

Officer Cadet Survey 2020 - 2021 Executive Summary



Table of contents

CLICK ON LINK TO NAVIGATE TO SECTION	
<u>IPSOS MORI QUALITY COMMITMENT</u>	3
<u>EXECUTIVE SUMMARY</u>	6
<u>METHODOLOGY</u>	20
<u>RESPONSE RATES</u>	24
<u>STATISTICAL RELIABILITY</u>	25

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 Officer Cadet 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 Officer Cadets 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.

Key performance indicators

Table showing 2020 - 2021 scores for KPI metrics

	OCS			
	Army	Royal Navy	RAF	Royal Marines
Overall satisfaction with training	66%	63%	66%	*
Given enough time to eat meals	76%	68%	86%	*
Opportunity to talk privately with training staff	88%	84%	84%	*
Opportunity to talk privately with Chaplains/Padre	74%	86%	90%	*
Cadets were all treated fairly	58%	70%	72%	*
I was treated fairly	88%	84%	90%	*
Training was conducted without sexual or racial harassment	93%	93%	96%	*
My injury/illness was properly dealt with**	79%	83%	88%	*
Received regular feedback on performance	60%	51%	45%	*
The staff/instructors did all they could to help me succeed	81%	74%	80%	*
Felt challenged	92%	82%	80%	*
Training met expectations	57%	52%	51%	*
I feel prepared to go on to next stage of career/training**	86%	76%	74%	*

Scores in green have seen a statistically significant improvement from 2019 - 2020 and scores in red have seen a statistically significant fall

* Base size too low to report

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

Executive Summary



Introduction

The pages within this Executive Summary section compare results for the OCS survey for this current year, 2020 - 2021, against the previous survey year of 2019 - 2020.

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 Executive Summary

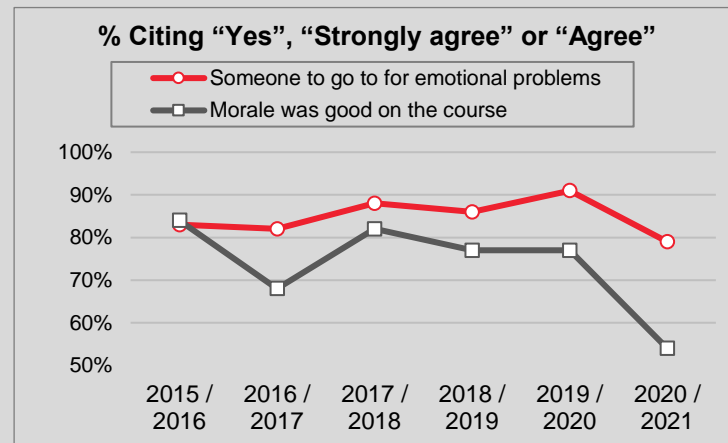


Responses were received from 228 Army Officer Cadets in 2020 - 2021, representing a response rate of 46%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

Key findings

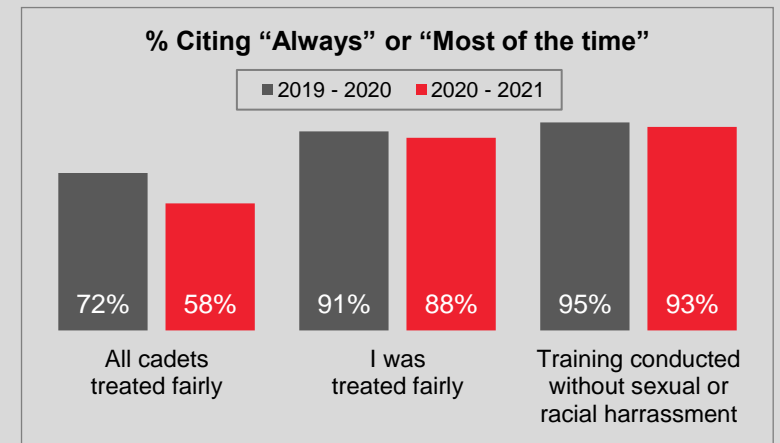
- Against 2019 – 2020 any changes are almost entirely downward, with 1 gain set against 17 drops in ratings.
- The sole significant rise in ratings is in the proportion saying they were given enough time to eat meals, which has increased from 62% to 76%.
- Some of the sharpest falls are in Facilities and amenities. The proportion rating the leisure and retail facilities as 'very good' or 'good' has fallen from 64% to 29% while ratings of the opportunity for competitive sport have dropped from 72% to 39%. COVID-19 restrictions provide a plausible reason for these and other falls.

- There has been a fall in Cadets saying there was someone to go to for emotional problems (91% to 79%), while agreement that morale was good during the course has decreased from 77% to 54%. In both these instances scores are the lowest they have been at any point in the last five years.



Fairness and welfare

- Key fairness metrics are generally level with last year, however there has been a significant fall in the proportion saying that all Cadets were treated fairly (72% to 58%).



Army 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
FACILITIES AND AMENITIES						
Given enough time to eat meals	59	59	72	79	62	76

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.

Army 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
FACILITIES AND AMENITIES						
Opportunity for competitive sport	74	62	65	61	72	39
Medical care	95	91	87	91	94	70
Dental care	89	83	78	86	80	49
Internet access	60	54	70	72	84	61
Provision of free Wi-Fi hotspots	52	63	74	80	89	70
IT support for software issues	20	23	26	27	33	19
Leisure and retail facilities	61	57	51	61	64	29
Food	80	74	61	46	53	21
SUPPORT						
Opportunity to keep in contact with family and friends	59	66	71	71	75	57

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
SUPPORT						
Opportunity to raise concerns with person in authority	79	76	81	82	79	65
Someone to go to for emotional problems	83	82	88	86	91	79
Full knowledge of Service Complaints Ombudsman	40	23	31	37	38	14
FAIRNESS						
Cadets were all treated fairly	75	70	64	70	72	58
GENERAL						
Overall satisfaction with training experience	92	89	80	84	80	66
I enjoyed the course	69	68	75	76	79	62
Morale was good on my course	84	68	82	77	77	54
I received regular feedback on my course	77	77	83	67	77	60

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 Navy Executive Summary



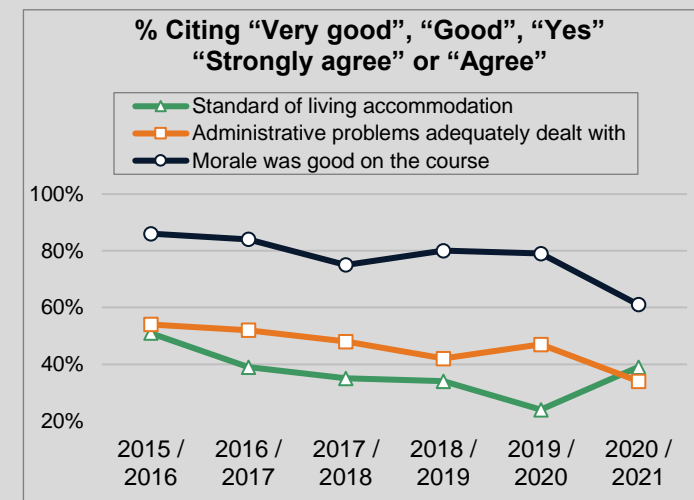
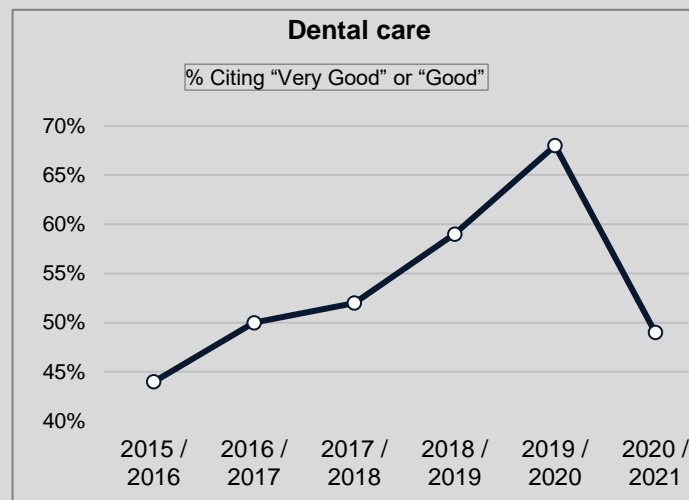
In total, 190 Royal Navy Officer Cadets completed the survey in 2020 - 2021, representing a response rate of 58%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

Key findings

- Change in responses are generally more negative than positive, with one gain and nine falls compared to 2019 - 2020.
- The standard of living accommodation (24% to 39% rating as ‘very good’ or ‘good’) is the only area that has seen an improvement in ratings from the previous year.
- Five of the nine downturns are related to Facilities and amenities. Of these downturns, access to gym in spare time has fallen most dramatically (69% to 18%). Closure of gym facilities due to COVID-19 restrictions provide a plausible reason for these and other falls.

- Dental care (68% to 49%) and provision of free Wi-Fi hotspots (83% to 65%) have also fallen steeply from 2019 - 2020. Dental care had previously seen trend of improving satisfaction and the fall is thought to be CIVOD -19 related.

- In other areas, the proportion that say they had support for administrative problems has decreased from 47% to 34%, while agreement with the statement ‘the morale was good on my course’ is down from 79% to 61%.

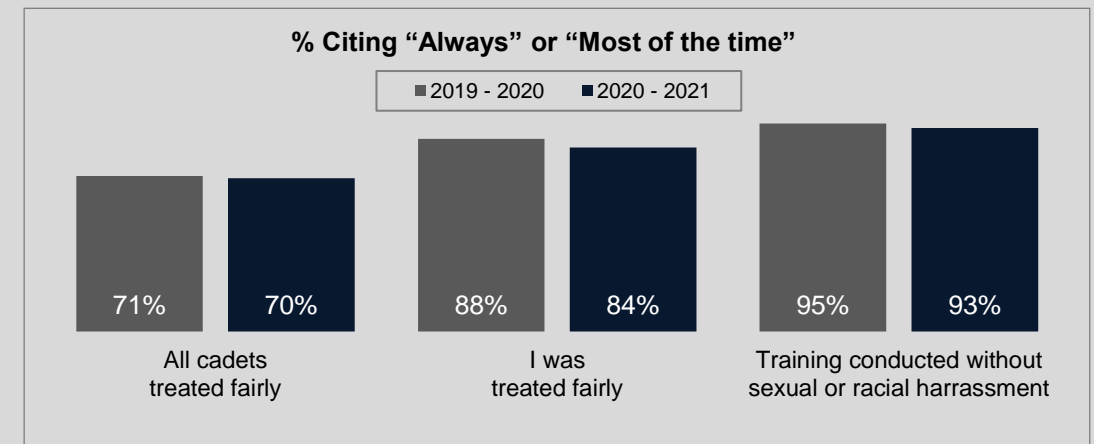
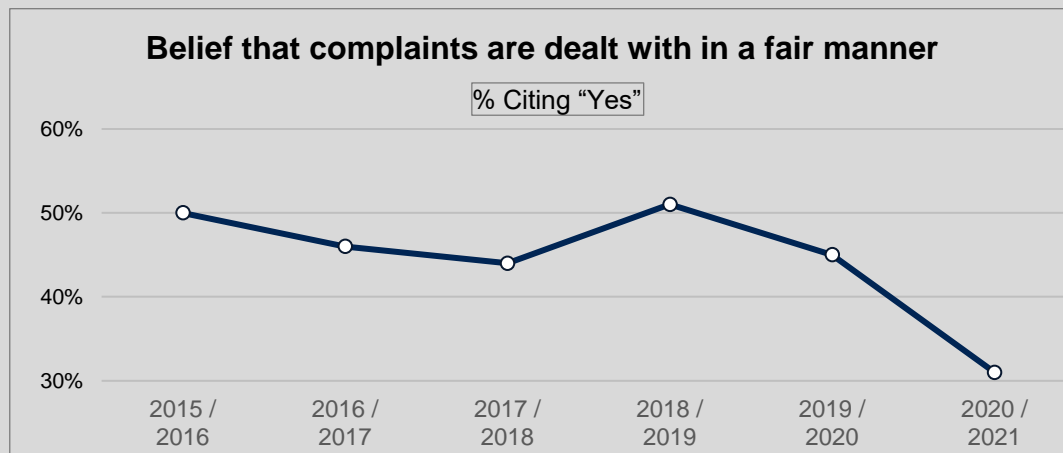


Royal Navy Executive Summary - 2

Fairness and welfare

- Belief that complaints are dealt with in a fair manner has fallen from 45% to 31%. Before this, the previous lowest score for this metric was 44% in 2017-18.

- Aside from this there are no other statistically significant changes from 2019 - 2020 in the area of Fairness and welfare.



Royal Navy 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
FACILITIES AND AMENITIES						
Standard of living accommodation	51	39	35	34	24	39

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 Navy 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
FACILITIES AND AMENITIES						
Medical care	75	85	84	77	86	75
Dental care	44	50	52	59	68	49
Internet access	89	88	82	78	82	67
Access to gym in spare time	76	78	71	74	69	18
Provision of free Wi-Fi hotspots	67	86	75	73	83	65
SUPPORT						
Administrative problems adequately dealt with	54	52	48	42	47	34
FAIRNESS						
I believe complaints are dealt with in a fair manner	50	46	44	51	45	31

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
GENERAL						
Morale was good on my course	86	84	75	80	79	61
I received regular feedback on my performance	68	60	65	62	66	51

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.



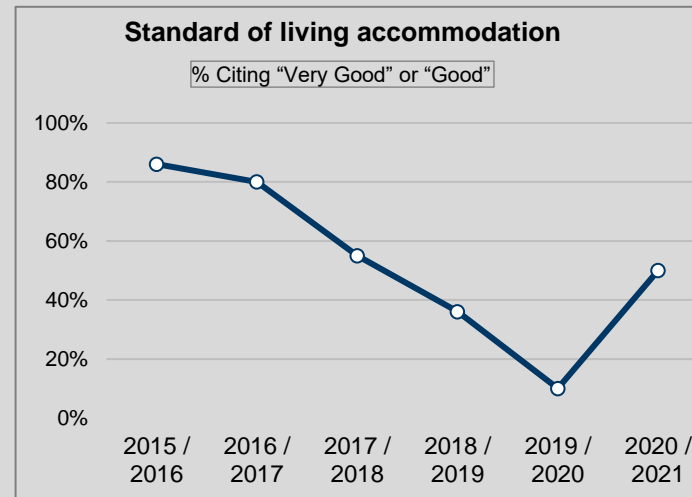
RAF Executive Summary

In 2020 - 2021, 250 RAF Officer Cadets completed the survey, representing a response rate of 61%. This summary highlights key statistically significant changes against 2019 – 2020, plus reports the overarching position on selected fairness and welfare metrics.

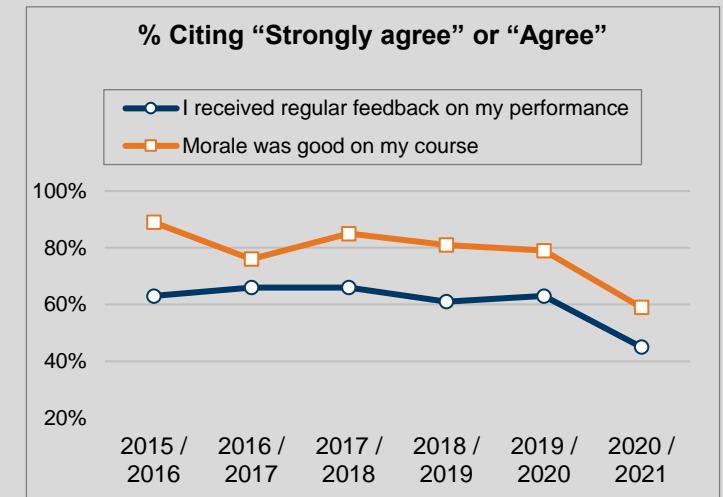
Key findings

- It is a mixed picture compared to 2019 - 2020, with 11 gains and 12 falls.
- Notable increases include the provision of free Wi-Fi hotspots (33% to 63%) and laundry facilities (8% to 31%).
- Considerable falls in ratings were recorded for Access to gym in spare time, dropped by 45% compared to last year (72% to 27%), and Opportunity for competitive sport also down, 24% to 10%.

- Most gains are related to Facilities and amenities. The largest improvement is in the standard of living accommodation, where ratings of 'very good' or 'good' have risen by 40% (10% to 50%).

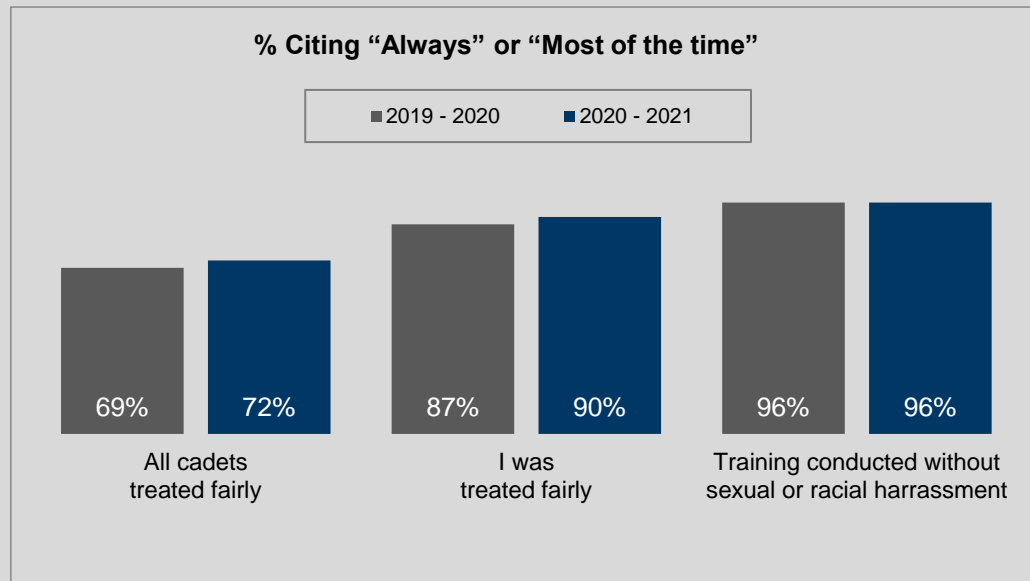


- The proportion saying the morale was good on the course has dropped from 79% to 59%, while there has also been a decline in Cadets saying they are receiving regular feedback on their performance (63% to 45%). Both experiencing a slight downward trend.



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 differences to note.



RAF 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
RECRUITMENT AND PREPARING FOR TRAINING						
Satisfaction with recruitment process	67	67	59	60	52	63
FACILITIES AND AMENITIES						
Standard of living accommodation	86	80	55	36	10	50
Access to IT for personal use	59	79	72	71	73	89
Internet access	63	72	62	50	66	78
Provision of free Wi-Fi hotspots	14	22	8	7	33	63
IT support for hardware issues	19	27	22	18	30	48
IT support for software issues	22	26	25	20	29	45
Laundry facilities	15	16	19	14	8	31
Given enough time to eat meals	69	75	70	73	74	86

GAINS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
SETBACKS DURING TRAINING						
Would have felt comfortable to report ill or injured**	*	*	53	55	52	71
GENERAL						
Pay better than non-military friends	46	48	42	51	46	58

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 point

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

RAF 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
RECRUITMENT AND PREPARING FOR TRAINING						
Information...Provided me with useful and accurate information about what the training involved	71	65	68	62	70	60
FACILITIES AND AMENITIES						
Sports facilities	91	89	87	86	85	76
Opportunity for competitive sport	46	30	23	24	24	10
Medical care	93	91	85	87	87	78
Dental care	87	89	80	83	81	72
Access to gym in spare time	43	54	52	65	72	27
Leisure and retail facilities	30	29	23	24	25	15

FALLS	% 2015 - 2016	% 2016 - 2017	% 2017 - 2018	% 2018 - 2019	% 2019 - 2020	% 2020 - 2021
SUPPORT						
Opportunity to keep in contact with family and friends	71	71	69	69	79	69
GENERAL						
I feel a sense of achievement	95	90	88	87	91	83
Training met expectations	62	57	59	56	63	51
Morale was good on my course	89	76	85	81	79	59
I received regular feedback on my performance	63	66	66	61	63	45

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, 14 Royal Marines Officer Cadets completed the survey, representing a response rate of 23%.

The small sample size in this group means it is not eligible for significance testing. As such, there were no statistically significant gains or falls compared to 2019 - 2020.

As the number of Royal Marine Officer Cadets has tended to be low since the survey started, there can be large fluctuations in the trend data but very few significant changes over time.

Methodology



Survey background

- The Officer Cadet Survey (OCS) was established in 2010 to monitor Officer Cadets' experience of training at all four initial officer training colleges.
- The OCS was created following the success of the Recruit Trainee Survey (RTS), a Tri-Service survey administered to gauge Phase 1 recruits' and Phase 2 trainees' experience of training. The RTS was established following an appraisal of initial training 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
- In this executive summary, performance is reported by Service only and not for individual units. By analysing all responses over the period April 2020 – March 2021 we provide an overview of the results focusing on key findings, and in doing so complement and summarise the data available at a school level on a reporting portal.

Survey methodology

- All Officer Cadets who have completed at least two weeks training 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 Cadets 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 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 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 cadets, 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 cadets 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 682 responses to the questionnaire.

- A breakdown of participation by Service is shown in the table on this page.
- 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 details about statistical reliability including calculated confidence intervals, please see pages 25-27.

	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
RMAS	228	116	46%	19%	33%	13%
BRNC	190	305	58%	88%	28%	35%
RAFC	250	416	61%	98%	37%	48%
CTCRM	14	28	23%	57%	2%	3%
TOTAL OCS	682	865	53%	61%	-	-

KEY:

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

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 190 Royal Navy Officer Cadets strongly agreed that the training was what they expected, we can be 99% confident that the ‘true’ value would be between 13.6% and 6.4% (if 10% strongly agree) and between 93.6% or 86.4% (if 90% strongly agree), i.e. a margin of 3.6% on each side.

Statistical reliability - 2

- Similar margins for other percentages and sub-groups of the respondents are given in the 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% ±
Army Officer Cadets (228)	3.8	5.0	5.7	6.1	6.3
Royal Navy Officer Cadets (190)	3.6	4.8	5.5	5.9	6.0
RAF Officer Cadets (250)	3.1	4.1	4.7	5.0	5.1
Royal Marines Officer Cadets (14)	18.2	24.2	27.7	29.7	30.3

- Based on the assumption that all those given the opportunity to complete the survey represent full population of cadets that this survey represents (Army 493, Royal Navy 326, RAF 409, Royal Marines 61)

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

