



Recruit Trainee Survey

Annual Executive Summary 2023-2024



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Methodology

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 2023/24.

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 some 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.

Some Army Trainees will have attended more than one location to complete modules of their Phase 2 training, some locations may have sat under a different command or Service. Their feedback is reported under the primary location where the training was conducted.



Notes on reporting

This Executive Summary compares results for the RTS survey for this current year, 2023/24, against the previous survey year of 2022/23. 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 statistically significant result means the difference between two figures is likely the result of a factor rather 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	84%	89%	85%	92%
Enough time to eat meals: Always/Often	62%	54%	56%	76%
Opportunity to talk privately with training staff: Very good/Good	77%	82%	75%	92%
Opportunity to talk privately with welfare staff: Very good/Good	65%	70%	73%	67%
Satisfaction with support for general mental resilience: Very Satisfied/Satisfied	79%	78%	71%	82%
Someone to go to outside of training hours: Yes	91%	94%	93%	94%
Opportunity to raise concerns with a person in authority: Yes	88%	92%	92%	94%
I was treated fairly: Always/Most of the time	85%	90%	87%	94%
Training was conducted without harassment: Always/Most of the time	90%	91%	93%	97%
My injury was properly dealt with: Strongly Agree/Agree	80%	76%	83%	75%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	87%	82%	83%	90%

Key Performance Indicators – Phase 2

	Army	Royal Navy	Royal Marines	RAF	UKStratCom
Overall satisfaction with training experience: Very Satisfied/Satisfied	84%	73%	86%	77%	73%
Enough time to eat meals: Always/Often	87%	89%	60%	87%	86%
Opportunity to talk privately with training staff: Very good/Good	85%	85%	72%	83%	80%
Opportunity to talk privately with welfare staff: Very good/Good	68%	66%	72%	66%	62%
Satisfaction with support for general mental resilience: Very Satisfied/Satisfied	80%	66%	69%	71%	62%
Someone to go to outside of training hours: Yes	94%	91%	93%	90%	93%
Opportunity to raise concerns with a person in authority: Yes	93%	89%	88%	92%	89%
I was treated fairly: Always/Most of the time	88%	83%	81%	87%	87%
Training was conducted without harassment: Always/Most of the time	91%	92%	92%	93%	94%
My injury was properly dealt with: Strongly Agree/Agree	81%	92%	86%	84%	83%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	88%	88%	80%	86%	77%

Army Phase 1

Army Phase 1: Key Findings

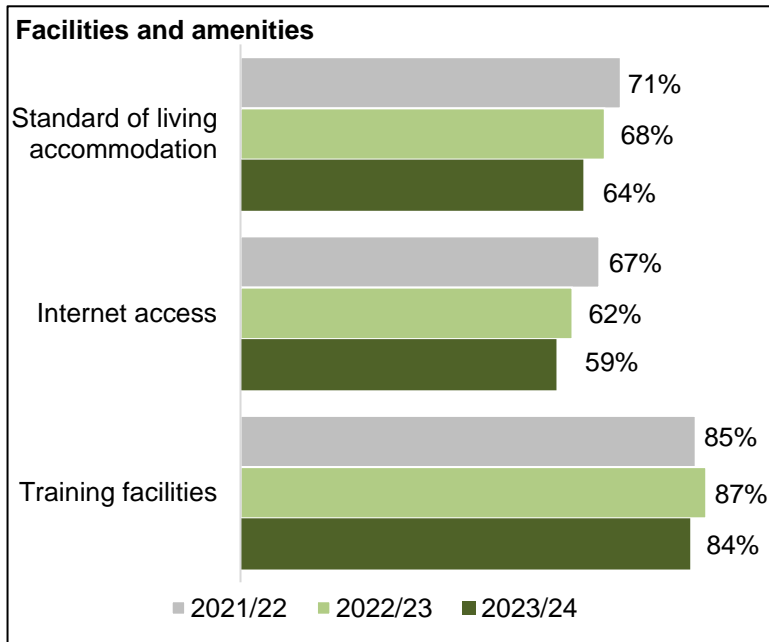
A total of 3,209 Army Recruits completed the Recruit Trainee Survey in 2023/24, representing a response rate of 60%.

Key Findings

There have been 12 statistically significant decreases between 2022/23 and 2023/24.

Facilities and amenities

Three of the 12 falls relate to facilities and amenities: standard of living accommodation (68% to 64%), internet access (62% to 59%), both continuing a gradual decline, and training facilities (87% to 84%).

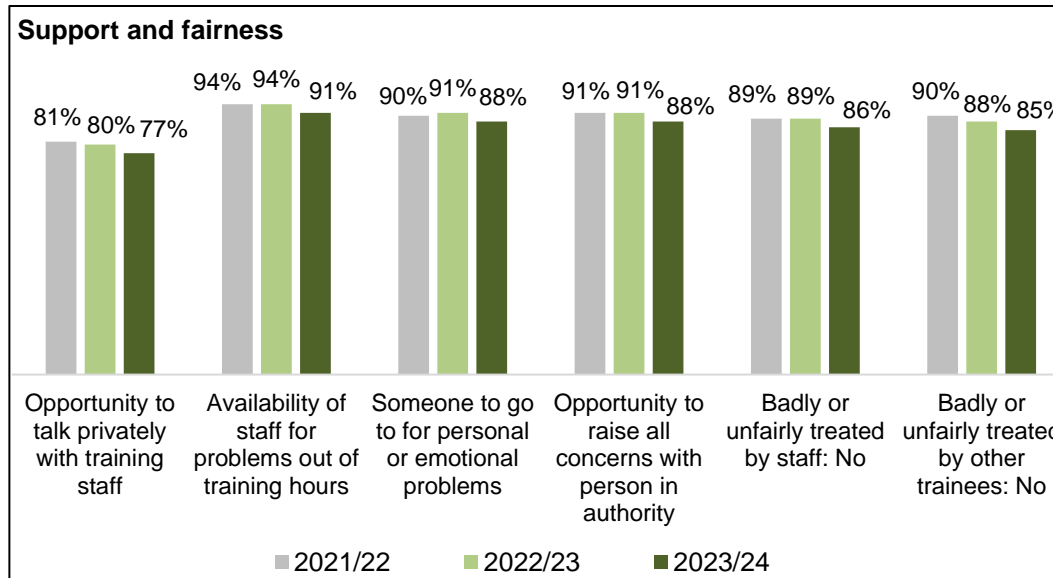


Support and fairness

Four of the falls were for support measures. The opportunity to talk privately with training staff (80% to 77%), availability of staff for problems out of training hours (94% to 91%), someone to go to for personal or emotional problems (91% to 88%), and the opportunity to raise all concerns with a person in authority (91% to 88%).

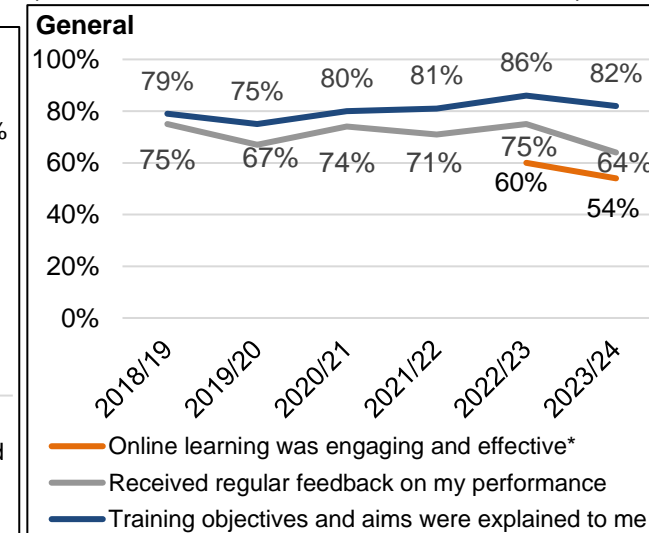
The proportion of recruits that stated “no” when asked if they were badly or unfairly treated by staff (89% to 86%) or by other Trainees (88% to 85%) both declined.

This follows a two to three year period of consistent performance across these measures.



General

There were three falls for general measures. Receiving regular feedback on performance (75% to 64%) has fallen to the lowest level recorded in the last six years. Following a period of gradual improvement, training objectives and aims being explained has fallen back slightly (86% to 82%). Perceptions that online learning was engaging and effective has also dropped (60% to 54%, measure added 2022/23).



*Where online learning was provided it was engaging and effective' was introduced as a measure in 2022/23

Army Phase 1: Areas of negative change

Falls

- There have been 12 statistically significant falls between 2022/23 and 2023/24.
- Three measures relating to facilities and amenities decreased. The standard of living accommodation and internet access both continue a downward trend since 2021/22.
- Positive perceptions of training facilities have also fallen following more positive performance in 2022/23.
- Four of the support measures declined; opportunity to talk privately with training staff, availability of staff, someone to go to for personal or emotional problems and the opportunity to raise all concerns with a person in authority all declined following three years of stable performance.
- The proportion of Recruits who felt that they were not badly or unfairly treated by staff fell by three percentage points. The same fall was recorded for those stating that they were not badly or unfairly treated by other Trainees.
- Three of the general measures declined; online learning provided was engaging and effective, received regular feedback on performance and training objectives and aims were explained.

FALLS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Standard of living accommodation: Very good/Good	75%	68%	72%	71%	68%	64%
Internet access: Very good/Good	75%	64%	66%	67%	62%	59%
Training facilities (e.g. ranges, classrooms, urban areas): Very good/Good	87%	86%	78%	85%	87%	84%
Support						
Opportunity to talk privately with training staff: Very good/Good	82%	79%	82%	81%	80%	77%
Availability of staff for problems out of training hours: Yes	91%	90%	93%	94%	94%	91%
Someone to go to for personal or emotional problems: Yes	88%	88%	88%	90%	91%	88%
Opportunity to raise all concerns with person in authority: Yes	89%	87%	91%	91%	91%	88%
Fairness						
Badly or unfairly treated by staff: No	87%	84%	89%	89%	89%	86%
Badly or unfairly treated by other Trainees: No	87%	84%	87%	90%	88%	85%
General						
Where online learning was provided it was engaging and effective: Strongly agree/Agree	60%	54%
Received regular feedback on my performance: Strongly agree/Agree	75%	67%	74%	71%	75%	64%
Training objectives and aims were explained to me: Strongly agree/Agree	79%	75%	80%	81%	86%	82%

Where there are fewer than 30 respondents, estimates are replaced with ~
Where data is not available, or no respondents have answered a question this is indicated with ..

Royal Navy Phase 1

Royal Navy Phase 1: Key Findings

A total of 837 Royal Navy Recruits completed the Recruit Trainee Survey in 2023/24, representing a response rate of 52%.

Key Findings

Amongst Royal Navy Recruits, there were four statistically significant increases and six statistically significant decreases between 2022/23 and 2023/24.

Facilities and amenities

There were two uplifts and one negative shift for facilities and amenities measures. Personal kit (84% to 88%) and food (9% to 14%) both saw increases, with the former reaching the highest level recorded in six years. There was a decline for being given enough time to eat meals, following higher ratings in 2022/23 (67% to 54%), returning to 2021/22 performance.

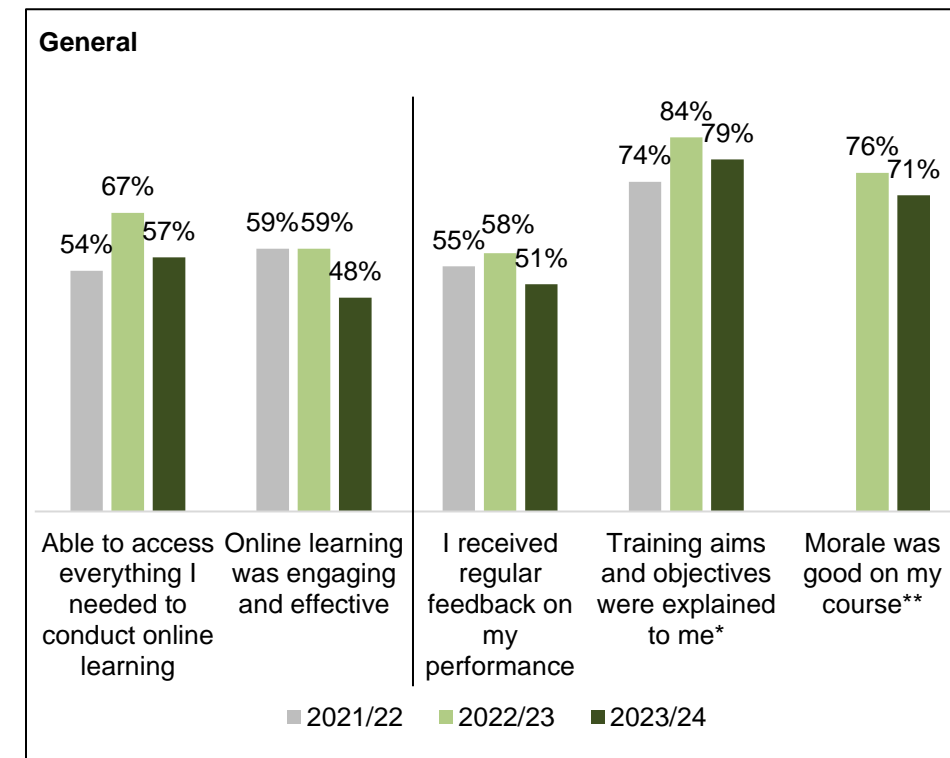
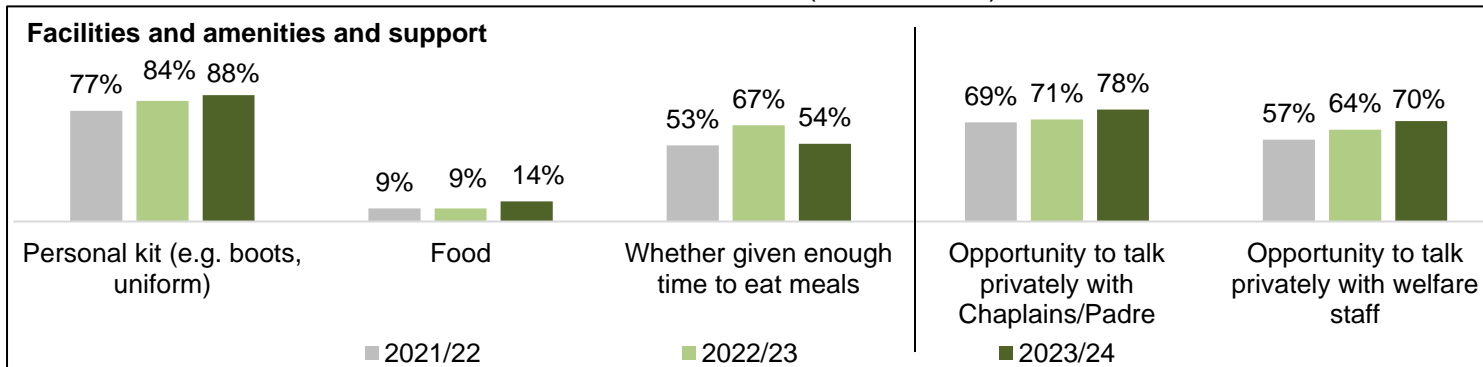
Support

There were two gains for support measures, both continuing on an upward trajectory since 2021/22. These were in relation to having the opportunity to talk privately with Chaplains/Padre (71% to 78%) and the opportunity to talk privately with welfare staff (64% to 70%).

General measures

General measures saw five decreases, two of which were related to online learning; being able to access everything they needed (67% to 57%) and perception that it was engaging and effective (59% to 48%).

Receiving regular feedback (58% to 51%), having training objectives and aims explained (84% to 79%) and morale being good on the course (76% to 71%, added in 2022/23) all fell in 2023/24 following higher performance in 2022/23.



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

**'Morale was good on my course' was introduced as a measure in 2022/23

Royal Navy Phase 1: Key areas of positive change

Gains

- There have been statistically significant gains for four measures in 2023/24 compared to 2022/23.
- Two of these were for facilities and amenities. Satisfaction with personal kit continued to improve following a dip in 2021/22, reaching the highest level recorded in six years. Satisfaction with food has also increased in 2023/24 following a sustained dip in 2021/22 and 2022/23.
- There was also an increase for two support measures. The opportunity to talk privately with Chaplains/Padre increased by seven percentage points since last year, showing the highest level recorded since 2018/19.
- Having the opportunity to talk privately with welfare staff continued increasing to reach its highest performance since the question was introduced in 2021/22.

GAINS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Personal kit (e.g. boots, uniform): Very good/Good	78%	80%	84%	77%	84%	88%
Food: Very good/Good	12%	16%	13%	9%	9%	14%
Support						
Opportunity to talk privately with Chaplains/Padre: Very good/Good	80%	76%	71%	69%	71%	78%
Opportunity to talk privately with welfare staff: Very good/Good	57%	64%	70%

Where there are fewer than 30 respondents, estimates are replaced with ~

Where data is not available, or no respondents have answered a question this is indicated with ..

Royal Navy Phase 1: Key areas of negative change

Falls

- There have been statistically significant falls for six measures in 2023/24 compared to 2022/23.
- One of these falls was for facilities and amenities; following an increase in 2022/23, the proportion of Recruits who felt they were given enough time to eat meals has fallen back to levels seen in 2021/22 and prior.
- The other five declines are for general measures, two relating to online learning. Following an uplift in 2022/23, being able to access everything needed to conduct online learning fell back in line with 2021/22 performance.
- Perceptions of whether online learning was engaging and effective fell to its lowest level since the question was introduced in 2021/22 (59% to 48%).
- Receiving regular feedback, having training objectives and aims explained and morale all fell by at least five percentage points between 2022/23 and 2023/24.

FALLS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Whether given enough time to eat meals: Always/Often	42%	47%	53%	53%	67%	54%
General						
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	54%	67%	57%
Where online learning was provided it was engaging and effective: Strongly agree/Agree	59%	59%	48%
Received regular feedback on my performance: Strongly agree/Agree	64%	65%	64%	55%	58%	51%
Training objectives and aims were explained to me: Strongly agree/Agree*	81%	80%	81%	74%	84%	79%
Morale was good on my course: Strongly agree/Agree	76%	71%

Where there are fewer than 30 respondents, estimates are replaced with ~

Where data is not available, or no respondents have answered a question this is indicated with ..

*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 483 Royal Marines Recruits completed the Recruit Trainee Survey in 2023/24, representing a response rate of 82%.

Key Findings

Across all performance measures there have been seven statistically significant increases and no areas of decline between 2022/23 and 2023/24.

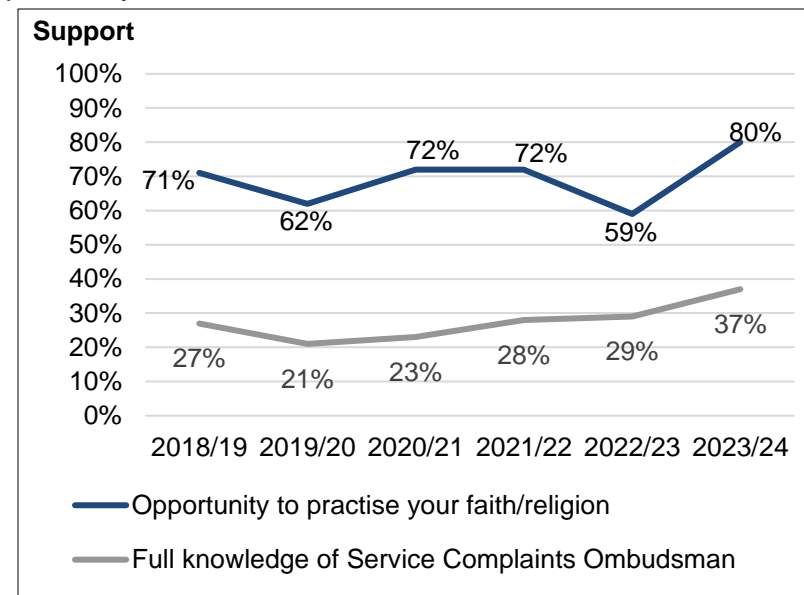
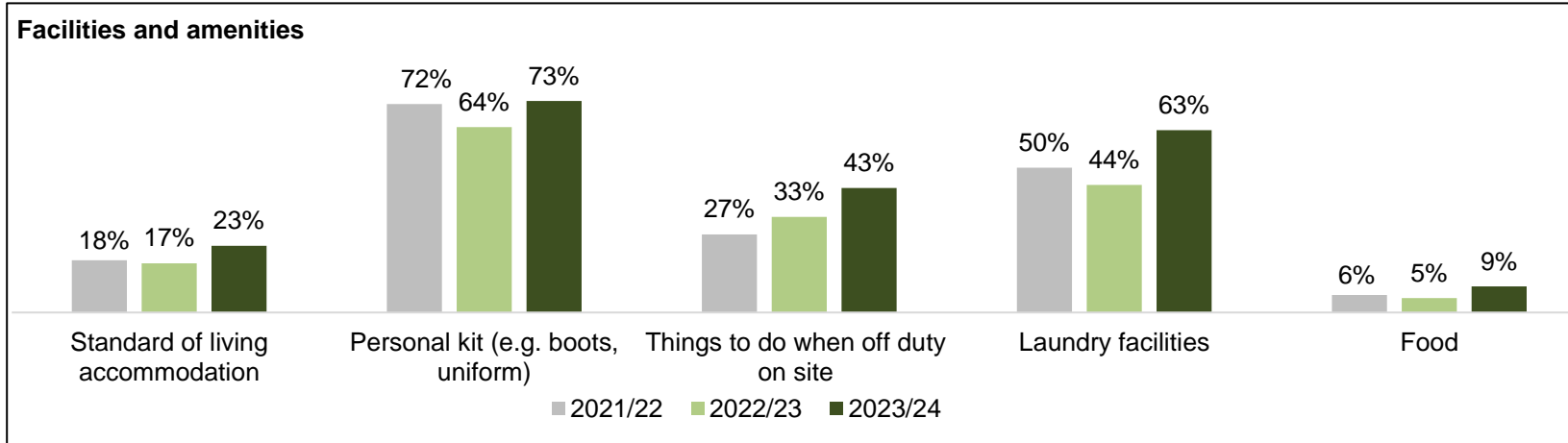
Facilities and amenities

In some areas, improvement represents recovery following a period of lower performance. Following a drop in 2021/22, standard of living accommodation has improved (17% to 23%). Personal kit has also gained following a decline last year (64% to 73%).

Perceptions of things to do when off duty on site and laundry facilities have reached the highest reported performance levels in the past six years (43% and 63% respectively). Food has shown improvement compared to 2022/23, however, it is still by far the lowest performing facilities and amenities measure (9%).

Support

Following a decline last year, the opportunity to practise faith/religion has recovered and now exceeds previous performance (59% to 80%). Knowledge of the Service Complaints Ombudsman continues on an upward trajectory (29% to 37%) reaching the highest level in the past six years.



Royal Marines Phase 1: Key areas of positive change

Gains

- There have been statistically significant gains for seven measures between 2022/23 and 2023/24.
- There have been no statistically significant falls between 2022/23 and 2023/24.
- Five of these improvements were across facilities and amenities. The standard of living accommodation improved after two particularly lower performing years (17% in 22/23 to 23% in 23/24). Perceptions of personal kit also improved following a dip last year (64% in 22/23 to 73% in 23/24). Things to do when off duty on site (43%) and laundry facilities (63%) reached the highest levels recorded since 2018/19. Food remains a low scoring area (9%) but has shown some improvement since it dipped in 2021/22.
- Within the support measures, the opportunity to practice faith/religion (80%) improved following a drop last year, now at the highest in the past six years.
- Having full knowledge of how the Service Complaints Ombudsman can help with discrimination, harassment and/or bullying complaints has continued an upward trend now at the highest level in the past six years.

GAINS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Standard of living accommodation: Very good/Good	38%	33%	34%	18%	17%	23%
Things to do when off duty on site: Very good/Good	37%	32%	18%	27%	33%	43%
Laundry facilities: Very good/Good	37%	23%	39%	50%	44%	63%
Personal kit (e.g. boots, uniform): Very good/Good	74%	69%	72%	72%	64%	73%
Food: Very good/Good	22%	22%	11%	6%	5%	9%
Support						
Opportunity to practise your faith/religion: Very good/Good	71%	62%	72%	72%	59%	80%
Full knowledge of Service Complaints Ombudsman: Yes	27%	21%	23%	28%	29%	37%

RAF Phase 1

RAF Phase 1: Key Findings

A total of 1,109 RAF Recruits completed the Recruit Trainee Survey in 2023/24, representing a response rate of 94%.

Key Findings

There has been one statistically significant increase and four statistically significant decreases when compared to 2022/23.

General measures

The proportion of Recruits that felt, where provided, online learning was engaging and effective decreased in 2023/24 (71% to 64%), a drop since the measure was introduced in 2022/23.

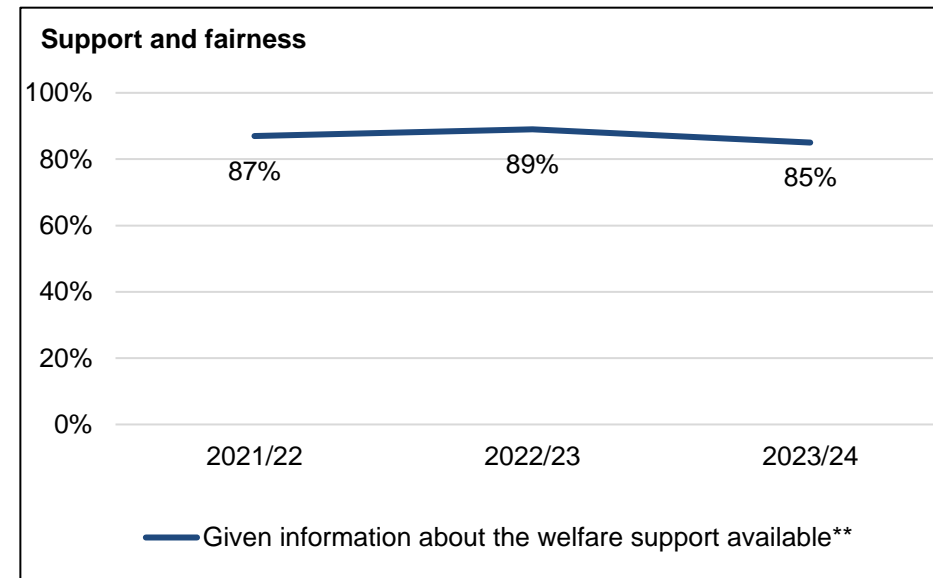
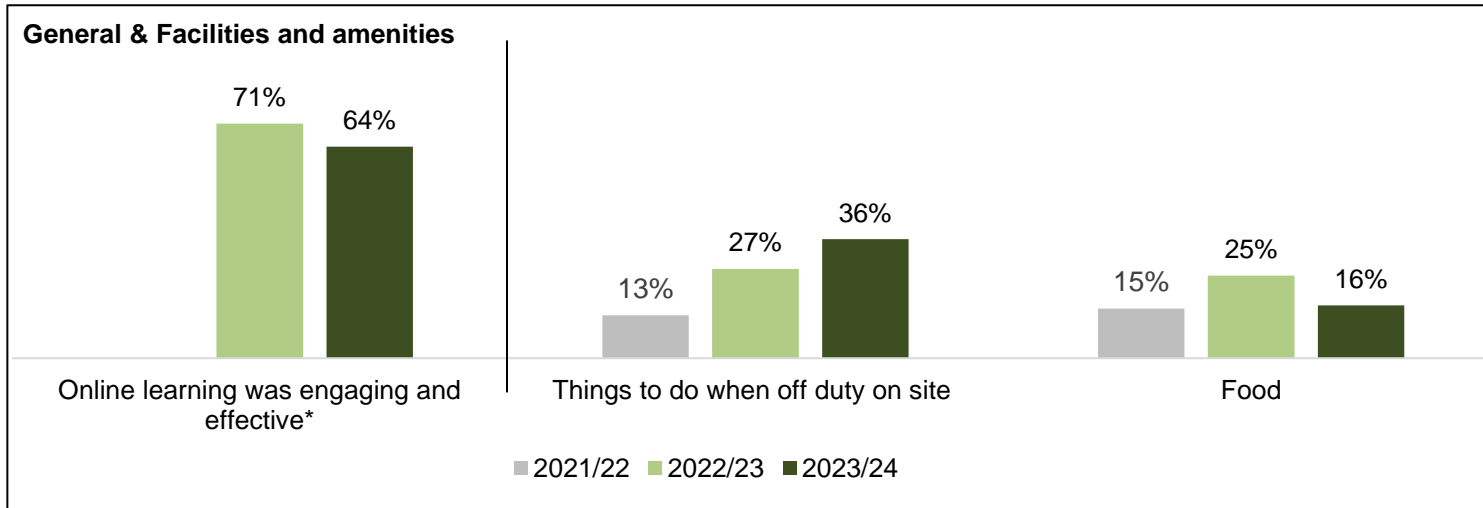
Facilities and amenities

Satisfaction that there were things to do when off duty on site saw an increase in 2023/24 (27% to 36%), rising to the highest level recorded in the past six years.

Satisfaction with food saw a decline (25% to 16%) in 2023/24, falling back from the increase that was recorded in 2022/23.

Support and Fairness

Satisfaction that Recruits were given enough information about the welfare support available declined by four percentage points in 2023/24 (89% to 85%).



*'Where online learning was provided it was engaging and effective' was introduced as a measure in 2022/23

**'Were you given information about the welfare support available during your time at your unit' was introduced as a measure in 2021/22

RAF Phase 1: Key areas of positive change

Gains

- There has been a statistically significant gain for one measure between 2022/23 and 2023/24.
- Things to do when off duty on site saw an increase of nine percentage points in 23/24 (27% to 36%), rising to its highest level in the last six years.

GAINS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Things to do when off duty on site: Very good/Good	28%	25%	5%	13%	27%	36%

RAF Phase 1: Key areas of negative change

Falls

- There have been statistically significant falls for four measures between 2022/23 and 2023/24.
- Satisfaction with food has dropped once again to levels similar to 2021/22 following an increase in 2022/23 (25% to 16%).
- The proportion of Recruits that felt they were given enough information about the welfare support available has declined in 2023/24 (89% to 85%), dropping to the lowest level recorded since the measure was introduced in 2021/22.
- The proportion of Recruits that felt online learning was engaging and effective decreased in 2023/24 (71% to 64%).

FALLS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Food: Very good/Good	35%	29%	20%	15%	25%	16%
Support						
Given information about the welfare support available: Yes, I was given enough information	87%	89%	85%
General						
Where online learning was provided it was engaging and effective: Strongly agree/Agree	71%	64%

*The response options changed in 2023/24 from Yes/No to Strongly agree to Strongly disagree
Where there are fewer than 30 respondents, estimates are replaced with ~
Where data is not available, or no respondents have answered a question this is indicated with ..*

Army Phase 2

Army Phase 2: Key Findings

A total of 2,353 Trainees who conducted their Phase 2 training at an Army Service Unit completed the Recruit Trainee Survey in 2023/24, representing a response rate of 65%.

Key Findings

Performance across 2023/24 was stable with few changes recorded. There have been statistically significant increases for two measures and a statistically significant decrease for one.

Facilities and amenities

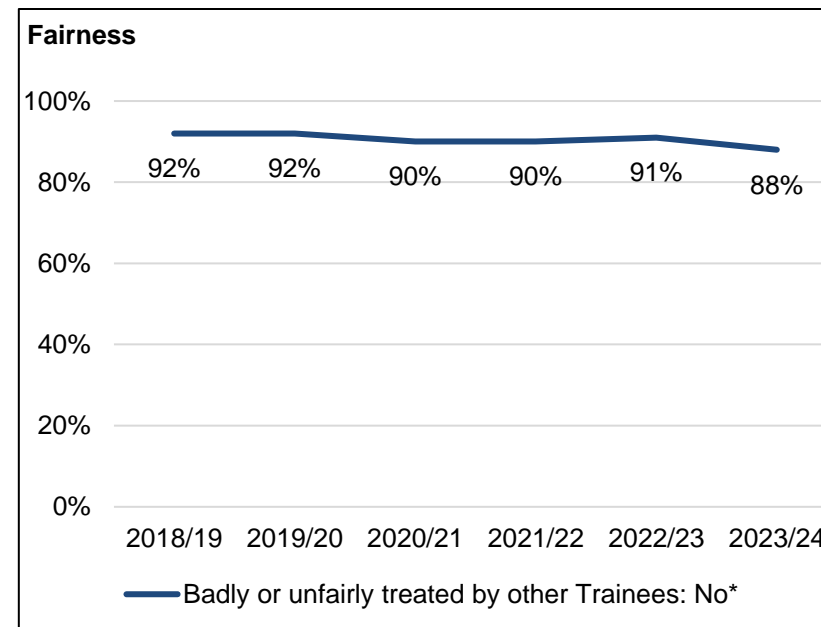
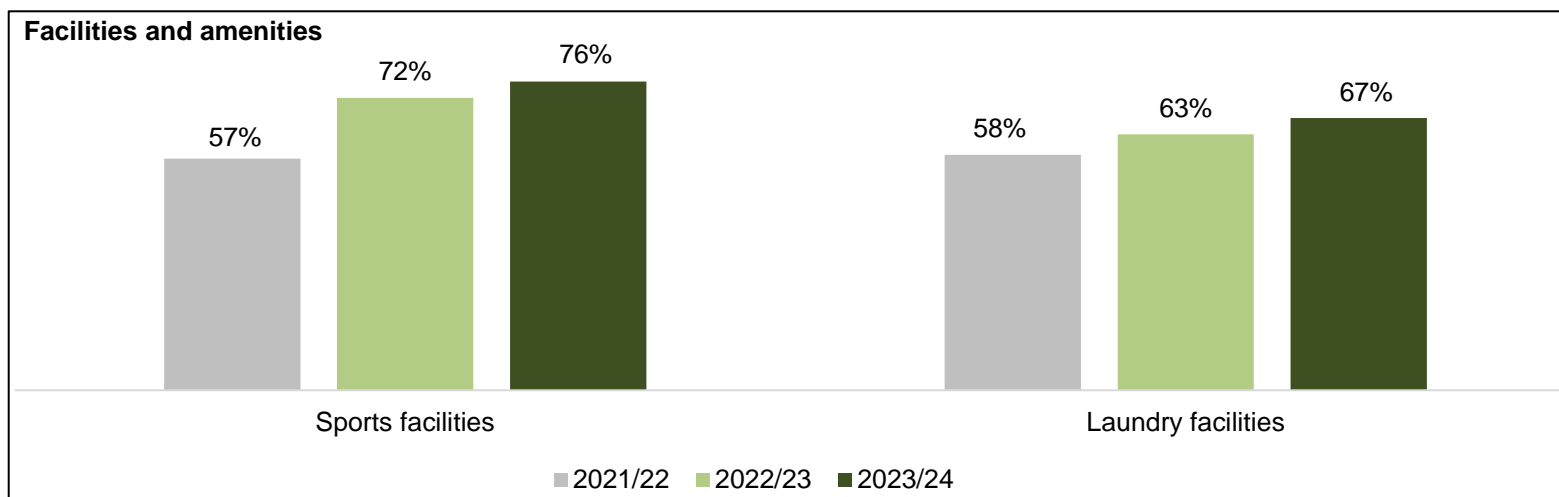
Sports and laundry facilities both recorded improvement.

Satisfaction with sports facilities has now returned to pre-COVID levels (72% to 76%), building on the recovery achieved last year following the pandemic.

Satisfaction with laundry facilities has steadily improved over the last six years and has now achieved the highest level recorded over this time period (63% to 67%).

Fairness

Just under nine in ten (88%) Trainees felt they were not badly or unfairly treated by other Trainees. This follows stable performance over the previous five years but represents a decline from 2022/23 (91%).



Army Phase 2: Areas of positive change

Gains

- There have been statistically significant gains for two measures between 2022/23 and 2023/24. Both gains related to facilities and amenities.
- Satisfaction with sports facilities has continued to improve following last year’s recovery post-COVID (72% to 76%).
- Satisfaction with laundry facilities has risen to the highest level recorded in the last six years (63% to 67%).

GAINS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Sports facilities: Very good/Good	76%	79%	56%	57%	72%	76%
Laundry facilities: Very good/Good	51%	54%	57%	58%	63%	67%

Army Phase 2: Areas of negative change

Falls

- There has been a statistically significant fall for one measure.
- The proportion of Trainees who felt they were not badly or unfairly treated by other Trainees fell to the lowest level recorded in the last six years (91% to 88%).

FALLS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Fairness						
Badly or unfairly treated by other Trainees: No	92%	92%	90%	90%	91%	88%

Other answer options to this question are Yes and Prefer not to say

Royal Navy Phase 2

Royal Navy Phase 2: Key Findings

A total of 609 Trainees who conducted their Phase 2 training at a Royal Navy Service Unit completed the Recruit Trainee Survey in 2023/24, representing a response rate of 36%.

Key Findings

There were three statistically significant decreases and two statistically significant increases between 2022/23 and 2023/24, all for facilities and amenities.

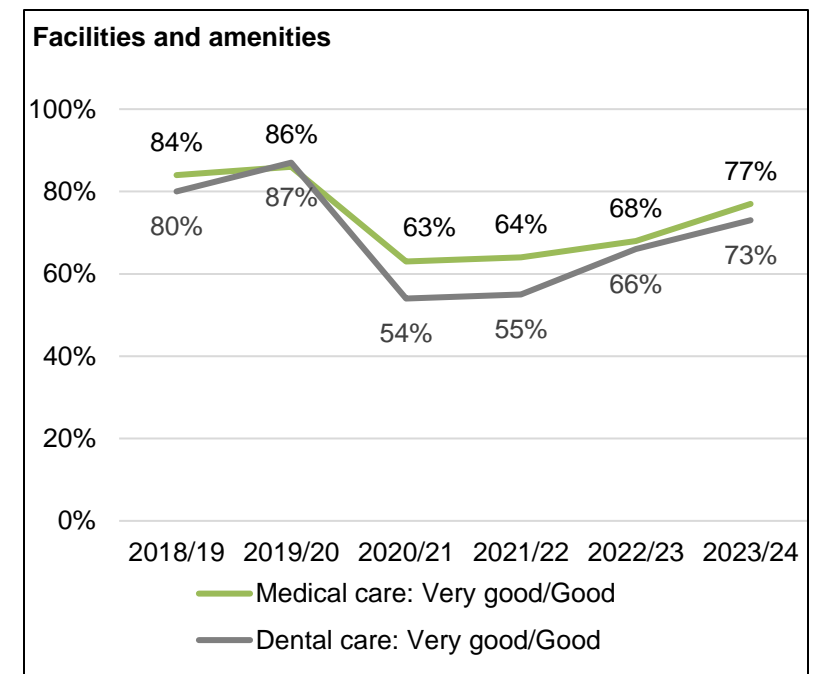
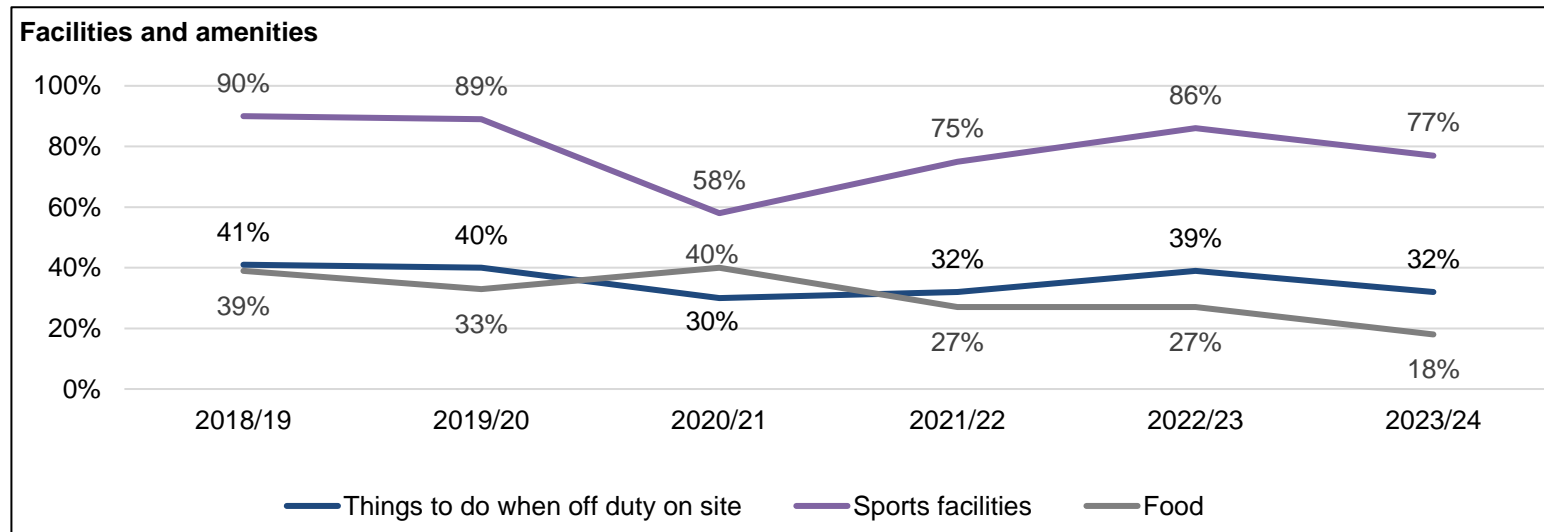
Facilities and amenities

Things to do when off duty on site decreased seven percentage points (39% to 32%). This follows signs of a post pandemic recovery and is now back in line with 2020/21 levels.

The proportion of Trainees indicating that sports facilities were very good/good also dropped (86% to 77%). Performance has fluctuated since the drop in 2020/21 but is maintaining at a higher level.

Perceptions of food have dropped further following two stable years of performance (27% to 18%).

There were two increases for dental care (66% to 73%) and medical care (68% to 77%), both of which have been steadily increasing since 2020/21.



Royal Navy Phase 2: Areas of positive change

Gains

- There have been two statistically significant gains for Royal Navy Trainees, both relating to facilities and amenities.
- The gains relate to medical and dental care; both saw increases of over five percentage points. This shows a pattern of improvement since 2020/21 when performance dropped during the pandemic.

GAINS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Medical care: Very good/Good	84%	86%	63%	64%	68%	77%
Dental care: Very good/Good	80%	87%	54%	55%	66%	73%

Royal Navy Phase 2: Areas of negative change

Falls

- There have been three statistically significant falls for Royal Navy Trainees. All of these shifts are within the facilities and amenities measures.
- Following a recovery post pandemic, the proportion of Trainees who felt positive about things to do when off duty on site has fallen again (39% to 32%).
- Performance for sports facilities has dropped following a period of fluctuation since 2021/22 (86% to 77%).
- Perceptions of food dropped a further nine percentage points taking it from 27% to 18%.

FALLS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Things to do when off duty on site: Very good/Good	41%	40%	30%	32%	39%	32%
Sports facilities: Very good/Good	90%	89%	58%	75%	86%	77%
Food: Very good/Good	39%	33%	40%	27%	27%	18%

Royal Marines Phase 2

Royal Marines Phase 2: Key Findings

A total of 353 Trainees who conducted their Phase 2 training at a Royal Marines Service Unit completed the Recruit Trainee Survey in 2023/24, representing a response rate of 60%.

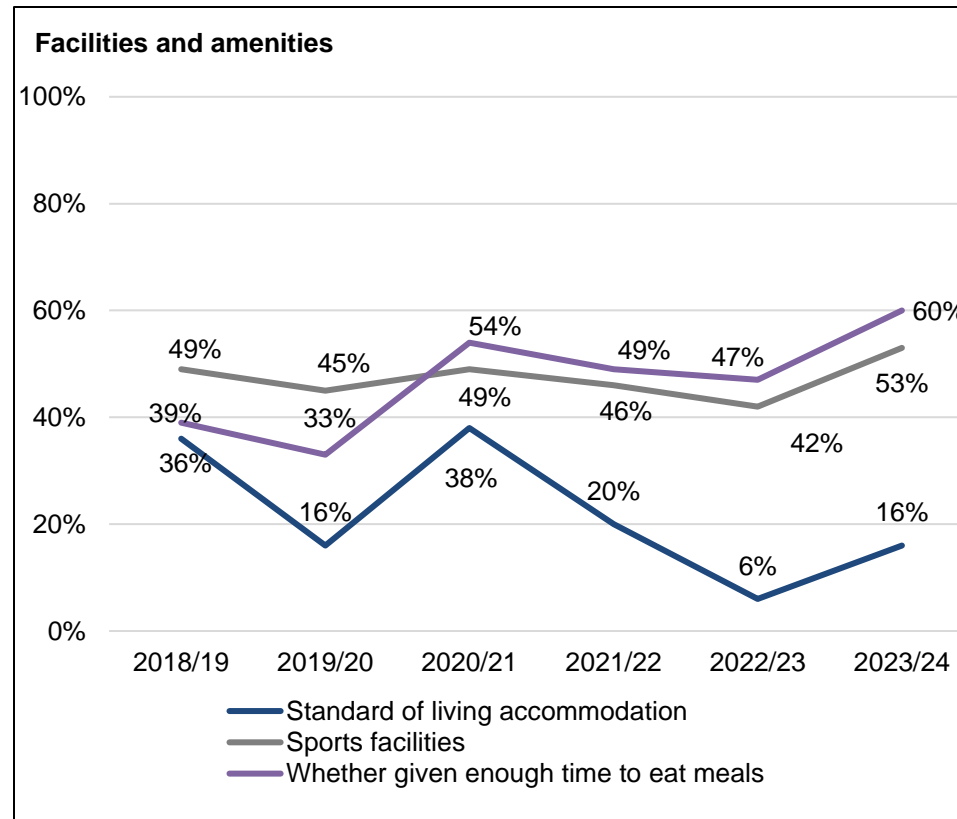
Key Findings

All statistically significant changes among Royal Marine Trainees were positive, this was five in total.

Facilities and amenities

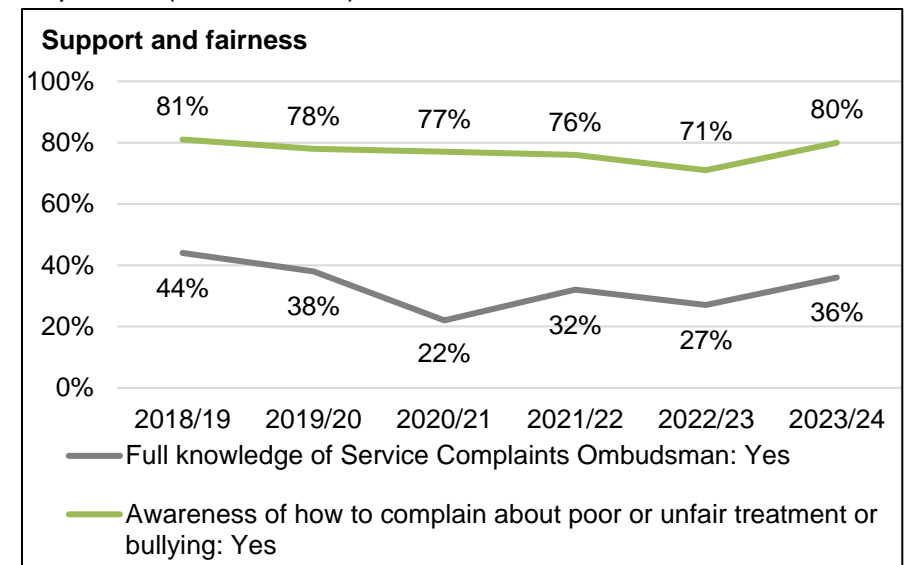
Three of the five increases were regarding facilities and amenities. Standard of living accommodation recovered from a decline in 2022/23 (6% to 16% in 2023/24).

Sports facilities (42% to 53%) and being given enough time to eat meals also increased (47% to 60%). Both of these reached the highest level recorded in the past six years.



Support and fairness

The proportion of Trainees who had full knowledge of the Service Complaints Ombudsman increased (27% to 36%). Following a period of gradual decline, the proportion aware of how to complain about poor or unfair treatment or bullying has improved (71% to 80%).



Royal Marines Phase 2: Areas of positive change

Gains

- There were gains for five measures amongst Royal Marine Trainees.
- Three of the gains related to facilities and amenities. Standard of living accommodation increased by 10 percentage points following a decline in 2022/23 (6% to 16%).
- Ratings for sports facilities and perceptions about the amount of time given to eat meals increased to the highest levels recorded in six years.
- There was also an increase in the proportion of Trainees who had full knowledge of the Service Complaints Ombudsman.
- One of the fairness measures, awareness of how to complain about poor or unfair treatment, also saw an increase, up nine percentage points since 2022/23 (71% to 80%).

GAINS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Standard of living accommodation: Very good/Good	36%	16%	38%	20%	6%	16%
Sports facilities: Very good/Good	49%	45%	49%	46%	42%	53%
Whether given enough time to eat meals: Always/Often	39%	33%	54%	49%	47%	60%
Support						
Full knowledge of Service Complaints Ombudsman: Yes	44%	38%	22%	32%	27%	36%
Fairness						
Awareness of how to complain about poor or unfair treatment or bullying: Yes	81%	78%	77%	76%	71%	80%

RAF Phase 2

RAF Phase 2: Key Findings

A total of 1,953 Trainees who conducted their Phase 2 training at an RAF Service Unit completed the Recruit Trainee Survey in 2023/24, representing a response rate of 82%.

Key Findings

There have been eight statistically significant decreases and one statistically significant increase between 2022/23 and 2023/24.

Preparation for training

Satisfaction with how Trainees felt they were managed in the gap between training has dropped in 2023/24 (65% to 51%) to the lowest level recorded since the measure was introduced in 2021/22.

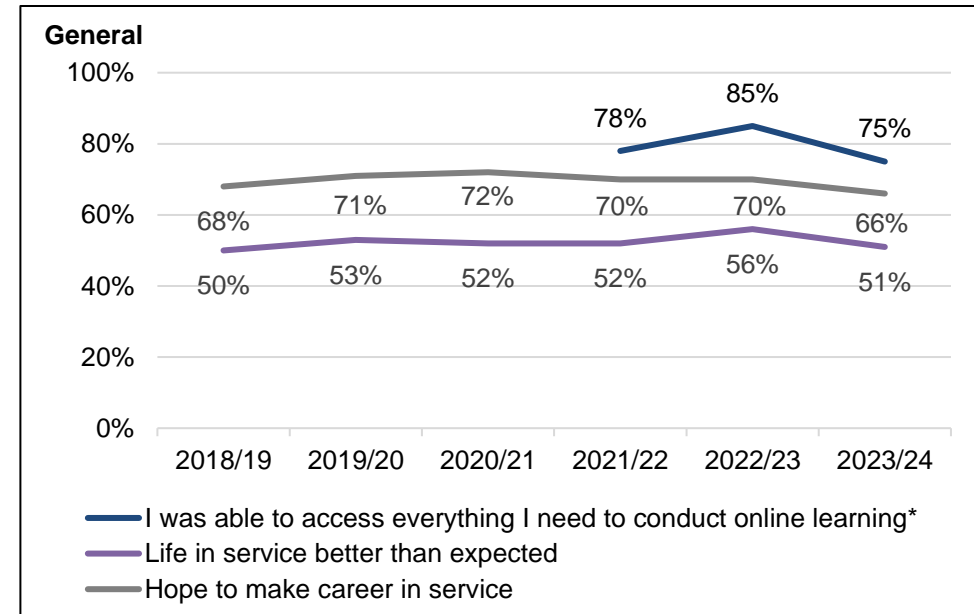
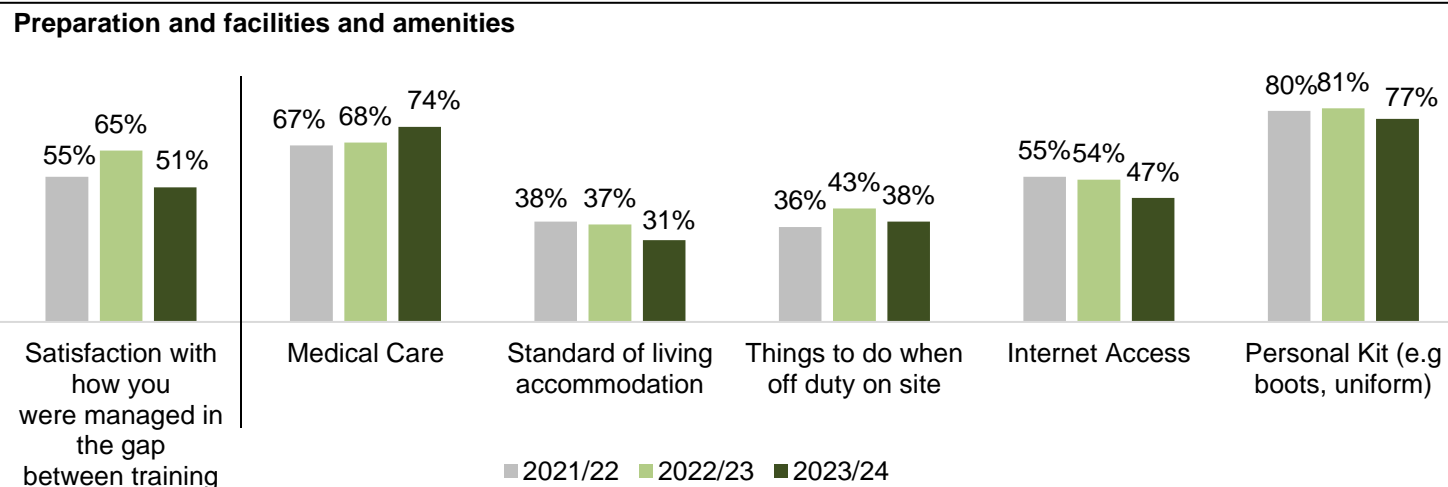
Facilities and amenities

The one recorded improvement in 2023/24 was for medical care, which increased for the first time since it dropped in 2020/21 (68% in 22/23 to 74% in 23/24).

Four facilities and amenities measures saw declines in 2023/24, included in this was standard of living accommodation and internet access, both of which dropped to the lowest levels in the past six years. (37% to 31% and 54% to 47% respectively).

General measures

Performance across general measures declined in 2023/24 for three measures. Accessing everything needed for online learning dropped back following an uplift last year (85% to 75%). The proportion of Trainees that felt life in the service had been better than expected (56% to 51%) and that hoped to make a career in the service (70% to 66%) both declined to the lowest levels in the past five years.



* 'I was able to access everything I need to conduct online learning' was introduced as a measure in 2021/22

RAF Phase 2: Key areas of positive change

Gains

- There has been a statistically significant gain for one measure between 2022/23 and 2023/24.
- Medical care has risen by six percentage points in 2023/24 (68% to 74%), rising for the first time since it fell in 2020/21.

GAINS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Medical care: Very good/Good	84%	81%	68%	67%	68%	74%

RAF Phase 2:

Key areas of negative change

Falls

- There have been statistically significant falls at eight measures between 2022/23 and 2023/24.
- Satisfaction with how Trainees felt they were managed in the gap between training has dropped in 2023/24 (65% to 51%) to the lowest level recorded since the question was introduced in 2021/22.
- Satisfaction with standard of living accommodation and internet access both dropped to the lowest level in the past six years (37% to 31% and 54% to 47% respectively).
- Things to do when off duty on site and personal kit also saw declines in satisfaction in 2023/24 (43% to 38% and 81% to 77% respectively).
- Agreement that Trainees were able to access everything they need to conduct online learning decreased to the lowest levels since the measure was introduced in 2021/22 (85% to 75%).
- The proportion of Trainees that felt life in the Service was better than expected and that hoped to make a career in their service both dropped in line with lowest levels in the past six years.

FALLS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Recruitment and preparation						
Satisfaction with how you were managed in the gap between training: Very Satisfied/Satisfied	55%	65%	51%
Facilities and amenities						
Standard of living accommodation: Very good/Good	48%	41%	37%	38%	37%	31%
Things to do when off duty on site: Very good/Good	43%	40%	29%	36%	43%	38%
Internet access: Very good/Good	58%	53%	54%	55%	54%	47%
Personal kit (e.g. boots, uniform): Very good/Good	80%	77%	73%	80%	81%	77%
General						
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	78%	85%	75%
Life in Service better than expected: Much better/Better	50%	53%	52%	52%	56%	51%
Hope to make career in Service: I hope to make a career in my Service	68%	71%	72%	70%	70%	66%

Where there are fewer than 30 respondents, estimates are replaced with ~
Where data is not available, or no respondents have answered a question this is indicated with ..

UKStratCom Phase 2

UKStratCom Phase 2: Key Findings

A total of 774 Trainees who conducted their Phase 2 training at a UKStratCom unit completed the Recruit Trainee Survey in 2023/24, representing a response rate of 80%.

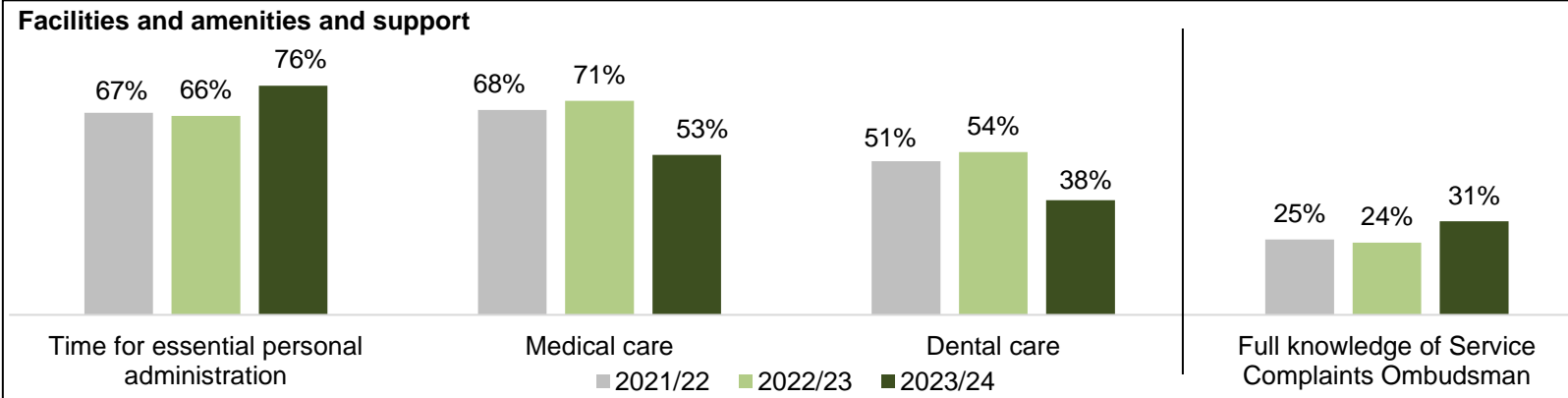
Key Findings

Across all measures there have been statistically significant increases for two and statistically significant decreases recorded for four.

Facilities and amenities

Perception of the time available for essential personal administration has improved (66% to 76%), this follows two years of lower performance.

Performance for both medical and dental care has dropped to the lowest levels recorded in the last six years (53% and 38% respectively).



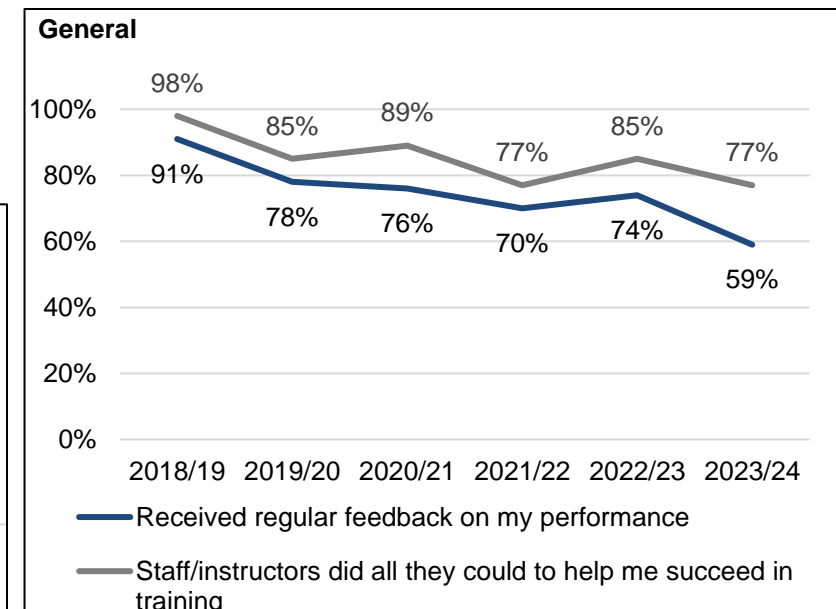
Whilst perceptions of dental care have shown a gradual decline since 2018/19, medical care was relatively stable up to this point.

Support

The proportion of Trainees stating that they have full knowledge of how the Service Complaints Ombudsman can help with discrimination, harassment and/or bullying complaints has improved (24% to 31%), returning to a level more comparable with that achieved in 2018/19.

General

Agreement that Trainees received regular feedback on performance declined (74% to 59%) showing a downward trajectory since 2018/19 (from 91%). Staff/instructors doing all they could to help Trainees succeed also declined (85% to 77%), again presenting a gradual drop in performance since 2018/19 (from 98%).



UKStratCom: Key areas of positive change

Gains

- There have been statistically significant gains for two measures between 2022/23 and 2023/24.
- Perception of the time available for essential personal administration has fluctuated over the past six years; following two lower performing years, performance has improved in 2023/24 (66% to 76%).
- Having full knowledge of how the Service Complaints Ombudsman can help with discrimination, harassment and/or bullying complaints has improved. This is at a level more comparable with that achieved in 2018/19 following four years of lower performance.

GAINS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Time for essential personal administration: Very good/Good	83%	68%	81%	67%	66%	76%
Support						
Full knowledge of Service Complaints Ombudsman: Yes	35%	22%	24%	25%	24%	31%

UKStratCom:

Key areas of negative change

Falls

- There have been statistically significant falls for four measures between 2022/23 and 2023/24.
- Perceptions of both medical and dental care have fallen to the lowest levels recorded since 2018/19 (53% and 38% respectively), this follows a year of relatively stable performance in 2022/23.
- The proportion of Trainees who agreed that they received regular feedback on performance dropped to the lowest level recorded in six years (74% to 59%).
- Agreement that staff/instructors did all they could to help Trainees succeed dropped in 2021/22, this recovered to some extent in 2022/23 but has fallen back to 77% again this year.

FALLS	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Facilities and amenities						
Medical care: Very good/Good	72%	70%	64%	68%	71%	53%
Dental care: Very good/Good	62%	58%	51%	51%	54%	38%
General						
Received regular feedback on my performance: Strongly agree/Agree	91%	78%	76%	70%	74%	59%
Staff/instructors did all they could to help me succeed in training: Strongly agree/Agree	98%	85%	89%	77%	85%	77%

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 2023 to 31st March 2024.

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 11 Recruits. This took place between 22nd January 2024 – 5th February 2024 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 2023 and 31st March 2024, 11,608 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 (22/23)	Response Rate (22/23)	Total Responses (23/24)	Response Rate (23/24)
Army	3,156	62%	3,209	60%
Royal Navy	1,070	63%	837	52%
Royal Marines	568	74%	483	82%
RAF	906	75%	1,109	94%

Phase 2	Total Responses (22/23)	Response Rate (22/23)	Total Responses (23/24)	Response Rate (23/24)
Army	3,214	80%	2,353	65%
Royal Navy	635	39%	609	36%
Royal Marines	455	95%	353	60%
RAF	2,341	68%	1,953	82%
UKStratCom	499	70%	774	80%

All UKStratCom 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). All Recruits and Trainees should have been provided with the opportunity to participate, therefore figures can be susceptible to potential bias, more so than a random sample.

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 2023/24 vs Army 2022/23
 - Royal Navy 2023/24 vs Royal Navy 2022/23
 - Royal Marines 2023/24 vs Royal Marines 2022/23
 - RAF 2023/24 vs RAF 2022/23
 - UKStratCom 2023/24 vs UKStratCom 2022/23.

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 3,209 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 (3209)	0.9	1.2	1.3	1.4	1.4
Royal Navy (837)	1.9	2.5	2.8	3.0	3.1
Royal Marines (483)	1.5	2.0	2.3	2.5	2.5
RAF (1109)	0.6	0.8	0.9	0.9	0.9

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 (2353)	0.9	1.3	1.4	1.5	1.6
Royal Navy (609)	2.5	3.3	3.8	4.1	4.2
Royal Marines (353)	2.6	3.5	4.0	4.3	4.4
RAF (1953)	0.7	1.0	1.1	1.2	1.2
UKStratCom (774)	1.3	1.7	1.9	2.1	2.1

All UKStratCom training establishments provide Phase 2 training only.



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