

# Recruit Trainee Survey 2020 - 2021 Executive Summary



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# Ipsos MORI quality commitment



- 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, Trainees and Cadets.
- This work was carried out in accordance with the

requirements of the international quality standard for market research and ISO 20252.

# Impact of COVID-19

- The Recruit Trainee Survey 2021 was in field between 1 April 2020 and 31 March 2021 during a time of national restrictions, imposed as a result of the COVID-19 pandemic, and two national lockdowns (November - December 2020 and January – March 2021).
- The potential impact of conditions created by the COVID-19 pandemic on areas of Service training life should be noted. The additional care and restrictions implemented to ensure the safety and protection of Recruits and Trainees will have meant a materially different training experience in the period under review compared to previous years. For many this would have meant limited access to all training facilities, including gyms, leisure and welfare facilities. In some instances it

has required material changes to the delivery method of training programmes.

# Note about reporting

- Reported results are shown for each of the Services and separately for the Royal Marines as a unique training cohort within the Royal Navy. The data shows aggregated responses for personnel under each Service no matter which school the serving individual has attended.
- For phase 1 data, all respondents will have been trained at training units under the command of their own Service.
- For phase 2 data, the majority of respondents will have been trained at units under the command of their own Service. In a minority of cases, phase 2 respondents will have attended specialist training units which are

under the command of another Service or MOD Organisation. For instance, all MOD medical training and education is delivered under the command of Strategic Command (previously Joint Forces Command).

# Key performance indicators

Table showing 2020-21 scores for KPI metrics

	Phase 1				Phase 2			
	Army	RAF	Royal Navy	Royal Marines	Army	RAF	Royal Navy	Royal Marines
Overall satisfaction with training	82%	91%	89%	85%**	79%	86%	71%	87%**
Given enough time to eat meals	69%	82%	53%	44%**	89%	88%	93%	54%**
Opportunity to talk privately with training staff	82%	91%	83%	72%**	85%	92%	83%	81%**
Opportunity to talk privately with Chaplains/Padre	71%	71%	71%	75%**	73%	75%	75%	84%**
Trainees were all treated fairly	85%	89%	85%	74%**	82%	84%	78%	73%**
I was treated fairly	89%	96%	94%	88%**	87%	92%	85%	91%**
Training was conducted without sexual or racial harassment	94%	98%	96%	95%**	93%	97%	94%	95%**
My injury/illness was properly dealt with*	85%	83%	79%	84%**	86%	82%	83%	79%**
Received regular feedback on performance	74%	67%	64%	81%**	75%	84%	69%	86%**
The staff/instructors did all they could to help me succeed	88%	95%	92%	87%**	87%	93%	83%	87%**
Felt challenged	88%	93%	92%	97%**	82%	89%	78%	94%**
Training met expectations	66%	62%	66%	73%**	74%	71%	66%	74%**
Course difficulty was about right	80%	85%	86%	92%**	84%	87%	81%	93%**
I feel prepared to go on to next stage of career/training*	80%	89%	89%	91%**	79%	82%	71%	92%**

Scores in green have seen a statistically significant improvement from 2019-20 and scores in red have seen a statistically significant fall

\* Question is filtered on relevant participants and only asked to a subset of the total population

\*\* Owing to technical problems with data collection in 2019/20 comparisons between years cannot be made and have therefore not been shown – see page 20

# Executive Summary



# Introduction

The pages within this Executive Summary section compare results for the RTS survey for this current year, 2020 - 2021, against the previous survey year of 2019 - 2020. Results are divided into Phase 1 and Phase 2.

By analysing all responses over the period April 2020 – March 2021 we provide an overview of the data, focusing on key findings at an aggregate Service level.

This is to complement and build on the monthly unit-specific reports that are provided to individual units.

This Executive Summary makes reference 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. 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.



# Army Phase 1 Executive Summary



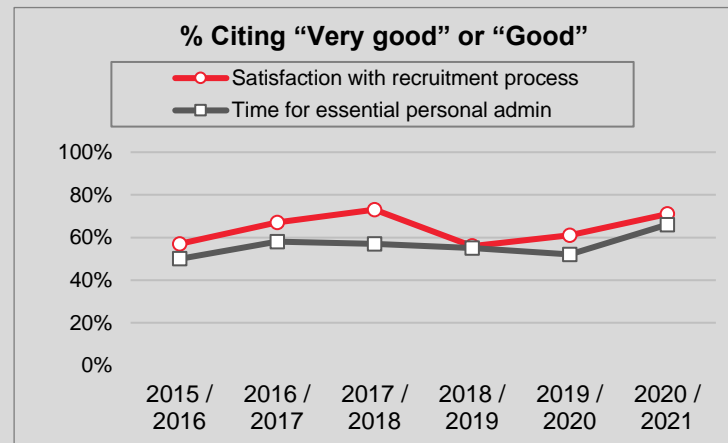
Responses were received from 4,423 Army Recruits, representing a response rate of 49%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

## Key findings

- Against 2019 – 2020, the movement is mainly positive across the ratings measured in the survey, with 26 gains set against 11 falls.
- Facilities and amenities is the area that has seen most falls, with 7 of the 11 drops in ratings occurring here. The largest falls are in ratings of sports facilities (68% to 41%), dental care (84% to 66%) and things to do when off duty on site (51% to 32%) as 'very good' or 'good'.
- The largest increase from the previous year is the proportion saying that they were always or often given enough time to eat meals (50% to 69%). This is markedly

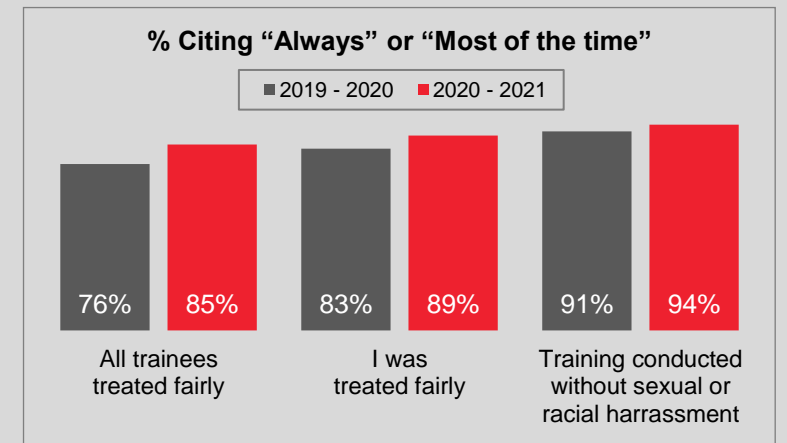
higher than at any other time since 2015.

- Other particularly large increases are in satisfaction with the recruitment process (61% to 71%) and ratings of time for essential personal admin as 'very good' or 'good' (52% to 66%).



## Fairness and welfare

- There has been strong improvement here, with nine of the 26 gains coming in this area. Most notably, belief that all trainees are treated fairly is up from 76% to 85%, and belief that all complaints are dealt with in a fair manner is up from 56% to 66%.



# Army Phase 1 Executive Summary - 2



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant positive change from 2020 to 2021

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>RECRUITMENT AND PREPARING FOR TRAINING</b>						
Satisfaction with recruitment process	57	67	73	56	61	71
Information...gave me an accurate picture of what life would be like	45	47	52	49	50	55
Information...provided me with useful and accurate information about what kit and equipment to pack	*	*	*	61	59	67
<b>FACILITIES AND AMENITIES</b>						
Standard of living accommodation	76	74	72	75	68	72
Time for essential personal admin	50	58	57	55	52	66

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Given enough time to eat meals	48	52	56	63	50	69
<b>SUPPORT</b>						
Opportunity to talk privately with training staff	76	81	80	82	79	82
Availability of staff for problems out of training hours	91	92	91	91	90	93
Opportunity to raise concerns with a person in authority	90	89	89	89	87	91
<b>FAIRNESS</b>						
Awareness of how to complain about poor or unfair treatment or bullying	89	89	88	88	83	86
Full knowledge of Service Complaints Ombudsman	39	36	38	39	33	42

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.  
\* Data unavailable because question had not been added to the survey at this time

# Army Phase 1 Executive Summary - 3



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant positive change from 2020 to 2021

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FAIRNESS</b>						
I believe complaints are dealt with in a fair manner	62	63	61	62	56	66
Trainees were all treated fairly	77	81	80	82	76	85
I was treated fairly	85	88	86	87	83	89
Training was conducted without sexual or racial harassment	94	95	94	95	91	94
Badly or unfairly treated by staff	5	4	5	5	7	5
Badly or unfairly treated by other trainees	6	6	6	6	8	6
Badly or unfairly treated by staff or other trainees	9	8	9	10	12	9
<b>SETBACKS DURING TRAINING</b>						
Would have felt comfortable to report sick if ill or injured**	*	*	79	79	76	82

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>GENERAL</b>						
I received regular feedback on my performance	69	71	74	75	67	74
Reasons for doing things were explained to me	77	78	78	79	75	80
Training met expectations	60	61	62	62	62	66
I enjoyed this phase of training	75	76	76	75	73	76
Course difficulty was about right	79	77	78	77	78	80
Pay better than non-military friends	42	41	42	41	41	47
<b>HOPES FOR THE FUTURE</b>						
I hope to make a career in the Service**	82	80	79	78	81	85

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.  
 \* Data unavailable because question had not been added to the survey at this time  
 \*\* Question is filtered on relevant participants and only asked to a subset of the total population



# Army Phase 1 Executive Summary - 4



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant negative change from 2020 to 2021

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Things to do when off duty on site	54	54	51	51	51	32
Sports facilities	66	64	64	63	68	41
Medical care	84	87	86	84	84	77
Dental care	86	88	88	85	84	66
Learning Centre to study after hours	35	36	38	41	34	30
Laundry facilities	51	55	47	61	45	35
Training facilities	88	88	88	87	86	78
<b>SUPPORT</b>						
Opportunity to talk privately with chaplains/padre	77	79	74	75	76	71

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>SETBACKS DURING TRAINING</b>						
Had to repeat training**	6	6	5	7	6	8
<b>GENERAL</b>						
Felt a sense of achievement	92	93	92	89	90	88
<b>HOPES FOR THE FUTURE</b>						
I feel prepared to go on to next stage of career/training**	87	86	86	83	84	80

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.

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

# Royal Navy Phase 1 Executive Summary



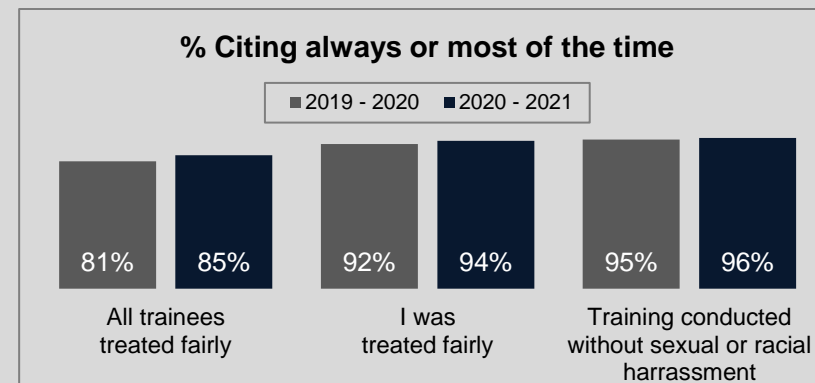
In total, 904 Royal Navy Recruits completed the survey in 2020 - 2021, representing a response rate of 34%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

## Key findings

- Responses from Royal Navy Recruits are mixed, with 13 gains and 8 falls against 2019-20.
- There are four gains in the area of Recruitment and Preparing for training, with a steep rise in Recruits agreeing that the information given before arrival provided them with useful and accurate information about what kit and equipment to pack (70% to 81%).
- Six of the eight falls were in Facilities and Amenities, however the largest drop compared to 2019-20 has been in the proportion that were warned personally about possibility of repeating training (85% to 57%). Although the lowest recorded in the past five years, it should be noted that this question was only asked to those who had to repeat training (a total of 47 Royal Navy Recruits).

## Fairness and welfare

- For key Fairness metrics shown below, results have generally stayed consistent from 2019 - 2020 or there has been a directional uplift.
- The only statistically significant change is the rise in belief that all trainees are treated fairly (81% to 85%). This is part of a steady long-term rise, and the level of agreement with the statement is markedly higher than it was in 2015 (77%).



# Royal Navy Phase 1 Executive Summary - 2



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant positive change from 2020 to 2021

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>RECRUITMENT AND PREPARING FOR TRAINING</b>						
Satisfaction with recruitment process	80	77	74	73	71	78
Information...gave me an accurate picture of what life would be like	49	47	52	52	52	58
Information...provided me with useful and accurate information about what training involved	62	62	66	67	67	74
Information...provided me with useful and accurate information about what kit and equipment to pack	*	*	*	72	70	81
<b>FACILITIES AND AMENITIES</b>						
Time for essential personal admin	52	50	55	61	58	68

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Laundry facilities	44	38	41	41	46	56
Personal kit	78	77	81	78	80	84
Given enough time to eat meals	45	41	41	42	47	53
<b>FAIRNESS</b>						
Trainees were all treated fairly	77	78	76	81	81	85
<b>SETBACKS DURING TRAINING</b>						
Would have felt comfortable to report sick if ill or injured**	*	*	71	69	69	78
<b>GENERAL</b>						
Felt a sense of achievement	92	92	91	94	95	97
I understand the core values of the Service	96	96	96	97	97	99
General military personnel uphold the core values	91	91	90	93	93	96

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.

\* Data unavailable because question had not been added to the survey at this time

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

Please note: Phase 1 Royal Navy and Royal Marines results are reported separately only as far back as 2018-19. Royal Navy results prior to 2018-19 include Royal Marines results.



# Royal Navy Phase 1 Executive Summary - 3



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant negative change from 2020 to 2021

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Things to do when off duty on site	38	34	35	35	33	22
Sports facilities	77	77	75	78	76	61
Medical care	92	91	90	87	87	83
Dental care	88	87	87	88	87	72
Learning centre to study after hours	45	47	41	35	30	25
Training facilities	89	87	85	86	88	84
<b>SUPPORT</b>						
Opportunity to talk privately with chaplains/padre	84	84	82	80	76	71
<b>SETBACKS DURING TRAINING</b>						
Warned personally about possibility of repeating training**	76	80	83	84	85	57

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.

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

Please note: Phase 1 Royal Navy and Royal Marines results are reported separately only as far back as 2018-19. Royal Navy results prior to 2018-19 include Royal Marines results.



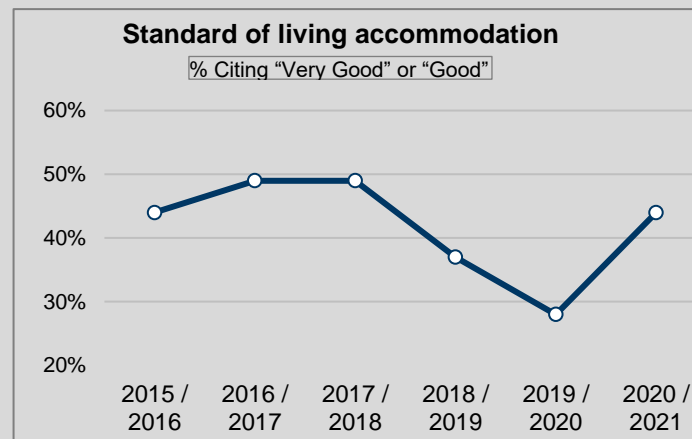
# RAF Phase 1 Executive Summary

In 2020 - 2021, 1,091 RAF Recruits completed the survey, representing a response rate of 99%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

## Key findings

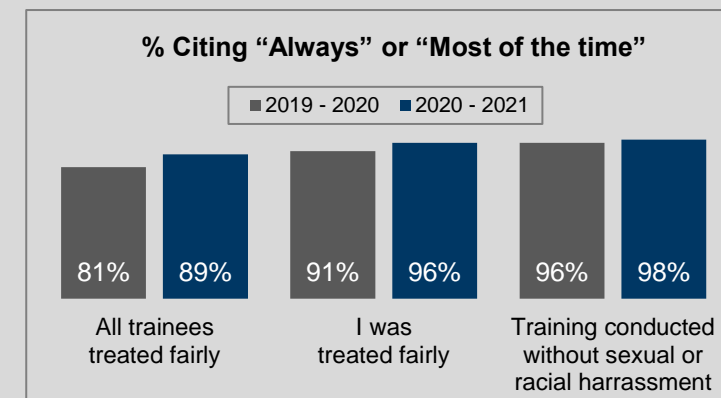
- There has been a marked upturn in results compared to 2019-20, with 30 gains and 6 falls.
- Gains are spread across different areas, however the two largest increases are in Recruits saying they would have felt comfortable to report ill or injured (65% to 83%) and being given enough time to eat meals (64% to 82%).
- Ratings of dental care and things to do when off duty on site fell most sharply, with the proportion rating dental care as 'very good' or 'good' dropping from 84% to 60%, and the proportion rating to the range of things to do when off duty on site highly falling from 25% to 5%.

- There have also been large increases in ratings of the standard of living accommodation (28% to 44%) and the time available for essential personal admin (53% to 69%), however in the case of the standard of living accommodation this a reversion back to the score of five years ago.



## Fairness and welfare

- Fairness and welfare figures have generally risen from 2019-20. Belief that all trainees are treated fairly has increased from 81% to 89%, which is its highest position since 2015. Agreement that Recruits are personally treated fairly is also up from 91% to 96%.





# RAF Phase 1 Executive Summary - 2

## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant positive change from 2020 to 2021

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>RECRUITMENT AND PREPARING FOR TRAINING</b>						
Information...provided me with useful and accurate information about what kit and equipment to pack	*	*	*	68	68	77
<b>FACILITIES AND AMENITIES</b>						
Standard of living accommodation	44	49	49	37	28	44
Time for essential personal admin	40	38	48	51	53	69
Laundry facilities	16	23	26	25	38	50
Personal kit	89	88	91	87	85	89
Given enough time to eat meals	61	55	55	62	64	82

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.

\* Data unavailable because question had not been added to the survey at this time

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>SUPPORT</b>						
Opportunity to keep in contact with family and friends	66	61	79	80	80	89
Someone to go to for personal or emotional problems	93	92	93	91	92	96
Someone to go to for administrative problems	92	91	92	91	90	94
Opportunity to raise concerns with person in authority	91	93	92	91	93	96
<b>FAIRNESS</b>						
Awareness of how to complain about poor or unfair treatment or bullying	91	92	92	91	90	93
Full knowledge of Service Complaints Ombudsman	24	28	30	27	26	34
Whether believe complaints are dealt with in a fair manner	58	58	64	58	54	67
Trainees were all treated fairly	78	79	83	80	81	89
I was treated fairly	89	89	92	90	91	96

# RAF Phase 1 Executive Summary - 3

## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant positive change from 2020 to 2021

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FAIRNESS</b>						
Badly or unfairly treated by staff	3	2	2	4	4	1
Badly or unfairly treated by other trainees	5	4	3	6	5	2
Badly or unfairly treated by staff or other trainees	7	6	5	9	8	3
<b>SETBACKS DURING TRAINING</b>						
Would have felt comfortable to report sick if ill or injured**	*	*	78	70	65	83
Had to repeat training	9	8	10	12	18	13
<b>GENERAL</b>						
Overall satisfaction with training experience	85	85	80	85	86	91

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>GENERAL</b>						
I received regular feedback on my performance	58	60	61	61	56	67
The reasons for doing things were explained to me	72	72	75	74	74	80
Training met expectations	57	56	54	55	54	62
I enjoyed this phase of training	69	67	70	67	71	80
General military personnel uphold the core values	91	92	93	92	92	95
I was able to keep in touch with my family when I wasn't on a training task	*	*	*	88	89	95
<b>HOPES FOR THE FUTURE</b>						
I hope to make a career in the Service**	81	82	83	83	82	89
I feel prepared to go on to next stage of career/training**	85	82	82	83	82	89
Would recommend joining the Service to others	96	96	97	97	95	98

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.

\* Data unavailable because question had not been added to the survey at this time

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

# RAF Phase 1 Executive Summary - 4

## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant negative change from 2020 to 2021

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Things to do when off duty on site	35	33	27	28	25	5
Medical care	86	83	80	80	82	74
Dental care	83	88	80	83	84	60
Access to IT for personal use	54	47	56	41	41	29
Learning centre to study after hours	23	23	33	29	25	15
Food	36	41	25	35	29	20

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.

# Royal Marines Phase 1 Executive Summary



In 2020 - 2021, 555 Royal Marines Recruits completed the survey, representing a response rate of 70%.

In 2019 -2020 technical problems were encountered during data collection, Phase 1 responses for the RM included approximately 250 responses from Phase 2 Trainees at CTCRM Lympstone. As a result, the Phase 2 data was missing approximately 250 respondents. It is therefore not possible to make meaningful longitudinal comparisons for the Royal Marines for either Phase 1 or Phase 2.

Key performance indicators for 2020-2021 are shown at page 6.

# Army Phase 2 Executive Summary



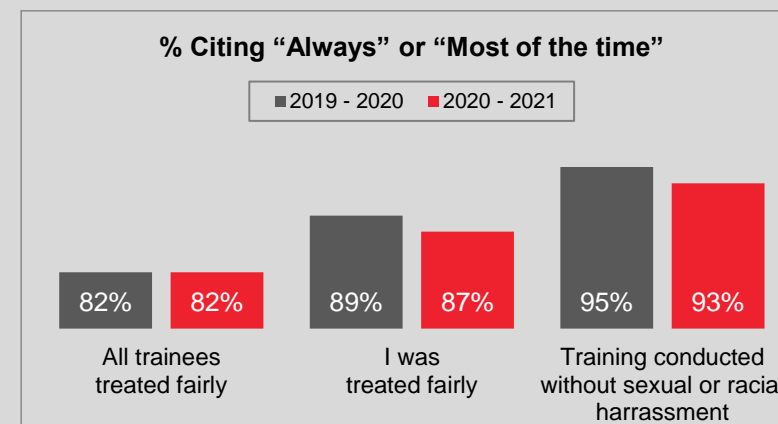
In total, 3,848 Army Trainees completed the survey in 2020 - 2021, representing a response rate of 44%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

## Key findings

- Against 2019 – 2020, the movement is more negative than positive, with 11 gains and 20 falls.
- The most notable of the gains is the improvement in perceptions of pay, with the proportion saying that their pay is better than their non-military friends rising from 36% to 50%.
- 11 of the 20 falls are in the Facilities and Amenities. Ratings of sports facilities have fallen particularly steeply, going from 80% rating as 'very good' or 'good' in 2019-20 to 58% this year. COVID-19 restrictions provide a plausible reason for these and other falls.
- Things to do when off duty off site locally have also dropped by from 61% to 50%, and the proportion saying they were given the option to comment on Pay As You Dine food has decreased from 63% to 52%.

## Fairness and welfare

- Key fairness metrics show a small but statistically significant fall in the proportion saying that training was conducted without sexual or racial harassment (95% to 93%).
- In addition to this, the proportion of Army Trainees saying that are aware of how to complain about poor or unfair treatment or bullying fell from 88% to 85%.



# Army Phase 2 Executive Summary - 2



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant positive change from 2020 to 2021

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Internet access	56	54	59	62	62	67
Personal kit	71	70	77	80	76	80
Food	33	34	35	39	37	44
<b>SUPPORT</b>						
Opportunity to practise your faith/religion*	60	62	83	83	80	86
<b>FAIRNESS</b>						
Full knowledge of Service Complaints Ombudsman	45	42	42	40	38	45
I believe complaints are dealt with in a fair manner	69	66	64	63	62	67

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>GENERAL</b>						
I received regular feedback on my performance	70	71	73	76	72	75
Life in Service better than expected	58	57	53	54	56	63
Pay better than non-military friends	36	34	33	34	36	50
<b>HOPES FOR THE FUTURE</b>						
Hope to make a career in the Service**	73	72	68	71	70	79
Would recommend joining the Service to others	87	84	82	84	86	89

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.

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

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

# Army Phase 2 Executive Summary - 3



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically negative change from 2020 to 2021

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>RECRUITMENT AND PREPARING FOR TRAINING</b>						
Received brief on joining Phase 2 establishment during Phase 1**	91	89	87	86	87	78
<b>FACILITIES AND AMENITIES</b>						
Standard of living accommodation	64	70	66	67	69	66
Things to do when off duty on site	45	48	50	53	49	42
Things to do when off duty off site/locally	57	58	61	63	61	50
Sports facilities	80	82	80	78	80	58
Medical care	74	76	76	75	74	70
Dental care	66	68	69	71	71	62
Access to IT for personal use	67	70	71	72	71	61

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Learning centre to study after hours	52	53	57	57	57	51
Training facilities	85	86	85	86	85	80
Given enough time to eat meals	90	93	92	92	93	89
Option to comment on Pay As You Dine food	70	70	69	67	63	52
<b>SUPPORT</b>						
Opportunity to keep in contact with family and friends	91	92	91	92	92	88
Someone to go to for personal or emotional problems	94	94	93	92	92	90
<b>FAIRNESS</b>						
Awareness of how to complain about poor or unfair treatment or bullying	91	90	88	89	88	85
Training was conducted without sexual or racial harassment	96	96	95	96	95	93

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.

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

# Army Phase 2 Executive Summary - 4



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant negative change from 2020 to 2021

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>SETBACKS DURING TRAINING</b>						
Warned personally about possibility of repeating training**	79	72	80	86	78	65
<b>GENERAL</b>						
I feel I personally benefitted from the course	91	91	90	91	90	88
I understand the core values of the Service	96	96	96	95	95	92
Course difficulty was about right	87	86	86	87	86	84

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.

\*\* Question is filtered on relevant participants and only asked to a subset of the total population



# Royal Navy Phase 2 Executive Summary



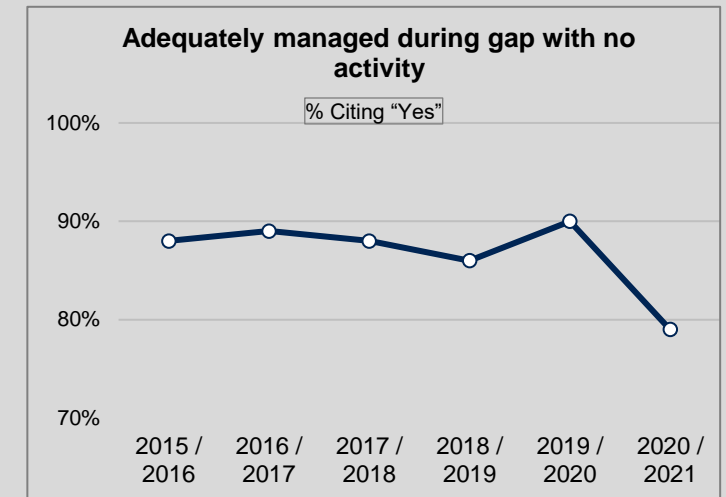
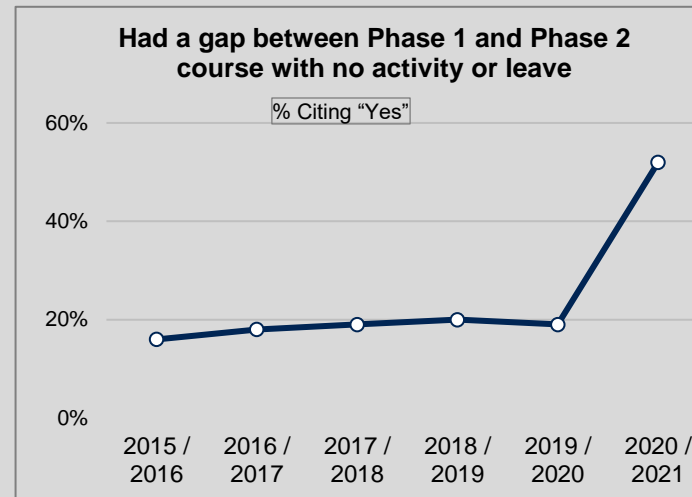
In total, 1,010 Royal Navy Trainees completed the survey in 2020 - 2021, representing a response rate of 34%. This summary highlights key statistically significant changes against 2019 - 2020, plus reports the overarching position on selected fairness and welfare metrics.

## Key findings

- Responses from Royal Navy Trainees show 1 gain set against 30 falls when compared to 2019-2020.
- The single statistically significant positive change is related to pay, with the proportion answering that their pay is better than their non-military friends rising from 36% to 46%.
- The falls are spread across different categories, however most were related to Facilities and amenities. Here, the proportion rating dental care as 'very good' or 'good' fell from 86% to 64%, while ratings of Sports facilities fell from 85% to 65%.

- In other areas, the proportion saying they had a gap between Phase 1 and Phase 2 courses with no activity or leave has risen from 19% to 52%.

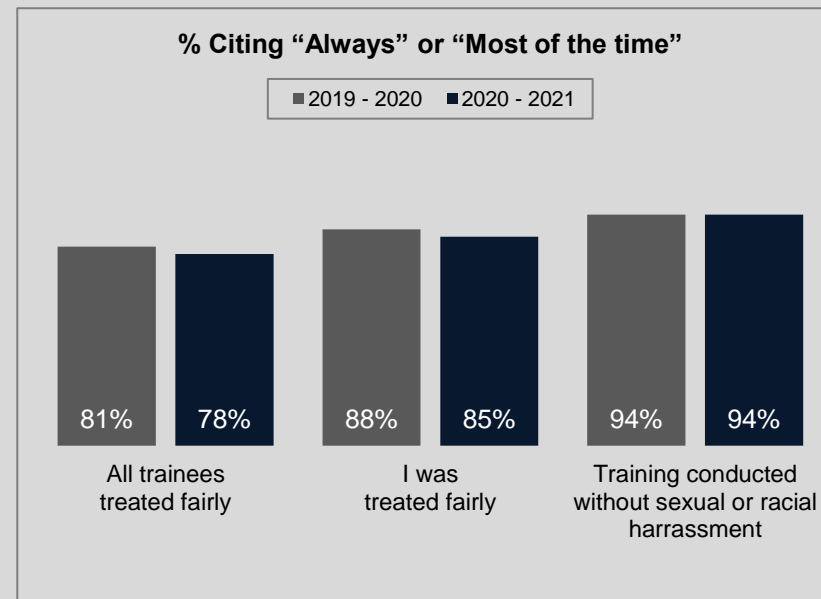
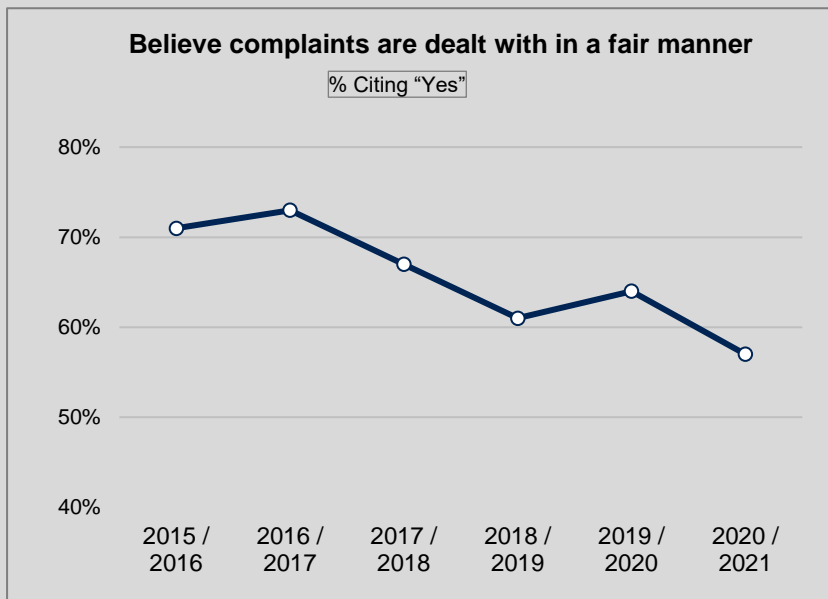
- There was also a decline in those saying that they were adequately managed during a gap with no activity between phase 1 and phase 2 courses (90% to 79%).



# Royal Navy Phase 2 Executive Summary - 2

## Fairness and welfare

- For key fairness metrics shown below, results have stayed reasonably consistent from 2019 – 2020. However, there is a downward trend in Trainees saying that they believe complaints are dealt with in a fair manner (64% to 57%).



# Royal Navy Phase 2 Executive Summary - 3



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant positive change from 2020 to 2021

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>GENERAL</b>						
Pay better than non-military friends	34	34	34	37	36	46

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.

Please note: Phase 1 Royal Navy and Royal Marines results are reported separately only as far back as 2018-19. Royal Navy results prior to 2018-19 include Royal Marines results.



# Royal Navy Phase 2 Executive Summary - 4



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant negative change from 2020 to 2021

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>RECRUITMENT AND PREPARING FOR TRAINING</b>						
Received brief on joining Phase 2 establishment during Phase 1**	94	94	93	92	90	86
Had a gap between Phase 1 and Phase 2 course with no activity or leave**	16	18	19	20	19	52
Adequately managed during gap with no activity**	88	89	88	86	90	79
Had a gap between Phase 2 courses with no activity or leave**	24	26	31	34	36	50
<b>FACILITIES AND AMENITIES</b>						
Standard of living accommodation	58	51	49	38	39	33
Things to do when off duty on site	43	44	39	38	37	26
Things to do when off duty off site/locally	58	60	55	53	54	47

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.

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Sports facilities	90	90	87	86	85	65
Medical care	86	84	84	80	83	67
Dental care	86	83	84	79	86	64
Internet access	63	62	59	60	62	54
Learning centre to study after hours	69	68	65	60	62	47
Laundry facilities	56	53	59	57	61	54
Personal kit	78	80	81	76	76	68
Training facilities	89	88	84	78	80	72
Option to comment on Pay As You Dine food	82	80	74	68	73	60
<b>SUPPORT</b>						
Had all support required for learning need/difficulty**	94	94	94	94	94	83
Opportunity to talk privately with chaplains/padre	91	90	85	81	83	75

Please note: Phase 2 Royal Navy and Royal Marines results are reported separately only as far back as 2018-19. Royal Navy results prior to 2018-19 include Royal Marines results.



# Royal Navy Phase 2 Executive Summary - 5



## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant negative change from 2020 to 2021

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>SUPPORT</b>						
Opportunity to keep in touch with family and friends	93	93	91	88	91	88
Availability of staff for problems out of training hours	96	96	94	90	94	91
Someone to go to for administrative problems	95	94	93	90	91	86
<b>FAIRNESS</b>						
I believe complaints are dealt with in a fair manner	71	73	67	61	64	57
<b>SETBACKS DURING TRAINING</b>						
My injury/illness was properly dealt with**	88	88	88	86	92	83
<b>GENERAL</b>						
Overall satisfaction with training experience	85	81	79	76	78	71

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>GENERAL</b>						
I received regular feedback on my performance	81	79	81	75	77	69
The reasons for doing things were explained to me	85	84	83	78	81	75
The staff/instructors did all they could to help me succeed	92	90	89	85	88	83
I feel I personally benefitted from the course	94	90	90	86	88	84
I feel a sense of achievement	90	88	88	84	86	81
<b>HOPES FOR THE FUTURE</b>						
I feel prepared to go on to next stage of career/training**	86	80	83	74	76	71

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.

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

Please note: Phase 2 Royal Navy and Royal Marines results are reported separately only as far back as 2018-19. Royal Navy results prior to 2018-19 include Royal Marines results.

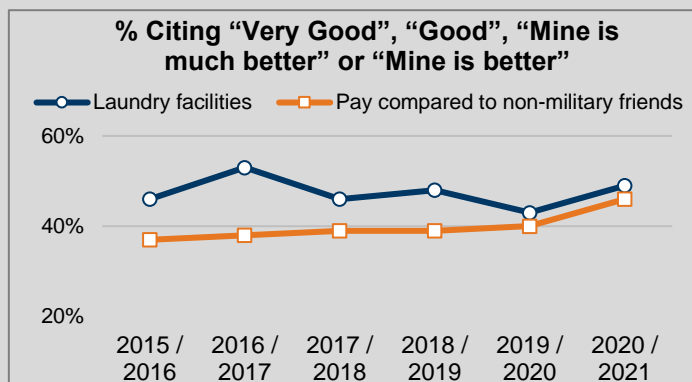


# RAF Phase 2 Executive Summary

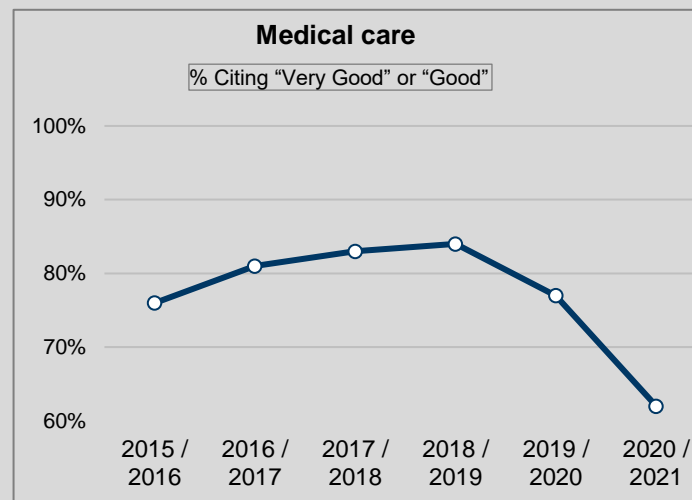
In 2020 - 2021, 949 RAF Trainees completed the survey, representing a response rate of 59%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

## Key findings

- Against the previous year results are down, with 2 gains and 13 falls.
- The two increases are with the following metrics: ratings of laundry facilities as 'very good' or 'good' (43% to 49%) and perceptions of pay as being better than that of non-military friends (40% to 46%).



- Most of the falls relate to Facilities and amenities. Ratings of things to do when off duty on site as 'very good' or 'good' have fallen from 46% to 28%, with those giving medical care top ratings dropping from 77% to 62%.

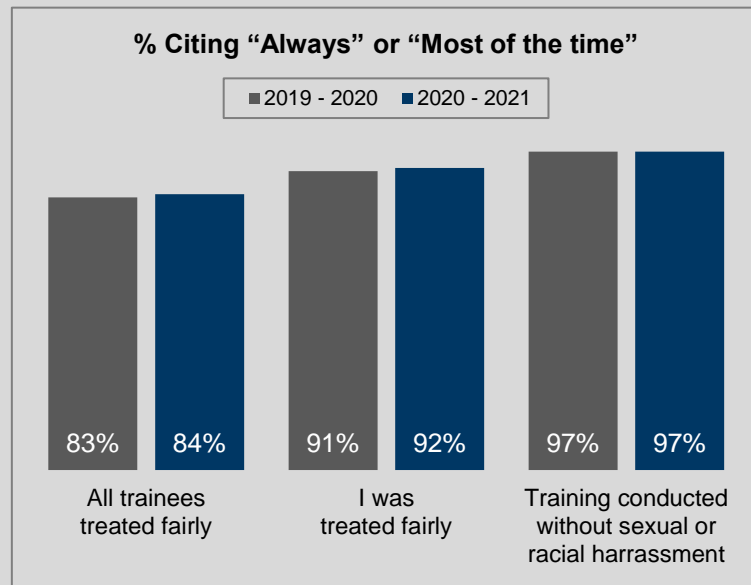


- Furthermore, the most severe falls from 2019-20 are in the proportion that received a brief on joining Phase 2 establishment during Phase 1 (89% to 64%) and those rating the sports facilities as 'very good' or 'good' (89% to 66%). In both these instances scores have fallen to below any score seen over the past five years. COVID-19 restrictions provide a plausible reason for these and other falls.

# RAF Phase 2 Executive Summary - 2

## Fairness and welfare

- Key fairness and welfare figures have stayed fairly consistent across the board from 2019 - 2020 to 2020 – 2021, with no statistically significant changes to note.



# RAF Phase 2 Executive Summary - 3

## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant positive change from 2020 to 2021

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Laundry facilities	46	53	46	48	43	49
<b>GENERAL</b>						
Pay better than non-military friends	37	38	39	39	40	46

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.



# RAF Phase 2 Executive Summary - 4

## KEY AREAS OF CHANGE

Table showing areas where there has been a statistically significant negative change from 2020 to 2021

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>RECRUITMENT AND PREPARING FOR TRAINING</b>						
Received brief on joining Phase 2 establishment during Phase 1**	90	86	87	84	89	64
Had a gap between Phase 1 and Phase 2 course with no activity or leave**	55	49	56	56	49	63
Adequately managed during gap with no activity**	84	76	70	79	83	75
<b>FACILITIES AND AMENITIES</b>						
Things to do when off duty on site	50	51	52	52	46	28
Things to do when off duty off site/locally	68	67	70	70	65	53
Sports facilities	90	90	90	88	89	66
Medical care	76	81	83	84	77	62

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
<b>FACILITIES AND AMENITIES</b>						
Dental care	62	67	75	74	63	51
Learning centre to study after hours	46	47	46	48	44	31
Given enough time to eat meals	92	92	92	93	91	88
Option to comment on Pay As You Dine food	62	56	59	57	55	49
<b>SUPPORT</b>						
Opportunity to talk privately with chaplains/padre	87	86	84	83	82	75
<b>SETBACKS DURING TRAINING</b>						
My injury/illness was properly dealt with**	90	89	88	90	91	82

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.

\*\* Question is filtered on relevant participants and only asked to a subset of the total population

# Royal Marines Phase 2 Executive Summary



In 2020 - 2021, 199 Royal Marines Trainees completed the survey, representing a response rate of 35%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

In 2019 -2020 technical problems were encountered during data collection, Phase 1 responses for the RM included approximately 250 responses from Phase 2 Trainees at CTCRM Lympstone. As a result, the Phase 2 data was missing approximately 250 respondents. It is therefore not possible to make meaningful longitudinal comparisons for the Royal Marines for either Phase 1 or Phase 2.

Key performance indicators for 2020-2021 are shown at pag.e 6

# Methodology



# Survey 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 fairness of treatment across the training establishments

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 completing the survey are reassured that they will not be asked to record their name anywhere on the survey, and are told how their information will be made available to those at their unit and involved in the training evaluation process.
  - Survey completion is voluntary and recruits can opt out of participating at any point.
  - The data set used for this Executive Summary includes full survey completes only.
- This report is based on data collected from 1st April 2020 to 31st March 2021.

# Questionnaire

- The questionnaire was designed to include 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 questionnaires.
- 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 each of the previous five years, that is since 2015 – 2016, for metrics where there is a significant difference compared to the previous year (2019 – 2020).
- 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.

# Response rates

Over the twelve-month survey period, there were 12,979 responses to the questionnaires.

- A breakdown of participation by Service is shown on the next page. 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.
- 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 Phase 1 or Phase 2.
- For details about statistical reliability including calculated confidence intervals, please see pages 41-43

# Response rates table

		Total Responses	Total Responses	Response rate % ***	Response rate % ***	% of overall returns per Service	% of overall returns per Service
		2020 - 2021	2019 - 2020	2020 - 2021	2019 - 2020	2020 - 2021	2019 - 2020
<b>Phase 1</b>	Army	4,423	4,353	49	54	63	48
	Royal Navy	904	1,619	34	73	13	18
	RAF	1,091	1,918	99	94	16	21
	Royal Marines**	555	1,108	70	~	8	12
	Total Ph1	6,973	8,998	51	-		
<b>Phase 2*</b>	Army	3,848	2,993	44	60	64	52
	Royal Navy	1,010	1,321	34	49	17	23
	RAF	949	1,353	59	80	16	24
	Royal Marines	199	56	35	~	3	1
	Total Ph2	6,006	5,723	44	-		
<b>TOTAL RTS</b>		<b>12,979</b>	<b>14,721</b>	<b>48</b>	<b>-</b>		

## KEY:

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

\*\* Ph1 Royal Marine's reported separately in 2019-20 for the first time.

\*\*\* 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.

~ Due to technical problems encountered during data collection, Phase 1 responses for the Royal Marines in 2019 - 2020 include approximately 250 responses from Phase 2 Trainees at CTCRM Lympstone. Some in the sample may have completed the survey twice if they have completed both a Phase 1 and Phase 2 course. It is not possible to state response rates but they are estimated at 98%<sup>e</sup> for Phase 1 and 85%<sup>e</sup> for Phase 2.



# Statistical reliability

- Only a sample of the overall ‘population’ has completed the survey so we cannot be certain that the figures obtained are exactly those that would have been found, had everybody been surveyed (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 2020-21 vs Army 2019-20
    - Royal Navy 2020-21 vs Royal Navy 2019-20
    - RAF 2020-21 vs RAF 2019-20
- 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 4,423 Phase 1 Army recruits strongly agreed that the training was what they expected, we can be 99% confident that the ‘true’ value would be between 10.8% and 9.2% (if 10% strongly agree) and between 90.8% or 89.2% (if 90% strongly agree), i.e. a margin of 0.8% on each side.

# Statistical reliability - 2

- Similar margins for other percentages and sub-groups of the respondents are given in table on the following page. 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.

# 99% Confidence Intervals

Confidence interval if data point was recorded at...

Size of respondent base on which survey results are based		10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
		±	±	±	±	±
<b>Phase 1</b>	Phase 1 Army recruits (4,423)	0.8	1.1	1.3	1.4	1.4
	Phase 1 Royal Navy recruits (904)	2.1	2.8	3.2	3.4	3.5
	Phase 1 RAF recruits (1,091)	0.3	0.3	0.4	0.4	0.4
	Phase 1 Royal Marines (555)	1.8	2.4	2.8	2.9	3.0
<b>Phase 2</b>	Phase 2 Army trainees (3,848)	0.9	1.2	1.4	1.5	1.5
	Phase 2 Royal Navy trainees (1,010)	2.0	2.6	3.0	3.2	3.3
	Phase 2 RAF trainees (949)	1.6	2.2	2.5	2.6	2.7
	Phase 2 Royal trainees (199)	4.4	5.9	6.8	7.2	7.4

- Based on the assumption that all those given the opportunity to complete the survey represent full population of recruits that this survey represents (Army Ph1 8,997, Royal Navy Ph1 2,675, RAF Ph1 1,104, Royal Marines Ph1 795, Army Ph2 8,653, Royal Navy Ph2 2,929 , RAF Ph2 1,615), Royal Marines Ph2 574)

# Ipsos MORI's Standards & Accreditations



Ipsos MORI's standards & accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Moreover, our focus on quality and continuous improvement means we have embedded a 'right first time' approach throughout our organisation.



**ISO 20252** – is the international market research specific standard that supersedes BS 7911 / MRQSA & incorporates IQCS (Interviewer Quality Control Scheme); it covers the 5 stages of a Market Research project. Ipsos MORI was the first company in the world to gain this accreditation.



**MRS Company Partnership** – By being an MRS Company Partner, Ipsos MORI endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self regulation of the MRS Code; more than 350 companies have followed our lead.



**ISO 9001** – International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



**ISO 27001** – International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos MORI was the first research company in the UK to be awarded this in August 2008.



**The (EU) 2016/679 General Data Protection Regulation (GDPR) & the UK Data Protection Act 2018 (DPA)** – Ipsos MORI is required to comply with the General Data Protection Regulation and the UK Data Protection Act; it covers the processing of personal data and the protection of privacy.

Ipsos MORI is an active member of **EphMRA** and **BHBIA**.



**HMG Cyber Essentials** – A government backed and key deliverable of the UK's National Cyber Security Programme. Ipsos MORI was assessment validated for certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.



**Fair Data** – Ipsos MORI is signed up as a 'Fair Data' Company by agreeing to adhere to ten core principles. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.

**This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252.**



# THANK YOU

