



Recruit Trainee Survey

Annual Executive Summary 2024-2025



Contents page

03

Introduction

06

**Key
Performance
Indicators**

09

**Army
Phase 1**

13

**Royal Navy
Phase 1**

17

**Royal Marines
Phase 1**

21

**RAF
Phase 1**

24

**Army
Phase 2**

28

**Royal Navy
Phase 2**

32

**Royal Marines
Phase 2**

35

**RAF
Phase 2**

39

**UKStratCom
Phase 2**

42

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 Trainees.

This report presents the results of the Recruit Trainee Survey for 2024/25.

Reported results are aggregated to reflect the experiences of 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 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, 2024/25, against the previous survey year of 2023/24. Reference is also made to data collected between survey years 2019/20 and 2022/23 to illustrate trends over time, but any statistically significant differences are only relevant between 2023/24 and 2024/25. 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. 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	86%	86%	83%	92%
Enough time to eat meals: Always/Often	64%	42% ↓	48%	65% ↓
Opportunity to talk privately with training staff: Very good/Good	80% ↑	80%	73%	92%
Opportunity to talk privately with welfare staff: Very good/Good	69%	70%	68%	61% ↓
Satisfaction with support for general mental resilience: Very satisfied/Satisfied	79%	74%	70%	80%
Someone to go to outside of training hours: Yes	93%	93%	94%	92%
Opportunity to raise concerns with a person in authority: Yes	90% ↑	93%	89%	93%
I was treated fairly: Always/Most of the time	85%	87%	85%	91% ↓
Training was conducted without harassment: Always/Most of the time	90%	91%	93%	97%
My injury was properly dealt with: Strongly Agree/Agree	82%	77%	84%	82%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	87%	83%	81%	86%

Key Performance Indicators – Phase 2

	Army	Royal Navy	Royal Marines	RAF	UKStratCom
Overall satisfaction with training experience: Very Satisfied/Satisfied	87% ↑	71%	91%	80%	76%
Enough time to eat meals: Always/Often	85%	84%	56%	85%	89%
Opportunity to talk privately with training staff: Very good/Good	85%	83%	79%	83%	86%
Opportunity to talk privately with welfare staff: Very good/Good	69%	64%	71%	66%	62%
Satisfaction with support for general mental resilience: Very Satisfied/Satisfied	83% ↑	67%	76%	75%	69%
Someone to go to outside of training hours: Yes	95%	93%	93%	91%	92%
Opportunity to raise concerns with a person in authority: Yes	93%	90%	93%	91%	88%
I was treated fairly: Always/Most of the time	88%	84%	84%	88%	88%
Training was conducted without harassment: Always/Most of the time	91%	93%	92%	94%	95%
My injury was properly dealt with: Strongly Agree/Agree	80%	91%	83%	85%	89%
Staff/instructors did all they could to help me succeed in training: Strongly Agree/Agree	88%	86%	84%	88%	78%

Army Phase 1

Army Phase 1: Key Findings

A total of 4,749 Army Recruits completed the Trainee Survey in 2024/25, representing a response rate of 75%.

Key Findings

There have been eight statistically significant increases and one decrease between 2023/24 and 2024/25.

Facilities and amenities

One of the eight increases relates to facilities and amenities: things to do when off duty on site (51% to 55%). The only statistically significant fall in 2024/25 relates to internet access (59% to 53%).

Support

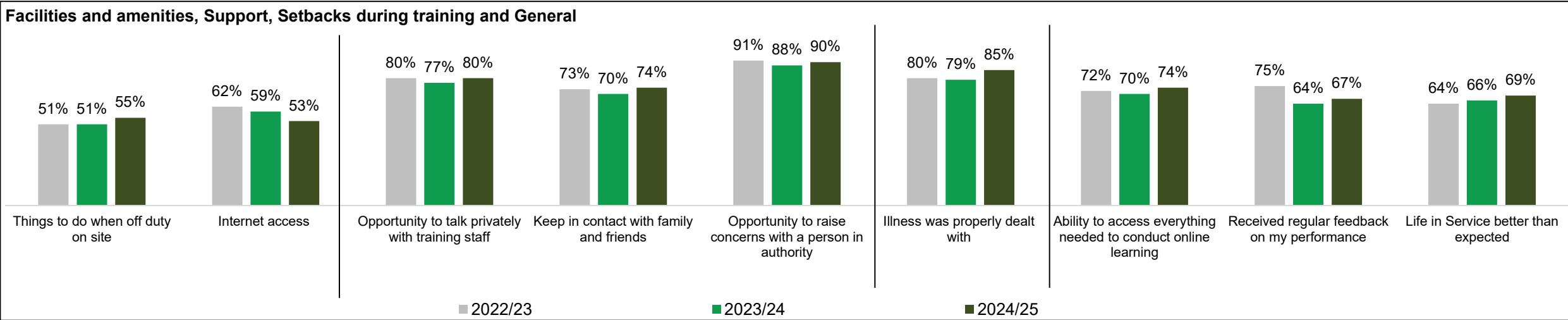
Three increases were for support measures. The opportunity to talk privately with training staff (77% to 80%), keeping in contact with family and friends (70% to 74%) and the opportunity to raise concerns with a person in authority (88% to 90%).

Setbacks during training

Agreement that illness was properly dealt with when experienced (79% to 85%) was the only change relating to setbacks in 2024/25.

General

There were three increases for general measures. These included the ability to access everything needed to conduct online learning (70% to 74%). Receiving regular feedback increased slightly after falling the year before (64% to 67%). Life in Service being better than expected increased (65% to 69%) after staying broadly consistent in previous years.



Army Phase 1: Areas of statistically significant increase

Increases

- There have been eight statistically significant increases between 2023/24 and 2024/25.
- One measure relating to facilities and amenities increased; things to do when off duty on site increased (51% to 55%), continuing the upward trend seen since 2020/21 and reaching the highest level recorded in six years.
- Three of the support measures increased; including opportunity to talk privately with training staff (51% to 55%) and keeping in contact with family and friends (70% to 74%). For the opportunity to raise all concerns with a person in authority (88% to 90%), this increased following a fall last year.
- The proportion of Recruits who felt illness was properly dealt with increased by six percentage points to 85%, the highest level since the question was introduced in 2021/22.
- Three of the general measures increased in 2024/25; the ability to access everything needed to conduct online learning (70% to 74%), received regular feedback on performance (64% to 67%) and life in Service better than expected (66% to 69%).
- This increase for life in Service being better than expected reached its highest level in the last six years.

Increases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Things to do when off duty on site: Very good/Good	51%	32%	36%	51%	51%	55%
Support						
Opportunity to talk privately with training staff: Very good/Good	51%	32%	36%	51%	51%	55%
Keep in contact with family and friends: Very good/Good	..	82%	78%	73%	70%	74%
Opportunity to raise all concerns with person in authority: Yes	87%	91%	91%	91%	88%	90%
Setbacks during training						
Illness was properly dealt with: Strongly agree/Agree	..	..	78%	80%	79%	85%
General						
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	..	..	75%	72%	70%	74%
Received regular feedback on my performance: Strongly agree/Agree	67%	74%	71%	75%	64%	67%
Life in Service better than expected: Much better/Better	62%	59%	67%	64%	66%	69%

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

Army Phase 1: Areas of statistically significant decrease

Decreases

- There has been one statistically significant fall between 2023/24 and 2024/25.
- Internet access has fallen by six percentage points, continuing the downward trajectory of 14 percentage points overall since its peak in 2021/22.

Decreases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Internet access: Very good/Good	64%	66%	67%	62%	59%	53%

Royal Navy Phase 1

Royal Navy Phase 1: Key Findings

A total of 1,059 Royal Navy Recruits completed the Recruit Trainee Survey in 2024/25, representing a response rate of 56%.

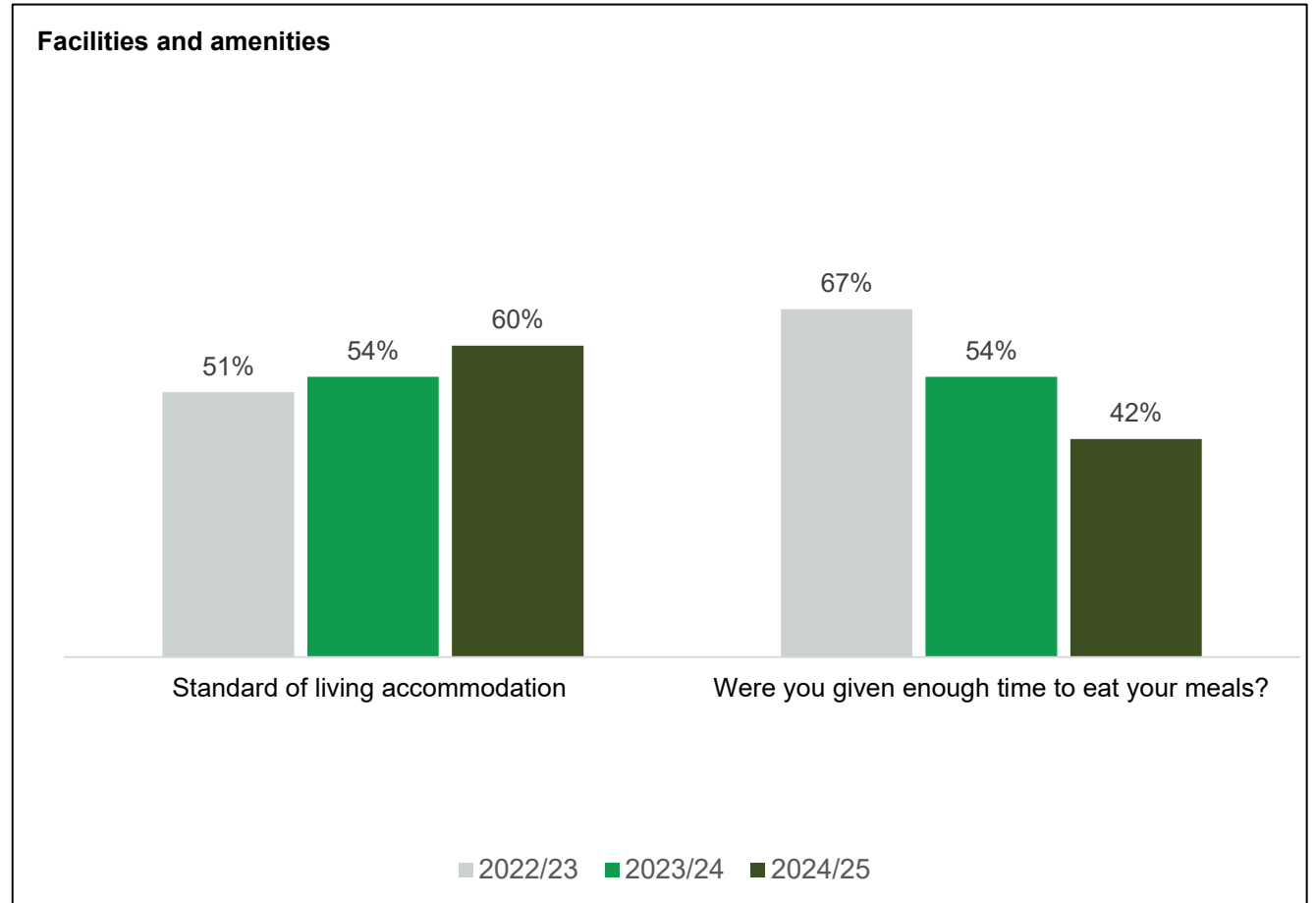
Key Findings

Amongst Royal Navy Recruits, there was one statistically significant increase and one statistically significant decrease between 2023/24 and 2024/25, both for facilities and amenities.

Facilities and amenities

Standard of living accommodation increased (54% to 60%), following an upward trend and reaching the highest level recorded in six years.

There was a decrease for Recruits being given enough time to eat meals (54% to 42%), continuing the decline seen in 2023/24.



Royal Navy Phase 1: Areas of statistically significant increase

Increases

- There has been a statistically significant increase for one measure in 2024/25 compared to 2023/24.
- Perceptions of the standard of living accommodation increased significantly (54% to 60%), continuing the upward trend since 2021/22 and reaching the highest level recorded in six years.

Increases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Standard of living accommodation: Very good/Good	45%	45%	44%	51%	54%	60%

Royal Navy Phase 1: Areas of statistically significant decrease

Decreases

- There has been one statistically significant fall in 2024/25 compared to 2023/24.
- Whether Recruits were given enough time to eat meals decreased by 12 percentage points (54% to 42%), reaching the lowest level recorded since 2019/20.

Decreases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Whether given enough time to eat meals: Always/Often	47%	53%	53%	67%	54%	42%

Royal Marines Phase 1

Royal Marines Phase 1: Key Findings

A total of 774 Royal Marines Recruits completed the Recruit Trainee Survey in 2024/25, representing a response rate of 100%.

Key Findings

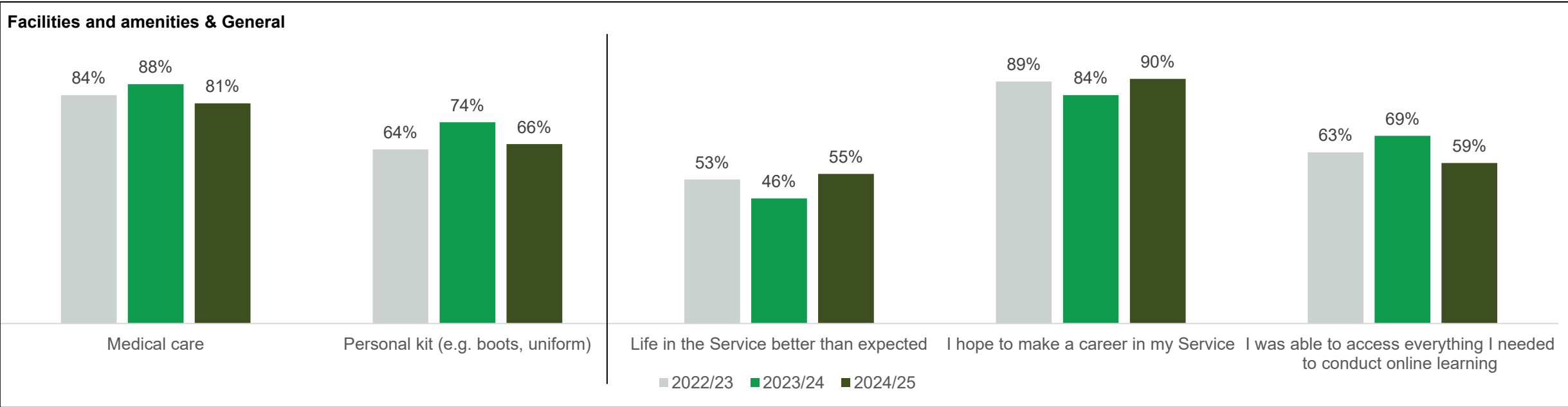
Across all performance measures there have been two statistically significant increases and three declines between 2023/24 and 2024/25.

Facilities and amenities

Following a rise in 2023/24, two measures relating to facilities and amenities have fallen. There has been a fall of seven percentage points for perceptions of medical care (88% to 81%) and eight percentage points for personal kit (74% to 66%).

General

Following a decline last year, perceptions that life in the Service is better than expected has recovered (46% to 55%). The proportion of Trainees hoping to make a career in the Service has also increased after a drop last year (84% to 90%). Trainees who felt they had everything they needed to conduct online learning has fallen by 10 percentage points to its lowest point since the question was introduced in 2022/23.



Royal Marines Phase 1: Areas of statistically significant increase

Increases

- There have been statistically significant increases for two measures between 2023/24 and 2024/25. Both of these improvements were across general measures.
- Perceptions of life in the Service being better than expected has increased by nine percentage points since 2023/24 (from 46% to 55%).
- The proportion of respondents who want to make a career in the Service has increased by six percentage points to its highest level in six years (90% in 2024/25, 84% in 2023/24).

Increases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
General						
Life in the Service better than expected: Much better/Better	41%	50%	46%	53%	46%	55%
Hope to make career in the Service: I hope to make a career in my Service	81%	86%	85%	89%	84%	90%

Royal Marines Phase 1: Areas of statistically significant decrease

Decreases

- There have been three statistically significant falls between 2023/24 and 2024/25.
- Two of these measures related to facilities and amenities.
- Perceptions of whether medical care was good or very good fell by seven percentage points between 2023/24 and 2024/25 (88% to 81%).
- The proportion of respondents who thought that their personal kit was good or very good also fell by seven percentage points between 2023/24 and 2024/25 to 66%.
- The final measure that decreased relates to Recruits feeling they had everything they needed to conduct online learning. This has fallen by 10 percentage points to its lowest level since the question was introduced in 2022/23 (69% in 2023/24, 59% in 2024/25).

Decreases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Medical care: Very good/Good	84%	82%	87%	84%	88%	81%
Personal kit (e.g. boots, uniform): Very good/Good	69%	72%	72%	64%	74%	66%
General						
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	..	..	..	63%	69%	59%

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

RAF Phase 1

RAF Phase 1: Key Findings

A total of 1,303 RAF Recruits completed the Recruit Trainee Survey in 2024/25, representing a response rate of 97%.

Key Findings

There have been 10 statistically significant decreases compared to 2023/24. There were no significant increases for RAF Phase 1.

General

Three general measures decreased since 2023/24; the proportion of Recruits that felt they were able to access everything they needed to conduct online learning (85% to 78%), whether Recruits felt they received regular feedback on performance (64% to 57%) and whether they felt training aims and objectives were explained to them (90% to 86%).

Facilities and amenities

Satisfaction declined for four facilities measures in 2024/25; time for essential administration (72% to 54%), internet access (67% to 47%), laundry facilities (48% to 28%) and whether given enough time for meals (76% to 65%).

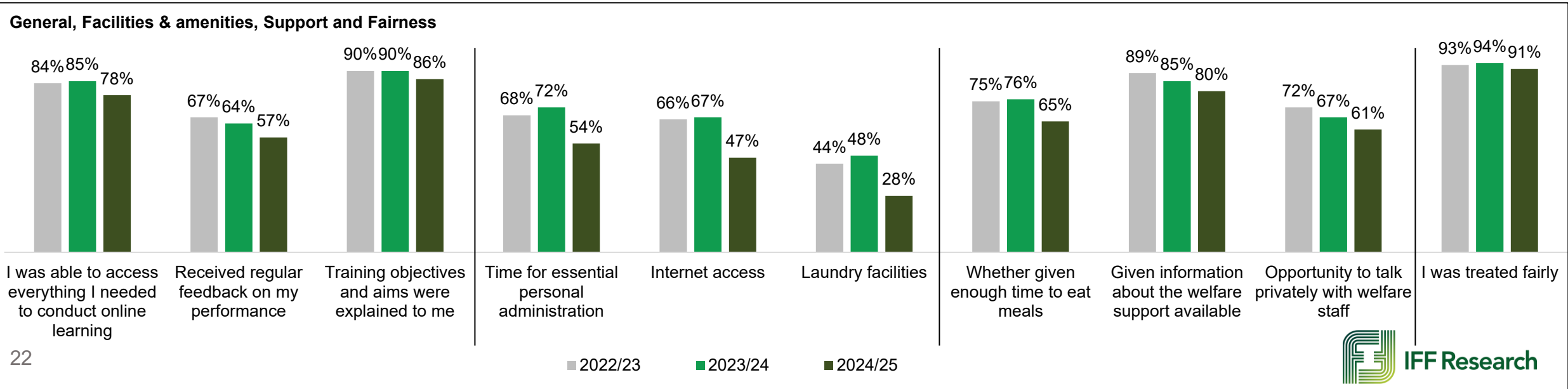
Support

There were two support measures which decreased since 2023/24; Recruits having the

opportunity to talk privately with welfare staff (67% to 61%) and given enough information about the welfare support available (85% to 80%). This was the lowest achieved since both questions were introduced.

Fairness

The proportion of Recruits who felt they were treated fairly decreased from 94% to 91%.



RAF Phase 1: Areas of statistically significant decrease

Decreases

- There have been statistically significant falls for 10 measures between 2023/24 and 2024/25.
- Satisfaction declined for four facilities measures in 2024/25; time for essential administration (72% to 54%), internet access (67% to 47%), laundry facilities (48% to 28%) and whether given enough time for meals (76% to 65%).
- The proportion of Recruits that felt they were given the opportunity to talk privately with welfare staff declined in 2024/25 (67% to 61%), dropping to the lowest level recorded since the measure was introduced in 2021/22.
- Similarly, the proportion of respondents agreeing that they were given enough information about the welfare support available declined in 2024/25 (85% to 80%), also dropping to the lowest level recorded since the measure was introduced in 2021/22.
- There was also a decline in the proportion of Recruits that felt they were treated fairly (94% to 91%).
- There were also decreases across three general measures; being able to access everything I needed to conduct online learning (85% to 78%), received regular feedback on my performance (64% to 57%) and training objectives and aims were explained to me (90% to 86%).

Decreases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Time for essential personal administration: Very good/Good	53%	69%	68%	68%	72%	54%
Internet access: Very good/Good	77%	79%	46%	66%	67%	47%
Laundry facilities: Very good/Good	38%	50%	48%	44%	48%	28%
Whether given enough time to eat meals: Always/Often	64%	82%	74%	75%	76%	65%
Support						
Opportunity to talk privately with welfare staff: Very good/Good	..	..	67%	72%	67%	61%
Given information about the welfare support available: Yes, I was given enough information	..	..	87%	89%	85%	80%
Fairness						
I was treated fairly: Always/Most of the time	91%	96%	94%	93%	94%	91%
General						
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	..	..	..	84%	85%	78%
Received regular feedback on my performance: Strongly agree/Agree	56%	67%	61%	67%	64%	57%
Training objectives and aims were explained to me: Strongly agree/Agree	74%	80%	75%	90%	90%	86%

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 3,067 Trainees who conducted their Phase 2 training at an Army Service Unit completed the Recruit Trainee Survey in 2024/25, representing a response rate of 63%.

Key Findings

There were nine statistically significant increases and three statistically significant decreases between 2023/24 and 2024/25.

Facilities and amenities

Medical and dental care both recorded improvement versus 23/24, as did things to do when off duty on site; this follows a period of relative stability.

Internet access and laundry facilities both experienced declines. Internet access dropped to 53%, the lowest recorded in the last six years.

Support

Three support measures increased vs. 23/24; these were adequate support to develop language skills, satisfaction with the general support received for Trainees' mental resilience and full knowledge of the Service Complaints Ombudsman.

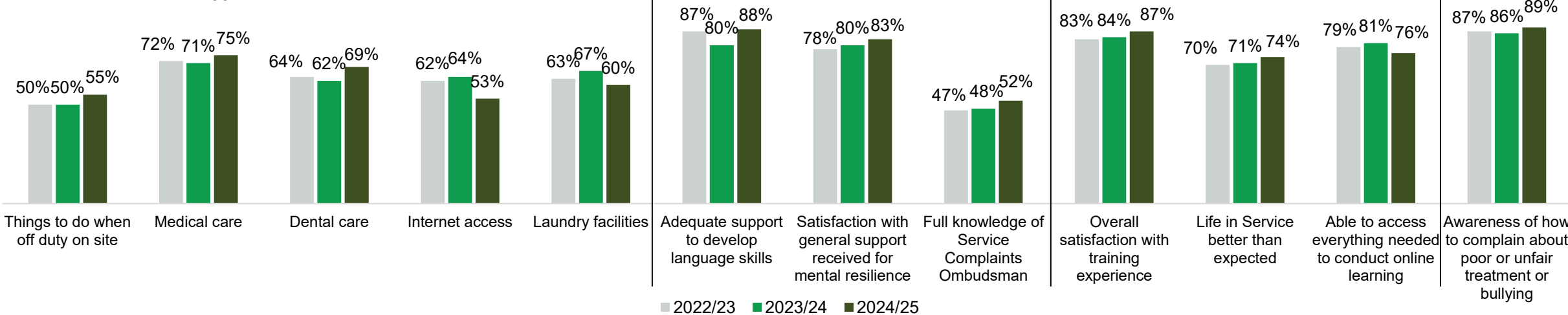
General

Overall satisfaction with the training experience and life in the Service being better than expected both improved, whilst ability to access everything needed to conduct online learning decreased by five percentage points.

Fairness

Awareness of how to complain about poor/unfair treatment was up from 23/24 from 86% to 89%.

Facilities & amenities, Support, General and Fairness



Army Phase 2: Areas of statistically significant increase

Increases

- There were nine significant increases across core measures between 2023/24 and 2024/25.
- Things to do when off duty on site (50% to 55%), and satisfaction with both medical (71% to 75%) and dental care (62% to 69%) all improved year on year; all three measures reached their highest levels in the last six years.
- Three support measures improved this year. Adequate support to develop language skills, was up eight percentage points after a decline in 2023/24 (80% to 88%). Satisfaction with support received for mental resilience increased to 83%, up five percentage points from its first inclusion in 2021/22 (78%). Full knowledge of the Service Complaints Ombudsman increased from 48% to 52%.
- Awareness of how to complain about poor or unfair treatment also saw an increase from 86% to 89%.
- Overall satisfaction with training reached its highest level after increasing by three percentage points to 87% and the proportion who felt that life in the Service was better than expected also increased to its highest level of 74%.

Increases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Things to do when off duty on site: Very good/Good	51%	43%	42%	50%	50%	55%
Medical care: Very good/Good	69%	69%	73%	72%	71%	75%
Dental care: Very good/Good	62%	61%	62%	64%	62%	69%
Support						
Given adequate support to develop language skills: Yes	..	..	..	87%	80%	88%
Satisfaction with the general support you received for your mental resilience: Very satisfied/Satisfied	..	..	78%	78%	80%	83%
Full knowledge of Service Complaints Ombudsman: Yes, fully	38%	46%	49%	47%	48%	52%
Fairness						
Awareness of how to complain about poor or unfair treatment or bullying: Yes	88%	84%	86%	87%	86%	89%
General						
Overall satisfaction with training experience: Very satisfied/Satisfied	80%	80%	83%	83%	84%	87%
Life in Service better than expected: Much better/Better	61%	66%	71%	70%	71%	74%

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

Army Phase 2: Areas of statistically significant decrease

Decreases

- A total of three measures saw a statistically significant fall compared to 2023/24.
- Two of the falls related to facilities and amenities. The proportion of respondents rating internet access as good or very good fell by 11 percentage points (64% to 53%). Satisfaction with laundry facilities fell by seven percentage points (67% to 60%.)
- One fall related to online learning: agreement that Trainees were able to access everything they needed to conduct their online learning decreased to its lowest level recorded (81% to 76%).

Decreases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Internet access: Very good/Good	66%	69%	64%	62%	64%	53%
Laundry facilities: Very good/Good	54%	57%	58%	63%	67%	60%
General						
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	..	..	78%	79%	81%	76%

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

Royal Navy Phase 2

Royal Navy Phase 2: Key Findings

A total of 606 Trainees who conducted their Phase 2 training at a Royal Navy Service Unit completed the Recruit Trainee Survey in 2024/25, representing a response rate of 41%.

Key Findings

There were two statistically significant changes in 2024/25, one increase and one decrease.

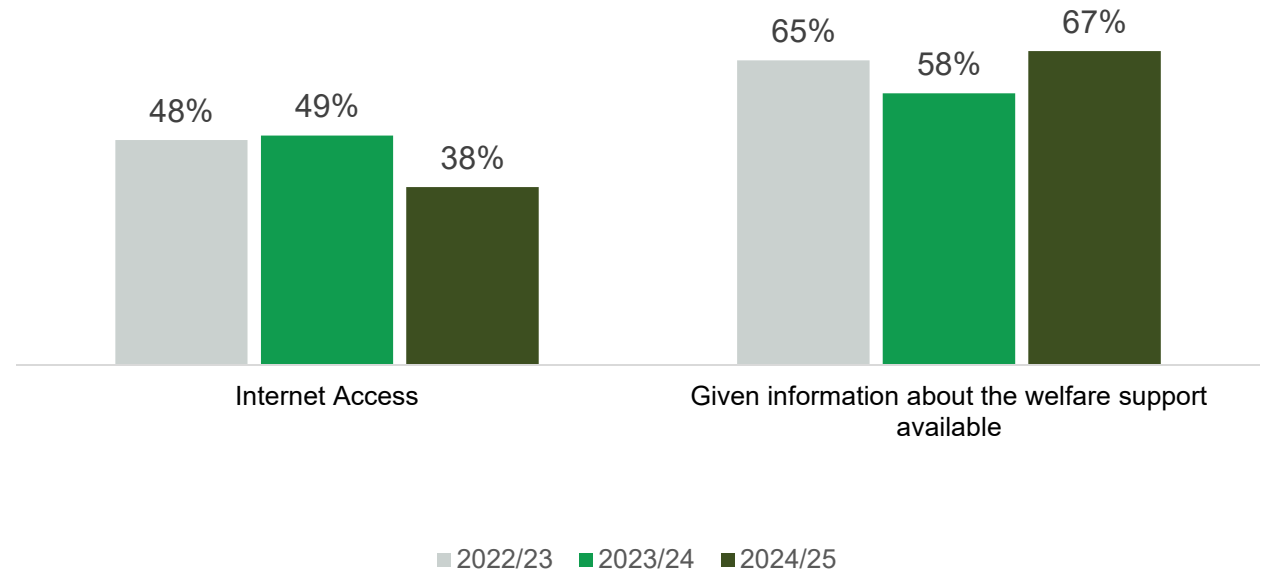
Facilities and amenities

Satisfaction with internet access declined to 38%, a drop of 11 percentage points compared to 2023/24.

Support

The proportion of respondents that felt they were given enough information about the welfare support available increased to 67% in 2024/25, reaching the highest level since the measure was introduced in 2021/22.

Facilities and amenities & Support



Royal Navy Phase 2: Areas of statistically significant increase

Increases

- There was one statistically significant increase for Royal Navy Trainees, relating to support.
- The proportion of respondents that were given enough information about the welfare support available increased in 2024/25 to 67%, the highest level since the question was introduced in 2021/22.

Increases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Support						
Given information about the welfare support available: Yes, I was given enough information	..	..	58%	65%	58%	67%

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

Royal Navy Phase 2: Areas of statistically significant decrease

Decreases

- There was one statistically significant fall for Royal Navy respondents, relating to facilities and amenities.
- Satisfaction with internet access dropped to 38%, with a decline of 11 percentage points since 2023/24.

Decreases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Internet Access: Very good/Good	62%	57%	46%	48%	49%	38%

Royal Marines Phase 2

Royal Marines Phase 2: Key Findings

A total of 285 Trainees who conducted their Phase 2 training at a Royal Marines Service Unit completed the Recruit Trainee Survey in 2024/25, representing a response rate of 65%.

Key Findings

There were four statistically significant changes among Royal Marine Trainees in 2024/25, all of which were increases. There were no statistically significant decreases.

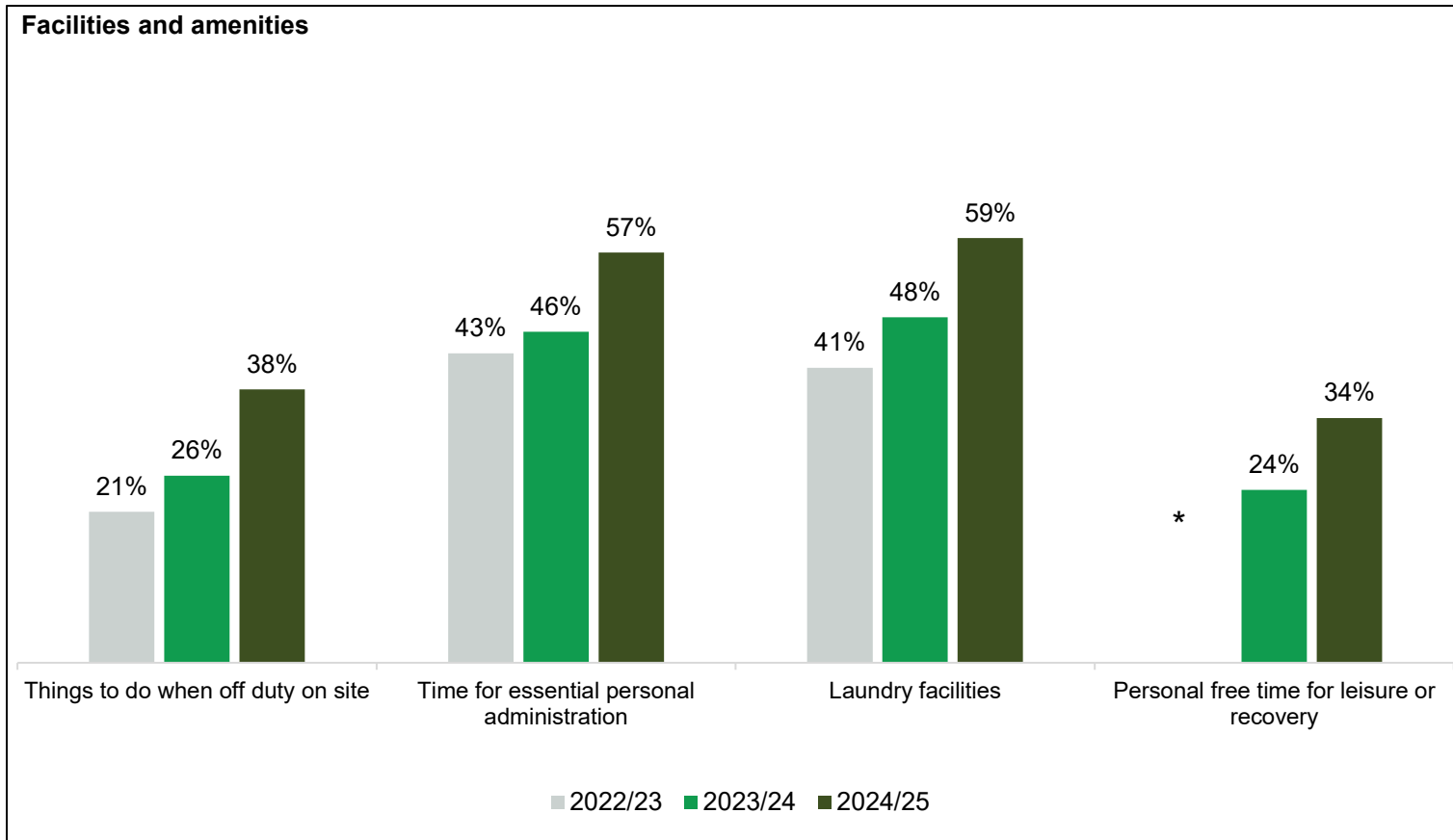
Facilities and amenities

All four increases related to facilities and amenities measures.

Perceptions of things to do when off duty improved from 26% to 38%, continuing the upward trend seen since 2020/21. Similarly, laundry facilities continued to improve, increasing by 11 percentage points (48% to 59%).

Time for essential personal administration increased from 46% to 57%, continuing its incline from 2022/23. All three of these measures reached the highest level recorded in the past six years.

Personal free time for leisure or recovery increased (24% to 34%), a statistically significant improvement since the measure was introduced last year.



Royal Marines Phase 2: Areas of statistically significant increase

Increases

- There were four increases which all related to facilities and amenities.
- Things to do when off duty on site increased by 12 percentage points (26% to 38%), continuing the upward trend since performance dropped in 2020/21.
- Time for essential personal administration was up 11 percentage points (46% to 57%).
- Laundry facilities recorded a similar increase, increasing by 11 percentage points (48% to 59%)
- These three measures all reached the highest level recorded since 2019/20.
- Personal free time for leisure or recovery increased by 10 percentage points (24% to 34%) since being asked for the first time last year.

Increases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Things to do when off duty on site: Very good/Good	29%	11%	18%	21%	26%	38%
Time for essential personal administration: Very good/Good	36%	49%	44%	43%	46%	57%
Laundry facilities: Very good/Good	38%	32%	38%	41%	48%	59%
Personal free time for leisure or recovery: Very good/Good	..	..	..	..	24%	34%

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

RAF Phase 2

RAF Phase 2: Key Findings

A total of 1,669 Trainees who conducted their Phase 2 training at an RAF Service Unit completed the Recruit Trainee Survey in 2024/25, representing a response rate of 64%.

Key Findings

There were 10 statistically significant increases and one statistically significant decrease between 2023/24 and 2024/25.

Facilities and amenities

Four facilities and amenities measures saw increases in 2024/25. Things to do when off duty on site increased (38% to 46%), as did satisfaction with food (16% to 20%), though this remains low.

Satisfaction levels also increased for both medical (74% to 80%) and dental care (72% to 77%).

The one recorded decrease in 2024/25 was for laundry facilities (57% to 44%), which decreased to the lowest point in the last six years.

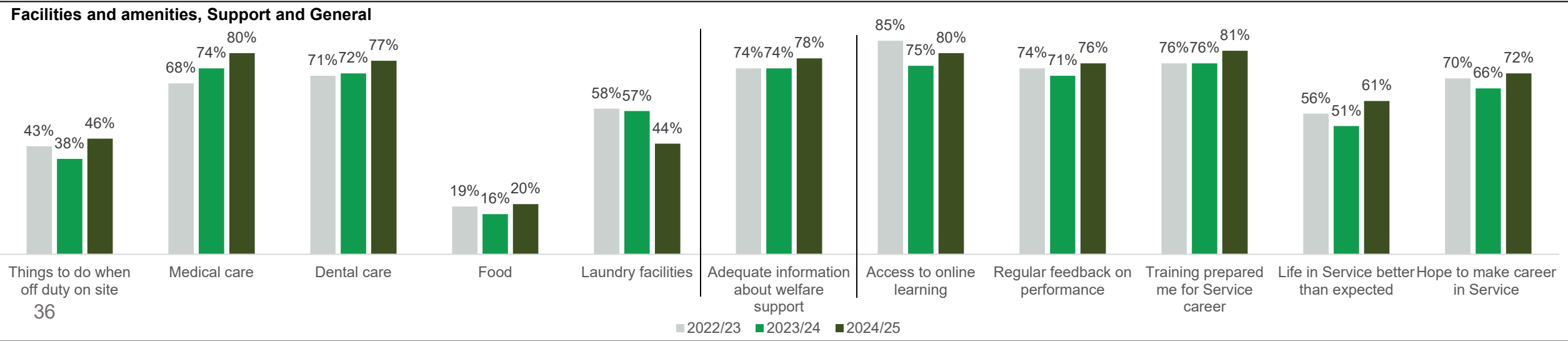
Support

The one support measure that increased is the proportion of respondents who were given adequate information about welfare support (74% to 78%).

General

Five general measures improved. Three general measures each increased by five percentage points; the ability to access everything they needed for online learning (75% to 80%), receiving regular feedback on their performance (71% to 76%), and Trainees feeling prepared for the next stage of their Service career (76% to 81%).

Life in the Service being better than expected increased to 61%, the highest level in six years. The proportion of Trainees hoping to make a career in the Service also increased following a dip last year (66% to 72%).



RAF Phase 2: Areas of statistically significant increase

Increases

- There were statistically significant increases for 10 measures between 2023/24 and 2024/25.
- Four of these increases related to facilities and amenities measures. Things to do when off duty on site increased by eight percentage points since 2023/24 (38% to 46%), to its highest level in the last six years. Satisfaction levels increased for medical (74% to 80%) and dental care (72% to 77%), continuing an upward trend for both seen since 2021/22. Satisfaction with food has also increased (16% to 20%) but remains low.
- Another area of positive change related to support. Trainees who were given adequate information about welfare support increased from 74% in 2023/24 to 78% in 2024/25.
- Five general measures improved. Three general measures each increased by five percentage points; the ability to access everything they needed for online learning (75% to 80%), regular feedback on their performance (71% to 76%), and training preparing Trainees for the next stage of their Service career (76% to 81%).
- Trainees hoping to make a career in the Service increased by six percentage points (66% to 72%). Life in the Service being considered better than expected increased by 10 percentage points (51% to 61%), to the highest level in six years.

Increases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Things to do when off duty on site: Very good/Good	40%	29%	36%	43%	38%	46%
Medical care: Very good/Good	81%	68%	67%	68%	74%	80%
Dental care: Very good/Good	78%	63%	63%	71%	72%	77%
Food: Very good/Good	26%	30%	23%	19%	16%	20%
Support						
Given information about the welfare support available: Yes, I was given enough information	..	..	73%	74%	74%	78%
General						
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	..	..	78%	85%	75%	80%
Received regular feedback on my performance: Strongly agree/Agree	74%	72%	72%	74%	71%	76%
I feel that my training prepared me for the next stage of my Service career: Strongly agree/Agree	..	..	..	76%	76%	81%
Life in Service better than expected: Much better/Better	53%	52%	52%	56%	51%	61%
Hope to make career in Service: I hope to make a career in my Service	71%	72%	70%	70%	66%	72%

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

RAF Phase 2: Areas of statistically significant decrease

Decreases

- Only one measure has seen a statistically significant fall between 2023/24 and 2024/25.
- Satisfaction with laundry facilities decreased by 13 percentage points to the lowest level recorded in the last six years (from 57% in 2023/24 to 44% in 2024/25).

Decreases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Laundry facilities: Very good/Good	49%	54%	56%	58%	57%	44%

UKStratCom Phase 2

UKStratCom Phase 2: Key Findings

A total of 590 Trainees who conducted their Phase 2 training at a UKStratCom unit completed the Recruit Trainee Survey in 2024/25, representing a response rate of 96%.

Key Findings

There were statistically significant increases for five measures, with no statistically significant decreases recorded for UKStratCom this year.

Facilities and amenities

There were three increases across facilities and amenities measures. Perceptions of the standard of living accommodation improved by eight percentage points since 2023/24 (49% up to 57%). Trainees were more positive about internet access (61% to 69%) and food (19% to 26%) compared to 2023/24.

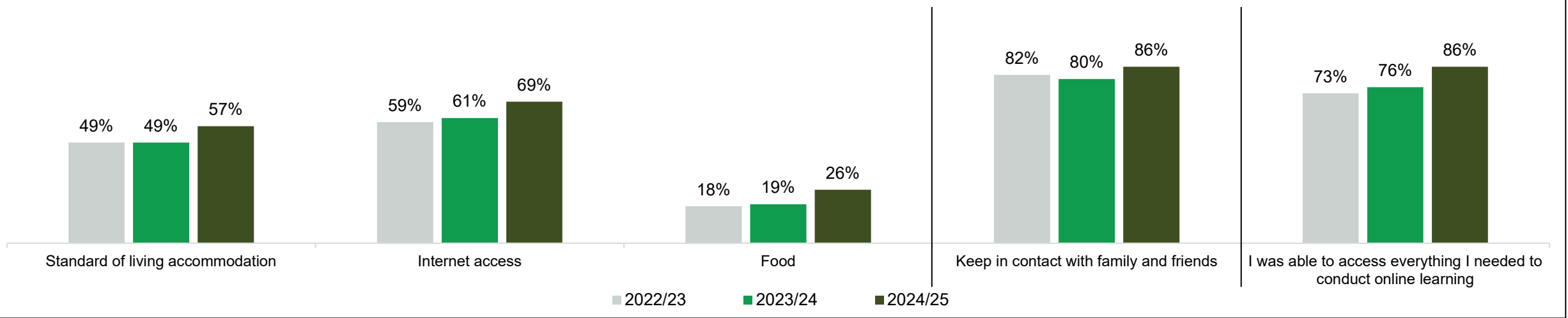
Support

There was one increase across support measures since 2023/24, relating to Trainees' opportunity of being able to keep in contact with their family and friends (80% up to 86%).

General

There was an increase around Trainees' perception that they could access everything needed to conduct online learning (76% to 86%).

Facilities and amenities, Support & General



UKStratCom: Areas of statistically significant increase

Increases

- There were statistically significant increases across five measures between 2023/24 and 2024/25.
- There were three increases across facilities and amenities. There was an increase in perception of the standard of living accommodation, which was up eight percentage points since 2023/24 (49% to 57%). Trainees were also more positive about internet access (61% to 69%) and the food (19% to 26%).
- Relating to support measures, there was an increase in the opportunity to keep in contact with family and friends since 2023/24 (80% up to 86%).
- Trainees' agreement that they were able to access everything they needed to conduct online learning continued to improve, with a 10 percentage points rise since 2023/24 (76% to 86%).

Increases	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Facilities and amenities						
Standard of living accommodation: Very good/Good	32%	48%	44%	49%	49%	57%
Internet access: Very good/Good	41%	56%	61%	59%	61%	69%
Food: Very good/Good	26%	27%	29%	18%	19%	26%
Support						
Keep in contact with family and friends: Very good/Good	..	93%	83%	82%	80%	86%
General						
I was able to access everything I needed to conduct online learning: Strongly agree/Agree	..	..	73%	73%	76%	86%

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

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 or 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 and 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 Recruits who completed their training in survey year 2024/25 (1st April 2024 to 31st March 2025) but also includes historical data from Recruits who completed the survey between survey years 2019/20 and 2023/24.

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.

Cognitive interviews

IFF Research periodically conduct cognitive interview sessions with Recruits and Trainees to review the survey content. The purpose of these sessions is to:

- Ensure and test Recruits and Trainees' understanding of the questions;
- Ensure and test that the questions feel relevant and Recruits and Trainees are able to provide a response;
- Test the length of the survey to ensure that Recruits and Trainees feel comfortable with the time required to complete the survey;
- Explore if there were any areas missing from the questionnaire that Recruits and Trainees would like to provide feedback on.

Recruits and Trainees complete the online survey themselves raising thoughts and queries as they go through each question, as well as being asked questions on specific areas to gauge understanding. The most recent cognitive interviews took place between 22nd January 2024 - 5th February 2024.

Response rates

Over a twelve-month fieldwork period between 1st April 2024 and 31st March 2025, 14,102 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 (23/24)	Response Rate (23/24)	Total Responses (24/25)	Response Rate (24/25)
Army	3,209	60%	4,749	75%
Royal Navy	837	52%	1,059	56%
Royal Marines	483	82%	774	100%
RAF	1,109	94%	1,303	97%

Phase 2	Total Responses (23/24)	Response Rate (23/24)	Total Responses (24/25)	Response Rate (24/25)
Army	2,353	65%	3,067	63%
Royal Navy	609	36%	606	41%
Royal Marines	353	60%	285	65%
RAF	1,953	82%	1,669	64%
UKStratCom*	774	80%	590	96%

**All UKStratCom training establishments provide Phase 2 training only.*

PLEASE NOTE: the response rates provided here are approximations based on available figures.

Statistical reliability and tests

We are confident in the statistical reliability of the survey results based on both the design and execution of the study. The survey has been tested for relevance and understanding. The survey is administered consistently using an online self completion methodology. The sample size achieved was sufficiently large for each Service to provide reliable feedback on the training experience.

Statistical tests were carried out over time to identify any significant changes compared to the previous year's results at a Service level. This includes the following:

- Army 2024/25 vs Army 2023/24
- Royal Navy 2024/25 vs Royal Navy 2023/24
- Royal Marines 2024/25 vs Royal Marines 2023/24
- RAF 2024/25 vs RAF 2023/24
- UKStratCom 2024/25 vs UKStratCom 2023/24.

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). Full details of the testing applied is included in the Background Quality Report.

As a sample of the overall 'population' has completed the survey, we cannot be certain that the figures obtained match those that would have been found if the entire population had been surveyed (i.e. the 'true' values).

For any percentage given, however, we can estimate 'confidence intervals' within which the 'true' values are likely to fall. For example; if 90% of our respondents' base of 4,749 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 89.4% or 90.6%, i.e. a margin of 0.6% 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.

Please note, the 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 the confidence intervals for each Service at different performance levels. We can be 99% confident that the 'true' values fall within the ranges shown in the table below.

Confidence intervals by performance levels

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 (4749)	0.6	0.8	0.9	0.9	0.9
Royal Navy (1059)	1.6	2.1	2.4	2.6	2.6
Royal Marines (774)	0.0	0.0	0.0	0.0	0.0
RAF (1303)	0.4	0.5	0.5	0.6	0.6

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 (3067)	0.9	1.1	1.3	1.4	1.4
Royal Navy (606)	2.4	3.2	3.7	3.9	4.0
Royal Marines (285)	2.6	3.4	3.9	4.2	4.3
RAF (1669)	1.1	1.4	1.6	1.7	1.8
UKStratCom* (590)	0.6	0.8	0.9	1.0	1.0

*All UKStratCom training establishments provide Phase 2 training only.



020 7250 3035

info@iffresearch.com

www.iffresearch.com



IFF Research



@IFFResearch