



Ministry of Defence

# UK Regular Armed Forces Continuous Attitude Survey Results 2024



● Annual

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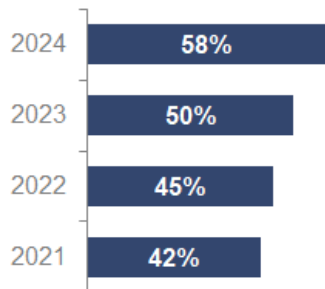
United Kingdom

This statistical release provides results from the Armed Forces Continuous Attitude Survey (AFCAS) 2024, along with results from previous years.

Statistics from AFCAS are used by both internal Ministry of Defence (MOD) teams and external bodies to inform the development of policy and measure the impact of decisions affecting personnel, including major programmes such as the Armed Forces Covenant.

## Nearly six in ten personnel rate their Service morale as 'low'

The proportion of personnel rating their Service morale as low has increased for the third year in a row, up from 42% in 2021, to 58%.

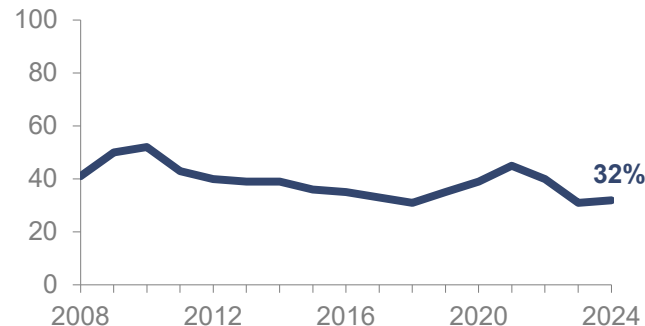


The level of low Service morale reported in 2024 is in line with 2019 levels. These changes in low Service morale are reported across all the Services.

Overall, just one in ten (10%) personnel rate their Service morale as high.

## Attitudes towards pay remain at their lowest reported levels

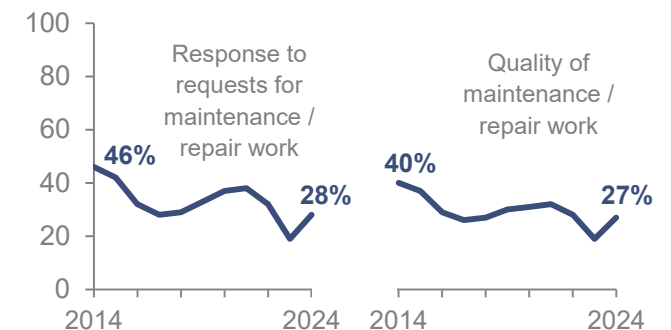
Satisfaction with the rate of basic pay fell sharply between 2021 and 2023. This year, satisfaction is stable at 32%, but remains well below the peak level reported in 2010 (52%).



In addition, overall satisfaction with pension benefits has fallen for a second year in a row, down five percentage points since 2022, to 38%.

## Satisfaction with some aspects of SFA has improved slightly this year

Following large decreases in 2023, satisfaction with responses to requests for, and quality of maintenance/repair work of Service Family Accommodation (SFA) has improved slightly, back in line with 2022 levels.



However, levels of satisfaction still remain well below the peak levels reported in 2014.

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**Background Quality Report:** <https://www.gov.uk/government/collections/armed-forces-continuous-attitude-survey-index>

Would you like to be added to our **contact list** so that we can inform you about updates to these statistics and consult you if we are thinking of making changes? You can subscribe to updates by emailing [Analysis-Publications@mod.gov.uk](mailto:Analysis-Publications@mod.gov.uk)

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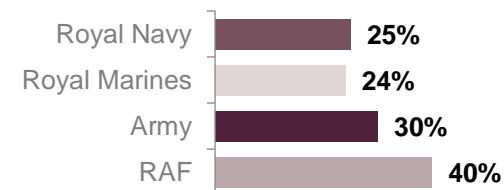
## About these statistics

The 2024 Armed Forces Continuous Attitude Survey (AFCAS) was distributed to a sample of 31,449 trained UK Regular Armed Forces personnel between September 2023 and February 2024 using both online and paper questionnaires. Participants were chosen using (disproportionate) stratified simple random sampling, designed to ensure sufficient responses from each Service and from each rank group within each Service, whilst minimising respondent burden.

### Response Rates

Overall, 9,320 responses were received, representing a response rate of 30%. This is one percentage point lower than the response rate last year (31%).

The 2024 response rates for the Royal Navy, Royal Marines and Army are the same as last year. The RAF response rate has fallen from 43% in 2023 to 40% this year.



### Reference Tables

The Reference Tables, Background Quality Report (BQR) and AFCAS 2024 questionnaires are published as separate documents and can be found on the [AFCAS webpage](#). The BQR has full details of the survey methodology, analysis, and data quality considerations.

### Changes since 2020 and Impact of COVID-19

AFCAS 2021 was in field during a period of two national lockdowns, imposed as a result of the COVID-19 pandemic. AFCAS 2022 was in field September 2021 - February 2022 and, whilst COVID-19 continued to feature heavily in daily life, national restrictions were being eased. Several areas of improvement were reported in 2021, such as in job satisfaction, pay, engagement and future plans. However, in 2022 and 2023, many of the increases in these areas reverted back to levels reported prior to the pandemic. This may have been due, in part, to Service personnel re-evaluating their employment situation following the lifting of restrictions as attitudes shifted back to pre-COVID levels. In 2024, attitudes towards many of these aspects remain unchanged, below those levels reported in 2021. The amount of separation experienced by personnel is also shifting back to pre-COVID levels which, may, in part, have had some impact on attitudes in recent years. For example, more personnel are spending time away from their families due to Service reasons in 2024, compared to the last three years.

## Accredited Official Statistics Publication

Accredited Official Statistics are called National Statistics in the Statistics and Registration Service Act 2007.

These Accredited Official Statistics were independently reviewed by the Office for Statistics Regulation (OSR) in August 2020. They comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics and should be labelled 'Accredited Official Statistics'.

Accreditation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Further information on the accreditation process can be found here: [Accreditation explanation web page](#)

Once statistics have been designated as Accredited Official Statistics it is a statutory requirement that the Code of Practice shall continue to be observed. Further details about how this report has been developed since its confirmation as an Accredited Official Statistic can be found in the Background Quality Report.

Our statistical practice is regulated by the OSR. OSR sets the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](#) that all producers of official statistics should adhere to.

You are welcome to contact us directly with any comments about how we meet these standards.

Alternatively, you can contact OSR by emailing [regulation@statistics.gov.uk](mailto:regulation@statistics.gov.uk) or via the OSR website.

## Additional Information and Comparisons

Where possible, additional contextual information has been added to the report to aid the interpretation of some results. Information from other sources, such as national well-being results from the Office for National Statistics, are also used to provide context. However, these are rarely directly comparable due to demographic differences between the general population and the population of the Armed Forces.

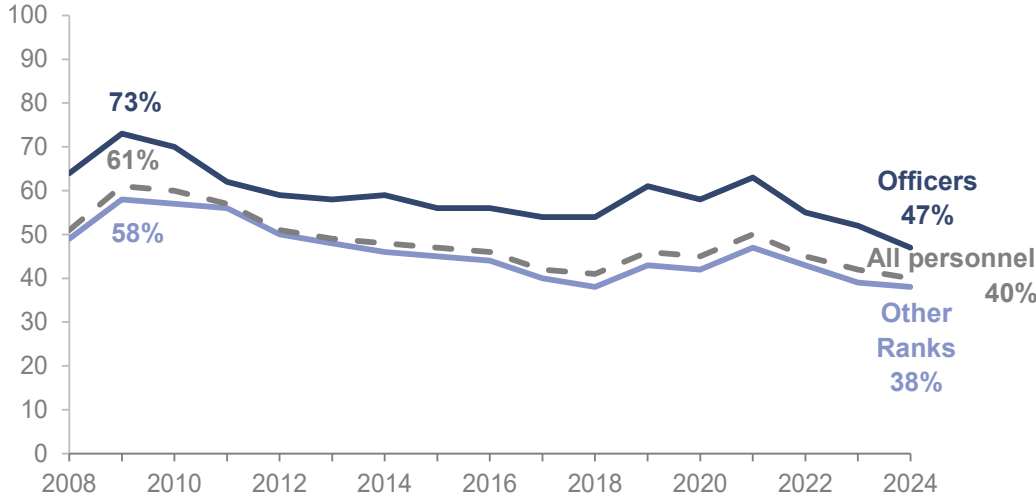
*Note: Throughout the report, where statistical significance tests are applied, they are carried out at the 99% confidence level. This is at a fairly stringent level and means that there should be less than a 1% (1 in 100) chance that differences observed in AFCAS results are not representative of the Armed Forces as a whole. This reduces the likelihood of wrongly concluding that there has been an actual change based on the survey results, which only cover a sample of the Regular Armed Forces. Percentage point changes are calculated on unrounded estimates.*

# Section 1 - Morale, Commitment and Engagement

Section 1 covers how personnel perceive their self, Unit and Service morale, and satisfaction with topics including aspects of their job, commitment and engagement.

## Four in ten personnel are satisfied with their Service life in general, remaining at the lowest reported level

% satisfied with Service life in general



In 2021, overall satisfaction with Service life in general rose to 50%. Over the next two years satisfaction fell, returning to its lowest reported level, in line with 2018 results. This year, satisfaction with Service life remains unchanged since last year, at 40%.

Officers consistently rate their satisfaction with Service life higher than Other Ranks. However, Officers' satisfaction has fallen for the third year in a row, down sixteen percentage points since 2021.

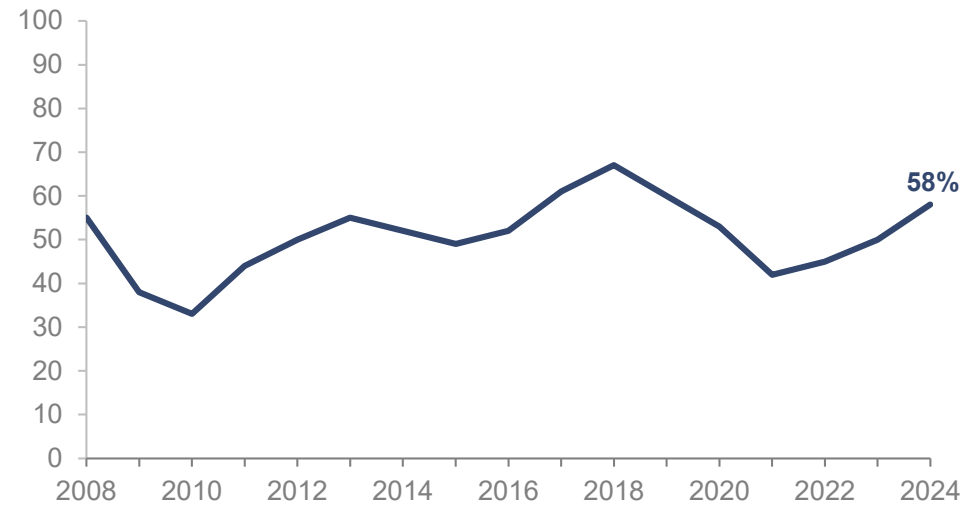
Army personnel are the most satisfied with Service life (44%), followed by RAF (37%), then Royal Marines and Royal Navy personnel (33% and 32%, respectively).

Satisfaction with Service life amongst Royal Navy personnel has fallen four percentage points since 2023 to its lowest ever level. Levels of satisfaction amongst the other Services remain relatively stable since last year, but are considerably below the recent peaks reported in 2021.

Personnel are asked how they would rate the level of morale of their self, their Unit, and their Service as a whole based on a five-point scale from 'Very high' to 'Very low'. To aid interpretation, these are regrouped into a three-point scale: 'high', 'neutral' and 'low'.

## The proportion of personnel rating their Service morale as 'low' has increased for the third year in a row

% reporting low Service morale



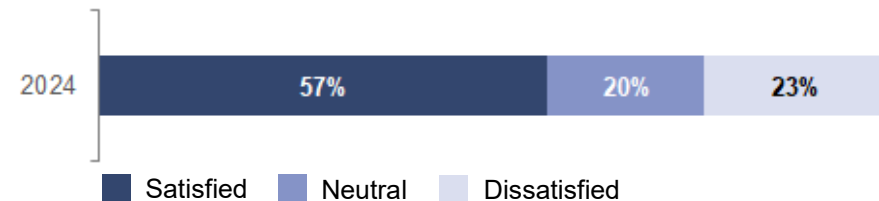
In 2024, nearly six in ten (58%) personnel rate their Service morale as low. This is similar to the level reported in 2019, but more positive than the level reported in 2018. The changes in low Service morale in recent years are evident across all the Services.

Overall, just one in ten (10%) personnel rate their Service morale as high.

Personnel are more positive about their own morale, with just under four in ten (38%) reporting high self morale, unchanged since 2022. Over a fifth (23%) of personnel report high Unit morale. Whilst these results are considerably higher than high Service morale, AFCAS consistently shows year-on-year that Service morale is rated lower than Unit and self morale.

## More than half (57%) of personnel are satisfied with their job in general

% satisfied/dissatisfied with my job in general



Job satisfaction has been relatively stable since 2013. However, there was a brief increase in satisfaction in 2021 during the COVID-19 pandemic.

### Attitudes towards feeling valued by their Service are mixed

Whilst over a third (35%) of personnel feel valued by their Service, a similar proportion (36%) do not feel valued. These proportions are unchanged since last year, with the proportion of personnel feeling valued remaining below the peak level reported in 2021 (41%).

### Half of personnel do not believe that their family benefits from being a Service family, unchanged since last year

Yet, the majority (81%) of personnel still agree that their family is supportive of their career in the Services.

### The proportions of personnel that feel proud (74%), and feel a strong personal attachment to their Service (58%) remain unchanged this year, below the peak levels reported in 2021

Other aspects of engagement, such as feeling their Service inspires personnel to be the best at their job (44%), and motivates them to achieve the Services' objectives (39%) are also unchanged this year, below the peak levels reported in 2021.

The proportion of Officers who would recommend joining the Services to others has fallen seven percentage points since last year, to 56%, returning to the level reported in 2018. This, along with a slight decrease in feeling proud (83%, down from 86% in 2023), has resulted in an overall drop in Officers' engagement score (see opposite).

## Engagement Index

The Engagement Index is calculated using the same method as that used in the [Civil Service People Survey](#), using the following questions: How strongly do you agree or disagree with the following? (a) I am proud to be in the [Service]; (b) I would recommend joining the [Service] to others; (c) I feel a strong personal attachment to the [Service]; (d) The [Service] inspires me to do the best in my job; (e) The [Service] motivates me to help it achieve its objectives.

### The Engagement Index for Service personnel is 61%

This has been relatively consistent since 2015. However, there was a brief increase in 2021 during the COVID-19 pandemic, to 64%.

Officers continue to be more engaged than Other Ranks in 2024 (65% and 60% respectively). However, the gap has narrowed this year as Officers' engagement has fallen two percentage points since 2023, whilst Other Ranks' engagement remains unchanged.

### Royal Marines and Army personnel continue to have higher Engagement scores than the other Services

Engagement Index



The Engagement Index for Royal Marines remains high, despite their personnel being the least satisfied with their job in general (47%) compared to the other Services (between 55% and 59%).

### Civilian personnel comparison

In the latest [Civil Service People Survey](#) (2023), MOD Civilians had an Engagement Index of 63%, back in line with 2019 results after reaching a record high in 2020 (67%).

## Section 2 - Work and Line Management

Section 2 focuses on the work of Service personnel, their equipment, line management and teamwork.

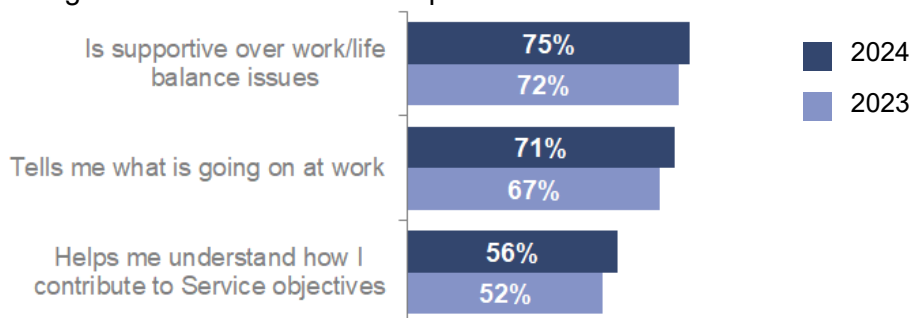
### Attitudes towards various aspects of work remain relatively stable this year

For example, nearly two-thirds (64%) of personnel agree they are given sufficient authority to make decisions, unchanged since 2020. A similar proportion are encouraged to find better ways of doing things at work (63%), unchanged since 2022.

The proportion of personnel who agree they have a choice in deciding how they do their work has improved slightly this year, to 58%, back in line with the level reported in 2022.

### Attitudes towards several aspects of line management have improved this year, returning to 2022 levels

% agree that their immediate superior...



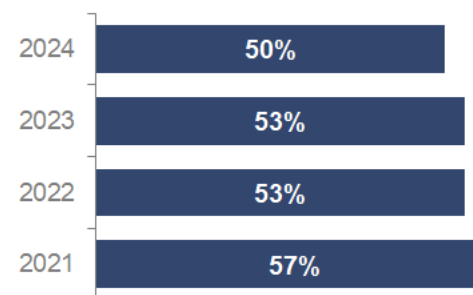
Positive attitudes towards line management are at their highest reported levels in 2024, with some of the improvements reported this year particularly evident amongst Army personnel.

### Overall, attitudes towards team members remain relatively unchanged in recent years

For example, the majority (86%) of personnel agree that team members work well with personnel from different backgrounds, unchanged since 2019. A slightly lower proportion agree that they have confidence in themselves as a team (82%), unchanged since 2022.

### Satisfaction with the standard of personal equipment/kit has fallen for the first time in two years, back in line with the level reported in 2014

% satisfied with the standard of personal equipment/kit

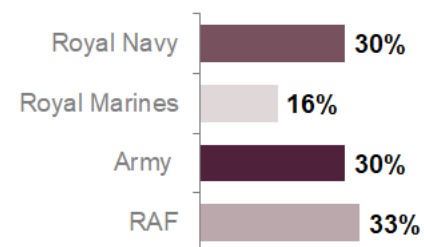


This decrease is particularly evident for the Royal Marines. Overall satisfaction with the availability of personal equipment/kit remains unchanged since 2022, at 46%.

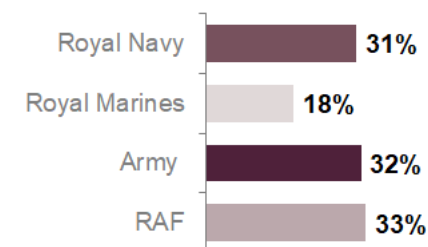
Overall, the levels of satisfaction with both the availability and standard of major equipment remain at their lowest reported levels (32% and 30%, respectively).

### Royal Marines remain the least satisfied with the standard and availability of both major and personal equipment

% satisfied with the standard of major equipment



% satisfied with the availability of major equipment



The gap between the Royal Marines and the other Services has widened this year, following considerable decreases in satisfaction with all aspects of equipment for the Royal Marines.

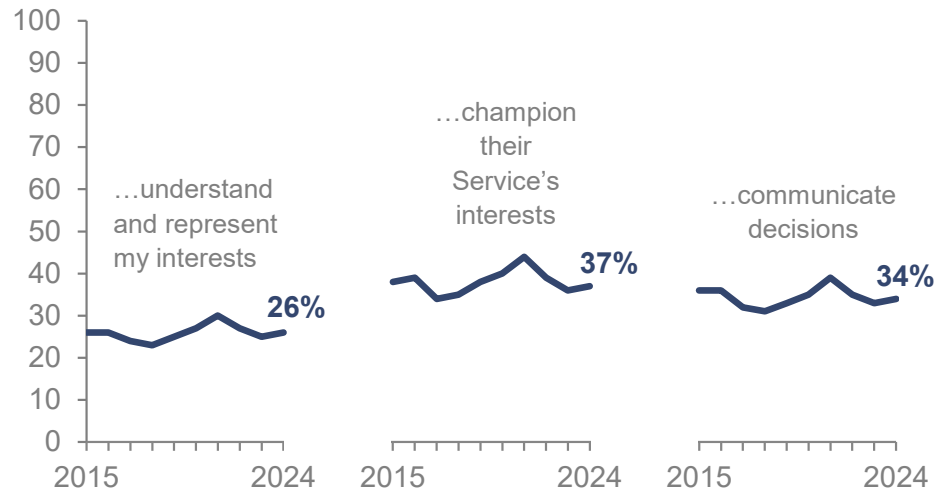


## Section 3 - Leadership and Managing Change

Section 3 focuses on the views of personnel about their senior leaders, and about how change is managed.

### Positive attitudes towards senior leaders have fluctuated in recent years, with 2024 results remaining below the peaks reported in 2021

% agree that their senior leaders...

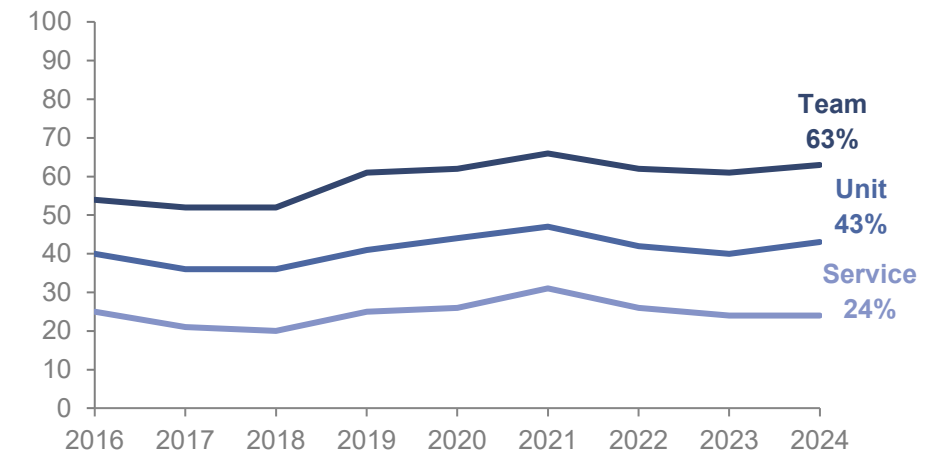


Overall, levels of agreement with aspects of senior leadership generally followed an increasing trend between 2018 and 2021. However, several decreases were reported in 2022 with some aspects declining for a second year in a row in 2023. This year, positive attitudes towards senior leaders remain in line with those reported in 2023.

Recent decreases are particularly evident amongst RAF personnel, whose attitudes towards senior leaders fell to their lowest reported levels in 2023. This year, some of these attitudes have improved slightly, returning to levels previously reported in 2022. For example, just over a third (34%) of RAF personnel agree that senior leaders are keen to listen to their feedback, up from 26% in 2023.

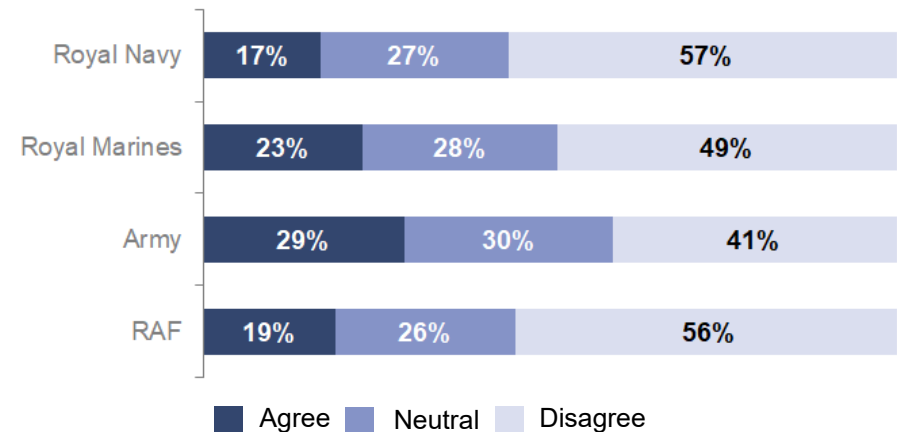
### Perceptions about how well change is managed have been relatively stable since 2022, remaining below the peak levels reported in 2021

% agree that change is managed well in their...



### Royal Navy and RAF personnel remain the least positive about how well change is managed in their Service

% agree/disagree that change is managed well in their Service



## Section 4 - Working with Others

Section 4 focuses on working relationships with Reserves, MOD civil servants and contractors. The [Defence Reform Review of 2011](#) called for the closer integration of Regulars, Reserves, civil servants and contractors to ensure that Defence is supported by a sustainable, effective force.

### Although unchanged for the past two years, levels of working contact with the Reserves, MOD civil servants and contractors have fallen since 2021

Reduced working contact since 2021 may be due, in part, to how the COVID-19 pandemic has changed the way personnel integrate at work. Working practices such as higher incidences of remote working amongst both Service and Civilian staff than in previous years may well have impacted the level of contact with those outside their immediate working team.

### Less than half (47%) of personnel have had working contact with Reserves in the last two years

Overall, levels of working contact with the Reserves had been fairly stable since this question was first asked in 2015. However, in 2022 the proportion of personnel who had worked with the Reserves fell below 50% for the first time, and has since remained unchanged.

RAF personnel continue to be the most likely to have worked with the Reserves (54%), whilst the Royal Marines are least likely to have had working contact (33%).

### Over half (56%) of personnel have had working contact with MOD civil servants in the last two years

RAF personnel are the most likely to have worked with MOD civil servants (69%), whilst the Royal Marines are the least likely to have had working contact (46%).

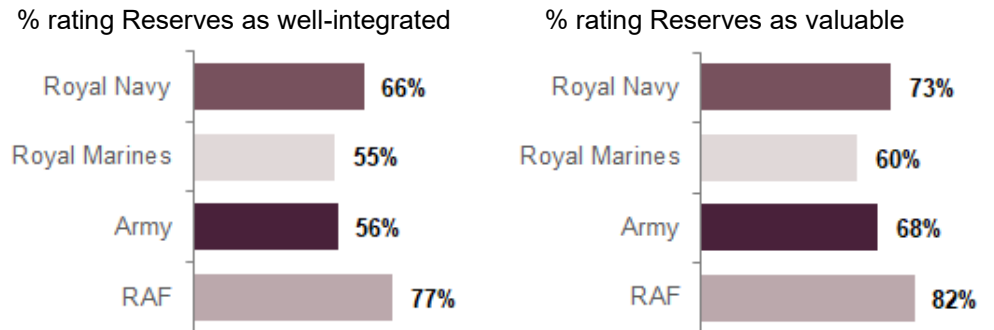
### Just over half (52%) of personnel have had working contact with MOD contractors in the last two years

<sup>1</sup> Based on those who have had working contact with Reserves (47% in 2024).

<sup>2</sup> Based on those who have had working contact with MOD civil servants (56% in 2024).

<sup>3</sup> Based on those who have had working contact with MOD contractors (52% in 2024).

### RAF personnel are the most likely to rate the Reserves as well-integrated, and to rate their contribution as valuable<sup>1</sup>



Overall, the proportion of personnel who report that the Reserves are well-integrated has increased from 52% in 2015 to 63% this year. The proportion who rate the contribution of the Reserves as valuable has also increased, from 62% to 72% over the same period.<sup>1</sup>

### Working experiences with MOD civil servants remain highly positive this year

Just under eight in ten (79%) personnel who have had working contact with MOD civil servants rate their contribution as valuable, whilst seven in ten (70%) feel MOD civil servants are well-integrated.<sup>2</sup>

### Working experiences with MOD contractors have been relatively stable since 2020

Of those who have had working contact with MOD contractors, 68% rate their contribution as valuable, whilst over half (55%) rate MOD contractors as well-integrated. These levels remain in line with the 2015 results when these questions were first asked.<sup>3</sup>

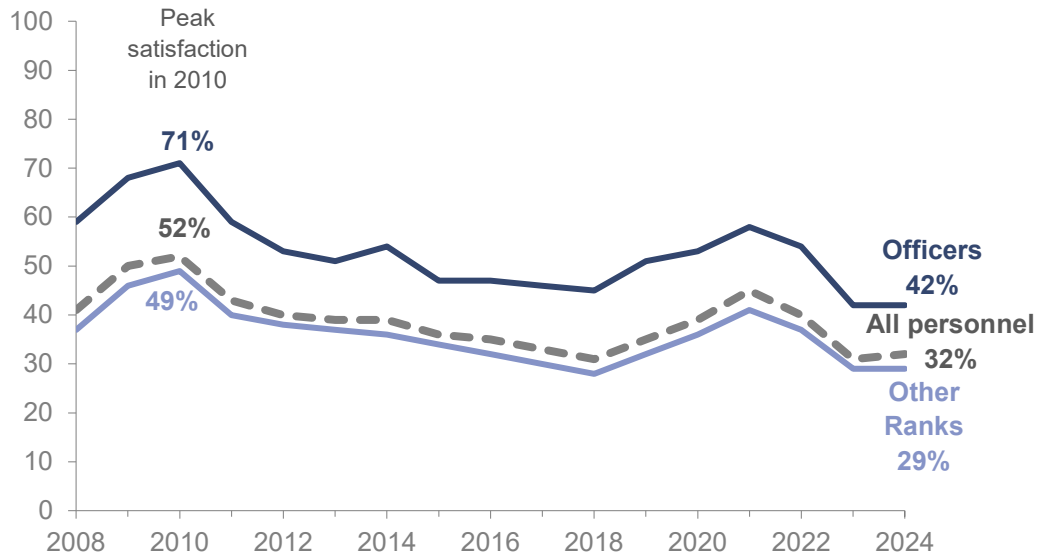


## Section 5 - Allowances, Pay and Pension

Section 5 covers the attitudes of Service personnel towards their pay, pension and allowances.

### Satisfaction with the rate of basic pay remains at its lowest recorded level this year, at 32%

% satisfied with basic rate of pay



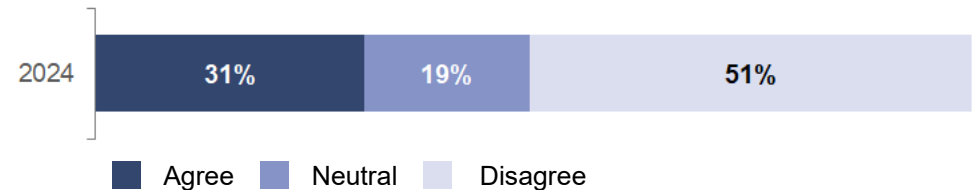
Satisfaction with pay had been following a steady, increasing trend from 2018 to 2021. However, satisfaction then fell sharply between 2021 and 2023. Satisfaction levels are unchanged compared to last year, remaining well below peak satisfaction reported in 2010.

A similar picture is reflected elsewhere in this section as attitudes towards many pay-related items declined between 2021 and 2023, with a lack of recovery reported this year. These recent decreases were reported across all Services and for both Officers and Other Ranks.

According to the latest Armed Forces' Pay Review Body (AFPRB) report, Armed Forces' pay has fallen in real terms over the last decade. This, and other factors such as a public sector pay 'pause' in 2021-22, cost of living pressures and rise in inflation may have also impacted recent attitudes towards pay. In their latest report, the AFPRB recommendation provided a total pay increase of between 9.7% for the most Junior Ranks and 5.8% for Officers at 1\* Rank. Further details on Armed Forces pay and allowances are available in the [AFPRB's 52<sup>nd</sup> report](#).

### Just over three in ten (31%) personnel agree that the pay and benefits they receive are fair for the work they do, whilst just over half disagree

% agree/disagree the pay and benefits they receive are fair



The level of agreement remains in line with its lowest reported levels, having fallen from 46% in 2021 to 31% last year. This decrease is reflected across the Services and for both Officers and Other Ranks.

Officers are more likely to agree (37%) compared to Other Ranks (29%). Royal Marines are the least likely to agree (19%) compared to the other Services (between 26% and 33%).

### Less than three in ten (27%) personnel agree that the X-Factor payment is enough compensation for Service lifestyle; more than half (56%) disagree

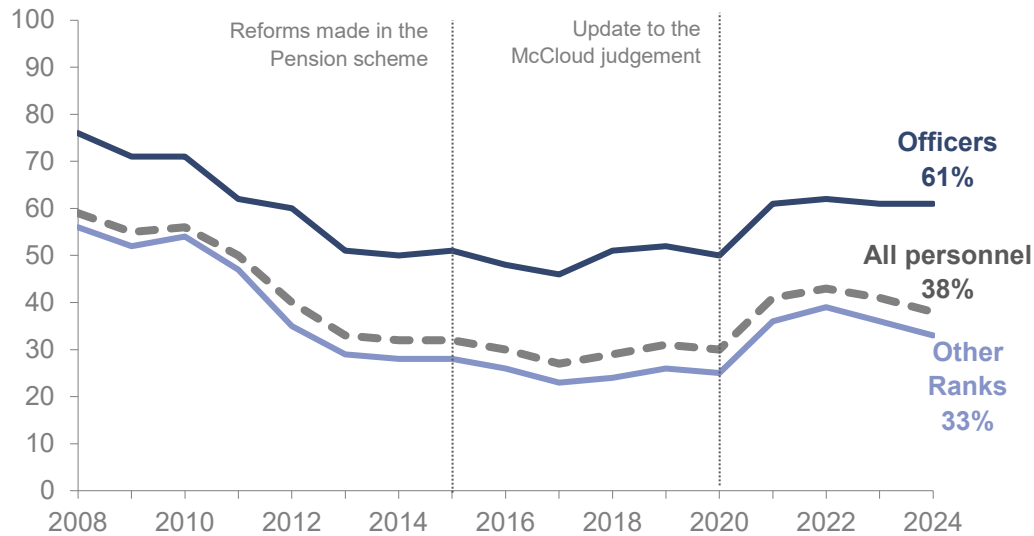
Prior to 2019, the level of agreement that X-factor is enough compensation had been relatively stable. Between 2019 and 2021 this level rose to a peak of 38% before falling considerably to 27% in 2023, remaining unchanged this year.

Officers are more likely to agree that X-Factor is enough compensation (36%) than Other Ranks (25%). Royal Marines are the least likely to agree (17%) compared to the other Services.

**X-Factor** Additional payment to Armed Forces personnel to compensate for differences in lifestyle, working conditions and expectations compared to civilian equivalents.

## Overall satisfaction with pension benefits has fallen for the second year in a row, to 38%

% satisfied with their pension benefits



These recent decreases are largely driven by Other Ranks, except amongst RAF personnel whose results remain unchanged since 2021. Results for Officers over the same period also remain unchanged.

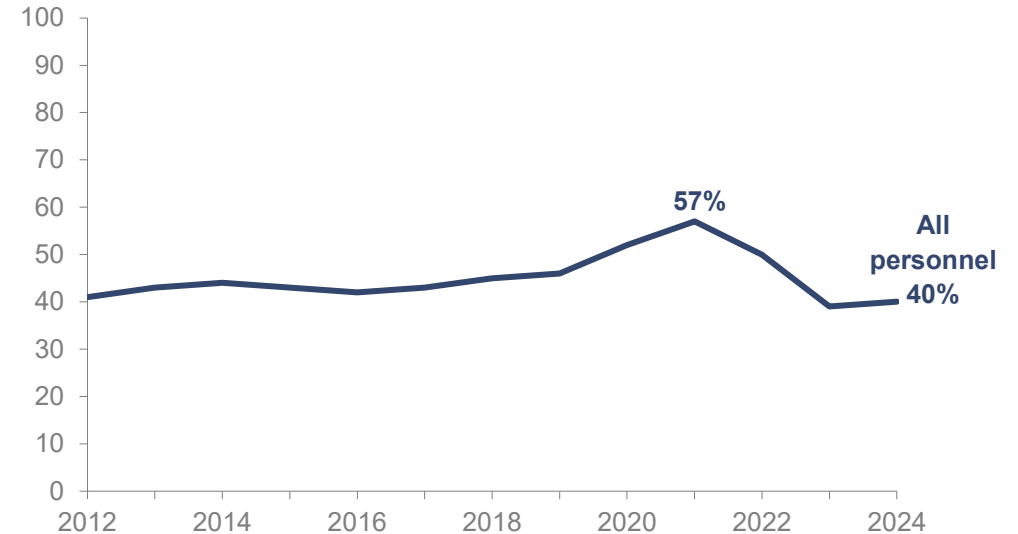
In December 2018 the Court of Appeal's McCloud judgement ruled that the transitional protection policy, part of the 2015 reforms to public service pension schemes, including the [Armed Forces Pension Scheme](#), was discriminatory. An update to the judgement was published in July 2020. This included a [public consultation](#) which sought views on proposals to address the discrimination. The subsequent implementation of the Armed Forces Pension Scheme 2015 Remedy (McCloud) started in October 2023.

## RAF personnel are the most satisfied with their pension benefits, at 47%

This compares to less than four in ten Royal Navy (39%) and Army (36%) personnel, and less than three in ten (28%) Royal Marines who are the least satisfied with their pension benefits.

## Following a sharp decline over the last two years, satisfaction with allowances remains unchanged this year at four in ten

% satisfied with their allowances

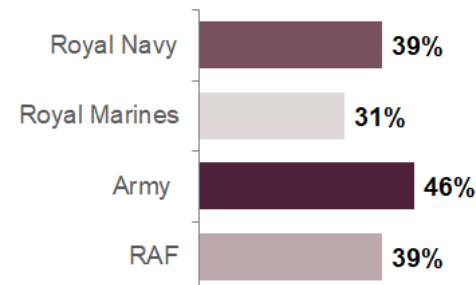


Satisfaction with allowances fell 19 percentage points between 2021 and 2023. In 2024, satisfaction remains in line with last year, at its lowest reported level since 2012. Recent results may be due, in part, to cost of living pressures, as well as changes around eligibility rules.

Allowances are routinely reviewed with [further guidance on expenses and allowances](#) for Service personnel available on GOV.UK.

## Royal Marines remain the least satisfied with information about pay and allowances compared to the other Services

% satisfied with information about pay and allowances



Overall, more than four in ten (43%) personnel are satisfied with information about pay and allowances, in line with all levels reported since 2022.

## Section 6 - Deployment

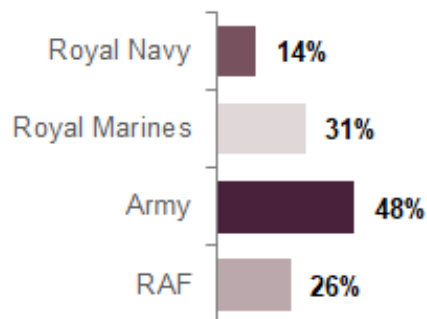
Section 6 covers satisfaction with various aspects of operational deployments. The section focuses only on those who have been deployed at any time since 1 January 2021.

### Levels of satisfaction with welfare support received after returning from deployment remain unchanged this year following decreases in 2023

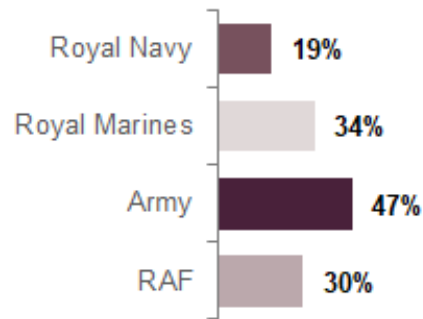
Just over four in ten (41%) personnel are satisfied with the welfare support they receive, down from 45% in 2022. Whilst just over a third (35%) of personnel are satisfied with the welfare support their families receive when they return from deployment, down from 39% in 2022.

### Royal Navy personnel continue to be the least satisfied with aspects of post-deployment support in 2024; Army personnel are the most satisfied

% satisfied with Post Operational Stress Management



% satisfied with decompression and post operational tour support



For the first time this year, personnel were asked about Rest and Recuperation (R&R) and whether this provides them with sufficient time to rest to sustain operational effectiveness. Overall, less than half (47%) of personnel reported that they agree with this statement, however this does differ by Service.

Fewer Royal Navy personnel agree that R&R gives them sufficient time to rest (28%) compared to the other Services, with Army personnel the most likely to agree (55%).

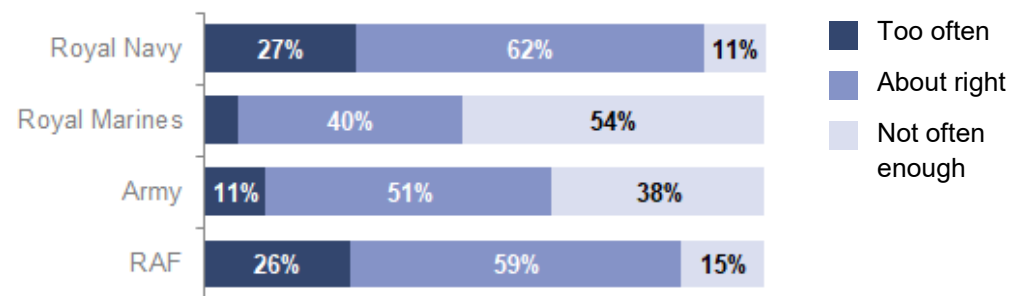
### Satisfaction with both operational and non-operational allowances remain at their lowest reported levels since these questions were first asked in 2015

Levels of satisfaction peaked slightly in 2021 but have fallen considerably since. For example, four in ten (40%) personnel are now satisfied with their operational allowances, down 11 percentage points since 2021.

These changes are reflective of the recent decline in satisfaction with allowances overall, as reported in Section 5.

### Royal Marines and Army personnel are more likely to report that the frequency of their deployments is not often enough

Views on deployment frequency



Conversely, Royal Navy (27%) and RAF personnel (26%) are considerably more likely to report that they deploy too often than Royal Marines (6%) and Army personnel (11%).

### Just over three-quarters (76%) of personnel report that the length of their deployments is about right, unchanged since 2019

Royal Navy personnel continue to be the most likely to report that their deployments are too long (28%).

In general, Royal Navy personnel are deployed for longer periods of time than personnel from the other Services.

## Section 7 - Training, Development and Career

Section 7 looks at satisfaction with various aspects of career, training and development, including questions about the promotion system, career management and opportunities for development.

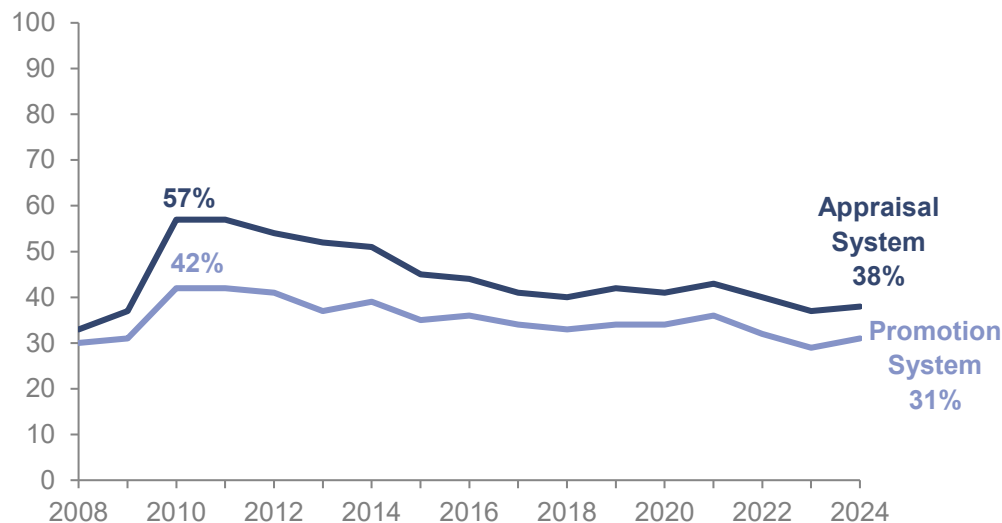
### Just over four in ten (41%) personnel are satisfied with the way their career is being managed, unchanged since 2022

This is below the level of peak satisfaction reported in 2021, at 44%.

Overall satisfaction with career management providers has increased by three percentage points this year, to 36%, a return to the level reported in 2022. This increase is particularly evident amongst Army personnel.

### Satisfaction with the fairness of the promotion and appraisal systems remain at some of their lowest reported levels this year

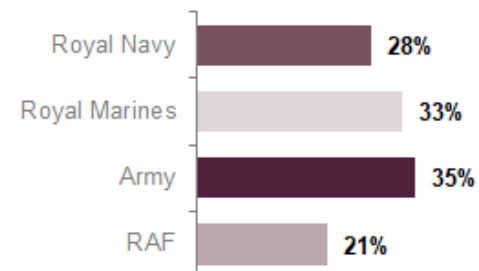
% satisfied with the fairness of the...



Levels of satisfaction with the promotion and appraisal systems were relatively stable between 2015 and 2021 but then fell two years in a row. Although levels remain fairly stable this year, recent decreases mean satisfaction remains well below the peak levels reported in 2010.

### RAF personnel continue to be the least satisfied with the fairness of the promotion system, compared to the other Services

% satisfied with the fairness of the promotion system



Similarly, RAF personnel are the least satisfied with the fairness of the appraisal system (29%), compared to the other Services (between 39% and 41%).

### Nearly three-quarters of personnel (74%) report that promotion is important in how satisfied they are with their Service career

This remains unchanged since the question was first asked in 2021.

### However, less than four in ten (37%) personnel are satisfied with their opportunities for promotion this year

Satisfaction with promotion opportunities had been fairly consistent between 2010 and 2021 (between 40% and 43%), but satisfaction fell in 2022 and has remained stable since.

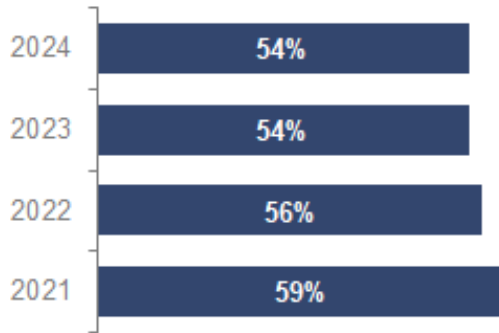
RAF personnel remain the least satisfied with their opportunities for promotion (29%), compared to the other Services (between 37% and 40%).

### More than four in ten (44%) personnel are satisfied with their opportunities for further service in 2024

Satisfaction with opportunities for further service remains below all levels reported prior to 2021, following a decrease in 2022.

**Satisfaction with opportunities for personal development remains unchanged this year, below the peak reported in 2021**

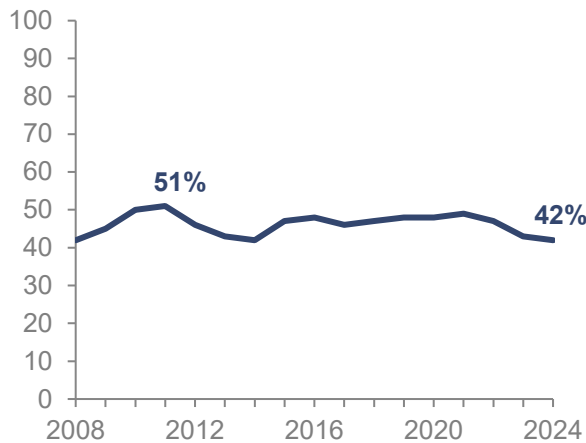
% satisfied with the opportunities for personal development



The proportion of personnel satisfied with their opportunities for professional development remains unchanged since 2022, at 57%, below the peak reported in 2021 (62%).

**Satisfaction with opportunities to gain civilian accreditation remains in line with the lowest reported levels, at 42%**

% satisfied with the opportunities to gain civilian accreditation



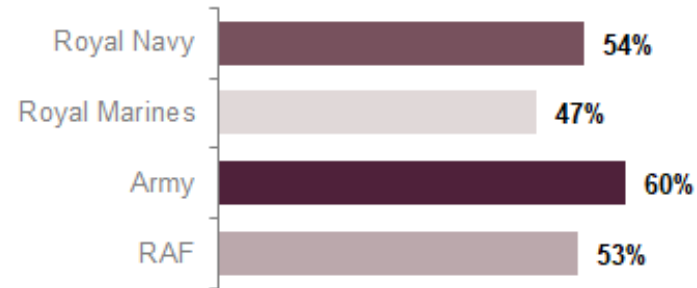
Since the peak reported in 2011, the level of satisfaction has fallen eight percentage points.

This decrease over time is particularly evident amongst Royal Navy, Royal Marines and RAF personnel.

**Royal Marines personnel continue to be the least satisfied with various aspects of training and development, compared to the other Services, as explored below**

**Royal Marines are the least satisfied with opportunities for professional development**

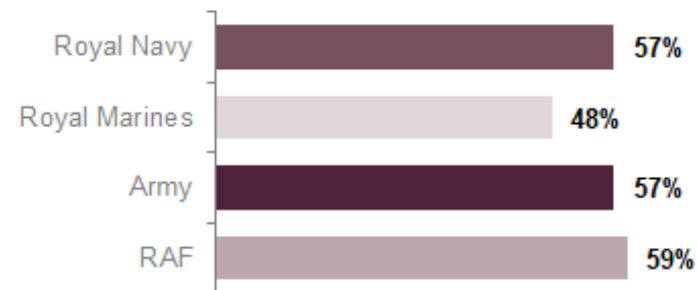
% satisfied with the opportunities for professional development



Royal Marines are also the least satisfied with their opportunities for personal development (45%) compared to the other Services (between 51% and 55%).

**Fewer Royal Marines are satisfied with the extent to which they are doing the job they were trained for, than the other Services**

% satisfied with the extent to which they are doing the job they trained for

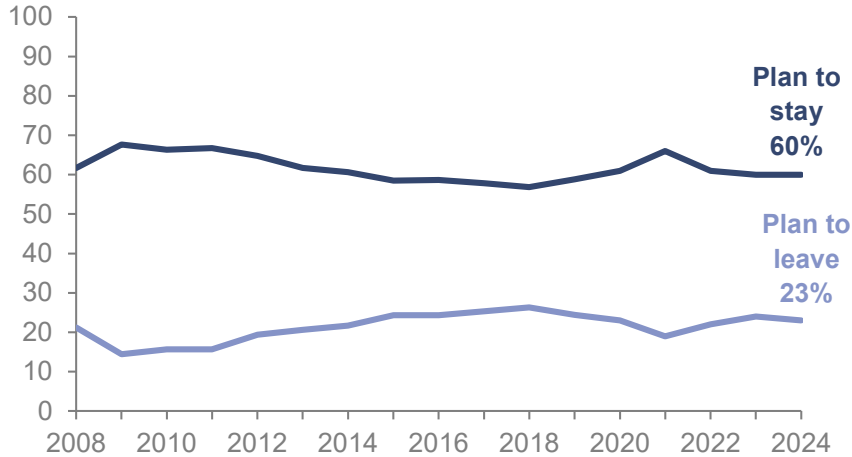


## Section 8 - Future Plans

Section 8 focuses on personnel's plans to leave the Services, whether they would join the Volunteer Reserves, and what influences their intention to stay or leave.

### Six in ten personnel plan to stay in the Services, unchanged since 2022

% plan to stay/leave



Less than a quarter (23%) of personnel plan to leave the Services, which includes 6% intending to leave as soon as they can and 3% who have already put in their notice to leave.

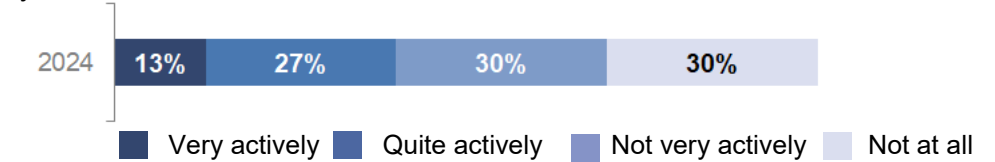
Six in ten personnel plan to stay in the Services in 2024. This overall proportion is consistent with the last two years, but remains below the peak level reported in 2021 (66%).

In addition, a further 16% do not know what their plans are for the future. This is unchanged since 2011.

Many areas of Service life described here reached peak levels in 2021. The decreases reported since then may be somewhat reflective of personnel re-evaluating their employment situation following the impact of the COVID-19 pandemic, as attitudes towards leaving the Services and active job searching (discussed opposite) shift back to pre-COVID levels.

### Four in ten personnel have actively<sup>1</sup> searched for a job outside the Services in the last 12 months, unchanged since 2022

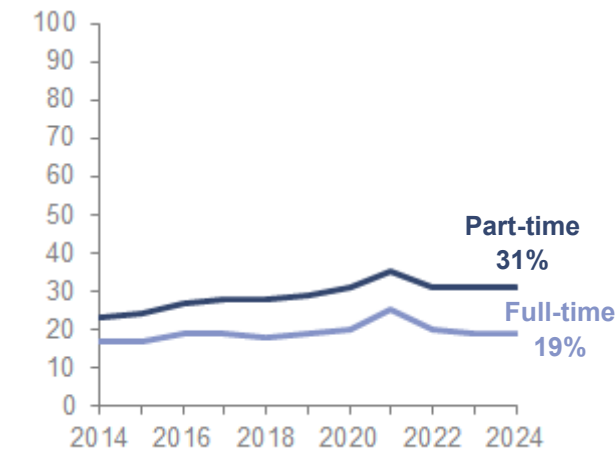
% actively/not actively searched for a job outside the Services in the last year



The proportion of personnel actively searching for a job has been relatively stable since this question was first asked in 2015, except for a dip in 2021.

### The proportions of personnel who would consider joining the Volunteer Reserves full-time or part-time remain stable this year, below the peak levels reported in 2021

% yes to joining the Volunteer Reserves full-time or part-time



Just under a fifth (19%) would consider joining the Volunteer Reserves full-time, down from a quarter in 2021.

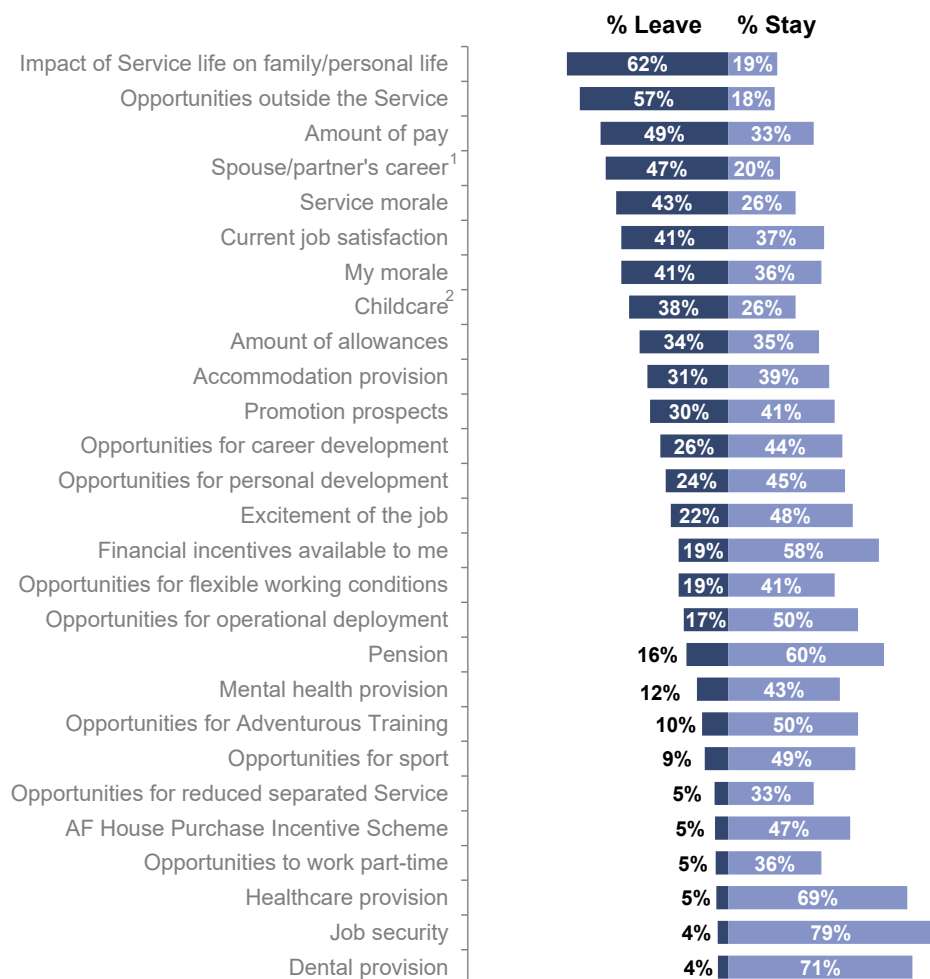
Three in ten (31%) would consider joining on a part-time basis, down from 35% in 2021.

Under the Future Force 2020 programme, the MOD introduced financial incentives for Regular personnel to join the Reserve Forces on completion of their Regular Service.

<sup>1</sup> Actively refers to very or quite actively.



## Impact of Service life on family and personal life remains the top factor influencing intentions to leave



## Job security remains the top factor influencing intentions to stay, at 79%

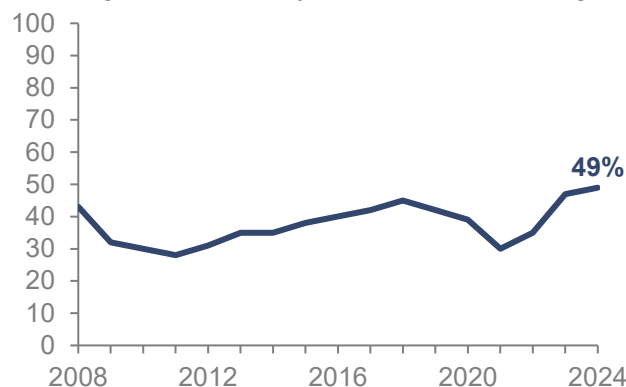
This is unchanged since 2022, six percentage points lower than the peak level reported in 2021 (85%). Dental and healthcare provision continue to feature highly as factors impacting intentions to stay in the Services at 71% and 69%, respectively.

<sup>1</sup>Based on those who are married/in a civil partnership or in a long term relationship (73% in 2024).

<sup>2</sup>Based on those who have children they support financially (48% in 2024).

## Nearly half (49%) of personnel cite amount of pay as a factor impacting their intentions to leave, remaining unchanged since last year at its highest reported level

% citing amount of pay as a factor impacting intentions to leave the Service



Up 19 percentage points since 2021, amount of pay is now a top three factor influencing intentions to leave.

A similar picture is reported for amount of allowances as a factor influencing intentions to leave, up 15 percentage points since 2021, to 34%.

These increases are somewhat reflective of the falls in satisfaction with pay and allowances reported in 2023, which may be due, in part, to factors such as the public sector pay 'pause' in 2021-22, as well as recent rises in inflation and cost of living pressures (see Section 5 for further details).

## More than four in ten (43%) personnel cite Service morale as a factor impacting their intentions to leave, returning to the level reported in 2019

Since 2021, the proportion citing Service morale as a factor influencing intentions to leave has increased 11 percentage points, to 43%. Service morale is now a top five factor impacting intentions to leave for the first time since 2020. This may be somewhat reflective of recent changes to overall Service morale (see Section 1 for further details).

## Of those who have put their notice in to leave (3%), the most cited reason for leaving is the impact on family and personal life

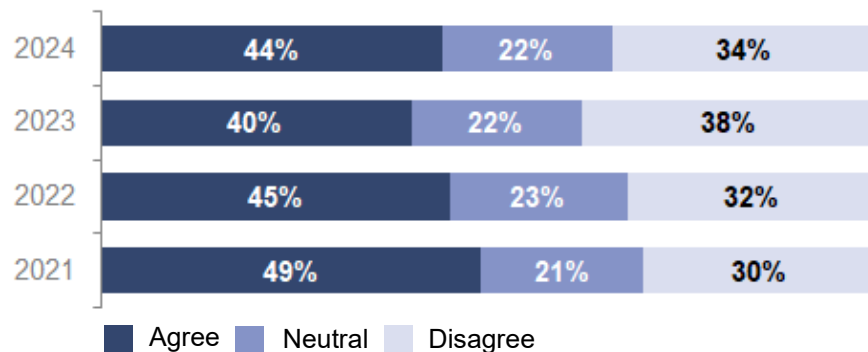
Opportunities outside the Service, current job satisfaction, self morale and amount of pay make up the five most cited reasons for leaving.

## Section 9 - Work-Life Balance

Section 9 looks at the work-life balance of personnel, their satisfaction with their workload, whether or not they are satisfied with the amount of leave allowance they have, and the reasons for not being able to take leave.

### The proportion of personnel able to maintain a balance between their personal and working life has improved slightly this year, back in line with the levels reported in 2022

% agree/disagree able to maintain a balance between their personal and working life



Between 2021 and 2023, the level of agreement fell nine percentage points to 40%. Whilst this year sees an increase of four percentage points since 2023, to 44%, this remains below the peak level reported in 2021.

This improvement is particularly evident amongst Army Other Ranks.

### Four in ten (40%) personnel are satisfied with their opportunity to work flexibly in 2024

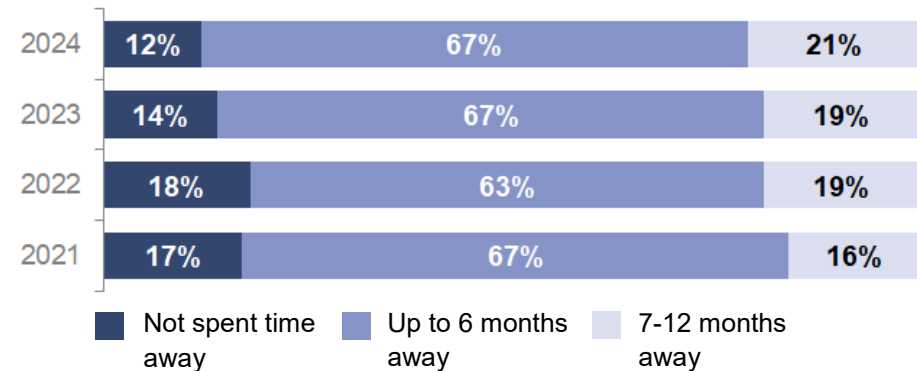
Although the level of satisfaction remains higher than in 2019 when this question was first asked, it has remained stable since 2021.

RAF personnel are the most satisfied with their opportunities to work flexibly (46%); Royal Marines are the least satisfied (29%).

Changes to working practices, such as an increase in personnel working from home, may have had an impact on attitudes to working flexibly and work-life balance in recent years.

### More personnel spent time away from their family this year compared to the last three years, back in line with levels reported in 2020

% time spent away from family in the last year for Service reasons



Around one in eight (12%) personnel did not spend time away from their family in the last year, falling for the second year in a row.

In 2021, there was a considerable increase in personnel not spending time away from their family, as well as fewer personnel spending between seven and 12 months away. These changes may have been due, in part, to the COVID-19 pandemic.

### Royal Navy personnel are the most likely to have spent longer periods of time away from family for Service reasons, compared to the other Services

Nearly three in ten (29%) Royal Navy personnel spent seven to 12 months away from family in the last year. This compares to over a fifth of Royal Marines (23%) and Army personnel (22%), and just 12% of RAF personnel. These results may be due, in part, to generally longer periods of deployment for Royal Navy personnel compared to the other Services.

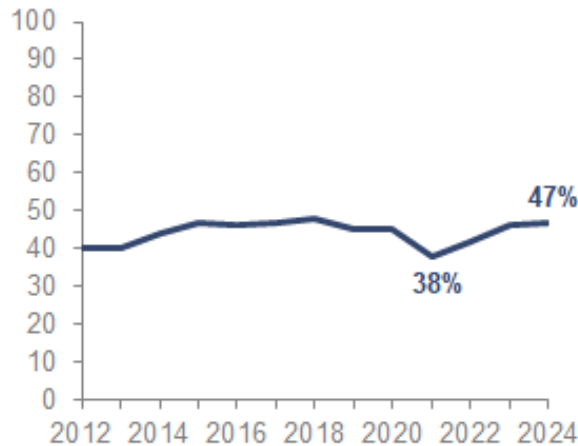
## Levels of satisfaction with some aspects of work-life balance remain unchanged since 2019

Following increases in 2019, the current proportions of personnel satisfied with the ability to plan their own life in the long (43%) and short term (56%), and the amount of time spent away from their usual place of duty (49%) have remained relatively stable.

Despite an increase in time spent away over the last couple of years, the proportion of personnel satisfied with the amount of time away from family and friends remains unchanged since 2022, at 34%.

## The proportion of personnel rating their workload as too high remains at its highest reported level in 2024

% rating workload as too high



Between 2014 and 2020, the proportion of personnel rating their workload as too high was fairly stable. This then fell in 2021 which may have been due, in part, to the COVID-19 pandemic. For the next two years, this figure steadily increased with 2024 results remaining in line with last year.

It is worth noting that nearly half (49%) of personnel report their workload is about right, but this remains below the peak figure reported in 2021 (54%).

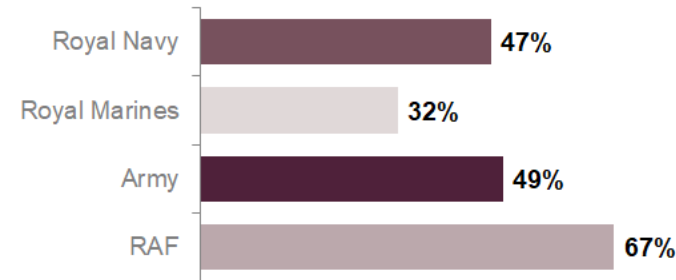
## Workload continues to be the main reason for personnel not using all their leave (46%)<sup>1</sup>

This figure has remained stable since 2019. The second most common reason, wanting to carry over days to the next leave year, has seen an increase this year, up from 36% in 2023, to 39%. This is followed by understaffing (31%).

<sup>1</sup>Based on those who did not use all of their annual leave allowance (64% in 2024).

## RAF personnel remain the most satisfied with the opportunity to take leave when they want to; Royal Marines are the least satisfied

% satisfied with the opportunity to take leave when personnel want to



Overall, satisfaction with the opportunity to take leave when personnel want to remains at its highest level (52%), unchanged since 2020.

Officers are more satisfied with their opportunities to take leave when they want to (62%) compared to Other Ranks (50%).

## RAF personnel are also the most satisfied with the amount of leave they were able to take in the last 12 months

% satisfied with the amount of leave taken in the last 12 months



Overall, satisfaction with the amount of leave personnel were able to take in the last 12 months remains unchanged since 2018, at 65%.

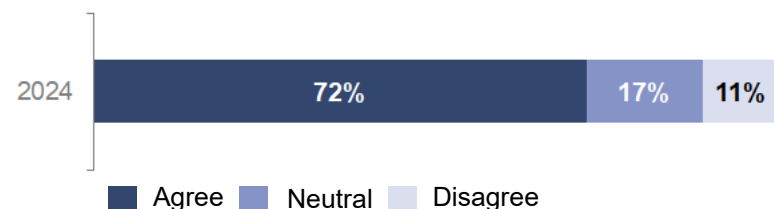
Officers are also more satisfied with the amount of leave they were able to take in the last 12 months (71%) compared to Other Ranks (64%).

## Section 10 - Fairness at Work

Section 10 covers the views of personnel on fair treatment in their Service, whether they feel they have been subjected to bullying, discrimination or harassment, and their awareness of the Service Complaints Ombudsman and Service Complaints Process.

### Just over seven in ten (72%) personnel agree that they are treated fairly at work in 2024

% agree/disagree they are treated fairly at work

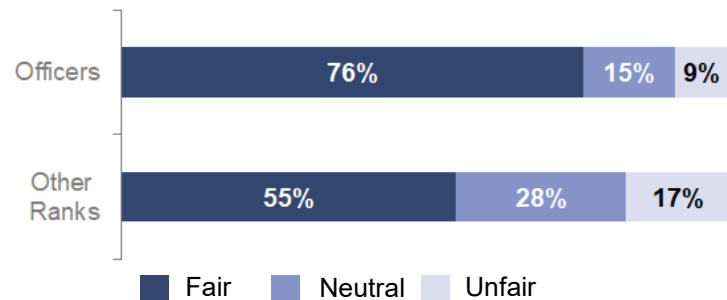


The level of agreement has been relatively stable since 2015 when this question was first asked, except for a brief increase in 2021.

Officers are more likely to agree that they are treated fairly at work than Other Ranks. This difference is particularly evident between Royal Marines Officers (96%) and Royal Marines Other Ranks (69%).

### Officers are considerably more likely to feel that the discipline system is fair in comparison to Other Ranks

Views on the fairness of the discipline system



Overall, positive attitudes towards how fair the discipline system is remain at their lowest levels this year (59%), compared to the peak level reported in 2009 (72%).

### Just over one in ten (12%) personnel report that they have been subject to bullying, discrimination or harassment in a Service environment in the last 12 months

This is consistent with all levels reported since this question was first asked in 2015.

Although, overall, 2% of personnel report being subject to sexual harassment in a Service environment in the last 12 months, it is important to consider these results by sex: 13% of all female personnel report being subject to sexual harassment in a Service environment, whilst for male personnel, this figure is less than 1%. These levels are unchanged since the question was first asked in 2021.

### Of those who have experienced bullying, harassment or discrimination in the last 12 months, around one in eight made a formal written complaint about their experience

This is unchanged since last year which saw the proportion of personnel making a formal complaint almost double, returning to levels previously reported. However, still the majority (87%) of personnel who have been subject to bullying, discrimination or harassment do not make a complaint.

The main reasons why personnel do not make a formal written complaint continue to be: not believing anything would be done if a complaint was made (60%), and believing that it might adversely affect their career (52%).

### Over three-quarters (77%) of personnel have heard of the Service Complaints Ombudsman, in line with 2023 results

This indicates a slight improvement in awareness of the [Service Complaints Ombudsman](#) since this question was first asked in 2021 (74%).

Overall, awareness of the [Service Complaints Process](#) remains unchanged this year, at 96%. This is still considerably higher than the proportion of personnel who have at least heard of the Service Complaints Ombudsman.

## Section 11 - Health, Fitness and Welfare

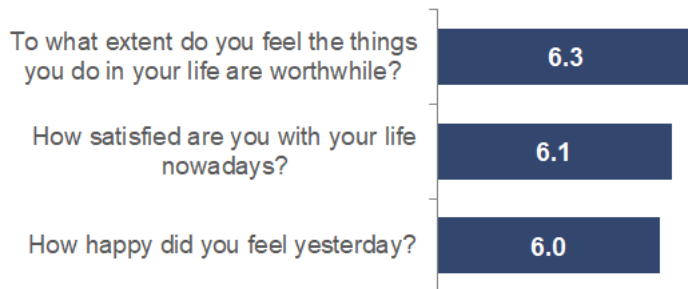
Section 11 covers satisfaction with various aspects of health, fitness, well-being and the provision of welfare services. This includes medical treatment, fitness facilities and welfare support for personnel and their families.

### Measuring well-being

The Office for National Statistics collects data on well-being for the UK population in their Annual Population Survey. Average scores are released in their [Personal Well-being in the UK report](#). Well-being is measured on a scale of 0-10 with a score of 0 being 'not at all' and 10 being 'completely'.

### Average well-being scores for happiness, life satisfaction and feeling things done in life are worthwhile remain stable following decreases in 2022

Average well-being scores (out of ten)



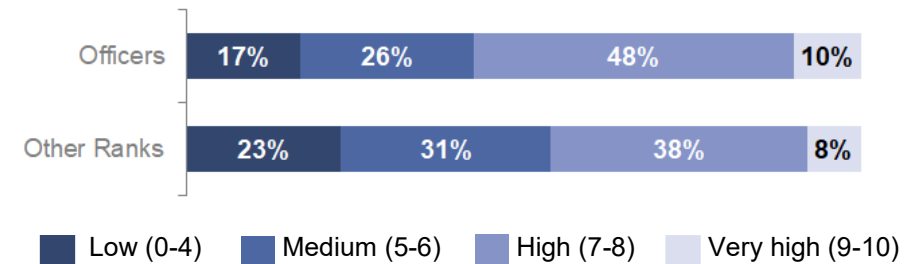
The average happiness score for RAF personnel has risen slightly since last year, from 5.9 to 6.1, back in line with 2022 results.

### National comparison

[National well-being results](#) are not directly comparable to those of Service personnel due to differences in demographics e.g. the majority of Service personnel are male. Furthermore, national figures include a larger proportion of over 60s who generally score their well-being higher than younger people. However, the latest UK well-being results by sex may still provide some context. The proportion of UK males scoring aspects of their well-being as 'very high' (a score of 9-10) ranges between 23-30%. These are considerably higher than corresponding results for male Service personnel (8-15%).

### Officers tend to rate their well-being higher than Other Ranks

Views on how satisfied personnel are with their life nowadays



Officers have higher average scores for their life satisfaction, happiness and how worthwhile the things they do in life are than Other Ranks.

There is little difference between Officers and Other Ranks in terms of their average anxiety scores.

### Seven in ten (70%) personnel are satisfied with the Service sport, exercise and fitness facilities, unchanged this year following a drop in satisfaction in 2021

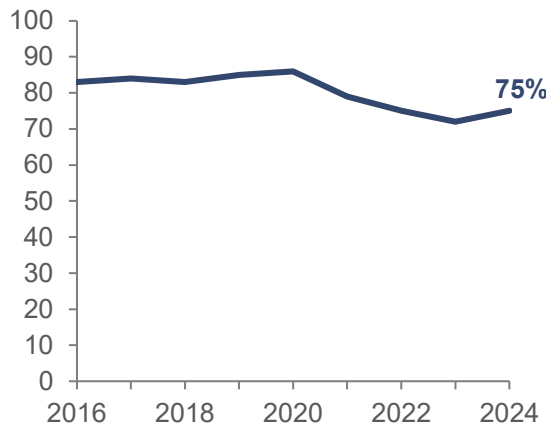
This level of satisfaction is below all years prior to 2021, except for 2007.

Satisfaction with opportunities to undertake fitness activities (66%), sport (56%), Adventurous Training (42%), and Force Development Activities (35%) also remain unchanged this year following decreases in satisfaction in 2021.

RAF personnel are more satisfied with their opportunities to take part in Force Development Activities, compared to the other Services. Whilst Army personnel are the most satisfied with their opportunities to take part in sport, and undertake fitness activities, compared to the other Services.

### Satisfaction with access to dental care shows some signs of improvement this year, returning to the level reported in 2022

% satisfied with access to dental care when they needed it



Despite this increase, satisfaction still remains 11 percentage points below the peak level reported in 2020 (86%).

A similar improvement is reported for satisfaction with access to medical care, up from 72% in 2023 to 75% this year.

### Levels of satisfaction with medical and dental treatment are unchanged this year, following decreases in 2022

Although stable over the last two years, satisfaction with both dental and medical treatment has fallen seven percentage points since 2020 (now 82% and 72% respectively), remaining at the lowest reported levels.

Prior to the changes discussed above, levels of satisfaction with medical and dental care had been relatively stable. The lack of recovery in recent years, may be due, in part, to the ongoing impact of the COVID-19 pandemic on medical and dental facilities.

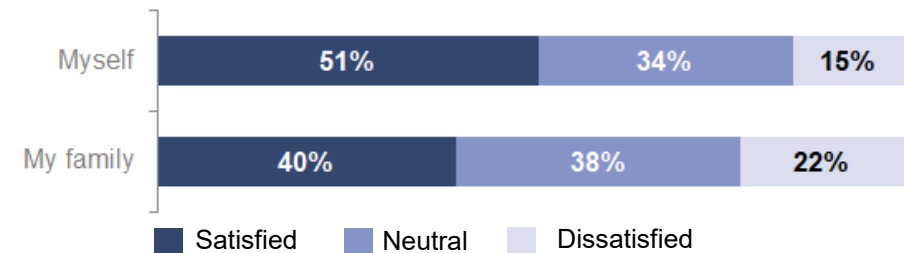
### Officers are more satisfied with both medical and dental treatment than Other Ranks

For example, just over eight in ten (81%) Officers are satisfied with their medical treatment, compared to seven in ten (70%) Other Ranks.

Officers are also more satisfied with being able to access medical care when they needed it, compared to Other Ranks.

### Levels of satisfaction with welfare support provided by the Services for personnel and their family remain unchanged this year at their lowest reported levels

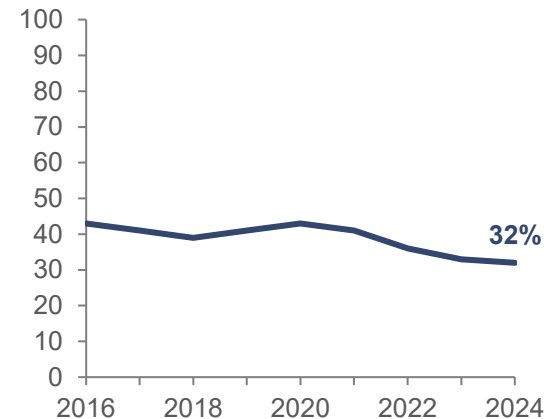
% satisfied/dissatisfied with welfare support provided by the Services for...



Levels of satisfaction with both aspects of welfare support fell in 2022, from 56% and 46% respectively, and are yet to show signs of recovery.

### Just under a third (32%) of personnel are satisfied with the Operational/Deployment Welfare Package, remaining at its lowest reported level

% satisfied with the Operational/Deployment Welfare Package



Prior to 2022, the proportion of personnel satisfied with the Operational/Deployment Welfare Package had been relatively stable. This year, satisfaction is 11 percentage points lower than the peak reported in 2020.

### Army personnel are the most satisfied with the Operational/Deployment Welfare Package, compared to the other Services

More than a third (36%) of Army personnel are satisfied with the Operational Welfare Package, compared to between 25% and 29% for the other Services. Army personnel are also more satisfied with welfare support provided by the Service for their families.



## Section 12 - Accommodation and Catering

Section 12 covers satisfaction with various aspects of accommodation and catering, including questions about home ownership, where personnel live during the week, the Forces Help to Buy Scheme, and the standard of catering facilities.

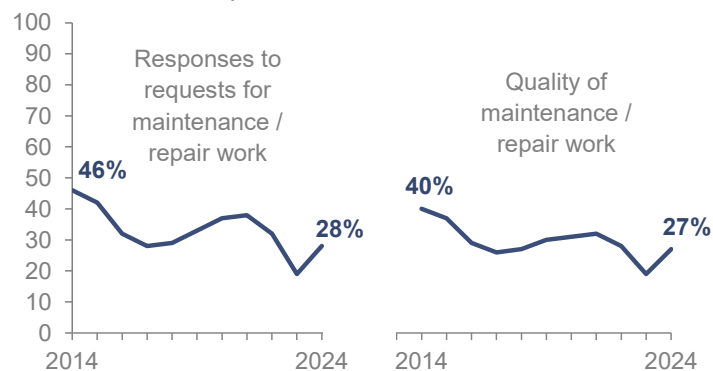
### Over three-quarters (78%) of all personnel live in Service accommodation<sup>1</sup> during the working week, whilst just under a fifth (18%) live in their own home

These results differ by Service. For example, Army personnel are more likely to live in Service Family Accommodation (SFA) and less likely to live in their own property during the working week compared to the other Services.

Officers are more likely to live in SFA (35%) or their own property (28%) compared to Other Ranks (29% and 16%, respectively) and less likely to live in Single Living Accommodation (SLA) (Officers: 32%; Other Ranks: 48%).<sup>2</sup>

### Following large decreases in 2023, satisfaction with some aspects of SFA has shown signs of improvement, with levels now back in line with 2022

% satisfied with aspects of SFA



In 2023, satisfaction with responses to requests for, and the quality of maintenance/repair work of SFA both fell markedly to 19%. Since then, levels have recovered slightly, up ten and seven percentage points respectively.

However, levels of satisfaction remain considerably below the peak levels reported in 2014.

Satisfaction with the overall standard of SFA remains unchanged since 2022, at 48%, which is also below the peak level reported in 2014 (60%).

<sup>1</sup> Service accommodation refers to SFA, SLA, Substitute SFA, Substitute SLA, on board ship/submarine.

<sup>2</sup> For these figures SLA includes Substitute SLA and SFA includes Substitute SFA.

### Levels of satisfaction with some aspects of SLA remain relatively unchanged, at their lowest reported levels

For example, levels of satisfaction with the overall standard (44%) and value for money (55%) of SLA are unchanged since 2022.

Satisfaction with most aspects of Service accommodation fell markedly in 2016 due, in part, to underperformance by the National Housing Prime contractor and changes to the SFA charging method in April 2016.

In April 2022, a new contract was awarded to Pinnacle Group, Amey and Vivo to provide services to SFA homes in the UK on behalf of the Defence Infrastructure Organisation (DIO). DIO also reported a backlog for repairs and maintenance in December 2022. As the 2023 survey was in field from September 2022 to February 2023, these factors may have had some impact on the 2023 results.

### Overall, less than half (47%) of personnel own their own home, unchanged since last year

This is five percentage points lower than the peak home ownership level reported in 2021.

Officers are considerably more likely to own their own home (73%) than Other Ranks (40%).

The Forces Help to Buy Scheme was introduced in April 2014. Although home ownership amongst Other Ranks rose to 46% in 2020, it has since fallen to 40%, back in line with 2015 levels. Home ownership amongst Officers remains unchanged in the last three years, also in line with 2015 results.

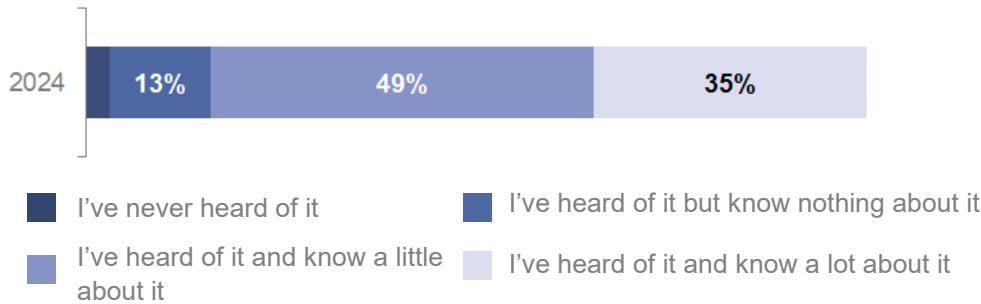
Home ownership remains much lower amongst Army personnel (39%) compared to the other Services (between 54% and 59%).



**Forces Help to Buy** In April 2014, the MOD introduced the Forces Help to Buy (FHTB) scheme, under the New Employment Model programme. The scheme offers advances of salary to Service personnel for the purpose of buying a home. More information can be found in MOD's [FHTB Quarterly Statistics publication](#).

**Awareness of Forces Help to Buy (FHTB) remains high, with the majority (84%) of personnel knowing at least a little about it**

Awareness of the FHTB Scheme



Less than one in ten (8%) personnel used FHTB in the last year. In 2024, Officers are more likely to have used FHTB (9%) compared to Other Ranks (7%).

More than a third (36%) of all personnel are considering using FHTB for a future home purchase. However, this proportion is considerably higher amongst non-homeowners at 61% compared to 7% of personnel who already own their own home.

**The most common reason why personnel purchase their own home continues to be stability for themselves and their family, at 77%<sup>1</sup>**



Following an increase last year, 'poor standards of SLA or SFA' as a reason why personnel bought their own home remains at its highest ever level (31%). This may be reflective of recent changes to levels of satisfaction with Service accommodation discussed earlier. A similar proportion cite 'I wanted to live with my partner' as a reason for purchasing their own home (30%).

<sup>1</sup> Based on those personnel who own their own home (47% in 2024).

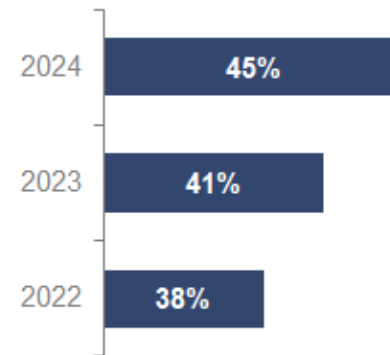
<sup>2</sup> Based on those personnel who do not own their own home (53% in 2024).

**Affordability remains the most common reason why personnel do not own their own home, at 65%<sup>2</sup>**

This is unchanged since 2021 and is reflected across all Services, and for both Officers and Other Ranks. The second and third most common reasons for not owning a home are not wanting to buy a home in their current location (27%) and not being able to live in that home (25%).

**The proportion of personnel considering quantity when deciding where to eat at their Unit has increased for the second year in a row to its highest ever level**

% selected



Prior to 2022, the proportion selecting quantity as a factor had been relatively stable.

The proportion of personnel citing nutritional value as a factor when considering where to eat has increased since last year, up three percentage points to 62%.

Quality (88%), value for money (78%) and price (71%) remain the most cited factors for personnel when considering where to eat. Following increases last year, these results remain at their highest reported levels since these questions were first asked in 2015. Greater consideration of these monetary-related factors may be due, in part, to recent cost of living pressures.

**Satisfaction with the standard of service from catering contractors at Units remains at its lowest reported level this year, at 25%**

This figure is unchanged since 2022, below the peak level reported in 2015 (33%) when this question was first asked.

Army personnel are the most satisfied (29%) compared to the other Services (between 18% and 21%).

## Section 13 - Family Life and Being Part of Society

Section 13 covers questions relating to personal lives, such as marital status and concerns with debt levels. This section also captures information on voting registration, awareness of the Armed Forces Covenant and the perceptions of Service life when compared to wider society.

### Family life of Service personnel

**48%** are married. **26%** are in a long-term relationship.

**48%** have children they support financially.

### The majority (85%) of personnel report that their spouse/partner is employed in 2024<sup>1,2</sup>

This includes 56% in full-time employment, 18% in part-time employment and 11% in the Armed Forces. The overall level of employment reported for partners remains at its highest level since this question was first asked in 2007.

### More than eight in ten (83%) personnel are registered to vote, unchanged since last year

This is slightly below the peak level previously reported in 2022 (86%).

Officers are more likely to be registered to vote (94%) compared to Other Ranks (80%).

### Just over one in ten (11%) personnel currently have concerns about personal debt levels, unchanged this year

Prior to 2021, the proportion of personnel concerned about personal debt levels had been relatively stable at around one in ten. This level fell slightly in 2021 and 2022 (to 8% and 7%, respectively), but returned to previously reported levels in 2023. This change is somewhat echoed by recent decreases in satisfaction with pay-related items (see Section 5).

<sup>1</sup> Based on those who are married/in a civil partnership or in a long term relationship (73% in 2024).

<sup>2</sup> Employment refers to full-time, or part-time employment, or those in the Armed Forces.

The [Armed Forces Covenant](#) is a promise by the nation ensuring that those who serve or who have served in the Armed Forces, and their families, are treated fairly.

### Awareness of the Armed Forces Covenant remains unchanged since 2022, with over half (54%) of personnel knowing at least a little about it

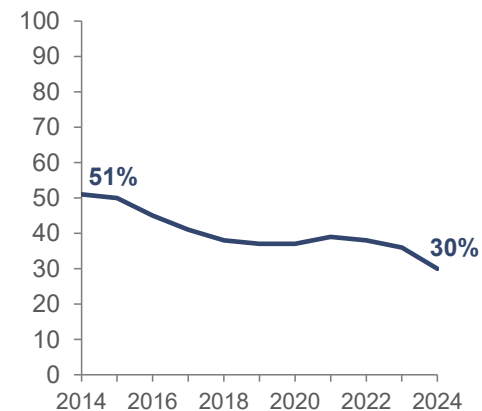
However, over a quarter (27%) of personnel have never heard of it.

Officers are considerably more likely to know at least a little about the Armed Forces Covenant (84%) compared to Other Ranks (46%).

Overall, the proportions of personnel feeling advantaged or disadvantaged about aspects of life compared to the general public remain relatively unchanged this year. For example, just under half (49%) of personnel report feeling disadvantaged about family life, compared to the general public.

### Three in ten personnel agree that members of the Armed Forces are valued by society, the lowest level reported since this question was first asked

% agree that members of the Armed Forces are valued by society



Levels of agreement fell across all the Services this year, with the overall level down from 36% in 2023.

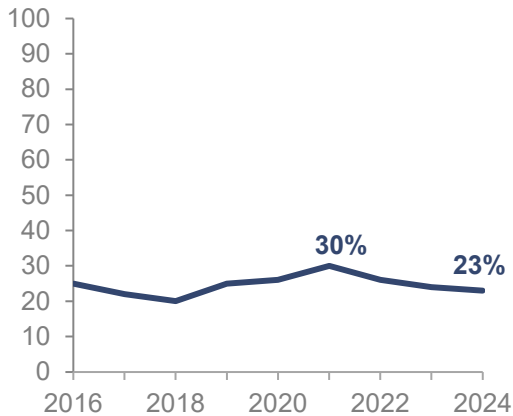
This decrease may be somewhat reflective of the changes to low Service morale reported this year (see Section 1 for further details).

## Section 14 - Taking Action

Section 14 covers beliefs on whether action has been taken on the results of AFCAS, and whether Service leaders are committed to creating a diverse and inclusive workplace.

### Perceptions about Service leaders taking action on the results of AFCAS are unchanged this year, below the peak level reported in 2021

% agree that Service leaders will take action on the results of AFCAS

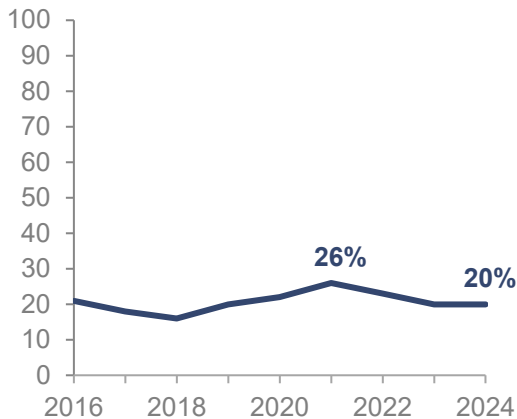


The level of agreement that leaders will take action on the results of AFCAS is 23%, seven percentage points lower than in 2021.

Overall, half (50%) of personnel disagree that leaders will take action on the results.

### Perceptions that effective action has been taken on the AFCAS results are also unchanged since last year

% agree that effective action has been taken on the results of AFCAS

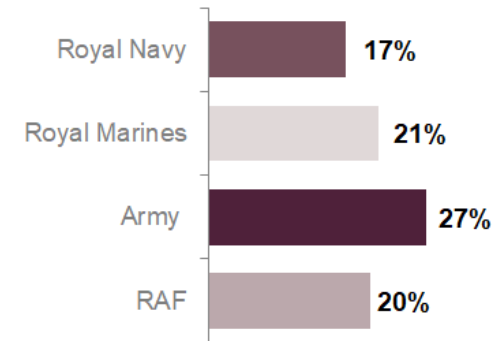


The level of agreement that effective action has been taken in the Services as a result of AFCAS remains at 20%, seven percentage points lower than 2021.

Nearly half (48%) of personnel disagree that effective action has been taken on the results of AFCAS.

### Army personnel are the most likely to agree that Service leaders will take action on the results of AFCAS, compared to the other Services

% agree that Service leaders will take action on the results of AFCAS



Army personnel are also the most likely to agree that effective action has been taken on the results of AFCAS (24%), compared to the other Services (between 14% and 19%).

### The proportion of personnel that believe their Service leaders are committed to creating a diverse and inclusive workplace remains at 63%

This is three percentage points lower than in 2022 when this question was first asked.

The decrease reported last year was largely driven by RAF personnel, whose level of agreement fell fifteen percentage points to 57%. Although this has improved to 61% this year, the level of agreement remains below the 72% reported in 2022. As a result of this improvement, levels of agreement across the Services are now in line.

Officers are more likely to agree that their Service leaders are committed to creating a diverse and inclusive workplace (73%) than Other Ranks (60%).

# Methodology

## 1. Target population

The target population for AFCAS 2024 was trained UK Regular Armed Forces personnel including Gurkhas, excluding Special Forces and those deployed or attending training courses at the time the survey sample was drawn from the Joint Personnel Administration (JPA) system.

## 2. The survey

AFCAS is distributed both electronically, and in paper format (except for the RAF which moved exclusively online in 2023). Data collection ran from September 2023 to February 2024, a relatively long period which allows time for receiving paper responses from personnel serving overseas.

The survey is confidential rather than anonymous. An individual's unique Service number is used both to control access to the survey and allow responses to be linked to demographic data held on the JPA system. Personally identifiable data are only available to a small group of professional researchers working on analysis and report production.

## 3. The sample and respondents

The total AFCAS 2024 sample consisted of 31,449 personnel. AFCAS questionnaires were issued to Service personnel selected under a (disproportionate) stratified simple random sampling process.

Samples were designed to provide sufficient responses to yield estimates with a margin of error of plus or minus 3% for the main comparison groups of Officer/Rank and Service. A census of all Royal Marines was employed due to the small size of the Service. Despite a relatively good response rate of 40%, margins of error around the estimates for Royal Marine Officers may be greater than 3%, due to the relatively small number of respondents in this group.

9,320 responses were used in the AFCAS 2024 analysis, giving an overall response rate of 30%. Although this is one percentage point lower than last year's response rate, the actual number of returns received is higher. The table below contains detailed information on the number of questionnaires issued and received, along with corresponding response rates.

93% of valid responses were received electronically and 7% were received on paper (2023: 90% online; 10% paper).

**Table A1: Response rates by Service and Rank group**

		Sample size	Surveys returned	2024 response rate	2023 response rate
Royal Navy	Officers	1,872	916	49%	48%
	Ratings	8,284	1,646	20%	20%
	<b>Total</b>	<b>10,156</b>	<b>2,562</b>	<b>25%</b>	25%
Royal Marines	Officers	590	237	40%	40%
	Marines	3,781	801	21%	22%
	<b>Total</b>	<b>4,371</b>	<b>1,038</b>	<b>24%</b>	24%
Army	Officers	1,899	1,005	53%	53%
	Soldiers	8,269	2,006	24%	25%
	<b>Total</b>	<b>10,168</b>	<b>3,011</b>	<b>30%</b>	30%
Royal Air Force	Officers	1,682	917	55%	57%
	Ranks	5,072	1,792	35%	39%
	<b>Total</b>	<b>6,754</b>	<b>2,709</b>	<b>40%</b>	43%
All Services	Officers	6,043	3,075	51%	51%
	Ranks	25,406	6,245	25%	26%
	<b>Total</b>	<b>31,449</b>	<b>9,320</b>	<b>30%</b>	31%

Note that percentages have been rounded to the nearest whole % for ease of interpretation.

#### 4. Weighting methodology and non-response

Due to the sample design and the differences in prevalence of non-response between the Service and rank strata, the distribution of characteristics amongst the AFCAS respondents did not fully reflect the distribution in the whole Armed Forces population. Response rates tend to vary by rank; therefore, responses are weighted by rank in order to correct for the bias caused by over or under-representation.

The weights were calculated simply by:

Population size within weighting class (p)

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Number of responses within weighting class (r)

Weighting in this way assumes missing data are missing at random (MAR) only within weighting classes. This means we assume that within a single weighting class the views of non-respondents do not differ (on average) to the views of respondents.

Note: The weightings in Table A2 have been rounded for presentational purposes.

**Table A2: Weightings used for AFCAS 2024 analysis**

Weighting Class	Weighting Applied
RN_OF-7+	2.00
RN_OF-4 to 6	4.75
RN_OF-3	5.09
RN_OF-1 to 2	7.12
RN_OR-8 to 9	4.73
RN_OR-7	6.28
RN_OR-6	8.16
RN_OR-3 to 4	11.95
RN_OR-2	20.98

Weighting Class	Weighting Applied
RM_OF-4+	2.91
RM_OF-3	2.73
RM_OF-1 to 2	4.14
RM_OR-8 to 9	2.58
RM_OR-7	4.30
RM_OR-6	3.96
RM_OR-3 to 4	7.10
RM_OR-2	10.49

Weighting Class	Weighting Applied
Army_OF-7+	3.50
Army_OF-4 to 6	11.47
Army_OF-3	10.80
Army_OF-1 to 2	14.29
Army_OR-8 to 9	14.47
Army_OR-7	17.57
Army_OR-6	19.91
Army_OR-4	28.83
Army_OR-3	40.36
Army_OR-2	72.82

Weighting Class	Weighting Applied
RAF_OF-7+	2.06
RAF_OF-4 to 6	6.91
RAF_OF-3	6.99
RAF_OF-1 to 2	8.56
RAF_OR-7-9	7.23
RAF_OR-6	8.98
RAF_OR-3 to 4	13.48
RAF_OR-1 to 2	19.22



## 5. Analysis and statistical tests

Attitudinal questions in the questionnaires have generally been regrouped to assist in analysing results and to aid interpretation. For example, questions asked at a 5-point level (e.g. Strongly agree – Agree – Neither Agree nor Disagree – Disagree – Strongly Disagree) have been regrouped to a 3-point level (e.g. Agree – Neutral – Disagree).

Missing values, where respondents have not provided a response/valid response, have not been included in the analysis. In addition, some questions are filtered to exclude invalid responses. As a result the unweighted counts (or 'n') will vary from question to question and these are shown within the reference tables published alongside this report on the [AFCAS GOV.UK webpage](https://www.afcas.gov.uk).

Unless otherwise specified, “Don’t know” and “Not applicable” responses are not included and percentages are based only on the numbers of respondents who chose the remaining item response options.

Where applicable, Z tests at a 1% alpha level were used to test whether observed estimates were significantly different to estimates from previous surveys. A statistically significant difference means that there is enough evidence that the change observed is unlikely to be due to chance variation (less than a 1% probability that the difference is the result of chance alone).

## 6. Format of the reference tables

These are published separately to the report on the [AFCAS GOV.UK webpage](https://www.afcas.gov.uk)). Each reference table refers to a question asked in the survey and includes estimates of the proportion of the population by category.

Tables are generally arranged in the order in which they were asked in the questionnaires, which is not the same as the order of the sections in the Main Report.

An index is available within the reference tables. Each table is broken down by Service and also by Rank Group with the Total column referring to the Officers and Other Ranks results combined.

Questionnaire Section	Table Numbers
01 Your Pay	B1.1 - B1.9
02 Your Work	B2.1 - B2.17
03 Resources and Workload	B3.1 - B3.8
04 Your Career	B4.1 - B4.28
05 Your Line Management	B5.1 - B5.14
06 Senior Leadership	B6.1 - B6.6
07 Commitment	B7.1 - B7.14
08 Working with Others	B8.1 - B8.14
09 Change	B9.1 - B9.3
10 Your Deployment	B10.1 - B10.21
11 Training and Development	B11.1 - B11.6
12 Your Future Plans	B12.1 - B12.38
13 Fairness at Work	B13.1 - B13.45
14 Your Work/Life Balance	B14.1 - B14.13
15 Your Leave	B15.1 - B15.11
16 Your Health and Well-being	B16.1 - B16.8a
17 Fitness, Sport and Adventurous Training	B17.1 - B17.5
18 Welfare	B18.1 - B18.34
19 Your Accommodation	B19.1 - B19.55
20 Catering, Retail and Leisure	B20.1 - B20.20
21 Your Family Life	B21.1 - B21.19
22 Being Part of Society	B22.1 - B22.16
23 Your Background	B23.1 - B23.11
24 Taking Action	B24.1 - B24.3
25 Flexible Service	B25.1 - B25.5

# Glossary

Term	Definition
Armed Forces Covenant	The Armed Forces Covenant defines the principles for ensuring that Armed Forces personnel are not disadvantaged in their access to public and commercial services as a result of their service. It also sets out that in some cases special treatment may be appropriate, for example for those that have given the most, such as the injured and the bereaved
Armed Forces Pay Review Body	Provides independent advice to the Prime Minister and the Secretary of State for Defence on the pay and charges for members of the Naval, Military and Air Forces of the Crown
Bullying	May be characterised as offensive, intimidating, malicious or insulting behaviour, and abuse of or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipients
Discrimination	Can occur when a person is treated less favourably because of race, religion or belief, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, gender reassignment, age or disability. Discrimination can also occur where a policy or practice which applies to everyone unreasonably disadvantages a person on the basis of the characteristics mentioned above
Engagement	Period of employment usually under contractual terms
Flexible Working	Agreed variation in starting and finishing working hours normally designed to meet work/home life balance
Force Development Activities	Refers to a wide range of activities designed to improve operational effectiveness
Forces Help to Buy Scheme	Scheme providing financial assistance for use towards the purchase of a property.
Harassment	Includes unwanted conduct which is related to the characteristics mentioned above (see Discrimination above) and is intended to or has the effect of violating another's dignity or creating a hostile, degrading, humiliating or offensive environment
JPA	Joint Personnel Administration (JPA) is the system used by the Armed Forces to deal with matters of pay, leave and other personal administrative tasks
Marines	Royal Marines personnel of NATO ranks OR1 to OR9
Missing at Random (MAR)	Statistical theory that states that those who did not respond to a question do not differ from those who did respond

Term	Definition
Missing Value(s)	Refers to the situation where a respondent has not submitted an answer or a valid answer to a question
MOD	Ministry of Defence
Morale	A measure of commitment and willingness to the ethos of a Service
Non-operational allowances	These include Longer Separation Allowance (LSA), Get You Home (GYH) allowance, and residual unaccompanied rate of LOA (Local Overseas Allowance).
Non-response	Refers either to a person who although sampled and sent a questionnaire did not reply or to a respondent who did not reply to a question
Officer(s)	All regular trained officers of NATO ranks OF1 to OF10
Operational/Deployment Welfare Package	Measures taken to support the morale of Service personnel by making the fullest possible provision for their emotional and physical wellbeing whilst on operational deployment
Other Rank(s)	Other Ranks are members of the Royal Marines, Army and Royal Air Force who are not Officers. The equivalent group in the Royal Navy is known as "Ratings"
RAF	Royal Air Force
RM	Royal Marines
RN	Royal Navy
Strategic Defence and Security Review (SDSR)	In the context of the Services, refers to a Review of what needed to be done to restructure and rescale the size of the Armed Forces to meet future Defence requirements of the UK's national security
Service Accommodation	Any type of accommodation that includes 'SFA', 'SSFA', 'SLA', 'SSSA' and 'Onboard a ship or submarine'
Service Complaints Ombudsman	Oversees the Service Complaints system and also acts as an alternative point of contact for Service Complaints including ensuring that Service Complaints are dealt with efficiently, effectively and fairly
Service(s)	Royal Navy, Royal Marines, Army and RAF
SFA	Service Family Accommodation

## Glossary / Further Information

Term	Definition
SLA	Single Living Accommodation
Soldiers	Army personnel of NATO ranks OR1 to OR9
SSFA	Substitute Service Family Accommodation
SSSA	Substitute Service Single Accommodation (formerly SSLA)
Standard Error	A measure derived using weighting factors from the sample proportion and unweighted count in a sampling distribution and used as a benchmark in order to ascertain a range of values within which the true population proportion could lie
Statistically Significant	Refers to the result of a statistical test in which there is evidence of a change in proportions between years
Statistical Tests	Refers to those tests which are carried out to see if any evidence exists for a change in response proportions from one year to another. If not enough evidence exists, these results can be referred to as 'unchanged'.
Trained Strength	Trained Strength comprises military personnel who have completed Phase 1 and 2 training. <ul style="list-style-type: none"> <li>• Phase 1 Training includes all new entry training to provide basic military skills</li> <li>• Phase 2 Training includes initial individual specialisation, sub-specialisation and technical training following Phase 1 training prior to joining the trained strength</li> </ul>
Unit	A sub-organisation of the Service in which personnel are employed
Unweighted Count	Refers to the actual number who provided a valid response to a question in the survey
Weighting (Factors)	Refers to factors that are applied to the respondent data set by Service and rank group in order to make respondent Service rank groups representative of their population equivalents
Weighting Class	Refers to those members of a specific rank group to whom a weighting factor is applied
X-Factor	Additional payment to Armed Forces personnel to compensate for differences in lifestyle, working conditions and expectations compared to civilian equivalents
Z-test	Statistical test based on a standardised distribution which allows comparison between years for populations of different sizes

## Contact Us

The Analysis Directorate welcomes feedback on our statistical products. If you have any comments or questions about this publication or about our statistics in general, you can contact us as follows:

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