



Recruit Trainee Survey

Annual Executive Summary 2022-2023



Contents page

03

Introduction

06

**Key
Performance
Indicators**

09

**Army
Phase 1**

13

**Royal Navy
Phase 1**

17

**Royal Marines
Phase 1**

21

**RAF
Phase 1**

25

**Army
Phase 2**

29

**Royal Navy
Phase 2**

33

**Royal Marines
Phase 2**

36

**RAF
Phase 2**

40

**StratCom
Phase 2**

44

Methodology



IFF Research

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 the fairness of treatment for Recruits and Trainees.

This report presents the results of the Recruit Trainee Survey for 2022/23.

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, 2022/23, against the previous survey year of 2021/22. This report 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 that the difference between two figures is as a result of a factor other than chance. 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	83%	91%	88%	92%
Enough time to eat meals: Always/Often	64%	67%	51%	75%
Opportunity to talk privately with training staff: Very good/Good	80%	85%	70%	91%
Opportunity to talk privately with welfare staff: Very good/Good	68%	64%	66%	72%
Satisfaction with support for general mental resilience: Very Satisfied/Satisfied	78%	76%	71%	79%
Someone to go to outside of training hours: Yes	94%	94%	95%	95%
Opportunity to raise concerns with a person in authority: Yes	91%	92%	89%	95%
Complaints are dealt with in a fair manner: Yes	70%	76%	64%	81%
I was treated fairly: Always/Most of the time	86%	91%	88%	93%
Training was conducted without harassment: Always/Most of the time	91%	92%	94%	97%
My injury was properly dealt with: Strongly Agree/Agree	80%	82%	86%	81%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	86%	86%	86%	91%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23. Size of movement is reported in Service summary.

Red shading indicates a statistically significant negative movement between 2021/22 and 2022/23. Size of movement is reported in Service summary.

Key Performance Indicators – Phase 2

	Army	Royal Navy	Royal Marines	RAF	StratCom
Overall satisfaction with training experience: Very Satisfied/Satisfied	83%	74%	83%	79%	73%
Enough time to eat meals: Always/Often	87%	89%	47%	87%	86%
Opportunity to talk privately with training staff: Very good/Good	84%	82%	72%	85%	86%
Opportunity to talk privately with welfare staff: Very good/Good	66%	62%	65%	64%	59%
Satisfaction with support for general mental resilience: Very Satisfied/Satisfied	78%	68%	67%	71%	67%
Someone to go to outside of training hours: Yes	94%	91%	92%	92%	93%
Opportunity to raise concerns with a person in authority: Yes	93%	89%	84%	92%	90%
Complaints are dealt with in a fair manner: Yes	71%	66%	56%	68%	60%
I was treated fairly: Always/Most of the time	87%	82%	78%	87%	88%
Training was conducted without harassment: Always/Most of the time	92%	94%	89%	92%	95%
My injury was properly dealt with: Strongly Agree/Agree	82%	79%	87%	83%	83%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	87%	89%	81%	88%	85%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23. Size of movement is reported in Service summary.

Red shading indicates a statistically significant negative movement between 2021/22 and 2022/23. Size of movement is reported in Service summary.

Army Phase 1

Army Phase 1: Key Findings

A total of 3,156 Army Recruits completed the Recruit Trainee Survey in 2022/23, representing a response rate of 62%.

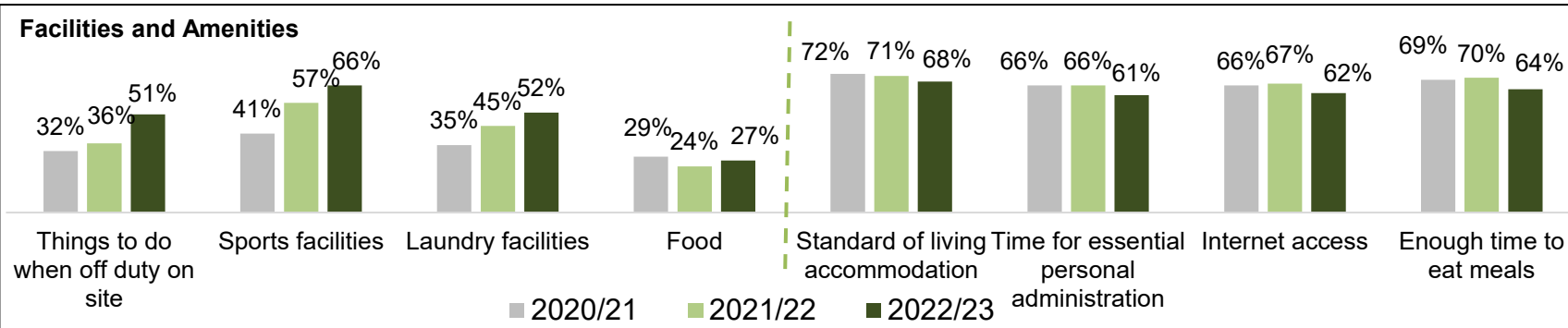
Key Findings

Performance has been mixed with gains for six and falls for eight measures when compared to 2021/22.

Facilities and amenities

Most of the significant differences occurred across facilities and amenities. There have been four gains and four falls. Things to do when off duty on site (36% to 51%), and sports facilities (57% to 66%) both increased to pre-COVID levels. Food has increased after reporting its lowest level in the last six years in 2021/22 (24% to 27%).

Following two years of improved performance, standard of living accommodation (71% to 68%), time for essential personal administration (66% to 61%), internet access (67% to 62%) and enough time to eat meals (70% to 64%)



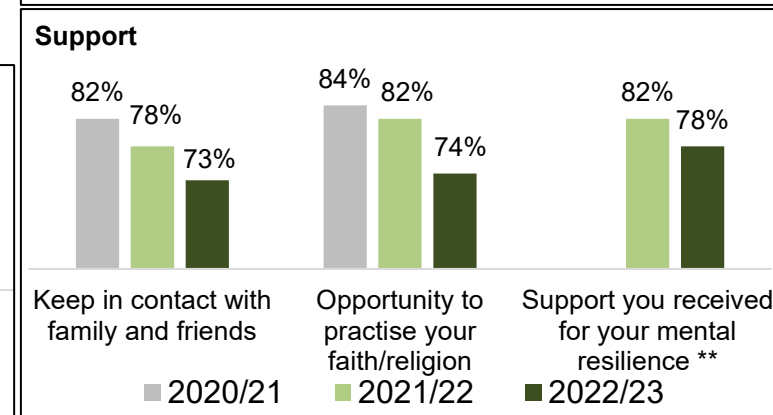
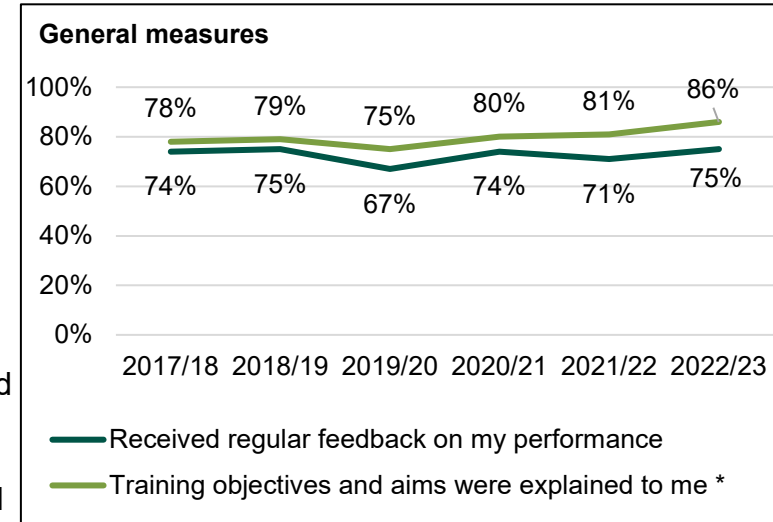
have all fallen.

General measures

There has been improvement for both receiving feedback about performance (71% to 75%) and training objectives and aims being explained* (81% to 86%). However, there has been a decline in Recruits hoping to make a career in the Service (86% to 83%).

Support

There have been falls for keeping in contact with family and friends (78% to 73%) and opportunity to practice faith/religion (82% to 74%), both to the lowest levels in the last six years. There has also been a fall for support received for mental resilience (82% to 78%).



10 *Question text changed in 2022/23 from 'The reasons for doing things were explained to me'.

** Question relating to support for their mental resilience was introduced in 2021/22.

Army Phase 1: Areas of positive change

Gains

- There have been statistically significant gains for six measures between 2021/22 and 2022/23.
- Four of these gains relate to facilities and amenities. Things to do when off duty on site and sports facilities have recovered following two years of lower performance. Ratings of food have improved following a dip to the lowest level recorded in the last six years in 2021/22.
- Agreement that Recruits received regular feedback on their performance and their training objectives were explained to them increased to the highest reported levels.

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Things to do when off site: Very good/Good	51%	51%	51%	32%	36%	51%
Sports facilities: Very good/Good	64%	63%	68%	41%	57%	66%
Laundry facilities: Very good/Good	47%	61%	45%	35%	45%	52%
Food: Very good/Good	34%	35%	28%	29%	24%	27%
General						
Received regular feedback on my performance: Strongly agree/Agree	74%	75%	67%	74%	71%	75%
Training objectives and aims were explained to me: Strongly agree/Agree*	78%	79%	75%	80%	81%	86%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23.

**Question text changed in 2022/23 from 'The reasons for doing things were explained to me'*

Army Phase 1: Areas of negative change

Falls

- There have been statistically significant falls for eight measures between 2021/22 and 2022/23.
- Four measures relating to facilities and amenities decreased when compared to 2021/22. This includes standard of living accommodation, time for essential personal administration, internet access and whether Recruits were given enough time to eat their meals.
- Three of the support measures declined, with opportunity to keep in contact with family and friends and to practise faith/religion both continuing the downward trajectory seen since 2020/21. General support received for mental resilience also dropped this year (a new measure added in 2021/22).
- For the first time in the last six years there was a significant decrease for the statement 'I hope to make a career in my Service'.

FALLS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Standard of living accommodation: Very good/Good	72%	75%	68%	72%	71%	68%
Time for essential personal administration: Very good/Good	57%	55%	52%	66%	66%	61%
Internet access: Very good/Good	73%	75%	64%	66%	67%	62%
Whether given enough time to eat meals: Always/Often	56%	63%	50%	69%	70%	64%
Support						
Keep in contact with family and friends: Very good/Good	84%	82%	-	82%	78%	73%
Opportunity to practise your faith/religion: Very good/Good	86%	83%	-	84%	82%	74%
Satisfaction with the general support you received for your mental resilience: Very Satisfied/Satisfied	-	-	-	-	82%	78%
General						
Hope to make career in Service: I hope to make a career in my Service	79%	78%	81%	85%	86%	83%

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 or low base size.

Royal Navy Phase 1

Royal Navy Phase 1: Key Findings

A total of 1,070 Royal Navy Recruits completed the Recruit Trainee Survey in 2022/23, representing a response rate of 63%.

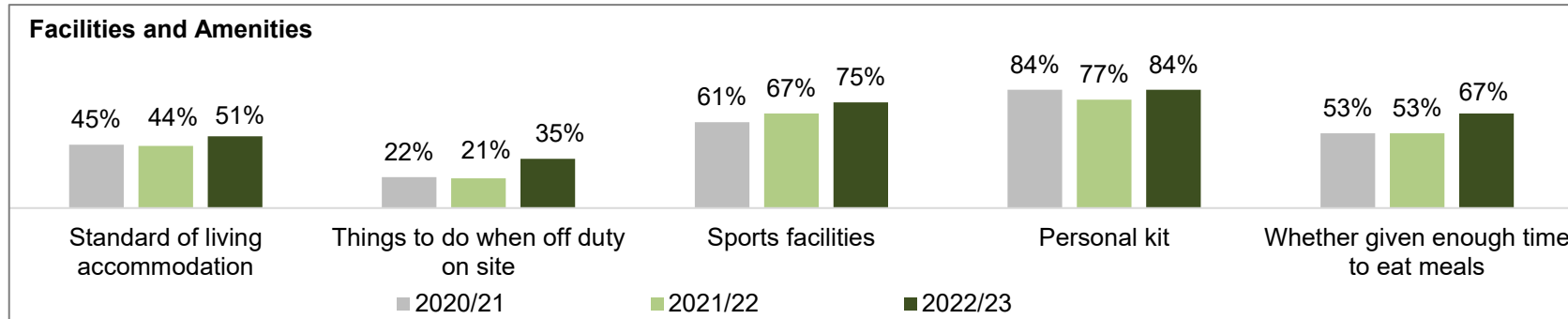
Key Findings

All significant shifts between 2021/22 and 2022/23 for Royal Navy Recruits have been positive, with 13 gains and no falls recorded across all measures.

This includes an increase in overall satisfaction with the training experience, from 87% in 2021/22 to 91% in 2022/23.

Facilities and amenities

Five of these gains relate to facilities and amenities. Things to do off duty on site (21% to 35%) and sports facilities (67% to 75%) both increased to pre-COVID levels. Standard of living accommodation (44% to 51%) and being given enough time to eat meals (53% to 67%) have reached the highest level achieved in the last six years.



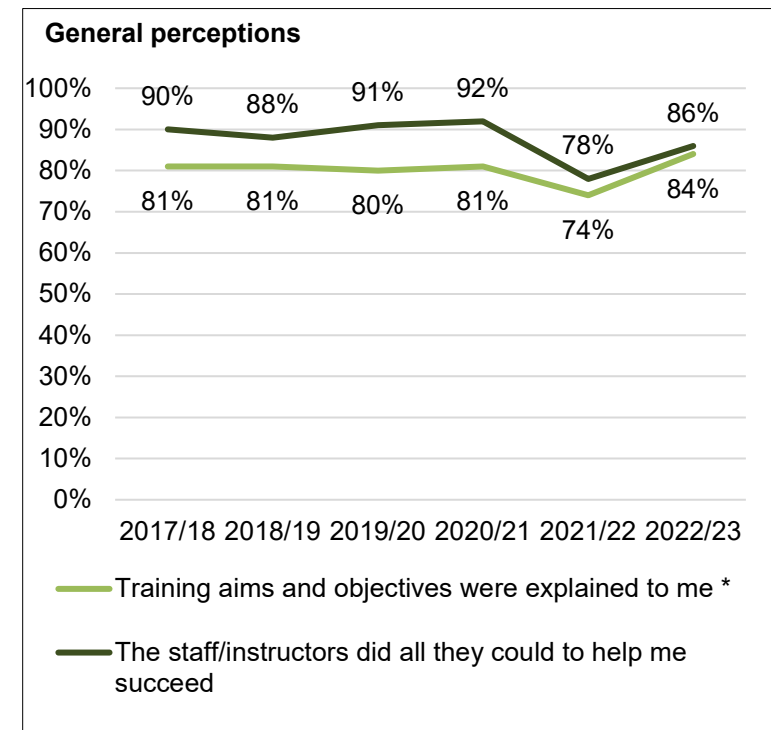
Support and Fairness

There were significant gains regarding opportunities to talk with welfare staff (57% to 64%) and whether Recruits were given enough information on welfare support (59% to 64%) in 2022/23. Opportunity to talk to training staff (80% to 85%) and perception that complaints are dealt with in a fair manner also increased (69% to 76%) in 2022/23.

General measures

In addition to overall satisfaction, there was an increase in positive perceptions of online learning, with a 13 percentage point increase in the proportion of Recruits who felt they had access to everything they need for this.

There has also been a recovery for training aims and objectives being explained (74% to 84%) and staff/instructors doing all they could to help Recruits succeed (78% to 86%).



Royal Navy Phase 1: Key areas of positive change (1 of 2)

Gains

- There have been statistically significant gains for 13 measures in 2022/23 compared to 2021/22.
- Most of these gains were for facilities and amenities. Three out of the five gains for facilities and amenities reported the highest reports since 2017/18; standard of living accommodation, things to do when off duty on site and whether given enough time to eat meals.
- Sports facilities continue to improve following a drop in 2020/21. Perceptions of personal kit recovered following a significant decline in 2021/22 and are now back in line with 2020/21.
- There was also an increase across three measures regarding support, with 85% of Recruits stating that the opportunity to talk privately with training staff was very good/good, returning to its joint highest level recorded in the last six years.

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Standard of living accommodation: Very good/Good	47%	44%	45%	45%	44%	51%
Things to do when off duty on site: Very good/Good	34%	35%	33%	22%	21%	35%
Sports facilities: Very good/Good	84%	78%	76%	61%	67%	75%
Personal kit (e.g. boots, uniform): Very good/Good	83%	78%	80%	84%	77%	84%
Whether given enough time to eat meals: Always/Often	46%	42%	47%	53%	53%	67%
Support						
Opportunity to talk privately with training staff: Very good/Good	84%	85%	-	83%	80%	85%
Opportunity to talk privately with welfare staff: Very good/Good	-	-	-	-	57%	64%
Given information about the welfare support available: Yes, I was given enough information	-	-	-	-	59%	64%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23. A hyphen (-) indicates that data is unavailable due to the question not being asked that year or low base size.

Royal Navy Phase 1: Key areas of positive change (2 of 2)

Gains

- There was also one significant gain regarding fairness, with three-quarters (76%) of Recruits believing that complaints are dealt with in a fair manner, continuing an upward trajectory that began in 2021/22 and reaching the highest level in the last six years.
- There was a significant increase of four percentage points in overall satisfaction with training experience with satisfaction now at 91%, back up to 2019/20 levels.
- Two-thirds (67%) of Recruits agreed that they were able to access everything they needed to conduct online learning, a 13 percentage point increase compared to 2021/22.
- Two general measures have seen a recovery following a significant decline in 2021/22, with a 10 percentage point increase in those agreeing that the training objectives and aims were explained to them, and an eight percentage point increase in those agreeing that staff/instructors did all they could to help them succeed in training.

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes	70%	62%	63%	63%	69%	76%
General						
Overall satisfaction with training experience: Very Satisfied/Satisfied	88%	91%	91%	89%	87%	91%
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	-	-	-	-	54%	67%
*Training objectives and aims were explained to me: Strongly agree/Agree	81%	81%	80%	81%	74%	84%
Staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	90%	88%	91%	92%	78%	86%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23.
A hyphen (-) indicates that data is unavailable due to the question not being asked that year or low base size.

*Question text changed in 2022/23 from 'The reasons for doing things were explained to me'.

Royal Marines Phase 1

Royal Marines Phase 1: Key Findings

A total of 568 Royal Marines Recruits completed the Recruit Trainee Survey in 2022/23, representing a response rate of 74%.

Key Findings

Across all performance measures there have been gains recorded in three areas and declines in two areas between 2021/22 and 2022/23.

Overall Royal Marines have shown a picture of stability, with the majority of measures showing no significant changes in 2022/23.

Facilities and amenities

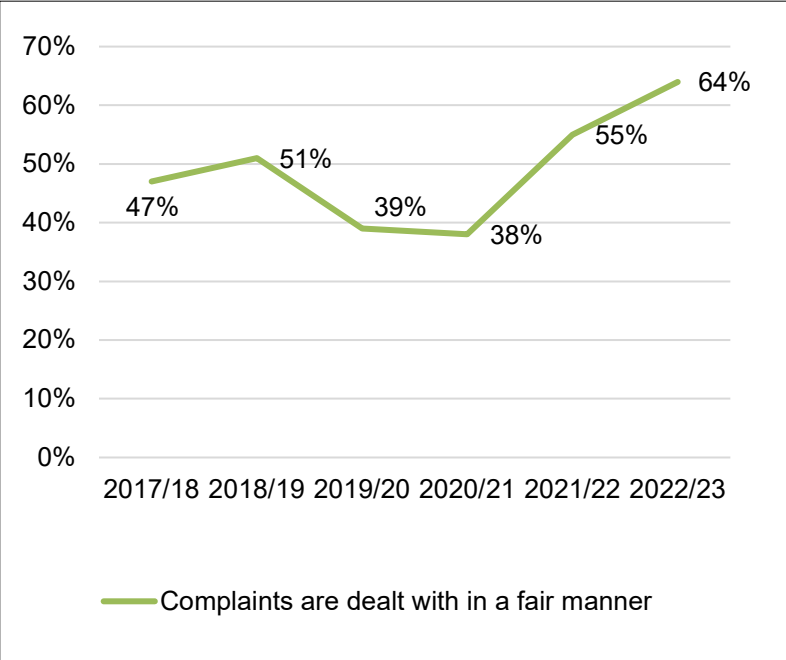
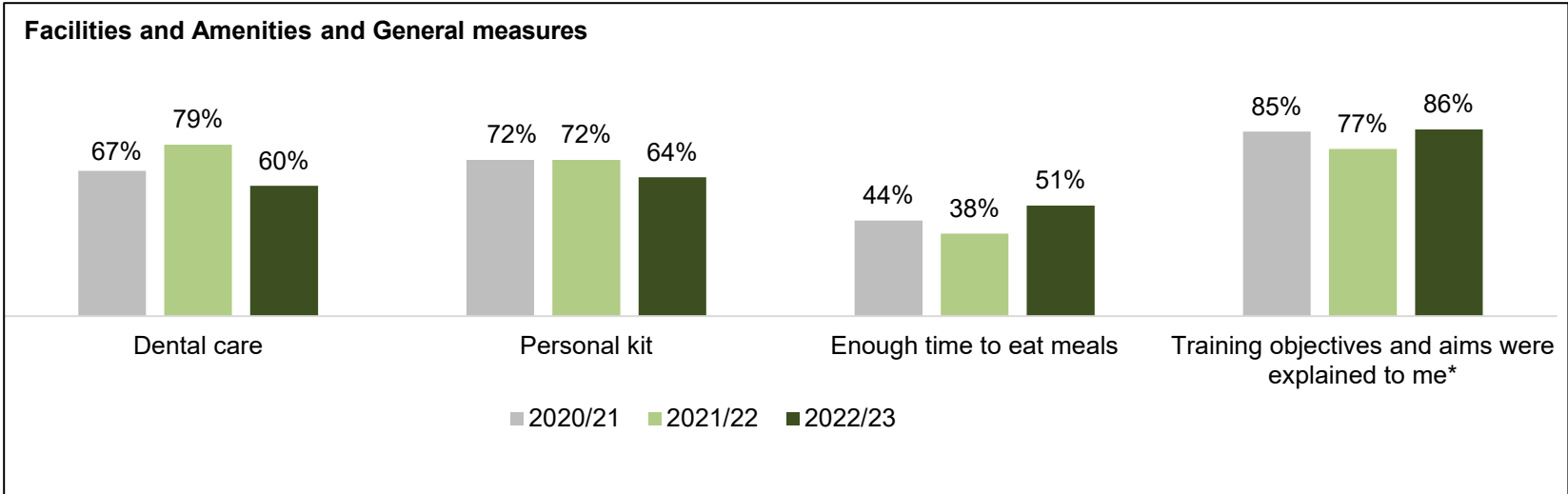
Both of the declines were regarding facilities and amenities; ratings of dental care (79% to 60%), and personal kit (72% to 64%). However, one of the gains was the proportion of Recruits who felt they were given enough time to eat their meals (38% to 51%).

General measures

There was also an increase for training objectives and aims being explained* (77% to 86%), taking it to highest level in the last six years.

Support and Fairness

One of the increases seen between 2021/22 and 2022/23 was the belief that complaints are dealt with in a fair manner, this has been on an upward trajectory over the last three years.



18 *Question text changed in 2022/23 from 'The reasons for doing things were explained to me'

Royal Marines Phase 1: Key areas of positive change

Gains

- There have been statistically significant gains for three measures between 2021/22 and 2022/23.
- Half of Recruits (51%) felt they were given enough time to eat meals, an increase of 13 percentage points and the highest level achieved in the last five years.
- The proportion of Recruits who felt that complaints are dealt with in a fair manner has increased in 2022/23 by nine percentage points, continuing to build on the significant increase seen in the previous year.
- 86% of Recruits felt that the training objectives and aims were explained to them, a nine percentage point increase since 2021/22, bringing perceptions back in line with the 2020/21 performance.

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Whether given enough time to eat meals: Always/Often	26%	30%	31%	44%	38%	51%
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes	47%	51%	39%	38%	55%	64%
General						
Training objectives and aims were explained to me: Strongly agree/Agree*	73%	79%	76%	85%	77%	86%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23.

**Question text changed in 2022/23 from 'The reasons for doing things were explained to me'*

Royal Marines Phase 1: Key areas of negative change

Falls

- There have been statistically significant falls for two measures between 2021/22 and 2022/23, both of which are related to facilities and amenities.
- Satisfaction with dental care is the lowest it has been over the last six years having decreased by 19 percentage points between 2021/22 and 2022/23.
- 64% of Recruits felt personal kit was very good/good, an eight percentage point decline since 2021/22.

FALLS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Dental care: Very good/Good	83%	81%	81%	67%	79%	60%
Personal kit: Very good/Good	76%	74%	69%	72%	72%	64%

Red shading indicates a statistically significant negative movement between 2021/22 and 2022/23.

RAF Phase 1

RAF Phase 1: Key Findings

A total of 906 RAF Recruits completed the Recruit Trainee Survey in 2022/23, representing a response rate of 75%.

Key Findings

There have been declines recorded for three measures and gains achieved for nine measures when compared to 2021/22.

Facilities and amenities

Gains were primarily seen for facilities and amenities. Things to do when off duty on site (13% to 27%) and ratings of food (15% to 25%) have recovered to pre-COVID levels. Sports facilities has improved for a second year running (47% to 53%), reaching the highest level recorded in the last six years.

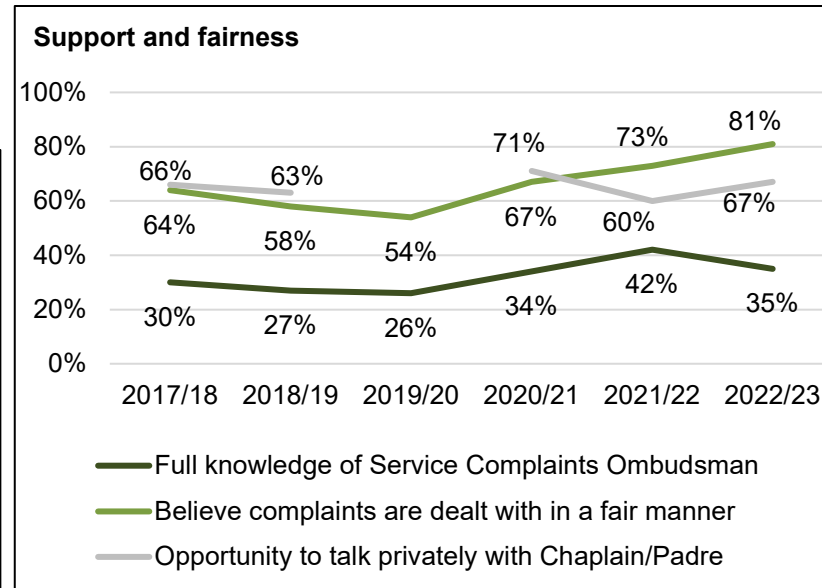
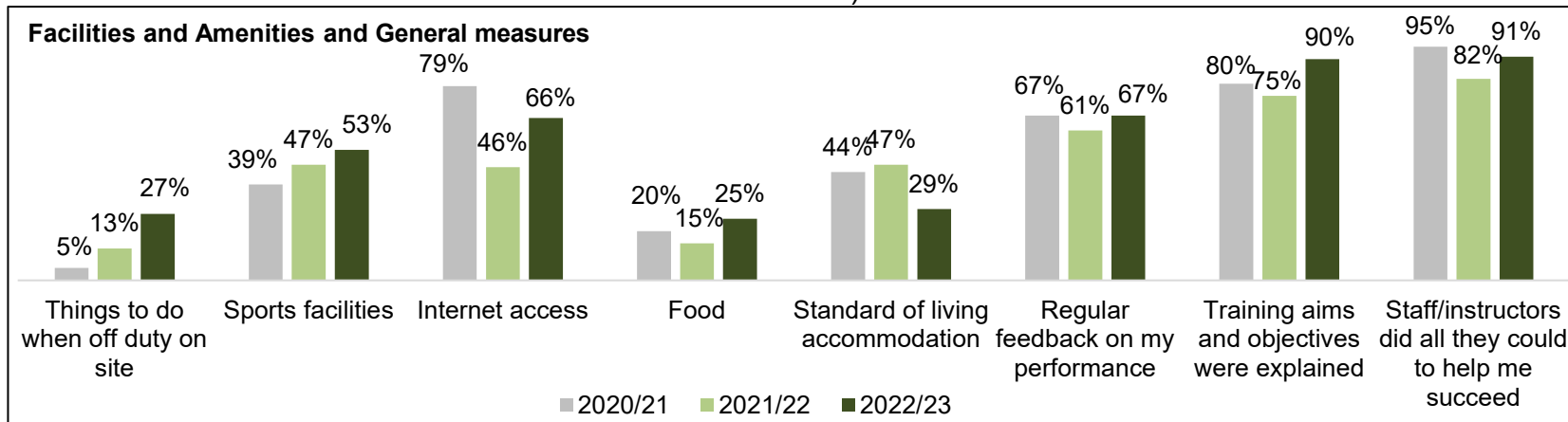
Internet access (46% to 66%) has improved following a decline last year. That said, there has been a significant decline in the proportion of Recruits who felt the standard of living accommodation was very good/good (47% to 29%), one of the lowest levels achieved in the last six years.

General measures

There was improvement across the training specific feedback; receiving regular performance feedback (61% to 67%) and training objectives and aims being explained* (75% to 90%) increased to exceed 2020/21 levels following significant falls last year. Agreement that staff/instructors did all they could to help Recruits succeed also increased (82% to 91%).

Support and Fairness

Following a decline last year, the proportion of Recruits who felt there was good opportunity to talk privately with Chaplains/Padre has recovered (60% to 67%). Belief that complaints are dealt with in a fair manner continues to show improvement (73% to 81%), continuing on an upward trend since 2020/21. However, knowledge of the Service Complaints Ombudsman fell from 42% to 35%.



*Question text changed in 2022/23 from 'The reasons for doing things were explained to me'

RAF Phase 1: Key areas of positive change

Gains

- There have been statistically significant gains for nine measures between 2021/22 and 2022/23.
- Four of these improvements were across facilities and amenities. Sports facilities have improved recording the highest satisfaction level in the last six years (53%).
- Things to do off duty on site and ratings of food dropped in 2020/21 and remained at a lower level last year. Performance for both has now recovered and is comparable to 2019/20.
- There was an uplift in the proportion of Recruits who believed that complaints are dealt with in a fair manner (73% to 81%), the continuation of an increasing trend over the last three years to the highest levels reported since 2017/18.
- There were increases for three of the general training measures; receiving regular feedback (61% to 67%), training objectives and aims being explained (75% to 90%) and staff/instructors doing all they could to help Recruits succeed (82% to 91%). All showed recovery following falls in 2021/22.

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Things to do when off duty on site: Very good/Good	27%	28%	25%	5%	13%	27%
Sports facilities: Very good/Good	39%	38%	40%	39%	47%	53%
Internet access: Very good/Good	65%	74%	77%	79%	46%	66%
Food: Very good/Good	25%	35%	29%	20%	15%	25%
Support						
Opportunity to talk privately with Chaplains/Padre: Very good/Good	66%	63%	-	71%	60%	67%
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes, fully	64%	58%	54%	67%	73%	81%
General						
I received regular feedback on my performance: Strongly agree/Agree	61%	61%	56%	67%	61%	67%
Training objectives and aims were explained to me: Strongly agree/Agree*	75%	74%	74%	80%	75%	90%
The staff/instructors did all they could to help me succeed in	93%	92%	92%	95%	82%	91%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23. A hyphen (-) indicates that data is unavailable due to the question not being asked that year or low base size.

*Question text changed in 2022/23 from 'The reasons for doing things were explained to me'

RAF Phase 1: Key areas of negative change

Falls

- There have been statistically significant falls for three measures between 2021/22 and 2022/23.
- Satisfaction with the standard of living accommodation dropped by 18 percentage points (47% to 29%). Satisfaction has dropped to 2019/20 levels following two years of improved performance.
- 35% of Recruits were fully aware of how the Service Complaints Ombudsman can help with complaints of unfair treatment (down from 42% in 2021/22), now back in line with 2020/21 ratings.
- The proportion of Recruits who would feel comfortable to report sickness if ill or injured has fallen again from 77% to 72%.

FALLS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Standard of living accommodation: Very good/Good	49%	37%	28%	44%	47%	29%
Support						
Full knowledge of Service Complaints Ombudsman: Yes	30%	27%	26%	34%	42%	35%
Setbacks during training						
Would feel comfortable to report sickness, if had been ill/injured during training: Yes	78%	70%	65%	83%	77%	72%

Red shading indicates a statistically significant negative movement between 2021/22 and 2022/23.

Army Phase 2

Army Phase 2: Key Findings

A total of 3,214 Trainees who conducted their Phase 2 training at an Army Service Unit completed the Recruit Trainee Survey in 2022/23, representing a response rate of 80%.

Key Findings

There have been statistically significant increases for six measures and a fall recorded for one.

Facilities and Amenities

Following two years of lower performance, satisfaction with things to do when off duty on site (42% to 50%) and

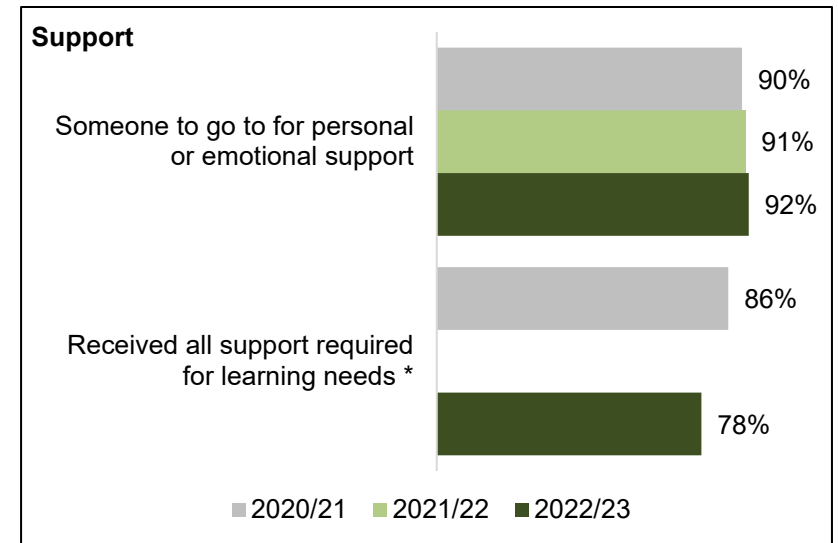
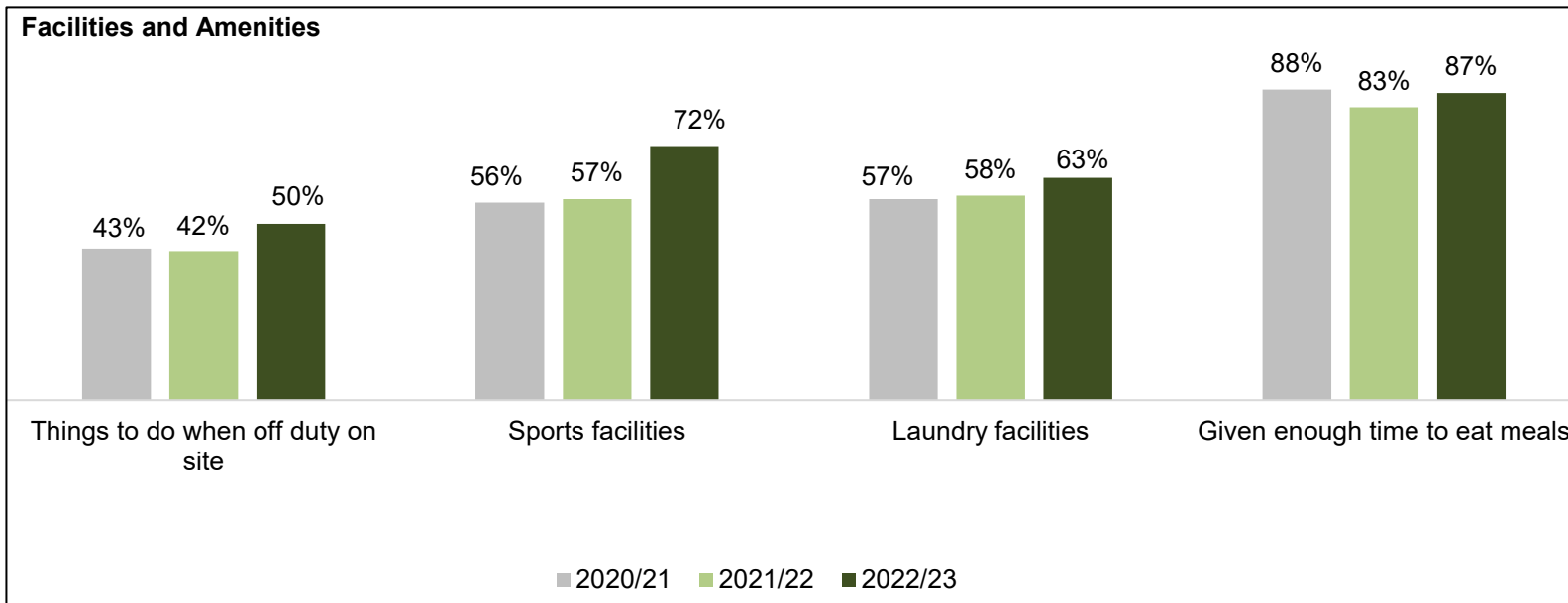
sports facilities (57% to 72%) both saw significant increases, recovering to pre-COVID levels.

Satisfaction with laundry facilities has steadily improved over the last five years and has now achieved the highest satisfaction scores recorded (58% to 63%).

Support

92% of Trainees felt there was someone to go to for personal or emotional problems (up from 91% in 2021/22), performance has not dropped below nine in 10 Recruits in the last six years.

Although not asked last year, there was a fall among the Trainees who stated that they have learning difficulties receiving all the support they required (86% in 2020/21 to 78% in 2022/23).



Army Phase 2: Areas of positive change

Gains

- There have been statistically significant gains for six measures between 2021/22 and 2022/23.
- Four of these relate to facilities and amenities. Things to do when off duty on site (42% to 50%) and sports facilities (57% to 72%) have recovered following two years lower performance. Satisfaction with laundry facilities has risen to the highest level recorded in the last six years (58% to 63%).
- There has also been an uplift in agreement that there is someone to go to for personal or emotional problems (91% to 92%). This continues the trend of high levels of agreement for this measure.
- The proportion of Trainees who agreed objectives and aims were explained increased in from 82% to 85%, which is the highest recorded level in the last six years.

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Things to do when off duty on site : Very good/Good	54%	56%	51%	43%	42%	50%
Sports facilities : Very good/Good	79%	76%	79%	56%	57%	72%
Laundry facilities: Very good/Good	52%	51%	54%	57%	58%	63%
Whether given enough time to eat meals: Always/Often	92%	92%	93%	88%	83%	87%
Support						
Someone to go to for personal or emotional problems: Yes	94%	93%	92%	90%	91%	92%
General						
Training objectives and aims were explained to me: Strongly agree/Agree*	84%	84%	82%	83%	82%	85%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23.

**Question text changed in 2022/23 from 'The reasons for doing things were explained to me'*

Army Phase 2: Areas of negative change

Falls

- There has been a statistically significant fall for one measure.
- The proportion of Trainees who feel that they received all the support required for their learning needs dropped from 86% in 2020/21 to 78% in 2022/23.
- Please note that this question was not asked in 2021/22. The drop has been recorded when compared to data collected in 2020/21.

FALLS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Support						
Received all support required for learning needs: Yes	-	90%	89%	86%	-	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 or low base size.

Royal Navy Phase 2

Royal Navy Phase 2: Key Findings

A total of 635 Trainees who conducted their Phase 2 training at a Royal Navy Service Unit completed the Recruit Trainee Survey in 2022/23, representing a response rate of 39%.

Key Findings

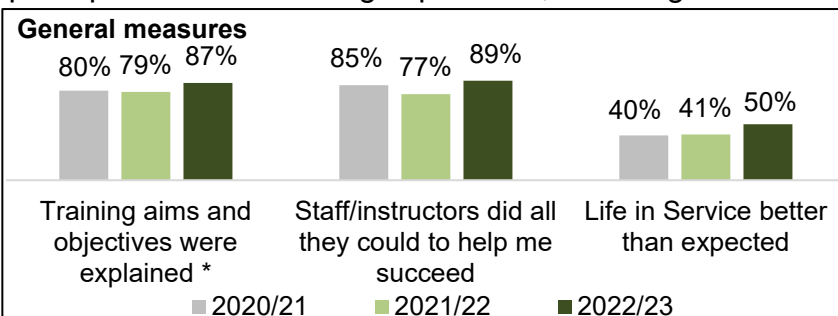
Most shifts have been positive in nature, with 12 increases between 2021/22 and 2022/23 and one decrease.

Facilities and Amenities

There have been three increases regarding facilities and amenities: things to do off duty on site (32% to 39%) and dental care (55% to 66%) both declined in 2020/21 with performance recovering this year. Ratings of sports facilities also increased (75% to 86%) following a dip last year.

General measures

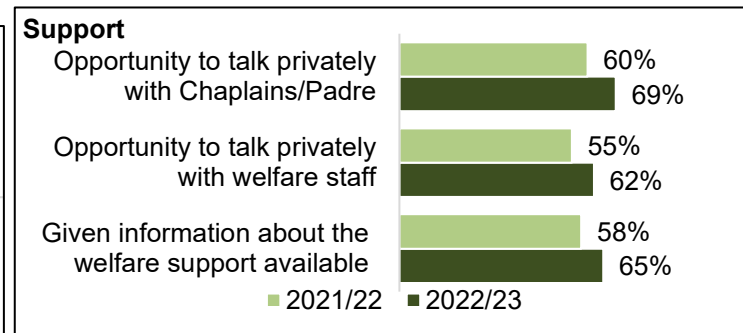
There have also been three increases regarding general perceptions of the training experience, including



training objectives being explained (79% to 87%), staff and instructors doing all they can to help Trainees succeed (77% to 89%) and life in Service being better than expected, now reaching the highest level record in the last six years (41% to 50%). All of these have recovered to or exceeded 2019/20 levels following two years of lower performance.

Support

Perceptions of support improved with a greater proportion of Trainees feeling that they had opportunity to talk privately with Chaplains/Padre (60% to 69%) and welfare staff (55% to 62%). Provision of enough information about welfare support (58% to 65%) also improved this year.

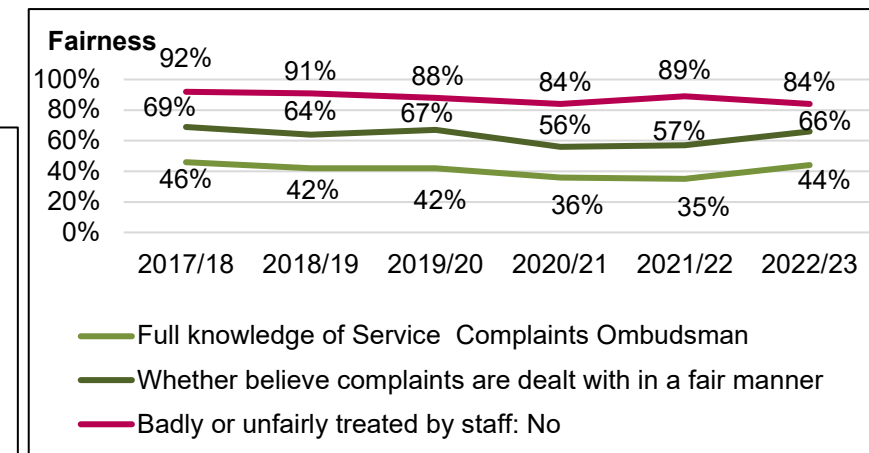


Setbacks during training

A greater proportion of Trainees also felt that their illness was dealt with properly (74% to 90%) in 2022/23.

Fairness

Belief that complaints are dealt with in a fair manner and having full knowledge of the Service Complaints Ombudsman increased in 2022/23, now back in line with 2019/20 levels. However, there has been a negative shift in the proportion who stated 'no', they were not treated badly or unfairly by staff decreasing (89% to 84%).



Royal Navy Phase 2: Areas of positive change

Gains

- There have been statistically significant gains for Royal Navy Phase 2 Trainees at 12 measures.
- Ratings of things to do when off duty on site and dental care dipped in 2020/21 and have shown signs of recovery in 2022/23. Ratings of sports facilities fell in 2021/22 but are now comparable with 2020/21 and prior (75% to 86%).
- Opportunity to talk privately with welfare staff and information about welfare support have both improved this year. Opportunity to talk privately with Chaplains/Padre has recovered following a decline last year (60% to 69%) but still lags behind levels seen in 2018/19.
- For full knowledge of the Service Complaints Ombudsman (35% to 44%) and belief that complaints are dealt with in a fair manner (57% to 66%), ratings have recovered to bring them back in line with levels seen in 2019/20.
- Positive perceptions of training objectives being explained and staff/instructors support to succeed have both increased this year. Life in Service being better than expected has been rated at the highest level in the last six years (41% to 50%).

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Things to do when off duty on site: Very good/Good	46%	41%	40%	30%	32%	39%
Sports facilities: Very good/Good	89%	90%	89%	85%	75%	86%
Dental care: Very good/Good	85%	80%	87%	54%	55%	66%
Support						
Opportunity to talk privately with Chaplains/Padre: Very good/Good	82%	78%	-	68%	60%	69%
Opportunity to talk privately with welfare staff: Very good/Good	-	-	-	-	55%	62%
Given information about the welfare support available: Yes, I was given enough information	-	-	-	-	58%	65%
Fairness						
Full knowledge of Service Complaints Ombudsman: Yes	46%	42%	42%	36%	35%	44%
Whether believe complaints are dealt with in a fair manner: Yes	69%	64%	67%	56%	57%	66%
Setbacks						
Illness was properly dealt with: Strongly agree/Agree	-	-	-	-	74%	90%
General						
Training objectives and aims were explained to me: Strongly agree/Agree*	87%	85%	87%	80%	79%	87%
The staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	90%	89%	91%	85%	77%	89%
Life in Service better than expected: Much better/Better	47%	47%	46%	40%	41%	50%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23.

A hyphen (-) indicates that data is unavailable due to the question not being asked that year or low base size.

Royal Navy Phase 2: Areas of negative change

Falls

- There has been one statistically significant fall for Royal Navy Phase 2 Trainees.
- The proportion of Trainees who felt they were not treated badly or unfairly by staff has fallen by five percentage points, from 89% in 2021/22 to 84% in 2022/23. This sits below longer term trends seen in and prior to 2019/20.

FALLS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Fairness						
Badly or unfairly treated by staff: No	92%	91%	88%	84%	89%	84%

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

Royal Marines Phase 2

Royal Marines Phase 2: Key Findings

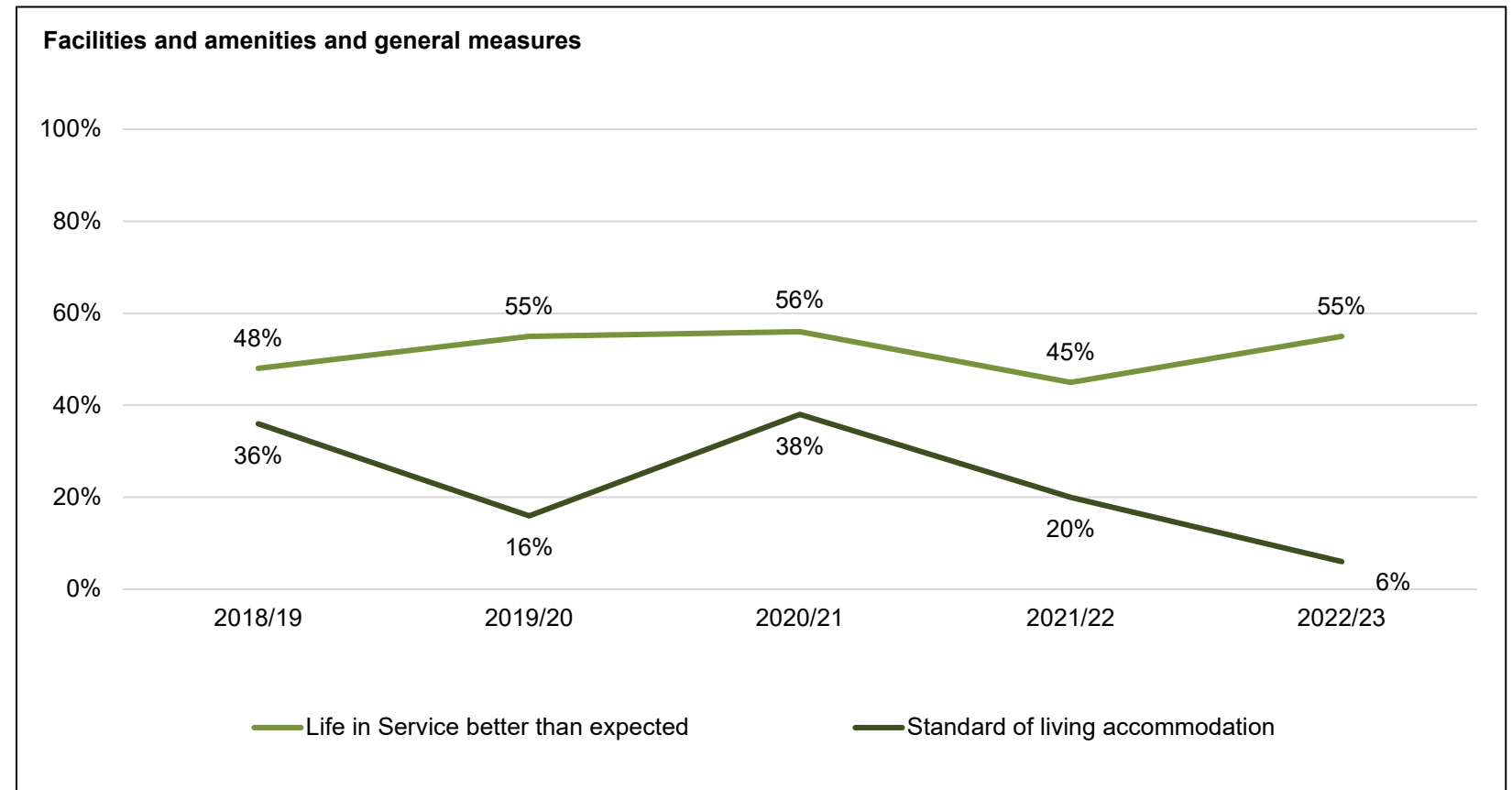
A total of 455 Trainees who conducted their Phase 2 training at a Royal Marines Service Unit completed the Recruit Trainee Survey in 2022/23, representing a response rate of 95%.

Key Findings

Performance remained broadly stable this year with only two significant changes.

The proportion of Trainees who felt that training was better than they had expected increased. Now over half state that Service life exceeded expectations (45% to 55%).

There was a decline in performance for the standard of living accommodation, falling from 20% agreeing that the standard was very good/good to 6% in 2022/23, its lowest level in the last five years.



Royal Marines Phase 2: Areas of positive and negative change

Gains

- Perception that life in service was better than expected has recovered to levels recorded in previous years, following a decline last year. (45% to 55%)

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
General						
Life in Service better than expected: Much better/Better	-	48%	55%	56%	45%	55%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23.

A hyphen (-) indicates that data is unavailable due to the question not being asked that year or low base size.

Falls

- There was a statistically significant decline in the proportion of Trainees who felt the standard of living accommodation was very good/good (20% to 6%). This is the lowest recorded satisfaction score recorded in the last five years.

FALLS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
General						
Standard of living accommodation: Very good/Good	-	36%	16%	38%	20%	6%

Red shading indicates a statistically significant negative movement between 2021/22 and 2022/23.

A hyphen (-) indicates that data is unavailable due to the question not being asked that year or low base size.

RAF Phase 2

RAF Phase 2: Key Findings

A total of 2,341 Trainees who conducted their Phase 2 training at an RAF Service Unit completed the Recruit Trainee Survey in 2022/23, representing a response rate of 68%.

Key Findings

There have been nine statistically significant gains between 2021/22 and 2022/23 and four falls.

Facilities and amenities

Performance is mixed for facilities and amenities. Things to do off duty on site and sports facilities achieved a second year of improvement following a fall in 2020/21 and dental care has increased (63% to 71%), all making progress to return to pre-COVID levels.

Positive perceptions of training facilities fell this year (83% to 76%) and, for a consecutive year, ratings of food dropped (23% to 19%), this is the lowest level recorded in the last six years.

General measures

There was improvement across more specific feedback on training; training objectives and aims being explained* (77% to 88%) and staff/instructors doing all they could to help Trainees succeed (85% to 88%). Life in Service exceeding expectations also increased from 52% to 56%. All reaching the highest levels in the last six years.

Preparation

Management of Trainees during the gap between training was viewed more positively (55% to 65%).

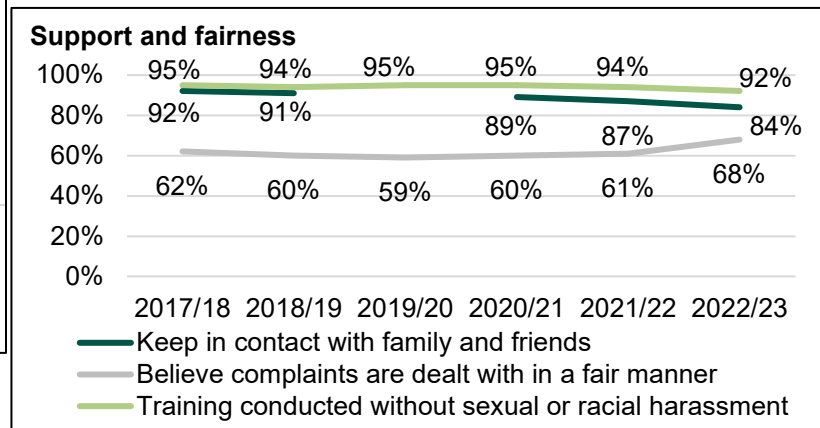
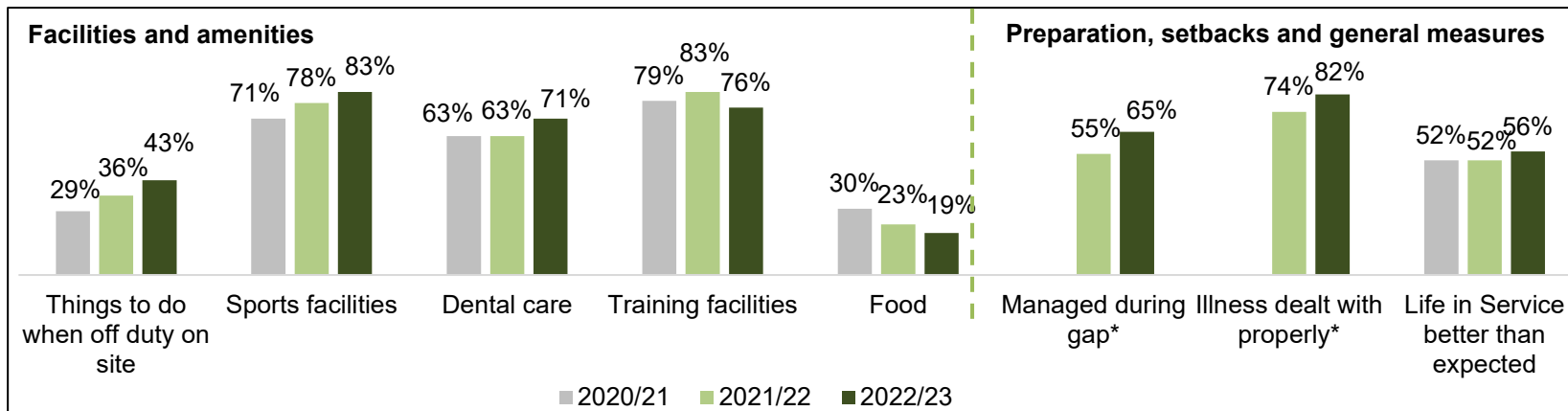
Setbacks

A higher proportion of Trainees who reported illness felt it was dealt with properly (74% to 82%).

Support and fairness

There has been a decline in the proportion of Trainees who felt they had good opportunity to keep in contact with family and friends (87% to 84%).

There has also been a decline for training being conducted without sexual or racial harassment (94% to 92%). However, the belief that complaints are dealt with fairly increased (61% to 68%), the highest level recorded in the last six years.



RAF Phase 2: Key areas of positive change

Gains

- There have been statistically significant gains at nine measures between 2021/22 and 2022/23.
- Following a decline in 2020/21 for things to do when off duty on site (36% to 43%) and sports facilities (78% to 83%), both have recovered to levels comparable to 2019/20 and prior. Despite the increase in 2022/23, dental care (63% to 71%) is still lower than performance recorded prior to 2020/21.
- Since 2021/22 there has been an uplift for those agreeing that complaints are dealt with in a fair manner (61% to 68%), reaching the highest levels in the last six years.
- The proportion of Trainees who agreed that staff/instructors did all they could to help them succeed improved (85% to 88%).
- There was overall improvement for life in Service being better than expected (52% to 56%) and the proportion who agreed training objectives and aims were explained (77% to 88%), both reaching the highest levels in the last six years.

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Recruitment and Preparation						
How you were managed in the gap between training: Very Satisfied/Satisfied	-	-	-	-	55%	65%
Facilities and Amenities						
Things to do when off duty on site: Very good/Good	41%	43%	40%	29%	36%	43%
Sports facilities: Very good/Good	87%	87%	86%	71%	78%	83%
Dental care: Very good/Good	82%	82%	78%	63%	63%	71%
Fairness						
Whether believe complaints are dealt with in a fair manner: Yes	62%	60%	59%	60%	61%	68%
Setbacks						
Illness was properly dealt with: Strongly agree/Agree	-	-	-	-	74%	82%
General						
Training objectives and aims were explained to me: Strongly agree/Agree*	80%	80%	78%	76%	77%	88%
Staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	88%	87%	87%	86%	85%	88%
Life in Service better than expected: Much better/Better	49%	50%	53%	52%	52%	56%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23.

A hyphen (-) indicates that data is unavailable due to the question not being asked that year or low base size..

*Question text changed in 2022/23 from 'The reasons for doing things were explained to me'

RAF Phase 2: Key areas of negative change

Falls

- There have been statistically significant falls at four measures between 2021/22 and 2022/23, all of which reached their lowest levels in the last six years.
- Satisfaction with training facilities has fallen (83% to 76%), following improvement last year. The quality of food has fallen (23% down to 19%) again this year with less than one in five now satisfied.
- There was a drop in Trainees perception of their opportunity to keep in contact with family and friends (87% to 84%) continuing the downward trend seen over the last three years.
- The proportion of Trainees who felt training was conducted without harassment fell from 94% to 92%, after a period of stability since 2017/18.

FALLS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Training facilities: Very good/Good	85%	84%	82%	79%	83%	76%
Food: Very good/Good	28%	27%	26%	30%	23%	19%
Support						
Keep in contact with family and friends: Very good/Good	92%	91%	-	89%	87%	84%
Fairness						
Training conducted without sexual or racial harassment: Always/Most of the time	95%	94%	95%	95%	94%	92%

Red shading indicates a statistically significant negative movement between 2021/22 and 2022/23.

A hyphen (-) indicates that data is unavailable due to the question not being asked that year.

StratCom Phase 2

StratCom Phase 2: Key Findings

A total of 499 Trainees who conducted their Phase 2 training at a StratCom unit completed the Recruit Trainee Survey in 2022/23, representing a response rate of 70%.

Key Findings

Across all measures there have been significant increases for five and a decline recorded for one.

Facilities and amenities

Perception of sports facilities has continued to improve (70% to 82%) and is now back to pre-COVID levels. However, satisfaction with food (29% to 18%) saw a significant decline and has reached the lowest level recorded since 2018/19.

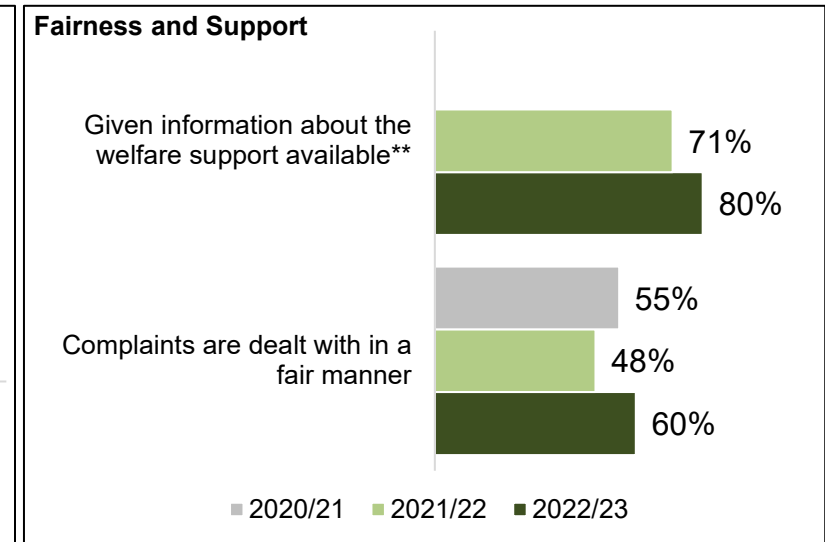
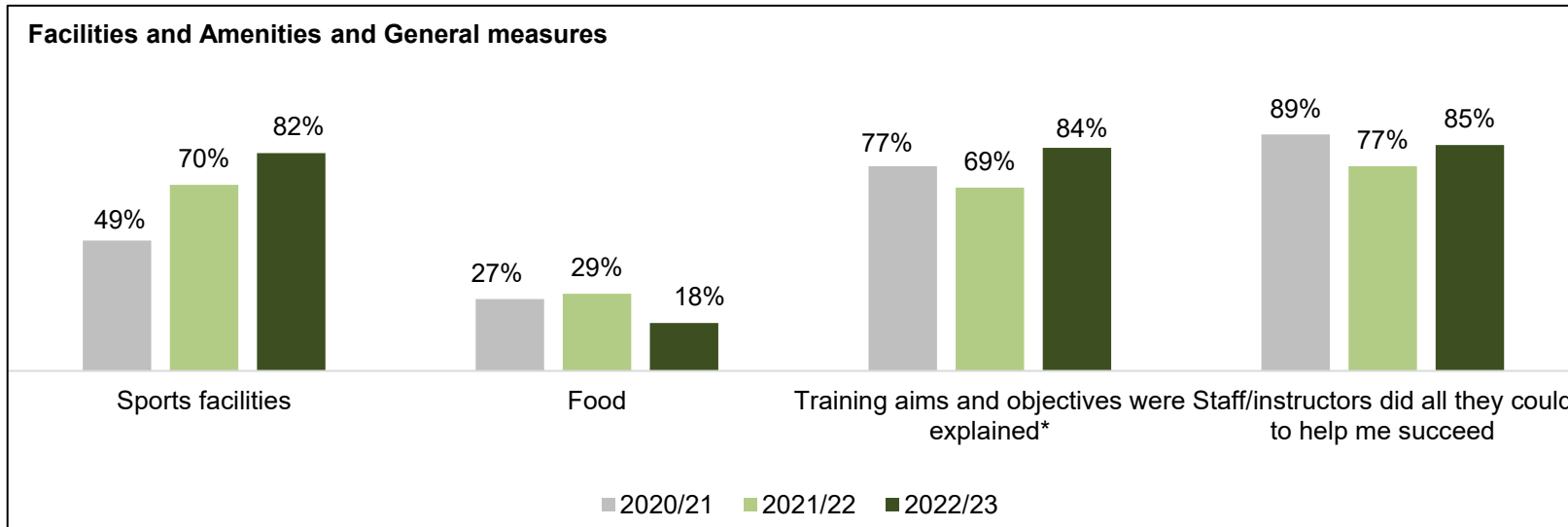
General measures

Following falls in 2021/22, Trainees were now more likely to agree that:

- training objectives and aims were explained* (69% to 84%)
- staff/instructors did all they could to help them succeed (77% to 85%), though this remains lower than 2020/21.

Support and Fairness

There have been improvements for two support and fairness measures. A greater proportion of Trainees stated that they were provided with information about the welfare support available (71% to 80%) and agreed that they believe complaints are dealt with fairly (48% to 60%), with the latter reaching the highest level since 2018/19.



41 *Question text changed in 2022/23 from 'The reasons for doing things were explained to me'.

**Question added in 2021/22.

StratCom:

Areas of positive change

Gains

- There have been statistically significant gains for five measures between 2021/22 and 2022/23.
- Perception of sports facilities has risen to the highest satisfaction levels since 2019/20, following another significant increase in satisfaction this year (70% to 82%).
- The proportion of Trainees who felt they were provided with enough information about the welfare support available increased this year from 71% to 80%.
- Belief that complaints are dealt with in a fair manner increased from 48% to 60%, recovering from the declines seen since 2019/20.
- The proportion of Trainees who felt that training objectives and aims were explained (69% to 84%) improved following a period of lower performance from 2019/20.
- Positive perceptions that staff/instructors did all they could to help succeed in training has increased (77% to 85%), partly recovering from the dip seen in 2021/22, though it still remains lower than 2020/21.

GAINS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Sports facilities: Very good/Good	64%	81%	84%	49%	70%	82%
Support						
Given information about the welfare support available: Yes, I was given enough information	-	-	-	-	71%	80%
Fairness						
Complaints are dealt with in a fair manner: Yes	57%	73%	57%	55%	48%	60%
General						
Training objectives and aims were explained to me: Strongly agree/Agree*	90%	93%	78%	77%	69%	84%
Staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	91%	98%	85%	89%	77%	85%

Green shading indicates a statistically significant positive movement between 2021/22 and 2022/23.

A hyphen (-) indicates that data is unavailable due to the question not being asked that year or low base size.

**Question text changed in 2022/23 from 'The reasons for doing things were explained to me'*

StratCom: Areas of negative change

Falls

- There was a statistically significant fall for one measure between 2021/22 and 2022/23.
- The proportion of Trainees who felt the food was good fell from 29% to 18% and is back in line with the lowest levels reported in 2018/19.

FALLS	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Facilities and Amenities						
Food: Very good/Good	60%	18%	26%	27%	29%	18%

Red shading indicates a statistically significant negative movement between 2021/22 and 2022/23.

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 Recruits/Trainees 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/Trainees 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 2022 to 31st March 2023.

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 provide feedback 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 to gauge understanding.

Response rates

Over a twelve-month fieldwork period between 1st April 2022 and 31st March 2023, 12,844 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 (21/22)	Total Responses (22/23)	Response Rate (21/22)	Response Rate (22/23)
Army	4,305	3,156	56%	62%
Royal Navy	1,560	1,070	65%	63%
Royal Marines	458	568	51%	74%
RAF	1,427	906	89%	75%

Phase 2	Total Responses (21/22)	Total Responses (22/23)	Response Rate (21/22)	Response Rate (22/23)
Army	4,450	3,214	66%	80%
Royal Navy	747	635	34%	39%
Royal Marines	327	455	36%	95%
RAF	1,920	2,341	62%	68%
StratCom*	526	499	29%	70%

* All StratCom 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 2022/23 vs Army 2021/22
 - Royal Navy 2022/23 vs Royal Navy 2021/22
 - Royal Marines 2022/23 vs Royal Marines 2021/22
 - RAF 2022/23 vs RAF 2021/22
 - StratCom 2022/23 vs StratCom 2021/22.

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 3156 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 9.1% and 10.9% (if 10% strongly agree) and between 89.1% or 90.9% (if 90% strongly agree/agree), i.e. a margin of 0.9% on each side.

Similar margins for other percentages and sub-groups of the respondents are given in the tables 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 (3156)	0.9	1.1	1.3	1.4	1.4
Royal Navy (1070)	1.4	1.9	2.2	2.3	2.4
Royal Marines (568)	1.7	2.2	2.5	2.7	2.8
RAF (906)	1.3	1.7	2.0	2.1	2.2

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 (3214)	0.6	0.8	0.9	1.0	1.0
Royal Navy (635)	2.4	3.2	3.7	3.9	4.0
Royal Marines (455)	0.8	1.1	1.3	1.4	1.4
RAF (2341)	0.9	1.2	1.4	1.5	1.5
StratCom (499)*	1.9	2.5	2.9	3.1	3.1

*All StratCom training establishments provide Phase 2 training only.



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