



Recruit Trainee Survey

Annual Executive Summary 2021-2022



01/09/2022



IFF Research

ROYAL MARINE
COMMAND

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Introduction



Introduction

The Recruit Trainee Survey (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 fair treatment across the training establishments.

This report presents the results of the Recruit Trainee Survey for 2021-22.

Reported results are aggregated to reflect the experiences of Recruits and Trainees who attended training at a Unit under each Service command:

- 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). Their feedback is reported under the Service where the training was conducted.



Notes on reporting

This Executive Summary compares results for the RTS survey for this current year, 2021 - 2022, against the previous survey year of 2020 - 2021. This has been produced in addition to monthly and quarterly reports that are shared with the Services throughout the year.

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'). The aggregate score takes into account the rounding which occurs when two figures are presented separately.

All comments and statistically 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 statistically significant difference can still occur if the overall percentage remains the same due to the large base sizes included in the dataset.



Key Performance Indicators



Key Performance Indicators – Phase 1

	Army	Royal Navy	Royal Marines	RAF
Overall satisfaction with training experience: Very Satisfied/Satisfied	85%	87%	87%	94%
Enough time to eat meals: Always/Often	70%	53%	38%	74%
Opportunity to talk privately with training staff: Very good/Good	81%	80%	73%	89%
Opportunity to talk privately with welfare staff: Very good/Good*	69%	57%	61%	67%
Satisfaction with support for general mental resilience: Very Satisfied/Satisfied*	82%	73%	70%	82%
Someone to go to outside of training hours: Yes	94%	93%	94%	94%
Opportunity to raise concerns with a person in authority: Yes	91%	95%	87%	95%
Complaints are dealt with in a fair manner: Yes	71%	69%	55%	73%
I was treated fairly: Always/Most of the time	88%	91%	88%	94%
Training was conducted without harassment: Always/Most of the time	92%	93%	92%	97%
My injury was properly dealt with: Strongly Agree/Agree*	82%	78%	80%	90%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	87%	78%	85%	82%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22. Size of movement is reported in Service summary.

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. Size of movement is reported in Service summary.

Key Performance Indicators – Phase 2

	Army	Royal Navy	Royal Marines	RAF	Strat Com
Overall satisfaction with training experience: Very Satisfied/Satisfied	83%	73%	82%	77%	72%
Enough time to eat meals: Always/Often	83%	86%	49%	86%	86%
Opportunity to talk privately with training staff: Very good/Good	84%	84%	69%	86%	81%
Opportunity to talk privately with welfare staff: Very good/Good*	68%	55%	64%	66%	52%
Satisfaction with support for general mental resilience: Very Satisfied/Satisfied*	78%	65%	64%	69%	61%
Someone to go to outside of training hours: Yes	94%	92%	93%	93%	90%
Opportunity to raise concerns with a person in authority: Yes	92%	89%	84%	92%	87%
Complaints are dealt with in a fair manner: Yes	69%	57%	52%	61%	48%
I was treated fairly: Always/Most of the time	86%	83%	81%	89%	86%
Training was conducted without harassment: Always/Most of the time	91%	92%	91%	94%	94%
My injury was properly dealt with: Strongly Agree/Agree*	80%	85%	82%	82%	76%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	87%	77%	83%	85%	77%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22. Size of movement is reported in Service summary.

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. Size of movement is reported in Service summary.

Army Phase 1



Army Phase 1: Key Findings

A total of 4,305 Army Recruits completed the Recruit Trainee Survey in 2021/22, representing a response rate of 56%.

Key Findings

Performance has been mixed with gains in 12 areas and falls in nine areas when compared to 2020/21.

This includes an increase in Army Recruits who are satisfied with the overall training experience (82% to 85%) and perceive life in the Service as much better/better than expected (59% to 67%).

Gains were primarily recorded for facilities and amenities, with improvement in seven areas. This represents a level of recovery following decline in some for these facilities and amenities last year, though levels remain lower than pre-COVID 19.

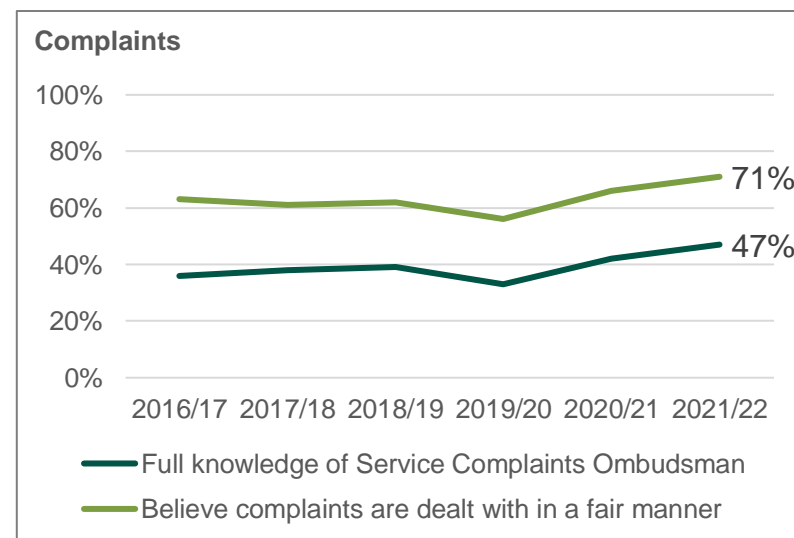
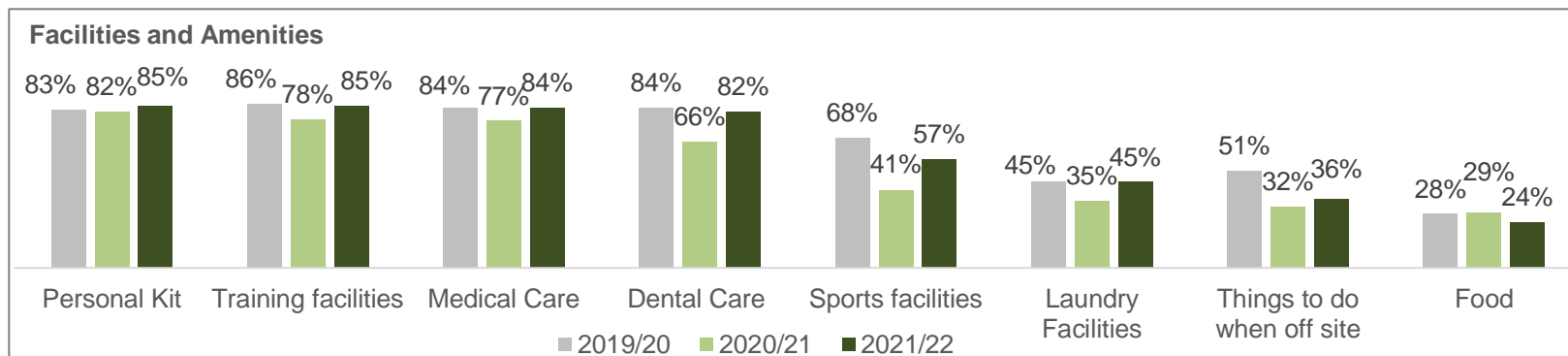
The only statistically significant fall recorded in facilities and amenities was for food (29% to 24% positive).

There have been falls for information provision in advance of training in two areas:

- Agreement that information enabled Recruits to prepare well enough for the physical demands of the course decreased from 75% to 71% 2021/22.
- Agreement that information provided Recruits with useful and accurate information about kit and equipment to pack decreased from 67% to 63% in 2021/22.

Support and Fairness

There has been a decline in the proportion of Recruits that state training is conducted without harassment always/most of the time (94% to 92%). However, there has been an uplift in Recruits who have full knowledge of the Service Complaints Ombudsman and belief that complaints are dealt with in a fair manner.



Army Phase 1: Areas of positive change

Gains

- There have been statistically significant gains across 12 areas between 2020/21 and 2021/22.
- Seven of these touchpoints relate to facilities and amenities, with satisfaction towards sports facilities, laundry facilities and dental care all increasing.
- Overall satisfaction with training experience increased to 85% from 82% in 2020/21.
- 67% of Recruits thought that life in the Service was better than they expected, up from 59% in 2020/21.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Things to do when off site: Very good/Good	54%	51%	51%	51%	32%	36%
Sports facilities: Very good/Good	64%	64%	63%	68%	41%	57%
Medical care: Very good/Good	87%	86%	84%	84%	77%	84%
Dental care: Very good/Good	88%	88%	85%	84%	66%	82%
Laundry facilities: Very good/Good	55%	47%	61%	45%	35%	45%
Personal kit (e.g. boots, uniform): Very good/Good	85%	86%	86%	83%	82%	85%
Training facilities (e.g. ranges, classrooms, urban areas) : Very good/Good	88%	88%	87%	86%	78%	85%
Support						
Full knowledge of Service Complaints Ombudsman: Yes	36%	38%	39%	33%	42%	47%
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes, fully	63%	61%	62%	56%	66%	71%
Badly or unfairly treated by other trainees: No	89%	87%	87%	84%	87%	90%
General						
Overall satisfaction with training experience: Very Satisfied/Satisfied	86%	83%	83%	83%	82%	85%
Life in Service better than expected: Much better/Better	65%	66%	61%	62%	59%	67%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

Army Phase 1: Areas of negative change

Falls

- There have been statistically significant falls in nine areas between 2020/21 and 2021/22.
- Agreement that information prior to arrival enabled Recruits to prepare well enough for the physical demands of the course decreased from 75% to 71% 2021/22.
- Agreement that information prior to arrival provided Recruits with useful and accurate information about kit and equipment to pack decreased from 67% to 63% in 2021/22.
- The largest decline was for those who said they were given advanced warning for repeat training, this decreased from 74% to 62% in 2021/22.*
- Just under one in four Recruits (24%) said the food was good, this is the lowest level recorded in the last six years.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Recruitment and preparing for training						
Information prior to arrival: Enabled me to prepare myself well enough for the physical demands of the course: Strongly agree/Agree	77%	77%	73%	75%	75%	71%
Information prior to arrival: Provided me with useful and accurate information about what kit and equipment to pack: Strongly agree/Agree	-	-	61%	59%	67%	63%
Setbacks during training						
Advance warning being considered for repeat training: Yes*	74%	76%	77%	72%	74%	62%
Would feel comfortable to report sickness, if had been ill/injured during training: Yes	-	79%	79%	76%	82%	77%
Facilities and Amenities						
Food: Very good/Good	38%	34%	35%	28%	29%	24%
Support						
Keep in contact with family and friends: Very good/Good	85%	84%	82%	NA	82%	78%
Fairness						
Training was conducted without harassment: Always/Most of the time	95%	94%	95%	91%	94%	92%
General						
I received regular feedback on my performance: Strongly agree/Agree	71%	74%	75%	67%	74%	71%
I enjoyed this Phase of training: Strongly agree/Agree	76%	76%	75%	73%	76%	74%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

Royal Navy Phase 1



Royal Navy Phase 1: Key Findings

A total of 1,560 Royal Navy Recruits completed the Recruit Trainee Survey in 2021/22, representing a response rate of 65%.

Key Findings

Across all performance measures there has been decline recorded in 15 areas and gains made in five areas when compared to 2020/21. This includes an increase in Royal Navy Recruits who perceive life in the Service as much better/better than expected (65% to 70%).

There was a decline in some recruitment measures such as preparing for physical demands, useful and accurate information provision prior to arrival about what training involves and about what kit and equipment to pack.

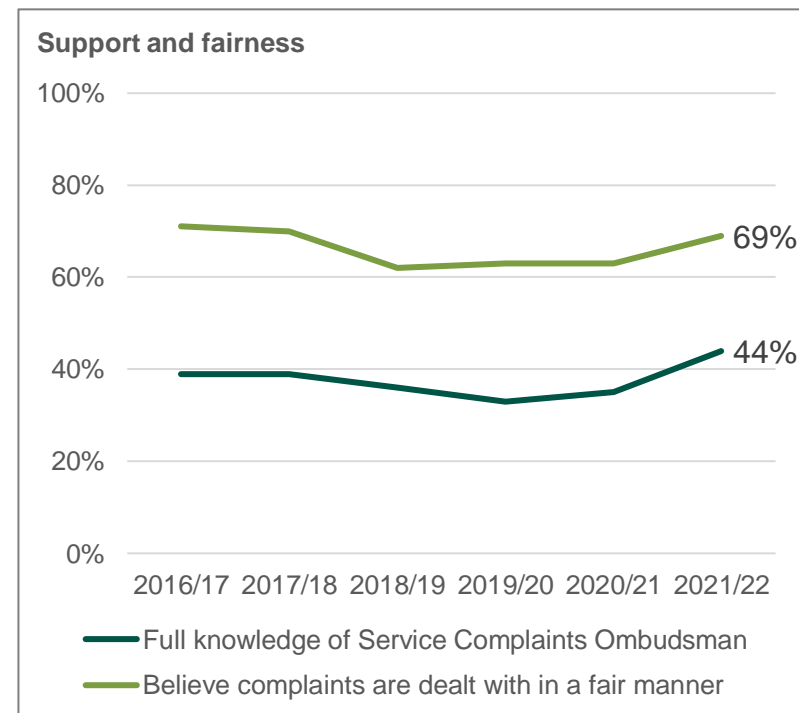
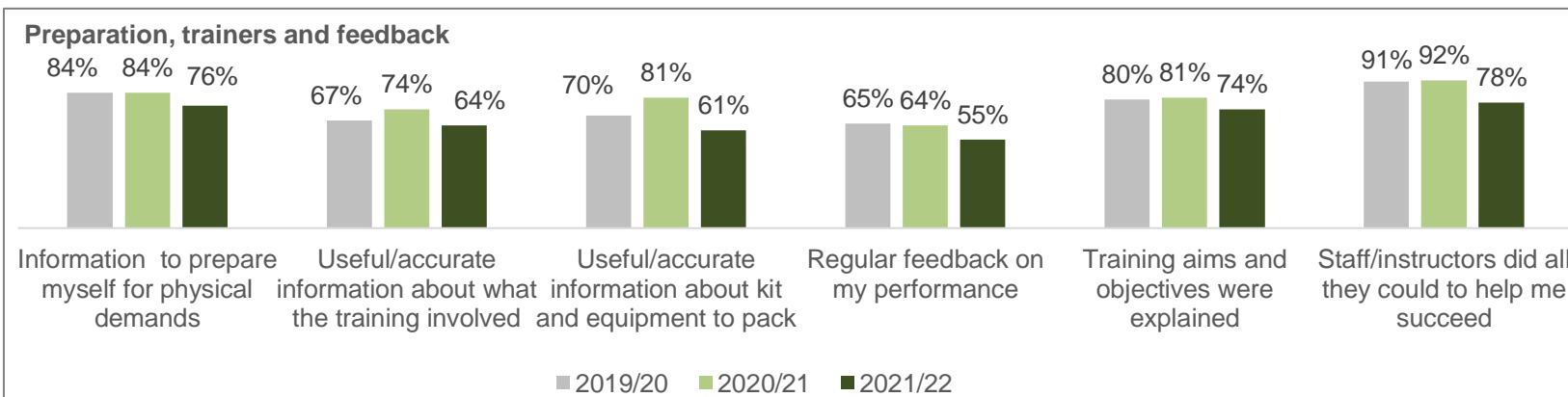
With regards to the latter, agreement that information prior to arrival gave useful and accurate information about what kit and equipment to pack decreased from 81% in 2020/21 to 61% in 2021/22.

There was also decline recorded across general measures in terms of providing regular feedback on performance, staff doing all they could to help Recruits succeed and reasons for doing things being explained.

Perceptions of sports facilities (61% to 67%) and dental care (72% to 85%) both improved, while falls were recorded for personal kit (84% to 77%) and internet access (43% to 36%).

Support and Fairness

There has been an uplift in Recruits knowledge of the Service Complaints Ombudsman and belief that complaints are dealt with in a fair manner.



Royal Navy Phase 1: Key areas of positive change

Gains

- There have been statistically significant gains in five areas between 2020/21 and 2021/22.
- Two of these were recorded across facilities and amenities, with satisfaction towards sports facilities and dental care increasing. Satisfaction with sports facilities remains lower than pre-COVID 19 levels.
- 69% of Recruits believed that complaints were dealt with in a fair manner, up from 63% in 2020/21.
- 44% of Recruits had full knowledge of the Service Complaints Ombudsman, up from 35% in 2020/21. This is the highest knowledge of the Ombudsman has been in the past six years.
- 70% of Recruits said that life in the service was better than they expected, up from 65% in 2020/21. The number of Recruits that said life in the service was better than they expected is higher than has been at any point in the past six years.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Sports facilities: Very good/Good	87%	84%	78%	76%	61%	67%
Dental care: Very good/Good	88%	89%	88%	87%	72%	85%
Support						
Full knowledge of Service Complaints Ombudsman: Yes	39%	39%	36%	33%	35%	44%
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes	71%	70%	62%	63%	63%	69%
General						
Life in Service better than expected: Much better/Better	66%	64%	65%	67%	65%	70%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

Royal Navy Phase 1: Key areas of negative change

Falls

- There have been statistically significant falls in 15 areas between 2020/21 and 2021/22.
- The number of Recruits that said staff/instructors did all they could to help them succeed in training decreased from 92% to 78% in 2021/22.
- There were falls in three fairness measures, with the number of Recruits who felt they had been treated fairly, that their training was conducted without harassment and that they were not treated badly by staff all recording a fall.
- Around a third of Recruits (36%) said the internet access was good/very good, this is the lowest level recorded in the last six years.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Recruitment and preparing for training						
Information prior to arrival: Enabled me to prepare myself well enough for the physical demands of the course: Strongly agree/Agree	77%	78%	81%	84%	84%	76%
Information prior to arrival: Provided me with useful and accurate information about what the training involved: Strongly agree/Agree	58%	67%	67%	67%	74%	64%
Information prior to arrival: Provided me with useful and accurate information about what kit and equipment to pack: Strongly agree/Agree	-	-	72%	70%	81%	61%
Facilities and Amenities						
Internet access: Very good/Good	62%	59%	59%	43%	43%	36%
Personal kit (e.g. boots, uniform) : Very good/Good	77%	83%	78%	80%	84%	77%
Support						
Availability of staff for problems out of training hours: Yes	95%	94%	95%	96%	96%	93%
Someone to help with administration problems: Yes	91%	92%	90%	93%	92%	89%
Opportunity to raise all concerns with person in authority: Yes	93%	93%	93%	93%	95%	92%
Fairness						
I was treated fairly: Always/Most of the time	93%	93%	92%	92%	94%	91%
Training was conducted without harassment: Always/Most of the time	96%	97%	96%	95%	96%	93%
Badly or unfairly treated by staff: No	94%	95%	93%	93%	95%	92%
Setbacks during training						
Would feel comfortable to report sickness, if had been ill/ injured during training: Yes	-	70%	69%	69%	78%	70%
General						
I received regular feedback on my performance: Strongly agree/Agree	67%	67%	64%	65%	64%	55%
The reasons for doing things were explained to me: Strongly agree/Agree	81%	81%	81%	80%	81%	74%
The staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	89%	90%	88%	91%	92%	78%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

Royal Marines Phase 1



Royal Marines Phase 1: Key Findings

A total of 458 Royal Marines Recruits completed the Recruit Trainee Survey in 2021/22, representing a response rate of 51%.

Key Findings

Across all performance measures there has been decline recorded in five areas and gains achieved in six areas when compared to 2020/21.

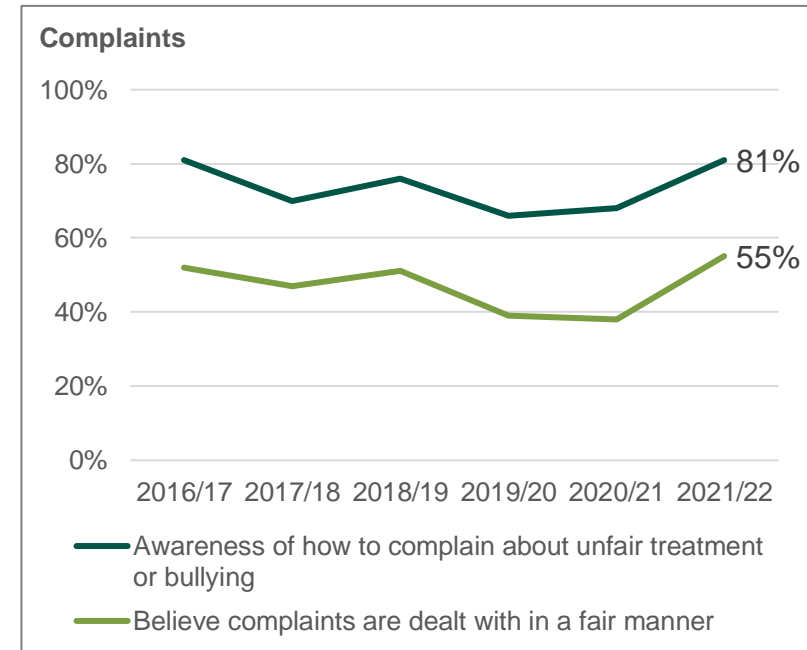
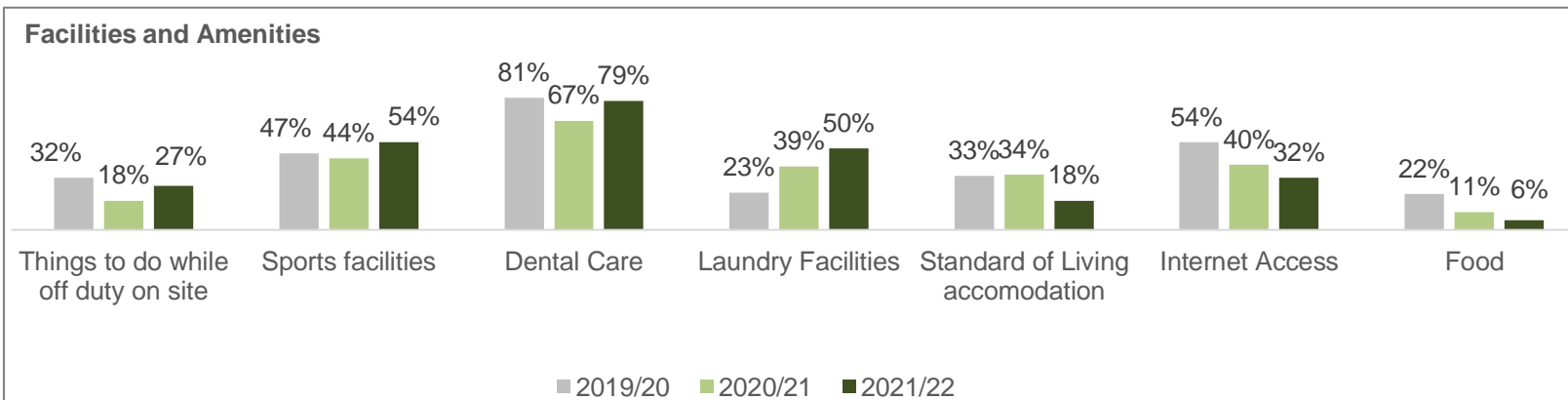
Most of these changes were recorded for the facilities and amenities available to Royal Marines Recruits. Perceptions of things to do while off duty (18% to 27%), sports facilities (44% to 54%), dental care (67% to 79%) and laundry facilities (39% to 50%) all improved.

However, falls were recorded for standard of living accommodation (34% to 18%), internet access (40% to 32%) and food (11% to 6%).

There was also decline recorded across general measures in terms of providing regular feedback on performance (81% to 57%) and reasons for doing things being explained (85% to 77%).

Support and Fairness

There has been an uplift in Recruits awareness of how to complain about poor or unfair treatment and belief that complaints are dealt with in a fair manner.



Royal Marines Phase 1: Key areas of positive change

Gains

- There have been statistically significant gains in six areas between 2020/21 and 2021/22.
- Four of these were recorded across facilities and amenities, with satisfaction towards things to do while off duty, sports facilities, dental care and laundry facilities all improving.
- 81% of Recruits were aware of how to complain about poor or unfair treatment or bullying, up from 68% in 2020/21.
- 55% of Recruits believed that complaints were dealt with in a fair manner, up from 38% in 2020/21. This is the highest agreement with this statement has been in the past six years.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Things to do while off duty on site: Very good/Good	35%	37%	37%	32%	18%	27%
Sports facilities: Very good/Good	53%	50%	50%	47%	44%	54%
Dental Care: Very good/Good	84%	83%	81%	81%	67%	79%
Laundry Facilities: Very good/Good	28%	35%	37%	23%	39%	50%
Fairness						
Awareness of how to complain about poor or unfair treatment or bullying: Yes	81%	70%	76%	66%	68%	81%
Whether believe complaints are dealt with in a fair manner: Yes	52%	47%	51%	39%	38%	55%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

Royal Marines Phase 1: Key areas of negative change

Falls

- There have been statistically significant falls in five areas between 2020/21 and 2021/22.
- Three of these were recorded across facilities and amenities, with satisfaction with the standard of living in accommodation, internet access and food falling to their lowest in the past five years.
- 57% of Recruits felt they received regular feedback on their performance, down from 81% in 2020/21.
- 77% of Recruits felt the reasons for doing things were explained to them, down from 85% in 2020/21.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Standard of living accommodation: Very good/Good	54%	45%	38%	33%	34%	18%
Internet Access: Very good/Good	78%	71%	65%	54%	40%	32%
Food: Very good/Good	18%	19%	22%	22%	11%	6%
General						
I received regular feedback on my performance: Strongly agree/Agree	85%	80%	77%	76%	81%	57%
The reasons for doing things were explained to me: Strongly agree/Agree	79%	73%	79%	76%	85%	77%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22.

RAF Phase 1



RAF Phase 1: Key Findings

A total of 1,427 RAF Recruits completed the Recruit Trainee Survey in 2021/22, representing a response rate of 89%.

Key Findings

Across all performance measures there has been decline recorded in 12 areas and gains made in nine areas when compared to 2020/21. This includes an increase in RAF Recruits who were satisfied with their overall training experience (91% to 94%) and perceive life in the Service as much better/better than expected (57% to 67%).

Gains were primarily seen across attitudes towards facilities and amenities, with five of the nine gains in

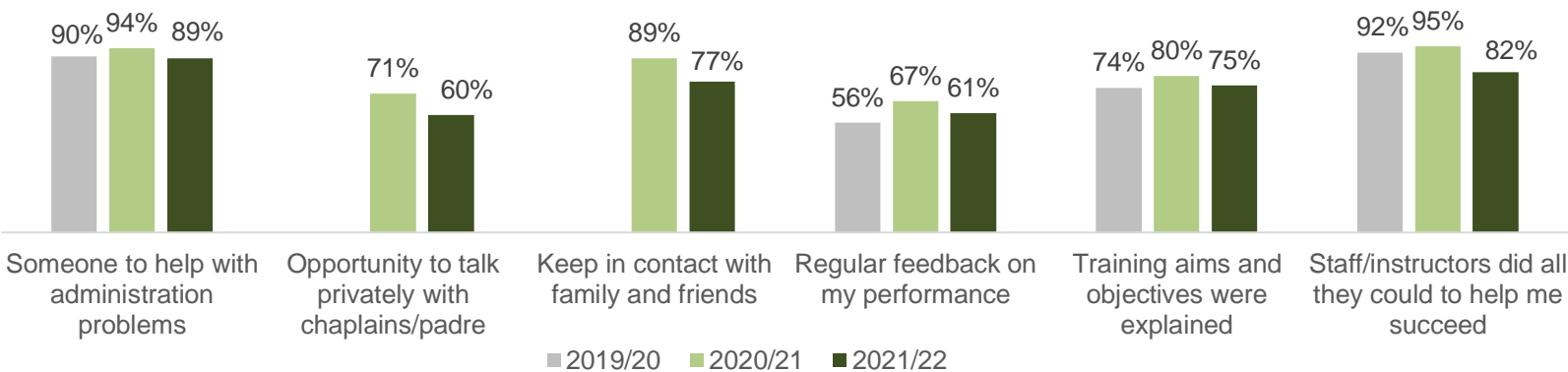
this area; things to do off duty, sports and training facilities, personal kit and the largest individual increase in satisfaction, with dental care increasing from 65% to 80% in 2021/22.

Internet access fell from 79% to 46% in 2021/22. Attitudes towards the food provided also reached the lowest levels, with just 15% perceiving food as very good/good. In addition to this, being given enough time to eat also fell from 82% to 74%.

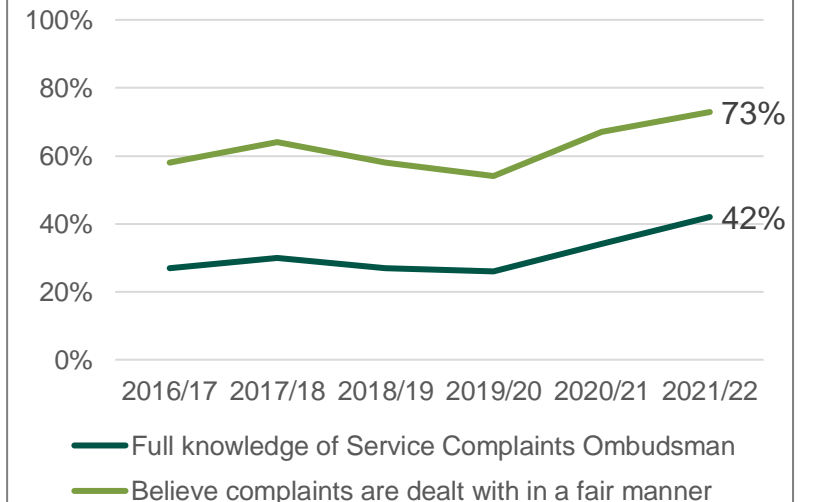
Support and Fairness

There has been an uplift in Recruits knowledge of the Service Complaints Ombudsman (34% to 42%) and belief that complaints are dealt with in a fair manner (67% to 73%). However, there has been a general downturn in perceptions of support, trainer support and provision of feedback on performance.

Support, trainers and feedback



Support and fairness



RAF Phase 1: Key areas of positive change

Gains

- There have been statistically significant gains in nine areas between 2020/21 and 2021/22.
- Five of these improvements were across facilities and amenities measures, with perceptions of things to do off duty onsite, sports facilities, dental care, personal kit and training facilities all better than 2020/21.
- 73% of Recruits believed that complaints were dealt with in a fair manner, up from 67% in 2021/22.
- For general measures there was an increase in those satisfied with their overall training experience (91% to 94%).
- 67% of Recruits thought that life in the service was better than they expected, up from 57% in 2021/22.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Things to do when off duty on site: Very good/Good	33%	27%	28%	25%	5%	13%
Sports facilities: Very good/Good	39%	39%	38%	40%	39%	47%
Dental Care: Very good/Good	87%	80%	83%	84%	60%	85%
Personal kit (e.g boots, uniform): Very good/Good	88%	91%	87%	85%	89%	93%
Training facilities (e.g. ranges, classrooms, urban areas): Very good/Good	82%	79%	78%	75%	79%	87%
Support						
Full knowledge of Service Complaints Ombudsman: Yes	27%	30%	27%	26%	34%	42%
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes, fully	58%	64%	58%	54%	67%	73%
General						
Overall satisfaction with training experience: Very Satisfied/Satisfied	85%	80%	85%	86%	91%	94%
Life in Service better than expected: Much better/Better	52%	55%	53%	57%	57%	67%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

RAF Phase 1: Key areas of negative change

Falls

- There have been statistically significant falls for 12 measures between 2020/21 and 2021/22.
- The number of Recruits that agreed the staff/instructors did all they could to help them succeed in training decreased from 95% to 82% in 2021/22.
- Less than one in six (15%) Recruits said the food was good, this is the lowest level recorded in the last 6 years.
- Less than half (46%) said the internet access was good, down from 79% in 2020/21.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Recruitment and preparing for training						
Information prior to arrival: Provided me with useful and accurate information about what kit and equipment to pack: Strongly agree/Agree	-	-	68%	68%	77%	69%
Setbacks during training						
Advance warning being considered for repeat training: Yes*	88%	81%	82%	78%	78%	60%
Would feel comfortable to report sickness, if had been ill/injured during training: Yes	-	78%	70%	65%	83%	77%
Facilities and Amenities						
Food: Very good/Good	41%	25%	35%	29%	20%	15%
Internet access: Very good/Good	20%	65%	74%	77%	79%	46%
Enough time to eat meals: Always/ often	55%	55%	62%	64%	82%	74%
Support						
Someone to help with administration problems: Yes	91%	92%	91%	90%	94%	89%
Opportunity to talk privately with chaplains/padre: Very good/Good	76%	66%	63%	NA	71%	60%
Keep in contact with family and friends: Very good/Good	60%	79%	80%	NA	89%	77%
General						
I received regular feedback on my performance: Strongly agree/Agree	58%	61%	61%	56%	67%	61%
The reasons for doing things were explained to me: Strongly agree/Agree	71%	75%	74%	74%	80%	75%
The staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	93%	93%	92%	92%	95%	82%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

Army Phase 2



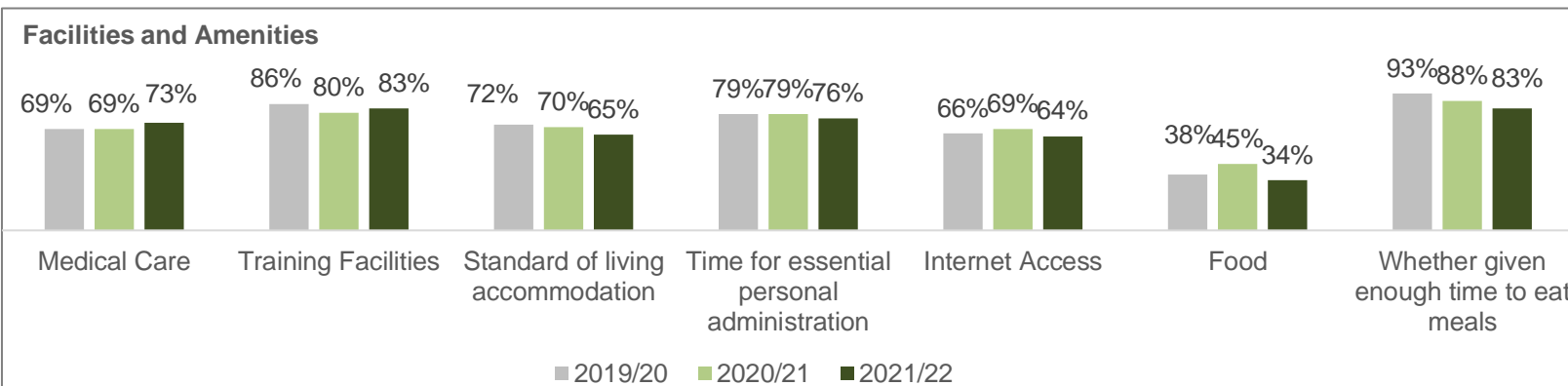
Army Phase 2: Key Findings

A total of 4,450 Trainees who conducted their Phase 2 training at an Army Service Unit completed the Recruit Trainee Survey in 2021/22, representing a response rate of 66%.

Key Findings

Across all performance measures there have been statistically significant increases across five measures and falls across 11 when compared to 2020/21. This includes an increase in the overall satisfaction with the training experience (80% to 83%).

Falls were primarily recorded for facilities and amenities, with falls in five areas, continuing the trend of fluctuating results across these touchpoints.



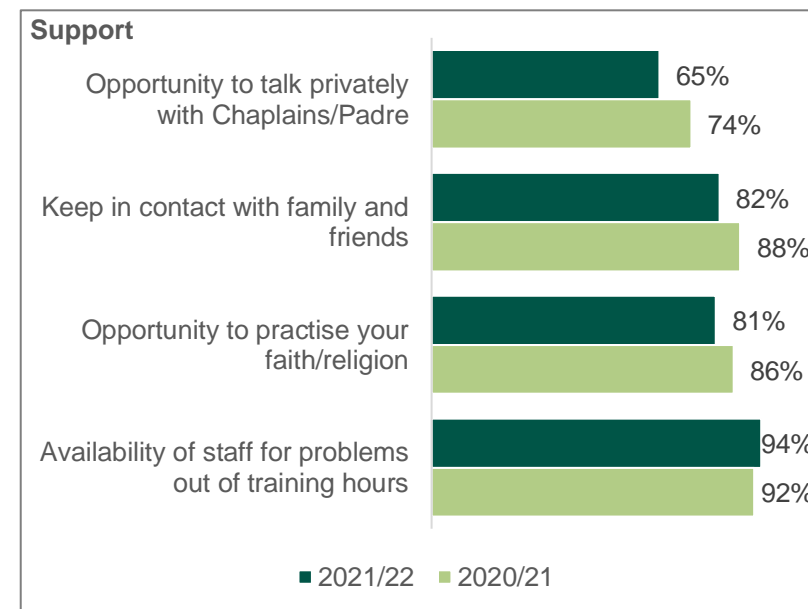
There were also two increases for facilities and amenities; satisfaction towards the medical care provided to Trainees and training facilities.

Although the overall satisfaction of the training experience increased, there have been falls across two overarching measures:

- I felt a sense of achievement (88% to 86%).
- I enjoyed this phase of training (81% to 77%).

Support and Fairness

There has been a decline in the proportion of Trainees who felt they had the opportunity to contact friends and family (88% to 82%). However, there has been a slight uplift in the number of Trainees who felt staff were available outside of training hours (92% to 94%).



Army Phase 2: Areas of positive change

Gains

- There have been statistically significant gains across five touchpoints between 2020/21 and 2021/22.
- Two of these touchpoints relate to facilities and amenities, with satisfaction towards medical care and training facilities both improving.
- Overall satisfaction with the training experience increased from 80% to 83% in 2021/22.
- 71% of Trainees said that life in the service was better than they expected, up from 66% in 2020/21. The number of Trainees that said life in the service was better than they expected in 2021/22 is higher than it has been at any point in the last six years.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Medical care: Very good/Good	74%	71%	69%	69%	69%	73%
Training facilities (e.g. ranges, classrooms, urban areas)	85%	86%	86%	86%	80%	83%
Support						
Availability of staff for problems out of training hours: Yes	95%	95%	94%	94%	92%	94%
General						
Overall satisfaction with training experience: Very satisfied/Satisfied	80%	81%	82%	80%	80%	83%
Life in Service better than expected: Much better/Better	63%	60%	60%	61%	66%	71%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

Army Phase 2: Areas of negative change

Falls

- There have been statistically significant falls in 11 areas between 2020/21 and 2021/22.
- Both statements relating to food, overall satisfaction with food (45% to 34%) and whether Trainees were given enough time to eat their meals (88% to 83%) fell between 2020/21 and 2021/22.
- There were falls across three support measures, with fewer Trainees saying they had an opportunity to talk privately with Chaplains/Padre, keep in contact with family and friends and to practise their faith/religion.
- The number of Trainees that felt a sense of achievement from their training decreased from 88% to 86% in 2021/22, marking the lowest level in the last six years.
- The number of Trainees that enjoyed the Phase of training fell from 81% to 77% in 2021/22, marking the lowest point in the last six years.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Standard of living accommodation (e.g. bedrooms, bathrooms, common areas): Very good/Good	67%	71%	70%	72%	70%	65%
Time for essential personal administration: Very good/Good	80%	77%	78%	79%	79%	76%
Internet Access: Very good/Good	68%	63%	70%	66%	69%	64%
Food: Very good/Good	39%	41%	43%	38%	45%	34%
Whether given enough time to eat meals: Always/Often	94%	92%	92%	93%	88%	83%
Support						
Opportunity to talk privately with Chaplains/Padre: Very good/Good	85%	77%	72%	-	74%	65%
Keep in contact with family and friends: Very good/Good	94%	91%	92%	-	88%	82%
Opportunity to practise your faith/religion: Very good/Good	76%	84%	82%	-	86%	81%
Setbacks during training						
Would feel comfortable to report sickness, if had been ill/injured during training: Yes	-	88%	85%	86%	84%	79%
General						
I felt a sense of achievement: Strongly agree/Agree	89%	90%	89%	91%	88%	86%
I enjoyed this phase of training: Agree	79%	81%	80%	79%	81%	77%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

Royal Navy Phase 2



Royal Navy Phase 2: Key Findings

A total of 747 Trainees who conducted their Phase 2 training at a Royal Navy Service Unit completed the Recruit Trainee Survey in 2021/22, representing a response rate of 34%.

Key Findings

There have been more decreases between 2020/21 and 2021/22 than increases, with one increase compared to six decreases.

The increase was for sport facilities – rising from 58% in 2020/21 to 75% in 2021/22.

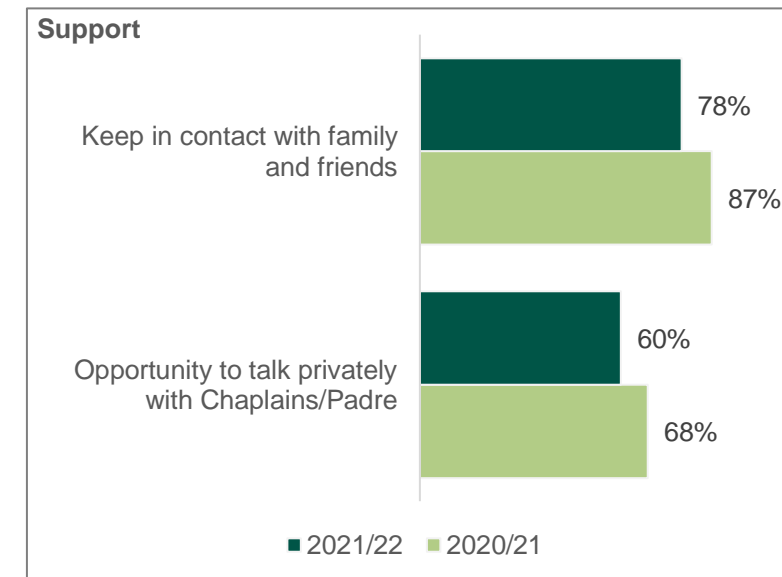
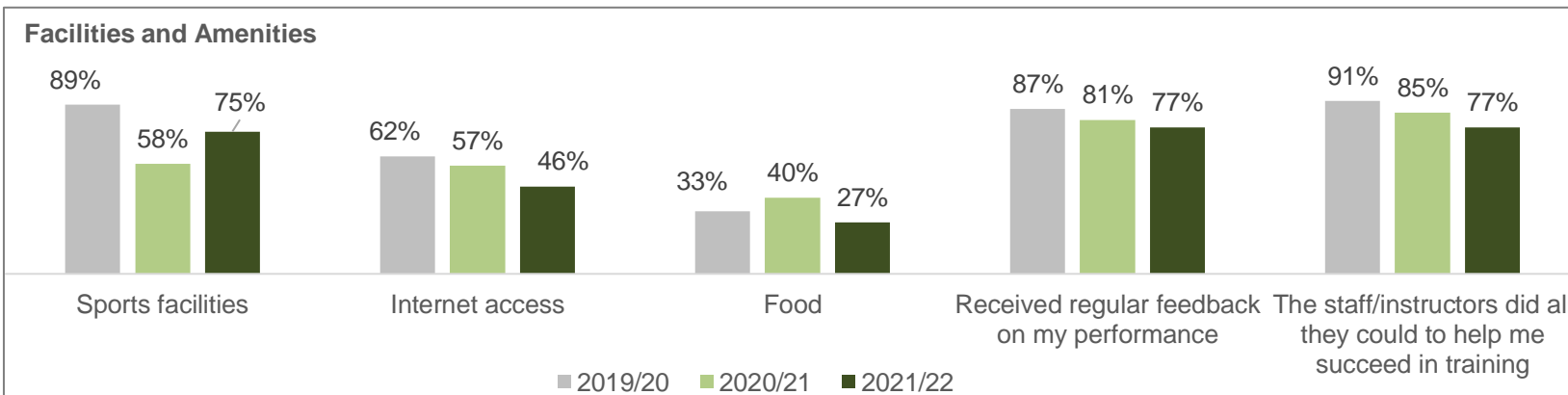
Decreases were distributed across various areas, with two each within facilities and amenities, support and general experience measures.

Perceptions of food have declined (40% to 27%) following an uplift last year. This registers the biggest decrease across all measures and has now reached the lowest satisfaction level in six years.

There was also a decline in agreement that staff provide regular feedback and do all they can to help Trainees succeed.

Support and Fairness

Opportunity to talk privately with Chaplains/ Padre and keep in contact with family and friends decreased this year. Both have been on a downward trajectory and have reached their lowest levels in the last six years.



Royal Navy Phase 2: Areas of positive change

Gains

- There was one statistically significant gain between 2020/21 and 2021/22.
- The percentage who stated the sports facilities were very good/good increased from 58% in 2020/21 to 75% in 2021/22.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Sports Facilities: Very good/Good	91%	89%	90%	89%	58%	75%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

Royal Navy Phase 2: Areas of negative change

Falls

- There have been statistically significant falls in six areas between 2020/21 and 2021/22.
- These are evenly spread with two each within areas relating to facilities and amenities, support and general experience.
- Food was given the lowest satisfaction, dropping from 40% in 2020/21 to 27% in 2021/22.
- Opportunity to talk privately with Chaplains/ Padre and keep in contact with family and friends decreased in 2021/22 from 68% to 60% and 87% to 78% respectively.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Internet access: Very good/Good	55%	53%	55%	62%	57%	46%
Food: Very good/ Good	43%	41%	39%	33%	40%	27%
Support						
Opportunity to talk privately with Chaplains/Padre: Very good/Good	87%	82%	78%	-	68%	60%
Keep in contact with family and friends: Very good/Good	92%	91%	89%	-	87%	78%
General						
Received regular feedback on my performance : Strongly agree/Agree	81%	89%	85%	87%	81%	77%
The staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	89%	90%	89%	91%	85%	77%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

Royal Marines Phase 2



Royal Marines Phase 2: Key Findings

A total of 327 Trainees who conducted their Phase 2 training at a Royal Marines Service Unit completed the Recruit Trainee Survey in 2021/22, representing a response rate of 36%.

Key Findings

There were no statistically significant improvement areas between 2020/21 and 2021/22. However, there were statistically significant falls in six areas.

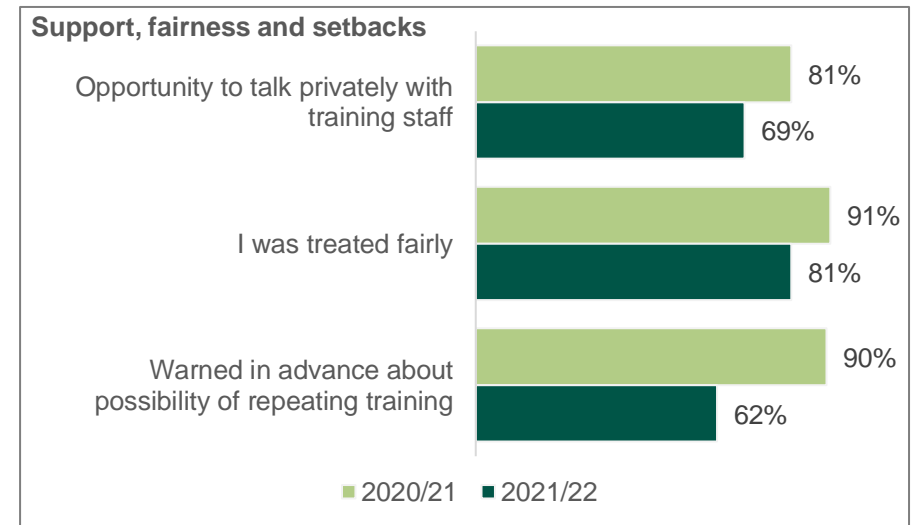
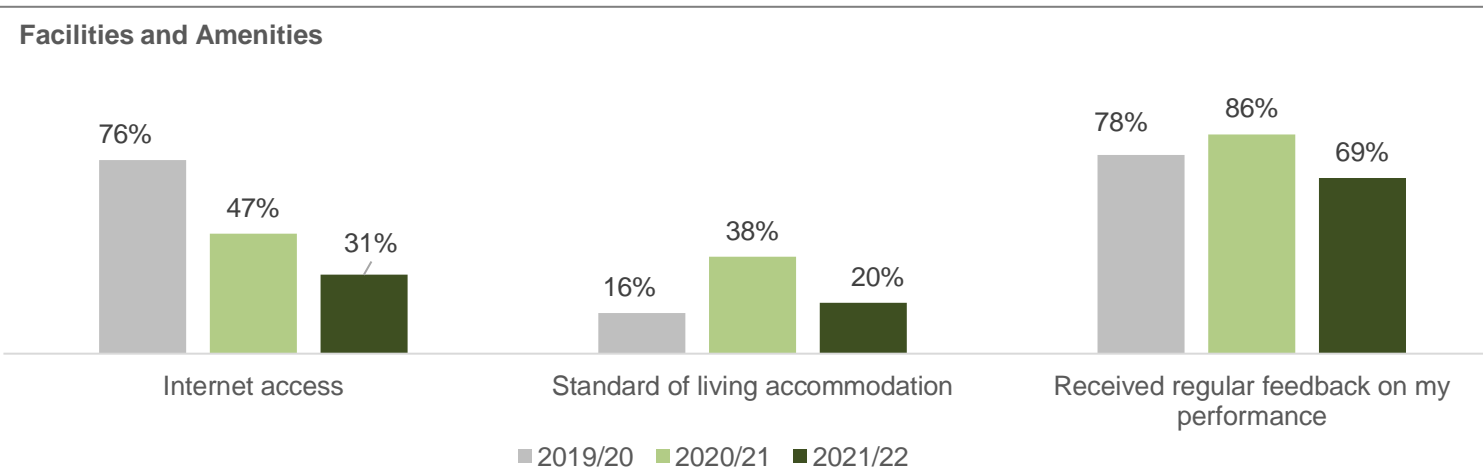
Decreases were spread evenly across facilities and amenities, support, fairness, setbacks during training and general experience measures, and all decreases were 10 percentage points or more.

There was also a decline in Trainees who agreed that they received regular feedback on performance (86% to 69%).

Support, fairness and setbacks

The biggest decline was in the proportion of Trainees who were warned about the possibility of repeating training, which decreased from 90% in 2020/21 to 62% in 2021/22.*

Decreases were also recorded for opportunity to talk privately with training staff (81% to 69%) and feeling that they were treated fairly (91% to 81%).



* This question was only asked of those that repeated training. It should also be noted that the wording of this question changed slightly between 2020/21 and 2021/22. Prior to 2021/22 the question was: Were you warned personally that there was a possibility that you would have to repeat training?

Royal Marines Phase 2: Areas of positive change

Gains

- There were no statistically significant positive changes for Royal Marines Phase 2 between 2020/21 and 2021/22.

Royal Marines Phase 2: Areas of negative change

Falls

- There have been statistically significant falls in six areas between 2020/21 and 2021/22.
- Decreases spread evenly across areas relating to facilities and amenities, support, fairness, setbacks during training and general. All decreases were ten percentage points or more.
- There was a decrease for being given advance warning of the possibility of repeating training, which dropped from 90% in 2020/21 to 62% in 2021/22.*
- Satisfaction with standards of living accommodation decreased from 38% in 2020/21 to 20% in 2021/22.
- Satisfaction with internet access decreased from 47% in 2020/21 to 31% in 2021/22, its lowest level since 2018/19.
- Data was not collected in the 2016/17 and 2017/18 survey periods.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Standard of living accommodation: Very good/ Good	-	-	36%	16%	38%	20%
Internet access: Very good/ Good	-	-	66%	76%	47%	31%
Support						
Opportunity to talk privately with training staff: Very good/ Good	-	-	72%	-	81%	69%
Fairness						
I was treated fairly: Always/Most of the time	-	-	80%	71%	91%	81%
Setbacks during training						
Warned in advance about possibility of repeating training: Yes*	-	-	89%	81%	90%	62%
General						
Received regular feedback on my performance: Strongly agree/ Agree	-	-	79%	78%	86%	69%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

RAF Phase 2



RAF Phase 2: Key Findings

A total of 1,920 Trainees who conducted their Phase 2 training at an RAF Service Unit completed the Recruit Trainee Survey in 2021/22, representing a response rate of 62%.

Key Findings

There have been eight statistically significant changes between 2020/21 and 2021/22, three increases and five decreases.

Facilities and amenities

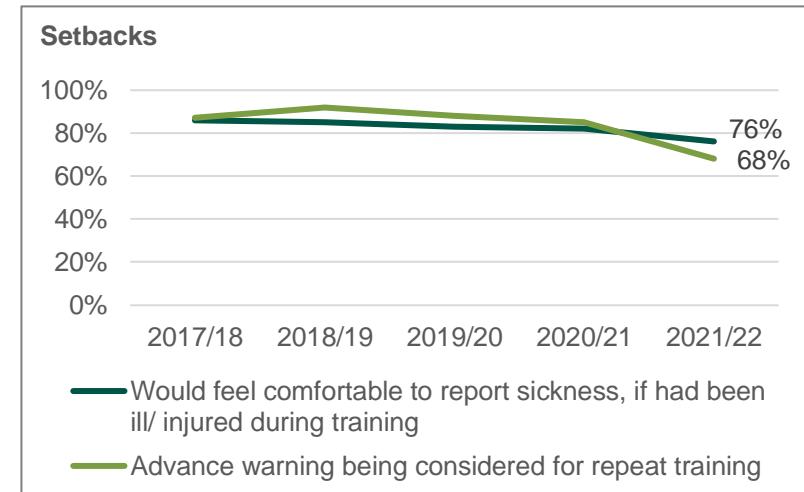
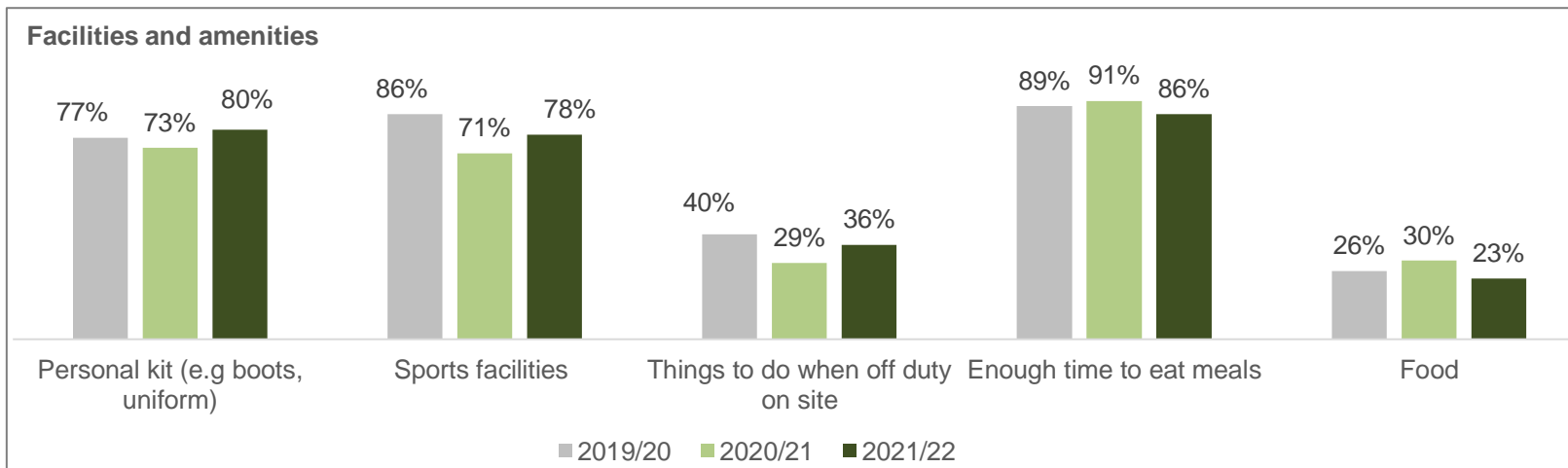
The three improvement areas are for facilities and amenities, including things to do when off duty on-site, sports facilities and personal kit.

However, there has been a general downturn in satisfaction for both quality of the food and time allowed to eat meals.

Support and setbacks

There has been a decline in the proportion of Trainees who felt they had an opportunity to talk privately to chaplains/padre (80% to 67%).

There has also been a fall for those who would feel comfortable to report illness or injury and those given prior warning about being considered for repeat training.*



38 * This question was only asked of those that repeated training. It should also be noted that the wording of this question changed slightly between 2020/21 and 2021/22. Prior to 2021/22 the question was: Were you warned personally that there was a possibility that you would have to repeat training?

RAF Phase 2: Key areas of positive change

Gains

- There have been statistically significant gains in three areas between 2020/21 and 2021/22.
- All three gains were at touchpoints relating to facilities and amenities.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Things to do when off duty on site: Very good/Good	44%	41%	43%	40%	29%	36%
Sports facilities: Very good/Good	89%	87%	87%	86%	71%	78%
Personal kit (e.g boots, uniform): Very good/Good	78%	78%	80%	77%	73%	80%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

RAF Phase 2: Key areas of negative change

Falls

- There have been statistically significant falls for five measures between 2020/21 and 2021/22.
- Satisfaction with the quality of food and time given to eat meals fell to the lowest levels seen over the past five years and six years respectively.
- There was a decrease in the proportion of Trainees who felt they were given advance warning that they were being considered for repeated training, down from 85% in 2020/21 to 68% in 2021/22.*

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Food: Very good/Good	23%	28%	27%	26%	30%	23%
Enough time to eat meals: Always/ often	91%	91%	90%	89%	91%	86%
Support						
Opportunity to talk privately with chaplains/padre: Very good/Good	85%	82%	81%	-	80%	67%
Setbacks during training						
Would feel comfortable to report sickness, if had been ill/ injured during training: Yes	-	86%	85%	83%	82%	76%
Advance warning being considered for repeat training: Yes*	84%	87%	92%	88%	85%	68%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

Strat Com Phase 2



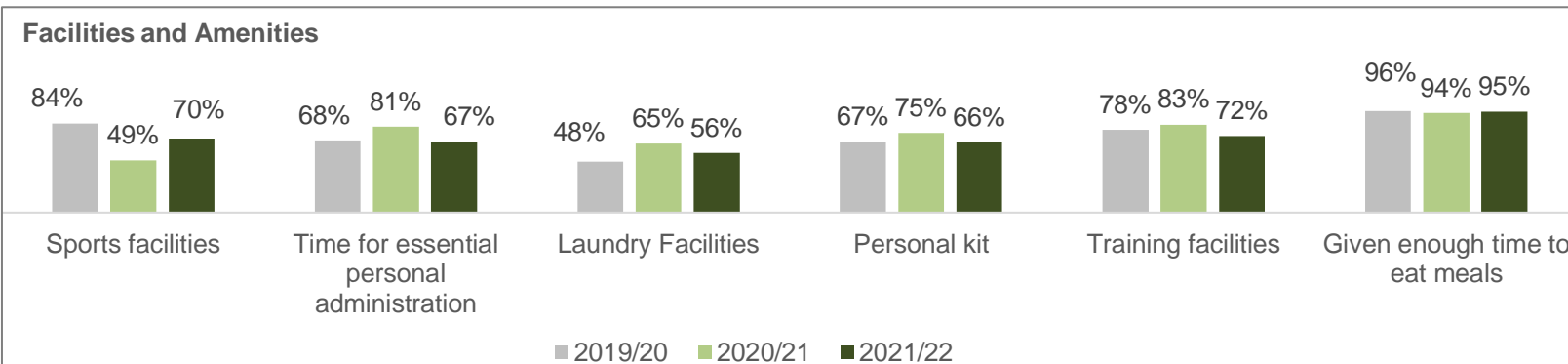
Strat Com Phase 2: Key Findings

A total of 526 Trainees who conducted their Phase 2 training at a Strat Com unit completed the Recruit Trainee Survey in 2021/22, representing a response rate of 29%.

Key Findings

Across all performance measures there has been an increase at one touchpoint and falls across 16 touchpoints when compared to 2020/21. This included a decrease in the number of Trainees that were satisfied with their overall training experience (86% to 72%).

Six of these changes were associated with facilities and amenities, with the only increase being satisfaction towards sports facilities.

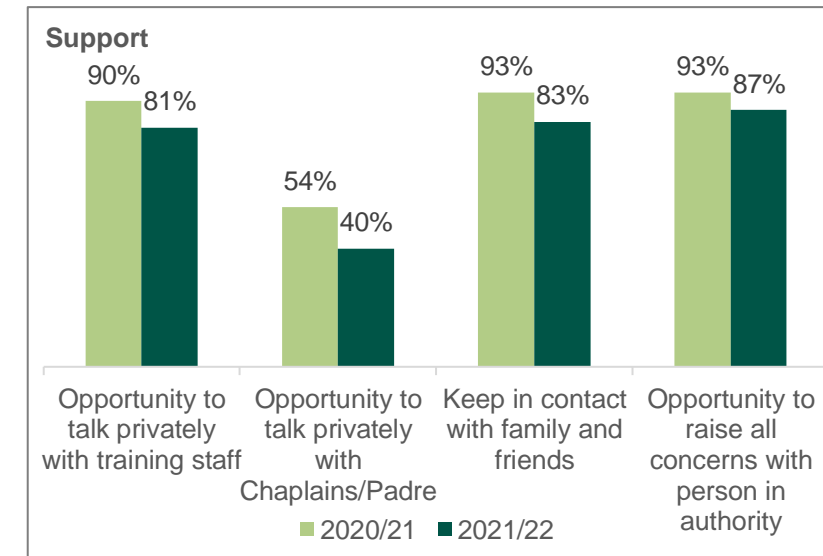


There have been falls across general experience measures in five areas:

- The reasons for doing things were explained to me (77% to 69%)
- The staff/instructors did all they could to help me succeed in training (50% to 41%)
- I personally benefitted from the course (92% to 84%)
- I felt a sense of achievement (90% to 81%)
- I enjoyed this phase of training (78% to 57%)

Support and Fairness

There have been declines across four support touchpoints with Trainees saying they had less opportunity to talk privately with both training staff and Chaplains/Padre, to keep in contact with family and friends and to raise their concerns with a person in authority.



Strat Com: Areas of positive change

Gains

- There has been statistically significant gain for one touchpoint between 2020/21 and 2021/22.
- Satisfaction amongst Trainees towards the sports facilities increased from 49% to 70% between 2020/21 and 2021/22. However, satisfaction levels remain lower than pre-COVID 19 levels.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Sports Facilities: Very good/Good	73%	64%	81%	84%	49%	70%

Green shading indicates a statistically significant positive movement between 2020/21 and 2021/22.

Strat Com: Areas of negative change

Falls

- There have been statistically significant falls in 16 areas between 2020/21 and 2021/22.
- Overall satisfaction with training experience fell from 86% in 2020/21 to 72% in 2021/22.
- 86% of Trainees felt they were given enough time to eat their meals, which compares to 94% in 2020/21.
- There were falls across four support touchpoints, with Trainees stating they had less opportunity to talk privately with both training staff and Chaplains/Padre, keep in contact with family and friends and to raise their concerns with a person in authority.
- The number of Trainees that felt staff/instructors did all they could to help them succeed in training fell from 50% in 2020/21 to 41% in 2021/22.

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Facilities and Amenities						
Time for essential personal administration: Very good/Good	77%	70%	83%	68%	81%	67%
Laundry Facilities: Very good/Good	45%	26%	32%	48%	65%	56%
Personal kit (e.g. boots, uniform): Very good/Good	66%	78%	72%	67%	75%	66%
Training facilities (e.g. ranges, classrooms, urban areas) : Very good/Good	82%	78%	88%	78%	83%	72%
Given enough time to eat meals: Always/Often	98%	95%	96%	95%	94%	86%
Support						
Opportunity to talk privately with training staff: Very good/Good	98%	94%	98%	-	90%	81%
Opportunity to talk privately with Chaplains/Padre: Very good/Good	68%	75%	80%	-	54%	40%
Keep in contact with family and friends: Very good/Good	94%	94%	99%	-	93%	83%
Opportunity to raise all concerns with person in authority: Yes	98%	92%	96%	95%	93%	87%
Fairness						
Training conducted without sexual or racial harassment: Always/Most of the time	98%	99%	100%	99%	98%	94%
Setbacks during training						
Warned in advance about possibility of repeating training: Yes*	75%	83%	93%	85%	77%	46%
General						
Overall Satisfaction with training experience: Very satisfied/ satisfied	82%	87%	97%	83%	86%	72%
The reasons for doing things were explained to me: Strongly agree/Agree	87%	90%	93%	78%	77%	69%
The staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	92%	91%	98%	85%	89%	77%
I personally benefitted from the course: Strongly agree/Agree	90%	94%	99%	91%	92%	84%
I felt a sense of achievement: Strongly agree/Agree	87%	86%	94%	88%	90%	81%
I enjoyed this phase of training: Strongly agree/Agree	77%	75%	89%	72%	78%	57%

Red shading indicates a statistically significant negative movement between 2020/21 and 2021/22. A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

Methodology



Survey methodology

Survey completion

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 online 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 data collected from full survey completes only.

This report is based on data collected from 1st April 2021 to 31st March 2022.

Survey questions

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. The survey is reviewed annually by the Tri-Service Steering Group.

Questions are asked of all Recruits/Trainees unless they are specific to a sub-group of respondents. For example, questions about set-backs during training will only be asked of those who indicated that they were ill or injured and reported this.

IFF Research conducted a series of cognitive interview sessions with 8 Recruits. This took place towards the end of 2021/22 to give an opportunity to review the question set to ensure it makes sense to Recruits and is providing information MOD require.

The purpose of this exercise was to:

- Ensure and test Recruits' understanding of the questions;
- Explore fair treatment and how best to capture feedback on this;
- Explore if there were any areas missing from the questionnaire that Recruits would like to feed back on.

Recruits completed the online survey themselves and raised thoughts and queries as they went through, as well as being asked questions on specific areas or understanding.

Response rates

Over a twelve-month fieldwork period between 1st April 2021 and 31st March 2022, 15,720 Recruits/Trainees completed the survey. All training establishments were directed to give all Recruits/Trainees access to the survey and an opportunity to complete it. Recruits/Trainees are not mandated to complete the survey and can opt out if they wish. The tables below present the survey response rates for each Command Service in phase 1 and phase 2.

Phase 1	Total Responses (20/21)	Total Responses (21/22)	Response Rate (20/21)	Response Rate (21/22)
Army	4,423	4,305	49%	56%
Royal Navy	904	1,560	34%	65%
Royal Marines	555	458	70%	51%
RAF	1,091	1,427	99%	89%

Phase 2	Total Responses (20/21)	Total Responses (21/22)	Response Rate (20/21)	Response Rate (21/22)
Army	3,296	4,450	45%	66%
Royal Navy	426	747	23%	34%
Royal Marines	194	327	36%	36%
RAF	1,662	1,920	52%	62%
Strat Com*	381	526	46%	29%

* All Strat Com training establishments provide phase 2 training only.

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 2021-22 vs Army 2020-21
 - Royal Navy 2021-22 vs Royal Navy 2020-21
 - Royal Marines 2021-22 vs Royal Marines 2021-22
 - RAF 2021-22 vs RAF 2020-21
 - Strat Com 2021-22 vs Strat Com 2020-21

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 4305 Phase 1 Army Recruits strongly agreed/agreed that the training was what they expected, we can be 99% confident that the 'true' value would be between 9.2% and 10.8% (if 10% strongly agree) and between 89.2% or 90.8% (if 90% strongly agree/agree), i.e. a margin of 0.8% on each side.

Similar margins for other percentages and sub-groups of the respondents are given in 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 'statistically 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.

Confidence intervals

The table below shows 99% confidence intervals for data recorded at different percentages.

Phase 1: Size of respondent base on which survey results are based	10% or 90% ±	20% or 80% ±	30% or 70% ±	40% or 60% ±	50% ±
Army (4305)	0.8	1.0	1.2	1.3	1.3
Royal Navy (1560)	1.2	1.5	1.8	1.9	1.9
Royal Marines (458)	2.5	3.4	3.9	4.1	4.2
RAF (1427)	0.7	0.9	1.0	1.1	1.1

Phase 2: Size of respondent base on which survey results are based	10% or 90% ±	20% or 80% ±	30% or 70% ±	40% or 60% ±	50% ±
Army (4450)	0.5	0.7	0.8	0.8	0.9
Royal Navy (747)	2.3	3.1	3.5	3.8	3.8
Royal Marines (327)	3.4	4.6	5.3	5.6	5.7
RAF (1920)	1.1	1.5	1.7	1.8	1.8
Strat Com (526)*	2.8	3.8	4.3	4.7	4.7

* All Strat Com training establishments provide phase 2 training only.



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