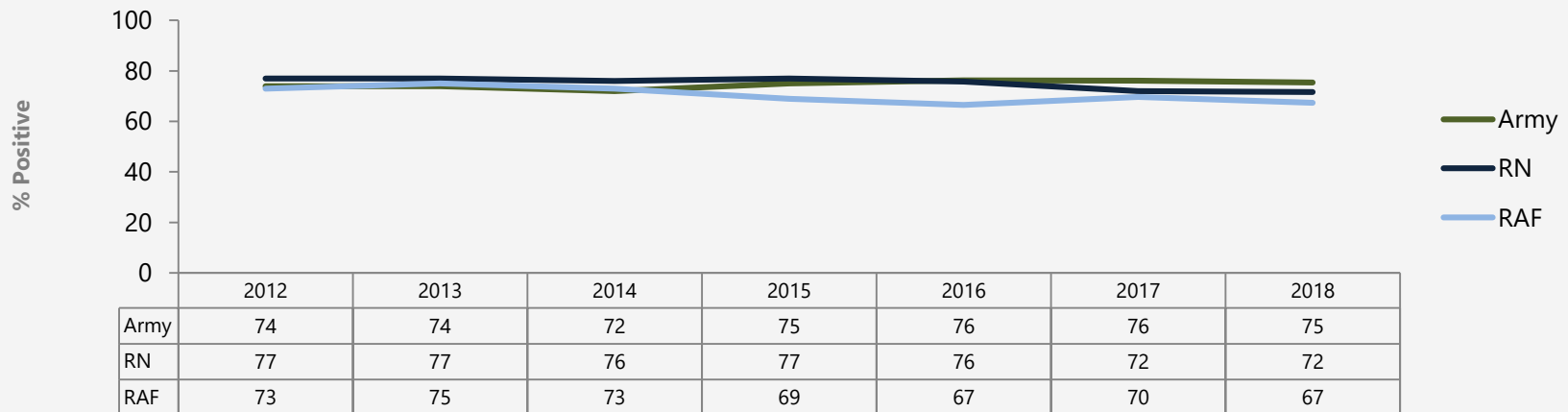
Current year results (%)



Differences



Trend



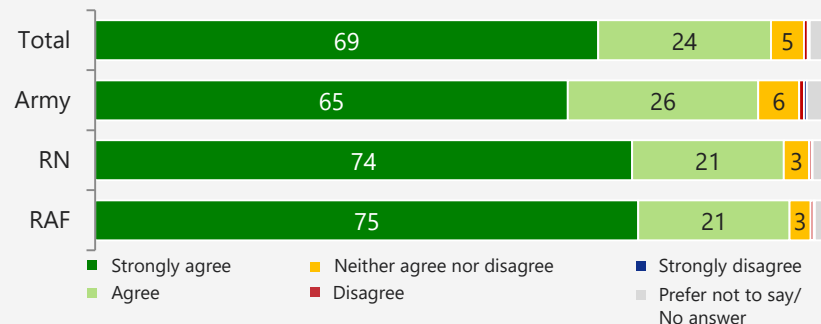
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the chart.
Please refer to notes page for base size of previous years.

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

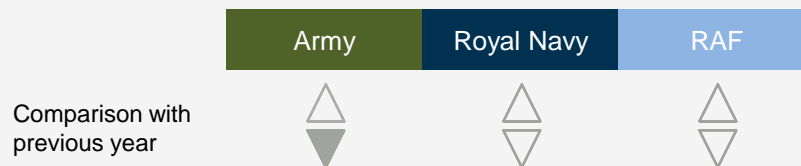
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

Current year results (%)



Differences



Trend



Key figures

- The proportion of Army recruits who 'strongly agree' or 'agree' that they feel proud to be in the Army decreased from 94% in 2017 to 91% in 2018.

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

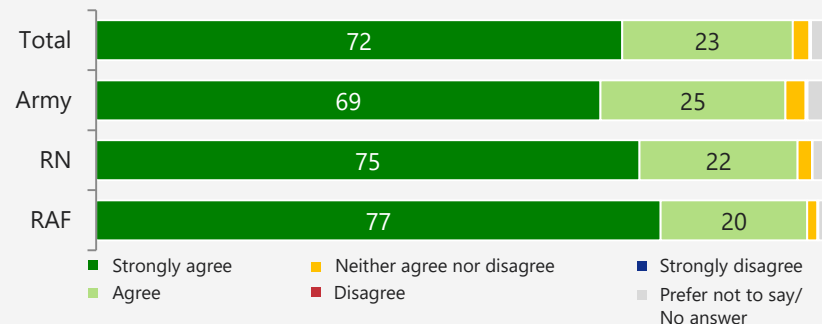
Phase 1 Recruits

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 (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

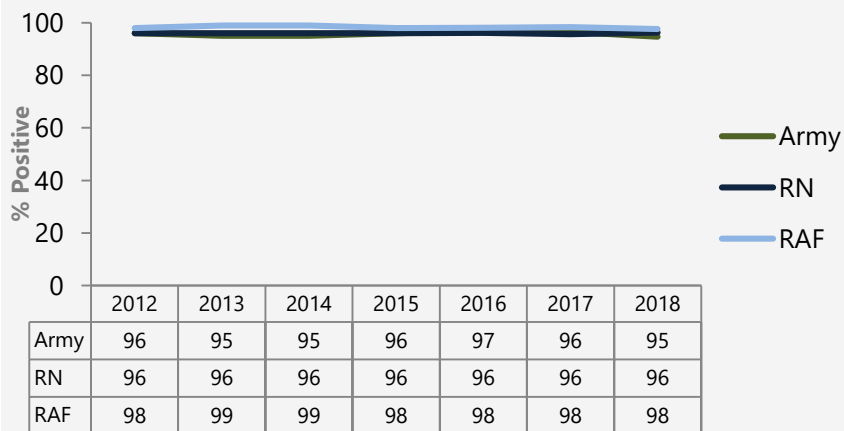
Current year results (%)



Differences



Trend



Key figures

- The proportion of Army recruits who 'strongly agree' or 'agree' that they understand the core values of the Army decreased slightly from 96% in 2017 to 95% in 2018.

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

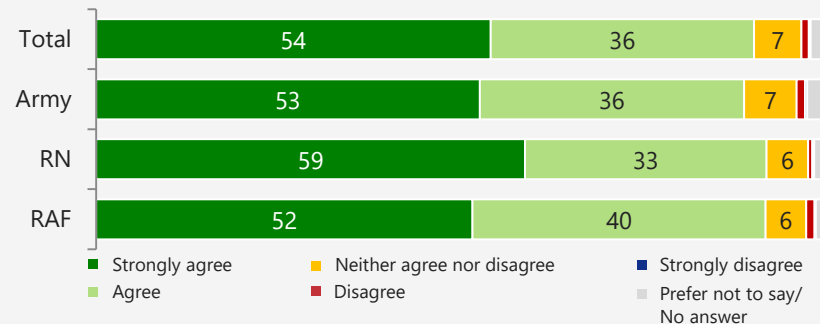
Phase 1 Recruits

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

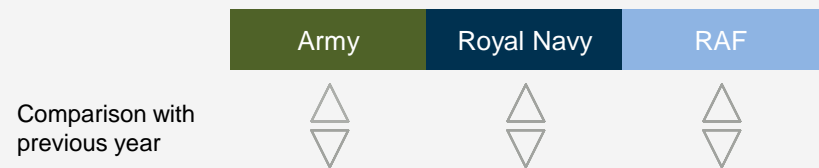
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

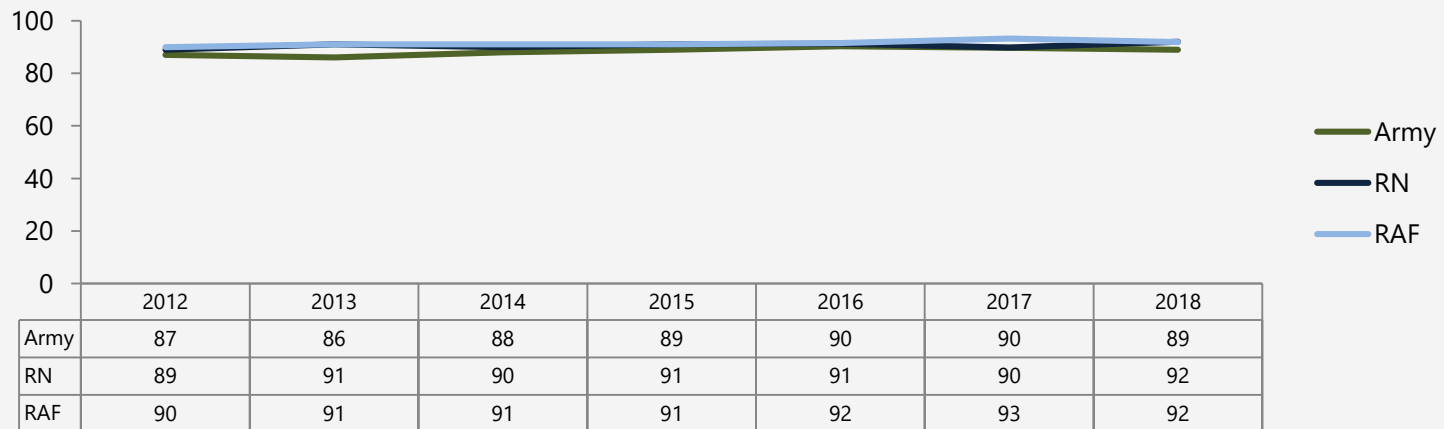
Current year results (%)



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.

ABLE TO KEEP IN TOUCH WITH FAMILY WHEN NOT ON A TRAINING TASK

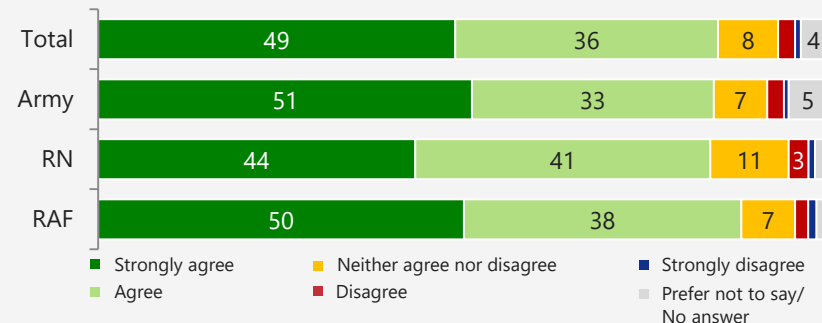
Phase 1 Recruits

58. Below are some statements ... To what extent do you agree or disagree with each? I was able to keep in touch with my family when I wasn't on a training task

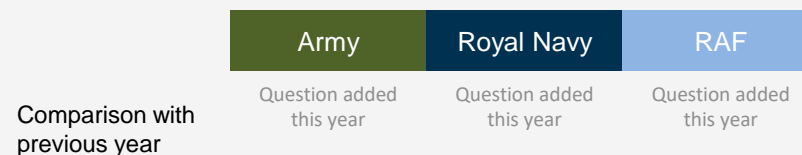
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

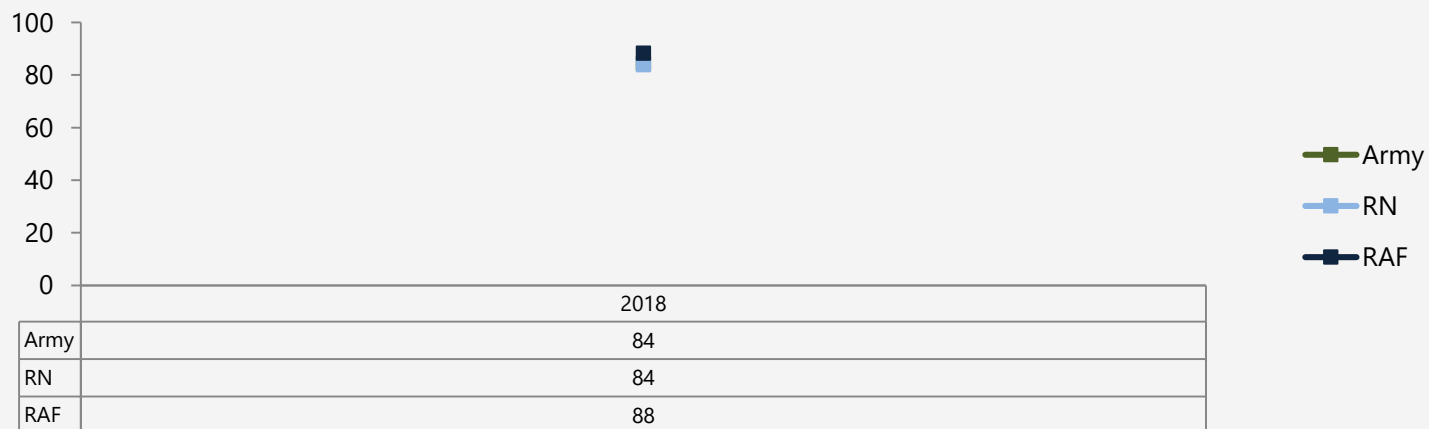
Current year results (%)



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.

*No trend data or differences to previous years because this question was introduced in 2018.

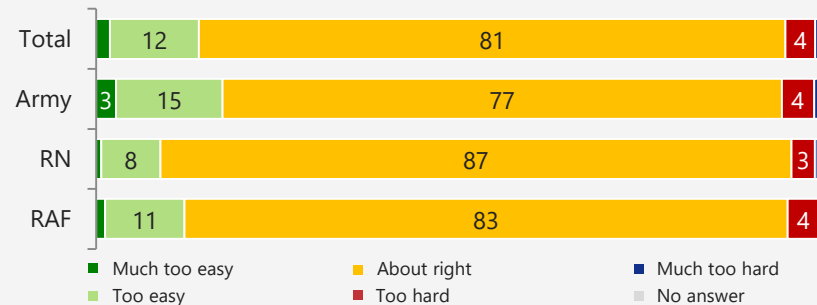
COURSE EASE OR DIFFICULTY

Phase 1 Recruits

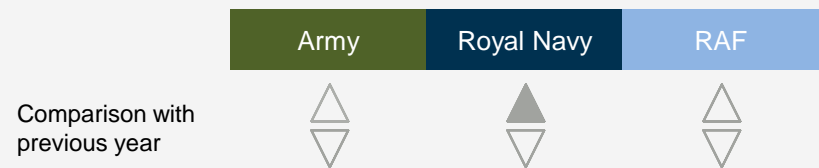
59a. Do you feel the course was.?

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
% positive equals the proportion who say 'about right' – comments and significant differences based on this

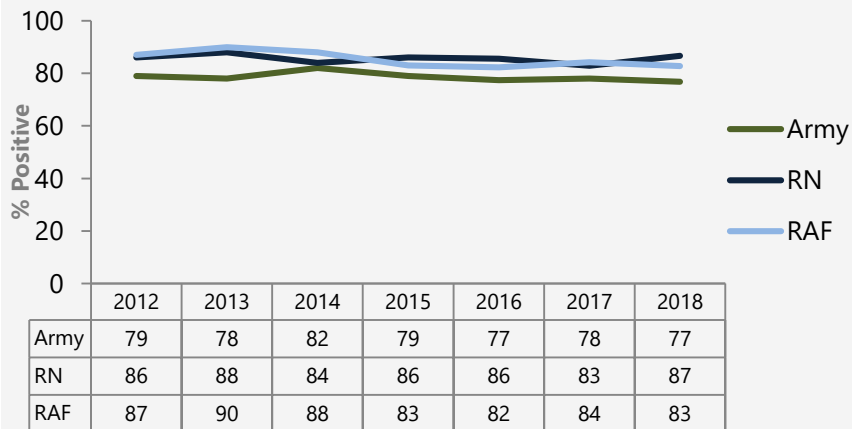
Current year results (%)



Differences



Trend



Key figures

- Royal Navy recruits agreeing that the course was 'about right' increased from 83% in 2017 to 87% in 2018.

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.

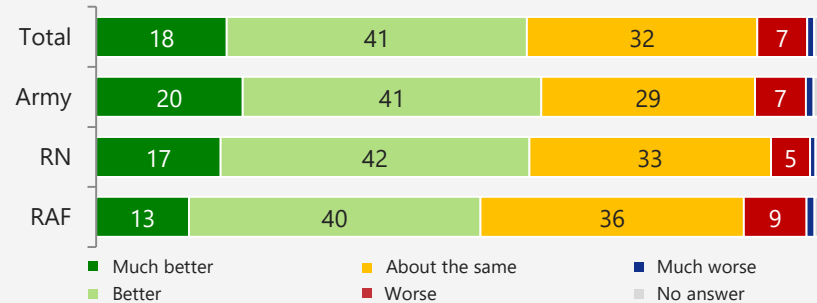
LIFE IN SERVICE IN COMPARISON TO EXPECTATIONS

Phase 1 Recruits

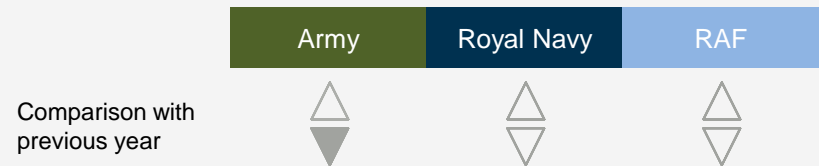
59b. Overall, how has life in the Service been, compared to what you expected when you joined?

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)
 % positive equals the proportion who say 'much better' or 'better' – comments and significant differences based on this

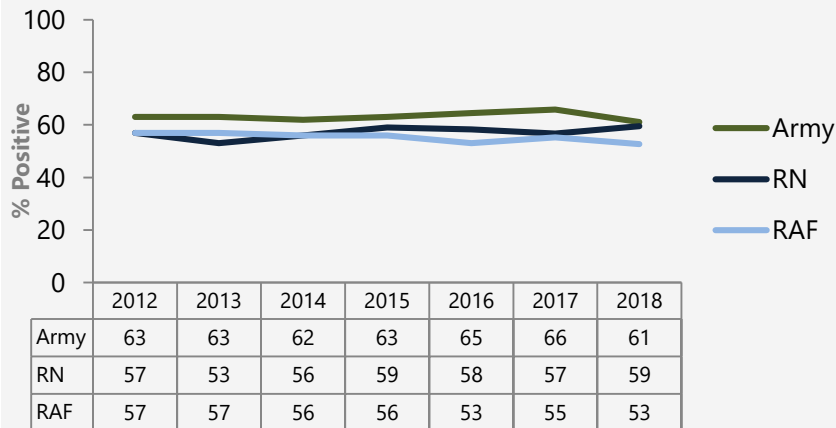
Current year results (%)



Differences



Trend



Key figures

- Army recruits agreeing that life in the Service has been 'much better' or 'better' compared to what they expected when they joined, decreased from 66% in 2017 to 61% in 2018.

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 COMPARED WITH NON-MILITARY FRIENDS AT HOME

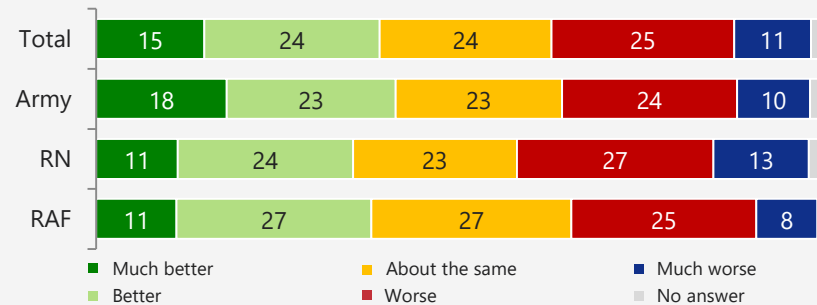
Phase 1 Recruits

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

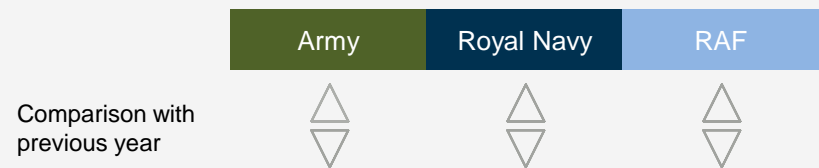
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

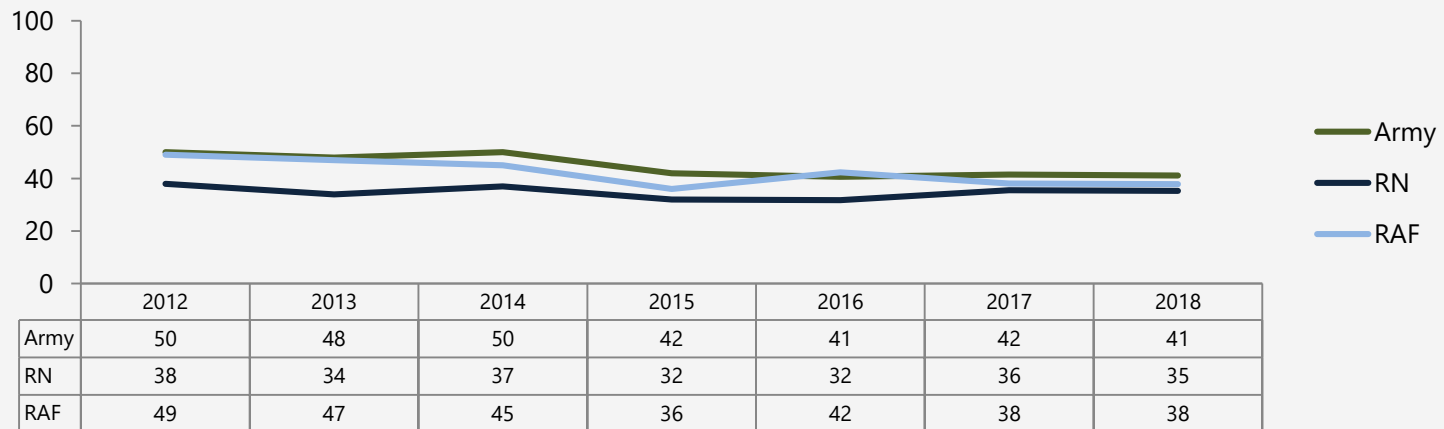
Current year results (%)



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

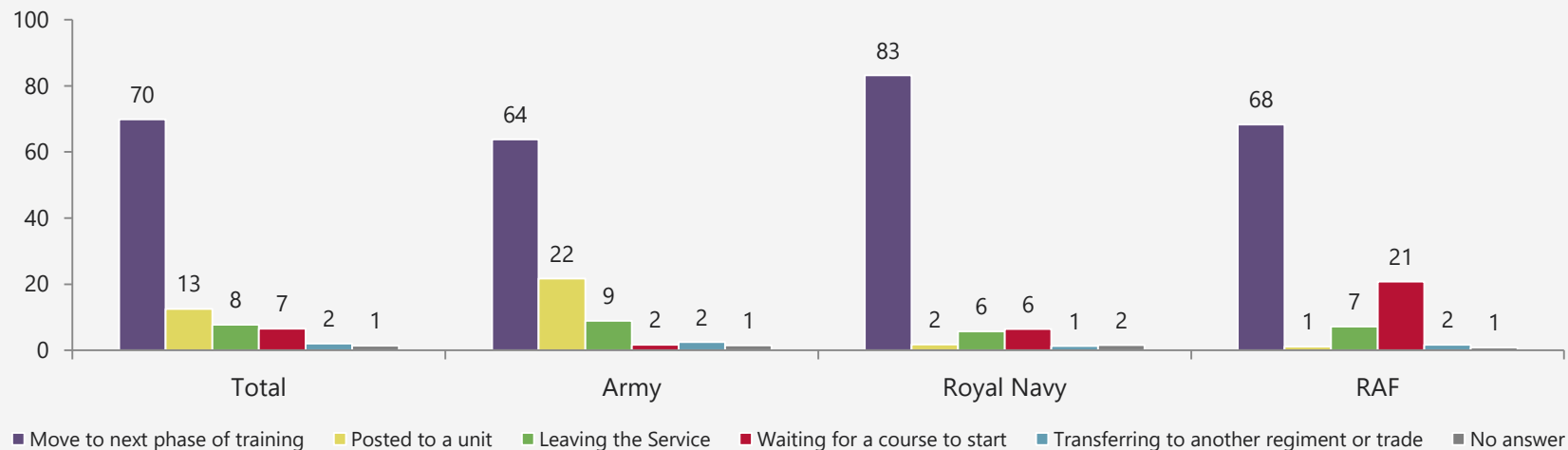
PLAN FOR AFTER TRAINING

Phase 1 Recruits

67. What are you doing next?

Number of respondents (all Phase 1 respondents): Total Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

Current year results (%)



Key figures

- For Phase 1 recruits who were approaching the end or had completed their training experience, seven in every ten (70%) were moving onto their next phase of training.



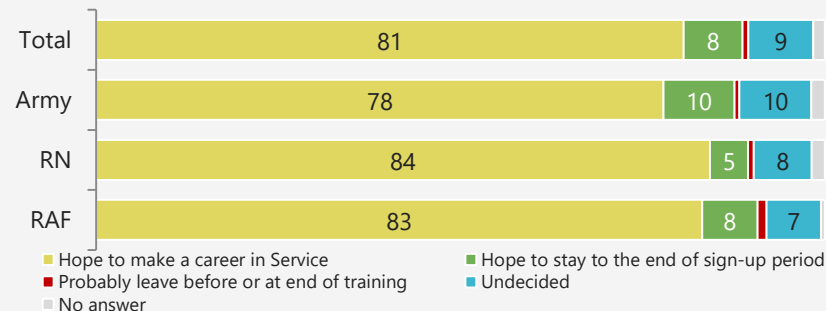
HOPES FOR THE FUTURE

Phase 1 Recruits

68a. What are your hopes for the future?

Number of respondents (all Phase 1 respondents who are not leaving the Service): Total (6,460), Army (3,479), Royal Navy (1,777), RAF (1,204)
 % positive equals the proportion who say 'hope to make a career in Service' – comments and significant differences based on this

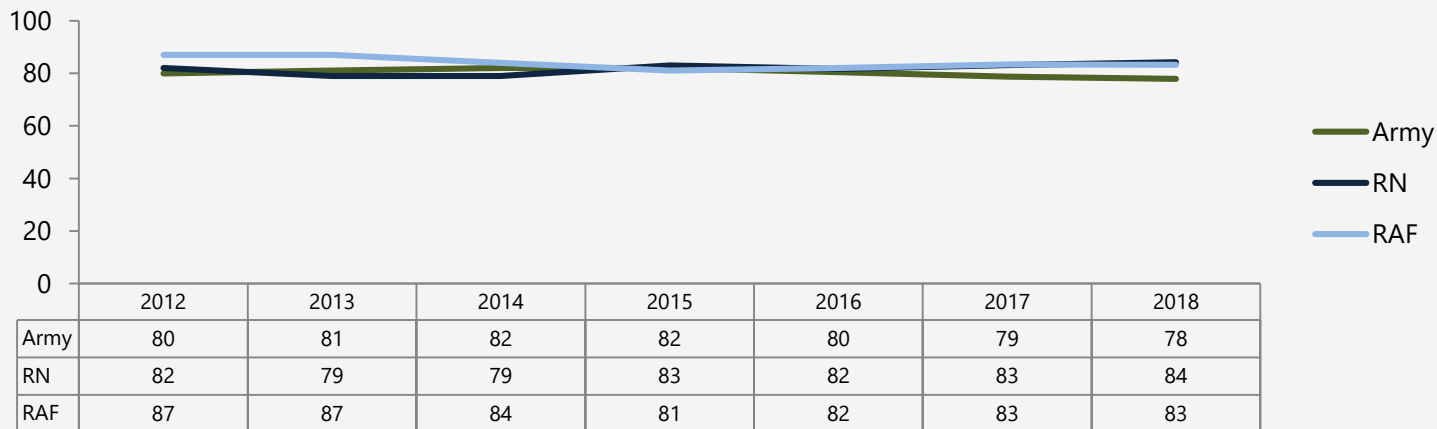
Current year results (%)



Differences



Trend



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.

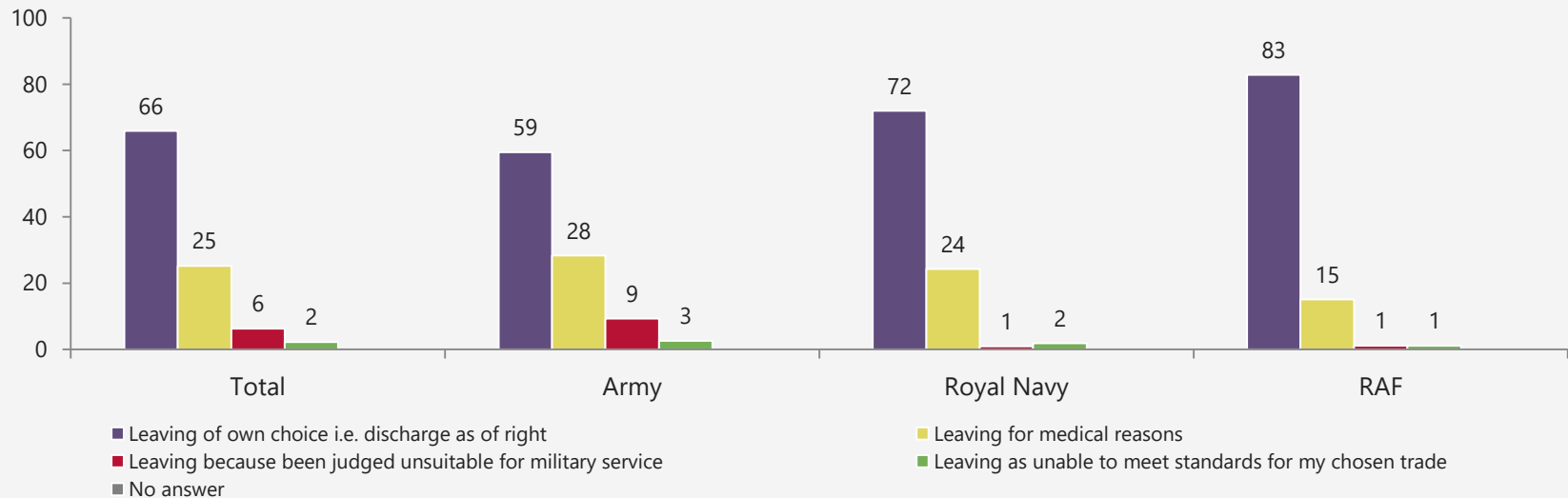
REASONS FOR LEAVING THE SERVICE

Phase 1 Recruits

69. Why are you leaving the Service?

Number of respondents (all Phase 1 respondents who are leaving the Service): Total (543), Army (343), Royal Navy (107), RAF (93)

Current year results (%)



Key figures

- As in 2017, the main reason given by Armed Forces recruits who were leaving the Service was discharge as of right (66%).
- Other reasons fall some way behind this main reason, although a quarter (25%) were leaving for medical reasons.



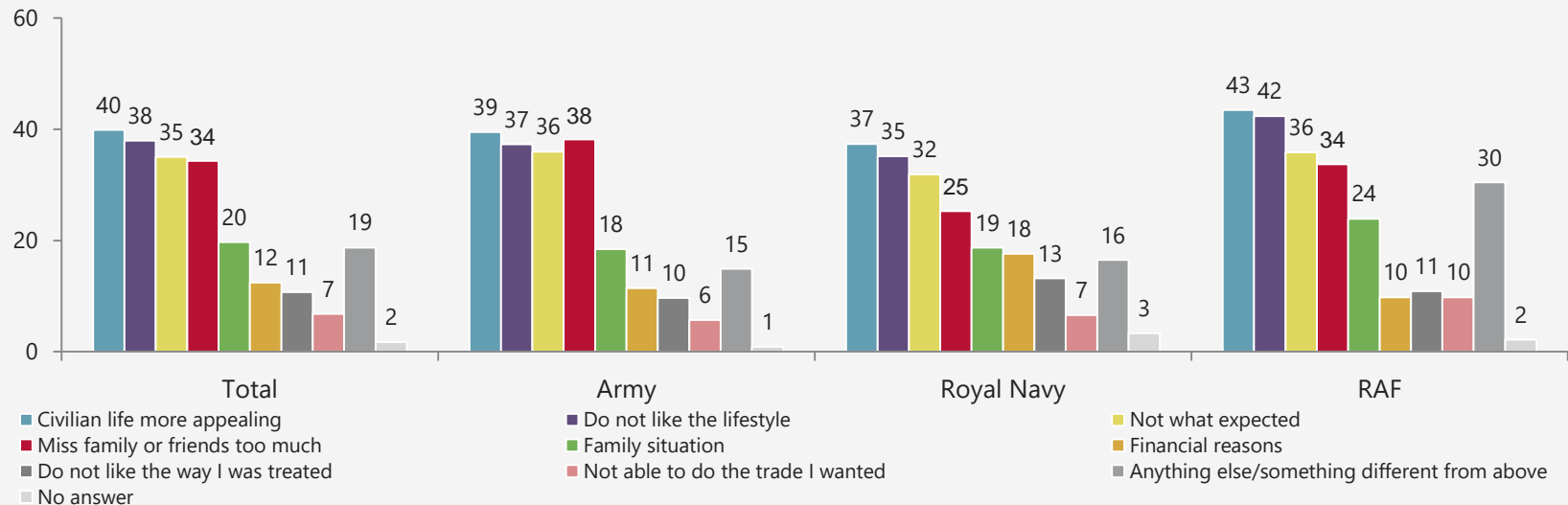
REASONS FOR LEAVING THE SERVICE BY OWN CHOICE

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 (411), Army (228), Royal Navy (91), RAF (92)

Current year results (%)



Key figures

- The main reasons behind the decision to leave is the appeal of civilian life (40%) and not liking the service lifestyle (38%).
- These reasons are closely followed by around a third for whom service life not being as expected (35%) and missing family or friends too much (34%).

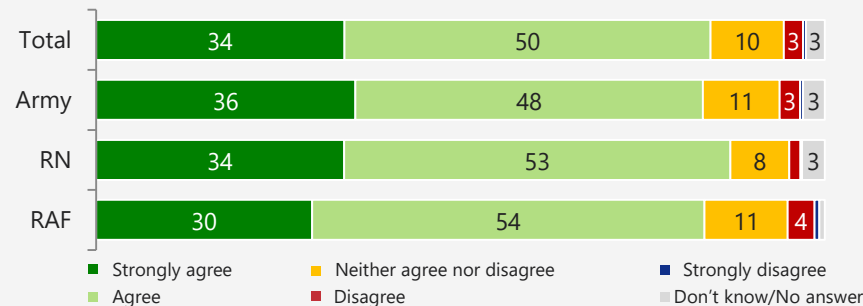
PREPAREDNESS TO GO ONTO THE NEXT STAGE OF CAREER

Phase 1 Recruits

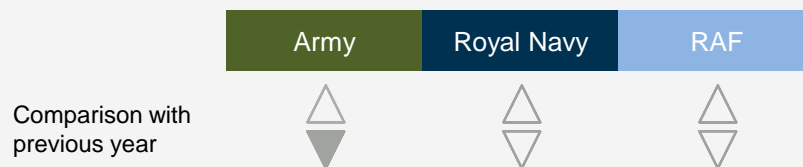
72c. To what extent do you agree or disagree with the following statement about the training you received at unit? I feel prepared to go onto the next stage of my career

Number of respondents (all Phase 1 respondents who are not leaving the Service): Total (6,460), Army (3,479), Royal Navy (1,777), RAF (1,204)
% positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

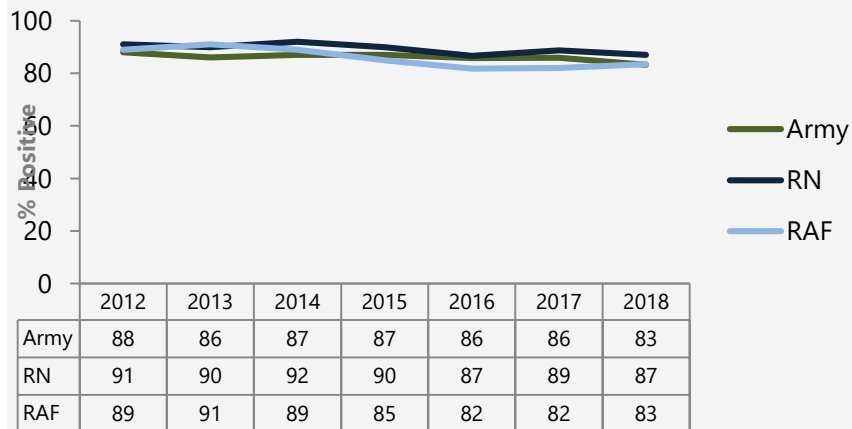
Current year results (%)



Differences



Trend



Key figures

- The proportion of Army recruits who 'strongly agree' or 'agree' that the training they received at unit made them feel prepared to go onto the next stage of their career, decreased from 86% in 2017 to 83% in 2018.

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

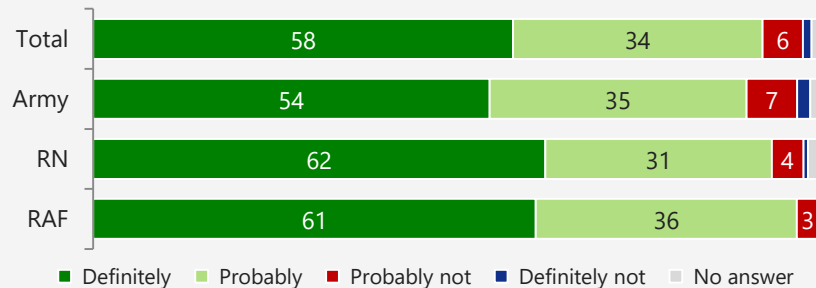
Phase 1 Recruits

73. Would you recommend joining your Service to others?

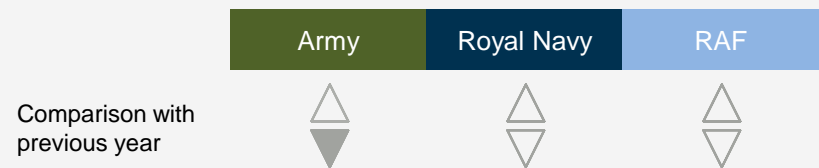
Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

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

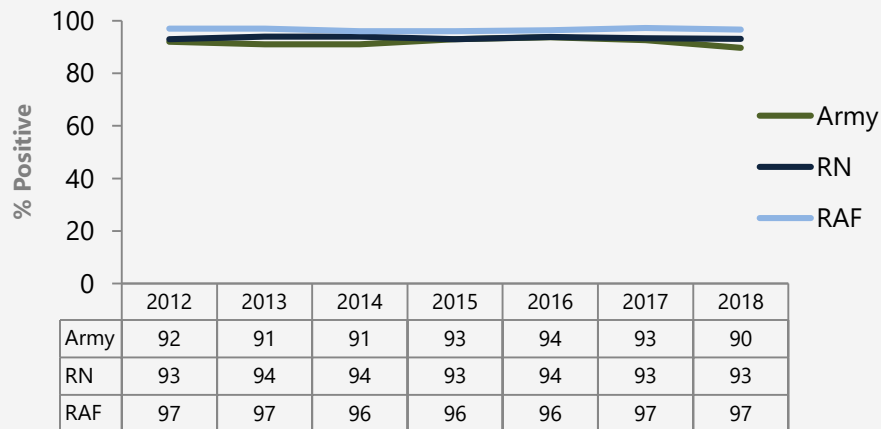
Current year results (%)



Differences



Trend



Key figures

- The proportion of Army recruits that say they would recommend joining the service to others has dropped from 93% to 90%, meaning it is now at its lowest level in the last seven years.

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 2

Detailed findings



Recruitment and preparing for training

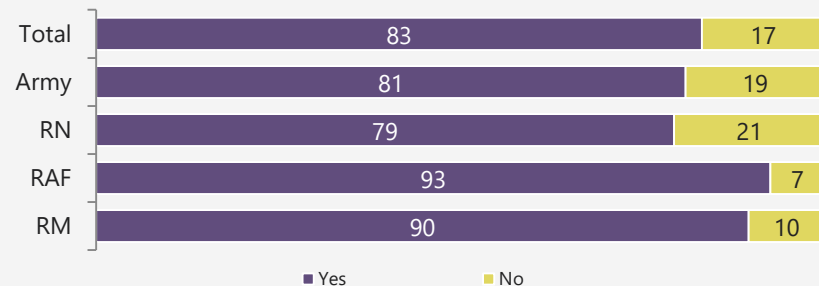
FIRST PHASE 2 TRAINING COURSE

Phase 2 Trainees

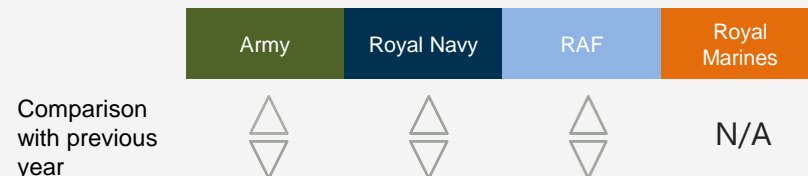
17. Is this your first Phase 2 training course?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

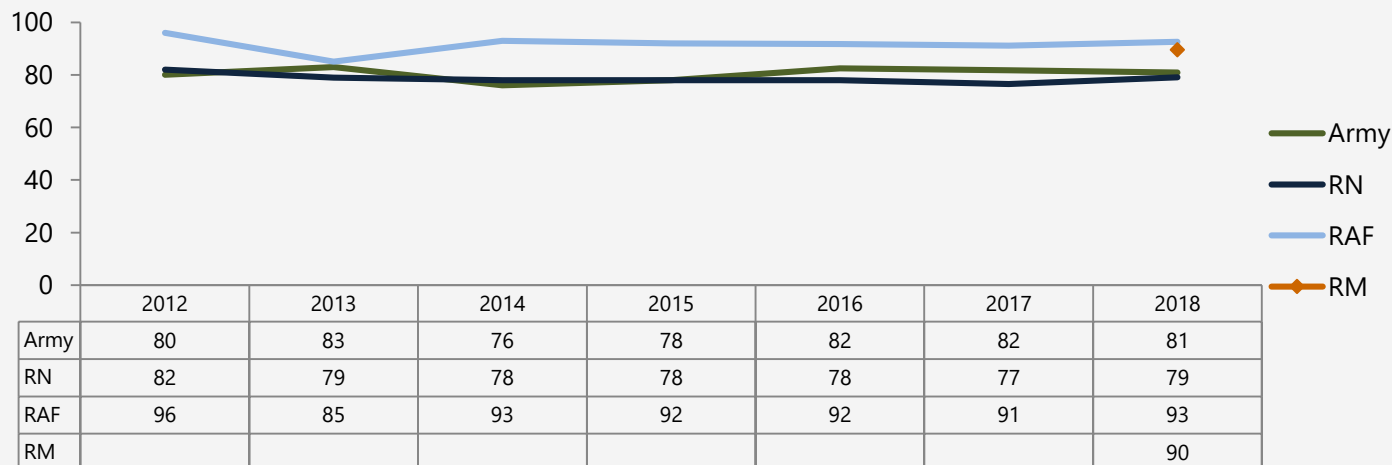
Current year results (%)



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.

BRIEFED ON JOINING PHASE 2 DURING PHASE 1

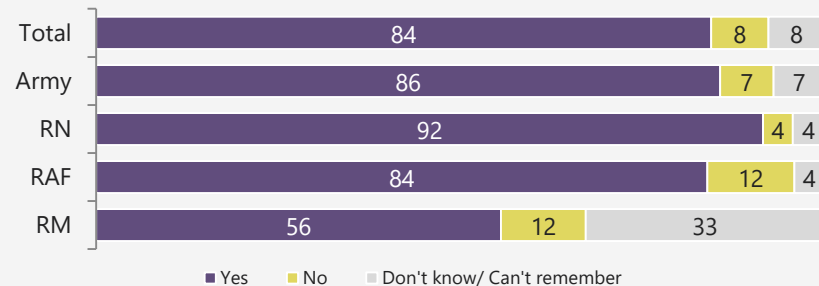
Phase 2 Trainees

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

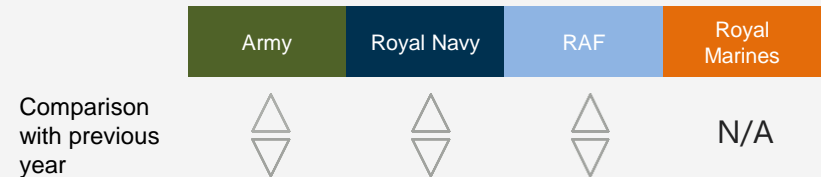
Number of respondents (all Phase 2 respondents on their first Phase 2 training course): Total (5,328), Army (2,849), Royal Navy (1,078), RAF (1,032), Royal Marines (369)

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

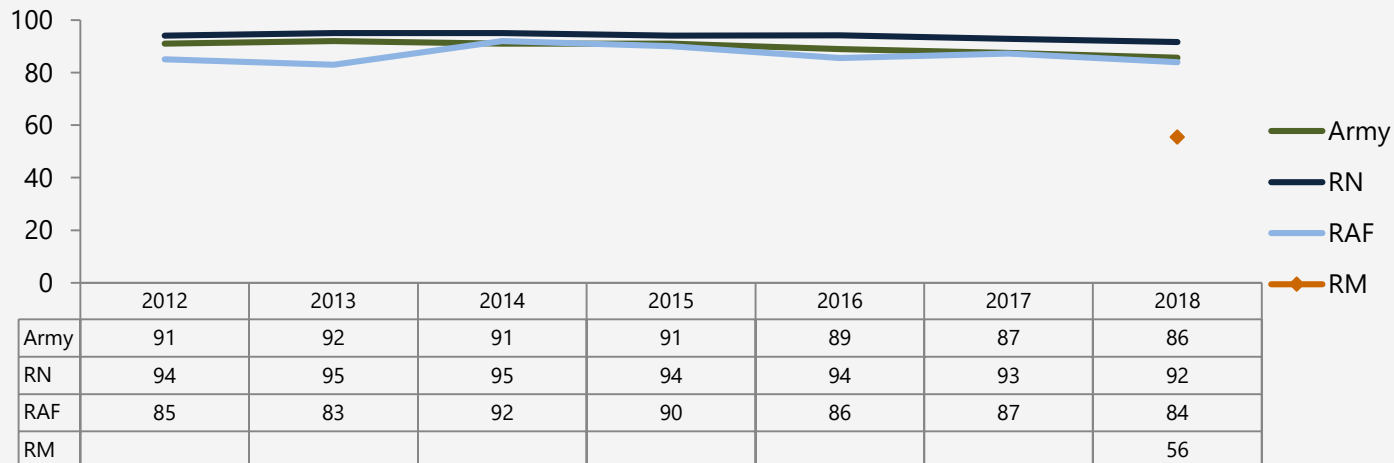
Current year results (%)



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.

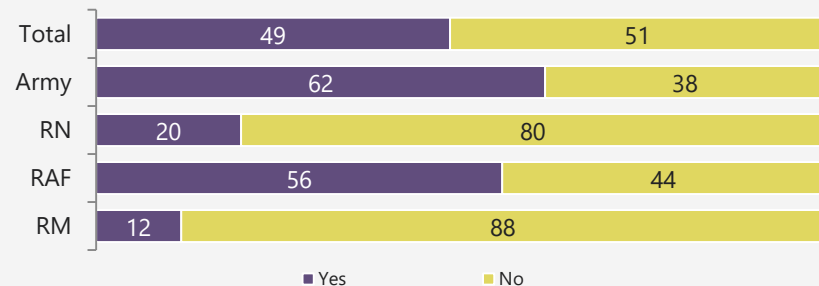
GAP BETWEEN PHASE 1 AND PHASE 2

Phase 2 Trainees

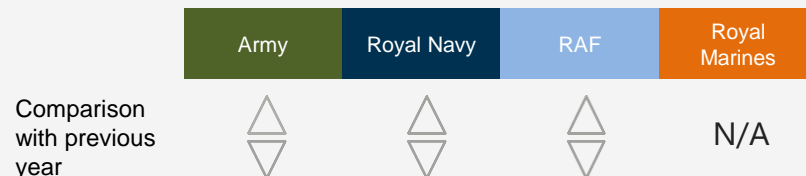
19a Did you have a gap of more than one week between your Phase 1 and Phase 2 training course where you weren't completing an activity or on leave?

Number of respondents (all Phase 2 respondents on their first Phase 2 training course): Total (5,328), Army (2,849), Royal Navy (1,078), RAF (1,032), Royal Marines (369). % positive equals the proportion who say 'yes' – comments and significant differences based on this

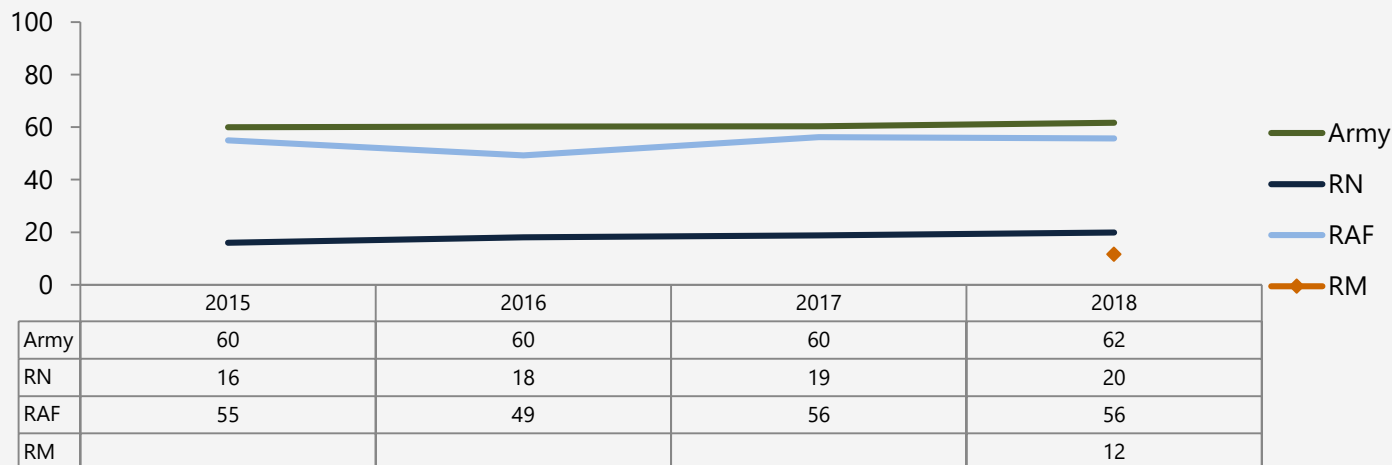
Current year results (%)



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.

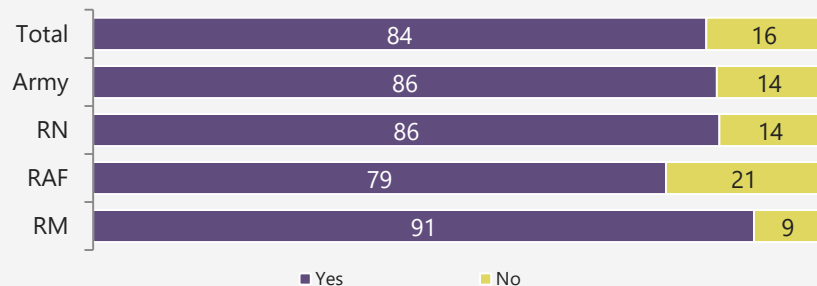
GAP BETWEEN PHASE 1 AND PHASE 2

Phase 2 Trainees

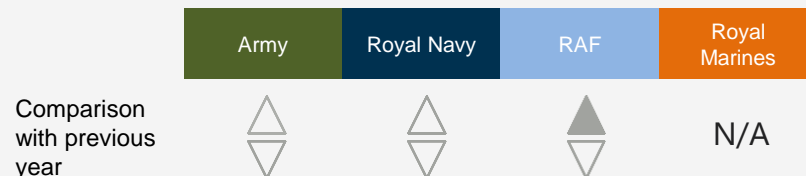
19b Were you adequately managed during the gap with no activity?

Number of respondents (all Phase 2 respondents who had a gap of more than a week): Total (2,588), Army (1,756), Royal Navy (214), RAF (575), Royal Marines (43). % positive equals the proportion who say 'yes' – comments and significant differences based on this

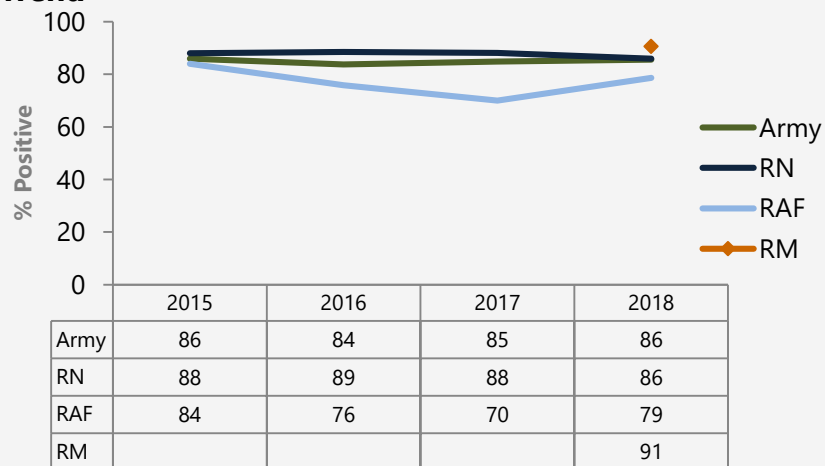
Current year results (%)



Differences



Trend



Key figures

- Compared with 2017 findings, a higher proportion of RAF trainees believed that they were adequately managed during the gap with no activity, up from 70% to 79% in 2018.

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.

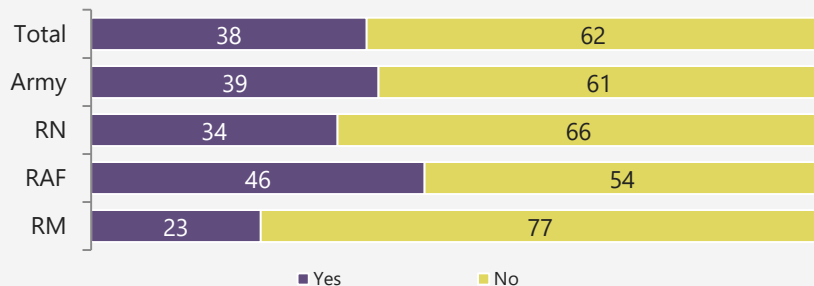
GAP BETWEEN OF MORE THAN ONE WEEK SINCE LAST PHASE 2 COURSE

Phase 2 Trainees

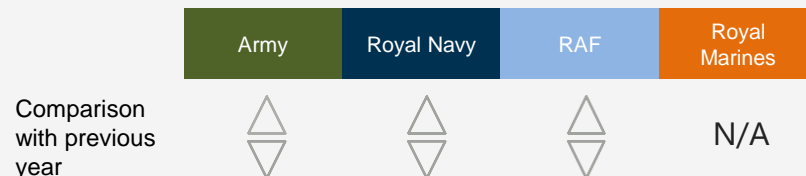
20a. Have you had any gaps that lasted more than one week since your last Phase 2 training course where you weren't completing an activity or on leave?

Number of respondents (all Phase 2 respondents not on their first Phase 2 training course): Total (1,079), Army (672), Royal Navy (281), RAF (83), Royal Marines (43). % positive equals the proportion who say 'yes' – comments and significant differences based on this

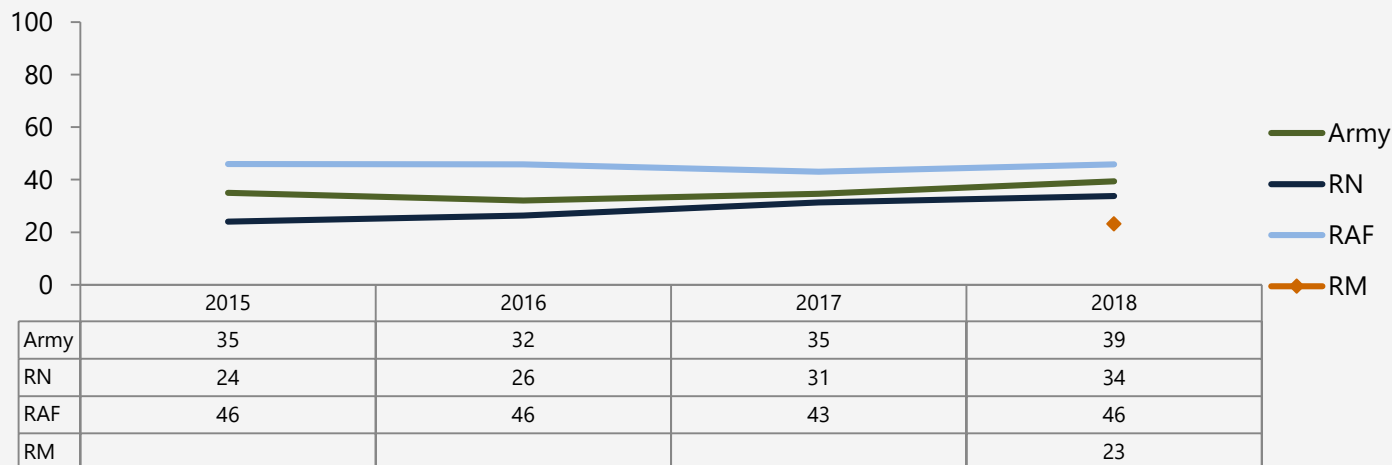
Current year results (%)



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.

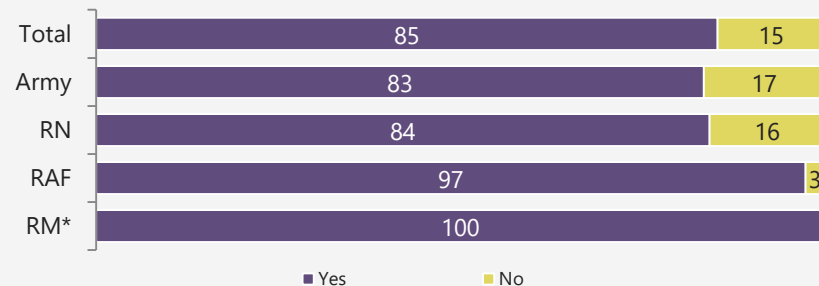
ADEQUATE MANAGEMENT DURING GAP BETWEEN PHASE 1 AND PHASE 2

Phase 2 Trainees

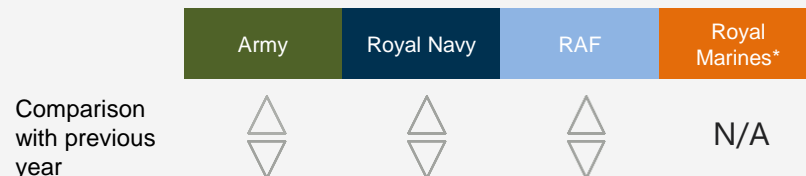
20b. Were you adequately managed during the gap with no activity between your Phase 2 courses?

Number of respondents (all Phase 2 respondents who had a gap of more than a week and not on their first Phase 2 training): Total (408), Army (265), Royal Navy (95), RAF (38), Royal Marines (10*). % positive equals the proportion who say 'yes' – comments and significant differences based on this

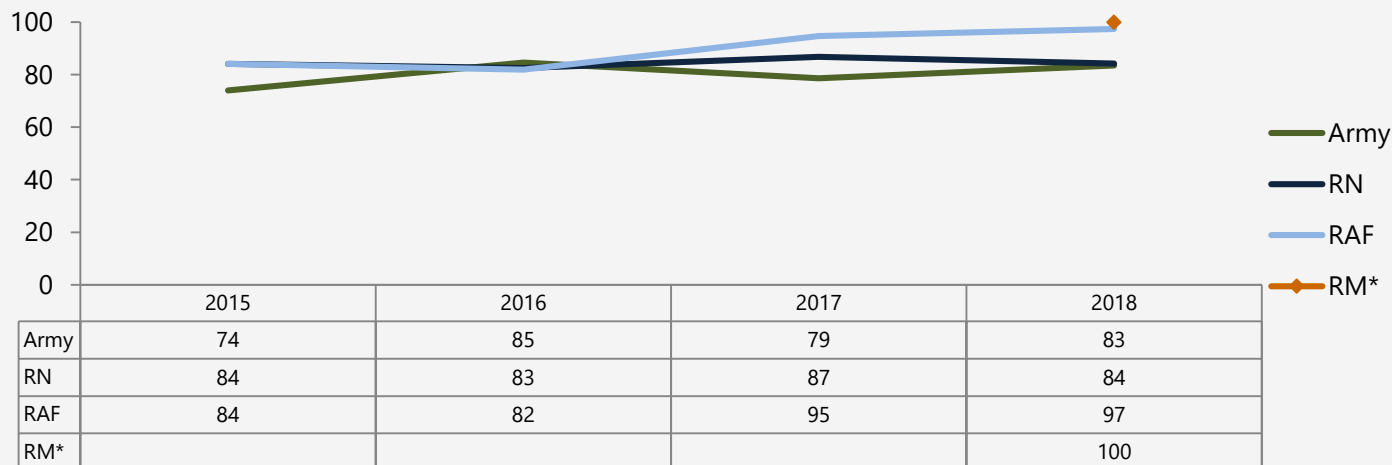
Current year results (%)



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.

* Caution: low base (< 30 respondents)



Facilities and amenities

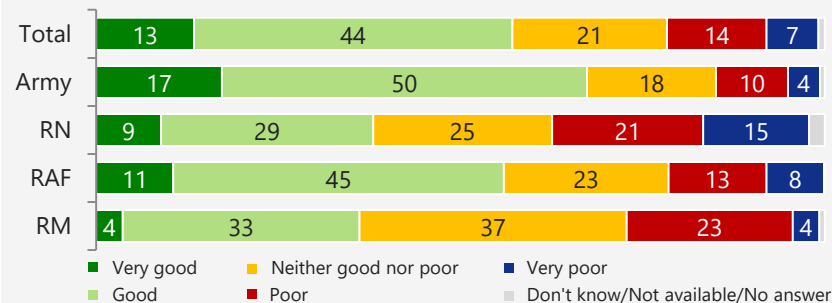
RATING: STANDARD OF LIVING ACCOMMODATION

Phase 2 Trainees

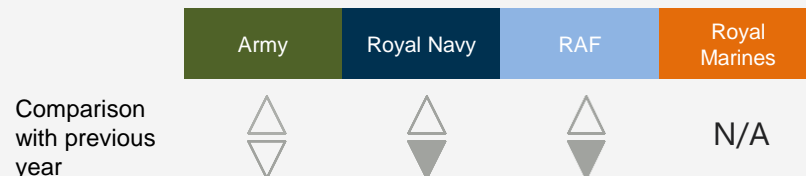
23. How would you rate each of the following: Standard of living accommodation

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

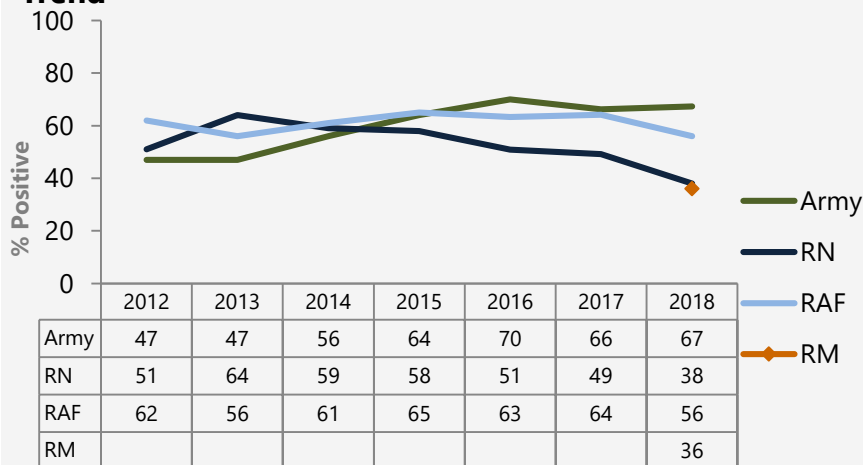
Current year results (%)



Differences



Trend



Key figures

- Compared with 2017, a lower proportion of Royal Navy trainees and RAF trainees rated the standard of living accommodation as 'very good' or 'good' in 2018; a fall from 49% to 38% for Royal Navy trainees and 64% to 56% for RAF trainees.

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.

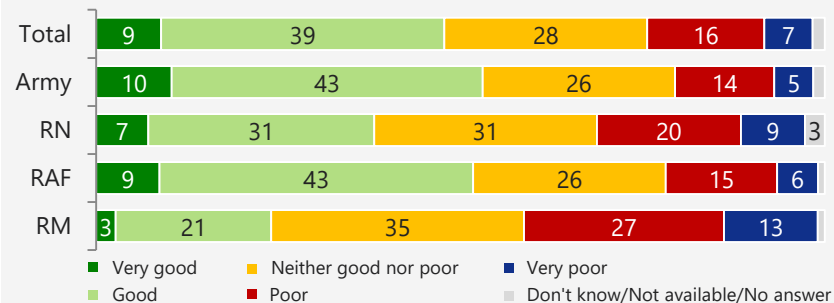
RATING: THINGS TO DO WHEN OFF DUTY ON SITE

Phase 2 Trainees

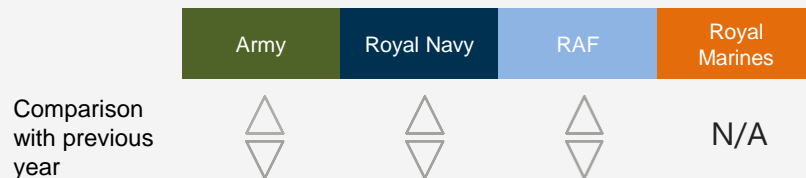
23. How would you rate each of the following: Things to do when off duty on site

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

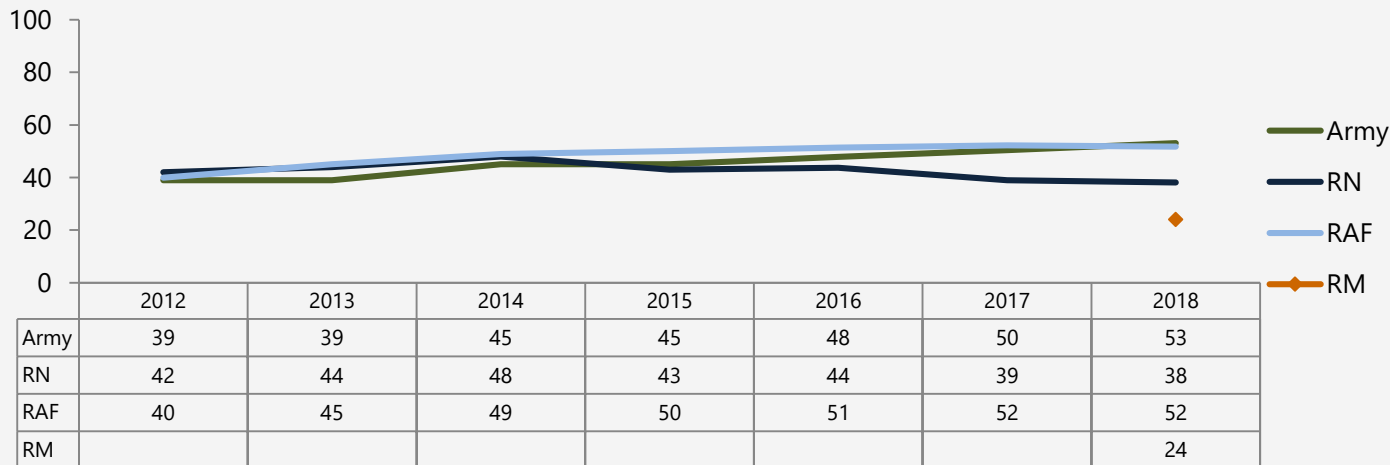
Current year results (%)



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.

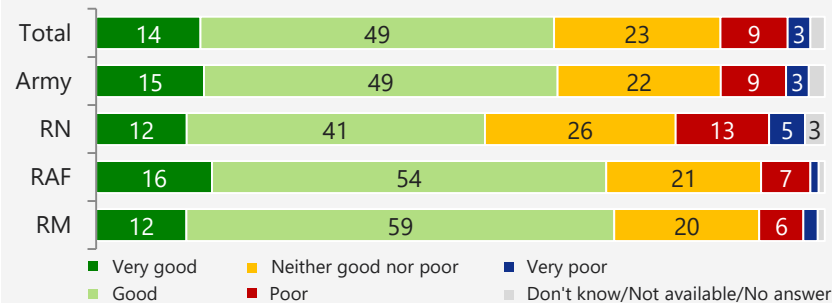
RATING: THINGS TO DO WHEN OFF DUTY OFF SITE/LOCALLY

Phase 2 Trainees

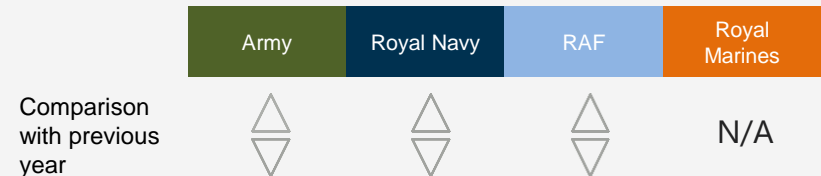
23. How would you rate each of the following: Things to do when off duty off site/locally

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

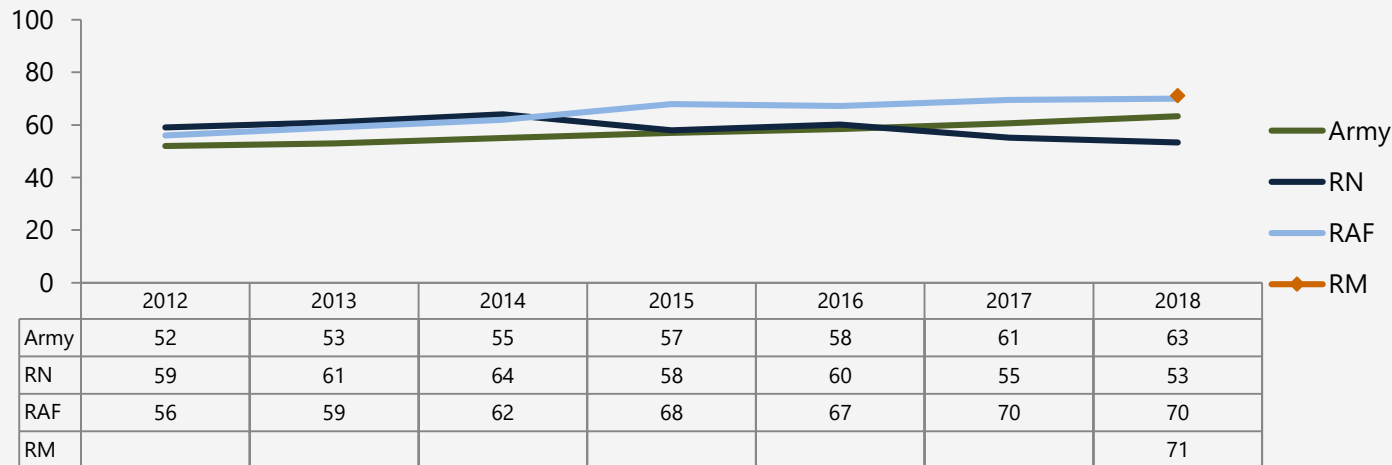
Current year results (%)



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.

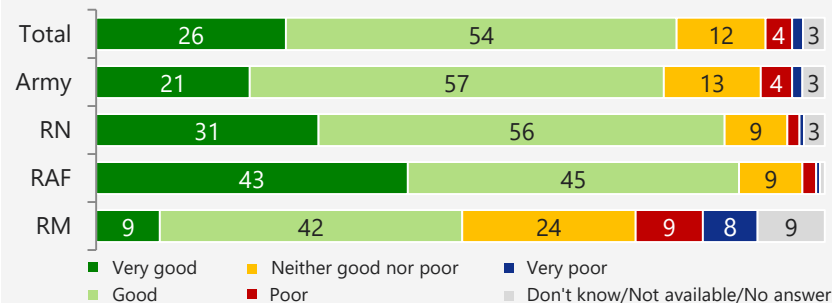
RATING: SPORTS FACILITIES

Phase 2 Trainees

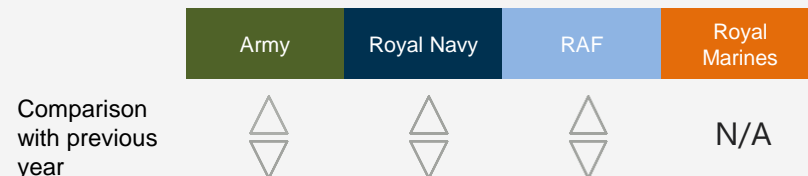
23. How would you rate each of the following: Sports facilities

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

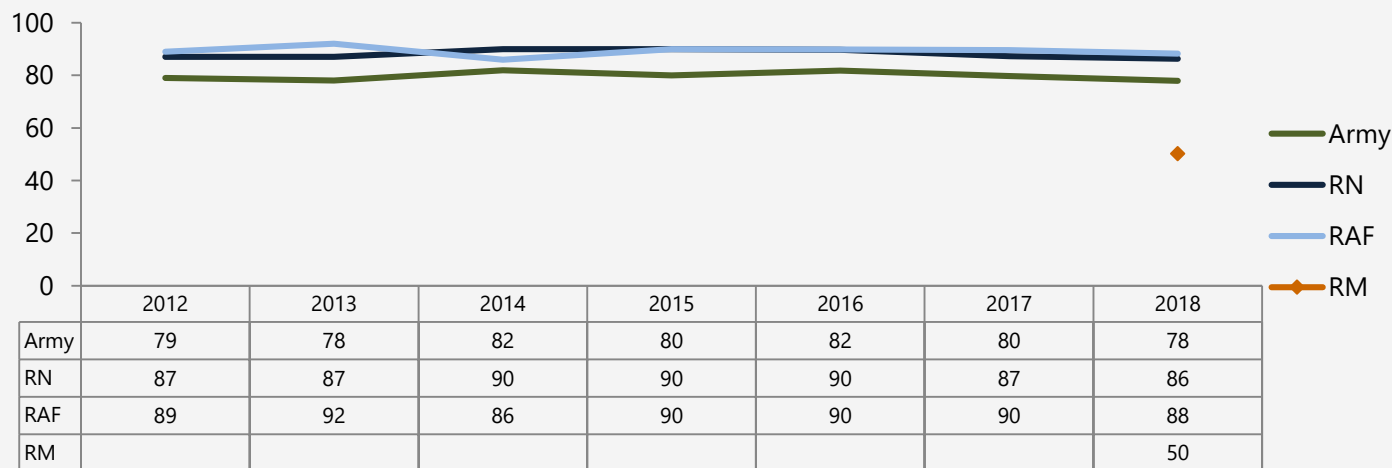
Current year results (%)



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.

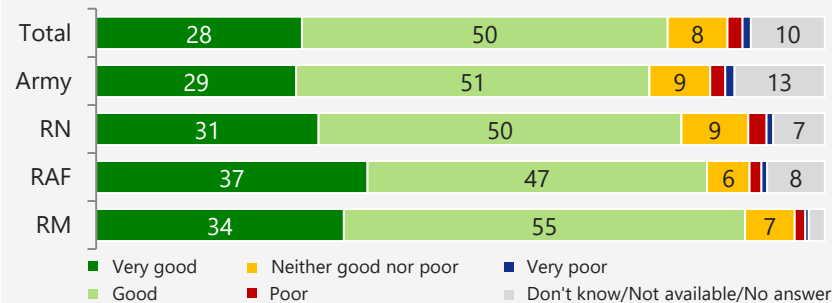
RATING: MEDICAL CARE

Phase 2 Trainees

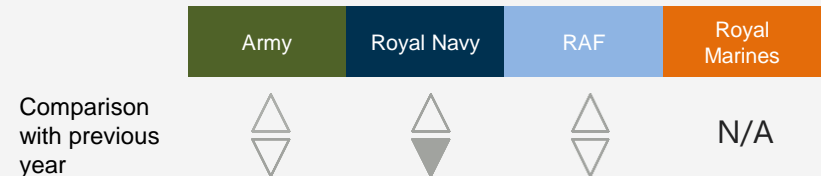
23. How would you rate each of the following: Medical care

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

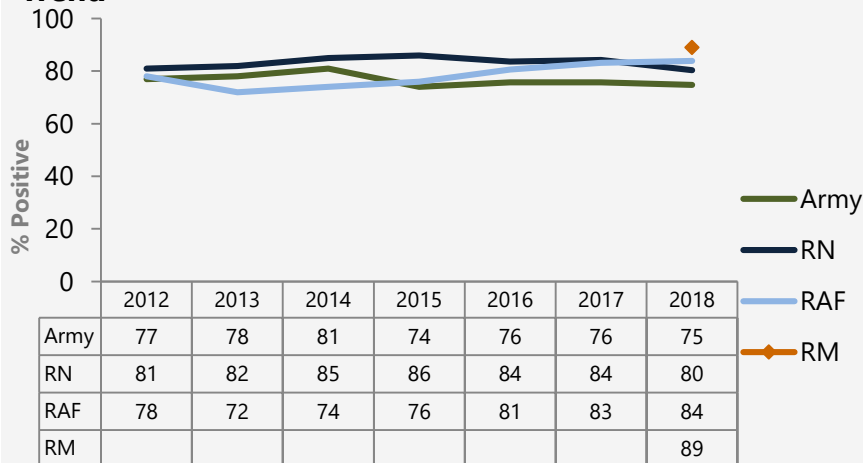
Current year results (%)



Differences



Trend



Key figures

- A lower proportion of Royal Navy trainees rated medical care as 'very good' or 'good' in 2018; a fall from 84% in 2017 to 80%.

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.

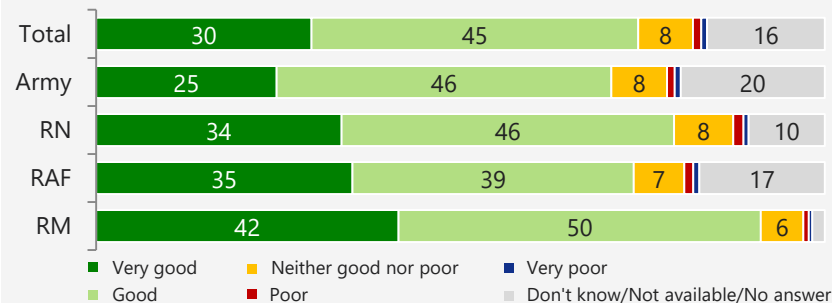
RATING: DENTAL CARE

Phase 2 Trainees

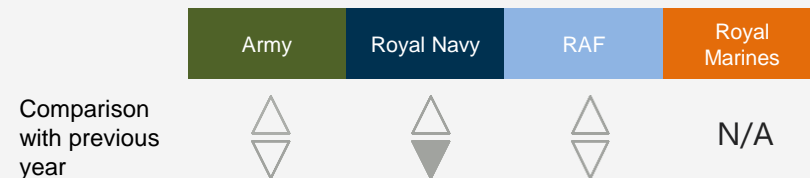
23. How would you rate each of the following: Dental care

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- A lower proportion of Royal Navy trainees rated dental care as 'very good' or 'good' in 2018; a fall from 84% in 2016 to 79%.

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.

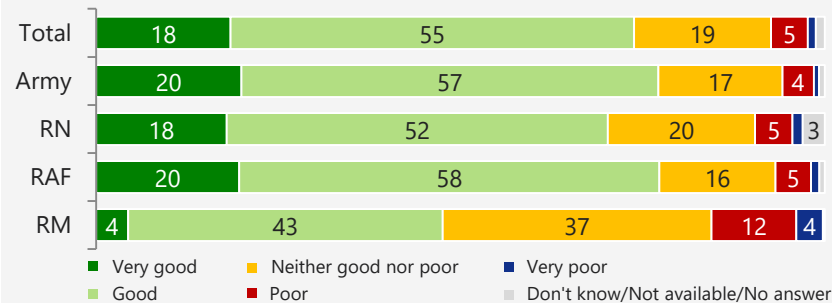
RATING: TIME FOR ESSENTIAL PERSONAL ADMINISTRATION

Phase 2 Trainees

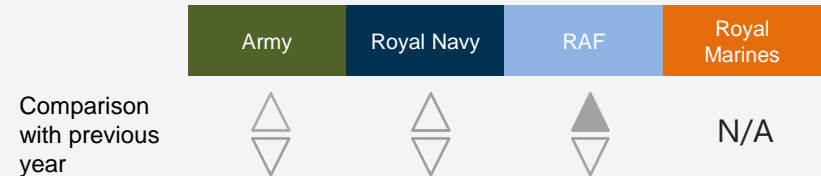
23. How would you rate each of the following: Time for essential personal administration

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

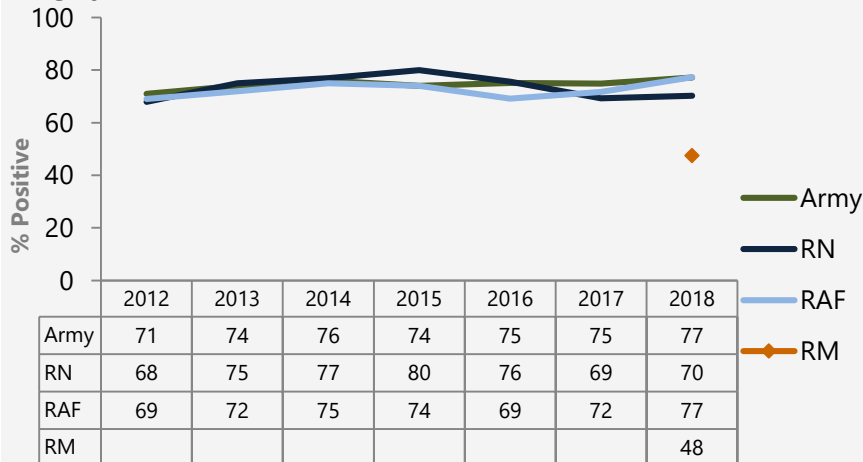
Current year results (%)



Differences



Trend



Key figures

- Compared with 2017, a higher proportion of RAF trainees rated time for personal administration as 'very good' or 'good' in 2018; a rise from 72% 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.

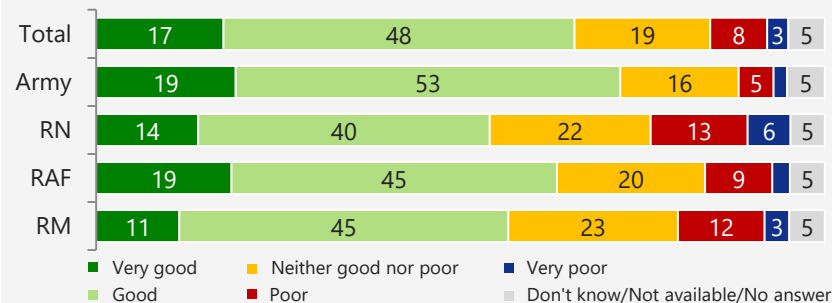
RATING: ACCESS TO IT FOR PERSONAL USE

Phase 2 Trainees

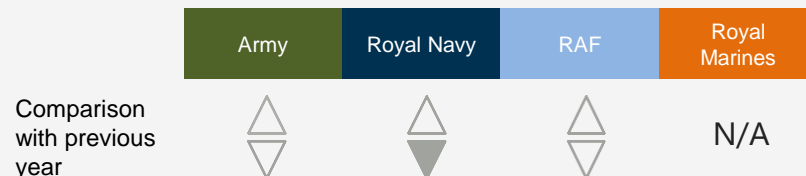
23. How would you rate each of the following: Access to IT for personal use

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

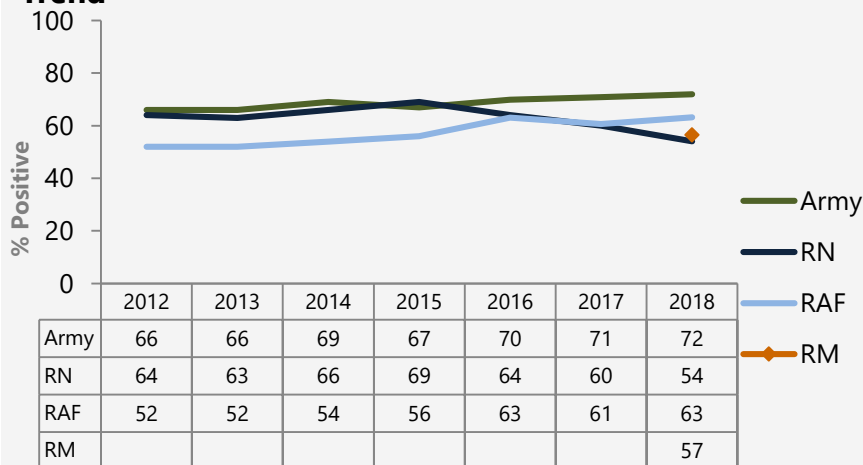
Current year results (%)



Differences



Trend



Key figures

- A lower proportion of Royal Navy trainees rated the access to IT for personal use as 'very good' or 'good', down from 60% in 2017 to 54% in 2018.

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.

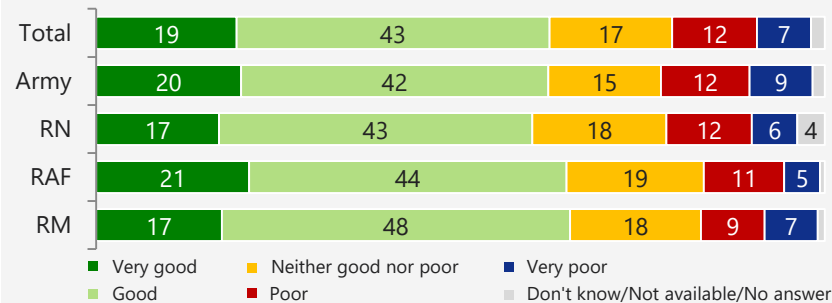
RATING: INTERNET ACCESS

Phase 2 Trainees

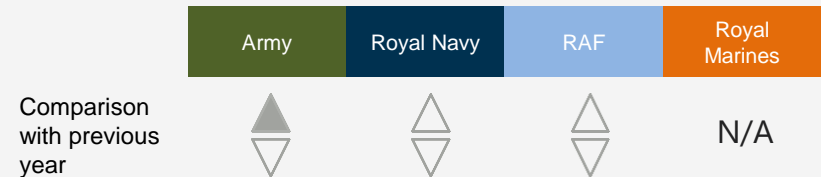
23. How would you rate each of the following: Internet Access

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

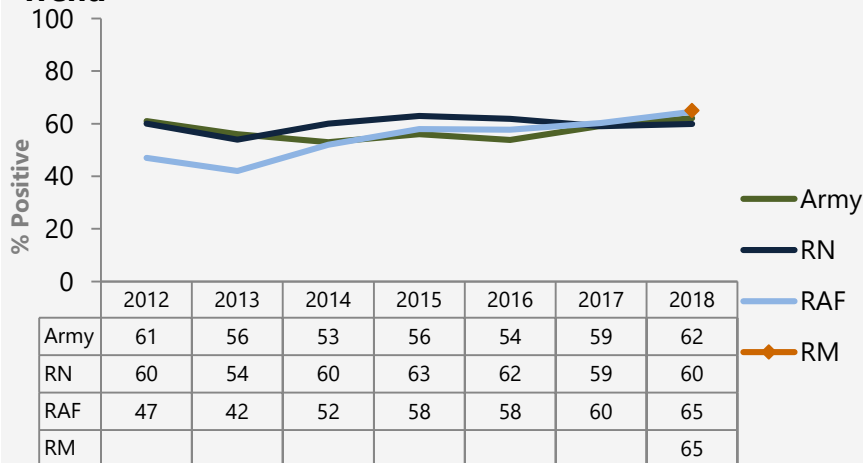
Current year results (%)



Differences



Trend



Key figures

- There was an increase in the proportion of Army trainees recording internet access as 'very good' or 'good'; from 59% in 2017 to 62% in 2018.

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.

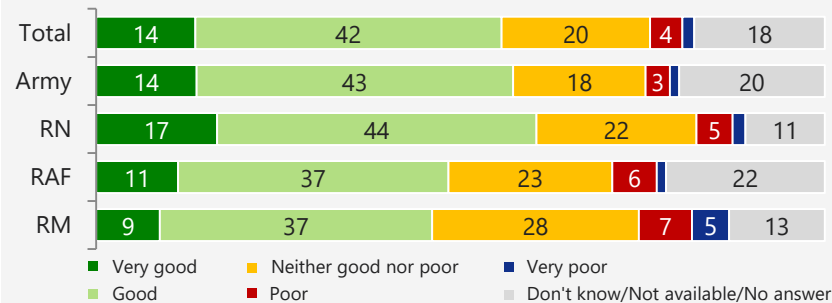
RATING: LEARNING CENTRE TO STUDY AFTER HOURS

Phase 2 Trainees

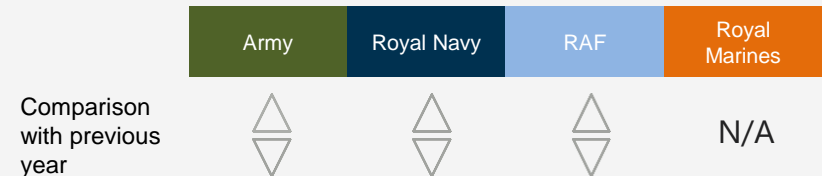
23. How would you rate each of the following: Learning Centre to study after hours

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

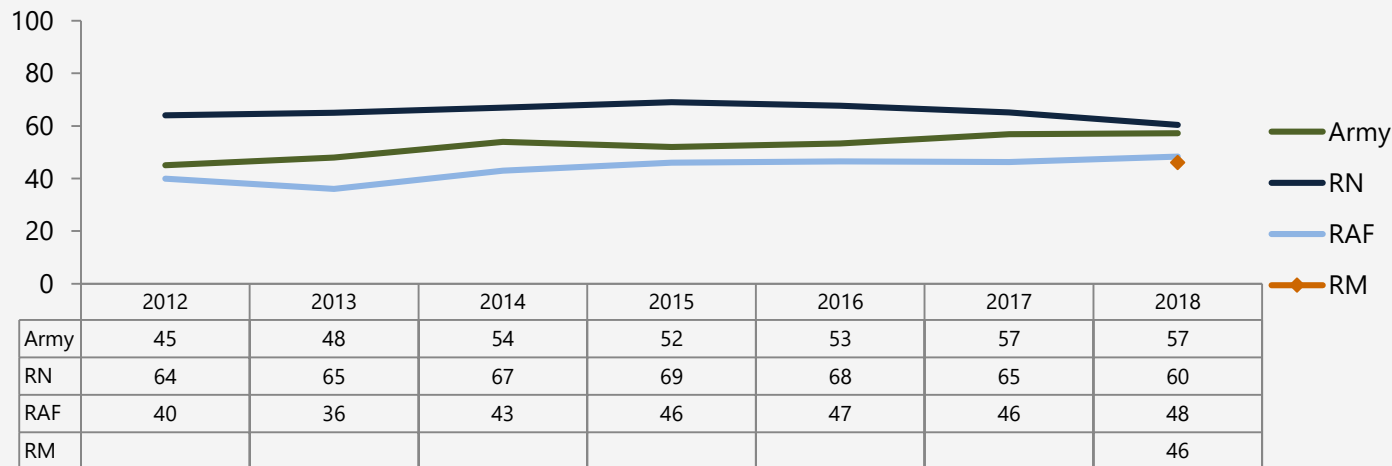
Current year results (%)



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.

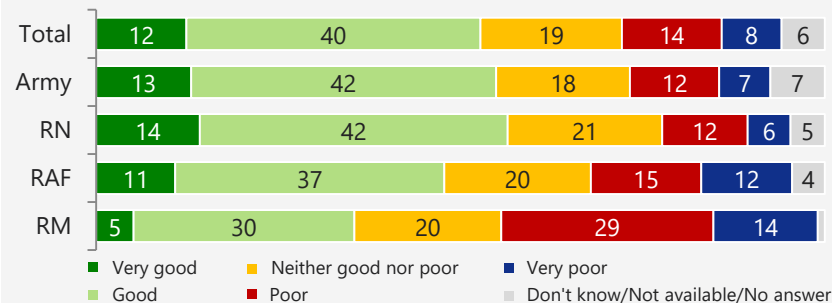
RATING: LAUNDRY FACILITIES

Phase 2 Trainees

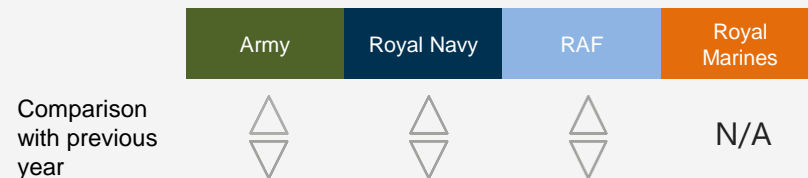
23. How would you rate each of the following: Laundry facilities

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

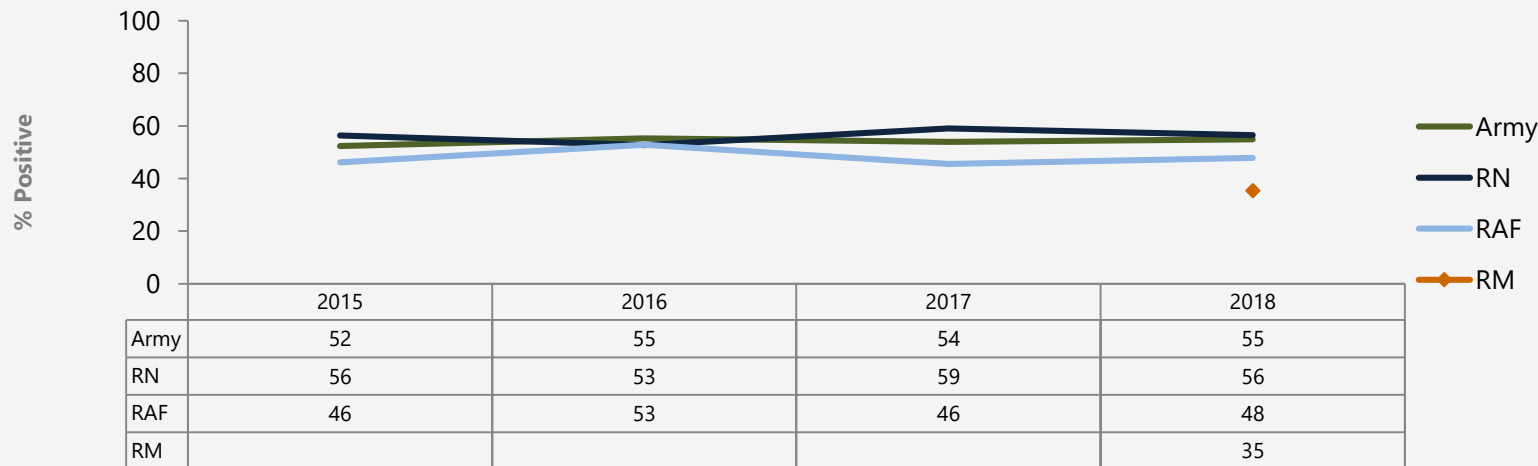
Current year results (%)



Differences



Trend

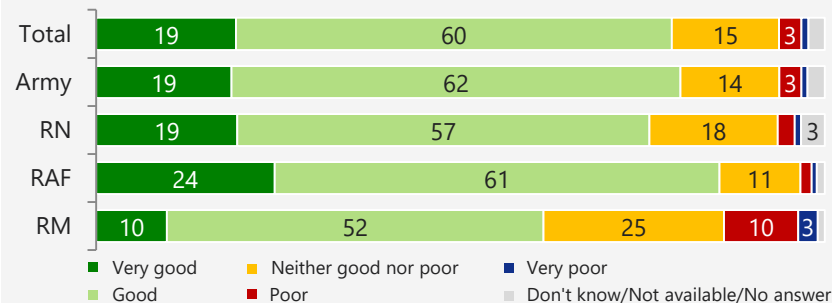


Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

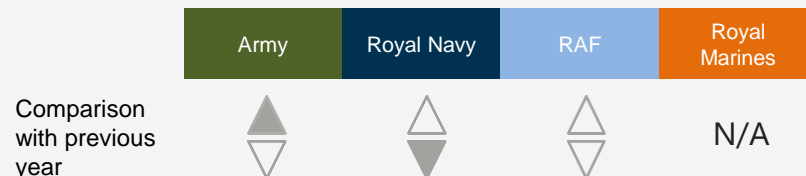
23. How would you rate each of the following: Personal kit (e.g. boots, uniform)

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

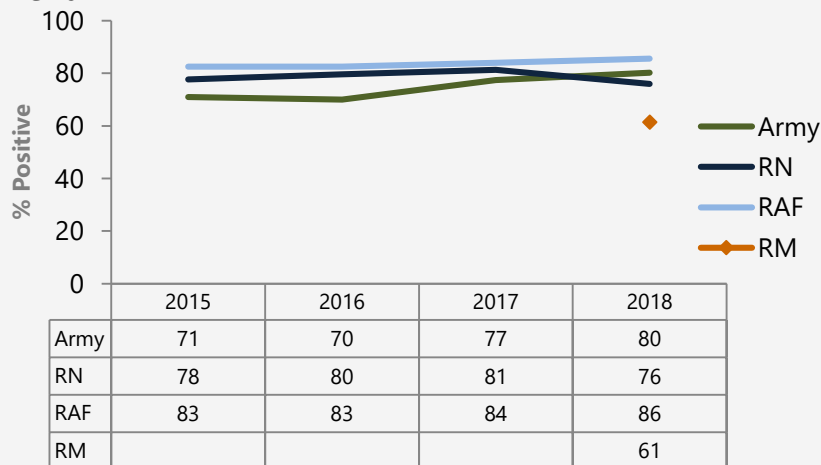
Current year results (%)



Differences



Trend



Key figures

- Results are mixed for personal kit. Army trainees were more likely to rate personal kit as 'very good' or 'good' in 2018 compared to 2017 (up from 77% to 80%).
- Royal Navy trainees were less likely to rate personal kit as 'very good' or 'good' in 2018 compared to 2017 (down from 81% to 76%).

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.

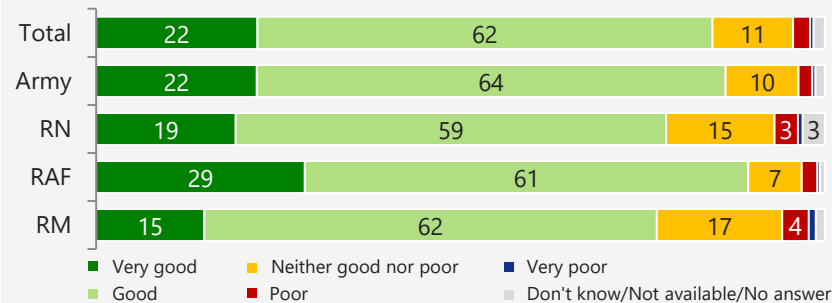
RATING: TRAINING FACILITIES

Phase 2 Trainees

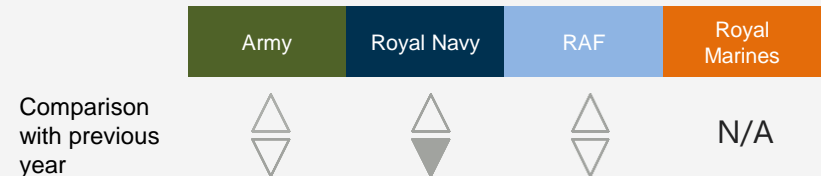
23. How would you rate each of the following: Training facilities

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

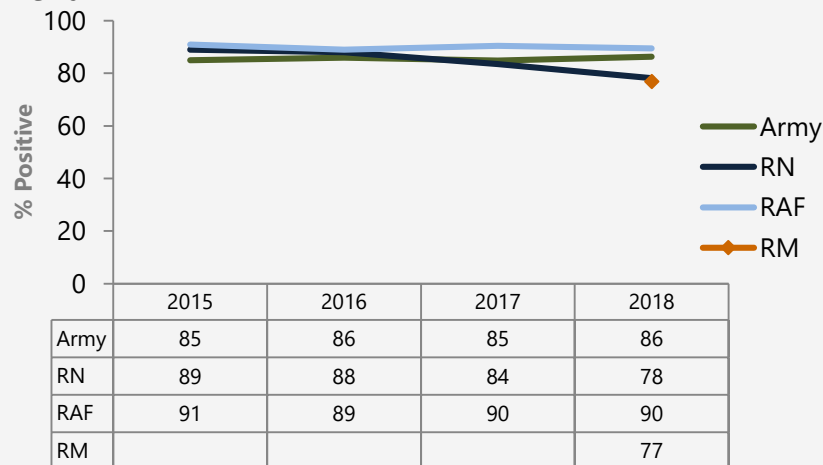
Current year results (%)



Differences



Trend



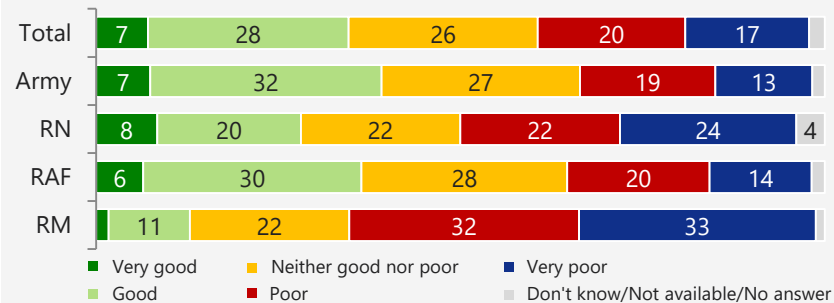
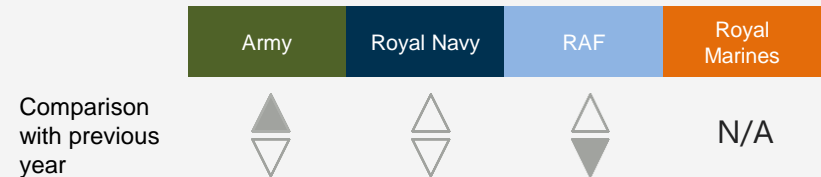
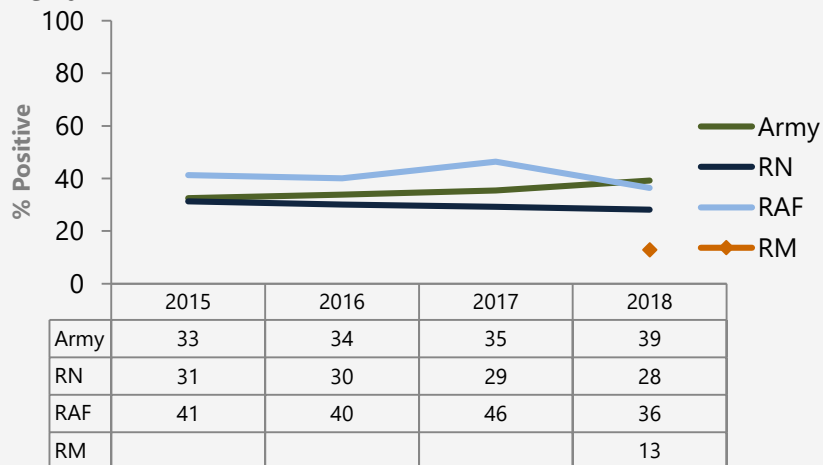
Key figures

- In 2018 there was a fall in the proportion of Royal Navy trainees who rated the training facilities as 'very good' or 'good'; from 84% to 78%.

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 (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

Current year results (%)

Differences

Trend

Key figures

- Compared to 2017, there was an increase in the proportion of Army trainees giving positive responses about the food; from 35% to 39%, however there was a decrease for RAF trainees from 46% to 36%, in 2018.

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.

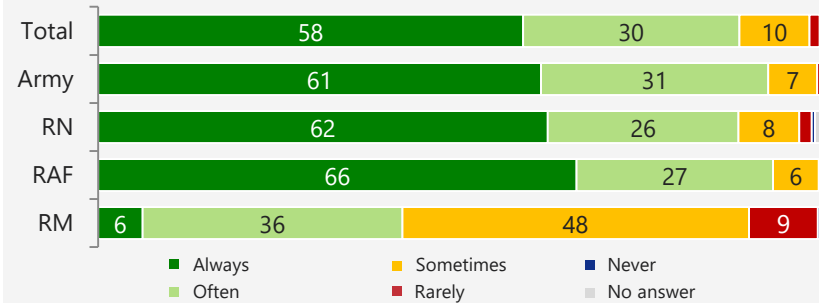
WHETHER GIVEN ENOUGH TIME TO EAT MEALS

Phase 2 Trainees

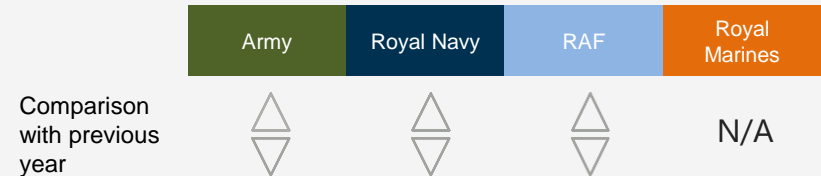
27. Were you given enough time to eat your meals?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'always' or 'often' – comments and significant differences based on this

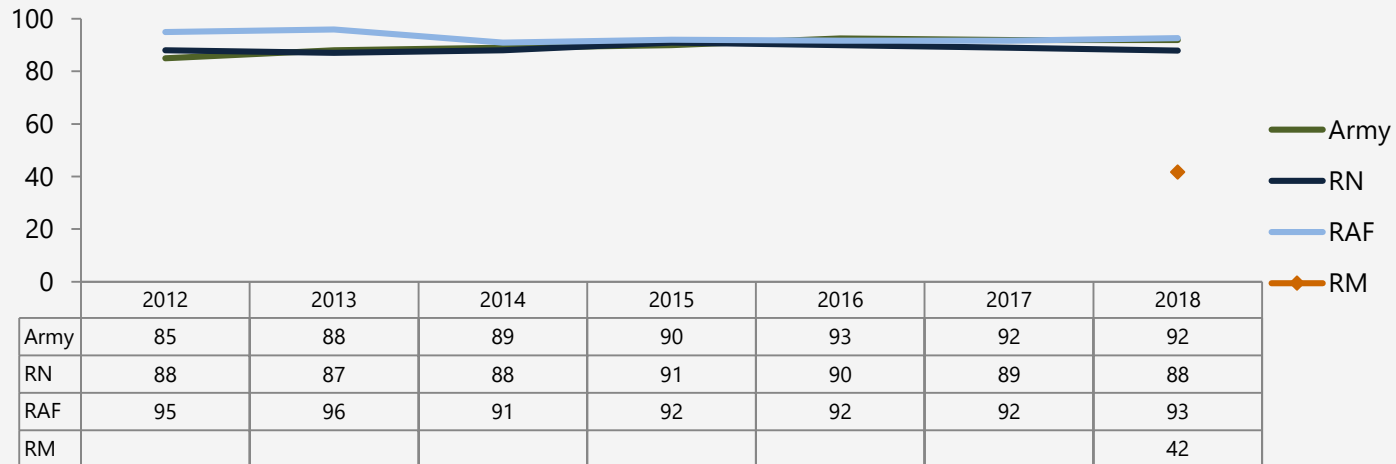
Current year results (%)



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.

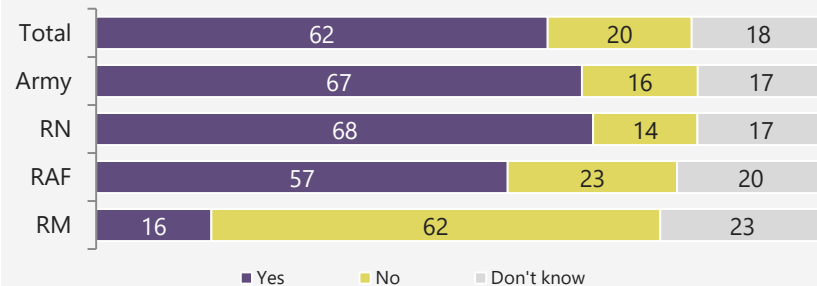
OPTION TO COMMENT ON THE PAY AS YOU DINE FOOD

Phase 2 Trainees

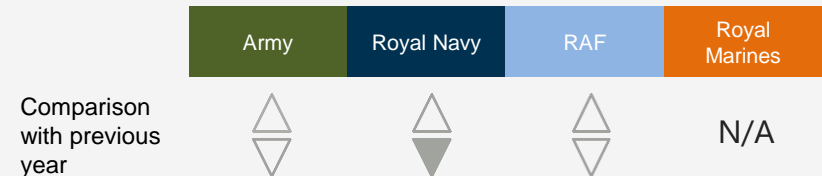
28 Were you given the option to comment on the Pay As You Dine food whilst at [Unit]?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

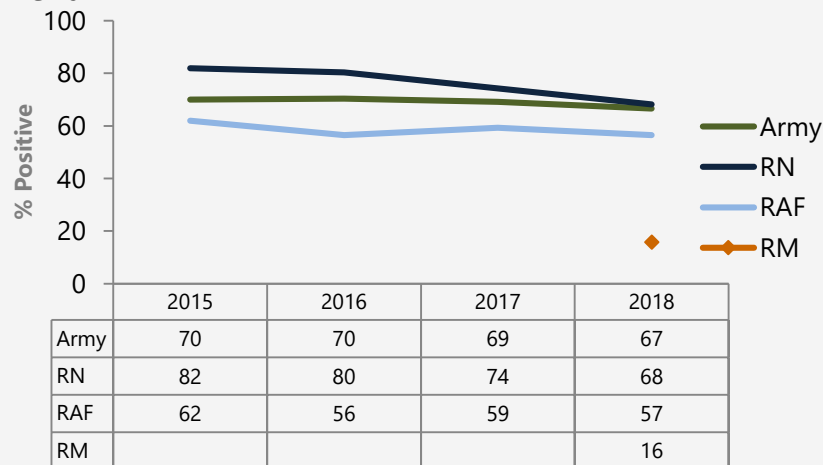
Current year results (%)



Differences



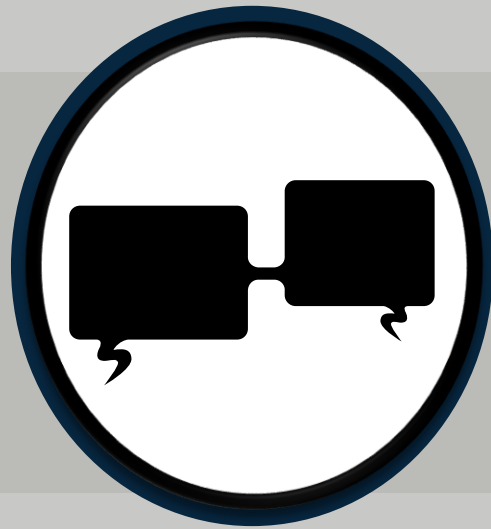
Trend



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 2018 compared with 2017; from 74% to 68%.

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

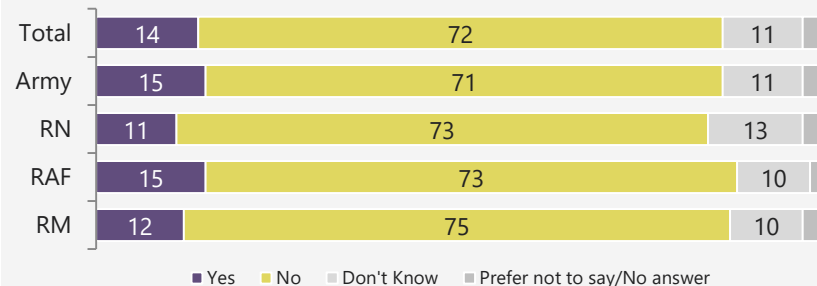
LEARNING NEEDS AND DIFFICULTIES

Phase 2 Trainees

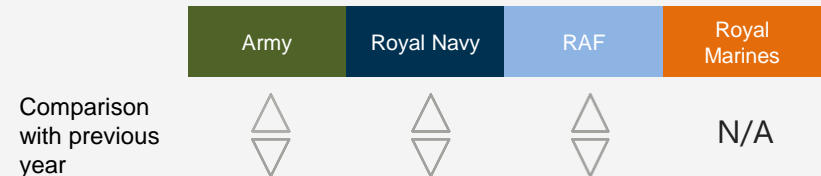
QX - Do you have any of the following specific learning needs or difficulties?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who indicate that they have a specific learning difficulty – comments and significant differences are referenced against those who said 'yes' last year

Current year results (%)



Differences



Trend



Note: The structure of this question changed in 2018/19 to capture the specific type of learning difficulty. The 'yes' is calculated by aggregating all recruits identifying that they have a specific learning difficulty.

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.

*The structure of the question changed in 2018 to capture the type of learning difficulty



LEARNING NEEDS AND DIFFICULTIES

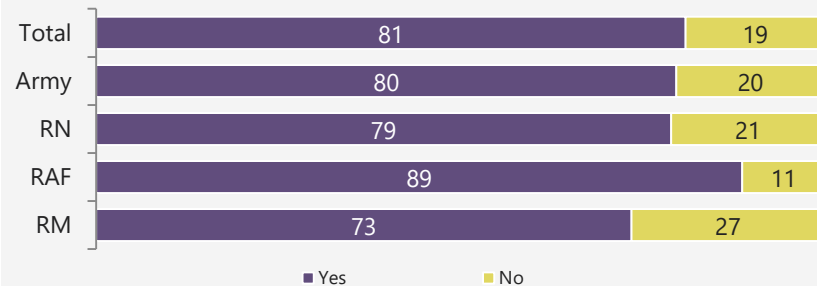
Phase 2 Trainees

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

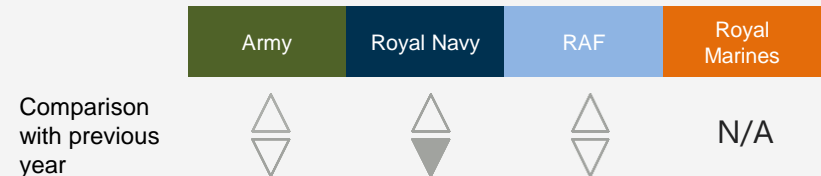
Number of respondents (all Phase 2 respondents who had a learning need or difficulty): Total (875), Army (511), Royal Navy (147), RAF (168), Royal Marines (49)

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

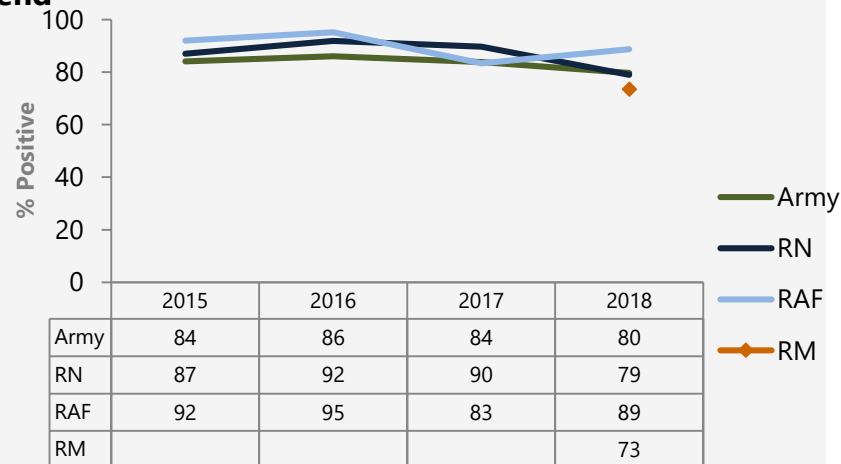
Current year results (%)



Differences



Trend



Key figures

- The proportion of Royal Navy recruits that told staff about their learning need or difficulty has dropped from 90% in 2017 to 79% in 2018.

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

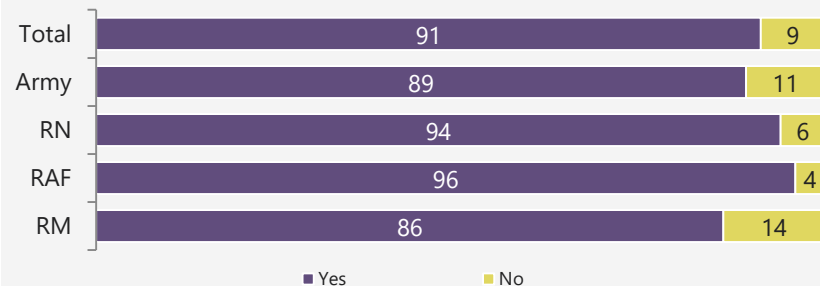
Phase 2 Trainees

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

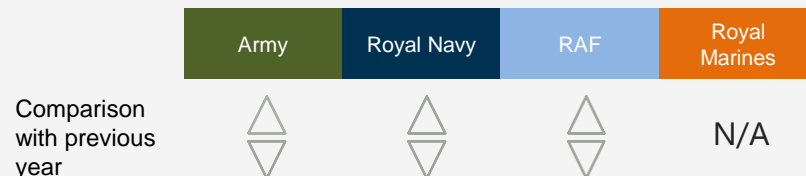
Number of respondents (all Phase 2 respondents who selected yes in demog6b): Total (708), Army (407), Royal Navy (116), RAF (149), Royal Marines (36)

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

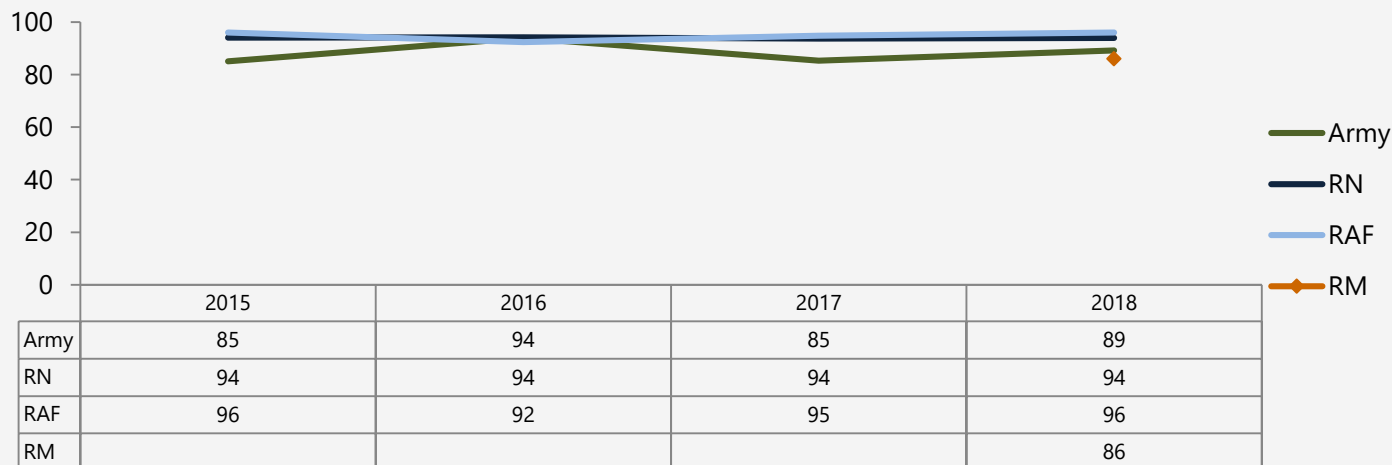
Current year results (%)



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.

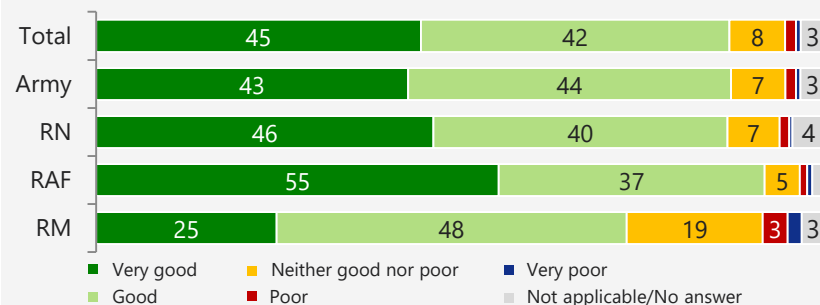
OPPORTUNITY TO TALK PRIVATELY WITH TRAINING STAFF

Phase 2 Trainees

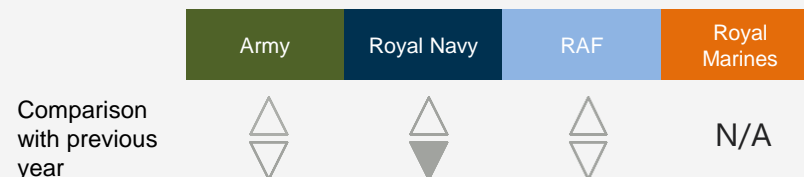
30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to... Talk privately with training staff

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

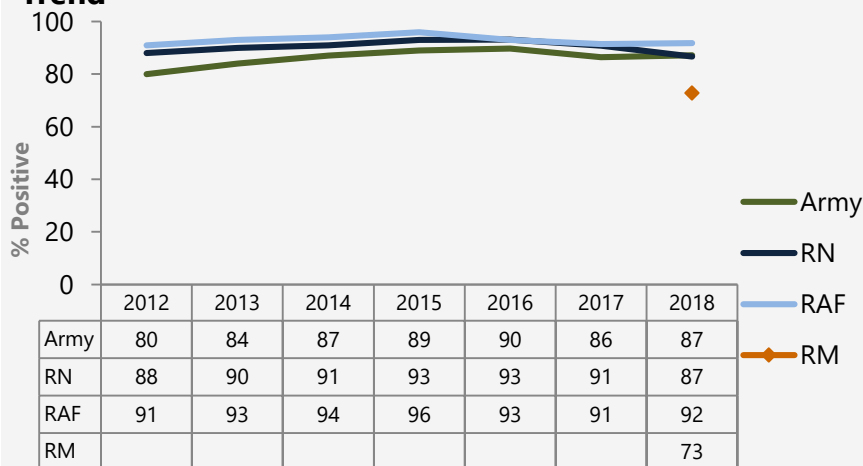
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a lower proportion of Royal Navy trainees rated the opportunity to talk privately with training staff as 'very good' or 'good'; a fall from 91% to 87% in 2018.

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.

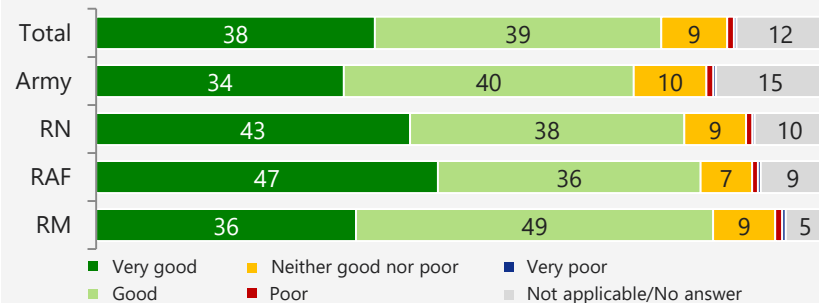
OPPORTUNITY TO TALK PRIVATELY WITH CHAPLAINS/PADRE

Phase 2 Trainees

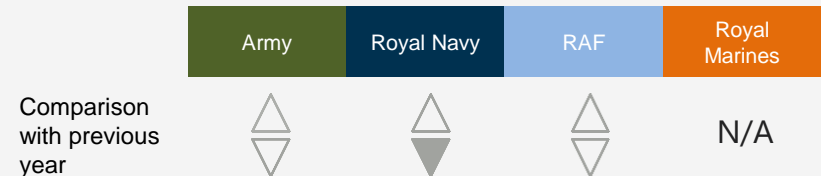
30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to... Talk privately with Chaplains/Padre

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

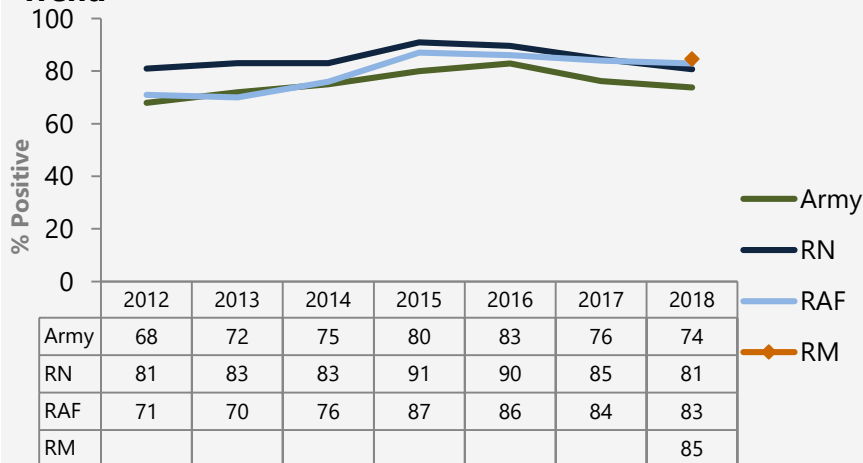
Current year results (%)



Differences



Trend



Key figures

- Royal Navy trainees were less likely to rate the opportunity to talk privately with the Chaplains or Padre as 'very good' or 'good' compared to 2017; a fall from 85% to 81% in 2018.

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.

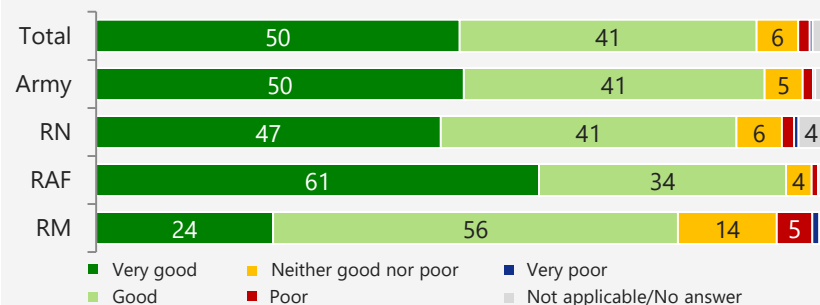
OPPORTUNITY TO KEEP IN CONTACT WITH FAMILY AND FRIENDS

Phase 2 Trainees

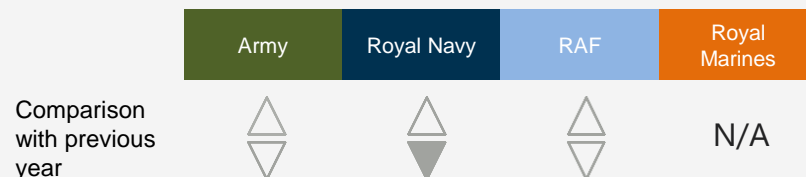
30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Keep in contact with family and friends

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

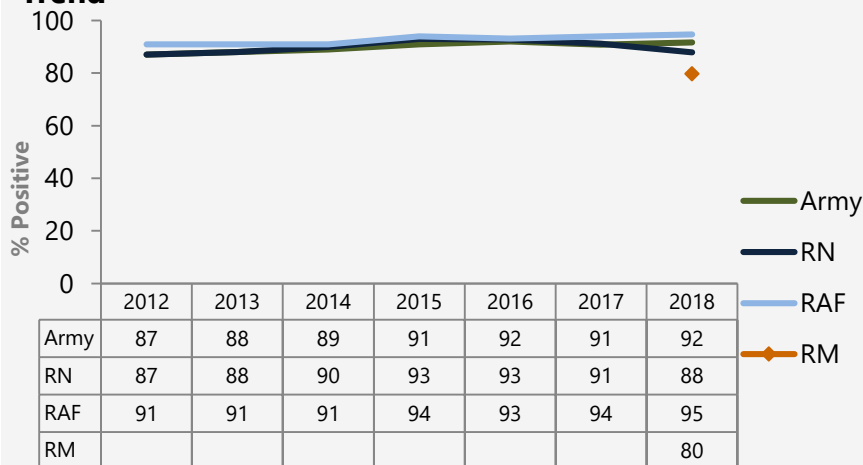
Current year results (%)



Differences



Trend



Key figures

- Royal Navy trainees were less likely to rate the opportunity to keep in contact with family and friends as 'very good' or 'good' compared to 2017; a fall from 91% to 88% in 2018.

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.

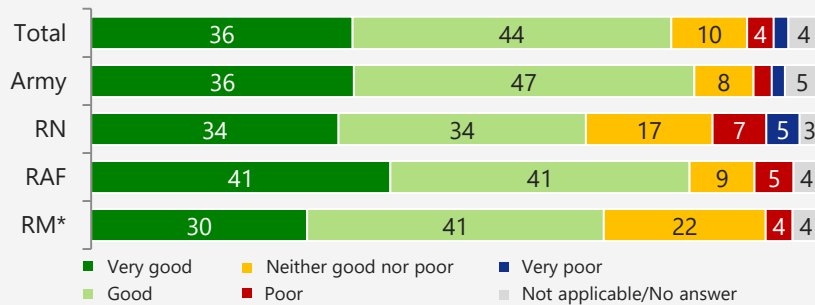
OPPORTUNITY TO PRACTISE YOUR FAITH/RELIGION

Phase 2 Trainees

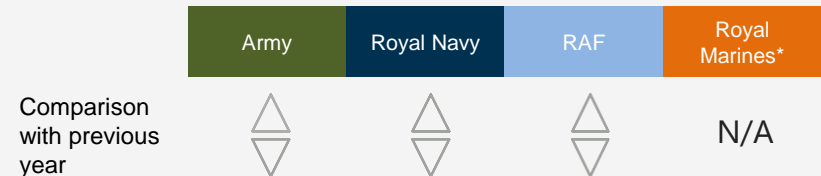
30. How would you rate the OPPORTUNITY you had to do each of the following at unit if you had wanted to ...Practise your faith/religion

Number of respondents (all respondents who have a faith/religion and practise it): Total (663), Army (441), Royal Navy (109), RAF (56), Royal Marines (27*)
% positive equals the proportion who say 'very good' or 'good' – comments and significant differences based on this

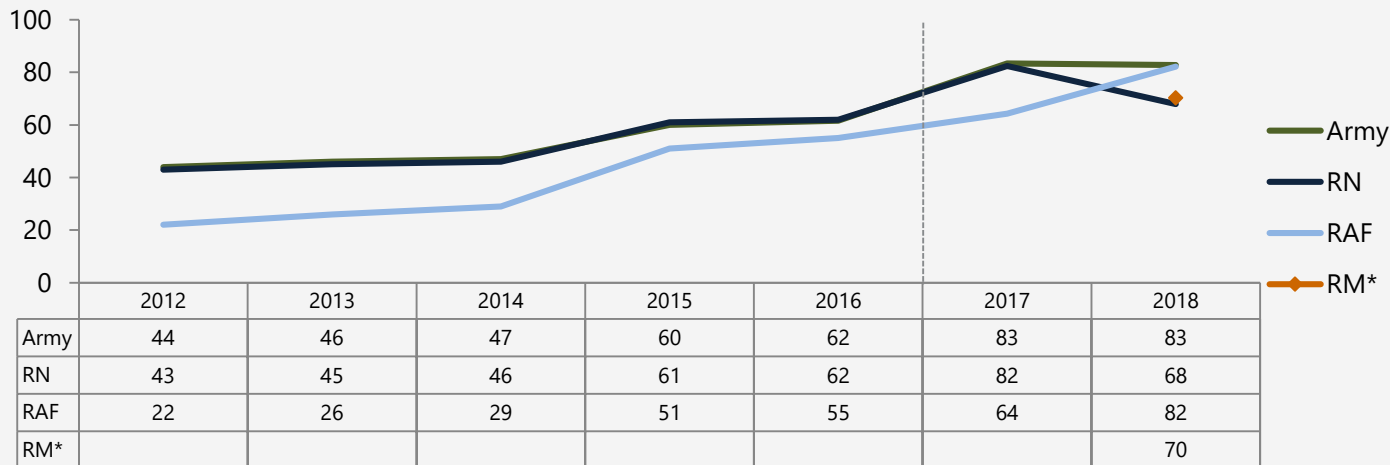
Current year results (%)



Differences



Trend



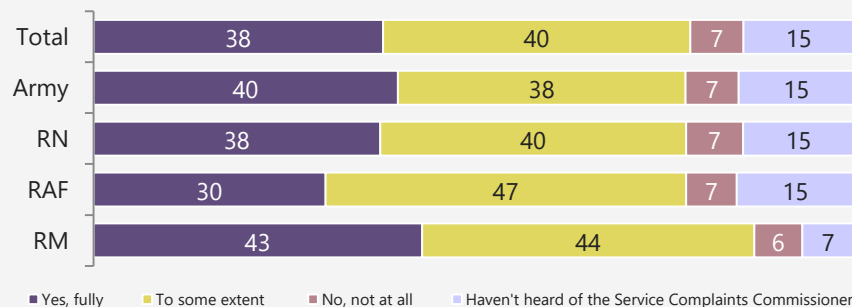
Note: Base for this question changed from all respondents to those who have a faith/religion and practise it in the year 2017

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.
* Caution: low base (< 30 respondents)

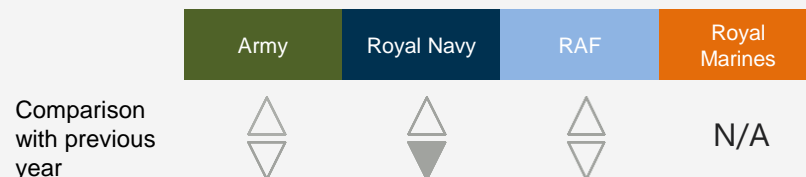
31. Do you know how the Services Complaints Ombudsman can help you with a discrimination, harassment and/or bullying complaint?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'yes, fully' – comments and significant differences based on this

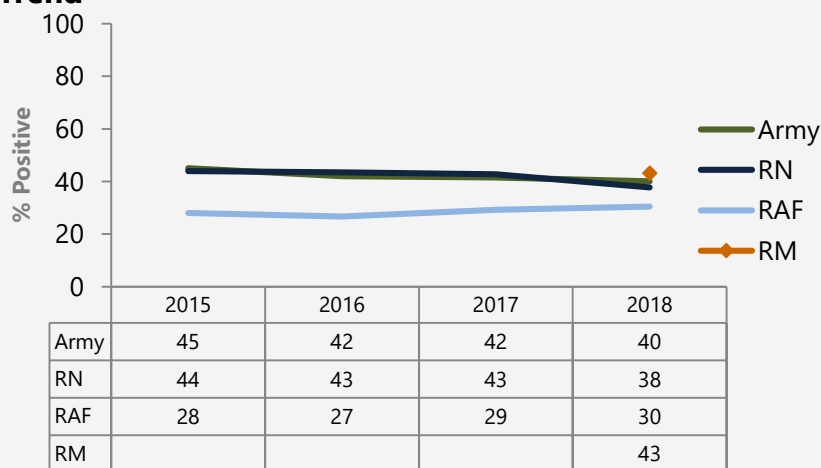
Current year results (%)



Differences



Trend



Key figures

- Royal Navy trainees were less likely to be fully aware of how the Services Complaints Ombudsman could help them with a discrimination, harassment and/or bullying complaint compared to 2017; a fall from 43% to 38% in 2018.

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.



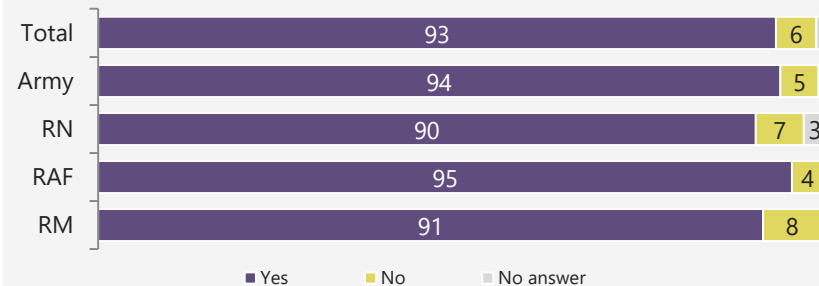
AVAILABILITY OF STAFF FOR PROBLEMS OUT OF TRAINING HOURS

Phase 2 Trainees

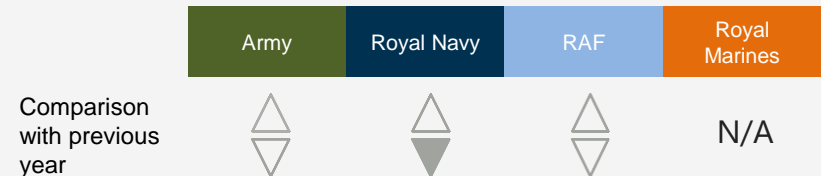
31a. Whether or not you needed to, was there a member of staff easily available for you to go to if you had a problem out of training hours?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- Royal Navy trainees were less likely to feel that a member of staff was easily available for them to go to if they had a problem out of training hours compared to 2017; a fall from 94% to 90% in 2018.

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.

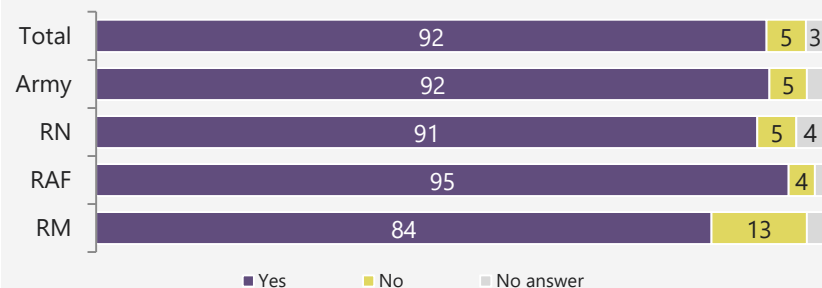
SOMEONE TO GO TO FOR PERSONAL OR EMOTIONAL PROBLEMS

Phase 2 Trainees

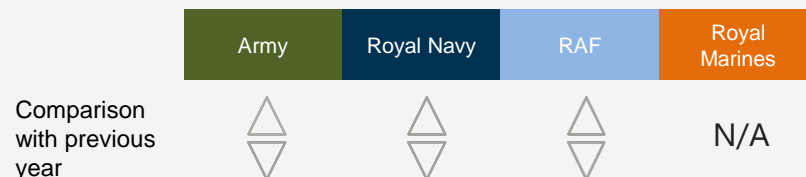
32a. Whether or not you needed to, did you have someone at [Unit] that you were happy to go to if you had any personal or emotional problems?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

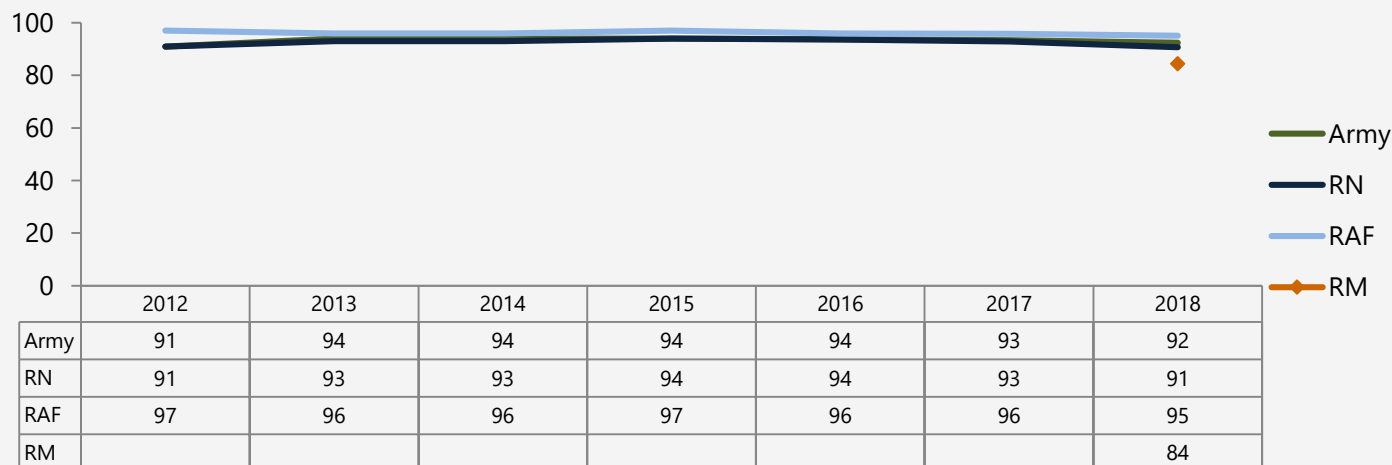
Current year results (%)



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

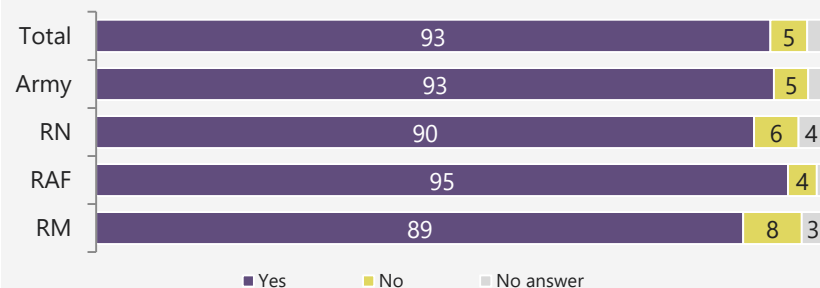
Phase 2 Trainees

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?

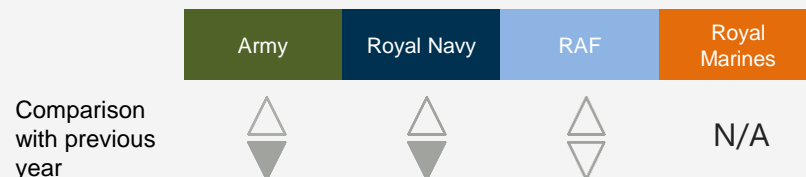
Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)

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

Current year results (%)



Differences



Trend



Key figures

- Both Army and Royal Navy trainees were less likely to feel they had someone available to help them with administration compared to 2017, with a fall from 95% to 93% for Army trainees and 93% to 90% for Royal Navy trainees in 2018.

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.



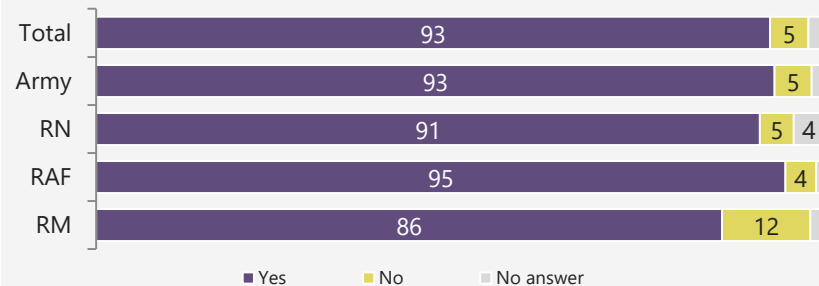
OPPORTUNITY TO RAISE ALL CONCERNS WITH PERSON IN AUTHORITY

Phase 2 Trainees

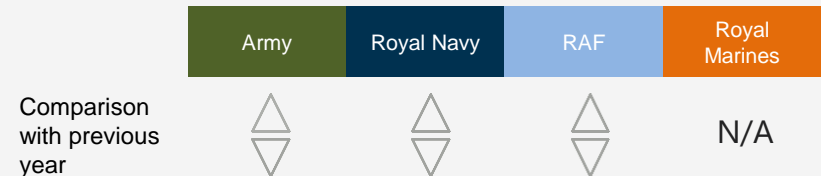
34a. Whether or not you needed to, did you feel that you had the opportunity to raise all your concerns with a person in authority at unit?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % 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.

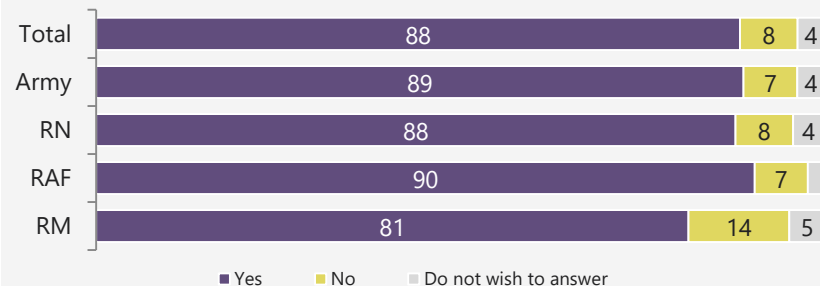


Fairness

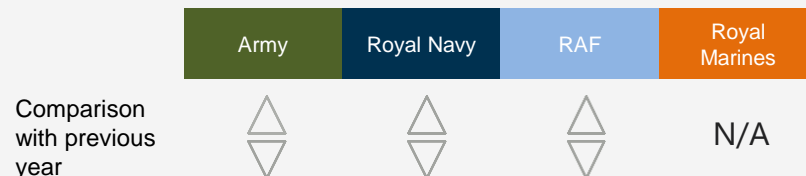
35. Do you know how to complain about poor or unfair treatment or bullying at [Unit]?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

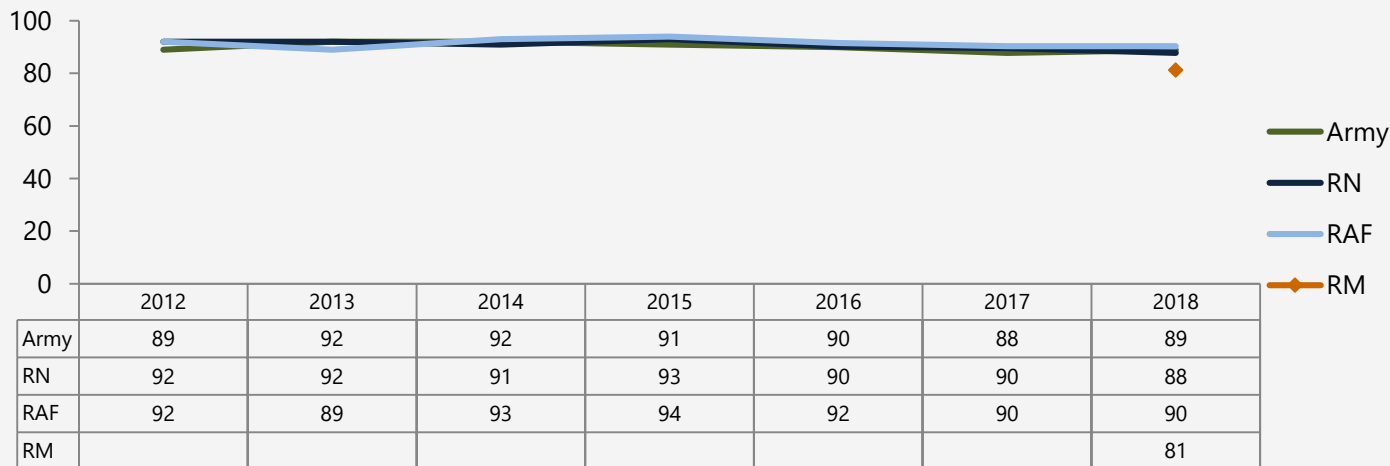
Current year results (%)



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.

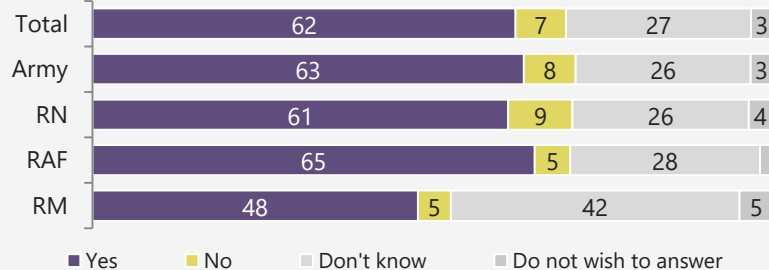
WHETHER BELIEVE COMPLAINTS ARE DEALT WITH IN A FAIR MANNER

Phase 2 Trainees

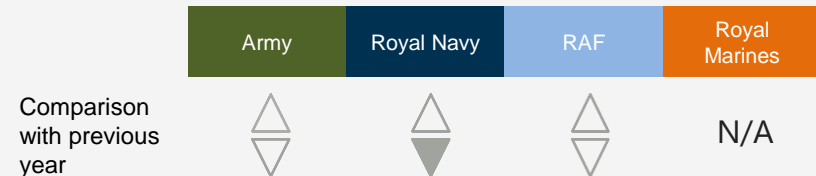
37a. Generally, do you believe that complaints are dealt with in a fair manner at unit?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a lower proportion of Royal Navy trainees believed that complaints are dealt with in a fair manner at unit; a fall from 67% to 61% in 2018.

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.

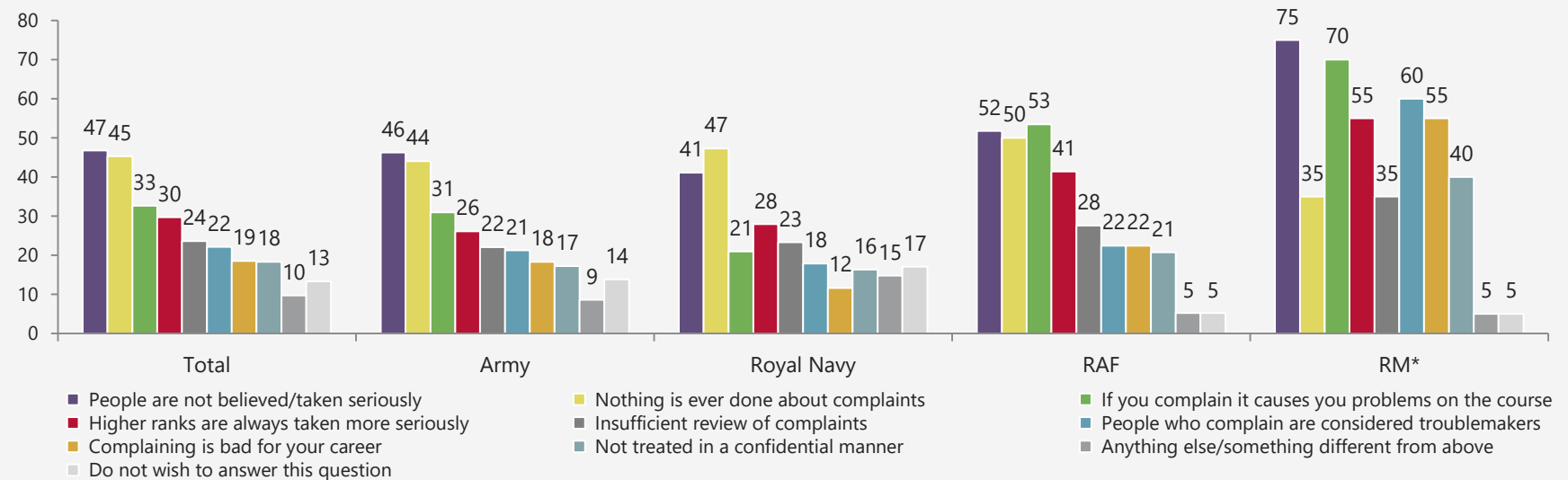
REASON WHY COMPLAINTS ARE NOT DEALT WITH IN A FAIR MANNER

Phase 2 Trainees

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 (475), Army (268), Royal Navy (129), RAF (58), Royal Marines (20*)

Current year results (%)



Key figures

- Amongst all 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 (47%) and that nothing is done about complaints (45%).
- Overall, 13% of those who felt that complaints are not dealt with in a fair manner chose not to answer this question.

* Caution: low base (< 30 respondents)

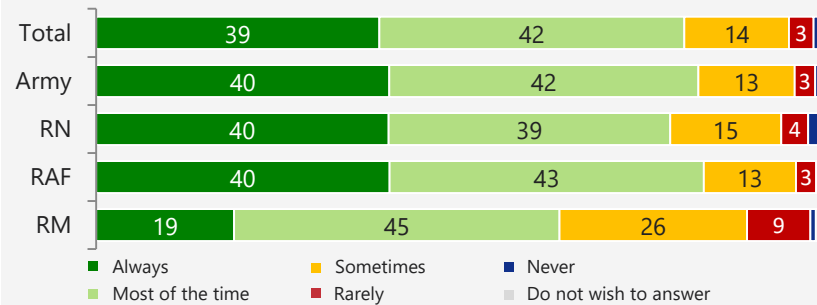
FAIR TREATMENT OF TRAINEES

Phase 2 Trainees

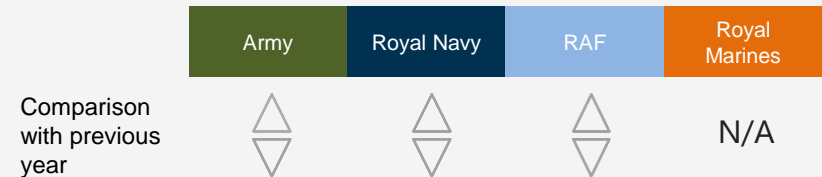
39. Please indicate how often the following statements apply: Trainees were all treated fairly

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'always' or 'most of the time' – comments and significant differences based on this

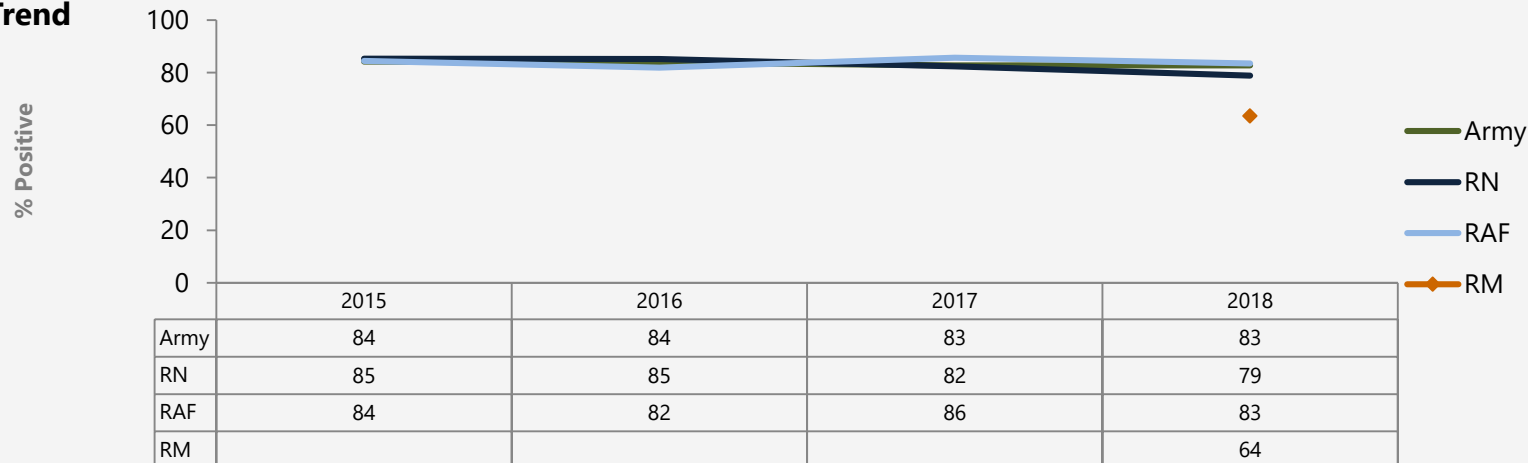
Current year results (%)



Differences



Trend

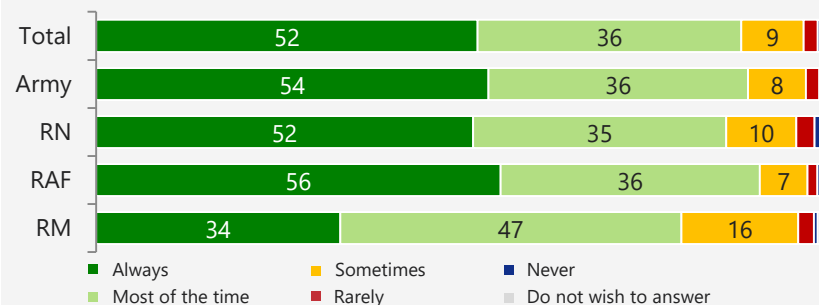


Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

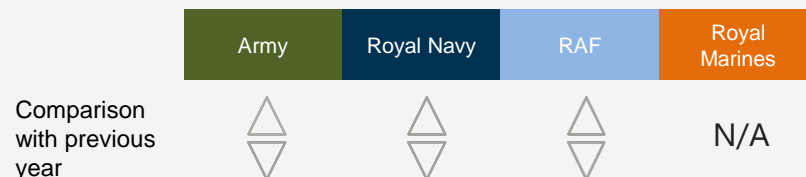
39. Please indicate how often the following statements apply: I was treated fairly

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'always' or 'most of the time' – comments and significant differences based on this

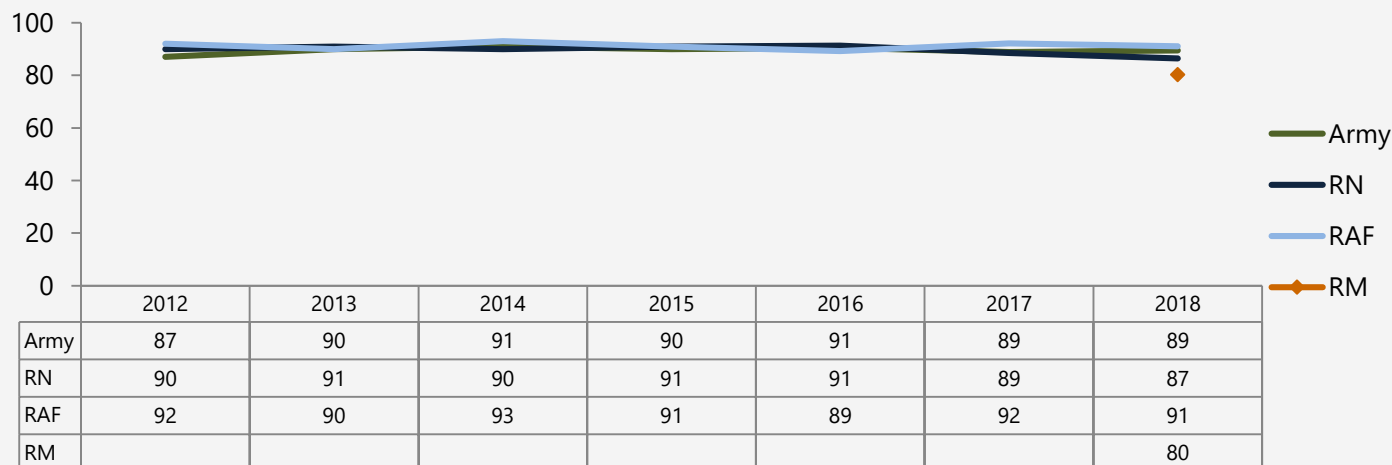
Current year results (%)



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

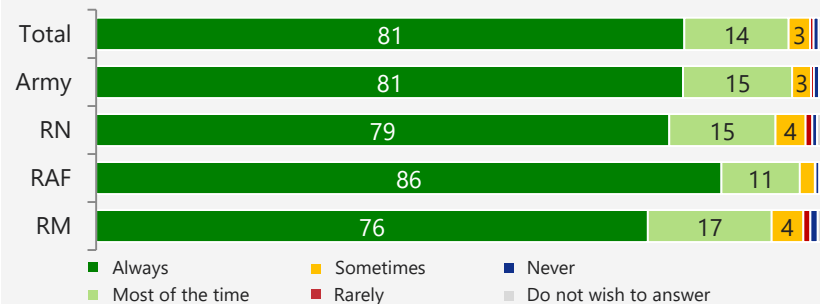
Phase 2 Trainees

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

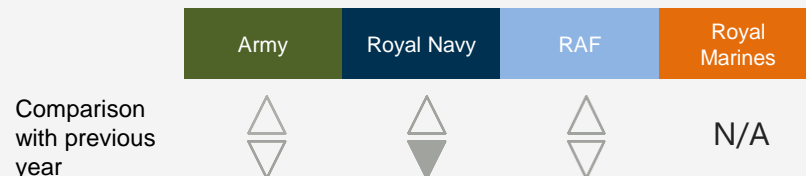
Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)

% 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

- Compared to 2017, a lower proportion of Royal Navy trainees said that training was conducted without sexual or racial harassment 'always' or 'most of the time'; a fall from 96% to 93% in 2018.

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.

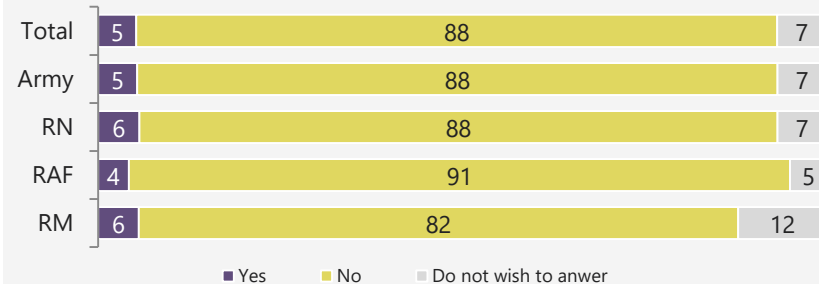
WHETHER BADLY OR UNFAIRLY TREATED BY STAFF

Phase 2 Trainees

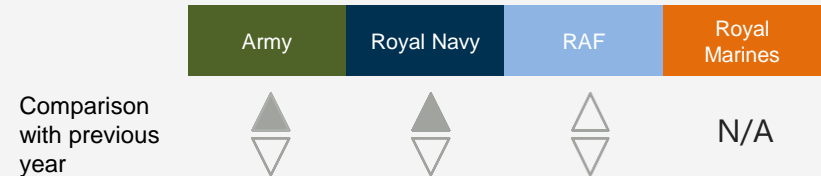
41a. Do you believe that you were badly or unfairly treated by the staff whilst at unit?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a higher proportion of Army trainees and Royal Navy trainees believed that they were badly or unfairly treated by the staff whilst at unit; a rise from 3% to 5% for Army trainees and 3% to 6% for Royal Navy trainees in 2018.

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.

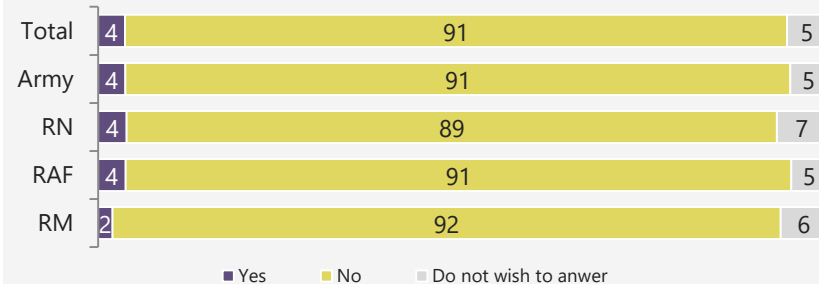
WHETHER BADLY OR UNFAIRLY TREATED BY OTHER TRAINEES

Phase 2 Trainees

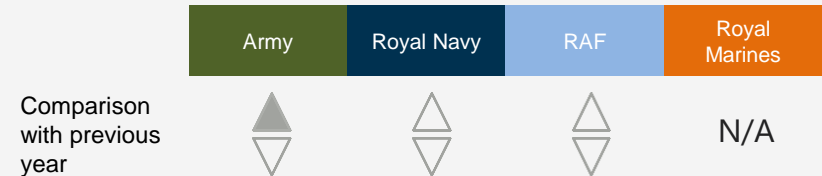
41b. Do you believe that you were badly or unfairly treated by other trainees whilst at unit?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'yes' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a higher proportion of Army trainees believed that they were badly or unfairly treated by other trainees whilst at unit; a rise from 2% to 4% in 2018.

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 Trainees

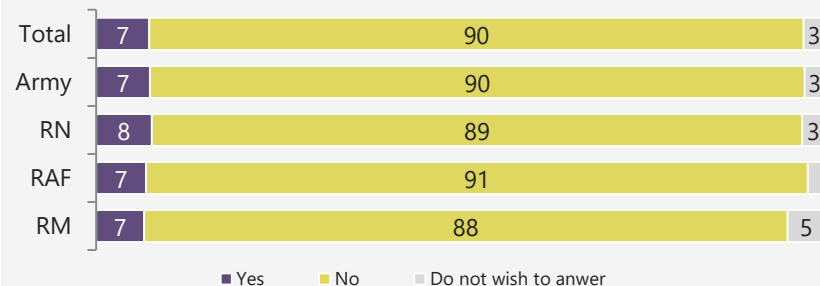
41a. Do you believe that you were badly or unfairly treated by the staff whilst at unit?*

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

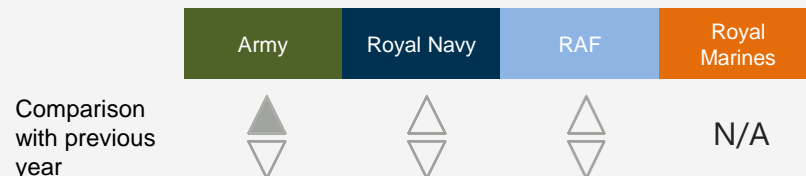
Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)

Comments and significant differences based on proportion saying 'yes' to bad/unfair treatment by other recruits and/or staff

Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a higher proportion of Army trainees believed that they were badly or unfairly treated by either staff and/or other trainees whilst at unit; a rise from 5% to 7% in 2018.

- 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



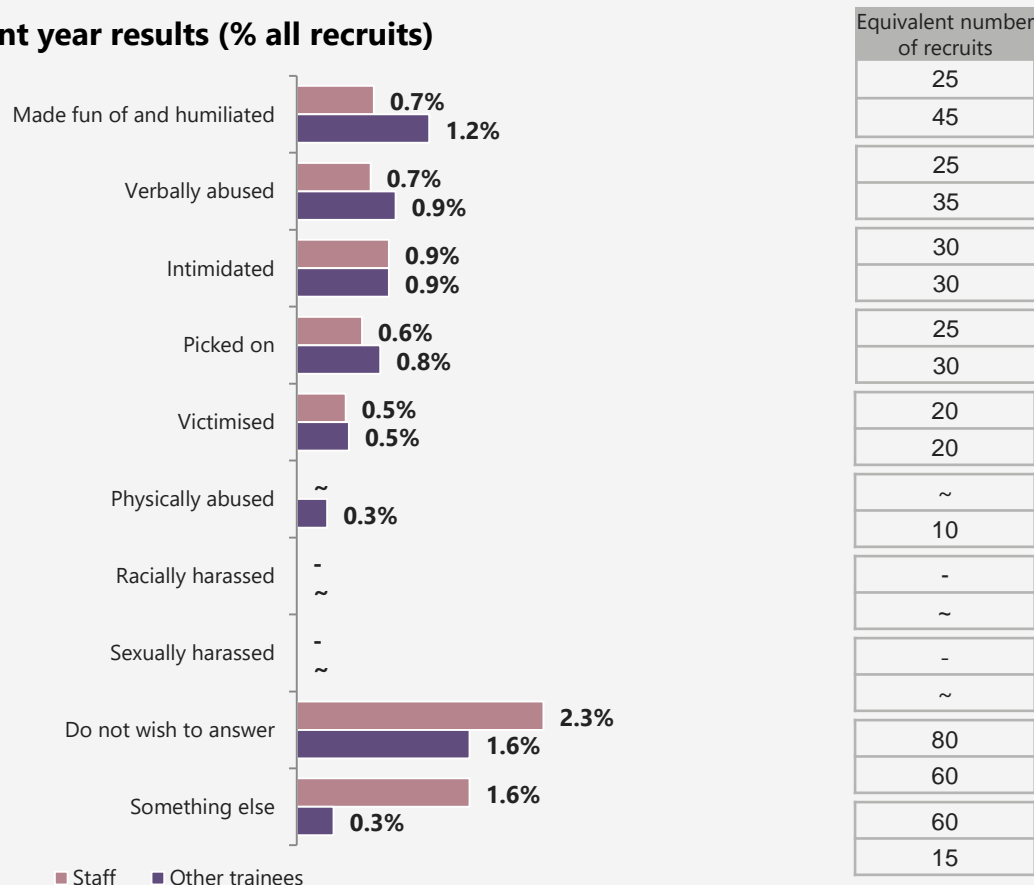
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Trainees. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Phase 2 Army recruits (3,521)

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 up to the nearest 5 and numbers of 5 or fewer are suppressed, in line with Defence Statistics' rounding policy. These figures are denoted by ~.



TYPES OF UNFAIR TREATMENT

Phase 2 Royal Navy Recruits



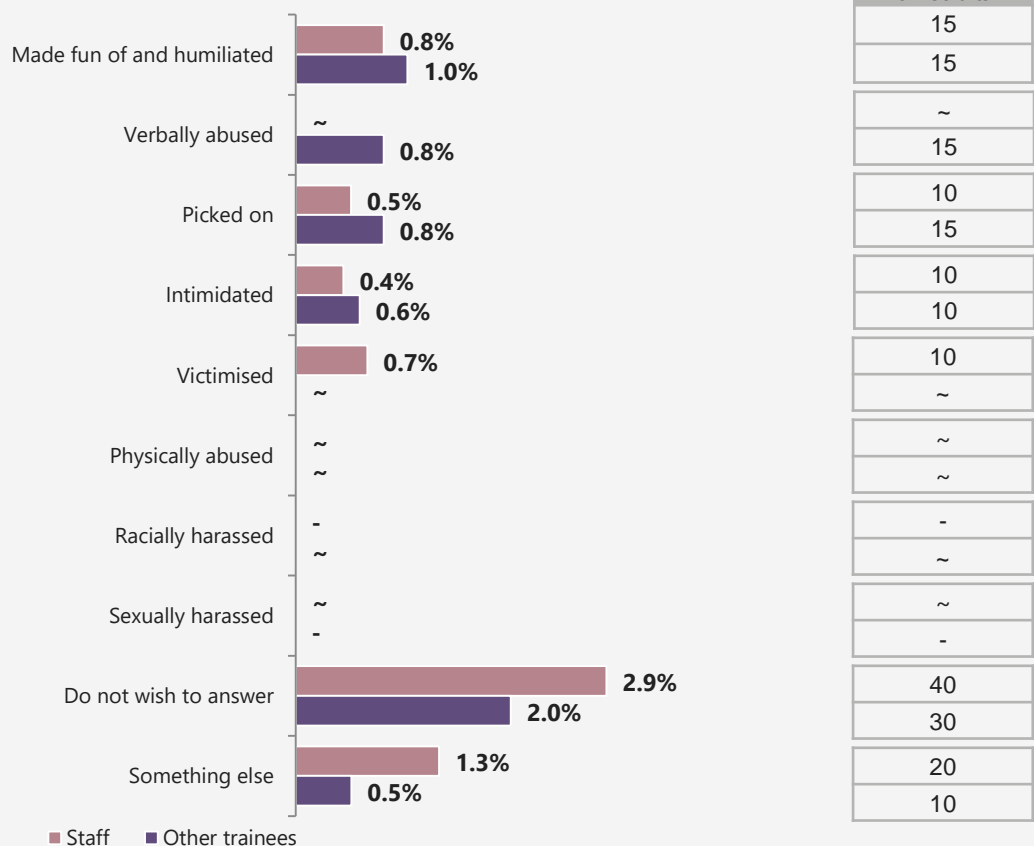
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Trainees. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Phase 2 Royal Navy recruits (1,364)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): Royal Navy (77)

Current year results (% all recruits)



Key figures

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



TYPES OF UNFAIR TREATMENT

Phase 2 RAF Recruits

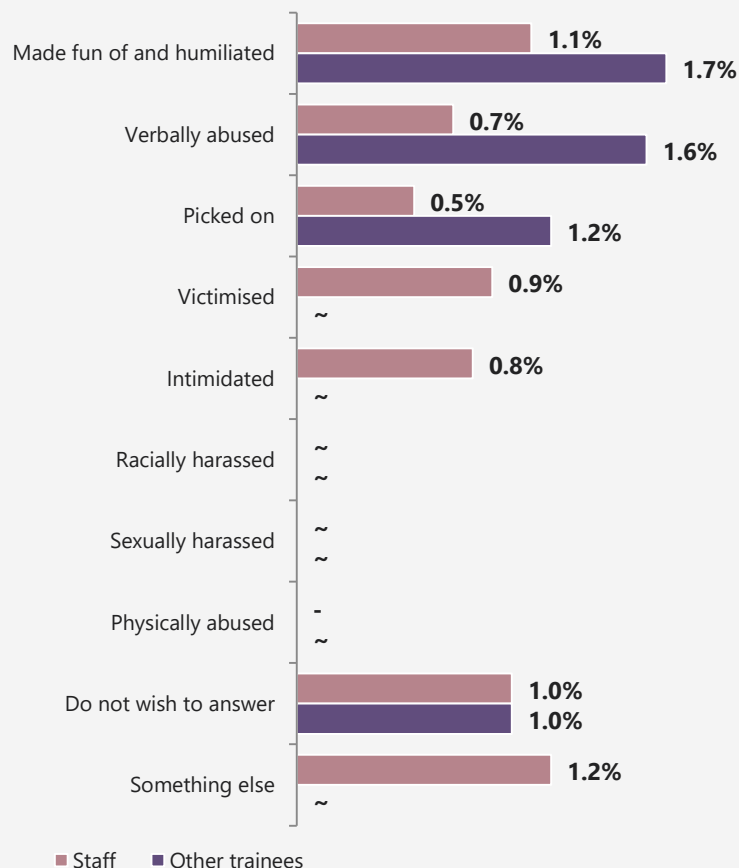
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Trainees. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Phase 2 RAF recruits (1,115)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): RAF (47)

Current year results (% all recruits)



Equivalent number of recruits

15
20
10
20
10
15
10
~
10
~
~
~
~
~
-
~
15
15
15
~

Key figures

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





TYPES OF UNFAIR TREATMENT

Phase 2 Royal Marines Recruits

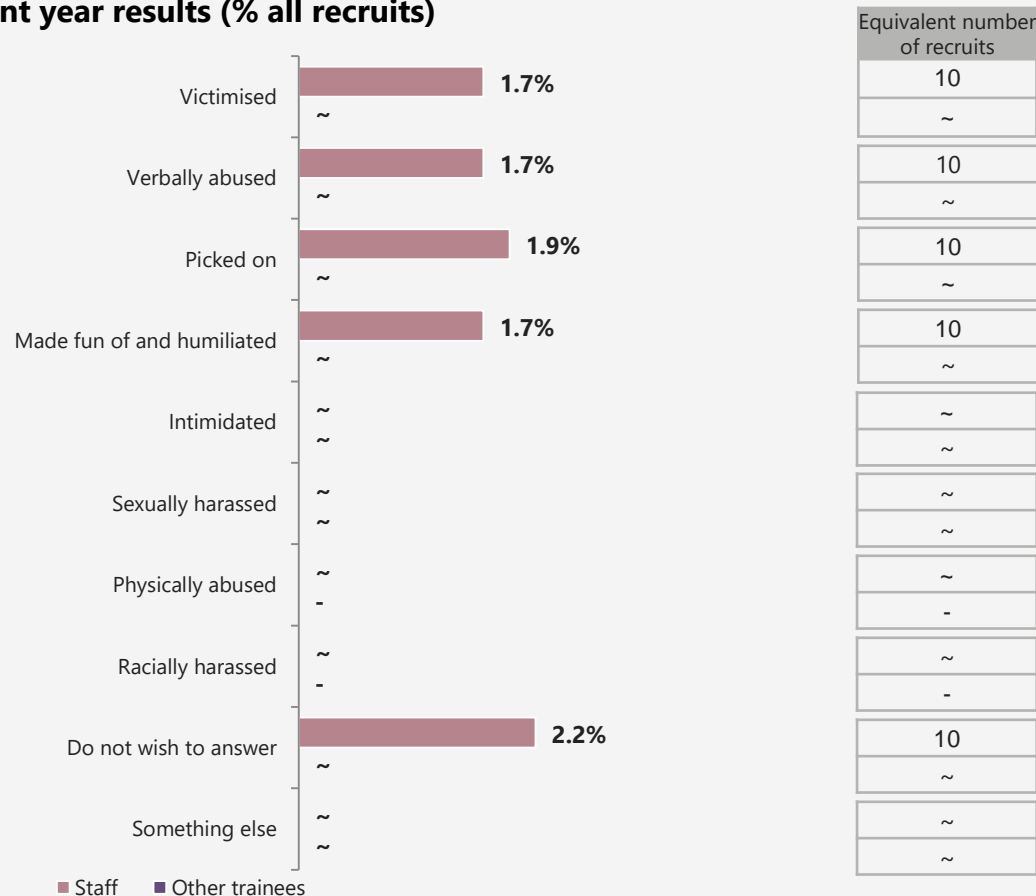
Q101-Staff. Please read the list below and tick the boxes that best apply to you.

Q101-Trainees. Please read the list below and tick the boxes that best apply to you.

All results recalculated on full base of Phase 2 Royal Marine recruits (412)

Number of respondents asked the question (all Phase 2 respondents who were badly or unfairly treated): RM (23)

Current year results (% all recruits)



Key figures

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



FREQUENCY OF UNFAIR TREATMENT

Phase 2 Trainees

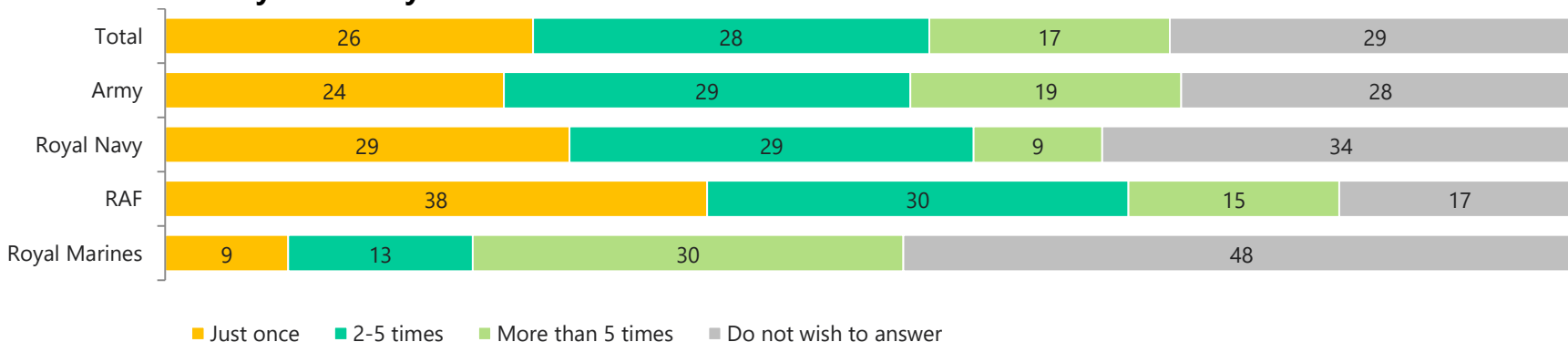
Q103-Staff. Generally speaking, how often would you say you were badly or unfairly treated by staff?

Q103-Trainees. Generally speaking, how often would you say you were badly or unfairly treated by other trainees?

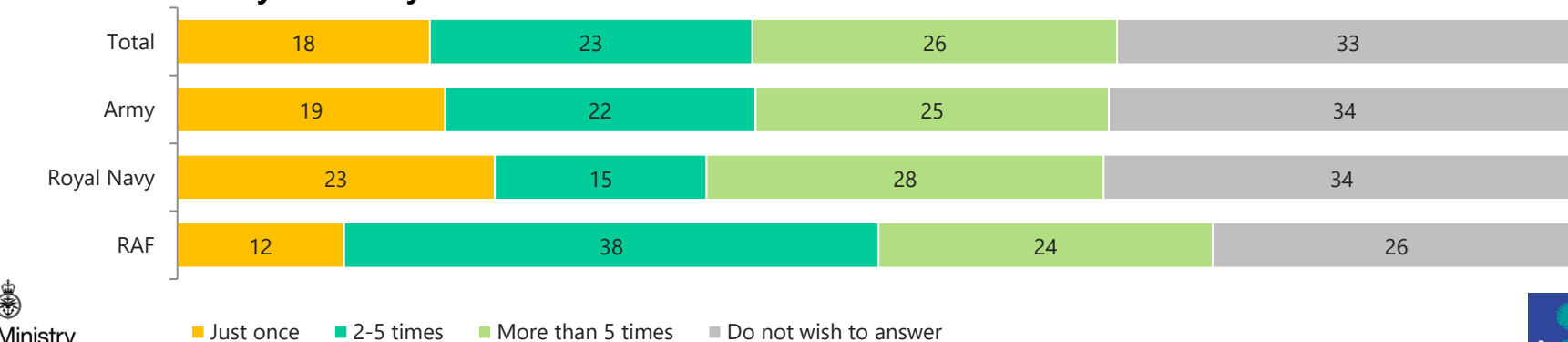
Number of respondents (all Phase 2 respondents who said they were badly or unfairly treated by staff and mentioned the type of treatment experiences): Total (335), Army (188), Royal Navy (77), RAF (47), Royal Marines (23)

Number of respondents (all Phase 2 respondents who said they were badly or unfairly treated by other trainees and mentioned the type of treatment experienced): Total (234), Army (234), Royal Navy (53), RAF (42)

How often unfairly treated by staff



How often unfairly treated by other trainees



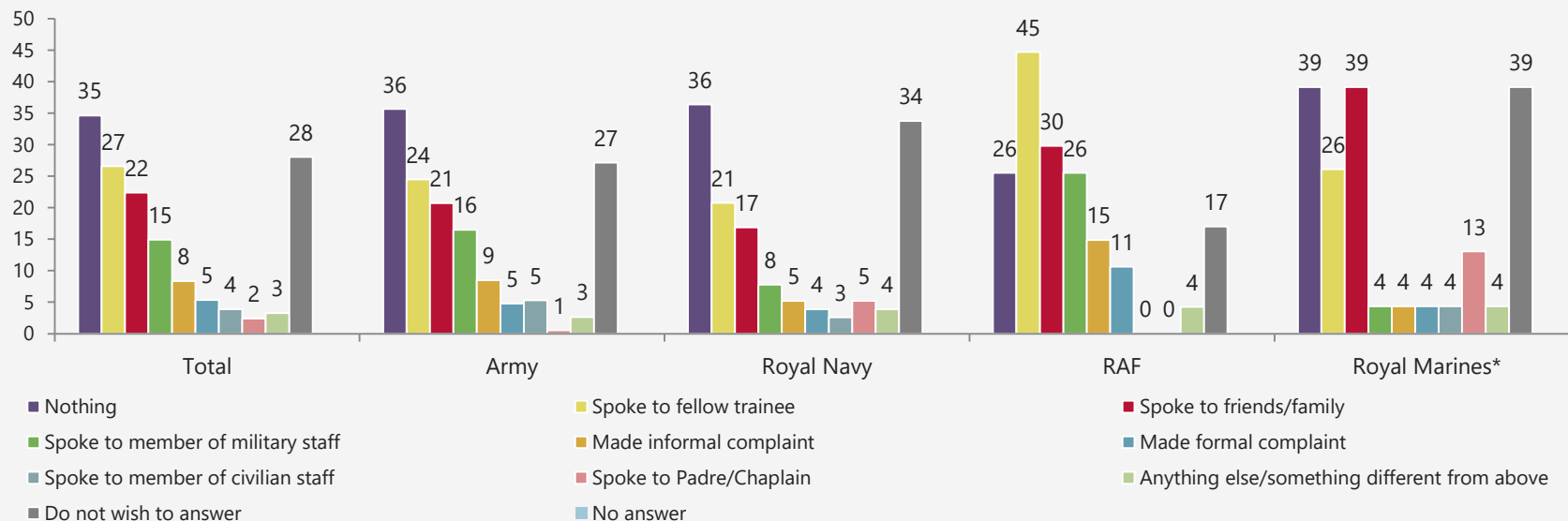
ACTION TAKEN AS A RESULT OF BAD OR UNFAIR TREATMENT

Phase 2 Trainees

Q104-Staff. 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 (335), Army (188), Royal Navy (77), RAF (47), Royal Marines (23*)

Current year results (%)



Key figures

- Overall, amongst all phase 2 trainees who were badly or unfairly treated by staff, the most common action taken was to do nothing (35%), as was the case in 2017 (37%).
- RAF trainees who were badly or unfairly treated were particularly likely to speak to a fellow trainee.
- 28% of phase 2 trainees who felt they were badly or unfairly treated chose not to answer as to the action they took.

* Caution: low base (< 30 respondents)

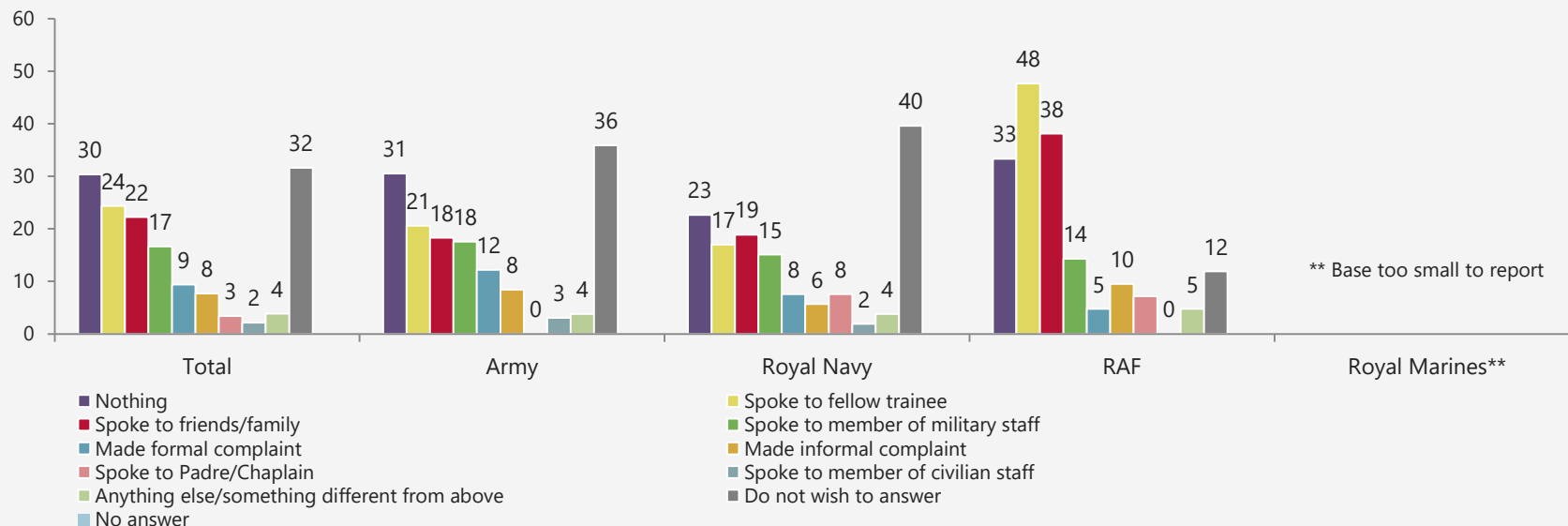
ACTION TAKEN AS A RESULT OF BAD OR UNFAIR TREATMENT

Phase 2 Trainees

Q104-Trainees. 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 (234), Army (131), Royal Navy (53), RAF (42), Royal Marines (8**)

Current year results (%)



Key figures

- Overall, amongst all phase 2 trainees who were badly or unfairly treated by other trainees, the most common action taken was to do nothing (30%), as was the case in 2017.
- RAF trainees who were badly or unfairly treated were particularly likely to speak to a fellow trainee.
- 32% of phase 2 trainees who felt they were badly or unfairly treated by other trainees chose not to report what action they took.

** Base too small to report

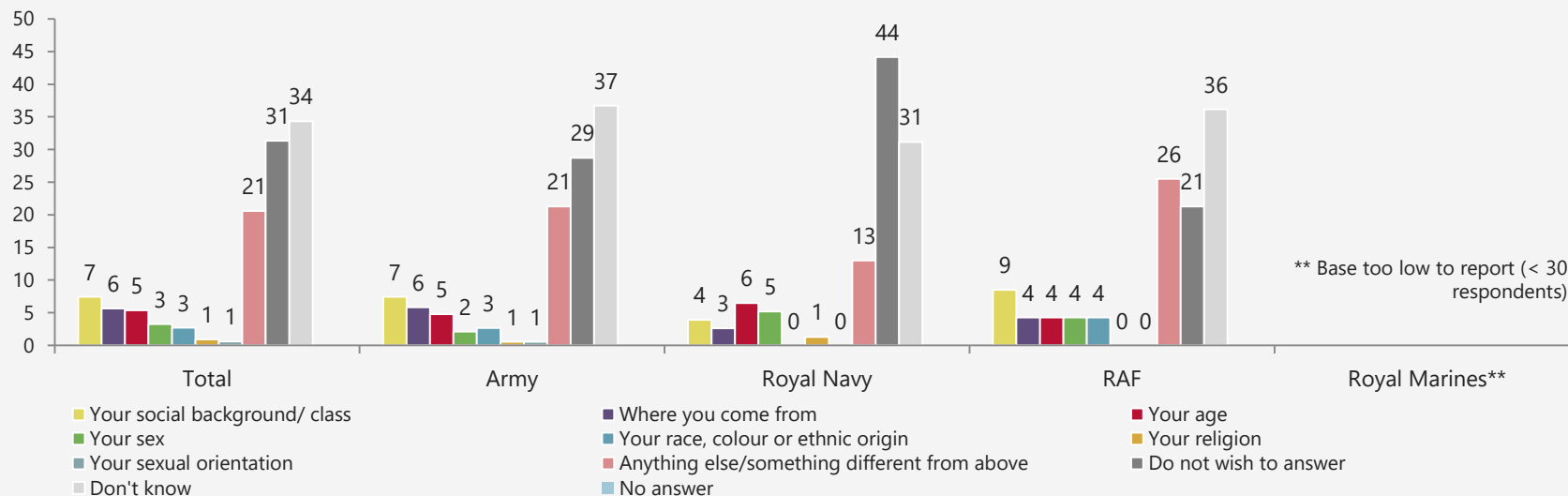
PERCEIVED REASON FOR BAD OR UNFAIR TREATMENT

Phase 2 Trainees

Q105-Staff. Why do you think you were badly or unfairly treated by staff?

Number of respondents (all Phase 2 respondents who said that they were badly or unfairly treated and mentioned the type of treatment experienced): Total (335), Army (188), Royal Navy (77), RAF (47), Royal Marines (23**)

Current year results (%)



Key figures

- 34% of trainees who felt they were badly or unfairly treated did not know why, a further 31% did not wish to answer why, and 21% felt the bad treatment was due to a reason other than the options available.

** Base too low to report (< 30 respondents)

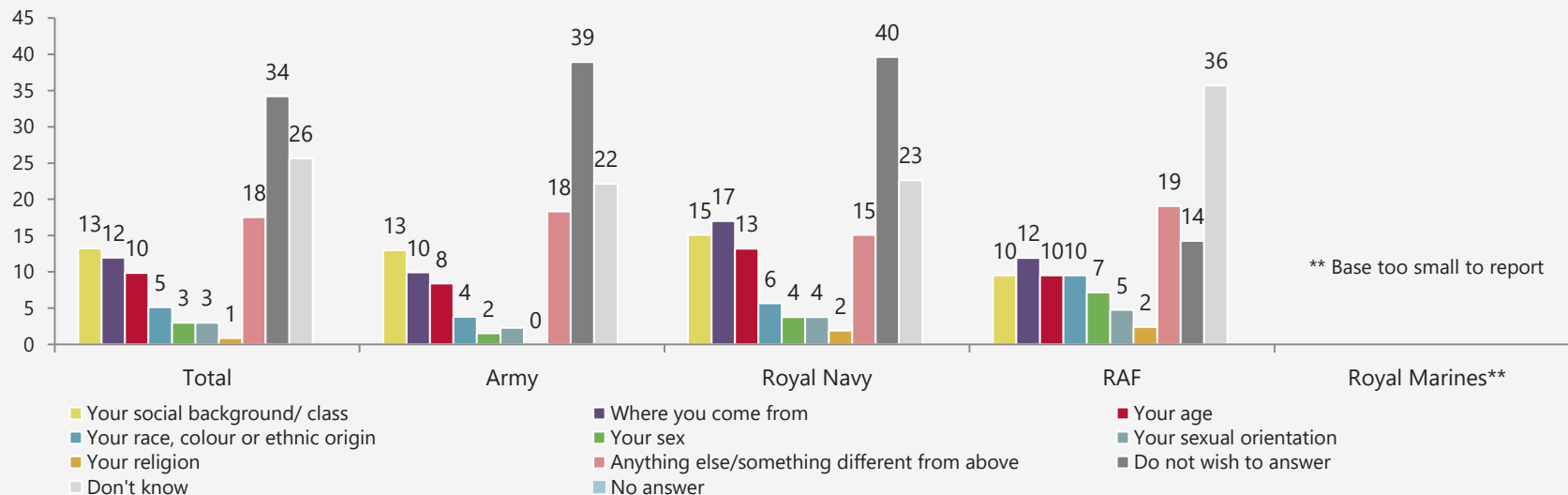
PERCEIVED REASON FOR BAD OR UNFAIR TREATMENT

Phase 2 Trainees

Q105-Trainees. Why do you think you were badly or unfairly treated by other trainees?

Number of respondents (all Phase 2 respondents who said that they were badly or unfairly treated and mentioned the type of treatment experienced): Total (234), Army (131), Royal Navy (53), RAF (42), Royal Marines (8**)

Current year results (%)



Key figures

- 34% of trainees who felt they were badly or unfairly treated did not wish to answer why, a further 26% did not know why and 18% felt the bad treatment was due to a reason other than the options available.

** Base too small to report

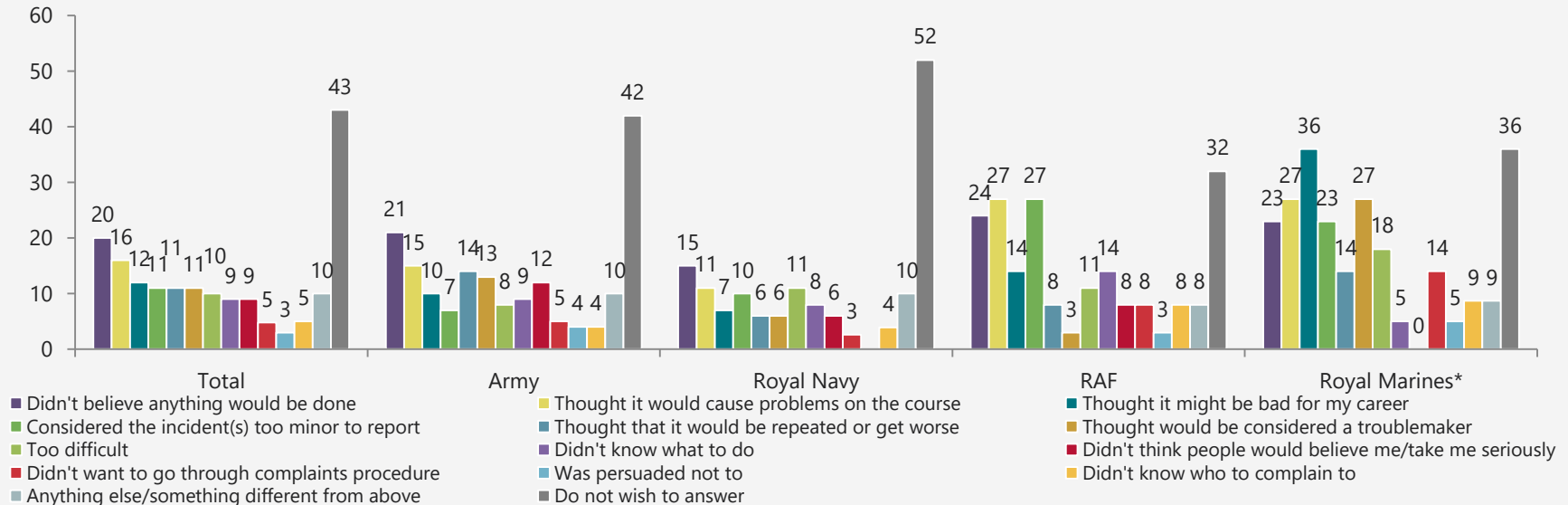
REASON FOR NOT COMPLAINING ABOUT BAD OR UNFAIR TREATMENT

Phase 2 Trainees

Q106-Staff. 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 (295), Army (165), Royal Navy (71), RAF (37), Royal Marines (22*)

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 (20%). Other key reasons cited were: thought it would cause problems on the course if they did complain and it might be bad for their career.
- More than 4 in 10 phase 2 trainees (43%) who did not complain about their bad or unfair treatment chose not to answer this question.

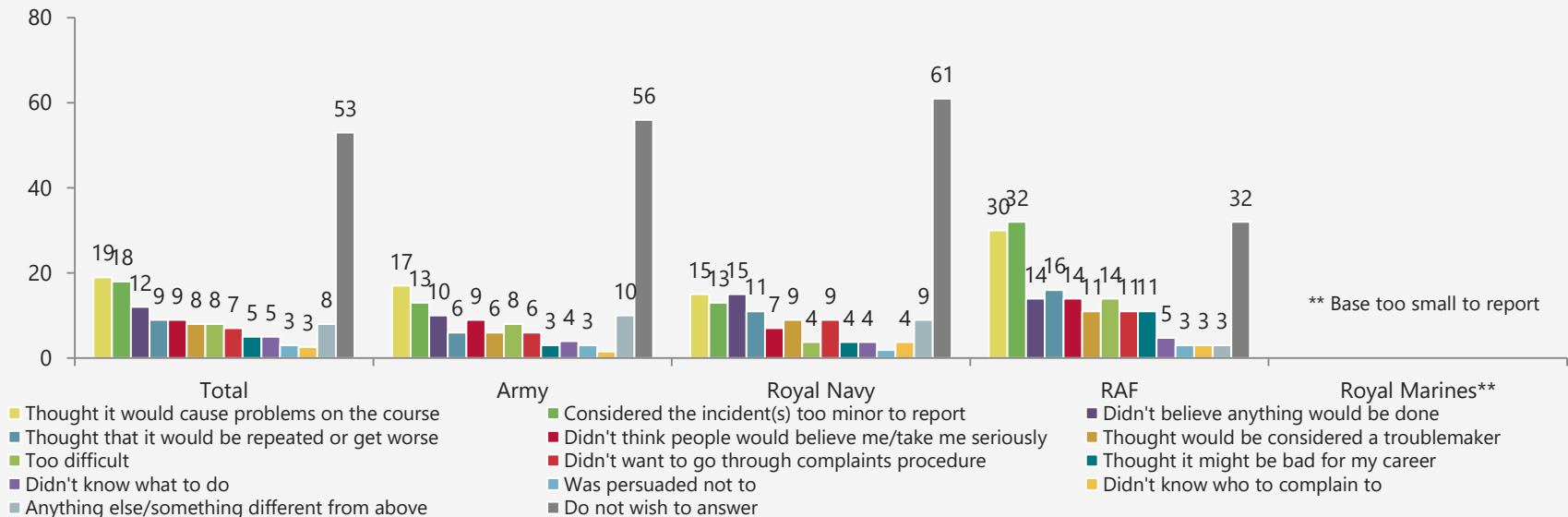
REASON FOR NOT COMPLAINING ABOUT BAD OR UNFAIR TREATMENT

Phase 2 Trainees

Q106-Trainees. 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 (197), Army (106), Royal Navy (46), RAF (37), Royal Marines (8**)

Current year results (%)



Key figures

- The most common reason for not complaining about an incident of bad or unfair treatment was that the trainee thought it would cause problems on the course (19%) or that the incident was too minor to report (18%).
- Just over half (53%) of phase 2 trainees who did not complain about their bad or unfair treatment chose not to answer this question.



Setbacks during training

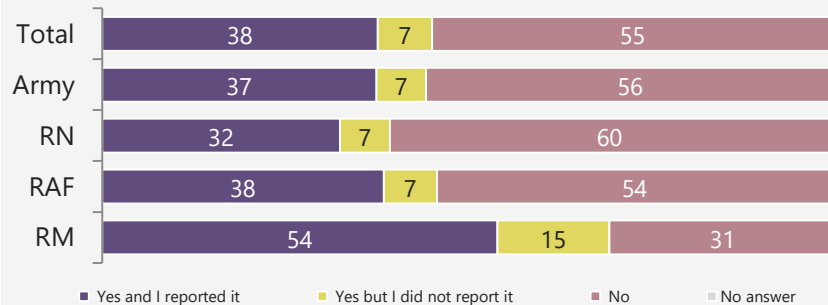
ILLNESS OR INJURY DURING TRAINING

Phase 2 Trainees

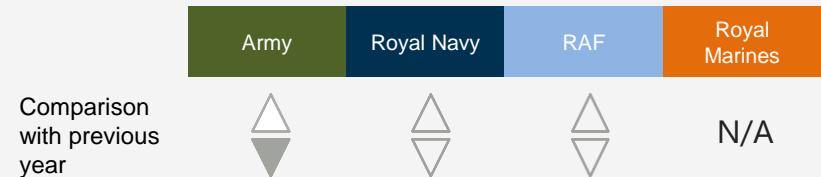
49. Were you ever ill or injured during training?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
Comments and significant differences based on % saying 'yes and I reported it'

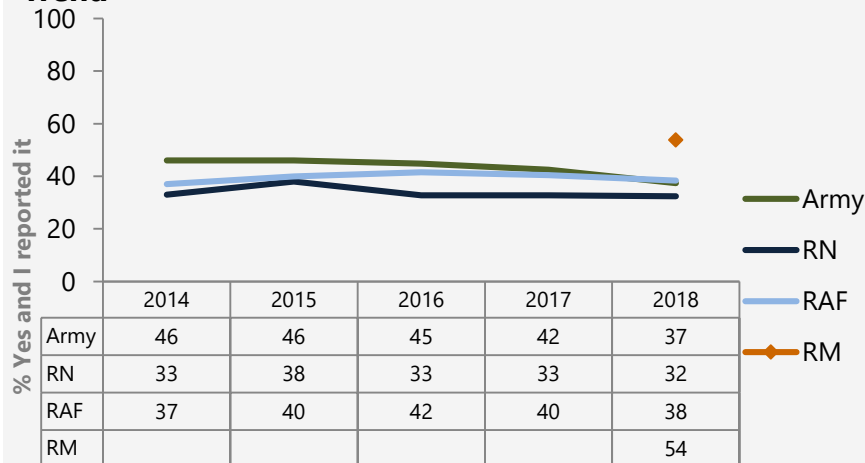
Current year results (%)



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.

Key figures

- Fewer Army trainees experienced illness or injury in 2018; 56% compared to 50% in 2017.
- Compared to 2017, a lower proportion of Army trainees were ill or injured during training and reported it; a fall from 42% to 37% in 2018.

WHETHER INJURY/ILLNESS WAS DEALT WITH PROPERLY

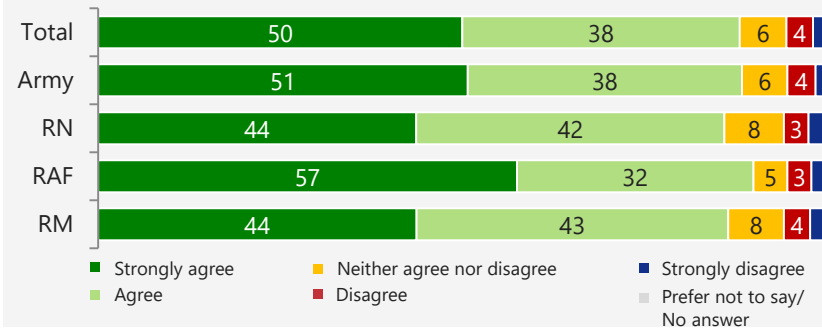
Phase 2 Trainees

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

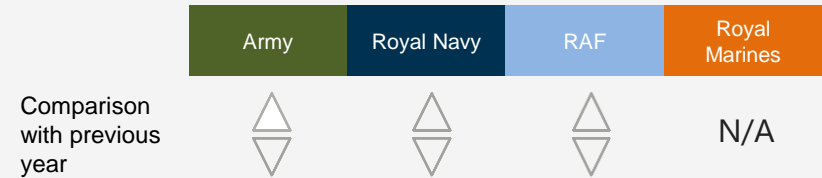
Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,409), Army (1,317), Royal Navy (442), RAF (428), Royal Marines (222)

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

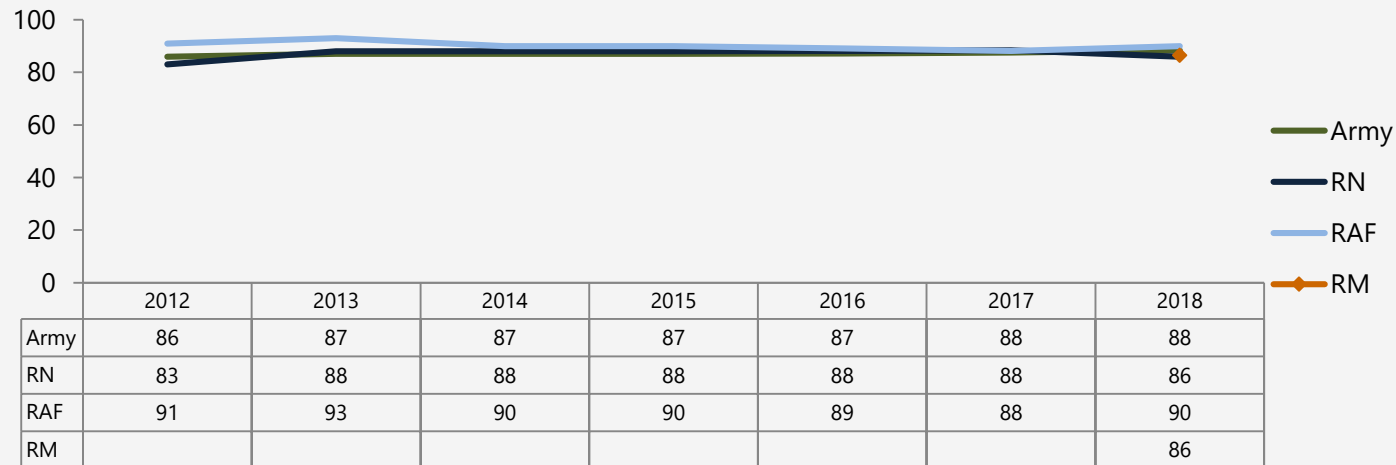
Current year results (%)



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.

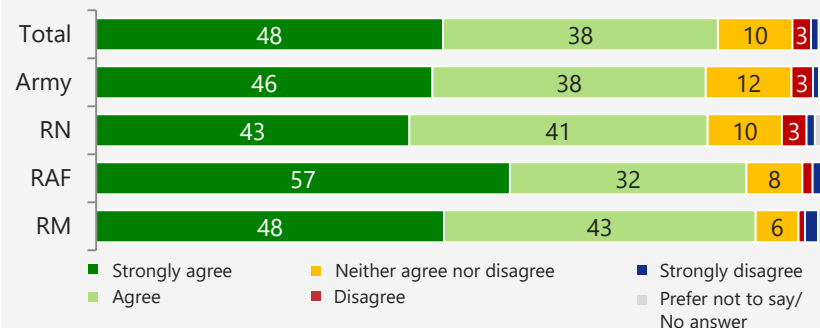
STAFF HELP AND SUPPORT DURING ILLNESS/INJURY

Phase 2 Trainees

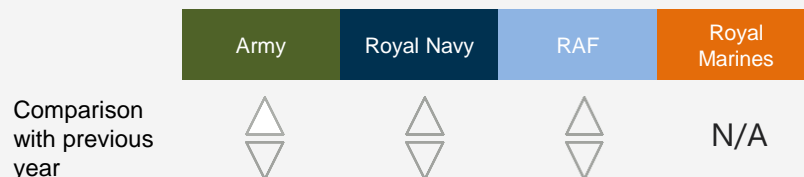
50. Please indicate how you feel about the following statements: Staff helped and supported me when I was ill/injured

Number of respondents (all Phase 2 respondents who were ill or injured and reported it): Total (2,409), Army (1,317), Royal Navy (442), RAF (428), Royal Marines (222). % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

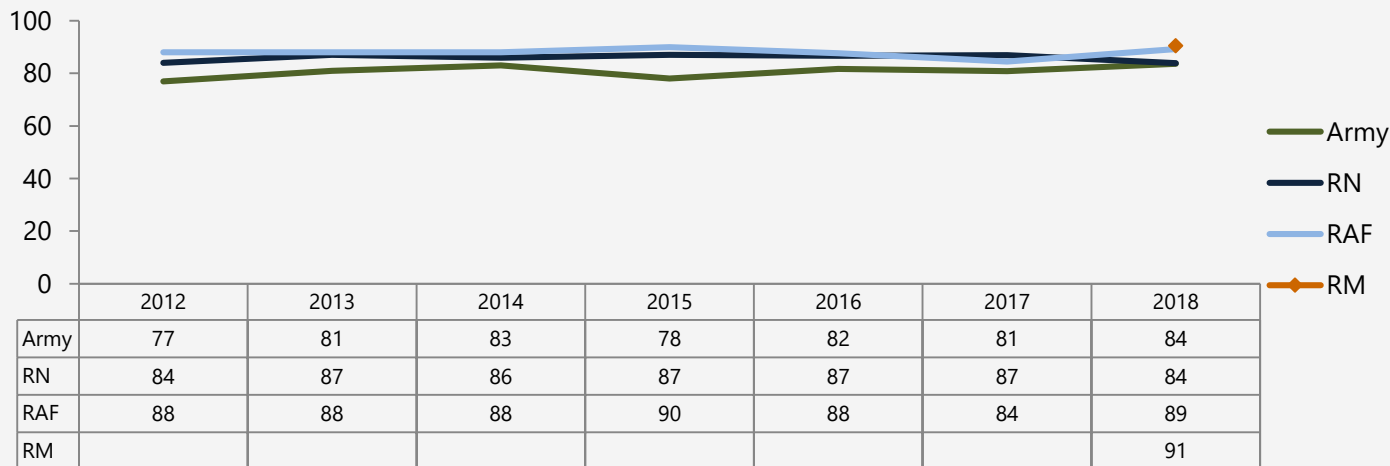
Current year results (%)



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.

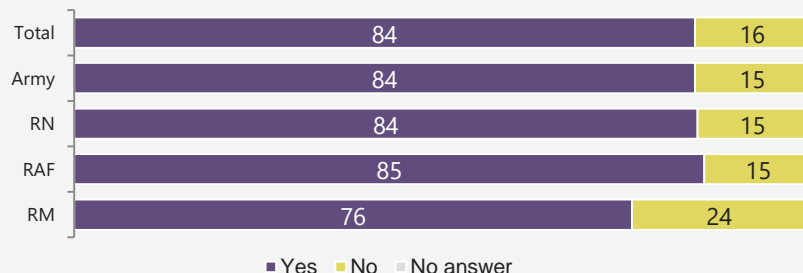
WHETHER WOULD FEEL COMFORTABLE TO REPORT SICK

Phase 2 Trainees

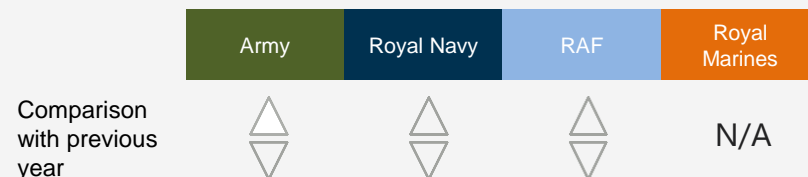
50a. Would you have felt comfortable to report sick, if you had been ill or injured during training?

Number of respondents (all respondents who were not ill/injured): Total (3504), Army (1960), Royal Navy (816), RAF (601), Royal Marines (127)
Comments and significant differences based on % saying 'yes'

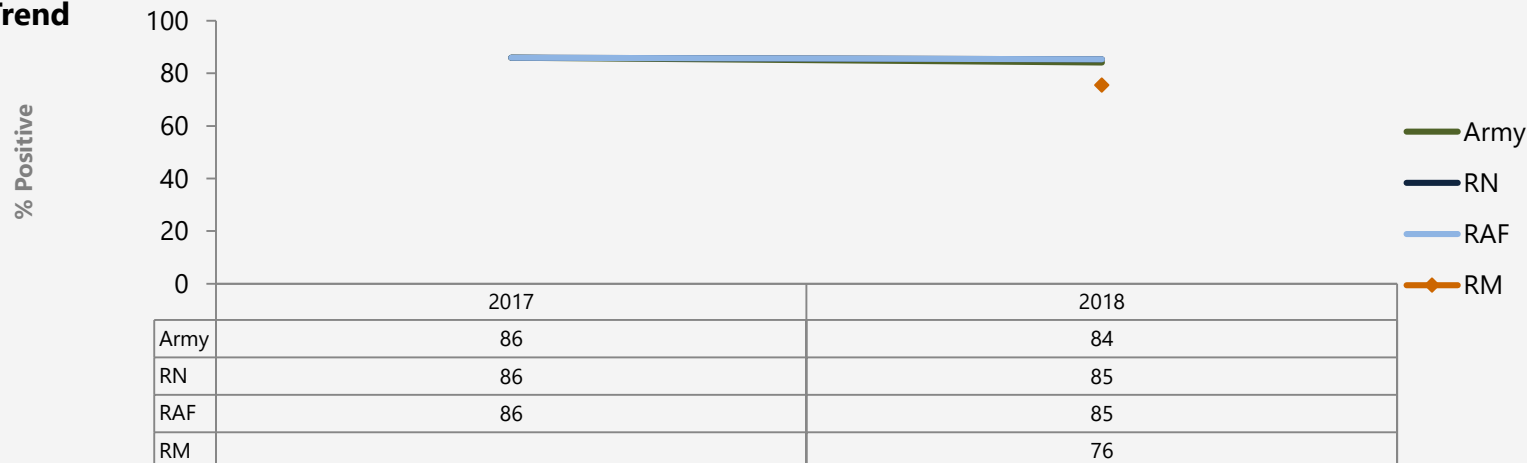
Current year results (%)



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

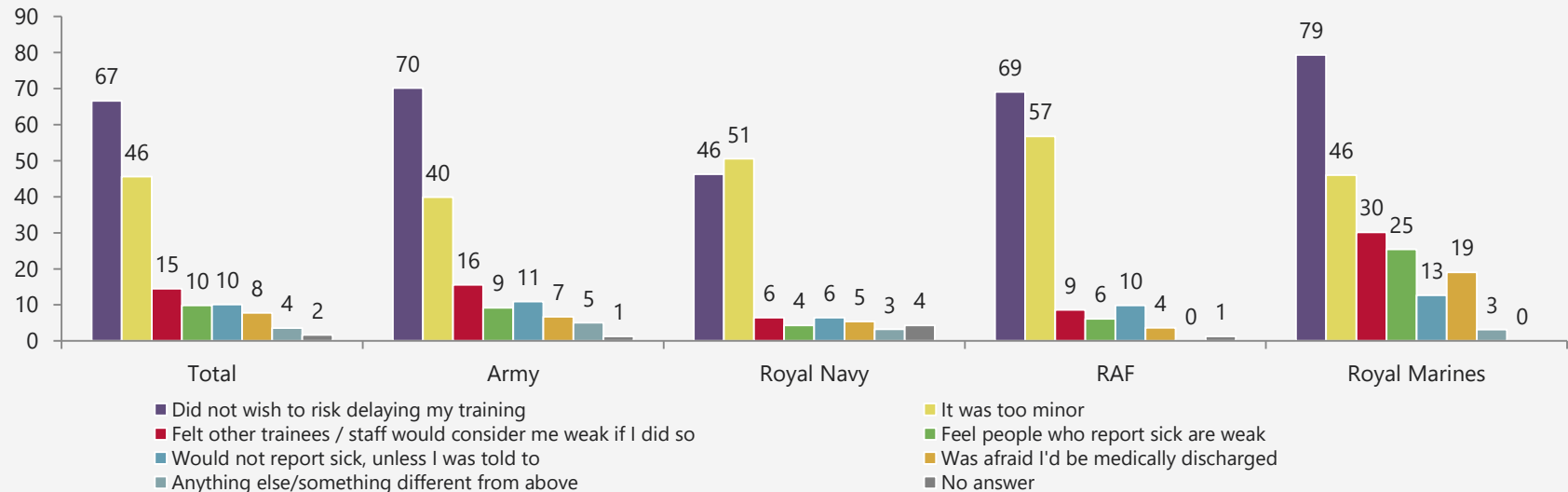
REASON FOR NOT REPORTING ILLNESS OR INJURY

Phase 2 Trainees

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 (476), Army (238), Royal Navy (93), RAF (81), Royal Marines (63)

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, 67% 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 (46%).
- 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

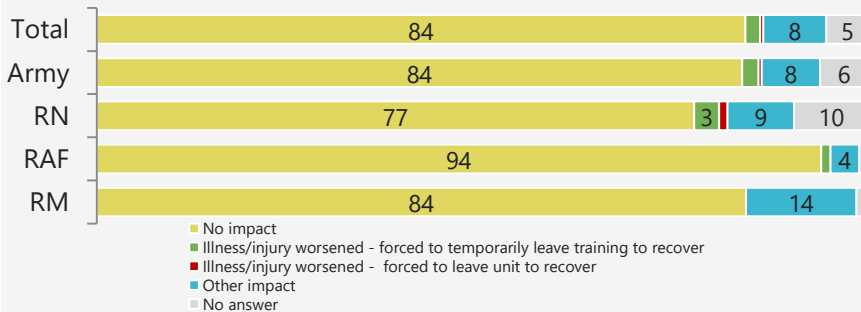
Phase 2 Trainees

52. What was the result of not reporting sick?

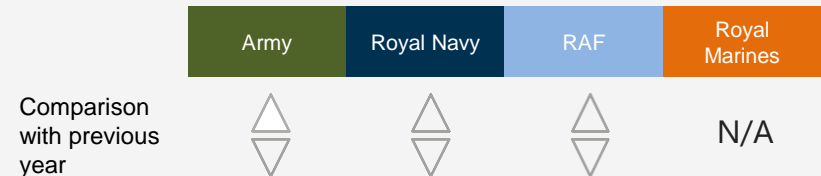
Number of respondents (all Phase 2 respondents who were ill or injured and did not report it): Total (476), Army (238), Royal Navy (93), RAF (81), Royal Marines (63)

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

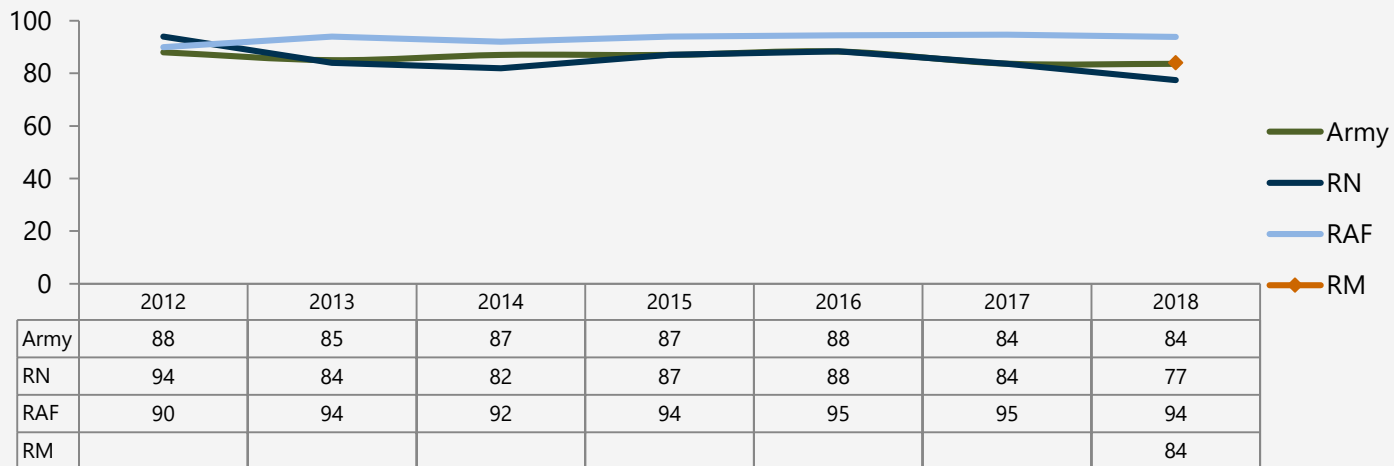
Current year results (%)



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.

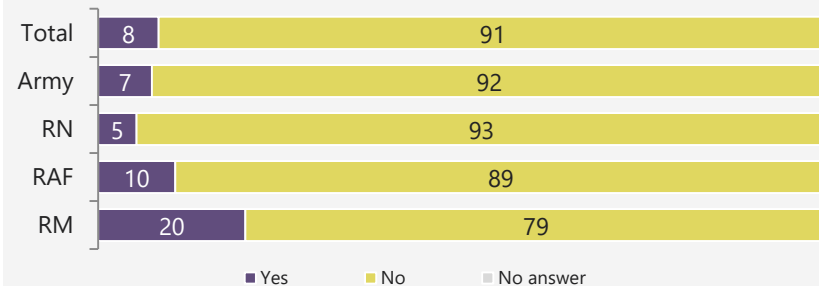
WHETHER HAD TO REPEAT TRAINING

Phase 2 Trainees

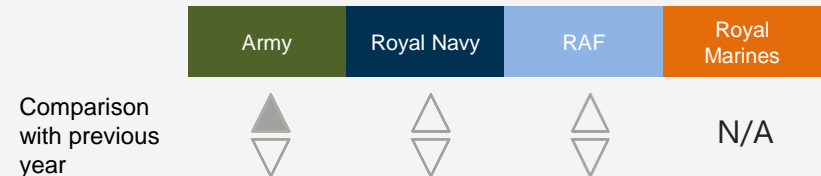
54. Did you have to repeat training?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,363), RAF (1,115), Royal Marines (412)
Comments and significant differences based on % saying 'yes'

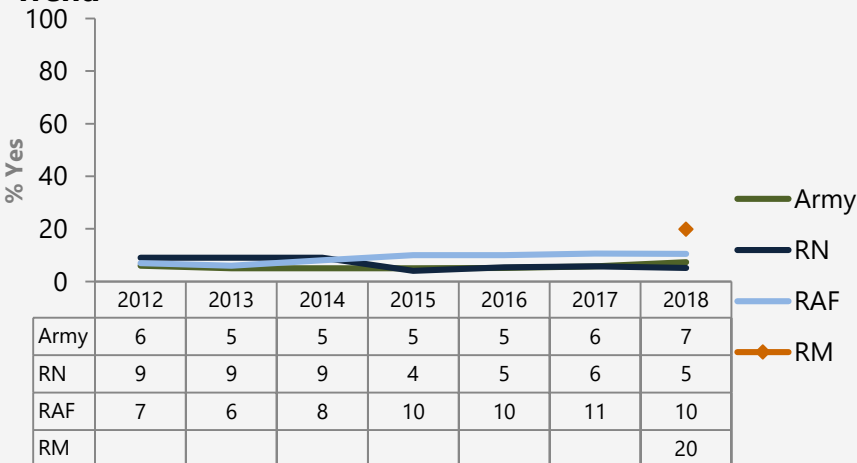
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a higher proportion of Army trainees had to repeat training; a rise from 6% to 7% in 2018.

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.

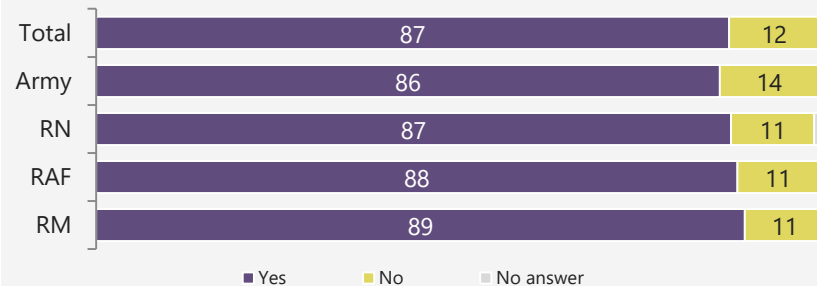
PERSONAL WARNING OF POSSIBILITY OF REPEATING TRAINING

Phase 2 Trainees

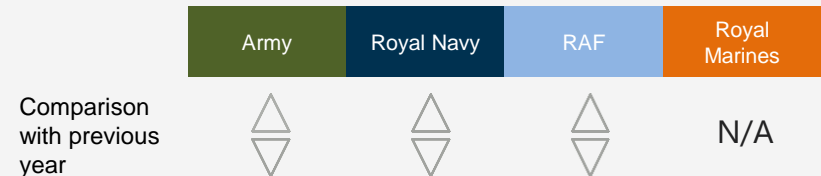
55. Were you warned personally that there was a possibility that you would have to repeat training?

Number of respondents (all Phase 2 respondents who had to repeat training): Total (526), Army (257), Royal Navy (70), RAF (117), Royal Marines (82)
% positive equals the proportion who say 'yes' – comments and significant differences based on this

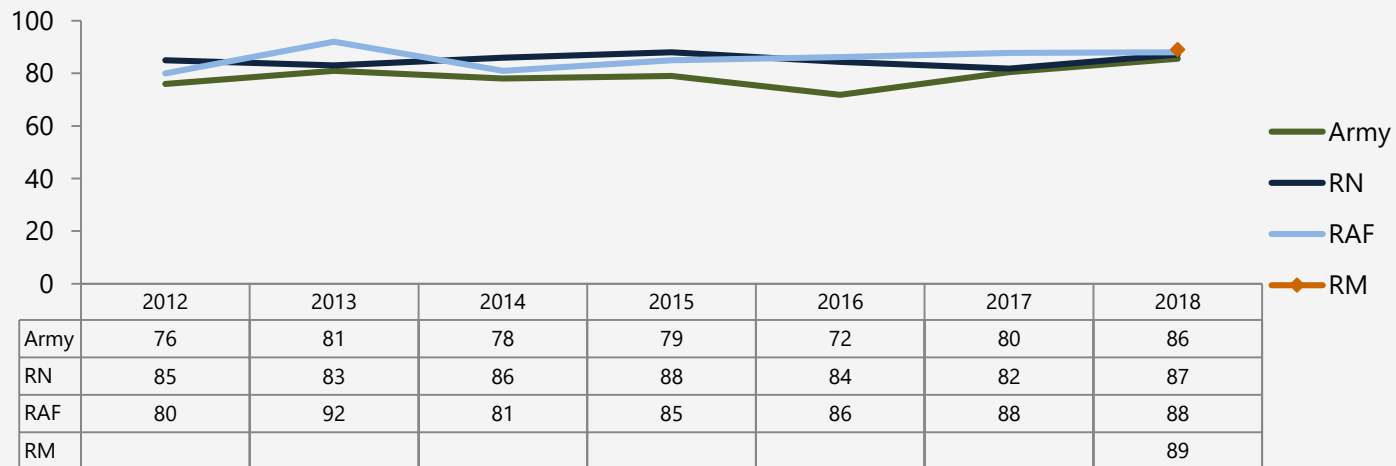
Current year results (%)



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.

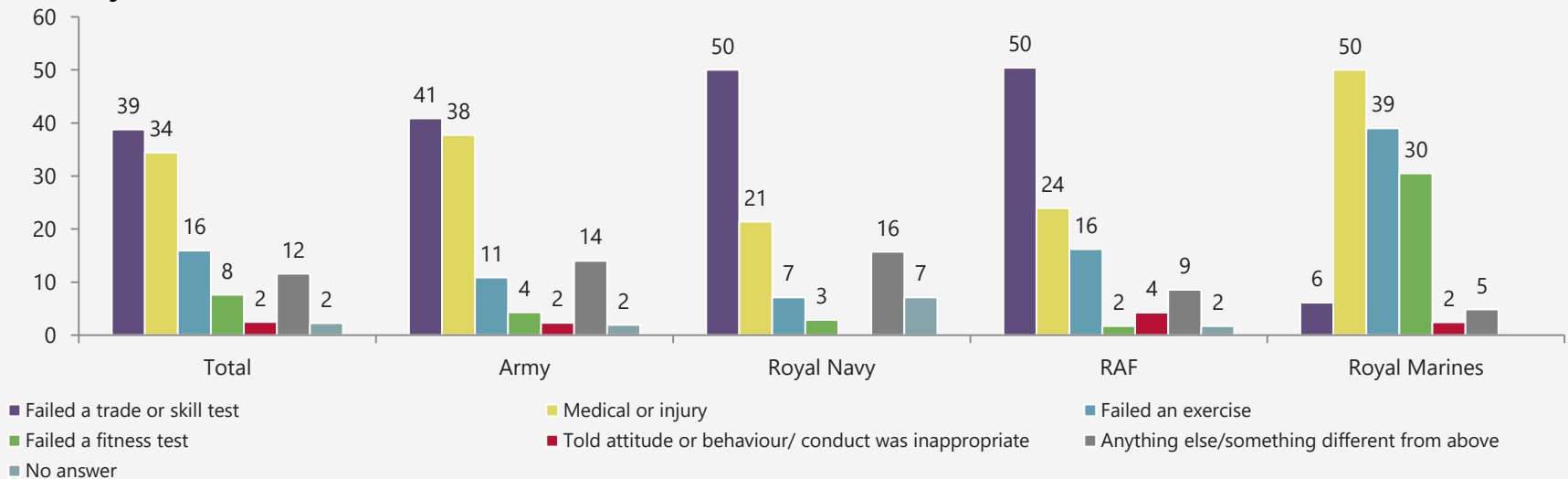
REASON GIVEN FOR REPEATING TRAINING

Phase 2 Trainees

56. What reasons were you given for repeating training?

Number of respondents (all Phase 2 respondents who had to repeat training): Total (526), Army (257), Royal Navy (70), RAF (117), Royal Marines (82)

Current year results (%)



Key figures

- Of those who reported that they had to repeat training, 39% did so because they failed a trade or skill test. This was closely followed by a medical or injury issue (34%).



General

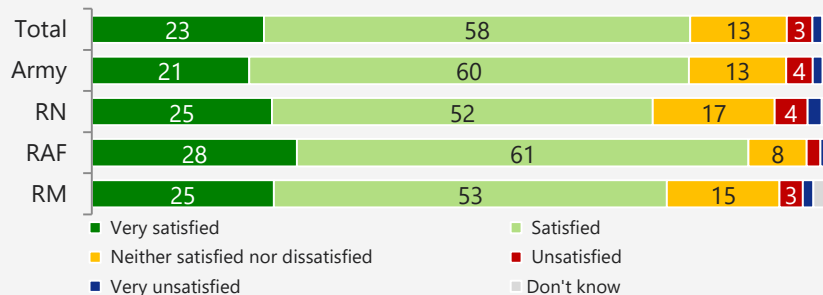
SATISFACTION WITH TRAINING EXPERIENCE

Phase 2 Trainees

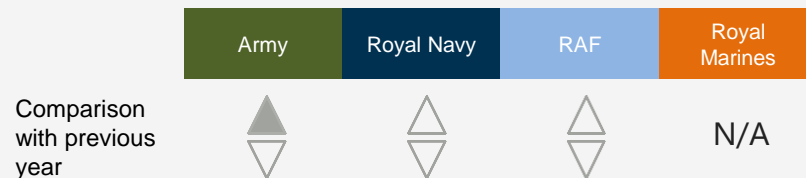
KPI1. Taking everything into account, how would you rate your overall satisfaction with the training experience you have had at your unit?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'very satisfied' or 'satisfied' – comments and significant differences based on this

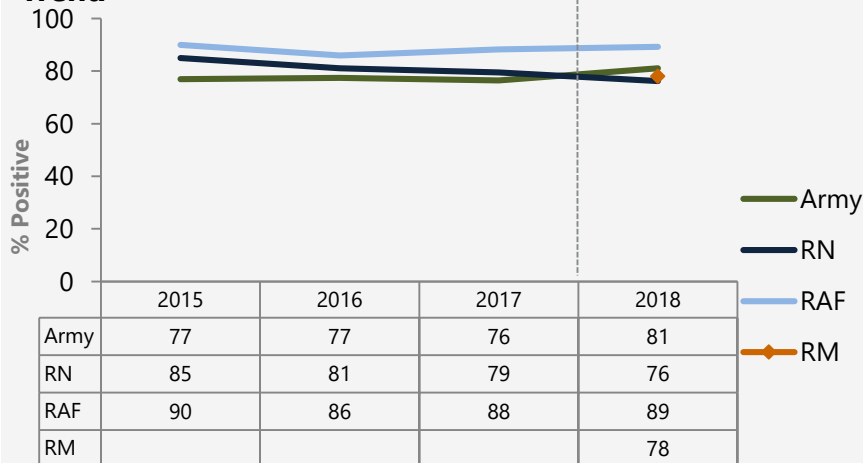
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a higher proportion of Army recruits were satisfied with the training experience; a rise from 76% to 81% in 2018.
- Please note that an amendment was made to this question in 2018. The answer options 'extremely satisfied' and 'extremely dissatisfied' were removed in 2018.

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.
 The

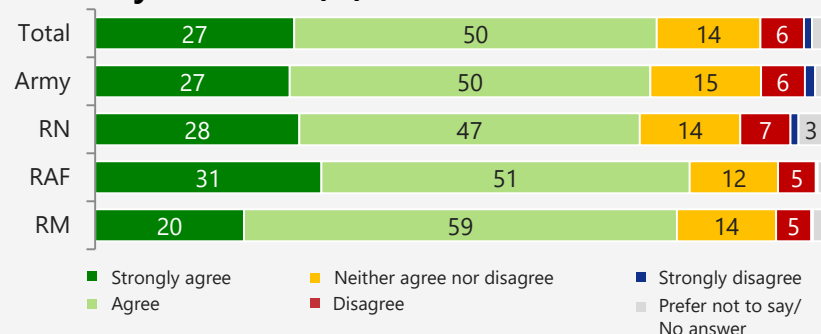
REGULAR FEEDBACK ON PERFORMANCE

Phase 2 Trainees

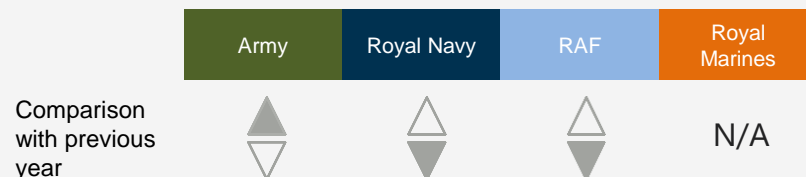
58. Below are some statements ... To what extent do you agree or disagree with each? I received regular feedback on my performance

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

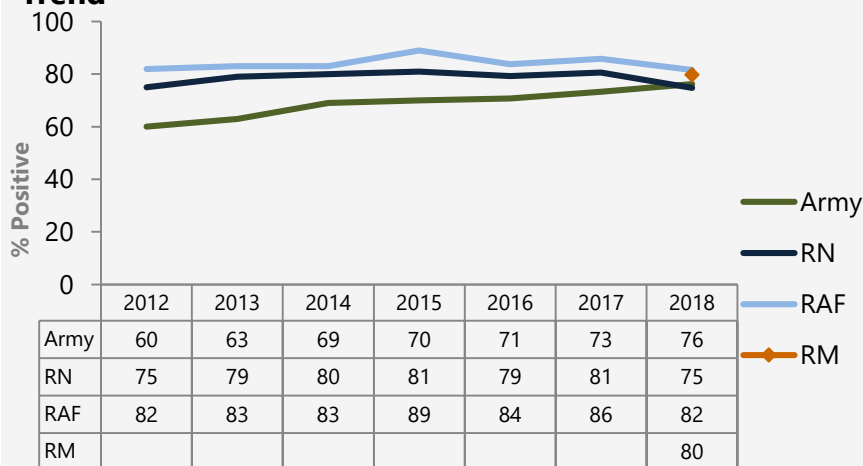
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a higher proportion of Army trainees said that they 'strongly agree' or 'agree' that they received regular feedback on performance; a rise from 73% to 76% in 2018.
- However, a lower proportion of Royal Navy trainees and RAF trainees said that they 'strongly agree' or 'agree' that they received regular feedback on performance; a fall from 81% to 75% and 86% to 82% respectively.

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.

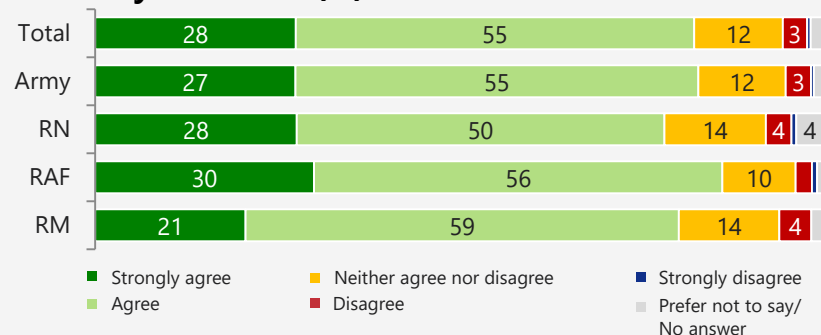
EXPLANATION OF REASONS FOR DOING THINGS

Phase 2 Trainees

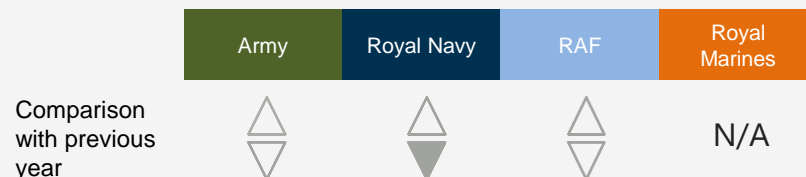
58. Below are some statements ... To what extent do you agree or disagree with each? The reasons for doing things were explained to me

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

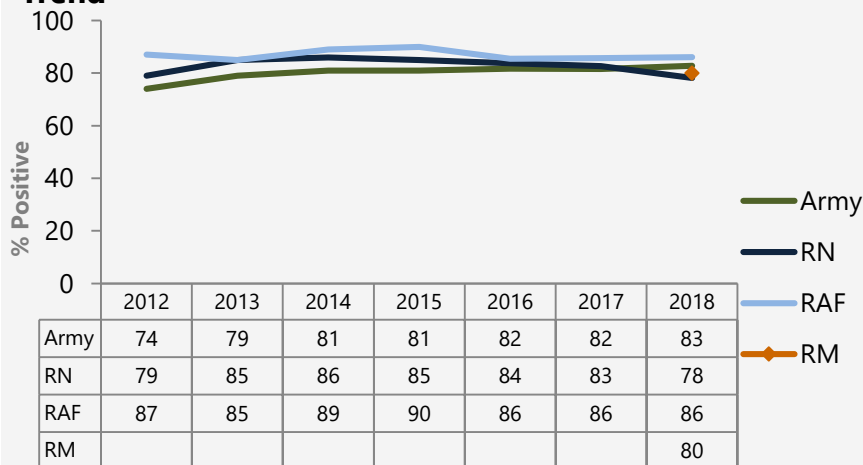
Current year results (%)



Differences



Trend



Key figures

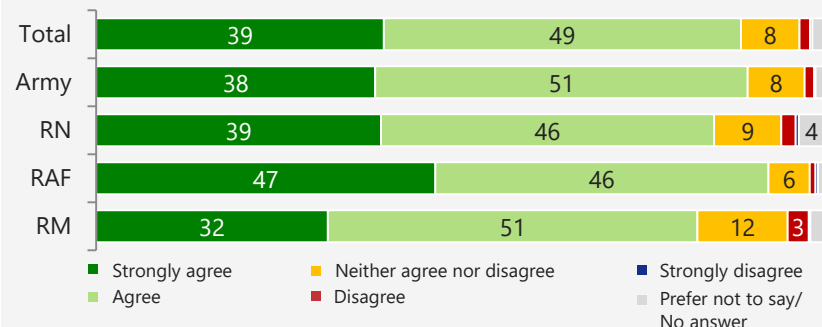
- Compared to 2017, a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that the reasons for doing things were explained to them; a fall from 83% to 78% in 2018.

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.

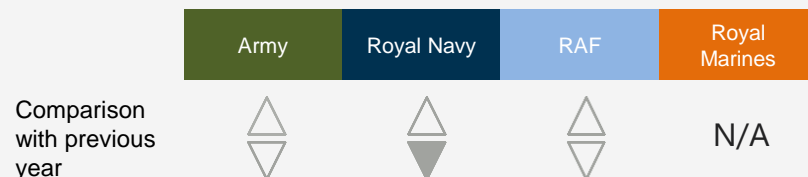
58. Below are some statements ... To what extent do you agree or disagree with each? The staff/instructors did all they could to help me succeed in training

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

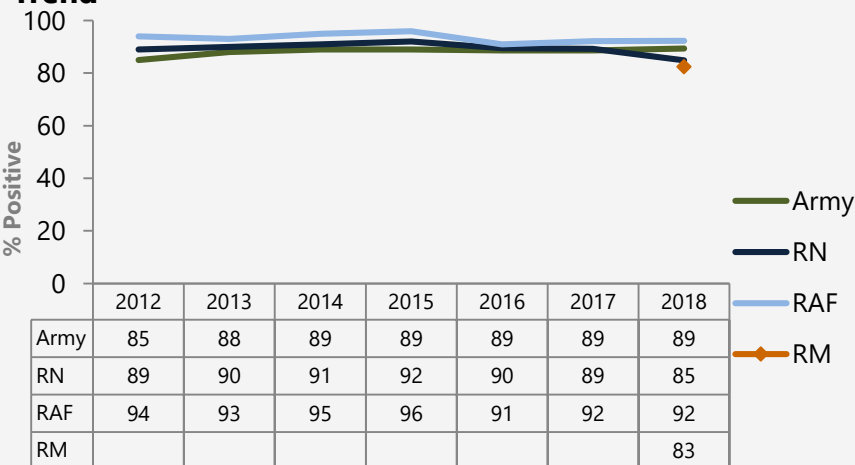
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that the staff/instructors did all they could to help them succeed in training; a fall from 89% to 85% in 2018.

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.

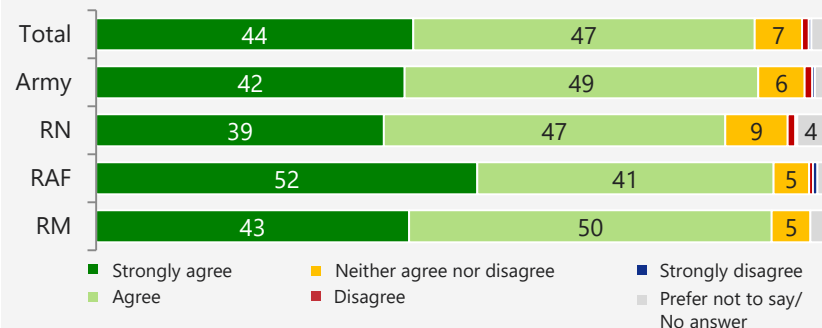
PERSONAL BENEFIT FROM THE COURSE

Phase 2 Trainees

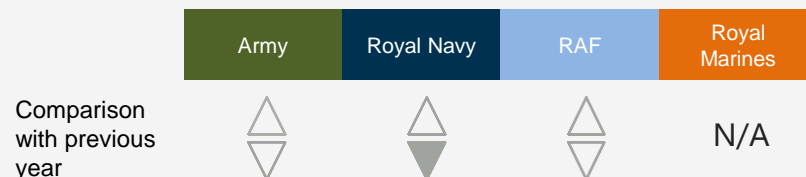
58. Below are some statements ... To what extent do you agree or disagree with each? I feel I personally benefited from the course

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

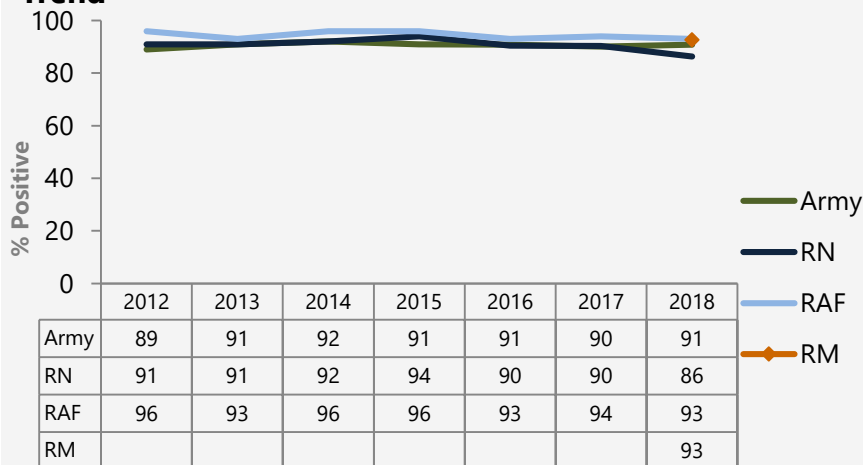
Current year results (%)



Differences



Trend



Key figures

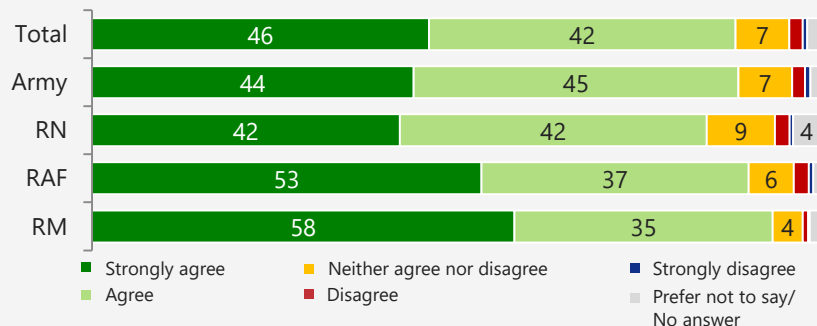
- Compared to 2017, a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that they personally benefited from the course; a fall from 90% to 86% in 2018.

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.

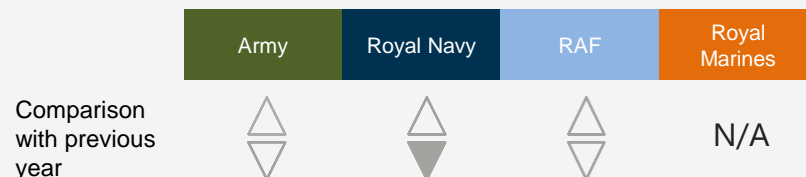
58. Below are some statements ... To what extent do you agree or disagree with each? I feel a sense of achievement

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

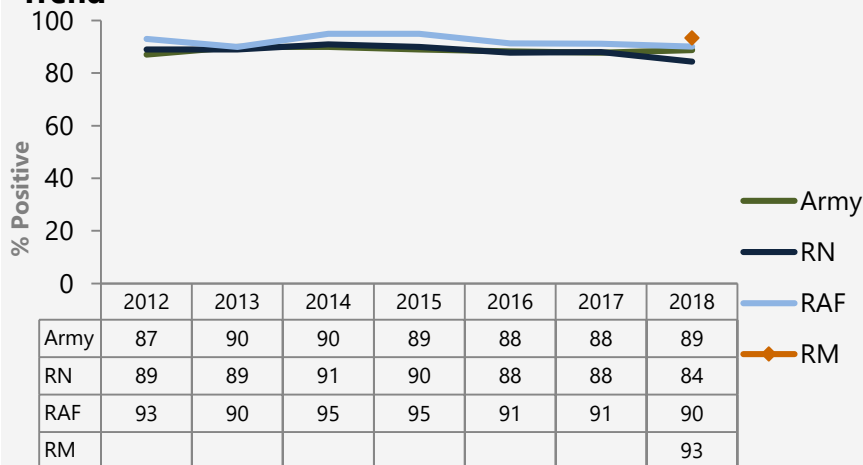
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that they feel a sense of achievement; a fall from 88% to 84% in 2018.

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.

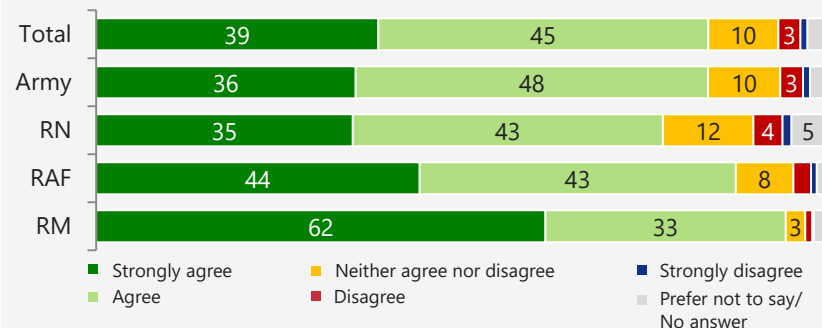
CHALLENGE

Phase 2 Trainees

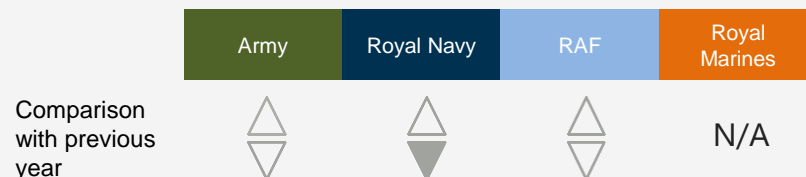
58. Below are some statements ... To what extent do you agree or disagree with each? I felt challenged

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

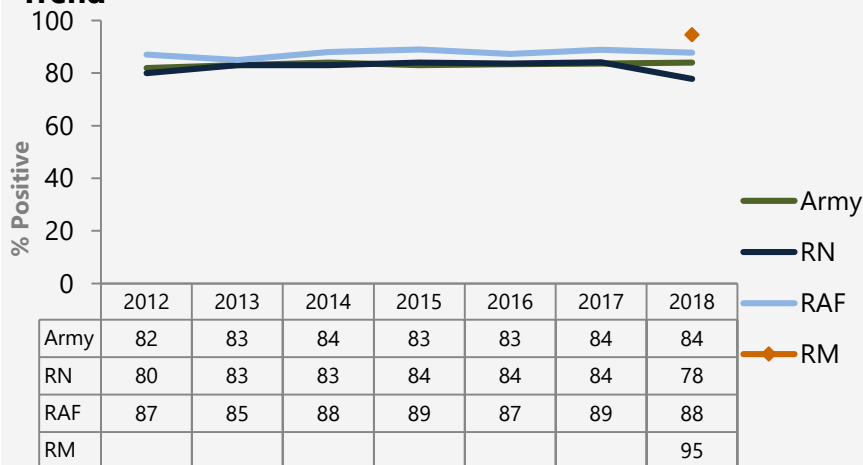
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that they felt challenged; a fall from 84% to 78% in 2018.

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.

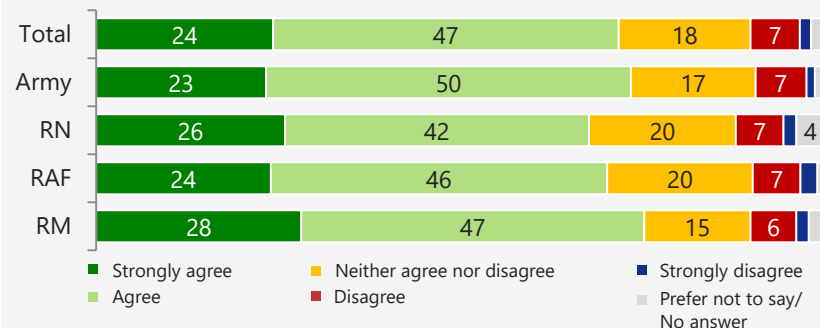
TRAINING COMPARISON TO EXPECTATIONS

Phase 2 Trainees

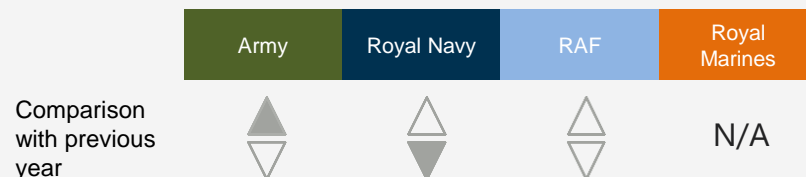
58. Below are some statements ... To what extent do you agree or disagree with each? The training was what I expected

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

Current year results (%)



Differences



Trend



Key figures

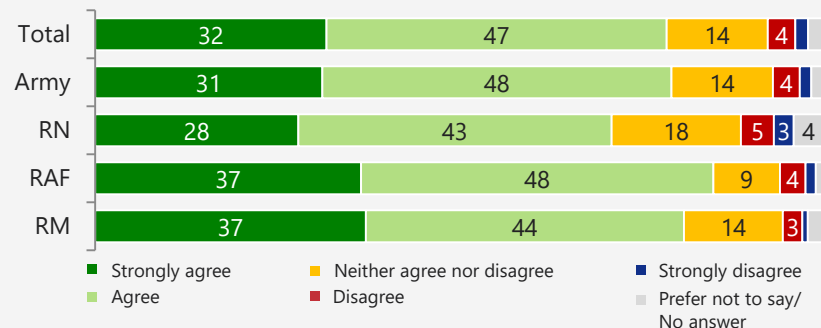
- Results are mixed for training expectations. Compared to 2017, a higher proportion of Army trainees said that they 'strongly agree' or 'agree' that the training was what they expected, a rise from 70% to 73% in 2018, and a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that the training was what they expected, a drop from 73% to 68% in 2018.

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.

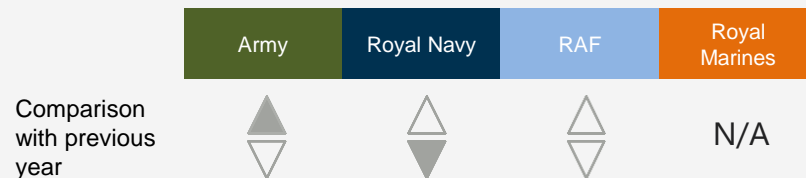
58. Below are some statements ... To what extent do you agree or disagree with each? I enjoyed this phase of training

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

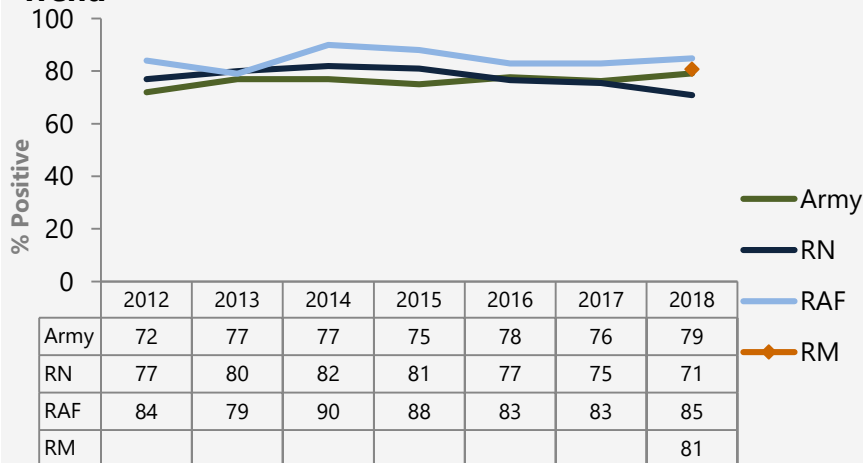
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a higher proportion of Army trainees said that they 'strongly agree' or 'agree' that they enjoyed this phase of training, a rise from 76% to 79% in 2018, and a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that they enjoyed this phase of training, a drop from 75% to 71% in 2018.

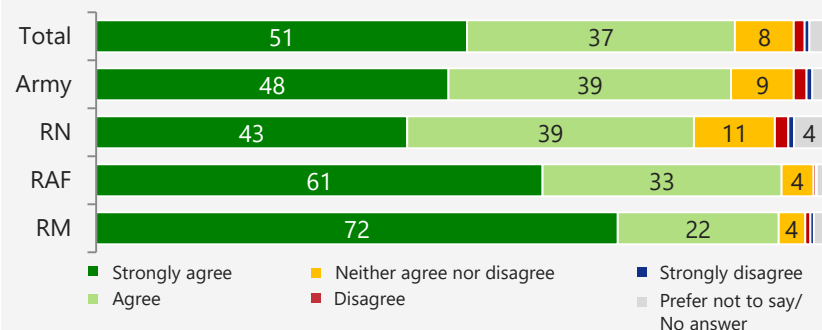
Aggregated totals may not add up to 100% due to rounding.
 Results less than 3% are not labelled in the chart.
 Please refer to notes page for base size of previous years.

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/Royal Marines

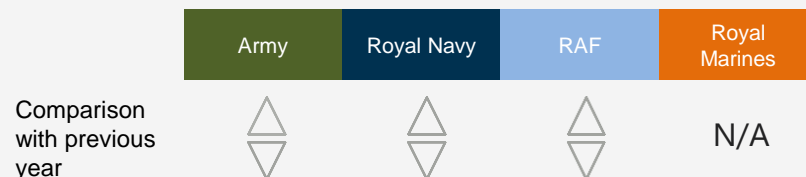
Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)

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

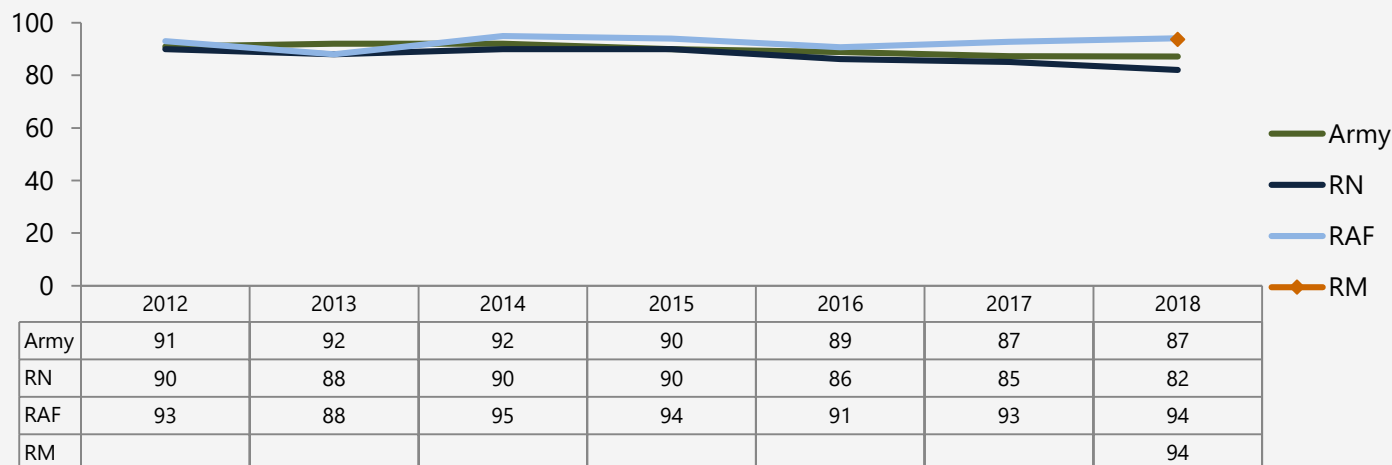
Current year results (%)



Differences



Trend



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

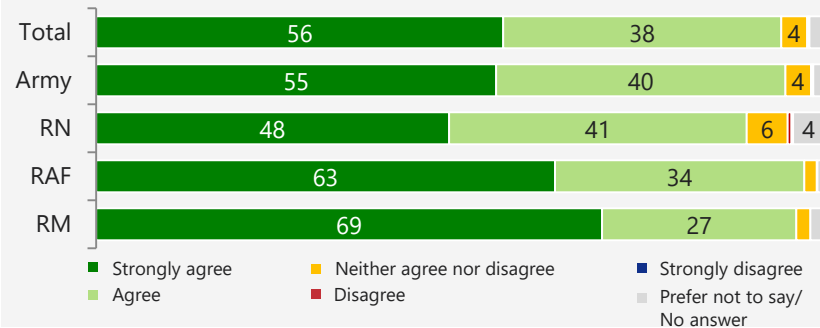
Results less than 3% are not labelled in the chart.

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

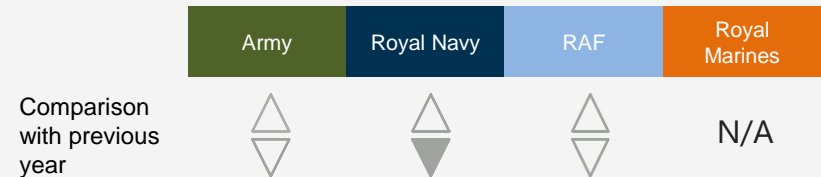
58. Below are some statements ... To what extent do you agree or disagree with each? I understand the core values of the Navy/RM/Army/RAF/Royal Marines

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

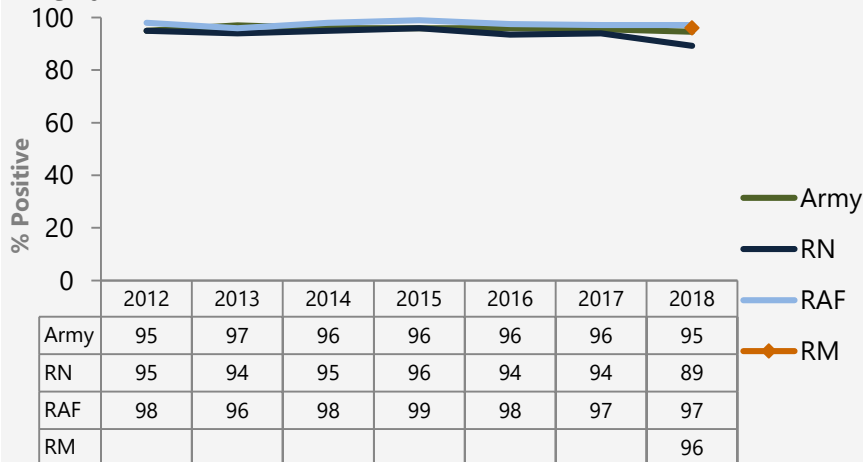
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that they understand the core values of the Royal Navy; a drop from 94% to 89% in 2018.

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.

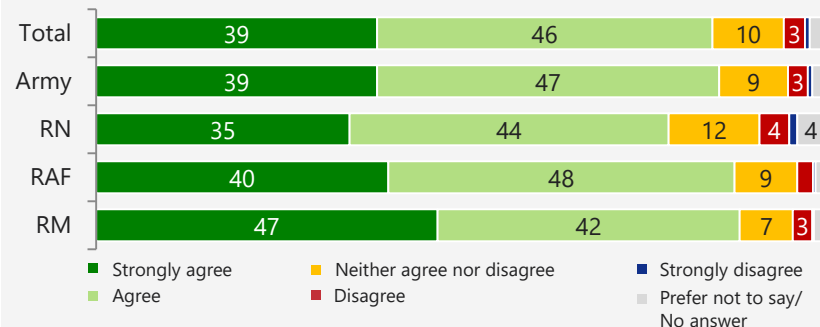
MILITARY PERSONNEL UPHOLDING CORE VALUES

Phase 2 Trainees

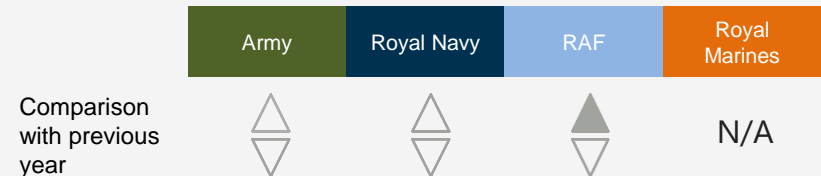
58. Below are some statements ... To what extent do you agree or disagree with each? Generally military personnel uphold the core values

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

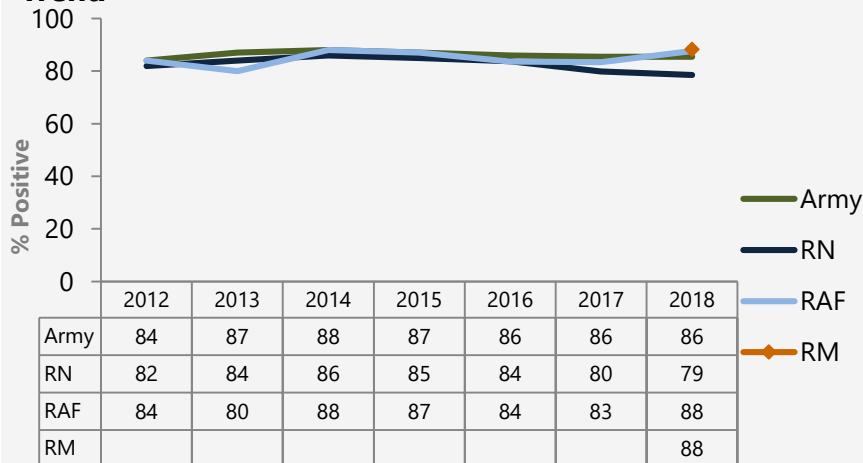
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a higher proportion of RAF trainees said that they 'strongly agree' or 'agree' that generally military personnel uphold the core values; a rise from 83% to 88% in 2018.

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.

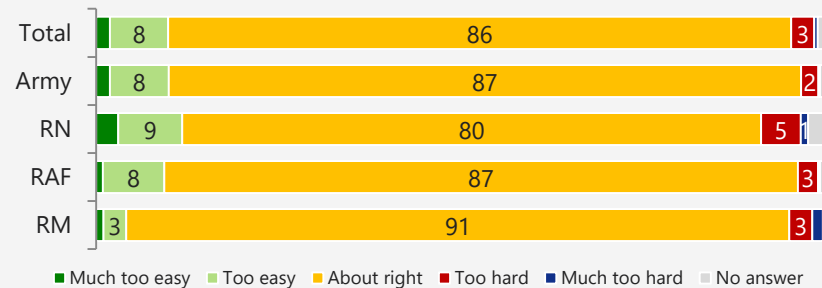
COURSE EASE OR DIFFICULTY

Phase 2 Trainees

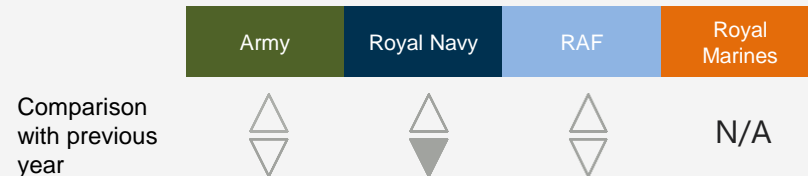
59a. Do you feel the course was:...?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'about right' – comments and significant differences based on this

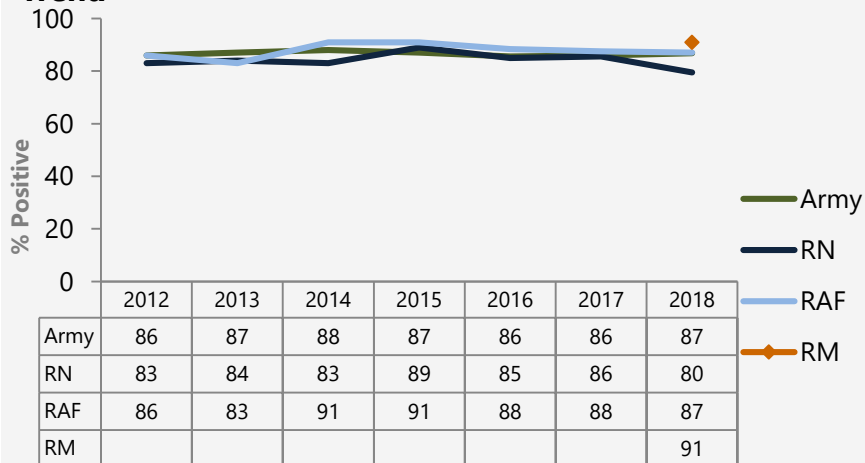
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a lower proportion of Royal Navy trainees felt that the course was 'about right'; a fall from 86% to 80% in 2018.

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.

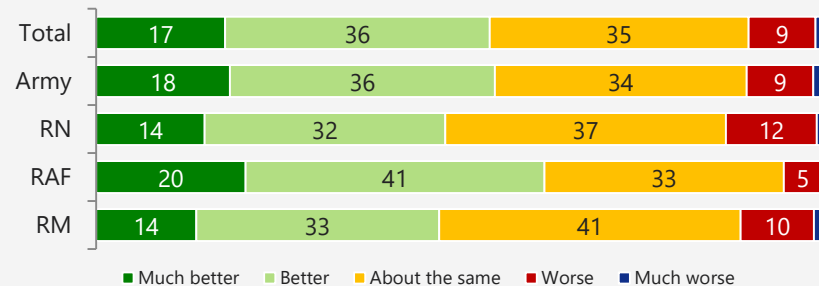
LIFE IN SERVICE IN COMPARISON TO EXPECTATIONS

Phase 2 Trainees

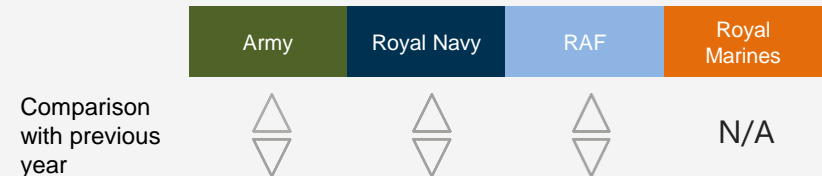
59b. Overall, how has life in the Service been, compared to what you expected when you joined?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who 'much better' or 'better' – comments and significant differences based on this

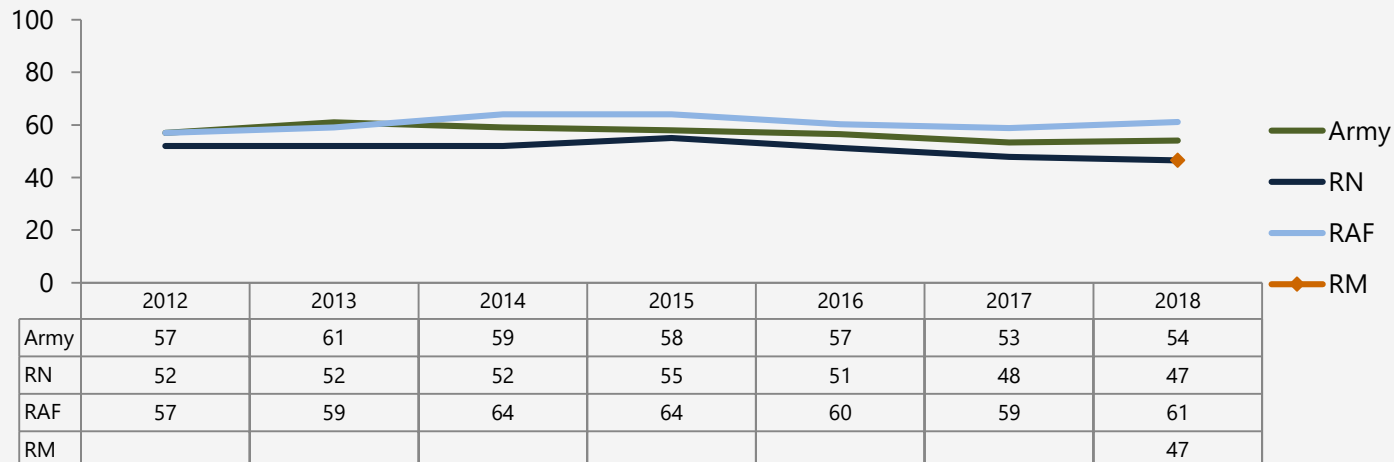
Current year results (%)



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.

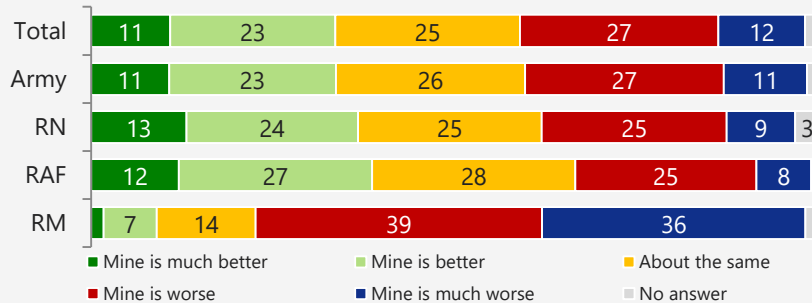
PERCEPTIONS OF PAY IN COMPARISON TO NON-MILITARY FRIENDS

Phase 2 Trainees

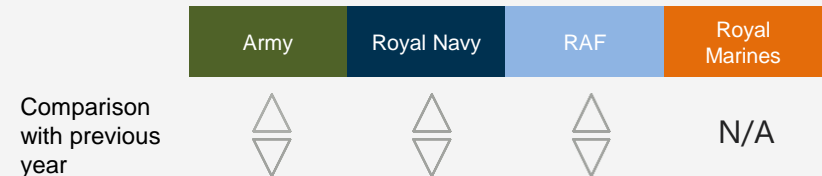
PAY2. How do you think your pay compares with your non-military friends at home?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
 % positive equals the proportion who say 'mine is much better' or 'mine is better' – comments and significant differences based on this

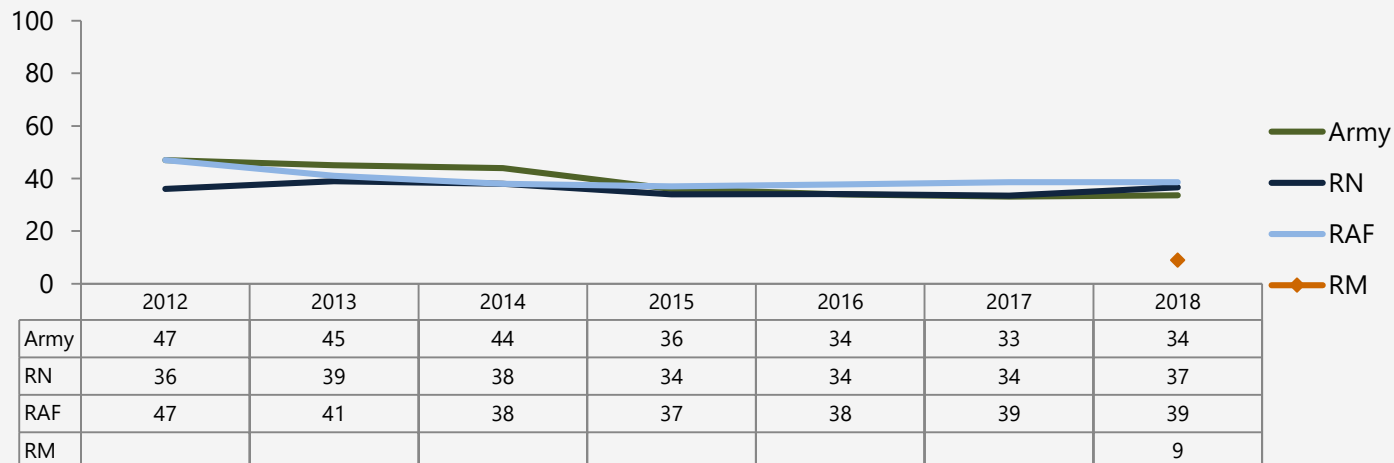
Current year results (%)



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

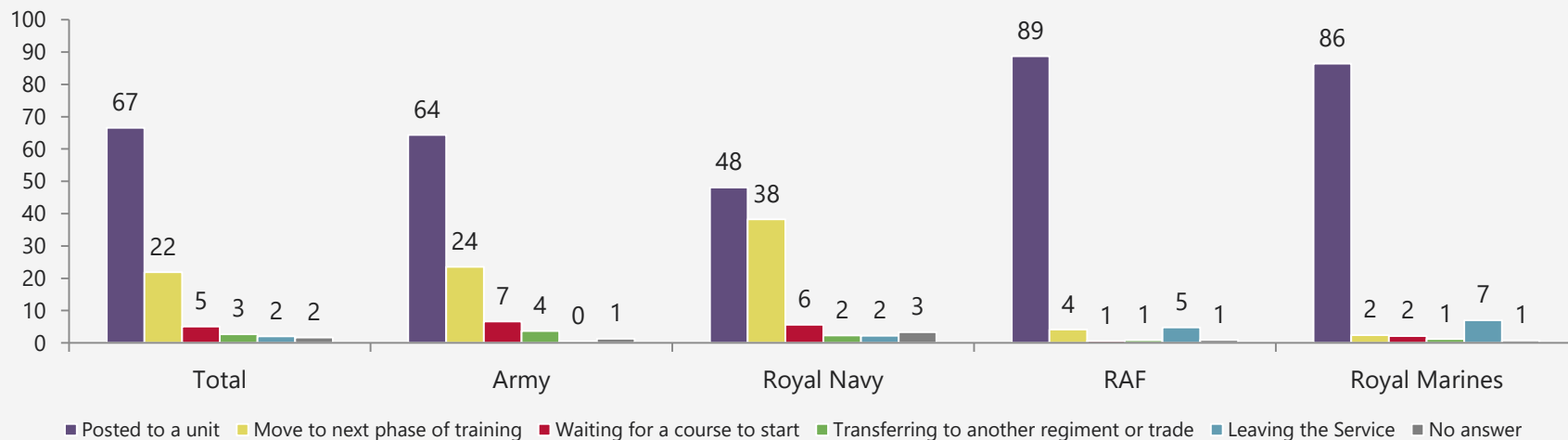
PLAN FOR AFTER TRAINING

Phase 2 Trainees

67. What are you doing next?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)

Current year results (%)



Key figures

- When approaching the end of their phase 2 training experience, the majority (67%) of trainees expect to be posted to a unit. Amongst RAF trainees and Royal Marines trainees, this figure rises to 89% and 86% respectively.



HOPES FOR THE FUTURE

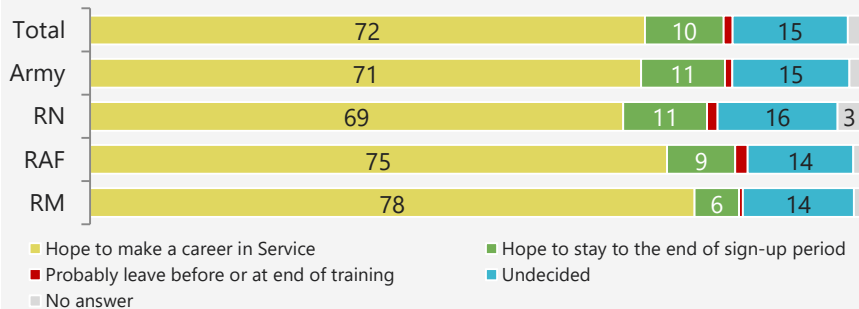
Phase 2 Trainees

68a. What are your hopes for the future?

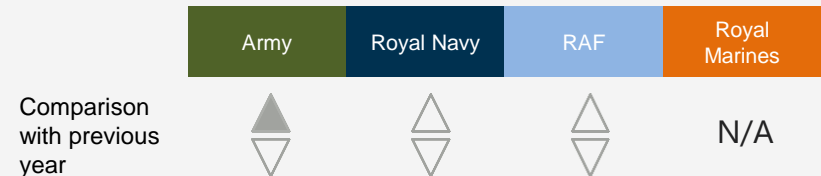
Number of respondents (all Phase 2 respondents not leaving the Service): Total (6,281), Army (3,504), Royal Navy (1,332), RAF (1,061), Royal Marines (383)

% 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 to 2017, a higher proportion of Army trainees said that they 'hope to make a career in Service'; a rise from 68% to 71% in 2018.

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.

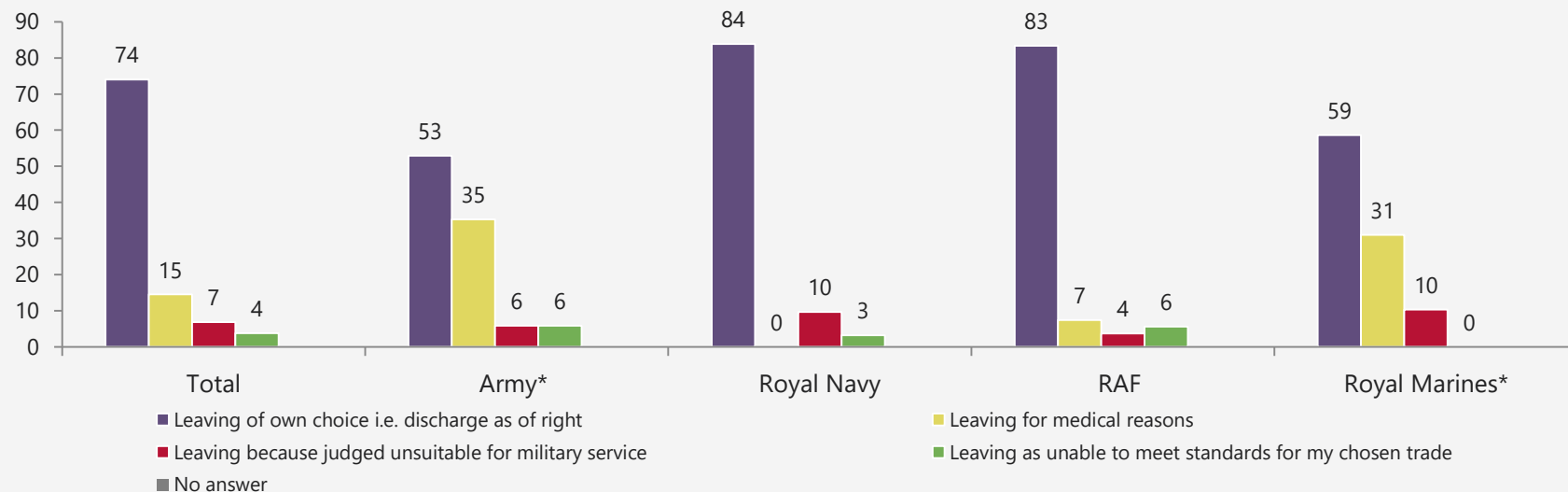
REASONS FOR LEAVING THE SERVICE

Phase 2 Trainees

69. Why are you leaving the Service?

Number of respondents (all Phase 2 respondents who are leaving the Service): Total (131), Army (17*), Royal Navy (31), RAF (54), Royal Marines (29*)

Current year results (%)



Key figures

- Of those phase 2 trainees who are leaving the Service, 74% are leaving of their own choice.
- Among Army trainees this falls to just over half (53%), with over a third (35%) leaving for medical reasons. Please note the low base sample size.



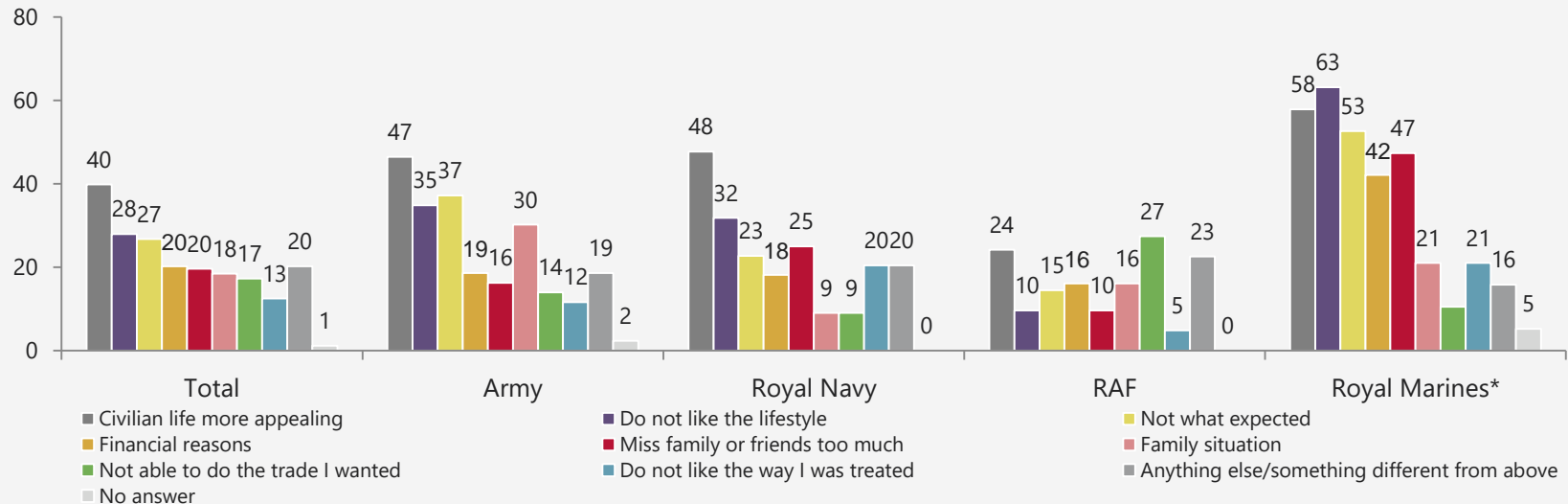
REASONS FOR LEAVING THE SERVICE BY OWN CHOICE

Phase 2 Trainees

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 (168), Army (43), Royal Navy (44), RAF (62), Royal Marines (19*)

Current year results (%)



Key figures

- Among phase 2 Army trainees and Royal Navy trainees who are leaving the Service of their own choice, the most common reason is that the civilian life is more appealing (47% for Army trainees and 48% for Royal Navy trainees).
- Among phase 2 RAF trainees the most common reason for choosing to leave is that they were unable to do the trade they wanted (27%).
- Among phase 2 Royal Marines trainees the most common reason for choosing to leave is that they did not like the lifestyle (63%).



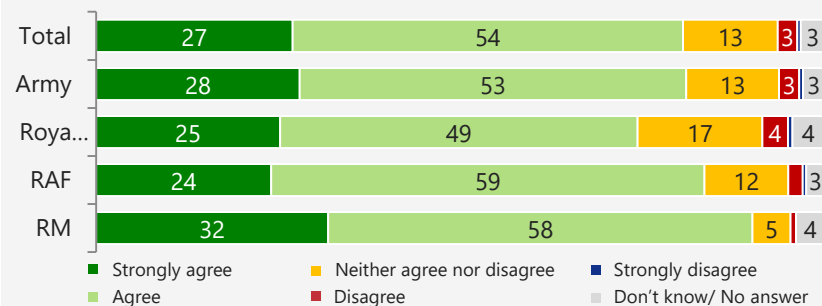
PREPAREDNESS TO GO ONTO NEXT STAGE OF CAREER

Phase 2 Trainees

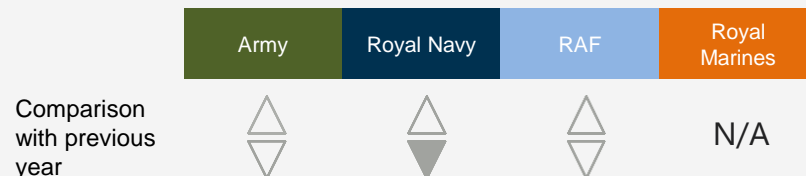
72c. To what extent do you agree or disagree with the following statement about the training you received at unit?.. I feel prepared to go on to the next stage of my career.

Number of respondents (all Phase 2 respondents not leaving the Service): Total (6,281), Army (3,504), Royal Navy (1,332), RAF (1,061), Royal Marines (38). % positive equals the proportion who say 'strongly agree' or 'agree' – comments and significant differences based on this

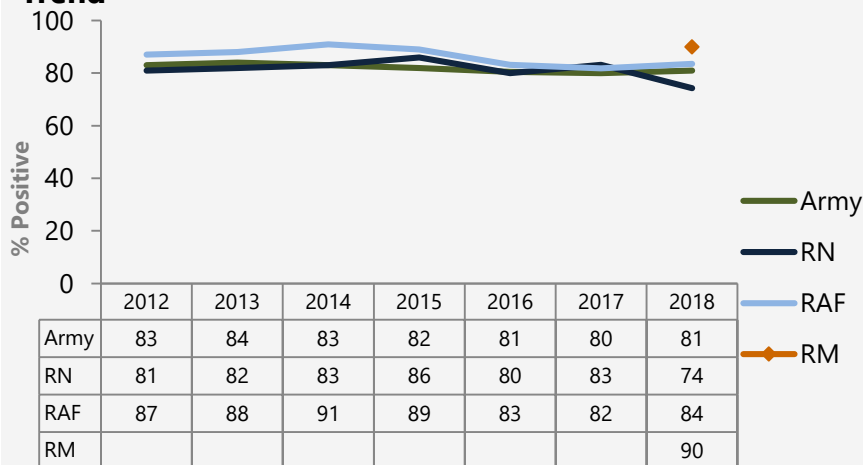
Current year results (%)



Differences



Trend



Key figures

- Compared to 2017, a lower proportion of Royal Navy trainees said that they 'strongly agree' or 'agree' that they feel prepared to go on the next stage of their careers; a fall from 83% to 74% in 2018.

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.

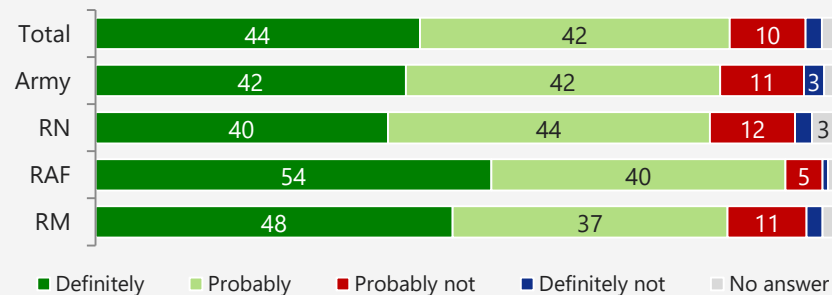
RECOMMENDATION OF JOINING SERVICE

Phase 2 Trainees

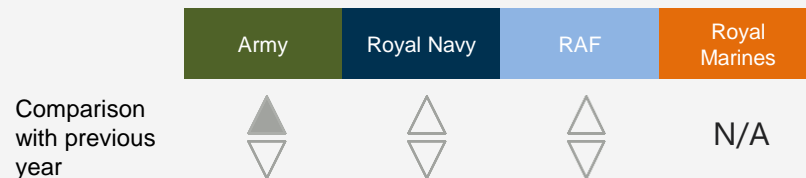
73. Would you recommend joining your Service to others?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,364), RAF (1,115), Royal Marines (412)
% positive equals the proportion who say 'definitely' or 'probably' – comments and significant differences based on this

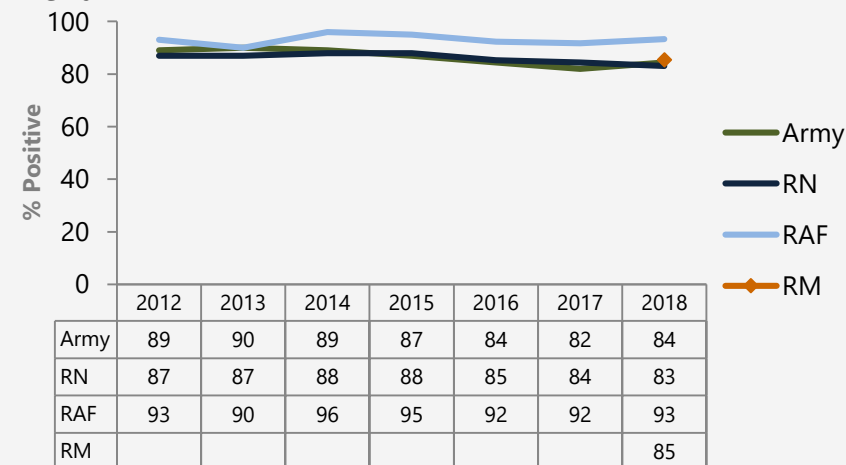
Current year results (%)



Differences



Trend



Key figures

- The proportion of Army recruits who say they would recommend joining the Service to others has risen from 82% to 84%, meaning that the figure is now back at the level it was 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.





Phase 1

Respondent profiles

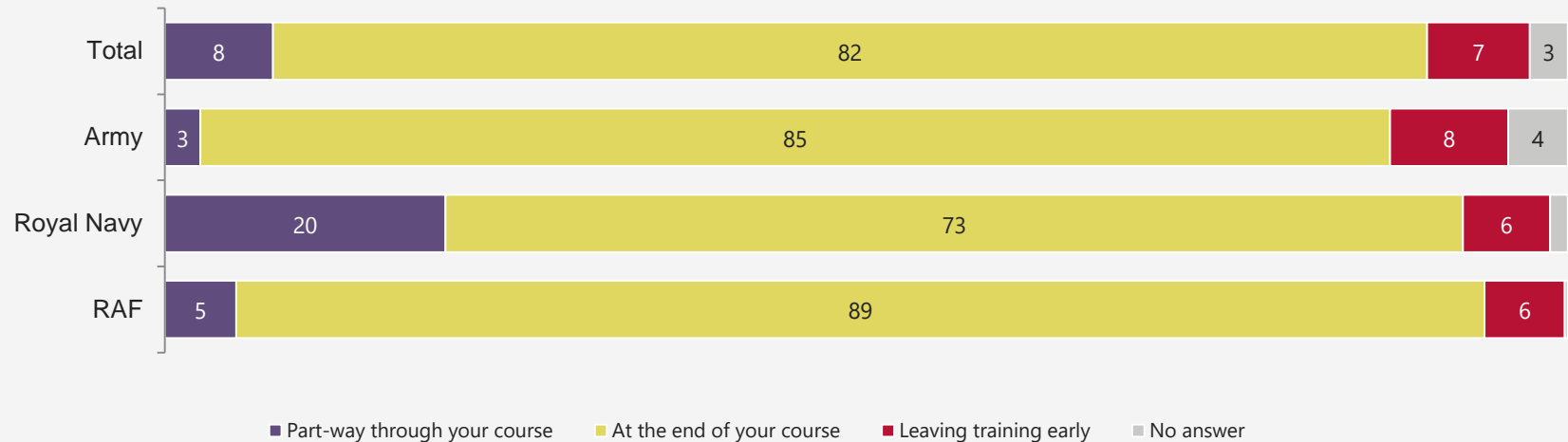
POINT IN COURSE AT TIME OF COMPLETING SURVEY

Phase 1 Recruits

66. At the time of completing this survey, are you ...?

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

Current year results (%)



Key figures

- At the point of providing feedback the majority of recruits were at the end of their course, with slightly more Royal Navy recruits completing the survey part-way through their course.



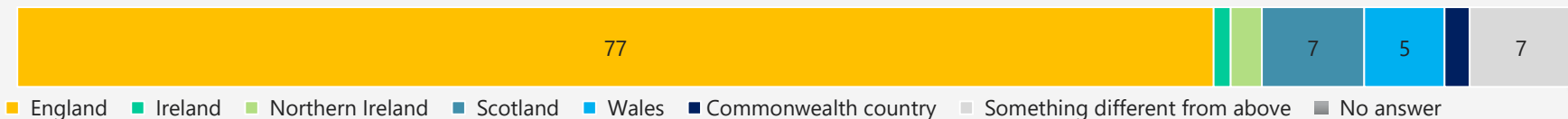


9. Where are you from?, 10. What is your background, 11. Are you...? [religion]

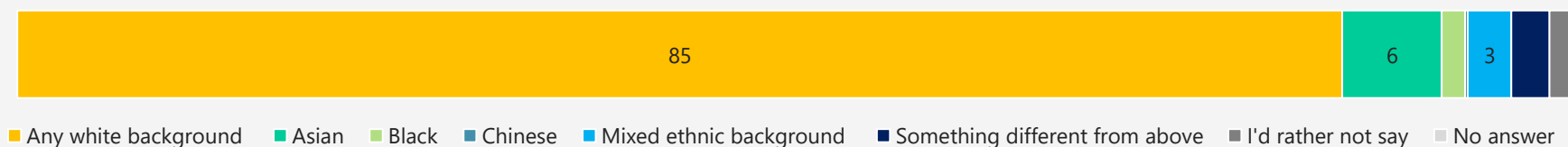
Number of respondents (all Phase 1 respondents): Army (3,822)

For 'Do you practise your faith/religion regularly?': All Phase 1 Army respondents who have a faith/religion: 1,567

Where are you from? (%)



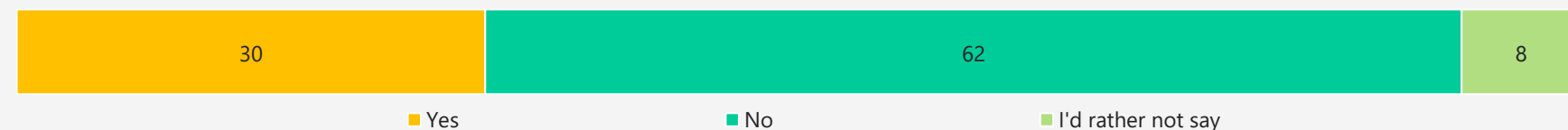
What is your background? (%)



Religion: Are you? (%)



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.

RESPONDENT PROFILE

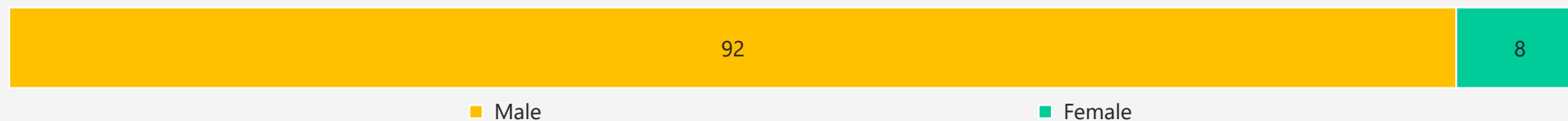
Phase 1 Army Recruits



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 (3,822)

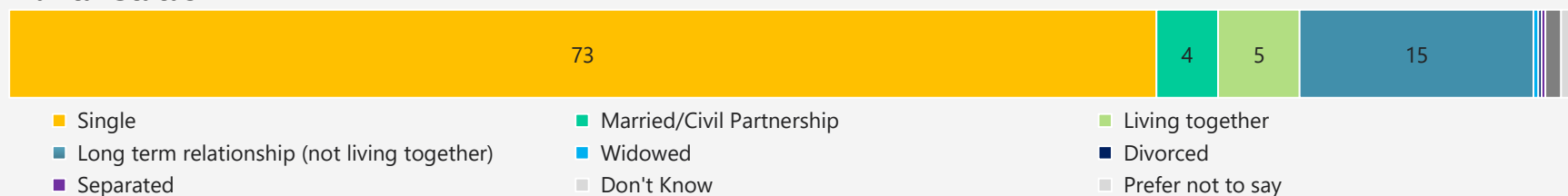
Gender



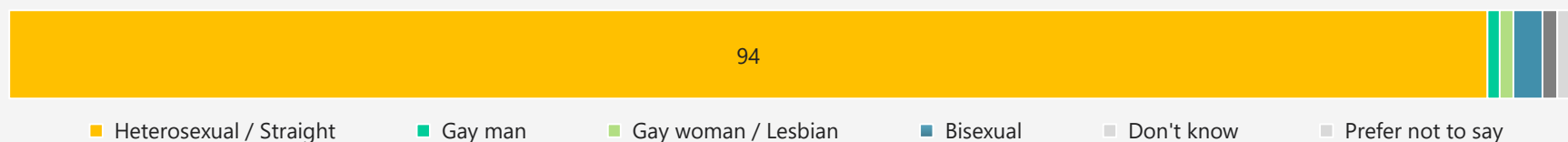
Age



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.

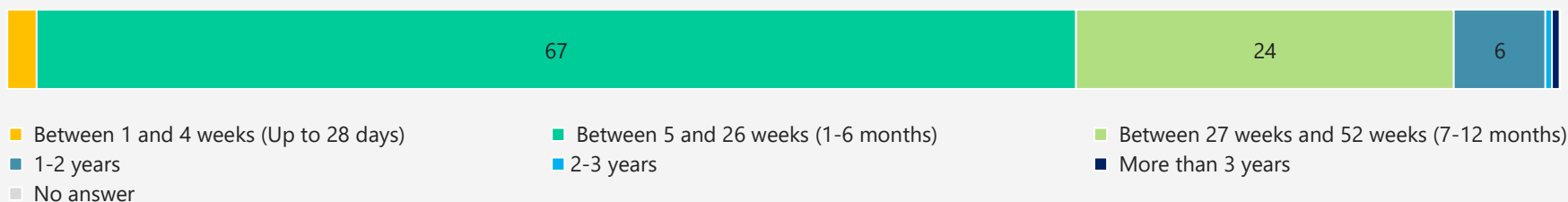


4. How long have you been in the [Service]?

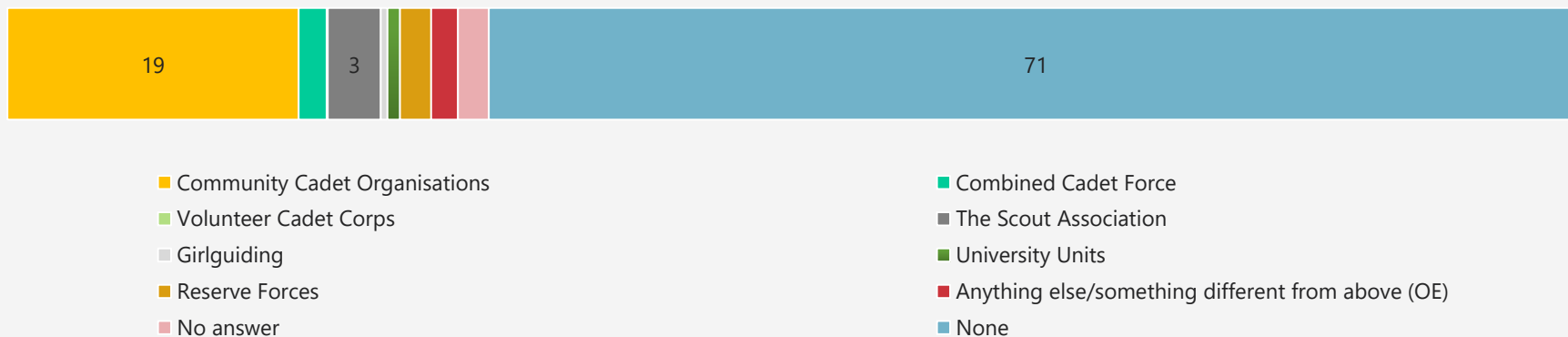
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 1 respondents): Army (3,822)

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.

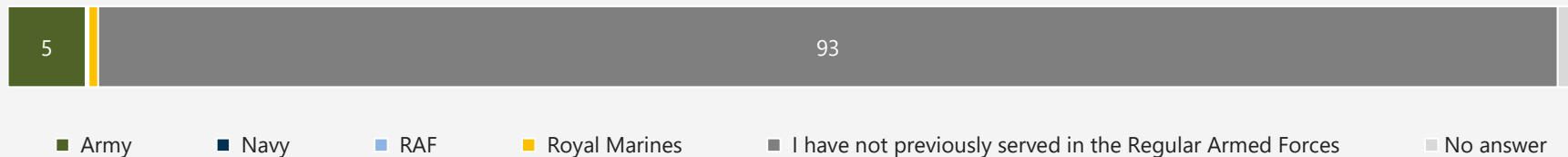


6a. Have you previously served in the Regular Armed Forces?

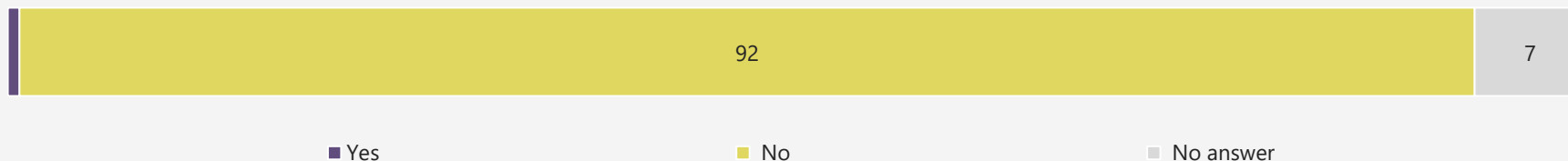
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 1 respondents): Army (3,822)

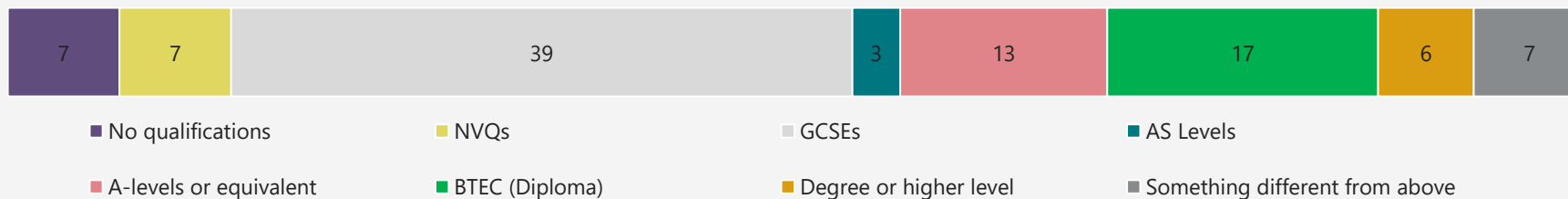
Previous service in Armed Forces



Previous service in another country's Armed Forces



Highest qualification

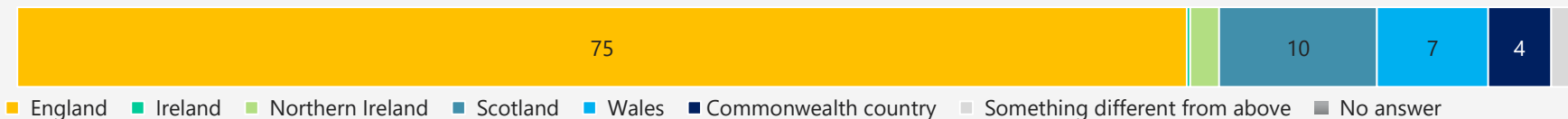
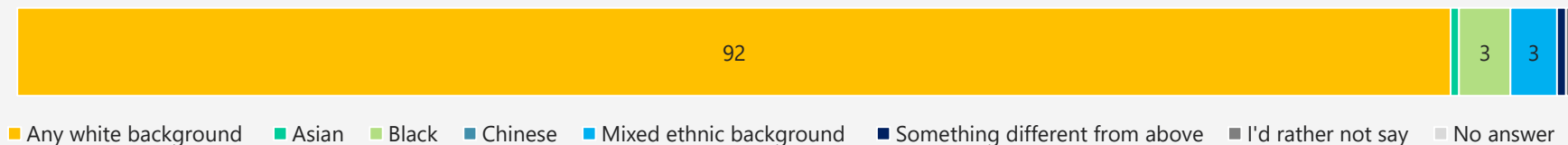
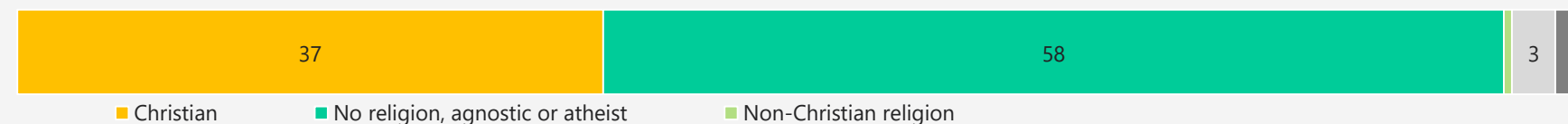
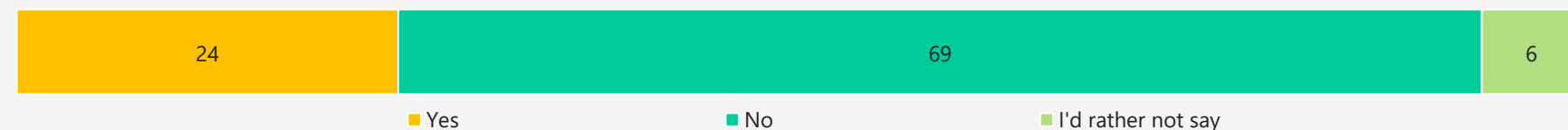


Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

Number of respondents (all Phase 1 respondents): Royal Navy (1,884)

For 'Do you practise your faith/religion regularly?': All Phase 1 Royal Navy respondents who have a faith/religion: 747

Where are you from? (%)

What is your background? (%)

Religion: Are you? (%)

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.

RESPONDENT PROFILE

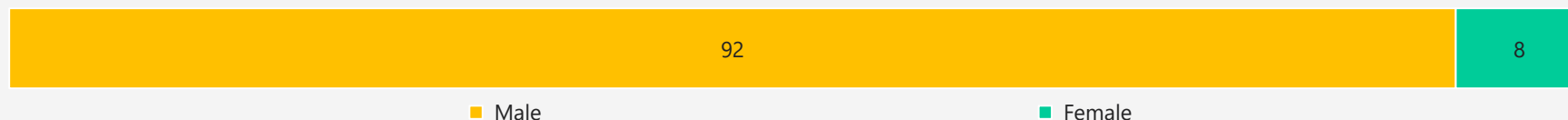
Phase 1 Royal Navy Recruits



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 (1,884)

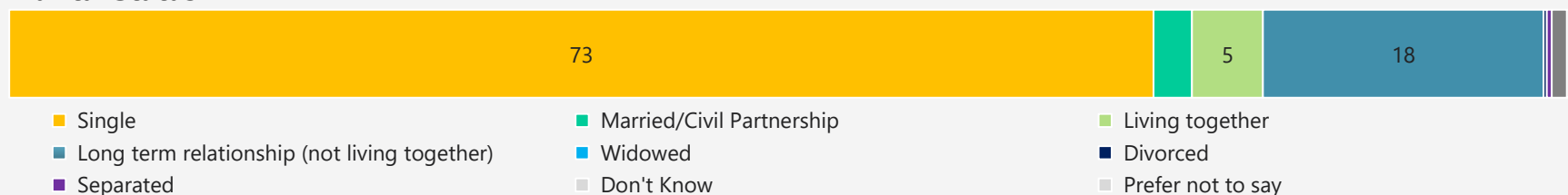
Gender



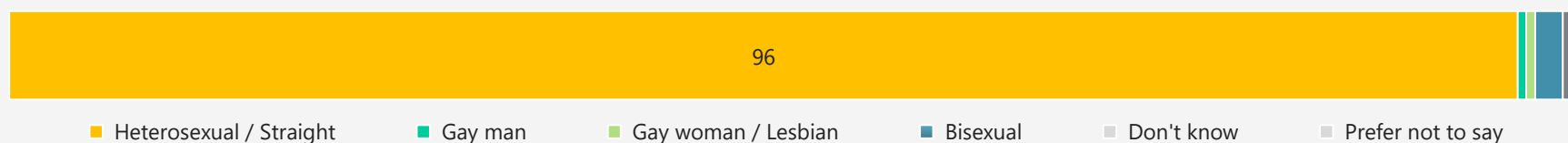
Age



Marital Status



Sexual Orientation



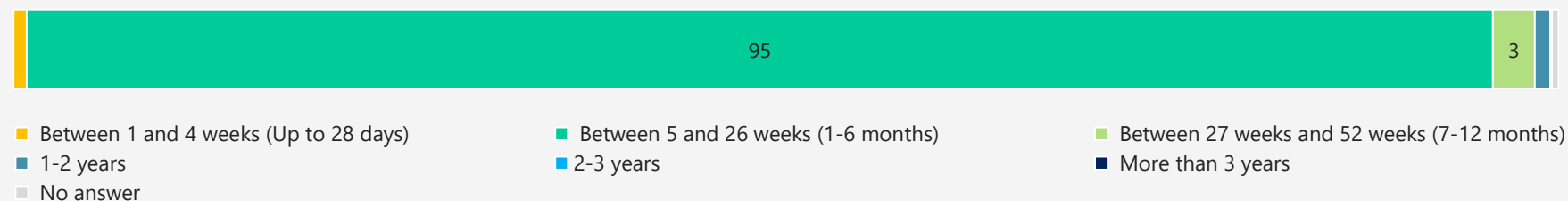
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

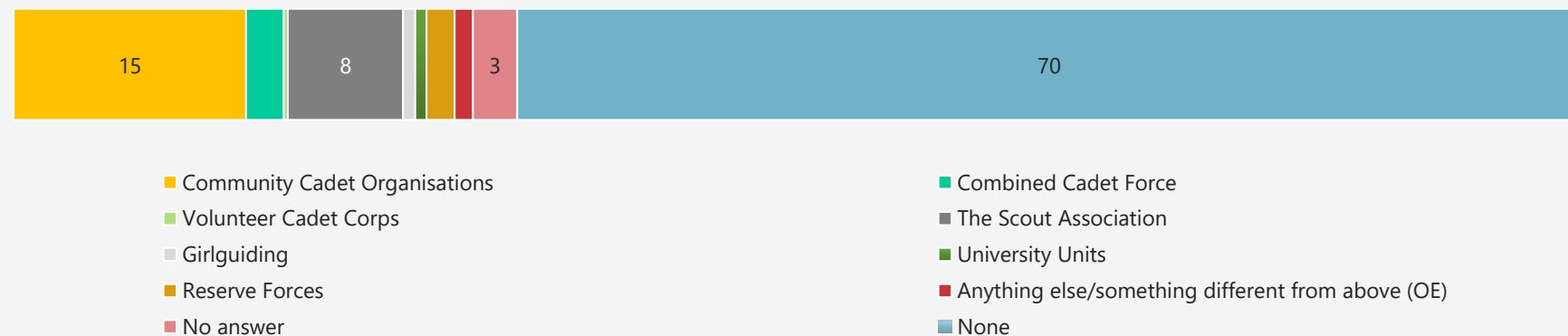
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 1 respondents): Royal Navy (1,884)

Length of service



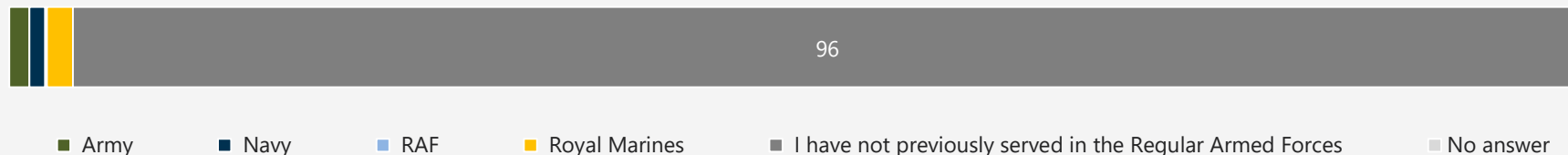
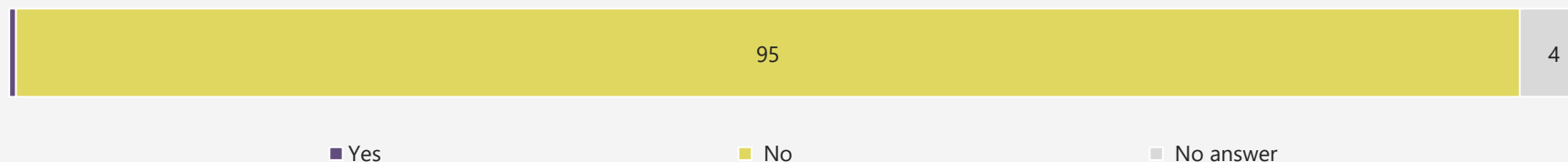
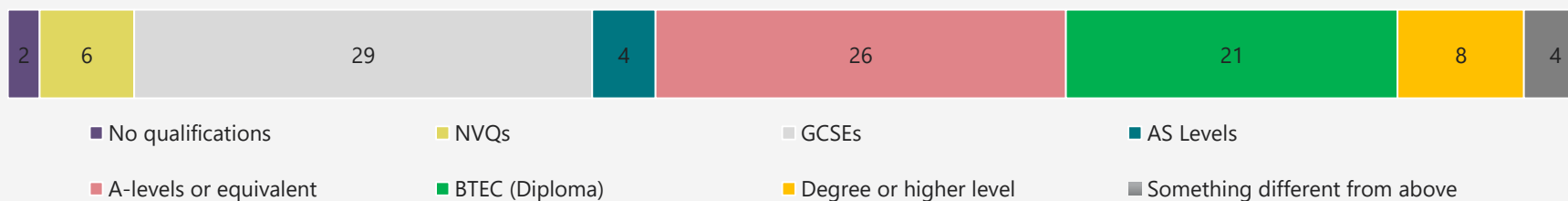
Membership of other organisations prior to joining the Service



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 (1,884)

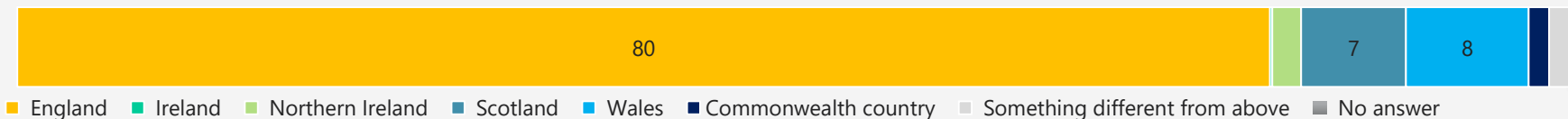
Previous service in Armed Forces

Previous service in another country's Armed Forces

Highest qualification

 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]

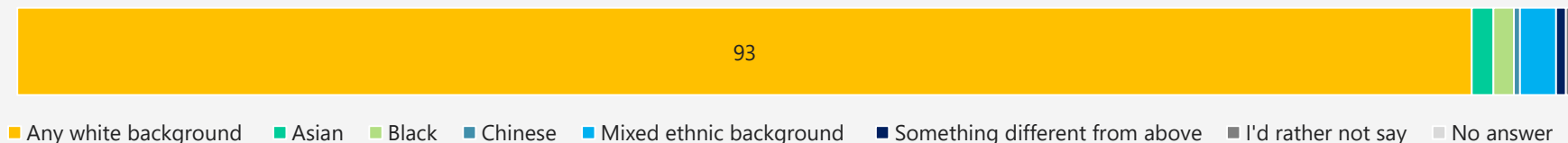
Number of respondents (all Phase 1 respondents): RAF (1,297)

For 'Do you practise your faith/religion regularly?': All Phase 1 RAF respondents who have a faith/religion: 437

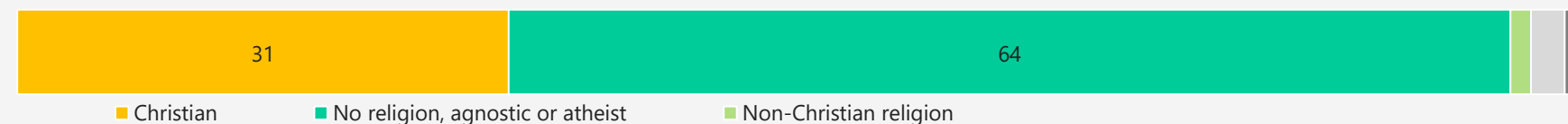
Where are you from? (%)



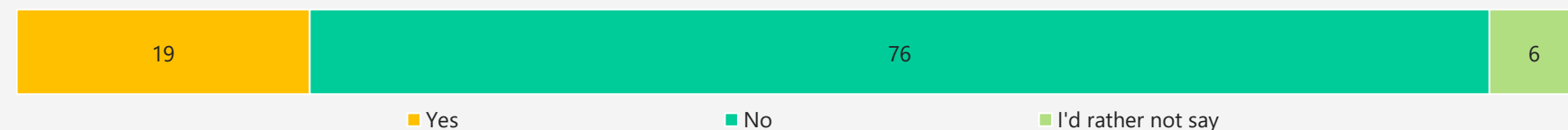
What is your background? (%)



Religion: Are you? (%)



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.

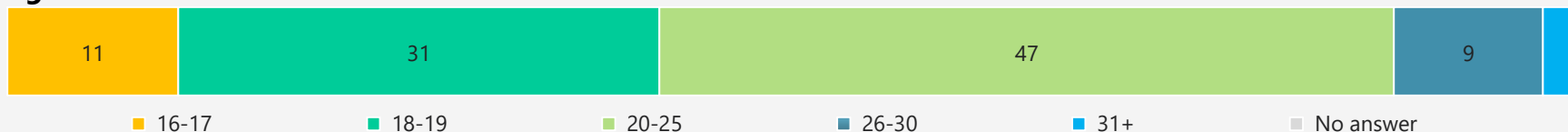
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 1 respondents): RAF (1,297)

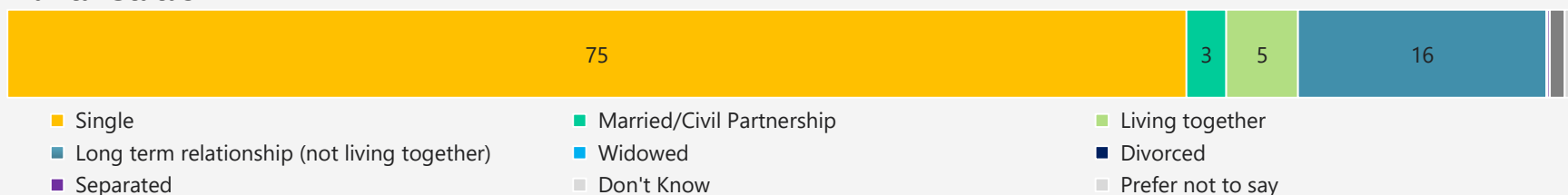
Gender



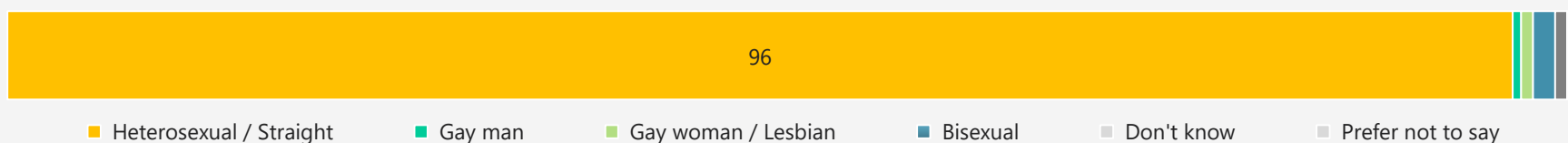
Age



Marital Status



Sexual Orientation



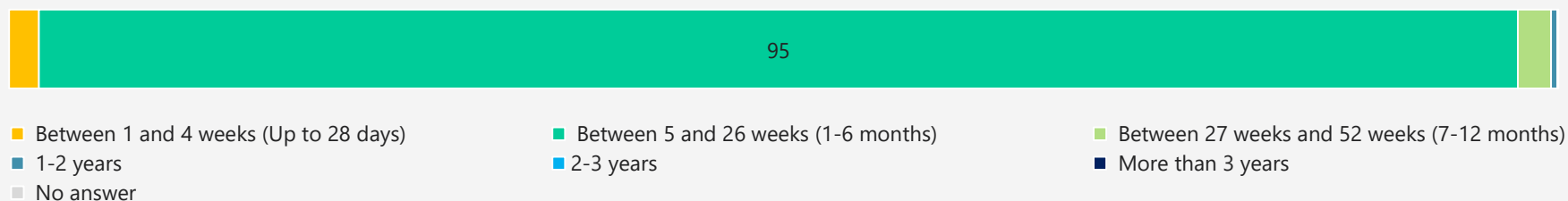
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

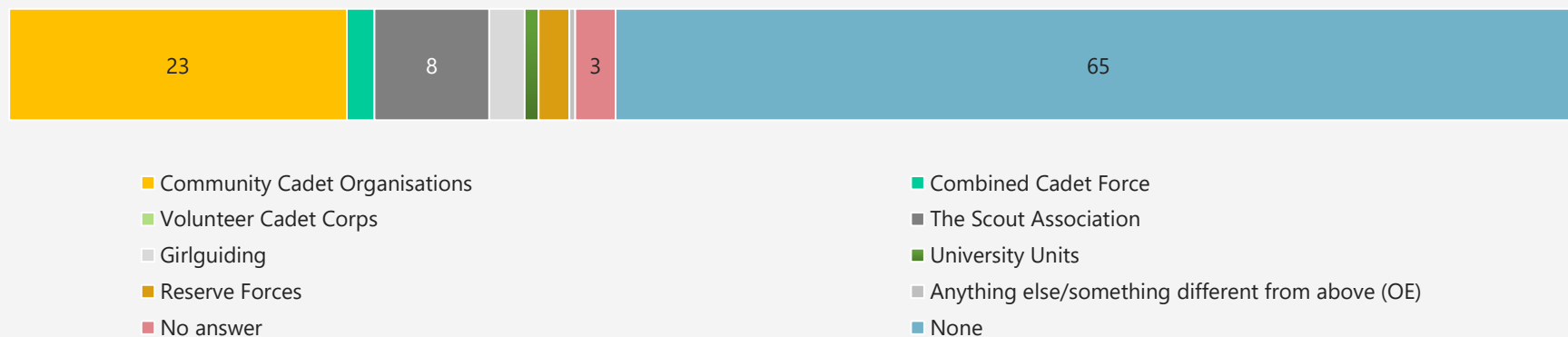
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 1 respondents): RAF (1,297)

Length of service



Membership of other organisations prior to joining the Service



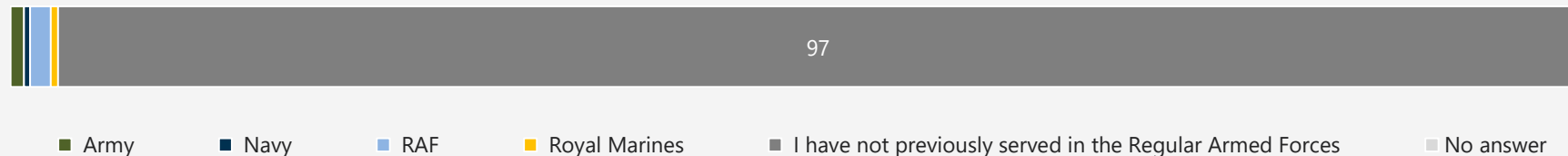
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

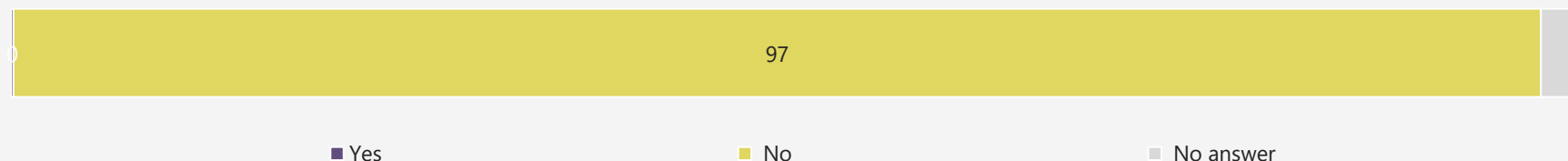
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 1 respondents): RAF (1,297)

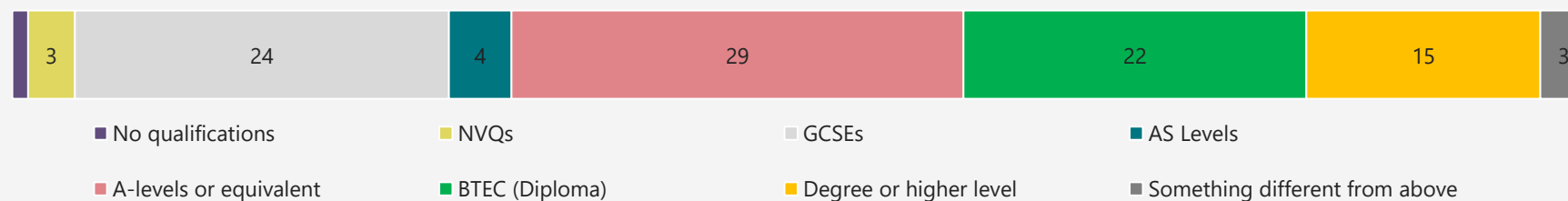
Previous service in Armed Forces



Previous service in another country's Armed Forces



Highest qualification



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

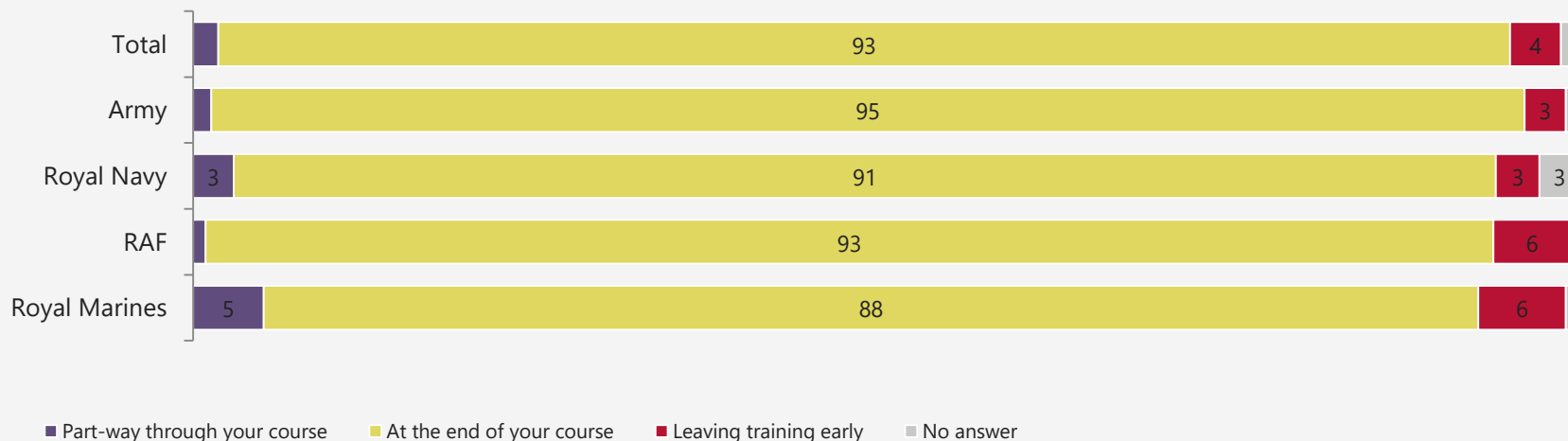
POINT IN COURSE AT TIME OF COMPLETING SURVEY

Phase 2 Trainees

66. At the time of completing this survey are you...?

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,363), RAF (1,115), Royal Marines (412)

Current year results (%)



Key figures

- Across all three services, the most common time of completing the survey was at the end of the course.



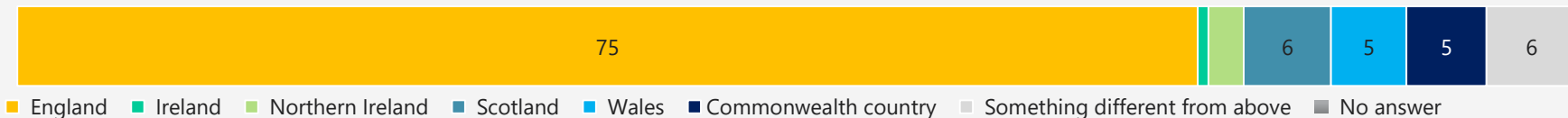


8a. Where are you from?, 9. What is your background, 10. Are you...? [religion]

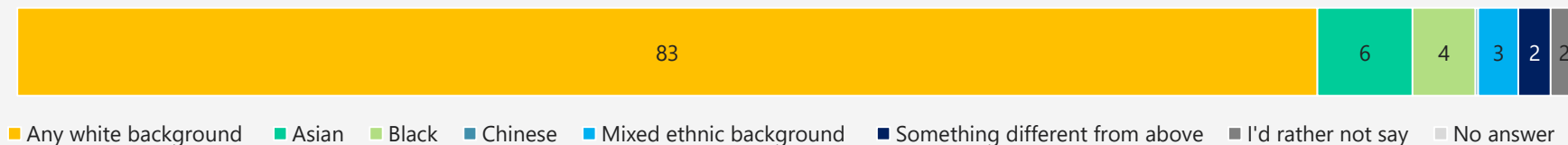
Number of respondents (all Phase 2 respondents): Army (3,521)

For 'Do you practise your faith/religion regularly?': All Phase 2 Army respondents who have a faith/religion: 1,486

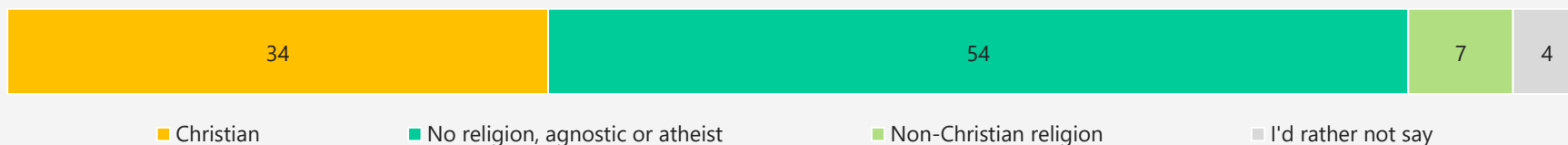
Where are you from? (%)



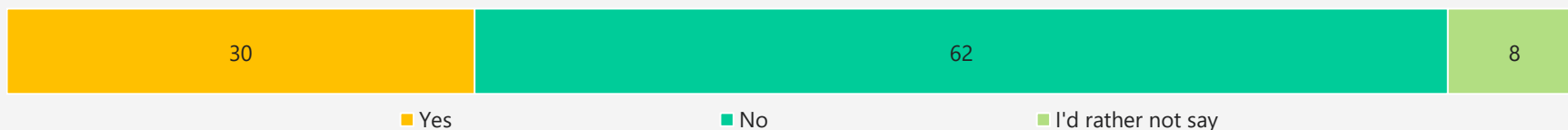
What is your background? (%)



Religion: Are you? (%)



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.

RESPONDENT PROFILE

Phase 2 Army Recruits



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 (3,521)

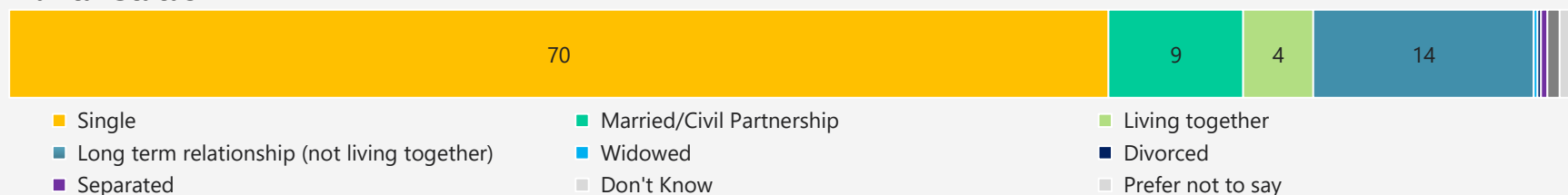
Gender



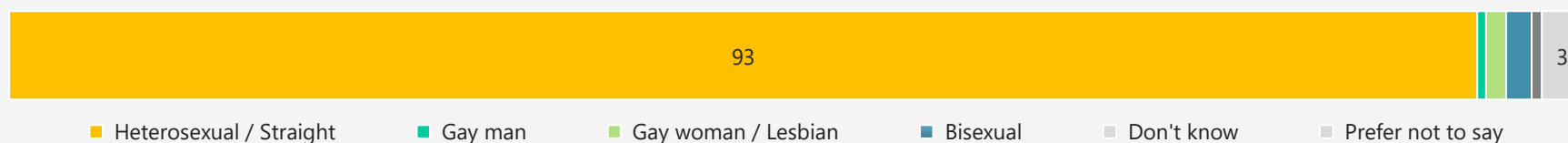
Age



Marital Status



Sexual Orientation



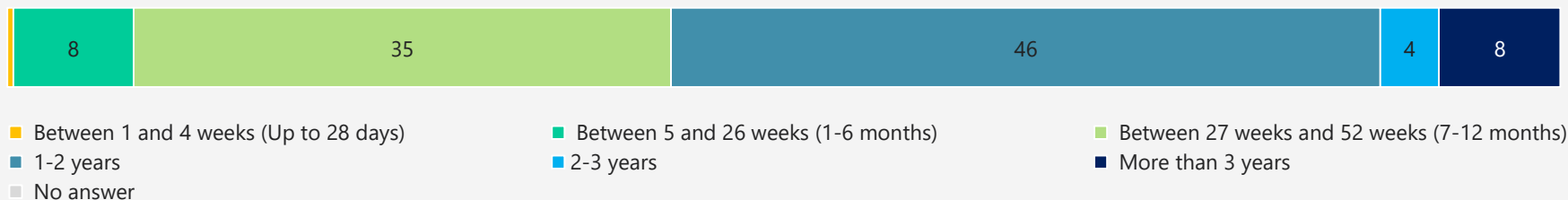
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

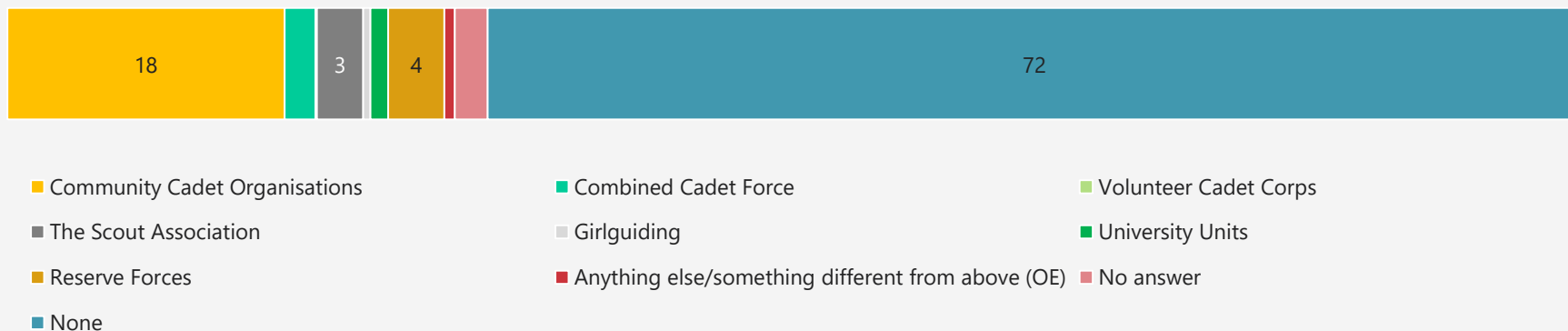
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 2 respondents): Army (3,521)

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.

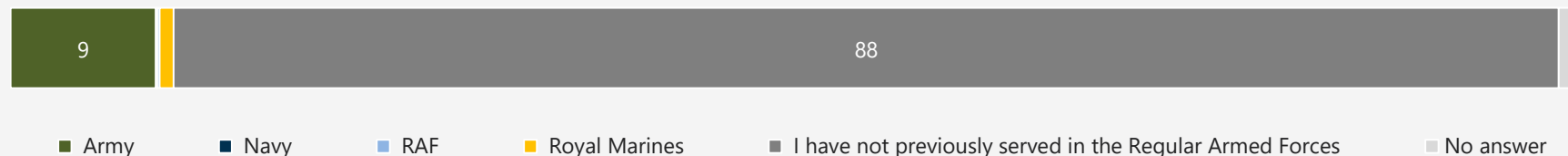


6a. Have you previously served in the Regular Armed Forces?

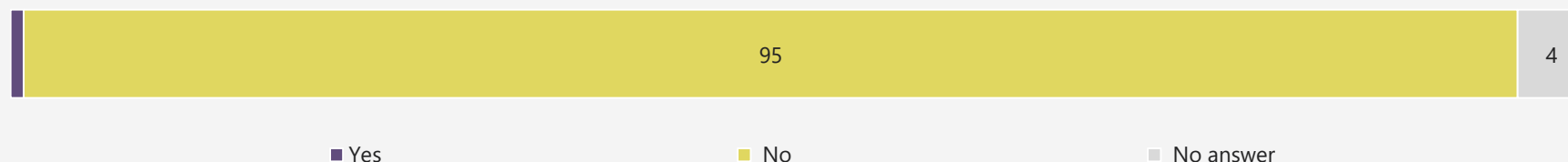
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 2 respondents): Army (3,521)

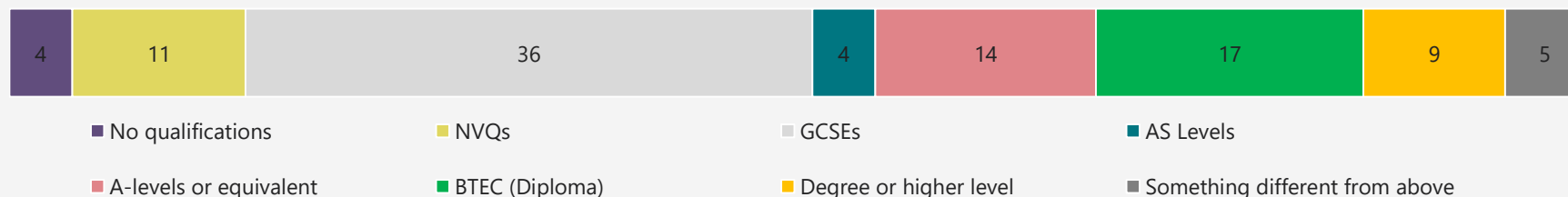
Previous service in Armed Forces



Previous service in another country's Armed Forces



Highest qualification



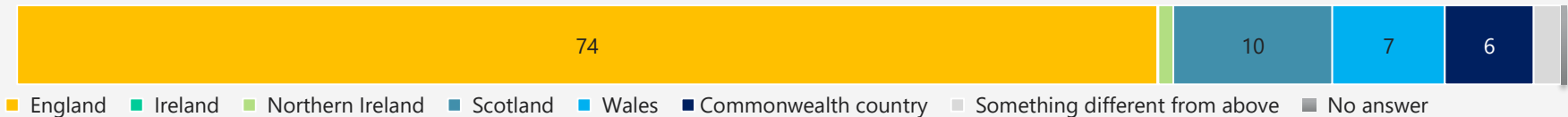
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

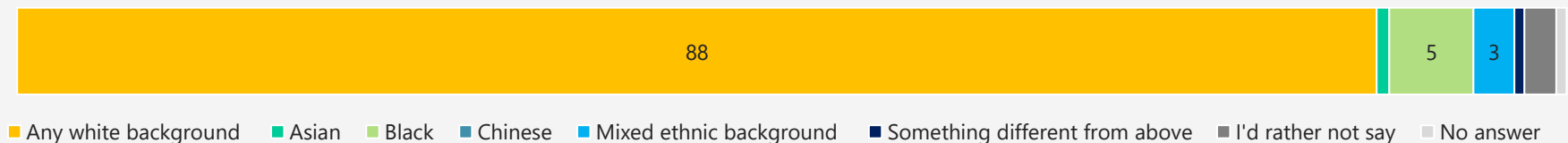
Number of respondents (all Phase 2 respondents): Royal Navy (1,364)

For 'Do you practise your faith/religion regularly?': All Phase 2 Royal Navy respondents who have a faith/religion: 541

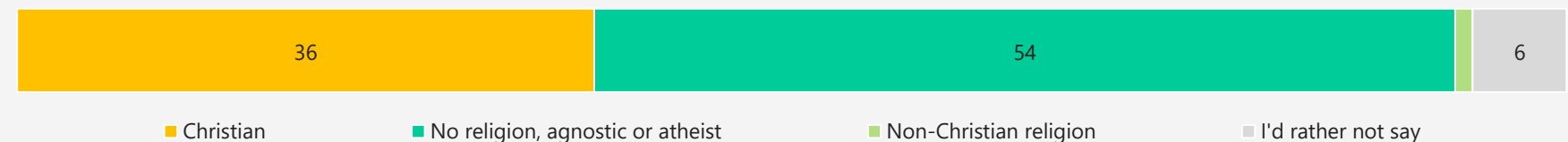
Where are you from? (%)



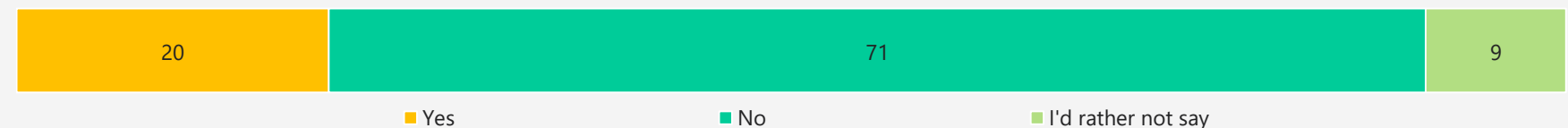
What is your background? (%)



Religion: Are you? (%)



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

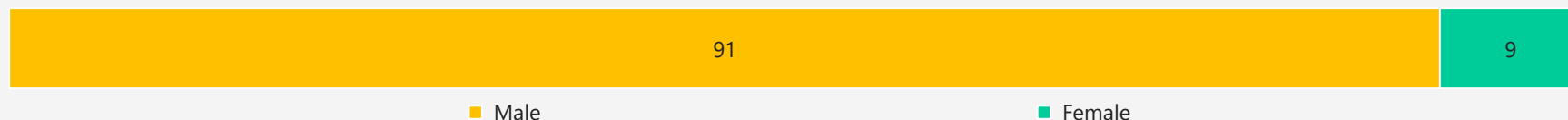


Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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 (1,364)

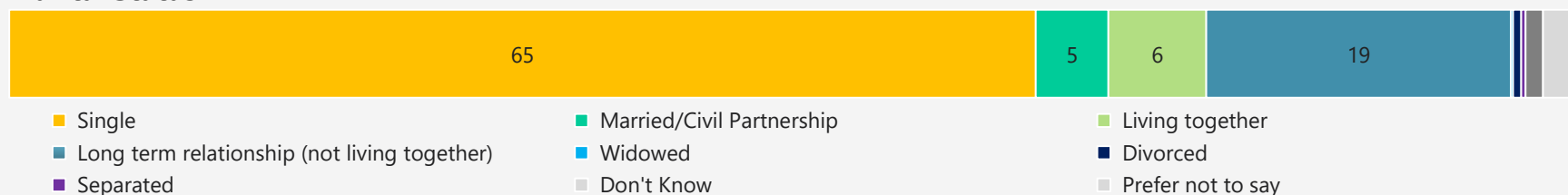
Gender



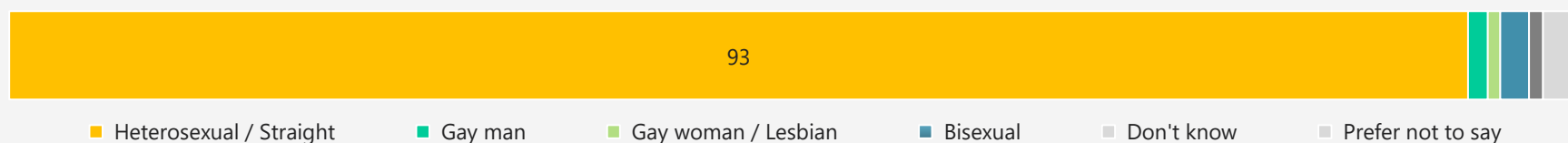
Age



Marital Status



Sexual Orientation



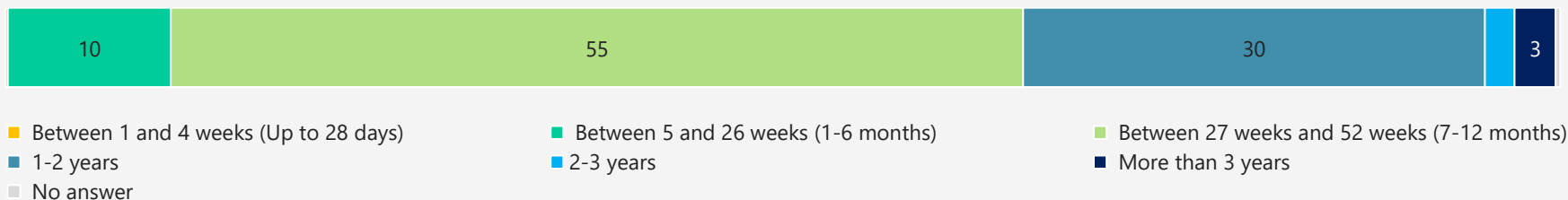
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

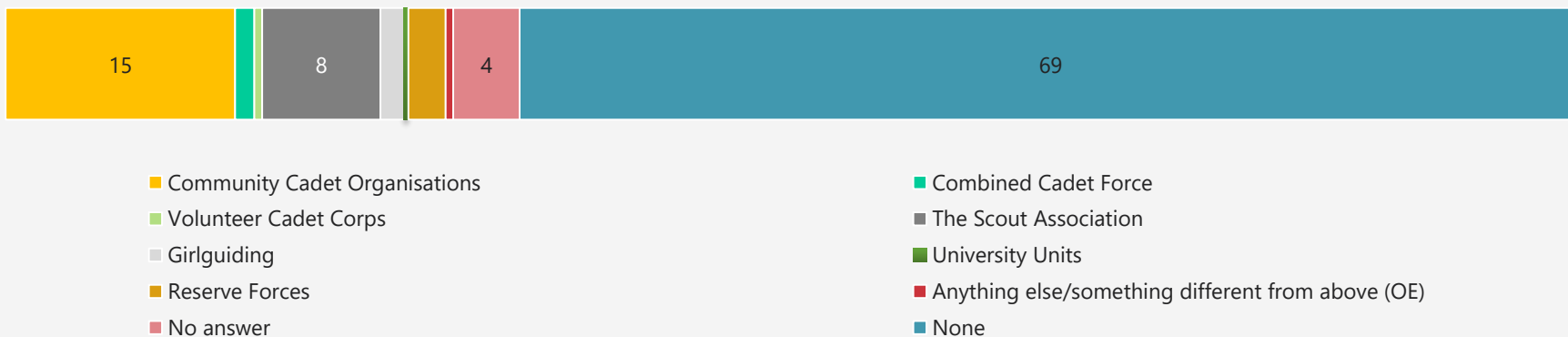
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 2 respondents): Royal Navy (1,364)

Length of service



Membership of other organisations prior to joining the Service



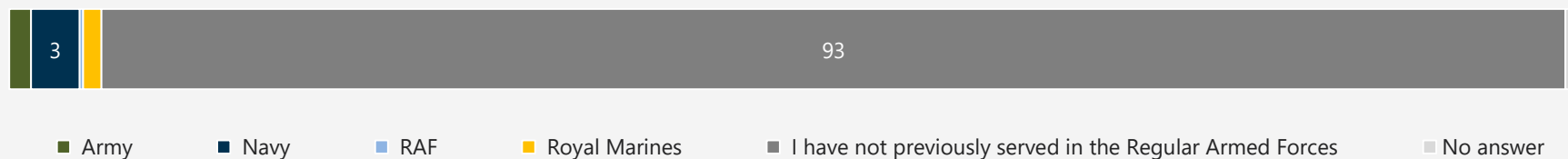
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

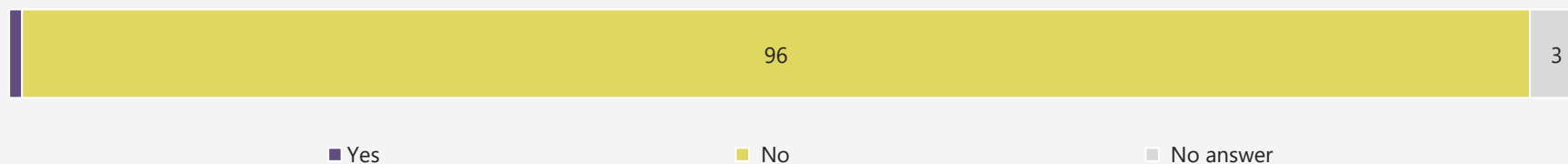
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 2 respondents): Royal Navy (1,364)

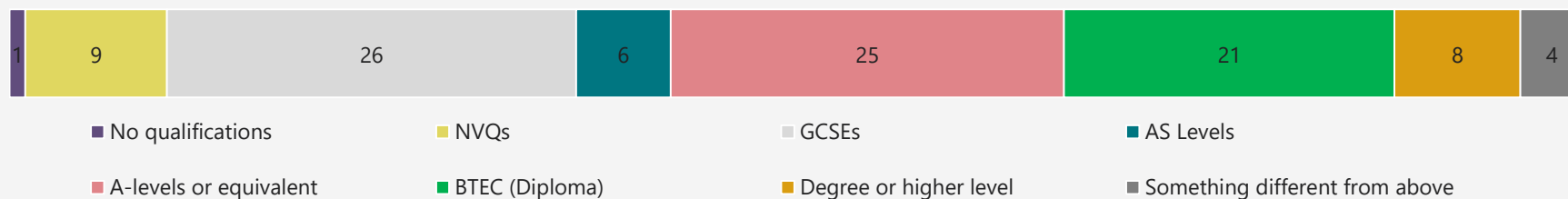
Previous service in Armed Forces



Previous service in another country's Armed Forces



Highest qualification



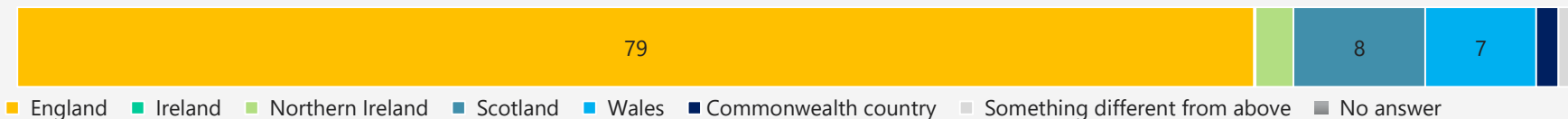
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

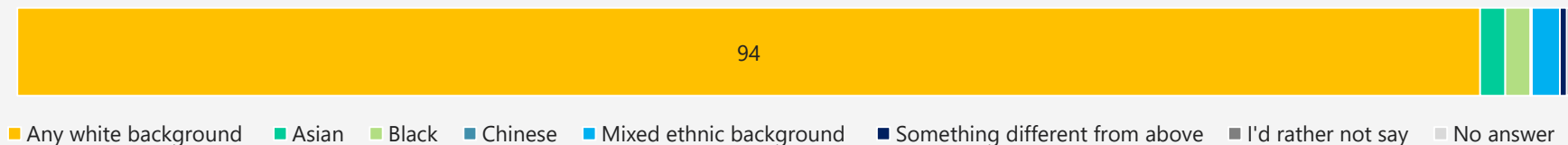
Number of respondents (all Phase 2 respondents): RAF (1,115)

For 'Do you practise your faith/religion regularly?': All Phase 2 RAF respondents who have a faith/religion: 396

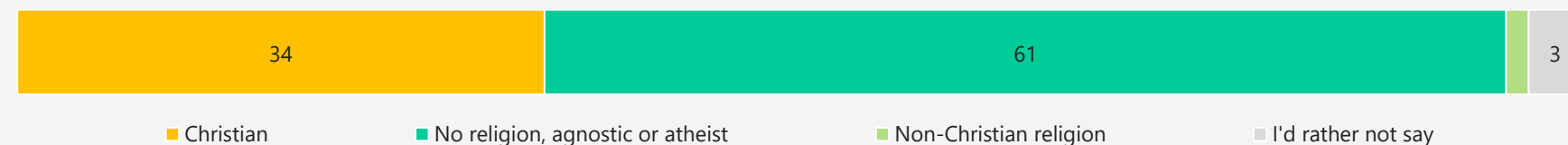
Where are you from? (%)



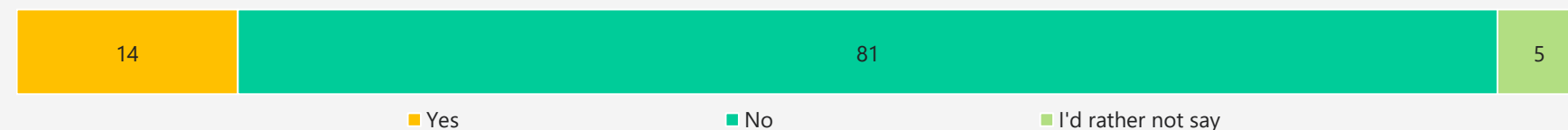
What is your background? (%)



Religion: Are you? (%)



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.

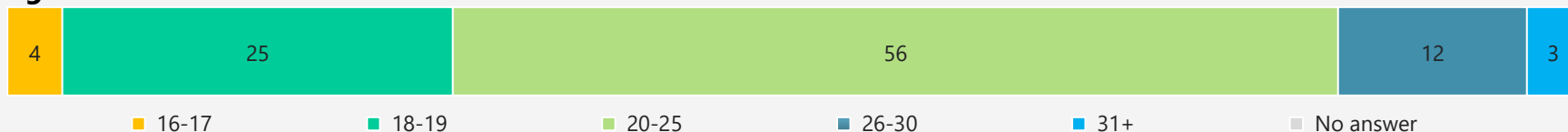
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 2 respondents): RAF (1,115)

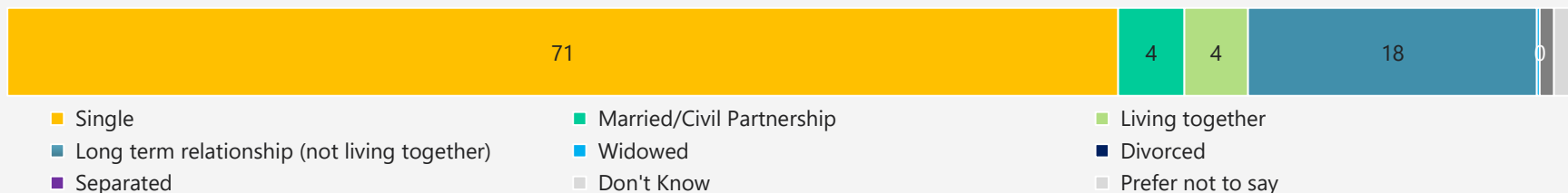
Gender



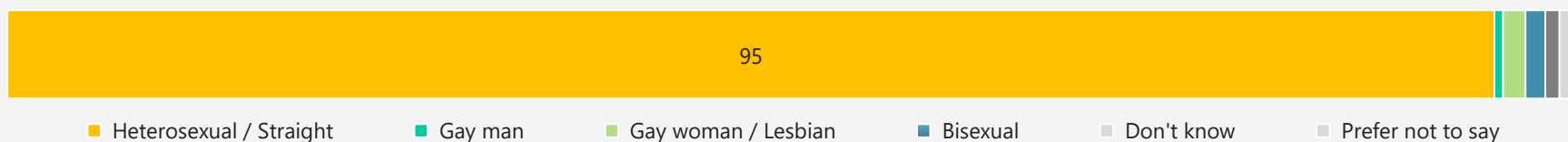
Age



Marital Status



Sexual Orientation



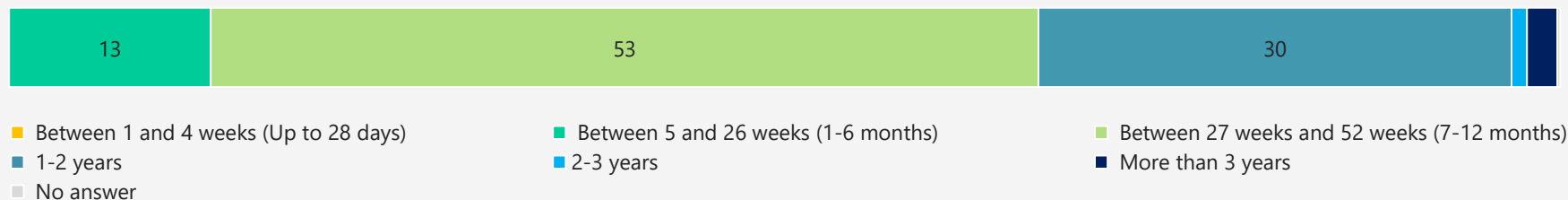
Aggregated totals may not add up to 100% due to rounding.
Results less than 3% are not labelled in the charts.

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

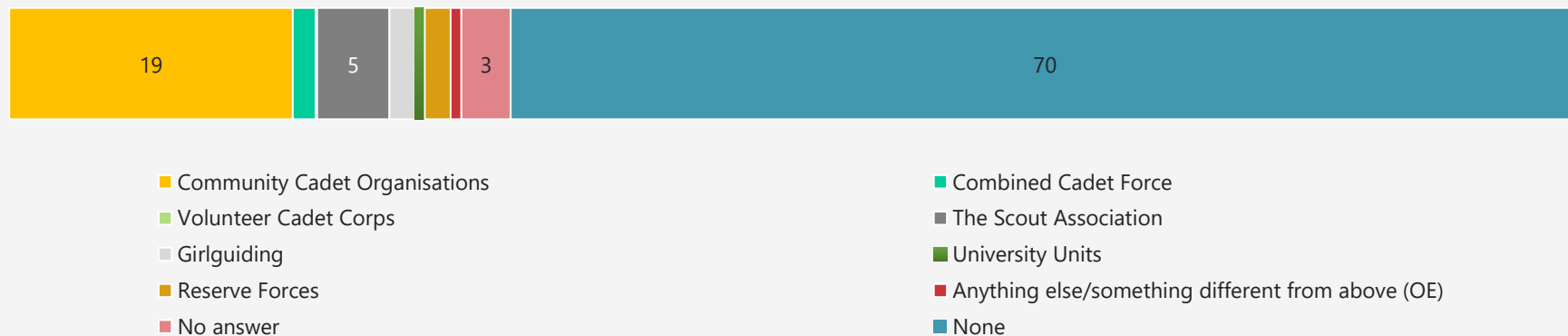
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 2 respondents): RAF (1,115)

Length of service



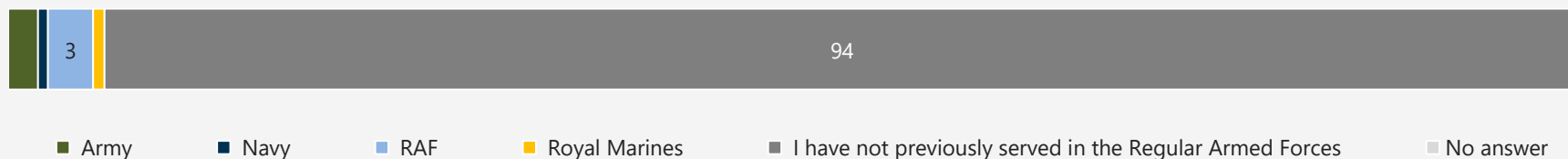
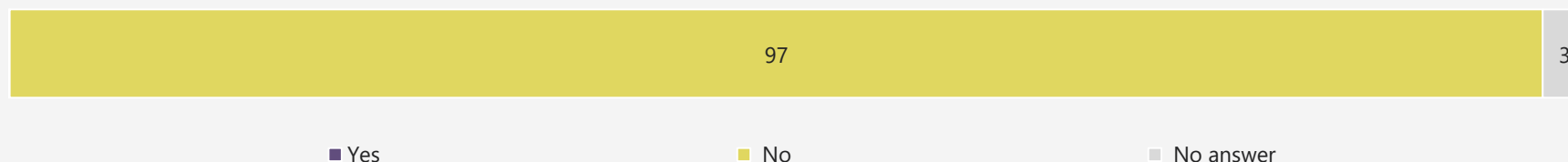
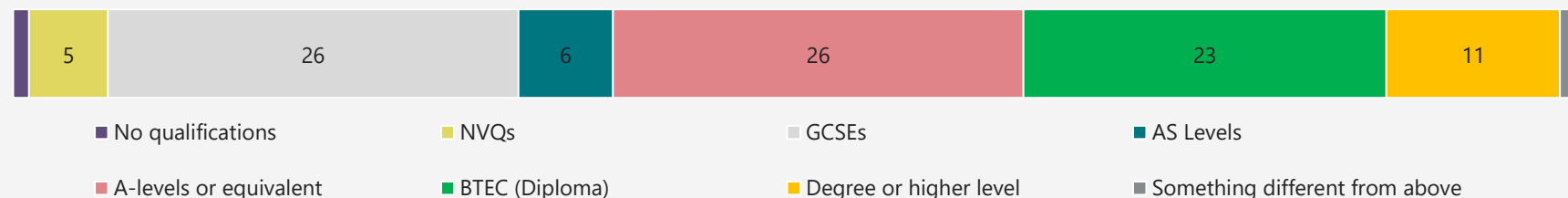
Membership of other organisations prior to joining the Service



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): RAF (1,115)

Previous service in Armed Forces

Previous service in another country's Armed Forces

Highest qualification

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

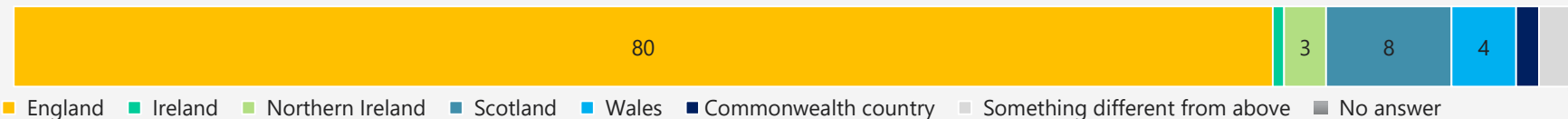


8a. Where are you from?, 9. What is your background, 10. Are you...? [religion]

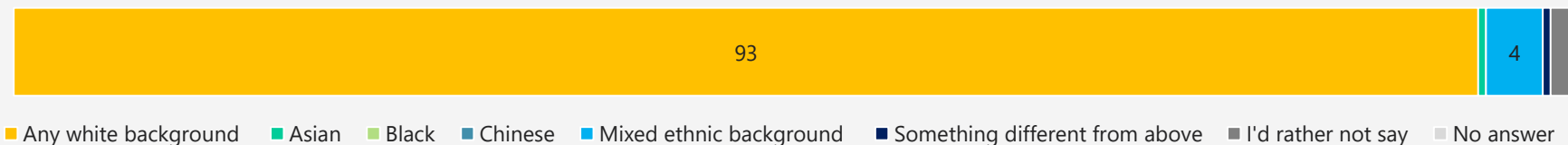
Number of respondents (all Phase 2 respondents): Royal Marines (412)

For 'Do you practise your faith/religion regularly?': All Phase 2 Royal Marines respondents who have a faith/religion: 155

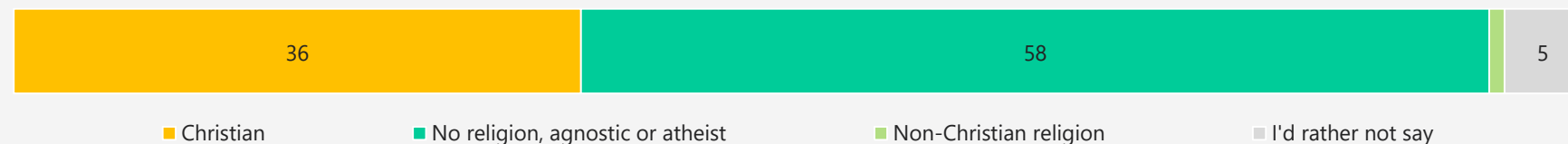
Where are you from? (%)



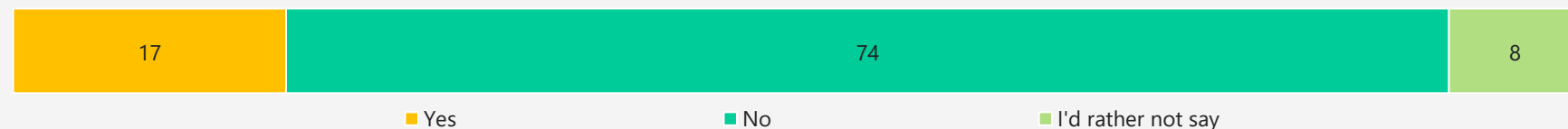
What is your background? (%)



Religion: Are you? (%)



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.

RESPONDENT PROFILE

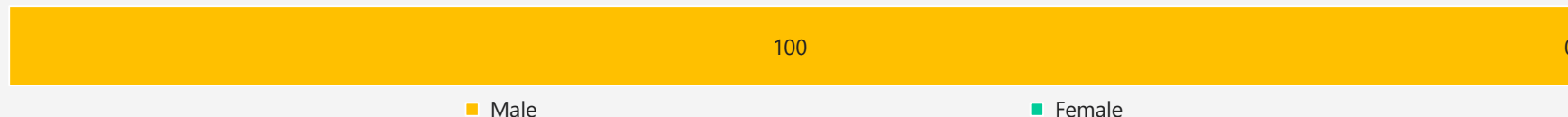
Phase 2 Royal Marines



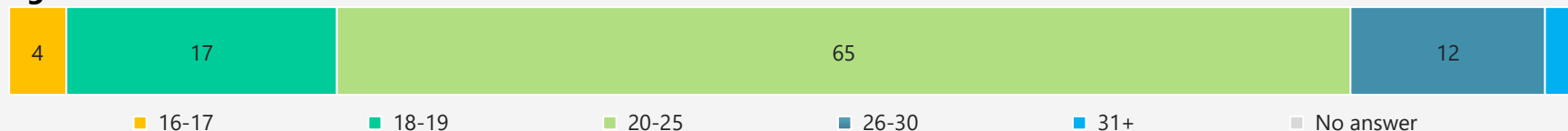
Demog1. What gender are you?, Demog2. How old are you?, Demog3. Which of the following applies to you [marital status], Demog4. Are you...? [sexual orientation]

Number of respondents (all Phase 2 respondents): Royal Marines (412)

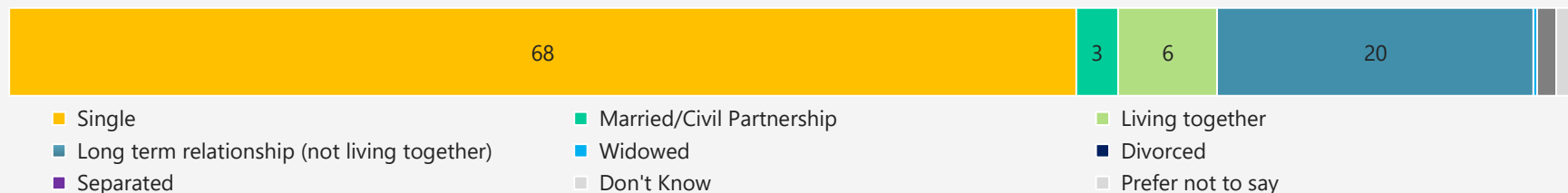
Gender



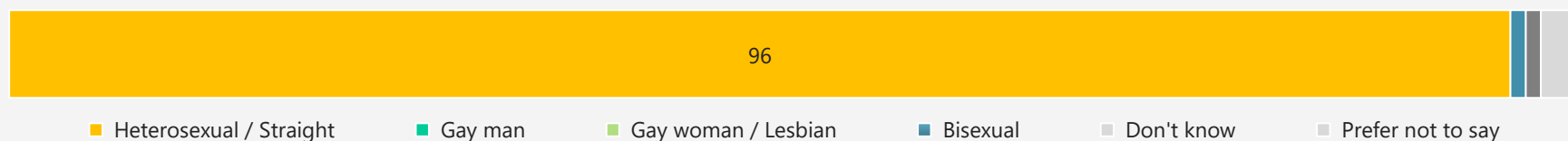
Age



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.

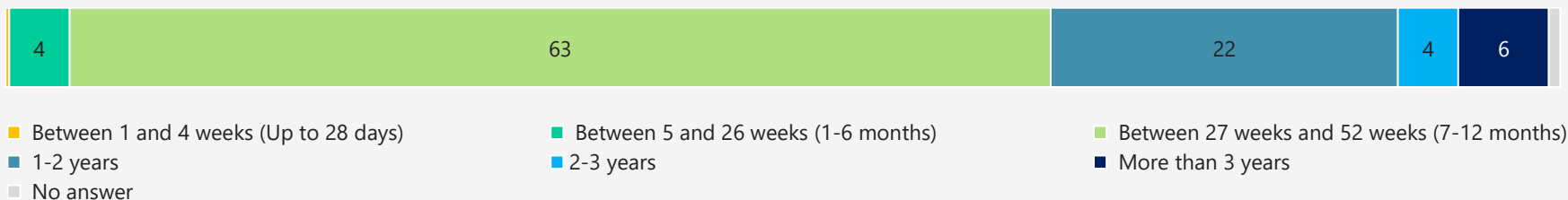


4. How long have you been in the [Service]?

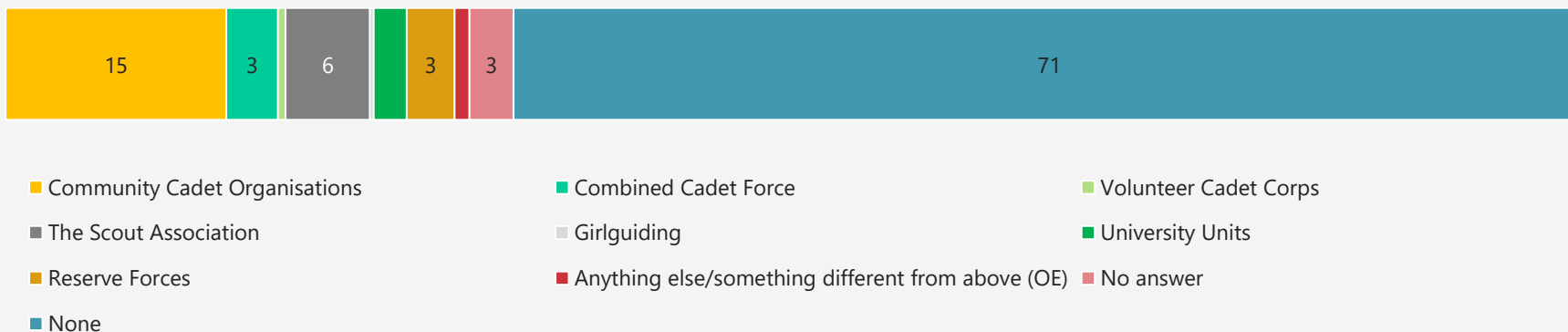
5. Prior to joining have you been a member of any of the following organisations for longer than 6 months?

Number of respondents (all Phase 2 respondents): Royal Marines (412)

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.

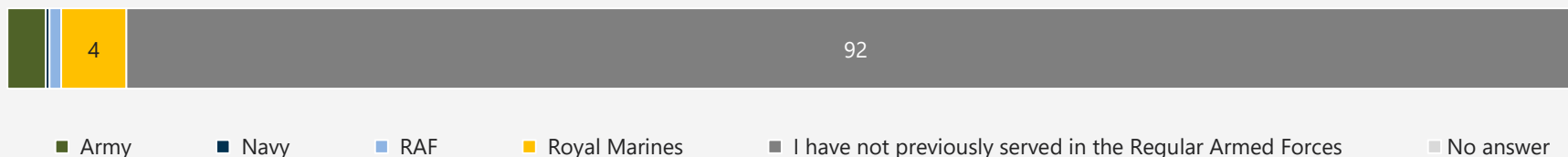


6a. Have you previously served in the Regular Armed Forces?

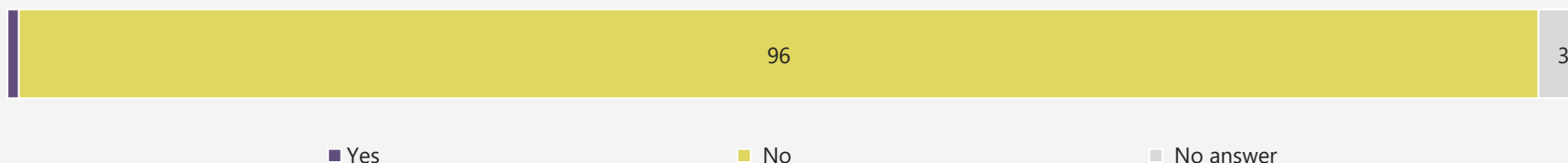
6b. Have you previously been a member of another country's Armed Forces?

Number of respondents (all Phase 2 respondents): Royal Marines (412)

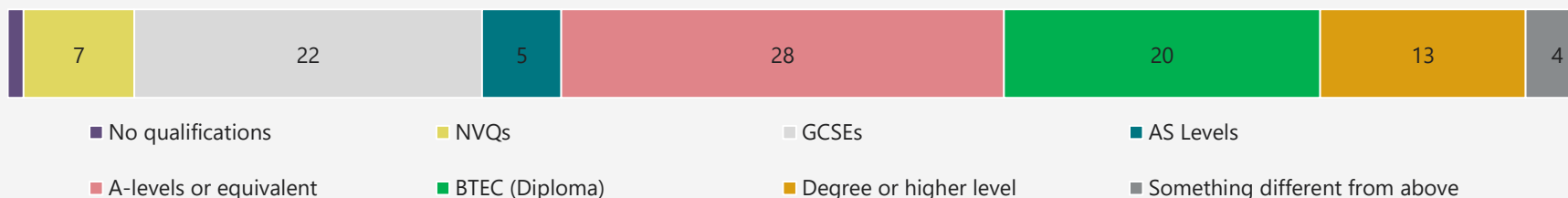
Previous service in Armed Forces



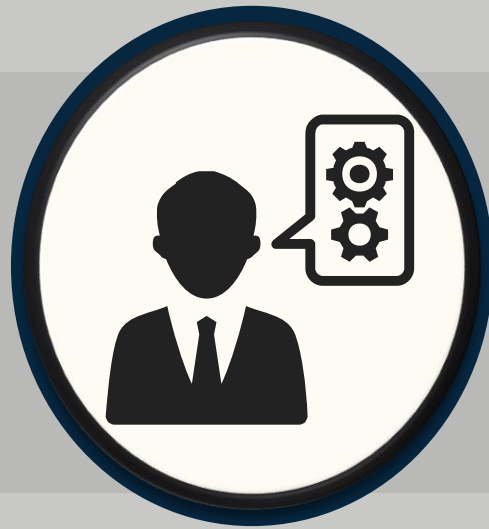
Previous service in another country's Armed Forces



Highest qualification



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



Annex A

Data cleaning

Statistical reliability

ANNEX A: DATA CLEANING

- The survey is completed online, as part of the survey design some questions are filtered to specific groups of respondents if they are relevant to a subset of respondents only. Full details of the filtering applied is available in the Background Quality Report this is based on:
 - Phase
 - School
 - Responses from other earlier questions within the survey
- If there are single response questions e.g. 'Agree' or 'Disagree' or answer options that are exclusive e.g. 'Do not wish to answer' the online survey applies cleaning to allow for one response only to prevent collection of contradictory responses from respondents.

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).
- Statistical tests are carried out between various sub-sets of respondents and over time for certain key indicators (full details of the testing applied is included in the Background Quality Report). This includes the following:
 - Current vs last year:
 - Army 2018 vs Army 2017
 - Royal Navy 2018 vs Royal Navy 2017
 - RAF 2018 vs RAF 2017
 - Current year:
 - Army vs Royal Navy vs RAF vs Royal Marines
- 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 respondents base of 7,003 Phase 1 recruits strongly agreed that the training was what they expected, we can be 99% confident that the 'true' value would be between 10.5% and 9.5% (if 10% strongly agree) and between 90.5% or 89.5% (if 90% strongly agree), i.e. a margin of 0.5% 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 respondent base on which survey results are based	Confidence intervals if data p				
	10% or 90%	20% or 80%	30% or 70%		
	±	±	±	±	±
All Phase 1 (7,003)	0.5	0.6	0.7	0.7	0.8
Phase 1 Army recruits (3,822)	0.6	0.8	0.9	0.9	0.9
Phase 1 Royal Navy recruits (1,884)	1.0	1.3	1.5	1.6	1.6
Phase 1 RAF recruits (1,297)	1.1	1.4	1.6	1.7	1.8
All Phase 2 (6,412)	0.6	0.8	0.9	1.0	1.0
Phase 2 Army trainees (3,521)	0.8	1.1	1.3	1.4	1.4
Phase 2 Royal Navy trainees (1,364)	1.4	1.9	2.2	2.4	2.4
Phase 2 RAF trainees (1,115)	1.3	1.7	1.9	2.1	2.1
Phase 2 Royal Marine trainees (412)					

TEMPORARILY
UPDATED – TO
FINALISE ONCE
ALL RESPONSE
RATE
INFORMATION
CONFIRMED

Source: Ipsos MORI

- Based on the assumption that all those given the opportunity to complete the survey represent full population of recruits that this survey represents (Total Ph1 9,259, Army Ph1 4,894, Royal Navy Ph1 2,656, RAF Ph1 1,709, Total Ph2 10,134, Army Ph2 5,957, Royal Navy Ph2 2,587, RAF Ph2 1,590, Royal Marines Ph2 XXX)



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 (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297)

	Army			Royal Navy			RAF		
	%	Higher than		%	Higher than		%	Higher than	
RECRUITMENT AND PREPARATION									
Satisfaction with recruitment process	56%	-	-	71%	Army	-	67%	Army	-
Information prior to arrival: Prepared self for physical demands	73%	-	-	81%	Army	-	79%	Army	-
Information prior to arrival: Accurate picture of what life would be like	49%	-	RAF	52%	-	RAF	42%	-	-
Information prior to arrival: Accurate information about what training involved	61%	-	-	68%	Army	RAF	64%	-	-
Information prior to arrival: Accurate information about what kit and equipment to pack	61%	-	-	67%	Army	-	68%	Army	-
FACILITIES AND AMENITIES									
Standard of living accommodation	75%	RN	RAF	43%	-	-	37%	-	-
Things to do when off duty on site	51%	RN	RAF	36%	-	-	28%	-	-
Sports facilities	63%	-	RAF	71%	Army	RAF	38%	-	-
Medical care	84%	-	RAF	88%	Army	RAF	80%	-	-
Dental care	85%	-	-	86%	-	-	83%	-	-
Time for essential personal administration	55%	-	RAF	56%	-	RAF	51%	-	-
Access to IT for personal use	47%	-	RAF	44%	-	-	41%	-	-
Internet access	75%	RN	-	60%	-	-	74%	-	RN
Learning Centre to study after hours	41%	RN	RAF	38%	-	RAF	29%	-	-
Laundry facilities	61%	RN	RAF	40%	-	RAF	25%	-	-
Personal kit	86%	RN	-	77%	-	-	87%	-	RN
Training facilities	87%	-	RAF	86%	-	RAF	78%	-	-
Food	35%	RN	-	15%	-	-	35%	-	RN
Whether given enough time to eat meals	63%	RN	-	39%	-	-	62%	-	RN



PHASE 1 SERVICE COMPARISONS

Phase 1 Recruits

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297) [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**	83%	-	-	73%	-	-	82%	-	-
Opportunity to talk privately with training staff	82%	-		81%	-	-	90%	Army	RN
Opportunity to talk privately with Chaplains/Padre	75%	-	RAF	80%	Army	RAF	63%	-	-
Opportunity to keep in contact with family/friends	82%	RN	-	71%	-	-	80%	-	RN
Opportunity to practise your faith/religion**	83%	-	RAF	79%	-	RAF	56%	-	-
Full knowledge of Service Complaints Ombudsman	39%	RN	RAF	33%	-	RAF	27%	-	-
Availability of staff for problems out of training hours	92%	-	-	93%	-	-	94%	-	-
Someone to go to for personal or emotional problems	88%	-	-	89%	-	-	91%	Army	-
Someone to go to for administrative problems	90%	-	-	90%	-	-	91%	-	-
Opportunity to raise all concerns with person in authority	89%	-	-	91%	-	-	91%	-	-
FAIRNESS									
Awareness of how to complain about poor or unfair treatment or bullying	88%	-	-	87%	-	-	91%	Army	RN
Whether believe complaints are dealt with in a fair manner	62%	-	-	59%	-	-	58%	-	-
Trainees were all treated fairly	82%	RN	-	79%	-	-	80%	-	-
I was treated fairly	87%	-	-	90%	Army	-	90%	Army	-
Training conducted without sexual or racial harassment	95%	-	-	95%	-	-	97%	Army	-
Badly or unfairly treated by staff	5%	RN	-	4%	-	-	4%	-	-
Badly or unfairly treated by other trainees	6%	RN	-	4%	-	-	6%	-	-
Badly or unfairly treated by staff or other trainees	10%	RN	-	7%	-	-	9%	-	-



PHASE 1 SERVICE COMPARISONS

Phase 1 Recruits

Number of respondents (all Phase 1 respondents): Total (7,003), Army (3,822), Royal Navy (1,884), RAF (1,297) [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**	86%	-	-	84%	-	-	86%	-	-
Staff helped and supported when ill/injured**	77%	-	-	84%	Army	-	83%	Army	-
Would have felt comfortable to report sick if had been ill/injured**	79%	RN	RAF	70%	-	-	70%	-	-
Warned personally about possibility of repeating training**	77%	-	-	88%	Army	-	82%	-	-
GENERAL									
Overall satisfaction with training experience	83%	-	-	89%	Army	RAF	85%	-	-
Received regular feedback on performance	75%	RN	RAF	67%	-	RAF	61%	-	-
Reasons for doing things were explained	79%	-	RAF	81%	-	RAF	74%	-	-
Staff/instructors did all they could to help succeed in training	88%	-	-	87%	-	-	92%	Army	RN
Felt personally benefited from the course	92%	-	-	94%	Army	-	94%	Army	-
Feel a sense of achievement	89%	-	-	93%	Army	-	93%	Army	-
Felt challenged	88%	-	-	93%	Army	-	92%	Army	-
Training was what expected	62%	-	RAF	67%	Army	RAF	55%	-	-
Enjoyed this phase of training	75%	RN	RAF	72%	-	RAF	67%	-	-
Feel proud to be in the Navy/RM/Army/RAF	91%	-	-	95%	Army	-	95%	Army	-
Understand the core values of the Navy/RM/Army/RAF	95%	-	-	96%	Army	-	98%	Army	-
Keep in touch with my family when I wasn't on a training task	84%	-	-	84%	-	-	88%	Army	RN
General military personnel uphold the core values	89%	-	-	92%	Army	-	92%	Army	-
Course was about right (rather than too easy/difficult)	77%	-	-	87%	Army	RAF	83%	Army	-
Life in Service better than expected	61%	-	RAF	59%	-	RAF	53%	-	-
Pay better than non-military friends	41%	RN	-	35%	-	-	38%	-	-
Hope to make career in Service**	78%	-	-	84%	Army	-	83%	Army	-
Prepared to go onto next stage of career**	83%	-	-	87%	Army	RAF	83%	-	-
Would recommend joining Service to others	90%	-	-	93%	Army	-	97%	Army	RN



PHASE 2 SERVICE COMPARISONS

Phase 2 Trainees

Number of respondents (all Phase 2 respondents): Total (6,412), Army (3,521), Royal Navy (1,363), RAF (1,115), Royal Marines (412) [Except questions with ** as asked based on of sub-group only]

	Army				Royal Navy				RAF				Royal Marines			
	%	Higher than			%	Higher than			%	Higher than			%	Higher than		
PREPARING FOR TRAINING																
Brief received during Phase 1**	86%	-	-	RM	92%	Army	RAF	RM	84%	-	-	RM	56%	-	-	-
Adequate management during gap between Phase 1 and Phase 2**	86%	-	RAF	-	86%	-	-	-	79%	-	-	-	91%	-	-	-
Adequate management during gap between Phase 2 courses**	83%	-	-	-	84%	-	-	-	97%	-	-	-	100%*	-	-	-
FACILITIES AND AMENITIES																
Standard of living accommodation	67%	RN	RAF	RM	38%	-	-	-	56%	-	RN	RM	36%	-	-	-
Things to do when off duty on site	53%	RN	-	RM	38%	-	-	RM	52%	-	RN	RM	24%	-	-	-
Things to do when off duty off site	63%	RN	-	-	53%	-	-	-	70%	Army	RN	-	71%	Army	RN	-
Sports facilities	78%	-	-	RM	86%	Army	-	RM	88%	Army	-	RM	50%	-	-	-
Medical care	75%	-	-	-	80%	Army	-	-	84%	Army	-	-	89%	Army	RN	-
Dental care	71%	-	-	-	79%	Army	RAF	-	74%	-	-	-	91%	Army	RN	RAF
Time for essential personal administration	77%	RN	-	RM	70%	-	-	RM	77%	-	RN	RM	48%	-	-	-
Access to IT for personal use	72%	RN	RAF	RM	54%	-	-	-	63%	-	RN	-	57%	-	-	-
Internet access	62%	-	-	-	60%	-	-	-	65%	-	-	-	65%	-	-	-
Learning Centre to study after hours	57%	-	RAF	RM	60%	-	RAF	RM	48%	-	-	-	46%	-	-	-
Laundry facilities	55%	-	RAF	RM	56%	-	RAF	RM	48%	-	-	RM	35%	-	-	-
Personal kit	80%	RN	-	RM	76%	-	-	RM	86%	Army	RN	RM	61%	-	-	-
Training facilities	86%	RN	-	RM	78%	-	-	-	90%	Army	RN	RM	77%	-	-	-
Food	39%	RN	-	RM	28%	-	-	RM	36%	-	RN	RM	13%	-	-	-
Whether given enough time to eat meals	92%	RN	-	RM	88%	-	-	RM	93%	-	RN	RM	42%	-	-	-
Given option to comment on PAYD meals	67%	-	RAF	RM	68%	-	RAF	RM	57%	-	-	RM	16%	-	-	-



PHASE 2 SERVICE COMPARISONS

Phase 2 Trainees

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	Army				Royal Navy				RAF				Royal Marines			
	%	Higher than			%	Higher than			%	Higher than			%	Higher than		
SUPPORT																
Had all support required for learning need/difficulty**	89%	-	-	-	94%	-	-	-	96%	-	-	-	86%	-	-	-
Opportunity to talk privately with training staff	87%	-	-	RM	87%	-	-	RM	92%	Army	RN	RM	73%	-	-	-
Opportunity to talk privately with Chaplains/Padre	74%	-	-	-	81%	Army	-	-	83%	Army	-	-	85%	Army	-	-
Opportunity to keep in contact with family/friends	92%	RN	-	RM	88%	-	-	RM	95%	Army	RN	RM	80%	-	-	-
Opportunity to practise your faith/religion**	83%	RN	-	-	68%	-	-	-	82%	-	-	-	70%*	-	-	-
Full knowledge of Service Complaints Ombudsman	40%	-	RAF	-	38%	-	RAF	-	30%	-	-	-	43%	-	-	RAF
Availability of staff for problems out of training hours	94%	RN	-	-	90%	-	-	-	95%	-	RN	RM	91%	-	-	-
Someone to go to for personal or emotional problems	92%	-	-	RM	91%	-	-	RM	95%	Army	RN	RM	84%	-	-	-
Someone to go to for administrative problems	93%	RN	-	RM	90%	-	-	-	95%	-	RN	RM	89%	-	-	-
Opportunity to raise all concerns with person in authority	93%	-	-	RM	91%	-	-	RM	95%	-	RN	RM	86%	-	-	-
FAIRNESS																
Awareness of how to complain about poor or unfair treatment or bullying	89%	-	-	RM	88%	-	-	RM	90%	-	-	RM	81%	-	-	-
Whether believe complaints are dealt with in a fair manner	63%	-	-	RM	61%	-	-	RM	65%	-	-	RM	48%	-	-	-
Trainees were all treated fairly	83%	RN	-	RM	79%	-	-	RM	83%	-	RN	RM	64%	-	-	-
I was treated fairly	89%	RN	-	RM	87%	-	-	RM	91%	-	RN	RM	80%	-	-	-
Training conducted without sexual or racial harassment	96%	RN	-	-	93%	-	-	-	97%	-	RN	RM	93%	-	-	-
Badly or unfairly treated by staff	5%	-	-	-	6%	-	-	-	4%	-	-	-	6%	-	-	-
Badly or unfairly treated by other trainees	4%	-	-	-	4%	-	-	-	4%	-	-	-	2%	-	-	-
Badly or unfairly treated by staff or other trainees	7%	-	-	-	8%	-	-	-	7%	-	-	-	7%	-	-	-



PHASE 2 SERVICE COMPARISONS

Phase 2 Trainees

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	Army				Royal Navy				RAF				Royal Marines			
	%	Higher than			%	Higher than			%	Higher than			%	Higher than		
SETBACKS DURING TRAINING																
Injury was properly dealt with**	88%	-	-	-	86%	-	-	-	90%	-	-	-	86%	-	-	-
Staff helped and supported when ill/injured**	84%	-	-	-	84%	-	-	-	89%	Army	-	-	91%	Army	-	-
Would have felt comfortable to report sick if had been ill/injured**	84%	-	-	-	84%	-	-	-	85%	-	-	RM	76%	-	-	-
Warned personally about possibility of repeating training**	86%	-	-	-	87%	-	-	-	88%	-	-	-	89%	-	-	-
GENERAL																
Overall satisfaction with training experience	81%	RN	-	-	76%	-	-	-	89%	Army	RN	RM	78%	-	-	-
Received regular feedback on performance	76%	-	-	-	75%	-	-	-	82%	Army	RN	-	80%	-	-	-
Reasons for doing things were explained	83%	RN	-	-	78%	-	-	-	86%	Army	RN	RM	80%	-	-	-
Staff/instructors did all they could to help succeed in training	89%	RN	-	RM	85%	-	-	-	92%	Army	RN	RM	83%	-	-	-
Felt personally benefited from the course	91%	RN	-	-	86%	-	-	-	93%	-	RN	-	93%	-	RN	-
Feel a sense of achievement	89%	RN	-	-	84%	-	-	-	90%	-	RN	-	93%	Army	RN	-
Felt challenged	84%	RN	-	-	78%	-	-	-	88%	Army	RN	-	95%	Army	RN	RAF
Training was what expected	73%	RN	-	-	68%	-	-	-	70%	-	-	-	75%	-	RN	-
Enjoyed this phase of training	79%	RN	-	-	71%	-	-	-	85%	Army	RN	-	81%	-	RN	-
Feel proud to be in the Navy/RM/Army/RAF	87%	RN	-	-	82%	-	-	-	94%	Army	RN	-	94%	Army	RN	-
Understand the core values of the Navy/RM/Army/RAF	95%	RN	-	-	89%	-	-	-	97%	Army	RN	-	96%	-	RN	-
General military personnel uphold the core values	86%	RN	-	-	79%	-	-	-	88%	-	RN	-	88%	-	RN	-
Course was about right ease	87%	RN	-	-	80%	-	-	-	87%	-	RN	-	91%	-	RN	-
Life in Service better than expected	54%	RN	-	RM	47%	-	-	-	61%	Army	RN	RM	47%	-	-	-
Pay better than non-military friends	34%	-	-	RM	37%	-	-	RM	39%	Army	-	RM	9%	-	-	-
Hope to make career in Service**	71%	-	-	-	69%	-	-	-	75%	-	RN	-	78%	Army	RN	-
Prepared to go onto next stage of career**	81%	RN	-	-	74%	-	-	-	84%	-	RN	-	90%	Army	RN	RAF
Would recommend joining Service to others	84%	-	-	-	83%	-	-	-	93%	Army	RN	RM	85%	-	-	-

